

*Ukiah Valley
Medical Center*



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UVMC REACHES EXCELLENCE IN PATIENT SATISFACTION

Ukiah Valley Medical Center (UVMC) recently ranked at the top score for patient satisfaction in a survey by the NRC (National Research Corporation) Picker Group.

UVMC's Obstetrics department garnered the NRC Best Score for nursing response. Patients were asked to answer the question: 'How many minutes after pushing the call button did it take for you to get help?' UVMC received 100% positive feedback.

UVMC's Outpatient Surgery department also did well, receiving a 92% patient rating of "good to excellent" in the area of physical comfort.

"The dimension of physical comfort holds the highest correlation to overall patient satisfaction," said Heather Van Housen, RN, Director of Educational Resources. "Basically patients are saying nurses quickly respond when they need help and that's what nursing is for, to provide physical comfort and the best patient care possible."

The NRC Picker Group is a nationally recognized health care research company that works with UVMC and more than 700 other hospitals in the United States to track patient satisfaction.

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Ukiah Valley Medical Center is a member of Adventist Health, a not-for-profit health care system affiliated with the Seventh-day Adventist Church, with headquarters in Roseville, California. Spanning California, Hawaii, Oregon and Washington, the organization is comprised of 85 distinct business units, including 20 acute care facilities—controlled, managed or leased—with more than 3,100 beds, 17,200 employees, numerous clinics and outpatient facilities, 18 home health agencies and two retirement centers. For more information, visit www.uvmc.org or www.adventisthealth.org.