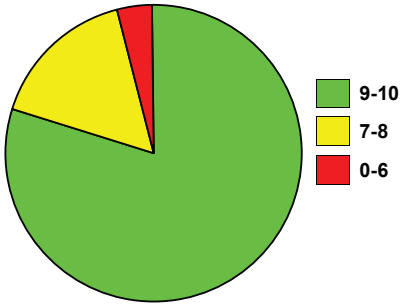
Inpatient Patient Satisfaction

Overall Indicators

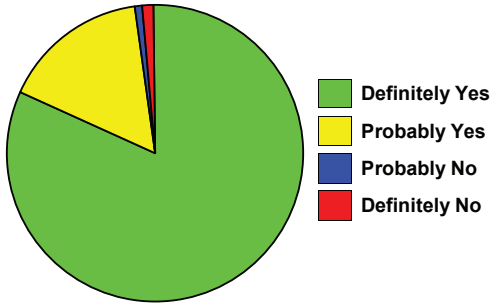
Overall Rating of Hospital: Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay? (AdjN=263) <1>



	Currently	Previously	HSTM Research National Norm
9-10 -	**80%**	**80%**	**68%**
7-8 -	**16%**	**13%**	**23%**
0-6 -	**4%**	**7%**	**9%**
Mean -	**9.22**	**9.11**	**8.74**

94th percentile

Willingness to Recommend the Hospital: Would you recommend this hospital to your friends and family? (AdjN=263)



	Currently	Previously	HSTM Research National Norm
DY -	**82%**	**84%**	**72%**
PY -	**16%**	**13%**	**22%**
PN -	**1%**	**1%**	**3%**
DN -	**1%**	**2%**	**3%**
Mean -	**3.79**	**3.80**	**3.63**

90th 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