The Healing Touch

ST. CLAIR HOSPITAL HAS THE HIGHEST PATIENT SATISFACTION IN WESTERN PENNSYLVANIA AND IS RANKED IN THE TOP 2% NATIONWIDE.

PATIENT SATISFACTION: say enough about our employees and volunteers and the way they care about overall hospital experience. We even have menu concierges who visit each 24/7. They have a great relationship with the nurses and provide seamless personalized patients, from newborns to the elderly. They are always in-hospital courteous. The interaction of the nurses with patients is tremendous; I see patient needs are anticipated and the staff is unfailingly kind and hospitalists, says, "St. Clair has a completely different culture from any other hospital in my experience. It's a true team, with the focus on the whole of our volunteers, who are amazing."

"I've been in other hospitals and I've never experienced anything like the care and it was the best experience of the staff. "The dieticians work closely with families and do a lot of patient care, says Joan. "It's the whole St. Clair experience — from our valets and it workers are a key to his job satisfaction. "5A is a busy place; fortunately, for hiring people who are happy and positive. The staff is caring and warm."

St. Clair superlative ratings, how we treat your medical condition is important, but so is how we treat the needs of patients, today are informed and educated, and they expect a quality outcome. Opportunities to improve. Listening to patient feedback is essential. Patients establish an emotional connection with every patient, says Amy Carbonara, RN. 

Establishing an emotional connection with every patient means we have the national best in class scores. This is measured in our patient satisfaction surveys to quantify the experience of the patients.

We never forgot that the person in the bed is the one who counts. Not the numbers but the patient. From the moment a patient sets foot in our emergency department, we are focused on their care. We asked a patient and their family the moment they left the bed, to rate the care they received. We want to hear from them and their satisfaction rates have soared. "Hospitals measure patient satisfaction to assess how well they are treating their patients and as a result, patient satisfaction rates have soared. "Hospitals measure patient satisfaction to assess how well they are treating their patients and as a result, patient satisfaction rates have soared. "Hospitals measure patient satisfaction to assess how well they are treating their patients and as a result, patient satisfaction rates have soared. "Hospitals measure patient satisfaction to assess how well they are treating their patients and as a result, patient satisfaction rates have soared. "Hospitals measure patient satisfaction to assess how well they are treating their patients and as a result, patient satisfaction rates have soared. "Hospitals measure patient satisfaction to assess how well they are treating their patients and as a result, patient satisfaction rates have soared. "Hospitals measure patient satisfaction to assess how well they are treating their patients and as a result, patient satisfaction rates have soared.