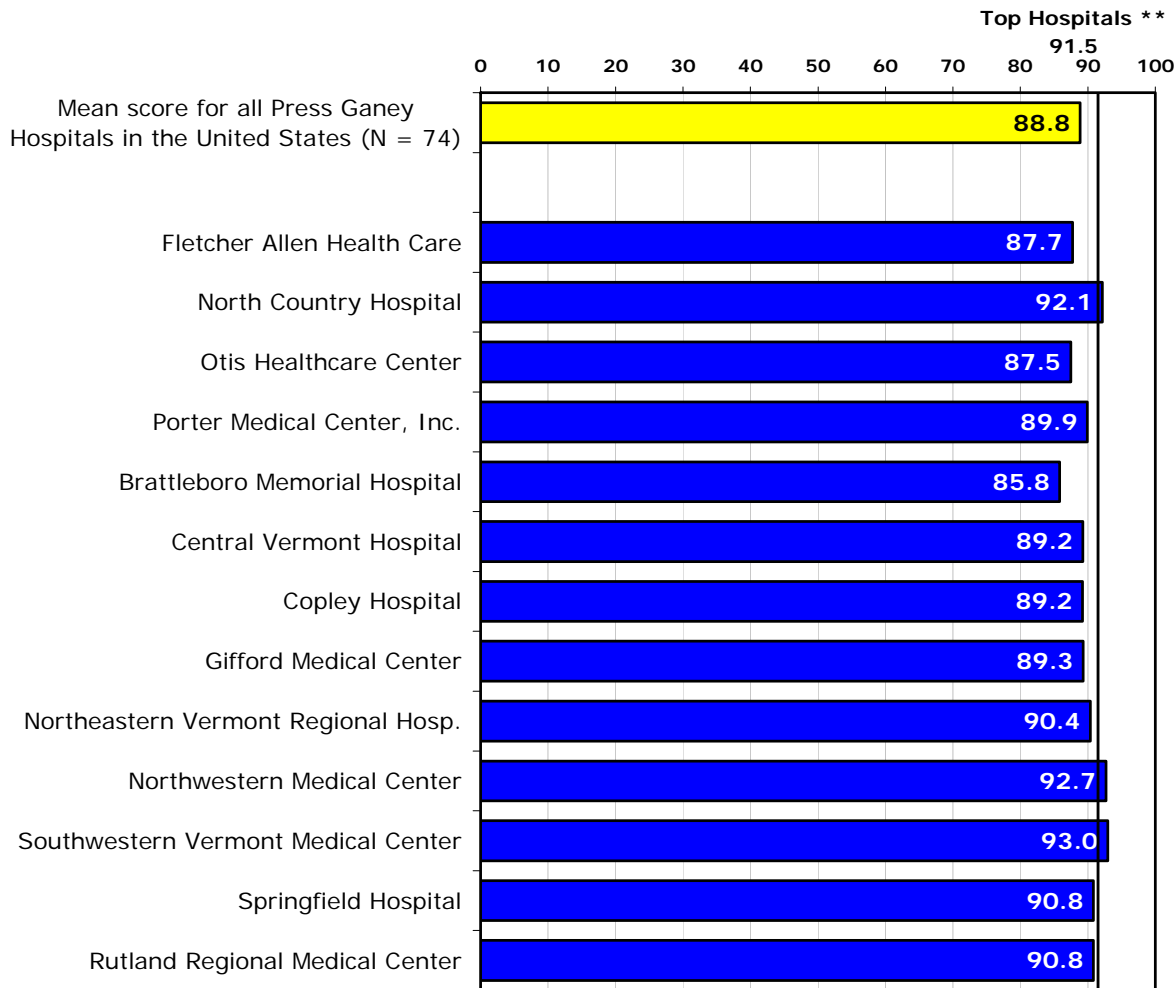


## Extent to which staff wore identification badges \*



\* The Extent to which staff wore identification badges score is the average rating for that survey item across all patients.

\*\* Top Hospitals represents the top 25% of Press Ganey hospitals nationwide. Top hospitals achieved a mean score of 91.5 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 that are also part of Press Ganey's national database.

### How to Read the Graph

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 all hospitals.

Scores for hospitals that rank in the top 25% 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.

**Extent to which staff wore identification badges \***

<b>Hospital</b>	<b>Response Rate</b>	<b>Number of Responses</b>	<b>Mean Score</b>	<b>95% Confidence Interval</b>
<b>Academic Medical Centers</b>				
Fletcher Allen Health Care	33.2%	906	87.7	86.6 to 88.8
<b>Hospitals with 1-50 Beds</b>				
North Country Hospital	28.1%	35	92.1	87.7 to 96.5
Otis Healthcare Center	37.7%	20	87.5	76.5 to 98.5
Porter Medical Center, Inc.	32.7%	104	89.9	87.3 to 92.5
<b>Hospitals with 51-149 Beds</b>				
Brattleboro Memorial Hospital	31.3%	102	85.8	82.5 to 89.1
Central Vermont Hospital	27.1%	209	89.2	87.0 to 91.4
Copley Hospital	45.2%	88	89.2	86.0 to 92.4
Gifford Medical Center	29.1%	28	89.3	84.0 to 94.6
Northeastern Vermont Regional Hosp.	28.1%	91	90.4	87.3 to 93.5
Northwestern Medical Center	24.8%	82	92.7	89.9 to 95.5
Southwestern Vermont Medical Center	25.3%	146	93.0	91.1 to 94.9
Springfield Hospital	34.3%	98	90.8	88.3 to 93.3
<b>Hospitals with 150-299 Beds</b>				
Rutland Regional Medical Center	29.6%	207	90.8	88.9 to 92.7

\* The Extent to which staff wore identification badges score is the average rating of that survey item across all patients. 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 question "Extent to which staff wore identification badges" are averaged together to create a question score. All patients' scores are averaged to arrive at the question score for each hospital. If a question was not answered by at least 7 patients at a hospital the mean score is not displayed to protect patient confidentiality.

#### **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.