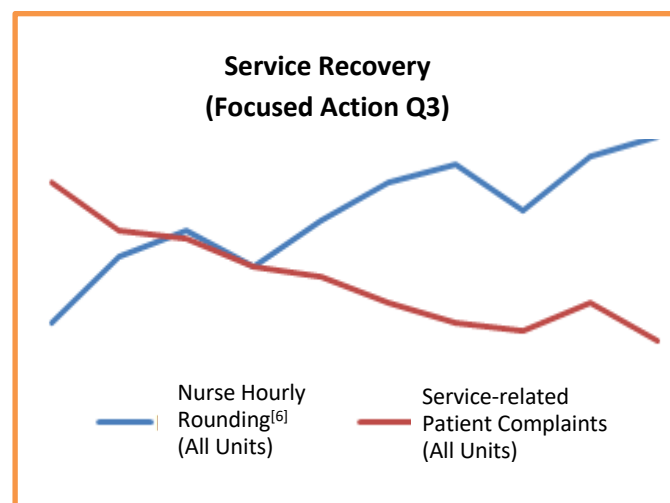
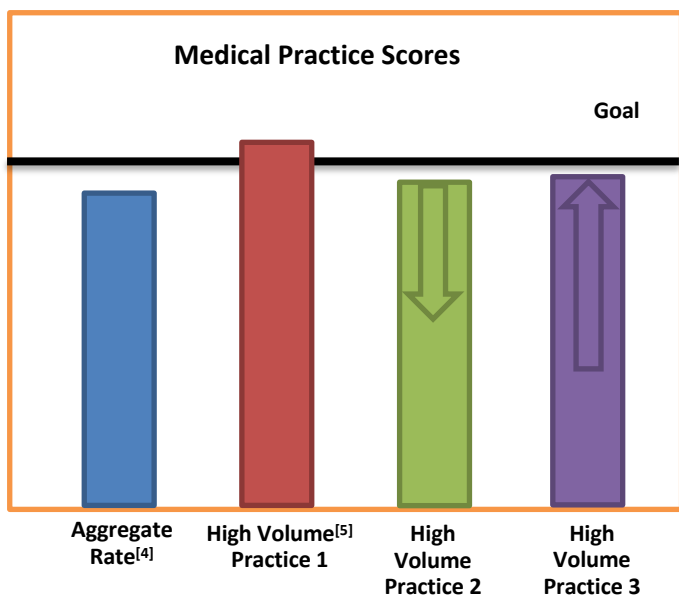
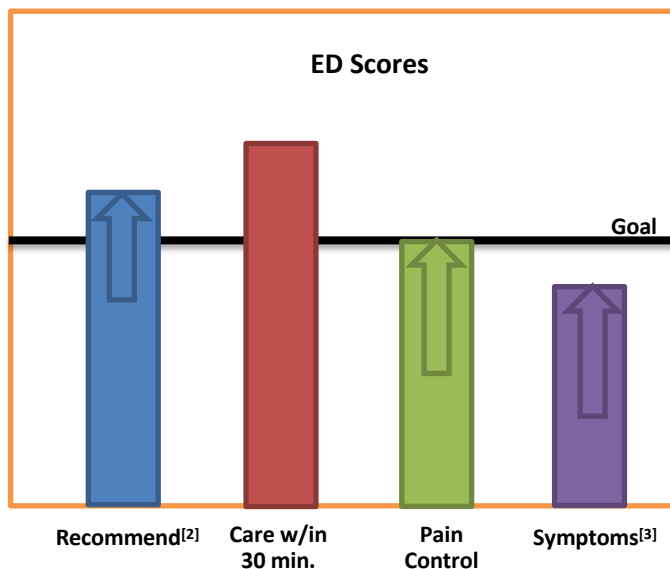
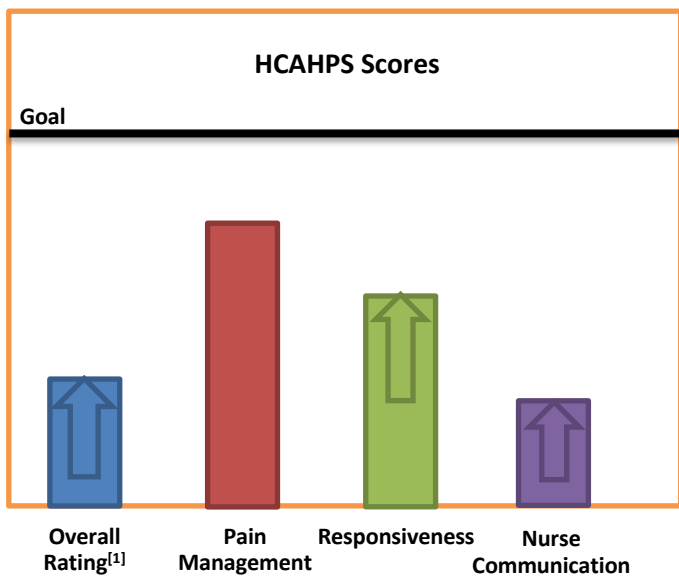


# Sample Patient Experience Dashboard for a Single Community Hospital



### Related Updates

8



Survey Domains Improving



87%

Staff Completed Customer Service Training

4

Board Members Joined Patient Advisory Council and Service-related Committees



Patient Advisory Group Begins

1. Percent of survey respondents who give a 9 or 10 (Top Box) response to the overall rating question, "Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?"
2. Percent of survey respondents who would definitely recommend this ED.
3. Percent of survey respondents saying they understood what symptoms to look for when they left the emergency room.
4. "Aggregate Rate" is the percentage of all survey respondents across all medical practices giving a Top Box Rating (9 or 10) to the question, "Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?"
5. High volume practices are the three practices with the highest annual patient volume.
6. The focused action for this quarter is to increase nurse hourly rounding and monitor the impact on patient complaints. Nurse hourly rounding helps to decrease common service complaints.