

Physical Medicine & Rehabilitation Service
Performance Improvement
CIIRP Outcomes (uSPEQ 2023 Quarters 1-3)

This survey data is intended to help the Physical Medicine & Rehabilitation (PM&R) Service provide you with the best possible care and improve the quality of services within our organization. The data reflects how you perceived the services provided to you by our program and is one of the most important means for assessing your satisfaction. It also gives us insight on which areas to target for improvement. Your responses are separated into five categories (service responsiveness, informed choice, respect, participation, & overall value).

| 2023 Totals | Number of Surveys Distributed | Number Received Back | Response Rate |
|-------------|-------------------------------|----------------------|---------------|
| | 23 | 20 | 86.9% |

| Survey Response – SERVICE RESPONSIVENESS | % of Positive Responses (agree + strongly agree) I-III Quarters 2023 |
|--|--|
| “There was enough staff to meet my needs.” | 90.9% |
| “Staff saw me as often as needed.” | 81.9% |

| Survey Response – INFORMED CHOICE | % of Positive Responses (agree + strongly agree) I-III Quarters 2023 |
|--|--|
| “Staff paid attention to what I said.” | 90.9% |
| “I agreed with goals in my plan.” | 90.9% |

| Survey Response - RESPECT | % of Positive Responses (agree + strongly agree) I-III Quarters 2023 |
|---|--|
| “Staff respected my privacy.” | 100.00% |
| “Staff treated me with respect/courtesy”. | 100.00% |

| Survey Response - PARTICIPATION | % of Positive Responses (agree + strongly agree) I-III Quarters 2023 |
|--|--|
| “I am able to make important choices.” | 100 % |
| “I am able to do things without barriers.” | 90.9% |

| Survey Response – OVERALL VALUE | % of Positive Responses (agree + strongly agree) I-III Quarters 2023 |
|---|--|
| “I would recommend this program to a friend.” | 91% |
| “Services met my expectations.” | 91% |