

About the Rating Categories

Overall Hospital Rating – Average of all measures. Gives a snapshot of how satisfied patients were with their inpatient care overall.

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Admission Process – The time it took to complete the admission process and the courtesy of the admission staff.

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Room Satisfaction – The appearance and cleanliness of the room, including temperature and noise levels, courtesy of the cleaning staff, and whether the TV and call button worked

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Meals – Includes the temperature and quality of food, the courtesy of the food staff, and how well a restricted diet was explained.

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Nurses – Includes nurses' friendliness, attitude, attention to patients' needs and pain, overall skill, and how well they informed the patient.

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Tests & Treatments – The patients' experience with hospital tests and treatments, including waiting time, courtesy and skill of staff, and concern for patient comfort

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Visitors & Family – How well the hospital did at making visitors and family feel at ease and comfortable during the patient's stay

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Physician – How much time the doctor spent with the patient, the doctor's skill, courtesy, concern for patient questions, and responsiveness to patient pain

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Discharge Process – Whether the patient felt ready to go home and the speed of the discharge process.

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Personal Issues – How the patient was treated as a person including concern for privacy, concern for health problems, pain control, how well emotional and spiritual needs were met, and the patient's involvement with treatment plans.

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Overall Assessment of Hospital – The patient's total in-patient experience including the hospital's cheerfulness, overall rating of care, and whether the patient would recommend the hospital to someone else.

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