

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



CAHPS[®] Hospital Survey

**2007/2008 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, Individual Items, Global Rating Items, and Attributes

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1997 Total Respondents

Composite/Individual Item/Rating Item/Attribute	Top Box*						
	Bogalusa Medical Center n = 301	Earl K. Long Medical Center n = 323	Lallie Kemp Regional Medical Center n = 188	Leonard J. Chabert Medical Center n = 349	Medical Center of Louisiana at New Orleans n = 264	University Medical Center n = 350	Dr. Walter O. Moss Regional Medical Center n = 222
Communication with Nurses	80.0%	88.0%	89.0%	87.0%	80.4%	88.0%	87.0%
Q1 Nurses treated you with courtesy and respect	84.2%	88.8%	93.5%	89.6%	82.0%	90.1%	89.5%
Q2 Nurses listened carefully to you	77.4%	84.7%	89.2%	85.3%	79.0%	87.7%	86.0%
Q3 Nurses explained things in an understandable way	78.3%	90.3%	84.4%	86.3%	80.2%	86.1%	85.5%
Communication with Doctors	85.3%	91.2%	91.1%	88.8%	85.6%	86.6%	84.8%
Q5 Doctors treated you with courtesy and respect	89.0%	92.8%	92.0%	91.0%	89.3%	91.1%	92.2%
Q6 Doctors listened carefully to you	84.8%	91.6%	93.0%	89.0%	84.9%	86.5%	80.1%
Q7 Doctors explained things in an understandable way	82.1%	89.1%	88.2%	86.6%	82.4%	82.2%	82.0%
Communication about Medications	68.4%	80.7%	78.4%	79.2%	79.2%	73.8%	75.3%
Q16 Staff explained purpose of new medicine	75.8%	89.9%	85.3%	87.5%	84.8%	83.8%	84.5%
Q17 Staff explained medicine side effects in an understandable way	60.9%	71.6%	71.6%	70.8%	73.6%	63.9%	66.1%
Responsiveness of Hospital Staff	65.4%	77.8%	79.3%	75.2%	65.5%	81.9%	80.1%
Q4 Received help as soon as wanted when pressed call button	62.1%	74.3%	78.0%	72.0%	65.9%	79.5%	79.2%
Q11 Received help as soon as wanted with bathroom or bedpan	68.6%	81.4%	80.6%	78.4%	65.1%	84.3%	81.0%
Discharge Information	79.1%	82.4%	84.8%	82.5%	80.7%	83.9%	79.9%
Q19 Were asked about having the help needed after discharge	75.4%	81.4%	83.0%	77.9%	77.0%	81.5%	77.3%
Q20 Received written information about symptoms or health problems after discharge	82.8%	83.4%	86.6%	87.1%	84.3%	86.2%	82.5%
Pain Management	72.1%	81.3%	79.8%	80.2%	72.9%	81.4%	73.7%
Q13 Pain was well controlled	66.3%	73.8%	73.8%	76.2%	67.2%	76.7%	68.9%
Q14 Staff did everything to help with the pain	77.8%	88.9%	85.7%	84.1%	78.7%	86.1%	78.6%
Clean Hospital Environment							
Q8 Room and bathroom were kept clean	73.6%	82.4%	87.0%	85.8%	78.2%	86.9%	80.7%
Quiet Hospital Environment							
Q9 Area around room was quiet at night	71.9%	76.2%	88.8%	84.8%	72.8%	78.6%	84.3%
Global Rating Items	69.3%	77.1%	84.8%	80.1%	66.2%	75.0%	79.9%
Q21 Overall Rating of Hospital	68.6%	74.1%	81.8%	77.1%	61.5%	72.1%	76.7%
Q22 Willingness to Recommend Hospital	70.1%	80.1%	87.8%	83.2%	71.0%	77.9%	83.0%

* Top Box Scores represent the most favorable response option percentage(s).

 Indicates highest Top Box for that measurement.

 Indicates lowest Top Box for that measurement.