



HCAHPS RESULTS

HCAHPS Composite/Item	Meriter Cycle 5* (3Q07-2Q08)	Meriter Cycle 4* (2Q07-1Q08)	Meriter Cycle 3* (1Q07-4Q07)	Meriter Cycle 2* (4Q06-3Q07)	Meriter Cycle 1* (4Q06-2Q07)	State Avg	U.S. Avg
Communication with Nurses	74	72	71	70	69	77	74
Communication with Doctors	78	75	74	76	76	81	80
Responsiveness of hospital staff	59	58	58	56	55	67	62
Pain Management	63	64	65	65	66	69	68
Communication about medicines	64	59	58	59	60	63	59
Cleanliness of hospital environment	69	66	65	62	61	76	69
Quietness of hospital environment	49	48	46	46	45	58	56
Discharge Information	86	84	84	86	86	85	80
HCAHPS Overall Ratings	Meriter Cycle 5* (3Q07-2Q08)	Meriter Cycle 4* (2Q07-1Q08)	Meriter Cycle 3* (1Q07-4Q07)	Meriter Cycle 2* (4Q06-3Q07)	Meriter Cycle 1* (4Q06-2Q07)	State Avg	U.S. Avg
Overall Rating of Hospital (9 & 10)	71	67	65	63	60	69	64
Willingness to Recommend (Definitely Yes)	75	72	71	70	69	70	68

* Cycle 1 data publicly reported in March 2008

* Cycle 2 data publicly reported in August 2008

* Cycle 3 data publicly reported in September 2008

* Cycle 4 data publicly reported in December 2008

* Cycle 5 data publicly reported in March 2009