Patient Experience in Hospital - Nurse Communication

What Percent of Patients Thought Nurses "ALWAYS COMMUNICATED WELL"?

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.

<table>
<thead>
<tr>
<th>City</th>
<th>Hospital Name</th>
<th>2008 Nurse Communication</th>
<th>2009 Nurse Communication</th>
<th>2010 Nurse Communication</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>City</td>
<td>Percent</td>
<td>Relative Performance</td>
<td>Percent</td>
</tr>
<tr>
<td>Iowa Adjusted Rate</td>
<td>78%</td>
<td>79%</td>
<td>80%</td>
<td></td>
</tr>
<tr>
<td>National Adjusted Rate</td>
<td>74%</td>
<td>75%</td>
<td>76%</td>
<td></td>
</tr>
<tr>
<td>Ames</td>
<td>Mary Greeley Medical Center</td>
<td>73%</td>
<td>●</td>
<td>75%</td>
</tr>
<tr>
<td>Atlantic</td>
<td>Cass County Memorial Hospital</td>
<td>70%</td>
<td>●</td>
<td>77%</td>
</tr>
<tr>
<td>Audubon</td>
<td>Audubon County Memorial Hospital</td>
<td>79%</td>
<td>●</td>
<td>72%</td>
</tr>
<tr>
<td>Belmond</td>
<td>Belmond Medical Center</td>
<td>84%</td>
<td>●</td>
<td>92%</td>
</tr>
<tr>
<td>Bettendorf</td>
<td>Trinity Bettendorf</td>
<td>71%</td>
<td>●</td>
<td>74%</td>
</tr>
<tr>
<td>Bloomfield</td>
<td>Davis County Hospital</td>
<td>75%</td>
<td>●</td>
<td>80%</td>
</tr>
<tr>
<td>Boone</td>
<td>Boone County Hospital</td>
<td>77%</td>
<td>●</td>
<td>79%</td>
</tr>
<tr>
<td>Carroll</td>
<td>St. Anthony Regional Hospital</td>
<td>81%</td>
<td>●</td>
<td>80%</td>
</tr>
<tr>
<td>Cedar Falls</td>
<td>Sartori Memorial Hospital, Inc.</td>
<td>78%</td>
<td>●</td>
<td>78%</td>
</tr>
<tr>
<td>Cedar Rapids</td>
<td>Mercy Medical Center</td>
<td>75%</td>
<td>●</td>
<td>76%</td>
</tr>
<tr>
<td>Cedar Rapids</td>
<td>St. Luke's Hospital</td>
<td>76%</td>
<td>●</td>
<td>77%</td>
</tr>
<tr>
<td>Clarinda</td>
<td>Clarinda Regional Health Center</td>
<td>83%</td>
<td>●</td>
<td>78%</td>
</tr>
<tr>
<td>Clarion</td>
<td>Wright Medical Center</td>
<td>86%</td>
<td>●</td>
<td>85%</td>
</tr>
<tr>
<td>Clinton</td>
<td>Mercy Medical Center</td>
<td>77%</td>
<td>●</td>
<td>78%</td>
</tr>
<tr>
<td>Corning</td>
<td>Alegent Health Mercy Hospital</td>
<td>79%</td>
<td>●</td>
<td>76%</td>
</tr>
<tr>
<td>Council Bluffs</td>
<td>Alegent Health Mercy Hospital</td>
<td>79%</td>
<td>●</td>
<td>76%</td>
</tr>
<tr>
<td>Creston</td>
<td>Greater Regional Medical Center</td>
<td>79%</td>
<td>●</td>
<td>63%</td>
</tr>
<tr>
<td>Davenport</td>
<td>Genesis Medical Center</td>
<td>74%</td>
<td>●</td>
<td>77%</td>
</tr>
<tr>
<td>Des Moines</td>
<td>Broadlawns Medical Center</td>
<td>76%</td>
<td>●</td>
<td>75%</td>
</tr>
<tr>
<td>Des Moines</td>
<td>Iowa Lutheran Hospital</td>
<td>74%</td>
<td>●</td>
<td>73%</td>
</tr>
<tr>
<td>Des Moines</td>
<td>Iowa Methodist Medical Center</td>
<td>74%</td>
<td>●</td>
<td>73%</td>
</tr>
<tr>
<td>Des Moines</td>
<td>Mercy Medical Center</td>
<td>72%</td>
<td>●</td>
<td>74%</td>
</tr>
<tr>
<td>Dubuque</td>
<td>Mercy Medical Center</td>
<td>78%</td>
<td>●</td>
<td>76%</td>
</tr>
<tr>
<td>Dubuque</td>
<td>The Finley Hospital</td>
<td>75%</td>
<td>●</td>
<td>78%</td>
</tr>
<tr>
<td>Estherville</td>
<td>Avera Holy Family Hospital</td>
<td>86%</td>
<td>●</td>
<td>83%</td>
</tr>
<tr>
<td>Fairfield</td>
<td>Jefferson County Health Center</td>
<td>83%</td>
<td>●</td>
<td>84%</td>
</tr>
<tr>
<td>Fort Dodge</td>
<td>Trinity Regional Medical Center</td>
<td>76%</td>
<td>●</td>
<td>78%</td>
</tr>
<tr>
<td>Fort Madison</td>
<td>Fort Madison Community Hospital</td>
<td>74%</td>
<td>●</td>
<td>78%</td>
</tr>
<tr>
<td>Grinnell</td>
<td>Grinnell Regional Medical Center</td>
<td>81%</td>
<td>●</td>
<td>80%</td>
</tr>
<tr>
<td>Grundy Center</td>
<td>Grundy County Memorial Hospital</td>
<td>86%</td>
<td>●</td>
<td>84%</td>
</tr>
<tr>
<td>Guttenberg</td>
<td>Guttenberg Municipal Hospital</td>
<td>84%</td>
<td>●</td>
<td>86%</td>
</tr>
<tr>
<td>Harlan</td>
<td>Myrtue Medical Center</td>
<td>76%</td>
<td>●</td>
<td>80%</td>
</tr>
<tr>
<td>Hawarden</td>
<td>Hawarden Community Hospital</td>
<td>90%</td>
<td>●</td>
<td>77%</td>
</tr>
<tr>
<td>Independence</td>
<td>Buchanan County Health Center</td>
<td>73%</td>
<td>●</td>
<td></td>
</tr>
<tr>
<td>Iowa City</td>
<td>Mercy Iowa City</td>
<td>83%</td>
<td>●</td>
<td>80%</td>
</tr>
<tr>
<td>Iowa City</td>
<td>University of Iowa Hospitals &amp; Clinics</td>
<td>73%</td>
<td>●</td>
<td>70%</td>
</tr>
<tr>
<td>Keokuk</td>
<td>Keokuk Area Hospital</td>
<td>75%</td>
<td>●</td>
<td>75%</td>
</tr>
<tr>
<td>Knoxville</td>
<td>Knoxville Hospital &amp; Clinics</td>
<td>82%</td>
<td>●</td>
<td>78%</td>
</tr>
<tr>
<td>Lake City</td>
<td>Stewart Memorial Community Hospital</td>
<td>80%</td>
<td>●</td>
<td>83%</td>
</tr>
<tr>
<td>Le Mars</td>
<td>Floyd Valley Hospital</td>
<td>84%</td>
<td>●</td>
<td>87%</td>
</tr>
<tr>
<td>Maquoketa</td>
<td>Jackson County Regional Health Center</td>
<td>71%</td>
<td>●</td>
<td>73%</td>
</tr>
<tr>
<td>Marshalltown</td>
<td>Marshalltown Medical and Surgical Center</td>
<td>77%</td>
<td>●</td>
<td>73%</td>
</tr>
<tr>
<td>Mason City</td>
<td>Mercy Medical Center - North Iowa</td>
<td>74%</td>
<td>●</td>
<td>78%</td>
</tr>
<tr>
<td>Missouri Valley</td>
<td>Alegent Health Community Memorial Hospital</td>
<td>83%</td>
<td>●</td>
<td>83%</td>
</tr>
<tr>
<td>Mount Pleasant</td>
<td>Henry County Health Center</td>
<td>83%</td>
<td>●</td>
<td>83%</td>
</tr>
<tr>
<td>Muscatine</td>
<td>Trinity Muscatine</td>
<td>72%</td>
<td>●</td>
<td>75%</td>
</tr>
<tr>
<td>Newton</td>
<td>Skiff Medical Center</td>
<td>79%</td>
<td>●</td>
<td>77%</td>
</tr>
<tr>
<td>Oelwein</td>
<td>Mercy Hospital of Franciscan Sisters</td>
<td>83%</td>
<td>●</td>
<td>86%</td>
</tr>
<tr>
<td>Osceola</td>
<td>Clarke County Hospital</td>
<td>78%</td>
<td>●</td>
<td>88%</td>
</tr>
<tr>
<td>Oskaloosa</td>
<td>Mahaska Health Partnership</td>
<td>73%</td>
<td>●</td>
<td>79%</td>
</tr>
<tr>
<td>Ottumwa</td>
<td>Ottumwa Regional Health Center</td>
<td>77%</td>
<td>●</td>
<td>77%</td>
</tr>
<tr>
<td>Pella</td>
<td>Pella Regional Health Center</td>
<td>78%</td>
<td>●</td>
<td>83%</td>
</tr>
<tr>
<td>Perry</td>
<td>Dallas County Hospital</td>
<td>77%</td>
<td>●</td>
<td>84%</td>
</tr>
<tr>
<td>City</td>
<td>Hospital Name</td>
<td>2008 Nurse Communication</td>
<td>2009 Nurse Communication</td>
<td>2010 Nurse Communication</td>
</tr>
<tr>
<td>-----------------</td>
<td>---------------------------------------------------</td>
<td>--------------------------</td>
<td>--------------------------</td>
<td>--------------------------</td>
</tr>
<tr>
<td></td>
<td>Percent</td>
<td>Relative Performance</td>
<td>Percent</td>
<td>Relative Performance</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Iowa Adjusted Rate</td>
<td>78%</td>
<td>79%</td>
<td>80%</td>
<td></td>
</tr>
<tr>
<td>National Adjusted Rate</td>
<td>74%</td>
<td>75%</td>
<td>76%</td>
<td></td>
</tr>
<tr>
<td>Red Oak</td>
<td>Montgomery County Memorial Hospital</td>
<td>83%</td>
<td>84%</td>
<td>83%</td>
</tr>
<tr>
<td>Rock Rapids</td>
<td>Sanford Hospital Rock Rapids</td>
<td></td>
<td></td>
<td>83%</td>
</tr>
<tr>
<td>Rock Valley</td>
<td>Hegg Memorial Health Center</td>
<td>81%</td>
<td>85%</td>
<td>80%</td>
</tr>
<tr>
<td>Sheldon</td>
<td>Sanford Sheldon Medical Center</td>
<td></td>
<td></td>
<td>78%</td>
</tr>
<tr>
<td>Shenandoah</td>
<td>Shenandoah Medical Center</td>
<td>69%</td>
<td>69%</td>
<td>70%</td>
</tr>
<tr>
<td>Sibley</td>
<td>Osceola Community Hospital</td>
<td>85%</td>
<td>82%</td>
<td>84%</td>
</tr>
<tr>
<td>Sioux Center</td>
<td>Sioux Center Community Hospital &amp; Health Center</td>
<td>79%</td>
<td>84%</td>
<td>83%</td>
</tr>
<tr>
<td>Sioux City</td>
<td>Mercy Medical Center</td>
<td>72%</td>
<td>76%</td>
<td>77%</td>
</tr>
<tr>
<td>Spencer</td>
<td>Spencer Hospital</td>
<td>78%</td>
<td>76%</td>
<td>80%</td>
</tr>
<tr>
<td>Spirit Lake</td>
<td>Lakes Regional Healthcare</td>
<td>77%</td>
<td>80%</td>
<td>80%</td>
</tr>
<tr>
<td>Washington</td>
<td>Washington County Hospital &amp; Clinics</td>
<td>79%</td>
<td>78%</td>
<td>79%</td>
</tr>
<tr>
<td>Waterloo</td>
<td>Allen Health System</td>
<td>71%</td>
<td>75%</td>
<td>74%</td>
</tr>
<tr>
<td>Waterloo</td>
<td>Covenant Medical Center</td>
<td>70%</td>
<td>68%</td>
<td>73%</td>
</tr>
<tr>
<td>Waverly</td>
<td>Waverly Health Center</td>
<td>81%</td>
<td>83%</td>
<td>85%</td>
</tr>
<tr>
<td>Webster City</td>
<td>Van Diest Medical Center</td>
<td>76%</td>
<td>78%</td>
<td>81%</td>
</tr>
<tr>
<td>West Burlington</td>
<td>Great River Medical Center</td>
<td>78%</td>
<td>77%</td>
<td>77%</td>
</tr>
</tbody>
</table>

- ★ Performance in Iowa Top 10th Percentile
- O Performance Between Iowa Top and Bottom 10th Percentiles
- ● Performance in Iowa Bottom 10th Percentile
- Blank Hospital did not report, suppressed results, had discrepancies in collected data, or had < 100 surveys

NOTES: The HCAHPS Survey measures of hospital patients’ experiences are publicly reported measures.

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.