



AN AFFILIATE OF HOSPITAL SISTERS HEALTH SYSTEM

PATIENT EDUCATION: PATIENT SATISFACTION

What is patient satisfaction?

Patient satisfaction is a measurement designed to obtain reports or ratings from patients about services received from an organization, hospital, physician or health care provider.

Why is patient satisfaction important?

Hospitals need to show the community that they are interested in quality care, and they need to find ways to improve in order to remain competitive. Patients are our customers, and as customers, they have the right to choose where to go for their medical care. Patients are easier to serve if they feel their needs are being met. This results in happier staff and patients. Conversely, when patients' needs are not met, we often hear about it through angry letters, poor satisfaction scores or sometimes publicly in local papers. This is why patient satisfaction is extremely important to our Ambulatory Care Unit and hospital.

How do we track our patients' satisfaction?

After a procedure you will receive a survey in the mail. Every survey we receive back, we read to see how we are performing and on what areas we need to improve. We understand that filling out the survey takes time, but every survey we receive back is another opportunity for us to learn and offer the best quality care we can for our patients.

What are we doing to make sure your care is "very good"?

- **Getting you information** – As a patient, coming for surgery is often an unknown experience. We are dedicated to getting all the information possible to you about your procedure and your visit to the hospital. We have created forms (available on our website www.stjosephhighland.org) that describe what you can expect for a procedure.
- **Communication** – Communication is key to a positive experience during your visit. We are dedicated to making sure you know everything that is happening before, during, and after your procedure. We will either call and set up a pre-op visit, or have a pre-op phone call to get your health information. The day of your procedure, we will go over all this information with you again and get any last-minute information. After surgery, we will call to follow up and ensure everything is going well with your recovery, as well as answer any questions you might have.
- **Privacy** – Your privacy is important to us while you are having your procedure. If we have to have two patients in one room, we will pull a curtain for your privacy. We realize that this is just a curtain, and we will try and respect your privacy while talking with someone else in the room.
- **Facility** – We are constantly updating and upgrading accommodations to make sure you and your family are comfortable while at our hospital.

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- **Nursing care** – Our nurses strive to offer the best quality care possible. We review our processes to look for more efficient ways to do things and offer the latest technologies on which we are trained. We will start an IV while you are here for your procedure, but this is still not an exact science. We strive to make this uncomfortable situation as comfortable as possible.
- **Physicians** – Our physicians strive to offer you the best care and make sure your surgery is successful. They answer any last-minute questions and review the procedure you have had with you.

If you have any concerns you wish to convey directly, please call the Director of Surgical Services at any time at (618) 651-2690.