

Rhode Island Hospital Patient Experience Comments June 2016

NAME	HOSPITAL	SURVEY	SPECIALTY	UNIT	RATING	CATEGORY	COMMENT	RECEIVED DATE	DISCHARGE DATE
	RIH	1120767919	Medical	10	Negative	Clinical Treatment	ER wait: Went to ER with 205 BP at 11:30 p.m. (had open heart surgery in 2014) sat in waiting room -> 2 hours. At 5:00 a.m. told I was being admitted. Waited till 2:30 p.m. before taken to room (9 hrs.) or a total of 14 hours in ER. Quite ridiculous for former heart attack patient.	6/23/2016	5/24/2016
MARIA SIMET	RIH	1114697862	Medical	10	Positive	Clinical Treatment	I left better, I arrived very sick and thanks to your care I left much better.	6/20/2016	5/10/2016
MARY TASCA	RIH	1114701389	Medical	10	Negative	Nutrition	1. Food services terrible - never saw a nutritionist. 2. Bathroom was horrible - several times my family had to get staff to clean the bed pan (toilet) hat that sat there full to brim, disgusting - the RN had to clean it. 3. Linens were changed only twice. My daughters are in healthcare and they did it .	6/10/2016	5/10/2016
MARY TASCA	RIH	1114701389	Medical	10	Negative	Staff	Nurses did not come in to room often. Could not understand him. Terrible.	6/10/2016	5/10/2016
MARIA SIMET	RIH	1114697862	Medical	10	Positive	Staff	I am very grateful and I hope you continue giving good service and attention - To everyone thanks - Many blessings to everyone for your effort and dedication.	6/20/2016	5/10/2016
LEO RUKSTALIS	RIH	1120774370	Medical	10	Negative	Staff	The doctors getting together to keep me informed on what I was going to have done. Let me know what there next _____ was going to be or just let me know what they were going to do.	6/22/2016	5/24/2016
LEO RUKSTALIS	RIH	1120774370	Medical	10	Positive	Staff	The whole nursing team was very good. Very happy to have them care for me.	6/22/2016	5/24/2016
KRISTIN QUINN	RIH	1114702487	Medical	10	Positive	Staff	The doctors were great that attended to me and the nurses were great. *Dr. McPeake, *Dr. Handa, *Dr. Acidera, *Dr. Basu, *Dr. Garazi.	6/20/2016	5/10/2016
JEAN SCLAMA	RIH	1114705146	Medical	10	Positive	Staff	Please tell nurses on 10th floor thank you very much for there services, everyone one was so attentive to me. I was... early a.m.	6/6/2016	5/13/2016
JAMES CONWAY	RIH	1114696478	Medical	10	Positive	Staff	*Steve nurse on floor 10.	6/7/2016	5/13/2016
ESTANISLAO FERNANDEZ	RIH	1117903847	Medical	10	Negative	Staff	Hourly checks sometimes took longer.	6/23/2016	5/20/2016
ELEANOR HARRIS	RIH	1110982730	Medical	10	Positive	Staff	Every one on the 10th floor was great. I got the best treatment you could ask for.	6/1/2016	5/2/2016
CRISTIN BECKER	RIH	1114694594	Medical	10	Negative	Staff	Being more prompt when I rang the call light -	6/20/2016	5/10/2016
CRISTIN BECKER	RIH	1114694594	Medical	10	Positive	Staff	*Cassie & *Jazmine were my favorite as well as *Carol.	6/20/2016	5/10/2016
ESTANISLAO FERNANDEZ	RIH	1117903847	Medical	10	Positive	Unit	Always allowed my family in, never complained.	6/23/2016	5/20/2016
AMY DIAS	RIH	1107190978	Medical	10	Positive	Unit	I had a very pleasant stay during my admission.	6/16/2016	4/28/2016

NAME	HOSPITAL	SURVEY	SPECIALTY	UNIT	RATING	CATEGORY	COMMENT	RECEIVED DATE	DISCHARGE DATE
	RIH	1117902945	Vascular Surgery	Sisc	Negative	Clinical Treatm	I was not told to discontinue one of the meds I was taking. I had to call doctor's office to ask about it. Nurses did not respond to 2 hr. buzzes for other patient in room. It was quite annoying & I had no sleep at all that night.	6/16/2016	5/17/2016
BARBARA GARGANO	RIH	1110982499	Intensive Care Unit	Sisc	Negative	Nutrition	Better bed - Hardly slept. The food is VERY POOR. Only could eat half or less.	6/1/2016	5/4/2016
	RIH	1117902945	Vascular Surgery	Sisc	Positive	Staff	My male nurse was very caring & attentive. I believe his name was *John RN -	6/16/2016	5/17/2016
VSEVOLOD N RYL	RIH	1114700771	Vascular Surgery	Sisc	Positive	Staff	To *Doctor Slaiby and his team.	6/15/2016	5/14/2016
	RIH	1120772331	Vascular Surgery	Sisc	Positive	Staff	I was especially impressed with a lead nurse by the name of *Debra who has been in ICU for fifteen years - she was so professional and kind - a great asset to your hospital!	6/27/2016	5/26/2016
FRANCES MULHEARN	RIH	1110982646	Vascular Surgery	Sisc	Positive	Staff	The kindness & concern for me the nurse were outstanding.	6/16/2016	5/4/2016
	RIH	1103508488	Thoracic Surgery	Sisc	Positive	Staff	The kindness & courtesy of the nurses was phenomenal. When I was starting to panic leading up to the surgery that were really good at assuring me, all would be okay.	6/2/2016	4/23/2016
	RIH	1120774478	Vascular Surgery	Sisc	Negative	Unit	Noise control especially at night. Air compressor that pumps air into bed mattress is too loud and comes on too frequently. Chimes on heart monitors are too loud and chime too frequently. All night long - Ding - ding - ding.	6/22/2016	5/26/2016
RALPH BELLEVILLE									

NAME	HOSPITAL	SURVEY	SPECIALTY	UNIT	RATING	CATEGORY	COMMENT	RECEIVED DATE	DISCHARGE DATE
	RIH	1120768836	Neurosurgery	6A	Negative	Clinical Treatment	None, I am very bothered by the behavior. *Doctor Jeremy rude because I had a fever and he rudely took off the sheets I was covered with he was very abusive and apart from that I was in room 654 it did not have heating and the sink was clogged and it made me sick. Do you think we are animals?	6/27/2016	5/28/2016
ROBERT ANDREONI	RIH	1125093694	Neurology	6A	Mixed	Nutrition	The food was overall fine, but could use a little improvement.	6/20/2016	6/3/2016
	RIH	1120774059	Neurology	6A	Positive	Staff	On May 25 my husband suffered a stroke. Happened to him. He was there less than 48 hours and he was sitting up and eating when he left. The staff was friendly and as caring for me as they were to my husband. It is hard to answer the questions in this questionnaire as most do not pertain to him. I just wanted you to know how grateful I am with the steps that were taken to save my husband. And also to the courtesy always directed to me.	6/13/2016	5/26/2016
	RIH	1120768836	Neurosurgery	6A	Negative	Staff	In my opinion there is a lack of personnel, because when one needs a nurse they never arrive.	6/27/2016	5/28/2016
	RIH	1057730408	Neurology	6A	Positive	Staff	Staff was professional, kind, and caring. Answered any questions that I had. Meals were good -	6/14/2016	1/17/2016
	RIH	1057730408	Neurology	6A	Negative	Staff	Use of less perfume/cologne by some of the staff.	6/14/2016	1/17/2016
ROBERT ANDREONI	RIH	1125093694	Neurology	6A	Positive	Staff	Very professional, caring and attentive to my needs.	6/20/2016	6/3/2016
ROBERT ANDREONI	RIH	1125093694	Neurology	6A	Positive	Staff	All staff and departments were equally accommodating. *Doris, who was the day nurse was wonderful.	6/20/2016	6/3/2016
RICHARD MCBRIDE	RIH	1114694936	Neurosurgery	6A	Positive	Staff	*Doris, *Jojo, *Alayna, *Mike; 60 year old memory is pretty good but everyone involved was exceptional.	6/7/2016	5/14/2016
JOHN DRAPEAU	RIH	1117903447	Neurology	6A	Positive	Staff	Helpful nurses.	6/15/2016	5/19/2016
JOHN DRAPEAU	RIH	1117903447	Neurology	6A	Negative	Staff	Doctors were not informative.	6/15/2016	5/19/2016
JAMES HARPER	RIH	1103508217	Neurology	6A	Positive	Staff	Stroke floor nursing team at Rhode Island Hospital.	6/6/2016	4/20/2016
EDMUND LOFFREDO	RIH	1114695455	Neurology	6A	Positive	Staff	You got a great hospital. And a great staff of nurses & doctors. I'd highly recommend this hospital to whoever was working for a great hospital and great care - Plus all the high tech for trauma stroke and other. Thank you and bless all of you. Edmund E. Loffredo	6/6/2016	5/13/2016
EDMUND LOFFREDO	RIH	1114695455	Neurology	6A	Positive	Staff	All the staff that took care of me in your Stroke Dept. - Nurses & doctors were the best. Thank you all - Felt like they saved my life with the GREAT CARE I received -	6/6/2016	5/13/2016
CHRISTOPHER BIZZLE	RIH	1092436678	Neurology	6A	Positive	Staff	My people that I know and smiling.	6/14/2016	4/1/2016
CHRISTOPHER BIZZLE	RIH	1092436678	Neurology	6A	Negative	Staff	Hire more people stop giving one person 15 jobs. It should be more people.	6/14/2016	4/1/2016
	RIH	1120774326	Neurology	6A	Positive	Unit	I had a stroke and your people couldn't be better than you were.	6/20/2016	5/27/2016
	RIH	1110982117	Intensive Care Unit	6A	Negative	Unit	After surgery the doctor never came to talk to my family their were waiting on the waiting room. My family never had _____ change to see the doctor or ask any questions.	6/10/2016	5/3/2016
	RIH	1107193029	Neurology	6A	Positive	Unit	I was made very comfortably.	6/9/2016	4/25/2016
WILLIAM MASSE	RIH	1128415017	Neurology	6A	Positive	Unit	An aide was stationed in the room to watch, monitor to check for seizures, very pleasant and was there when needed. Food was good. Place was clean.	6/28/2016	6/8/2016
JAMES HARPER	RIH	1103508217	Neurology	6A	Mixed	Unit	In hospital care was excellent with discharge but no OT PT/SPT was arranged which lead to a two week delay in starting rehab therapy.	6/6/2016	4/20/2016
JAMES HARPER	RIH	1103508217	Neurology	6A	Negative	Unit	Coordinate rehab care prior to discharge & not rely on pt. family to call around STATE to set up post stroke cognitive rehab.	6/6/2016	4/20/2016
EDMUND LOFFREDO	RIH	1114695455	Neurology	6A	Positive	Unit	All proper medication - Room kept clean - Nurses checking me often making sure I was not in any pain. Making sure I was comfortable and NEVER IN DISTRESS!!	6/6/2016	5/13/2016

NAME	HOSPITAL	SURVEY	SPECIALTY	UNIT	RATING	CATEGORY	COMMENT	RECEIVED DATE	DISCHARGE DATE
CHRISTOPHER HOWE	RIH	1125092838	Neurosurgery	6B	Negative	Clinical Treatm	I did not see a doctor pertaining to my injury to explain in detail, what the extent of my injury was til the second day of my stay. One doctor stopped by on day 1 to check my basic neurologic abilities then quickly left. I do not feel the doctor/s executed a concern for my injury, a desire to well inform me, or the discussion for prognosis after my discharge. I honestly felt like the basic needs for my survival were met, and I was sent on my way.	6/28/2016	5/31/2016
	RIH	1107193595	Neurology	6B	Negative	Nutrition	Multiple nurses, CNA's & others tried to tell the people I'm a vegetarian but the dietician did not come in until the 6th day 10 minutes before discharge with the right menu.	6/9/2016	4/27/2016
	RIH	1107193595	Neurology	6B	Positive	Staff	All of my nurses & CNA's were fantastic. Great positive & upbeat attitudes. They were able to answer all questions. RN *JoJo was a ray of sunshine! *Bob the CNA was extremely helpful along with *Jimmy the floor assistant who helped keep the days fun!	6/9/2016	4/27/2016
	RIH	1107193595	Neurology	6B	Positive	Staff	*Jen - ED nurse - very polite & kept me in good spirits. *JoJo, nurse on 6th floor main building - just fantastic in every way. *Bob - CNA 6th floor, *Jimmy 6th floor assistant there are more I just can't remember the names.	6/9/2016	4/27/2016
RENEE PALARDY	RIH	1110982253	Intensive Care Unit	6B	Positive	Staff	The emergency room, this is the best hospital in RI, I know! I've been to all of them.	6/1/2016	5/5/2016
JOHN DANGELO	RIH	1120770411	Neurology	6B	Positive	Staff	Staff was attentive and courteously -	6/23/2016	5/22/2016
DAVID ANGELL	RIH	1117903958	Intensive Care Unit	6B	Positive	Staff	Caring, pleasant, doctors willing to spend time & explain.	6/7/2016	5/19/2016
DAVID ANGELL	RIH	1117903958	Intensive Care Unit	6B	Positive	Staff	*Dr. Kulacz Ferme neurologist made rounds very understanding.	6/7/2016	5/19/2016
CHRISTOPHER HOWE	RIH	1125092838	Neurosurgery	6B	Mixed	Staff	My trauma assessment, scans: MRI, CT, X-Rays. The CNA were more attentive and compassionate toward my needs and comforts than what I experienced in "some" nurses. The nurses seemed very busy and distracted to take the time, for the exception of providing pain meds.	6/28/2016	5/31/2016
CHRISTOPHER HOWE	RIH	1125092838	Neurosurgery	6B	Positive	Staff	The CNA's *Michelle, *Opal - Very thankful for their caring. (First names.) CT scan dept, X-Ray dept., trauma dept.	6/28/2016	5/31/2016
JOSE ALVES	RIH	1117902994	Neurology	6B	Negative	Unit	My stay at hospital was great all around, mines on May 18 when I went down for an MRI, I forgot the lady's name but that night she must of been having a bad day, she took me into a room by my self, and she talked to me like I have never been talked to just because I need it to urine during test, this was around 12:00 a.m. or so!!	6/23/2016	5/21/2016

NAME	HOSPITAL	SURVEY	SPECIALTY	UNIT	RATING	CATEGORY	COMMENT	RECEIVED DATE	DISCHARGE DATE
DONALD ROCHA	RIH	1114693661	Orthopedics	7B	Negative	Clinical Treatment	They never checked after surgery if he was urinating. He was sent to another hospital twice for urine retention, and not in hospital with low blood pressure.	6/8/2016	5/13/2016
RAYMOND PAGANO	RIH	1117903188	Neurology	7B	Negative	Staff	1 nurse was polite all others had an attitude and had misunderstanding.	6/6/2016	5/16/2016
RAYMOND PAGANO	RIH	1117903188	Neurology	7B	Positive	Staff	I would like to recognize *Dr. Andrew Bhun and *Sandy Systere for being patient and informative -	6/6/2016	5/16/2016
RAYMOND PAGANO	RIH	1117903188	Neurology	7B	Negative	Unit	<p>Showed up in ambulance and waited 8 hrs. in the Emergency Room. Be treated like a human being and not just a number. Understand more what patient/and family is going through. Be more thorough then just blaming it on the obvious. Called neuro specialist the next day and got a reasonable answer on what was happening to me. Realize the amount of people that go to the hospital but if you are in the profession do the job. Thank you, Raymond C. Pagano</p>	6/6/2016	5/16/2016

NAME	HOSPITAL	SURVEY	SPECIALTY	UNIT	RATING	CATEGORY	COMMENT	RECEIVED DATE	DISCHARGE DATE
LAURA PERFETTO	RIH	1117903462	Oncology	8Main	Negative	Clinical Treatm	Sometimes coordinating with different departments for appointments are difficult. Time seems to get away and also emergencies came up so sometimes appointments aren't always on time. Not really a fault - just can be difficult.	6/16/2016	5/17/2016
	RIH	1103507766	Oncology	8Main	Negative	Nutrition	The only issue I had was with dietary. I complained that my eggs were burnt on the bottom, and they didn't believe me. I had to ask for a dietician to come in to check out my eggs in order to get another order.	6/8/2016	4/21/2016
PAULA BETANCES	RIH	1117903910	Oncology	8Main	Negative	Nutrition	The food was awful and I got cold & sometimes FROZEN VEG.	6/14/2016	5/17/2016
	RIH	1103507766	Oncology	8Main	Positive	Staff	I have been hospitalized 3 times this was by far my best stay at R.I. Hospital. The docs, nurses, and CNA's were all phenomenal.	6/8/2016	4/21/2016
	RIH	1103507766	Oncology	8Main	Positive	Staff	*Sandra Fielding RN *Jessica MacMahon RN *Michaella Brown RN *Berline Marshall CNA Always went above and beyond to care for my husbands needs. *Dr. Stephanie Carderella *Dr. A Yakhkind These two doctors were very informative, compassionate and always to the time to explain the situation. Great bedside manners.	6/8/2016	4/21/2016
	RIH	1079018463	Oncology	8Main	Positive	Staff	EVERYONE - Doctors, nurses and all other staff - was truly wonderful, caring and excellent professionals! I am grateful for all their great care for me and my health.	6/10/2016	3/5/2016
PAULA BETANCES	RIH	1117903910	Oncology	8Main	Positive	Staff	The nurses were great on the 8th fl.	6/14/2016	5/17/2016
MARION ARIAS	RIH	1120773521	Oncology	8Main	Positive	Staff	On 8th floor CNA named *Tina was great. Also a young man named *Vinny. He always had a smile on and did anything to help me.	6/14/2016	5/24/2016
LAURA PERFETTO	RIH	1117903462	Oncology	8Main	Positive	Staff	The staff at Rhode Island Hospital is top-notch. They were professional, caring and kind during my stay here. Their compassion was so nice that it made me feel at home and at ease.	6/16/2016	5/17/2016
LAURA PERFETTO	RIH	1117903462	Oncology	8Main	Positive	Staff	The Oncology Dept. at RIH is exceptional. *Dr. Peter Barth and *Dr. Matthew A_____ are very caring and compassionate doctors. They have gone above and beyond to help me deal, plan and execute my course of treatment. The nursing staff and CNA's on the 8th floor at RIH were wonderful! Very kind and considerate and made my stay very comfortable. Thank you so much for helping me through this difficult time!	6/16/2016	5/17/2016
DAVID KELLY	RIH	1103508183	Oncology	8Main	Positive	Staff	ALL staff = nurses & CNA's on the 8th floor especially *Armanda, *Rachelle, *Michala, *Anna Bell, *Rachel, *Sandy, *Jorge (muscle man), *Jessika (my angel) social worker *Sue, *Cortney Medicaid finance *Shella McInniss patient financial services a life saver.	6/7/2016	4/19/2016
PAULA BETANCES	RIH	1117903910	Oncology	8Main	Mixed	Unit	All the nurses on the 8th fl were great. When I got COLD food. They did their best to heat it up, and get me something to eat. I thought it was very thoughtful that I got a call from the ER when I got home.	6/14/2016	5/17/2016
EDWARD LANFREDI	RIH	1120774428	Oncology	8Main	Negative	Unit	Pharmacy preparation of medications was slow.	6/13/2016	5/23/2016
DAVID KELLY	RIH	1103508183	Oncology	8Main	Positive	Unit	Exceptional care & concern during stay. I felt like family.	6/7/2016	4/19/2016

NAME	HOSPITAL	SURVEY	SPECIALTY	UNIT	RATING	CATEGORY	COMMENT	RECEIVED DATE	DISCHARGE DATE
	RIH	1092436554	Medical	9A	Negative	Clinical Treatment	NOT making a 94 yo man wait an entire night in the ER until the next morning for a bed! I am with it and the experience for me and my family exhausting. Even my PCP recommended I not go to RIH's ER! What does that say?	6/24/2016	4/1/2016
	RIH	1114700227	Neurology	9A	Positive	Staff	I want to mention how wonderful the staff was with me. The nurses on the Main 9th Floor were so caring was to me. My experience during my stay a very good one. From the staff in the ER to nurse and CNA's on the floor. The doctor's were very thorough and did everything they needed to do to find my diagnosis.	6/20/2016	5/9/2016
	RIH	1114700227	Neurology	9A	Positive	Staff	The nurses on the 9th Floor Main Bldg. were very caring and attentive. The nurse who did my admission on 3rd shift was great very caring. I don't remember her name. I also thought one of the CNA's on first shift was also wonderful.	6/20/2016	5/9/2016
	RIH	1107191564	Medical	9A	Positive	Staff	My experience with Rhode Island Hospital and staff was first rate. My family was very happy/satisfied with my hospital care.	6/7/2016	4/25/2016
	RIH	1107191564	Medical	9A	Positive	Staff	The doctors - Nurses & CNA's were all excellent during my stay at the 10th floor.	6/7/2016	4/25/2016
	RIH	1092436554	Medical	9A	Positive	Staff	Nurses excellent -They provide very good care. The doctor's as well.	6/24/2016	4/1/2016
	RIH	1092436554	Medical	9A	Positive	Staff	Your CNA's are wonderful people. I hope you recognize and pay them well! The staff in ER need to be more courteous. I think you overwork them. There needs to be more help there. the wait for CT scans, MRI's etc. is awful! Do something about your ER! Everyone knows it's always a horrible-long wait and experience!	6/24/2016	4/1/2016
VICTOR PACHECO	RIH	1110982757	Neurology	9A	Positive	Staff	The staff was very attentive and polite.	6/1/2016	5/2/2016
KENDRA NICASTRO	RIH	1128414843	Neurosurgery	9A	Compliment	Staff	The first nurse I encountered was *Ben, he was so kind to me and treated me like a friend. I was highly impressed with his demeanor. *Darlene (CNA) was absolutely amazing. When I had visitors she was talking to the woman in the room with me. That woman was very lonely and *Darlene listened to her & comforted her. *Darlene was so personable to me. She would check on me & talk to me about my interests. She made me feel so comfortable. She truly goes above & beyond what is expected.	6/28/2016	6/9/2016
KATHLEEN DONATO	RIH	1120767154	Medical	9A	Positive	Staff	All nurses and doctors were very attentive. I feel understood the problems with my health condition.	6/23/2016	5/25/2016
KATHLEEN DONATO	RIH	1120767154	Medical	9A	Positive	Staff	All nurses were excellent and so were the doctors. When I went for an MRI I was treated exceptionally well which made the procedure as easy as possible.	6/23/2016	5/25/2016
GARY SEARS	RIH	1117903804	Neurosurgery	9A	Positive	Staff	The staff was very nice!	6/15/2016	5/18/2016
DORIS RYANBOUCHER	RIH	1110982199	Medical	9A	Positive	Staff	I was monitored nearly every 10-15 minutes in the emergency center. Monitored frequently in my room. Attentive staff.	6/1/2016	5/6/2016
	RIH	1120768212	Medical	9A	Positive	Unit	Good food. Doctor's that make rounds make a difference.	6/27/2016	5/27/2016
	RIH	1120768212	Medical	9A	Negative	Unit	Don't put stable normal people with unstable people. (Someone with a head injury that gets up every hour and an alarm goes off!) Put the more challenging patients in their own room.	6/27/2016	5/27/2016
	RIH	1114700227	Neurology	9A	Negative	Unit	The discharge process could be a little shorter. I waited 12 hrs. for an MRI cause was bumped because my IV did not get put back in my arm when they were finally ready for me. My IV kept leaking so it had to be taken out. The nurse forgot to put my IV back in for the MRI. So I was woken up @ 3:00 a.m. on a Sunday morning to have the MRI. Was not told it would take 2 hours to get all the MRI completed. Was told that when I got to MRI Dept.	6/20/2016	5/9/2016
	RIH	1092436554	Medical	9A	Mixed	Unit	Hospital yes. ER: NO! I would give it a ten if it wasn't for your awful ER!	6/24/2016	4/1/2016
VICTOR PACHECO	RIH	1110982757	Neurology	9A	Negative	Unit	The waiting time in the emergency room was too long, was there from 11:00 a.m. to 11:30 p.m. before I was put in a room.	6/1/2016	5/2/2016
MYRTLE WHEATON	RIH	1114692811	Medical	9A	Negative	Unit	Telephone contacts VERY poor or non existed.	6/9/2016	5/11/2016
KENDRA NICASTRO	RIH	1128414843	Neurosurgery	9A	Negative	Unit	When I used the call button one night, the CNA *Francisco, came in I requested to have the foley removed, waited 45 min and the nurse never came. Had to press the button again, apparently there was a miscommunication on who was going to help me. I was annoyed b/c I wanted to be comfortable. Also, upon completion of surgery, when they brought me to my room, the nurse didn't come for 45 min, I was so uncomfortable, my parent were trying to help me but I needed a nurse. They should not just leave you in the room after recovery for that long.	6/28/2016	6/9/2016
ANN LANGEVIN	RIH	1128415544	Medical	9A	Positive	Unit	I was pleasantly surprise with all my care! That included food, cleaning staff and transport staff!!	6/28/2016	6/8/2016

NAME	HOSPITAL	SURVEY	SPECIALTY	UNIT	RATING	CATEGORY	COMMENT	RECEIVED DATE	DISCHARGE DATE
WILLIAM SINK	RIH	1128415182	Neurosurgery	BB6T	Negative	Clinical Treatm	I saw *Dr. Roberstein for 5 min. in his office before he turned me over to his nurse(?) Next time I saw him he walked in put a mark on my neck and walked out. After surgery a Dr. that assisted in the surgery told me "It went well". Did not see nor speak to him since.	6/28/2016	6/8/2016
JULIE LITTLE	RIH	1110982607	Neurosurgery	BB6T	Negative	Clinical Treatm	I was given an antibiotic that I never had before and had an allergic reaction to it when I looked it up on the internet it stated tat if you were allergic to Penicillin do not take. If you have colitis do not take - I have both and did have a reaction to the rug. Broke out in a rash. I questioned the nurse - She immediately took the IV out and called the doctor on call at hospital. He said that was not an allergic reaction, just a side effect. I questioned my CVS pharmacist and he said it definitely was an allergic reaction and knowing my medical history I never should have been given the drug. The drug in question is (Accef) (cefazolin).	6/13/2016	5/4/2016
JOYCE ORTON	RIH	1110982102	Medical	BB6T	Negative	Clinical Treatm	The 2 doctors who stitched my head. Not ____ who cared for me after. He discontinued my ____ pain medicines when I needed it most. I had more than 50 stitches in my head.	6/6/2016	5/6/2016
	RIH	1100236560	Neurosurgery	BB6T	Negative	Nutrition	Stop sending food when patients can't eat yet. You're WASTING good food ____.	6/8/2016	4/15/2016
	RIH	1114704398	Neurosurgery	BB6T	Positive	Staff	I stayed on the 7th floor for 8 days then had surgery, 2 nurses were amazing *Jaci worked during the day and *Kathy at night. I was blessed to have them both!!! RI Hospital is blessed to have them both!! Thank-you ladies. 7th floor Bridge Bldg.	6/7/2016	5/14/2016
	RIH	1114703106	Vascular Surgery	BB6T	Positive	Staff	On this occasions good care and good attention.	6/8/2016	5/8/2016
	RIH	1114702457	Transplant	BB6T	Positive	Staff	Fifth Floor Surgical Step Down Unit. And a nurse, *Jacob Perlini, was absolutely outstanding on Bridge 7.	6/6/2016	5/14/2016
	RIH	1100236560	Neurosurgery	BB6T	Positive	Staff	*MARCOS! Nurse. *Dr. Petra Klinge, MD neurosurgery.	6/8/2016	4/15/2016
STEPHANIE CESARONI	RIH	1125091960	Neurosurgery	BB6T	Positive	Staff	Everyone was so attentive & sensible from CNA, nurses, doctors, cleaning crew & food service people.	6/27/2016	6/3/2016
STEPHANIE CESARONI	RIH	1125091960	Neurosurgery	BB6T	Positive	Staff	Nurses & CNA's on ALL SHIFTS were always friendly - sensible always made a point too introduce themselves or come say "Hi".	6/27/2016	6/3/2016
RICHARD FORTIER	RIH	1110982635	Neurosurgery	BB6T	Positive	Staff	RN *Jonathan, *Jeremy, and *Maureen took the time to listen and gave me exceptional care during my stay. Also sure my stay was as comfortable as can be. Thank you all for making my stay comfortable.	6/7/2016	5/6/2016
JUSTIN VALENTINO	RIH	1100236293	Transplant	BB6T	Positive	Staff	Drs. were great, transplant team was great.	6/1/2016	4/16/2016
JUSTIN VALENTINO	RIH	1100236293	Transplant	BB6T	Negative	Staff	More nurses, nurses trained better on HIPAA, privacy and taught to explain things more, to explain what they are doing to you, they need to have more patience with people, need to be more readily available. Most nurses & CNA's were good, some TERRIBLE.	6/1/2016	4/16/2016
JUSTIN VALENTINO	RIH	1100236293	Transplant	BB6T	Mixed	Staff	Bridge - *Marcos -> Amazing, polite, took time with me. *Shane Gorton, best nurse I've had, polite, explained well. Not good -> *Veronica (I think, 3rd shift RN on April 13 2016; African American) treated me so poorly, that I almost called my parents at 4 a.m. because I felt unsafe, she explained nothing, blew off my concerns/pain etc., I had catheter trouble, I rang buzzer, pulled buzzer in bathroom. She didn't show up for 20 min., a male IV nurse (same night/shift) saw I needed help kept calling for her and asking where *Veronica was and stood holding me until she came, when she did, she smelled of cigarette smoke & strong perfume, she never wore gloves and had super long nails, I told her I had catheter trouble, she acted annoyed and explained nothing, pulled my sheets down and tried to squeeze a gel on to/into my penis, I stopped her & said please explain what you're doing - I got zero sleep, had panic attacks all because I felt something was wrong and she did NOTHING to address it.	6/1/2016	4/16/2016
JOYCE ORTON	RIH	1110982102	Medical	BB6T	Positive	Staff	The treatment of the wound on my head - Everyone remarked on how - well stitches on my head were handled. I am grateful.	6/6/2016	5/6/2016
JOYCE ORTON	RIH	1110982102	Medical	BB6T	Negative	Staff	The doctor who cared for me after. He wanted me to discontinue 3 medicines, one being insulin. He said I had another medicine ____ it I saw my heart doctor & 9/20 and he said to stay on all them but one. I was or not happy. I went to my hospital Faulkner (Brigham & Womens) and they kept me 4 days placing me in a rehab after for 11 days.	6/6/2016	5/6/2016
JAMES CORNACCHIA	RIH	1110982608	Neurosurgery	BB6T	Positive	Staff	*Melissa was great!	6/1/2016	5/6/2016
HERBERT RANDALL	RIH	1117903448	Neurosurgery	BB6T	Positive	Staff	The staff were great - Room was great. Every one from the person that worked the floors to the RN's were a joy! I remember during the day *Maureen RN, *Sally CNA + *Kevin RN were great! So were the night staff; can't remember names. In early 90's I was board chair of Western Hospital trustees. I have had some experience w/this and every one @ Hasbro was great. My sister was operated on one hour after me but she was in RI Hospital which did not measure up!	6/14/2016	5/21/2016
HERBERT RANDALL	RIH	1117903448	Neurosurgery	BB6T	Positive	Staff		6/14/2016	5/21/2016

NAME	HOSPITAL	SURVEY	SPECIALTY	UNIT	RATING	CATEGORY	COMMENT	RECEIVED DATE	DISCHARGE DATE
CHRISTOPHER AMIRAULT	RIH	1107196091	Neurosurgery	BB6T	Complaint	Staff	One 30-40 year veteran nurse was wildly inappropriate: joking about touching my body without asking, over sharing about personal matters. Ugh. I can't remember her name.	6/6/2016	4/24/2016
CHRISTOPHER AMIRAULT	RIH	1107196091	Neurosurgery	BB6T	Positive	Staff	The ENTIRE neurosurgery unit (6th floor, Bridge bldg)! I already sent thanks.	6/6/2016	4/24/2016
ARTHUR MORRISSEY	RIH	1120770423	Neurosurgery	BB6T	Positive	Staff	*Dr. Oyelese and his entire staff. Nursing and care staff on the 6th floor of the bridge. Thank you for everything.	6/22/2016	5/28/2016
	RIH	1114703106	Vascular Surgery	BB6T	Negative	Unit	It would be good when the patients that leave the hospital immediately to the bathroom they clean them the same throw out the urine that they leave in the bathroom and the same with the trays & _____ that they use to measure the urine it is terrible to arrive to the bathroom and find this, well I had to clean the bathroom & throw the _____ of the patient that was discharged I don't know if I had a vaginal infection because of this. Thanks for providing the attention to my complaint.	6/8/2016	5/8/2016
	RIH	1114702457	Transplant	BB6T	Mixed	Unit	Access to information from my transplant team. I was visited three to four times per day by the different team members and always updated as to decisions being made for my care.	6/6/2016	5/14/2016
	RIH	1114702457	Transplant	BB6T	Negative	Unit	The computer orders were not accurate and time was spent calling doctors for clarifications, constantly. The nursing staff's knowledge and experience varied. There were nurses who were attentive and knowledgeable taking great care and other nurses left me for hours at a time with no check-ups and did not have the same experience for my care. On a couple of occasions I was fearful of the nurses lack of competency. CNA's just gathered in the halls talking very ineffective. The nurses did most of the work.	6/6/2016	5/14/2016
STEPHANIE CESARONI	RIH	1125091960	Neurosurgery	BB6T	Mixed	Unit	No complaints. Better pillows - you need a "my pillow". Room was cleaned every day, and very thoroughly. The food was plain but i have a lot of allergies so I didn't expect a lot of variety. For the most part, the staff seemed to get along well with each other, and that translated into getting along with me.	6/27/2016	6/3/2016
PAUL BAYNE	RIH	1117903515	Intensive Care Unit	BB6T	Positive	Unit		6/13/2016	5/17/2016
PAUL BAYNE	RIH	1117903515	Intensive Care Unit	BB6T	Negative	Unit	My room was directly across from the nurses' station, which is understandably very busy - and NOISY - Instead of the keeping the door open all the time, set the default to closing it. Is there anyway to reduce the number of times you wake me up at night? Once for meds, then 20 min. later for vitals, then a consult. I don't think I slept more than 3 hours at a stretch. Finally, I think there is a process issue with how the secretary forwards patient requests for a nurse. Sometimes, it took quite awhile and multiple requests to get bathroom assistance.	6/13/2016	5/17/2016
PAUL BAYNE	RIH	1117903515	Intensive Care Unit	BB6T	Positive	Unit	I was so medicated I can't remember any names, but the 2 people who monitored whether my arms were falling asleep during surgery explained why they were there very well. The pre-op process team is great. And shout-outs & kudos to the cleaners, nurses & CNA's on 6th floor Bridge Building, who ALWAYS had a smile for me. Don't forget Dr. G _____ the best in the work at what he does!	6/13/2016	5/17/2016

NAME	HOSPITAL	SURVEY	SPECIALTY	UNIT	RATING	CATEGORY	COMMENT	RECEIVED DATE	DISCHARGE DATE
	RIH	1110982618	Medical	BB7	Positive	Clinical Treatm	The ER staff were so nice and helpful. All tests were done quickly & pain & nausea were taken care of immediately. Great job.	6/2/2016	5/3/2016
	RIH	1107192970	Medical	BB7	Negative	Clinical Treatm	There was much miscommunication between medical MD's hospitalist and orthopedic residence & fellows. After 4 days & much delay in reading an MRI some doctor appeared & told me he booked me for surgery without my knowledge or any discussing about my condition. I went from a tibial band symptom to...	6/8/2016	4/24/2016
JAMES PLANTE	RIH	1110982631	Medical	BB7	Negative	Clinical Treatm	Pills they woke me at 1 am could have been scheduled for a better time.	6/8/2016	5/3/2016
A ELLISON	RIH	1114696507	Medical	BB7	Positive	Staff	The nurses on Bridge 7 - smart, good natured, senses of humor.	6/1/2016	5/14/2016
	RIH	1114697280	Medical	BB7	Negative	Staff	Wheelchair available in Emergency pillow... nurse available more timely understand staff shortage one nurse came in & said "we now know what is wrong with you - _____ virus - Only 5 people in US have it. Ridiculous - a common cold - she looked at a computer print out & misunderstood. Good thing we were able to contradict her error!	6/27/2016	5/11/2016
THOMAS MORAN	RIH	1107191975	Medical	BB7	Positive	Staff	7th floor medical nurses & CNA's excellent care all shifts.	6/9/2016	4/29/2016
MARY VENTURA	RIH	1107196888	Medical	BB7	Positive	Staff	*Dr. Kate Mahone was exceptional. She always explained things well, she was compassionate, she never rushed until all my questions were answered, by talking with me helped me to realize how medication would help my mental well being. Something that I was reluctant to do. CAT scan, ultrasound, x-ray *Dr. Maxwell were all great, very caring. Nurses, CNAs, cleaning people - I don't have one negative thing to say about my stay.	6/9/2016	4/29/2016
MARTHA LIVINGSTON	RIH	1120771383	Medical	BB7	Positive	Staff	Emergency Room doctor. *Amanda - nurse.	6/16/2016	5/22/2016
MARJORIE COTE	RIH	1120770692	Medical	BB7	Positive	Staff	The nurses all were very nice and couldn't do enough to help me.	6/20/2016	5/27/2016
LINDA MIZHER	RIH	1117903491	Medical	BB7	Positive	Staff	I was admitted for blood clots in my left leg & lungs - The staff was great with my care and concerns - #1. Taken by ambulance.	6/15/2016	5/20/2016
LINDA MIZHER	RIH	1117903491	Medical	BB7	Positive	Staff	I was on 7th floor of Bridge Building my doctors *Katherine and *Dr. Keith Corl and staff were great - Mahon	6/15/2016	5/20/2016
JAMES PLANTE	RIH	1110982631	Medical	BB7	Positive	Staff	The team checking my blood sugar levels were awesome.	6/8/2016	5/3/2016
GEORGE SCOTT	RIH	1071705760	Cardiology/Coronary	BB7	Positive	Staff	I will like to thank the whole heart care unit.	6/9/2016	2/15/2016
DARLENE SAJKOWSKI	RIH	1128415455	Medical	BB7	Positive	Staff	The staff was a great team of people. Always available to answer questions & help.	6/28/2016	6/6/2016
DARLENE SAJKOWSKI	RIH	1128415455	Medical	BB7	Positive	Staff	The staff on the bridge all had a great personality and willing to help at all times.	6/28/2016	6/6/2016
BEATRICE BRADSHAW	RIH	1114702587	Medical	BB7	Positive	Staff	I would not be fair to name just one nurse, for they were all very good. Some male CNA's are a little to strong or rough when moving the elderly. We have old bones. Food was very good.	6/8/2016	5/8/2016
	RIH	1107194620	Medical	BB7	Positive	Unit	I think the emergency room, ICU, and the bridge are outstanding. The other units should improve.	6/9/2016	4/28/2016
OLGA GUERRA	RIH	1114691779	Medical	BB7	Positive	Unit	Everything went well!!! I was nervous & petrified. My past dealings with the medical profession had been horrible. Not so at RI HOSPITAL. Everyone on the staff were hard - working, compassionate people. The possible negative was the constant need for injections but even that became less painful day by day. I entered the hospital a stressful mess & came home a "happy camper." Thank a million RI Hospital!	6/3/2016	5/14/2016
OLGA GUERRA	RIH	1114691779	Medical	BB7	Positive	Unit	How do you improve on something that is already 100% perfect. Just don't change anything. By the way the FOOD was incredible the best I have ever sen in an hospital! My compliments to the chef & kitchen staff! Sincerely Olga A Guerra God bless all of you.	6/3/2016	5/14/2016
OLGA GUERRA	RIH	1114691779	Medical	BB7	Positive	Unit	I was on the 6th & 7th floor of RI Hospital until I was discharged. Don't know what department this was - Wonderful care the best ever never the less. Beautiful staff everyone. Not a "sour puss" among them.	6/3/2016	5/14/2016
MARTHA LIVINGSTON	RIH	1120771383	Medical	BB7	Negative	Unit	Emergency Room admittance and treatment was VERY slow. Need bathroom situation understandable I was a fall risk needed some help?	6/16/2016	5/22/2016
KEITH LEMIEUX	RIH	1117903042	Medical	BB7	Negative	Unit		6/6/2016	5/20/2016
JOHN RIMSANS	RIH	1128415386	Medical	BB7	Negative	Unit	Once or twice when I pressed a button on the TV selector gizmo, no response or they just hung up on me.	6/28/2016	6/9/2016
BEATRICE BRADSHAW	RIH	1114702587	Medical	BB7	Negative	Unit	My room was always very cold. Even additional cotton blankets were cold. I could never get warm. I came home with a head cold from the AC always blowing on me.	6/8/2016	5/8/2016

NAME	HOSPITAL	SURVEY	SPECIALTY	UNIT	RATING	CATEGORY	COMMENT	RECEIVED DATE	DISCHARGE DATE
	RIH	1125093640	Urology/Renal	Ccc2	Negative	Clinical Treatment	On Friday night May 27 in the evening - I had a nurse named *JoAnn. I told her I was allergic to Vicodin and it was in computer - she gave it to me anyway - despite computer orders I was to have IV Dilaudid . She was inept and as a result I developed hives all over my body. She should be re-educated. Overall nursing transitions need improvement! Not enough co-op between patient & oncoming nurse and between nurses leaving & arriving. Overlap time needs increase to allow time for transition.	6/23/2016	5/30/2016
	RIH	1120774409	Orthopedics	Ccc2	Negative	Clinical Treatment	My complaint is about the poor judgment of staff in the E.R. *Dr. Jay Diamond & other staff conducted *Deborah should be discharged to home only after I (husband) objected to this very _____ was she admitted. She, has been in 7th floor, intensive therapy since My 26 & when discharged on 6/9 wish need 24/7 oversight. I'd call that very poor judgment by ER.	6/10/2016	5/26/2016
	RIH	1117903490	Orthopedics	Ccc2	Negative	Clinical Treatment	I don't recall too much of ER - was in so much pain & staff did NOT (doctors) look into fact that something other than an opioid was needed because of Rx I was on to decrease alcohol cravings. I was in severe pain for 2 days.	6/9/2016	5/19/2016
PATRICIA DURIGAN	RIH	1100236598	Otolaryngology	Ccc2	Negative	Housekeeping	My room could have been cleaner.	6/20/2016	4/11/2016
	RIH	1110981848	Orthopedics	Ccc2	Negative	Nutrition	The food was terrible!!!	6/21/2016	5/3/2016
THOMAS LINER	RIH	1120775775	Orthopedics	Ccc2	Negative	Nutrition	Your food is horrible. Not much else to say about that. I did not eat a few at the meals as they WERE THAT BAD.	6/22/2016	5/25/2016
	RIH	1125093640	Urology/Renal	Ccc2	Positive	Staff	I had generally wonderful care - special mention of *Dr. Elizabeth Mann who I believed saved my life. Special mention of nurses *Kelly and *Kim in ICU and *Trish McGuirl in co-op care floor 2 who were so caring and professional and awesome.	6/23/2016	5/30/2016
	RIH	1120775877	Surgical	Ccc2	Positive	Staff	There was a nurse that was exceptional. She was there when patient got out of surgery on Wed May 24th. She was PHENOMENAL!	6/24/2016	5/25/2016
	RIH	1117903490	Orthopedics	Ccc2	Positive	Staff	Everyone was concerned, gentle, caring.	6/9/2016	5/19/2016
	RIH	1117903490	Orthopedics	Ccc2	Positive	Staff	3rd shift nurse *Sherrill very efficient, quick yet gentle w/broken leg. ER doctors - Cannot remember names, ER & Sx nurses. *Dr. Hsu, *Hosu, *Campillini? (Rehab doctor).	6/9/2016	5/19/2016
	RIH	1117903082	Orthopedics	Ccc2	Positive	Staff	Most of the CNA's were very helpful, kind and considerate.	6/6/2016	5/21/2016
	RIH	1117903082	Orthopedics	Ccc2	Positive	Staff	Nurses should be willing to help people recovering from hip surgery _____ and walk often.	6/6/2016	5/21/2016
	RIH	1117903082	Orthopedics	Ccc2	Positive	Staff	A university of RN nursing student named *Porsha was very instrumental in getting me up and walking during her shift.	6/6/2016	5/21/2016
	RIH	1114691738	Surgical	Ccc2	Positive	Staff	The nursing assistants were helpful in getting questions answered.	6/6/2016	5/13/2016
	RIH	1110982872	Orthopedics	Ccc2	Negative	Staff	Comp. Care Center. 1. My meds at night were given at 10 p.m. Thursday nite. Friday there was 1 issue of my pain meds being in a nurses pocket until Friday - 1:30 a.m. when I was in pain & walking the halls until I ran into her.	6/1/2016	5/6/2016
	RIH	1107190932	Surgical	Ccc2	Positive	Staff	*Dr. Adam Haug - kind, knowledgeable, comforting. *Cufford Chase - checked in with us regularly and we exchanged interesting conversation. I appreciate his frequent check-ins and excellent care. *Dr. Mark Reynolds - my CT scan technician. It was so cool to hear how those machines work! Great patient care. *Alison Hnath - THE BEST NURSE I'VE EVER HAD! Friendly, compassionate, and so attentive. Fabulous care, went above & beyond.	6/1/2016	4/27/2016
THOMAS LINER	RIH	1120775775	Orthopedics	Ccc2	Positive	Staff	My main nurse, *Alison, went above & beyond. She is AWESOME. All other staff were also superb. My physical therapist, *Jennifer, also superb. She had me up & walking in 1 & 2 days post op.	6/22/2016	5/25/2016
THOMAS LINER	RIH	1120775775	Orthopedics	Ccc2	Positive	Staff	They time main nurse: *ALSION (from 5/23/16 to 5/25/16). She is AWESOME. RI Hospital is lucky to have her! Physical therapist: *JENNIFER: Superb physical therapist!! (Both at RI Hospital Cooperative Care unit 2.)	6/22/2016	5/25/2016
ALICIA PARENTEAU	RIH	1110982082	Orthopedics	Ccc2	Positive	Staff	The girl who took care of me (nurse) when I was in the ER. And also my nurse *Shawn in co-op. They were both great. Definitely the right profession for them, very passionate and friendly, also very understanding.	6/2/2016	5/1/2016
ALICIA PARENTEAU	RIH	1110982082	Orthopedics	Ccc2	Positive	Staff	The nurses understood I was in pain and did everything they could to make me comfortable and even got my original surgery time from 1 p.m. to 11 a.m. My nurse *Shawn on the day of my discharge was very nice and understanding.	6/2/2016	5/1/2016
PATRICIA DURIGAN	RIH	1100236598	Otolaryngology	Ccc2	Positive	Staff	I do not recall the names of nurses and CNA's. I mailed a card to the nurses station expressing my gratitude for the exceptional care.	6/20/2016	4/11/2016
KATHLEEN ROY	RIH	1117903404	Orthopedics	Ccc2	Positive	Staff	*Dr. Lucas was my doctor. He was exceptional & took good care of me. I also thank all of the hospital staff that helped me too.	6/23/2016	5/18/2016

NAME	HOSPITAL	SURVEY	SPECIALTY	UNIT	RATING	CATEGORY	COMMENT	RECEIVED DATE	DISCHARGE DATE
JOHN GARABEDIAN	RIH	1117903171	Orthopedics	Ccc2	Positive	Staff	My nurse *Agnes did a great job.	6/16/2016	5/20/2016
JAMES DOROTHY	RIH	1114697764	Orthopedics	Ccc2	Positive	Staff	Excellent group of nurses. They were caring and kept me informed of my status. Thank you for your care during my stay.	6/23/2016	5/13/2016
JAMES DOROTHY	RIH	1114697764	Orthopedics	Ccc2	Positive	Staff	Intensive care unit, nursing and doctors care was excellent.	6/23/2016	5/13/2016
DAVID MCKEARNEY	RIH	1114698821	Orthopedics	Ccc2	Positive	Staff	PT staff very helpful and kind. Nurses were very nice and the CNA's were great!	6/9/2016	5/11/2016
DAVID MCKEARNEY	RIH	1114698821	Orthopedics	Ccc2	Positive	Staff	*Beth in PT she was great! Again! Most of the nursing staff, however it was a CNA that helped me get the attention required when I experienced a medication problem. My nurse seemed not at all interested!	6/9/2016	5/11/2016
CHARLES GROVER	RIH	1117903111	Orthopedics	Ccc2	Positive	Staff	I would like to thank you, the nursing staff, & the physical therapist who took such good care of me.	6/16/2016	5/18/2016
BALDIE PATTERSON	RIH	1117903118	Orthopedics	Ccc2	Positive	Staff	The love and care that the nurses and doctors give, all the staff were wonderful - Great people.	6/20/2016	5/20/2016
BALDIE PATTERSON	RIH	1117903118	Orthopedics	Ccc2	Positive	Staff	*Pam - *JoJo - *Millie, *Step, *Dave, *Oliver, I can't remember the names of all the staff that works with me. But they are all God send. Great loving people. Wonderful staff - Love you all with thanks.	6/20/2016	5/20/2016
	RIH	1120775877	Surgical	Ccc2	Negative	Unit	No communication between staff members. I was misinformed on the time of surgery. My girlfriend was given misinformation constantly. No one knew what was going on. Nurses were great! Very discouraging -> will not return.	6/24/2016	5/25/2016
	RIH	1114691738	Surgical	Ccc2	Negative	Unit	Nursing care! Nurse left patient in blood stained pillow for 3 hrs. after blood cultures. Call lights took 20-30 mins. to be answered. Nurse allowed roommate to use bathroom hat.	6/6/2016	5/13/2016
	RIH	1110982872	Orthopedics	Ccc2	Negative	Unit	2 issues: I am a diabetic & the 1st meal I received was chicken, potato, stuffing, chocolate cake = HIGH CARBS & sugar!! 2nd meal - muffin & cereal (carbs). A bottle of ginger ale. 3. The bed - the bed I was put in was NOT for a back surgery patient. It had a large indent or was broken. It had been for a specific patient & was supposed to be taken away when that patient left. My husband had to advocate for me & get me moved to a correct bed. The floor manager took that broken bed away & replaced it with a different bed.	6/1/2016	5/6/2016
	RIH	1107190932	Surgical	Ccc2	Positive	Unit	Prompt care, EXCEPTIONAL kindness. Very impressed w/my medical team's knowledgeable, responsive and friendly. Made interesting conversation, helped me understand what was going on calmly and compassionately went to great lengths to keep my mom and I comfortable during our overnight stay.	6/1/2016	4/27/2016
	RIH	1107190932	Surgical	Ccc2	Negative	Unit	ER wait times/CT scan wait times.	6/1/2016	4/27/2016
SERGIO DESIMONE	RIH	1114702453	Orthopedics	Ccc2	Negative	Unit	Waited 3 hrs. for OR after being prepped for the OR @ 3' o'clock did not go to OR till 6:00 at night. No rooms in 2 Dudley that night, had temp room. No ADA bathroom moved next day to 2 - Dudley.	6/16/2016	5/12/2016
LYNN GRANDPRE	RIH	1110982089	Orthopedics	Ccc2	Negative	Unit	Communication between nurses/CNA's, etc. could be improved- My roommate had dementia & her son was her power of attorney, but people kept asking her to sign things & asked her questions she couldn't answer. Very nice woman. She needed an advocate.	6/1/2016	5/5/2016
LYNN GRANDPRE	RIH	1110982089	Orthopedics	Ccc2	Positive	Unit	Please thank the anesthesiology dept. for doing a great job.	6/1/2016	5/5/2016
KATHLEEN ROY	RIH	1117903404	Orthopedics	Ccc2	Positive	Unit	Everything went very well. No complaints -	6/23/2016	5/18/2016
KATHLEEN ROY	RIH	1117903404	Orthopedics	Ccc2	Mixed	Unit	Newspaper in the morning? Pet therapy dogs. They really help patients feel better. Maybe you have them, and I wasn't aware of it.	6/23/2016	5/18/2016
ANGELA DIORIO	RIH	1114703118	Orthopedics	Ccc2	Negative	Unit	Everything except my "roommate" was caught smoking in bathroom. Also, I believe she may have liquor in her area ?	6/10/2016	5/13/2016
JOHN GARABEDIAN	RIH	1117903171	Orthopedics	Ccc2	Positive	Unit	I thought everything was very professional.	6/16/2016	5/20/2016
JAMES DOROTHY	RIH	1114697764	Orthopedics	Ccc2	Negative	Unit	My family had some difficulty in finding me at the time I was in intensive care after surgery.	6/23/2016	5/13/2016
DAVID MCKEARNEY	RIH	1114698821	Orthopedics	Ccc2	Negative	Unit	The hospital MUST make changes to ensure patients are able to rest and recover! There must be mandatory quiet hours! TV use should require headphones! The privacy curtains must be of a solid material all the way to the top to prevent light intrusion. Patients must be able to sleep!! The WORST part of my (2) surgical stays have been the inability to get any rest!!	6/9/2016	5/11/2016

NAME	HOSPITAL	SURVEY	SPECIALTY	UNIT	RATING	CATEGORY	COMMENT	RECEIVED DATE	DISCHARGE DATE
	RIH	1110982892	Surgical	Ccc3	Negative	Staff	The nurses on the 2nd and 3rd floor did not do their job, when they operated on me they never came to take the temperature and they did not come to give me medicine for the pain until the next day. I don't know what the nurses do all afternoon and all night. You all should talk with them for them to do a better job.	6/10/2016	5/7/2016
	RIH	1107192287	Trauma	Ccc3	Positive	Staff	Care people were nice.	6/20/2016	4/25/2016
	RIH	1107191510	Surgical	Ccc3	Negative	Staff	The main floor stay was good - 1 nurse left me in the bathroom never to return - wasn't my nurse a nurse that came when I called to go to bathroom.	6/2/2016	4/30/2016
PAUL WILSON	RIH	1120774053	Surgical	Ccc3	Positive	Staff	There was a CNA named *Teri who was wonderful. She was always smiling and making me laugh! She helped me and gave me everything I needed. She is a credit to the 3rd floor and the Co-op. Thank you *Teri Rm 302-2	6/23/2016	5/24/2016
MARK MCMAHON	RIH	1128415112	Burn	Ccc3	Positive	Staff	Every aspect of my stay was excellent. #26 I could not believe how well the staff in the ER worked together to take care of me, each explaining what they were going to do next.	6/24/2016	6/11/2016
MARK MCMAHON	RIH	1128415112	Burn	Ccc3	Positive	Staff	I am awful with names but the RN's on my watch while I was there during the day and night shift were absolutely excellent I can't say enough, I was going to send them a thank you I don't know what I can do, the CNA's were also good. Thank you for taking care of me.	6/24/2016	6/11/2016
LOIS ELLIS	RIH	1120767124	Surgical	Ccc3	Positive	Staff	All nurses in ICU/Step down were outstanding. Unfortunately I do not remember their names.	6/24/2016	5/25/2016
JOHN RODERICK	RIH	1117903893	Surgical	Ccc3	Negative	Staff	Residence doctor bedside manner.	6/16/2016	5/19/2016
	RIH	1107192287	Trauma	Ccc3	Negative	Unit	I would have liked to have been better informed of my injuries and test results. There were conflicting information. Coop stay was cramped.	6/20/2016	4/25/2016
	RIH	1107191510	Surgical	Ccc3	Mixed	Unit	The OR was excellent, the room I stayed in was good, your ER is awful!	6/2/2016	4/30/2016

NAME	HOSPITAL	SURVEY	SPECIALTY	UNIT	RATING	CATEGORY	COMMENT	RECEIVED DATE	DISCHARGE DATE
TRACY TAYLOR	RIH	1117903373	Surgical	Ccc4	Mixed	Staff	78% of my time spending at RI Hospital has been helpful and very professional, some need to be in a different field maybe housekeeping JANITORIAL.	6/14/2016	5/20/2016
RICHARD CICCHETTI	RIH	1125091617	Surgical	Ccc4	Positive	Staff	All the nurses on the floor were great. Doctors, and anesthesiologist were great!	6/20/2016	6/4/2016
PAULA ZAMPIERI	RIH	1114692643	Surgical	Ccc4	Positive	Staff	*Julie (petite, dark curls), 5 _____ *Dana, *Kerri (pregnant) } Outstanding nurses - Total package. Great balance of skills and warmth. Upbeat! Can't praise enough!! *Ashley - Discharge nurse. Co-op Unit very warm & caring & SINCERE.	6/6/2016	5/8/2016
PAUL JOYCE	RIH	1120775802	Surgical	Ccc4	Positive	Staff	A CNA named *Chris a middle aged woman who constantly gave me crushed ice and bath towels she was so friendly and concerned about how I was doing each day.	6/13/2016	5/28/2016
MATTHEW BARABE	RIH	1117903686	Thoracic Surgery	Ccc4	Positive	Staff	*Dr. Ng and his staff were excellent! All the nurses on the 5th floor surgical wing and the step down wing were incredible!	6/15/2016	5/20/2016
MARIA ENCARNACION	RIH	1096171443	Surgical	Ccc4	Positive	Staff	My care in general was great. I felt that all staff truly cared about my health & well being.	6/8/2016	4/7/2016
JOHN AVERY	RIH	1117903979	Trauma	Ccc4	Positive	Staff	I wish remember her name she was last nurse I had before getting out she made sure I had all my med from perhaps and waited with me for taxi. She was very helpful.	6/14/2016	5/17/2016
	RIH	1120767862	Surgical	Ccc4	Negative	Unit	I'm 6'2" tall. You could use some longer _____.	6/22/2016	5/23/2016
	RIH	1110982445	Trauma	Ccc4	Negative	Unit	Cleanliness had blood stains from cuts on pillow cases etc., had to ask for bed to be changed. Also, RNs attitudes could be improved when asked what my pain level was told RN it was 7-8 & she rolled her eyes as if I was lying about it just to get meds. I had a fractured vertebrae & couldn't even sit up really. Will not want to be placed at this hospital anytime soon.	6/2/2016	5/2/2016
TRACY TAYLOR	RIH	1117903373	Surgical	Ccc4	Mixed	Unit	C-pod *Jane Brown! Morning people in emergency room overall most are very comforting but I've had real bad experiences there.	6/14/2016	5/20/2016
PAULA ZAMPIERI	RIH	1114692643	Surgical	Ccc4	Negative	Unit	First nite in Co-op Floor. CNA '*Sam' should not be in the healthcare field.	6/6/2016	5/8/2016
PAULA ZAMPIERI	RIH	1114692643	Surgical	Ccc4	Negative	Unit	Prohibit cell phones & texting. CNA's not all.	6/6/2016	5/8/2016
PAUL JOYCE	RIH	1120775802	Surgical	Ccc4	Positive	Unit	Everyone from the cleaning staff to all medical personnel were excellent. They were friendly kind and compassionate!	6/13/2016	5/28/2016
MAE HOULE	RIH	1125093789	Vascular Surgery	Ccc4	Positive	Unit	Everyone was very nice to me, nursing & cleaning dept. were all the greatest.	6/27/2016	6/2/2016

NAME	HOSPITAL	SURVEY	SPECIALTY	UNIT	RATING	CATEGORY	COMMENT	RECEIVED DATE	DISCHARGE DATE
STEVEN CH RIH		1.111E+09	Cardiac ICU	Ccu	Positive	Staff	People on staff	6/1/2016	5/5/2016
STEVEN CH RIH		1.111E+09	Cardiac ICU	Ccu	Positive	Staff	Cardiac ICU - nu	6/1/2016	5/5/2016
RICHARD N RIH		1.121E+09	Cardiac ICU	Ccu	Positive	Staff	The entire coro	6/23/2016	5/28/2016
RICHARD N RIH		1.121E+09	Cardiac ICU	Ccu	Complaint	Unit	My son brought	6/23/2016	5/28/2016
AMELIA TR RIH		1.125E+09	Cardiology/Cor	Ccu	Negative	Unit	Being a diabetic	6/20/2016	6/3/2016

NAME	HOSPITAL	SURVEY	SPECIALTY	UNIT	RATING	CATEGORY	COMMENT	RECEIVED DATE	DISCHARGE DATE
							I am a heart patient & diabetic, I was in 5 days and was served beef & too many carbs every day. You need to reevaluate your dietary dept.	6/9/2016	5/3/2016
KENNETH HOGAN	RIH	1110982025	Cardiology/Coronary	Iccu	Negative	Nutrition		6/9/2016	5/3/2016
	RIH	1110982621	Cardiac ICU	Iccu	Negative	Nutrition	The food - More fresh fruit.	6/1/2016	5/3/2016
ALFRED LONARDO	RIH	1110982011	Cardiology/Coronary	Iccu	Negative	Nutrition	Meal requested not always obtained.	6/2/2016	5/5/2016
DAVID BAZOR	RIH	1110982648	Cardiology/Coronary	Iccu	Negative	Nutrition	The food was not very good. What you ordered, was not always what you got.	6/1/2016	5/2/2016
	RIH	1120774318	Cardiology/Coronary	Iccu	Positive	Staff	The Cardiology Group were great. I was extremely stressed and nervous and they kept me comfortable at all times.	6/23/2016	5/26/2016
	RIH	1117903597	Cardiology/Coronary	Iccu	Negative	Staff	I am not sure doctor was listening what I thought was happening to my chest.	6/14/2016	5/19/2016
PAUL PLAGE	RIH	1120773476	Cardiology/Coronary	Iccu	Positive	Staff	*Lori on ICCU was the best nurse I had. During my 3 day stay due to a heart attack she went above & beyond! Did have one eve. nurse that never came in after 3 p.m.	6/20/2016	5/27/2016
PAUL PLAGE	RIH	1120773476	Cardiology/Coronary	Iccu	Positive	Staff	ICCU. *Lori Spagnolo, RN. Professional & courteous but at the same time caring & concerned. Thoughtful, funny, knowledgeable. *Marissa Charello RN - nights so nice.	6/20/2016	5/27/2016
MARTHA GOMES	RIH	1110982498	Cardiology/Coronary	Iccu	Positive	Staff	Nothing! All members of the staff were warm-hearted, totally committed, and friendly. Very professional.	6/1/2016	5/7/2016
MARTHA GOMES	RIH	1110982498	Cardiology/Coronary	Iccu	Positive	Staff	To: Ambulatory Center, *Julianne, *Paula, nurses (name?) with glasses and *Mike who attended me. Fifth floor cardiac unit: *Lisa, *Jasmine, *Domingo - all staff exceptional! Emergency Room: *Austin, *Carol, and all who cared for me. Love to all of them.	6/1/2016	5/7/2016
LINDA HUNTER	RIH	1114702559	Cardiac ICU	Iccu	Positive	Staff	I received EXCELLENT care from the minute I got to the ER. I had an unexpected cardiac event & was overwhelmed & scared. Everyone in the ER, Bridge 6 and cardiac cath lab were wonderful and really made me feel safe & well cared for. I am very grateful for them all. Thank-you so much!!	6/7/2016	5/14/2016
LINDA HUNTER	RIH	1114702559	Cardiac ICU	Iccu	Positive	Staff	ER - *Jenna (nurse), *Sara Joseph (MD), *Chana Rich (MD), *Dr. Becker. Bridge 6 - *Liz G. (nurse), *Alana (nurse), *Dr. Hardenstine, *Dr. Dickey, (*Ashley & *Bolita (CNA's) too). Cardiac cath lab - *Daisy - (EXCEPTIONAL nurse), *Kara (nurse), *Dr. McKendall. I can't thank these people enough for their kindness, patience and thoroughness - I am really grateful to them all!	6/7/2016	5/14/2016
KENNETH HOGAN	RIH	1110982621	Cardiac ICU	Iccu	Positive	Staff	I hope I'm not wrong on the names. RN's - *Jease, *Kim (Sat. & Sun. a.m.?). *Amanda & *Carlene on Tuesday. CNA's *Simi, *Helen. That's the best I could do with names I know I missed some but everyone was great! P.S. & Great job - on IV from *KIM!	6/1/2016	5/3/2016
KENNETH HOGAN	RIH	1110982621	Cardiac ICU	Iccu	Positive	Staff	Emergency room - *Jan the attending nurse was excellent. Very informative and helpful alone with the team of doctors. All the RN's and CNA's on the sixth floor. I only remember some of their names. From the night till Tues. afternoon everyone was great!	6/1/2016	5/3/2016
JOHN FAWCETT	RIH	1117903783	Cardiac ICU	Iccu	Positive	Staff	All members of the staff were kind & considerate, trying to make me comfortable. Nurses were great (especially *Jen & *Jessica).	6/22/2016	5/19/2016
JOHN FAWCETT	RIH	1117903783	Cardiac ICU	Iccu	Positive	Staff	Nursing, especially *Jen & *Jessica.	6/22/2016	5/19/2016
JOHN CHRISTY	RIH	1117904005	Cardiology/Coronary	Iccu	Positive	Staff	Everyone was nice, and professional.	6/16/2016	5/20/2016
HOWARD LEONARD	RIH	1125092390	Cardiology/Coronary	Iccu	Positive	Staff	Everything went like clock work - very well in addressing the problem *Dr. Gilian called ER. that I was coming in.	6/17/2016	6/1/2016
HOWARD LEONARD	RIH	1125092390	Cardiology/Coronary	Iccu	Positive	Staff	*Dr. N_____ in the ER dept. and - the cardio dept. and staff.	6/17/2016	6/1/2016
DAVID BAZOR	RIH	1110982648	Cardiology/Coronary	Iccu	Positive	Staff	During my stay in the ICU & ICCU the staff & dr.s were the best I could hope for.	6/1/2016	5/2/2016
ANNE MCINNIS	RIH	1107196940	Cardiology/Coronary	Iccu	Positive	Staff	I was at 6th floor in Bridge and I found the nursing care very good.	6/1/2016	4/27/2016
ANNE MCINNIS	RIH	1107196940	Cardiology/Coronary	Iccu	Positive	Staff	All the nurses & assistants at Bridge 6 fl. were very good. In ER - "*Jan" in Chest Pain Unit was most helpful and outstanding.	6/1/2016	4/27/2016
PAUL PLAGE	RIH	1120773476	Cardiology/Coronary	Iccu	Negative	Unit	ER 7 hours! Bed ready but had to wait for transport & another nurse to take me up.	6/20/2016	5/27/2016
MARIE IZZO	RIH	1088782561	Cardiology/Coronary	Iccu	Positive	Unit	Care was good.	6/14/2016	3/25/2016
MARIE IZZO	RIH	1088782561	Cardiology/Coronary	Iccu	Negative	Unit	Filled out menu everyday but rarely got what I asked ordered. Parking is horrible.	6/14/2016	3/25/2016
DAVID BAZOR	RIH	1110982648	Cardiology/Coronary	Iccu	Positive	Unit	During my days there (11 days), everything was very good. I shared a room with someone who had TV on - 24 hrs. I would have preferred a private rm which I did get when I returned after less than 2 days which was much better and I didn't even request it.	6/1/2016	5/2/2016
ANNE MCINNIS	RIH	1107196940	Cardiology/Coronary	Iccu	Negative	Unit		6/1/2016	4/27/2016

NAME	HOSPITAL	SURVEY	SPECIALTY	UNIT	RATING	CATEGORY	COMMENT	RECEIVED DATE	DISCHARGE DATE
	RIH	1107192296	Cardiac Surgery	Ictu	Positive	Clinical Treatment	Surgery itself was excellent.	6/9/2016	4/28/2016
MICHAEL BHARIER	RIH	1110981825	Cardiac Surgery	Ictu	Positive	Clinical Treatment	The overall care and surgical out comes were excellent.	6/1/2016	5/2/2016
MARK DINGLEY	RIH	1125093256	Cardiac Surgery	Ictu	Negative	Clinical Treatment	I got a serious rash on my back. The nurses thought it was a reaction to bleach in the sheets. I was given a lotion that provided some relief, but the rash did not subside until I left the hospital.	6/27/2016	5/31/2016
WILLIAM WOODPRINCE	RIH	1128415261	Cardiac Surgery	Ictu	Positive	Staff	As far as I know, everything. Pre surgery process was easy and efficient. Day of surgery the pre op nurses and techs were very nice and professional and courteous. Anesthesiologist was very informative and competent - great guy. Nursing staff on cardio floor were OUTSTANDING - both in the ICU section and step down section. It would be impossible to select one over all the others. They were all that good!!	6/24/2016	6/6/2016
WILLIAM WOODPRINCE	RIH	1128415261	Cardiac Surgery	Ictu	Positive	Staff	The cardio ICU/step down floor nursing staff. I honestly could not pick one out over the others. I strongly believe their care, attitude and unflagging cheerfulness helped me heal faster. And it wasn't just my view. My wife was equally impressed with their care giving. Bravo to them all.	6/24/2016	6/6/2016
WILLIAM BUCKLEY	RIH	1117903705	Cardiac Surgery	Ictu	Positive	Staff	During my recent stay in your cardiac unit the entire nursing staff was very good. *Kirstin in the cardiac ICU was absolutely amazing. When I moved to the step area, both *Nick and *Derek were exceptional.	6/14/2016	5/16/2016
ROBERT CREAMER	RIH	1120767949	Cardiac Surgery	Ictu	Positive	Staff	The staff was very professional, and caring. I felt well taken care of.	6/23/2016	5/22/2016
ROBERT CREAMER	RIH	1120767949	Cardiac Surgery	Ictu	Positive	Staff	I would like to thank the entire staff on the cardiac care floor. I know that the care I received was superior. This made my recovery very successful. Thank you.	6/23/2016	5/22/2016
MARK DINGLEY	RIH	1125093256	Cardiac Surgery	Ictu	Positive	Staff	The nurses were terrific.	6/27/2016	5/31/2016
MARK DINGLEY	RIH	1125093256	Cardiac Surgery	Ictu	Positive	Staff	The nurses in the cardiac department-particularly *Stacy, *Suzette, *Casey, *Carin, *Tom, *Josh and *Felix.	6/27/2016	5/31/2016
DONALD ADZIGIAN	RIH	1128415145	Cardiac Surgery	Ictu	Positive	Staff	*Dr. Sellke went above & beyond in all respects including a conversation with my son helping him to deal with my problems emotionally. Thanks Doctor *S.	6/28/2016	6/11/2016
DAVID CHURCH	RIH	1120770715	Cardiac Surgery	Ictu	Positive	Staff	I had AVR. The nursing staff was the best! They did their best to manage my pain and make me comfortable. I saw many of them 15 hours into a 12 hour shift. Unparalleled dedication!	6/13/2016	5/23/2016
DAVID CHURCH	RIH	1120770715	Cardiac Surgery	Ictu	Positive	Staff	The cardio CT staff in the Bridge Building. A wonderful group, every one of them. Many thanks!	6/13/2016	5/23/2016
WILLIAM WOODPRINCE	RIH	1128415261	Cardiac Surgery	Ictu	Negative	Unit	The schedule on cardio floor - i.e. 11:00 p.m., 2:00 a.m. and 5:00 a.m. checking and pills made a full nights sleep impossible. Probably not something that can be changed because of the procedure. The cardio floor seemed loud at night. The last two nights the nurse closed my door at my request which helped me sleep better.	6/24/2016	6/6/2016
MICHAEL BHARIER	RIH	1110981825	Cardiac Surgery	Ictu	Negative	Unit	There were a couple of serious lapses during what would have otherwise been excellent nursing care, both during night shifts. On one occasion the night nurse said "oh s _____" in my room. Having just undergone coronary bypass surgery, I did not know whether something serious had happened. No explanation was given. There were also issues with was and tubing being tangled up. _____ the temporary _____ fur and I had to until it to prevent it from hitting the floor - also on night shifts. These were exceptions but serious exceptions. I did discuss it with the charge nurse at the time, most of the nurses were superb.	6/1/2016	5/2/2016
IRENE GUILMETTE	RIH	1079018414	Cardiac Surgery	Ictu	Negative	Unit	Bed or household department needs improvement nurses could never find bed sheets, towels personal items. There should be a linen closet in every room so nurses would not have to run around looking for these items.	6/1/2016	3/2/2016

NAME	HOSPITAL	SURVEY	SPECIALTY	UNIT	RATING	CATEGORY	COMMENT	RECEIVED DATE	DISCHARGE DATE
GEORGE LEMOS	RIH	1117903128	Medical	Ja1	Positive	Nutrition	The food was very good. Very pleased. A very good stay.	6/23/2016	5/18/2016
DAVID ALFANO	RIH	1120774574	Medical	Ja1	Negative	Nutrition	The food was terrible. I did not eat many of the meals.	6/20/2016	5/24/2016
JOHN BEDFORD	RIH	1120774395	Medical	Ja1	Positive	Staff	Generally, nursing staff were kind, attentive, responsive and well-qualified.	6/23/2016	5/28/2016
GEORGE LEMOS	RIH	1117903128	Medical	Ja1	Negative	Staff	Better attitude for the male assistant in the _____ dept. come with the ponytail and black clothing poor & hyper.	6/23/2016	5/18/2016
GEORGE LEMOS	RIH	1117903128	Medical	Ja1	Positive	Staff	I can't remember all the names of all that attended me, but all were very professional.	6/23/2016	5/18/2016
ELLEN MARK	RIH	1107192274	Medical	Ja1	Positive	Staff	Entire staff made sure my needs were taken care of on the most part in a professional manner.	6/7/2016	4/25/2016
DAVID GOSLIN	RIH	1128414724	Medical	Ja1	Positive	Staff	Nurses were very good.	6/28/2016	6/6/2016
DAVID ALFANO	RIH	1120774574	Medical	Ja1	Positive	Staff	*Edwin - CNA on 1N *Jane Brown RI Hospital very caring, compassionate, thoughtful individual.	6/20/2016	5/24/2016
CRISTY GARCIA	RIH	1114698757	Medical	Ja1	Positive	Staff	All the nurses were very good, I was there from 4-25 to 5-10. I can't probably remember all names but I'll try. *Renee, *Alyson, *Kate, *Katie, *Kelly, *Kim, *Sao *Kerry Ann. There is others they were all good. All CNA were also good.	6/27/2016	5/8/2016
ELLEN MARK	RIH	1107192274	Medical	Ja1	Negative	Unit	1. Better response when call button pressed. 2. Better monitoring of personal products that were locked up and were taken from my room and never returned/no answer was given which made me believe the items were stolen/items were medications.	6/7/2016	4/25/2016
ELIZABETH SELLE	RIH	1125092818	Medical	Ja1	Positive	Unit	I actually enjoyed my two days in the hospital.	6/22/2016	6/4/2016
CRISTY GARCIA	RIH	1114698757	Medical	Ja1	Negative	Unit	During my stay everything went well, other than the Emergency Room and the vomit issue. -> Emergency Room Department was very uncomfortable and frustrated - I didn't get any pain medication for about 10 hours, also I had to vomit in my room and there was a big discussion about who was going to clean it, between maintenance or housekeeping the vomit sat in the bathroom for over an hour.	6/27/2016	5/8/2016

NAME	HOSPITAL	SURVEY	SPECIALTY	UNIT	RATING	CATEGORY	COMMENT	RECEIVED DATE	DISCHARGE DATE
							Atn *Dr. Lewis R. Weiner MD <- very nice. I had been in the emergency room on May 7th about 10:20 a.m. to maybe 4:30. There was a blond nurse a bit heavy set that seemed to be in charge. She was very adamant that i get a chest x-ray. I would tell her over & over I have nothing wrong with my lungs or heart. I don't need that test (I do not like the extra expense, nor needles radiation). This woman was for more determined than I was in my weak condition believe me, I felt bullied! At my reasoning with her. She kept saying several times that she knew I will NOT get treatment in the hospital if I REFUSED! A big surprise for me was on my chart, when I reached the room upstairs at Jane Brown. The nurse said so you came in today for COLITIS AND shortness of breath or "CHEST PAIN"? (Where did that come from?) (Why did she add that to my chart?) Needless to say, I did not want that on my record, so I asked if she could remove it. I believe she did say she would. I do not know why this happened. It is over and I would say nothing but I feel for the next person who is sick, the elderly, or the new person who does not know how good and advanced and professional your hospital standards are. Thank you for listening and for all your help in my recovery. I would rather my condition and my name remain anonymous as I FEAR RETALIATION. I may be back in the hospital.	6/13/2016	5/9/2016
	RIH	1114692661	Medical	Ja2	Negative	Clinical Treatment			
							To make sure that a person has their breakfast. And that the staff help checks on you often. I got no good food to eat. You should look into that. The staff help do not check on people often, They should.	6/20/2016	6/4/2016
	RIH	1125092004	Medical	Ja2	Negative	Nutrition			
							Yes, there is a young intern from Brown Medical student named: *Anshul Parulkar. He was so interested in learning. He would ask intelligent questions. He wanted to know why I was making certain decisions about my condition. He was very encouraging which helped me through some difficult times, to keep that positive attitude and aids the body to heal. He will make a great doctor some day.	6/13/2016	5/9/2016
	RIH	1114692661	Medical	Ja2	Compliment	Staff			
REYNARD BULLOCK	RIH	1110982774	Medical	Ja2	Positive	Staff	Staff kept me comfortable while I was going through some tough symptoms.	6/3/2016	5/7/2016
REYNARD BULLOCK	RIH	1110982774	Medical	Ja2	Positive	Staff	The nurses and CNA's were great they kept me clean and comfortable.	6/3/2016	5/7/2016
							One of my nurses complained to me that the doctors kept changing my orders & was aggravating her. Another nurse on the overnight shift complained about the IV machine which constantly kept beeping through the night & day. Saw one nurse on mid shift then never saw her again. When I rang for assistance a different nurse come in & didn't know what to do, called another nurse & checked computer to see what to do.	6/28/2016	5/9/2016
MARK PEZZULLO	RIH	1114705488	Medical	Ja2	Negative	Staff			
HOWARD OGERT	RIH	1061139601	Medical	Ja2	Positive	Staff	The overall care and attention from time of entry to time of exit!	6/17/2016	1/28/2016
HOWARD OGERT	RIH	1061139601	Medical	Ja2	Positive	Staff	Hospital's commendations to nurses & staff & janitorial services for their excellent fulfillment of their duties, care and mannerisms.	6/17/2016	1/28/2016
							They stabilized my health and help me to recover strength. Stopped my bleeding and came up with a treatment plan. Everyone was pleasant and respectful. They took time to listen if I had a question and answered it. If I did not want something done after hearing my reason as to why, I didn't want it they stopped. For example I did not want the shot for blood clots, because my condition requires me to go to the bathroom so often I was not concerned about having clots moving so often. Had I been confined to a bed I certainly would have taken the shots.	6/13/2016	5/9/2016
	RIH	1114692661	Medical	Ja2	Positive	Unit			
							My 5/13/16 ER experience was very poor. I was very nauseated and vomiting. I was not able to lie down for about 1 1/2 hours. When I finally was able to lie down in the ER, I heard a nurse in the hall saying that staff should DELAY responding to my requests because.	6/14/2016	5/5/2016
	RIH	1110982291	Medical	Ja2	Negative	Unit			
SUSAN MYERS	RIH	1120771427	Medical	Ja2	Positive	Unit	All testing and results went well. I was admitted quickly. Discharge could have moved faster. I was told the paperwork would take about an hour, I didn't leave for several hours.	6/22/2016	5/28/2016
SUSAN MYERS	RIH	1120771427	Medical	Ja2	Negative	Unit			
REYNARD BULLOCK	RIH	1110982774	Medical	Ja2	Negative	Unit	The smell of the linens is AWFUL! It smells like a combination of tar and insecticide. I had to sleep in a chair in my clothes the second night. Doctor's don't communicate well make you wait a lot.	6/3/2016	5/7/2016

NAME	HOSPITAL	SURVEY	SPECIALTY	UNIT	RATING	CATEGORY	COMMENT	RECEIVED DATE	DISCHARGE DATE
HARRIET WALLMAN	RIH	1114698832	Medical	Ja2	Negative	Unit	My biggest complaint was the extra LONG wait I had to get me settled in a room after I had been checked in and seen by people in charge. At one point I checked in @ 2 p.m. then had to wait (sitting in a chair) before I was put in a bed @ 2:00 a.m.	6/10/2016	5/11/2016

NAME	HOSPITAL	SURVEY	SPECIALTY	UNIT	RATING	CATEGORY	COMMENT	RECEIVED DATE	DISCHARGE DATE
	RIH	1114691842	Medical	Ja3	Mixed	Staff	The only people who were respectful and nice were the members of the x-ray and cardiac echo departments.	6/9/2016	5/12/2016
	RIH	1114691842	Medical	Ja3	Positive	Staff	Everything. Nurses were rude specifically *Aretha from Jane Brown & north. Also *Dr. Earl Stewart, *Dr. Hussain _____, and *Dr. Cheryl Brodsky. The doctors were very mean and disrespectful and treated me while I was there. Worst possible hospital stay.	6/9/2016	5/12/2016
MATTHEW SHAW	RIH	1128415274	Medical	Ja3	Positive	Staff	Very friendly staff (nurse *Mike from cardiac wing).	6/28/2016	6/7/2016
MARGARET BENIGNO	RIH	1110982275	Medical	Ja3	Positive	Staff	I was very pleased with the care I received at RIH. I love that it is a teaching hospital. I could educate all about my special circumstances. And I loved that doctors and nurses listened to me and respected my knowledge. We, the staff and myself, worked together, made decisions together. Their trust of me helped me to trust them.	6/6/2016	5/4/2016
MARGARET BENIGNO	RIH	1110982275	Medical	Ja3	Positive	Staff	All of the staff at Jane Brown 3rd floor are excellent. *Dr. Baturin easily earned my trust and was very knowledgeable. Nurses *Christopher Aramande, *Judy and *Erin were especially helpful.	6/6/2016	5/4/2016
JAMES BERNARDO	RIH	1110982689	Medical	Ja3	Positive	Staff	Jane Brown Hospital was great caring for me the personnel, I don't know their names, made me feel wonderful.	6/1/2016	5/3/2016
EVELYN WOODS	RIH	1107194799	Medical	Ja3	Positive	Staff	I was on the 3 Floor of Jane Brown. All the nurses were great I had one nurse her name was *Sam very nice girl.	6/1/2016	4/27/2016
ELLA ADAMS	RIH	1114695183	Medical	Ja3	Positive	Staff	Everybody cared about me and helped me get through everything I was going through. *Mike & *Christopher.	6/6/2016	5/14/2016
ELLA ADAMS	RIH	1114695183	Medical	Ja3	Positive	Staff	*Mike & Christopher there the best love you guys!	6/6/2016	5/14/2016
BERNICE GRASER	RIH	1117903553	Medical	Ja3	Positive	Staff	Once in an ER room care was OUTSTANDING -> important issues addressed an action plan in place the ER docs were excellent AND an OUTSTANDING SOCIAL WORKER 'popped in' heard my concern for my elderly husband with Parkinson's disease, _____ left with me hastily in the ambulance without his walking stick or wallet. She immediately got him food and a cane MY ANGEL.	6/14/2016	5/15/2016
BERNICE GRASER	RIH	1117903553	Medical	Ja3	Positive	Staff	The social worker on duty 05-13-16 (around 10:00 a.m.). ER. The 2 docs on duty. The nurses *Jane Brown 3rd floor all excellent.	6/14/2016	5/15/2016
	RIH	1107196490	Medical	Ja3	Positive	Unit	1. Meals where fine - on time, very pleasant servers. 2. Had a room by myself 3. Provide ample channels on TV 4. Medication & pain meds on time. 5. The doctors pressured my insurance to cover a new blood thinner & was successful.	6/9/2016	4/25/2016
	RIH	1107196490	Medical	Ja3	Complaint	Unit	1. Don't wake me every hour - let me sleep!!! 2. Provide voucher for taxi to indigent, + 35 miles away from home, not bus while on strong pain meds, nauseous, extremely weak!!! 3. No social worker talked with me 4. Threaten by 8 p.m. to vacate room & placed in lobby - I had no ride home! I paid 95.00 for a taxi doctor said NO voucher!! Taxi driver said it's B _____, that hospital gives vouchers! 5. Better security for personals (phone, charger, tablet, etc. 6. Provide toiletries to wash 7. Chaotic scene over discharge & created a panic/anxiety for myself how to get home - cold, callous!!	6/9/2016	4/25/2016
MATTHEW SHAW	RIH	1128415274	Medical	Ja3	Negative	Unit	Communication between cardiac team and patients. I was not informed of my need to stay an extra night and most of my stay remained a mystery.	6/28/2016	6/7/2016
MARGARET BENIGNO	RIH	1110982275	Medical	Ja3	Negative	Unit	ER time was long. Call bell didn't work and I had respiratory concerns. Transfer to *Jane Brown was at change of shift and seemed complicated.	6/6/2016	5/4/2016
BERNICE GRASER	RIH	1117903553	Medical	Ja3	Negative	Unit	At entry point by ambulance, neglected completely - around 4:30 a.m. on 05/13/16 3 people stationed near door of emergency vehicle entry way - they were chatting ... with each other -> ignoring myself and my elderly husband for an extended period of time -> they behaved in a detached, irrelevant manner. That social worker on duty 05-13-16 around 10:00 a.m. in the ER should be applauded. She also got me resources for care for my husband, etc.	6/14/2016	5/15/2016

NAME	HOSPITAL	SURVEY	SPECIALTY	UNIT	RATING	CATEGORY	COMMENT	RECEIVED DATE	DISCHARGE DATE
JOANN REILLY	RIH	1103508574	Medical	Ja4	Positive	Nutrition	The meals I received during by stay was the best, as far as hospitals go. Everything was freshly made and so fresh fruit daily.	6/1/2016	4/22/2016
CHRIS JOHNSON	RIH	1120769807	Medical	Ja4	Negative	Nutrition	Better food.	6/13/2016	5/24/2016
	RIH	1125093972	Medical	Ja4	Positive	Staff	I think everything went well. The nurses & dr. were very nice. At first I was so nervous. Once I got to know the nurses & dr. I felt very good about how much they cared to get me better.	6/27/2016	6/3/2016
	RIH	1125093972	Medical	Ja4	Positive	Staff	I was on the ninth floor with wonderful nurses & dr. Thank you all.	6/27/2016	6/3/2016
	RIH	1120772925	Medical	Ja4	Positive	Staff	The nurses were very polite attentive, courteous, & professional. Overall, the staff were excellent in many, many ways.	6/13/2016	5/24/2016
	RIH	1117903723	Medical	Ja4	Negative	Staff	*Dr. Oz from Nigeria was the best. *Dr. James Badger great psychiatrist. I was then interviewed by three doctor & of the psychiatric team the worst I've seen the blind leading the blind folded. The day of my departure was extended because the last psychiatric evolution was totally followed & last doctor would not allow me to go home because of the abuse of 2 doctors I don't know the names but I believe they should not practice psychiatry. The last doctor that talked to me said that *Dr. Oz did not work at the hospital. Very sick behavior & very unprofessional & cost me a day out of my life.	6/6/2016	5/21/2016
THOMAS MULVEY	RIH	1117903718	Medical	Ja4	Positive	Staff	Nurse *Marchae in the ER was great and very helpful nurse *Danny and *Jenna in Jane Brown rm. 437 were very attentive and caring.	6/14/2016	5/19/2016
KATHRYN FINNERTY	RIH	1114704184	Medical	Ja4	Positive	Staff	Multiple IV antibiotics given round the clock for entire stay were always on-time. Very gentle care & bandaging of right eye which had serious eye infection.	6/10/2016	5/11/2016
KATHRYN FINNERTY	RIH	1114704184	Medical	Ja4	Positive	Staff	Nurses *Kathleen, *Cheryl, *Rachel, *Rebecca, *Julette, *Ali - ALL RN's & CNA's working at Jane Brown, room 440, between May 5 - May 11, 2016 performed superbly. So impressed I wrote letter of commendation to chief of nursing service.	6/10/2016	5/11/2016
JOANN REILLY	RIH	1103508574	Medical	Ja4	Positive	Staff	The care I received above and beyond. Every nurse CNA introduce themselves as they came on there shifts. I was very impress on the care that I have received. May God bless all of you.	6/1/2016	4/22/2016
IVETTE MARENGO	RIH	1120767913	Medical	Ja4	Positive	Staff	The Nursing Department on the 4th floor *Jen Brown, very excellent & nice not only with me but with all the rest of the patients.	6/20/2016	5/25/2016
DOMINICANA REYES	RIH	1114705627	Medical	Ja4	Positive	Staff	*Dr. Guerrero attended me well and explained everything. Excellent doctor.	6/16/2016	5/9/2016
CHASITY DAVIS	RIH	1117903376	Medical	Ja4	Positive	Staff	*Kerron - *Jane Brown, 4 north, she helped me a lot throughout my last week.	6/16/2016	5/19/2016
	RIH	1125093972	Medical	Ja4	Negative	Unit	Keeping the door opened shut at night I found it hard to sleep with the lights on in my room.	6/27/2016	6/3/2016
	RIH	1120772925	Medical	Ja4	Negative	Unit	I am a paraplegic & use a wheelchair. Having an access - _____ room, ESPECIALLY a user - friendly bathroom would have been good, unfortunately I had an accident or two w/ bowels which would've been avoided if I had accessible bathroom to use on the unit I was treated.	6/13/2016	5/24/2016
	RIH	1120772925	Medical	Ja4	Negative	Unit	All of the nurses on my unit were terrific & attentive. Again, only negative were disabled access to the rooms bathroom/ usage.	6/13/2016	5/24/2016
	RIH	1110982019	Medical	Ja4	Negative	Unit	My only complaint was when I called the desk from the call button the secretary often took a period of time before answering and on 2 occasions did not give my message to the nurse in a timely manner.	6/1/2016	5/5/2016
THOMAS MULVEY	RIH	1117903718	Medical	Ja4	Positive	Unit	Great room! Staff, doctors, nurses very helpful and caring.	6/14/2016	5/19/2016
STEFANIE LACHANCE	RIH	1107191528	Medical	Ja4	Negative	Unit	You could of listened to my specialist (who is not a dr. there but at other hospital) because I left R.I. Hosp. & went to another hosp. where my dr. works and was admitted there because your dr.'s did not treat my condition the way there suppose to. Will never go to R.I. Hospital again.	6/20/2016	4/27/2016
KATHRYN FINNERTY	RIH	1114704184	Medical	Ja4	Negative	Unit	Room located near nursing station so constant beeping of main monitors was very nerve-wracking.	6/10/2016	5/11/2016
JOANN REILLY	RIH	1103508574	Medical	Ja4	Positive	Unit	I was there for a whole week and honesty my stay there I was very impressed.	6/1/2016	4/22/2016
DAVID VOGL	RIH	1114696412	Medical	Ja4	Positive	Unit	Everything great! Excellent care and concern for me. Super!!!	6/23/2016	5/9/2016

NAME	HOSPITAL	SURVEY	SPECIALTY	UNIT	RATING	CATEGORY	COMMENT	RECEIVED DATE	DISCHARGE DATE
							Social workers/Caseworker did not tell me I was having a visiting nurse until I was being wheeled out of unit to go home, should've been discussed earlier before release. Felt very rushed and haphazard. Luckily visiting nurse was efficient and reliable.		
RACHAEL MASCENA	RIH	1120772333		Ricu	Negative	Clinical Treatm		6/23/2016	5/27/2016
RACHAEL MASCENA	RIH	1120772333		Ricu	Positive	Staff	RICU nurses, doctors & staff were excellent.	6/23/2016	5/27/2016
							The staff in the RICU is exceptional, they take excellent care of each patient. Just a fantastic staff here.		
CHARLENE GEER	RIH	1114697898	Intensive Care Unit	Ricu	Positive	Staff		6/8/2016	5/9/2016
CHARLENE GEER	RIH	1114697898	Intensive Care Unit	Ricu	Positive	Staff	All staff in RICU, they are fantastic.	6/8/2016	5/9/2016

NAME	HOSPITAL	SURVEY	SPECIALTY	UNIT	RATING	CATEGORY	COMMENT	RECEIVED DATE	DISCHARGE DATE
	RIH	1110994546	EMERGENCY	RIH ED	Negative	Clinical Treatm	I was in the hospital from 3 p.m. to 7:00 p.m. I walk with a cane because I had a knee replacement in Boston, MA. I walk with pain 24/7 and I was examined by *Dr. Michael P____, he twisted my right leg and the pain has been worse. He had ...	6/14/2016	5/3/2016
KATHLEEN MANGAN	RIH	1110994465	EMERGENCY	RIH ED	Negative	Clinical Treatm	I was upset that a doctor (radiologist) did not come to give me the results of my x-ray. It was after my 2 hour wait in that very uncomfortable "holding room" that I approached a nurse to ask how much longer it would be for the X-R result. The nurse then came in & told me the results.	6/1/2016	5/5/2016
JUSTIN LAW	RIH	1107203040	EMERGENCY	RIH ED	Negative	Clinical Treatm	I am still in pain as we speak and the meds. are gone I have to buy over the counter and take at least 10 a day for pain thanks for no help.	6/7/2016	4/27/2016
JUSTIN LAW	RIH	1107203040	EMERGENCY	RIH ED	Negative	Clinical Treatm	I told her that I was in pain for 3 weeks and been taken Motrin a ibuprofen wasn't working and that's what she gave me to go home with.	6/7/2016	4/27/2016
ISMAEL ALVAREZ	RIH	1117906806	EMERGENCY	RIH ED	Negative	Clinical Treatm	Note: The male African American nurse was extremely rude and kept calling me by another patient's name - offered me someone else's discharge papers.	6/8/2016	5/17/2016
DAVID GALLUCCI	RIH	1125107201	EMERGENCY	RIH ED	Positive	Clinical Treatm	Information was good. Very caring pain med was applied - to make me comfortable, and gave me the right meds.	6/28/2016	5/29/2016
KRISTIN QUINN	RIH	1114702487	Medical	RIH ED	Negative	Clinical Treatm	The triage doctor wasn't as thorough as he should have been. I waited in the ER for over two hours in a wheelchair w/my leg down when I was taken to the hospital by an ambulance. I was diagnosed about 2 hours waiting w/a blood clot in my leg and multiple pulmonary emboli in my lungs. Also, kept asking if it was my left leg and it was my right leg.	6/20/2016	5/10/2016
	RIH	1110995140	EMERGENCY	RIH ED	Positive	Staff	The care and attention I received during my visit was exceptional! Thank you to all.	6/1/2016	5/6/2016
	RIH	1110993777	EMERGENCY	RIH ED	Positive	Staff	*Sue R. was very helpful. She was pleasant.	6/1/2016	5/4/2016
	RIH	1110993777	EMERGENCY	RIH ED	Positive	Staff	My arrival RN *Jay was great. Very nice and helpful.	6/1/2016	5/4/2016
	RIH	1079025647	EMERGENCY	RIH ED	Positive	Staff	The radiology staff were extremely kind (much more than I expected anyone to be).	6/17/2016	3/2/2016
	RIH	1035713801	EMERGENCY	RIH ED	Positive	Staff	The 2 young ladies who took x-rays were very good. I had to go back a second time and they were both very professional and quick.	6/16/2016	11/29/2015
WILLIE PRESTON	RIH	1117906951	EMERGENCY	RIH ED	Positive	Staff	Staff was very pleasant.	6/20/2016	5/17/2016
WILLIE PRESTON	RIH	1117906951	EMERGENCY	RIH ED	Positive	Staff	Doctor was very good and kept me up to date.	6/20/2016	5/17/2016
WILLIE PRESTON	RIH	1117906951	EMERGENCY	RIH ED	Positive	Staff	Nurse's were very helpful and kept me inform bout everything.	6/20/2016	5/17/2016
SHEILA DAVIS	RIH	1110994689	EMERGENCY	RIH ED	Open	Staff	The entire Emergency Room staff thank - you all God bless keep up the good work.	6/1/2016	5/6/2016
SHEILA DAVIS	RIH	1110994689	EMERGENCY	RIH ED	Positive	Staff	All the staff was excellent checked on me often no complaints at all thank - you all nurses doctors registration CNA med asst. and all.	6/1/2016	5/6/2016
SHEILA DAVIS	RIH	1110994689	EMERGENCY	RIH ED	Positive	Staff	Doctors helped me to get through my pain until I was able to go to my own doctor and I am very grateful for there help - thank - you all.	6/1/2016	5/6/2016
SHEILA DAVIS	RIH	1110994689	EMERGENCY	RIH ED	Positive	Staff	Always check on me without any problems.	6/1/2016	5/6/2016
SARA GAEBE	RIH	1114712722	EMERGENCY	RIH ED	Positive	Staff	I had 2 doctors, these pertain to the first one, the second one was great.	6/16/2016	5/8/2016
PATRICIA ANDREWS	RIH	1110994116	EMERGENCY	RIH ED	Negative	Staff	Never saw a doctor. #1. Never saw doctor!	6/7/2016	5/1/2016
PAMELA AMARAL	RIH	1128423469	EMERGENCY	RIH ED	Mixed	Staff	No problem with doctor, however I had some problem understand PA's accent.	6/28/2016	6/6/2016
MARILYN WALSH	RIH	1015984522	EMERGENCY	RIH ED	Negative	Staff	When I first got to E/R, I told one head nurse that "I needed water," she was very rude and said, "Your not having water." She was not nice & did not make me feel comfortable.	6/7/2016	10/23/2015
MARILYN WALSH	RIH	1015984522	EMERGENCY	RIH ED	Positive	Staff	Most of staff was completely professional & courteous. Mostly all Drs. & nurses were extremely helpful & courteous and went all out to make me comfortable & accommodate my needs.	6/7/2016	10/23/2015
MARILYN WALSH	RIH	1015984522	EMERGENCY	RIH ED	Positive	Staff	Mostly all -> Drs. & nurses were extremely helpful & courteous to me.	6/7/2016	10/23/2015
MARILYN WALSH	RIH	1015984522	EMERGENCY	RIH ED	Positive	Staff	After I had a CAT scan I never saw him again - nurse communicated with me.	6/7/2016	5/12/2016
LENORA LOMBARDI	RIH	1114712879	EMERGENCY	RIH ED	Positive	Staff	Everyone was kind courteous and made me very comfortable!	6/6/2016	5/13/2016
KETTY LUCIANO	RIH	1107202768	EMERGENCY	RIH ED	Positive	Staff	My experience was to see how the doctor was concerned because I was ok I am very thankful he is very good doctor.	6/14/2016	4/26/2016
KATHLEEN MANGAN	RIH	1110994465	EMERGENCY	RIH ED	Positive	Staff	While in the "holding room" I had the pleasure of meeting a very, PLEASANT, CARING and PROFESSIONAL nurse. (I am not sure but I think her name was *Annie). During my wait time (approx. 8-10 p.m.) this nurses was VERY ATTENTIVE, she is a credit to her profession and a true asset to RI Hospital.	6/1/2016	5/5/2016
JENNIFER MEDEIROS	RIH	1110994557	EMERGENCY	RIH ED	Positive	Staff	Resident & nurses in the back was awesome!	6/16/2016	5/2/2016
JENNIFER MEDEIROS	RIH	1110994557	EMERGENCY	RIH ED	Positive	Staff	Don't remember their names but the nurses and the resident that saw me were fantastic. She will make a fabulous dr.	6/16/2016	5/2/2016
JENNIFER MEDEIROS	RIH	1110994557	EMERGENCY	RIH ED	Positive	Staff	At first nurses where quick to listen & just got things done. When I went to the back room, nurses where great!	6/16/2016	5/2/2016

NAME	HOSPITAL	SURVEY	SPECIALTY	UNIT	RATING	CATEGORY	COMMENT	RECEIVED DATE	DISCHARGE DATE
JANET SHARPE	RIH	1054534578	EMERGENCY	RIH ED	Positive	Staff	Good experience & caring workers.	6/20/2016	1/13/2016
ISMAEL ALVAREZ	RIH	1117906806	EMERGENCY	RIH ED	Negative	Staff	The male nurse (of African descent) was rude to my sister when she asked questions. #1-3. Male nurse.	6/8/2016	5/17/2016
FRANK DANTUONO	RIH	1110993356	EMERGENCY	RIH ED	Positive	Staff	Everyone that took care of my husband was very courteous and saw to his needs. He was in pain, but they found the problem and gave him meds to take care of the pain while he was there.	6/1/2016	5/6/2016
FRANK DANTUONO	RIH	1110993356	EMERGENCY	RIH ED	Positive	Staff	Everyone was great took care of our needs and explained everything.	6/1/2016	5/6/2016
DAVID GALLUCCI	RIH	1125107201	EMERGENCY	RIH ED	Positive	Staff	They took me right in. The nurse seen me with in minutes.	6/28/2016	5/29/2016
DAVID GALLUCCI	RIH	1125107201	EMERGENCY	RIH ED	Positive	Staff	Seen 1st dr. within a few minutes also 2 other drs. came in, explained, the and a specialist if needed excellent dr. care!	6/28/2016	5/29/2016
DAVID GALLUCCI	RIH	1125107201	EMERGENCY	RIH ED	Positive	Staff	The nurse was personable and professional and caring.	6/28/2016	5/29/2016
BRUCE JACOBSON	RIH	1117906287	EMERGENCY	RIH ED	Positive	Staff	Surgeon was excellent - Stitches were perfect. Results very good.	6/8/2016	5/19/2016
BRUCE JACOBSON	RIH	1117906287	EMERGENCY	RIH ED	Positive	Staff	Great ER staff.	6/8/2016	5/19/2016
ALLISON HEISER	RIH	1117907076	EMERGENCY	RIH ED	Positive	Staff	*Alison PA-C & her trainee (Young lady w/glasses & blonde hair in a lab (white) coat). Also, the young black male w/glasses who was my nurse was very nice & funny! If you figure out who my nurse was please tell him thank you for being nice & relatable!	6/17/2016	5/18/2016
ALLISON HEISER	RIH	1117907076	EMERGENCY	RIH ED	Positive	Staff	*Alison PA-C & her trainee were very informative about my skin problem.	6/17/2016	5/18/2016
ALLISON HEISER	RIH	1117907076	EMERGENCY	RIH ED	Positive	Staff	Young black male in the treatment area was extremely nice & took good care of me.	6/17/2016	5/18/2016
	RIH	1128423590	EMERGENCY	RIH ED	Negative	Unit	I had to request a splint for my arm. Though X-rays found nothing, a specialist the next day found a fracture.	6/27/2016	6/6/2016
	RIH	1128423590	EMERGENCY	RIH ED	Negative	Unit	I was not entirely sure who was a nurse and who was a doctor while there.	6/27/2016	6/6/2016
	RIH	1110993777	EMERGENCY	RIH ED	Mixed	Unit	The PA's were amazing! The attending who did my pelvic exam stopped in the middle to read directions on how to take the swab tests. Very uncomfortable and not very reassuring. B22 May 4th 2016.	6/1/2016	5/4/2016
	RIH	1079025647	EMERGENCY	RIH ED	Negative	Unit	I was uncomfortable being asked about my gender (as opposed to my sex).	6/17/2016	3/2/2016
	RIH	1079025647	EMERGENCY	RIH ED	Negative	Unit	The woman at the desk told me that I "didn't look that sick" and was a bit rude when I tried to explain my symptoms.	6/17/2016	3/2/2016
	RIH	1035713801	EMERGENCY	RIH ED	Positive	Unit	This is my first visit to RI Hospital ER and it was much faster than I expected.	6/16/2016	11/29/2015
WILLIE PRESTON	RIH	1117906951	EMERGENCY	RIH ED	Positive	Unit	Nurses, doctor and staff were all so pleasant; would not have wanted to get my surgery done any place else.	6/20/2016	5/17/2016
WILLIE PRESTON	RIH	1117906951	EMERGENCY	RIH ED	Positive	Unit	Very pleased w/everything.	6/20/2016	5/17/2016
SHEILA DAVIS	RIH	1110994689	EMERGENCY	RIH ED	Positive	Unit	All was done with respect and privacy.	6/1/2016	5/6/2016
SHEILA DAVIS	RIH	1110994689	EMERGENCY	RIH ED	Positive	Unit	All the care I received was done with concern and care.	6/1/2016	5/6/2016
PATRICIA ANDREWS	RIH	1110994116	EMERGENCY	RIH ED	Negative	Unit	First I am handicapped & walking from parking was far. 2nd, I feel that after original physician assistant saw me I was forgotten.	6/7/2016	5/1/2016
PAMELA AMARAL	RIH	1128423469	EMERGENCY	RIH ED	Negative	Unit	When I arrived @ the ED there was a long line, one person @ the window there were no wheel chairs, so I need to stand a long time.	6/28/2016	6/6/2016
PAMELA AMARAL	RIH	1128423469	EMERGENCY	RIH ED	Mixed	Unit	Long wait for CAT report. I am a tough draw, however the RN's in the treatment area were VERY caring for my comfort.	6/28/2016	6/6/2016
MICHAEL PATALANO	RIH	1110994830	EMERGENCY	RIH ED	Positive	Unit	Everything went splendidly all those "very good" ratings were well earned.	6/1/2016	5/5/2016
MARILYN MATZKO	RIH	1114713101	EMERGENCY	RIH ED	Negative	Unit	I was on strong pain medication and couldn't sign name because I couldn't raise head to see I-pad.	6/7/2016	5/12/2016
MARILYN MATZKO	RIH	1114713101	EMERGENCY	RIH ED	Negative	Unit	The wait and blatant disregard for me was in individual in excruciating pain were inexcusable. BTW, I had to return 2 days later 2 degree kidney stones again and my ultrasound was read incorrectly - CAT scan showed 1 stone; said that anyone with experience would ID a stone vs another substance. WHY IS SOMEONE WHO CAN'T READ ULTRASOUNDS ALLOWED TO BE EMPLOYED AT A HOSPITAL?	6/7/2016	5/12/2016
MARILYN MATZKO	RIH	1114713101	EMERGENCY	RIH ED	Negative	Unit	I was in excruciating pain 2 hours kidney stones and I wasn't helped for over 1 hour - inexcusable!	6/7/2016	5/12/2016
MARILYN MATZKO	RIH	1114713101	EMERGENCY	RIH ED	Negative	Unit	I heard more conversations from ER staff about shifts, who doesn't like to work, weddings & other personal conversations than I wanted to or should have heard - very unprofessional. The delay for me to get treated was ridiculously long - at pt when when I got to a triage area they told me to wait in a public waiting room - I was in so much pain I couldn't even walk & I was vomiting - absolutely horrible experience.	6/7/2016	5/12/2016
MARILYN MATZKO	RIH	1114713101	EMERGENCY	RIH ED	Negative	Unit	I was in agony waiting to be seen and vomiting and I felt invisible - the emergency staff were laughing and chatting about personal issues and shifts - very uncaring and unprofessional.	6/7/2016	5/12/2016

NAME	HOSPITAL	SURVEY	SPECIALTY	UNIT	RATING	CATEGORY	COMMENT	RECEIVED DATE	DISCHARGE DATE
KATHLEEN MANGAN	RIH	1110994465	EMERGENCY	RIH ED	Negative	Unit	The wait for xray results was unacceptable! I spent 2 hours in a very small room. There was another person in this room. We were separated by a very thing screen. Each time a provider came into the room we were asked personal questions (is this how HIPAA is supposed to work? Did not inform my husband of my condition (he was in emergency waiting room).	6/1/2016	5/5/2016
KATHLEEN MANGAN	RIH	1110994465	EMERGENCY	RIH ED	Negative	Unit	When x-ray was complete the transfer person could not locate a wheelchair therefore I had to walk quite a distance and I was in a lot of pain.	6/1/2016	5/5/2016
JENNIFER MEDEIROS	RIH	1110994557	EMERGENCY	RIH ED	Positive	Unit	Waiting to get my name taken with only one other person ahead of me was over half hour, standing there. Because the reason I was there, I was taken in fairly quickly.	6/16/2016	5/2/2016
JENNIFER MEDEIROS	RIH	1110994557	EMERGENCY	RIH ED	Mixed	Unit	Dr. in front of ER didn't even want to listen to my whole story. The resident that saw me in the back was fantastic! She is a great dr. The attending was good. didn't even know who he was when he first came into the room.	6/16/2016	5/2/2016
JANET SHARPE	RIH	1054534578	EMERGENCY	RIH ED	Positive	Unit	Rhode Island Hospital is a very good hospital. All the people are caring & loving people.	6/20/2016	1/13/2016
DAVID GALLUCCI	RIH	1125107201	EMERGENCY	RIH ED	Positive	Unit	I have recommend your hospital. Excellent ER care. At Rhode Island Hospital Do not go to KENT, bad care, bad attitude!	6/28/2016	5/29/2016
DAVID GALLUCCI	RIH	1125107201	EMERGENCY	RIH ED	Positive	Unit	They kept my wife with me also gave us, something to drink, and eat once I was ready.	6/28/2016	5/29/2016
ALTAGRACIA LEGREAUX	RIH	1110993474	EMERGENCY	RIH ED	Mixed	Unit	They attended me good, so much nurses as doctors, but I had to wait a lot for results - (but thanks).	6/10/2016	5/1/2016
ALLISON HEISER	RIH	1117907076	EMERGENCY	RIH ED	Positive	Unit	Did not have to wait long to get to a treatment room. Nurse as well as docs were friendly and informative on my condition.	6/17/2016	5/18/2016
ALLISON HEISER	RIH	1117907076	EMERGENCY	RIH ED	Negative	Unit	Wait time. I had to wait another 45 mins - 1 hr. for a work note and script for topical ointment. Also, did not see many signs pointing to ER from Dudley St. Entrance. Got lost a few times but then got a map stumbling upon the front desk.	6/17/2016	5/18/2016
ALLISON HEISER	RIH	1117907076	EMERGENCY	RIH ED	Mixed	Unit	The woman when I checked in took my photo ID but did not ask for insurance card which seemed strange but she was nice.	6/17/2016	5/18/2016
ALLISON HEISER	RIH	1117907076	EMERGENCY	RIH ED	Mixed	Unit	Parking wasn't so good, not entirely clear on how to get to the ER. But staff was welcoming & nice once I got there.	6/17/2016	5/18/2016
ALLISON HEISER	RIH	1117907076	EMERGENCY	RIH ED	Negative	Unit	Wait time was long but to be expected in an ER but I did not get updates on wait time to see a doc.	6/17/2016	5/18/2016
	RIH	1120771337	Medical	RIH ED	Mixed	Unit	The ER staff was awesome. When we arrived there they could not find a wheelchair for my. He _____ who was in the _____ it was not a emergency. But he has trouble walking and... We... into the ER - we waited at least 30 min. for a wheelchair and NEVER got one.	6/22/2016	5/23/2016
	RIH	1114696405	Neurosurgery	RIH ED	Negative	Unit	Everything went very well once they got me in a Unit because I came in the Emergency Room from a fall from a ladder and I was in terrible pain in my back and they put me up against the wall on the board from the ambulance for about 1 1/2 hrs. and I asked to be moved or put in a bed and the nurse just tried to adjust my neck brace which did not help the pain.	6/7/2016	5/11/2016
	RIH	1114696405	Neurosurgery	RIH ED	Negative	Unit	They could have made me more comfortable for that 1 1/2 of waiting. After all the tests I had to take I had to stay overnight. My wife spent the night and they put us in a room with no bathroom and I thought that was very strange. But we managed and I got discharged the next day.	6/7/2016	5/11/2016
	RIH	1107191510	Surgical	RIH ED	Negative	Unit	Your ER is awful!! Left in a room did not get checked on, IV ran at 2 X UNDERSTAFFED!! They did the best they could your UNDERSTAFFED ACROSS THE BOARD!	6/2/2016	4/30/2016
RICHARD CICCHETTI	RIH	1125091617	Surgical	RIH ED	Negative	Unit	All in all I was pleased with the care I received once. I left the emergency room. The ER was a horror show. I came in an ambulance was kept in the hallway for hours while I was in much pain. Finally a nurse told me I should go to the front emergency desk the wait would be shorter. In the mean time a drunk woman kept grabbing my hand from the next litter.	6/20/2016	6/4/2016
RICHARD CICCHETTI	RIH	1125091617	Surgical	RIH ED	Negative	Unit	Do something about the ER!	6/20/2016	6/4/2016
MARY TASCA	RIH	1114701389	Medical	RIH ED	Negative	Unit	Unusually the ED experience was better than normal 5 hours from there to room instead of 8 h ours.	6/10/2016	5/10/2016
IVETTE MARENGO	RIH	1120767913	Medical	RIH ED	Negative	Unit	The attention for the patients in the Emergency Room with more efficient personnel.	6/20/2016	5/25/2016

NAME	HOSPITAL	SURVEY	SPECIALTY	UNIT	RATING	CATEGORY	COMMENT	RECEIVED DATE	DISCHARGE DATE
ALBERT DIMEO	RIH	1114704630	Intensive Care Unit	Ticu	Positive	Staff	*Robin Moussette was extremely sensitive to my needs. She administered 5 star treatment.	6/10/2016	5/12/2016

NAME	HOSPITAL	SURVEY	SPECIALTY	UNIT	RATING	CATEGORY	COMMENT	RECEIVED DATE	DISCHARGE DATE
	RIH	1114695421	Medical	WMIU	Positive	Staff	The Coronary Care Unit was the best floor I was on. All were attentive and caring. *Deana, *Danielle, *Melvin and *Taryn were fantastic. I was transferred to the step down and my needs were not met as well as on the CCU. We were awoken @ 1:30 a.m. and told we would need to switch rooms. I had just had a cardiac arrest and had been in a medically induced coma and intubated for 3 days and didn't feel as though a person recovering from such a state should have been moved around at that hour especially after they had just given me meds to fall asleep.	6/17/2016	5/14/2016
	RIH	1114695421	Medical	WMIU	Positive	Staff	The 5th floor CCU was AWESOME!! *Deana, *Daniell, *Taryn, *Melvin, and *Mark from Respiratory Therapy were all really great!!	6/17/2016	5/14/2016
SUSAN SYLVIA	RIH	1120775853	Obstetrics/Gynecology	WMIU	Negative	Staff	*Jane Brown staff care for me had a problem with one 7-3 nurse, but I checked her attitude. ASAP.	6/13/2016	5/27/2016
JOAN RAY	RIH	1082730392	Obstetrics/Gynecology	WMIU	Positive	Staff	Everything! One nurse kept checking on me as I felt warm but did not have fever.	6/2/2016	3/9/2016
JOAN RAY	RIH	1082730392	Obstetrics/Gynecology	WMIU	Positive	Staff	Can't remember her name was a nurse for about a year, half. Short dark hair, young in age if I see her face I would know her. She kept checking on me, she was concerned I felt warm, had no temp.	6/2/2016	3/9/2016
DOROTHY YERIMA	RIH	1117902946	Medical	WMIU	Negative	Staff	Nothing. I didn't see my physician until I was discharge on Friday, May 20 & I said, I Have ask for you many times while being his patient yet, she never came. Then she said, I quote "I have other patients - Then who am I?"	6/16/2016	5/20/2016
PAMELA FLEMING	RIH	1120767841	Surgical	WMIU	Positive	Unit	After surgery (bilateral mastectomy) intensive care (crowded but very good care by the nursing staff - Then to *Jane Brown, very good as well. P. S. I thought your food was very good, for institutional food.	6/22/2016	5/26/2016

Management Monthly Action Guide

OVERVIEW

This report is intended to provide information from patients about their experiences on your unit or with your department during their recent hospital stay. This report should illustrate the stories behind your patient experience scores, and can help provide insight about what targeted improvements can be made to ensure we are able to deliver health with care to every patient.

PATIENT EXPERIENCE COMMENTS

Patient experience comments come to the hospital through many avenues: patient surveys, comment cards, emails and letters to executive leadership, and phone calls. The comments included in this report are **only gathered from patient experience surveys sent to our patients and are in response to the following questions:**

1. **What went well during your stay?**
2. **What could we have improved during your stay?**
3. **We would like to recognize an individual that made your stay with us exceptional. Please let us know a name and/or department and we will share your best wishes.**

Comments in this report include **patient name, unit of discharge**, date of discharge, and total length of stay. Note that the unit of DISCHARGE may not be the only unit the patient refers to in their comments.

DATA DICTIONARY

Comments are hand-coded into the following categories by OpX staff:

Compliment: a compliment must mention both a staff person by name and a specific action taken by that staff person during the stay that had a positive outcome. **Will be entered into SafetyNet and sent to the appropriate management.**

Complaint: a complaint must mention a negative or concerning event during the stay. **Comments labeled as Complaints will be entered into the Compliments and Complaints module of SafetyNet and assigned to the appropriate manager.**

Parking: comments related to parking or valet.

Food: comments related to food quality, food and nutrition personnel, or the delivery of meals.

Housekeeping: comments related to the hospital room facility or housekeeping staff.

Treatment: comments related to patients clinical treatment during their stay, not staff behavior related.

Unit: comments related to their stay on the unit, qualities of the unit outside of their room, or comments regarding “all the staff”.

Staff: comments naming a specific staff person(s), not describing a specific action. NOT a compliment.

SHARING POSITIVE COMMENTS

Many times, patients have very positive experiences to share about their recent hospital stay. **It is important to share this positive information with staff, reinforcing great behaviors, celebrating success, and supporting a culture of excellence.**

Opportunities to share these positive comments include:

- **Staff meetings:** recognize staff mentioned in positive comments during staff meetings. Not only does this provide positive reinforcement for that employee, it fosters an environment of positive feedback and recognition.
- **Staff work rooms:** visually display new comments from patients each month!
- **One-on-one feedback:** when discussing performance with an employee, or having a general conversation, share about recent positive feedback you've heard.
- **Staff email communications:** if you use regular email communication with your staff, please incorporate positive feedback into those emails. This is not an appropriate place to share critical comments.

Positive comment from my unit that I will share publicly:

I will share this publicly by: _____

Positive comment I will share with my staff:

Positive comment I will share this with my manager:

I will share this with my manager by: _____

LEARNING FROM CONSTRUCTIVE, CRITICAL COMMENTS

Because we ask our patients what could be improved about their care and stay, they often provide feedback about a variety of services. As a unit manager, you may see comments that only refer to housekeeping or food and nutrition: please still pay attention to these comments as you can play a role in reinforcing positive behavior on the unit. In order to use these critical comments most appropriately, especially those pertaining to staff, please follow the outlined process:

1. Investigate complaint, and ensure accuracy of staff mentioned
 - a. It is common for patients to refer to “the brown haired nurse” or “the young doctor” in their comments. This can make it challenging to follow up about specific patient comments. **Do not assume you know who the patient is referring to and risk misdelivering critical feedback to an uninvolved staff person.**
2. **NEVER share patient information from negative patient comments, or suggest that the staff member should follow up with patients.**
3. Using negative patient complaints can assist staff in viewing their actions through the eyes of the patient. Do reinforce that our patient comments are a report of their perception of their care. Often, we are delivering high quality patient care but our patients can be frustrated with many things during their stays. **Using constructive patient comments can help shape staff understanding of patient perception of care, allowing them clear examples of how patients understand the delivery of care.**
 - a. The Cardiac diet: many patients on the cardiac diet complain about their tasteless food and limited options during their stay. This is an opportunity for staff to explain the importance of a low sodium diet to patients, and provide needed context for why their food may taste different.
 - b. Waking patients at night: many patients believe they should have uninterrupted rest while in the hospital, however in order to ensure our patients are receiving the most appropriate and timely care, we often have to wake patients during the night to check on them. This is another common complaint, and can be managed through staff communication. Closing patient room doors when possible, dimming hallway lights if possible, and asking staff to keep all conversations quiet during sleeping hours can also have a significant impact on patient experience.
4. **One care team: often comments for your unit will draw on the staff from multiple areas. Use this as an opportunity to reinforce the work housekeeping, food and nutrition, and all levels of unit staff.** Constructive comments about other services available on your floor highlight opportunities to work across the hospital to improve all areas of our service delivery. Negative interactions with a non-clinical staff member on your unit, will still reflect on your staff in the patients perception of care and should be followed up on if a repeated patterned is noticed.

Constructive comment I will share with my entire staff:

Lesson learned from comment (reason for sharing): _____

Constructive comment I will use to follow up with individual staff:

How I will use this comment to follow up with individual staff:

Constructive comment I will share with my peer managers to improve care:

I will share this constructive comment with my peer managers by:
