

LEAPFROG
HOSPITAL
SAFETY GRADE



HOW SAFE IS YOUR HOSPITAL?

LEAPFROG HOSPITAL SAFETY GRADE HANDBOOK
SPRING 2018

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ABOUT THE GRADE

Leapfrog Hospital Safety Grades (formerly known as Hospital Safety Scores) are assigned to approximately 2,500 general acute-care hospitals across the nation twice annually. The Safety Grade is becoming the gold standard measure of patient safety, cited in MSNBC, *The New York Times*, and AARP The Magazine.

The Leapfrog Hospital Safety Grade uses national performance measures from the Centers for Medicare & Medicaid Services (CMS), the Leapfrog Hospital Survey, the Agency for Healthcare Research and Quality (AHRQ), the Centers for Disease Control and Prevention (CDC), and the American Hospital Association's Annual Survey and Health Information Technology Supplement.

Taken together, those performance measures produce a single letter grade representing a hospital's overall performance in keeping patients safe from preventable harm and medical errors. The Safety Grade includes 27 measures, all currently in use by national measurement and reporting programs. The Leapfrog Hospital Safety Grade methodology has been peer reviewed and published in the *Journal of Patient Safety*.

Leapfrog works under the guidance of an Expert Panel to select appropriate measures and develop a scoring methodology. The Expert Panel is made up of patient safety experts from across the country:

- David Bates, M.D., Harvard University
- Andrew Bindman, M.D., University of California, San Francisco
- Jennifer Daley, M.D., F.A.C.P.
- Matthew D McHugh, Ph.D., J.D., M.P.H., R.N., C.R.N.P., F.A.A.N., University of Pennsylvania School of Nursing
- Arnold Milstein, M.D., M.P.H., Stanford University
- Peter Pronovost, M.D., Ph.D., F.C.C.M.
- Patrick Romano, M.D., M.P.H., University of California, Davis
- Sara Singer, Ph.D., Harvard University
- Arjun Srinivasan, M.D., CAPT U.S. Public Health Service, Centers for Disease Control and Prevention
- Tim Vogus, Ph.D., Vanderbilt University

HOW THE LEAPFROG HOSPITAL SAFETY GRADE IS PRODUCED

The Expert Panel selected 27 measures of publicly available hospital safety data, analyzed the data and determined the weight of each measure based on evidence, opportunity for improvement and impact. Information from secondary sources supplemented any missing data to give hospitals as much credit as possible toward their Safety Grade.

The Leapfrog Hospital Safety Grade places each measure into one of two domains: (1) **Process/Structural Measures** or (2) **Outcome Measures**, each accounting for 50 percent of the overall score.

- **Process Measures** represent how often a hospital gives patients recommended treatment for a given medical condition or procedure. For example, “Responsiveness of hospital staff” looks at patients’ feedback on how long it takes for a staff member to respond when they request help. Structural Measures represent the environment in which patients receive care. For example, “Doctors order medications through a computer” represents whether a hospital uses a special computerized system to prevent errors when prescribing medications.
- **Outcome Measures** represent what happens to a patient while receiving care. For example, “Dangerous object left in patient’s body” measures how many times a patient undergoing surgery had a dangerous foreign object, like a sponge or tool, left in his or her body.

A hospital must have enough safety data available for our experts to issue them a letter grade. Hospitals missing more than six process measures or more than five outcome measures are not graded. All hospitals are encouraged to voluntarily report additional safety data through the Leapfrog Hospital Survey, but they are not required to do so to receive a Safety Grade.

Some hospitals belong to health systems that report data to the Centers for Medicare & Medicaid Services (CMS) as a single entity with a shared “Medicare Provider Number (MPN).” This means that individual hospitals within these systems will be graded using the same aggregate data. Leapfrog encourages these types of hospitals to report additional safety data through the Leapfrog Hospital Survey so that patients can see how each hospital is doing individually.

At this time, we are unable to assign a grade to military or VA hospitals, critical access hospitals, specialty hospitals, children’s hospitals, outpatient surgery centers, etc. Our experts are studying ways to rate them in the future.

LEAPFROG HOSPITAL SAFETY GRADE HANDBOOK

SPRING 2018

LEGAL DISCLAIMER: The Leapfrog Hospital Safety Grade scores hospitals on their overall performance in keeping patients safe from preventable harm and medical errors. The grades are derived from expert analysis of publicly available data using 27 evidence-based, national measures of hospital safety. No specific representation is made, nor shall be implied, nor shall The Leapfrog Group be liable with respect to any individual patient's potential or actual outcome as a result of receiving services performed at any of these hospitals. Leapfrog Hospital Safety Grades cannot be republished without expressed written permission from The Leapfrog Group.

The Leapfrog Hospital Safety Grade is a public service provided by The Leapfrog Group, an independent nonprofit organization committed to driving quality, safety, and transparency in the U.S. health system.

ADIRONDACK MEDICAL CENTER

THIS HOSPITAL'S GRADE

C

SPRING 2018

2233 State Route 86
Saranac Lake, NY 12983

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

88.24

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE

95

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

ALBANY MEDICAL CENTER

43 New Scotland Avenue
Albany, NY 12208-3478

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

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THIS HOSPITAL'S SCORE
90

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

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ALBANY MEMORIAL HOSPITAL

600 Northern Boulevard
Albany, NY 12204-1083

THIS HOSPITAL'S
GRADE

D

SPRING 2018

ENOUGH QUALIFIED NURSES



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THIS HOSPITAL'S SCORE
89

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

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ALICE HYDE MEDICAL CENTER

133 Park Street
Malone, NY 12953-0729

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



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THIS HOSPITAL'S SCORE
91

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

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ARNOT OGDEN MEDICAL CENTER

THIS HOSPITAL'S GRADE

C

SPRING 2018

600 Roe Avenue
Elmira, NY 14905-1629

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

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THIS HOSPITAL'S SCORE

90

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AUBURN COMMUNITY HOSPITAL

17 Lansing Street
Auburn, NY 13021-1943

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



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THIS HOSPITAL'S SCORE

100

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90

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AURELIA OSBORN FOX MEMORIAL HOSPITAL

1 Norton Avenue
Oneonta, NY 13820-2629

THIS HOSPITAL'S GRADE

B

SPRING 2018

ENOUGH QUALIFIED NURSES



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THIS HOSPITAL'S SCORE

100

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THIS HOSPITAL'S SCORE

93

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

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BASSETT MEDICAL CENTER

1 Atwell Road
Cooperstown, NY 13326-1394

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



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THIS HOSPITAL'S SCORE

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BRONX LEBANON HOSPITAL CENTER CONCOURSE CAMPUS

1650 Grand Concourse
Bronx, NY 10457

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



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THIS HOSPITAL'S SCORE

84

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

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BROOKDALE HOSPITAL MEDICAL CENTER

1 Brookdale Plaza
Brooklyn, NY 11212-3139

THIS HOSPITAL'S
GRADE

F

SPRING 2018

ENOUGH QUALIFIED NURSES



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THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

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83

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
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Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

BROOKHAVEN MEMORIAL HOSPITAL MEDICAL CENTER

101 Hospital Road
Patchogue, NY 11772-4897

THIS HOSPITAL'S GRADE

F

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

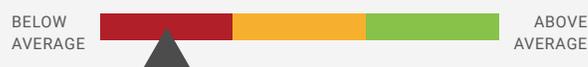
WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

¹ Declined to Report: The hospital was asked to provide this information to the public, but did not.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE
86

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

BUFFALO GENERAL MEDICAL CENTER

100 High Street
Buffalo, NY 14203

THIS HOSPITAL'S GRADE

B

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE

90

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

CANTON-POTSDAM HOSPITAL

50 Leroy Street
Potsdam, NY 13676-1799

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE

91

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

CATHOLIC HEALTH - KENMORE MERCY HOSPITAL

2950 Elmwood Avenue
Kenmore, NY 14217-1390

THIS HOSPITAL'S GRADE

A

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE

92

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

CATHOLIC HEALTH SYSTEM - MERCY HOSPITAL OF BUFFALO

565 Abbott Road
Buffalo, NY 14220-2095

THIS HOSPITAL'S
GRADE

B

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE

88

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

CATHOLIC HEALTH SYSTEM - SISTERS OF CHARITY HOSPITAL

2157 Main Street
Buffalo, NY 14214-2692

THIS HOSPITAL'S GRADE

B

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE

92

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

CATHOLIC HEALTH SYSTEM - SISTERS HOSPITAL - ST. JOSEPH CAMPUS

2605 Harlem Road
Cheektowaga, NY 14225

THIS HOSPITAL'S GRADE

B

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE

92

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

CATSKILL REGIONAL MEDICAL CENTER OF HARRIS

68 Harris Bushville Road
Harris, NY 12742-5030

THIS HOSPITAL'S GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

88.24

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE

93

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

CAYUGA MEDICAL CENTER AT ITHACA

101 Dates Drive
Ithaca, NY 14850-1342

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

¹ Declined to Report: The hospital was asked to provide this information to the public, but did not.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE
92

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

CHAMPLAIN VALLEY PHYSICIANS HOSPITAL MEDICAL CENTER

75 Beekman Street
Plattsburgh, NY 12901-1438

THIS HOSPITAL'S GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

¹ Declined to Report: The hospital was asked to provide this information to the public, but did not.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE
91

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

CLAXTON-HEPBURN MEDICAL CENTER

214 King Street
Ogdensburg, NY 13669-1142

THIS HOSPITAL'S GRADE

B

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

¹ Declined to Report: The hospital was asked to provide this information to the public, but did not.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE
92

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

¹ Declined to Report: The hospital was asked to provide this information to the public, but did not.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE
91

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

CONEY ISLAND HOSPITAL

2601 Ocean Parkway
Brooklyn, NY 11235-7795

THIS HOSPITAL'S
GRADE

D

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE

85

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

CORTLAND REGIONAL MEDICAL CENTER

134 Homer Avenue
Cortland, NY 13045-1206

THIS HOSPITAL'S GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

94.12

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE

87

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

CROUSE HOSPITAL

736 Irving Avenue
Syracuse, NY 13210-1690

THIS HOSPITAL'S
GRADE

D

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

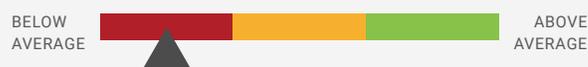
WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

¹ Declined to Report: The hospital was asked to provide this information to the public, but did not.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE
89

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

DEGRAFF MEMORIAL HOSPITAL

445 Tremont Street
North Tonawanda, NY 14120

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE

90

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

EASTERN NIAGARA HOSPITAL LOCKPORT

521 East Avenue
Lockport, NY 14094-3299

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE

89

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

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THIS HOSPITAL'S SCORE
88

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

ERIE COUNTY MEDICAL CENTER

462 Grider Street
Buffalo, NY 14215-3098

THIS HOSPITAL'S
GRADE

B

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE

92

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

F.F. THOMPSON HOSPITAL

350 Parrish Street
Canandaigua, NY 14424-1731

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

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THIS HOSPITAL'S SCORE
91

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

FAXTON ST LUKE'S HEALTHCARE

1656 Champlin Avenue
Utica, NY 13502-4830

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

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COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE

91

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

FLUSHING HOSPITAL MEDICAL CENTER

4500 Parsons Boulevard
Flushing, NY 11355-2205

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE

86

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

GENEVA GENERAL HOSPITAL

196 North Street
Geneva, NY 14456-1694

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

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COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE
90

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

GLENS FALLS HOSPITAL

100 Park Street
Glens Falls, NY 12801

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

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COMMUNICATION WITH NURSES



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THIS HOSPITAL'S SCORE
92

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

GOOD SAMARITAN HOSPITAL MEDICAL CENTER

1000 Montauk Highway
West Islip, NY 11795-4927

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

COMMUNICATION WITH NURSES



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THIS HOSPITAL'S SCORE

89

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

GUTHRIE CORNING HOSPITAL

One Guthrie Drive
Corning, NY 14830-3696

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

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THIS HOSPITAL'S SCORE
91

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

HEALTHALLIANCE OF THE HUDSON VALLEY - BROADWAY CAMPUS

396 Broadway
Kingston, NY 12401-4692

THIS HOSPITAL'S GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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COMMUNICATION WITH NURSES



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THIS HOSPITAL'S SCORE

90

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

HIGHLAND HOSPITAL OF ROCHESTER

1000 South Avenue
Rochester, NY 14620-2733

THIS HOSPITAL'S
GRADE

A

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

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COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE
92

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

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INTERFAITH MEDICAL CENTER

1545 Atlantic Avenue
Brooklyn, NY 11213-1122

THIS HOSPITAL'S
GRADE

F

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

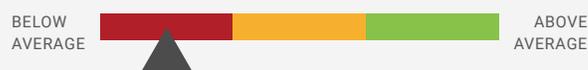
WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

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¹ Declined to Report: The hospital was asked to provide this information to the public, but did not.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE
83

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

JAMAICA HOSPITAL MEDICAL CENTER

8900 Van Wyck Expressway
Jamaica, NY 11418-2832

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE

87

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

KINGSBROOK JEWISH MEDICAL CENTER

585 Schenectady Avenue
Brooklyn, NY 11203-1891

THIS HOSPITAL'S GRADE

D

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

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COMMUNICATION WITH NURSES



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THIS HOSPITAL'S SCORE

88

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

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LONG ISLAND JEWISH FOREST HILLS HOSPITAL

102-01 66th Road
Forest Hills, NY 11375-2029

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

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¹ Declined to Report: The hospital was asked to provide this information to the public, but did not.

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Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE
91

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

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LONG ISLAND JEWISH MEDICAL CENTER

270-05 76th Avenue
New Hyde Park, NY 11040-1496

THIS HOSPITAL'S GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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THIS HOSPITAL'S SCORE
91

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

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LONG ISLAND JEWISH VALLEY STREAM

900 Franklin Avenue
Valley Stream, NY 11580-2190

THIS HOSPITAL'S GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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THIS HOSPITAL'S SCORE
91

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

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LUTHERAN MEDICAL CENTER

150 55th Street
Brooklyn, NY 11220-2559

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

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THIS HOSPITAL'S SCORE
92

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

MAIMONIDES MEDICAL CENTER

4802 10th Avenue
Brooklyn, NY 11219-2916

THIS HOSPITAL'S
GRADE

F

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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THIS HOSPITAL'S SCORE
83

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

MATHER HOSPITAL

75 N. Country Road
Port Jefferson, NY 11777-2190

THIS HOSPITAL'S
GRADE

A

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

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THIS HOSPITAL'S SCORE

94

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

MERCY MEDICAL CENTER

1000 N. Village Avenue
Rockville Centre, NY 11570-1000

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

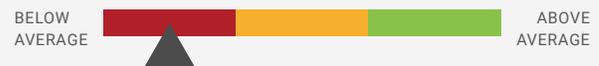
BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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THIS HOSPITAL'S SCORE

89

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

MIDHUDSON REGIONAL HOSPITAL OF WESTCHESTER MEDICAL CENTER

241 North Road
Poughkeepsie, NY 12601-1154

THIS HOSPITAL'S GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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THIS HOSPITAL'S SCORE

87

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

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MILLARD FILLMORE SUBURBAN HOSPITAL

1540 Maple Road
Williamsville, NY 14221

THIS HOSPITAL'S
GRADE

B

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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COMMUNICATION WITH NURSES



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THIS HOSPITAL'S SCORE

90

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

MONTEFIORE EINSTEIN CAMPUS

1825 Eastchester Road
Bronx, NY 10461

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

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THIS HOSPITAL'S SCORE

89

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

MONTEFIORE MOSES CAMPUS

111 E. 210th Street
Bronx, NY 10467-2401

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

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THIS HOSPITAL'S SCORE

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MONTEFIORE NEW ROCHELLE HOSPITAL

16 Guion Place
New Rochelle, NY 10801-5502

THIS HOSPITAL'S GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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THIS HOSPITAL'S SCORE

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WHAT SAFER HOSPITALS DO

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MONTEFIORE WAKEFIELD CAMPUS

600 E. 233rd Street
Bronx, NY 10466

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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THIS HOSPITAL'S SCORE

89

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

MOUNT SINAI BETH ISRAEL

First Avenue at 16th Street
New York, NY 10003-3803

THIS HOSPITAL'S
GRADE

D

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

¹ Declined to Report: The hospital was asked to provide this information to the public, but did not.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE
87

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

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MOUNT SINAI BROOKLYN

3201 Kings Highway
Brooklyn, NY 11234

THIS HOSPITAL'S
GRADE

D

SPRING 2018

ENOUGH QUALIFIED NURSES



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THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

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THIS HOSPITAL'S SCORE
87

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

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MOUNT SINAI QUEENS

25-10 30th Avenue
Long Island City, NY 11102-2448

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

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THIS HOSPITAL'S SCORE
90

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

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MOUNT SINAI ST. LUKE'S

1111 Amsterdam Avenue
New York, NY 10025-1716

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

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THIS HOSPITAL'S SCORE
89

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

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MOUNT SINAI WEST

1000 Tenth Avenue
New York, NY 10025

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

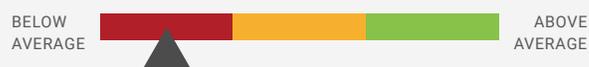
WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

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COMMUNICATION WITH NURSES



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THIS HOSPITAL'S SCORE
89

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

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MOUNT ST. MARY'S HOSPITAL AND HEALTH CENTER

5300 Military Road
Lewiston, NY 14092-1903

THIS HOSPITAL'S GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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COMMUNICATION WITH NURSES



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THIS HOSPITAL'S SCORE

92

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

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NASSAU UNIVERSITY MEDICAL CENTER

2201 Hempstead Turnpike
East Meadow, NY 11554-1859

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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COMMUNICATION WITH NURSES



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THIS HOSPITAL'S SCORE

83

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

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NEW YORK CITY HEALTH AND HOSPITALS JACOBI

1400 Pelham Parkway South
Bronx, NY 10461-1197

THIS HOSPITAL'S GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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THIS HOSPITAL'S SCORE

85

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

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NEW YORK – PRESBYTERIAN BROOKLYN METHODIST HOSPITAL

506 Sixth Street
Brooklyn, NY 11215-3609

THIS HOSPITAL'S
GRADE

D

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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THIS HOSPITAL'S SCORE
90

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

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NEW YORK-PRESBYTERIAN QUEENS

56-45 Main Street
Flushing, NY 11355-5000

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



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THIS HOSPITAL'S SCORE
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WHAT SAFER HOSPITALS DO

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NEW YORK-PRESBYTERIAN HOSPITAL COLUMBIA UNIVERSITY MEDICAL CENTER

630 W. 168th St.
New York, NY 10032

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

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THIS HOSPITAL'S SCORE
91

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

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NEW YORK-PRESBYTERIAN HUDSON VALLEY HOSPITAL

1980 Crompond Road
Cortlandt Manor, NY 10567-4182

THIS HOSPITAL'S GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



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THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

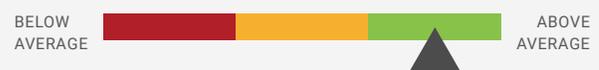
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THIS HOSPITAL'S SCORE
92

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
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WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

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NEW YORK-PRESBYTERIAN LAWRENCE HOSPITAL

55 Palmer Avenue
Bronxville, NY 10708-3403

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
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NEW YORK-PRESBYTERIAN THE ALLEN HOSPITAL

5141 Broadway
New York, NY 10034

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
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WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

NEW YORK-PRESBYTERIAN WEILL CORNELL MEDICAL CENTER

525 E. 68th Street, 11th Floor
New York, NY 10065-4870

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

¹ Declined to Report: The hospital was asked to provide this information to the public, but did not.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE
91

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

NEW YORK-PRESBYTERIAN, LOWER MANHATTAN HOSPITAL

170 William Street
New York, NY 10038-2649

THIS HOSPITAL'S GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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THIS HOSPITAL'S SCORE
91

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

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NEWARK-WAYNE COMMUNITY HOSPITAL

1200 Driving Park Avenue
Newark, NY 14513

THIS HOSPITAL'S
GRADE

B

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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THIS HOSPITAL'S SCORE
92

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

NORTH SHORE UNIVERSITY HOSPITAL

300 Community Drive
Manhasset, NY 11030-3816

THIS HOSPITAL'S
GRADE

B

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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COMMUNICATION WITH NURSES



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THIS HOSPITAL'S SCORE
93

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

NORTHERN DUTCHESS HOSPITAL

6511 Springbrook Avenue
Rhinebeck, NY 12572-5002

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

94.12

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

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COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE

92

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

NORTHERN WESTCHESTER HOSPITAL

400 E. Main Street
Mount Kisco, NY 10549-3477

THIS HOSPITAL'S
GRADE

B

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

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COMMUNICATION WITH NURSES



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THIS HOSPITAL'S SCORE
94

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

NORTHWELL HEALTH - HUNTINGTON HOSPITAL

270 Park Avenue
Huntington, NY 11743-2799

THIS HOSPITAL'S GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

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COMMUNICATION WITH NURSES



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THIS HOSPITAL'S SCORE
95

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

NORTHWELL HEALTH SYSTEM - GLEN COVE HOSPITAL

101 St. Andrews Lane
Glen Cove, NY 11542-2254

THIS HOSPITAL'S GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

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COMMUNICATION WITH NURSES



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THIS HOSPITAL'S SCORE
91

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

NORTHWELL HEALTH SYSTEM - LENOX HILL HOSPITAL

100 E. 77th Street
New York, NY 10075-1850

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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COMMUNICATION WITH NURSES



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THIS HOSPITAL'S SCORE
90

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

NORTHWELL HEALTH SYSTEM - PLAINVIEW HOSPITAL

888 Old Country Road
Plainview, NY 11803-4978

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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COMMUNICATION WITH NURSES



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THIS HOSPITAL'S SCORE
91

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

NORTHWELL HEALTH SYSTEM - STATEN ISLAND UNIVERSITY HOSPITAL

475 Seaview Avenue
Staten Island, NY 10305-3436

THIS HOSPITAL'S GRADE

D

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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THIS HOSPITAL'S SCORE
90

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

NORTHWELL HEALTH SYSTEM - SYOSSETT HOSPITAL

221 Jericho Turnpike
Syosset, NY 11791-4567

THIS HOSPITAL'S GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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THIS HOSPITAL'S SCORE
93

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

NORTHWELL HEALTH SYSTEM - SOUTHSIDE HOSPITAL

301 E. Main Street
Bay Shore, NY 11706-8458

THIS HOSPITAL'S GRADE

D

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

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THIS HOSPITAL'S SCORE
89

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

NYACK HOSPITAL

160 N. Midland Avenue
Nyack, NY 10960-1998

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

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COMMUNICATION WITH NURSES



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THIS HOSPITAL'S SCORE

87

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

NYC HEALTH HOSPITALS - METROPOLITAN

1901 First Avenue
New York, NY 10029-7404

THIS HOSPITAL'S GRADE

A

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE

85

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

NYC HEALTH + HOSPITALS - HARLEM

506 Lenox Avenue
New York, NY 10037-1894

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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THIS HOSPITAL'S SCORE

84

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

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NYC HEALTH + HOSPITALS - KINGS COUNTY

451 Clarkson Avenue
Brooklyn, NY 11203-2097

THIS HOSPITAL'S GRADE

D

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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THIS HOSPITAL'S SCORE
84

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

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NYC HEALTH + HOSPITALS - LINCOLN

234 E 149th St
Bronx, NY 10451

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

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THIS HOSPITAL'S SCORE

83

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

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NYC HEALTH + HOSPITALS - QUEENS

THIS HOSPITAL'S GRADE

C

SPRING 2018

82-68 164th Street
Jamaica, NY 11432-1104

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

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THIS HOSPITAL'S SCORE

86

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

NYC HEALTH + HOSPITALS - WOODHULL

760 Broadway
Brooklyn, NY 11206-5383

THIS HOSPITAL'S GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

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THIS HOSPITAL'S SCORE

83

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

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Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

NYC HEALTH + HOSPITALS - BELLEVUE

462 First Avenue
New York, NY 10016-9198

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

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COMMUNICATION WITH NURSES



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THIS HOSPITAL'S SCORE

86

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

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Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

NYC HEALTH + HOSPITALS - ELMHURST

79-01 Broadway
Elmhurst, NY 11373-1329

THIS HOSPITAL'S GRADE

D

SPRING 2018

ENOUGH QUALIFIED NURSES



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THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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THIS HOSPITAL'S SCORE

83

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

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NYU LANGONE MEDICAL CENTER

550 First Avenue
New York, NY 10016-6402

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

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THIS HOSPITAL'S SCORE
92

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

NYU WINTHROP HOSPITAL

259 First Street
Mineola, NY 11501-3957

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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THIS HOSPITAL'S SCORE

91

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

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OLEAN GENERAL HOSPITAL

515 Main Street
Olean, NY 14760-1513

THIS HOSPITAL'S
GRADE

D

SPRING 2018

ENOUGH QUALIFIED NURSES



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THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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THIS HOSPITAL'S SCORE

90

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

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ONEIDA HEALTHCARE CENTER

321 Genesee Street
Oneida, NY 13421-2611

THIS HOSPITAL'S
GRADE

A

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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THIS HOSPITAL'S SCORE
93

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

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ORANGE REGIONAL MEDICAL CENTER

707 East Main Street
 Middletown, NY 10940-4133

THIS HOSPITAL'S
 GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



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THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

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OSWEGO HOSPITAL

110 W. 6th Street
Oswego, NY 13126-9985

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



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THIS HOSPITAL'S SCORE

100

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100.00	97.64	29.41

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OUR LADY OF LOURDES MEMORIAL HOSPITAL

169 Riverside Drive
Binghamton, NY 13905-4246

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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THIS HOSPITAL'S SCORE
91

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

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PECONIC BAY MEDICAL CENTER

1300 Roanoke Avenue
Riverhead, NY 11901-2031

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE

90

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

PHELPS MEMORIAL HOSPITAL CENTER

701 N. Broadway
Sleepy Hollow, NY 10591-1020

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

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¹ Declined to Report: The hospital was asked to provide this information to the public, but did not.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE
93

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

PUTNAM HOSPITAL CENTER

670 Stoneleigh Avenue
Carmel, NY 10512-3997

THIS HOSPITAL'S
GRADE

A

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

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THIS HOSPITAL'S SCORE

92

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

RGHS - ROCHESTER GENERAL HOSPITAL

1425 Portland Avenue
Rochester, NY 14621-3099

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE
91

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

RICHMOND UNIVERSITY MEDICAL CENTER

355 Bard Avenue
Staten Island, NY 10310-1664

THIS HOSPITAL'S
GRADE

F

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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COMMUNICATION WITH NURSES



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THIS HOSPITAL'S SCORE

87

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

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ROME MEMORIAL HOSPITAL

1500 N. James Street
Rome, NY 13440-2844

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

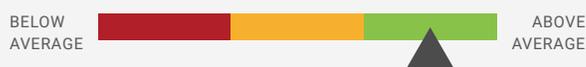
WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

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COMMUNICATION WITH NURSES



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THIS HOSPITAL'S SCORE
92

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

SAMARITAN MEDICAL CENTER

830 Washington Street
Watertown, NY 13601-4034

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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THIS HOSPITAL'S SCORE
91

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

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SARATOGA HOSPITAL

211 Church Street
Saratoga Springs, NY 12866-1003

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

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THIS HOSPITAL'S SCORE
94

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

SOUTH NASSAU COMMUNITIES HOSPITAL

1 Healthy Way
Oceanside, NY 11572-1551

THIS HOSPITAL'S GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

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COMMUNICATION WITH NURSES



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THIS HOSPITAL'S SCORE

90

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

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SOUTHAMPTON HOSPITAL

240 Meeting House Lane
Southampton, NY 11968-5090

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

88.24

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

COMMUNICATION WITH NURSES



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THIS HOSPITAL'S SCORE

89

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

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ST JOHN'S RIVERSIDE HOSPITAL - DOBBS FERRY PAVILION

128 Ashford Avenue
Dobbs Ferry, NY 10522

THIS HOSPITAL'S GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

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COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE
92

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

ST JOHN'S RIVERSIDE HOSPITAL - PARKCARE PAVILION

2 Park Ave
Yonkers, NY 10703

THIS HOSPITAL'S GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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COMMUNICATION WITH NURSES



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THIS HOSPITAL'S SCORE
92

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

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ST. BARNABAS HOSPITAL

4422 Third Avenue
Bronx, NY 10457-9998

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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COMMUNICATION WITH NURSES



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THIS HOSPITAL'S SCORE

84

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

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ST. CATHERINE OF SIENA MEDICAL CENTER

50 Route 25A
Smithtown, NY 11787-1348

THIS HOSPITAL'S GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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THIS HOSPITAL'S SCORE

90

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

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ST. CHARLES HOSPITAL

200 Belle Terre Road
Port Jefferson, NY 11777-1928

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

76.47

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE

90

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

ST. ELIZABETH MEDICAL CENTER

THIS HOSPITAL'S GRADE

C

SPRING 2018

2209 Genesee Street
Utica, NY 13501-5999

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE

91

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

ST. FRANCIS HOSPITAL, ROSLYN, NEW YORK

100 Port Washington Boulevard
Roslyn, NY 11576-1347

THIS HOSPITAL'S
GRADE

A

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE

94

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

ST. JOHN'S EPISCOPAL HOSPITAL

THIS HOSPITAL'S GRADE

D

SPRING 2018

327 Beach 19th Street
Far Rockaway, NY 11691-4423

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

35.29

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE

87

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

ST. JOHN'S RIVERSIDE HOSPITAL

967 N. Broadway
Yonkers, NY 10701-1399

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

¹ Declined to Report: The hospital was asked to provide this information to the public, but did not.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE
92

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

ST. JOSEPH HOSPITAL

4295 Hempstead Turnpike
Bethpage, NY 11714-5769

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE

89

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

ST. JOSEPH'S HOSPITAL HEALTH CENTER

301 Prospect Avenue
Syracuse, NY 13203-1807

THIS HOSPITAL'S
GRADE

A

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

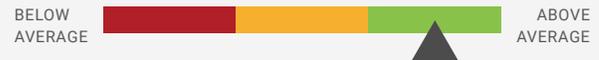
BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE

92

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

ST. JOSEPH'S MEDICAL CENTER OF YONKERS

127 S. Broadway
Yonkers, NY 10701-4006

THIS HOSPITAL'S GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE

88

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

ST. LUKE'S CORNWALL HOSPITAL CORNWALL CAMPUS

19 Laurel Avenue
Cornwall, NY 12518

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

¹ Declined to Report: The hospital was asked to provide this information to the public, but did not.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE
88

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

ST. LUKE'S CORNWALL HOSPITAL NEWBURGH CAMPUS

70 Dubois Street
Newburgh, NY 12550-4851

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

¹ Declined to Report: The hospital was asked to provide this information to the public, but did not.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE
88

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

ST. MARY'S HOSPITAL OF AMSTERDAM

427 Guy Park Avenue
Amsterdam, NY 12010-1095

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

¹ Declined to Report: The hospital was asked to provide this information to the public, but did not.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE
92

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

ST. PETER'S HOSPITAL (ALBANY, NY)

THIS HOSPITAL'S GRADE

C

SPRING 2018

315 S. Manning Boulevard
Albany, NY 12208-1789

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE

91

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

STONY BROOK UNIVERSITY HOSPITAL

101 Nicholls Road
Stony Brook, NY 11794

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

¹ Declined to Report: The hospital was asked to provide this information to the public, but did not.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE
91

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

STRONG MEMORIAL HOSPITAL OF THE UNIVERSITY OF ROCHESTER

601 Elmwood Avenue
Rochester, NY 14642-0002

THIS HOSPITAL'S GRADE

B

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

¹ Declined to Report: The hospital was asked to provide this information to the public, but did not.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE
93

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

SUNY DOWNSTATE MEDICAL CENTER UNIVERSITY HOSPITAL OF BROOKLYN

445 Lenox Road
Brooklyn, NY 11203

THIS HOSPITAL'S
GRADE

D

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE

85

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

SUNY UPSTATE MEDICAL UNIVERSITY HOSPITAL

750 E. Adams Street
Syracuse, NY 13210-2342

THIS HOSPITAL'S GRADE

D

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

Hospitals can earn up to 100 points for evaluating nurse staffing levels and their relationship to adverse events, holding leadership accountable for adequate and competent nurse staffing levels, providing staff education, and developing implementation plans for effective nurse staffing levels.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE

91

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

THE BROOKLYN HOSPITAL CENTER

121 DeKalb Avenue
Brooklyn, NY 11201-5425

THIS HOSPITAL'S
GRADE

B

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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THIS HOSPITAL'S SCORE

86

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

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THE MOUNT SINAI HOSPITAL

THIS HOSPITAL'S GRADE

C

SPRING 2018

1 Gustave L. Levy Place
New York, NY 10029-6574

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

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¹ Declined to Report: The hospital was asked to provide this information to the public, but did not.

COMMUNICATION WITH NURSES



Patients' perspectives of care are an important part of patient safety. The Communication with Nurses measure summarizes how well patients feel that their nurses explained things clearly, listened carefully to them, and treated them with courtesy and respect. Effective communication between nurses and patients can be reassuring to patients and can prevent errors like medication mix-ups or misdiagnoses.

THIS HOSPITAL'S SCORE
90

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

UHS - BINGHAMTON GENERAL HOSPITAL

10-42 Mitchell Avenue
Binghamton, NY 13903-1678

THIS HOSPITAL'S
GRADE

D

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

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THIS HOSPITAL'S SCORE
90

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

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UHS WILSON MEDICAL CENTER

33-57 Harrison St.
Johnson City, NY 13790

THIS HOSPITAL'S
GRADE

D

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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THIS HOSPITAL'S SCORE
95

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

ENOUGH QUALIFIED NURSES



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THIS HOSPITAL'S SCORE
Declined to Report¹

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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THIS HOSPITAL'S SCORE
92

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

Based on a scale of zero-100, this number represents a comparison of patients' perspectives of how effectively nurses at this hospital communicated with patients relative to patients' perspectives of how effectively nurses at other hospitals communicated with their patients. Higher scores indicate more effective communication than lower scores.

UPSTATE UNIVERSITY HOSPITAL - COMMUNITY CAMPUS

4900 Broad Road
Syracuse, NY 13215-2293

THIS HOSPITAL'S GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

Hospitals hire enough nurses to care for all of the patients. They also ensure that those nurses have the right training to provide safe care for their patients.

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THIS HOSPITAL'S SCORE

91

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

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VASSAR BROTHERS MEDICAL CENTER

45 Reade Place
Poughkeepsie, NY 12601-3947

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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THIS HOSPITAL'S SCORE

90

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

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WESTCHESTER MEDICAL CENTER

100 Woods Road
Valhalla, NY 10595-1530

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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THIS HOSPITAL'S SCORE

87

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

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WHITE PLAINS HOSPITAL

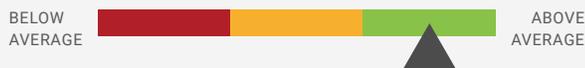
41 E. Post Road
White Plains, NY 10601-4699

THIS HOSPITAL'S
GRADE

B

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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THIS HOSPITAL'S SCORE

93

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

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WYCKOFF HEIGHTS MEDICAL CENTER

374 Stockholm Street
Brooklyn, NY 11237-4099

THIS HOSPITAL'S
GRADE

C

SPRING 2018

ENOUGH QUALIFIED NURSES



Patients receive most of their care from nurses, not doctors. When hospitals don't have enough nurses or the nurses don't have the right training, patients face a much greater risk of harm. Without enough qualified nurses, patients might face more complications, longer hospital stays, and even death.

THIS HOSPITAL'S SCORE

100

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
100.00	97.64	29.41

WHAT SAFER HOSPITALS DO

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THIS HOSPITAL'S SCORE

86

BEST HOSPITAL'S SCORE	AVERAGE HOSPITAL'S SCORE	WORST HOSPITAL'S SCORE
96	90.96	81

WHAT SAFER HOSPITALS DO

Hospitals that score well on this measure encourage their nurses to take time with every patient to communicate effectively by listening well, answering questions, treating patients with courtesy and respect, and explaining diagnosis and treatment plans in ways that patients understand.

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