



# WARE: Quality Care Continues

If you're a resident of Ware or its surrounding towns, you probably already know about the exceptional level of care provided at Baystate Mary Lane Hospital in Ware. And word is spreading. Baystate Mary Lane received outstanding scores in the recent national Hospital-Consumer Assessment of Healthcare Providers and Systems (H-CAHPS).



Baystate Mary Lane Hospital met or outperformed the state and national averages, and led the region for patients' responses to "overall quality of care" experienced during their most recent hospital visit.

Baystate Mary Lane Hospital received outstanding scores in many categories, including overall quality, communication with doctors and nurses, responsiveness of hospital staff, communication about medicine, and discharge information.

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**For information** about programs and services at Baystate Mary Lane Hospital, visit [baystatehealth.org/mlh](http://baystatehealth.org/mlh) or call Baystate Health Link at 413-967-2488.

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