


Patient Satisfaction ABOVE National Average

*Recent Press-Ganey Patient Satisfaction Survey Results

SURVEY ASPECT	Wagoner  Health	National Average
OVERALL RATING OF HOSPITAL (Top Box Score)	100%	70%
LIKELIHOOD TO RECOMMEND	97%	71%
COURTESY/RESPECT OF NURSES	95%	86%
NURSES LISTENING TO PATIENTS	95%	77%
CLEAR COMMUNICATION BY NURSES	95%	76%
TIMELY RESPONSE TO CALL BUTTONS	81%	64%
COURTESY/RESPECT OF PHYSICIANS	98%	86%
PHYSICIANS LISTENING TO PATIENTS	98%	79%
CLEAR COMMUNICATIONS BY PHYSICIANS	98%	76%
CLEANLINESS OF HOSPITAL ENVIRONMENT	99%	72%
QUIETNESS AROUND ROOM AT NIGHT	65%	62%
EXPLANATION OF NEW MEDS	95%	61%
EXPLANATION OF POSSIBLE SIDE EFFECTS OF NEW MEDS	69%	48%
ARRANGING FOR HELP AFTER DISCHARGE	99%	84%
CONSIDERATION OF PATIENT/FAMILY PREFERENCES	66%	45%
GOOD UNDERSTANDING OF MANAGING HEALTH AT DISCHARGE	99%	51%

Quality ★ Courtesy ★ Compassion