

INPATIENT REPORT

Filter Definition

Filter	Choice(s)
Received Date	From 05/01/2007 To 05/31/2007

INPATIENT REPORT

Question Analysis

Overall Section Question	Unit							
	5300		2800		3800		3700	
	Mean	n	Mean	n	Mean	n	Mean	n
Overall	87.7	24	89.2	22	84.6	28	82.8	36
Admission	87.5	22	95.1	18	86.5	26	82.9	35
Speed of admission	86.4	22	94.4	18	83.7	26	77.9	35
Courtesy of person admitting	88.8	20	95.3	16	89.4	26	87.5	32
Room	85.9	23	84.1	22	79.5	28	76.3	36
Pleasantness of room decor	82.6	23	80.7	22	76.8	28	76.4	36
Room cleanliness	89.1	23	86.4	22	81.3	28	80.6	36
Courtesy of person cleaning room	89.3	21	89.8	22	84.6	26	84.0	36
Room temperature	85.9	23	85.2	22	75.9	28	69.4	36
Noise level in and around room	82.6	23	78.4	22	78.6	28	70.7	35
Meals	84.9	22	86.7	22	85.4	28	83.3	36
Temperature of the food	83.0	22	86.4	22	82.1	28	81.3	36
Quality of the food	80.7	22	84.1	22	81.3	28	79.2	36
Courtesy of person served food	90.9	22	89.8	22	92.9	28	90.7	35
Nurses	90.7	23	89.5	22	81.1	28	82.9	36
Friendliness/courtesy of the nurses	95.7	23	89.8	22	87.5	28	84.7	36
Promptness response to call	89.1	23	87.5	22	69.6	28	79.4	34
Nurses' attitude toward requests	91.3	23	90.9	22	87.0	27	84.7	36
Attention to special/personal needs	88.0	23	88.6	22	78.6	28	81.3	36
Nurses kept you informed	89.1	23	88.6	22	80.4	28	79.2	36
Skill of the nurses	90.2	23	89.8	22	83.9	28	86.4	35
Overall nursing care received †	91.3	23	90.9	22	81.3	28	84.3	35
Tests and Treatments	91.2	22	88.4	22	87.6	27	83.5	36
Wait time for test or treatments	79.4	17	85.0	20	83.3	24	75.8	33
Explanations: happen during T&T	90.6	16	90.5	21	86.5	24	80.9	34
Courtesy of person took blood	95.2	21	89.8	22	89.4	26	87.5	36
Courtesy of person started IV	95.5	22	89.8	22	88.5	26	88.6	35
Visitors and Family	83.3	21	88.1	20	83.0	28	79.6	35
Accommodations & comfort visitors	81.0	21	86.3	20	78.6	28	75.7	35
Staff attitude toward visitors	87.5	20	90.3	18	88.0	27	83.6	35
Physician	90.2	24	92.7	22	88.8	28	83.9	35
Time physician spent with you	87.5	24	86.4	22	83.0	28	78.6	35
Physician concern questions/worries	90.9	22	93.2	22	88.4	28	81.6	34
Physician kept you informed	89.1	23	92.1	22	89.3	28	82.9	35
Friendliness/courtesy of physician	92.4	23	95.5	22	90.2	28	87.1	35
Skill of physician	90.9	22	96.6	22	92.9	28	88.6	35
Discharge	83.3	24	87.7	21	83.6	28	84.8	35
Extent felt ready discharge	80.2	24	86.9	21	84.3	27	86.4	35
Speed of discharge process	82.3	24	88.1	21	80.4	28	79.3	35
Instructions care at home	87.5	24	88.1	21	85.7	28	88.6	35
Personal Issues	88.4	24	89.3	22	84.6	28	80.1	35

Continued...

INPATIENT REPORT

Question Analysis

Overall Section Question	Unit							
	2700		3200		4100		Total	
	Mean	n	Mean	n	Mean	n	Mean	n
Overall	78.7	14	80.2	8	89.8	23	85.3	155
Admission	81.3	14	78.6	7	90.9	22	86.6	144
Speed of admission	76.8	14	83.3	6	89.8	22	84.3	143
Courtesy of person admitting	85.7	14	83.3	6	94.4	18	89.6	132
Room	73.8	14	72.5	8	82.6	23	79.9	154
Pleasantness of room decor	66.1	14	78.1	8	84.8	23	78.4	154
Room cleanliness	69.6	14	68.8	8	81.5	23	81.3	154
Courtesy of person cleaning room	85.7	14	78.1	8	90.4	13	86.3	140
Room temperature	69.6	14	71.4	7	79.4	23	77.0	153
Noise level in and around room	78.9	13	62.5	8	82.6	23	77.1	152
Meals	86.3	14	90.6	8	88.4	23	85.8	153
Temperature of the food	82.1	14	93.8	8	89.1	23	84.3	153
Quality of the food	83.9	14	84.4	8	84.8	23	82.0	153
Courtesy of person served food	92.9	14	93.8	8	91.3	23	91.5	152
Nurses	80.4	14	82.1	8	89.6	23	85.4	154
Friendliness/courtesy of the nurses	82.1	14	89.3	7	93.5	23	88.9	153
Promptness response to call	78.6	14	71.9	8	92.1	22	81.6	151
Nurses' attitude toward requests	83.9	14	85.7	7	90.9	22	87.9	151
Attention to special/personal needs	73.2	14	82.1	7	85.9	23	82.8	153
Nurses kept you informed	80.4	14	85.7	7	85.9	23	83.7	153
Skill of the nurses	83.9	14	90.6	8	89.1	23	87.4	153
Overall nursing care received †	80.4	14	92.9	7	89.1	23	86.5	152
Tests and Treatments	76.6	14	89.1	8	91.5	19	86.8	148
Wait time for test or treatments	69.2	13	87.5	8	89.3	14	80.6	129
Explanations:happen during T&T	82.1	14	87.5	8	88.3	15	86.0	132
Courtesy of person took blood	75.0	14	90.6	8	91.2	17	88.7	144
Courtesy of person started IV	78.6	14	90.6	8	90.8	19	89.2	146
Visitors and Family	78.6	14	73.4	8	95.1	23	83.9	149
Accommodations & comfort visitors	69.6	14	68.8	8	95.7	23	80.5	149
Staff attitude toward visitors	87.5	14	78.1	8	94.6	23	87.6	145
Physician	78.2	14	79.4	8	92.0	23	87.5	154
Time physician spent with you	67.9	14	78.1	8	88.6	22	82.4	153
Physician concern questions/worries	78.6	14	78.1	8	90.2	23	86.8	151
Physician kept you informed	73.2	14	75.0	8	91.3	23	86.3	153
Friendliness/courtesy of physician	83.9	14	84.4	8	92.4	23	90.0	153
Skill of physician	87.5	14	81.3	8	96.6	22	91.6	151
Discharge	82.1	13	84.5	7	88.3	22	85.0	150
Extent felt ready discharge	88.5	13	82.1	7	88.6	22	85.4	149
Speed of discharge process	69.2	13	78.6	7	87.5	22	81.5	150
Instructions care at home	88.5	13	92.9	7	88.6	22	88.0	150
Personal Issues	76.0	14	76.9	8	88.0	23	84.2	154

Continued...

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Question Analysis

Overall Section	Unit							
	5300		2800		3800		3700	
Question	Mean	<i>n</i>	Mean	<i>n</i>	Mean	<i>n</i>	Mean	<i>n</i>
Staff concern for your privacy	90.2	23	90.9	22	86.6	28	82.9	35
How well your pain was controlled	88.0	23	93.2	22	81.3	28	80.0	35
Staff addressed emotional needs	93.2	22	84.1	22	85.6	26	77.3	33
Response concerns/complaints	92.9	21	87.5	22	84.8	23	82.3	31
Staff include decisions re:trtmnt	85.9	23	91.7	21	85.7	28	78.1	32
Overall Assessment	90.3	24	93.6	22	89.3	28	86.9	35
Staff worked together care for you	90.6	24	90.9	22	88.4	28	84.3	35
Likelihood recommending hospital	89.6	24	95.5	22	90.2	28	89.3	35
Overall rating of care given	90.6	24	94.3	22	89.3	28	87.5	34
Emergency Room	25.0	2	89.3	7	79.7	16	85.4	18
Wait time in ER before admitted [†]	25.0	2	83.3	6	78.1	16	83.3	18
Overall rating care/treatment in ER [†]	50.0	1	92.9	7	80.0	15	87.5	16

Continued...

INPATIENT REPORT

Question Analysis

Overall Section	2700		3200		4100		Total	
	Mean	n	Mean	n	Mean	n	Mean	n
Staff concern for your privacy	83.9	14	84.4	8	89.3	21	86.9	151
How well your pain was controlled	71.4	14	75.0	7	88.0	23	83.6	152
Staff addressed emotional needs	76.8	14	75.0	8	89.8	22	83.8	147
Response concerns/complaints	69.2	13	71.9	8	86.9	21	84.0	139
Staff include decisions re:trtmnt	78.6	14	78.1	8	86.8	19	84.0	145
Overall Assessment	84.5	14	77.1	8	91.3	23	88.7	154
Staff worked together care for you	82.1	14	81.3	8	91.3	23	87.7	154
Likelihood recommending hospital	85.7	14	71.9	8	91.3	23	89.5	154
Overall rating of care given	88.5	13	78.1	8	91.3	23	89.5	152
Emergency Room	53.6	7	81.3	4	-	-	77.6	54
Wait time in ER before admitted [†]	42.9	7	100.0	3	-	-	75.0	52
Overall rating care/treatment in ER [†]	64.3	7	81.3	4	-	-	81.5	50

INPATIENT COMMENT REPORT

Admission _____ **Unit: 5300** _____

Positive
 271151090 Very pleasant & attentive.
 275941887 Very nice & helpful.

_____ **Unit: 2800** _____

Positive
 271151046 Good experience.
 274938154 Everyone was very nice.

_____ **Unit: 3800** _____

Positive
 270203011 I had a very nice admission!

Negative
 274077760 I had pre - registered so I was surprised process was not faster, plus I was uncomfortable (in labor).

_____ **Unit: 3700** _____

Positive
 274077722 The lady who did my admissions was very friendly, kind, and quick since I was in labor.
 274938285 No problems - very courteous staff at labor & delivery.

Negative
 274077672 With broken water - could easily gone to triage room. Would still get paid!!!
 275306386 No clean rooms upon my arrival. I was having labor pains and the wait seemed like a long time.
 275306475 Whenever I went to L & D admissions the "system" always seemed to be down.

_____ **Unit: 2700** _____

Negative
 275941940 Once again my contractions were 3 mins. apart & there was only 1 person in admission/registration who was already working w/another person. This was unacceptable as I was in active labor & had to wait!!!!

_____ **Unit: 4100** _____

Positive
 275941807 Nicest of any hospital admission & stay.
 277060278 Good experience.

INPATIENT COMMENT REPORT

Room _____ Unit: 5300 _____

Positive

274077535 Nurses very nice & professional.

Negative

270202886 Very cold not enough blankets.

271151090 Did not see anyone clean their hands upon entering my room from healthcare staff. Perhaps hand sanitizers should be in pt. rooms for cleanliness.

275941887 Very noisy 11-7 shift.

_____ Unit: 2800 _____

Positive

271151046 Good experience.

_____ Unit: 3800 _____

Negative

270203011 The room was often very warm, and I couldn't figure out how to adjust the temp. The cleaning staff on my first day there was rude when I didn't know that I wasn't supposed to throw sanitary napkins in what turned out be the linen bag.

274077819 Garbage was not emptied daily. Very noisy at night b/c of other patients & the nurses.

274938294 Room was a little too hot.

274938333 There is a lot of corridor noise with the _____ had... 3830.

274938372 I was on the maternity floor area the sheet in the baby's bassinet needed to be changed. When I rang the nurses bell - they directed me to the linens closet. Also, I had to change my own sheets on the bed b/c they were bloody.

275306378 Our room was very cold even after turning up the thermostat.

277060455 I would like to have more towels available for showering.

Mixed

274077760 My trash was usually emptied, but my room was never mopped or swept.

277060425 The room & bathroom were not cleaned during my stay - only the garbage cans were emptied.

_____ Unit: 3700 _____

Negative

271151292 Hallway was always loud - made it difficult to rest well. I was very warm in the room & it took a while for us to be brought a fan.

274938382 I bled all over bathroom after standing for 1st time following C-section and blood was left until morning of discharge.

274938411 Little noisy - room across had LOTS of visitors.

275306377 We could hear nurses talking, walking, and carts going up & down halls all day & NIGHT.

275306386 The nurse from pushing carts on the floor & people wearing heels was very loud and disturbing.

275306487 I was there 4 days & no one changed the bedding or get me fresh towels.

275942040 My room was very near the nursery. You could hear babies crying. Surely that noise was unavoidable.

Mixed

275306475 Rooms were small but accommodating.

_____ Unit: 2700 _____

Positive

275306476 Once we found thermostat - temp controlled.

Continued...

INPATIENT COMMENT REPORT

Room _____ **Unit: 2700** _____

Negative

274077664 Only 1/2 mopped X 1 during 3-4 day _____ bathroom cleaned X 1; garbage changed routinely poor cleanliness; Bed was never changed by staff - after C-section - I did it.
 275306455 My room was only cleaned one time in the 3 days I spent there.

Mixed

274077771 Usually OK, at night cleaning staff was very noisy talking to each other or on cell.
 275306396 Paint was a little old looking - but rm. was clean.
 277060474 Our post partum room was extremely hot for the first several hours. Eventually though, maintenance corrected the problem and then it was fine.

_____ **Unit: 3200** _____

Negative

271151128 My room was never cleaned properly until I said something my 4th day there. Nurses aide was very rude.
 274938133 I had a roommate, but I had the bed by the door. An elderly woman with a hearing problem was across the hall. Her heart monitor was beeping all the time. Staff conversed loudly in hallway.
 277060376 #4. Too hot.

_____ **Unit: 4100** _____

Positive

275941805 Cheerful, clean pleasant and it reflected on every one there patients and personal.
 277060278 Good experience.

Negative

277060257 Bad mattress.

INPATIENT COMMENT REPORT

Meals

Unit: 5300

Positive

- 273110208 Very nice staff who serves the food all of them.
- 274077594 I was very surprised at the menu approach. Everyone I talked to very courteous.
- 275941885 Love the room service.
- 275941887 Excellent food service!

Negative

- 270202886 When mother ordered tray person waited for tip not appropriate.
- 274938164 I did not like ordering. To much effort to decide because I didn't feel good. Not enough low fat items on regular menu.

Unit: 2800

Positive

- 271151046 Good experience.

Unit: 3800

Positive

- 274077819 Very quick - service. Staff also very pleasant & mannerly when delivering the food.

Negative

- 274077760 45 min. for liquid diet tray after dinner rush was excessive poor communication between nursing & dietary for diet & upgrade (I was on "soft" rather than regular).

Mixed

- 271151227 The meals were either a hit or miss. One breakfast the pancakes were large and fluffy, the next morning they were small and nearly burnt. Sometimes I was given enough condiments, other times I wasn't. One dinner I ordered pasta and it was horrible. Half of it was rubbery, the other half was hard as a rock - And it would have been nice to get a large-sized drink with my meals. I asked, but was told they only had one size (SMALL).

Unit: 3700

Positive

- 270203137 Food was excellent - staff very courteous.
- 274077722 I loved the fact that I could order my meals whenever I wanted & the menu selection was amazing.
- 274077781 Excellent service!!
- 274938285 Room service concept was nice. Food generally very good. Very, very patient, courteous staff delivery food.
- 274938304 The servers were very kind and courteous.
- 275306475 I like the "order in" type of service.
- 275306487 The person who served the food was the nicest person I had met on the hospital.
- 275942040 Very polite staff.
- 275942048 Service was fast and food was good.

Mixed

- 271151292 We greatly appreciated the gourmet meal provided for us to compensate for our room not being entirely ready when we got there.
- 274938411 Only 1 bad food item - Chicken tenders otherwise food & service is GREAT!

Unit: 2700

Positive

- 275306476 Loved the mashed potatoes. Food was great!

Continued...

INPATIENT COMMENT REPORT

Meals

Unit: 4100

Positive

274077513

Served on time (when requested); adequate portions & good selection.

INPATIENT COMMENT REPORT

Nurses

Unit: 5300

Positive

274077594 I couldn't believe how nice they all were!
 274938112 Midnight & afternoon nurses the best! and also nurses aides - Male escort very nice - "**Will???"
 275941885 I also received exceptional care from the technicians - *Lisa & *Liza during the day and *Joe at night.
 275941887 Nurses were excellent!

Negative

270202886 Had a lot of difficulty w/Morphine and itching was given oral Benadryl and IV Benadryl by mistake.
 271151090 For the few times I used the call button I had to ring twice (with 10-15 minute waiting time).
 274077515 The day the nurse took my IV and unhooked it she put it back on and it was not in right and my hand was swollen.

Mixed

272065995 Night turn nurse excellent - day turn nurse seemed too busy to be as helpful.
 273110208 Most of the nurses could not get my veins but it was understandable I have sort of bad veins - *Dawn and *Billy Joe did a great job from the 5th floor. #1. Except for *Janet in the ER. #2. Never used.

Unit: 2800

Positive

271151046 Good experience.
 275941837 Every person at Magee I came into contact with during my stay was friendly, caring, & attentive.
 275941905 I felt like I was in a presidential suite, these nurses treated me like a queen. Whenever I need a hospital it will be Magee.

Negative

274077604 Inexperience of many nurses caused many problems. The nurse didn't make sure depression stocking were on. I got blood clots.
 274938211 One was rude, but I think she was an AIDE - not a nurse.

Unit: 3800

Positive

274077663 *Brittany, my labor & delivery ____ ____ amazing - so helpful & positive.
 274938273 I always loved the nurses at Magee!

Negative

271151227 There is definitely an issue with the call button. I don't think the nurses who answered the call are informing the patients' nurse. Several times I had to walk to the nurses station! Twice to take my baby back to the nursery, once to get some pain meds, and once to get some formula. I had used the call button, but each time at least 20 minutes had passed with no response.
 277060425 On several occasions it took over 1 1/2 hours to get pain medication after I requested it.
 277060455 Many of the nurses & lactation consultants carried cigarettes on them & smelled like cigarettes, not good when caring for people in hospital, especially newborns!

Mixed

270203011 I had one very wonderful nurse who helped me w/breast feeding. The other nurses were either not as attentive, or, in the care of the LDR nurse who examined my baby, downright rude.
 274077760 As a therapist in acute care, I was not impressed by my care especially on day shift, night shift was better, good care in triage, labor/delivery & recovery.
 274077819 I received little support re: Breast feeding, requested a lactation consultant & the nurse never called for one. Finally, my discharge nurse was able to grab the lactation consultant before I left.

Continued...

INPATIENT COMMENT REPORT

Nurses

Unit: 3800

Mixed

- 274938372 Labor & Delivery nurses were exceptional. The made me feel very comfortable. Most of the nurses in my actual room on the maternity floor were good. I was in pain and had to change my own sheets.
- 275942097 Most of my nurses were absolutely wonderful. I did have 2 nurses that were fairly unpleasant. They were not willing to answer questions thoroughly & were just not friendly.
- 277060403 Overnight nurses in L&D were not very helpful during pushing. Nurses in recovery were very good. #3. Depending on nurse.

Unit: 3700

Positive

- 270203137 Lactation consultant was excellent & followed up thoroughly - extremely helpful!
- 274077645 All of the nurses were very friendly except for the nurse I had the first night -
- 274077652 L & D nurse EXCELLENT (*Becky). I was nervous/scared due to post partum hemorrhage, she was informative, reassuring, very good at her job. Day time floor nurse "**Jenny" also wonderful - caring, helpful with breast feeding and helping me learn to take care of baby.
- 274077672 Excellent care!
- 274077722 My nurses from labor & delivery to postpartum were amazing!!
- 274938285 Very nice, very courteous. Very impressed with improved nursing knowledge of breast feeding (compared to stay 9 yrs. ago when it was poor).
- 274938304 The nurses were awesome and very caring. They went out of their way to be helpful.....
- 275942040 Excellent attitude of all staff especially in the delivery room!
- 275942048 Nurse *Jaclyn in LDR was great!! Nurse *Kristen in post partum was also great!!

Negative

- 274077643 Only bad experience was that after getting to my room from Labor/Delivery the nurse did not come in for about 2 hours.
- 274077781 I had much better _____ care from nurses w/my first child. Something has changed.
- 275306377 Had to ask for things or information several times.
- 275306475 I had a baby & when I asked for pain meds after, they put in that they gave them to me but did not.
- 275306487 Very very disappointed. Had to call several times for medicine & help.

Mixed

- 274938411 *Jen was an outstanding nurse - had 1 night nurse who never told me her name and had a bad attitude.
- 275306386 The labor room nurses were EXCELLENT! I asked front desk nurses, via the call button, for IBUPROFEN but the recovery nurse brought PERCOSET without telling me I put them in my mouth, but then asked "is this IBUPROFEN & she said no. I then spit them out - I did not want that medicine & was upset about it.
- 275942039 The friendliness of the nurses was varied, one nurse, *Ana, was particularly nice & friendly.

Unit: 2700

Positive

- 274938313 I had one experience over night where I waited over an hour for my nurse to care, otherwise all were VERY helpful.
- 275306396 Exceptional staff in the high-risk area. They were great - give them a RAISE!
- 275306455 I had the best nurses when I was in the Labor/Delivery Room! Couldn't ask for anything better.
- 275306476 Every nurse was great - very caring & patient.

Negative

Continued...

INPATIENT COMMENT REPORT

Nurses

Unit: 2700

Negative

- 274077664 *Susan (badge had sticker over last name - inappropriate) never performed nursing assessment (despite what she may have documented) was clearly put out by my requests for pain meds (ex. rolling eyes). #3. All but 1.
- 274077750 Had to ask for 1 med an hr. before others 4 times before it was given to me separately from other meds.
- 275306435 Some of the nurses kept calling me the wrong name, when it was clear on my chart what my name was.
- 275941940 Pain meds were not offered to me until 12 hrs. after I delivered my daughter. When I asked for meds my husband had to go & track down the nurses to remind them of my request.
- 277060395 Need better skills for IV (inserting needle).

Mixed

- 274077771 I had a different nurse every day, care varied considerably. Most refused to schedule distribution of pain medication, _____made pain management erratic.

Unit: 3200

Negative

- 271151128 I had a nurses aide who was rude/yes yelling threats at me & very abusive physically.
- 274938133 Nurses did not go out of their way to be personable. Since the floor was busy, no special attention was provided.

Mixed

- 274077583 Mostly good but I had a very bad experience with one nurse. #1, 3, 4 & 7. (Both.)

Unit: 4100

Positive

- 274938104 The nurses were very friendly and inspired confidence in their ability to help you.
- 275941805 All attendants were cheerful and nurses helpful never rushed.
- 275941807 Excellent.
- 277060278 Good experience.

Negative

- 270202929 I did not care for one nurse she was my discharge nurse she seem to not know what she was doing and was very slow and not to friendly seem like she did not want to be there.
- 274938102 Pain medication was not given at required time. Was actually given while I was in physical therapy, not before. I consider it disrespectful to be called hon, sweetheart, etc. and to be called Mrs. when I am Ms.
- 274938221 Care during 1st 24 hrs. after surgery lacking w/regard to replenishing ice packs & extra care regarding my low blood pressure!
- 277060257 Loud.

INPATIENT COMMENT REPORT

Tests and Treatment

Unit: 5300

Positive	
273110208	*Rich and *Linda the best. #3. *Linda and *Rich was excellent from the IV_____.
274077594	Again, I've never had such a good experience.
Negative	
270202886	IV done 3 times.
Mixed	
274077585	Rapid attention very caring & concern medical staff, very competent medical staff. P.S. I loved the room service menu - It is an excellent marketing tool - Too bad the rest of the UPMC system can't offer it.
274938112	Operation was delayed for 2 hrs. - made for a long day but understand things happen.

Unit: 2800

Positive	
271151046	Good experience.

Unit: 3800

Negative	
271151227	I never was informed of my baby's blood type (but I was with my first 2 children). I am assuming she is RH- since I was never given a Rhogam shot (I am RH-, but my husband is +). Perhaps this is a bad assumption on my part. I asked a few times, but no one seemed to know the answer.
275942097	The person who started my IV I think assumed that I didn't have questions or concerns. She didn't really explain what she was doing & was not very gentle.

Unit: 3700

Positive	
275306475	This hospital can never find my veins, the nurse who did my IV literally had it completely done in about 30 seconds awesome!!
Negative	
275306386	I was never asked if I wanted my baby to be circumcised. I had to request the procedure.
275942039	The first nurse tried 4 times (IV), but failed. My arm was swelling, she told me she'll ask another nurses opinion, but never came back, after an hour, my husband asked an experienced nurse to redo my IV.
Mixed	
271151292	My IV was started in a hurry, so it was very painful - but necessary.

Unit: 2700

Positive	
274077664	During emergency - nursing residents excellent despite very difficult Rx.
Negative	
274938313	We were told they were testing the placentas to determine whether our twins are identical or fraternal & that it would take a few days. It's been over 3 weeks and we've still heard nothing. Also, the newborn screening test had to be done 3 times on one of our girls.
275306396	#3. I am extremely disappointed in whoever drew the blood on my child. Whoever did it gave my son at least 7-8 black/blue marks. He was born @ 38 wks. & I understand babies can be hard - sticks, but I cried when I got him home & saw all the marks. Get more QUALIFIED people to draw blood - you can REALLY tick off parents this way (w/unqualified people stabbing your newborn. You guys are LUCKY I am a nice person. I will NEVER allow Magee to draw his blood again. EVER! As long as I have breath in me.
Mixed	
275306476	Once - waited a good while for an ultrasound - otherwise good!

Continued...

INPATIENT COMMENT REPORT

Tests and Treatment

Unit: 3200

Positive	
271151128	IV staff was amazing, very skilled & kind to me!
Negative	
274938133	Both my roommate's and my arms were purple since nurses had a difficult time locating good veins.
Mixed	
274077583	One nurse ignored my repeated requests for help. She walked past my room on several occasions & ignored my plea for a bed pan. She told me that she was not my nurse & stated angrily that I would have wait for my assigned nurse - The other nurse were great.

Unit: 4100

Positive	
274077513	Excellent, skilled & professional staff.
277060278	Everyone was pleasant and kind & understanding.
Negative	
277060257	Missed the vein.

INPATIENT COMMENT REPORT

Visitors and Family

Unit: 5300

Positive	
274077585	Made my loved ones feel comfortable & welcomed.
Negative	
274938172	No bed or cot for husband.
Mixed	
274077594	My husband stayed w/me - 1st night he slept on floor. _____ told me had he known - he would have gotten him a lounge chair. He got him one second night.

Unit: 2800

Positive	
271151046	Good experience.
272066039	They reassured my mother.
275941905	I have a big family so I had a lot of visitors & the nurses treated them so kind & were very helpful.

Unit: 3800

Positive	
274938372	The nurses & doctors in my Labor & Delivery suite were very friendly to my family & visitors. They were very courteous and accommodating.
Negative	
270203011	#2. The one LDR nurse mentioned before was EXTREMELY rude to my family - and this was right after the birth of my baby!
271151227	The pull-out "beds"/chairs provided for the fathers are extremely uncomfortable!
274077809	Pull out chair was not very comfortable for my husband to sleep on (maternity pt.).
275306378	Room too cold.
275306417	Husband had to sleep on very uncomfortable chair.
277060425	The chairs for guests were very uncomfortable.

Unit: 3700

Positive	
274077722	Very kind to everyone who visited!
274938411	The chairs/bed for spouse was much better than 2 years ago.
275306475	I liked that there was sleeping arrangements for spouse.
Negative	
274077652	Husband says pull-out chairs not comfortable.
274077672	Not much space to sit.
Mixed	
271151292	The recliner/bed for my husband was not there upon our arrival to the room & it took quite a while to get it - but they apologized sincerely & compensated us with a nice meal.
274938285	Bad in post partum room not very comfortable otherwise staff very accommodating & pleasant to visitors. #2. "Great."

Unit: 2700

Negative	
274077664	Without family assist 24/7 however my personal needs - and basic needs _____ not have been met.
274938313	The sleeper/recliner chairs in the rooms (for support person) are rather uncomfortable.
277060395	My husband & daughter had to take turns sitting on a chair b/c there was only one chair. My husband had no place to take a nap during the long day with me.

Continued...

INPATIENT COMMENT REPORT

Visitors and Family

Unit: 2700

Mixed

275306476 Most visitors comfort was great except in Triage - rooms too small & small chair for guest.

Unit: 3200

Negative

274938133 There is a minimal amount of room for visitors whenever the area is shared with a roommate (one chair).

Unit: 4100

Positive

277060278 Good experience.

INPATIENT COMMENT REPORT

Physician _____ Unit: 5300 _____

Positive

273110208 #4. *Dr. Edwards.
 275941887 It was great having my physician visit me frequently in my room.

Negative

270202886 Intern terrible should be given choice if residents or not. #5. Intern.

Unit: 2800

Positive

271151046 Good experience.
 272066039 They made it as comfortable as possible. They made most of my fears go. I felt like I was in the best hands.
 274938211 Wonderful *Dr. Ghetti and her 2 associates.
 275941815 I had the best of care. My doctors are totally amazing.
 275941837 *Dr. Krivak and staff are just excellent! I felt like a person vs. a number.
 275941905 *Dr. Pierce took care of me there, she spent so much quality time with me & was very friendly & detailed about what was going on with me.

Negative

274077624 I wish I had seen my doctor AFTER my surgery.

Unit: 3800

Positive

271151227 My OB *Dr. Thomas was fantastic. I cannot say enough good things about him. Not only is he very skilled but his "bedside manner" is wonderful. He explains things well, is very "down-to-earth," and treats his patients as an equal.
 274077663 *Dr. _____ was a wonderful & really male delivery a good experience.
 274938372 They physicians that met with me were all very nice and informative of everything they were doing. They were all very calming.

Negative

274938314 No physician came to discharge me after waiting for more than 3 hours.

Unit: 3700

Positive

274077722 *Dr. Updike did an amazing job! I highly recommend him to anyone who is having a baby!
 274938285 Excellent.
 275306386 Extremely good bedside manner!
 275942040 Skilled at keeping pain managed!!
 277060424 I am EXTREMELY thankful that I switched doctors & hospitals (from Westmoorland to Magee). *Drs. Alvarado & *Kindred were exceptional!! There isn't any other place I would go.

Negative

275306377 Since I saw a different doctor each day there seemed to be some communication problems.

Mixed

274938293 Overall of the several doctors that treated me overall they were good but the doctors attitude/unwillingness to listen to my concerns, needs _____ what could have been good a experience.

Unit: 2700

Positive

274077750 *Dr. England really helped me get through the initial pain of the spinal.
 275306396 Excellent doctors.

Continued...

INPATIENT COMMENT REPORT

Physician _____

Unit: 2700

Positive

275306476

*Dr. Moore & staff were wonderful - he was very knowledgeable & caring - listened to my concerns - as well as the staff w/him.

Negative

274077664

Visits brief residents without intro self (even as MD) let alone as a resident.

274077771

Round at 5:30 a.m. reflect an attitude towards patients that does not show any care for their needs.

Unit: 3200

Positive

274938133

Different physicians followed up after my original surgeon performed the operation.

Mixed

274077514

*Dr. Godse is very good doctor and very concerned. *Dr. Bernstein & *Tanger are very busy but excellent and caring of my health. I wish they could spend more time explaining my condition.

Unit: 4100

Positive

270202929

The doctors were wonderful.

277060278

He visited daily good experience.

INPATIENT COMMENT REPORT

Discharge

Unit: 5300

Negative

271151090 2nd stay 3/16/07 discharge nurse never listed medications to be taken upon leaving.
 273110208 #1. I was still bleeding badly.

Mixed

274077594 I think I was sent home too early, but probably health care issue not hospital.

Unit: 2800

Positive

271151046 Good experience.

Negative

274938211 Confusion about immediate discharge - could not wait for my planned ride - sent to Erie in wheel chair van - very uncomfortable - very sick - terrible experience.

Mixed

275941866 Four doctor's stated that I had four different prognosis; After reading the PG (05/11/07) I'm convinced the one doctor was correct - C-diff, as I've never been this ill in all of my life.

Unit: 3800

Negative

274077760 EXTREMELY poor communication as I waited fully ready for 60 min for D/C & for meds, called 2x for meds & then for D/C. RN stated she didn't know we were ready despite call bell & earlier conversation that _____ time of D/C.

277060455 Discharge may have been better if there wasn't a water main break _____ day my baby's chart had been misplaced which held up discharge.

Unit: 3700

Positive

274938285 No problems - Made extra effort to get me out quick.

Negative

274077645 Took a while for doctor to come discharge me. - After 2:00.

274938322 No one told me that I was ready to be discharged.

275306386 I asked my nurse to send a lactation specialist to my room before discharge but that never happened.

275306475 They forgot to give my son his _____ shot & wanted me to sit in the hallway & wait for it after been discharged.

Unit: 2700

Negative

274077664 N/A experience confusing.

274077771 Home is definitely better than a hospital where you don't get to sleep more than 3 hours a day.

275941940 We were ready @ 11:00 a.m. but b/c of shortage of nurses we had to wait 1 1/2 hrs. to be discharged (we were never told this). Also, the wheelchair attendant wheeled me to the lobby but left me there w/my newborn to wait for my husband.

Unit: 3200

Positive

274077514 #2. Had to get ambulance. #3. -> Needed to explain to wife or daughter or son-in-law. Patient wasn't able to understand instructions.

Negative

274938133 Since I was discharged later in the afternoon, there was no one available to push me in a wheel chair. My husband took the initiative to perform that - day.

INPATIENT COMMENT REPORT

Discharge

Unit: 4100

Positive

274938104 The skill and encouragement of the physician were very comforting.
 277060278 Good experience.

Negative

270202929 Doctor release me and I waited 45 to hour before discharge had to go find nurse so I could go home and she still took 20 min.
 274938219 Some confusion over parking & pick - ups.

INPATIENT COMMENT REPORT

Personal Issues

Unit: 5300

Positive

274077585 Good reciprocating rapport.

Unit: 2800

Positive

271151046 Good experience.

Negative

274938211 Discharge arrangements were a nightmare - social services responsive. #3-4. Terrible experience.

Unit: 3800

Negative

274938381 My only negative experience was re: use of Pitocin; *Dr. Englund said it would not be administered until some time passed after the breaking of water - to observe if contractions increased and, thus, if Pitocin was truly necessary. Contrary to what he said, the Pitocin was, however, promptly administered after breaking my water. I chose NOT to object, but am not sure where breakdown in communication occurred, doctor didn't tell me the truth? Staff didn't understand doctor's orders? I know my understanding was correct because I restated it to *Dr. Englund to confirm. #5. Doctor.

275942097 It often took 45 minutes to get pain medication once requested.

277060425 Very disappointed in the pain management process.

Mixed

274077760 Experience w/labor was very good, postpartum was fair to good, types/choices for pain meds on floor not well explained & not offered.

Unit: 3700

Positive

274938293 *Debbie did an excellent job in comforting me when I learned my child would be sent to the VIW.

Negative

275306475 Pain med issues, delivery nurse lost my sons heartbeat on monitor & chuckled even though she knew we had a prior stillborn, very unprofessional.

Unit: 2700

Positive

275306476 Everyone was always on top of what was going on & kept me keyed in.

Negative

275306396 Still I am very disappointed in the blood -drawing from my child by your staff. You should have notified me you stuck him so much. POOR HEALTHCARE on your part b/c this was not in the interest of your patient!

277060395 Sometimes staff would leave the room door open or light on.

Mixed

274077664 #5. - During emergency = excellent, overall = fair. #4. Should have complained re: *Susan but only had her 1 shift - would not have accepted her again.

274077771 For delivery our wishes were mostly respected - Post-partum the birth plan was not respected, and we had to fight to be included in _____ decision.

Unit: 3200

Positive

274077514 #2. As much was done as possible.

Continued...

INPATIENT COMMENT REPORT

Personal Issues

Unit: 4100

Positive

274077513	No problems or issues -
274938103	The very best.
277060278	Good experience.

Negative

274938221	The staff should have kept me better informed regarding my blood pressure problem. I usually had to inquire what was going to be done.
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INPATIENT COMMENT REPORT

Overall Assessment

Unit: 5300

Positive

273110208 HCAHPS #5. *Dr. Edwards the only nice dr. HCAHPS #6. Just *Dr. Edwards.
 274077535 The very best overall.
 274077585 I felt like royalty needing medical care.
 274077594 Excellent care. Excellent hospital keep up the good work!
 275941887 I had a great experience at Magee.

Negative

274938192 After my operation was over my family was not told. Nothing was said to them until I was placed in a room. I think it would be better if the family was informed that surgery had gone well - and the patient was in the recovery room. Since this wasn't done, it was a 5 hour wait for my family to hear any thing.

Mixed

271151090 At least -> 3 nurses were very good from both visits 2/19/07 & 3/16/07! I was very disappointed & I did not see anyone "wash" their hands before caring for me. One pat. care helper was impatient & insensitive when dragging me around bed rail & grabbing my upper arms which were operated on & had stitches to get me sitting up. One other pt. care helper left me alone in bathroom to get help because she didn't know how to wash me with assistance. HCAHPS #4. Had to call at least twice most of the time. Very long waiting times.

Unit: 2800

Positive

271151046 Good experience.
 274938154 I have always had a very good experience with Magee.
 275941815 I just wrote a letter commending the hospital. I had _____ nurses, aides and doctors. They made a bad experience as positive as it could be.
 275941905 For how bad I was feeling, your staff lifted my spirits considering what I been through. Thank you so much for the fabulous stay at your hospital.

Negative

274077604 The only weak area is the nursing care immediately after surgery. I was not informed and reminded to do breathing treatments, and the nurses did not make sure the leg compressions were on. I ended up in L_____ Hospital with pulmonary embolisms.

Mixed

274938211 HCAHPS #1. Nurses - yes nurses aides - not always.

Unit: 3800

Positive

274077809 I would & will recommend Magee to anyone having a baby - GREAT hospital.
 274938294 I would like to personally thank ALL doctors and nurses for helping me through my delivery and hospital stay during the difficult time of losing my spouse two days before my delivery your kindness is greatly appreciated. Thank you ALL.

Negative

270203011 I would probably not like to give birth at Magee again.
 277060425 I do not believe that as a patient I should have been responsible to track my pain medication schedule. However, I did manage the schedule. I need the call button to request pain medication as necessary &/or as the schedule dictated. Often I had to wait over 1 1/2 hours to see a nurse - and would have to use the call button repeatedly during this time.

Continued...

INPATIENT COMMENT REPORT

Overall Assessment

Unit: 3800

Mixed

275942097 My overall stay was great despite many interruptions from people doing various studies & a few unfriendly nurses.

Unit: 3700

Positive

274077722 I will only delivery my next baby at Magee Hospital! It was the best experience!
 274938285 Very good experience - better than last stay - 9 yrs. ago. MUCH IMPROVED info about breast feeding.
 274938304 The lactation consultants were wonderful.
 275942040 This was the birth of my 4th child and it was by far the best of the 3 different hospitals I experienced!
 277060424 The doctors were very prompt when I experienced difficulty during labor. They were extremely impressive.

Negative

275306377 Overall a positive experience, but there were too many different nurse & never saw the same one beyond her one shift so I had to ask the same questions over and over again and there wasn't always follow through.
 275306475 I DO NOT think it's fair to charge for TV service. Phone is one thing but in recovery they told me I HAD to watch a video before I could leave so I did not even have the option to not use the TV.
 275306487 I delivered my baby there & the experience was terrible.

Mixed

275306386 Overall I felt well taken care of. I think the hospital may not be staffed enough for the volume of patients.

Unit: 2700

Positive

275306476 I had a wonderful experience in such a difficult & fearful time.

Negative

274077771 A questionnaire is not differentiated enough to reflect experience.
 275306435 (Not Tamika.)

Mixed

274077664 Post partum pts need to know they are on their own in many aspects of care - without _____ to assist by staff made - responsive if you ASKED. #2. For maternity. #1. During emergency = excellent but _____ RN communication? (Task --> 24 hrs. too determine if could pull Foley as example).

Unit: 3200

Positive

277060376 The hospital stay was very handle well. Thank, tell the staff me my husband thank them all.

Negative

271151128 If it wasn't for the abusive of the nurses aide & one nurse I would feel differently.
 274077514 HCAHPS: #20. - But it was hard to understand.

Mixed

274077583 I am surgical... *Dr. Aurvitz who operates out of Magee. I have constant complaints from our patients about their care. Some of the stoves all hard to believe. I must say that most of the nurses are great but some of them give nurses a bad name.

Unit: 4100

Positive

274077513 Phys. Therapy staff also very good.
 274077524 Other than the surgery, this was the best hospital stay I've had.

Continued...

INPATIENT COMMENT REPORT

Overall Assessment

Unit: 4100

Positive

- 275941805 I had excellent care. The therapists were excellent. My room was very pleasant and every one I had contact with were cheerful as their surroundings. I did not need to press button for help. I always had someone with me when I needed them.
- 275941807 Well pleased by all of the above.
- 277060278 All staff were very cooperative.

Negative

- 275941785 The only improvement that I felt would have helped me was when given the pre-op phone call the day before surgery around 5:00-5:30 p.m. I was told to eat lightly - however I had just consumed a big dinner. I felt a phone call on Friday for Tues. early a.m. surgery would have been a plus.

INPATIENT COMMENT REPORT

Emergency Room

Unit: 5300

Negative

273110208 Way too long *Dr. Dori Charleston was mean and nurse *Janet wasn't very professional either.

Unit: 2800

Positive

271151046 Good experience.

Mixed

271151290 People did not treat me quick enough or acknowledge that I was very far along in labor soon enough I had my baby 1/2 an hr. from coming into ER once the baby was delivered & he came without a MD's help care was excellent.

Unit: 3800

Positive

274077819 Very prompt in - triage & in ER.

274938273 I have never had a problem with the emergency department. They always moved swiftly when I was there.

Negative

275941931 I had to wait in triage for approximately 4 hours. I was uncomfortable & hungry. I was not checked in on frequently. #1. (Triage.)

Unit: 3700

Positive

274077645 When I went to ER I got straight to a room -

Unit: 2700

Positive

274077771 I was able to circumvent triage for admission, thankfully.

274077811 Waited 5 hours to see doctor and get test done. Doctor and staff very nice and helpful.

Negative

275941940 I was in active labor & we had to wait 15 mins. for someone to even take me back - this was after the security guard called back to the nurses station twice.

Mixed

274077664 A visitor to ER --> 1 _____ pregnant - without care provider in _____ wait; and wait in labor --> without wait attentive moving through.