

February 4, 2021

Coffee Regional Medical Center is Dedicated to Positive Patient Experience

Coffee Regional Medical Center (CRMC) has an ongoing initiative to improve our patient experience. Once discharged, patients are mailed a 'Patient Experience Survey' and asked to share feedback about their recent hospitalization. Although similar, patient experience differs from patient satisfaction. Patient experience is meant to reflect personal experience during a patient's hospitalization. Patient satisfaction is intended to reflect how well CRMC met the patients' expectations. Expectations are typically developed prior to a hospital stay. Two people who receive the same care experience but who have different expectations will give different satisfaction ratings.

At Coffee Regional Medical Center, we recognize that patient experience is a "team sport". Each team member plays a role in ensuring each patient has a positive experience. Cleanliness, comfortable surroundings, communication, efficiency of care, responsiveness to needs, compassion, friendliness of staff, and quality of food are just a few things that play a role in achieving a positive experience. CRMC is dedicated to focusing on and continually improving our patients' experience. We all want to achieve the highest possible scores.

As we remain focused on our efforts, we are proud to announce that our hard working caregivers have achieved continuous improvement even through these difficult times. Pretty amazing! We know improvement is the result of attention to detail and a collective dedication to excellence.

For the 2020 4th quarter, our most improved nursing unit for patient experience is CRMC's Surgical Unit, led by Nurse Manager Nikki Weatherspoon, RN. CRMC's Labor & Delivery Unit, led by Nurse Manager, Hali Varnedore, FNP-C has achieved the overall highest patient experience score, a recognition this unit has held for several quarters. Additionally, CRMC's Labor & Delivery Unit scores are among the highest *nationally* for patient experience. We are so proud of all our caregivers and want to give a special shout out to these two units for a job well done!

All of our caregivers are working hard to ensure each patient's experience is positive. We believe that it is simply the right thing to do. Thank you for trusting us with your care.