

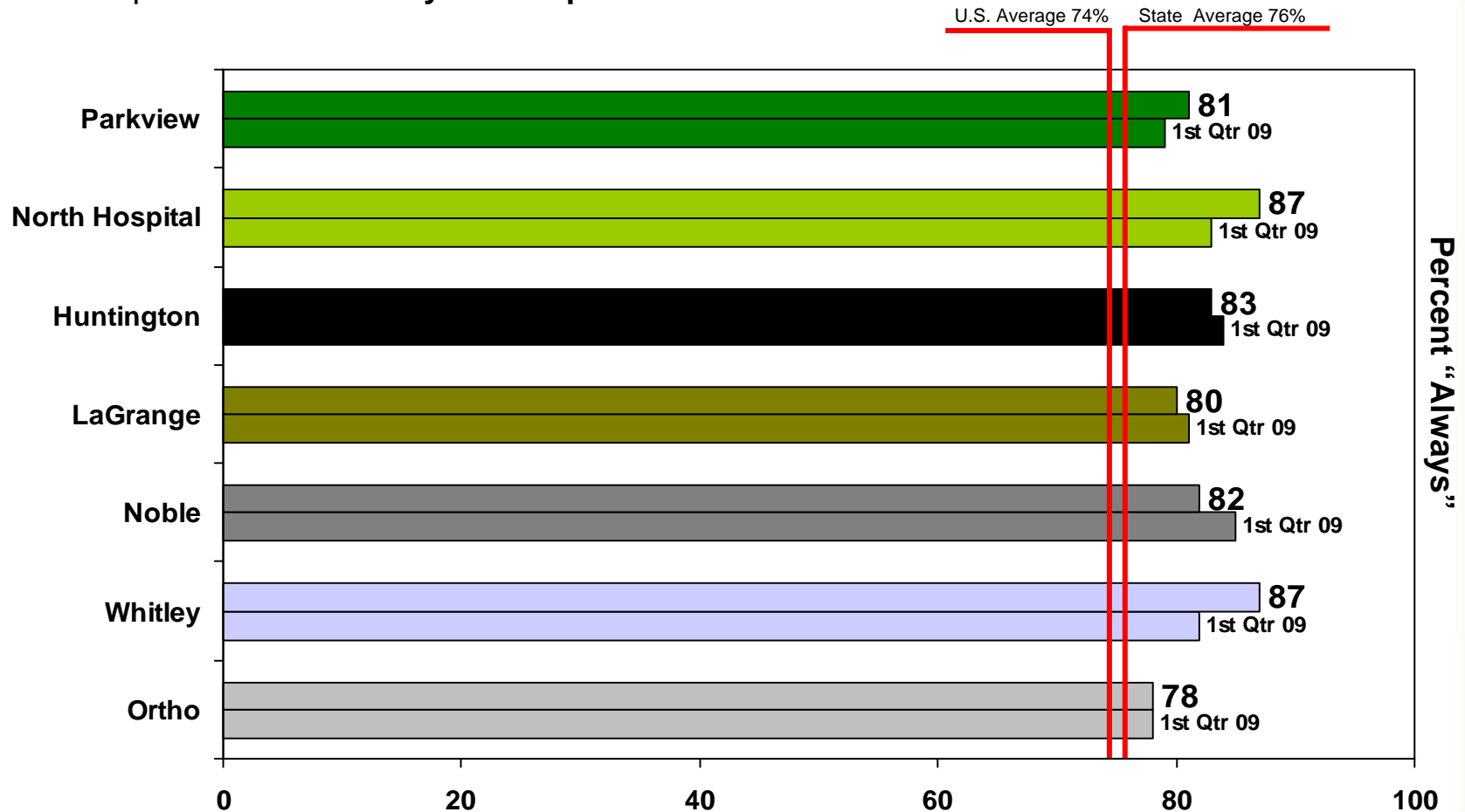
Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)

Second Quarter 09 (Completed)



How often did nurses communicate well with patients?

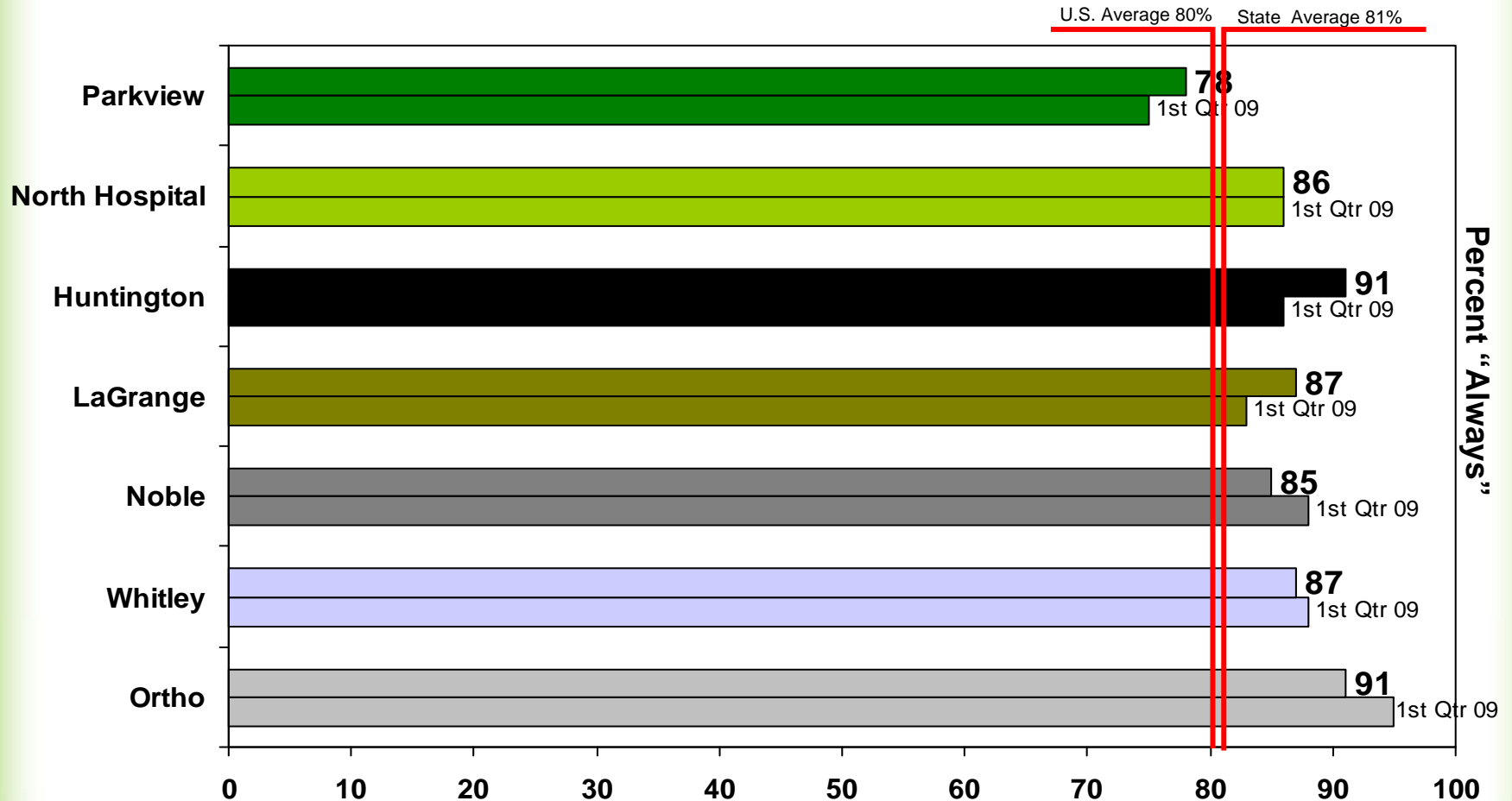
Patients reported how often their nurses communicated well with them during their hospital stay. “Communicated well” means nurses **explained things clearly, listened carefully** to the patient, and treated the patient with **courtesy and respect**.





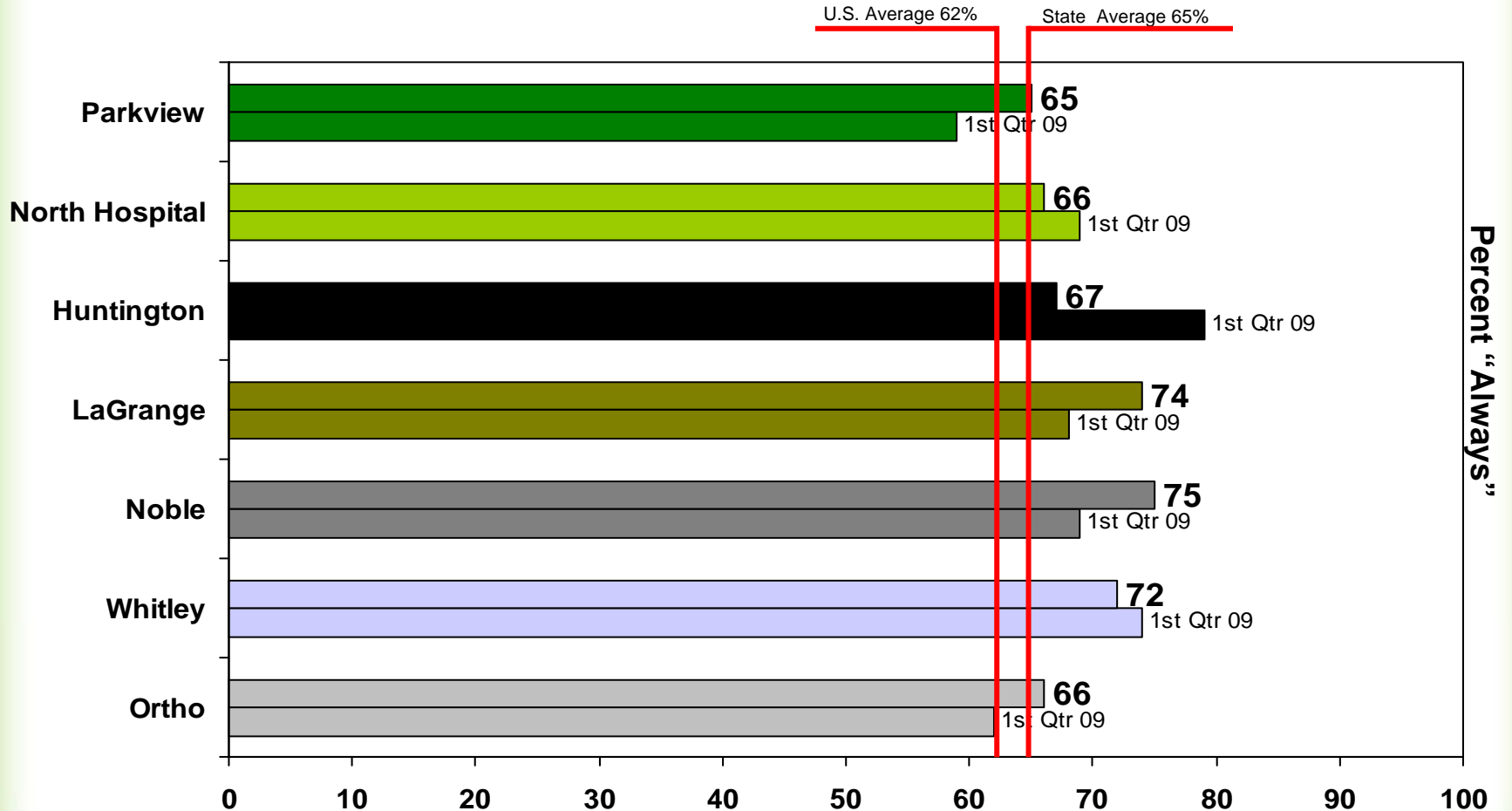
How often did doctors communicate well with patients?

Patients reported how often their doctors communicated well with them during their hospital stay. "Communicated well" means doctors **explained things clearly, listened carefully** to the patient, and treated the patient with **courtesy and respect**.



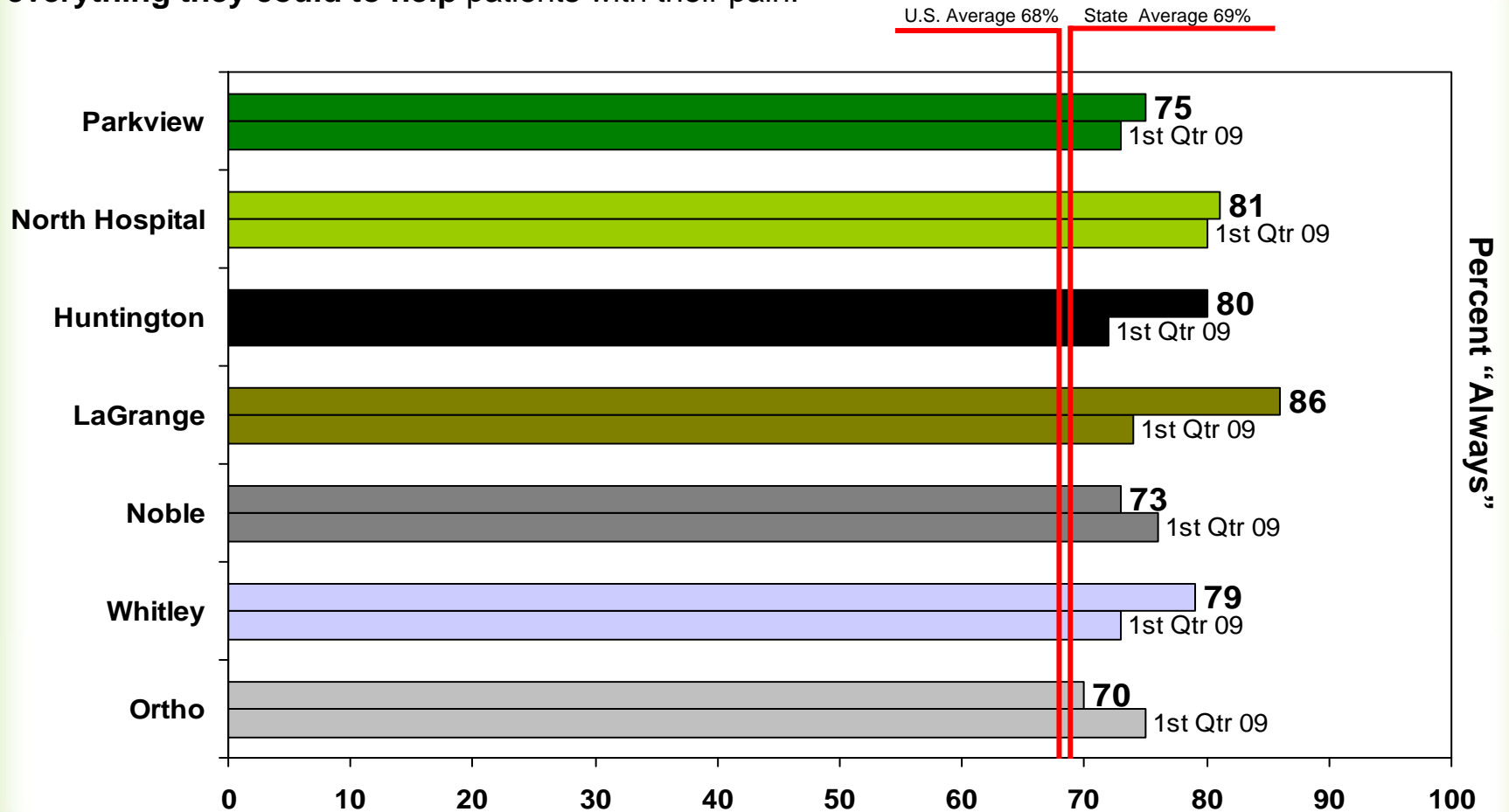
How often did patients receive help quickly from hospital staff?

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.**



How often was patients' pain well controlled?

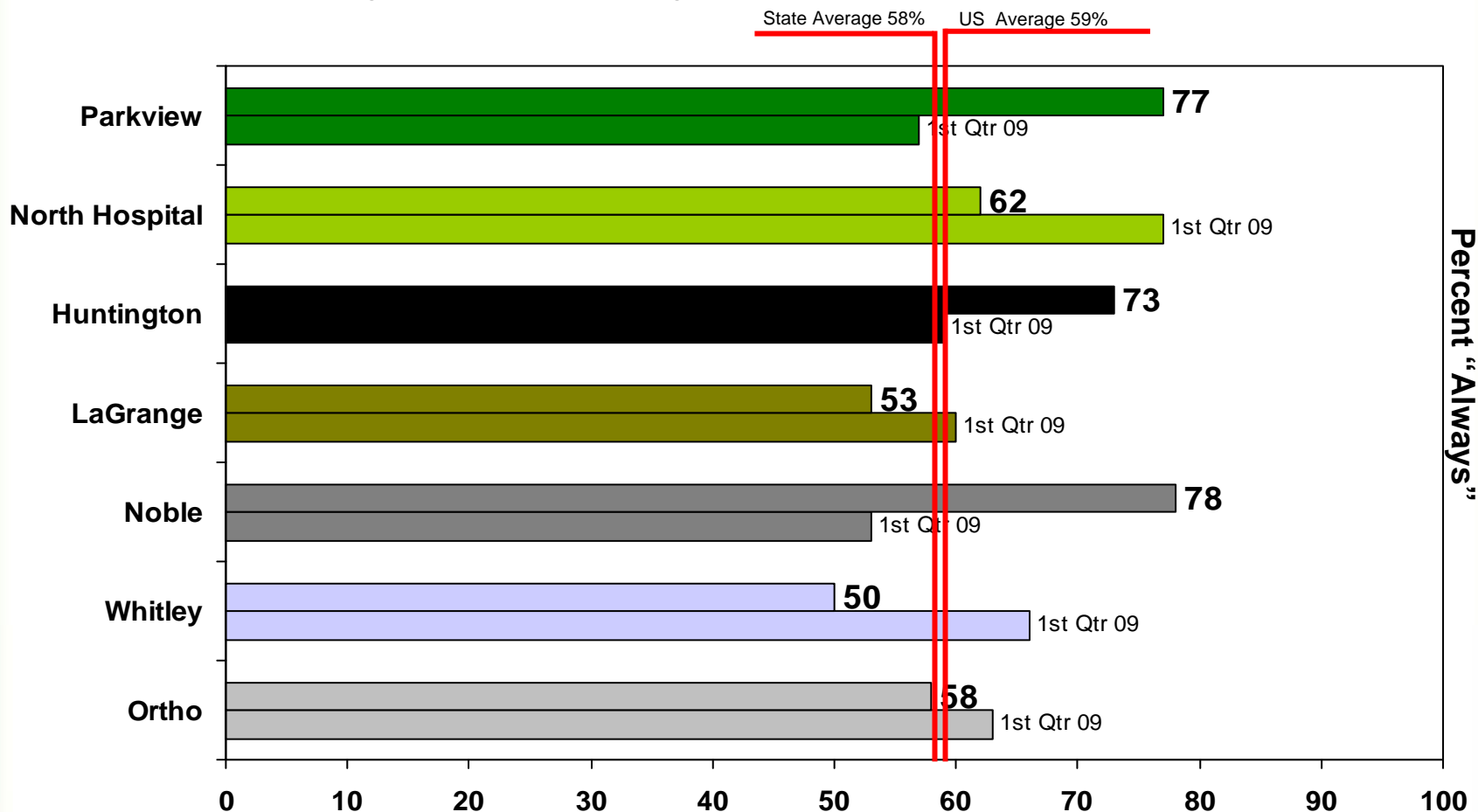
If patients needed medicine for pain during their hospital stay, the survey asked how often their pain was well controlled. "Well controlled" means their **pain was well controlled** and that the **hospital staff did everything they could to help** patients with their pain.





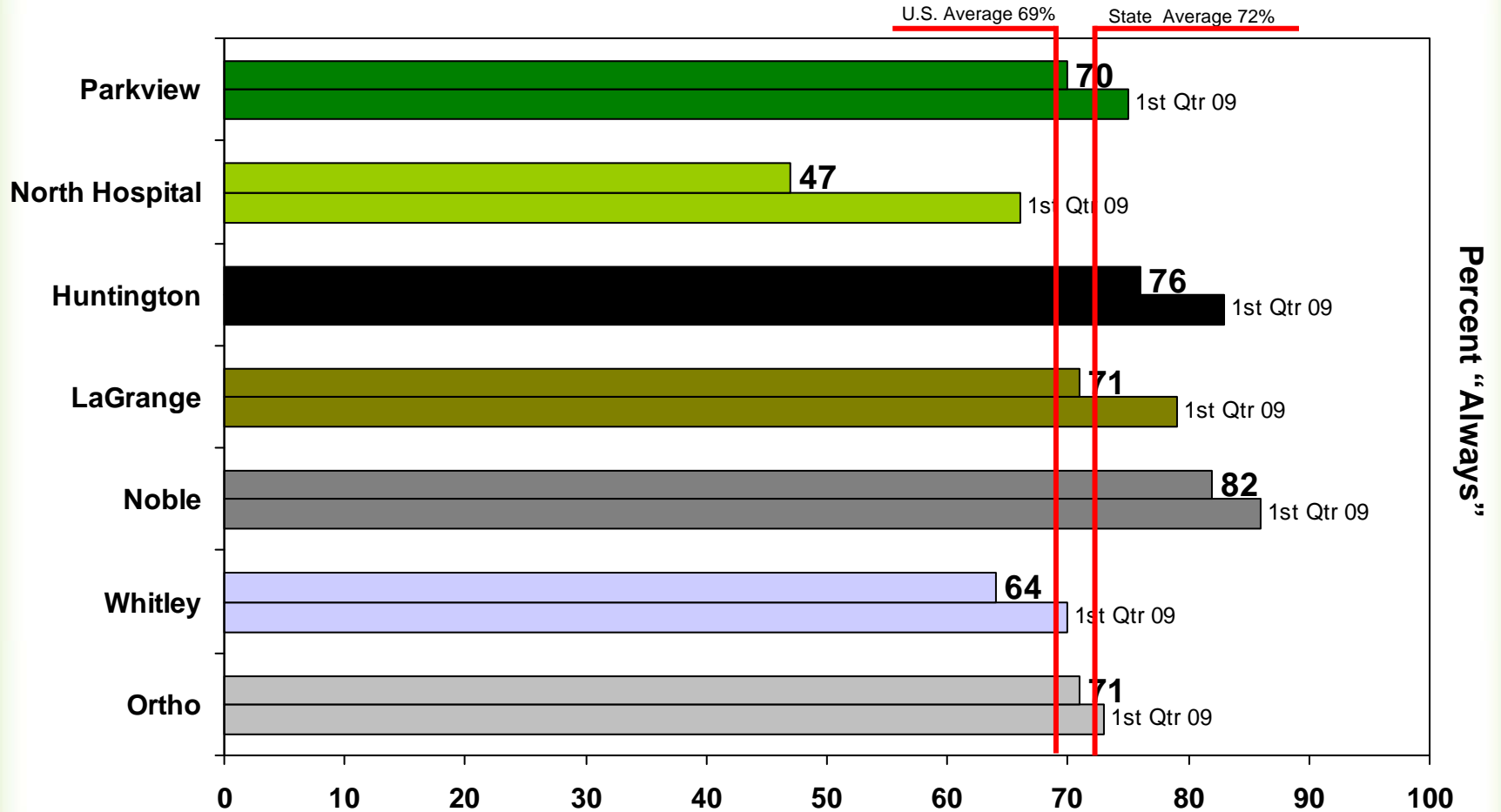
How often did staff explain about medicines before giving them to patients?

If patients were given medicine that they had not taken before, the survey asked how often staff explained about the medicine. "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.



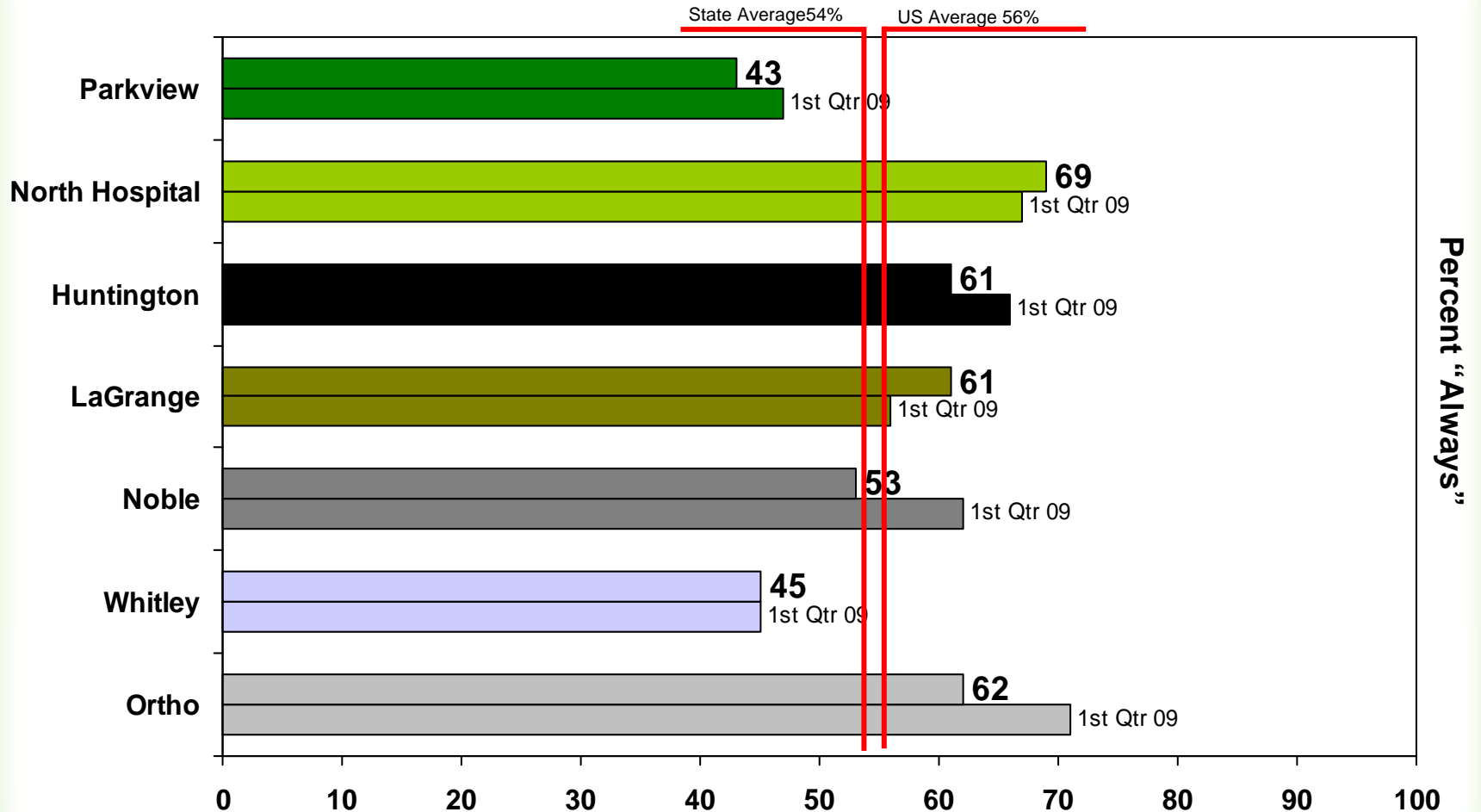
How often were the patients' rooms and bathrooms kept clean?

Patients reported how often their **hospital room and bathroom were kept clean.**



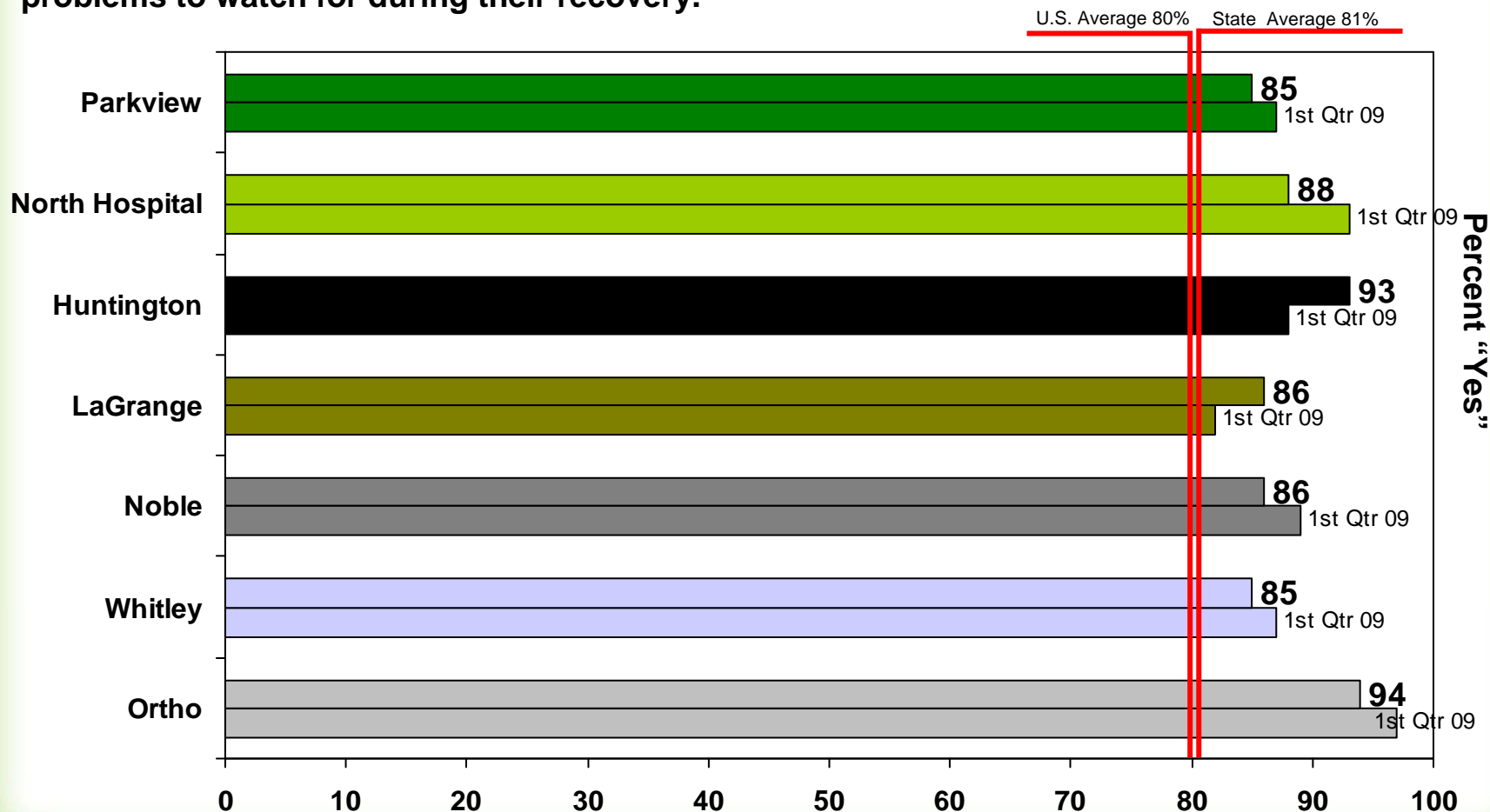
How often was the area around patients' rooms kept quiet at night?

Patients reported how often the area around their room was quiet at night.



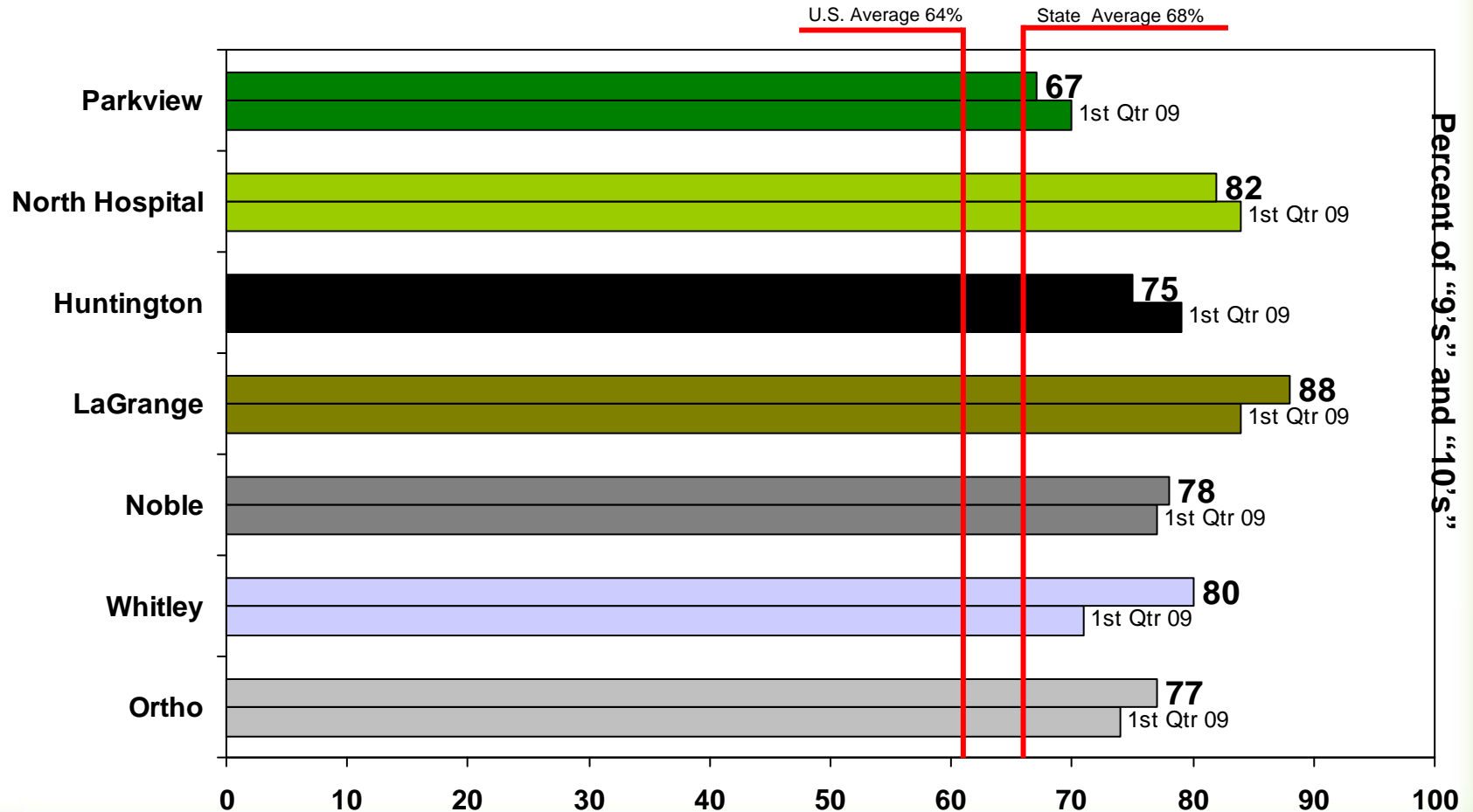


Were patients given information about what to do during their recovery at home?
The survey asked patients about information they were given when they were ready to leave the hospital. Patients reported whether hospital staff had **discussed the help they would need at home**. Patients also reported whether they were given **written information about symptoms or health problems to watch for during their recovery**.



How do patients rate the hospital overall?

After answering all other questions on the survey, **patients answered a separate question that asked for an overall rating of the hospital.** Ratings were on a scale from 0 to 10, where “0” means “worst hospital possible” and “10” means “best hospital possible.”



Would patients recommend the hospital to friends and family?

The survey asked patients **whether they would recommend the hospital** to their friends and family.

