

## **Rice Hospital chosen to receive a 2009/2010 Outstanding Patient Experience Award**

*June 5, 2009* – Rice Memorial Hospital is one of ten Minnesota hospitals to win a HealthGrades Outstanding Patient Experience Award for 2009/2010. This award recognizes hospitals for their patient satisfaction. HealthGrades analyzed patient satisfaction data for 3,711 hospitals in the country using hospital survey data obtained from the Centers for Medicare and Medicaid Services.

The criteria categories used to rate patients' experiences included:

- Overall rating
- Recommendation to family/friends
- Communication with doctors
- Communication with nurses
- Responsiveness of hospital staff
- Pain management
- Communication about medicines
- Discharge information
- Cleanliness
- Quietness

In order to qualify for these awards, hospitals had to meet the minimum requirement of 50 acute care beds or 100 survey responses. The hospital also had to receive a minimum HealthGrades average star rating of 2.5.

To learn more about this award and the methodology used to determine winners, please visit [www.healthgrades.com](http://www.healthgrades.com) and choose the Outstanding Patient Experience category. ■