

PUBLIC INPUT SIGN UP SHEET

**PUBLIC INPUT SHALL BE LIMITED TO
THREE (3) MINUTES PER PERSON.**

EACH PERSON SHOULD:

- (1) STATE YOUR NAME**
- (2) IN WHAT AREA OF THE COUNTY YOU LIVE**
- (3) SPEAK IN A CLEAR AND COURTEOUS MANNER.**

PLEASE PRINT

<u>NAME</u>	<u>ADDRESS</u>	<u>ISSUE</u>
1. <u>Dr. Linda Sokalski</u>	<u>105 Beckwood Ct Flat Rock</u>	<u>Pardee Hospital</u>
2. <u>Tom Hill</u>	<u>2700 Mt. Olivet Rd, Zircora</u>	<u>Sheriff Petition</u>
3. _____	_____	_____
4. _____	_____	_____
5. _____	_____	_____
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12. _____	_____	_____
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**Comparative Analysis of Hospital Patient Perspectives
(NC Hospital Association Western Region)**

Linda Sokalski, Ph.D.
February 2012

Comparative Analysis of Hospital Patient Perspectives (NC Hospital Association Western Region)

Hospital	Overall Satisfaction 9 or 10/10	Rank	Nurse Communication 9 or 10/10	Rank	Doctor Communication 9 or 10/10	Rank	Help Quickly 9 or 10/10	Rank
Angel Medical Center	79%	1	85%	1	85%	3	77%	1
St. Luke's Hospital	75%	2	79%	5	81%	13	73%	2
Transylvania Regional	75%	2	81%	4	90%	1	68%	7
Spruce Pine Community Hosp	75%	2	82%	2	85%	3	68%	7
Valdese General Hospital	75%	2	82%	2	89%	2	73%	2
Catawba Valley Medical Cntr	75%	2	79%	5	82%	10	67%	10
Memorial Mission Hospital	74%	7	78%	9	82%	10	66%	11
Park Ridge Health	73%	8	76%	14	81%	13	65%	14
Rutherford Hospital	70%	9	79%	5	83%	7	71%	5
Frye Regional Medical Center	70%	9	78%	9	82%	10	73%	2
Murphy Medical Center	69%	11	77%	12	81%	13	66%	11
McDowell Hospital	68%	12	77%	12	81%	13	69%	6
Cherokee Indian Hospital	67%	13	73%	17	79%	17	68%	7
MedWest Harris	67%	13	79%	5	84%	5	66%	11
Grace Hospital	67%	13	75%	16	83%	7	61%	17
MedWest Haywood	66%	16	76%	14	84%	5	65%	14
Caldwell Memorial Hospital	66%	16	78%	9	83%	7	65%	14
Margaret R Pardee Memorial	63%	18	73%	17	78%	18	59%	18

Ratings quoted on Pardee's website (2009 data) 80% 84% 69%

Comparative Analysis of Hospital Patient Perspectives
(NC Hospital Association Western Region)

Pain Control		Medications Explained		Cleanliness		Quiet at Night		Recovery Information		Would Recommend	
9 or 10/10	Rank	9 or 10/10	Rank	9 or 10/10	Rank	9 or 10/10	Rank	9 or 10/10	Rank	9 or 10/10	Rank
78%	1	66%	2	76%	2	62%	10	83%	14	80%	2
72%	8	63%	10	75%	3	58%	15	85%	6	77%	5
73%	4	65%	6	77%	1	64%	6	86%	2	72%	9
75%	3	58%	16	74%	8	69%	2	81%	15	75%	7
77%	2	67%	1	75%	3	67%	4	89%	1	76%	6
73%	4	65%	6	73%	9	56%	16	86%	2	78%	3
69%	13	63%	10	65%	15	61%	11	86%	2	82%	1
67%	16	61%	14	75%	3	63%	8	84%	11	78%	3
68%	14	61%	14	75%	3	68%	3	81%	15	67%	12
73%	4	64%	9	66%	14	61%	11	86%	2	74%	8
72%	8	55%	17	70%	11	52%	17	85%	6	66%	13
68%	14	65%	6	75%	3	64%	6	85%	6	64%	16
63%	17	66%	2	69%	12	74%	1	76%	18	56%	18
72%	8	66%	2	64%	16	67%	4	84%	11	72%	9
71%	11	66%	2	72%	10	63%	8	85%	6	64%	16
73%	4	62%	12	57%	18	61%	11	84%	11	69%	11
71%	11	62%	12	63%	17	61%	11	85%	6	66%	13
63%	17	55%	17	69%	12	49%	18	79%	17	65%	15

73%	59%	74%	54%	83%
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NC Hospital Association Western Region

Margaret R. Pardee Memorial Hospital 800 N. Justice St. Hendersonville, NC 28791 (828) 696-1000	Medwest Haywood 262 Leroy George Drive Clyde, NC 28721 (828) 456-7311	Grace Hospital 2201 S. Sterling Street Morganton, NC 28655 (828) 580-5000
Park Ridge Health 100 Hospital Drive Hendersonville, NC 28792 (828) 684-8501	The McDowell Hospital 430 Rankin Drive Marion, NC 28752 (828) 659-5000	Valdese General Hospital 720 Malcolm Blvd. Valdese, NC 28690 (828) 874-2251
St. Luke's Hospital 101 Hospital Drive Columbus, NC 28722 (828) 894-3311	Medwest Harris 68 Hospital Road Sylva, NC 28779 (828) 586-7000	Caldwell Memorial Hospital 321 Mulberry St SW Lenoir, NC 28645 (828) 757-5100
Memorial Mission Hospital 509 Biltmore Avenue Asheville, NC 28801 (828) 213-1111	Spruce Pine Community Hospital 125 Hospital Drive Spruce Pine, NC 28777 (828) 765-4201	Frye Regional Medical Center 420 N. Center St. Hickory, NC 28601 (828) 322-6070
Transylvania Regional Hospital 90 Hospital Drive Brevard, NC 28712 (828) 883-5302	Cherokee Indian Hospital Caller Box C268 Cherokee, NC 28719 (828) 497-9163	Catawba Valley Medical Center 810 Fairgrove Church Road Hickory, NC 28602 (828) 326-3809
Rutherford Hospital 288 South Ridgecrest Avenue Rutherfordton, NC 28139 (828) 286-5000	Angel Medical Center 120 Riverview Street Franklin, NC 28734 (828) 524-8411	Murphy Medical Center 3990 East US Highway 64 Alt Murphy, NC 28906 (828) 837-8161

**Comparative Analysis of Hospital Patient Perspectives
(Hospitals Within 50 Miles of Hendersonville)**

Linda Sokalski, Ph.D.
February 2012

Comparative Analysis of Hospital Patient Perspectives (Hospitals within 50 miles of Hendersonville)

Hospital	Overall Satisfaction		Nurse Communication		Doctor Communication		Help Quickly	
	9 or 10/10	Rank	9 or 10/10	Rank	9 or 10/10	Rank	9 or 10/10	Rank
Patewood Memorial Hospital	90%	1	88%	1	87%	2	81%	1
Village Hospital	80%	2	80%	8	83%	6	65%	11
St. Francis Downtown	79%	3	82%	4	82%	8	69%	5
Greer Memorial Hospital	78%	4	81%	6	84%	4	66%	9
Cannon Memorial Hospital	77%	5	85%	2	89%	1	70%	4
St. Luke's Hospital	75%	6	79%	9	81%	11	73%	2
Transylvania Regional	75%	6	81%	6	79%	14	68%	8
Memorial Mission Hospital	74%	8	78%	11	82%	8	66%	9
Baptist Easley Hospital	74%	8	84%	3	87%	2	69%	5
Park Ridge Health	73%	10	76%	13	81%	11	65%	11
Spartanburg Regional Medical Cntr	71%	11	82%	4	82%	8	64%	14
Rutherford Hospital	70%	12	79%	9	83%	6	71%	3
McDowell Hospital	68%	13	77%	12	81%	11	69%	5
Greenville Memorial Hospital	67%	14	76%	13	77%	16	60%	15
MedWest Haywood	66%	15	76%	13	84%	4	65%	11
Margaret R Pardee Memorial	63%	16	73%	16	78%	15	59%	16

Ratings quoted on Pardee's website (2009 data) 80% 84% 69%

Comparative Analysis of Hospital Patient Perspectives (Hospitals within 50 miles of Hendersonville)

Pain Control		Medications Explained		Cleanliness		Quiet at Night		Recovery Information		Would Recommend	
9 or 10/10	Rank	9 or 10/10	Rank	9 or 10/10	Rank	9 or 10/10	Rank	9 or 10/10	Rank	9 or 10/10	Rank
77%	1	73%	1	89%	1	93%	1	92%	1	92%	1
68%	11	64%	6	78%	4	73%	2	86%	5	85%	2
73%	3	63%	8	71%	11	70%	3	88%	2	82%	3
72%	6	64%	6	75%	6	70%	3	88%	2	82%	3
72%	6	71%	2	81%	2	66%	8	88%	2	74%	10
72%	6	63%	8	75%	6	58%	15	85%	8	77%	7
73%	3	65%	4	77%	5	64%	10	86%	5	72%	12
69%	10	63%	8	65%	15	61%	13	86%	5	82%	3
77%	1	68%	3	79%	3	67%	6	85%	8	77%	7
67%	15	61%	13	75%	6	63%	12	84%	11	78%	6
72%	6	62%	11	69%	13	67%	6	82%	14	77%	7
68%	11	61%	13	75%	6	68%	5	81%	15	67%	14
68%	11	65%	4	75%	6	64%	10	85%	8	64%	16
68%	11	58%	15	70%	12	65%	9	83%	13	73%	11
73%	3	62%	11	57%	16	61%	13	84%	11	69%	13
63%	16	55%	16	69%	13	49%	16	79%	16	65%	15

73%	59%	74%	54%	83%
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Hospitals Within 50 Miles of Hendersonville

Margaret R. Pardee Memorial Hospital 800 N. Justice St. Hendersonville, NC 28791 (828) 696-1000	Greer Memorial Hospital 830 South Buncombe Road Greer, SC 29650 (864) 848-8200	The McDowell Hospital 430 Rankin Drive Marion, NC 28752 (828) 659-5000
Park Ridge Health 100 Hospital Drive Hendersonville, NC 28792 (828) 684-8501	Cannon Memorial Hospital 123 Medical Park Drive Pickens, SC 29671 (864) 878-4791	Village Hospital 250 Westmoreland Road Greer, SC 29651 (864) 530-6000
St. Luke's Hospital 101 Hospital Drive Columbus, NC 28722 (828) 894-3311	Medwest Haywood 262 Leroy George Drive Clyde, NC 28721 (828) 456-7311	Greenville Memorial Hospital 701 Grove Road Greenville, SC 29605 (864) 455-7009
Memorial Mission Hospital 509 Biltmore Avenue Asheville, NC 28801 (828) 213-1111	Patewood Memorial Hospital 175 Patewood Drive Greenville, SC 29615 (864) 255-1000	Spartanburg Regional Medical Center 101 E. Wood Street Spartanburg, SC 29303 (864) 560-6000
Transylvania Regional Hospital 90 Hospital Drive Brevard, NC 28712 (828) 883-5302	St. Francis-Downtown One St. Francis Drive Greenville, SC 29601 (864) 255-1000	
Rutherford Hospital 288 South Ridgcrest Avenue Rutherfordton, NC 28139 (828) 286-5000	Baptist Easley Hospital 200 Fleetwood Drive Easley, SC 29640 (864) 442-7200	