

## Inpatient Satisfaction Trend

Schick Shadel Hospital

Service Code: All Units

Question.	UHS December-2018	Change Dec-Nov	December-2018	November-2018	October-2018	September-2018	August-2018	July-2018	June-2018	May-2018	April-2018	March-2018	February-2018	January-2018
I was encouraged to help myself and ask others to help me.	<b>4.52</b>	-0.34%	4.67	4.69	4.76	4.74	4.71	4.69	4.71	4.74	4.79	4.74	4.77	4.79
I was informed of my rights.	<b>4.38</b>	-0.60%	4.70	4.72	4.78	4.56	4.55	4.62	4.62	4.78	4.72	4.75	4.79	4.83
I felt safe while I was here.	<b>4.44</b>	2.87%	4.91	4.78	4.61	4.68	4.84	4.82	4.75	4.89	4.82	4.90	4.88	4.89
The environment was clean and comfortable.	<b>4.29</b>	6.48%	4.69	4.40	4.51	4.49	4.71	4.57	4.50	4.59	4.72	4.69	4.70	4.68
Staff were sensitive to my language, cultural, and spiritual needs.	<b>4.44</b>	-0.26%	4.61	4.62	4.63	4.67	4.66	4.66	4.75	4.62	4.74	4.78	4.79	4.84
I was satisfied with the food.	<b>4.11</b>	1.55%	4.62	4.55	4.73	4.49	4.65	4.60	4.62	4.41	4.68	4.69	4.68	4.62
The therapy groups were helpful to me.	<b>4.40</b>	1.61%	4.78	4.71	4.59	4.72	4.49	4.77	4.62	4.55	4.74	4.66	4.68	4.75
I had input into my treatment plan goals.	<b>4.45</b>	-0.14%	4.72	4.72	4.71	4.77	4.64	4.65	4.71	4.59	4.79	4.74	4.67	4.79
I was satisfied with the unit/program staff.	<b>4.46</b>	0.59%	4.72	4.69	4.61	4.75	4.67	4.68	4.74	4.81	4.79	4.83	4.81	4.81
I was satisfied with my physician.	<b>4.47</b>	3.50%	4.78	4.62	4.73	4.67	4.63	4.72	4.75	4.69	4.68	4.78	4.68	4.76
I was treated with dignity and respect.	<b>4.49</b>	1.26%	4.76	4.70	4.63	4.63	4.71	4.68	4.81	4.83	4.67	4.78	4.88	4.80
I feel better now than when I was admitted.	<b>4.60</b>	1.58%	4.96	4.88	4.88	4.91	4.87	4.85	4.91	4.87	4.89	4.91	4.89	4.92
I understand what my medications do and why/how I should take them.	<b>4.59</b>	-0.49%	4.72	4.74	4.71	4.59	4.68	4.64	4.69	4.63	4.60	4.67	4.75	4.80
I understand the importance of following my discharge plan.	<b>4.67</b>	0.60%	4.89	4.86	4.86	4.84	4.87	4.77	4.85	4.91	4.91	4.92	4.90	4.89
Overall I was very satisfied with my treatment.	<b>4.49</b>	1.30%	4.85	4.79	4.69	4.84	4.70	4.78	4.82	4.78	4.81	4.87	4.88	4.87
I would recommend this facility to someone needing treatment.	<b>4.40</b>	2.16%	4.83	4.72	4.78	4.88	4.80	4.90	4.88	4.89	4.88	4.89	4.93	4.86
<b>Grand Mean</b>	<b>4.45</b>	<b>1.35%</b>	<b>4.76</b>	<b>4.70</b>	<b>4.70</b>	<b>4.70</b>	<b>4.70</b>	<b>4.71</b>	<b>4.73</b>	<b>4.72</b>	<b>4.76</b>	<b>4.79</b>	<b>4.79</b>	<b>4.81</b>