

# Patient Experience & Satisfaction

# Inpatient Satisfaction

# Inpatient Experience

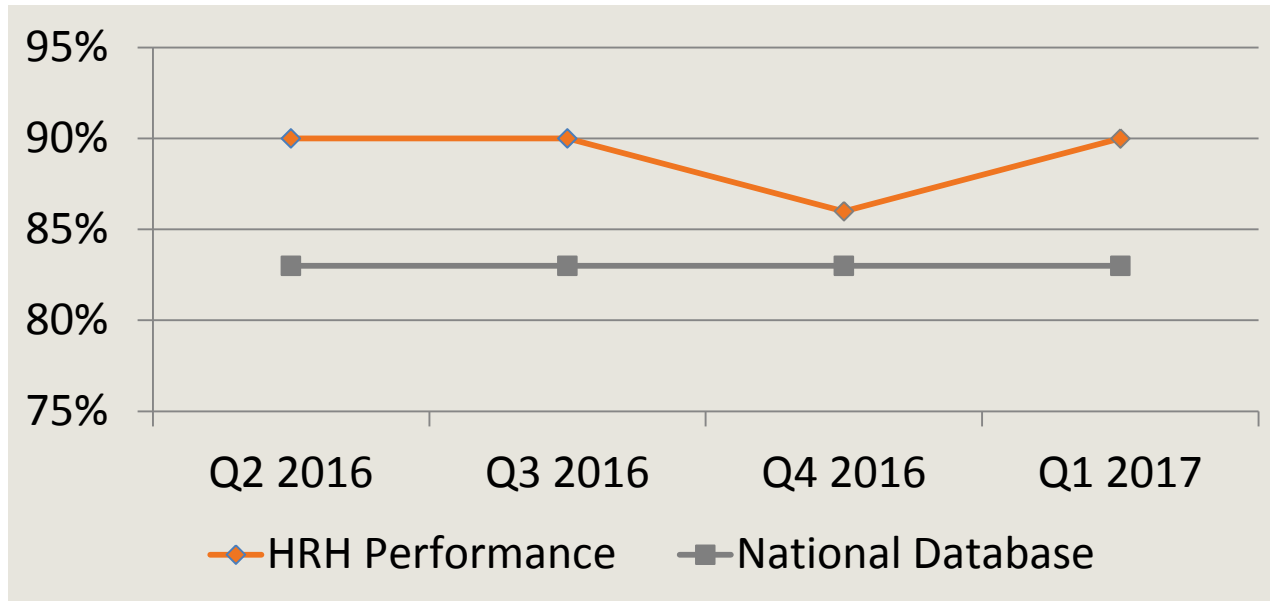
Hancock Regional Hospital conducts phone surveys from patients who have received care from us. Find out what they are saying about us.

Survey Question	HRH Performance Q1 FY 2017	National Database Q1 FY 2017
Communication with Nurses	90%	83%
Doctor Communication	85%	82%
Responsiveness of Staff	84%	70%
Pain Management	80%	70%
Communications about Medications	69%	67%
Cleanliness	85%	71%
Discharge Information	95%	88%
Overall Rating	86%	74%

# Communication with Nurses

The Communication with Nurses score are the responses to the questions:

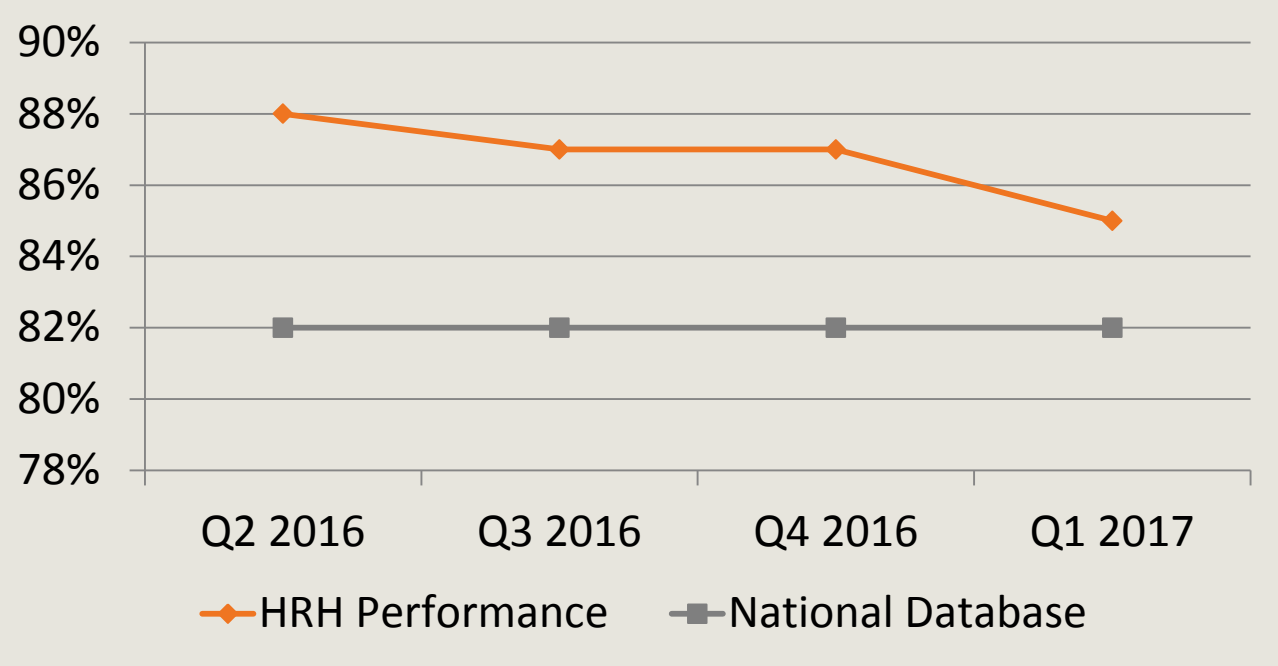
- How often did nurses treat you with courtesy and respect?
- How often did nurses listen carefully to you?
- How often did nurses explain things in a way you could understand?



# Communication with Doctors

The Communication with Doctors score are the responses to the questions:

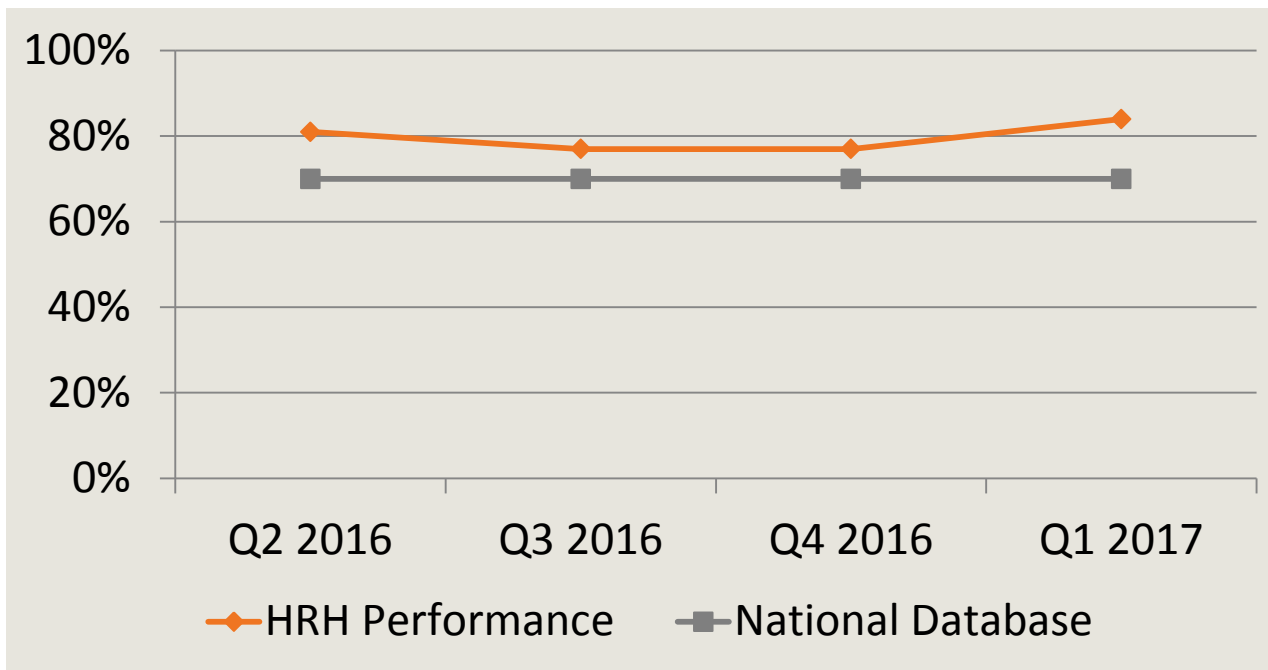
- How often did Doctors treat you with courtesy and respect?
- How often did Doctors listen carefully to you?
- How often did Doctors explain things in a way you could understand?



# Responsiveness of Staff

The Responsiveness of Hospital Staff score are the responses to the questions:

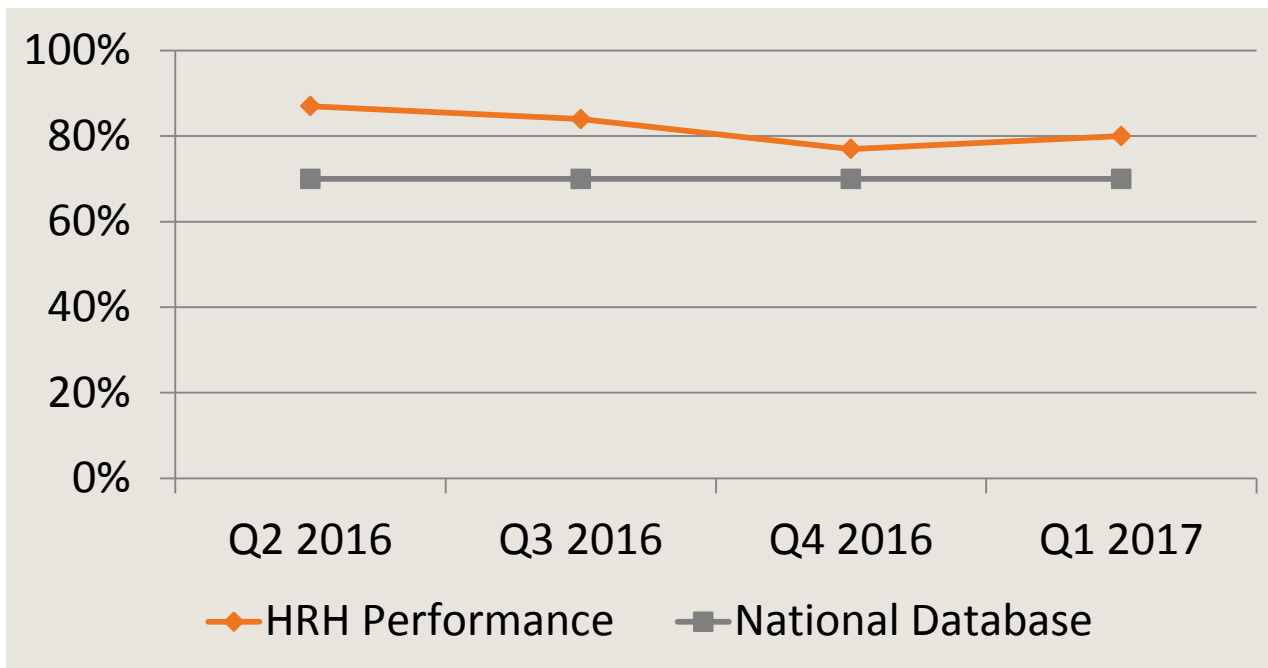
- Call button help as soon as you wanted?
- Help going to the bathroom or using a bedpan as soon as you wanted?



# Pain Management

## What are we measuring?

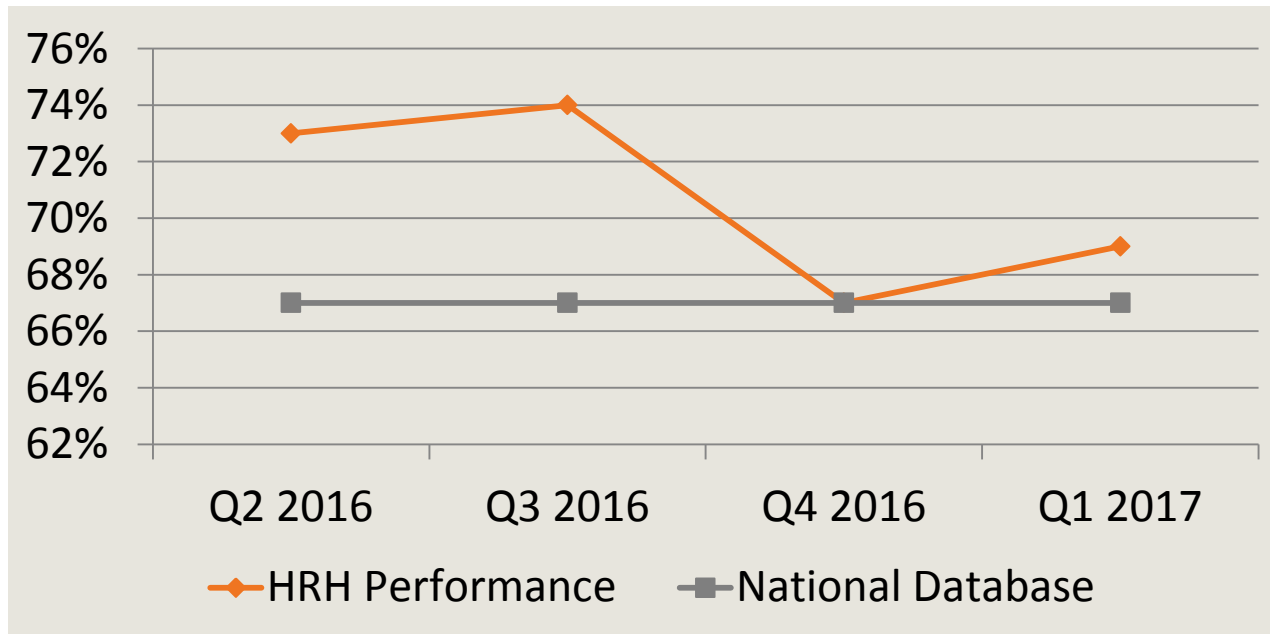
- The Pain Management score is the response to the question about how well your pain was well controlled while you were in the hospital.



# Communications about Medications

## What are we measuring?

- The Communications about New Medications score reflects the response to the question about how well hospital staff explained the purpose of new medications given to you during your hospital stay as well as any side effects.

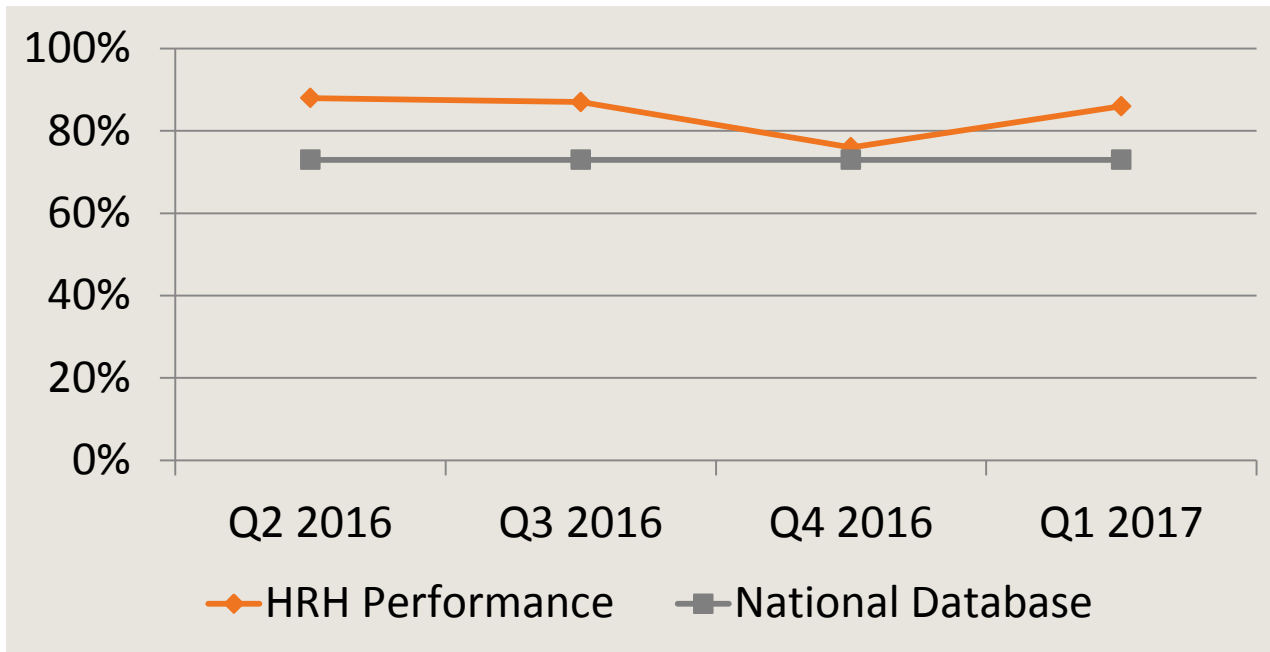




# Overall Rating of Hospital

## What are we measuring?

- The percent of patients who gave us a rating of 9 or 10 on a scale of 0 (lowest) to 10 (highest).



# Inpatient Experience

The HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) Survey is the first national, standardized, publicly reported survey of patients' perspectives of hospital care. HCAHPS (pronounced “H-caps”), also known as the CAHPS® Hospital Survey\*, is a 32-item survey instrument and data collection methodology for measuring patients’ perceptions of their hospital experience. Eleven HCAHPS measures (seven summary measures, two individual items and two global items) are publicly reported on the Hospital Compare Website, [www.medicare.gov/hospitalcompare](http://www.medicare.gov/hospitalcompare).

The survey and its protocols for sampling, data collection, coding and submission can be found in the HCAHPS Quality Assurance Guidelines manual on the official HCAHPS On-Line Web site, [www.hcahponline.org](http://www.hcahponline.org).

**Source Data:** Inpatient results reported to Center for Medicare and Medicaid (CMS). HRH data reflects more recent performance than what is posted currently on Hospital Compare. Last updated: October, 2017

# Outpatient Satisfaction

# Outpatient Experience

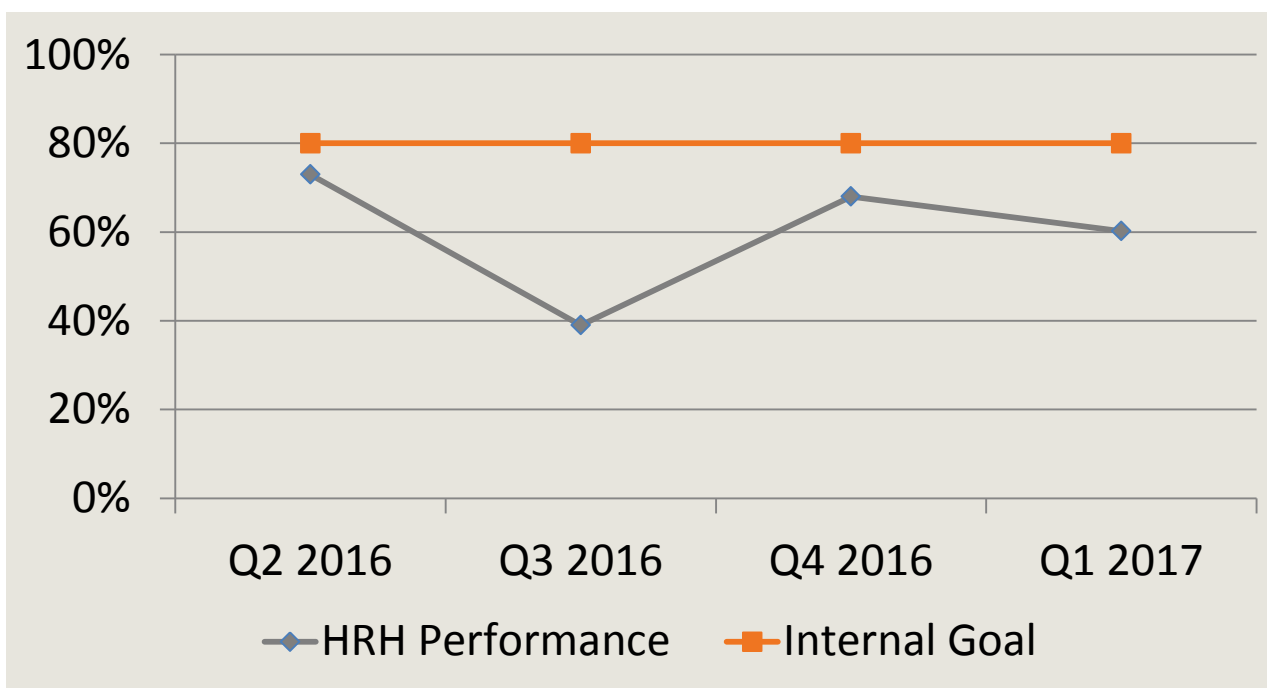
Hancock Regional Hospital conducts phone surveys from patients who have received care from us. Find out what they are saying about us.

Survey Question	HRH Performance Q1 FY 2017	PRC Database Q1 FY 2017
Overall Quality of Care	93.9%	91.6%
Likelihood to Recommend	92.8%	90.9%

# Overall Quality of Care

## What are we measuring?

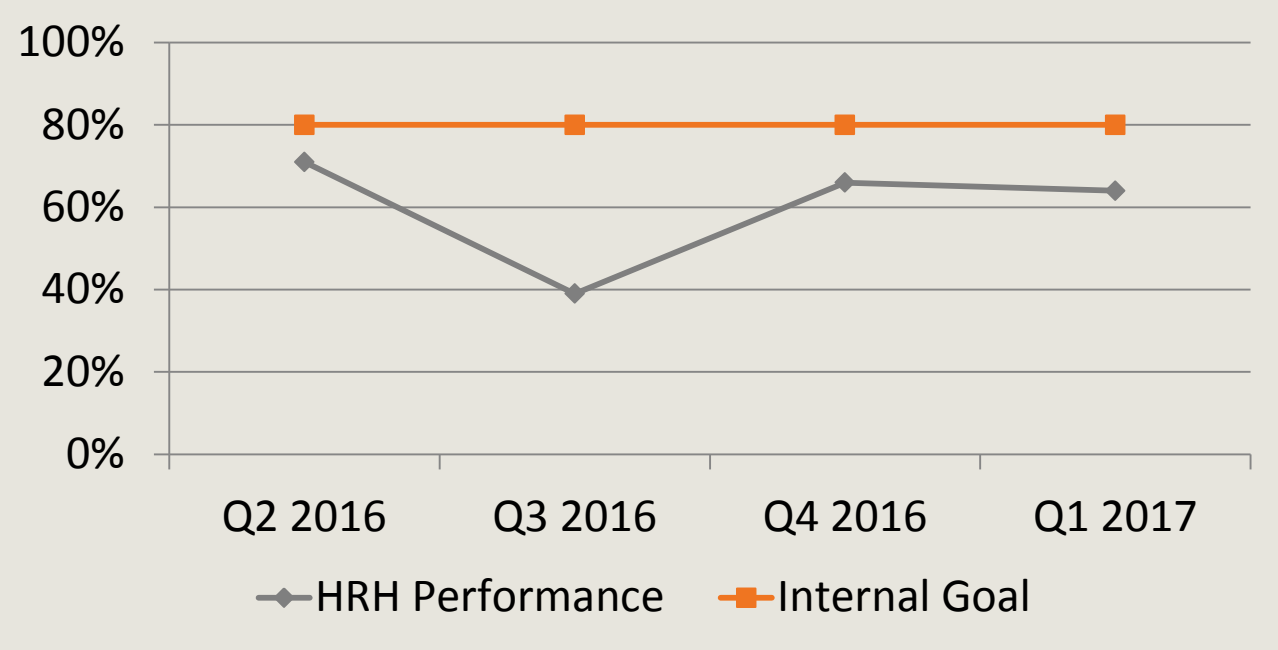
- Our percentile ranking of all of our patients who responded "Excellent" to the question "Overall, how would you rate the quality of care provided."



# Likelihood to Recommend

## What are we measuring?

- Our percentile ranking of all of our patients who responded "Excellent" to the question "Would you recommend Hancock Regional Hospital to your friends and relatives for outpatient care."



# Outpatient Experience

Patients receive a telephone survey after they receive care for our outpatient services areas. They are asked questions about the care they received during their visit. Patients are asked to answer the questions with "Excellent", "Very Good", "Good", "Fair" and "Poor". The scores below reflect our ranking compared to other facilities of the same size and market area. The source of our comparison data is Professional Research Consultants, Inc. The survey and its protocols for sampling, data collection, coding and submission can be found in the form from Professional Research Consultants, Inc.

**Source Data:** Outpatient survey and results are compiled by Professional Research Consultants, Inc. Last updated: October, 2017