

# Patient Satisfaction

*November 2011*



*A partnership of North Memorial and Fairview*

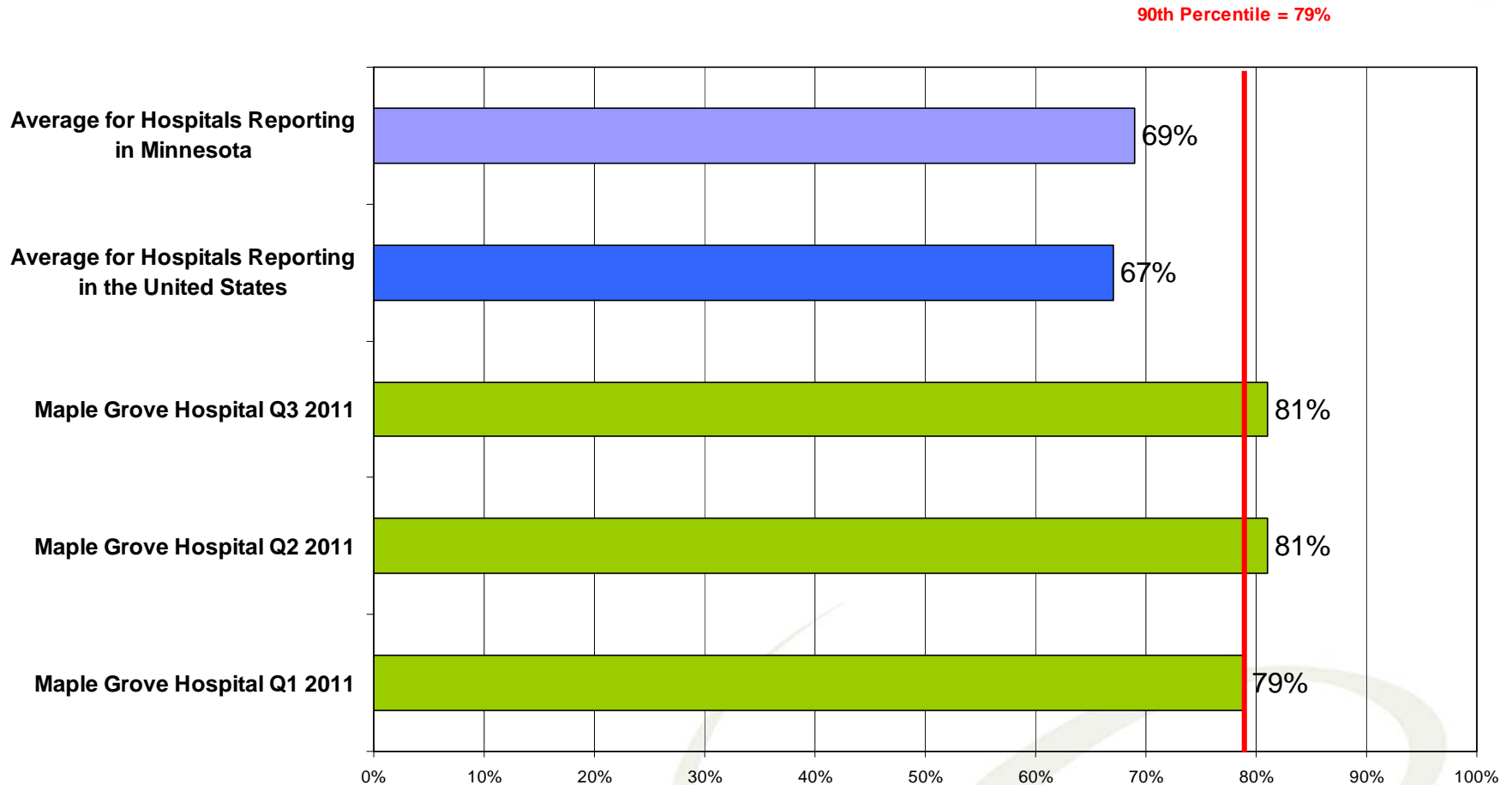
# Patient Satisfaction

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- HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) is a national survey that asks patients about their experiences during a recent hospital stay.
- MGH Patient Experience Data is reported to The U.S. Department of Health and Human Services.
- Visit [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov) to compare other hospitals nationally and locally.

# How Do Patients Rate the Hospital Overall?

Bars below tell the percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).

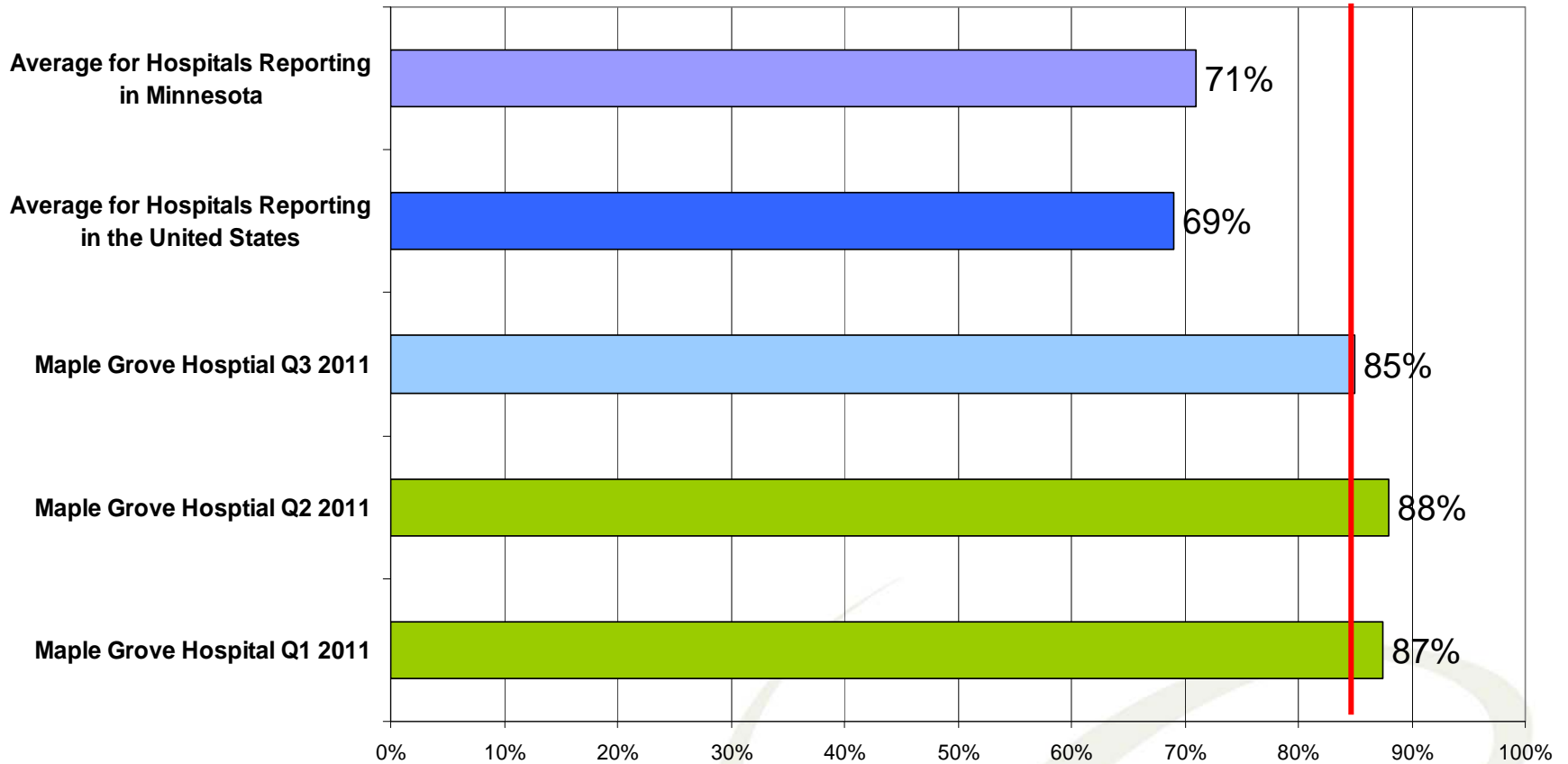


MN and National Data represents July 2009 - June 2010

# Would Patients Recommend the Hospital to Family and Friends?

Bars below tell the percent of patients who reported YES, they would definitely recommend the hospital.

90th Percentile = 84%



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- If you have questions, or would like more information about Maple Grove Hospital's patient satisfaction and quality data please send an email to: [info@maplegrovehospital.org](mailto:info@maplegrovehospital.org)

## Mailing Address:

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