

PATIENT EXPERIENCE

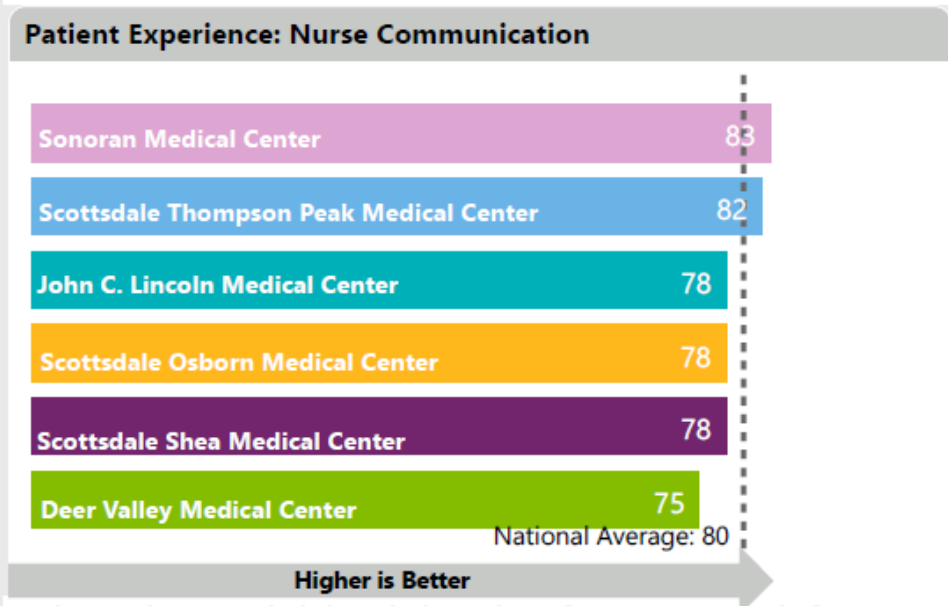
These measures show how satisfied patients are with the care delivered at HonorHealth hospitals. HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) is a national survey that asks patients to evaluate their experiences during a recent hospital stay. The data is provided by the Centers for Medicare and Medicaid Services. The measures listed below represent four of the ten HCAHPS survey questions.

- Nurse communication
- Doctor communication
- Overall hospital rating
- Would recommend

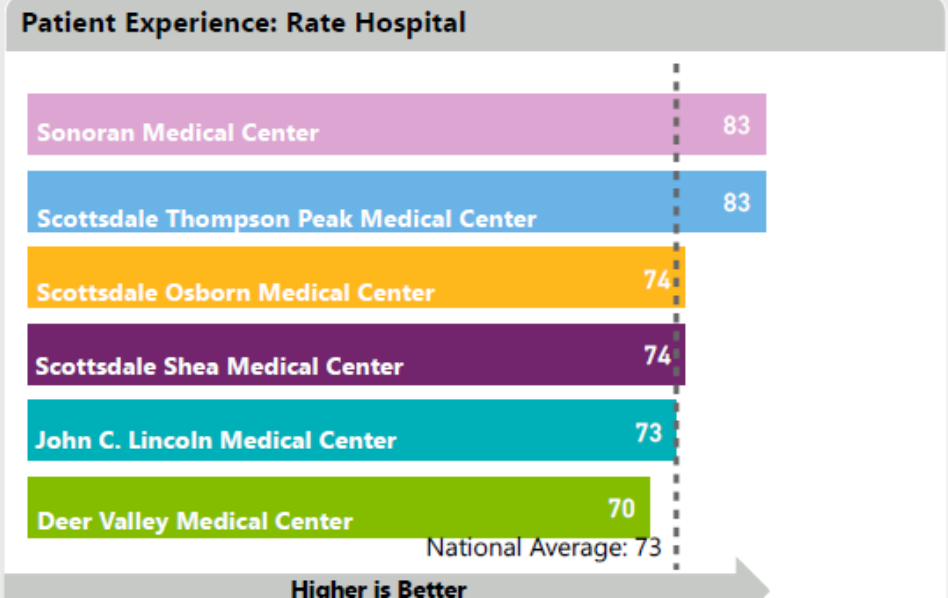
What is HonorHealth doing to improve patient experience?

- Continued training and coaching nurses and physicians in empathic communication techniques and compassionate leadership
- Continue to involve patients in decisions made at HonorHealth
- Leadership rounding
- Engaging patients through patient advisory councils
- Providing caregiver wellbeing resources

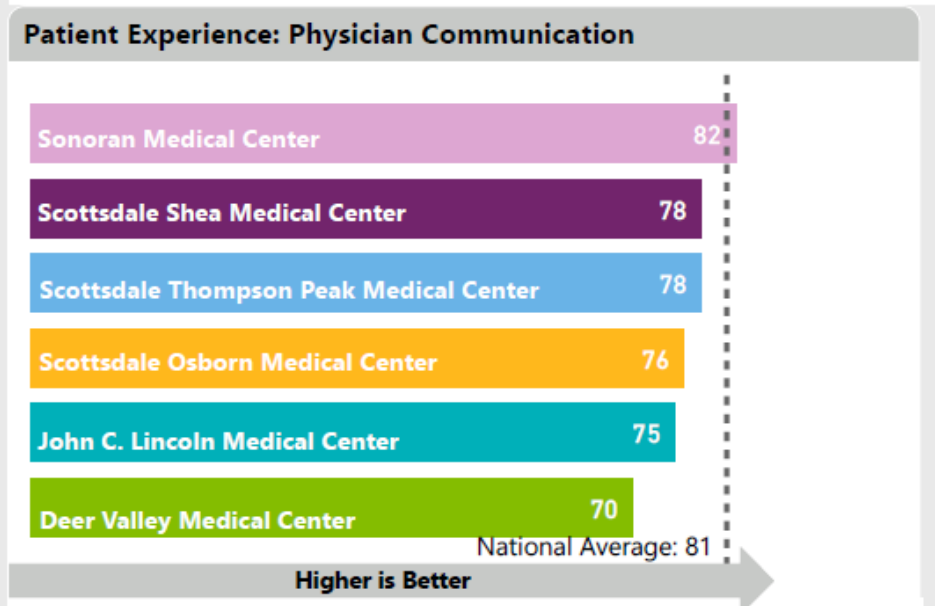
Patients who reported that their nurses "always" communicated well.



Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).



Patients who reported that their doctors "always" communicated well.



Patients who reported yes, they would definitely recommend the hospital.

