

National Jewish Inpatient Survey Results

Question	NJ Score					%ile rank This Month
	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	
N =	20	16				
Rate Hospital 0-10. % who rate 9-10	90	81.3				86
Recommend the hospital	90	87.5				94
Communication with nurses						
Nurses treat w/courtesy/respect	100	100				99
Nurses listen carefully	90	87.5				95
Nurses explain in a way you understand	85	75				49
Call button help as soon as you wanted it	81.3	69.2				80
Communication with doctors						
Doctors treat with courtesy/respect	100	88.9				93
Doctors listen carefully	94.7	93.3				98
Doctors explain in a way you understand	84.2	73.3				42
Hospital Environment (Cleanliness & Quiet)						
	84.2	80.6				95
Communication about medicines						
Tell you what new medicine was for	86.7	81.8				87
Staff described possible side effects	64.3	45.5				40
Discharge & Care Transitions						
Staff talk about help when you left	94.7	93.3				95
Info re symptoms/probs to look for	94.7	93.3				86
Hospital staff took preferences into account	65	62.5				97
Good understanding managing health	75	68.8				97
Understood purpose of taking medications	83.3	81.3				99

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Notes:

- Scores are based on a rolling 12-month period, 4/1/2020 through 3/31/2021
- Scores dropped a little on “Staff described possible side effects” when new medications are prescribed. With such a small sample size there is very little margin for error; one patient who responds negatively can cause a big swing. The good news is, by the time they are discharged, patients say they feel well prepared, where we scored in the 99th percentile.
- We also dropped a little on a couple communication questions in both the nurses section and the physician section. I looked at this, and there was one patient over the previous 3 months who answered less positively, so I do not think this is a trend, and simply reflects a small sample.