

## Hospital Happenings

August 2008

What is on the horizon for Montrose Memorial Hospital? What services do you need from your hospital? We truly want and value your opinion, so MMH is conducting a community survey during the next month. It is important for us to understand the healthcare needs of you and your family and we want to ensure that quality healthcare is available when you need it. We also need to know what we're doing right, what we could do better and what new services we need to offer.

We have asked *Improving Healthcare*, a leading U.S. healthcare research firm, to survey our community for ideas on how to expand and improve our services. They will be mailing out 3,000 surveys which will ask your opinion about many aspects of MMH. We would like information about care at the hospital, the reputation of the hospital, and any suggestions you have for new services. Please be honest and specific when you complete the survey and then return it in the pre-addressed, prepaid envelope that will be included. As a thank you for completing the survey, there will be a drawing and two lucky people will win \$50 each.

The hospital has conducted these surveys before and we have acted upon your feedback to increase our services. Heart care specialists (cardiologists), and cancer care, that included radiation treatment, were identified as the top two areas of need from past community surveys. In response, we added two cardiologists, a cardiology department and opened the San Juan Cancer Center, which includes radiation treatments, and offers *Complete Cancer Care Close to Home*. Dermatology was also recognized as a physician specialty that was missing in Montrose and we have recruited a dermatologist who will open her practice in the summer of 2009. In addition, we used several of your comments about patient privacy and care issues when we developed the plans for our new patient tower.

As you can see, we listen to your comments and act upon them. Your individual survey responses are strictly confidential and the answers will help shape the future of healthcare for our community. Thank you in advance for completing the survey and for helping us serve you better.