

Table 1. Changes Press Ganey patient satisfaction survey scores from baseline to post-move period in the moved units.

Satisfaction Domains	PRE-MOVE (%RESPONSE)*					POST-MOVE (%RESPONSE)*					p-value
	1	2	3	4	5	1	2	3	4	5	
Room											
Pleasantness of room décor	1.2	3.0	20.9	41.2	33.6	0.07	0.35	4.9	29.9	64.8	<0.0001
Room cleanliness	1.6	2.7	10.3	36.4	49.0	1.0	1.0	4.7	24.8	68.6	<0.0001
Courtesy of Person cleaning the room	1.2	1.1	6.3	31.6	59.8	0.8	0.6	4.6	26.3	67.7	0.0002
Room temperature	0.8	2.8	10.6	42.7	43.1	0.7	1.3	8.2	34.9	54.9	<0.0001
Noise level in and around the room	2.4	4.7	14.8	37.9	40.2	2.4	1.3	7.9	31.1	59.2	<0.0001
Food											
Temperature of the food	2.7	5.2	20.0	41.2	31.1	2.7	4.5	19.7	39.5	33.6	0.60
Quality of the food	4.3	7.1	24.3	38.6	25.8	5.0	6.9	25.6	35.5	27.1	0.48
Courtesy of person served food	0.5	1.6	5.7	28.4	63.9	0.6	1.4	6.4	29.4	62.3	0.85
Nursing											
Friendliness/courtesy of the nurses	0.6	0.2	2.9	20.0	76.3	0.3	0.4	2.0	14.5	82.8	0.0001
Promptness response to call	0.7	3.1	7.0	29.1	60.1	0.7	1.5	7.9	27.3	62.6	0.03
Nurses' attitude toward requests	0.5	1.2	4.7	22.7	71.0	0.4	1.1	3.1	19.6	75.8	0.03
Attention to special/personal needs	0.9	1.6	5.8	25.1	66.7	0.6	1.4	4.5	21.3	72.2	0.02
Nurses kept you informed	0.4	1.7	6.2	27.5	64.3	0.6	1.1	4.6	21.5	72.2	<0.0001
Skill of the nurses	0.2	0.4	3.0	21.1	72.3	0.4	0.3	2.3	17.5	79.5	0.05
Ancillary staff											
Courtesy of person took blood	1.0	1.0	4.8	26.8	66.5	0.4	0.9	4.9	25.7	68.1	0.38
Courtesy of person started IV	0.7	1.0	3.6	24.7	70.0	0.2	0.7	3.6	23.8	71.7	0.32
Visitor related											
Accommodations & comfort visitors	1.8	3.5	10.8	33.8	50.0	0.3	0.8	4.4	24.3	70.3	<0.0001
Staff attitude toward visitors	0.6	0.4	3.5	27.5	68.1	0.3	0.3	2.2	17.9	79.4	<0.0001
Physician											
Time physician spent with you	1.0	2.7	10.2	31.1	55.0	0.1	1.6	10.4	29.0	58.8	0.0006
Physician concern questions/worries	0.9	1.4	5.2	25.4	67.1	0.1	1.0	5.4	22.8	70.7	0.008
Physician kept you informed	1.1	1.5	6.3	25.9	65.3	0.2	1.3	6.3	24.7	67.5	0.02
Friendliness/courtesy of physician	0.3	0.9	2.8	19.7	76.3	0.1	0.3	3.2	18.4	78.1	0.13
Skill of physician	0.3	0.3	1.5	12.5	85.4	0.07	0.07	1.7	9.6	88.5	0.02
Discharge											
Extent felt ready discharge	0.9	1.6	6.7	28.8	62.0	0.3	1.0	6.48	25.6	66.7	0.01
Speed of discharge process	2.5	3.5	13.1	30.1	50.7	2.2	3.2	12.2	28.2	54.2	0.45
Instructions care at home	1.0	1.7	4.8	26.2	66.4	1.0	1.6	5.1	21.1	71.1	0.02
Staff concern for your privacy	0.7	0.9	3.6	29.5	65.3	0.0	0.8	3.2	24.1	71.8	<0.0001
Misc											
How well your pain was controlled	1.0	1.7	6.4	26.8	64.2	0.5	1.4	4.8	26.8	66.5	0.17
Staff addressed emotional needs	1.3	2.5	7.1	29.2	60.0	0.5	1.5	5.9	28.7	63.4	0.02
Response concerns/complaints	1.6	1.8	7.8	27.7	61.1	1.1	1.8	6.3	26.3	64.5	0.24
Overall											
Staff worked together care for you	0.5	0.4	3.8	22.7	72.6	0.4	0.4	3.3	18.7	77.2	0.06
Likelihood recommending hospital	0.9	1.1	3.4	15.6	79.1	0.8	1.0	2.4	11.4	84.3	0.003
Overall rating of care given	0.8	0.6	2.9	16.3	76.8	0.4	0.6	2.4	13.6	83.0	0.0006

1=very poor, 2=poor, 3=fair, 4=good, 5=very good

Table 2. Changes Press Ganey patient satisfaction survey scores from baseline to post-move period in the unmoved units.

Satisfaction Domains	PRE-MOVE (%RESPONSE)*					POST-MOVE (%RESPONSE)*					p-value
	1	2	3	4	5	1	2	3	4	5	
Room											
Pleasantness of room décor	1.3	2.9	14.5	39.7	41.5	1.5	2.5	12.8	36.3	47.0	0.13
Room cleanliness	1.3	2.2	8.7	36.1	51.6	0.8	1.6	8.7	29.8	59.1	0.005
Courtesy of Person cleaning the room	1.5	1.0	4.9	31.4	61.2	0.5	1.0	5.4	26.6	66.6	0.02
Room temperature	0.9	2.0	11.3	40.1	45.0	1.2	1.5	10.7	37.8	48.8	0.33
Noise level in and around the room	2.6	4.0	13.4	34.7	45.4	1.7	3.7	10.7	36.3	47.6	0.19
Food											
Temperature of the food	2.9	4.2	20.4	38.5	34.1	2.4	4.7	19.6	34.6	38.8	0.18
Quality of the food	3.8	5.8	23.1	37.2	30.2	3.1	5.9	19.8	35.1	36.2	0.05
Courtesy of person served food	0.7	0.9	5.8	26.7	66.0	0.6	0.7	8.1	29.2	61.4	0.13
Nursing											
Friendliness/courtesy of the nurses	0.4	0.9	2.8	18.3	77.7	0.2	0.2	3.1	16.4	80.1	0.15
Promptness response to call	0.7	1.7	7.7	30.7	59.2	0.6	1.5	8.8	27.2	62.0	0.42
Nurses' attitude toward requests	0.8	1.3	4.1	23.4	70.5	0.3	0.4	4.4	22.5	72.4	0.14
Attention to special/personal needs	1.1	1.3	5.3	24.2	67.8	0.6	1.0	4.7	3.5	70.3	0.44
Nurses kept you informed	0.6	1.9	6.1	25.6	65.8	0.6	1.3	4.2	24.1	69.8	0.15
Skill of the nurses	0.4	0.7	3.2	21.4	74.3	0.1	0.3	2.8	18.1	78.6	0.11
Ancillary staff											
Courtesy of person took blood	0.8	1.6	6.5	28.0	63.2	0.5	0.9	6.7	28.9	63.1	0.56
Courtesy of person started IV	0.6	0.9	4.7	27.3	66.6	0.6	0.6	3.6	26.0	69.3	0.55
Visitor related											
Accommodations & comfort visitors	1.1	2.5	8.4	32.7	55.3	1.0	2.0	8.6	29.4	59.1	0.42
Staff attitude toward visitors	0.3	0.9	2.9	25.6	70.3	0.2	0.5	3.5	23.6	72.2	0.51
Physician											
Time physician spent with you	1.1	3.0	9.3	33.3	55.9	1.0	2.0	10.8	30.4	55.9	0.21
Physician concern questions/worries	0.7	2.1	6.0	27.0	64.3	0.6	1.6	6.8	25.0	66.1	0.60
Physician kept you informed	1.1	2.2	7.5	27.6	62.2	0.8	2.3	6.8	27.0	63.2	0.83
Friendliness/courtesy of physician	0.7	1.0	4.3	21.1	73.3	0.7	0.7	4.3	21.1	73.3	0.63
Skill of physician	0.6	0.8	2.5	18.2	77.9	0.7	0.2	3.3	14.8	81.0	0.05
Discharge											
Extent felt ready discharge	1.8	1.4	6.8	30.8	59.2	1.0	1.6	5.9	29.3	62.3	0.35
Speed of discharge process	2.9	4.1	13.1	31.1	47.8	3.2	3.8	12.8	30.3	50.0	0.80
Instructions care at home	1.1	1.0	5.7	28.3	64.0	0.9	1.1	5.7	24.6	67.7	0.36
Staff concern for your privacy	0.8	1.1	4.4	30.1	63.6	0.9	0.6	4.6	27.8	66.2	0.40
Misc											
How well your pain was controlled	1.0	1.7	7.1	30.0	60.2	1.3	1.5	7.1	27.5	62.6	0.71
Staff addressed emotional needs	1.8	1.7	8.2	33.2	55.1	0.7	1.9	8.9	28.3	60.2	0.02
Response concerns/complaints	1.9	2.5	7.0	31.5	57.2	1.8	2.0	8.1	28.0	60.1	0.34
Overall											
Staff worked together care for you	1.0	1.5	4.6	22.8	70.3	0.8	1.4	5.0	19.7	73.2	0.45
Likelihood recommending hospital	1.2	1.7	3.8	17.0	76.3	1.3	1.4	3.8	1.42	79.2	0.46
Overall rating of care given	0.8	1.7	3.5	19.2	74.7	1.0	1.0	3.7	16.8	77.2	0.36

1=very poor, 2=poor, 3=fair, 4=good, 5=very good

Table 3. Changes HCAHPS patient satisfaction survey scores from baseline to post-move period in the moved units.

Satisfaction Domains	Pre-Move (% Response)*				Post-Move %Response*				p-Value
	1	2	3	4	1	2	3	4	
Facility Related									
Hospital Environment									
Cleanliness of room	2.9	10.5	25.6	61.0	2.5	6.9	19.8	70.8	<0.0001
Quietness around the room at night	2.8	11.0	34.8	51.3	0.8	4.4	29.4	65.4	<0.0001
Non Facility Related									
Nursing communication									
Nurses treated with courtesy/respect	0.2	2.5	13.3	84	0.1	1.8	11.3	86.7	0.15
Nurses listened	0.5	4.4	22.0	73.1	0.3	3.6	19.7	76.4	0.17
Nurses explained	0.7	3.8	20.5	75.0	0.5	3.5	19.4	76.6	0.73
Physician Communication									
Doctors treated with courtesy/respect	0.5	1.2	8.9	89.5	0.1	1.4	8.1	90.5	0.11
Doctors listened	0.6	2.9	15.1	81.4	0.1	2.9	16.1	81.0	0.12
Doctors explained	0.8	3.3	16.7	79.2	0.4	3.0	17.6	79.0	0.44
Other									
Help toileting as soon as you wanted	4.0	10.1	24.1	61.8	4.1	9.2	23.1	63.7	0.86
Pain well controlled	1.7	7.1	28.0	63.2	1.1	5.8	29.3	63.8	0.33
Staff do everything help with pain	0.9	4.4	17.0	77.7	0.7	3.7	15.5	80.1	0.42
Staff describe medicine side effect	17.8	13.0	22.2	47.0	17.7	11.8	22.9	47.6	0.86
Tell you what new medicine was for	2.2	5.0	16.3	76.4	2.4	4.4	16.8	76.4	0.91
Overall									
Recommend hospital	0.9	1.6	15.0	82.5	1.0	1.6	10.3	87.1	0.002
	(0-2)	(3-5)	(6-8)	(9-10)	(0-2)	(3-5)	(6-8)	(9-10)	
Rate hospital (0-10)	1.16	2.95	21.2	75.0	1.0	2.2	14.9	83.3	<0.0001

*% Response = Percent of responses in each category for each item

1= Never

2= Sometimes

3= Often

4= Always

Table 4. Changes HCAHPS patient satisfaction survey scores from baseline to post-move period in the unmoved units.

Satisfaction Domains	Pre-Move (% Response)*				Post-Move (% Response)*				p-Value
	1	2	3	4	1	2	3	4	
Facility Related									
Hospital Environment									
Cleanliness of the room and bathroom	3.6	8.3	24.2	64.0	1.5	7.1	22.1	69.2	0.003
Quietness around the room at night	2.9	9.6	28.9	58.6	2.9	8.6	28.2	60.3	0.77
Non Facility Related									
Nursing communication									
Nurses treated with courtesy/respect	0.2	3.5	12.7	83.6	0.1	2.2	10.5	87.1	0.08
Nurses listened	0.5	5.2	20.1	74.2	.04	2.9	21.2	75.5	0.04
Nurses explained	0.6	4.7	18.7	76.0	0.5	3.1	20.2	76.2	0.23
Physician Communication									
Doctors treated with courtesy/respect	0.7	2.9	11.5	84.9	0.7	1.8	10.2	87.3	0.24
Doctors listened	0.7	5.1	16.6	77.7	1.2	4.0	17.8	77.1	0.32
Doctors explained	0.8	5.1	18.4	75.7	1.0	4.8	19.8	74.4	0.84
Other									
Help toileting as soon as you wanted	5.7	9.3	22.8	62.3	5.6	9.0	24.8	60.6	0.89
Pain well controlled	1.6	8.0	28.3	62.0	1.9	7.2	28.3	62.6	0.90
Staff do everything help with pain	1.2	6.2	15.8	76.8	1.6	4.4	18.3	75.7	0.17
Staff describe medicine side effect	17.6	14.1	19.1	49.2	16.8	14.6	21.6	47.1	0.74
Tell you what new medicine was for(2.4	6.5	14.1	77.1	1.6	5.3	14.4	78.8	0.50
Overall									
Recommend hospital	1.3	2.7	14.7	81.4	1.3	2.3	14.5	82.0	0.90
	(0-2)	(3-5)	(6-8)	(9-10)	(0-2)	(3-5)	(6-8)	(9-10)	
Rate hospital (0-10)	1.5	3.8	19.0	75.7	1.08	3.9	17.4	77.6	0.30

*% Response = Percent of responses in each category for each item

1= Never

2= Sometime

3= Often

4= Always