

Providence Hospital

1150 Varnum Street, NE
Washington, DC 20017
202-269-7000

HCAHPS Survey

Reporting Period for HCAHPS Measures: Fourth Quarter 2006
through Second Quarter 2007 Discharges
10/1/2006 to 6/30/2007

*Providence Hospital chose not to participate in HCAHPS Public
Reporting - Actual Results are listed below

Question/Category	Positive Rating
HCAHPS COMPOSITES	
Communication with Nurses	69.5%
Communication with Doctors	77.6%
Responsiveness of Hospital Staff	54.5%
Pain Management	62.7%
Communication About Medicines	50.0%
HOSPITAL ENVIRONMENT ITEMS	
Cleanliness of hospital environment	70.8%
Quietness of hospital environment	65.0%
DISCHARGE INFORMATION COMPOSITE	
Discharge Information	75.2%
OVERALL RATING OF HOSPITAL	57.9%
PATIENT ADVOCACY (likelihood to recommend)	64.2%