

Overall Ratings

- Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?
- Would you recommend this hospital to your friends and family?

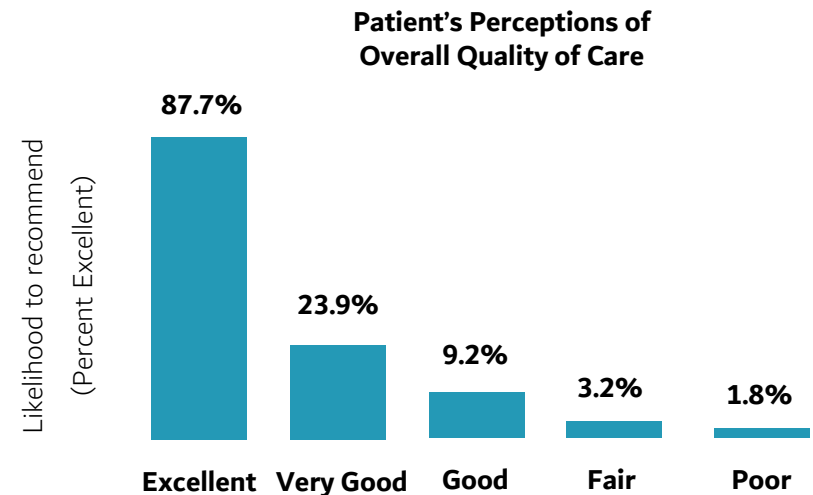
RECOMMEND RESPONSES: DEFINITELY NO; PROBABLY NO; PROBABLY YES; DEFINITELY YES

CULTURE

The healthcare experience is highly unique as compared with other industries. At its core we, as trusted sources of care, treat patients in their most vulnerable moments. It is important to remember that patients begin to form an impression of your organization well before they ever seek treatment or enter your doors.

HCAHPS is a tool designed to provide patients with the opportunity to evaluate their care experiences and hold us as healthcare providers accountable for the perceived quality of care and experiences. While most of the survey items evaluate consistency of communication and behaviors, the Overall Rating items give patients the opportunity to reflect on the entire touchpoints before, during, and after care.

It is incumbent upon us to understand patients as unique people - each with different expectations for their care experience. We need to seek to uncover their definitions of excellence and the expectations they have for their experience. If we fail to meet expectations, patients will experience ranges of emotions from apathy to disappointment to anger, all of which are barriers to building the best relationships.



According to PRC, patients who can rate the Overall Quality of Care as Excellent are nearly **4x more likely to recommend the hospital** for future care.

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RECOMMEND RESPONSES: DEFINITELY NO; PROBABLY NO;
PROBABLY YES; DEFINITELY YES

Patient Perspective:

Our Perspective:

Create a Profound Memorable Experience

At Admission

During Stay/Rounding

At Discharge



PRC
EXCELLENCE
ACCELERATOR

POWERED BY:
HEALTHCARE
EXPERIENCE
FOUNDATION

