

Welcome to
Better Health

A Weekly Update
for Asante Employees

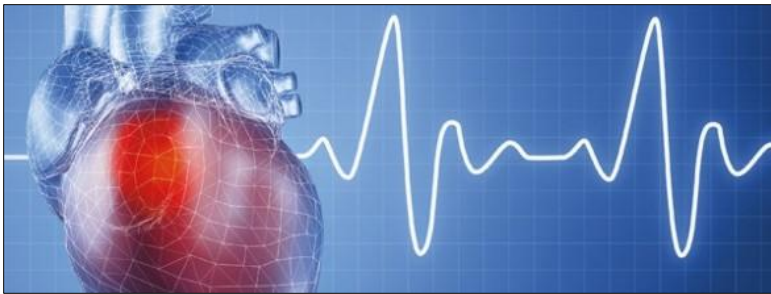
Every patient,
every day, every time.

ASANTE® News

ASANTE ASHLAND COMMUNITY HOSPITAL | ASANTE PHYSICIAN PARTNERS | ASANTE ROGUE REGIONAL MEDICAL CENTER | ASANTE THREE RIVERS MEDICAL CENTER

Heart Center Recognized for Patient Experience

The Heart Center at Asante Rogue Regional Medical Center has earned its reputation as an overachiever. The center's patient experience goal is to rank in the 68th percentile, but its ranking has been above that figure for 13 consecutive months.



It's the first time any unit or department has achieved such a sustained level of excellence in patient experience since Asante Rogue Regional began collecting patient feedback through surveys in 2006.

Heart Center patients rate courtesy and respect, pain management, help in understanding how to manage their

health, and room and bathroom cleanliness as above average. Their comments highlight the dedication and hard work of everybody that works in the Heart Center.

"All the staff, but especially the CNAs and RNs, were very compassionate, friendly, competent and went the extra mile for me," one patient said. "I was blown away."

"I want to thank everyone from housekeeping (and) dietary to all nurses," another patient said. "My experience was superior and I can't wait to share it with my brother (he had a bad experience in a Bay Area hospital). My care was good and the staff was responsive. I am 100 percent satisfied."

The Heart Center demonstrates its commitment to patient experience through its openness to patient feedback and willingness to make changes based upon the feedback.

The Heart Center is a 40-bed, multidisciplinary inpatient care unit on the third floor of the tower at Asante Rogue Regional. It provides 24-hour nursing care for registered in-patients and observation patients.

The unit can provide telemetry monitoring for a total of 104 patients from the Heart Center, oncology, dialysis, post-surgical, neuro-ortho and general medicine.

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Question or suggestions: Call Communications and Marketing at (541) 789-3510 or extension 13510.