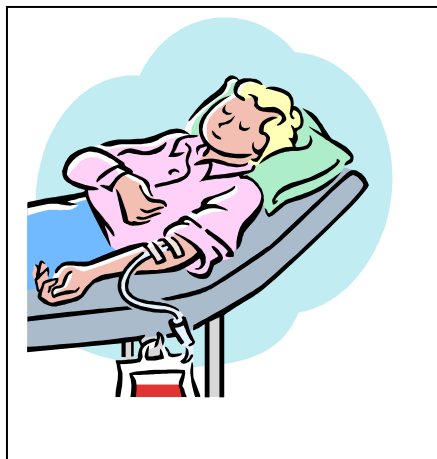


# *Physician Weekly*

Jordan Valley Medical Center  
Pioneer Valley Hospital

December 18, 2009  
Page 1 of 2



## **Pioneer Valley Hospital**

### **BLOOD DRIVE**

3460 South Pioneer Parkway  
Conference Room (Main Floor)

**Tuesday, December 22, 2009**  
**9:00 AM - 2:00 PM**

To schedule your appointment, or for more information, contact  
Kent Elison  
(801) 964-3633  
If you have eligibility questions, please call 1-800-737-0902.

**PHYSICIANS,  
PLEASE KEEP THE DOORS CLOSED TO THE PHYSICIAN  
DICTATION ROOMS. WE CANNOT HAVE THE DOORS  
PROPPED OPEN BECAUSE THE COMPUTER SCREENS  
CANNOT BE LOCKED.**

**THANK YOU,  
INFORMATION SYSTEMS**

**Jordan Valley Medical Center has a NEW  
Hyperbaric Medicine and Wound Care Center**

**Opening December 21, 2009**

**801-601-2322**

**Suite 105,  
Medical Arts Plaza  
JVMC Campus**

# Physician Weekly

## JORDAN VALLEY MEDICAL CENTER PIONEER VALLEY HOSPITAL HCAHPS SCORES OCTOBER 2009

Jordan Valley Medical Center - Monthly Report						
Monthly Patient Satisfaction Nov Update, Oct vs Sept HCAHPS 2009						
		Oct	Sept	Change	Nat. Mean	State Mean
HCAHPS Metrics	Rate hospital 0-10	68%	55%	13%	65%	62%
	Recommend this hospital	72%	64%	8%	69%	67%
	<b>Communication with Nurses</b>	67%	69%	-2%	75%	71%
	Nurses treat with courtesy/respect	86%	83%	3%	82%	79%
	Nurses listen carefully to you	61%	64%	-3%	71%	66%
	Nurses explain in a way you understand	62%	70%	-8%	71%	67%
	<b>Response of Hospital Staff</b>	61%	59%	2%	61%	59%
	Call button help soon as wanted it	53%	44%	9%	60%	58%
	Help toileting soon as you wanted	75%	80%	-5%	63%	59%
	<b>Communication with Doctors</b>	77%	83%	-6%	79%	74%
	Doctors treat with courtesy/respect	81%	89%	-8%	86%	82%
	Doctors listen carefully to you	76%	85%	-9%	78%	72%
	Doctors explain in a way you understand	76%	79%	-3%	74%	68%
	<b>Hospital Environment</b>	76%	60%	16%	62%	60%
	Room and bathroom kept clean	81%	67%	14%	70%	68%
Area around room quiet at night	64%	60%	4%	55%	52%	

These results come from telephone surveys with inpatient customers sometime during the month of October.

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JANUARY 29, 2010  
PHYSICIAN SOCIAL