



## HCAHPS Internal Audit

Discharge Date(s): 09/01/2013 through 09/30/2013

Hospital	Attending	Explain Care		Answer Questions		Listen W/O Interruption		Ask If Help Needed		Symptoms In Writing		Understood		Courtesy And Respect			Encounters
		Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Always	Sometimes	Not At All	
Baptist Hospital	Anwar, Syed	90%	0%	90%	0%	90%	0%	70%	20%	90%	0%	90%	0%	90%	0%	0%	10
	Deiparine, Caesar	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	0%	4
	Holly, James	79%	12%	82%	6%	88%	3%	76%	15%	91%	0%	91%	0%	91%	0%	0%	33
	Le, Phuc	75%	12%	75%	12%	75%	12%	62%	25%	75%	12%	75%	12%	88%	0%	0%	8
	Leifeste, Alan	67%	0%	67%	0%	67%	0%	67%	0%	67%	0%	67%	0%	67%	0%	0%	6
	Qureshi, Absar	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	0%	2
<b>Totals</b>		<b>81%</b>	<b>8%</b>	<b>83%</b>	<b>5%</b>	<b>86%</b>	<b>3%</b>	<b>75%</b>	<b>14%</b>	<b>87%</b>	<b>2%</b>	<b>87%</b>	<b>2%</b>	<b>89%</b>	<b>0%</b>	<b>0%</b>	<b>63</b>
Christus St. Elizabeth	Anwar, Syed	0%	100%	0%	100%	0%	100%	100%	0%	100%	0%	100%	0%	100%	0%	0%	1
	Aziz, Muhammad	83%	17%	83%	17%	100%	0%	100%	0%	100%	0%	83%	0%	100%	0%	0%	6
	Halbert, Dean	33%	67%	100%	0%	100%	0%	67%	33%	100%	0%	100%	0%	100%	0%	0%	3
	Murphy, Vincent	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	0%	6
	Palang, Ronald	100%	0%	100%	0%	100%	0%	100%	0%	86%	14%	86%	14%	100%	0%	0%	7
<b>Totals</b>		<b>83%</b>	<b>17%</b>	<b>91%</b>	<b>9%</b>	<b>96%</b>	<b>4%</b>	<b>96%</b>	<b>4%</b>	<b>96%</b>	<b>4%</b>	<b>91%</b>	<b>4%</b>	<b>100%</b>	<b>0%</b>	<b>0%</b>	<b>23</b>
SET Medical Center	Aziz, Muhammad	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	0%	2
	Shepherd, James	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	0%	2
	Thomas, Michael	81%	19%	95%	5%	95%	5%	81%	19%	90%	10%	90%	10%	95%	5%	0%	21
<b>Totals</b>		<b>84%</b>	<b>16%</b>	<b>96%</b>	<b>4%</b>	<b>96%</b>	<b>4%</b>	<b>84%</b>	<b>16%</b>	<b>92%</b>	<b>8%</b>	<b>92%</b>	<b>8%</b>	<b>96%</b>	<b>4%</b>	<b>0%</b>	<b>25</b>

### Encounters Not Completed

Prison Inmate	Patient Refused	Nursing Home/Rehab	Unable To Contact	Not Discharged/Inpatient
2	15	51	65	20