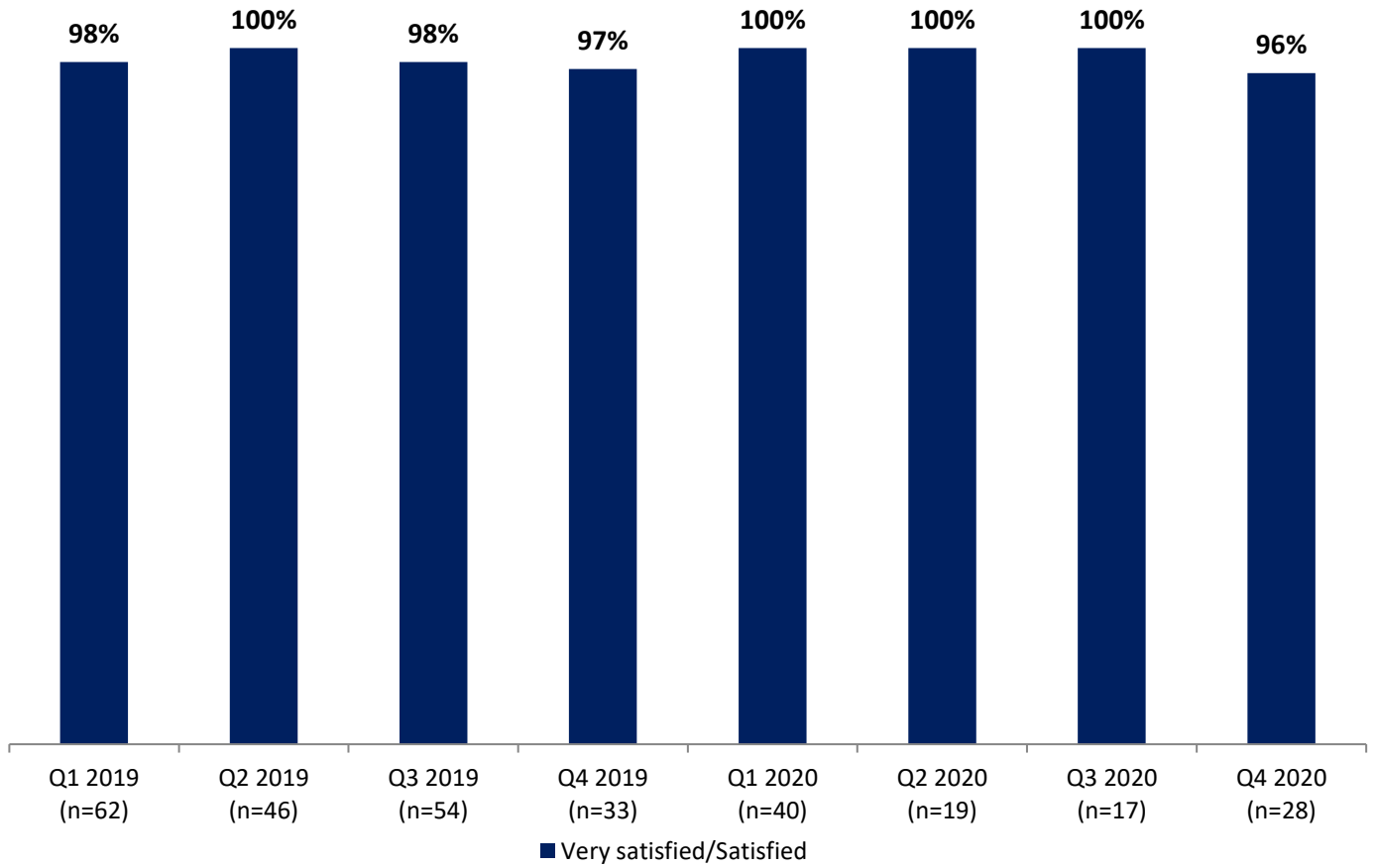


Patient and Family Experience of Care Survey: Ventilator Weaning Program Data through Q4 2020

Ques 3: How well is Barlow staff providing easily understood goals of care?	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020
All Sites Numerator (very good/excellent)	46	48	40	49	29	29	18	14	24
All Sites Denominator	53	62	46	54	33	40	19	17	28
Organization (all sites)	86.8%	77.4%	87.0%	90.7%	87.9%	72.5%	94.7%	82.4%	85.7%
Ques 4: How well is Barlow staff informing you about what is happening and why?	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020
All Sites Numerator (very good/excellent)	47	52	41	49	29	30	18	14	24
All Sites Denominator	53	62	46	54	33	40	19	17	28
Organization (all sites)	88.7%	83.9%	89.1%	90.7%	87.9%	75.0%	94.7%	82.4%	85.7%
Ques 5: How well is Barlow staff working together to take care of you?	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020
All Sites Numerator (Very included/included)	48	55	43	51	30	35	17	14	27
All Sites Denominator	53	62	46	54	33	40	19	17	28
Organization (all sites)	90.6%	88.7%	93.5%	94.4%	90.9%	87.5%	89.5%	82.4%	96.4%
Ques 6: How included do you feel in the decision-making process?	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020
All Sites Numerator (Very included/included)	49	53	40	50	24	30	16	11	21
All Sites Denominator	53	62	46	54	33	40	19	17	28
Organization (all sites)	92.5%	85.5%	87.0%	92.6%	72.7%	75.0%	84.2%	64.7%	75.0%
How would you rate the level of safety and security of care provided by Barlow staff?	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020
All Sites Numerator (Very good/good)	51	62	46	53	33	39	19	17	28
All Sites Denominator	53	62	46	54	33	40	19	17	28
Organization (all sites)	96.2%	100.0%	100.0%	98.1%	100.0%	97.5%	100.0%	100.0%	100.0%

	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020
Overall, how would you rate your satisfaction with your Barlow experience?									
All Sites Numerator (Very satisfied/satisfied)	51	61	46	53	32	40	19	17	27
All Sites Denominator	53	62	46	54	33	40	19	17	28
Organization (all sites)	96.2%	98.4%	100.0%	98.1%	97.0%	100.0%	100.0%	100.0%	96.4%
Likelihood of recommending Barlow Respiratory Hospital									
All Sites Numerator (Highly likely)	51	56	45	52	31	37	19	17	27
All Sites Denominator	53	62	46	54	33	40	19	17	28
Organization (all sites)	96.2%	90.3%	97.8%	96.3%	93.9%	92.5%	100.0%	100.0%	96.4%
Survey Response Rate									
All Sites Numerator (number of responses)	53	62	46	54	33	40	19	17	28
All Sites Denominator (number of attempts)	80	93	82	93	47	53	37	42	36
Organization (all sites)	66.3%	66.7%	56.1%	58.1%	70.2%	75.5%	51.4%	40.5%	77.8%
Survey Response Rate (detail)									
No response	34%	33%	44%	42%	30%	23%	49%	60%	22%
Family responded	46%	40%	34%	41%	45%	45%	43%	33%	58%
Patient responded	20%	27%	22%	17%	25%	32%	8%	7%	20%
Survey Response by Site							Q2 2020	Q3 2020	Q4 2020
Main Campus							3	3	3
PIH Campus							6	3	7
VPH Campus							10	11	26
Organization (all sites)							19	17	36

Overall, how would you rate your satisfaction with your Barlow experience?



Likelihood of Recommending Barlow Respiratory Hospital

