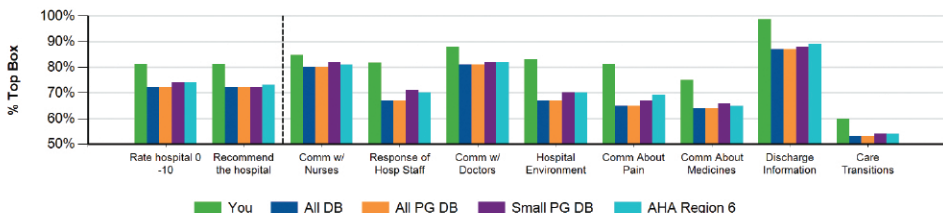


Global Comparison
Domain Comparison


					All DB N = 2849	All PG DB N = 2849	Small PG DB N = 1158	AHA Region 6 N = 250
		Your Top Box Score						
Domains and Questions	n	Previous % Oct-Dec	Current % Jan-Mar		Percentile Rank	Percentile Rank	Percentile Rank	Percentile Rank
Rate hospital 0-10	43	76.3%	81.4%	▲	87	87	78	81
Recommend the hospital	43	65.8%	81.4%	▲	83	83	78	82
Comm w/ Nurses	44	78.5%	84.8%	▲	83	83	71	76
Nurses treat with courtesy/respect	44	86.8%	100.0%	▲	99	99	99	99
<i>Nurses listen carefully to you</i>	44	74.4%	77.3%	▲	47	47	38	42
Nurses expl in way you understand	44	74.4%	77.3%	▲	57	57	48	54
Response of Hosp Staff	42	81.0%	81.8%	▲	93	93	86	90
Call button help soon as wanted it	38	79.4%	78.9%	▼	91	91	82	84
Help toileting soon as you wanted	26	82.6%	84.6%	▲	95	95	87	93
Comm w/ Doctors	44	84.1%	87.9%	▲	89	89	80	86
Doctors treat with courtesy/respect	44	94.4%	90.9%	▼	80	80	69	70
Doctors listen carefully to you	44	77.8%	86.4%	▲	87	87	78	82
Doctors expl in way you understand	44	80.0%	86.4%	▲	92	92	86	91
Hospital Environment	44	76.9%	83.0%	▲	97	97	93	95
Cleanliness of hospital environment	44	84.6%	90.9%	▲	98	98	96	97
Quietness of hospital environment	44	69.2%	75.0%	▲	92	92	85	87
Comm About Pain	24	64.8%	81.3%	▲	98	98	95	97
How often staff talk about pain	24	70.4%	79.2%	▲	94	94	88	91
Staff talk about pain treatment	24	59.3%	83.3%	▲	99	99	97	99
Comm About Medicines	30	69.4%	75.0%	▲	94	94	88	93
Tell you what new medicine was for	30	86.4%	83.3%	▼	84	84	72	82
Staff describe medicine side effect	30	52.4%	66.7%	▲	97	97	93	97
Discharge Information	41	93.2%	98.8%	▲	99	99	99	99
Staff talk about help when you left	41	89.2%	100.0%	▲	99	99	99	99
Info re symptoms/prob to look for	40	97.3%	97.5%	▲	98	98	96	97
Care Transitions	43	52.7%	59.9%	▲	82	82	75	78
<i>Hosp staff took pref into account</i>	43	42.1%	55.8%	▲	87	87	79	85
<i>Good understanding managing health</i>	43	57.9%	58.1%	▲	75	75	69	74
Understood purpose of taking meds	43	58.1%	65.7%	▲	76	76	70	74