


Patient Experience

Hospital Quality Measures	What Is This? Why Is It Important?
 Patient Survey Summary Star Rating (Out of 5)	<ul style="list-style-type: none"> • The HCAHPS (<i>Hospital Consumer Assessment of Healthcare Providers and Systems</i>) Survey is the first national, standardized, publicly reported survey of patients' perspectives of hospital care. Its goals are to produce comparable data on the patient's perspective on care that allows objective and meaningful comparisons between hospitals. The HCAHPS Summary Star Rating combines information about different aspects of patient experience of care to make it easier for you to compare hospitals. • Higher Percentages are Better.
Nurse Communication	<ul style="list-style-type: none"> • Shown as percentage of patients who reported that their nurses "Always" communicated well. This means nurses explained things clearly, listened carefully, and treated the patient with courtesy and respect.
Doctor Communication	<ul style="list-style-type: none"> • Shown as percentage of patients who reported that their doctors "Always" communicated well. This means doctors explained things clearly, listened carefully, and treated the patient with courtesy and respect.
Responsiveness of Hospital Staff	<ul style="list-style-type: none"> • Shown as percentage of patients who reported that hospital staff were "Always" responsive to their needs. This means the patient was helped quickly when he or she used the call button or needed help in getting to the bathroom or using a bedpan.
Communication about Medicines	<ul style="list-style-type: none"> • Shown as percentage of patients who reported that staff "Always" explained about medicines. This means the staff told the patient what the medicine was for and what side effects it might have before they gave it to the patient.
Cleanliness of Hospital Environment Quietness of Hospital Environment	<ul style="list-style-type: none"> • Shown as percentage of patients who reported that the hospital environment was "Always" clean and quiet. This means the patient's hospital room and bathroom were kept clean and the area around the patient's room was quiet at night.
Discharge Information	<ul style="list-style-type: none"> • Shown as percentage of patients who reported they were given information about what to do during their recovery at home. This means the hospital staff discussed the help the patient would need at home and the patient was given written information about symptoms or health problems to watch for during recovery.
Care Transition/ Understanding Care Upon Leaving Hospital	<ul style="list-style-type: none"> • Shown as percentage of patients who reported they understood the type of care they would need upon leaving the hospital. This means the hospital staff considered the health care options and wishes of the patient when deciding what kind of care would be needed after leaving the hospital, the patient and/or caregiver(s) understood how to care for the patient, and knew the medications they would be taking and why after leaving the hospital.
Overall Rating of Hospital	<ul style="list-style-type: none"> • Shown as percentage of patients whose overall rating of the hospital was '9' or '10' on a scale from 0 (low) to 10 (high).
Willingness to Recommend Hospital	<ul style="list-style-type: none"> • Shown as percentage of patients who would definitely recommend the hospital to family and friends.