

# Patient Satisfaction Scores

## HCAHPS - Hospital Consumer Assessment of Healthcare Providers & Systems

Measure Description July 1, 2014 June 30, 2015	STOUGHTON HOSPITAL	WISCONSIN AVERAGE	NATIONAL AVERAGE
<u>Patient survey summary star rating. More stars are better.</u>	5 out of 5 stars		
Patients who reported that their nurses "Always" communicated well	90%	83%	80%
Patients who reported that their doctors "Always" communicated well	88%	83%	82%
Patients who reported that they "Always" received help as soon as they wanted	81%	73%	68%
Patients who reported that their pain was "Always" well controlled	80%	73%	71%
Patients who reported that staff "Always" explained about medicines before giving it to them	75%	69%	65%
Patients who reported that their room and bathroom were "Always" clean	90%	79%	74%
Patients who reported that the area around their room was "Always" quiet at night	72%	65%	62%
Patients who reported that YES, they were given information about what to do during their recovery at home	92%	90%	86%
Patients who "Strongly Agree" they understood their care when they left the hospital	70%	56%	52%
Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	90%	77%	71%
Patients who reported YES, they would definitely recommend the hospital	91%	75%	71%