



Better healthcare starts here.

When it comes to **patient satisfaction**, choose the recognized leader.

Consider this data provided by CMS (Medicare) about patients' hospital experiences.

Woodland Heights Medical Center is proud of the quality care we deliver to the residents of our community and the surrounding area. And we are certainly proud to lead other hospitals, both nationally and locally, in patients' positive perceptions of their inpatient experiences, one of the key healthcare measures monitored by the Centers for Medicare and Medicaid Services (CMS).^{*} So when you need care, choose the hospital that ranks highest in Quality in the area. To learn more, visit Medicare's Web site, hospitalcompare.hhs.gov, or visit us at woodlandheights.net/compare.

Hospital Process of Care Measure	Level of Satisfaction	UNITED STATES AVERAGE	TEXAS AVERAGE	Percentage for MEMORIAL HEALTH SYSTEM OF EAST TEXAS – LUFKIN	Percentage for WOODLAND HEIGHTS MEDICAL CENTER
How often did nurses communicate well with patients?	Always	74%	75%	76%	80%
How often did doctors communicate well with patients?	Always	80%	82%	82%	83%
How often did patients receive help quickly from hospital staff?	Always	62%	64%	66%	69%
How often was patients' pain well controlled ?	Always	68%	70%	71%	71%
How often did staff explain about medicines before giving them to patients?	Always	59%	61%	62%	57%
How often were the patients' rooms and bathrooms kept clean ?	Always	69%	71%	64%	73%
How often was the area around patients' rooms kept quiet at night ?	Always	56%	64%	65%	69%
Were patients given information about what to do during their recovery at home ?	Yes	80%	80%	82%	82%
How do patients rate the hospital overall?	9 or 10 (high)	64%	66%	69%	75%
Would patients recommend the hospital to friends and family?	Definitely yes	68%	70%	74%	79%

^{*} Comparative data reported on Hospital Compare by the U.S. Department of Health and Human Services and U.S. Centers for Medicare and Medicaid Services. Results are from patients who had overnight hospital stays from January 2008 through December 2008.