



# Patient Satisfaction Comments

## QTR 1 - 2024

Unit 33

6596142261	03/19/2024	Saint Vincent Hospital - M	Admission	Admission	24N	Medical Telemetry	Neutral	I can't answer that because I'm no alert when in the ER room, I have seizures that I don't know what's going on.
6596142261	03/19/2024	Saint Vincent Hospital - M	Overall Assessment	Overall Assessment	24N	Medical Telemetry	Mixed	The nurses were great, it was me who had the problem, I had a moment that I didn't remember if it was a nightmare or was real, well, it was real. I don't know what I said or did.
6600934824	03/21/2024	Saint Vincent Hospital - M	Overall Assessment	Overall Assessment	24N	Medical Telemetry	Negative	Very poor attention at discharge from head nurse.
6192280552	01/01/2024	Saint Vincent Hospital - M	Overall Assessment	Overall Assessment	33S	Medical/Surgical	Negative	I stay 2 days in ER. Call the nurse for a bag. I was really nauseous. The nurse told me she was busy, never came to bring me the bag or check on me.
6240532531	01/10/2024	Saint Vincent Hospital - M	Admission	Admission	33S	Medical/Surgical	Neutral	I was not alert at this time.
6240532531	01/10/2024	Saint Vincent Hospital - M	Overall Assessment	Overall Assessment	33S	Medical/Surgical	Negative	I was treated like a street junkie. I am not. I have various pain problems and have since 2005.
6240532531	01/10/2024	Saint Vincent Hospital - M	Personal Issues	Personal Issues	33S	Medical/Surgical	Negative	The nurse, Diane, who took me to 33S from ICU opened my gown and told the male nurse to have a look at my rear end.
6240532531	01/10/2024	Saint Vincent Hospital - M	Doctors	Doctors	33S	Medical/Surgical	Negative	They lied to me about telling me my pain doctor agreed to give me Oxycodone in place of _____ and I was not given _____ or _____ either. All the meds prescribed by my pain doctor. They interrupted my regime.
6282421886	01/15/2024	Saint Vincent Hospital - M	Room	Room	33S	Medical/Surgical	Negative	Didn't see anyone clean room.
6282421886	01/15/2024	Saint Vincent Hospital - M	Meals	Meals	33S	Medical/Surgical	Negative	Dry, hard, cold, too little for adult serving burnt veggies, my grandkids can cook better. Tasted terrible!
630121511	01/24/2024	Saint Vincent Hospital - M	Overall Assessment	Overall Assessment	33S	Medical/Surgical	Positive	Being woken every 2 hours for testing, checking, etc and carrying heart monitor without having pockets when using bathrooms. Don't know 'nurse leader' from any other nurse but plenty of nurse attention during my stay.
630828322	01/31/2024	Saint Vincent Hospital - M	Nurses	Nurses	33S	Medical/Surgical	Positive	I want to recognize my nurse Chris, Christine and Kayli Give them a bonus. 
6392152795	02/09/2024	Saint Vincent Hospital - M	Room	Room	33S	Medical/Surgical	Negative	Left neighbor urinal in bathroom for three days. Never cleaned floor.
6379878904	02/07/2024	Saint Vincent Hospital - M	Meals	Meals	33S	Medical/Surgical	Positive	Turkey on Thurs. was great.
6392152795	02/09/2024	Saint Vincent Hospital - M	Overall Assessment	Overall Assessment	33S	Medical/Surgical	Mixed	On average 20 minutes to answer call. Food was excellent. Promises to complete problems, had to wait for next shift to complete duties, just the nurse on their shift.
6390163041	02/08/2024	Saint Vincent Hospital - M	Overall Assessment	Overall Assessment	33S	Medical/Surgical	Positive	Had a very good experience.
6469202040	02/14/2024	Saint Vincent Hospital - M	Admission	Admission	33S	Medical/Surgical	Neutral	No personality shown - took info needed and left. Nothing else.
6469202040	02/14/2024	Saint Vincent Hospital - M	Overall Assessment	Overall Assessment	33S	Medical/Surgical	Mixed	St. V.'s much better than UMass. Staff is not real friendly but better than UMass.
6338280255	01/23/2024	Saint Vincent Hospital - M	Comments	Uncategorized Comments	33S	Medical/Surgical	Negative	The woman in the bed next to me had a Foley cath. to collect her urine. The attendants would empty it into a jug. Then flush it down the toilet. Never did they lift the toilet seat or even wipe it off! I had my husband bring me some disinfectant wipes so I could clean the toilet seat every time I needed to use it. It was very disgusting! I didn't complain because I'm afraid of retaliation from the attendants. I will not give my name or phone # because as I said I'm afraid of retaliation on my next hospital visit.
6338280255	01/23/2024	Saint Vincent Hospital - M	Personal Issues	Personal Issues	33S	Medical/Surgical	Positive	The nurses were all excellent. I didn't voice any complaints to them during my stay. I kept them to myself, I think they were busy enough doing their job. 
6338280255	01/23/2024	Saint Vincent Hospital - M	Overall Assessment	Overall Assessment	33S	Medical/Surgical	Negative	The only bad experience I had was with a housekeeper. She watched me like a

Way to Go!  
Chris + Christine



to soon. They have to keep coming back and all of a sudden. They are yelled at for keep coming in or they are flagged to ask for palliative treatment when its the dr.'s half a \_\_\_\_ jobs! Or if you go & visit or your here. I think you can take your family member home - today - and they can't move, sick or not on their baseline nurses are doing hair jobs & dr.'s screw ups too! Looking forward to your call.

hawk, and when I took a sheet from the laundry cart (which the nurse told me I could do if no one was around to get me some thing) and said to me 'don't take any more blankets! You have to many! & questioned me as to why I needed the sheet I had. I don't think I should have to explain my actions to the housekeeper! I have hyperhydrosis & sweat 24-7...

6338280255	01/23/2024	Saint Vincent Hospital - M	Nurses	Nurses	335	Medical/Surgical	Mixed	The nurses were all very good, but also very busy. I feel they did the best they could.
6338280255	01/23/2024	Saint Vincent Hospital - M	Doctors	Doctors	335	Medical/Surgical	Positive	The doctors were very good at answering my questions. I feel they did a good job taking every precaution while treating my problem.
6338280255	01/23/2024	Saint Vincent Hospital - M	Admission	Admission	335	Medical/Surgical	Mixed	Registration staff were polite & courteous, but the wait is too long. Last admission I waited from 8 p.m. until 10 a.m. the next day.
6338280255	01/23/2024	Saint Vincent Hospital - M	Room	Room	335	Medical/Surgical	Negative	#1. She was constantly watching me as if I was going to steal something.
6338280255	01/23/2024	Saint Vincent Hospital - M	Meals	Meals	335	Medical/Surgical	Negative	The fish was the most horrible fish I've ever eaten. I asked for 2 cups of tea at every meal & I got coffee every day! Didn't eat it!
6469201509	02/14/2024	Saint Vincent Hospital - M	Nurses	Nurses	335	Medical/Surgical	Negative	When removing electrode(?) stickers to attach equipment, skin was ripped off on leg. Good size sore. Still healing - was accidental -
6379847977	01/31/2024	Saint Vincent Hospital - M	Admission	Admission	335	Medical/Surgical	Negative	It took 30 hrs before I got into room - not a good experience.
6338282015	01/28/2024	Saint Vincent Hospital - M	Admission	Admission	335	Medical/Surgical	Negative	They are too busy.
6338282015	01/28/2024	Saint Vincent Hospital - M	Doctors	Doctors	335	Medical/Surgical	Positive	Po Corapi office excellent.
6338282015	01/28/2024	Saint Vincent Hospital - M	Overall Assessment	Overall Assessment	335	Medical/Surgical	Negative	This isn't a fair assessment for Doc Verse staff.
6379908706	02/06/2024	Saint Vincent Hospital - M	Meals	Meals	335	Medical/Surgical	Neutral	NOTE: (I was on a liquid diet). 2. Don't know. (On liquid DIET).
6503303273	02/26/2024	Saint Vincent Hospital - M	Nurses	Nurses	335	Medical/Surgical	Positive	All nurses & aides were fantastic.
6503303273	02/26/2024	Saint Vincent Hospital - M	Doctors	Doctors	335	Medical/Surgical	Negative	I was overwhelmed with too many doctors at once.
6574912847	03/15/2024	Saint Vincent Hospital - M	Nurses	Nurses	335	Medical/Surgical	Negative	My IV disengaged 'IV' fault from it's normal place in my wrist but contents leaked into my flesh. I still see a bit of the bruise. I pointed this faulty IV. The nurse missed it.
6574912847	03/15/2024	Saint Vincent Hospital - M	Overall Assessment	Overall Assessment	335	Medical/Surgical	Negative	The shower stall was not cleaned or available for showering.
6596141101	03/19/2024	Saint Vincent Hospital - M	Overall Assessment	Overall Assessment	335	Medical/Surgical	Negative	Not enough staff! No supplies!
6479829109	02/24/2024	Saint Vincent Hospital - M	Doctors	Doctors	335	Medical/Surgical	Negative	No dr. visited me.
6574911578	03/09/2024	Saint Vincent Hospital - M	Admission	Admission	335	Medical/Surgical	Negative	Staff seemed overworked and understaffed.
6574911578	03/09/2024	Saint Vincent Hospital - M	Room	Room	335	Medical/Surgical	Positive	Room/bed was ____ cleaned.
6574911578	03/09/2024	Saint Vincent Hospital - M	Nurses	Nurses	335	Medical/Surgical	Negative	Nurses are clearly overworked w/too many patients and lack of proper equipment and assurance.
6574911578	03/09/2024	Saint Vincent Hospital - M	Doctors	Doctors	335	Medical/Surgical	Negative	Dr. misdiagnosed my condition, had to go to a different hospital for proper diagnosis and treatment.
6574911578	03/09/2024	Saint Vincent Hospital - M	Personal Issues	Personal Issues	335	Medical/Surgical	Negative	Rarely saw staff ore than once or twice a day. Saint V's is very poorly staffed.
6574911578	03/09/2024	Saint Vincent Hospital - M	Overall Assessment	Overall Assessment	335	Medical/Surgical	Negative	Worst hospital in the country. Would never return under any circumstances unless under different ownership.
6496368723	02/28/2024	Saint Vincent Hospital - M	Meals	Meals	335	Medical/Surgical	Positive	Food was very good & dietary staff's attitude & customer service was excellent. Very prompt when fulfilling a request.
6496368723	02/28/2024	Saint Vincent Hospital - M	Nurses	Nurses	335	Medical/Surgical	Negative	Licensed nurses very busy & after appeared stressed & overwhelmed.
6496368723	02/28/2024	Saint Vincent Hospital - M	Doctors	Doctors	335	Medical/Surgical	Positive	Docs overall were very attentive and provided good follow-up.
6496368723	02/28/2024	Saint Vincent	Overall	Overall	335	Medical/	Mixed	Overall a fair experience, have also head





		Hospital - M	Assessment	Assessment		Surgical		bad reviews from other community members.
6496368723	02/28/2024	Saint Vincent Hospital - M	Comments	Uncategorized Comments	335	Medical/Surgical	Negative	I have to say the place was filthy - dust clumps in corners of floors of bathrooms, toilets had stains or previous patients who had a BM. The cystoscopy area, the bathroom is not cleaned between patients. I go for a cysto every 3 months as a routine exam, and I have gone into that and found disposable _____ with a betadine stain on them from a previous patient, large clumps of dust in corners and in the drain on the floor. I did not feel comfortable sitting on that toilet or anywhere in that room! A cystoscopy is an invasive procedure!
6607684545	03/22/2024	Saint Vincent Hospital - M	Admission	Admission	335	Medical/Surgical	Positive	Everyone was courteous & professional.
6607684545	03/22/2024	Saint Vincent Hospital - M	Room	Room	335	Medical/Surgical	Positive	All hospital staff was very caring & kind. 
6607684545	03/22/2024	Saint Vincent Hospital - M	Nurses	Nurses	335	Medical/Surgical	Positive	Bracelets were scanned every time I was given IV's or medications.
6607684545	03/22/2024	Saint Vincent Hospital - M	Overall Assessment	Overall Assessment	335	Medical/Surgical	Positive	I was treated very well by all staff, cleaning people & food service. I would definitely go to this hospital again if needed. 
6527176206	03/06/2024	Saint Vincent Hospital - M	Comments	Uncategorized Comments	335	Medical/Surgical	Neutral	Visit 4/2/24.
6338270824	01/24/2024	Saint Vincent Hospital - M	Overall Assessment	Overall Assessment	34N	Medical/Surgical	Negative	The ER would be a reason to not to return. 1. Except the ER.
6338272953	01/27/2024	Saint Vincent Hospital - M	Meals	Meals	34N	Medical/Surgical	Neutral	I was NFBM.
6197693857	01/04/2024	Saint Vincent Hospital - M	Nurses	Nurses	34N	Medical/Surgical	Mixed	Some nurses were excellent, one nurse was unprofessional at times.
6301169139	01/24/2024	Saint Vincent Hospital - M	Meals	Meals	34N	Medical/Surgical	Negative	Food was tasteless and always cold when it should have been hot. I was never given any choice about a menu.
6301169139	01/24/2024	Saint Vincent Hospital - M	Nurses	Nurses	34N	Medical/Surgical	Mixed	Most nurses were caring but several acted as though patients were a bother.
6301169139	01/24/2024	Saint Vincent Hospital - M	Personal Issues	Personal Issues	34N	Medical/Surgical	Negative	I had no idea what was happening to me, I don't think the staff did either. I was released and had to be readmitted 36 hours later after collapsing twice and having a hemothorax needing an emergency procedure. I was discharged too soon!!! I could have died.
6301169139	01/24/2024	Saint Vincent Hospital - M	Overall Assessment	Overall Assessment	34N	Medical/Surgical	Negative	I had to be readmitted 36 hours after discharge. I was discharged TOO SOON.
6282412783	01/17/2024	Saint Vincent Hospital - M	Nurses	Nurses	34N	Medical/Surgical	Negative	I needed understanding of what happen in recovery. I got to room at 6:00, would not give me coffee, hot soup all night, Sore throat, coffee, headache. I could hear change of shift _____.
6282412783	01/17/2024	Saint Vincent Hospital - M	Personal Issues	Personal Issues	34N	Medical/Surgical	Positive	GRACE, a PCA, saw my anguish (although my stay was almost over) and showered me with validation and caring love. She has some great skill there. I was all better.
6282412783	01/17/2024	Saint Vincent Hospital - M	Overall Assessment	Overall Assessment	34N	Medical/Surgical	Negative	I have to go in for a week and I worry about right emotional care and kitchen. Need intestine reconnection.
6338278354	01/31/2024	Saint Vincent Hospital - M	Overall Assessment	Overall Assessment	34N	Medical/Surgical	Negative	Realized nurses were thinking of going on strike again!! Heard on news.
6379860286	02/03/2024	Saint Vincent Hospital - M	Meals	Meals	34N	Medical/Surgical	Neutral	Cold (bad.)
6379860286	02/03/2024	Saint Vincent Hospital - M	Doctors	Doctors	34N	Medical/Surgical	Negative	Not good - Poor.
6379860286	02/03/2024	Saint Vincent Hospital - M	Comments	Uncategorized Comments	34N	Medical/Surgical	Neutral	Carolyn Jackson you should listen to the (NURSES.)
6585357846	03/15/2024	Saint Vincent Hospital - M	Room	Room	34N	Medical/Surgical	Negative	Didn't even say hi when I said hi.
6585357846	03/15/2024	Saint Vincent Hospital - M	Meals	Meals	34N	Medical/Surgical	Neutral	On liquid diet only
6527171566	02/29/2024	Saint Vincent Hospital - M	Room	Room	34N	Medical/Surgical	Negative	Staff work very hard, long hours, and sometimes understaffed. #1. Understaffed.
6527171566	02/29/2024	Saint Vincent Hospital - M	Overall Assessment	Overall Assessment	34N	Medical/Surgical	Positive	This is a top notch hospital and gives very good care for the most part.
6392158715	02/08/2024	Saint Vincent Hospital - M	Admission	Admission	34N	Medical/Surgical	Negative	IT TOOK A VERY LONG TIME TO GET ADMITTED TO A ROOM.