

## Patient Experience

Hospital Quality Measures	What Is This? Why Is It Important?
<p style="text-align: center;">★ <a href="#">Patient Survey</a> <a href="#">Summary Star Rating</a> (Out of 5)</p>	<ul style="list-style-type: none"> <li>◆ The HCAHPS (<i>Hospital Consumer Assessment of Healthcare Providers and Systems</i>) Survey is the first national, standardized, publicly reported survey of patients' perspectives of hospital care. Its goals are to produce comparable data on the patient's perspective on care that allows objective and meaningful comparisons between hospitals. The HCAHPS Summary Star Rating combines information about different aspects of patient experience of care to make it easier for you to compare hospitals.</li> <li>◆ <b>Higher Percentages are Better.</b></li> </ul>
Nurse Communication	<ul style="list-style-type: none"> <li>◆ Shown as percentage of patients who reported that their nurses "Always" communicated well. This means <b>nurses explained things clearly, listened carefully, and treated the patient with courtesy and respect.</b></li> </ul>
Doctor Communication	<ul style="list-style-type: none"> <li>◆ Shown as percentage of patients who reported that their doctors "Always" communicated well. This means <b>doctors explained things clearly, listened carefully, and treated the patient with courtesy and respect.</b></li> </ul>
Responsiveness to Hospital Staff	<ul style="list-style-type: none"> <li>◆ Shown as percentage of patients who reported that hospital staff were "Always" responsive to their needs. This means the patient was helped quickly when he or she used the <b>call button</b> or needed help in <b>getting to the bathroom or using a bedpan.</b></li> </ul>
Pain Management	<ul style="list-style-type: none"> <li>◆ Shown as percentage of patients who reported that their pain was "Always" well controlled. This means the patient's <b>pain was well</b> controlled and <b>hospital staff did everything they could to help.</b></li> </ul>
Communication About Medicines	<ul style="list-style-type: none"> <li>◆ Shown as percentage of patients who reported that staff "Always" explained about medicines. This means the staff told the patient <b>what the medicine was for</b> and what <b>side effects it might have</b> before they gave it to the patient.</li> </ul>
Cleanliness of Hospital Environment	<ul style="list-style-type: none"> <li>◆ Shown as percentage of patients who reported that the hospital environment was "Always" clean and quiet. This means the patient's <b>hospital room and bathroom were kept clean</b> and the <b>area around the patient's room was quiet at night.</b></li> </ul>
Quietness of Hospital Environment	
Discharge Information	<ul style="list-style-type: none"> <li>◆ Shown as percentage of patients who reported they were given information about what to do during their recovery at home. This means the hospital <b>staff discussed the help the patient would need at home</b> and the patient was given <b>written information about symptoms or health problems to watch for during recovery.</b></li> </ul>
Care Transition/ Understanding Care Upon Leaving Hospital	<ul style="list-style-type: none"> <li>◆ Shown as percentage of patients who reported they understood the type of care they would need upon leaving the hospital. This means the hospital <b>staff considered the health care options and wishes of the patient when deciding what kind of care would be needed after leaving the hospital, the patient and/or caregiver(s) understood how to care for the patient, and knew the medications they would be taking and why after leaving the hospital.</b></li> </ul>
Overall Rating of Hospital	<ul style="list-style-type: none"> <li>◆ Shown as percentage of patients whose <b>overall rating of the hospital</b> was '9' or '10' on a scale from 0 (low) to 10 (high).</li> </ul>
Willingness to Recommend Hospital	<ul style="list-style-type: none"> <li>◆ Shown as percentage of patients who would <b>definitely recommend the hospital</b> to family and friends.</li> </ul>

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Hospital Quality Measures	* Indicator	Performance Period	Dearborn	Farmington Hills	Grosse Pointe	Royal Oak	Taylor	Trenton	Troy	Wayne	** National Scores
Patient Survey Summary Star Rating <i>(Out of 5)</i>	↑	April 2016 - March 2017	★★★★	★★★★	★★★★★	★★★★	★★★★★	★★★★★	★★★★★	★★★	
Nurse Communication	↑	April 2016 - March 2017	82%	82%	84%	79%	82%	83%	80%	76%	80%
Doctor Communication	↑	April 2016 - March 2017	79%	79%	80%	78%	77%	82%	78%	74%	82%
Responsiveness to Hospital Staff	↑	April 2016 - March 2017	66%	71%	69%	64%	74%	69%	71%	62%	69%
Pain Management	↑	April 2016 - March 2017	73%	74%	73%	68%	76%	73%	70%	67%	71%
Communication About Medicines	↑	April 2016 - March 2017	67%	63%	65%	62%	65%	61%	59%	61%	65%
Cleanliness of Hospital Environment	↑	April 2016 - March 2017	73%	68%	71%	66%	76%	71%	71%	71%	75%
Quietness of Hospital Environment	↑	April 2016 - March 2017	53%	48%	62%	53%	62%	57%	50%	55%	63%
Discharge Information	↑	April 2016 - March 2017	88%	87%	89%	87%	88%	93%	88%	85%	87%
Care Transition/ Understanding Care Upon Leaving Hospital	↑	April 2016 - March 2017	55%	52%	55%	52%	58%	55%	52%	49%	52%
Overall Rating of Hospital	↑	April 2016 - March 2017	71%	69%	78%	75%	76%	75%	75%	64%	73%
Willingness to Recommend Hospital	↑	April 2016 - March 2017	70%	69%	79%	77%	71%	74%	78%	60%	72%

* Indicator	
↑	Higher Values Signify Better Performance
↓	Lower Values Signify Better Performance

** National Scores
National Benchmarks Not Available National Scores Shown for Reference

We Report All Our Data to CMS and CMS Reports Our Data through Medicare.gov	
Learn More At:	<a href="http://beaumont.org/quality">beaumont.org/quality</a> <a href="http://medicare.gov/hospitalcompare">medicare.gov/hospitalcompare</a>