


-SEQUEL Pomegranate 2016 Report Card-




ACUTE HOSPITAL

N=530

Question Asked of Client/s & Families on a rating scale upon discharge over a 12 month period	Needs some improvement	
1. Courtesy of our Admissions Staff	0%	100%
2. Ease of Admission Procedure	4%	96%
3. Overall Impression Upon Arrival	2%	98%
4. Explanation of Treatment Issues	6%	94%
5. Informed of Treatment Progress	6%	94%
6. Ease of Discharge Process	2%	98%
7. Degree of Medical Explanations	3%	97%


ACUTE CASEWORKER

Question Asked of Referring hospital social work/ED nurse/caseworker staff	Needs some improvement	
1. Ease of Admission process	11%	89%
2. Timely response re.: bed availability	15%	85%
3. Pre-certification/insurance clearance	12%	88%
4. Helpfulness of admissions & nursing staff	5%	95%
5. Overall impression of Pomegranate	5%	95%
6. Brochures, online forms & facility info	0%	100%
7. Likelihood you will refer to us again	0%	100%

Comments:

- *The staff is amazing, especially Cory. He is the best.*
- *Best staff ever, very courteous, very helpful*
- *Very friendly and patient having to leave numerous voicemails*
- *Wife and I were pleased with all 7 areas. Staff very personable and informative. Was very much at ease-both of us. Thank you!*
- *Thank you to all the staff here. You were all so supportive!*
- *Make sure people are here for the children and not just for the paycheck!*

RESIDENT SATISFACTION N=827

Question Asked of Client/s on a rating scale during their stay over a 12 month period	Needs some improvement	
1. My room is clean	2%	98%
2. Housekeeping staff is nice to me	3%	97%
3. Time I spend with my doctor helps me	7%	93%
4. I get to spend enough time with doctor	15%	85%
5. Nursing: Informed about medications	4%	96%
6. Nursing: Nurses respond to my needs	7%	93%
7. Nurses take my needs seriously	9%	91%
8. CPST: Time I spend with CPST helps	6%	94%
9. I get to spend enough time with CPST	13%	87%
10. I spend enough time with my therapist	13%	87%
11. My individual therapy sessions help	7%	93%
12. Therapist keeps me informed-progress	9%	91%
13. Therapist show concern and sensitivity	6%	94%
14. I'm involved in my treatment plan	6%	94%
15. My group sessions help me	8%	92%
16. Family sessions help me	5%	95%
17. My condition has improved since admit	3%	97%
18. The kitchen staff is nice to me	3%	97%
19. My eating area is clean	16%	84%
20. My meals are appealing to me	22%	78%
21. I get enough to eat	17%	83%
22. The menu has food items I like	12%	88%
23. What healthy items would you like?	Doritos, Pizza, Berries	
24. Staff sensitive to my cultural needs	7%	93%
25. Expressing myself is encouraged	9%	91%
26. I feel respected	14%	86%
27. Personal care items are available to me	4%	96%
28. I like the personal care items given	12%	88%
29. Staff helps me when I ask	8%	92%
30. Staff respect my boundaries/space	5%	95%
31. Staff refer to me by name	3%	97%
32. My personal items are safe	9%	91%

Average rating combined with above average and excellent="OK"

February 2017 prepared by Customer Relations/Business Development; averaged from 2016 monthly results