

## ***“Quality Healthcare Close to Home”***

That’s what the chart below is all about. Every inpatient discharged from our hospital is surveyed using a common tool and this information is reported to the Centers for Medicare and Medicaid services. Please take a minute to look and see how Athol Memorial Hospital patients feel about our services compared to national and state averages as well as compared to the nearest hospitals in terms of mileage in Franklin and Worcester counties.

Our sincere thanks go out to the people of the **North Quabbin** region for your active support and encouragement for the last 60 years. Congratulations to the Athol Memorial Hospital community including the medical and hospital staff for the positive recognition of your patient service efforts over this most recent survey period.

**We look forward to 60 more years!!**

Percent of Patients Who Reported That...	National Average	State Average	Athol Memorial Hospital	Nearest Hospital - Worcester County	Nearest Hospital - Franklin County
Their nurses “Always” communicated well	76%	77%	<b>84%</b>	78%	77%
Their doctors “Always” communicated well	80%	79%	77%	80%	74%
They “Always” received help as soon as they wanted	64%	63%	<b>75%</b>	62%	67%
Their pain was “Always” well controlled	69%	71%	<b>75%</b>	75%	67%
Staff “Always” explained about medicines before giving it to them	60%	62%	<b>64%</b>	64%	62%
Their room and bathroom were “Always” clean	71%	72%	<b>85%</b>	71%	65%
The area around their room was “Always” quiet at night	58%	51%	<b>58%</b>	49%	52%
They were given information about what to do during their recovery at home	81%	85%	84%	85%	85%
They gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	67%	67%	<b>72%</b>	67%	64%
YES, they would “Definitely” recommend the hospital	69%	73%	73%	73%	72%

**Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)**

**Comparison of Local Hospitals – April 2009 to March 2010**

Data abstracted from Hospital Compare website ([www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov))

Survey mailed to patients 18+ who had at least an overnight stay.

