

FOR IMMEDIATE RELEASE:

November 13, 2015

**MCHC fares well in
Patient Experience of Care Survey**

Madelia, Minn. -- Patient safety and satisfaction are primary concerns at all health facilities. So when the results of the MNHealthScores Patient Experience survey were announced, we were excited to find out that our patients gave the clinic at Madelia Community Hospital & Clinic (MCHC) very favorable ratings. The most positive rating possible was given to our provider's office staff, ranking them in the top 15 clinics in the state when asked how courteous and helpful they found their provider's office staff.

Throughout the state, more than 230,000 patients were surveyed and 651 clinics were rated in the Minnesota HealthScores survey, a joint project of the Minnesota Department of Health and the nonprofit MN Community Measurement. Officials said it's the most comprehensive look yet at patient experiences on a statewide basis anywhere in the U.S. Overall, the survey found, Minnesotans are happy with their care and satisfied with their providers. The survey scored clinics in four categories:

- Courteous and helpful staff
- Providers with a "most positive" rating
- How well providers communicate
- Getting care when needed

The clinic at MCHC also scored Above Average in "How well providers communicate" and on "Providers with a most positive rating." It scored Average on "Getting care when needed."

Quality health care is safe, effective and centered on you: the patient. Having a positive patient experience with your health care provider is an important part of quality care. You should expect clear communication, reliable and timely information, respect, and pleasant interactions from your providers and their staff. Positive patient experiences lead to better health outcomes and will make it more likely that a patient will return for follow-up and/or preventive care, improving overall health.

###

About Madelia Community Hospital & Clinic:

Madelia Community Hospital & Clinic is an independent, nonprofit facility staffed by a team of physicians and medical professionals that is profoundly committed to providing health care of the highest standards to Madelia and surrounding communities. As a 25-bed acute care hospital, we offer all the primary health services, such as medical/surgical, pediatric, emergency care and more. In 2011, we expanded our services to include a family

medical clinic that provides adolescent health, geriatric health, men's health, newborn health, pediatric health, preventative medicine and women's health. Over the years, we have proactively responded to the changing demands within the health care system, which has ensured our ability to deliver up-to-date medical services, purchase advanced medical equipment, and provide complete and compassionate care to all who enter our facility.