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For immediate release

Doshier Receives 5 Star Patient Survey Rating

SOUTHPORT— Doshier Memorial Hospital was informed through the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) that the hospital earned a 5 star rating on their patient surveys. 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. Doshier is one of seven hospitals out of 123 in North Carolina who publicly report data to the Centers for Medicare and Medicaid Services (CMS), and one of 207 hospitals out of 3,517 in the United States who publicly report data, who have achieved this 5 star rating.

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 CMS, in which Doshier holds a 4 star rating on a 0 – 5 scale.

Doshier President and CEO Tom Siemers credits a strong team for results. “Our five star rating reflects the leadership of our VP of Patient Care Services, Carol Northup, RN, and our skilled and dedicated 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

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