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Arizona hospitals 15th for quality, 42nd in satisfaction

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While Arizona hospitals rank 15th for quality of care, they rank 42nd when it comes to patient satisfaction, according a new survey by CareChex.

But Arizona isn't alone in that disparity. Ohio, ranked first in quality of care, was just 34th in terms of satisfaction. On the other hand, Vermont, which ranked highest in satisfaction was only 30th in quality of care. The District of Columbia ranked last in terms of satisfaction and for quality of care.

"With the rise of consumerism in health care, the hospital industry has realized that cost and quality alone are insufficient competitive differentiators in the minds of customers - service excellence also plays a vital role in determining value," CareChex said in releasing its results Monday.

"This finding underscores the need for hospitals to engage in regular patient satisfaction surveys rather than assume patients are satisfied with their medical care simply because a hospital meets a particular standard of clinical quality," said Andrew Webber, president and CEO of the National Business Coalition on Health.

CareChex is part of health care information services company The Delta Group.

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