

# NYGA Patient Survey

March 1-31, 2009

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Number of surveys distributed: 217

Number of surveys returned: 210 (97%)

Number of surveys completed: 210 (97%)

**Question 1: Please indicate your level of satisfaction with the following items related to your appointment at the endoscopy unit.**

|  | Not at all satisfied | Somewhat Disatisfied | Neutral | Somewhat satisfied | Very satisfied |
|--|----------------------|----------------------|---------|--------------------|----------------|
| Getting through to the endoscopy unit by phone.                                  | 1 (1%)               | 3 (2%)               | 12 (6%) | 17 (9%)            | 152 (82%)      |
| The time between your call to schedule an appointment and your appointment date. | 0 (0%)               | 0 (0%)               | 13 (6%) | 30 (15%)           | 163 (79%)      |
| The manners of the person(s) who scheduled your appointment.                     | 0 (0%)               | 0 (0%)               | 3 (1%)  | 20 (10%)           | 183 (89%)      |
| Clarity of directions to the endoscopy unit and the time of your appointment.    | 0 (0%)               | 1 (1%)               | 3 (2%)  | 16 (8%)            | 180 (90%)      |
| The information provided to you about how to prepare for your procedure.         | 0 (0%)               | 3 (1%)               | 3 (1%)  | 22 (11%)           | 179 (86%)      |
| The professionalism and helpfulness of your reception.                           | 0 (0%)               | 0 (0%)               | 3 (1%)  | 24 (11%)           | 182 (87%)      |
| The ease of the registration and check-in process.                               | 0 (0%)               | 1 (0%)               | 1 (0%)  | 21 (10%)           | 183 (89%)      |
| Your wait time in the endoscopy unit.  | 0 (0%)               | 3 (1%)               | 12 (6%) | 25 (12%)           | 169 (81%)      |
| The comfort, cleanliness and amenities of the reception area.                    | 0 (0%)               | 1 (0%)               | 2 (1%)  | 34 (16%)           | 170 (82%)      |
| The extent to which staff respected your privacy.                                | 0 (0%)               | 0 (0%)               | 2 (1%)  | 14 (7%)            | 191 (92%)      |

**Question 2: Please rate the following items related to the delivery of your care.**

|   | Poor    | Somewhat poor | Neutral | Good     | Excellent |
|---|---------|---------------|---------|----------|-----------|
| The nurse's listening skills.   | 0 (0%)  | 0 (0%)        | 2 (1%)  | 26 (13%) | 176 (86%) |
| The physician's explanation of the procedure.   | 0 (0%)  | 2 (1%)        | 5 (2%)  | 10 (5%)  | 187 (92%) |
| The physician's personal manner (courtesy, respect, sensitivity, friendliness).       | 0 (0%)  | 1 (0%)        | 1 (0%)  | 6 (3%)   | 202 (96%) |
| The nursing staff's personal manner (courtesy, respect, sensitivity, friendliness).   | 00 (0%) | 0 (0%)        | 0 (0%)  | 13 (6%)  | 197 (94%) |
| Technical skills (thoroughness, carefulness, competence) of the physician/practioner. | 00 (0%) | 0 (0%)        | 1 (0%)  | 9 (4%)   | 198 (95%) |
| Technical skills (thoroughness, carefulness, competence) of the nursing staff.        | 00 (0%) | 0 (0%)        | 1 (0%)  | 9 (4%)   | 198 (95%) |
| The discharge instructions that were provided to you.                                 | 00 (0%) | 0 (0%)        | 2 (1%)  | 14 (7%)  | 180 (92%) |

**Question 3: Please indicate your level of comfort during and following the procedure.**

|                                     | Not at all Comfortable | Uncomfortable | Neutral | Comfortable | Very Comfortable |
|-------------------------------------|------------------------|---------------|---------|-------------|------------------|
| Comfort level during the procedure. | 0 (0%)                 | 1 (0%)        | 5 (2%)  | 19 (9%)     | 176 (88%)        |

**Question 4:**

|  | Yes      | No        |
|--|----------|-----------|
| Did you have difficulty during your preparation for the procedure?                           | 24 (12%) | 181 (88%) |
| If yes, did you have a contact person or a way to contact someone regarding that difficulty? | 15 (75%) | 5 (25%)   |

**Question 5: Please indicate the extent to which you agree or disagree with each of the following statements.**

|   | <b>Strongly Disagree</b> | <b>Somewhat Disagree</b> | <b>Neutral</b> | <b>Somewhat Agree</b> | <b>Strongly Agree</b> |
|---|--------------------------|--------------------------|----------------|-----------------------|-----------------------|
| My physician/provider spent adequate time with me.  | 2 (1%)                   | 0 (0%)                   | 2 (1%)         | 16 (8%)               | 181 (90%)             |
| The service/care provider was valuable to improving my health.                                  | 2 (1%)                   | 0 (0%)                   | 3 (2%)         | 19 (10%)              | 168 (88%)             |
| The time that was given to me in the endoscopy unit to recover from the procedure was adequate. | 2 (1%)                   | 0 (0%)                   | 0 (0%)         | 17 (8%)               | 182 (91%)             |
| I received my results in a timely manner.   | 2 (1%)                   | 0 (0%)                   | 0 (0%)         | 7 (4%)                | 176 (95%)             |
| My results were explained to me and I understood them.  | 2 (1%)                   | 0 (0%)                   | 0 (0%)         | 8 (4%)                | 176 (95%)             |
| I would return to see this physician for further care.  | 2 (1%)                   | 0 (0%)                   | 1 (0%)         | 6 (3%)                | 194 (96%)             |
| I would recommend this endoscopy unit to family and friends.                                    | 2 (1%)                   | 0 (0%)                   | 2 (1%)         | 3 (1%)                | 195 (97%)             |

**Question 6:**

|  | <b>Yes</b>                                       | <b>No</b>   |
|--|--|---|
| Did any specific staff member stand out? | 101 (64%)  | 57 (36%)  |
| If yes, who and why?                     | Nurse: Dora then Kathy<br>(see comments section) | Front Desk: Tanya then Danielle<br>(see comments section) |

**Question 7: Please tell us what you like best about the care you received.**

Response summary: professionalism, skills, knowledgeable, and compassion.

**Question 8: Please tell us what you like least about the care you received.**

Response summary: the prep, nothing, and wait time.

# Patient Comments

## Question 6: Did any specific staff member stand out? If yes, please explain.

1. Dora, very nice and kind
2. Wonderful staff overall.
3. they all were very good
4. Dora-very pleasant helpful. Kathy-same very pleasant. Danielle-same pleasant
5. Dora Professional/helpful. Kathy Professional/helpful
6. All Wonderful
7. Jennifer and Rose. So polite and warm and kind, more than I have ever experienced
8. always-Beth
9. Dr. Miller
10. Dr. Miller excellent skills and manner. Nursing staff all good
11. All were good
12. Nurse Cathy. She was gentle and nice
13. Nurse and doctor
14. Daniela and Tonya Warm and professional. Dr. M and Kathy personal and professional
15. Jenna and Danielle are both very welcoming and comfortable
16. Dr. Miller was friendly, asked excellent questions, explained things thoroughly, and made me feel at ease. Dora took time to introduce herself and explain what she was doing, very friendly
17. Attending nurse was very helpful and caring
18. Dr. Miller-he's awesome
19. Dr. Bamji very professional
20. Dr. Cohen
21. Nurses were very nice
22. Dr. very soft manner easy to talk to
23. The nurse in the procedure room is excellent

24. Dora. She went beyond just doing her job. She took extra time to help me with a particular issues and was very sweet.
25. Dora/ Danielle Pleasant, helpful
26. Dr. Aisenberg, great skills.
27. Dr. Aisenberg -enormously professional and caring. Maya-attentive, professional and very kind
28. Dr. Miller friendly, explained the process and had a good personality
29. Dr. Cohen and Dora
30. Nurses who prepared and stayed with me was excellent-very friendly
31. Well the Dr
32. Dora was very great made sure I was fine at all time, her skills very good.
33. Dr. Miller was available and explained the procedure
34. All were good
35. Everyone, Dr and nurses
36. Kathy and Dr. Bamji
37. All good
38. Dora
39. Jennifer-great smile and fun conversation
40. Everyone was excellent and professional
41. Maya and Dora very kind
42. Dr. Bamji very professional and gentle
43. Both the doctor and nurse were great
44. All were great
45. All were terrific
46. Dr. Miller was excellent. I also really liked Dr. Bamji, who took my calls during prep and was Wonderful
47. The nurse who came into check on me post was great-very friendly. Cannot remember her name Dora was very sweet. She introduced herself and pointed to her name badge as I woke up. Dr

- Cohen was cheerful, personable and explained things in an easy to understand fashion
48. Dr. Bamji was very cordial and helpful at explaining. Everything was clear.
  49. Dr. Miller, who returns calls promptly
  50. Dr. Miller-spends a lot of time answering questions, etc.
  51. Jennifer, very nice
  52. The nurse in the endoscopy room, Dr. Cohen was phenomenal.
  53. Dr. Miller great patient skills
  54. The nurse was very informative and helpful.
  55. Everyone I was exposed to.
  56. Dora was extremely nice, helpful.
  57. Kathy and Dora very good
  58. Dr. Miller and Maya both were wonderful. Reception staff is always helpful and pleasant.
  59. Dora- she was so kind and professional. She explained everything she did. She was very accommodating.
  60. The nurse in my room was great
  61. receptionist is very courteous
  62. Dr. Miller-great technique, personable. Nurse Kathy- Friendly, personable, comforting
  63. Dora
  64. Kathy and Dr. Miller and Dora very pleasant
  65. Everybody was absolutely nice and polite
  66. Daniela very good at explaining my questions
  67. Dora and Dr. Miller, both great
  68. Nurse and Dr. Miller
  69. Everyone was very friendly and helpful
  70. Vanessa was helpful
  71. All of them were great.
  72. Danielle she was very helpful and nice

73. Maya couldn't be nicer
74. nurse and Dr
75. Dr and Nurse
76. Dora, very nice and pleasant
77. Maya
78. Dr. Aisenberg is the perfect balance of professionalism and human compassion.
79. Dr. Bamji was wonderful and really makes a patient feel very relaxed. Dora was great
80. Dr. Bamji
81. Dr. Cohen and nurses
82. Dora is kind, warmth
83. Whole team was amazing
84. Whole staff, Dora was pleasant
85. Dr. Miller he is the best!!!!
86. All were great
87. All staff was helpful and professional
88. Dr. Cohen is always a stand out!! The whole staff is great
89. Dr. Miller
90. All staff was professional
91. Dr. Cohen is terrific in everyway
92. Dr. Miller and all the staff
93. Front girls were great
94. Dr. Cohen is everything a patient can want! Nurse terrific too
95. Dr. Miller, I like the way he treats you with respect and care about you.
96. Dora helpful and friendly
97. Nurse
98. Front and back office were wonderful Dr was great
99. All staff members go above and beyond

100. Tanya, Virginia, Danielle very nice
101. Dr. Miller takes the time to explain
102. Nurse was warm and attentive
103. Dr. Miller very professional, personable and I felt like I was in great hands
104. The receptionist, she was great on her feet
105. All were very nice
106. Kathy was great

**Question 7: Please tell us what you liked BEST about the care you received.**

1. Everyone was very nice and helpful
2. Maya makes me very comfortable
3. Everything
4. Dr. Cohen unique patient friendly caring man, makes all the difference in the world.
5. Daniela Maya- very professional
6. Listening from the staff
7. Effective, informative and friendly
8. I felt like I was in good hands
9. All very good, fast, careful, no problem
10. Private room to wait in
11. Everyone was polite and kind
12. Quick and listened
13. Confidence and smiles
14. Quick, straightforward, easy
15. Everyone here is very helpful wonderful
16. Felt Dr. and staff were taking time to understand me and my illness. Very friendly and caring

17. Appt on time
18. Doctor was very skillful, professional and comforting for a very stress free procedure
19. Everything
20. Excellent , fast
21. Friendly, knowledgeable and caring. Made me feel very comfortable
22. Dr. Miller's care
23. The skill of Dr. Aisenberg
24. Dr. Aisenberg is generous with his time. I never feel rushed, he answers all my questions and I usually have quit a few.
25. Dr. was very professional and very easy to understand. Pleasant and kind.
26. Superb all around
27. Consistently caring, informative, respectful and timely
28. Dr Aisenberg competent and caring professionalism
29. Totally painless
30. Everything went smoothly and was professional
31. Made to feel safe, taken care of.
32. Dr. Cohen's manner and putting me at ease.
33. Professional and kind
34. Dr. Miller and staff explained everything that was happening and made sure I was comfortable.
35. Everyone in the office is very nice and courteous. Dr. Aisenberg is great and made me feel very comfortable
36. Pleasant
37. Perfect communication very clear
38. They listen
39. Everything
40. I thought everyone was pleasant, very nice in a doctor office where I am sure that they are really busy.
41. It was quick, easy, and pleasant as this procedure could be

42. Quick, comfortable
43. Kindness on time results, right away
44. Yes they were all exceptional, they kept me informed throughout entire procedure
45. Everything was clear, instructions for perp.
46. Everyone answered my questions
47. I like the structure of going in to see Dr before the procedure and returning after to answer questions. Also very organized, I did not wait at all
48. Care was excellent
49. Kind and efficient care
50. Professional
51. Personal
52. I felt comfortable and they gave me apple juice
53. Everything was explained. Saw me on time
54. The gentle and comfortable manner of staff and dr.
55. Office staff were very professional
56. The procedure was painless. I did not even feel the needle.
57. Dr. Cohen -great, taking care of my comfort during the procedure.
58. Friendly staff
59. Dr. Miller put me at ease
60. Professional
61. Very careful and prompt and very professional
62. Dr. Cohen was extremely nice and helpful.
63. Very professional
64. Dr. Miller really read my records, remembered who I am. A rarity in today's medical world.  
It makes me feel safe.
65. The knowledge and experience of Dr. Aisenberg.
66. Very efficient

67. No pain-prompt
68. It was short
69. Quick, competent reassuring, friendly
70. Professionalism of medical staff was excellent
71. Everyone is nice, efficient and informative
72. Very professional, no wait, friendly front staff
73. Dr. Cohen was very polite and told me that I will not feel anything. He was right
74. Quick , efficient, and good communication from staff
75. Quick, professional
76. The injection of the needle was better than expected
77. Dr. Aisenberg professional, pleasure to work with
78. It was very professional and efficient
79. Compassion
80. Dr. Cohen was very kind
81. Very nice
82. Professional
83. Kind
84. The whole experience went well
85. Friendly, clean, office does not make patients wait
86. Whole staff was great
87. Office runs like a well ordered clock
88. Friendly
89. Easy to get an appt.
90. Dr. Cohen is receptive and answers all questions. He and the nurse had good bedside manner and made me feel relaxed with the procedure.
91. Everyone is always very helpful
92. Fast and easy, relaxing and made me feel safe

93. Friendly and excellent, everyone involved was great
94. Very good explanation
95. Start to finish professional-made me feel comfortable
96. Fast, professional and very thorough.
97. Dr. Cohen and the staff is kind, professional and very attentive
98. Efficient and painless as the Dr. said it would be. He was as good as his word
99. Great staff
100. Everything pleasant and professional
101. Everyone including Dr. Cohen was great
102. Wonderful nurses
103. Dr. Cohen's care and courtesy
104. Everything was great
105. Dr. Miller explains everything he is doing to you, while he is doing it.
106. Professional
107. Manner of Nurse and Dr.
108. Did not rush me after I awoke
109. Dr Miller is direct, a clear communicator and has excellent listening skill and empathy
110. Did not feel nervous.
111. Everyone seems to really care.
112. Good work.
113. Were very nice and answered questions I had about the prep
114. It was such a pleasure, given the circumstances
115. No wait.
116. It went very smooth.
117. It was very well explained.

**Question 8: Please tell us what you like LEAST about the care you received.**

1. The prep instructions were bad, but it was a minor point.
2. The prep was a drag, but everything else was fine.
3. The prep to drink.
4. The prep was horrible.
5. The cost but hey-that's the way it is
6. The prep. Also save paper on this survey, use double sided paper
7. Nothing. It would of course, have been nice to have had the prep but...
8. Hate the prep! Suggestion- with instructions, it might be good to tell patients what will happen and to be prepared for and "accident." Sanitary pads are a good choice. Hate the prep, also would like to have slept
9. I really like Dr Aisenberg, but he can be a bit rushed when asking questions about how your health, etc. I have to be a bit pushier than I am with other doctors.
10. Hated the prep
11. Nothing about the procedure, the prep was bad but it is what it is.
12. Develop a better tasting prep.
13. Would like to have received check-in forms in advance
14. Prep
15. Did not like prep
16. Walking in hours
17. Prep
18. The Prep
19. Did not like prep
20. The prep was very bad
21. No pizza in waiting for me when I was done after fasting all day
22. This is my second colonoscopy. I had more discomfort during this procedure with Dr. Bamji. I believe I needed more sedative. The first time it was totally comfortable.

23. She went to Sinai, says it was front girls mistake, she was mad about
24. Prep, wake up time 3:30 am
25. The prep
26. At times waiting to see the doctor
27. The prep
28. Was told that I'd receive a general antistatic and that worried me, I actually received a sedative  
which was fine
29. Prep
30. Waiting time