

PATIENT SATISFACTION

November 3, 2016

HCAHPS SURVEY

- 32 question survey administered randomly to patients.
 - 21 Patient perspectives captured
 - 9 key topics:
 - Communication with doctors
 - Communication with nurses
 - Responsiveness of hospital staff
 - Pain management
 - Communication about medicines
 - Discharge information
 - Cleanliness of the hospital environment
 - Quietness of the hospital environment
 - Transition of Care

HCAHPS IN NEW MEXICO

- 34 hospitals from NM participated in the last survey
 - Hospitals that did not participate tended to be specialty hospitals (rehabilitation or psychiatric).
- 2015 Hospital survey counts ranged from <50 to 1344
- Response rate ranged from 5%-36%

Vaginal delivery

Maine State Average: \$11,276

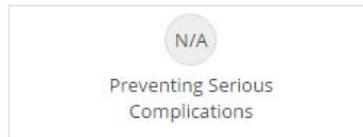
Compare Selected Facilities

Sort by: Facility Name

[Average Total Cost](#)

24 Hospital Ln Calais, ME 04619-1329

Multiple locations



\$13,485



Cary Medical Center

163 Van Buren Rd Caribou, ME 04736-3567



\$7,091



Central Maine Medical Center

300 Main St Lewiston, ME 04240-7027



\$8,931

General information

Survey of patients' experiences

Timely & effective care

Complications

Readmissions & deaths

Use of medical imaging

Payment & value of care

CARY MEDICAL CENTER

163 VAN BUREN RD, SUITE 1
CARIBOU, ME 04736
(207) 498-3111



Overall rating ⓘ: ★★★★★●●

[Learn more about the overall ratings](#)

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[Map and directions](#)

Hospital type: Acute Care Hospitals
Provides emergency services: Yes

Survey of patients' experiences

HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) is a national survey that asks patients about their experiences during a recent hospital stay. Use the results shown here to compare hospitals based on 11 important hospital quality topics.

- ◆ [Find out why these measures and the star ratings are important.](#)
- ◆ [Learn more about the data and star ratings.](#)
- ◆ [Get the current data collection period.](#)
- ◆ [Get tips for printing star images.](#)

Show Graphs

View More Details

CARY MEDICAL CENTER

MAINE AVERAGE

NATIONAL AVERAGE

Patient survey summary star rating. More stars are better.
[Learn more](#)

★★★★★●

General information

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Hospital type: Acute Care Hospitals
Provides emergency services: Yes

Complications

Patients who are admitted to the hospital for treatment of medical problems sometimes get other serious injuries, complications, or conditions, and may even die. Some patients may experience problems soon after they are discharged and need to be admitted to the hospital again. These events can often be prevented if hospitals follow best practices for treating patients.

▶ [Surgical complications](#)

▶ [Healthcare-associated infections](#)

If footnotes appear in the table, hover over the number to get more details. [View more footnote details.](#)

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