This page shows information on patient-centered measures. Patient-centered care focuses on patients’ experiences, needs, and preferences while in the hospital. Satisfaction surveys are sent to a random group of patients after they are discharged from the hospital. Patients are asked multiple questions about the quality of care they received while staying in the hospital. These measures have been adopted from leading quality organizations nationally. Our goal is to continually improve our performance.

The green bar graphs show the hospital results over three years (if available) in half-year increments. Hospitals may not have patients who meet the criteria for every time period. Not applicable (N/A) is noted on the graph if this happens. Hospital results are compared to national averages, shown by the small black boxes. Depending on the measure, it may be better to be above or below the national average. The arrow in the upper right corner of the graph shows the desired direction of the results.

**What does this measure?**

Patients reported if they would recommend the hospital to their family and friends.

Patients reported their overall rating of the hospital based on a scale from 0 (worst) to 10 (best). Favorable ratings are 9 or 10.

Patients reported if their doctors always communicated well with them during their hospital stay. "Communicated well" means doctors explained things clearly, listened carefully to the patient, and treated the patient with courtesy and respect.

Patients reported if their nurses always communicated well with them during their hospital stay. "Communicated well" means nurses explained things clearly, listened carefully to the patient, and treated the patient with courtesy and respect.
Toledo Hospital Clinical Quality Indicators

National Average is identified with squares ■
Arrows indicate direction of desired results ↑↓

Patient-centered: Medical/Surgical (Med/Surg) and Obstetrics/Gynecology (OB/Gyn)

What does this measure?

If patients were given new medicine, the survey asked if staff always explained the medicine. "Explained" means hospital staff said what the medicine was for before they gave it to the patient, and what side effects it might have.

If patients needed medicine for pain during their hospital stay, the survey asked if their pain was always well-controlled. "Well-controlled" means their pain was managed and the hospital staff did everything they could to ease the pain.

Patients reported if they always got help as soon as they wanted when they used the call button, needed help getting to the bathroom, or using a bedpan.

The survey asked patients about information they were given when they were ready to leave the hospital. Patients reported if hospital staff told them the help they would need at home. Patients also reported if they were given written facts about signs to watch for during their recovery.
Toledo Hospital
Clinical Quality Indicators

National Average is identified with squares ■
Arrows indicate direction of desired results ↑↓

Patient-centered: Medical/Surgical (Med/Surg) and Obstetrics/Gynecology (OB/Gyn)

What does this measure?

Patients reported whether their hospital room and bathroom were always kept clean during their stay.

Patients reported whether the area around their room was always quiet at night.

Percent of patients who reported their room was kept clean (Med/Surg & OB/Gyn)

Percent of patients who reported it was quiet around room at night (Med/Surg & OB/Gyn)