



HCAHPS Internal Audit

Discharge Date(s): 08/01/2013 through 12/31/2013

| 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 | 88% | 0% | 88% | 0% | 88% | 0% | 75% | 12% | 84% | 3% | 84% | 3% | 88% | 0% | 0% | 32 |
| | Deiparine, Caesar | 84% | 14% | 92% | 6% | 92% | 6% | 86% | 10% | 86% | 12% | 86% | 12% | 96% | 2% | 0% | 49 |
| | Holly, James | 85% | 9% | 88% | 6% | 89% | 5% | 82% | 12% | 86% | 8% | 86% | 8% | 91% | 1% | 3% | 96 |
| | Le, Phuc | 81% | 6% | 81% | 4% | 83% | 4% | 74% | 13% | 83% | 4% | 83% | 4% | 87% | 0% | 0% | 47 |
| | Leifeste, Alan | 80% | 7% | 84% | 4% | 86% | 2% | 79% | 9% | 86% | 2% | 86% | 2% | 86% | 2% | 0% | 56 |
| | Palang, Ronald | 100% | 0% | 100% | 0% | 100% | 0% | 100% | 0% | 100% | 0% | 100% | 0% | 100% | 0% | 0% | 2 |
| | Qureshi, Absar | 84% | 8% | 84% | 8% | 86% | 5% | 89% | 3% | 84% | 8% | 81% | 8% | 92% | 0% | 0% | 37 |
| | Thomas, Michael | 100% | 0% | 100% | 0% | 50% | 0% | 100% | 0% | 100% | 0% | 100% | 0% | 100% | 0% | 0% | 2 |
| | Unknown | 83% | 17% | 83% | 17% | 83% | 17% | 67% | 33% | 67% | 33% | 67% | 33% | 83% | 0% | 17% | 6 |
| Totals | | 84% | 8% | 86% | 5% | 87% | 4% | 81% | 11% | 85% | 7% | 85% | 7% | 90% | 1% | 1% | 327 |
| Baptist Rehab | Deiparine, Caesar | 0% | 100% | 0% | 100% | 0% | 100% | 0% | 100% | 100% | 0% | 100% | 0% | 0% | 0% | 100% | 1 |
| | Leifeste, Alan | 100% | 0% | 100% | 0% | 100% | 0% | 100% | 0% | 100% | 0% | 100% | 0% | 100% | 0% | 0% | 1 |
| | Unknown | 100% | 0% | 100% | 0% | 100% | 0% | 100% | 0% | 0% | 100% | 0% | 100% | 0% | 100% | 0% | 1 |
| Totals | | 67% | 33% | 67% | 33% | 67% | 33% | 67% | 33% | 67% | 33% | 67% | 33% | 33% | 33% | 33% | 3 |
| Christus St. Elizabeth | Anwar, Syed | 0% | 100% | 0% | 100% | 0% | 100% | 100% | 0% | 100% | 0% | 100% | 0% | 100% | 0% | 0% | 1 |
| | Aziz, Muhammad | 72% | 22% | 84% | 10% | 86% | 8% | 80% | 14% | 72% | 22% | 70% | 22% | 90% | 2% | 0% | 50 |
| | Deiparine, Caesar | 100% | 0% | 100% | 0% | 100% | 0% | 100% | 0% | 100% | 0% | 100% | 0% | 100% | 0% | 0% | 1 |
| | Halbert, Dean | 70% | 13% | 80% | 3% | 83% | 0% | 60% | 23% | 73% | 10% | 73% | 10% | 83% | 0% | 0% | 30 |
| | Murphy, Vincent | 93% | 7% | 93% | 7% | 93% | 7% | 86% | 14% | 93% | 7% | 93% | 7% | 100% | 0% | 0% | 14 |
| | Palang, Ronald | 89% | 11% | 89% | 11% | 89% | 11% | 85% | 15% | 81% | 19% | 81% | 19% | 96% | 4% | 0% | 27 |
| | Qureshi, Absar | 0% | 100% | 100% | 0% | 100% | 0% | 0% | 100% | 100% | 0% | 100% | 0% | 100% | 0% | 0% | 1 |
| | Unknown | 50% | 0% | 50% | 0% | 50% | 0% | 50% | 0% | 50% | 0% | 50% | 0% | 50% | 0% | 0% | 2 |



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|--------------------|-----------------|--------------|-----|------------------|----|-------------------------|----|--------------------|-----|---------------------|-----|------------|-----|----------------------|-----------|------------|------------|
| Hospital | Attending | Yes | No | Yes | No | Yes | No | Yes | No | Yes | No | Yes | No | Always | Sometimes | Not At All | Encounters |
| Totals | | 76% | 17% | 84% | 9% | 86% | 7% | 76% | 17% | 77% | 16% | 76% | 16% | 90% | 2% | 0% | 126 |
| Dubuis | Aziz, Muhammad | 100% | 0% | 100% | 0% | 100% | 0% | 100% | 0% | 100% | 0% | 100% | 0% | 100% | 0% | 0% | 1 |
| Totals | | 100% | 0% | 100% | 0% | 100% | 0% | 100% | 0% | 100% | 0% | 100% | 0% | 100% | 0% | 0% | 1 |
| SET Medical Center | Aziz, Muhammad | 100% | 0% | 100% | 0% | 100% | 0% | 100% | 0% | 80% | 20% | 80% | 20% | 100% | 0% | 0% | 5 |
| | Shepherd, James | 100% | 0% | 100% | 0% | 100% | 0% | 90% | 10% | 90% | 10% | 90% | 10% | 100% | 0% | 0% | 10 |
| | Thomas, Michael | 85% | 12% | 92% | 5% | 93% | 4% | 82% | 15% | 89% | 8% | 89% | 8% | 96% | 1% | 0% | 73 |
| | Unknown | 83% | 17% | 100% | 0% | 100% | 0% | 100% | 0% | 83% | 17% | 83% | 17% | 100% | 0% | 0% | 6 |
| Totals | | 87% | 11% | 94% | 4% | 95% | 3% | 85% | 13% | 88% | 10% | 88% | 10% | 97% | 1% | 0% | 94 |

Encounters Not Completed

| Prison Inmate | Patient Refused | Nursing Home/Rehab | Unable To Contact | Not Discharged/Inpatient |
|---------------|-----------------|--------------------|-------------------|--------------------------|
| 12 | 120 | 320 | 466 | 76 |