

Harrington Bests Peers on Responsiveness of Staff in Independent Quality Survey

When it comes to responsiveness of a staff to its patients, Harrington Hospital outscores both its peer hospitals in Massachusetts as well as hospitals nationwide.

A comprehensive survey of hospitals conducted by Press Ganey, an independent research firm that specializes in patient satisfaction surveys, shows that Harrington did better than both its peer group of 13 hospitals in the Bay State and the Press Ganey database of approximately 2,000 hospital nationwide.

The results are from the inpatient Hospital Consumer Assessment of Healthcare Providers Survey (known as HCAHPS), which Press Ganey administers for Harrington and other hospitals. The results are for the third quarter of 2007, the first time Harrington contracted with Press Ganey to conduct the HCAHPS survey, through the second quarter of 2009, the most recent quarter for which results are available.

In determining patient satisfaction with hospital responsiveness, Press Ganey sent surveys to patients and asked them to rate the hospital in such areas as how often patients received help as soon as they wanted it after pressing the call button, and how responsive the staff was when patients needed help getting to the rest room.

A chart of the results is below.

