

INPATIENT COMMENT REPORT

Admission

Positive

1334413112 Registrar was very polite and friendly. Made me feel comfortable.
 1334413221 I was taken immediately for an ekg
 1343914783 Good. And efficient.
 1350751484 Arrived as a result of a heart problem. Therefore everything was done very expeditiously.
 1360810482 Very friendly staff.
 1362860378 great people... very caring

Negative

1305517435 we waited in the ER for over 10 hours
 1326963132 My cardiologist told me I would be admitted and a room was available, I then had to wait for hours for a hospital doctor to arrive, sign papers for admission.
 1345964767 Admission to ER was a bit slow but other things were going on.
 1369211157 Was in the ER from around 8:30 ... not admitted until 6:00pm that evening. Seemed like a very long delay, but maybe that's just "hospital time". It has been a long time since was in a hospital.

Mixed

1317828858 I was admitted to the ER very quickly, but sat in the back in a cubicle for 2 hours before the first person ever spoke to me. Granted, I was not bleeding; but I had severe dry heaves and was in pain. I was later told they were short handed.
 1333751724 Was prepped for surgery then released to reschedule, as I had not been taken off my Warfarin. Rescheduled a couple of days later.
 1363574299 The ER Doc was prepared to release me and did not seem concerned as I described my symptoms. When he got my blood work back he seemed a bit more concerned. My BP was through the roof...I would think that my BP 190/125 would have been enough to concern him...but it did not seem to be. He was always professional..but seemed a bit dismissive.
 1369976003 The medical professional interpreting the discharge instructions informed me she had spent more than 45 minutes with me and had other patients. What was missing from this account is that the doctor had made several errors/ omissions in those instructions and I could not sign them as presented. The orders had to be updated and reprinted. This is not the best practice I would expect and was quite unpleasant.

Neutral

1314640102 Arrived by helicopter.
 1323360932 I was going into cardiac arrest

INPATIENT COMMENT REPORT

Room

Positive

1311516318 Everything was excellent.

1314640102 The floor was very quiet at night unlike any other hospital I have been in. Excellent!!

1333751724 My stay w/only overnight - Short but sweet!! All help was sweet, kind & sincere.

1335945211 the lady who cleaned my room, was an absolute sweetheart. She was pleasant, always greeting me with a smile, and very professional!

1363574299 room was in good, clean condition

1369211157 I pretty much lucked out in getting room : ... a very large corner room with an entrance through an anti-room, not directly onto the corridor. Very quiet.

Negative

1298753174 Air condition was broke hot at times.

1326963132 No towels supplied & late in day 3 wash cloths were supplied.

1334413112 I found it annoying, at times, because of the bed inflating and deflating. Noisy and difficult to sleep.

1347171412 Room temp was VERY COLD at night.

1350751484 I did get cold at times but believe that is a result of the blood thinner medication that I was taking.

Mixed

1317828858 The nurses were excellent about keeping the room cool enough for me. My room was across from a little bench alcove and some type of utility/storage room and sometimes people would congregate there to chat.

INPATIENT COMMENT REPORT

Meals

Positive

1311516318 Excellent.

1317828858 I was not allowed to eat most of the time I was there. Once I was allowed to eat, the food was just warm. Nothing was hot or cold.

1343914783 Very polite.

1369976003 Meals were timely and tasty. Staff was always courteous.

Negative

1335945211 More variety on the menu would have been nice. I was tjere for 12 days.

1350751484 Eggs were very poor with respect to taste.

1365204613 Sunday breakfast not good - could break waffle in half - only had 1/2 cup coffee!

Mixed

1363574299 i do not eat meat and because the meal the was provided had meat I was unable to eat it. the Nurse assistant was kind enough to bring me a sandwich that I was able to consume. Very thoughtful of her.

Neutral

1313180738 I don't remember the food. Is that good or bad?

1314640144 Never opened anything.

1343914688 Never got any food. Constantly fasting for next test until time to go home.

1349460614 sandwich after card cath only food involved

1369211157 Most of the time I was there, it was a clear liquid diet, so not much to go on for food quality.

INPATIENT COMMENT REPORT

Nurses

Positive

1311516318 Everything was excellent.

1314640102 The nurses that took care of me were excellent. I have never had such good care before.

1316378907 Had a nurse trainee that was not very nice and could not speak clearly gave me 2 shots and was very rough I still have black and blue spots at injection sites ...

1317828858 All of my nurses were excellent. They paid attention to everything I said and worked immediately on any issue I may have had. They explained any medications and any procedures I had to have done.

1329317728 All the nurses were great!!

1333751721 Night shift nurse was excellent. Day nurse seemed to be busy.

1349460614 questions concerning how many visitors are allowed in room need to be addressed. different policies from different nurses.

1350751484 They were all exceptional in every aspect of care.

1360810482 Nurses were very professional and nice!

1369211157 All of the nursing staff I encountered, including their Techs were top-notch in both care and attitude.

1369599602 Please note: there were a few nurses who we would have given low grades to on the friendliness/courtesy scale and some who exceeded very good.

Negative

1326963117 we did not encounter anyone who was not very pleasant and helpful from the Drs right down to the cleaning staff.

1363574299 I only had to use the call button once. When I did use it...I had to press it twice before someone responded...

Mixed

1335945211 Would have appreciated being bathed more often. I asked, but sometimes was just given a cloth when I really needed help. If it weren't for my husband, I would have been mostly unwashed.

1369976003 I now have a new found respect for medical support staff. I had no idea there were techs, nurses, etc. There should be more informative public service commercials to inform the public of the inner workings of these essential staff.

INPATIENT COMMENT REPORT

Tests and Treatment

Positive

1311516318 Excellent.
 1316378907 they were great , because i'm a chicken !!!

Negative

1305517283 I had to wait two days for my cardiovert because there was a backup with the equipment or room.
 1313180738 IV's were started (twice) and then were unable to be used. ("Too old") How 'bout starting them closer to hanging the IV bag?
 1326963132 4. Skill is more important most have difficulty finding veins.
 1343914688 Need better explanations of purpose of tests and COST.
 1349460614 might be normal, 35 hour in hospital wait for card cath. no personal history to compare.

Mixed

1317828858 Generally there was very little or no waiting times once I was taken down for a procedure. One nurse had a lot of trouble putting in an IV. She got one done on my wrist that was always painful every time I moved my hand in any way. It was on my right wrist and I am right handed. Once that one started to fail, she attempted 3 times to start another one but was unable to. She requested assistance and someone else came in and started another one on my other arm. She was extremely kind and apologetic while she was trying.
 1369211157 The "courtesy" of those taking a blood and starting IVs were good, but all but a phlebotomist(sp?) named [REDACTED] that I had on the 3rd floor, were not very good at successfully getting in. They all took multiple attempts, and I ended up looking like I was a heroin addict! I told the all that my veins roll, and use a tiny needle. No help!

INPATIENT COMMENT REPORT

Visitors and Family

Positive

1311516318

Excellent.

1326963117

Everyone was thoughtful and caring towards my family always asking if we needed anything.

1333751721

Night nurse was great.

1349460614

some went the extra mile with visitors and referred to a family based nursing, some did not want additional family in room in er during my extended stay there.

Negative

1315640052

Observation room not comfortable for anyone. I could touch the toilet from bed!

1347171412

Chairs were uncomfortable for my visitors - Recliners need to be upgraded.

INPATIENT COMMENT REPORT

Physician

Positive

1311516318 Excellent.

1314640102 Dr.'s () are excellent. They kept ME and family aware of all that was happening to me. I wish they were my dr.'s in Easton!!

1317828858 I saw many Doctors while there, some from the hospital, some my personnel Doctors and some from my Doctors groups. Some Doctors spent more time with me than others so that is why the Fair grade here.

1323360850 Good.

1327234400 4. There were 4. 3 were great.

1329317728 *Dr. () a great doctor.

1346630115 Very good & relaxed.

1350751484 They were all very responsive, knowledgeable and respectful.

1363574299 Dr I () Cardiologist was outstanding. Great bedside manner..answered all my questions

1369211157 The two people I saw while in the ER were fine. Dr. I () and I did not hit it off at our first meeting on Wednesday, and I never saw him again until the morning I was discharged.

Negative

1315640052 I was told on 3-4 occasions info that conflicted w/ previous info. No food or water - why aren't you drinking, have you had dinner. You flat lined - you paused, you never flat lined. You are having seizures - they are not seizures - you are fainting. You need a pacemaker Monday - a pacemaker is not the answer.

1324221949 In the ER I was confused that no xrays or scans were taken of my head. The lady attending me was a PA I believe. She said that she didn't think it was needed even though she stated that I did have a concussion. Today I went for a MRI of my head because of headaches I have had since the fall.

1343914688 ER doc only went by CT results - cardio specialist hadn't reviewed history. Patient w/A-fib is bad time for cardio stress test.

1347171412 Specialists/consultants very good. Hospitalists were only fair.

Mixed

1326963132 Hard to answer when you have five or six physicians. Some were better than others.

1349460761 Length of time it took for the ER physician to see me after being brought by ambulance for heart problems from my primary doctor's office. A good couple of hours. Once seen by ER physicians, treatment moved very rapidly.

Neutral

1298753174 Did not see much of any doctor.

1369211145 Never saw the same person twice. This resulted in some inconsistencies in information.

INPATIENT COMMENT REPORT

Discharge

Positive

1311516318 Excellent.
 1333751724 Written instructions are good for me, as I can refer to them at home.

Negative

1333751721 At time of discharge I was left with dried blood on my arms & hands.
 1349460594 You need more wheelchairs.
 1365204613 Somewhat delayed waiting for oxygen to take home/set up.
 1369599602 Discharge was not pleasant because of lack of communication.

Mixed

1313180738 The speed of discharge was not the fault of the hospital. I had to go to rehab and that was a hassle.
 1363574299 did not really get any specific verbal instructions...the discharge paperwork did not give any real
 guidance..other than whatever I could tolerate. No instructions for resting, time off etc... and I admit I did not
 ask...I just wanted to go home.

Neutral

1317828858 Doctor had just told me they were probably going to keep me to watch the stone situation and the nurse came
 in to tell me I was going home.
 1349460614 you need a "na" reply option here. I was transferred out by ambulance for cardiac bypass surgery
 1369211145 Released to nursing home. Never made it back home...question needs new phrasing.

INPATIENT COMMENT REPORT

Personal Issues

Positive

1301117790 2. No pain. 4. No concerns.
 1311516318 Excellent.
 1333751724 Very happy with staff. They should be rewarded!!!
 1338543888 #2. No pain.
 1357869310 I had no pain or emotional needs & no concerns/complaints during my stay, but feel the staff would have performed very well if I did.

Negative

1313180738 Pain was controlled TOO well. Had to be given Narcan.
 1315640052 Drs. & nurses were not on same page - too many moves & new staff in 2 1/2 days. ER - observation - cardiac. And I could hear nurses discussing my condition & debating what was happening.

Mixed

1329317424 I was ready to leave the hospital because I was not told why I was being held over for another day. This brought two physicians to my bedside to explain.

INPATIENT COMMENT REPORT

Overall Assessment

Positive

1311516318

Everything thing was excel.

1314640102

If I lived closer to this hospital this is where I would definitely come.

1346630115

_____ been here before very good hospital.

1363574299

very well coordinated effort among nursing staff

Mixed

1317828858

My biggest complaint with this stay was that it did not appear that the Doctors were working together to resolve my issue. I went to the ER with severe vomiting and pain that turned out to be kidney stones on both sides. But because my Tromponin(?) level was elevated, I was considered to be in congestive heart failure and placed on a i .oor for my care. Once there, it seems like the stones did not matter anymore. Everything catered to the heart attack I was not having. There were not even collecting my urine until I requested it. Then they did not measure it and it was about 3 days in before I convinced someone it should be strained to look for stones. That was after I passed a stone and had the nurse save it for the Urologist. I believe the Doctors worked well with the Nurses, they just needed a plan that included all my ailments together.

INPATIENT COMMENT REPORT

Uncategorized Comments

Positive

1311516318

Excellent.

1314640102

It was my pleasure. Thank you for all you did for me. :

1333751724

Sorry about slow return of survey - Am recovering slowly but surely. God bless for all of you!