

**PATIENT SATISFACTION FY07**

	Copley 2005	Copley 2006	Copley 2007	VT Avg	Nat Avg	All PG DB Copley %ile
<b>Physicians</b>	93.8	92	92.7	88.7	86.3	99
Time spent	90.1	89.5	89.1	84.7	82	98
Concern or questions	94.6	91.8	92.6	88.5	85.8	99
Keep informed	93.1	91	91.8	87.7	84.9	98
Friendliness and courtesy	95.3	93.7	94.7	91.1	89.1	98
Skill	96.1	94.7	95.5	92.5	91.2	96
<b>Nurses</b>	95.0	93.4	91.9	91.1	87.3	94
Friendliness	96.8	96.3	94.7	93.9	90.9	93
Promptness in response	93.8	91.9	90.7	89	84.4	93
Attitude toward requests	95.2	93.9	92.7	91.7	88.1	94
Attention to needs	94.6	92.7	91.4	90.3	86.4	93
Keeping you informed	94.2	90.1	90.1	89.3	85.2	93
Skill	95.5	94.2	93.1	92.7	89.8	91

	Copley 2005	Copley 2006	Copley 2007	National Avg Mean	Nat Rank
<b>Summary</b>					
Skill of the nurses	95.5	94.2	93.1	89.8	91
Skill of the physician	96.1	94.7	95.5	91.2	96
Overall cheerfulness of hospital	92.7	91.0	93.6	86.7	98
Likelihood of recommending hospital	94.7	93.0	92.0	87	90
Overall rating of care given	94.9	93.8	93.8	88.4	95

	Copley 2005	Copley 2006	Copley 2007	Mean	Nat Rank
<b>Respect and Caring</b>					
Courtesy of admitting staff	95.1	94.0	93.1	89.4	93
Courtesy of cleaning staff	91.1	91.1	92.2	86.5	96
Courtesy of food staff	91.1	89.4	90.7	86.5	91
Courtesy of the nurses	96.8	96.3	94.7	90.9	93
Promptness of response to call	93.8	91.9	90.7	84.4	93
Nurses' attitudes toward requests	95.2	93.9	92.7	88.1	94
Attention to special/personal needs	94.6	92.7	91.4	86.4	93
Courtesy of person who took blood	93.9	91.7	92.5	88.2	95
Courtesy of person who started IV	92.8	92.4	93.1	88.4	97

Courtesy of physician	95.3	93.7	94.7	89.1	98
Staff concern for your privacy	91.5	91.7	90.3	86.5	90
Response to concerns/complaints	90.7	90.0	88.7	83.6	92
Felt included in treatment decisions	91.5	90.6	89.2	83.9	94

National Avg

	Copley 2005	Copley 2006	Copley 2007	Mean	Nat Rank
<b>Physical Comfort Rating</b>					
Pleasantness of room décor	79.8	80.6	77.7	79.5	36
Room cleanliness	91.0	89.7	89.5	83.6	90
Room temperature	80.3	80.4	81.6	79	76
Noise level in and around room	81.0	83.2	80.8	76.8	76
TV call button etc. worked	87.9	87.6	85.2	83.8	62
Temperature of the food	83.6	84.0	82.6	78.7	82
Concern for comfort during test or treatment	91.6	89.2	93.1	85.2	99
Skill of person who took blood	90.6	88.2	89.7	84.4	95
Skill of person who started IV	87.6	87.6	86.1	83.8	79
How well your pain was controlled	91.5	87.6	88.9	85.6	90

	Copley 2005	Copley 2006	Copley 2007	National Avg Mean	Nat Rank
<b>Emotional support rating</b>					
Time physician spent with you	91.0	89.5	89.1	82	98
Physician's concern with questions	94.6	91.8	92.6	85.8	99
Staff sensitivity to inconvenience	91.2	88.7	90.8	83.9	98
Staff addressing emotional/spiritual needs	89.2	88.1	89.5	84	94

	Copley 2005	Copley 2006	Copley 2007	National Avg Mean	Nat Rank
<b>Information/Communication Rating</b>	91.4	87.1			
Special/restricted diet explained	85.5	82.3	91.1	74.8	99
Nurses kept you informed	94.2	90.1	90.1	85.2	93
Explanations: happen during test or treatment	91.0	89.0	88.8	84.7	92

	Copley 2005	Copley 2006	Copley 2007	National Avg Mean	Nat Rank
<b>Coordination/Integration of Care Rating</b>					
Speed of admission	91.6	91.0	89.7	83	95
Pre-admission process	92.6	90.9	92	84.1	98
Wait time for test or treatment	88.9	85.4	86.6	80.6	95
Extent you felt ready for discharge	90.5	90.0	88.8	85.3	93
Speed of discharge process	89.7	87.6	86.6	81.2	92
Help arranging home care services	92.5	88.7	93.8	84.1	99
Staff worked together to care for you	95.3	92.9	93.3	88.3	96

	Copley 2005	Copley 2006	Copley 2007	National Avg Mean	Nat Rank
Involve family/friends rating					
Helpfulness of people at info desk	92.4	90.6	91.1	86.1	96
Accommodations & comfort of visitors	89.2	88.3	87.4	83.3	86
Staff attitude toward visitors	94.5	93.3	91.5	87.9	90
Info to family re: condition/treatment	91.9	91.9	90.8	85.1	96

**SAFETY MEASURES**

	Copley 2005	Copley 2006	Copley 2007	VT	Nat
Inpt falls while inpatients - # of falls per 1000 pt days			3.07	N/A	N/A
Nosocomial infections (due to surg or hospialization)	0.75%	0.42%	0.76%	N/A	3 to 5%
Surg site infection (all infections due to surg)	1.20%	1.25%	1.80%	N/A	2 to 3%

See Note 1

**QUALITY MEASURES**

	Copley 2005	Copley 2006	Copley	State avg	Nat avg
Prenatal care in 1st trimester	87.8%	81.2%	84.30%	82.80%	83.90%
C-section rate	18.2%	20.3%	25%	26.80%	30.30%
Low birth weight babies	2.7%	4.6%	3.20%	6.40%	8.20%
Premature deliveries	4.2%	4.3%	4.50%	8.10%	12.70%
Med for treating heart attack aspirin	100.0%	100.0%	100%	99%	93%
Med for treating heart attack beta	95.4%	100.0%	100%	97%	89%
Med for treating chf ace	N/A	100.0%	100%	96%	85%
Med for pneumonia antibx	78.0%	98.0%	94%	98%	93%

See Note 2

See Note 2

See Note 2

See Note 2

See Note 3

See Note 3

See Note 3

See Note 3

Note 1 - 2007 tracking changed from % to rate so prior year comparisons will not be valid

Note 2 - From the VT Dept of Health Vital Records System & are considered preliminary at this time.

Note 3 - From CMS report 4th Quarter 200t to 3rd Quarter 2007 D/Cs (calendar year)

