

## HOSPITAL HAPPENINGS

June 2012

I am excited to announce that Montrose Memorial Hospital received a national award for Cleanliness based on our 2011 HCHAPS patient satisfaction scores! HCAHPS, which stands for Hospital Consumer Assessment of Health Providers and Systems, is a government survey for measuring patient satisfaction at hospitals across the country. The federal Centers for Medicare and Medicaid Services (CMS) and the Agency for Healthcare Research and Quality (AHRQ) are sponsoring the survey. The categories that are surveyed focus on communication with doctors and nurses, responsiveness of hospital staff, pain management, cleanliness and quietness of the hospital environment, and instructions about medications and discharge. This information has been publicly available at [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov) since late March 2008.

Let me explain a little bit about how the HCAHPS surveys work. Hospitals provide each eligible inpatient, who is over 18 years old, with a survey of 27 questions and other items that relate to how often the patient perceived something occurred-on a scale of always, usually, sometimes and never-and on how well the hospital met their needs. For example, patients are asked how often the nurses explained things in a way they could understand and how often their room and bathroom were kept clean. The results represent the percentage of patients who responded with "always."

In 2011, MMH scored 91% on the cleanliness question which put us in the 97th percentile! The award was presented by Avatar International, who is an industry leader in healthcare quality improvement services. They acknowledged our consistently high standards of patient care and awarded MMH with Avatar International's 2011 HCAHPS-Best Performer-Clean Composite for medium-sized hospitals (75-300 beds).

Our director of Environmental Services, Denise Rivera, says "It's all about the incredible team we have. Our employees know what an important role they play in patient safety and in stopping the potential spread of infection throughout the hospital. They are highly trained and a very valued part of each patient's experience."

Dave Hample, CEO of Montrose Memorial Hospital said "We are very proud of our Environmental Services staff and of the entire staff at Montrose Memorial Hospital. Their dedication and commitment to detail have produced an environment that has been recognized by our patients as exemplary. We are grateful for the national recognition which is well deserved by our fine Environmental Services team."