



MCG Health, Inc.

Augusta, GA | Client 1913

INPATIENT BEHAVIORAL HEALTH MONTHLY REPORT

6/1/2009 - 6/30/2009

Number of Your Patients in This Report:

67

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INPATIENT BEHAVIORAL HEALTH MONTHLY REPORT

Table of Contents

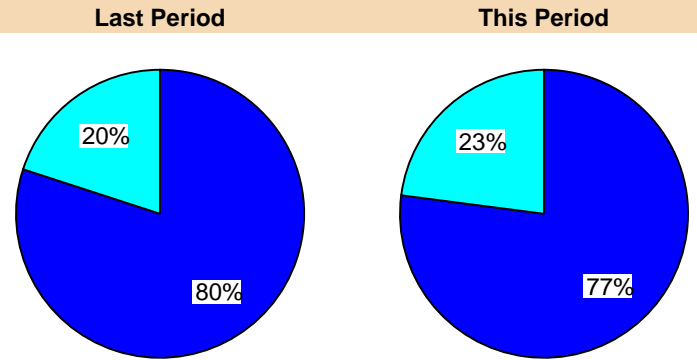
1.0	Demographic Profile of Respondents	3
2.1	Overall Analysis by Questionnaire Sections	6
2.2	Overall Mean Trend Analysis	6
3.0	Question Analysis	7
4.0	Top Box Analysis	10
5.0	Correlation Coefficients	15
6.0	Priority Index (Internal)	17
7.0	Comparative Analysis by Unit	19
8.0	Unit Analysis	20
9.0	Question Key	23

INPATIENT BEHAVIORAL HEALTH MONTHLY REPORT

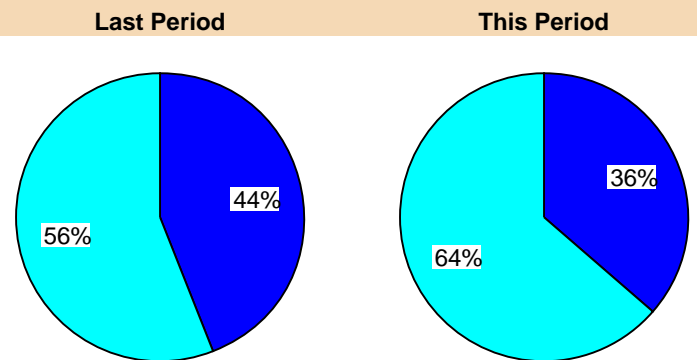
1.0 Demographic Profile of Respondents

This section provides demographic information about the individuals who responded to your survey for the current and last report periods. The information comes from the "Background Questions" section of your questionnaire or from your data uploads. Compare the *Demographic Profile of Respondents* to your eligible population. Generally, the respondent demographic profile will approximate the actual profile of your patients. Also check for differences in the distribution of each question's responses between the current and last report periods. Differences may signal changes in your patient base.

Question Response	Last Period		This Period	
	<i>n</i>	%	<i>n</i>	%
Emergency Room Admission				
■ YES	24	80	47	77
■ NO	6	20	14	23
Total	30		61	



Question Response	Last Period		This Period	
	<i>n</i>	%	<i>n</i>	%
Physician Referral				
■ YES	11	44	20	36
■ NO	14	56	35	64
Total	25		55	



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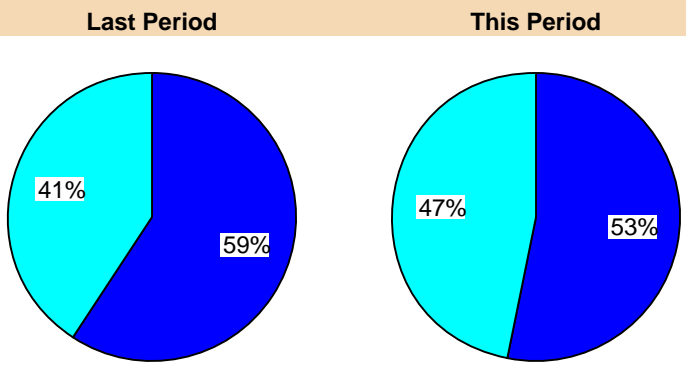
n Number of responses

Percentages may not total 100% due to rounding

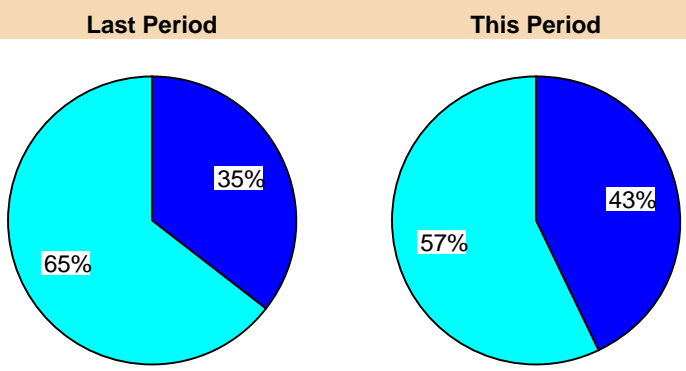
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1.0 Demographic Profile of Respondents

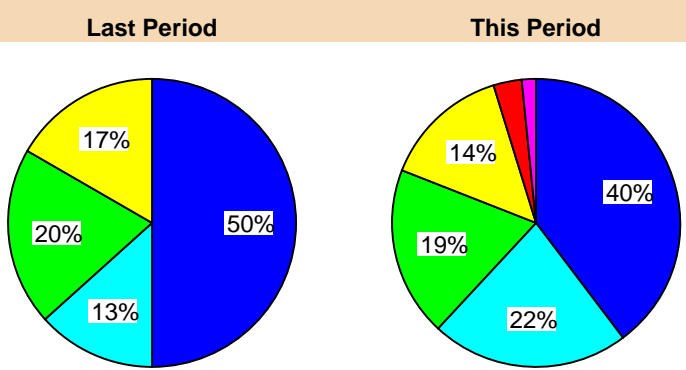
Question	Last Period		This Period	
Response	n	%	n	%
Roommate				
YES	16	59	25	53
NO	11	41	22	47
Total	27		47	



Question	Last Period		This Period	
Response	n	%	n	%
Sex				
MALE	11	35	27	43
FEMALE	20	65	36	57
Total	31		63	



Question	Last Period		This Period	
Response	n	%	n	%
Age				
0 - 17 Yrs.	15	50	25	40
18 - 34 Yrs.	4	13	14	22
35 - 49 Yrs.	6	20	12	19
50 - 64 Yrs.	5	17	9	14
65 - 79 Yrs.			2	3
80 + Yrs.			1	2
Total	30		63	



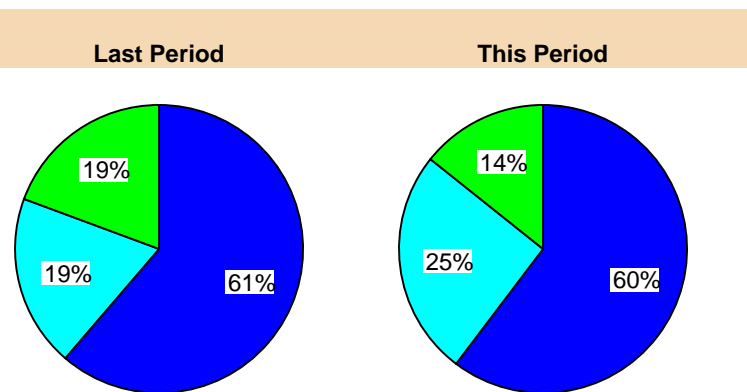
n Number of responses

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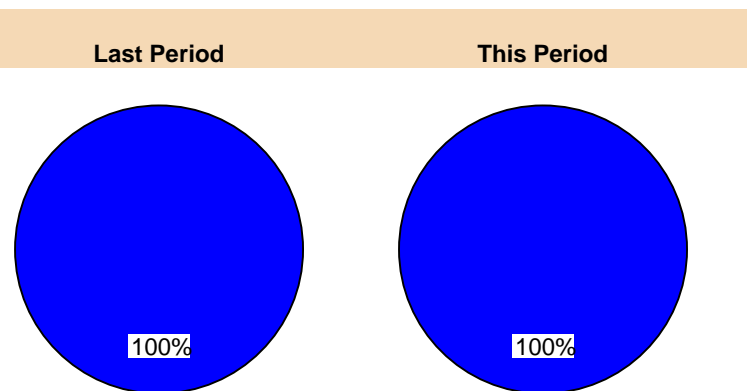
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1.0 Demographic Profile of Respondents

Question	Last Period	Period	This Period	Period
Response	<i>n</i>	%	<i>n</i>	%
Who is completing this survey				
■ PATIENT	19	61	38	60
■ LEGAL GUARDIAN	6	19	16	25
■ FAMILY MEMBER	6	19	9	14
Total	31		63	



Question	Last Period	Period	This Period	Period
Response	<i>n</i>	%	<i>n</i>	%
Language				
■ ENGLISH	32	100	67	100
Total	32		67	



n Number of responses

Percentages may not total 100% due to rounding

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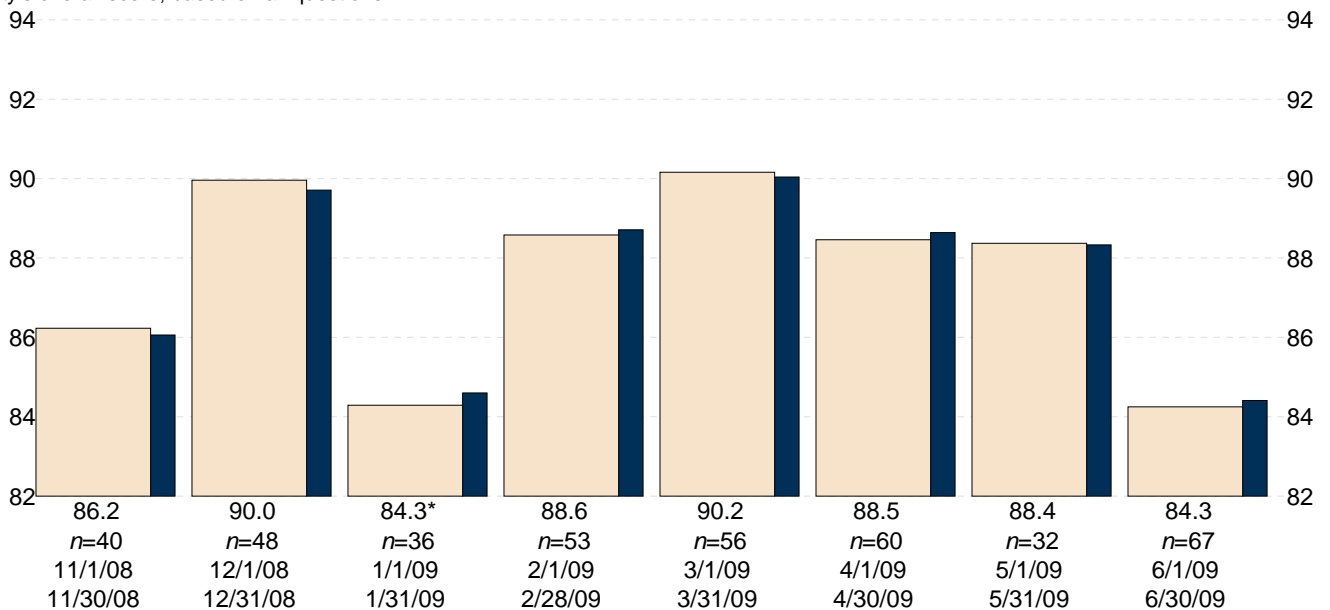
2.1 Overall Analysis by Questionnaire Sections

This section lists your standard-question overall and section mean scores for the current and last report periods. Significant changes in your mean scores from the last report period are marked with asterisks. The amount of change is listed in the second column of data.

Overall Section	Mean Score Trend	Last Period		This Period	
		n=32	n=67	Mean	Change
Overall Facility Rating		88.4	-4.1	84.3	
Admission		83.9	-3.5	80.4	
Unit		81.5	-2.5	79.0	
Meals		82.3	-6.4	75.9	
Nursing		91.2	-4.9	86.3	
Psychiatrist		89.5	-2.0	87.5	
Treatment Team		91.3	-4.5	86.8	
Program Activities		86.6	-6.4	80.2	
Visitors & Family		91.9	-2.8	89.1	
Discharge		94.2	-7.2	87.0*	
Personal Issues		92.2	-4.9	87.3	
Overall Assessment		88.6	-2.0	86.6	

2.2 Overall Mean Trend Analysis

The broad **light-colored columns** show your facility's overall mean score, based on standard questions. The narrow **dark columns** show your facility's overall score, based on all questions.



n Number of responses

* Significantly different at .05 level

□ Standard Questions

N Number of facilities in peer group

* Sig. different from previous period (p<.05)

■ All Questions

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3.0 Question Analysis

This section lists detailed information about your individual question, section, and overall scores. Only facilities with seven or more responses are reported. Significant changes in mean scores from the previous report period are marked with asterisks. The amount of change is listed in the second column of data. Questions appearing in **bold italics** are among your facility's top ten priorities (based on your Internal Priority Index); superscripts indicate the priority number.

Overall Section n Question	Last Period Mean Score Trend	n=32	Change	This Period Mean	n=67
Overall Facility Rating		88.4	-4.1	84.3	
Overall Facility Rating ^{††}		88.3	-3.9	84.4	
Admission		83.9	-3.5	80.4	
66 Speed of the admission process		68.6	+0.3	68.9	
66 Courtesy of staff during admission		92.2	-6.2	86.0	
64 Information about Patient's Rights		89.8	-3.5	86.3	
Unit		81.5	-2.5	79.0	
Unit ^{††}		83.4	-2.8	80.6	
65 Comfort of the unit ⁹		79.7	+0.3	80.0	
66 Noise level of the unit		81.3	-3.6	77.7	
65 Overall condition of the unit ⁵		83.6	-3.6	80.0	
65 Daily cleaning of room [†]		84.5	-3.3	81.2	
64 Courtesy of cleaning personnel ^{† 8}		88.3	-3.1	85.2	
Meals		82.3	-6.4	75.9	
66 Quality of the food ⁴		81.5	-7.6	73.9	
66 Quantity of the food		83.1	-6.2	76.9	
66 Temperature of the food		82.3	-5.4	76.9	
Nursing		91.2	-4.9	86.3	
67 Friendliness/courtesy of the nurses		93.0	-4.6	88.4	
66 Nurses' intro to unit/program		91.1	-5.1	86.0	
66 Nurses' prompt response to requests ⁵		92.5	-7.3	85.2	
67 Nurses' info re treatment program ⁵		90.8	-7.6	83.2	
67 Nurses' info re medication		90.5	-5.0	85.5	
67 Helpfulness of the nurses		90.3	-0.7	89.6	
Psychiatrist		89.5	-2.0	87.5	
66 Courtesy of psychiatrist		91.4	-2.0	89.4	
66 Helpfulness of time w/psychiatrist		89.1	-2.7	86.4	
65 Psychiatrist's info re medication		88.3	-0.6	87.7	
66 Psychiatrist's info re condition		89.1	-2.7	86.4	
Treatment Team		91.3	-4.5	86.8	
59 Overall rating of social worker		92.7	-5.4	87.3	
51 Overall rating of case manager ¹⁰		92.2	-6.4	85.8	
56 Overall rating of rec therapist		90.7	-3.6	87.1	
61 Overall rating of psychiatric techs		92.2	-4.1	88.1	

Continued...

n Number of responses

N Number of facilities in peer group

† Non-standard question

†† Includes non-standard questions

Top ten priority (based on Internal Priority Index)

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3.0 Question Analysis

Overall Section <i>n</i> Question	Last Mean Score Trend	<i>n</i> =32 Mean	This Period Change	<i>n</i> =67 Mean
Program Activities		86.6	-6.4	80.2
Program Activities^{††}		86.6	-6.4	80.2
62 <i>Helpfulness of contact with staff</i> ²		89.7	-4.6	85.1
59 <i>Time in therapeutic activities</i> ³		85.7	-6.9	78.8
60 <i>Helpfulness group therapy</i> ¹		86.2	-6.2	80.0
58 Helpfulness social/rec activities		86.6	-7.3	79.3
23 Helpfulness family therapy program [†]		90.6	-6.9	83.7
Visitors & Family		91.9	-2.8	89.1
64 Staff's courtesy toward visitors		94.4	-3.8	90.6
64 Adequacy of visiting hours		88.7	+0.4	89.1
63 Confidentiality re visitors		94.4	-3.1	91.3
65 Space to meet with family/friends		90.3	-4.5	85.8
Discharge		94.2	-7.2	87.0*
65 Felt prepared for discharge		94.5	-8.3	86.2*
64 Understand disch med instructions		95.2	-8.1	87.1*
65 Info re care after discharge		94.5	-7.6	86.9*
64 Discharge instructions if need help		93.8	-5.9	87.9
Personal Issues		92.2	-4.9	87.3
64 Staff concern for privacy		94.2	-3.6	90.6
64 Staff asked about physical pain		90.5	-2.6	87.9
59 Physical pain taken care of		92.6	-4.0	88.6
65 Safety felt on unit		94.8	-10.2	84.6*
60 Sensitive to lang/cultural needs		93.5	-3.9	89.6
63 Sensitive to emotional needs		93.3	-4.0	89.3
60 Sensitive to spiritual needs		93.1	-6.4	86.7
62 Included in decisions re care		92.5	-3.4	89.1
Overall Assessment		88.6	-2.0	86.6
66 Overall impression of the hospital		90.3	-2.8	87.5
65 Feel condition has improved		85.0	-1.9	83.1
64 Staff worked together care for you		88.7	+0.8	89.5
66 Overall rating of care given		90.3	-1.7	88.6
67 Likelihood of recommending		89.5	-3.3	86.2
Education/School Program^{††}		86.4	-4.6	81.8
22 Skill of teachers [†]		84.1	-2.3	81.8
21 Coordination w/local school person. [†]		90.0	-9.0	81.0
Services^{††}		88.5	-1.7	86.8

Continued...

n Number of responses*N* Number of facilities in peer group

* Significantly different at .05 level

Top ten priority (based on Internal Priority Index)

† Non-standard question

†† Includes non-standard questions

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

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3.0 Question Analysis

Overall Section <i>n</i> Question	Trend	Last Period <i>n</i> =32		This Period <i>n</i> =67
		Mean Score	Change	Mean
48 Occupational therapy †		88.0	-2.1	85.9
52 Addiction Counselors †		88.5	-1.0	87.5
22 Overall rating of Parenting classes †		<i>n</i> <7		81.8

n Number of responses

n<7 Fewer than 7 responses

† Non-standard question

N Number of facilities in peer group

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4.0 Top Box Analysis

Press Ganey's Top Box Analysis presents a distribution of responses for your entire survey, each section, and each question. The bar chart on the right displays the percentage of "very good" responses--the highest rating or "top box" on the rating scale--for your facility. Questions appearing in **bold italics** are among your facility's top ten priorities (based on your Internal Priority Index); superscripts indicate the priority number.

Overall Section <i>n</i> Question	Very Poor <i>n</i> %	Poor <i>n</i> %	Fair <i>n</i> %	Good <i>n</i> %	Very Good <i>n</i> %	% Very Good
3,058 Hospital	13 0.4%	65 2.1%	272 8.9%	1,017 33.3%	1,691 55.3%	55.3
3,375 Hospital ^{††}	14 0.4%	66 2.0%	301 8.9%	1,155 34.2%	1,839 54.5%	54.5
196 Admission	3 1.5%	6 3.1%	31 15.8%	62 31.6%	94 48.0%	48.0
66 Speed of the admission process	3 4.5%	6 9.1%	16 24.2%	20 30.3%	21 31.8%	31.8
66 Courtesy of staff during admission	0 0.0%	0 0.0%	8 12.1%	21 31.8%	37 56.1%	56.1
64 Information about Patient's Rights	0 0.0%	0 0.0%	7 10.9%	21 32.8%	36 56.3%	56.3
196 Unit	1 0.5%	5 2.6%	31 15.8%	82 41.8%	77 39.3%	39.3
325 Unit ^{††}	2 0.6%	5 1.5%	46 14.2%	135 41.5%	137 42.2%	42.2
65 <i>Comfort of the unit</i> ⁹	0 0.0%	1 1.5%	11 16.9%	27 41.5%	26 40.0%	40.0
66 Noise level of the unit	1 1.5%	3 4.5%	9 13.6%	28 42.4%	25 37.9%	37.9
65 <i>Overall condition of the unit</i> ⁵	0 0.0%	1 1.5%	11 16.9%	27 41.5%	26 40.0%	40.0
65 Daily cleaning of room [†]	1 1.5%	0 0.0%	11 16.9%	23 35.4%	30 46.2%	46.2
64 <i>Courtesy of cleaning personnel</i> ^{†8}	0 0.0%	0 0.0%	4 6.3%	30 46.9%	30 46.9%	46.9
198 Meals	2 1.0%	11 5.6%	32 16.2%	86 43.4%	67 33.8%	33.8
66 <i>Quality of the food</i> ⁴	1 1.5%	6 9.1%	10 15.2%	27 40.9%	22 33.3%	33.3
66 Quantity of the food	0 0.0%	2 3.0%	12 18.2%	31 47.0%	21 31.8%	31.8
66 Temperature of the food	1 1.5%	3 4.5%	10 15.2%	28 42.4%	24 36.4%	36.4

Continued...

n Number of responses

† Non-standard question

Top ten priority (based on Internal Priority Index)

□ This period "very good" percentage

†† Includes non-standard questions

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4.0 Top Box Analysis

Overall Section	Very Poor	Poor	Fair	Good	Very Good	% Very Good
<i>n</i> Question	<i>n</i> %	<i>n</i> %	<i>n</i> %	<i>n</i> %	<i>n</i> %	
400 Nursing	0 0.0%	8 2.0%	30 7.5%	135 33.8%	227 56.8%	56.8
67 Friendliness/courtesy of the nurses	0 0.0%	1 1.5%	2 3.0%	24 35.8%	40 59.7%	59.7
66 Nurses' intro to unit/program	0 0.0%	1 1.5%	5 7.6%	24 36.4%	36 54.5%	54.5
66 Nurses' prompt response to requests ⁵	0 0.0%	2 3.0%	6 9.1%	21 31.8%	37 56.1%	56.1
67 Nurses' info re treatment program ⁵	0 0.0%	3 4.5%	7 10.4%	22 32.8%	35 52.2%	52.2
67 Nurses' info re medication	0 0.0%	1 1.5%	5 7.5%	26 38.8%	35 52.2%	52.2
67 Helpfulness of the nurses	0 0.0%	0 0.0%	5 7.5%	18 26.9%	44 65.7%	65.7
263 Psychiatrist	0 0.0%	5 1.9%	28 10.6%	61 23.2%	169 64.3%	64.3
66 Courtesy of psychiatrist	0 0.0%	0 0.0%	6 9.1%	16 24.2%	44 66.7%	66.7
66 Helpfulness of time w/psychiatrist	0 0.0%	1 1.5%	9 13.6%	15 22.7%	41 62.1%	62.1
65 Psychiatrist's info re medication	0 0.0%	1 1.5%	7 10.8%	15 23.1%	42 64.6%	64.6
66 Psychiatrist's info re condition	0 0.0%	3 4.5%	6 9.1%	15 22.7%	42 63.6%	63.6
227 Treatment Team	0 0.0%	3 1.3%	17 7.5%	74 32.6%	133 58.6%	58.6
59 Overall rating of social worker	0 0.0%	1 1.7%	4 6.8%	19 32.2%	35 59.3%	59.3
51 Overall rating of case manager ¹⁰	0 0.0%	1 2.0%	4 7.8%	18 35.3%	28 54.9%	54.9
56 Overall rating of rec therapist	0 0.0%	1 1.8%	4 7.1%	18 32.1%	33 58.9%	58.9
61 Overall rating of psychiatric techs	0 0.0%	0 0.0%	5 8.2%	19 31.1%	37 60.7%	60.7
239 Program Activities	2 0.8%	4 1.7%	29 12.1%	105 43.9%	99 41.4%	41.4

Continued...

n Number of responses

Top ten priority (based on Internal Priority Index)

□ This period "very good" percentage

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4.0 Top Box Analysis

Overall Section <i>n</i> Question	Very Poor <i>n</i> %	Poor <i>n</i> %	Fair <i>n</i> %	Good <i>n</i> %	Very Good <i>n</i> %	% Very Good
262 Program Activities ††	2 0.8%	4 1.5%	30 11.5%	118 45.0%	108 41.2%	41.2
62 Helpfulness of contact with staff ²	0 0.0%	0 0.0%	4 6.5%	29 46.8%	29 46.8%	46.8
59 Time in therapeutic activities ³	1 1.7%	0 0.0%	9 15.3%	28 47.5%	21 35.6%	35.6
60 Helpfulness group therapy ¹	0 0.0%	1 1.7%	10 16.7%	25 41.7%	24 40.0%	40.0
58 Helpfulness social/rec activities	1 1.7%	3 5.2%	6 10.3%	23 39.7%	25 43.1%	43.1
23 Helpfulness family therapy program †	0 0.0%	0 0.0%	1 4.3%	13 56.5%	9 39.1%	39.1
256 Visitors & Family	0 0.0%	5 2.0%	15 5.9%	66 25.8%	170 66.4%	66.4
64 Staff's courtesy toward visitors	0 0.0%	1 1.6%	3 4.7%	15 23.4%	45 70.3%	70.3
64 Adequacy of visiting hours	0 0.0%	0 0.0%	5 7.8%	18 28.1%	41 64.1%	64.1
63 Confidentiality re visitors	0 0.0%	0 0.0%	3 4.8%	16 25.4%	44 69.8%	69.8
65 Space to meet with family/friends	0 0.0%	4 6.2%	4 6.2%	17 26.2%	40 61.5%	61.5
258 Discharge	3 1.2%	3 1.2%	10 3.9%	93 36.0%	149 57.8%	57.8
65 Felt prepared for discharge	1 1.5%	1 1.5%	5 7.7%	19 29.2%	39 60.0%	60.0
64 Understand disch med instructions	0 0.0%	0 0.0%	4 6.3%	25 39.1%	35 54.7%	54.7
65 Info re care after discharge	1 1.5%	1 1.5%	0 0.0%	27 41.5%	36 55.4%	55.4
64 Discharge instructions if need help	1 1.6%	1 1.6%	1 1.6%	22 34.4%	39 60.9%	60.9
497 Personal Issues	1 0.2%	7 1.4%	29 5.8%	150 30.2%	310 62.4%	62.4
64 Staff concern for privacy	0 0.0%	0 0.0%	2 3.1%	20 31.3%	42 65.6%	65.6

Continued...

n Number of responses

† Non-standard question

†† **Top ten priority** (based on Internal Priority Index)

□ This period "very good" percentage

†† Includes non-standard questions

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4.0 Top Box Analysis

Overall Section n	Question	Very Poor	Poor	Fair	Good	Very Good	% Very Good
		n %	n %	n %	n %	n %	
64	Staff asked about physical pain	0 0.0%	0 0.0%	5 7.8%	21 32.8%	38 59.4%	59.4
59	Physical pain taken care of	0 0.0%	1 1.7%	3 5.1%	18 30.5%	37 62.7%	62.7
65	Safety felt on unit	0 0.0%	2 3.1%	7 10.8%	20 30.8%	36 55.4%	55.4
60	Sensitive to lang/cultural needs	0 0.0%	0 0.0%	3 5.0%	19 31.7%	38 63.3%	63.3
63	Sensitive to emotional needs	0 0.0%	1 1.6%	3 4.8%	18 28.6%	41 65.1%	65.1
60	Sensitive to spiritual needs	1 1.7%	1 1.7%	3 5.0%	19 31.7%	36 60.0%	60.0
62	Included in decisions re care	0 0.0%	2 3.2%	3 4.8%	15 24.2%	42 67.7%	67.7
328	Overall Assessment	1 0.3%	8 2.4%	20 6.1%	103 31.4%	196 59.8%	59.8
66	Overall impression of the hospital	0 0.0%	1 1.5%	4 6.1%	22 33.3%	39 59.1%	59.1
65	Feel condition has improved	0 0.0%	4 6.2%	6 9.2%	20 30.8%	35 53.8%	53.8
64	Staff worked together care for you	0 0.0%	0 0.0%	3 4.7%	21 32.8%	40 62.5%	62.5
66	Overall rating of care given	0 0.0%	0 0.0%	4 6.1%	22 33.3%	40 60.6%	60.6
67	Likelihood of recommending	1 1.5%	3 4.5%	3 4.5%	18 26.9%	42 62.7%	62.7
43	Education/School Program ††	0 0.0%	0 0.0%	4 9.3%	24 55.8%	15 34.9%	34.9
22	Skill of teachers †	0 0.0%	0 0.0%	2 9.1%	12 54.5%	8 36.4%	36.4
21	Coordination w/local school person. †	0 0.0%	0 0.0%	2 9.5%	12 57.1%	7 33.3%	33.3
122	Services ††	0 0.0%	1 0.8%	9 7.4%	48 39.3%	64 52.5%	52.5
48	Occupational therapy †	0 0.0%	1 2.1%	3 6.3%	18 37.5%	26 54.2%	54.2

Continued...

† Non-standard question

n Number of responses

□ This period "very good" percentage

†† Includes non-standard questions

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4.0 Top Box Analysis

Overall Section <i>n</i>	Question	Very Poor	Poor	Fair	Good	Very Good	% Very Good
		<i>n</i> %	<i>n</i> %	<i>n</i> %	<i>n</i> %	<i>n</i> %	
52	Addiction Counselors †	0 0.0%	0 0.0%	4 7.7%	18 34.6%	30 57.7%	57.7
22	Overall rating of Parenting classes †	0 0.0%	0 0.0%	2 9.1%	12 54.5%	8 36.4%	36.4

n Number of responses

This period "very good" percentage

† Non-standard question

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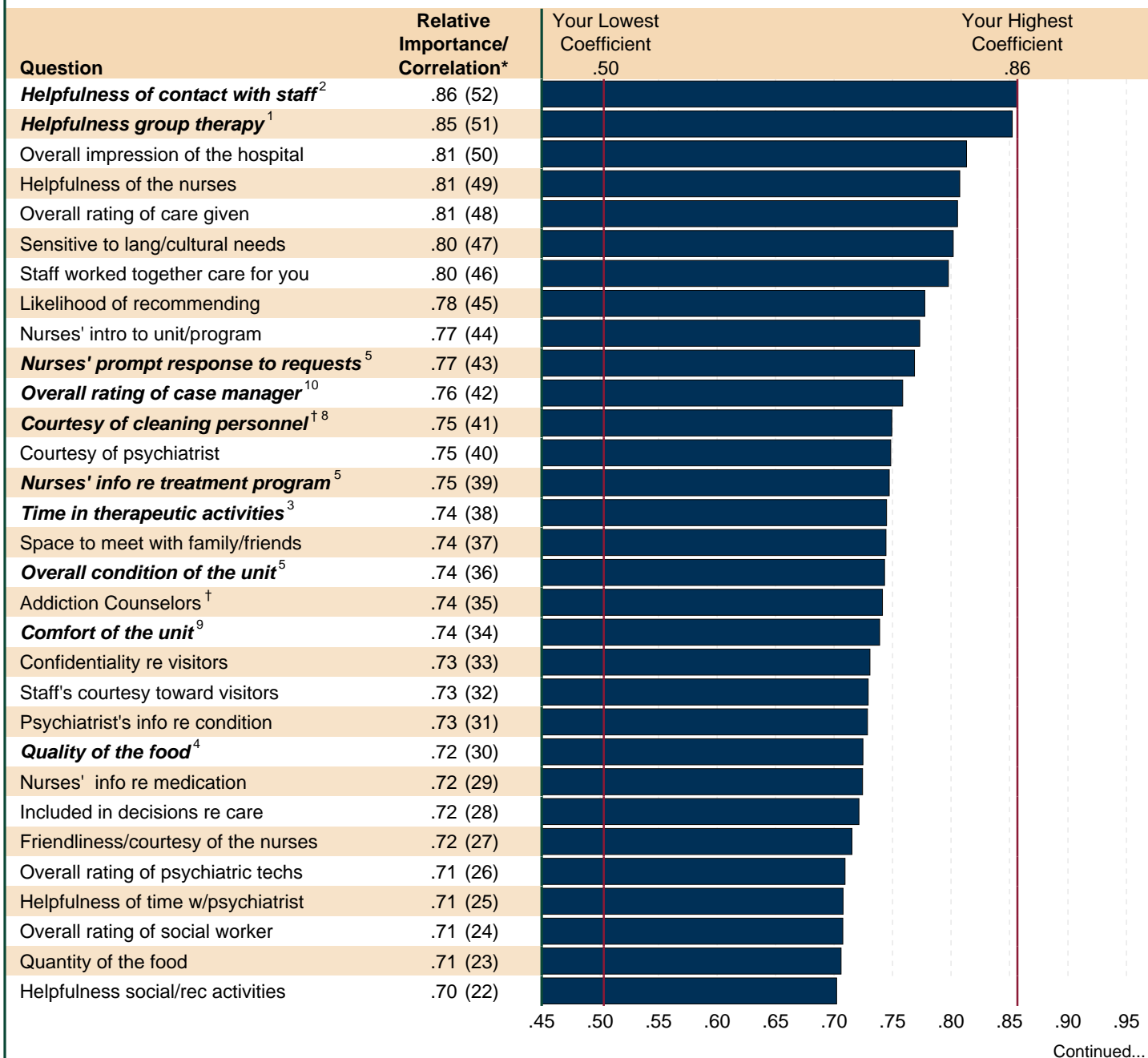
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INPATIENT BEHAVIORAL HEALTH MONTHLY REPORT

5.0 Correlation Coefficients

This section presents the relative importance (based on correlation coefficients) of each question to respondents' overall satisfaction. The closer a correlation is to 1, the stronger the relationship and the more important the issue is to your patients' overall satisfaction. Questions are arranged in descending importance with their order listed in parentheses after each correlation coefficient. To ensure reliability, only questions answered by at least 40% of your respondents are listed. Your facility's highest and lowest correlation coefficients are marked with vertical lines in the bar chart on the right. Questions appearing in **bold italics** are among your facility's top ten priorities (based on your Internal Priority Index); superscripts indicate the priority number.



Continued...

Top ten priority (based on Internal Priority Index)

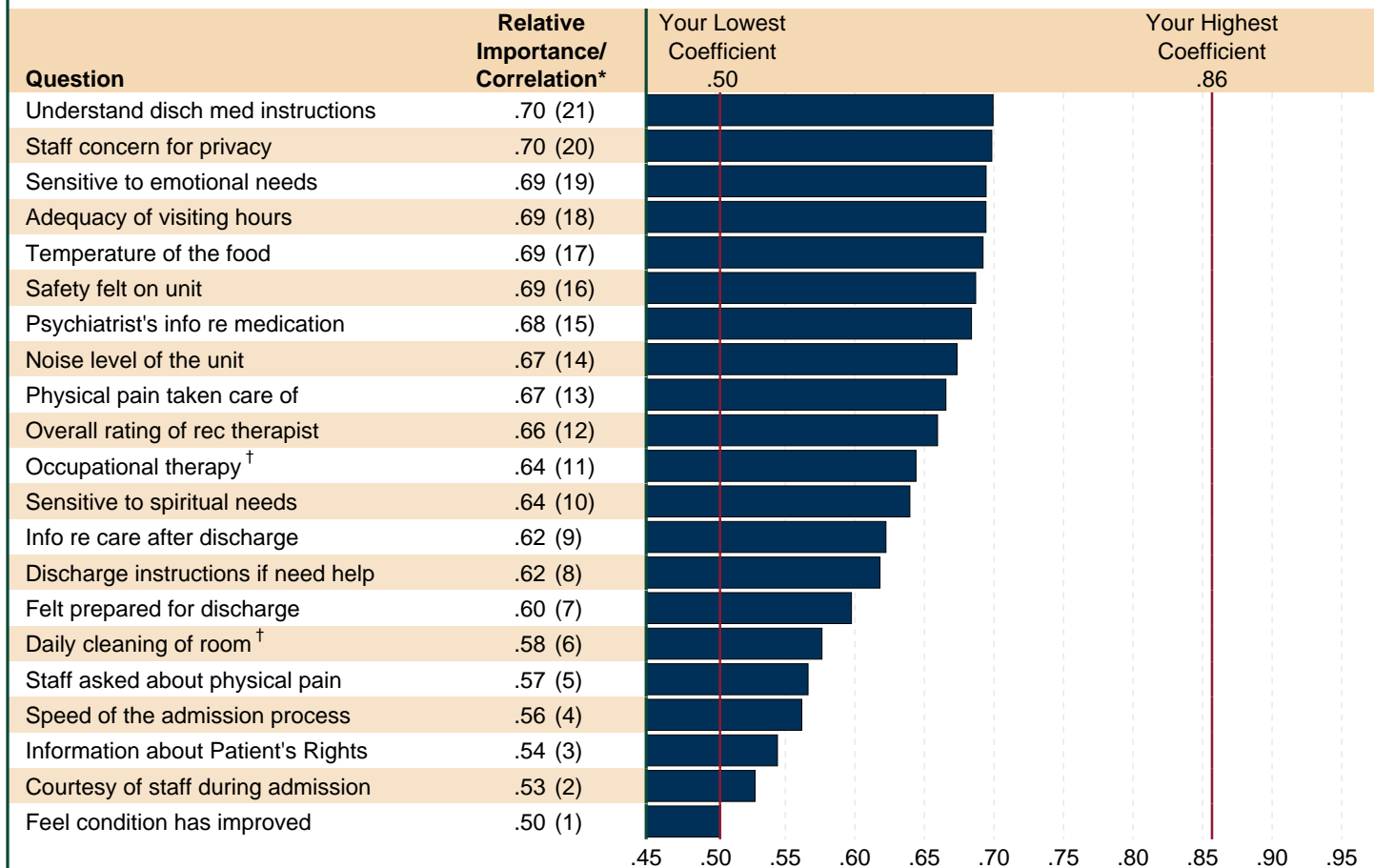
† Non-standard question

(Order) From lowest to highest coefficient

* Only calculated for items with response rates of 40% or higher

INPATIENT BEHAVIORAL HEALTH MONTHLY REPORT

5.0 Correlation Coefficients



(Order) From lowest to highest coefficient

† Non-standard question

* Only calculated for items with response rates of 40% or higher

INPATIENT BEHAVIORAL HEALTH MONTHLY REPORT

6.0 Priority Index (Internal)

The Internal Priority Index combines information about your facility's performance and the relative importance of each question to respondents' overall satisfaction. Higher priority is given to those issues that are relatively important to respondents (high correlation coefficients) and that you scored low on (low mean scores). Questions are listed in decreasing priority. Pay particular attention to questions that are consistently among your top ten priorities. **Questions that are among this period's top ten priorities appear in bold italics in this and previous sections of the report.**

Current Order	Previous Order	Periods Top 10	Question	Mean Score	Correlation Coefficient	Priority Index		
1	2	5	<i>Helpfulness group therapy</i>	80.0 (43)	.85 (51)	43	51	94
2	26	1	<i>Helpfulness of contact with staff</i>	85.1 (38)	.86 (52)	38	52	90
3	9	3	<i>Time in therapeutic activities</i>	78.8 (47)	.74 (38)	47	38	85
4	28	1	<i>Quality of the food</i>	73.9 (51)	.72 (30)	51	30	81
5	2	2	<i>Overall condition of the unit</i>	80.0 (43)	.74 (36)	43	36	79
5	29	1	<i>Nurses' prompt response to requests</i>	85.2 (36)	.77 (43)	36	43	79
5	29	1	<i>Nurses' info re treatment program</i>	83.2 (40)	.75 (39)	40	39	79
8	12	1	<i>Courtesy of cleaning personnel</i> [†]	85.2 (37)	.75 (41)	37	41	78
9	4	2	<i>Comfort of the unit</i>	80.0 (43)	.74 (34)	43	34	77
10	18	1	<i>Overall rating of case manager</i>	85.8 (33)	.76 (42)	33	42	75
11	39	-	Nurses' intro to unit/program	86.0 (30)	.77 (44)	30	44	74
12	20	-	Likelihood of recommending	86.2 (28)	.78 (45)	28	45	73
13	18	-	Quantity of the food	76.9 (49)	.71 (23)	49	23	72
14	37	-	Space to meet with family/friends	85.8 (34)	.74 (37)	34	37	71
15	10	-	Helpfulness social/rec activities	79.3 (46)	.70 (22)	46	22	68
15	32	-	Overall impression of the hospital	87.5 (18)	.81 (50)	18	50	68
17	12	-	Temperature of the food	76.9 (49)	.69 (17)	49	17	66
18	15	-	Nurses' info re medication	85.5 (35)	.72 (29)	35	29	64
19	22	-	Noise level of the unit	77.7 (48)	.67 (14)	48	14	62
20	15	-	Overall rating of care given	88.6 (11)	.81 (48)	11	48	59
21	11	-	Psychiatrist's info re condition	86.4 (25)	.73 (31)	25	31	56
21	24	-	Speed of the admission process	68.9 (52)	.56 (4)	52		56
23	48	-	Safety felt on unit	84.6 (39)	.69 (16)	39	16	55
24	22	-	Helpfulness of the nurses	89.6 (5)	.81 (49)		49	54
25	5	-	Addiction Counselors†	87.5 (18)	.74 (35)	18	35	53
26	7	-	Staff worked together care for you	89.5 (6)	.80 (46)	6	46	52
27	48	-	Sensitive to lang/cultural needs	89.6 (4)	.80 (47)		47	51
28	7	-	Helpfulness of time w/psychiatrist	86.4 (25)	.71 (25)	25	25	50
29	6	-	Daily cleaning of room†	81.2 (42)	.58 (6)	42	6	48
30	15	-	Courtesy of psychiatrist	89.4 (7)	.75 (40)	7	40	47
31	25	-	Overall rating of social worker	87.3 (20)	.71 (24)	20	24	44
32	1	-	Occupational therapy†	85.9 (32)	.64 (11)	32	11	43
33	32	-	Feel condition has improved	83.1 (41)	.50 (1)	41		42
33	46	-	Understand disch med instructions	87.1 (21)	.70 (21)	21	21	42
35	21	-	Overall rating of psychiatric techs	88.1 (14)	.71 (26)	14	26	40

Continued...

Top ten priority (based on Internal Priority Index)

■ Mean score order

† Non-standard question

(Order) From highest to lowest mean score

(Order) From lowest to highest coefficient

□ Correlation coefficient order

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INPATIENT BEHAVIORAL HEALTH MONTHLY REPORT

6.0 Priority Index (Internal)

Current Order	Previous Order	Periods Top 10	Question	Mean Score	Correlation Coefficient	Priority Index	
35	44	-	Friendliness/courtesy of the nurses	88.4 (13)	.72 (27)	13	27
37	36	-	Included in decisions re care	89.1 (9)	.72 (28)	9	28
38	52	-	Felt prepared for discharge	86.2 (29)	.60 (7)	29	7
39	34	-	Overall rating of rec therapist	87.1 (22)	.66 (12)	22	12
39	40	-	Sensitive to spiritual needs	86.7 (24)	.64 (10)	24	10
39	41	-	Staff's courtesy toward visitors	90.6 (2)	.73 (32)	32	
39	41	-	Confidentiality re visitors	91.3 (1)	.73 (33)	33	
43	26	-	Psychiatrist's info re medication	87.7 (17)	.68 (15)	17	15
43	31	-	Courtesy of staff during admission	86.0 (30)	.53 (2)	30	
43	51	-	Info re care after discharge	86.9 (23)	.62 (9)	23	9
46	37	-	Information about Patient's Rights	86.3 (27)	.54 (3)	27	
47	12	-	Adequacy of visiting hours	89.1 (10)	.69 (18)	10	18
48	45	-	Sensitive to emotional needs	89.3 (8)	.69 (19)	8	19
49	50	-	Physical pain taken care of	88.6 (12)	.67 (13)	12	13
50	47	-	Discharge instructions if need help	87.9 (15)	.62 (8)	15	8
51	35	-	Staff concern for privacy	90.6 (2)	.70 (20)	20	
52	41	-	Staff asked about physical pain	87.9 (15)	.57 (5)	15	20

(Order) From highest to lowest mean score

■ Mean score order

(Order) From lowest to highest coefficient

□ Correlation coefficient order

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INPATIENT BEHAVIORAL HEALTH MONTHLY REPORT

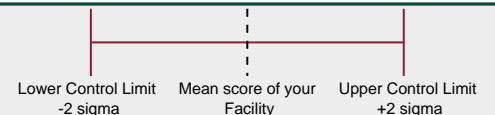
7.0 Comparative Analysis by Unit

This section lists each unit alphabetically and provides historical mean scores for the last four report periods. The chart on the right allows you to identify which units performed significantly differently from your facility as a whole. The vertical line drawn down the middle of the I-bars represents your current standard-item overall facility mean score; the actual score is listed above the dotted line. The I-bars represent a range of 2 sigma for each unit around the facility mean. I-bars will be wider for units having more variability or fewer respondents and narrower for units having less variability or more respondents. If a unit's mean score falls to the left of its I-bar (●), then the unit's mean score is significantly lower than the facility's mean score; if it falls to the right (○), it is significantly higher than the facility's mean score.

n	Unit	Mean Score Trend	3/1/09	4/1/09	5/1/09	6/1/09	Mean Score of Your Facility 84.3
			3/31/09 Mean	4/30/09 Mean	5/31/09 Mean	6/30/09 Mean	
39	3South	○ 	92.0	87.7	89.7	83.2	
28	9North	○ 	88.1	89.4	86.9	85.8	

n Number of responses

○ Not significantly different from Facility mean score



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INPATIENT BEHAVIORAL HEALTH MONTHLY REPORT

8.0 Unit Analysis

This section allows for side-by-side comparison of units within your facility. The section shows overall, section, and question mean scores for each of your units. For reference, the mean scores for your entire facility are listed in the first column of data. The mean scores for each unit's top ten priorities (based on the Internal Priority Index for each unit) appear in **bold italics**; superscripts indicate the priority number.

Overall Section Question	Facility n=67 Mean	3South n=39 Mean	9North n=28 Mean
MCG Health, Inc.	84.3	83.2	85.8
MCG Health, Inc.^{††}	84.4	83.6	85.5
Admission	80.4	80.9	79.8
Speed of the admission process	68.9	71.1	66.1
Courtesy of staff during admission	86.0	85.5	86.6
Information about Patient's Rights	86.3	86.5	86.1
Unit	79.0	76.3	83.0
Unit^{††}	80.6	78.3	84.0
Comfort of the unit	80.0	77.6²	83.3
Noise level of the unit	77.7	73.7	83.3
Overall condition of the unit	80.0	78.3¹⁰	82.4
Daily cleaning of room [†]	81.2	78.3	85.2
Courtesy of cleaning personnel [†]	85.2	84.2⁵	86.5
Meals	75.9	72.2	81.2
Quality of the food	73.9	68.6	81.5
Quantity of the food	76.9	75.0	79.6
Temperature of the food	76.9	73.1	82.4
Nursing	86.3	84.4	89.1
Friendliness/courtesy of the nurses	88.4	86.5	91.1
Nurses' intro to unit/program	86.0	84.6	88.0
Nurses' prompt response to requests	85.2	82.2⁶	89.3
Nurses' info re treatment program	83.2	80.8⁴	86.6
Nurses' info re medication	85.5	83.3	88.4
Helpfulness of the nurses	89.6	88.5	91.1
Psychiatrist	87.5	85.3	90.7
Courtesy of psychiatrist	89.4	87.8	91.7
Helpfulness of time w/psychiatrist	86.4	84.6	88.9
Psychiatrist's info re medication	87.7	84.9	91.7
Psychiatrist's info re condition	86.4	83.3	90.7
Treatment Team	86.8	88.6	84.3
Overall rating of social worker	87.3	88.2	86.0
Overall rating of case manager	85.8	85.7	85.9
Overall rating of rec therapist	87.1	87.1	87.0
Overall rating of psychiatric techs	88.1	89.6	86.0
Program Activities	80.2	78.3	83.3

Continued...

n Number of questionnaires

† Non-standard question

Top ten priority (based on Internal Priority Index)

†† Includes non-standard questions

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INPATIENT BEHAVIORAL HEALTH MONTHLY REPORT

8.0 Unit Analysis

Overall Section Question	Facility n=67 Mean	3South n=39 Mean	9North n=28 Mean
Program Activities ††	80.2	78.3	83.2
Helpfulness of contact with staff	85.1	85.1 ⁸	85.0
Time in therapeutic activities	78.8	77.1 ¹⁰	81.5
Helpfulness group therapy	80.0	77.7 ¹	83.7
Helpfulness social/rec activities	79.3	75.7	84.8
Helpfulness family therapy program †	83.7	n<7	83.7
Visitors & Family	89.1	88.1	90.6
Staff's courtesy toward visitors	90.6	90.1	91.4
Adequacy of visiting hours	89.1	88.8	89.4
Confidentiality re visitors	91.3	91.2	91.4
Space to meet with family/friends	85.8	82.7	90.4
Discharge	87.0*	88.7	84.6
Felt prepared for discharge	86.2*	87.8	83.7
Understand disch med instructions	87.1*	87.2	87.0
Info re care after discharge	86.9*	88.8	84.3
Discharge instructions if need help	87.9	90.5	84.3
Personal Issues	87.3	87.1	87.6
Staff concern for privacy	90.6	91.9	88.9
Staff asked about physical pain	87.9	88.2	87.5
Physical pain taken care of	88.6	88.2	89.0
Safety felt on unit	84.6*	82.7	87.5
Sensitive to lang/cultural needs	89.6	89.3	90.0
Sensitive to emotional needs	89.3	89.2	89.4
Sensitive to spiritual needs	86.7	85.7	88.0
Included in decisions re care	89.1	91.4	86.1
Overall Assessment	86.6	85.1	88.8
Overall impression of the hospital	87.5	85.5 ⁷	90.2
Feel condition has improved	83.1	83.6	82.4
Staff worked together care for you	89.5	89.6	89.3
Overall rating of care given	88.6	86.8 ⁸	91.1
Likelihood of recommending	86.2	82.7 ²	91.1
Education/School Program ††	81.8	n<7	81.8
Skill of teachers †	81.8	n<7	81.8
Coordination w/local school person. †	81.0	n<7	81.0
Services ††	86.8	87.9	85.4

Continued...

n Number of questionnaires

* Significantly different at .05 level

n<7 Fewer than 7 responses

† Non-standard question

†† Includes non-standard questions

Top ten priority (based on Internal Priority Index)

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INPATIENT BEHAVIORAL HEALTH MONTHLY REPORT

8.0 Unit Analysis

Overall Section	Facility <i>n</i> =67	3South <i>n</i> =39	9North <i>n</i> =28
Question	Mean	Mean	Mean
Occupational therapy †	85.9	87.5	84.1
Addiction Counselors †	87.5	87.9	86.9
Overall rating of Parenting classes †	81.8	<i>n</i> <7	81.8

n Number of questionnaires

n<7 Fewer than 7 responses

† Non-standard question

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INPATIENT BEHAVIORAL HEALTH MONTHLY REPORT

9.0 Question Key

This section lists the report labels and preferred wording of questions used in your survey. Due to space constraints, abbreviated questions, or labels, are used in this report.

Section	
Report Label	Survey Question
Admission	
Speed of the admission process	Speed of the admission process
Courtesy of staff during admission	Courtesy of staff during admission
Information about Patient's Rights	Information provided about Patient's Rights including confidentiality
Unit	
Comfort of the unit	Comfort of the unit
Noise level of the unit	Noise level of the unit
Overall condition of the unit	Overall condition of the unit
Daily cleaning of room [†]	Daily cleaning of your room
Courtesy of cleaning personnel [†]	Courtesy of the person who cleaned your room
Meals	
Quality of the food	Quality of the food
Quantity of the food	Quantity of the food
Temperature of the food	Temperature of the food (cold foods cold, hot foods hot)
Nursing	
Friendliness/courtesy of the nurses	Friendliness/courtesy of the nurses
Nurses' intro to unit/program	Degree to which nurses introduced you to your unit and program
Nurses' prompt response to requests	Promptness of nurses in responding to your requests
Nurses' info re treatment program	Degree to which nurses kept you informed about your treatment program
Nurses' info re medication	Degree to which nurses kept you informed about your medication
Helpfulness of the nurses	Helpfulness of the nurses
Psychiatrist	
Courtesy of psychiatrist	Courtesy of psychiatrist
Helpfulness of time w/psychiatrist	Helpfulness of time spent with psychiatrist
Psychiatrist's info re medication	Information provided by psychiatrist about your medication
Psychiatrist's info re condition	Information provided by psychiatrist about your condition
Treatment Team	
Overall rating of social worker	Overall rating of social worker
Overall rating of case manager	Overall rating of case manager
Overall rating of rec therapist	Overall rating of recreational therapist
Overall rating of psychiatric techs	Overall rating of psychiatric technicians
Program Activities	
Helpfulness of contact with staff	Helpfulness of individual contact with staff
Time in therapeutic activities	Amount of time spent in therapeutic activities
Helpfulness group therapy	Helpfulness of group therapy sessions
Helpfulness social/rec activities	Helpfulness of social/recreational activities

Continued...

† Non-standard question

INPATIENT BEHAVIORAL HEALTH MONTHLY REPORT

9.0 Question Key

Section	
Report Label	Survey Question
Helpfulness family therapy program [†]	Helpfulness of family therapy program
Visitors & Family	
Staff's courtesy toward visitors	Hospital staff's courtesy toward your visitors
Adequacy of visiting hours	Adequacy of visiting hours
Confidentiality re visitors	Confidentiality respected with regard to your visitors
Space to meet with family/friends	Availability of space to meet with family and friends
Discharge	
Felt prepared for discharge	Degree to which you felt prepared for discharge
Understand disch med instructions	Understanding of your medication instructions at discharge
Info re care after discharge	Information provided about your care after discharge
Discharge instructions if need help	Instructions on what to do if you need help after discharge (when to seek help, whom to call, etc.)
Personal Issues	
Staff concern for privacy	Staff concern for your privacy
Staff asked about physical pain	Degree to which staff asked if you had any physical pain
Physical pain taken care of	If you had physical pain, how well it was taken care of
Safety felt on unit	Degree to which you felt safe on the unit
Sensitive to lang/cultural needs	Degree to which staff was sensitive to your language/cultural needs
Sensitive to emotional needs	Degree to which staff was sensitive to your emotional needs
Sensitive to spiritual needs	Degree to which staff was sensitive to your spiritual needs
Included in decisions re care	Degree to which you were included in decisions about your care
Overall Assessment	
Overall impression of the hospital	Overall impression of the hospital
Feel condition has improved	Degree to which you feel that your condition has improved
Staff worked together care for you	Degree to which staff worked together to care for you
Overall rating of care given	Overall rating of care given at this hospital
Likelihood of recommending	Likelihood of your recommending this hospital to others
Education/School Program^{††}	
Skill of teachers [†]	Skill of teachers
Coordination w/local school person. [†]	Coordination of educational program with local school personnel
Services^{††}	
Occupational therapy [†]	Occupational Therapy
Addiction Counselors [†]	Rating of Addiction Counselors
Overall rating of Parenting classes [†]	Overall rating of Parenting classes

† Non-standard question

†† Includes non-standard questions