

OSF St Joseph Medical Center's Inpatient Satisfaction Report

Source: Press Ganey Associates

Scores Reflect Period of 07/01/2009 - 09/30/2009

Category	Percentile Score
Overall Rating	98
Skill of physician	96
Skill of nurses	91
Nurses attention to special/personal needs	94
How well your pain was controlled	93
Staff addressed emotional needs	98
Response to your concerns/complaints	97
Visitor's accommodations & comfort	96
Likelihood recommending hospital	95