

Perry Memorial Hospital participates in CMS Patient Satisfaction Survey

Perry Memorial Hospital is dedicated to providing quality services to Noble County and surrounding areas. Centers for Medicare and Medicaid Services (CMS) requires hospitals to report specific patient satisfaction information on a monthly basis, and has a website that can compare hospitals to help with making the right choice for your healthcare needs. Perry Memorial Hospital has partnered with a company called J.L. Morgan and Associates who are based out of Alabama. J.L. Morgan and Associates makes the phone calls to our patrons after they have received services at our facility. The purpose of the Patient Satisfaction Survey is to receive feedback so that we can continuously improve and provide you with the best quality healthcare possible. All answers are kept confidential and meet all HIPAA requirements. All areas of patient care are surveyed, to include ER, Radiology, Physical Therapy, Lab, and Inpatient services. These surveys are calculated statistically and are reported on a monthly basis to Perry Memorial Hospital. PMH takes these scores seriously and continues to strive to make this the best hospital for you healthcare needs.

Some of the questions that may be asked of you are:

During your hospital stay how often did the nurse treat you with courtesy and respect?

During your hospital stay how often did the nurses listen carefully to you?

During your hospital stay how often did the doctors treat you with courtesy and respect?

During this hospital stay how often did the doctors listen carefully to you?

During this hospital stay how often were you room and bathroom kept clean?

During this hospital stay how often was the area around you room quiet at night?

Would you recommend this hospital to your friends and family?

How would you rate the hospital overall?

Although these are not all the questions that may be asked, we asked you to participate in the survey, so that we may provide better healthcare to you and your friends and family.

Perry Memorial Hospital strives to make sure that you are satisfied with all the services that are provided and that you would definitely recommend Perry Memorial Hospital to others for their healthcare needs. Healthcare changes at a rapid rate and we at PMH want you to know we are always striving to make sure that your rating of our hospital is at least a 9 or 10. If we are not meeting this expectation for you please let us know what we can do to improve. If you have a concern and would like to visit with someone, our CEO, Joe Duerr would be happy to talk with you in hope that we can address the concern. We ask that if J.L. Morgan and Associates call you, don't be alarmed. Answer the questions honestly and by participating in the survey, with your help and guidance Perry Memorial Hospital can continue to improve and become the first choice for your healthcare services.