

## Patient Experience in Hospital - Overall Staff Care

The measures below reflect an average score of patients' ratings on how well hospital staff cares for them.

What Percent of Patients Thought They "ALWAYS RECEIVED HELP QUICKLY" From Hospital Staff and Their Pain Was "ALWAYS WELL CONTROLLED"?

Higher rates for these measures are better.

Hospitals shaded in green (★) have a "high" (Iowa Top 10th Percentile) rate compared to all other Iowa hospitals reporting for each measure.

City	Hospital Name	2007 CARE PERFORMANCE		2008 CARE PERFORMANCE		2009 CARE PERFORMANCE	
		Average Care Percent	Average Relative Performance	Average Care Percent	Average Relative Performance	Average Care Percent	Average Relative Performance
<b>Iowa Adjusted Rate</b>		<b>66.50%</b>		<b>68.00%</b>		<b>68.50%</b>	
<b>National Adjusted Rate</b>		<b>65.50%</b>		<b>65.00%</b>		<b>66.00%</b>	
Ames	Mary Greeley Medical Center	62.50%	○	62.00%	●	64.50%	○
Atlantic	Cass County Memorial Hospital	67.50%	○	63.00%	○	71.50%	○
Audubon	Audubon County Memorial Hospital			60.00%		71.00%	
Belmond	Belmond Medical Center			76.50%	★	83.00%	
Bettendorf	Trinity Bettendorf	66.50%	○	63.00%	○	64.00%	○
Bloomfield	Davis County Hospital			68.50%	○	69.50%	○
Boone	Boone County Hospital			69.00%	○	69.50%	○
Carroll	St. Anthony Regional Hospital			72.00%	○	73.00%	○
Cedar Falls	Sartori Memorial Hospital, Inc.	57.00%	●	65.50%	○	62.00%	○
Cedar Rapids	Mercy Medical Center	65.50%	○	62.00%	●	61.00%	●
Cedar Rapids	St. Luke's Hospital	60.00%	○	65.50%	○	66.50%	○
Clarinda	Clarinda Regional Health Center	70.00%	○	76.50%	★	67.50%	○
Clarion	Wright Medical Center			75.50%	★	76.00%	★
Clinton	Mercy Medical Center	63.50%	○	66.50%	○	68.00%	○
Council Bluffs	Alegent Health Mercy Hospital	64.50%	○	66.00%	○	66.00%	○
Council Bluffs	Jennie Edmundson Hospital	62.50%	○	68.00%	○	69.00%	○
Creston	Greater Regional Medical Center	69.00%	○	66.00%	○	72.00%	○
Davenport	Genesis Medical Center	70.50%	○	66.50%	○	67.50%	○
Des Moines	Broadlawn Medical Center			64.00%	○	65.00%	○
Des Moines	Iowa Lutheran Hospital	60.00%	○	63.00%	○	63.50%	○
Des Moines	Iowa Methodist Medical Center	60.50%	○	64.00%	○	60.50%	●
Des Moines	Mercy Medical Center	54.50%	●	60.50%	●	59.00%	●
Dubuque	Mercy Medical Center	65.00%	○	67.00%	○	66.50%	○
Dubuque	The Finley Hospital	64.00%	○	64.00%	○	65.00%	○
Estherville	Avera Holy Family Hospital	69.00%	○	74.00%	○	66.00%	○
Fairfield	Jefferson County Health Center	71.50%	○	72.50%	○	74.50%	○
Fort Dodge	Trinity Regional Medical Center	66.50%	○	66.00%	○	66.50%	○
Fort Madison	Fort Madison Community Hospital	65.50%	○	65.00%	○	68.50%	○
Grinnell	Grinnell Regional Medical Center	72.00%	★	76.50%	★	71.50%	○
Grundy Center	Grundy County Memorial Hospital			67.50%		73.50%	
Guttenberg	Guttenberg Municipal Hospital	68.00%	○	73.00%	○	78.00%	★
Harlan	Myrtue Medical Center	58.00%	●	65.00%	○	66.50%	○
Hawarden	Hawarden Community Hospital			76.00%		67.50%	
Iowa City	Mercy Iowa City	70.50%	○	74.50%	○	70.00%	○
Iowa City	University of Iowa Hospitals & Clinics	59.50%	●	59.00%	●	55.50%	●
Keokuk	Keokuk Area Hospital	68.00%	○	64.50%	○	61.50%	○
Knoxville	Knoxville Hospital & Clinics			65.00%	○	69.00%	○
Lake City	Stewart Memorial Community Hospital	68.50%	○	70.00%	○	70.50%	○
Le Mars	Floyd Valley Hospital	72.50%	★	70.00%	○	75.50%	★
Maquoketa	Jackson County Regional Health Center			65.50%	○	66.50%	○
Marshalltown	Marshalltown Medical and Surgical Center			68.50%	○	59.50%	●
Mason City	Mercy Medical Center - North Iowa	64.50%	○	64.00%	○	68.50%	○
Mount Pleasant	Henry County Health Center	70.50%	○	72.50%	○	72.00%	○
Muscatine	Trinity Muscatine			66.50%	○	67.00%	○
Newton	Skiff Medical Center	70.00%	○	69.00%	○	68.00%	○
Oelwein	Mercy Hospital of Franciscan Sisters	74.00%	★	68.50%	○	75.00%	○
Osceola	Clarke County Hospital	67.50%	○	67.50%	○	67.00%	○
Oskaloosa	Mahaska Health Partnership			66.00%	○	64.00%	○
Ottumwa	Ottumwa Regional Health Center	70.50%	○	68.50%	○	68.50%	○
Pella	Pella Regional Health Center	70.00%	○	69.00%	○	70.50%	○
Perry	Dallas County Hospital	68.50%		64.50%		78.00%	
Red Oak	Montgomery County Memorial Hospital	78.50%	★	76.00%	★	74.50%	○
Rock Valley	Hegg Memorial Health Center	70.50%	○	71.50%	○	71.50%	○
Shenandoah	Shenandoah Medical Center					57.50%	●

		2007 CARE PERFORMANCE		2008 CARE PERFORMANCE		2009 CARE PERFORMANCE	
City	Hospital Name	Average Care Percent	Average Relative Performance	Average Care Percent	Average Relative Performance	Average Care Percent	Average Relative Performance
<b>Iowa Adjusted Rate</b>		<b>66.50%</b>		<b>68.00%</b>		<b>68.50%</b>	
<b>National Adjusted Rate</b>		<b>65.50%</b>		<b>65.00%</b>		<b>66.00%</b>	
Sibley	Osceola Community Hospital	73.50%	★	79.50%	★	76.50%	★
Sioux Center	Sioux Center Community Hospital & Health Center	65.50%	○	73.50%	○	76.00%	★
Sioux City	Mercy Medical Center	59.50%	●	61.50%	●	67.50%	○
Sioux City	St. Luke's Health System	60.50%	○	63.00%	○	61.00%	●
Spencer	Spencer Hospital	68.00%	○	67.50%	○	67.50%	○
Spirit Lake	Lakes Regional Healthcare			69.00%	○	70.00%	○
Washington	Washington County Hospital & Clinics	60.50%	○	66.00%	○	66.50%	○
Waterloo	Allen Health System	57.50%	●	58.50%	●	62.00%	○
Waterloo	Covenant Medical Center	61.50%	○	57.50%	●	57.50%	●
Waverly	Waverly Health Center	70.00%	○	73.00%	○	75.00%	○
Webster City	Van Diest Medical Center	65.50%	○	65.50%	○	73.00%	○
West Burlington	Great River Medical Center			68.50%	○	68.00%	○

★	Performance in Iowa Top 10th Percentile
○	Performance Between Iowa Top and Bottom 10th Percentiles
●	Performance in Iowa Bottom 10th Percentile
Blank	Hospital did not report or had < 100 surveys

NOTES: The HCAHPS Survey measures of hospital patients' experiences are publicly reported measures. However, hospitals were **not required** to report these measures for the first half of 2007.

CMS required reporting of the HCAHPS survey measures beginning in July, 2007 for Medicare Inpatient Prospective Payment System (IPPS) hospitals in order to be eligible for their Medicare Annual Payment Update (APU) payments.

Non-IPPS hospitals, such as Critical Access Hospitals (CAH), do not have to report HCAHPS survey measures.