

Integrated Item Analysis Report

Hospital Unit

Response	Frequency	Percent	Mean: 3.45
Cardiac	4	20.00	
General Surgery	4	20.00	
Maternity	2	10.00	
Neurology	3	15.00	
Pathology	3	15.00	
Pediatrics	4	20.00	

Length of Stay

Response	Frequency	Percent	Mean: 3.20
1	2	10.00	
2	4	20.00	
3	7	35.00	
4	2	10.00	
5+	5	25.00	

The staff was responsive to my needs.

Response	Frequency	Percent	Mean: 3.30
Strongly Agree	10	50.00	
Agree	6	30.00	
Disagree	4	20.00	
Strongly Disagree	0	0.00	

The staff treated me with respect.

Response	Frequency	Percent	Mean: 3.30
Strongly Agree	10	50.00	
Agree	6	30.00	
Disagree	4	20.00	
Strongly Disagree	0	0.00	

Medical procedures were explained in terms I understood.

Response	Frequency	Percent	Mean: 2.90
Strongly Agree	6	30.00	
Agree	7	35.00	
Disagree	6	30.00	
Strongly Disagree	1	5.00	

My doctor was available to answer questions.

Response	Frequency	Percent	Mean: 2.90
Strongly Agree	6	30.00	
Agree	8	40.00	
Disagree	4	20.00	
Strongly Disagree	2	10.00	

My overall rating of this hospital stay is favorable.

Response	Frequency	Percent	Mean: 3.10
Strongly Agree	6	30.00	
Agree	10	50.00	
Disagree	4	20.00	
Strongly Disagree	0	0.00	

Comments

Respondent	Response
1	Availability of doctors was poor. Bedside manner not so great either.
3	Nurse Jill Smith was excellent!!!
4	Procedures were explained, but getting test results took unusually long
6	My only complaint is the doctor's bedside manner and ability to answer questions on my level.
8	The doctor only visited once. I had questions the nurses couldn't answer and didn't get the attention I needed.
11	The nurses were fantastic! Give them raises!
12	Fortunately I was in and out in a day. Tests took forever!
13	The nurses and doctors really got to know me and my daughter. Thank you for making something so unpleasant as good as possible.
15	The staff was excellent. Nurses were so attentive to my needs. Thank You!

Comments

Respondent	Response
17	All in all good. Questions could have been addressed more thoroughly.
18	As a frightened parent of a 4 year old patient, I felt very well taken care of.
19	Nurses seemed too busy to provide quality care and attention
20	The doctors were very rushed.