PATIENT SATISFACTION

November 3, 2016
HCAHPS SURVEY

• 32 question survey administered randomly to patients.
  • 21 Patient perspectives captured
  • 9 key topics:
    • Communication with doctors
    • Communication with nurses
    • Responsiveness of hospital staff
    • Pain management
    • Communication about medicines
    • Discharge information
    • Cleanliness of the hospital environment
    • Quietness of the hospital environment
    • Transition of Care
HCAHPS IN NEW MEXICO

- 34 hospitals from NM participated in the last survey
  - Hospitals that did not participate tended to be specialty hospitals (rehabilitation or psychiatric).

- 2015 Hospital survey counts ranged from <50 to 1344
- Response rate ranged from 5%-36%
<table>
<thead>
<tr>
<th>Facility Name</th>
<th>Facility Address</th>
<th>Average Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>24 Hospital Ln Calais, ME 04619-1329</td>
<td>Multiple locations</td>
<td>$13,485</td>
</tr>
<tr>
<td>Cary Medical Center</td>
<td>163 Van Buren Rd Caribou, ME 04736-3567</td>
<td>$7,091</td>
</tr>
<tr>
<td>Central Maine Medical Center</td>
<td>300 Main St Lewiston, ME 04240-7027</td>
<td>$8,931</td>
</tr>
</tbody>
</table>
CARY MEDICAL CENTER
163 VAN BUREN RD, SUITE 1
CARIBOU, ME 04736
(207) 498-3111

Overall rating: ★★★★☆
Learn more about the overall ratings
Add to my Favorites
Map and directions

Hospital type: Acute Care Hospitals
Provides emergency services: Yes

Survey of patients' experiences

HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) is a national survey that asks patients about their experiences during a recent hospital stay. Use the results shown here to compare hospitals based on 11 important hospital quality topics.

- Find out why these measures and the star ratings are important.
- Learn more about the data and star ratings.
- Get the current data collection period.
- Get tips for printing star images.

Show Graphs  View More Details

<table>
<thead>
<tr>
<th>CARY MEDICAL CENTER</th>
<th>MAINE AVERAGE</th>
<th>NATIONAL AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient survey summary star rating: More stars are better. Learn more</td>
<td>★★★★☆</td>
<td></td>
</tr>
</tbody>
</table>
CARY MEDICAL CENTER
163 VAN BUREN RD, SUITE 1
CARIBOU, ME 04736
(207) 498-3111

Overall rating 2: ★★★★☆
Learn more about the overall ratings
Add to my Favorites
Map and directions

Hospital type: Acute Care Hospitals
Provides emergency services: Yes

Complications

Patients who are admitted to the hospital for treatment of medical problems sometimes get other serious injuries, complications, or conditions, and may even die. Some patients may experience problems soon after they are discharged and need to be admitted to the hospital again. These events can often be prevented if hospitals follow best practices for treating patients.

Surgical complications

Healthcare-associated infections

If footnotes appear in the table, hover over the number to get more details. View more footnote details.