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## **Doshier Receives 4 Star Survey Rating**

SOUTHPORT— Doshier Memorial Hospital was recently informed through the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) that the hospital earned a four star rating on their patient surveys for the fourth quarter in a row. The rating system, which is based on a 0 – 5 scale, contains 21 questions related to patient care, including responsiveness of hospital staff, communication with doctors and nurses, cleanliness of hospital environment, and communication about medication. Doshier scored above the North Carolina as well as the national averages in all categories.

In addition to serving as a standalone assessment of patient satisfaction, the surveys also count for 22% of the hospital's overall quality rating with the US Centers for Medicare and Medicaid Services (CMS), which is also four stars.

Doshier President and CEO Tom Siemers credited a strong clinical team for results. “Our four star rating reflects the dedication of our VP of Patient Care Services, Carol Northup, RN, and her team. We’re grateful to our staff members who work hard every day to provide top quality patient care to our community.”

To read more about the HCAHPS Survey, visit [www.hcahpsonline.org](http://www.hcahpsonline.org)

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