

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

PERFORMANCE MEASURE	2009	2010	2011	
<b>VOLUMES</b>				
<ul style="list-style-type: none"> <li>Total # of Endoscopy patients served (includes infusion, inpatient, and outpatient)</li> </ul>	14,976	14,772	15,936	
<b>COMPLICATIONS</b>				<b>GOAL</b>
<ul style="list-style-type: none"> <li>% of patients who have a complication related to their procedure</li> </ul>	0.04%	0.04%	0.1%	0%
<ul style="list-style-type: none"> <li>% of patients who go to the Emergency Center after a procedure and are admitted for evaluation</li> </ul>	0.03%	0.04%	0.06%	0%
<b>PATIENT SATISFACTION</b>				
<ul style="list-style-type: none"> <li>% of patients satisfied with time spent in department, from time of arrival to time of departure (with minimal wait times)</li> </ul>	99%	99%	99%	100%
<ul style="list-style-type: none"> <li>% of patients who would return to the Endoscopy Unit at Unity Hospital</li> </ul>	99.5%	99%	99.8%	100%
<ul style="list-style-type: none"> <li>% of patients who said the level of discomfort they experienced was less than expected</li> </ul>	98.5%	98%	99.9%	100%

### WE'RE ALWAYS LOOKING TO IMPROVE PATIENT SATISFACTION

*"I could not have asked for better service."*

*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.