

INPATIENT REPORT

Filter Definition

Filter	Choice(s)
Received Date	From 11/01/2008 To 11/30/2009

INPATIENT REPORT

HCAHPS Summary Information - Received Date: 10/1/08-12/31/08

Global DOMAIN		
Question	n	%
Global Rating Item		
Rate hospital 0-10		
0	9	3%
1	3	1%
2	6	2%
3	4	2%
4	12	5%
5	18	7%
6	17	6%
7	15	6%
8	44	17%
9-10	134	51%
Total	262	
Global Rating Item		
Recommend this hospital		
Definitely no	17	7%
Probably no	19	7%
Probably yes	70	27%
Definitely yes	150	59%
Total	256	
COMM W/ NURSES		
Never		3%
Sometimes		15%
Usually		18%
Always		63%
Nurses treat with courtesy/respect		
Never	4	2%
Sometimes	40	15%
Usually	39	15%
Always	176	68%
Total	259	
Nurses listen carefully to you		
Never	9	3%
Sometimes	43	17%
Usually	53	20%
Always	154	59%
Total	259	
Nurses expl in way you understand		
Never	13	5%
Sometimes	35	13%
Usually	49	19%
Always	163	63%
Total	260	
RESPONSE OF HOSP STAFF		
Never		12%
Sometimes		27%
Usually		20%
Always		42%

INPATIENT REPORT

HCAHPS Summary Information - Received Date: 10/1/08-12/31/08

Global DOMAIN		
Question	n	%
<u>Screening Item</u>		
Never pressed call button		
Checked	42	15%
Unchecked	229	85%
Total	271	
Call button help soon as wanted it		
Never	20	9%
Sometimes	65	30%
Usually	54	25%
Always	81	37%
Total	220	
<u>Screening Item</u>		
Need help bathroom/using bedpan		
Yes	93	38%
No	153	62%
Total	246	
Help toileting soon as you wanted		
Never	17	14%
Sometimes	29	24%
Usually	18	15%
Always	55	46%
Total	119	
COMM W/ DOCTORS		
Never		2%
Sometimes		6%
Usually		13%
Always		79%
Doctors treat with courtesy/respect		
Never	1	0%
Sometimes	15	6%
Usually	26	10%
Always	220	84%
Total	262	
Doctors listen carefully to you		
Never	6	2%
Sometimes	16	6%
Usually	30	12%
Always	208	80%
Total	260	
Doctors expl in way you understand		
Never	8	3%
Sometimes	15	6%
Usually	44	17%
Always	193	74%
Total	260	

INPATIENT REPORT

HCAHPS Summary Information - Received Date: 10/1/08-12/31/08

Global DOMAIN		
Question	n	%
HOSPITAL ENVIRONMENT		
Never		7%
Sometimes		17%
Usually		23%
Always		54%
Room and bathroom kept clean		
Never	23	9%
Sometimes	54	21%
Usually	65	25%
Always	120	46%
Total	262	
Area around room quiet at night		
Never	13	5%
Sometimes	34	13%
Usually	52	20%
Always	158	61%
Total	257	
PAIN		
Never		3%
Sometimes		15%
Usually		22%
Always		60%
<u>Screening Item</u>		
Need medicine for pain		
Yes	204	82%
No	46	18%
Total	250	
Pain well controlled		
Never	8	4%
Sometimes	37	17%
Usually	56	25%
Always	119	54%
Total	220	
Staff do everything help with pain		
Never	6	3%
Sometimes	28	13%
Usually	42	19%
Always	144	65%
Total	220	
COMM RE MED		
Never		15%
Sometimes		15%
Usually		13%
Always		56%
<u>Screening Item</u>		
Given medicine had not taken before		
Yes	156	62%
No	96	38%
Total	252	

INPATIENT REPORT

HCAHPS Summary Information - Received Date: 10/1/08-12/31/08

Global DOMAIN		
Question	n	%
Tell you what new medicine was for		
Never	9	5%
Sometimes	25	14%
Usually	27	15%
Always	122	67%
Total	183	
Staff describe medicine side effect		
Never	46	26%
Sometimes	29	16%
Usually	22	12%
Always	83	46%
Total	180	
DISCHARGE		
	No	27%
	Yes	73%
Screening Item		
Left hospital- destination		
Own home	215	82%
Another home	35	13%
Another facility	12	5%
Total	262	
Staff talk about help when you left		
	No	23%
	Yes	77%
Total	236	
Info re symptoms/prob to look for		
	No	30%
	Yes	70%
Total	239	
About You Item		
Rate overall health		
Excellent	45	17%
Very Good	48	18%
Good	85	32%
Fair	63	24%
Poor	25	9%
Total	266	
About You Item		
Highest grade or school completed		
<= 8th grade	27	11%
Some high school	60	23%
High school grad	79	31%
Some college	61	24%
4-yr coll. grad.	22	9%
4+ yrs college	7	3%
Total	256	

INPATIENT REPORT

HCAHPS Summary Information - Received Date: 10/1/08-12/31/08

Global DOMAIN		
Question	n	%
About You Item		
Spanish,Hispanic or Latino		
Yes	0	0%
No	0	0%
Not Span/Hisp/La	192	92%
Puerto Rican	1	0%
Mex,Mex Amer,Chi	9	4%
Cuban	0	0%
Other	6	3%
Total	208	
About You Item		
Race-White		
Yes	48	18%
No	223	82%
Total	271	
About You Item		
Race-Black or African American		
Yes	200	74%
No	71	26%
Total	271	
About You Item		
Race-Asian		
Yes	7	3%
No	264	97%
Total	271	
About You Item		
Race-Hawaiian or Pacific Islander		
Yes	1	0%
No	270	100%
Total	271	
About You Item		
Race-Ameri Indian Alaska Native		
Yes	4	1%
No	267	99%
Total	271	
About You Item		
Language mainly speak at home		
English	236	91%
Spanish	11	4%
Other	12	5%
Total	259	

INPATIENT REPORT

HCAHPS Summary Information - Received Date: 1/1/09-3/31/09

Global DOMAIN		
Question	n	%
Global Rating Item		
Rate hospital 0-10		
0	14	3%
1	12	3%
2	9	2%
3	13	3%
4	14	3%
5	38	8%
6	28	6%
7	46	10%
8	82	18%
9-10	194	43%
Total	450	
Global Rating Item		
Recommend this hospital		
Definitely no	40	9%
Probably no	34	8%
Probably yes	147	33%
Definitely yes	224	50%
Total	445	
COMM W/ NURSES		
Never		4%
Sometimes		17%
Usually		22%
Always		57%
Nurses treat with courtesy/respect		
Never	9	2%
Sometimes	68	15%
Usually	84	19%
Always	289	64%
Total	450	
Nurses listen carefully to you		
Never	24	5%
Sometimes	80	18%
Usually	107	24%
Always	243	54%
Total	454	
Nurses expl in way you understand		
Never	24	5%
Sometimes	76	17%
Usually	110	25%
Always	236	53%
Total	446	
RESPONSE OF HOSP STAFF		
Never		14%
Sometimes		31%
Usually		23%
Always		32%

INPATIENT REPORT

HCAHPS Summary Information - Received Date: 1/1/09-3/31/09

Global DOMAIN		
Question	n	%
<u>Screening Item</u>		
Never pressed call button		
Checked	88	19%
Unchecked	377	81%
Total	465	
Call button help soon as wanted it		
Never	34	9%
Sometimes	126	35%
Usually	92	25%
Always	113	31%
Total	365	
<u>Screening Item</u>		
Need help bathroom/using bedpan		
Yes	173	42%
No	241	58%
Total	414	
Help toileting soon as you wanted		
Never	43	20%
Sometimes	60	27%
Usually	44	20%
Always	72	33%
Total	219	
COMM W/ DOCTORS		
Never		1%
Sometimes		7%
Usually		16%
Always		76%
Doctors treat with courtesy/respect		
Never	3	1%
Sometimes	21	5%
Usually	57	13%
Always	370	82%
Total	451	
Doctors listen carefully to you		
Never	9	2%
Sometimes	31	7%
Usually	77	17%
Always	331	74%
Total	448	
Doctors expl in way you understand		
Never	7	2%
Sometimes	42	9%
Usually	76	17%
Always	326	72%
Total	451	

INPATIENT REPORT

HCAHPS Summary Information - Received Date: 1/1/09-3/31/09

Global DOMAIN Question	n	%
HOSPITAL ENVIRONMENT		
Never		8%
Sometimes		18%
Usually		22%
Always		52%
Room and bathroom kept clean		
Never	40	9%
Sometimes	99	22%
Usually	92	21%
Always	213	48%
Total	444	
Area around room quiet at night		
Never	27	6%
Sometimes	64	14%
Usually	105	23%
Always	252	56%
Total	448	
PAIN		
Never		4%
Sometimes		17%
Usually		23%
Always		56%
<u>Screening Item</u>		
Need medicine for pain		
Yes	331	76%
No	105	24%
Total	436	
Pain well controlled		
Never	12	3%
Sometimes	68	19%
Usually	90	25%
Always	188	53%
Total	358	
Staff do everything help with pain		
Never	15	4%
Sometimes	56	16%
Usually	78	22%
Always	211	59%
Total	360	
COMM RE MED		
Never		20%
Sometimes		15%
Usually		15%
Always		50%
<u>Screening Item</u>		
Given medicine had not taken before		
Yes	274	63%
No	160	37%
Total	434	

INPATIENT REPORT

HCAHPS Summary Information - Received Date: 1/1/09-3/31/09

Global DOMAIN		
Question	n	%
Tell you what new medicine was for		
Never	24	7%
Sometimes	52	16%
Usually	54	17%
Always	194	60%
Total	324	
Staff describe medicine side effect		
Never	102	32%
Sometimes	46	14%
Usually	44	14%
Always	130	40%
Total	322	
DISCHARGE		
	No	35%
	Yes	65%
<u>Screening Item</u>		
Left hospital- destination		
Own home	364	81%
Another home	57	13%
Another facility	28	6%
Total	449	
Staff talk about help when you left		
	No	34%
	Yes	66%
	Total	405
Info re symptoms/prob to look for		
	No	35%
	Yes	65%
	Total	399
About You Item		
Rate overall health		
Excellent	57	13%
Very Good	95	21%
Good	114	25%
Fair	150	33%
Poor	38	8%
Total	454	
About You Item		
Highest grade or school completed		
<= 8th grade	41	9%
Some high school	97	22%
High school grad	140	32%
Some college	102	23%
4-yr coll. grad.	28	6%
4+ yrs college	31	7%
Total	439	

INPATIENT REPORT

HCAHPS Summary Information - Received Date: 1/1/09-3/31/09

Global DOMAIN		
Question	n	%
About You Item		
Spanish,Hispanic or Latino		
Yes	0	0%
No	0	0%
Not Span/Hisp/La	358	93%
Puerto Rican	1	0%
Mex,Mex Amer,Chi	11	3%
Cuban	1	0%
Other	12	3%
Total	383	
About You Item		
Race-White		
Yes	75	16%
No	390	84%
Total	465	
About You Item		
Race-Black or African American		
Yes	363	78%
No	102	22%
Total	465	
About You Item		
Race-Asian		
Yes	6	1%
No	459	99%
Total	465	
About You Item		
Race-Hawaiian or Pacific Islander		
Yes	2	0%
No	463	100%
Total	465	
About You Item		
Race-Ameri Indian Alaska Native		
Yes	3	1%
No	462	99%
Total	465	
About You Item		
Language mainly speak at home		
English	430	95%
Spanish	13	3%
Other	10	2%
Total	453	

INPATIENT REPORT

HCAHPS Summary Information - Received Date: 4/1/09-6/30/09

Global DOMAIN		
Question	n	%
Global Rating Item		
Rate hospital 0-10		
0	17	4%
1	7	2%
2	8	2%
3	9	2%
4	14	3%
5	25	5%
6	19	4%
7	42	9%
8	83	18%
9-10	239	52%
Total	463	
Global Rating Item		
Recommend this hospital		
Definitely no	33	7%
Probably no	23	5%
Probably yes	144	31%
Definitely yes	263	57%
Total	463	
COMM W/ NURSES		
Never		3%
Sometimes		14%
Usually		19%
Always		64%
Nurses treat with courtesy/respect		
Never	8	2%
Sometimes	66	14%
Usually	78	17%
Always	316	68%
Total	468	
Nurses listen carefully to you		
Never	18	4%
Sometimes	67	14%
Usually	93	20%
Always	290	62%
Total	468	
Nurses expl in way you understand		
Never	20	4%
Sometimes	66	14%
Usually	95	20%
Always	289	61%
Total	470	
RESPONSE OF HOSP STAFF		
Never		16%
Sometimes		22%
Usually		18%
Always		43%

INPATIENT REPORT

HCAHPS Summary Information - Received Date: 4/1/09-6/30/09

Global DOMAIN		
Question	n	%
<u>Screening Item</u>		
Never pressed call button		
Checked	83	17%
Unchecked	396	83%
Total	479	
Call button help soon as wanted it		
Never	45	12%
Sometimes	85	22%
Usually	83	22%
Always	170	44%
Total	383	
<u>Screening Item</u>		
Need help bathroom/using bedpan		
Yes	175	40%
No	261	60%
Total	436	
Help toileting soon as you wanted		
Never	45	20%
Sometimes	51	23%
Usually	34	15%
Always	94	42%
Total	224	
COMM W/ DOCTORS		
Never		2%
Sometimes		6%
Usually		13%
Always		79%
Doctors treat with courtesy/respect		
Never	5	1%
Sometimes	24	5%
Usually	43	9%
Always	391	84%
Total	463	
Doctors listen carefully to you		
Never	10	2%
Sometimes	26	6%
Usually	63	14%
Always	359	78%
Total	458	
Doctors expl in way you understand		
Never	11	2%
Sometimes	37	8%
Usually	75	16%
Always	341	73%
Total	464	

INPATIENT REPORT

HCAHPS Summary Information - Received Date: 4/1/09-6/30/09

Global DOMAIN		
Question	n	%
HOSPITAL ENVIRONMENT		
Never		7%
Sometimes		14%
Usually		21%
Always		59%
Room and bathroom kept clean		
Never	29	6%
Sometimes	73	16%
Usually	105	23%
Always	255	55%
Total	462	
Area around room quiet at night		
Never	32	7%
Sometimes	57	12%
Usually	89	19%
Always	289	62%
Total	467	
PAIN		
Never		5%
Sometimes		13%
Usually		23%
Always		59%
<u>Screening Item</u>		
Need medicine for pain		
Yes	344	76%
No	110	24%
Total	454	
Pain well controlled		
Never	19	5%
Sometimes	57	15%
Usually	96	26%
Always	201	54%
Total	373	
Staff do everything help with pain		
Never	22	6%
Sometimes	41	11%
Usually	74	20%
Always	240	64%
Total	377	
COMM RE MED		
Never		16%
Sometimes		13%
Usually		14%
Always		56%
<u>Screening Item</u>		
Given medicine had not taken before		
Yes	282	63%
No	166	37%
Total	448	

INPATIENT REPORT

HCAHPS Summary Information - Received Date: 4/1/09-6/30/09

Global DOMAIN		
Question	n	%
Tell you what new medicine was for		
Never	21	6%
Sometimes	44	13%
Usually	41	12%
Always	225	68%
Total	331	
Staff describe medicine side effect		
Never	87	27%
Sometimes	43	13%
Usually	50	15%
Always	147	45%
Total	327	
DISCHARGE		
	No	29%
	Yes	71%
Screening Item		
Left hospital- destination		
Own home	400	85%
Another home	42	9%
Another facility	28	6%
Total	470	
Staff talk about help when you left		
	No	26%
	Yes	74%
Total	440	
Info re symptoms/prob to look for		
	No	31%
	Yes	69%
Total	434	
About You Item		
Rate overall health		
Excellent	72	15%
Very Good	90	19%
Good	143	31%
Fair	135	29%
Poor	28	6%
Total	468	
About You Item		
Highest grade or school completed		
<= 8th grade	41	9%
Some high school	95	21%
High school grad	147	32%
Some college	115	25%
4-yr coll. grad.	40	9%
4+ yrs college	17	4%
Total	455	

INPATIENT REPORT

HCAHPS Summary Information - Received Date: 4/1/09-6/30/09

Global DOMAIN		
Question	n	%
About You Item		
Spanish,Hispanic or Latino		
Yes	0	0%
No	0	0%
Not Span/Hisp/La	358	92%
Puerto Rican	2	1%
Mex,Mex Amer,Chi	16	4%
Cuban	2	1%
Other	13	3%
Total	391	
About You Item		
Race-White		
Yes	65	14%
No	414	86%
Total	479	
About You Item		
Race-Black or African American		
Yes	370	77%
No	109	23%
Total	479	
About You Item		
Race-Asian		
Yes	11	2%
No	468	98%
Total	479	
About You Item		
Race-Hawaiian or Pacific Islander		
Yes	1	0%
No	478	100%
Total	479	
About You Item		
Race-Ameri Indian Alaska Native		
Yes	4	1%
No	475	99%
Total	479	
About You Item		
Language mainly speak at home		
English	432	93%
Spanish	22	5%
Other	12	3%
Total	466	

INPATIENT REPORT

HCAHPS Summary Information - Received Date: 7/1/09-9/30/09

Global DOMAIN		
Question	n	%
Global Rating Item		
Rate hospital 0-10		
0	8	3%
1	5	2%
2	8	3%
3	7	3%
4	7	3%
5	16	6%
6	14	6%
7	19	8%
8	42	17%
9-10	121	49%
Total	247	
Global Rating Item		
Recommend this hospital		
Definitely no	25	10%
Probably no	22	9%
Probably yes	82	33%
Definitely yes	122	49%
Total	251	
COMM W/ NURSES		
Never		4%
Sometimes		16%
Usually		21%
Always		59%
Nurses treat with courtesy/respect		
Never	5	2%
Sometimes	35	14%
Usually	44	17%
Always	170	67%
Total	254	
Nurses listen carefully to you		
Never	11	4%
Sometimes	47	19%
Usually	65	26%
Always	127	51%
Total	250	
Nurses expl in way you understand		
Never	14	6%
Sometimes	36	14%
Usually	53	21%
Always	150	59%
Total	253	
RESPONSE OF HOSP STAFF		
Never		13%
Sometimes		23%
Usually		22%
Always		42%

INPATIENT REPORT

HCAHPS Summary Information - Received Date: 7/1/09-9/30/09

Global DOMAIN		
Question	n	%
<u>Screening Item</u>		
Never pressed call button		
Checked	50	19%
Unchecked	208	81%
Total	258	
Call button help soon as wanted it		
Never	19	9%
Sometimes	57	28%
Usually	46	23%
Always	81	40%
Total	203	
<u>Screening Item</u>		
Need help bathroom/using bedpan		
Yes	108	47%
No	122	53%
Total	230	
Help toileting soon as you wanted		
Never	22	16%
Sometimes	25	19%
Usually	29	22%
Always	58	43%
Total	134	
COMM W/ DOCTORS		
Never		1%
Sometimes		7%
Usually		15%
Always		76%
Doctors treat with courtesy/respect		
Never	3	1%
Sometimes	15	6%
Usually	34	14%
Always	197	79%
Total	249	
Doctors listen carefully to you		
Never	4	2%
Sometimes	21	8%
Usually	36	14%
Always	189	76%
Total	250	
Doctors expl in way you understand		
Never	3	1%
Sometimes	20	8%
Usually	43	17%
Always	184	74%
Total	250	

INPATIENT REPORT

HCAHPS Summary Information - Received Date: 7/1/09-9/30/09

Global DOMAIN Question	n	%
HOSPITAL ENVIRONMENT		
Never		4%
Sometimes		17%
Usually		24%
Always		55%
Room and bathroom kept clean		
Never	14	6%
Sometimes	49	20%
Usually	56	23%
Always	127	52%
Total	246	
Area around room quiet at night		
Never	8	3%
Sometimes	34	14%
Usually	63	25%
Always	144	58%
Total	249	
PAIN		
Never		3%
Sometimes		17%
Usually		23%
Always		57%
<u>Screening Item</u>		
Need medicine for pain		
Yes	199	81%
No	48	19%
Total	247	
Pain well controlled		
Never	7	3%
Sometimes	40	19%
Usually	52	25%
Always	113	53%
Total	212	
Staff do everything help with pain		
Never	7	3%
Sometimes	32	15%
Usually	45	21%
Always	130	61%
Total	214	
COMM RE MED		
Never		20%
Sometimes		11%
Usually		15%
Always		53%
<u>Screening Item</u>		
Given medicine had not taken before		
Yes	148	62%
No	89	38%
Total	237	

INPATIENT REPORT

HCAHPS Summary Information - Received Date: 7/1/09-9/30/09

Global DOMAIN		
Question	n	%
Tell you what new medicine was for		
Never	10	6%
Sometimes	22	12%
Usually	30	17%
Always	115	65%
Total	177	
Staff describe medicine side effect		
Never	61	34%
Sometimes	19	11%
Usually	25	14%
Always	75	42%
Total	180	
DISCHARGE		
	No	28%
	Yes	72%
Screening Item		
Left hospital- destination		
Own home	207	83%
Another home	28	11%
Another facility	15	6%
Total	250	
Staff talk about help when you left		
	No	27%
	Yes	73%
Total	230	
Info re symptoms/prob to look for		
	No	30%
	Yes	70%
Total	226	
About You Item		
Rate overall health		
Excellent	42	17%
Very Good	53	21%
Good	78	31%
Fair	62	25%
Poor	17	7%
Total	252	
About You Item		
Highest grade or school completed		
<= 8th grade	21	9%
Some high school	49	21%
High school grad	83	35%
Some college	58	24%
4-yr coll. grad.	14	6%
4+ yrs college	14	6%
Total	239	

INPATIENT REPORT

HCAHPS Summary Information - Received Date: 7/1/09-9/30/09

Global DOMAIN		
Question	n	%
About You Item		
Spanish,Hispanic or Latino		
Yes	0	0%
No	0	0%
Not Span/Hisp/La	200	93%
Puerto Rican	1	0%
Mex,Mex Amer,Chi	7	3%
Cuban	0	0%
Other	7	3%
Total	215	
About You Item		
Race-White		
Yes	52	20%
No	206	80%
Total	258	
About You Item		
Race-Black or African American		
Yes	190	74%
No	68	26%
Total	258	
About You Item		
Race-Asian		
Yes	7	3%
No	251	97%
Total	258	
About You Item		
Race-Hawaiian or Pacific Islander		
Yes	1	0%
No	257	100%
Total	258	
About You Item		
Race-Ameri Indian Alaska Native		
Yes	4	2%
No	254	98%
Total	258	
About You Item		
Language mainly speak at home		
English	242	96%
Spanish	5	2%
Other	5	2%
Total	252	

INPATIENT REPORT

HCAHPS Summary Information - Received Date: 10/1/09-12/31/09

Global DOMAIN		
Question	n	%
Global Rating Item		
Rate hospital 0-10		
0	4	6%
1	3	4%
2	2	3%
3	1	1%
4	1	1%
5	4	6%
6	3	4%
7	6	9%
8	13	19%
9-10	31	46%
Total	68	
Global Rating Item		
Recommend this hospital		
Definitely no	6	9%
Probably no	4	6%
Probably yes	21	30%
Definitely yes	38	55%
Total	69	
COMM W/ NURSES		
Never		5%
Sometimes		20%
Usually		19%
Always		55%
Nurses treat with courtesy/respect		
Never	1	1%
Sometimes	19	27%
Usually	9	13%
Always	41	59%
Total	70	
Nurses listen carefully to you		
Never	4	6%
Sometimes	11	16%
Usually	20	29%
Always	33	49%
Total	68	
Nurses expl in way you understand		
Never	6	9%
Sometimes	12	18%
Usually	11	16%
Always	39	57%
Total	68	
RESPONSE OF HOSP STAFF		
Never		26%
Sometimes		25%
Usually		16%
Always		34%

INPATIENT REPORT

HCAHPS Summary Information - Received Date: 10/1/09-12/31/09

Global DOMAIN		
Question	n	%
<u>Screening Item</u>		
Never pressed call button		
Checked	7	10%
Unchecked	63	90%
Total	70	
Call button help soon as wanted it		
Never	7	11%
Sometimes	18	29%
Usually	14	23%
Always	23	37%
Total	62	
<u>Screening Item</u>		
Need help bathroom/using bedpan		
Yes	21	32%
No	44	68%
Total	65	
Help toileting soon as you wanted		
Never	12	40%
Sometimes	6	20%
Usually	3	10%
Always	9	30%
Total	30	
COMM W/ DOCTORS		
Never		3%
Sometimes		7%
Usually		17%
Always		72%
Doctors treat with courtesy/respect		
Never	1	1%
Sometimes	5	7%
Usually	10	14%
Always	53	77%
Total	69	
Doctors listen carefully to you		
Never	3	4%
Sometimes	6	9%
Usually	12	17%
Always	48	70%
Total	69	
Doctors expl in way you understand		
Never	3	4%
Sometimes	4	6%
Usually	14	20%
Always	49	70%
Total	70	

INPATIENT REPORT

HCAHPS Summary Information - Received Date: 10/1/09-12/31/09

Global DOMAIN		
Question	n	%
HOSPITAL ENVIRONMENT		
Never		7%
Sometimes		17%
Usually		22%
Always		54%
Room and bathroom kept clean		
Never	6	9%
Sometimes	14	21%
Usually	14	21%
Always	34	50%
Total	68	
Area around room quiet at night		
Never	4	6%
Sometimes	9	13%
Usually	17	24%
Always	40	57%
Total	70	
PAIN		
Never		6%
Sometimes		25%
Usually		18%
Always		50%
<u>Screening Item</u>		
Need medicine for pain		
Yes	52	74%
No	18	26%
Total	70	
Pain well controlled		
Never	4	7%
Sometimes	14	25%
Usually	14	25%
Always	25	44%
Total	57	
Staff do everything help with pain		
Never	3	5%
Sometimes	15	26%
Usually	7	12%
Always	32	56%
Total	57	
COMM RE MED		
Never		24%
Sometimes		16%
Usually		9%
Always		51%
<u>Screening Item</u>		
Given medicine had not taken before		
Yes	39	57%
No	29	43%
Total	68	

INPATIENT REPORT

HCAHPS Summary Information - Received Date: 10/1/09-12/31/09

Global DOMAIN		
Question	n	%
Tell you what new medicine was for		
Never	4	9%
Sometimes	8	18%
Usually	4	9%
Always	28	64%
Total	44	
Staff describe medicine side effect		
Never	18	39%
Sometimes	6	13%
Usually	4	9%
Always	18	39%
Total	46	
DISCHARGE		
	No	40%
	Yes	60%
Screening Item		
Left hospital- destination		
Own home	54	79%
Another home	9	13%
Another facility	5	7%
Total	68	
Staff talk about help when you left		
	No	40%
	Yes	60%
	Total	60
Info re symptoms/prob to look for		
	No	39%
	Yes	61%
	Total	61
About You Item		
Rate overall health		
Excellent	10	15%
Very Good	6	9%
Good	27	40%
Fair	18	26%
Poor	7	10%
Total	68	
About You Item		
Highest grade or school completed		
<= 8th grade	3	4%
Some high school	14	20%
High school grad	24	34%
Some college	21	30%
4-yr coll. grad.	6	9%
4+ yrs college	2	3%
Total	70	

INPATIENT REPORT

HCAHPS Summary Information - Received Date: 10/1/09-12/31/09

Global DOMAIN		
Question	n	%
About You Item		
Spanish,Hispanic or Latino		
Yes	0	0%
No	0	0%
Not Span/Hisp/La	57	95%
Puerto Rican	1	2%
Mex,Mex Amer,Chi	0	0%
Cuban	0	0%
Other	2	3%
Total	60	
About You Item		
Race-White		
Yes	16	23%
No	54	77%
Total	70	
About You Item		
Race-Black or African American		
Yes	49	70%
No	21	30%
Total	70	
About You Item		
Race-Asian		
Yes	0	0%
No	70	100%
Total	70	
About You Item		
Race-Hawaiian or Pacific Islander		
Yes	2	3%
No	68	97%
Total	70	
About You Item		
Race-Ameri Indian Alaska Native		
Yes	1	1%
No	69	99%
Total	70	
About You Item		
Language mainly speak at home		
English	68	99%
Spanish	1	1%
Other	0	0%
Total	69	

INPATIENT REPORT

HCAHPS Summary Information - Received Date: Total

Global DOMAIN		
Question	n	%
Global Rating Item		
Rate hospital 0-10		
0	52	3%
1	30	2%
2	33	2%
3	34	2%
4	48	3%
5	101	7%
6	81	5%
7	128	9%
8	264	18%
9-10	719	48%
Total	1490	
Global Rating Item		
Recommend this hospital		
Definitely no	121	8%
Probably no	102	7%
Probably yes	464	31%
Definitely yes	797	54%
Total	1484	
COMM W/ NURSES		
Never		4%
Sometimes		16%
Usually		20%
Always		60%
Nurses treat with courtesy/respect		
Never	27	2%
Sometimes	228	15%
Usually	254	17%
Always	992	66%
Total	1501	
Nurses listen carefully to you		
Never	66	4%
Sometimes	248	17%
Usually	338	23%
Always	847	57%
Total	1499	
Nurses expl in way you understand		
Never	77	5%
Sometimes	225	15%
Usually	318	21%
Always	877	59%
Total	1497	
RESPONSE OF HOSP STAFF		
Never		15%
Sometimes		26%
Usually		21%
Always		39%

INPATIENT REPORT

HCAHPS Summary Information - Received Date: Total

Global DOMAIN		
Question	n	%
<u>Screening Item</u>		
Never pressed call button		
Checked	270	17%
Unchecked	1273	83%
Total	1543	
Call button help soon as wanted it		
Never	125	10%
Sometimes	351	28%
Usually	289	23%
Always	468	38%
Total	1233	
<u>Screening Item</u>		
Need help bathroom/using bedpan		
Yes	570	41%
No	821	59%
Total	1391	
Help toileting soon as you wanted		
Never	139	19%
Sometimes	171	24%
Usually	128	18%
Always	288	40%
Total	726	
COMM W/ DOCTORS		
Never		2%
Sometimes		7%
Usually		14%
Always		77%
Doctors treat with courtesy/respect		
Never	13	1%
Sometimes	80	5%
Usually	170	11%
Always	1231	82%
Total	1494	
Doctors listen carefully to you		
Never	32	2%
Sometimes	100	7%
Usually	218	15%
Always	1135	76%
Total	1485	
Doctors expl in way you understand		
Never	32	2%
Sometimes	118	8%
Usually	252	17%
Always	1093	73%
Total	1495	

INPATIENT REPORT

HCAHPS Summary Information - Received Date: Total

Global DOMAIN		
Question	n	%
HOSPITAL ENVIRONMENT		
Never		7%
Sometimes		16%
Usually		22%
Always		55%
Room and bathroom kept clean		
Never	112	8%
Sometimes	289	20%
Usually	332	22%
Always	749	51%
Total	1482	
Area around room quiet at night		
Never	84	6%
Sometimes	198	13%
Usually	326	22%
Always	883	59%
Total	1491	
PAIN		
Never		4%
Sometimes		16%
Usually		23%
Always		57%
<u>Screening Item</u>		
Need medicine for pain		
Yes	1130	78%
No	327	22%
Total	1457	
Pain well controlled		
Never	50	4%
Sometimes	216	18%
Usually	308	25%
Always	646	53%
Total	1220	
Staff do everything help with pain		
Never	53	4%
Sometimes	172	14%
Usually	246	20%
Always	757	62%
Total	1228	
COMM RE MED		
Never		18%
Sometimes		14%
Usually		14%
Always		54%
<u>Screening Item</u>		
Given medicine had not taken before		
Yes	899	62%
No	540	38%
Total	1439	

INPATIENT REPORT

HCAHPS Summary Information - Received Date: Total

Global DOMAIN		
Question	n	%
Tell you what new medicine was for		
Never	68	6%
Sometimes	151	14%
Usually	156	15%
Always	684	65%
Total	1059	
Staff describe medicine side effect		
Never	314	30%
Sometimes	143	14%
Usually	145	14%
Always	453	43%
Total	1055	
DISCHARGE		
	No	30%
	Yes	70%
Screening Item		
Left hospital- destination		
Own home	1240	83%
Another home	171	11%
Another facility	88	6%
Total	1499	
Staff talk about help when you left		
	No	29%
	Yes	71%
Total	1371	
Info re symptoms/prob to look for		
	No	32%
	Yes	68%
Total	1359	
About You Item		
Rate overall health		
Excellent	226	15%
Very Good	292	19%
Good	447	30%
Fair	428	28%
Poor	115	8%
Total	1508	
About You Item		
Highest grade or school completed		
<= 8th grade	133	9%
Some high school	315	22%
High school grad	473	32%
Some college	357	24%
4-yr coll. grad.	110	8%
4+ yrs college	71	5%
Total	1459	

INPATIENT REPORT

HCAHPS Summary Information - Received Date: Total

Global DOMAIN		
Question	n	%
About You Item		
Spanish,Hispanic or Latino		
Yes	0	0%
No	0	0%
Not Span/Hisp/La	1165	93%
Puerto Rican	6	0%
Mex,Mex Amer,Chi	43	3%
Cuban	3	0%
Other	40	3%
Total	1257	
About You Item		
Race-White		
Yes	256	17%
No	1287	83%
Total	1543	
About You Item		
Race-Black or African American		
Yes	1172	76%
No	371	24%
Total	1543	
About You Item		
Race-Asian		
Yes	31	2%
No	1512	98%
Total	1543	
About You Item		
Race-Hawaiian or Pacific Islander		
Yes	7	0%
No	1536	100%
Total	1543	
About You Item		
Race-Ameri Indian Alaska Native		
Yes	16	1%
No	1527	99%
Total	1543	
About You Item		
Language mainly speak at home		
English	1408	94%
Spanish	52	3%
Other	39	3%
Total	1499	

INPATIENT REPORT

Question Analysis

Overall Section Question	Received Date							
	10/1/08 12/31/08		1/1/09 3/31/09		4/1/09 6/30/09		7/1/09 9/30/09	
	Mean	n	Mean	n	Mean	n	Mean	n
Std Overall	77.3	266	74.7	459	77.4	474	76.5	413
Std Admission	76.7	243	73.9	431	76.9	446	76.1	385
Speed of admission	71.6	237	69.0	424	72.6	443	71.3	378
Courtesy of person admitting	81.2	217	79.0	386	82.9	412	81.9	357
Pre-admission process †	-	-	-	-	-	-	74.3	101
Std Room	73.3	261	71.3	450	74.8	462	73.5	407
Pleasantness of room decor	72.8	244	69.9	435	72.6	450	71.4	394
Room cleanliness	71.5	247	70.6	438	74.6	448	73.3	388
Courtesy of person cleaning room	75.4	240	74.7	423	80.0	437	79.0	376
Room temperature	73.2	248	70.5	429	73.8	439	72.3	384
Noise level in and around room	73.2	240	71.6	423	74.0	435	70.7	376
TV call button etc. worked †	-	-	-	-	-	-	71.8	155
Std Meals	76.5	258	74.4	439	77.7	458	77.2	404
Special/restricted diet explained †	-	-	-	-	-	-	73.8	121
Temperature of the food	73.4	253	68.8	436	74.3	449	74.1	393
Quality of the food	70.9	247	69.9	419	71.7	443	70.9	388
Courtesy of person served food	86.1	247	85.6	410	87.3	439	86.4	382
Getting food checked off menu †	-	-	-	-	-	-	77.5	142
Std Nurses	74.3	259	72.6	445	76.0	463	75.3	406
Friendliness/courtesy of the nurses	79.4	253	76.8	439	79.0	460	79.6	394
Promptness response to call	66.8	232	65.8	398	69.7	420	69.3	370
Nurses' attitude toward requests	73.1	247	72.7	430	75.7	447	75.7	381
Attention to special/personal needs	71.6	244	69.8	427	75.0	447	73.4	382
Nurses kept you informed	72.6	251	70.0	432	75.6	444	74.3	380
Skill of the nurses	82.1	248	77.6	422	80.8	442	79.1	385
Amount time bond with your baby †	-	-	-	-	-	-	79.4	17
Std Tests and Treatments	78.1	258	75.5	442	78.3	455	76.8	402
Wait time for test or treatments	69.4	244	68.5	427	71.4	440	69.4	377
Concern comfort during T&T †	-	-	-	-	-	-	76.5	149
Explanations:happen during T&T	76.5	240	73.0	419	78.1	431	77.7	374
Skill of person took blood †	-	-	-	-	-	-	77.2	149
Courtesy of person took blood	82.5	253	80.2	429	82.5	442	80.2	377
Skill of person started IV †	-	-	-	-	-	-	75.0	145
Courtesy of person started IV	83.0	249	79.6	417	81.5	431	79.5	375
Std Visitors and Family	78.7	251	75.8	432	78.3	445	77.0	385
Helpfulness people info desk †	-	-	-	-	-	-	75.9	147
Accommodations & comfort visitors	76.0	247	74.5	425	76.8	441	75.5	379
Staff attitude toward visitors	81.3	240	77.1	420	80.3	430	78.9	368
Info family re:condition/treatment †	-	-	-	-	-	-	76.1	141
Std Physician	82.7	260	80.2	446	83.7	459	81.9	402

Continued...

INPATIENT REPORT

Question Analysis

Overall Section Question	Received Date				
	10/1/09		12/31/09		Total
	Mean	n	Mean	n	
Std Overall	74.5	182	76.2	1,794	
Std Admission	74.1	174	75.6	1,679	
Speed of admission	69.8	172	71.0	1,654	
Courtesy of person admitting	79.3	159	81.1	1,531	
Pre-admission process †	75.3	80	74.7	181	
Std Room	73.4	181	73.2	1,761	
Pleasantness of room decor	72.9	178	71.7	1,701	
Room cleanliness	74.9	177	72.8	1,698	
Courtesy of person cleaning room	79.6	173	77.7	1,649	
Room temperature	69.4	174	72.1	1,674	
Noise level in and around room	70.7	175	72.2	1,649	
TV call button etc. worked †	76.4	110	73.7	265	
Std Meals	78.7	176	76.7	1,735	
Special/restricted diet explained †	74.7	86	74.2	207	
Temperature of the food	75.0	174	72.8	1,705	
Quality of the food	74.7	174	71.2	1,671	
Courtesy of person served food	86.4	169	86.4	1,647	
Getting food checked off menu †	82.0	100	79.3	242	
Std Nurses	73.0	182	74.4	1,755	
Friendliness/courtesy of the nurses	78.1	180	78.5	1,726	
Promptness response to call	66.2	173	67.8	1,593	
Nurses' attitude toward requests	74.0	177	74.4	1,682	
Attention to special/personal needs	72.2	176	72.5	1,676	
Nurses kept you informed	70.7	179	72.9	1,686	
Skill of the nurses	77.0	174	79.4	1,671	
Amount time bond with your baby †	85.7	14	82.3	31	
Std Tests and Treatments	75.9	178	77.0	1,735	
Wait time for test or treatments	71.8	172	69.9	1,660	
Concern comfort during T&T †	77.4	106	76.9	255	
Explanations: happen during T&T	76.2	171	76.3	1,635	
Skill of person took blood †	75.7	107	76.6	256	
Courtesy of person took blood	78.4	171	81.0	1,672	
Skill of person started IV †	75.7	106	75.3	251	
Courtesy of person started IV	77.8	173	80.4	1,645	
Std Visitors and Family	72.0	163	76.8	1,676	
Helpfulness people info desk †	74.2	99	75.2	246	
Accommodations & comfort visitors	71.1	162	75.2	1,654	
Staff attitude toward visitors	73.3	159	78.6	1,617	
Info family re: condition/treatment †	73.4	95	75.0	236	
Std Physician	79.7	181	81.8	1,748	

Continued...

INPATIENT REPORT

Question Analysis

Overall Section	Received Date							
	10/1/08 12/31/08		1/1/09 3/31/09		4/1/09 6/30/09		7/1/09 9/30/09	
	Mean	n	Mean	n	Mean	n	Mean	n
Question								
Time physician spent with you	78.1	255	74.8	440	79.8	452	76.7	393
Physician concern questions/worries	82.1	251	79.0	431	82.5	449	81.4	386
Physician kept you informed	80.4	252	78.5	433	82.3	447	80.6	387
Friendliness/courtesy of physician	85.8	252	83.5	433	86.9	446	84.9	391
Skill of physician	87.4	247	84.8	423	88.5	437	86.4	385
Std Discharge	75.4	256	72.3	445	74.7	463	74.1	399
Extent felt ready discharge	76.7	249	75.7	432	76.6	454	76.4	390
Speed of discharge process	70.4	248	67.1	430	71.4	456	68.8	387
Instructions care at home	78.8	248	74.1	420	75.9	449	76.6	386
Help arranging home care services †	-	-	-	-	-	-	72.0	109
Std Personal Issues	77.0	259	73.0	447	76.1	461	75.2	399
Staff concern for your privacy	79.9	249	76.6	439	78.0	447	77.7	384
Staff sensitivity to inconvenience †	-	-	-	-	-	-	74.1	144
How well your pain was controlled	79.3	243	76.0	420	78.7	435	77.0	383
Staff addressed emotional needs	76.3	238	70.0	422	74.3	440	73.1	371
Response concerns/complaints	73.2	243	68.7	411	72.7	432	71.7	368
Staff include decisions re:trtmnt	76.6	248	72.6	416	76.2	439	74.9	379
Std Overall Assessment	79.7	262	76.4	448	79.5	463	78.3	403
Overall cheerfulness of hospital †	-	-	-	-	-	-	75.7	154
Staff worked together care for you	80.8	258	77.5	445	80.2	455	79.1	394
Likelihood recommending hospital	77.6	251	74.3	435	77.9	450	76.6	388
Overall rating of care given	80.3	257	77.5	437	80.5	453	79.3	388
Std Labor and Delivery	-	0	-	0	-	0	-	0
Helpfulness of directions †	-	-	-	-	-	-	76.5	17
Friendliness/courtesy chldbrth unit †	84.3	27	85.1	47	82.4	44	85.1	42
Appearance of birthing room †	76.9	26	82.6	46	85.7	42	82.9	41
LD Staff introduction of themselves †	-	-	-	-	-	-	81.9	18
Info monitor/special procedures †	79.8	26	85.6	47	81.3	44	82.9	41
Staff concern inform prog/baby cond †	77.7	28	83.0	47	82.4	44	83.9	42
Nurses info/assist with breath/push †	-	-	-	-	-	-	73.4	16
LD Nurse promptness respond to call †	76.9	27	78.9	45	75.6	44	75.0	38
Staff answ quest/cncrn after C-sec †	-	-	-	-	-	-	75.0	12
Std Intensive/Critical Care	-	0	-	0	-	0	-	0
Friendliness/courtesy ICU nurses †	85.0	30	85.1	57	87.5	56	79.6	49
ICU nurse help understand T&T/cond †	84.8	28	82.1	53	83.9	56	81.3	44
Attention special/personal need ICU †	85.7	28	83.3	54	84.3	54	79.4	46
Skill of ICU/CCU nurses †	84.5	29	82.7	52	88.4	54	84.1	44

Continued...

INPATIENT REPORT

Question Analysis

Overall Section	Received Date				
	10/1/09		12/31/09		Total
	Mean	n	Mean	n	
Question					
Time physician spent with you	76.0	177	77.2	1,717	
Physician concern questions/worries	77.7	179	80.8	1,696	
Physician kept you informed	78.2	180	80.2	1,699	
Friendliness/courtesy of physician	84.5	176	85.2	1,698	
Skill of physician	86.2	169	86.7	1,661	
Std Discharge	70.8	180	73.6	1,743	
Extent felt ready discharge	73.3	176	76.0	1,701	
Speed of discharge process	67.7	175	69.2	1,696	
Instructions care at home	71.8	170	75.6	1,673	
Help arranging home care services †	69.5	77	71.0	186	
Std Personal Issues	72.3	172	74.9	1,738	
Staff concern for your privacy	72.7	164	77.3	1,683	
Staff sensitivity to inconvenience †	73.3	101	73.8	245	
How well your pain was controlled	78.6	165	77.7	1,646	
Staff addressed emotional needs	68.7	163	72.6	1,634	
Response concerns/complaints	67.2	161	71.0	1,615	
Staff include decisions re:trtmnt	71.9	163	74.6	1,645	
Std Overall Assessment	77.1	179	78.2	1,755	
Overall cheerfulness of hospital †	75.5	105	75.6	259	
Staff worked together care for you	77.1	176	79.1	1,728	
Likelihood recommending hospital	77.2	173	76.5	1,697	
Overall rating of care given	78.5	171	79.2	1,706	
Std Labor and Delivery	-	0	-	0	
Helpfulness of directions †	85.7	14	80.7	31	
Friendliness/courtesy chldbrth unit †	84.7	18	84.3	178	
Appearance of birthing room †	85.3	17	82.9	172	
LD Staff introduction of themselves †	82.1	14	82.0	32	
Info monitor/special procedures †	83.8	17	82.9	175	
Staff concern inform prog/baby cond †	85.3	17	82.4	178	
Nurses info/assist with breath/push †	90.4	13	81.0	29	
LD Nurse promptness respond to call †	79.7	16	76.9	170	
Staff answ quest/cncrn after C-sec †	75.0	6	75.0	18	
Std Intensive/Critical Care	-	0	-	0	
Friendliness/courtesy ICU nurses †	91.7	12	84.8	204	
ICU nurse help understand T&T/cond †	87.5	12	83.2	193	
Attention special/personal need ICU †	88.5	13	83.3	195	
Skill of ICU/CCU nurses †	88.6	11	85.3	190	