

# THE PULSE OF MCCH

## HEALTHCARE SURVEY RESULTS 2016

Morrill County Community Hospital’s mission is to exceed the expectations of those we serve by providing the highest quality health-care services possible. To help measure our effectiveness in these areas, a Healthcare Survey was mailed to Morrill County residents. We would like to thank those who participated in completing the survey as it provides the hospital with important feedback needed to improve upon patient satisfaction. On the following note, we would like to share with you our Healthcare Survey Results.

Here is how the residents and their families rated their overall satisfaction with Morrill County Community Hospital’s care (5.0 being completely satisfied):

Type of Care	Over-all Rating
Provider	4.51
Nursing Staff	4.50
Front Office / Clerical	4.47
Clinical Laboratory	4.65
Radiology	4.66
Specialty Clinic	4.50
Hours of Clinic Operation	4.51
Wait times in the Hospital / Clinic	4.21
Customer Service	4.39
Provider Availability	4.31
Cleanliness	4.69
Awareness of Health Services	4.24

### **1. Provider**

Questions	Over-all Rating
I am treated with courtesy, respect and professionalism by my provider.	<b>4.61</b>
My medical concerns and tests are addressed appropriately.	<b>4.47</b>
My appointment time with my provider is adequate and timely.	<b>4.44</b>

### **2. Nursing Staff**

Questions	Over-all Rating
My privacy and personal information was respected during my visit.	<b>4.56</b>
I was treated and discharged in a timely manner.	<b>4.56</b>
My healthcare providers (Nurses, Physicians, Nurse Practitioners) explained my plan of care so I was familiar with my treatment plan.	<b>4.37</b>

### **3. Front Office Department**

<b>Questions</b>	<b>Over-all Rating</b>
The office staff was friendly / accommodating.	<b>4.46</b>
The staff answered questions appropriately.	<b>4.51</b>
The office staff waited on me in a timely manner.	<b>4.44</b>

### **4. Clinical Laboratory**

<b>Questions</b>	<b>Over-all Rating</b>
I am satisfied with the overall quality of laboratory services available.	<b>4.65</b>
I am satisfied with the care I received from the laboratory staff.	<b>4.63</b>
I am treated with courtesy and respect from the laboratory staff.	<b>4.66</b>

### **5. Radiology (x-ray, ultrasound, CT/MRI scans, dexascan, nuclear med)**

<b>Questions</b>	<b>Over-all Rating</b>
I was treated with compassion and professionalism by your technologist during the exam.	<b>4.67</b>
My exam was scheduled and performed in a timely manner.	<b>4.64</b>
Please rate your satisfaction with your experience in the radiology department.	<b>4.67</b>

### **6. Specialty Clinic**

<b>Questions</b>	<b>Over-all Rating</b>
I am satisfied with my experience regarding the Specialty Clinics at MCCH.	<b>4.51</b>
The Specialty Clinic nurse/provider/staff listened to my needs and concerns and I was treated with courtesy and respect.	<b>4.53</b>
My appointment was done in a timely fashion and was convenient with my schedule.	<b>4.47</b>