



HCAHPS RESULTS

2Q08-1Q09 Discharges

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	% Positive							
	MERITER		ST. MARY'S		UNIVERSITY			
HCAHPS Composite/Item	Cycle 8 (2Q08-1Q09)	Change since Cycle 1 (4Q06-2Q07)	Cycle 8 (2Q08-1Q09)	Change since Cycle 1 (4Q06-2Q07)	Cycle 8 (2Q08-1Q09)	Change since Cycle 1 (4Q06-2Q07)	State Average	U.S. Average
Communication with Nurses	76	+7	78	+2	76	0	78	74
Communication with Doctors	78	+2	78	+1	74	-2	82	80
Responsiveness of hospital staff	62	+7	61	+2	65	+3	68	62
Pain Management	66	0	71	+6	67	-1	69	68
Communication about medicines	65	+5	60	+2	63	-1	64	59
Cleanliness of hospital environment	72	+11	79	+8	75	0	76	70
Quietness of hospital environment	55	+10	65	+3	53	-2	59	56
Discharge Information	87	+1	84	-1	87	+2	85	80
HCAHPS Overall Ratings								
Overall Rating of Hospital (% 9 & 10)	72	+12	75	+4	74	0	70	65
Willingness to Recommend (% Definitely Yes)	79	+10	80	+2	80	+1	71	68