



News Release

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New Hospital Ratings Available on UDOH Web Site *Patient satisfaction higher than national average for most measures*

(Salt Lake City, UT) –Utahns now have more information to help them make health care choices. The *2009 Hospital Consumer Satisfaction Report*, just released by the Utah Department of Health (UDOH) Health Data Committee (HDC), evaluates patient satisfaction in 34 Utah hospitals.

Report measures come from data collected by hospitals using the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. HCAHPS is recognized as the first standardized survey instrument providing an ‘apples to apples’ comparison of care received in the hospital setting. The survey contains 27 questions about a patient’s recent hospital visit, including: nurse and doctor communication; responsiveness of hospital staff; cleanliness of the room; noise levels in the room; pain management; information given about medications; overall rating of the hospital; and would the patient recommend the hospital to others.

“HCAHPS questions are similar to those asked by family and friends when they have to choose a hospital,” said Sam Vanous, Ph.D., UDOH Health Program Manager.

“Research shows that public reporting of patient satisfaction data not only helps consumers when selecting health care, it also gives hospitals a useful tool to improve service and care.”

On average, Utah hospitals performed well when compared to national counterparts. About 73% of respondents indicated they would recommend their hospital to family and friends. Utah hospitals received their highest ratings in providing good discharge information and communication with doctors, while ratings in areas involving

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communication with nurses, room cleanliness, and explaining medications to patients before discharge were rated lower than national averages. Overall, Utah scored above national averages on seven out of 10 publicly-reported measures.

Question	Percent of patients who gave their hospital the best possible score	
	<i>Utah Average</i>	<i>National Average</i>
Overall hospital rating	66%	64%
Willingness to recommend	73%	68%
Quietness of hospital	55%	56%
Good discharge information	82%	80%
Medicines explained	58%	59%
Pain controlled	69%	68%
Responsiveness of staff	64%	62%
Communication with doctors	82%	80%
Communication with nurses	73%	74%
Clean room	71%	69%

To collect data, a sample of patients 18 years or older who spent at least one night in the hospital were asked to complete the survey within six weeks of discharge. Participating hospitals are required to survey patients throughout each month and submit their data to a federal agency either monthly or quarterly. Before releasing this report, Utah hospitals were given an opportunity to review their data for accuracy.

Utah survey results can be found at <http://health.utah.gov/myhealthcare>. National findings from 3,700 U.S. hospitals are available at <http://www.hospitalcompare.hhs.gov>. Both sites are updated quarterly with the most current HCAHPS data.

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