

# #1 Thank you for making us in Patient Satisfaction 2007 & 2008



The 1st half of 2008 Patient Satisfaction Survey results are in:

We value every comment and thanks to you taking the time to complete the survey, Trinitas Comprehensive Cancer Center is pleased to report we are continuing our tradition of outstanding performance in press ganey. After scoring **28 #1 rankings** on the 52 different Press Ganey survey questions for the first half of 2008.

## Recently our patients had the following to say about us:

“I felt important from the concierges first hello until I walked out at the end of my day.”

“All staff involved are very professional and very well versed in knowledge based on subject”

“All I can say they are all angels & made me laugh each time I visited!”

## TrinitasCCC was ranked #1 in the following patient satisfaction categories:

- Registration process ease
- Wait time in registration
- Info regarding financial obligation
- Facility cleanliness
- Finding way around facility with ease
- Waiting area comfort
- Changing room privacy
- Kept family informed as to what to expect
- Concern for privacy
- Social Work Services
- Nurses explanation of what was done
- Courtesy of the person taking blood
- Skill of the person taking blood
- Courtesy of staff taking your calls
- Helpfulness of Registration staff
- Availability of RT nurses to speak with
- Comfort of radiation therapy treatment area
- Wait time in chemo area
- Explain what to expect during chemo
- Chemo staff concern for comfort
- Chemo staff courtesy
- Comfort of chemo treatment area
- Quality of info provided by pharmacy
- Dietician & nutritional education services
- Caring manner of the nurses
- Nurses answer to your questions

(\*Compared to 65 similar cancer centers in the Press Ganey outpatient oncology database across the U.S. including Hackensack University Medical Center, NYU Clinical Cancer Center, New York, NY; Long Island Jewish Medical Center, Fox Chase Cancer Center, Philadelphia; Dana-Farber Cancer Institute, Boston; Cedars-Sinai Cancer Center, Los Angeles; Mount Sinai Cancer Center, Miami; Massachusetts General Hospital, Boston; Roswell Park Cancer Institute, Buffalo; Staten Island University Hospital; University of Chicago) \*\*selected from 52 total questions

Thank you for taking the time to fill out the  
patient satisfaction surveys and making us #1