

Outpatient Services Survey 1st quarter 2015-2016	% Never	% Sometimes	% Usually	% Always
FACILITY				
1. The entrances are marked well	0%	0%	8%	92%
2. The signs to find department are clear-were you able to find your way?	0%	0%	5%	95%
3. The restrooms were clean	0%	0%	13%	88%
REGISTRATION				
1. How often did registration staff treat you with courtesy and respect?	0%	3%	3%	95%
2. How often did registration staff assist you to the next department-if you needed assistance?	0%	3%	0%	97%
YOUR TEST OR TREATMENT				
1. For this visit-did you receive instructions to prepare for your test or treatment in a way you understood?	0%	0%	3%	97%
2. During this visit -did staff introduce themselves?	0%	3%	5%	92%
3. How often did staff inform you of any delays?	0%	0%	3%	97%
4. During this visit-did staff explain what would happen during your test or treatment?	0%	0%	0%	100%
5. How often did staff show concern for your comfort?	0%	0%	0%	100%
6. How often did staff answer your questions in a way you understood?	0%	0%	3%	97%
7. How often did you observe staff washing their hands or using hand sanitizer when caring for you?	3%	3%	3%	90%
8. When dismissed, did staff explain instructions for care at home in a way you understood?	0%	0%	3%	97%
GENERAL QUESTIONS				
1. How often did all Hospital staff treat you with courtesy and respect?	0%	0%	8%	92%
2. How often did all Hospital staff greet you with a smile?	0%	3%	17%	81%
3. How often did all staff assist you to the next department if you needed assistance?	0%	0%	4%	96%
4. If family/friend accompanied you and needed assistance in finding the waiting area, vending machines, restrooms or cafeteria, how often did all Hospital staff assist them promptly and courteously?	0%	0%	0%	100%
5. I will return to Loring Hospital for future care	0%	0%	0%	100%
6. I would recommend Loring Hospital to family and friends	0%	0%	0%	100%