

# NIAGARA HEALTH QUALITY COALITION

## QUALITY OF CARE REPORT CARD FOR MEDICAL PATIENTS

| Hospital                    | All Indicators Combined  | Respect for Patient Preferences | Coordination and Integration of Care | Information, Education, and Communication | Physical Comfort | Emotional Support | Involvement of Family and Friends | Continuity and Transition |
|-----------------------------|--------------------------|---------------------------------|--------------------------------------|---|------------------|-------------------|-----------------------------------|---------------------------|
| Buffalo General             | **                       | **                              | **                                   | **  | *                | **                | **                                | **                        |
| DeGraff                     | **                       | **                              | **                                   | **  | **               | **                | *                                 | **                        |
| Erie County                 | **                       | **                              | *                                    | **  | *                | *                 | **                                | **                        |
| Kenmore Mercy               | **                       | **                              | **                                   | **  | **               | **                | **                                | **                        |
| Mercy Hospital              | *                        | *                               | *                                    | *   | *                | *                 | *                                 | *                         |
| Millard Fillmore - Gates    | *                        | *                               | *                                    | *   | *                | **                | *                                 | **                        |
| Millard Fillmore - Suburban | *                        | *                               | *                                    | *   | *                | *                 | *                                 | *                         |
| Mount St. Mary's            | **                       | **                              | **                                   | **  | **               | **                | **                                | **                        |
| Niagara Falls Memorial      | *                        | **                              | **                                   | *   | *                | **                | *                                 | *                         |
| Roswell Park                | (Refused to participate) |                                 |                                      |   |                  |                   |                                   |                           |
| Sisters of Charity          | *                        | *                               | *                                    | **  | *                | *                 | *                                 | **                        |
| St. Joseph Hospital         | **                       | **                              | **                                   | **  | **               | **                | **                                | **                        |
| Veterans of WNY             | **                       | **                              | **                                   | **  | **               | **                | **                                | **                        |

Star Ratings are based on comparisons to national scores.

Patients in hospitals with one star (\*) had experiences that were statistically significantly worse than national averages.

Patients in hospitals with two stars (\*\*) had experiences that were not statistically significantly different than national averages.

Patients in hospitals with three stars (\*\*\*) had experiences that were statistically significantly better than national averages.