

## Elements of the patient experience

*Hospitals usually participate in HCAHPS Surveys – surveys conducted by an outside organization (Hospital Consumer Assessment of Healthcare Providers and Systems). “We” are rated by patients on a number of items. These surveys reflect how well we are doing on things that are important to patients, and to us. These are the kinds of things you need to pay attention to when working with patients.*

### Staff responsiveness

After pushing the call button, how often did you get help as soon as you wanted it?

### Medication teaching

Before giving you any new medication, how often did the nurses tell you what the medication was for?

Before giving you any new medication, how often did the nurses describe possible side effects in a way you could understand?

### Nurse communication

How often did nurses treat you with courtesy and respect?

How often did nurses listen carefully to you?

How often did nurses explain things in a way you could understand?

### Pain management

How often was your pain well controlled?

How often did the hospital staff do everything they could to help you with your pain?

### Discharge information

Did doctors, nurses, or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?

Did you get information in writing about what symptoms or health problems to look out for after you left the hospital?

### Environment clean

How often was the bathroom kept clean?

### Environment quiet, especially at night (but could include early morning too)

How often was your room quiet when you were resting?

### Overall rating

Using any number from 0 to 10 where 0 is the worst hospital possible, what number would you give this hospital during your stay?

### Willingness to recommend

Would you recommend this hospital to your friends and family?