

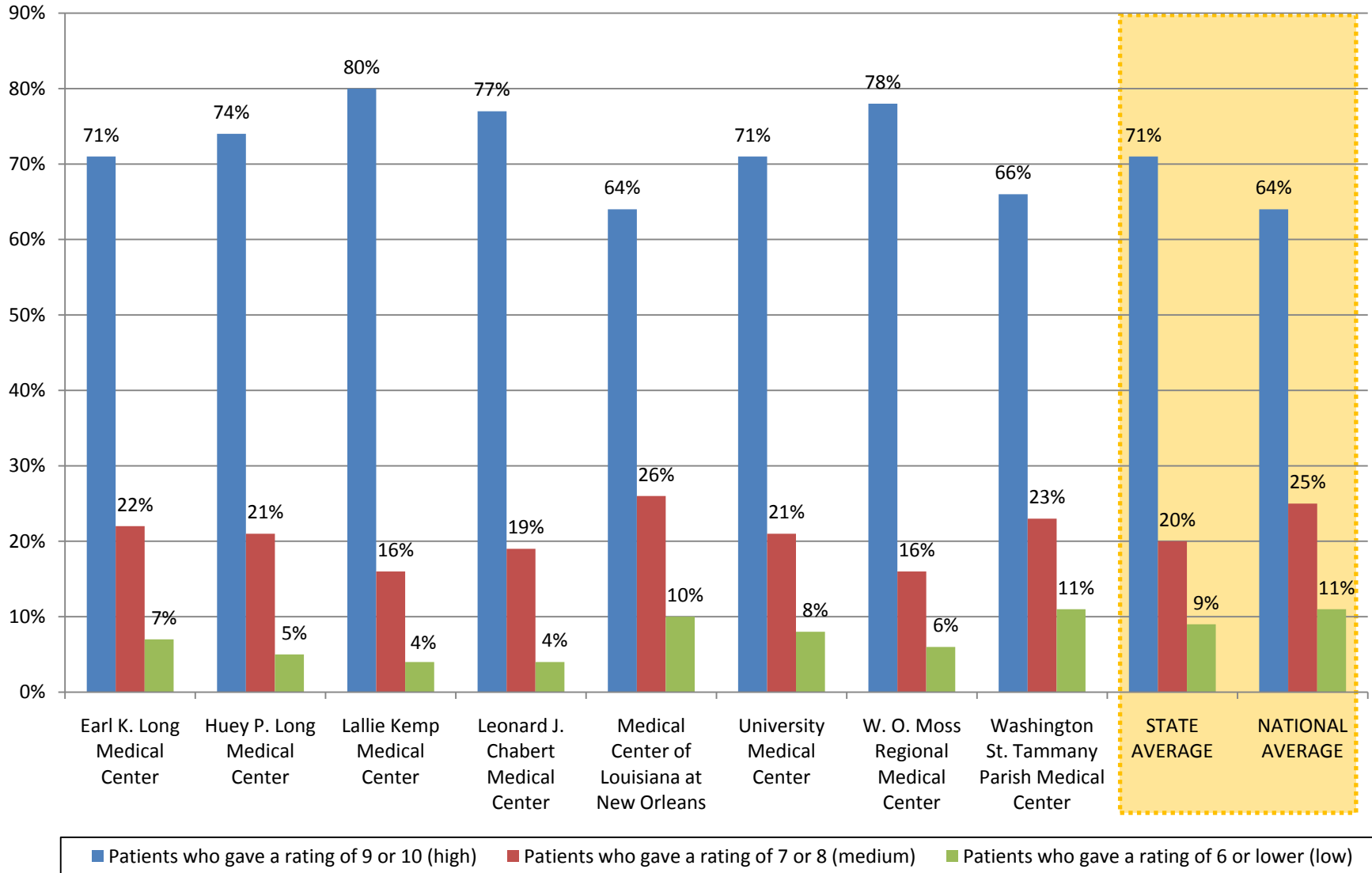
# Hospital Compare Patient Satisfaction Data

LSU Health Care Services Division  
October, 2008



# How do patients rate the hospital overall?

January 2007 through December 2007

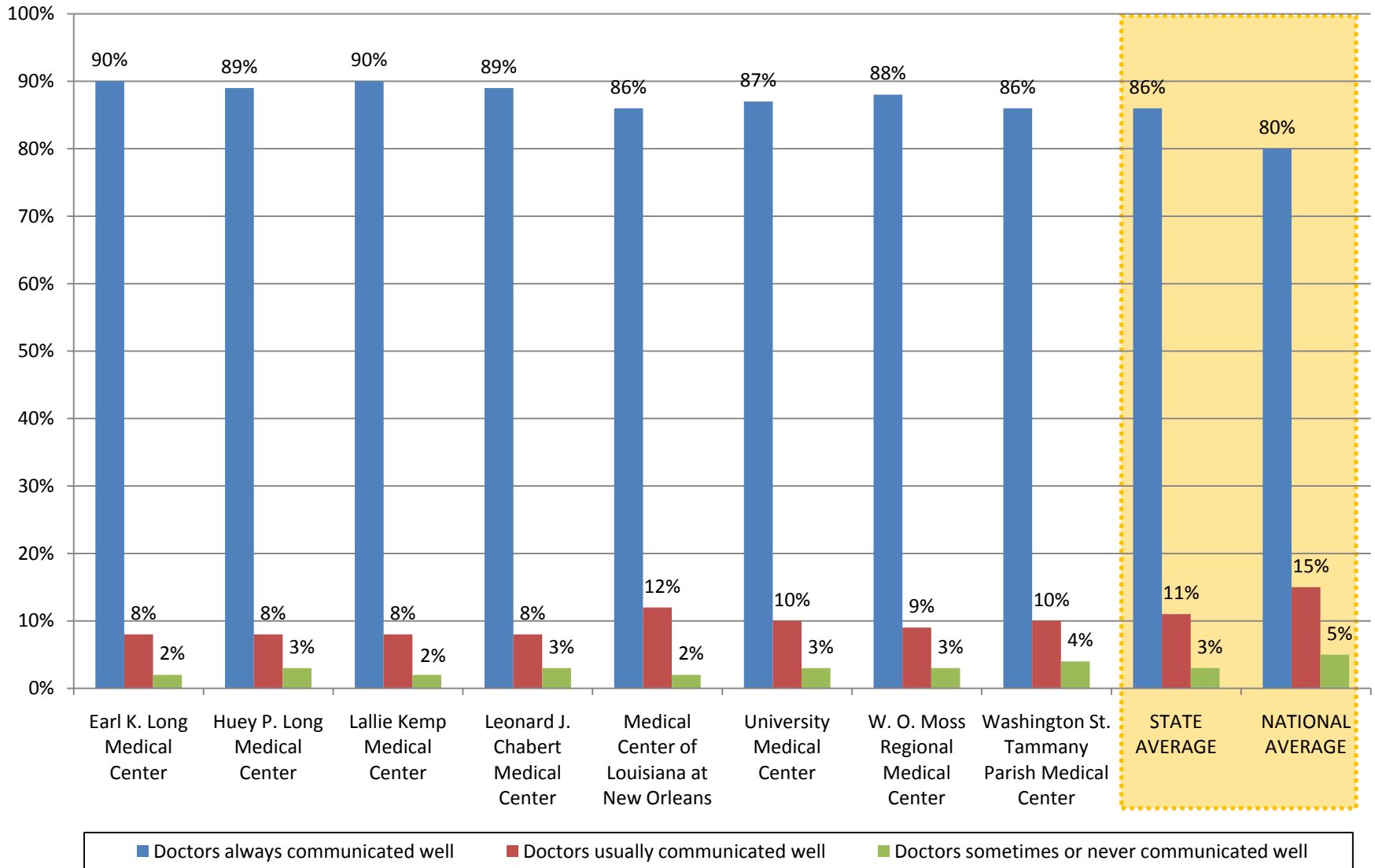


Note: Patient satisfaction data were not available for E. A. Conway or LSU Health Sciences Center - Shreveport. N ≥ 300 for all institutions except W. O. Moss and Lallie Kemp, whose N ranged from 100-299.

Source: U.S. Department of Health and Human Services, Hospital Compare, [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov), 2008; Health Care Advisory Board analysis.

# How often did doctors communicate well with patients?

January 2007 through December 2007

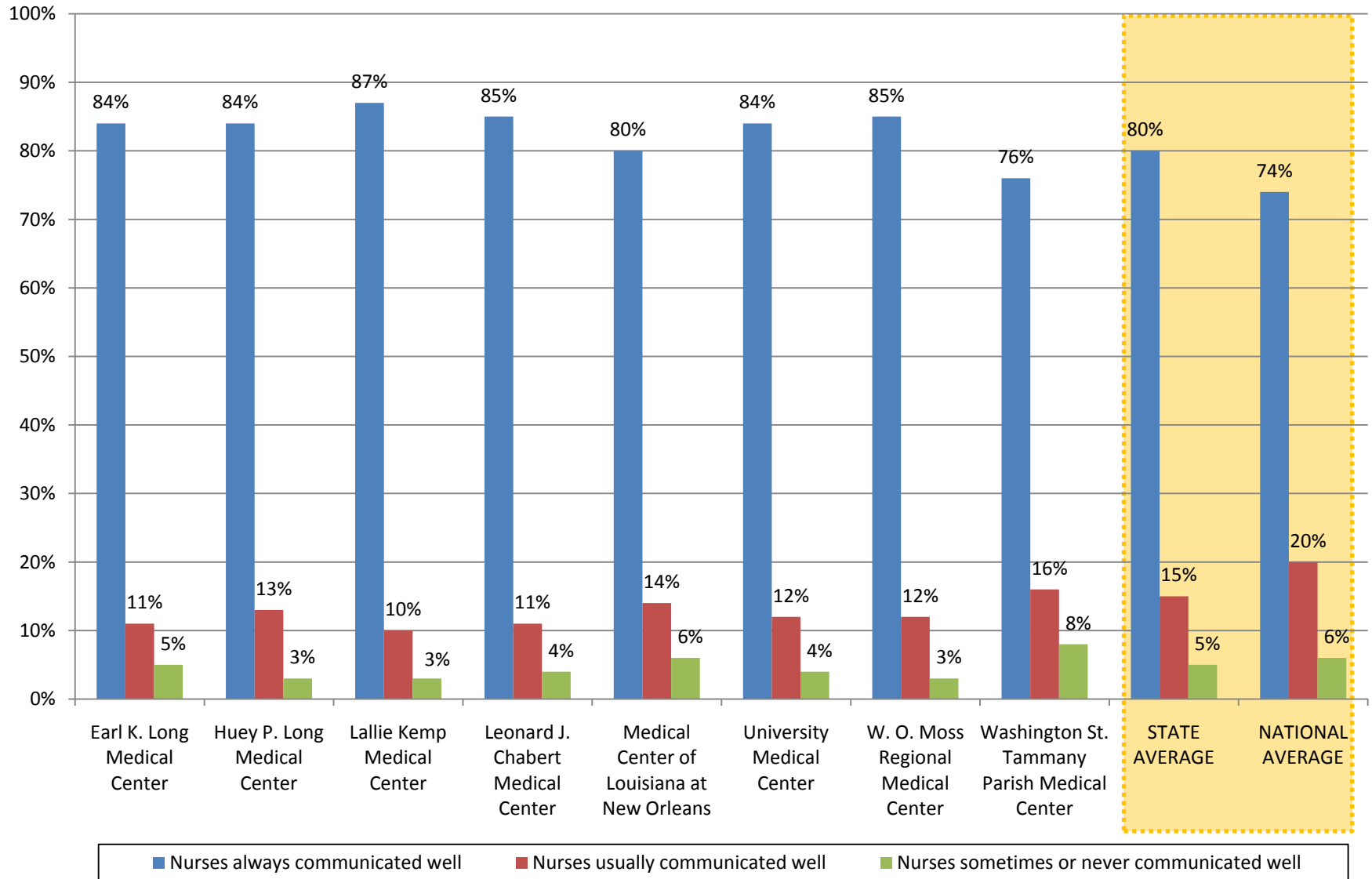


Note: Patient satisfaction data were not available for E. A. Conway or LSU Health Sciences Center - Shreveport. N ≥ 300 for all institutions except W. O. Moss and Lallie Kemp, whose N ranged from 100-299.

Source: U.S. Department of Health and Human Services, Hospital Compare, [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov), 2008; Health Care Advisory Board analysis.

# How often did nurses communicate well with patients?

January 2007 through December 2007

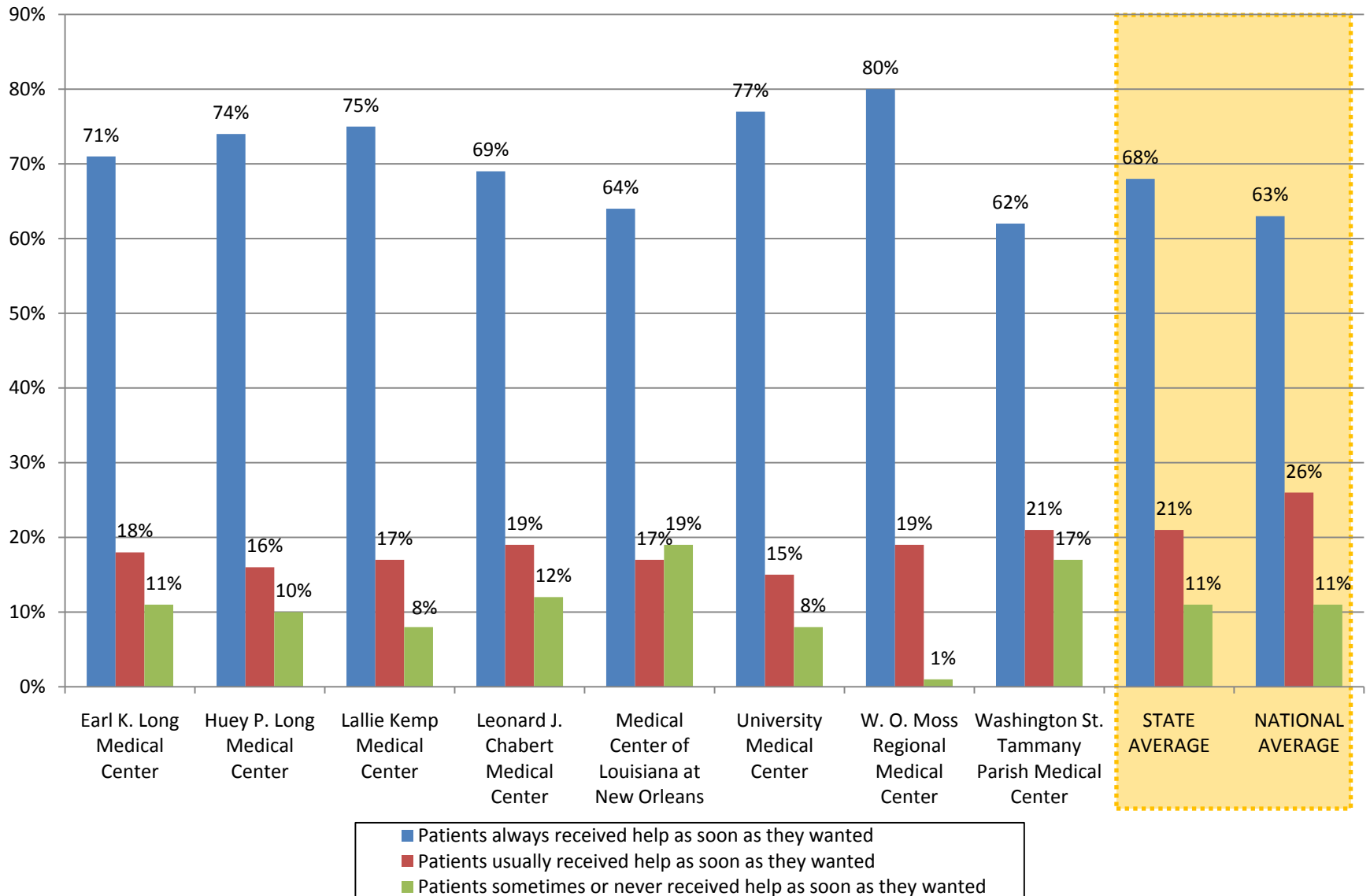


Note: Patient satisfaction data were not available for E. A. Conway or LSU Health Sciences Center - Shreveport. N ≥ 300 for all institutions except W. O. Moss and Lallie Kemp, whose N ranged from 100-299.

Source: U.S. Department of Health and Human Services, Hospital Compare, [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov), 2008; Health Care Advisory Board analysis.

# How often did patients receive help quickly from hospital staff?

January 2007 through December 2007

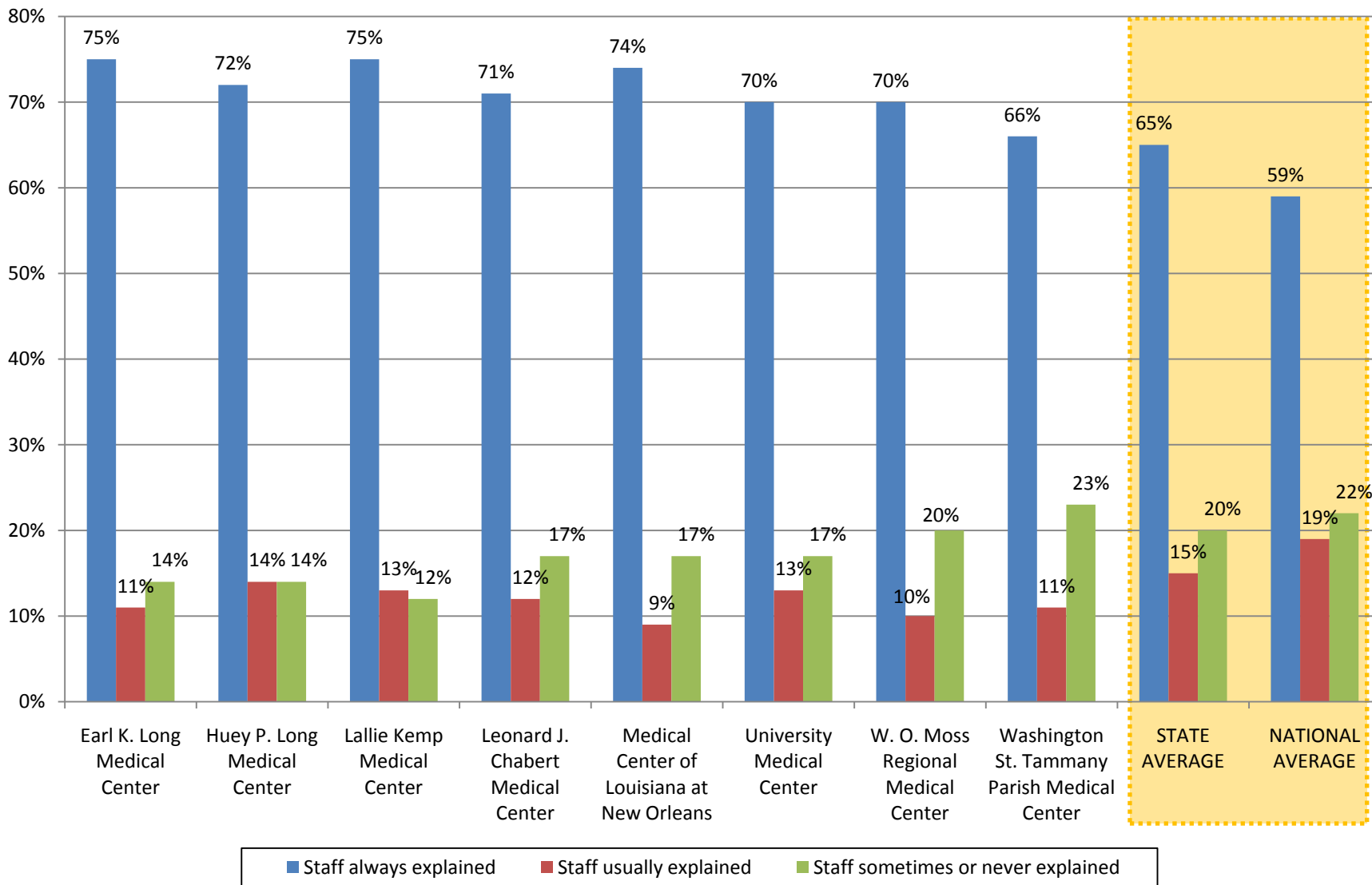


Note: Patient satisfaction data were not available for E. A. Conway or LSU Health Sciences Center - Shreveport. N ≥ 300 for all institutions except W. O. Moss and Lallie Kemp, whose N ranged from 100-299.

Source: U.S. Department of Health and Human Services, Hospital Compare, [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov), 2008; Health Care Advisory Board analysis.

# How often did staff explain about medicines before giving them to patients?

January 2007 through December 2007

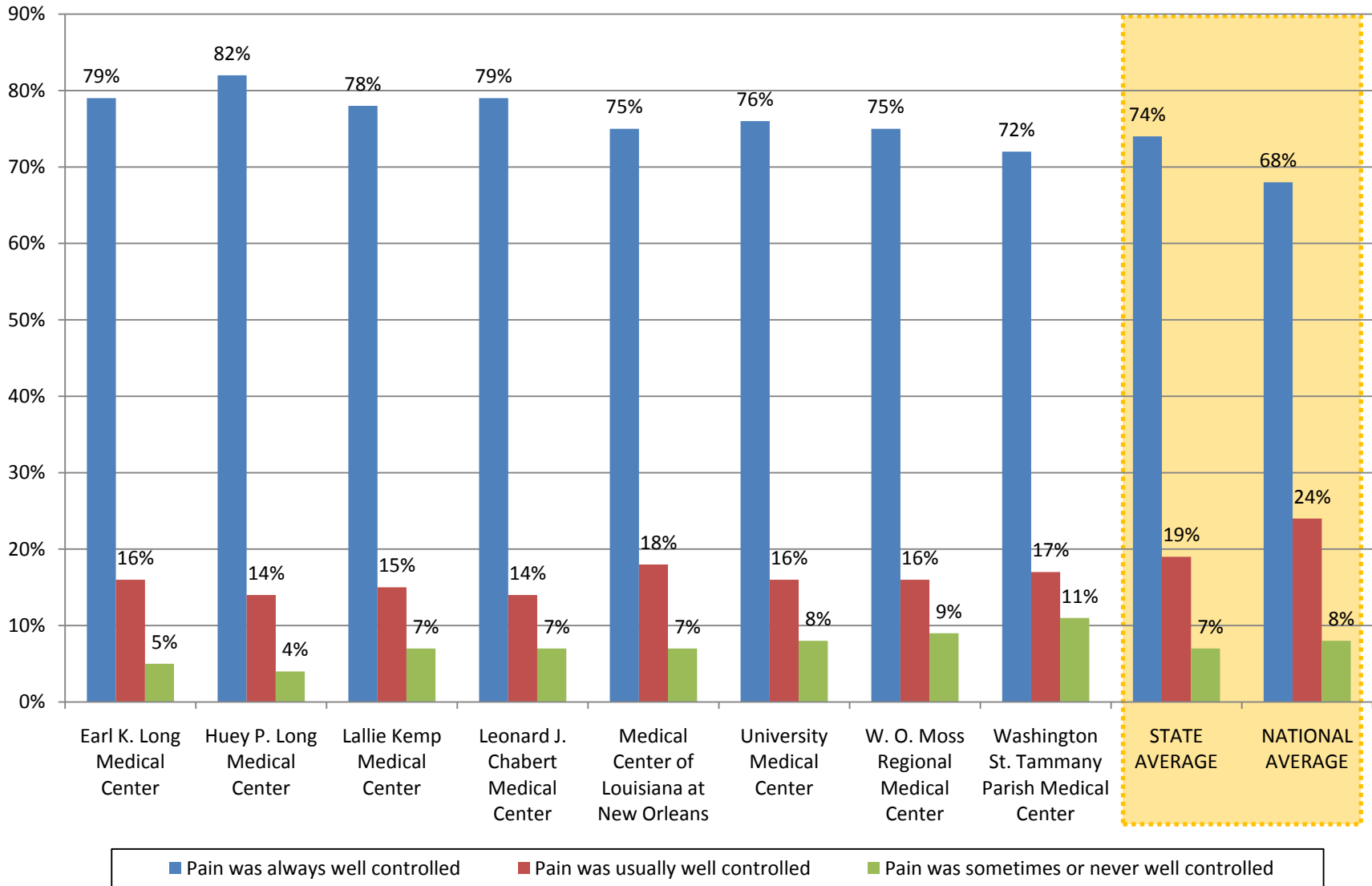


Note: Patient satisfaction data were not available for E. A. Conway or LSU Health Sciences Center - Shreveport. N ≥ 300 for all institutions except W. O. Moss and Lallie Kemp, whose N ranged from 100-299.

Source: U.S. Department of Health and Human Services, Hospital Compare, [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov), 2008; Health Care Advisory Board analysis.

# How often was patients' pain well controlled?

January 2007 through December 2007

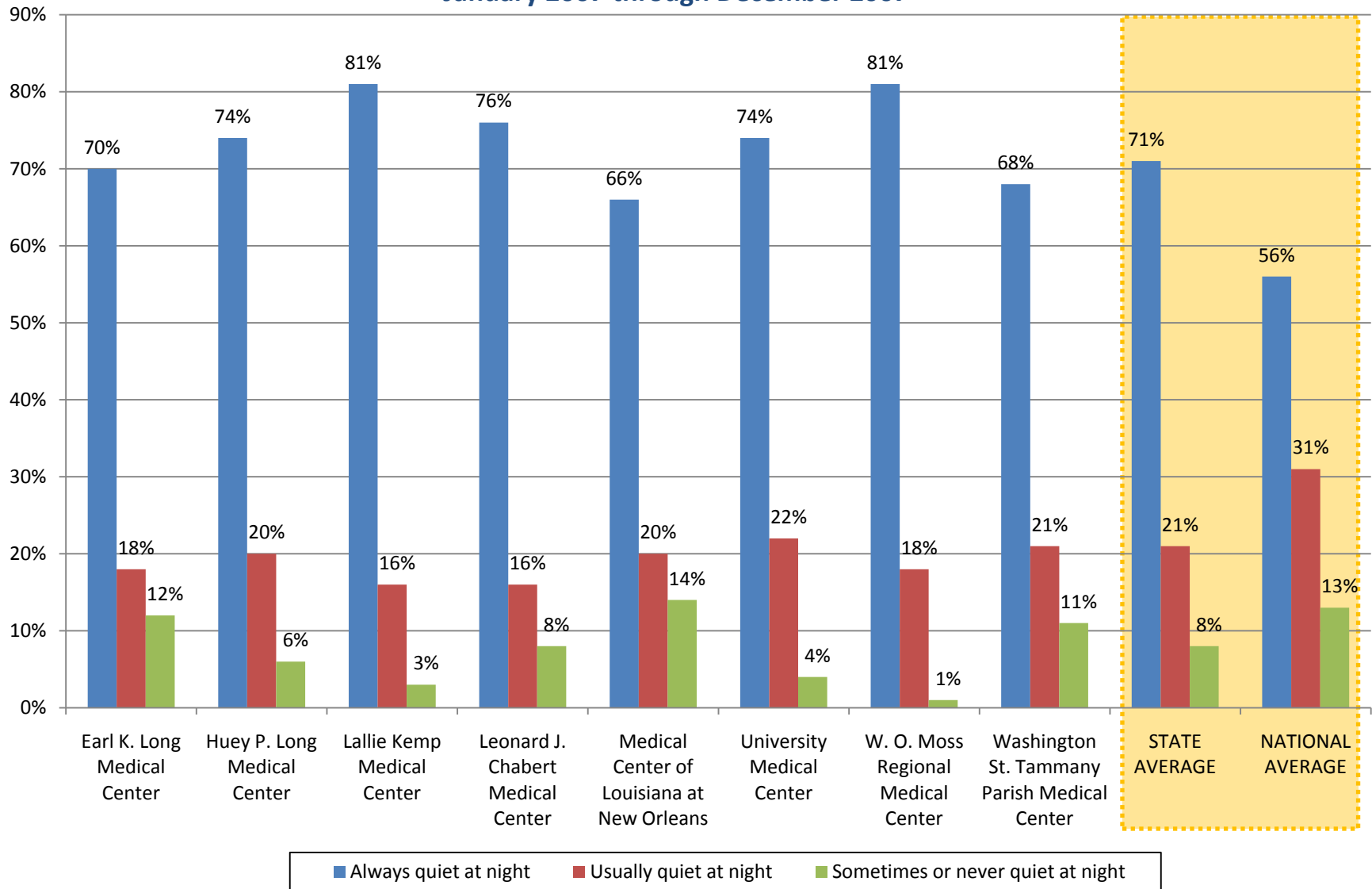


Note: Patient satisfaction data were not available for E. A. Conway or LSU Health Sciences Center - Shreveport. N ≥ 300 for all institutions except W. O. Moss and Lallie Kemp, whose N ranged from 100-299.

Source: U.S. Department of Health and Human Services, Hospital Compare, [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov), 2008; Health Care Advisory Board analysis.

# How often was the area around patients' rooms kept quiet at night?

January 2007 through December 2007

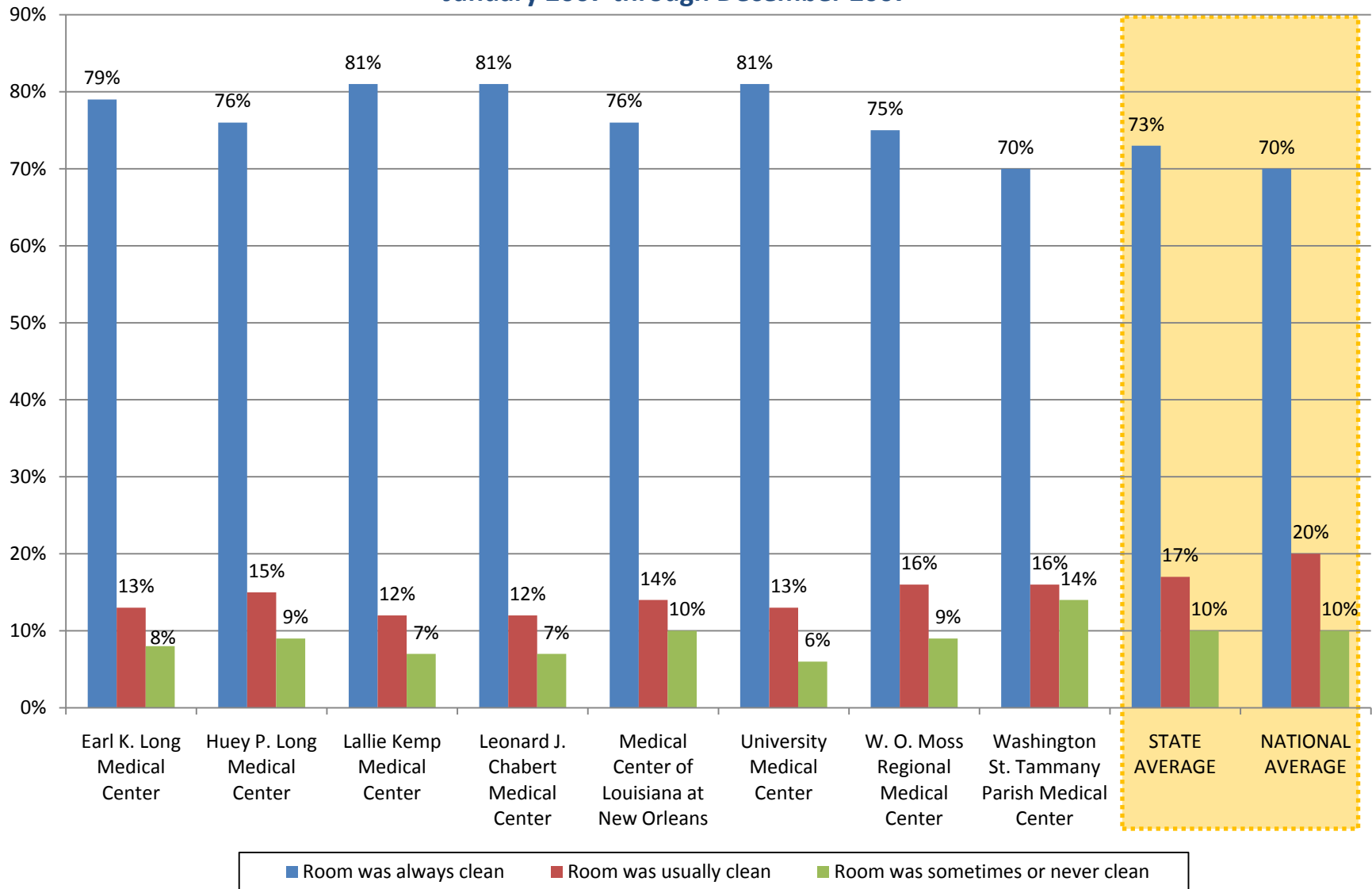


Note: Patient satisfaction data were not available for E. A. Conway or LSU Health Sciences Center - Shreveport. N ≥ 300 for all institutions except W. O. Moss and Lallie Kemp, whose N ranged from 100-299.

Source: U.S. Department of Health and Human Services, Hospital Compare, [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov), 2008; Health Care Advisory Board analysis.

# How often were the patients' rooms and bathrooms kept clean?

January 2007 through December 2007

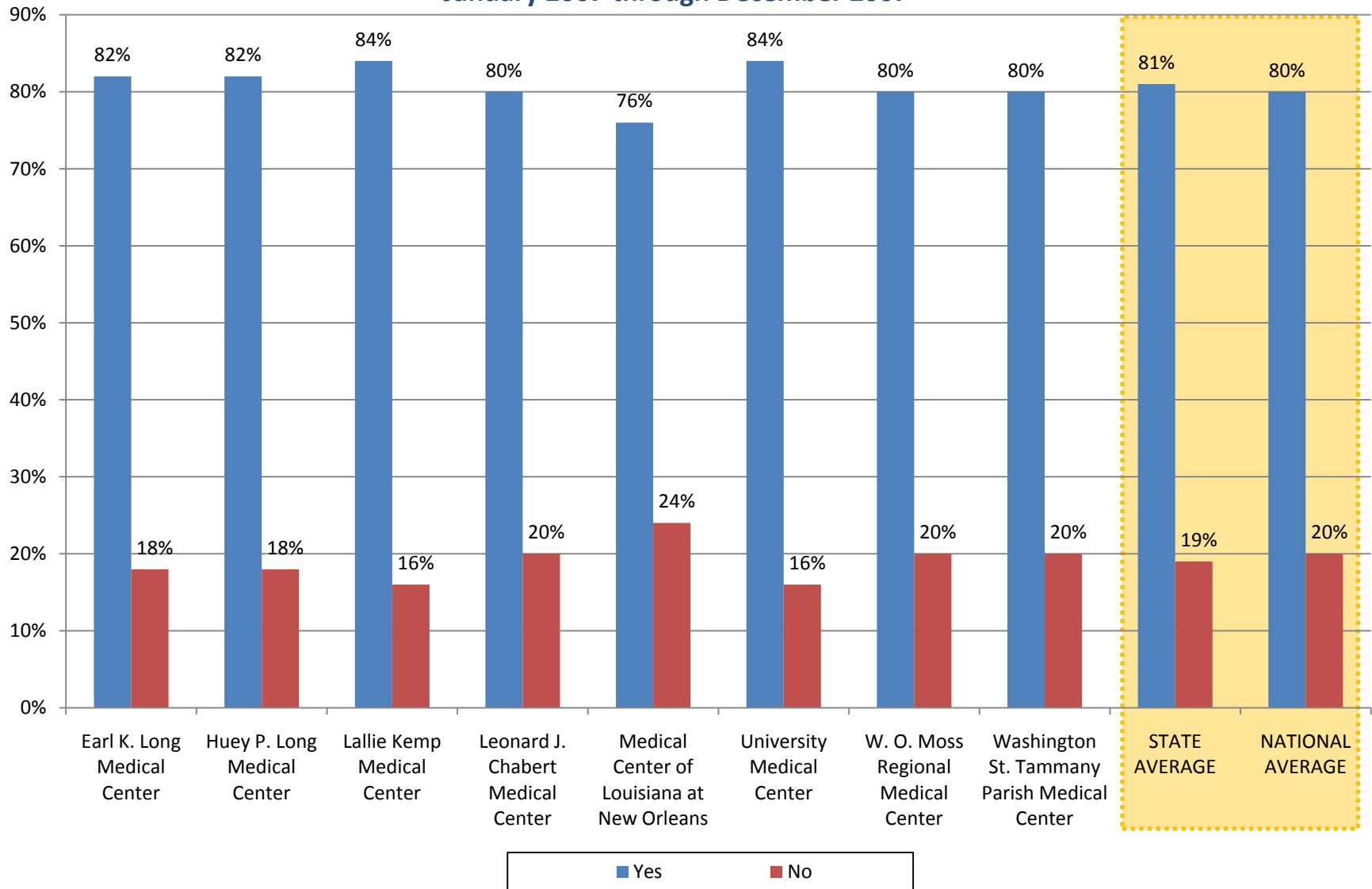


Note: Patient satisfaction data were not available for E. A. Conway or LSU Health Sciences Center - Shreveport. N ≥ 300 for all institutions except W. O. Moss and Lallie Kemp, whose N ranged from 100-299.

Source: U.S. Department of Health and Human Services, Hospital Compare, [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov), 2008; Health Care Advisory Board analysis.

# Were patients given information about what to do during their recovery at home?

January 2007 through December 2007

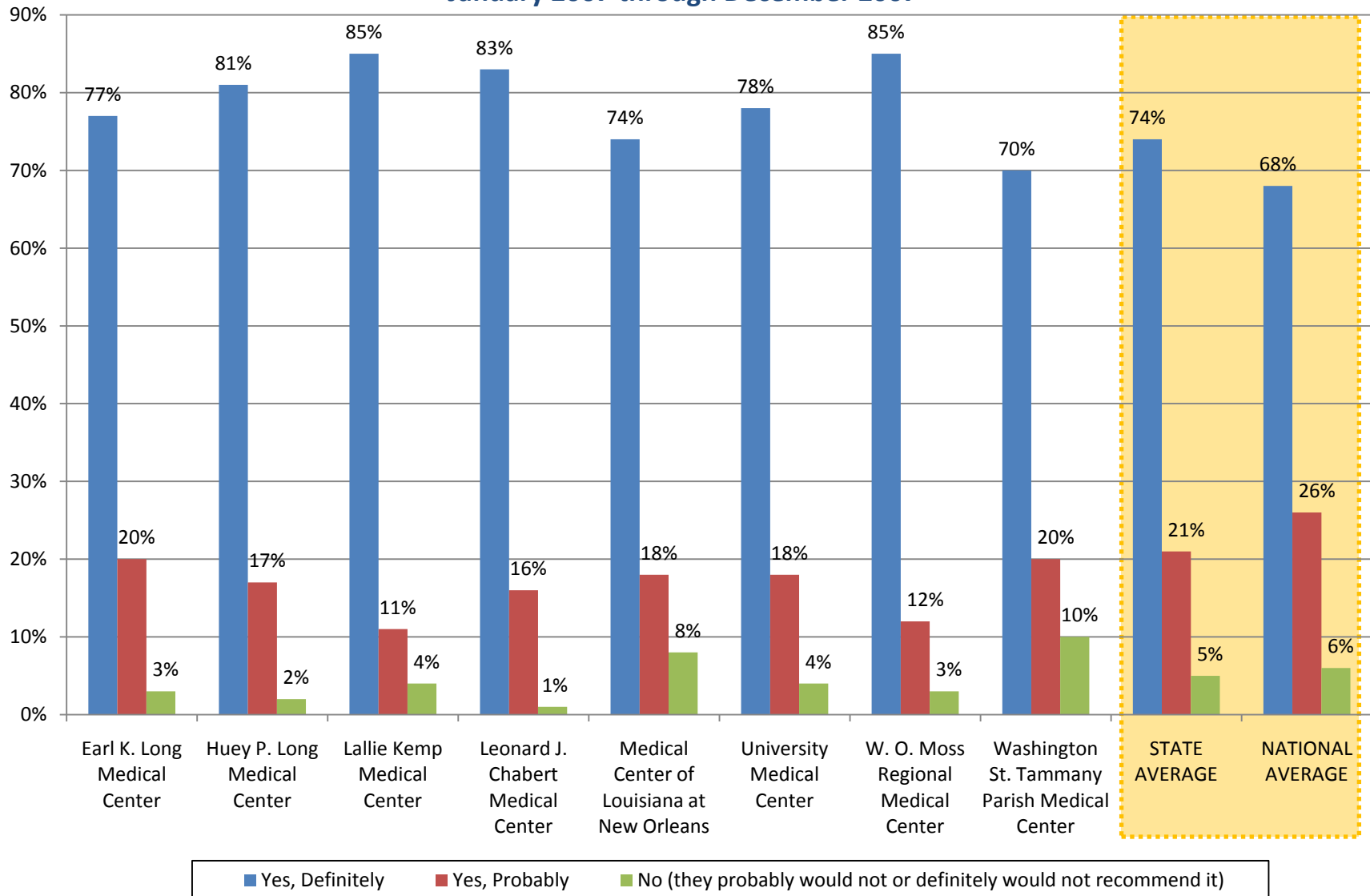


Note: Patient satisfaction data were not available for E. A. Conway or LSU Health Sciences Center - Shreveport. N ≥ 300 for all institutions except W. O. Moss and Lallie Kemp, whose N ranged from 100-299.

Source: U.S. Department of Health and Human Services, Hospital Compare, [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov), 2008; Health Care Advisory Board analysis.

# Would patients recommend the hospital to friends and family?

January 2007 through December 2007



Note: Patient satisfaction data were not available for E. A. Conway or LSU Health Sciences Center - Shreveport. N ≥ 300 for all institutions except W. O. Moss and Lallie Kemp, whose N ranged from 100-299.

Source: U.S. Department of Health and Human Services, Hospital Compare, [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov), 2008; Health Care Advisory Board analysis.