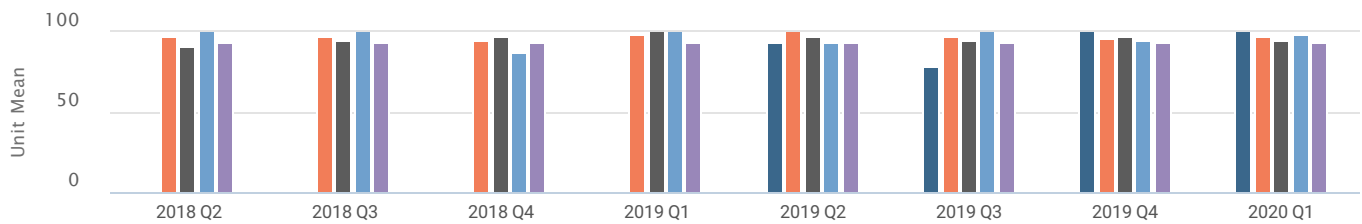




Patient Satisfaction Report

Greenwich Hospital

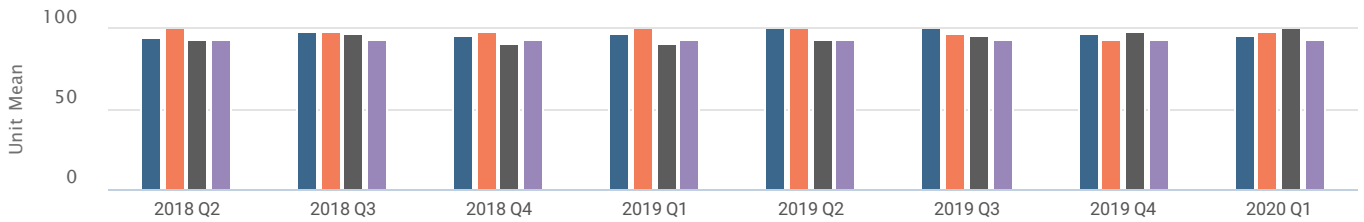
Patient Satisfaction with Nursing
 Service Recovery
 Response to concerns/complaints made during your visit
 Outpatient Services: ARC, BCHM, CARD, GH LRR INFUSION STAMFORD



	2018 Q2	2018 Q3	2018 Q4	2019 Q1	2019 Q2	2019 Q3	2019 Q4	2020 Q1
ARC	N/A	N/A	N/A	N/A	93.33	78.13	100.00	100.00
BCHM	97.28	97.26	95.16	98.40	100.00	98.08	95.83	97.18
CARD	91.13	94.64	97.50	100.00	98.00	95.19	97.73	95.27
GH LRR INFUSION STAMFORD	100.00	100.00	87.50	100.00	93.75	100.00	95.31	98.21
Press Ganey PX All Facility DB Mean	93.23	93.25	93.35	93.43	93.53	93.75	94.02	94.19

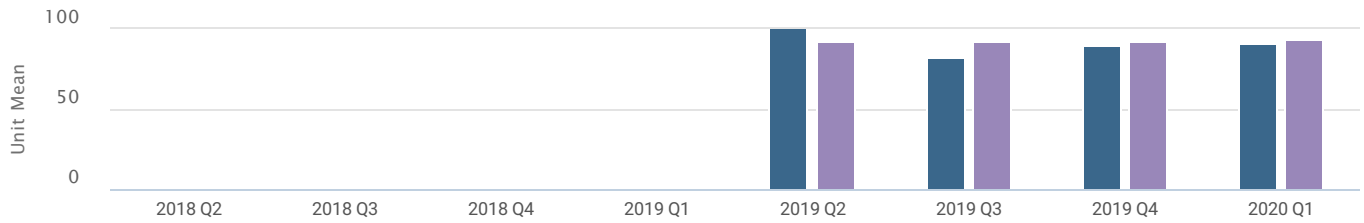
N/A = no data, not submitted but unit was eligible to report

Patient Satisfaction with Nursing
Service Recovery
Response to concerns/complaints made during your visit
Outpatient Services: HB/WOUND, IDAP, PAINMGNT



■ HB/WOUND	94.77	99.00	95.83	97.73	100.00	100.00	96.88	96.77
■ IDAP	100.00	98.57	99.14	100.00	100.00	97.92	94.32	98.91
■ PAINMGNT	94.00	97.92	91.25	91.67	93.18	96.09	98.68	100.00
■ Press Ganey PX All Facility DB Mean	93.23	93.25	93.35	93.43	93.53	93.75	94.02	94.19

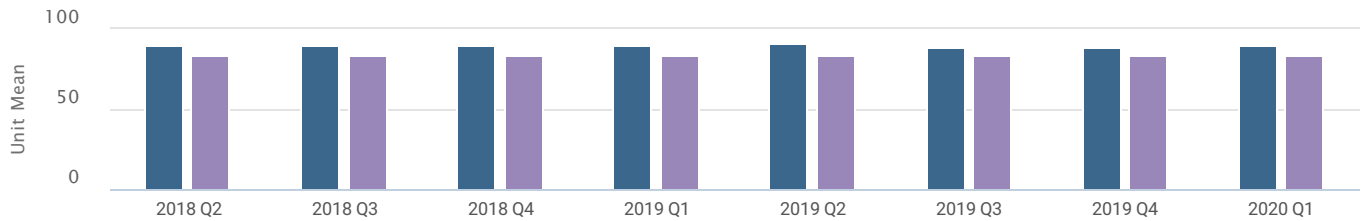
Patient Satisfaction with Nursing
Service Recovery
Response to concerns/complaints made during your visit
Medical Practice: Outpatient Center



■ Outpatient Center	N/A	N/A	N/A	N/A	100.00	82.69	90.22	91.18
■ Press Ganey PX National Facilities Mean	N/A	N/A	N/A	N/A	93.10	93.02	93.10	93.43

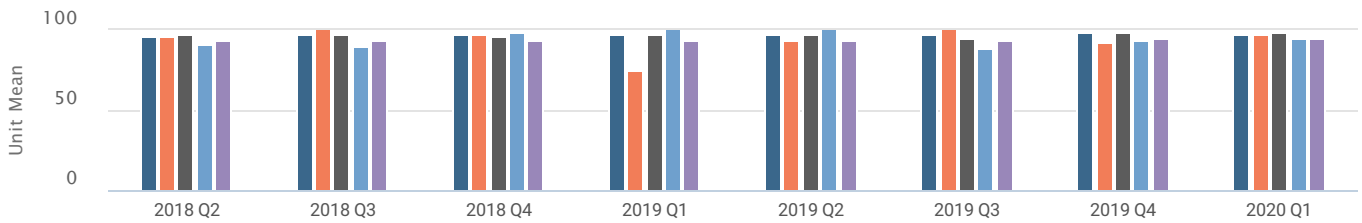
N/A = no data, unit not eligible per vendor

Patient Satisfaction with Nursing
Service Recovery
Response to concerns/complaints made during your stay
Emergency Department: Greenwich Hospital



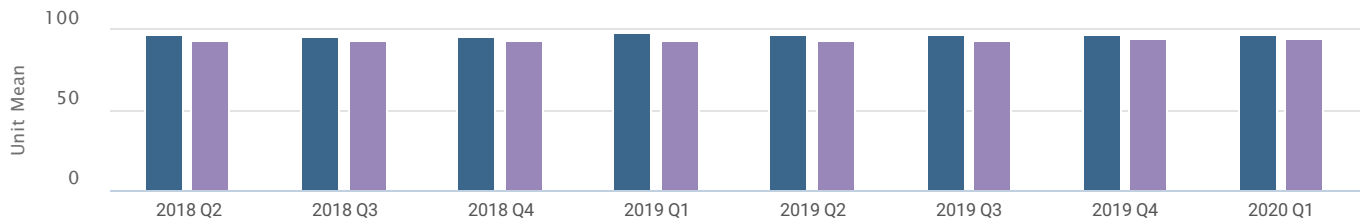
Greenwich Hospital	89.90	90.50	90.09	90.62	91.70	89.19	89.03	89.51
Press Ganey PX All PG Database Mean	83.61	83.28	83.43	83.37	83.42	83.58	83.63	83.39

Patient Satisfaction with Nursing
Service Recovery
Response to concerns/complaints made during your visit
Ambulatory Surgery: ASU, ASU2, HHSC, SA.PED



ASU	96.39	97.40	96.98	97.54	97.52	97.83	98.27	97.09
ASU2	96.43	100.00	97.73	75.00	93.75	100.00	92.31	97.73
HHSC	96.98	97.18	95.83	97.27	97.08	94.44	99.20	98.66
SA.PED	91.67	89.47	98.33	100.00	100.00	89.06	94.12	95.00
Press Ganey PX All PG Database Mean	93.56	93.66	93.78	93.91	94.00	94.01	94.42	94.57

Patient Satisfaction with Nursing
 Service Recovery
 Response to concerns/complaints made during your visit
 Ambulatory Surgery: WPGI



■ WPGI	97.16	96.20	96.15	98.53	96.88	97.02	97.09	96.93
■ Press Ganey PX All PG Database Mean	93.56	93.66	93.78	93.91	94.00	94.01	94.42	94.57