

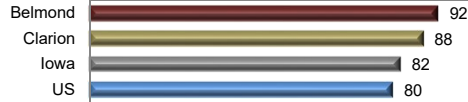
Patient Experience

The HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) survey is the first national, standardized, publicly reported survey of patients' perspectives of hospital care. The survey consists of questions relating to how often a patient perceived something to have occurred, and how well the hospital met their needs. The categories focus on communication with doctors and nurses, responsiveness of hospital staff, pain management, cleanliness and quietness of the hospital environment, communication about medications, discharge, and care transitions. Patients are also asked to rate our hospital and whether they'd recommend us to family and friends. The following is how Iowa Specialty Hospitals compare to Iowa and US hospitals.

Communication with Nurses

How often did the 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?

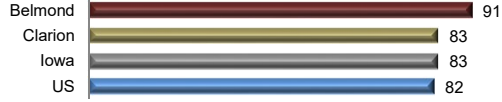
(Score = % answering "Always" to all three questions)



Communication with Providers

How often did doctors treat you with courtesy and respect?
How often did doctors listen carefully to you?
How often did doctors explain things in a way you could understand?

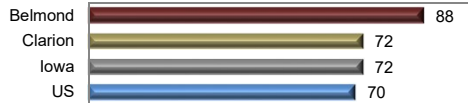
(Score = % answering "Always" to all three questions)



Responsiveness of Hospital Staff

How often did you get help as soon as you wanted it?
How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted it?

(Score = % answering "Always" to both questions)



Cleanliness of Hospital

How often were your room and bathroom kept clean?

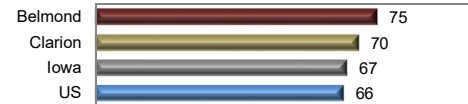
(Score = % answering "Always")



Communication About Medicines

How often did the hospital staff tell you what new medicine was for?
How often did the hospital staff describe medicine side effect?

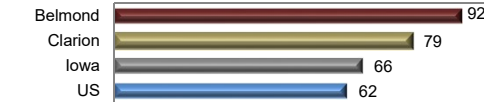
(Score = % answering "Always" to both questions)



Quiet at Night

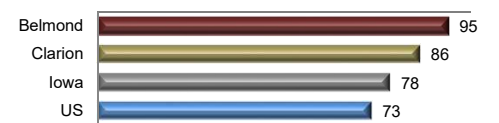
How often was the area around your room quiet at night?

(Score = % answering "Always")



Rate Overall Hospital

How do patients rate the hospital overall?
(Percent of people answering with 9's and 10's)



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?

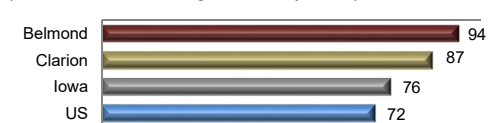
Did you get information in writing about what symptoms or health problems to look out for after you left the hospital?
(Score = % answering "Yes" to both questions)



Willingness to Recommend Hospital

Would you recommend Iowa Specialty Hospital to your friends and family?

(Score = % answering "Definitely Yes")



This HCAHPS report is based Hospital Compare data 1/1/2017-12/31/2017