

## Nashoba Valley Medical Center

## Patient Experience Ratings

Exceeds the national standard in 3 of 10 categories.

Data provided by WhyNotTheBest.org on September 30, 2011. Learn more about our independent sources at <http://quality.steward.com/sources>.

AT OR ABOVE THE NATIONAL AVERAGE	National Average	Points Above the National Average %
Nurses Always Communicated Well	78%	0
Patient's Room and Bathroom Always Kept Clean	73%	6
Patients Given Information About Recovery at Home	84%	4

Steward hospitals strive to continuously exceed all national standards. Finding new processes and procedures that help us achieve our goals is central to our culture of quality and safety.

AREAS FOR IMPROVEMENT	National Average	Distance from the National Average %
Percent of Patients Highly Satisfied	70%	-12
Doctors Always Communicated Well	81%	-2
Patients Always Received Help as Soon as They Wanted	67%	-2
Staff Always Explained About Medicines	63%	-1
Pain Was Always Well Controlled	71%	-1
Patient's Room Always Kept Quiet at Night	60%	-6
Patients Would Definitely Recommend This Hospital to Friends and Family	71%	-12

## Nashoba Valley Medical Center

## Quality Ratings

Exceeds the national standard in 1 of 4 categories.

Data provided by WhyNotTheBest.org on September 30, 2011. Learn more about our independent sources at <http://quality.steward.com/sources>.

AT OR ABOVE THE NATIONAL AVERAGE	National Average	Points Above the National Average %
Overall Pneumonia Care	96%	■ 3

Steward hospitals strive to continuously exceed all national standards. Finding new processes and procedures that help us achieve our goals is central to our culture of quality and safety.

AREAS FOR IMPROVEMENT	National Average	Distance from the National Average %
Overall Recommended Care	98%	-2 ■
Overall Heart Failure Care	96%	-4 ■
Overall Surgical Care	98%	-1 ■

Data reported from WhyNotTheBest.org as N/A for the following measure(s): Overall Heart Attack Care

## Nashoba Valley Medical Center

### Safety Ratings

Fully meets Leapfrog standards in 1 of 4 categories.

Data provided by LeapfrogGroup.org from the 2012 survey. Learn more about our independent sources at <http://quality.steward.com/sources>.



27% of hospitals nationwide earned the same score.

As of September 30, 2012

Nashoba Valley Medical Center has earned a Hospital Safety Score<sup>SM</sup> of A. To learn more about the Hospital Safety Score<sup>SM</sup> system and its objectives, visit [hospitalsafetyscore.org](http://hospitalsafetyscore.org).

Nashoba Valley Medical Center is committed to providing quality care and continues to make adjustments and improvements to obtain an even higher safety score.

Data provided by [LeapfrogGroup.org](http://LeapfrogGroup.org) from the 2012 survey

### MEETING SAFETY STANDARDS

Managing Serious Errors



Fully Meets Standards

Steward hospitals strive to continuously exceed all national standards. Finding new processes and procedures that help us achieve our goals is central to our culture of quality and safety.

### AREAS FOR IMPROVEMENT

Progress towards meeting Leapfrog standards

Prevent Medication Errors



Willing to Report

Appropriate ICU Staffing



Willing to Report

Steps to Avoid Harm



Substantial Progress

Data reported from LeapfrogGroup.org as Does Not Apply for the following measure(s): Reduce ICU Infection and Safety-Focused Scheduling