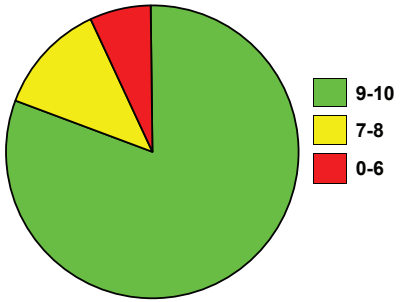
Inpatient Patient Satisfaction

Overall Indicators

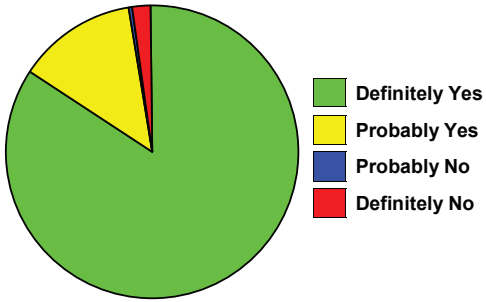
Overall Rating of Hospital: Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay? (AdjN=322) <1>



	Currently	Previously	HSTM Research National Norm
9-10 -	**80%**	**86%**	**65%**
7-8 -	**13%**	**9%**	**25%**
0-6 -	**7%**	**5%**	**10%**
Mean -	**9.11**	**9.31**	**8.63**

91st percentile

Willingness to Recommend the Hospital: Would you recommend this hospital to your friends and family? (AdjN=317)



	Currently	Previously	HSTM Research National Norm
DY -	**84%**	**86%**	**70%**
PY -	**13%**	**11%**	**23%**
PN -	**1%**	**2%**	**4%**
DN -	**2%**	**1%**	**3%**
Mean -	**3.80**	**3.83**	**3.59**

91st percentile

The percentile represents the percent of hospitals that Metro Health surpasses compared to all the hospitals that participate in the HealthStream National Patient Satisfaction database.

MetroHealth