



Minnesota Hospital Association



## **NEWS RELEASE**

FOR IMMEDIATE RELEASE

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# **Patient ratings of hospital care added to Minnesota hospital-quality Web site**

## *Minnesota scores above the national average*

St. Paul, Minn. — Results from a survey reporting patients' perspectives of hospital care were recently added to a Minnesota hospital-quality Web site, providing one additional piece of information consumers may use when making health-care choices.

The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey marks the first time such information has been available in a standardized, comparable format for the public. Hospitals voluntarily implement HCAHPS with support from the Hospital Quality Alliance (HQA), a private/public partnership that includes hospital associations, consumer groups, government, and other stakeholders who share an interest in improving hospital quality.

The HCAHPS survey asked patients: how well doctors and nurses listened to them, how well their pain was controlled and how clean and quiet their surroundings were, for example. Hospitals are individually identified in the results.

Patients were surveyed once they had returned home from the hospital. The study is different from many other quality assessments in that it measures less-clinical aspects of care not particular to medical condition.

Minnesota survey results are available on the Minnesota Hospital Quality Report (MHQR) Web site at [www.mnhospitalquality.org](http://www.mnhospitalquality.org). Nationally, results from more than 2,500 hospitals debuted on March 28 on the Hospital Compare Web site, [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov). Information on both Web sites will be updated quarterly.

A Minnesota Hospital Association (MHA) analysis showed that, together, Minnesota's participating hospitals ranked 10<sup>th</sup> nationwide. Minnesota's Bigfork Valley Hospital

garnered among the top national rankings from patients who said they would “definitely” recommend the hospital to friends and family. Fully 94 percent of Bigfork respondents said “yes” to that question.

The following MHA chart reflects Minnesota’s overall average scores in the 10 categories of questions:

Question/issue	Percent of patients who gave their hospital the best-possible score	
	<i>Minnesota average</i>	<i>Nationwide average</i>
Communication with nurses	76	73
Communication with doctors	80	79
Responsiveness of staff	67	60
Pain management	68	67
Communication regarding medicines	61	58
Cleanliness of hospital environment	73	68
Quietness of hospital environment	56	54
Discharge instructions	82	79
Overall hospital rating	65	63
Willingness to recommend	70	67

Source: Minnesota Hospital Association, April 2008

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*The Minnesota Hospital Association (MHA) is trade association representing 145 hospitals and health systems.*

*Stratis Health is a non-profit organization that leads collaboration and innovation in health care quality and safety, and serves as a trust expert in facilitating improvement for people and communities.*

*The Minnesota Hospital Quality Report Web site was developed by the Minnesota Hospital Quality Partnership, which includes MHA and Stratis Health.*