

METRO HEALTH

Joint Replacement Camp Satisfaction Scores: Total Hip and Total Knee Replacement patients

Satisfaction Measures	MetroHealth Results for: May 2006- November 2006	Previous Results for: June 2005- April 2006
Number of Respondents	152	174
How did you feel about the care you received while you were a patient here at Metro Health Hospital?	87% Excellent 11% Good	91% Excellent 9% Good
Please rate: Nursing care.	95% Excellent 5% Good	95% Excellent 5% Good
Please rate: Physical and Occupational Therapy	92% Excellent 8% Good	91% Excellent 9% Good
Please rate: Preadmission Educational Class	100% Excellent	99.4% Excellent .6% Good
Would you recommend this program to others?	99.3% Yes .7% No	99% Yes 1% No

Patient comments:

“All the staff worked well together and were so wonderful—smiles on their faces and were so kind”. “Great staff, special people”

“Great understanding of pain and keeping patients comfortable”, “Always upbeat, encouraging and ready to help”. “Very professional, helpful, and patient”

“Encouraging but firm” “They showed us much needed tips to make our return home go smoothly”, “It was nice to be able to encourage each other”, “Great with inspiration”

“Gave us a lot of information about what to expect”, “Notebook is very helpful”, “Tell your doctors to encourage their patients. It is worth the time”

“Nice employees make it an easier stay” “All rehab programs should be run like yours! This was an all around wonderful experience!” “The genuine caring group of people from the doctor to the janitor made you feel comfortable and very trusting”

For more information about Joint Replacement Camp click here 

Web path here (please verify—www.metrohealth.net/services/joint_camp/index.php)