

Patient Satisfaction Survey Statistics
Orthopaedic Program Magee-Womens Hospital of UPMC

1st Quarter (Jan 1 – March 31, 2007)

Date of Surgery: From 1/1/2007 to 3/31/2007

Surgeon Name	Type of Surgery	Surgery Count
DIGIOIA, ANTHONY M		1
	INJECT/INF THROMBO AGENT	1
	OTHER ORTHO PROCEDURE	4
	TOTAL HIP REPLACEMENT	69
	TOTAL KNEE REPLACEMENT	145
	Total	220

Patient Satisfaction Survey Statistics

Overall Summary of Comments

Date of Surgery: From 1/1/2007 to 3/31/2007

Surgeon: DIGIOIA,ANTHONY M

Total Joint Surgeries: 220

Total Responses: 214

	Excellent	Good	Fair	Poor	No Response
How do you feel about your Care:	179	26	6	2	0
Nursing:	177	31	2	2	1
Service on the Unit:	158	44	4	6	1
Physician Services:	205	6	0	0	2
Physical Therapy:	167	38	6	2	0
Occupational Therapy:	117	59	4	3	30
Parking:	97	84	25	4	3
Dietary:	96	89	22	2	4
Pre Op Testing:	166	41	0	0	6
Day of the Surgery:	178	34	0	0	1
Post Op Pain Management:	129	65	7	6	6
Discharge Process at MWH:	141	64	7	0	1
Home Care Services:	139	62	5	0	7

YES	NO	No Response
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Nausea After Surgery:

59 150 4

Would you refer Orthopedics at MWH:

212 0 1

Patient Satisfaction Survey Statistics

Average Percentage for Summary of Comments

Date of Surgery: From 1/1/2007 to 3/31/2007

Surgeon: **DIGIOIA,ANTHONY M**

Total Knee and Hip Surgeries: **214**

Total Responses: **214** % Responses: **100.0**

	Excellent	Good	Fair	Poor
How do you feel about your Care:	84.04 %	12.21 %	2.82 %	0.94 %
Nursing:	83.49 %	14.62 %	0.94 %	0.94 %
Service on the Unit:	74.53 %	20.75 %	1.89 %	2.83 %
Physician Services:	97.16 %	2.84 %	0.00 %	0.00 %
Physical Therapy:	78.40 %	17.84 %	2.82 %	0.94 %
Occupational Therapy:	63.93 %	32.24 %	2.19 %	1.64 %
Parking:	46.19 %	40.00 %	11.90 %	1.90 %
Dietary:	45.93 %	42.58 %	10.53 %	0.96 %
Pre Op Testing:	80.19 %	19.81 %	0.00 %	0.00 %
Day of the Surgery:	83.96 %	16.04 %	0.00 %	0.00 %
Post Op Pain Management:	62.32 %	31.40 %	3.38 %	2.90 %
Discharge Process at MWH:	66.51 %	30.19 %	3.30 %	0.00 %
Home Services:	67.48 %	30.10 %	2.43 %	0.00 %
	YES	NO		
Nausea After Surgery:	28.23 %	71.77 %		
Would you refer Orthopedics at MWH:	100.00 %	0.00 %		

Patient Satisfaction Survey Comments

Date of Surgery: From 1/1/2007 to 3/31/2007

How do you feel about your care:

Poor 1st day, Good 3rd day

Staff and hospital are great. All in all a good experience. Very well coordinated.

Very very satisfied

Everyone and everything was done as well as could be

Excellent treatment in all areas

Very impressed with your service

Best hospital care 4 star

I can't say enough about the hospital stay and also Dr. DiGioia

Overall and excellent experience

Exceptional experience I am grateful for this quality of care

Such a great place to be. I felt safe and confident re: my surgery and care

Overall the experience has been excellent!

I was very pleased with everything

I was very impressed with the staff and care which I received

I can only comment the service from the time I had my first appointment with Dr. DiGioia through my discharge has been an exciting experience with great care

The entire experience was very very good

Everything was great

Feel good about all services I received

I was exceptionally pleased with the entire procedure

Great

I cannot believe the care I had. It was like staying at a 5 star resort. Did not feel like I was in a hospital. Had excellent care!

Nursing:

Nurse Tori was excellent

Poor 1st day

Barbara and Lauren were extra great!

N/A

Katie & Rusty were excellent nurses. Jen and Mike were great too.

Libby, RN good nurse

After 2 days my wife had to ask the nurse to change my dressing!

I received excellent care on 4100 but no one knew how to use the CPM machine when I was moved to another floor.

Everything that could be done to insure that I was informed, educated, and comfortable was done, and done well. Your staff is truly patient centered. Well done!

Could of updated husband more – didn't know what was happening between 9am and 2pm

Despite having mentioned proneness to swelling before hand no response thereto seemed to have been made. CPM helpful and good service.

Patient Satisfaction Survey Comments

Date of Surgery: From 1/1/2007 to 3/31/2007

Service on the unit:

Spotless room very quiet.

Cleanliness poor

I was disappointed that my bathroom was not cleaned daily

Everyone was so helpful and very friendly and informative, smiles go along way to make patients feel comfortable. Thank you.

Massage great – thanks for everything.

Overall experience was good. My only complaint was lack of cleaning staff during my stay.

Physician Services:

The very best.

So far so good

The surgeon was top notch as well as all other aspects

Dr. DiGioia and his staff were terrific!

Physical Therapy:

I would say excellent but I really wasn't allowed to do much.

Brutal

N/A

Marc made it challenging but very rewarding

Has emphasis on meeting flex goals regardless of pain

It was improved since November 06

PCA on ortho unit (Michelle?) was exceptional and greatly appreciated PT staying until 7pm on day of surgery to initiate therapy

Therapy was not convenient around scheduling. Not really flexible. Care was good.

Everything was good but feel I was not treated right at Physical Therapy

Occupational Therapy:

N/A

Did not have but was billed for it?

N/A

N/A

Parking:

Door locked early am.

N/A

When arriving for early am surgery in inclement weather, the garage should be open or at least better instructions prior to arrival.

Patient Satisfaction Survey Comments

Date of Surgery: From 1/1/2007 to 3/31/2007

Dietary:

could not eat.

N/A

Diabetic and renal diet

Did not eat

N/A

Pre Op Testing:

Not done at MWH

Ortho Program Excellent

Received mixed information

N/A

Magee's x-ray Dept needs a complete overhaul – a 2 hr wait for a chest x-ray is unheard of in any hospital.

Day of Surgery:

Emergency

There was confusion about coming in the ER door at 5:45am

Everyone was very caring, like I was the only one being operated on that day

Post Op Pain Management:

Very disappointed that anesthesiologist did not help in explaining all the reactions that Bill was having and offer an anecdote or some advice as to what was happening to him. Also, all the drugs that were given to him only made him more confused. The drug "management" after surgery offered no solutions. We still don't understand why he was given all of these antipsychotic drugs. These comments in no way reflect on Dr. DiGioia, his program is excellent, if all goes right. Special thanks to Bonnie F. Aide on Ortho floor, she was excellent and very good to Bill throughout his ordeal.

Couldn't take the pain meds was nauseated

Would have been helpful to know you must ask for pain medication

Great difficulty working with anesthesia re: pain management

Lots of pain after this time

Still have pain mostly at night

Discharge Process at Magee:

I was not discharged from the 4th floor but from the monitored floor. I went home without oxygen which was not a good plan.

Would have liked a bit more specifics on discharge directions.

Patient Satisfaction Survey Comments

Date of Surgery: From 1/1/2007 to 3/31/2007

Home Care Services:

Did not care for attitude of therapist, complained about work schedule.

N/A

N/A

N/A

N/A

Joe the therapist at Conemaugh Home Health is really good!

Nausea After Surgery:

Slightly after pain pill.

Little

Slightly

During PT

3rd day

Could have used pheniergan

Very slightly

Not in hospital but 1st day home

Still having nausea

At home

Ate very well

A Little

Would You Refer Orthopedics at Magee:

Already have.

My God yes!

Already have.

Everything and everyone at Magee was professional and pleasant. I have recommended your services to many people.

I would recommend this to anyone.

Excellent care from all of the staff. Have recommended and referred many to you. Thank you so much!

I would recommend the Ortho Program without exception.

This place is wonderful, I'm telling everyone!!

I would and have recommended your service to others.

If you need to have this done, do it here!!

Totally, I would say that the service, etc was top notch.

I have referred many other patients.

I wish I'd had surgery sooner. Dr. DiGioia is the best. I've recommended him to several people.

Patient Satisfaction Survey Comments

Date of Surgery: From 1/1/2007 to 3/31/2007

General Comments:

Superior tightly run ship!

Pete and Maryann were terrific! The staff at the front desk great! Also, great support staff!

Very positive experience - so surprised I'm on my feet so quickly after my operation. Everyone who knows of operation is surprised of my quick recovery.

I have colitis, and besides about with it, I had a very easy time with it.

If I would have known recovery was so fast I wouldn't have waited so long!

Thanks for asking and striving to improve.

Everything went fine except I have had a good deal of pain for the past 5 weeks.

I feel that everything that Dr. DiGioia and his staff did was excellent they treated the whole person body and mind. All areas were coordinated so this experience has been excellent and it is working for me.

Thank you.

Very well pleased.

My second good experience!

I have been in hospitals many time, but nothing like this. Everyone treated you like a person, friendly and all the time helping in every way. I really enjoyed my stay. Terrific Doctor and nurses. Thanks for everything your great!

Patient Satisfaction Survey Comments

Date of Surgery: From 1/1/2007 to 3/31/2007

Home Care Agency Rating:

	1-EXCELLENT	2-GOOD	3-FAIR	Total
	6	3	0	9
ALBERT GALLITAN HOSPICE AND HOME CARE	1	0	0	1
ALLEGHENY AND CHESAPEAKE PT	1	0	0	1
AMBASSADOR HOMECARE	0	1	0	1
CEDARS HOME CARE MONROEVILLE	1	0	0	1
CELTIC HEALTHCARE	10	1	0	11
CONCORDIA CARE - BEAVER	0	1	0	1
CONCORDIA VISITING NURSES (ACMH)	1	1	0	2
CONEMAUGH HC - BEDFORD	1	0	0	1
CONEMAUGH HOME HEALTH	3	1	0	4
COVENANT AT SOUTH HILLS	0	1	0	1
EAST SUBURBAN HOME CARE	1	0	0	1
ELK HAVEN NSG HOME	1	0	0	1
ELLWOOD CITY HOME CARE	0	1	0	1
EXCELA HOME HEALTH CARE	3	2	0	5
EXTENDED FAMILY CARE	1	0	0	1
FAYETTE HOME CARE	1	0	0	1
GALLAGHER HOME HEALTH	1	0	0	1
GENTIVA HEALTH SERVICES	1	0	0	1

	1-EXCELLENT	2-GOOD	3-FAIR	Total
GREAT LAKES HOME HEALTHCARE	0	1	0	1
HEALTHSOUTH HARMARVILLE	0	1	0	1
HEALTHSOUTH OF GTR PGH	1	0	0	1
HOME HEALTH SERVICES	0	1	0	1
INTERIM HEALTHCARE - PGH	2	2	0	4
LANDMARK HOME HEALTH	3	0	0	3
LATROBE HOSPITAL	1	0	0	1
LAUREL VIEW VILLAGE	0	1	0	1
MEDI-HOME HEALTH AND HOSPICE	0	1	0	1
MERCY JEANNETTE SKILLED NSG	1	0	0	1
MOMENTUM PHYSICAL THERAPY	1	0	0	1
ORTHO REHAB	1	0	0	1
OSPATA AT HOME LLC	4	0	0	4
REDSTONE HIGHLANDS HEALTH CARE CTR	1	0	0	1
SANDIN HEALTH SERVICES	1	0	0	1
SOUTHWESTERN HOME CARE	0	1	0	1
UPMC/JEFFERSON REGIONAL HOMECARE	89	40	5	134
VANTAGE	1	0	0	1
VNA OF CLARION/FOREST	0	1	0	1
VNA OF WESTERN PA	0	1	0	1
Total	139	62	5	206