

## **Patient Satisfaction *Survey Results***

Gifford routinely collects patient satisfaction feedback through the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey imbedded in the hospital's regular survey of patients who have been inpatients in the Birthing Center or medical-surgical unit. The purpose of these surveys is to learn from patients what Gifford did well and what the hospital could do better to meet all of their needs, however diverse they may be.

Recent surveys are riddled with positive feedback about the care at Gifford and most emphatically about their dining experience. Here's what one respondent wrote:

“The food was amazing! I wish I could dine out on what they fed me!”

Others comment about their Birthing Center experience. Here are some:

“Enough positives cannot be said about the nurses who worked with me!”

“The nurses are very attentive, informative, helpful and fabulous. Some became like family. I would highly recommend Gifford because of them.”

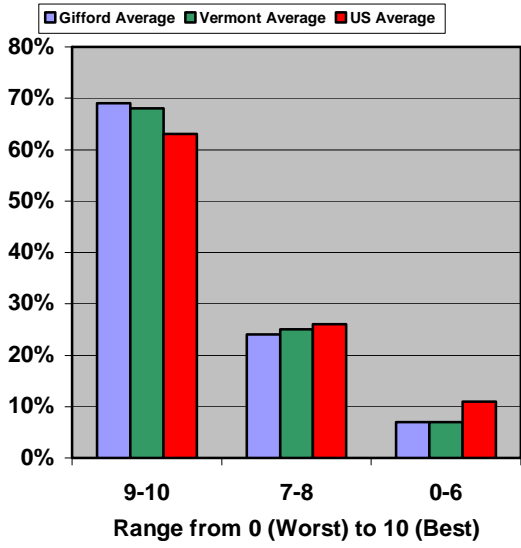
“I have only praises for Gifford and it's doctors, nurses, aides, lab personnel, therapists, cleaners and everyone I had contact with.”

“Expertise and quality of care were excellent. Nurses were personable and a joy to get to know.”

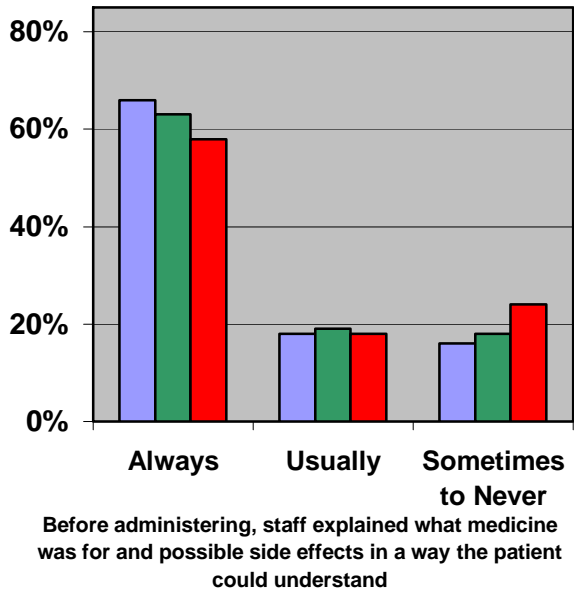
## **Graphs**

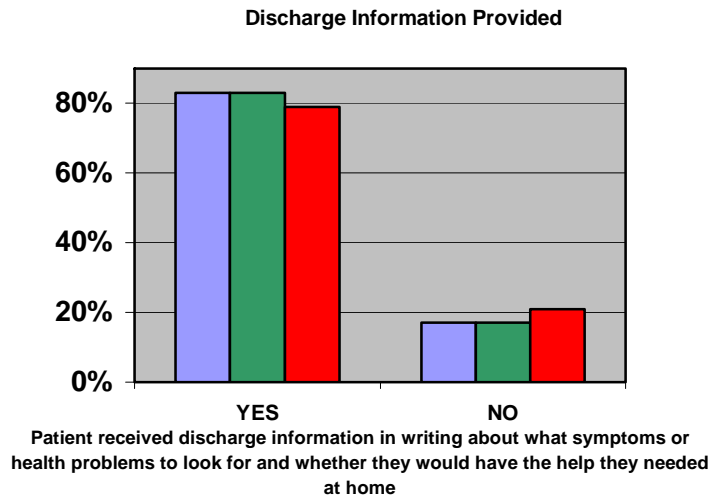
Numerical results graphed below tell a similar story of satisfied patients. The graphs show Centers for Medicare and Medicaid Services and HCAHPS survey results from October 2006 to July 2007 for 243 Gifford patients (blue bar) as compared to Vermont hospitals (green bar) and national (red bar) averages.

### Overall Hospital Rating



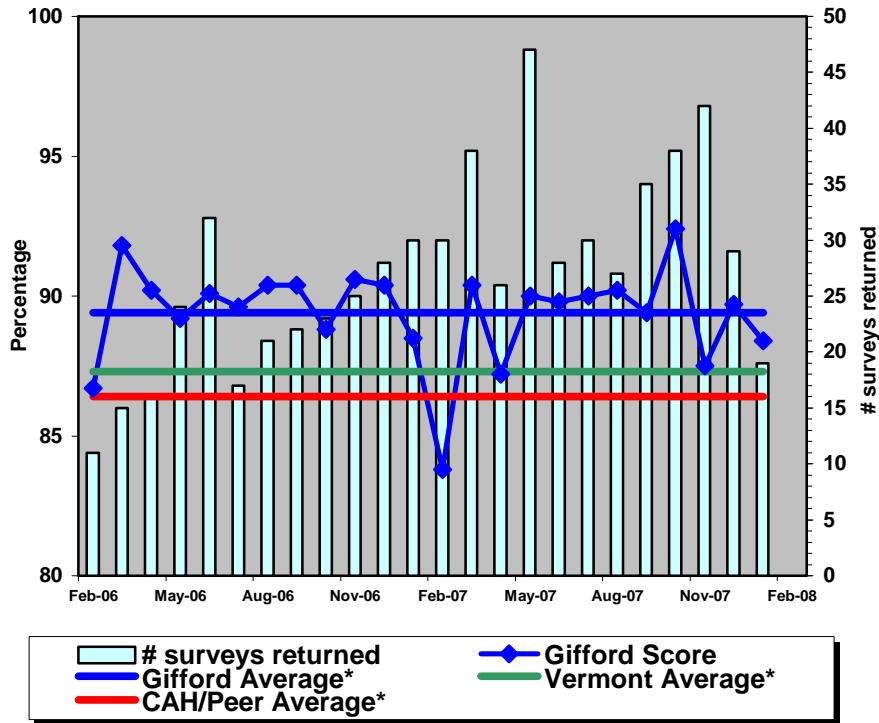
### Communication about Medicine





**Graph 4:**

**Overall Satisfaction  
(Med/Surg and Birthing Center)**



\*Regional, CAH and US averages were taken from Press Ganey reports covering 7/1/2007 through 12/31/2007

We are especially proud that when patients were asked to rate Gifford Medical Center on a scale from 0 (worse possible hospital) to 10 (best possible hospital), our patients almost always rated us with an 8, 9, or 10 and 97% said they would recommend Gifford Medical Center to friends and family.

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