

Quality care results from the Endoscopy/Medical Procedures Unit at Unity Hospital

PERFORMANCE MEASURE	2007	2008	1st Qtr 2009	2nd Qtr 2009	3rd Qtr 2009	4th Qtr 2009	
VOLUMES							
• Total # of Endoscopy patients served (includes infusion, inpatient, and outpatient)	13,954	14,274	3,542	3,844	3,740		
COMPLICATIONS							GOAL
• % of patients who have a complication related to their procedure	0.04%	0.06%	0.05%	0.1%	0%		0%
• % of patients who go to the Emergency Center after a procedure and are admitted for evaluation	0.05%	0.04%	0.02%	0.07%	0.02%		0%
PATIENT SATISFACTION							
• % of patients satisfied with time spent in department, from time of arrival to time of departure (with minimal wait times)	99%	99%	99%	98%	99%		100%
• % of patients who would return to the Endoscopy Unit at Unity Hospital	99%	99.8%	99%	100%	99%		100%
• % of patients who said the level of discomfort they experienced was less than expected	98.8%	99.5%	97%	99%	99%		100%
PATIENT SAFETY							
• % of patients whose medications are verified prior to their procedure	99.8%	99.8%	99%	100%	99%		100%

WE'RE ALWAYS LOOKING TO IMPROVE PATIENT SATISFACTION

Here's how...

No one likes to sit in a waiting room for very long, which is why the Endoscopy team at Unity Hospital is focused on getting patients into the procedure room as quickly as possible. Since our Endoscopy team has worked to streamline all aspects of patient care, most patients wait only an average of 15 minutes before getting into their gowns. The result? Our patients' experience at Unity continues to improve, as patients report less stress and more satisfaction.

"I could not have asked for better service."