

## Hospital-satisfaction ratings now posted online

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Virginia Health Information is now publishing patient-satisfaction ratings for commonwealth hospitals on its Web site, [www.vhi.org](http://www.vhi.org).

"When consumers choose a hospital, they want to know they'll be treated well and their needs will be met," said Michael Lundberg, executive director of the Richmond-based nonprofit organization.

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The Web site uses survey information from Hospital Consumer Assessment of Healthcare Providers and Systems collected from July 2012 to June 2013 and released in April 2014. The information was obtained from the Centers for Medicare and Medicaid Services, and is available for 79 health-care facilities in Virginia.

Among hospitals in the Sun Gazette coverage area, the highest overall patient satisfaction was at Virginia

Hospital Center, where 82 percent of all respondents gave the facility a rating of 9 or 10 on a 1-to-10 scale. That compares to a state average of 68 percent and a national average of 70 percent.

Among other local hospitals, 9s or 10s were given to Inova Fair Oaks Hospital by 73 percent of patients; to Inova Mount Vernon Hospital by 71 percent of patients; to Reston Hospital Center by 66 percent of patients; to Inova Fairfax Hospital by 65 percent of patients; to Inova Alexandria Hospital by 63 percent of patients; and to Sentara Northern Virginia Medical Center by 60 percent of patients.

Asked if they would "definitely recommend" the hospital, 86 percent of Virginia Hospital Center patients said yes, followed by Inova Fair Oaks Hospital (79 percent), Inova Fairfax Hospital (75 percent), Inova Mount Vernon Hospital (72 percent), Reston Hospital Center (71 percent), Inova Alexandria Hospital (67 percent) and Sentara Northern Virginia Medical Center (66 percent). The state average was 69 percent and the national average was 71 percent.

The site also provides feedback on how patients rated doctors, nurses and staff on how they communicated, and on whether rooms were kept quiet.

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