

VALLEY MEDICAL CENTER - 500088 - HCAHPS Patient Satisfaction Scores

State WA	% of Patients Rating Hospital 9-10	
Hospital Size Medium	SWEDISH MEDICAL CENTER / CHERRY HILL - 500025	75%
	LEGACY SALMON CREEK MEDICAL CENTER - 500150	75%
	VIRGINIA MASON MEDICAL CENTER - 500005	74%
	OVERLAKE HOSPITAL MEDICAL CENTER - 500051	74%
	SWEDISH ISSAQUAH - 500152	71%
	PROVIDENCE HOLY FAMILY HOSPITAL - 500077	71%
	KADLEC REGIONAL MEDICAL CENTER - 500058	71%
	EVERGREENHEALTH MEDICAL CENTER - 500124	71%
	CENTRAL WASHINGTON HOSPITAL - 500016	69%
	VALLEY MEDICAL CENTER - 500088	66%
	DEACONESS MEDICAL CENTER - 500044	66%
	ST ANTHONY HOSPITAL - 500151	65%
	PROVIDENCE ST MARY MEDICAL CENTER - 500002	65%
	MULTICARE VALLEY HOSPITAL - 500119	65%
	CAPITAL MEDICAL CENTER - 500139	65%
	TACOMA GENERAL ALLENMORE HOSPITAL - 500129	64%
	ST JOSEPH MEDICAL CENTER - 500108	63%
	ST FRANCIS COMMUNITY HOSPITAL - 500141	63%
	SKAGIT VALLEY HOSPITAL - 500003	62%
	HARBORVIEW MEDICAL CENTER - 500064	62%
	TRIOS HEALTH - 500053	61%
	HARRISON MEDICAL CENTER - 500039	61%
	ST JOSEPH HOSPITAL - 500030	60%
	PEACEHEALTH SOUTHWEST MEDICAL CENTER - 500034	60%
	SWEDISH EDMONDS HOSPITAL - 500026	58%
	PROVIDENCE ST PETER HOSPITAL - 500034	58%

Survey Response Rate	Number of Completed Surveys
16.00%	797

Question Delta from Mean Cohort %	
"Always" quiet at night	8.42%
Room was "always" clean	3.42%
Doctors "always" explained things so they could understand	2.91%
Doctors "always" communicated well	1.73%
Doctors "always" listened carefully	1.39%
Doctors "always" treated them with courtesy and respect	0.58%
Patients "always" received call button help as soon as they wanted	0.52%
Patients "always" received help as soon as they wanted	0.27%
Patients "always" received bathroom help as soon as they wanted	0.06%
Staff "always" explained possible side effects	-0.73%
Staff "always" explained medications	-0.73%

