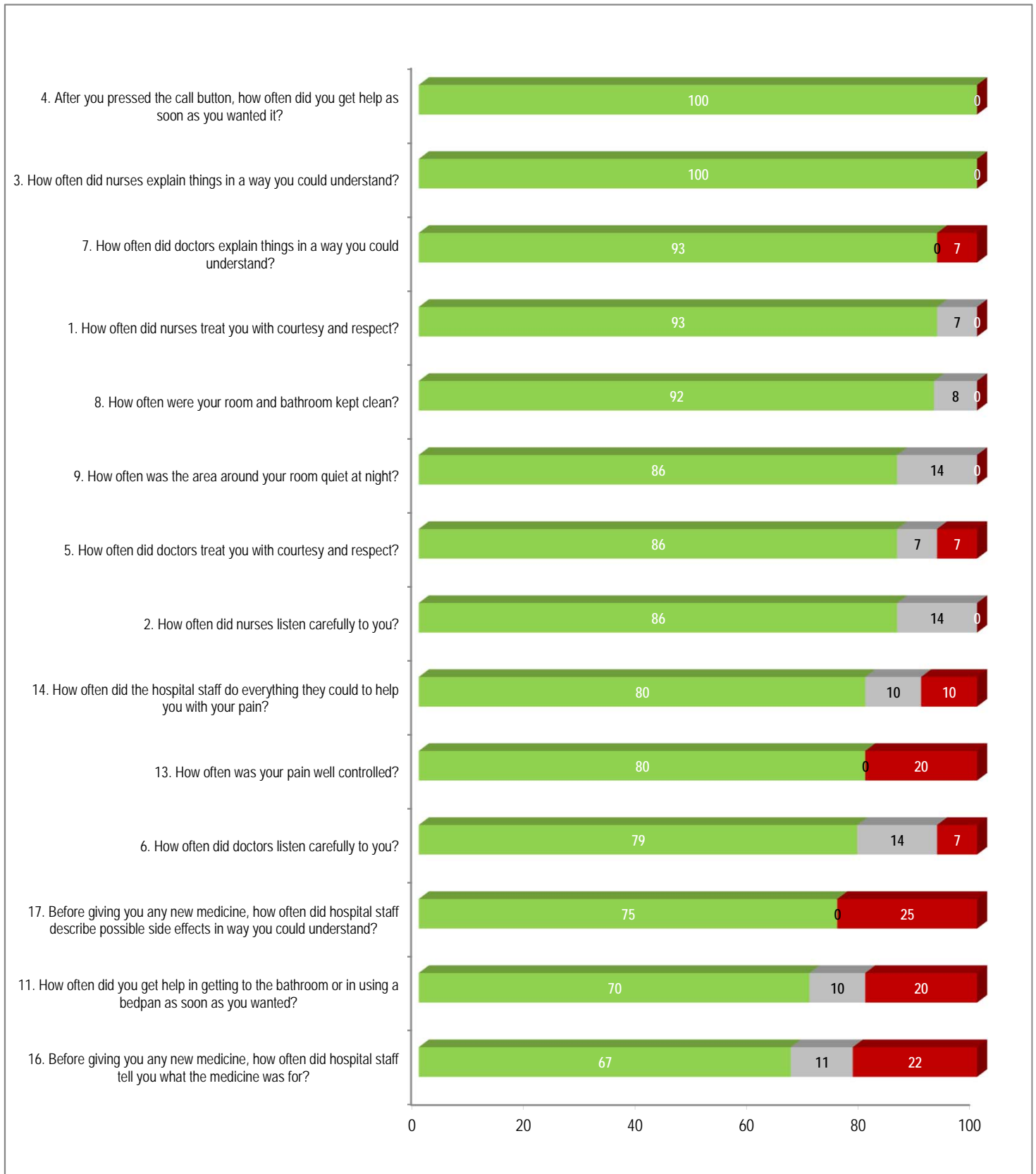


## All questions - rank ordered

% Always + Usually    % Sometimes    % Never



### Detailed Data

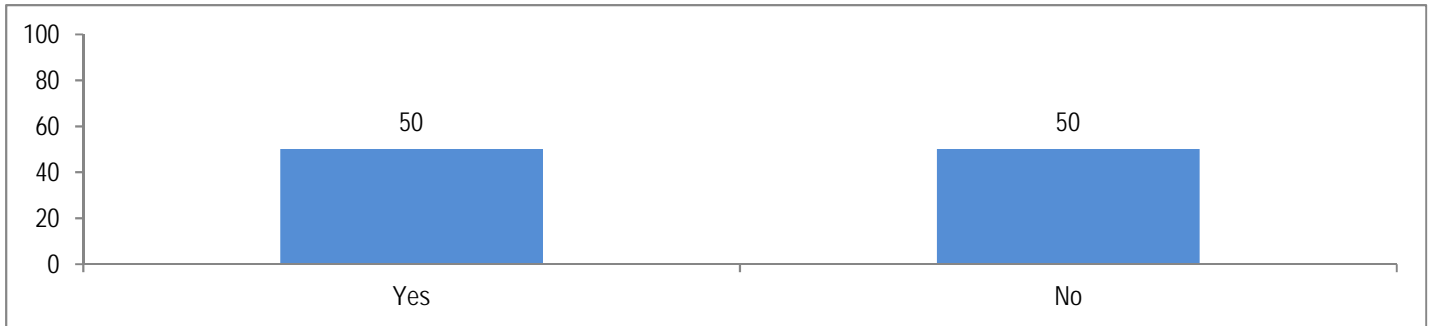
	Top 2 Box	Always	Usually	Sometimes	Never
All Questions Average	85	60	25	7	8
1. How often did nurses treat you with courtesy and respect?	93	79	14	7	0
2. How often did nurses listen carefully to you?	86	64	21	14	0
3. How often did nurses explain things in a way you could understand?	100	71	29	0	0
4. After you pressed the call button, how often did you get help as soon as you wanted it?	100	38	63	0	0
5. How often did doctors treat you with courtesy and respect?	86	71	14	7	7
6. How often did doctors listen carefully to you?	79	64	14	14	7
7. How often did doctors explain things in a way you could understand?	93	57	36	0	7
8. How often were your room and bathroom kept clean?	92	54	38	8	0
9. How often was the area around your room quiet at night?	86	36	50	14	0
11. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?	70	60	10	10	20
13. How often was your pain well controlled?	80	40	40	0	20
14. How often did the hospital staff do everything they could to help you with your pain?	80	70	10	10	10
16. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?	67	56	11	11	22
17. Before giving you any new medicine, how often did hospital staff describe possible side effects in way you could understand?	75	75	0	0	25

### Trend Information

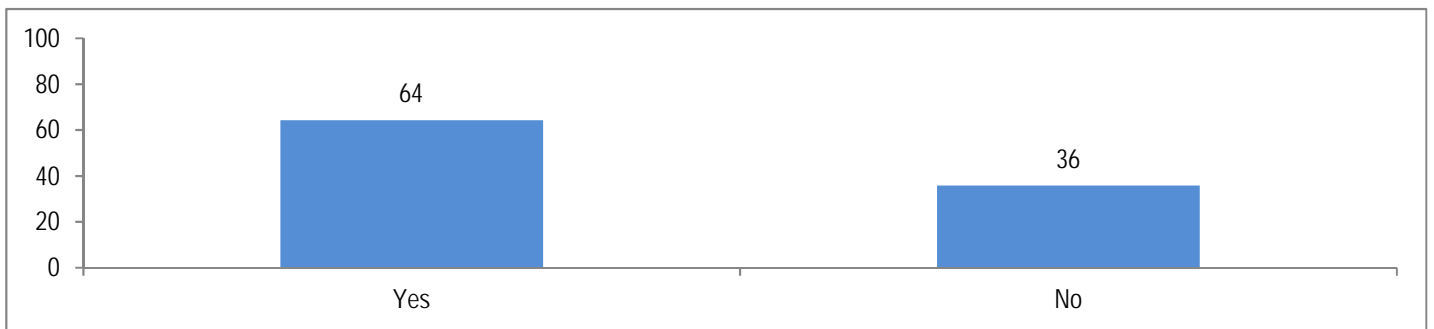
	2Q 2017 Top 2 Box	1Q 2017 Top 2 Box	4Q 2016 Top 2 Box	3Q 2016 Top 2 Box	+/- Trend
All Questions Average	85	96	81	82	-12
1. How often did nurses treat you with courtesy and respect?	93	100	100	91	-7
2. How often did nurses listen carefully to you?	86	100	89	91	-14
3. How often did nurses explain things in a way you could understand?	100	100	89	82	0
4. After you pressed the call button, how often did you get help as soon as you wanted it?	100	100	83	80	0
5. How often did doctors treat you with courtesy and respect?	86	100	89	91	-14
6. How often did doctors listen carefully to you?	79	83	89	91	-5
7. How often did doctors explain things in a way you could understand?	93	100	89	91	-7
8. How often were your room and bathroom kept clean?	92	100	100	100	-8
9. How often was the area around your room quiet at night?	86	83	100	90	2
11. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?	70	100	100	80	-30
13. How often was your pain well controlled?	80	80	0	80	0
14. How often did the hospital staff do everything they could to help you with your pain?	80	100	100	80	-20
16. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?	67	100	50	60	-33
17. Before giving you any new medicine, how often did hospital staff describe possible side effects in way you could understand?	75	100	50	40	-25

## Hospital Experience

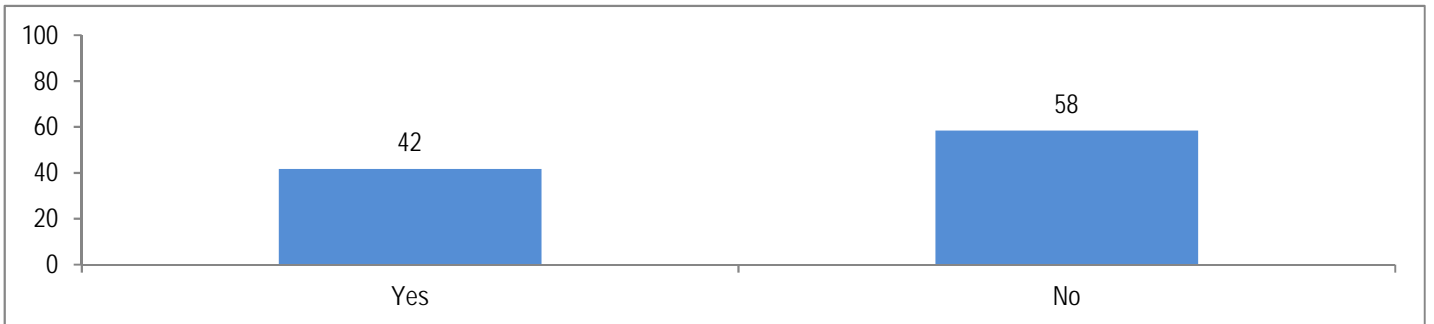
10. Did you need help getting to the bathroom or using a bedpan?



12. Did you need medicine for pain?

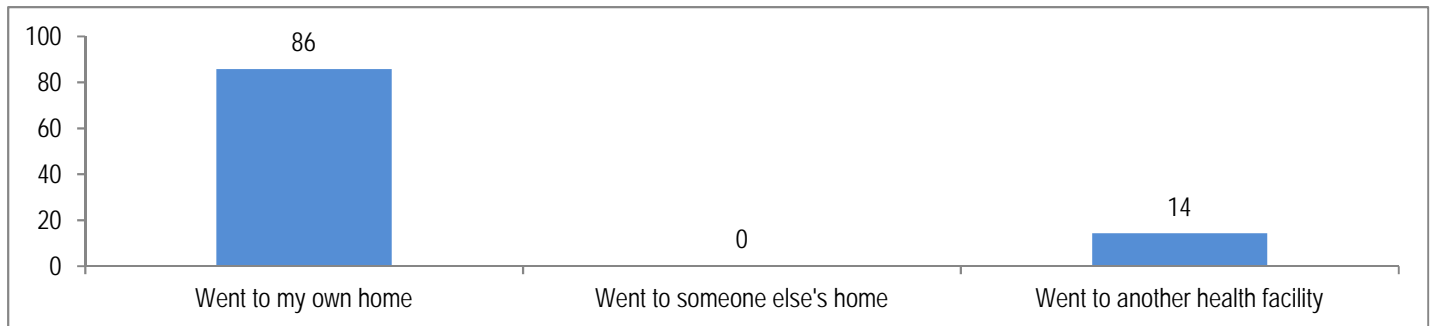


15. Were you given any medicine that you had not taken before?

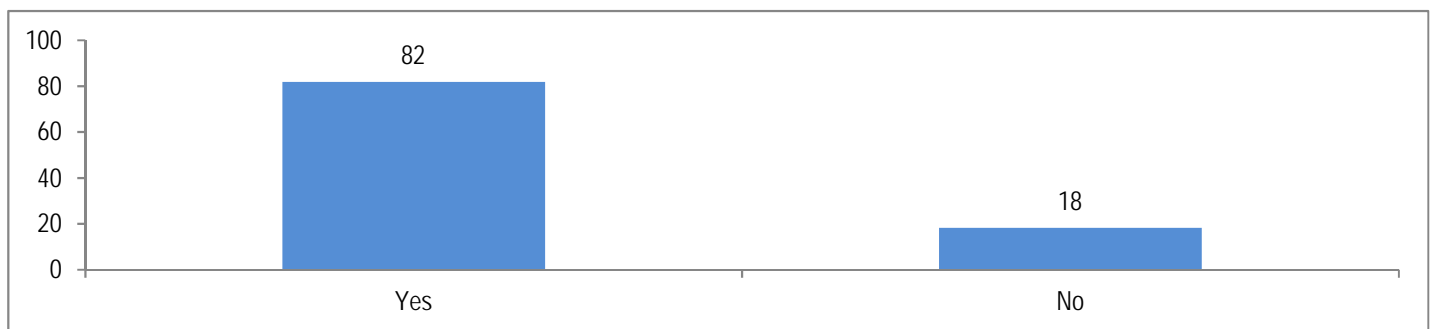


## When you left the hospital

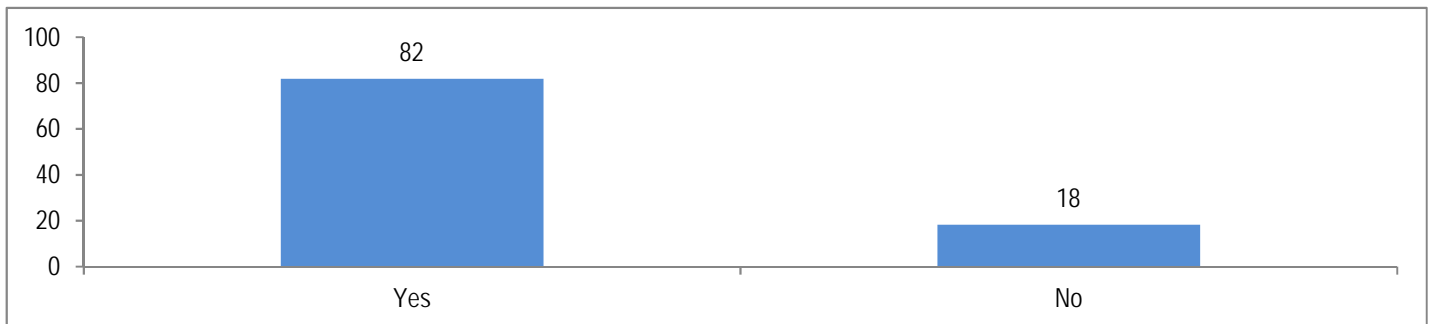
18. After you left the hospital, what did you do?



19. Did hospital staff talk with you about whether you would have the help you needed when you left?

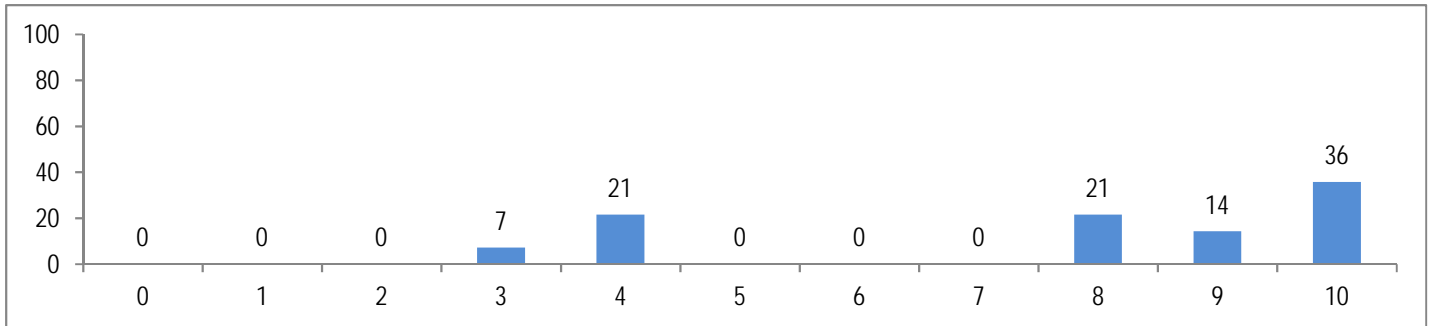


20. Did you get information in writing about what symptoms or health problems to look out for when you left?

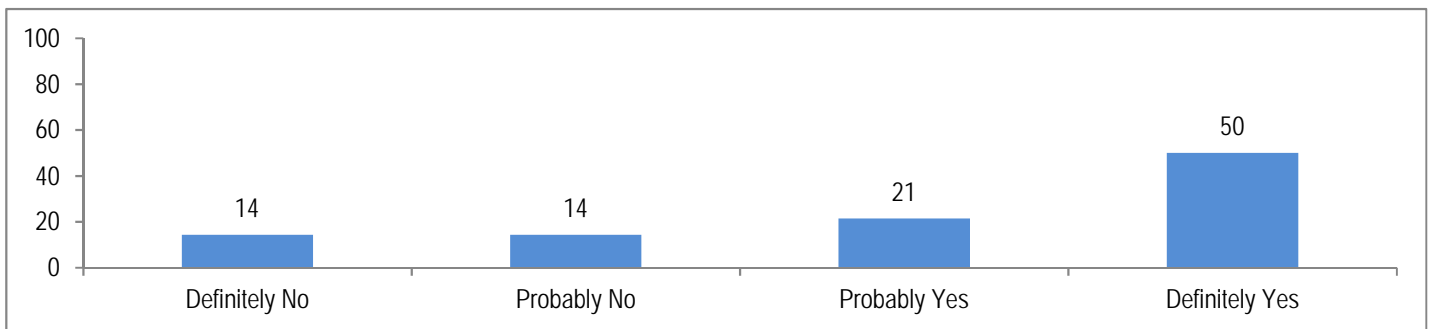


## Overall

### 21. Overall rating of the hospital

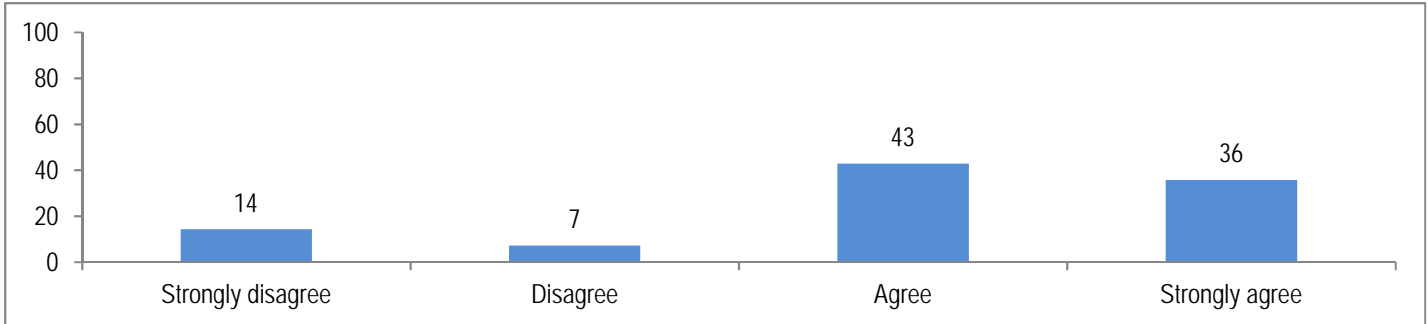


### 22. Would you recommend this hospital to your friends and family?

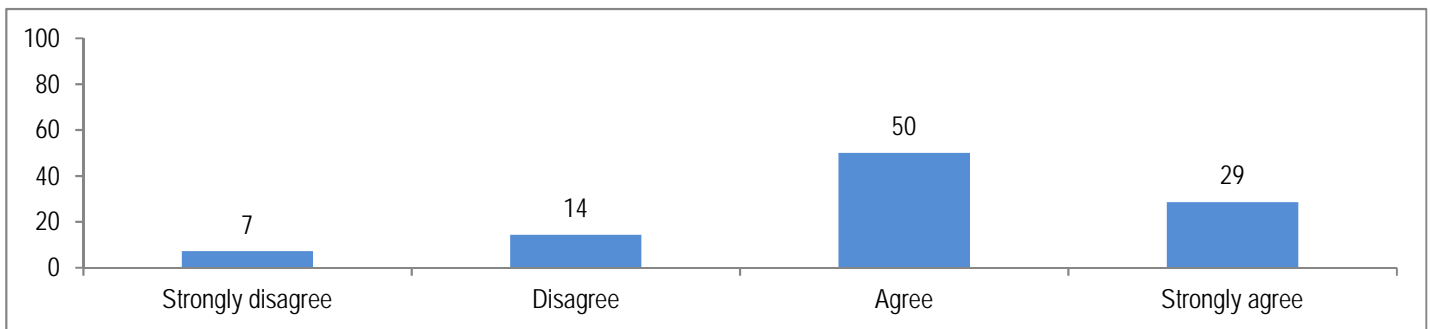


**Understanding your care when you left the hospital**

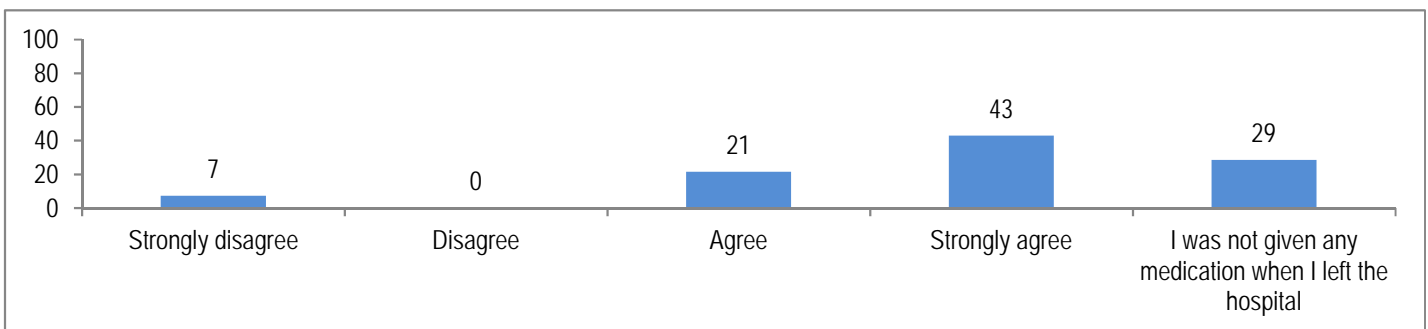
23. Staff took preferences into account in deciding what my needs would be when I left



24. I had a good understanding of the things I was responsible for in managing my health

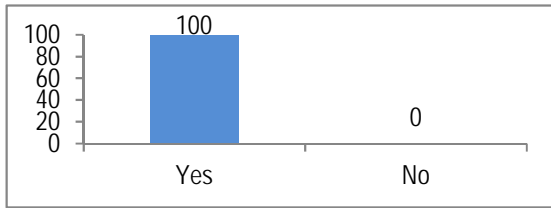


25. I clearly understood the purpose for taking each of my medications

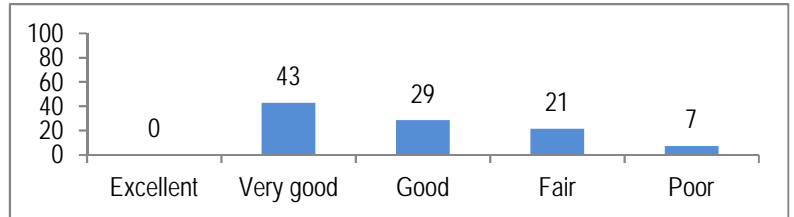


About You

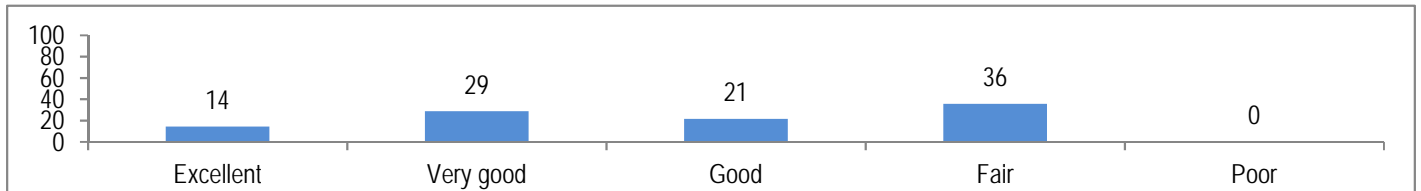
Were you admitted to this hospital through the ER?



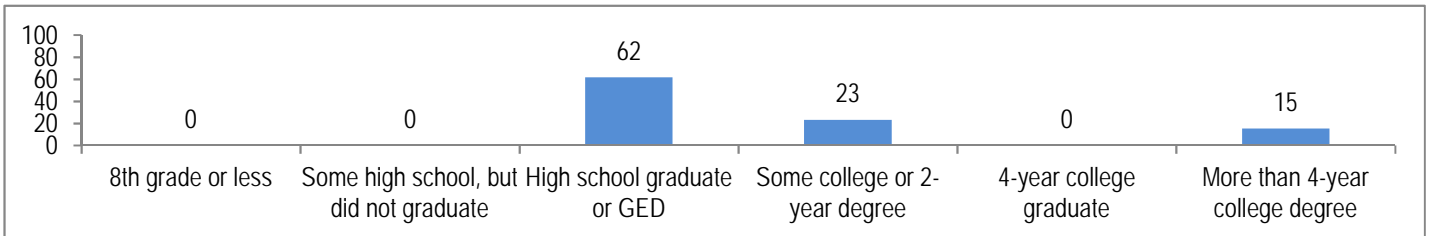
In general, how would you rate your health?



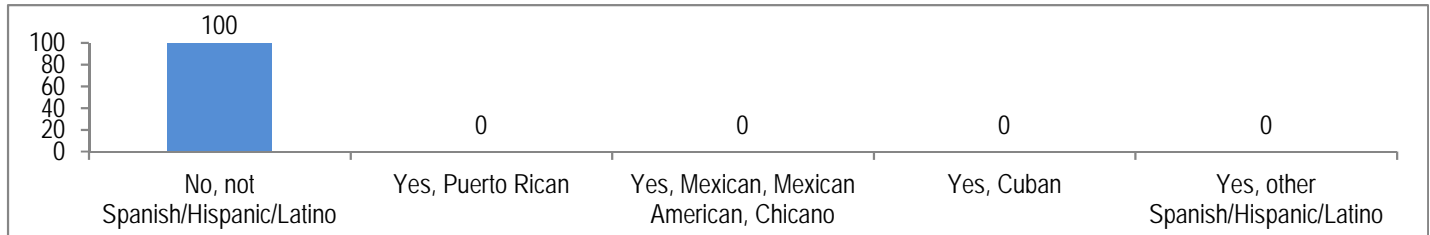
How would you rate your overall mental or emotional health?



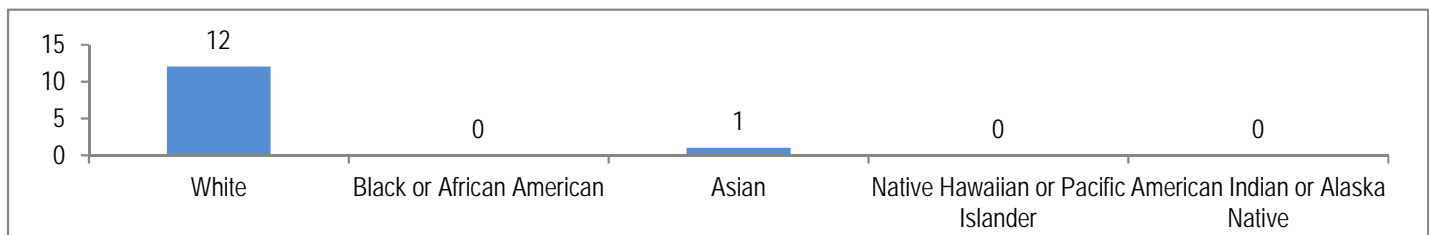
What is the highest grade or level of school that you have completed?



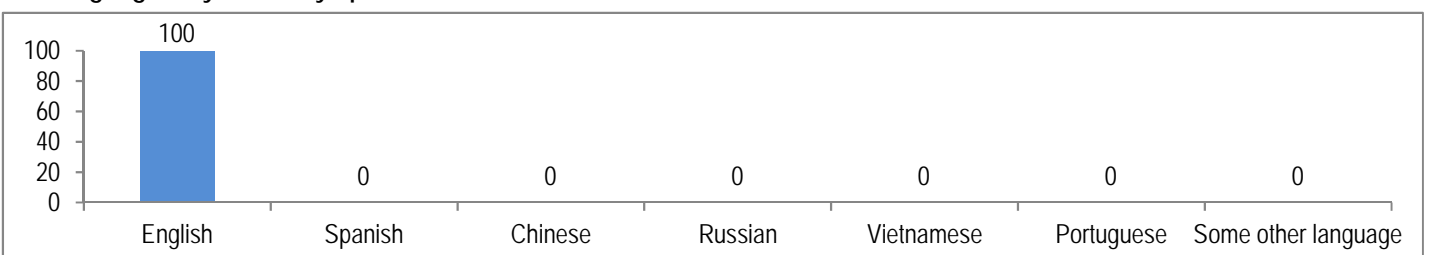
Are you of Spanish, Hispanic or Latino origin or descent?



What is your race? (Counts presented - multiple choice option)



What language do you mainly speak at home?



### Measures Reported to CMS

**A Note About HCAHPS "Boxes"** HCAHPS results are publicly reported on Hospital Compare as "top-box," "bottom-box" and "middle-box" scores.

The "**top-box**" is the most positive response to HCAHPS survey questions. The "top-box" response is "*Always*" for six HCAHPS composites (Communication with Nurses, Communication with Doctors, Responsiveness of Hospital Staff, Pain Management, Communication about Medicines, and Care Transition) and two individual items (Cleanliness of Hospital Environment and Quietness of Hospital Environment), "*Yes*" for the seventh composite, Discharge Information, "*9' or '10' (high)*" for the Overall Hospital Rating item, and "*Would definitely recommend*" for the Recommend the Hospital item.

The "**bottom-box**" is the least positive response category for HCAHPS measures. The "bottom-box" response is "*Sometimes or never*" for six HCAHPS composites (Communication with Nurses, Communication with Doctors, Responsiveness of Hospital Staff, Pain Management, Communication about Medicines, and Care Transition) and two individual items (Cleanliness of Hospital Environment and Quietness of Hospital Environment), "*No*" for the seventh composite, Discharge Information, "*6' or lower (low)*" for the Overall Hospital Rating item, and "*Would not recommend*" for the Recommend the Hospital item.

The "**middle-box**" captures intermediate responses to HCAHPS survey items. The "middle-box" response is "*Usually*" for six HCAHPS composites (Communication with Nurses, Communication with Doctors, Responsiveness of Hospital Staff, Pain Management, Communication about Medicines, and Care Transition) and two individual items (Cleanliness of Hospital Environment and Quietness of Hospital Environment), "*7' or 8' (medium)*" for the Overall Hospital Rating item, and "*Would probably recommend*" for the Recommend the Hospital item. There is no "middle-box" response in the Discharge Information composite.

#### Composite Measures

				CMS July 2017 Report (Oct 2015 - Sept 2016 Discharges)	
	Top Box = Always	Bottom Box = Sometimes/Never	Middle Box = Usually	MT Top Box	US Overall Top Box
Communication with nurses (Q1, Q2, Q3)	71	7	21	80	80
Communication with doctors (Q5, Q6, Q7)	64	14	21	82	82
Responsiveness of hospital staff (Q4, Q11)	49	15	36	73	69
Pain management (Q13, Q14)	55	20	25	71	71
Communication about medicines (Q16, Q17)	65	29	6	63	65
Discharge information (Q19, Q20)	82	18		87	87
Care Transition (Q23, Q24, Q25)	41	18	41	52	52

#### Individual Items

				CMS July 2017 Report (Oct 2015 - Sept 2016 Discharges)	
	Top Box = Always	Bottom Box = Sometimes/Never	Middle Box = Usually	MT Top Box	US Overall Top Box
Cleanliness of hospital environment (Q8)	54	8	38	74	74
Quietness of hospital environment (Q9)	36	14	50	62	63

#### Global Items

				CMS July 2017 Report (Oct 2015 - Sept 2016 Discharges)	
	Top Box = High	Bottom Box = Low	Middle Box	MT Top Box	US Overall Top Box
Overall rating of hospital (Q21)	50	29	21	71	73
Willingness to recommend hospital (Q22)	50	29	21	72	72