

**LSU Health Sciences Center –
Health Care Services Division**



CAHPS® Hospital Survey

**Annual Hospital
Comparison Report**



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Composites, Attributes, and Global Rating Summary Rate Scores compared to the Summary Rate Scores of other LSU Health Science Center Hospitals. High and low scores for each Composite and Global Rating Item are highlighted, with the highest overall score in green and the lowest overall score in peach.	1

Hospital Comparisons

Composites, Attributes, and Global Rating Items


LSU Health Sciences Center - Health Care Services Division


CAHPS® Hospital Survey

2478 Total Respondents

Composite/Attribute/Rating Item	Bogalusa Medical Center	Earl K. Long Medical Center	Huey P. Long Medical Center	Lallie Kemp Regional Medical Center	Leonard J. Chabert Medical Center	Medical Center of Louisiana at New Orleans	University Medical Center	Dr. Walter O. Moss Regional Medical Center
	n= 332	n= 318	n= 292	n= 182	n= 413	n= 305	n= 421	n= 215
	Summary Rate*	Summary Rate*	Summary Rate*	Summary Rate*	Summary Rate*	Summary Rate*	Summary Rate*	Summary Rate*
Communication with Nurses	92.3%	92.1%	94.0%	96.3%	95.9%	93.9%	95.9%	94.9%
Q1 Nurses treated you with courtesy and respect	94.5%	93.0%	95.1%	98.3%	97.3%	94.7%	95.7%	95.3%
Q2 Nurses listened carefully to you	91.4%	92.4%	93.8%	96.1%	95.1%	93.7%	95.4%	94.0%
Q3 Nurses explained things in an understandable way	90.9%	91.1%	93.1%	94.4%	95.1%	93.3%	96.6%	95.3%
Communication with Doctors	93.5%	94.9%	92.2%	96.4%	95.0%	96.1%	95.5%	96.2%
Q5 Doctors treated you with courtesy and respect	96.0%	97.1%	93.1%	97.2%	97.3%	96.4%	96.9%	98.1%
Q6 Doctors listened carefully to you	92.0%	94.6%	92.0%	96.0%	94.6%	96.4%	94.5%	95.7%
Q7 Doctors explained things in an understandable way	92.4%	92.9%	91.3%	96.1%	93.1%	95.7%	95.0%	94.8%
Communication about Medications	80.0%	84.3%	79.9%	85.6%	84.2%	82.0%	84.6%	80.5%
Q16 Staff explained purpose of new medicine	87.9%	89.7%	89.6%	91.0%	94.6%	89.2%	89.1%	93.1%
Q17 Staff explained medicine side effects in an understandable way	72.1%	78.8%	70.2%	80.3%	73.8%	74.8%	80.1%	67.9%
Responsiveness of Hospital Staff	85.9%	85.8%	89.6%	91.9%	87.0%	81.9%	91.8%	96.2%
Q4 Received help as soon as wanted when pressed call button	85.3%	88.0%	91.8%	91.8%	87.7%	84.9%	93.6%	96.0%
Q11 Received help as soon as wanted with bathroom or bedpan	86.6%	83.7%	87.4%	91.9%	86.3%	78.9%	90.1%	96.3%
Discharge Information	79.9%	83.3%	80.9%	85.0%	81.8%	78.6%	84.3%	87.2%
Q19 Were asked about having the help needed after discharge	79.5%	81.2%	79.5%	86.9%	80.1%	75.2%	83.3%	83.4%
Q20 Received written information about symptoms or health problems after discharge	80.2%	85.4%	82.2%	83.1%	83.5%	82.1%	85.2%	91.0%
Pain Management	89.1%	91.3%	91.6%	91.3%	90.7%	89.0%	88.6%	89.5%
Q13 Pain was well controlled	87.4%	89.2%	88.0%	88.4%	86.7%	85.4%	83.6%	88.4%
Q14 Staff did everything to help with the pain	90.7%	93.5%	95.2%	94.2%	94.7%	92.6%	93.6%	90.6%
Clean & Quiet Hospital Environment	89.3%	88.4%	90.4%	92.8%	92.9%	87.2%	92.0%	93.6%
Q8 Room and bathroom were kept clean	87.9%	92.6%	88.8%	92.2%	94.4%	89.1%	91.7%	90.0%
Q9 Area around room was quiet at night	90.7%	84.2%	92.0%	93.3%	91.5%	85.3%	92.3%	97.2%
Global Rating Items	86.4%	90.7%	90.5%	94.4%	94.8%	87.0%	91.3%	92.3%
Q21 Overall Rating of Hospital	83.4%	86.6%	87.0%	93.3%	92.3%	82.9%	87.5%	89.7%
Q22 Willingness to Recommend Hospital	89.3%	94.8%	94.0%	95.5%	97.3%	91.0%	95.2%	94.8%

* Summary Rates represent the most favorable response option percentages.

 Indicates highest Summary Rate for that measurement.

 Indicates lowest Summary Rate for that measurement.