

## Clay County Hospital among Top Ten Percent in Nation for Patient Satisfaction

Flora, IL – Clay County Hospital is pleased to announce that its Outpatient Surgery, Outpatient Test and Treatment, and Continuing Treatment venues are among the top 10% in the nation for patient satisfaction. The hospital contracts with a company called Professional Research Consultants (PRC) to collect this data. PRC is a nationally-known healthcare marketing research company headquartered in Omaha, Nebraska. Research is conducted to obtain the opinions of the patients at Clay County Hospital (CCH) via telephone for a confidential interview to assess their perceptions of patient care. When selected, patients are asked to rate several areas of their care as Excellent, Very Good, Good, Fair, or Poor. The goal at CCH is to be not just Very Good, but Excellent! The research findings are then presented to CCH to use in continuous improvement and enhancement of patient satisfaction. Congratulations for a job well done!