

# Fresno hospitals rated high in patient care

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Written by Business Journal staff

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Two Valley hospitals were honored with Healthgrades 2014 Outstanding Patient Experience Award for providing exceptional patient care.

The **award** is based on a 27-question survey on how patients viewed pain management, comfort, communication, prompt help and other levels of service during hospital visits from April 2012 to March 2013.

Nearly 450 hospitals throughout the country—or about 15 percent—and just 18 in California received the award out of roughly 4,000 hospitals surveyed.

Kaiser Permanente Fresno Medical Center topped or matched the national average in half of the 10 key measures of care assessed.

The hospital achieved 72 percent for overall patient rating compared to the national average of 69 percent.

In terms of pain control, patients rated Kaiser Permanente Fresno at 72 percent compared to the national average of 70 percent while 85 percent said they were given adequate information about recovery at home compared to 84 percent nationally.

Room and bathroom cleanliness was rated good by 68 percent of patients while 61 percent of patients said hospital staff explained medicines well.

Fresno Heart and Surgical Hospital also received the outstanding patient experience award with an 86 percent rating overall and besting the national average in every single measure.

Patients rated the hospital at 84 percent in how well their doctors communicated compared to the national average of 81 percent and 82 percent in the same category for nurses compared to 78 percent nationally.

Seventy-seven percent of patients reported that they received help quickly compared to 66 percent nationally, while 77 of patients surveyed said they felt their room was quiet at night compared to the national average of 60 percent.