

Patient Experience of Care Survey Results

Hospital Consumer Assessment of Healthcare Providers and Systems (Inpatient)

HCAHPS QUESTION DESCRIPTION	UC IRVINE MEDICAL CENTER (December 2017 – November 2018)		NATIONAL AVERAGE
	Lower is Better	Higher is Better	
Patients who reported that their doctors "always" communicated well		82%	82%
Patients who reported YES, that they were given information about what to do during their recovery at home		88%	87%
Patients who "strongly agree" they understood their care when they left the hospital		56%	53%
Patients who rated their hospital a 9 or 10 on a scale from 0 (lowest) to 10 (highest)		77%	73%
Patients who reported YES, they would definitely recommend the hospital		79%	72%

What are we doing to improve:

UC Irvine Medical Center strives to provide the best patient experience possible. Communication is key to creating a positive experience. We provide families with the opportunity to meet with the nursing team at the bedside and ask questions. Our nursing staff is trained on best practices to improve communication skills with patients. An improved call light process has been implemented to ensure patients always receive assistance when needed.

National Average Data Source:

Based on the national average from the Centers for Medicare & Medicaid Services (CMS) Inpatient Quality Report.

UCI Health