

**Combined Survey of Patients About Their Hospital Experiences**

July 1, 2010 - June 30, 2011

*Nurses explained things clearly, listened carefully to the patient, and treated the patient with courtesy and respect.*

<b>Benchmark</b>	<b>Nurses "always" communicated well</b>	<b>Nurses "usually" communicated well</b>	<b>Nurses "sometimes" or "never" communicated well</b>
US National Average	77%	18%	5%
Wisconsin Average	80%	17%	3%
<b>Hospital</b>			
Aurora Medical Center-Oshkosh	79%	19%	2%
Ripon Medical Center	81%	16%	3%
St. Agnes Hospital	78%	17%	5%
Waupun Memorial Hospital	83%	15%	2%

*Doctors explained things clearly, listened carefully to the patient, and treated the patient with courtesy and respect.*

<b>Benchmark</b>	<b>Doctors "always" communicated well</b>	<b>Doctors "usually" communicated well</b>	<b>Doctors "sometimes" or "never" communicated well</b>
US National Average	80%	16%	4%
Wisconsin Average	82%	15%	3%
<b>Hospital</b>			
Aurora Medical Center-Oshkosh	79%	15%	6%
Ripon Medical Center	77%	16%	7%
St. Agnes Hospital	82%	15%	3%
Waupun Memorial Hospital	85%	14%	1%

*How often patients were helped quickly when they used the call button or needed help in getting to the bathroom or using a bedpan.*

<b>Benchmark</b>	<b>Patients "always" received help as soon as they wanted</b>	<b>Patient "usually" received help as soon as they wanted</b>	<b>Patient "sometimes" or "never" received help as soon as they wanted</b>
US National Average	65%	25%	10%
Wisconsin Average	73%	22%	5%
<b>Hospital</b>			
Aurora Medical Center-Oshkosh	73%	22%	5%
Ripon Medical Center	74%	22%	4%
St. Agnes Hospital	65%	27%	8%
Waupun Memorial Hospital	75%	20%	5%

**How often the patient's pain was well controlled. "Well Controlled" means their pain was well controlled and that the hospital staff did everything they could to help patients with their pain.**

Benchmark	Pain was "always" well controlled	Pain was "usually" well controlled	Pain was "sometimes" or "never" well controlled
US National Average	70%	23%	7%
Wisconsin Average	70%	25%	5%
<b>Hospital</b>			
Aurora Medical Center-Oshkosh	74%	21%	5%
Ripon Medical Center	68%	28%	4%
St. Agnes Hospital	70%	26%	4%
Waupun Memorial Hospital	73%	22%	5%

**How often staff explained about new medicine prescribed. "Explained" means that the hospital staff told what the medicine was for and what side effects it might have before they gave it to the patient.**

Benchmark	Staff "always" explained	Staff "usually" explained	Staff "sometimes" or "never" explained
US National Average	61%	19%	20%
Wisconsin Average	66%	19%	15%
<b>Hospital</b>			
Aurora Medical Center-Oshkosh	67%	18%	15%
Ripon Medical Center	63%	19%	18%
St. Agnes Hospital	63%	18%	19%
Waupun Memorial Hospital	63%	21%	16%

**How often their hospital room and bathroom were kept clean.**

Benchmark	Room was "always" clean	Room was "usually" clean	Room was "sometimes" or "never" clean
US National Average	72%	19%	9%
Wisconsin Average	78%	17%	5%
<b>Hospital</b>			
Aurora Medical Center-Oshkosh	79%	15%	6%
Ripon Medical Center	79%	15%	6%
St. Agnes Hospital	71%	22%	7%
Waupun Memorial Hospital	72%	19%	9%

**How often the area around their room was quiet at night.**

Benchmark	"Always" quiet at night	"Usually" quiet at night	"Sometimes" or "never" quiet at night
US National Average	59%	30%	11%
Wisconsin Average	61%	31%	8%
<b>Hospital</b>			
Aurora Medical Center-Oshkosh	65%	27%	8%
Ripon Medical Center	55%	37%	8%
St. Agnes Hospital	51%	39%	10%
Waupun Memorial Hospital	69%	39%	10%

*When patients were ready to leave the hospital, whether hospital staff had discussed the help they would need at home and if the patients were given written information about symptoms or health problems to watch for during their recovery.*

Hospital/Benchmark Name	Yes, staff "did" give patients this information	No, staff "did not" give patients this information
US National Average	83%	17%
Wisconsin Average	87%	13%
<b>Hospital</b>		
Aurora Medical Center-Oshkosh	89%	11%
Ripon Medical Center	86%	14%
St. Agnes Hospital	86%	14%
Waupun Memorial Hospital	87%	13%

*An overall rating of the hospital. Ratings were on a scale from 0 to 10, where "0" means "worst hospital possible" and "10" means "best hospital possible."*

Benchmark	Rating of "9" or "10" (high)	Rating of "7" or "8" (medium)	Rating of "6" or lower (low)
US National Average	68%	23%	9%
Wisconsin Average	72%	22%	6%
<b>Hospital</b>			
Aurora Medical Center-Oshkosh	76%	18%	6%
Ripon Medical Center	66%	26%	8%
St. Agnes Hospital	63%	29%	8%
Waupun Memorial Hospital	78%	17%	5%

*Whether patients would recommend the hospital to their friends and family.*

Benchmark	"Yes" patients would definitely recommend the hospital	"Yes" patients would probably recommend the hospital	"No" patients would not recommend the hospital
US National Average	70%	25%	5%
Wisconsin Average	73%	24%	3%
<b>Hospital</b>			
Aurora Medical Center-Oshkosh	78%	19%	3%
Ripon Medical Center	65%	31%	4%
St. Agnes Hospital	63%	29%	8%
Waupun Memorial Hospital	76%	21%	3%