

## Survey of Patients' Hospital Experience (Satisfaction Scores)

HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) is a national, standardized survey of hospital patients. HCAHPS was created to publicly report the patient's perspective of hospital care. The survey asks a random sample of recently discharged patients about important aspects of their hospital experience.

These results demonstrate how Touchette Regional Hospital compares to the national and state averages.

Higher percent is better	National 2010	Illinois 2010	Jul 10- Jun 11	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	Oct 2011	Nov 2011
Nurses "always" communicated well <u>why is this important?</u> "Communicated well" means nurses explained things clearly, listened carefully to the patient, and treated the patient with courtesy and respect.	76%	76%	79%	72%	84%	81%	82%	75%	78%	78%	82%	83%	81%	77%	72%
Doctors "always" communicated well <u>why is this important?</u> "Communicated well" means doctors explained things clearly, listened carefully to the patient, and treated the patient with courtesy and respect.	80%	80%	86%	89%	85%	85%	85%	88%	86%	79%	85%	83%	88%	80%	93%
"Always" received help as soon as they wanted <u>why is this important?</u> Patients reported how often they were helped quickly when they used the call button or needed help in getting to the bathroom or using a bedpan.	64%	62%	68%	61%	74%	73%	67%	60%	67%	76%	66%	64%	57%	64%	63%
Pain was "always" well controlled <u>why is this important?</u> "Well controlled" means their pain was well controlled and that the hospital staff did everything they could to help patients with their	69%	66%	72%	64%	61%	68%	76%	68%	75%	74%	74%	75%	76%	73%	83%

pain.															
Staff “always” explained about medicines before giving it to them <u>why is this important?</u> “Explained” means that hospital staff told what the medicine was for and what side effects it might have before they gave it to the patient.	61%	59%	62%	69%	78%	55%	42%	73%	82%	76%	81%	79%	50%	70%	86%
Room and bathroom were “always” clean <u>why is this important?</u> Patient reported how often their hospital room and bathroom were kept clean.	71%	71%	75%	88%	78%	70%	72%	73%	65%	77%	63%	83%	81%	74%	87%
Area around room was “always” quiet at night <u>why is this important?</u> Patients reported how often the area around their room was quiet at night.	58%	55%	74%	79%	64%	67%	77%	79%	81%	64%	73%	83%	73%	79%	78%
“Yes” were given information about what to do during recovery at home <u>why is this important?</u> Patient reported whether hospital staff discussed the help they would need at home. Patients also reported whether they were given written information about symptoms or health problems to watch for during their recovery.	82%	82%	84%	80%	87%	83%	77%	86%	81%	76%	91%	75%	89%	86%	83%
Gave hospital rating of 9 or 10 on scale from 0 (lowest) to 10 (highest) <u>why is this important?</u> After answering all other questions on the survey, patients answered a	68%	66%	66%	71%	70%	59%	84%	63%	66%	61%	74%	77%	60%	61%	58%

separate question that asked for an overall rating of the hospital. Ratings were on a scale from 0-10, where “0” means “worst hospital possible” and “10” means “best hospital possible”.															
Would “definitely” recommend the hospital to family and friends	70%	67%	65%	72%	70%	58%	77%	66%	62%	57%	61%	68%	67%	52%	58%