

HCAHPS Patient Satisfaction Report

Patient experience ratings			
Percentage of patients who:	Cooper	U.S. Average	NJ Average
Reported their nurses always communicated well. <i>It is important for nurses to respect you, listen to you and explain things to you in a way you can understand.</i>	76%	80%	77%
Reported their doctors always communicated well. <i>It is important for doctors to respect you, listen to you and explain things to you in a way you can understand.</i>	76%	82%	77%
Reported they always received help as soon as they wanted it. <i>It is important that you receive help quickly when you use the call button or when you request help to use the bathroom.</i>	62%	69%	62%
Reported their pain was always well-controlled. <i>Hospital staff should do everything they can to help you with your pain.</i>	67%	71%	68%
Reported staff always explained medication before giving it to them. <i>It is important for you to understand why you are being given medication and for you to understand any potential side effects.</i>	62%	71%	60%
Reported their room and bathroom were always clean. <i>Your patient room and bathroom should be kept clean.</i>	69%	74%	70%
Reported the area around their room was always quiet at night. <i>A quiet environment helps you get adequate rest.</i>	55%	63%	54%
At each hospital reported they were given information about what to do during their recovery at home. <i>Hospital staff should talk with you about whether you'll need help at home when you leave the hospital. They should also give you written instructions about symptoms or health problems to watch for after you leave.</i>	86%	87%	84%
Gave their hospital a rating of 9 or above on a scale from 0 (lowest) to 10 (highest). <i>Your opinion about your overall hospital experience is important.</i>	70%	73%	66%
Reported YES, they would definitely recommend the hospital. <i>Your recommendation about our hospital based on your overall experience is important.</i>	69%	72%	66%
<p>Key Green = Our results meet or exceed the U.S. average.</p>			
<p>Cooper data from 10/1/15 through 9/30/16. U.S. and NJ data from hospitalcompare.hhs.gov, 10/1/13 through 9/30/16 (most current data available).</p>			