

Health Care Should be Safe

The Institute of Medicine defines safe as “avoiding injuries to patients from the care that is intended to help them.”

The four measures in this section come from the Press Ganey patient satisfaction survey described above. They are based on patients’ opinions about the safety of the care they received during their hospital stay. Each hospital is compared to the Press Ganey overall national average, which includes hospitals from across the country.

Table Key:

- ◆◆◆ The score for the hospital is significantly above the national hospital average (by at least 2 standard deviations above the national average)
- ◆◆ The score for the hospital is not significantly different than the national average (within 2 standard deviations of the national average)
- ◆ The score for the hospital is significantly below the national hospital average (by at least 2 standard deviations from the national average)
- * There was insufficient data to protect patient confidentiality

| Health Care Should Be Safe | | | | |
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| Hospitals | Degree of safety and security felt in hospital | Extent to which staff wore identification badges | Extent to which you were informed about all the medications you received in the hospital | Your confidence that O.R. staff correctly identified you and your procedure prior to surgery |
| Statistical basis for diamond ratings | DATA | DATA | DATA | DATA |
| Brattleboro Memorial Hospital | ◆◆ | ◆◆ | ◆◆ | ◆◆ |
| Central Vermont Medical Center | ◆◆ | ◆◆ | ◆◆ | ◆◆ |
| Copley Hospital | ◆◆◆ | ◆◆ | ◆◆◆ | ◆◆ |
| Fletcher Allen Health Care | ◆◆ | ◆◆ | ◆◆ | ◆◆ |
| Gifford Medical Center | ◆◆ | ◆◆ | ◆◆ | ◆ |
| Grace Cottage Hospital | ◆◆ | ◆◆ | ◆◆◆ | * |
| Mt. Ascutney Hospital | ◆◆ | ◆◆ | ◆◆ | ◆◆ |
| North Country Hospital | ◆◆ | ◆◆ | ◆◆ | ◆◆ |
| Northeastern Vermont Regional Hospital | ◆◆ | ◆◆ | ◆◆ | ◆◆ |
| Northwestern Medical Center | ◆◆ | ◆◆ | ◆◆ | ◆◆ |
| Porter Hospital | ◆◆ | ◆◆ | ◆◆ | ◆◆ |
| Rutland Regional Medical Center | ◆◆ | ◆◆ | ◆◆ | ◆◆ |
| Southwestern Vermont Medical Center | ◆◆ | ◆◆ | ◆◆◆ | ◆◆ |
| Springfield Hospital | ◆◆ | ◆◆ | ◆◆ | ◆◆ |