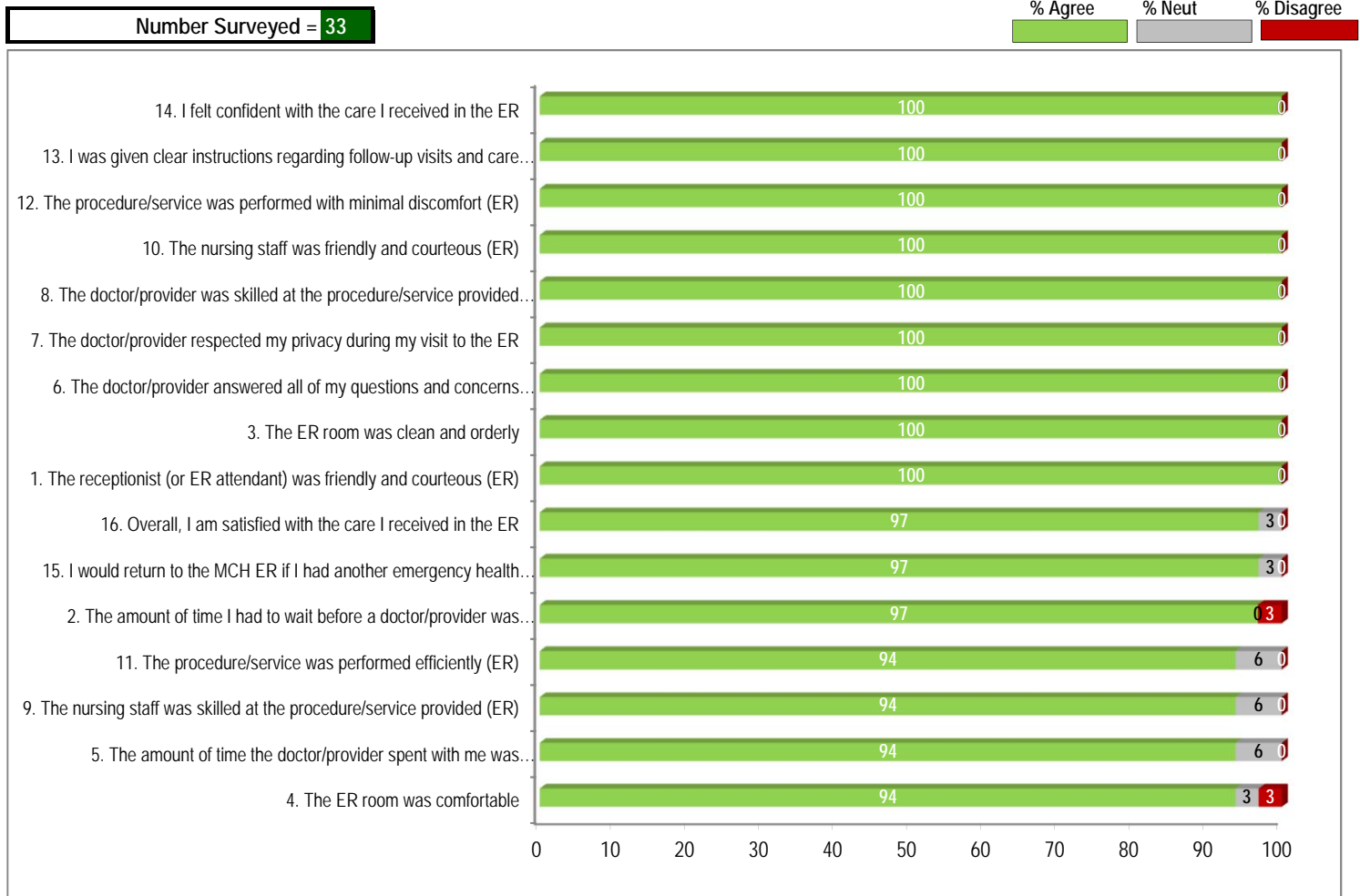


# Mineral Community Hospital Outpatient Survey

## October 2016 Report

Overall  
Number Surveyed: 37

### Emergency Room Care



#### Detailed Data

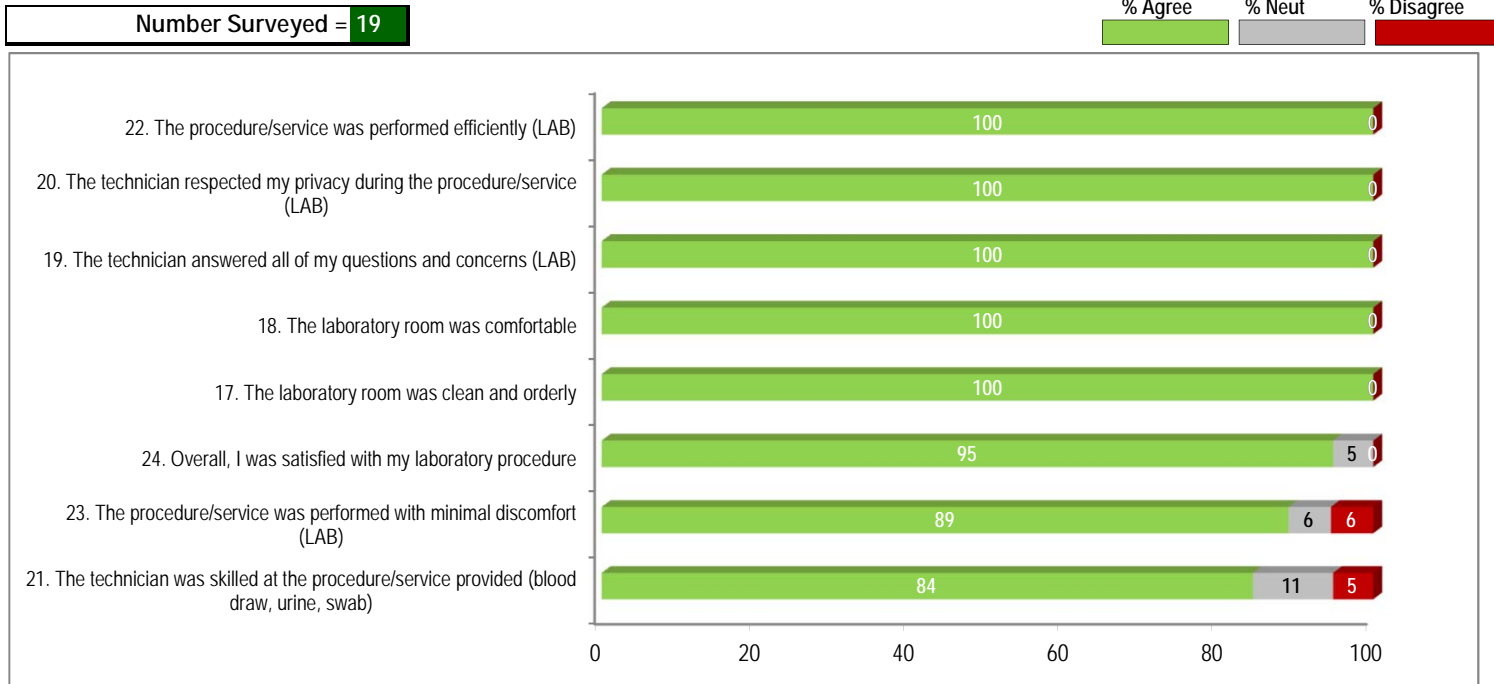
	% Fav	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
<b>Emergency Room Care Overall</b>	<b>98</b>	<b>73</b>	<b>25</b>	<b>2</b>	<b>0</b>	<b>0</b>
1. The receptionist (or ER attendant) was friendly and courteous (ER)	100	79	21	0	0	0
2. The amount of time I had to wait before a doctor/provider was available was appropriate (ER)	97	68	29	0	3	0
3. The ER room was clean and orderly	100	72	28	0	0	0
4. The ER room was comfortable	94	63	31	3	3	0
5. The amount of time the doctor/provider spent with me was sufficient (ER)	94	66	28	6	0	0
6. The doctor/provider answered all of my questions and concerns (ER)	100	69	31	0	0	0
7. The doctor/provider respected my privacy during my visit to the ER	100	78	22	0	0	0
8. The doctor/provider was skilled at the procedure/service provided (ER)	100	74	26	0	0	0
9. The nursing staff was skilled at the procedure/service provided (ER)	94	78	16	6	0	0
10. The nursing staff was friendly and courteous (ER)	100	78	22	0	0	0
11. The procedure/service was performed efficiently (ER)	94	69	25	6	0	0
12. The procedure/service was performed with minimal discomfort (ER)	100	68	32	0	0	0
13. I was given clear instructions regarding follow-up visits and care (ER)	100	68	32	0	0	0
14. I felt confident with the care I received in the ER	100	75	25	0	0	0
15. I would return to the MCH ER if I had another emergency health problem	97	84	13	3	0	0
16. Overall, I am satisfied with the care I received in the ER	97	81	16	3	0	0

# Mineral Community Hospital Outpatient Survey

## October 2016 Report

Overall  
Number Surveyed: 37

### Laboratory



#### Detailed Data

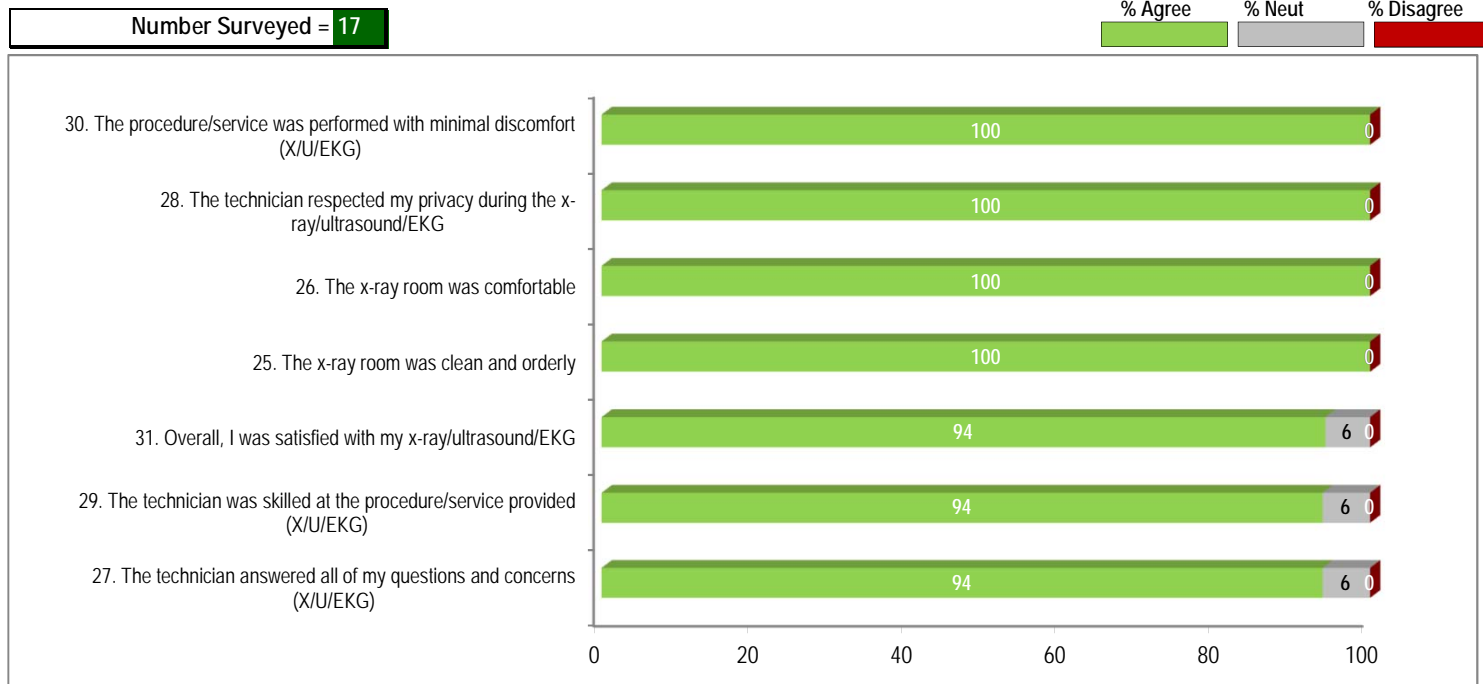
	% Fav	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
<b>Lab Overall</b>	<b>96</b>	<b>87</b>	<b>9</b>	<b>3</b>	<b>1</b>	<b>0</b>
17. The laboratory room was clean and orderly	100	88	13	0	0	0
18. The laboratory room was comfortable	100	87	13	0	0	0
19. The technician answered all of my questions and concerns (LAB)	100	94	6	0	0	0
20. The technician respected my privacy during the procedure/service (LAB)	100	94	6	0	0	0
21. The technician was skilled at the procedure/service provided (blood draw, urine, swab)	84	79	5	11	5	0
22. The procedure/service was performed efficiently (LAB)	100	88	12	0	0	0
23. The procedure/service was performed with minimal discomfort (LAB)	89	83	6	6	6	0
24. Overall, I was satisfied with my laboratory procedure	95	84	11	5	0	0

# Mineral Community Hospital Outpatient Survey

## October 2016 Report

Overall  
Number Surveyed: 37

### X-ray/Ultrasound/EKG



#### Detailed Data

	% Fav	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
<b>X-Ray/Ultrasound/EKG Overall</b>	<b>97</b>	<b>68</b>	<b>29</b>	<b>3</b>	<b>0</b>	<b>0</b>
25. The x-ray room was clean and orderly	100	79	21	0	0	0
26. The x-ray room was comfortable	100	73	27	0	0	0
27. The technician answered all of my questions and concerns (X/U/EKG)	94	63	31	6	0	0
28. The technician respected my privacy during the x-ray/ultrasound/EKG	100	69	31	0	0	0
29. The technician was skilled at the procedure/service provided (X/U/EKG)	94	63	31	6	0	0
30. The procedure/service was performed with minimal discomfort (X/U/EKG)	100	69	31	0	0	0
31. Overall, I was satisfied with my x-ray/ultrasound/EKG	94	65	29	6	0	0

# Mineral Community Hospital Outpatient Survey

## October 2016 Report

Overall  
Number Surveyed: 37

### X-ray

Number Surveyed = 13

<i>X-Ray Patients Only</i>	% Fav	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
25. The x-ray room was clean and orderly	100	82	18	0	0	0
26. The x-ray room was comfortable	100	75	25	0	0	0
27. The technician answered all of my questions and concerns (X/U/EKG)	92	67	25	8	0	0
28. The technician respected my privacy during the x-ray/ultrasound/EKG	100	75	25	0	0	0
29. The technician was skilled at the procedure/service provided (X/U/EKG)	92	67	25	8	0	0
30. The procedure/service was performed with minimal discomfort (X/U/EKG)	100	75	25	0	0	0
31. Overall, I was satisfied with my x-ray/ultrasound/EKG	92	69	23	8	0	0

### Ultrasound

Number Surveyed = 0

<i>Ultrasound Patients Only</i>	% Fav	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
25. The x-ray room was clean and orderly	N/A	N/A	N/A	N/A	N/A	N/A
26. The x-ray room was comfortable	N/A	N/A	N/A	N/A	N/A	N/A
27. The technician answered all of my questions and concerns (X/U/EKG)	N/A	N/A	N/A	N/A	N/A	N/A
28. The technician respected my privacy during the x-ray/ultrasound/EKG	N/A	N/A	N/A	N/A	N/A	N/A
29. The technician was skilled at the procedure/service provided (X/U/EKG)	N/A	N/A	N/A	N/A	N/A	N/A
30. The procedure/service was performed with minimal discomfort (X/U/EKG)	N/A	N/A	N/A	N/A	N/A	N/A
31. Overall, I was satisfied with my x-ray/ultrasound/EKG	N/A	N/A	N/A	N/A	N/A	N/A

### EKG

Number Surveyed = 0

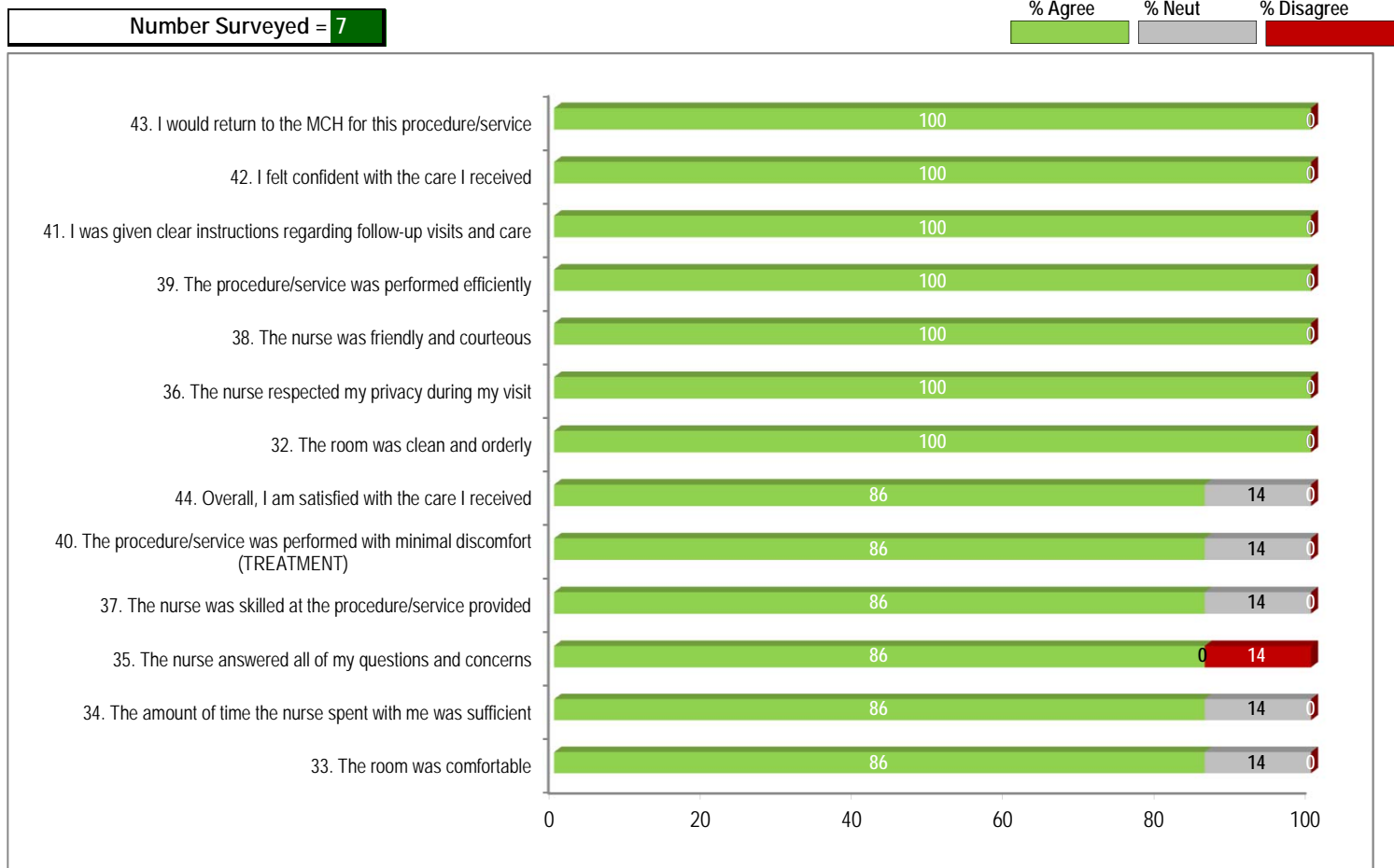
<i>EKG Patients Only</i>	% Fav	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
25. The x-ray room was clean and orderly	N/A	N/A	N/A	N/A	N/A	N/A
26. The x-ray room was comfortable	N/A	N/A	N/A	N/A	N/A	N/A
27. The technician answered all of my questions and concerns (X/U/EKG)	N/A	N/A	N/A	N/A	N/A	N/A
28. The technician respected my privacy during the x-ray/ultrasound/EKG	N/A	N/A	N/A	N/A	N/A	N/A
29. The technician was skilled at the procedure/service provided (X/U/EKG)	N/A	N/A	N/A	N/A	N/A	N/A
30. The procedure/service was performed with minimal discomfort (X/U/EKG)	N/A	N/A	N/A	N/A	N/A	N/A
31. Overall, I was satisfied with my x-ray/ultrasound/EKG	N/A	N/A	N/A	N/A	N/A	N/A

# Mineral Community Hospital Outpatient Survey

## October 2016 Report

Overall  
Number Surveyed: 37

### Outpatient Treatment Services



#### Detailed Data

	% Fav	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
<b>Outpatient Treatment Services Overall</b>	<b>93</b>	<b>56</b>	<b>37</b>	<b>5</b>	<b>1</b>	<b>0</b>
32. The room was clean and orderly	100	57	43	0	0	0
33. The room was comfortable	86	57	29	14	0	0
34. The amount of time the nurse spent with me was sufficient	86	57	29	14	0	0
35. The nurse answered all of my questions and concerns	86	43	43	0	14	0
36. The nurse respected my privacy during my visit	100	57	43	0	0	0
37. The nurse was skilled at the procedure/service provided	86	57	29	14	0	0
38. The nurse was friendly and courteous	100	57	43	0	0	0
39. The procedure/service was performed efficiently	100	57	43	0	0	0
40. The procedure/service was performed with minimal discomfort (TREATMENT)	86	57	29	14	0	0
41. I was given clear instructions regarding follow-up visits and care	100	60	40	0	0	0
42. I felt confident with the care I received	100	57	43	0	0	0
43. I would return to the MCH for this procedure/service	100	57	43	0	0	0
44. Overall, I am satisfied with the care I received	86	57	29	14	0	0

# Mineral Community Hospital Outpatient Survey

## October 2016 Report

Overall  
Number Surveyed: 37

### IV Medication Visit

Number Surveyed = 1

#### IV Medication Visits Only

	% Fav	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
32. The room was clean and orderly	100	100	0	0	0	0
33. The room was comfortable	100	100	0	0	0	0
34. The amount of time the nurse spent with me was sufficient	100	100	0	0	0	0
35. The nurse answered all of my questions and concerns	100	100	0	0	0	0
36. The nurse respected my privacy during my visit	100	100	0	0	0	0
37. The nurse was skilled at the procedure/service provided	100	100	0	0	0	0
38. The nurse was friendly and courteous	100	100	0	0	0	0
39. The procedure/service was performed efficiently	100	100	0	0	0	0
40. The procedure/service was performed with minimal discomfort (TREATMENT)	100	100	0	0	0	0
41. I was given clear instructions regarding follow-up visits and care	100	100	0	0	0	0
42. I felt confident with the care I received	100	100	0	0	0	0
43. I would return to the MCH for this procedure/service	100	100	0	0	0	0
44. Overall, I am satisfied with the care I received	100	100	0	0	0	0

### Dressing Changes

Number Surveyed = 1

#### Dressing Changes Visits Only

	% Fav	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
32. The room was clean and orderly	100	0	100	0	0	0
33. The room was comfortable	100	0	100	0	0	0
34. The amount of time the nurse spent with me was sufficient	100	0	100	0	0	0
35. The nurse answered all of my questions and concerns	100	0	100	0	0	0
36. The nurse respected my privacy during my visit	100	0	100	0	0	0
37. The nurse was skilled at the procedure/service provided	100	0	100	0	0	0
38. The nurse was friendly and courteous	100	0	100	0	0	0
39. The procedure/service was performed efficiently	100	0	100	0	0	0
40. The procedure/service was performed with minimal discomfort (TREATMENT)	100	0	100	0	0	0
41. I was given clear instructions regarding follow-up visits and care	N/A	N/A	N/A	N/A	N/A	N/A
42. I felt confident with the care I received	100	0	100	0	0	0
43. I would return to the MCH for this procedure/service	100	0	100	0	0	0
44. Overall, I am satisfied with the care I received	100	0	100	0	0	0

### Injections

Number Surveyed = 2

#### Injection Visits Only

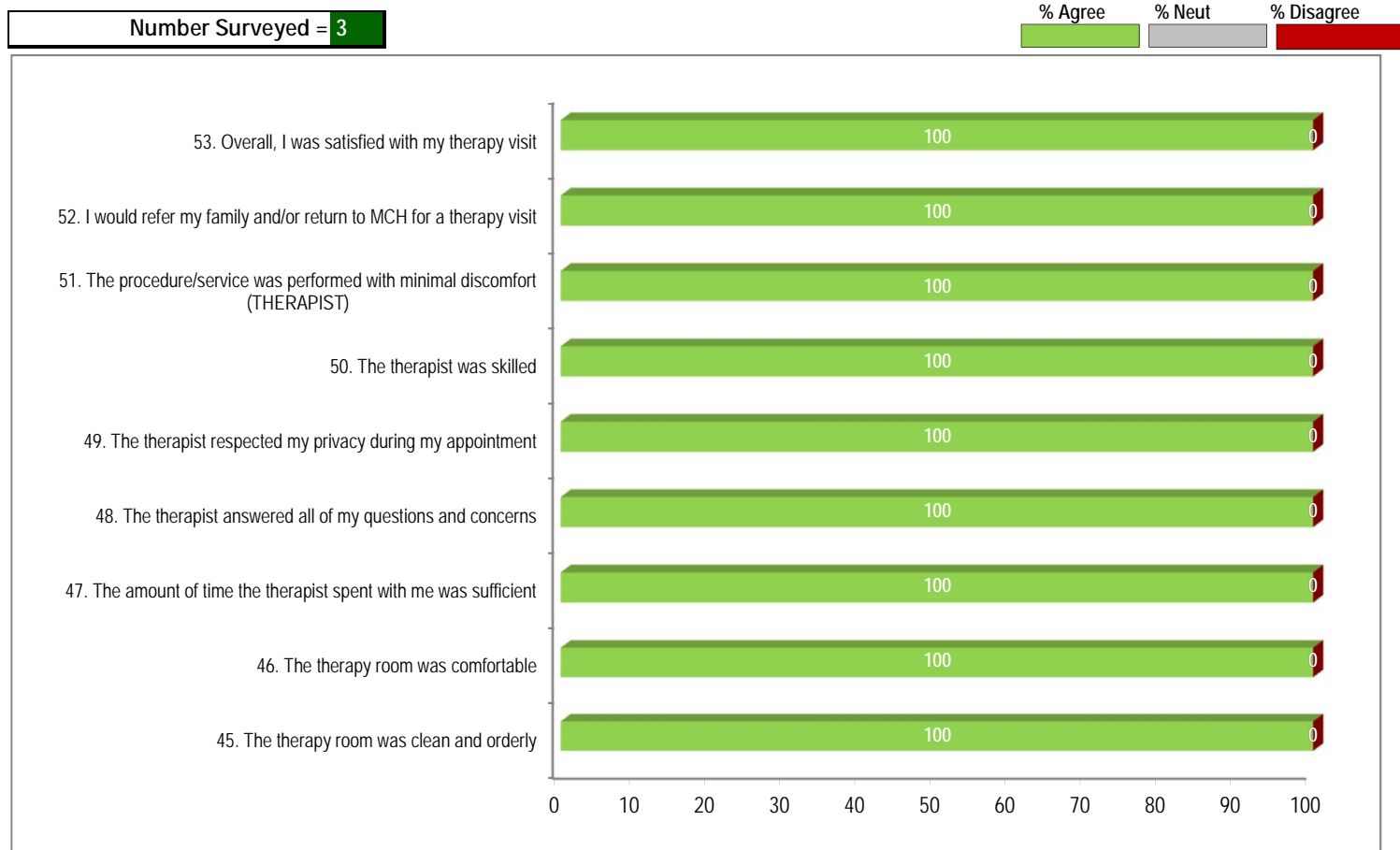
	% Fav	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
32. The room was clean and orderly	100	0	100	0	0	0
33. The room was comfortable	50	0	50	50	0	0
34. The amount of time the nurse spent with me was sufficient	50	0	50	50	0	0
35. The nurse answered all of my questions and concerns	100	0	100	0	0	0
36. The nurse respected my privacy during my visit	100	0	100	0	0	0
37. The nurse was skilled at the procedure/service provided	50	0	50	50	0	0
38. The nurse was friendly and courteous	100	0	100	0	0	0
39. The procedure/service was performed efficiently	100	0	100	0	0	0
40. The procedure/service was performed with minimal discomfort (TREATMENT)	50	0	50	50	0	0
41. I was given clear instructions regarding follow-up visits and care	100	0	100	0	0	0
42. I felt confident with the care I received	100	0	100	0	0	0
43. I would return to the MCH for this procedure/service	100	0	100	0	0	0
44. Overall, I am satisfied with the care I received	50	0	50	50	0	0

# Mineral Community Hospital Outpatient Survey

## October 2016 Report

Overall  
Number Surveyed: 37

### Rehabilitation Services Visits



#### Detailed Data

	% Fav	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
<b>Rehabilitation Services Visits Overall</b>	<b>100</b>	<b>96</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>
45. The therapy room was clean and orderly	100	100	0	0	0	0
46. The therapy room was comfortable	100	100	0	0	0	0
47. The amount of time the therapist spent with me was sufficient	100	100	0	0	0	0
48. The therapist answered all of my questions and concerns	100	100	0	0	0	0
49. The therapist respected my privacy during my appointment	100	100	0	0	0	0
50. The therapist was skilled	100	100	0	0	0	0
51. The procedure/service was performed with minimal discomfort (THERAPIST)	100	67	33	0	0	0
52. I would refer my family and/or return to MCH for a therapy visit	100	100	0	0	0	0
53. Overall, I was satisfied with my therapy visit	100	100	0	0	0	0

# Mineral Community Hospital Outpatient Survey October 2016 Report

Overall  
Number Surveyed: 37

## Physical Therapy

Number Surveyed = 3

<i>Physical Therapy Patients Only</i>	% Fav	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
45. The therapy room was clean and orderly	100	100	0	0	0	0
46. The therapy room was comfortable	100	100	0	0	0	0
47. The amount of time the therapist spent with me was sufficient	100	100	0	0	0	0
48. The therapist answered all of my questions and concerns	100	100	0	0	0	0
49. The therapist respected my privacy during my appointment	100	100	0	0	0	0
50. The therapist was skilled	100	100	0	0	0	0
51. The procedure/service was performed with minimal discomfort (THERAPIST)	100	67	33	0	0	0
52. I would refer my family and/or return to MCH for a therapy visit	100	100	0	0	0	0
53. Overall, I was satisfied with my therapy visit	100	100	0	0	0	0

## Occupational Therapy

Number Surveyed = 0

<i>Occupational Therapy Patients Only</i>	% Fav	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
45. The therapy room was clean and orderly	N/A	N/A	N/A	N/A	N/A	N/A
46. The therapy room was comfortable	N/A	N/A	N/A	N/A	N/A	N/A
47. The amount of time the therapist spent with me was sufficient	N/A	N/A	N/A	N/A	N/A	N/A
48. The therapist answered all of my questions and concerns	N/A	N/A	N/A	N/A	N/A	N/A
49. The therapist respected my privacy during my appointment	N/A	N/A	N/A	N/A	N/A	N/A
50. The therapist was skilled	N/A	N/A	N/A	N/A	N/A	N/A
51. The procedure/service was performed with minimal discomfort (THERAPIST)	N/A	N/A	N/A	N/A	N/A	N/A
52. I would refer my family and/or return to MCH for a therapy visit	N/A	N/A	N/A	N/A	N/A	N/A
53. Overall, I was satisfied with my therapy visit	N/A	N/A	N/A	N/A	N/A	N/A

## Speech Therapy

Number Surveyed = 0

<i>Speech Therapy Patients Only</i>	% Fav	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
45. The therapy room was clean and orderly	N/A	N/A	N/A	N/A	N/A	N/A
46. The therapy room was comfortable	N/A	N/A	N/A	N/A	N/A	N/A
47. The amount of time the therapist spent with me was sufficient	N/A	N/A	N/A	N/A	N/A	N/A
48. The therapist answered all of my questions and concerns	N/A	N/A	N/A	N/A	N/A	N/A
49. The therapist respected my privacy during my appointment	N/A	N/A	N/A	N/A	N/A	N/A
50. The therapist was skilled	N/A	N/A	N/A	N/A	N/A	N/A
51. The procedure/service was performed with minimal discomfort (THERAPIST)	N/A	N/A	N/A	N/A	N/A	N/A
52. I would refer my family and/or return to MCH for a therapy visit	N/A	N/A	N/A	N/A	N/A	N/A
53. Overall, I was satisfied with my therapy visit	N/A	N/A	N/A	N/A	N/A	N/A



# Mineral Community Hospital Outpatient Survey October 2016 Report

Overall  
Number Surveyed: 37

<i>Detailed Data</i>	% Fav	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	2Q 16 % SA	+/- 2Q 16 % SA
1. The receptionist (or ER attendant) was friendly and courteous (ER)	100	79	21	0	0	0	75	3.79
2. The amount of time I had to wait before a doctor/provider was available was appropriate (ER)	97	68	29	0	3	0	79	-11.67
3. The ER room was clean and orderly	100	72	28	0	0	0	72	-0.35
4. The ER room was comfortable	94	63	31	3	3	0	65	-2.21
5. The amount of time the doctor/provider spent with me was sufficient (ER)	94	66	28	6	0	0	75	-9.38
6. The doctor/provider answered all of my questions and concerns (ER)	100	69	31	0	0	0	69	-0.69
7. The doctor/provider respected my privacy during my visit to the ER	100	78	22	0	0	0	75	3.13
8. The doctor/provider was skilled at the procedure/service provided (ER)	100	74	26	0	0	0	74	-0.09
9. The nursing staff was skilled at the procedure/service provided (ER)	94	78	16	6	0	0	76	1.65
10. The nursing staff was friendly and courteous (ER)	100	78	22	0	0	0	71	6.70
11. The procedure/service was performed efficiently (ER)	94	69	25	6	0	0	78	-9.03
12. The procedure/service was performed with minimal discomfort (ER)	100	68	32	0	0	0	74	-6.54
13. I was given clear instructions regarding follow-up visits and care (ER)	100	68	32	0	0	0	71	-2.85
14. I felt confident with the care I received in the ER	100	75	25	0	0	0	76	-1.47
15. I would return to the MCH ER if I had another emergency health problem	97	84	13	3	0	0	74	10.09
16. Overall, I am satisfied with the care I received in the ER	97	81	16	3	0	0	77	4.11
17. The laboratory room was clean and orderly	100	88	13	0	0	0	73	14.17
18. The laboratory room was comfortable	100	87	13	0	0	0	73	13.33
19. The technician answered all of my questions and concerns (LAB)	100	94	6	0	0	0	74	20.43
20. The technician respected my privacy during the procedure/service (LAB)	100	94	6	0	0	0	74	20.43
21. The technician was skilled at the procedure/service provided (blood draw, urine, swab)	84	79	5	11	5	0	65	14.24
22. The procedure/service was performed efficiently (LAB)	100	88	12	0	0	0	70	18.24
23. The procedure/service was performed with minimal discomfort (LAB)	89	83	6	6	6	0	67	16.67
24. Overall, I was satisfied with my laboratory procedure	95	84	11	5	0	0	65	19.21
25. The x-ray room was clean and orderly	100	79	21	0	0	0	72	6.35
26. The x-ray room was comfortable	100	73	27	0	0	0	65	8.33
27. The technician answered all of my questions and concerns (X/U/EKG)	94	63	31	6	0	0	74	-11.18
28. The technician respected my privacy during the x-ray/ultrasound/EKG	100	69	31	0	0	0	74	-4.93
29. The technician was skilled at the procedure/service provided (X/U/EKG)	94	63	31	6	0	0	67	-4.17
30. The procedure/service was performed with minimal discomfort (X/U/EKG)	100	69	31	0	0	0	65	3.75
31. Overall, I was satisfied with my x-ray/ultrasound/EKG	94	65	29	6	0	0	71	-6.72
32. The room was clean and orderly	100	57	43	0	0	0	64	-7.14
33. The room was comfortable	86	57	29	14	0	0	64	-7.14
34. The amount of time the nurse spent with me was sufficient	86	57	29	14	0	0	62	-4.40
35. The nurse answered all of my questions and concerns	86	43	43	0	14	0	67	-23.81
36. The nurse respected my privacy during my visit	100	57	43	0	0	0	62	-4.40
37. The nurse was skilled at the procedure/service provided	86	57	29	14	0	0	58	-1.19
38. The nurse was friendly and courteous	100	57	43	0	0	0	62	-4.40
39. The procedure/service was performed efficiently	100	57	43	0	0	0	58	-1.19
40. The procedure/service was performed with minimal discomfort (TREATMENT)	86	57	29	14	0	0	55	2.60
41. I was given clear instructions regarding follow-up visits and care	100	60	40	0	0	0	67	-6.67
42. I felt confident with the care I received	100	57	43	0	0	0	62	-4.40
43. I would return to the MCH for this procedure/service	100	57	43	0	0	0	58	-1.19
44. Overall, I am satisfied with the care I received	86	57	29	14	0	0	62	-4.40
45. The therapy room was clean and orderly	100	100	0	0	0	0	40	60.00
46. The therapy room was comfortable	100	100	0	0	0	0	40	60.00
47. The amount of time the therapist spent with me was sufficient	100	100	0	0	0	0	56	44.44
48. The therapist answered all of my questions and concerns	100	100	0	0	0	0	67	33.33
49. The therapist respected my privacy during my appointment	100	100	0	0	0	0	44	55.56
50. The therapist was skilled	100	100	0	0	0	0	50	50.00
51. The procedure/service was performed with minimal discomfort (THERAPIST)	100	67	33	0	0	0	50	16.67
52. I would refer my family and/or return to MCH for a therapy visit	100	100	0	0	0	0	60	40.00
53. Overall, I was satisfied with my therapy visit	100	100	0	0	0	0	67	33.33
<b>OVERALL AVERAGE</b>	<b>97</b>	<b>74</b>	<b>22</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>66</b>	<b>8.28</b>

# Mineral Community Hospital Outpatient Survey October 2016 Report

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Overall  
Number Surveyed: 37

## Is there anything we could have done to make your visit more satisfactory?

- \* Everyone was extremely courteous and professional. I couldn't have been more pleased with the services provided.
- \* I want to complement Karen (PA), Patrick (RN) and Manny Ruiz (NA) for their kindness shown to my husband - they were terrific.
- \* I think that I might/should have been kept over night. The pain meds I started out with didn't come close to helping.
- \* You did a wonderful job. Very well run for a small hospital. Everything done under one roof. The staff was very helpful and very courteous. Thanks for your help.
- \* No, not really, I went in for a double earache so not really a true emergency, but I'm happy we have your ER in Superior.
- \* No protection was offered during the Xrays. Brian Rick never touched me during the entire visit.
- \* We were well taken care of. Thank you.
- \* Our granddaughter broke her arm and our care was excellent. Thank you.
- \* Make sure the ER is not too hot is the only complaint.
- \* They need to include all information to the insurance provider correctly or to second provider the right way so they can collect. Mr. Gleason needs to take care of. [as written]
- \* There was a disconnect between ER and Partnership on follow up. There were appointments to be made and were communicated to patient but Partnership had no record.
- \* I feel all services were satisfactory.
- \* No, I felt very much at ease and felt well taken care of.
- \* I have nothing but praise for the staff, techs, and PT trainers. Impressed by their kindness and professionalism.