

# Patient Satisfaction Overview

We have partnered with National Research Corporation, a survey expert, to better understand the patient experience and quality of care issues as seen through the eyes of our patients.

In fulfilling our mission, we strive to create an environment focused on the needs of the patient and their family. You may receive a questionnaire asking about our patient experience. Please honestly answer the questions and return the completed form. We need to hear from you in order to improve our quality of care.

## What does H.C.A.H.P.S. stand for?

HCAHPS – Hospital Consumer Assessment of Healthcare Providers and Systems

## Why HCAHPS?

HCAHPS was created as a measure that represents the patient's perception of quality care. It is a call to action that the patient experience is our core competency. We must "always" give our best to those entrusted in our care. How anyone would want to be treated if they were in the hospital. It is the first national, standardized, publicly reported survey of patients' perspectives of hospital care.

- The survey provides data that patients and their families can compare so that they can make objective and meaningful comparisons among hospitals.
- The survey gives hospitals goals to improve their quality of care.
- The survey makes hospitals publicly accountable and transparent

## What types of questions are on the HCAHPS survey?

- How well did the doctors communicate?
- How well did the nurses communicate?
- How responsive was hospital staff (did they come when you needed help)?
- How well was your pain managed?
- How well did the staff communicate to you about your meds?
- How clean was the hospital environment?
- How quiet was your hospital room at night?
- Would you recommend University Health System?
- What is the overall hospital rating on a scale of 0-10?

*We're Listening*