



A Proud Partner of North Country Healthcare

181 Corliss Lane
Colebrook, New Hampshire 03576

FOR IMMEDIATE RELEASE:

High Rating for Healthcare in Colebrook

Upper Connecticut Valley Hospital Receives High Scores in Patient Satisfaction

Colebrook, NH, Friday, September 8, 2017 — Upper Connecticut Valley Hospital received top grades from the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) report of patient satisfaction results. The HCAHPS surveys recent hospital guests across the country about their experience and reports on 12 domains to measure and improve the quality of patient care. The HCAHPS is a way for hospitals to compare and track improvements against their peers as well as a process that adds transparency for patients, by comparing this information publicly.

“We are very pleased to learn of these results, and that we are continuing to provide quality care in the eyes of the community,” said Upper Connecticut Valley Hospital President Scott Colby. “This speaks volumes for the dedication and hard-work put forth by our staff to ensure we are delivering high quality, accessible healthcare for the communities we serve.”

Based upon the quality domains, Upper Connecticut Valley Hospital has scored higher than the national average of Critical Access Hospitals (CAHs) on all HCAHPS domains from 2014 - 2016. In 2016, UCVH achieved the highest HCAHPS score among NH Critical Access Hospitals in the domains of Communication with Nurses, Communication with Doctors and Communication about Medications.

“These results are a reflection of Upper Connecticut Valley Hospital’s committed staff, and a culture that is focused on high quality integrated care,” said North Country Healthcare CEO Warren West. “We will continue to make improvements and provide education to our staff on items, such as communication, discharge information, and smooth transition of care, so we keep getting better.”

In April 2016, Upper Connecticut Valley Hospital joined three regional hospitals; Androscoggin Valley Hospital, Littleton Regional Healthcare, and Weeks Medical Center to form the North Country Healthcare system, bringing improved access, expanded patient care services, and increased opportunities for healthcare professionals in the North Country of New Hampshire. North Country Home Health & Hospice Agency joined this healthcare system in 2017, adding skilled nursing, rehabilitative and supportive care, hospice, and greater continuity of care after hospitalization for local patients and their families.

“With nearly 20,765 patients served per year, we are continuously finding innovative ways to improve the patient experience,” said Scott Colby.

Upper Connecticut Valley Hospital (UCVH) is a 16-bed critical care hospital that has continued to serve Colebrook and Northern Coos County communities with trusted medical care for more than 40 years. UCVH offers many health care services including 24-hour ER services, inpatient care, skilled nursing services, outpatient specialty services including physical and occupational therapy, neurology, cardiology ambulatory nursing services, orthopedics, sleep medicine, pulmonology and radiology diagnostics such as open [MRI] screenings 3-D mammography, and echocardiograms.

#

Note for the Editor

See UCVH logo attached

About Upper Connecticut Valley Hospital

Upper Connecticut Valley Hospital, a critical access hospital located in northern Coos County, serves a growing number of medical needs of residents and visitors to northern New Hampshire. The 16-bed, non-profit facility strives to provide the highest level of outpatient and inpatient care.

About North Country Healthcare

North Country Healthcare is a non-profit affiliation of five medical facilities in the White Mountains Region of New Hampshire, including more than 300 physicians and medical providers at nine locations. This leading comprehensive healthcare network is delivering integrated patient care through four community hospitals, critical care facilities, and medical labs, and now six home health services and hospice care and assisted living facilities. North Country Healthcare has a team of more than 1,400 physicians, specialists, and distinguished professionals committed to the health and well-being of the communities in which they serve.

For more information

Contact Patricia at 603.388-4292 or pargas@ucvh.org