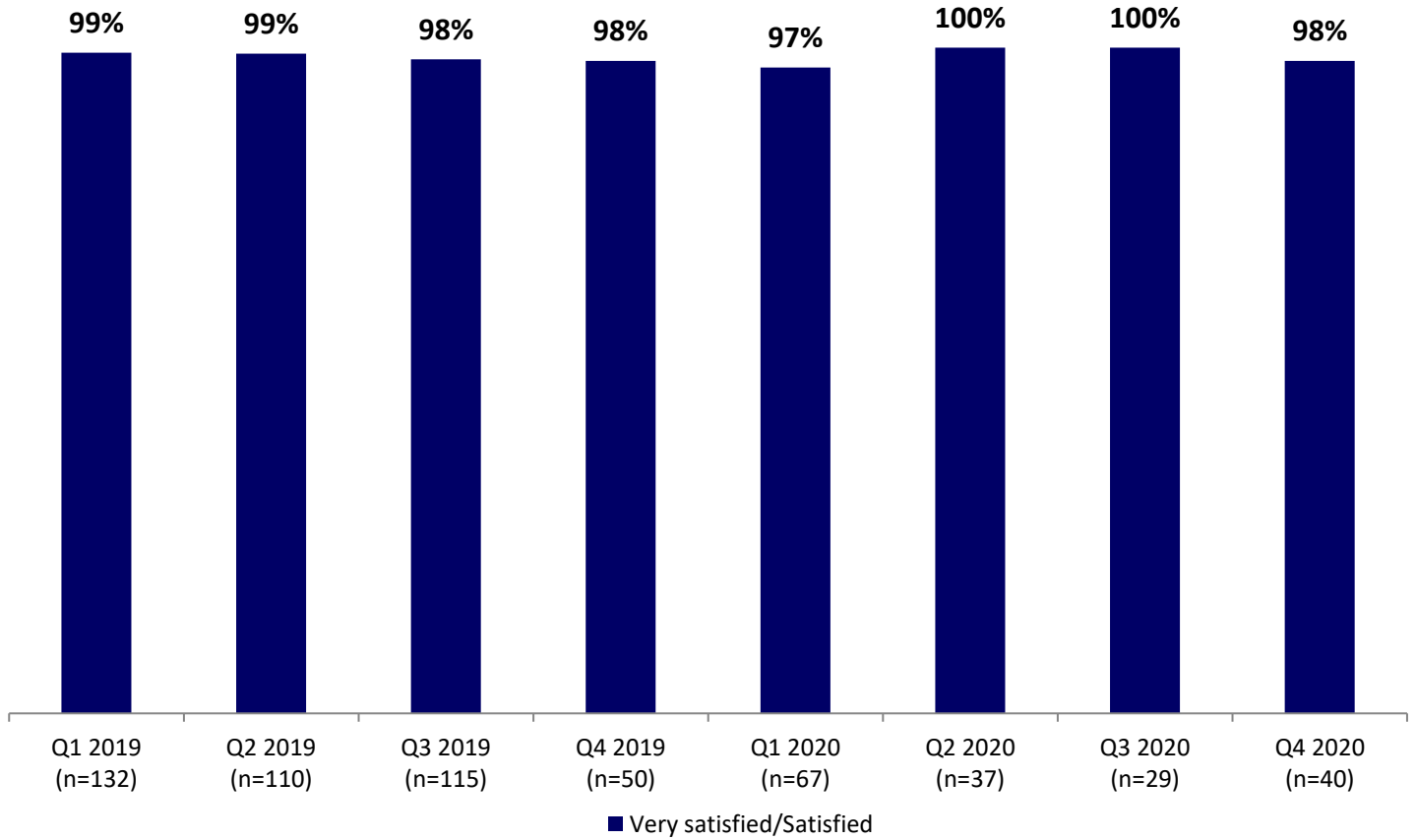


**Patient and Family Experience of Care Survey: Organization Wide
Data through Q4 2020**

Ques 3: How well is Barlow staff providing easily understood goals of care?	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020
All Sites Numerator (very good/excellent)	111	93	101	43	49	27	25	31
All Sites Denominator	132	110	115	50	67	37	29	40
Organization (all sites)	84.1%	84.5%	87.8%	86.0%	73.1%	73.0%	86.2%	77.5%
Ques 4: How well is Barlow staff informing you about what is happening and why?	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020
All Sites Numerator (very good/excellent)	115	94	103	44	53	29	25	33
All Sites Denominator	132	110	115	50	67	37	29	40
Organization (all sites)	87.1%	85.5%	89.6%	88.0%	79.1%	78.4%	86.2%	82.5%
Ques 5: How well is Barlow staff working together to take care of you?	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020
All Sites Numerator (Very included/included)	120	101	104	46	55	33	26	39
All Sites Denominator	132	110	115	50	67	37	29	40
Organization (all sites)	90.9%	91.8%	90.4%	92.0%	82.1%	89.2%	89.7%	97.5%
Ques 6: How included do you feel in the decision-making process?	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020
All Sites Numerator (Very included/included)	118	101	101	33	49	25	19	27
All Sites Denominator	132	110	115	50	67	37	29	40
Organization (all sites)	89.4%	91.8%	87.8%	66.0%	73.1%	67.6%	65.5%	67.5%
How would you rate the level of safety and security of care provided by Barlow staff?	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020
All Sites Numerator (Very good/good)	132	110	114	50	63	37	29	40
All Sites Denominator	132	110	115	50	67	37	29	40
Organization (all sites)	100.0%	100.0%	99.1%	100.0%	94.0%	100.0%	100.0%	100.0%

Overall, how would you rate your satisfaction with your Barlow experience?	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020
All Sites Numerator (Very satisfied/satisfied)	131	109	113	49	65	37	29	39
All Sites Denominator	132	110	115	50	67	37	29	40
Organization (all sites)	99.2%	99.1%	98.3%	98.0%	97.0%	100.0%	100.0%	97.5%
Likelihood of recommending Barlow Respiratory Hospital	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020
All Sites Numerator (Highly likely)	125	108	110	47	58	34	29	40
All Sites Denominator	132	110	115	50	67	37	29	40
Organization (all sites)	94.7%	98.2%	95.7%	94.0%	86.6%	91.9%	100.0%	100.0%
Survey Response Rate	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020
All Sites Numerator (number of responses)	132	110	115	50	67	37	29	40
All Sites Denominator (number of attempts)	182	167	179	75	90	63	62	61
Organization (all sites)	72.5%	65.9%	64.2%	66.7%	74.4%	58.7%	46.8%	65.6%

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



Likelihood of Recommending Barlow Respiratory Hospital

