

Institute of Orthopaedic Surgery

EdgeSurvey™ Quarterly Performance Analysis Report For Quarter Ending Dec2012

226 Patient Survey Responses Were Received This Quarter

Overall & Category Scoring	This Quarter		Last Quarter	
	Score	Nat'l Average	Score	Change
Overall Score	94.7	94.0	93.6	1.1
Facility	94.6	93.2	93.5	1.1
People	95.8	95.1	94.6	1.2
Personal	94.8	94.7	93.9	0.9
Process	92.3	91.9	91.4	0.9

Key Indicator Summary	This Quarter		Last Quarter	
	Score	Nat'l Average	Score	Change
Confidence in care received	96.0	95.6	94.4	1.6
Recommend facility	95.0	95.1	93.9	1.1

