

## Nurse Patient Relationship Survey Items Drive Patient Ratings of Their Overall Experience

There is a very high correlation between the nursing items on patient satisfaction surveys (which almost exclusively measure the quality of communication in nursing) and the patient's overall satisfaction with their healthcare experience. This chart shows nurse-related items on both the Press Ganey Survey and the CAHPS Survey and their significant correlation with patient ratings of their overall experience.

<b>Source</b>	<b>Survey Item</b>	<b>Correlation</b>
Press Ganey	Staff worked together to care for you	.857
Press Ganey	Response to concerns and complaints during your stay	.837
Press Ganey	Amount of attention paid to your special or personal needs	.826
Press Ganey	Staff addressed your emotional needs	.819
Press Ganey	Staff effort to include you in decisions about your treatment	.818
Press Ganey	How well the nurses kept you informed	.817
Press Ganey	Nurses' attitude toward your requests	.808
Press Ganey	Staff concern for your privacy	.787
Press Ganey	Friendliness/courtesy of the nurses	.786
Press Ganey	Staff attitude toward visitors	.782
HCAHPS	Nurses listen carefully to you	.778
HCAHPS	Nurses treat you with courtesy and respect	.772
HCAHPS	Nurses explain in ways you understand	.756

**Source: *Press Ganey 2007 Satisfaction Report***