Survey of patients about their hospital experiences*

1. How often did nurses communicate well with patients?
   Percent of patients who reported that their nurses “always” communicated well.
   - National Average: 79%
   - Colorado Average: 79%
   - AVH: 81%

2. How often did doctors communicate well with patients?
   Percent of patients who reported that their doctors “always” communicated well.
   - National Average: 71%
   - Colorado Average: 76%
   - AVH: 78%

3. How often did patients receive help quickly from hospital staff?
   Percent of patients who reported that they “always” received help as soon as they wanted.
   - National Average: 68%
   - Colorado Average: 70%
   - AVH: 75%

4. How often was patients’ pain well controlled?
   Percent of patients who reported that their pain was “always” well controlled.
   - National Average: 71%
   - Colorado Average: 72%
   - AVH: 73%

5. How often did staff explain about medicines before giving them to patients?
   Percent of patients who reported that staff “always” explained about medicines before giving them.
   - National Average: 64%
   - Colorado Average: 67%
   - AVH: 66%

6. How often were patients’ rooms and bathrooms kept clean?
   Percent of patients who reported that their room and bathroom were “always” kept clean.
   - National Average: 73%
   - Colorado Average: 74%
   - AVH: 85%

7. How often was the area around the patients’ rooms kept quiet at night?
   Percent of patients who reported that the area around their room was “always” kept quiet at night.
   - National Average: 61%
   - Colorado Average: 64%
   - AVH: 74%

8. Were patients given information about what to do during their recovery at home?
   Percent of patients who reported that YES they were given information about what to do during their recovery at home.
   - National Average: 85%
   - Colorado Average: 87%
   - AVH: 86%

9. How do patients rate the hospital overall?
   Percent of patients who gave the hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).
   - National Average: 71%
   - Colorado Average: 75%
   - AVH: 81%

10. Would Patients recommend the hospital?
    Percent of patients who reported YES they would definitely recommend the hospital to friends and family.
    - National Average: 71%
    - Colorado Average: 76%
    - AVH: 78%

*Results from patients who had overnight stays from October 2012 through September 2013