

Hospital patient satisfaction scores

Hospitals randomly survey former patients to learn about their experience, asking about hospital cleanliness, clinical communication skills, even noise levels. These scores reflect responses from patients who were discharged between January 2013 and December 2013.

	ACMH HOSPITAL	ALLEGHENY GENERAL HOSPITAL	ALLE KISKI MEDICAL CENTER	BUTLER MEMORIAL HOSPITAL	CANONSBURG GENERAL HOSPITAL	EXCELA HEALTH WESTMORELAND HOSPITAL	FORBES HOSPITAL	HERITAGE VALLEY BEAVER	HERITAGE VALLEY SEWICKLEY	JEFFERSON REGIONAL MEDICAL CENTER	MAGEE WOMENS HOSPITAL OF UPMC HEALTH SYSTEM
PERCENT REPORTED BY PATIENTS:											
• Room and bathroom were always clean	68	67	76	67	71	67	61	64	66	73	66
• Nurses always communicated well	82	74	75	80	79	76	76	78	83	80	78
• Doctors always communicated well	83	81	80	80	84	80	77	79	83	78	81
• Always received help as soon as they wanted	73	56	60	62	67	65	68	59	67	72	64
• Pain was always well controlled	71	66	67	72	71	67	72	72	73	70	69
• Staff always explained about medicines before giving it to them	64	56	62	60	64	60	59	52	66	63	63
• Received information about what to do during their recovery at home	85	86	85	89	80	86	84	83	85	88	85
• Strongly agree they understood their care when they left the hospital	50	46	46	49	48	47	51	45	50	52	50
• Gave their hospital a rating of 9 or 10 on a scale from zero to 10	67	64	62	70	69	61	66	62	65	72	71
• The area around their room was always quiet at night	45	46	46	52	51	46	44	45	55	51	52
• They would definitely recommend the hospital	63	69	63	73	72	61	71	63	73	72	76

	OHIO VALLEY GENERAL HOSPITAL	UPMC EAST	UPMC MCKEESPORT	UPMC MERCY	UPMC PASSAVANT	UPMC PRESBYTERIAN SHADYSIDE	UPMC ST. MARGARET	ST. CLAIR MEMORIAL HOSPITAL	THE WASHINGTON HOSPITAL	WESTERN PENNSYLVANIA HOSPITAL	STATE AVG.	NATIONAL AVG.
PERCENT REPORTED BY PATIENTS:												
• Room and bathroom were always clean	69	73	71	64	68	60	64	73	77	67	74	74
• Nurses always communicated well	75	81	79	74	79	78	78	85	80	77	80	79
• Doctors always communicated well	78	77	79	75	79	80	80	82	80	80	80	82
• Always received help as soon as they wanted	62	67	66	58	62	61	59	76	65	64	68	68
• Pain was always well controlled	63	72	72	64	70	69	67	75	73	70	70	71
• Staff always explained about medicines before giving it to them	59	63	64	56	60	62	64	68	61	62	63	64
• Received information about what to do during their recovery at home	82	87	85	86	88	88	89	87	87	87	86	86
• Strongly agree they understood their care when they left the hospital	51	51	49	46	49	51	51	56	50	52	50	51
• Gave their hospital a rating of 9 or 10 on a scale from zero to 10	65	75	64	62	71	70	70	80	65	67	69	71
• The area around their room was always quiet at night	51	60	60	52	51	51	43	45	53	62	55	61
• They would definitely recommend the hospital	62	75	64	63	73	72	74	83	66	73	70	71