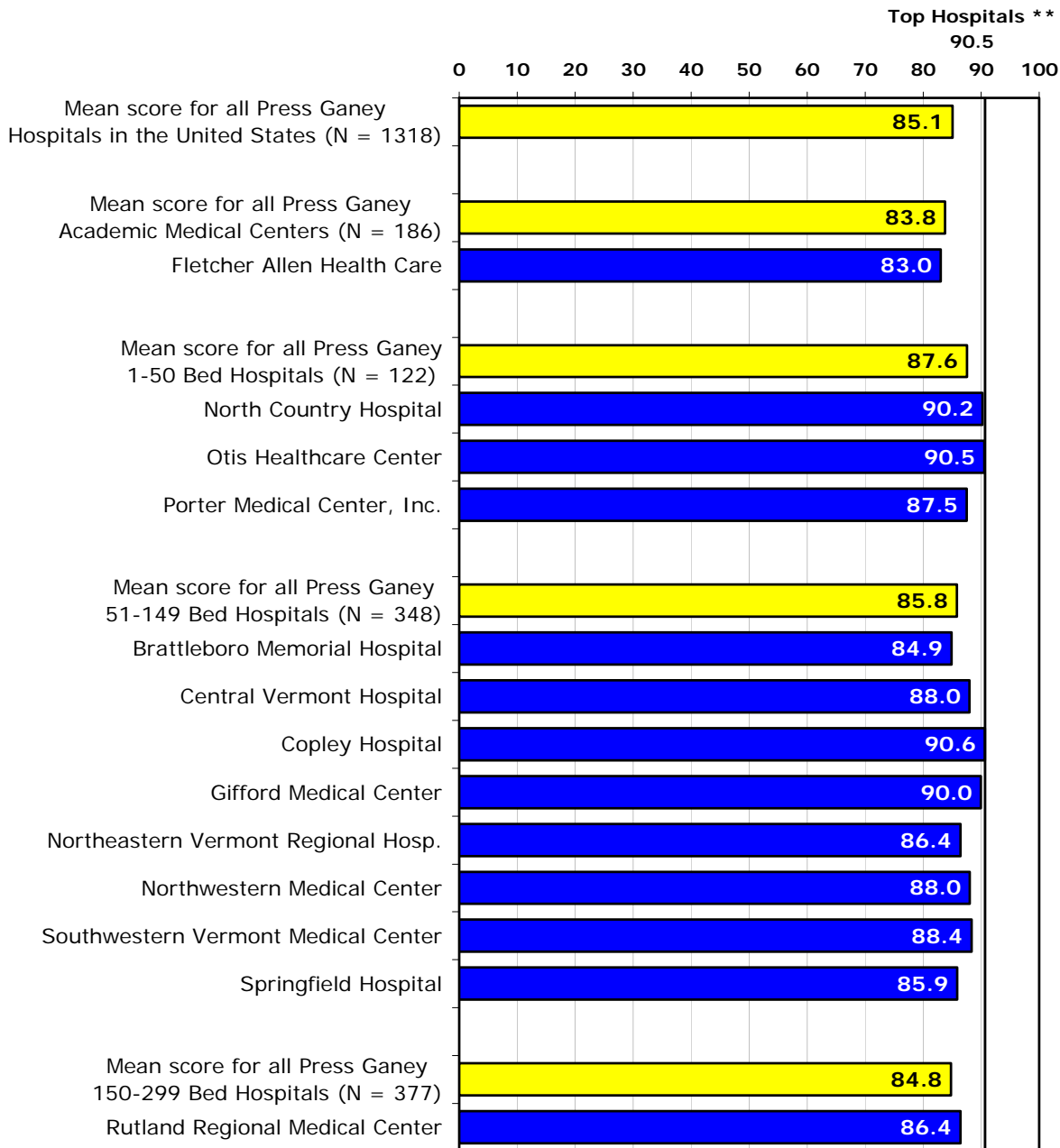


Visitors and Family *



* The Visitors and Family score is calculated by averaging the questions in the visitors and family section.

** Top Hospitals represents the top 10% of Press Ganey hospitals nationwide. Top hospitals achieved a mean score of 90.5 or better. Responses are from patients discharged between 5/1/2005 and 8/31/2005 who returned a survey by 9/30/2005. Pediatric, rehabilitation, behavioral health and obstetric patients were excluded from analyses.

How To Use

This chart can be used to see how Vermont hospitals score compared to each other as well as to all hospitals and to similar hospitals that are also part of Press Ganey's national database.

How to Read the Graph

All hospitals that use the Press Ganey inpatient survey are grouped together by the type of hospital (e.g. academic medical centers) or by the number of beds they have (e.g. 1- 50 beds, 51- 149 beds). The survey information received from the hospitals in each of these groups is averaged together to create a national mean score, which is shown as a yellow bar. The top yellow bar is the mean score for all hospitals in the Press Ganey national database.

The mean score for each individual Vermont hospital is shown with a blue bar, below the national mean score of similar hospitals.

Scores for hospitals that rank in the top 10% of all hospitals in the Press Ganey national database were averaged together. That average is shown as a heavy black vertical line on the chart.

The data used to create the Vermont hospital scores for this chart can be found in the table below.

Visitors and Family *				
Hospital	Response Rate	Number of Responses	Mean Score	95% Confidence Interval
Academic Medical Centers				
Fletcher Allen Health Care	33.2%	875	83.0	81.9 to 84.1
Hospitals with 1-50 Beds				
North Country Hospital	28.1%	35	90.2	85.9 to 94.5
Otis Healthcare Center	37.7%	20	90.5	83.7 to 97.3
Porter Medical Center, Inc.	32.7%	102	87.5	85.0 to 90.0
Hospitals with 51-149 Beds				
Brattleboro Memorial Hospital	31.3%	107	84.9	81.8 to 88.0
Central Vermont Hospital	27.1%	202	88.0	86.1 to 89.9
Copley Hospital	45.2%	89	90.6	87.9 to 93.3
Gifford Medical Center	29.1%	28	90.0	85.7 to 94.3
Northeastern Vermont Regional Hosp.	28.1%	83	86.4	83.6 to 89.2
Northwestern Medical Center	24.8%	80	88.0	85.3 to 90.7
Southwestern Vermont Medical Center	25.3%	150	88.4	86.2 to 90.6
Springfield Hospital	34.3%	91	85.9	82.9 to 88.9
Hospitals with 150-299 Beds				
Rutland Regional Medical Center	29.6%	203	86.4	84.6 to 88.2

* The Visitors and Family score is calculated for each patient by averaging the questions in the visitors and family section. The patient Visitors and Family scores are then averaged together to create the facility Visitors and Family score. Responses are from patients discharged between 5/1/2005 and 8/31/2005 who returned a survey by 9/30/2005. Pediatric, rehabilitation, behavioral health and obstetric patients were excluded from analyses.

How to Use

The table shows the raw data used to produce the mean scores reported by each hospital in their Hospital Community Report and in the chart shown above.

How to Read the Table

Response Rate

The response rate is the number of patients discharged from a hospital between May 1, 2005 and August 31, 2005 who returned a survey by September 30, 2005, divided by the number of deliverable surveys that were mailed.

Number

The number column shows the number of surveys returned before September 30, 2005 by patients who were discharged between May 1, 2005 and August 31, 2005. Pediatric, rehabilitation, behavioral health and obstetric patients were excluded from the analysis.

Mean Score

The mean score is the average rating for all patients. The patient's responses to the visitors and family questions are averaged together to create a section score. This same procedure is done for each patient who returns a survey. All patients' section scores are averaged to arrive at the visitors and family section score for each hospital.

Confidence Interval

A confidence interval is a **range** that shows the uncertainty in the mean score listed in the table. Using a 95% confidence interval, we can say that there is a 95% probability that this range covers the true mean for the hospital.

For example, if the hospital had a mean score of 85.0 and a 95% confidence interval of 82.9 to 87.1, we can be 95% confident that this range covers the true mean score for all patients at this hospital.