

How Rhode Islanders Rate Their Hospitals

The chart below shows how patient perception and satisfaction in each Rhode Island hospital compares to the Rhode Island and national average on measures such as communication, discharge instructions, pain management, and cleanliness. These scores are the results of surveys given to randomly chosen patients who were recently discharged from the hospital. These surveys were conducted as part of Hospital Care Quality Information from the Consumer Perspective initiative.

The Blue Cross & Blue Shield of Rhode Island Hospital Quality Program will use these and other evidence-based measures to evaluate hospital performance—and to provide financial incentives to hospitals that successfully meet those measures.

Hospital Care Quality Information from the Consumer Perspective: 2010 Patient Satisfaction/Perception Measures & Scores

Measure	RI Average	National Average	Kent	Landmark	Memorial	Miriam	Newport	Rhode Island	Roger Williams	South County	St. Joseph	Westerly	Women & Infants
Nurses always communicated well.	75%	75%	73%	73%	73%	80%	80%	73%	71%	79%	67%	76%	79%
Doctors always communicated well.	79%	80%	77%	77%	79%	81%	79%	77%	77%	81%	77%	81%	82%
Always received help as soon as they wanted.	62%	63%	58%	63%	62%	63%	67%	60%	58%	69%	53%	66%	65%
Pain was always well controlled.	70%	69%	68%	69%	68%	73%	71%	66%	66%	72%	64%	74%	76%
Staff always explained medications before administering.	58%	60%	49%	56%	57%	61%	65%	56%	54%	62%	53%	59%	63%
Room and bathroom were always clean.	70%	70%	60%	65%	71%	72%	75%	71%	68%	75%	63%	84%	71%
Area around room was always quiet at night.	51%	57%	45%	43%	53%	47%	60%	49%	46%	59%	45%	55%	58%
Yes, patient was given information about what to do during recovery at home.	82%	81%	81%	81%	80%	83%	85%	82%	84%	84%	80%	80%	82%
Rated hospital a 9 or 10 on a 0 (lowest) to 10 (highest) scale.	64%	66%	58%	53%	63%	76%	73%	61%	56%	76%	50%	69%	74%
Yes, would definitely recommend the hospital.	69%	69%	60%	57%	66%	82%	75%	66%	64%	78%	51%	74%	85%