



GILA REGIONAL
Medical Center

Our Patient Satisfaction Scores

HCAHPS Summary October 2017 thru September 2018

[As reported on Hospital Compare-retrieved 09/04/2019]

	GRMC	NM	USA
Doctors always communicate well	86	80	81
Nurses always communicate well	84	79	81
Patients always receive help as soon as they wanted	75	70	70
Staff always explained about medications before giving them to patients	69	67	66
Room was always clean	73	74	75
It was always quiet at night	59	63	62
Staff gave patients information about what to do during their recovery at home	87	86	87
Patients who gave GRMC a rating of 9 or 10 out of 10	76	70	73
Patient who would definitely recommend the hospital	73	68	72