

**PCRMC's patient satisfaction scores rank in the Top Tenth percentile in the nation**  
**PRESS RELEASE**

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Phelps County Regional Medical Center strives to deliver excellent health care on a daily basis, and is achieving a high level of patient satisfaction. According to Press Ganey scores, sixteen departments at PCRMC rank in the Top Tenth percentile in the nation for patient satisfaction.

Press Ganey gathers its information from satisfaction surveys, which are mailed to a sample of patients who have been discharged. The majority of surveys use a five-point scale of responses ranging from "very poor" to "very good." The data from these surveys allow hospitals to compare their satisfaction levels with other hospitals.

PCRMC administration honored and recognized the following departments for achieving such high levels of patient satisfaction and care: intensive care unit, pediatrics, home health, speech therapy, mammography, CT scan, nuclear medicine, echocardiogram, stress testing, MRI, cardiac rehab, radiation oncology, physical and occupational therapy, laboratory and PCOL, the ambulatory surgery unit, and surgery.

"Achieving this level of excellence in patient satisfaction requires dedication, hard work and a single-minded focus in meeting each patient's needs in each occasion of service," CEO John Denbo said. "On behalf of the board and administration, I thank you for your outstanding efforts."

Several of PCRMC's departments have consistently ranked among the best. For the last 18 months, or six quarters, the radiation oncology department has ranked in the

first percentile in the nation. Mammography has been in the top ten percent in the nation for the entire thirteen quarters patient satisfaction has been measured in that department. Nuclear medicine has ranked in the top two percentile or above for the last five quarters, or fifteen months. Cardiac Rehab has been in the top ten percent in the nation for the last four quarters, or one year.

The individual rankings of the departments are as follows:

Intensive care unit – 99<sup>th</sup> percentile

Pediatrics – 99<sup>th</sup> percentile

Speech therapy – 99<sup>th</sup> percentile

Mammography – 99<sup>th</sup> percentile

CT scan – 98<sup>th</sup> percentile

Nuclear medicine – 98<sup>th</sup> percentile

Echocardiogram – 94<sup>th</sup> percentile

Home health/Phelps Regional Home Care – 95<sup>th</sup> percentile

Stress testing – 97<sup>th</sup> percentile

MRI – 99<sup>th</sup> percentile

Cardiac rehab – 99<sup>th</sup> percentile

Radiation oncology – 99<sup>th</sup> percentile

Physical/occupational therapy – 98<sup>th</sup> percentile

Laboratory/PCOL – 91<sup>st</sup> percentile

Ambulatory surgery unit – 94<sup>th</sup> percentile

Surgery – 91<sup>st</sup> percentile