

## Ratings and Reviews

At St. Claire HealthCare, our goal is to exceed expectations in every patient encounter. With well over 1.25 million patient encounters each year, that's a very lofty goal, but one we take very seriously. That's why we have a team dedicated to educating and supporting staff enterprise-wide so they can deliver the best patient experience possible.

The teams at SCH strive each and every day to offer patients quality care and an experience that exceeds their expectations, but we know there will always be opportunities for improvement. That's why we are so appreciative of feedback from our patients and their families.

We are always looking for ways to improve our patients' experience and you can help. We encourage our patients to tell us what we did well and what they think we could do better. Managers and department leaders are always available to address concerns or hear suggestions.



St. Claire utilizes Press Ganey to conduct confidential patient surveys. Press Ganey randomly selects patients and sends out surveys by phone, mail, email, or text. These responses provide valuable information that we utilize to make strategic enhancements to improve the experience for all patients. If you receive a survey after your visit, we encourage you to fill it out honestly so we can learn what we are doing right, and how we can improve to better serve our patients.



**Exceptional Nurse Recognition** – If you or a loved one had a nurse that went above and beyond to provide outstanding care, you can nominate your nurse to receive international recognition with the DAISY Award.

The DAISY (Diseases Attacking the Immune SYstem) Award is an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day. The DAISY Foundation was established by the family of J. Patrick Barnes after he died from complications of the auto-immune disease ITP in 1999. During his hospitalization, they deeply appreciated the care and compassion shown to Patrick and his entire family. When he died, they felt compelled to say “thank you” to nurses in a very public way. Please say thank you by sharing your story of how a nurse made a difference you will never forget! [Click here](#) to nominate a nurse for the DAISY Award.



**Staff Recognition** – The sunflower has a special meaning to the staff of SCH. It is an icon of hope to both our healthcare system and the Sisters of Notre Dame, who have sponsored the system since its beginning.

If you received exceptional care from a staff member or department during your visit with SCH you can express your appreciation through a Sunflower Recognition. [Click here](#) to submit a Sunflower Recognition for a staff member or department.



To leave a review on Google, please search the location you visited. On the right of the page, a box will show up with information about that location. Click “Write a review” near the bottom of the box and tell us your experience. (You must be logged in to Google in order to leave a review.)



To leave a review on Facebook, search for St. Claire HealthCare, or [click here](#).

- Click on the Reviews tab
- Choose an option under “Do you recommend?”
- Write your review
- Choose who you would like to see the review
- Click “Post”



You can also contact SCH directly and share your experience. Our patient experience team is here to ensure you are getting the care you deserve. Please email [patientexperience@st-claire.org](mailto:patientexperience@st-claire.org), or call 606.783.6591 during normal business hours to speak to a representative.