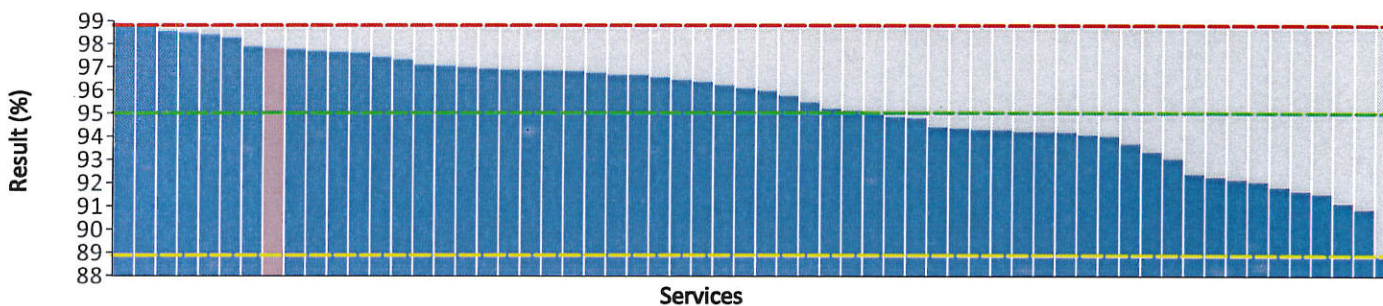


8.2.1.A Overall Patient Experience Index

The percentage score attained from patients rating the level of satisfaction with all questions in the QPS survey for DPC.

Benchmark

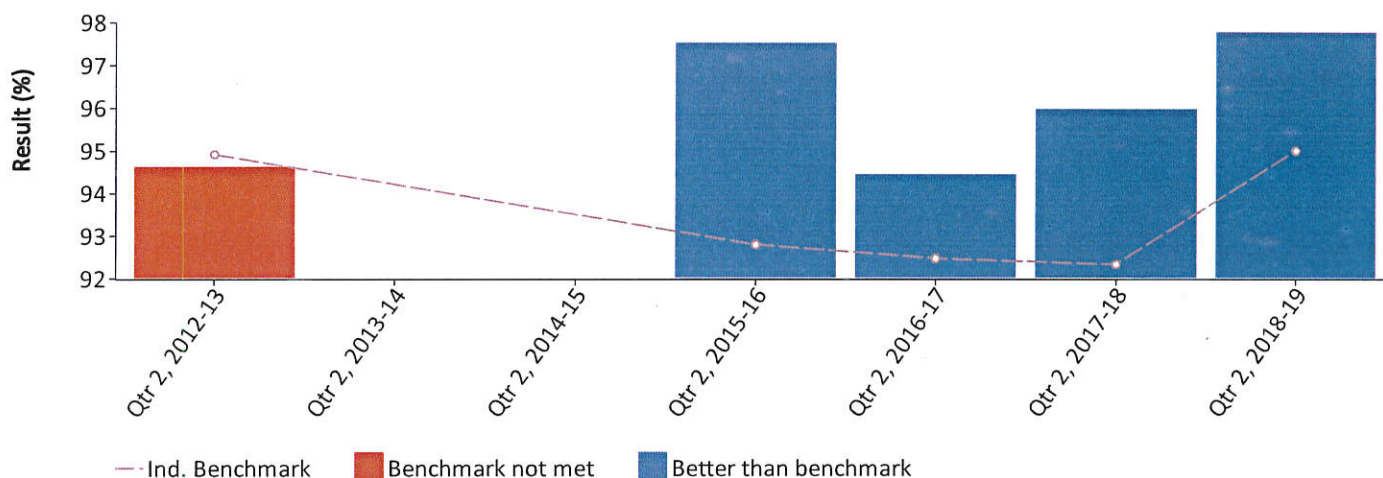


Total number of services: 60

- Peers' Results
- WDS's result: 97.82
- Minimum: 88.88
- Mean: 95.01
- - Maximum: 98.81

Category	Minimum	Mean	Maximum	My Result
All Day Hospital	88.88	95.01	98.81	97.82

Trend



	Q2 12-13	Q2 13-14	Q2 14-15	Q2 15-16	Q2 16-17	Q2 17-18	Q2 18-19
Ind. BM	94.91	N/A	N/A	92.79	92.47	92.33	95.01
Result	94.64	N/A	N/A	97.55	94.47	96.00	97.82