

## Interpreting the Report

### Main Objective

- Assist in the understanding of the perspectives and perceptions of the patient population utilizing HCAHPS survey questions.
- Compare results against the National Average of HCAHPS reported data from the Hospital Compare website.

### Methodology

- Sample consists of patients discharged during the period of Jan-Mar 09.
- Interviewed 87 randomly selected patients from Med/Surg/OB by telephone.
- This report is comprised of the completed interviews for Med/Surg/OB that will be submitted to CMS.
- Mode and/or Patient Mix Adjustments have been applied where such adjustment data is available - please see last page of report for details.

### Comparison Data

- National Average information compiled from reported data on Hospital Compare.
- Overall, Hospital Compare includes a total of 3711 participating hospitals, reflecting patient discharges Jul. 2007 - Jun. 2008. This is the most recent data reported on Hospital Compare.

### Domains of Care Composite Scores

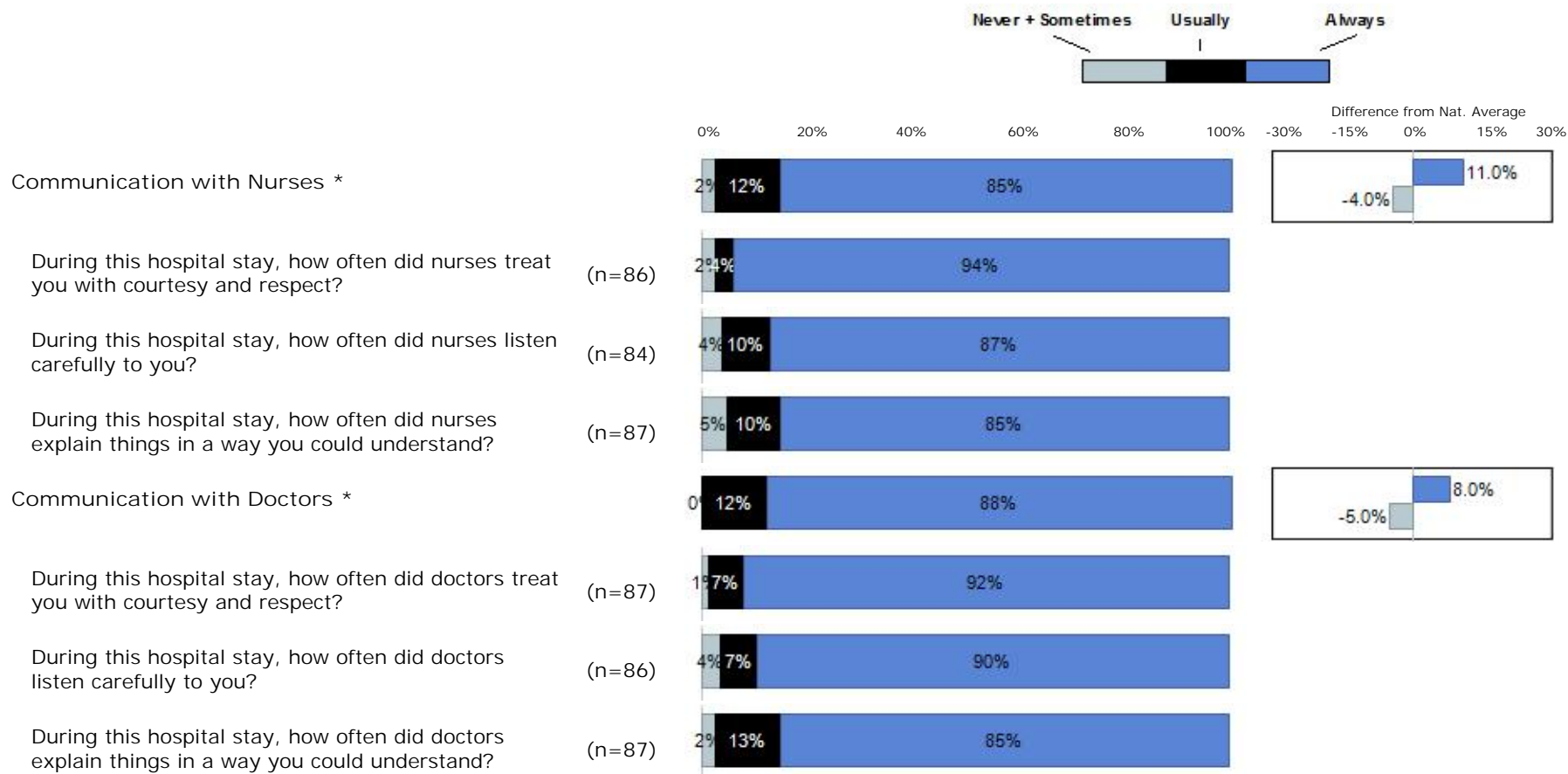
- Six domains of care are summarized in composite form for ease of reporting to consumers, with each domain consisting of 2-3 specific questions.
- Composites are calculated as the simple average of the responses to the 2-3 questions in that domain.

### Frequencies and Comparison to the National Average.

- Frequencies for individual questions and composites may not add up to 100% due to rounding.
- Difference from the National Average graph depicts the raw percent difference from your results vs. National Average frequencies.
- A positive difference from the National Average is desirable for top box responses: "Always", "Yes", "9-10" depending on question type.
- A negative difference from National Average is desirable for bottom box responses: "Never + Sometimes", "No", "0-6" depending on the question type.

# Med/Surg/OB

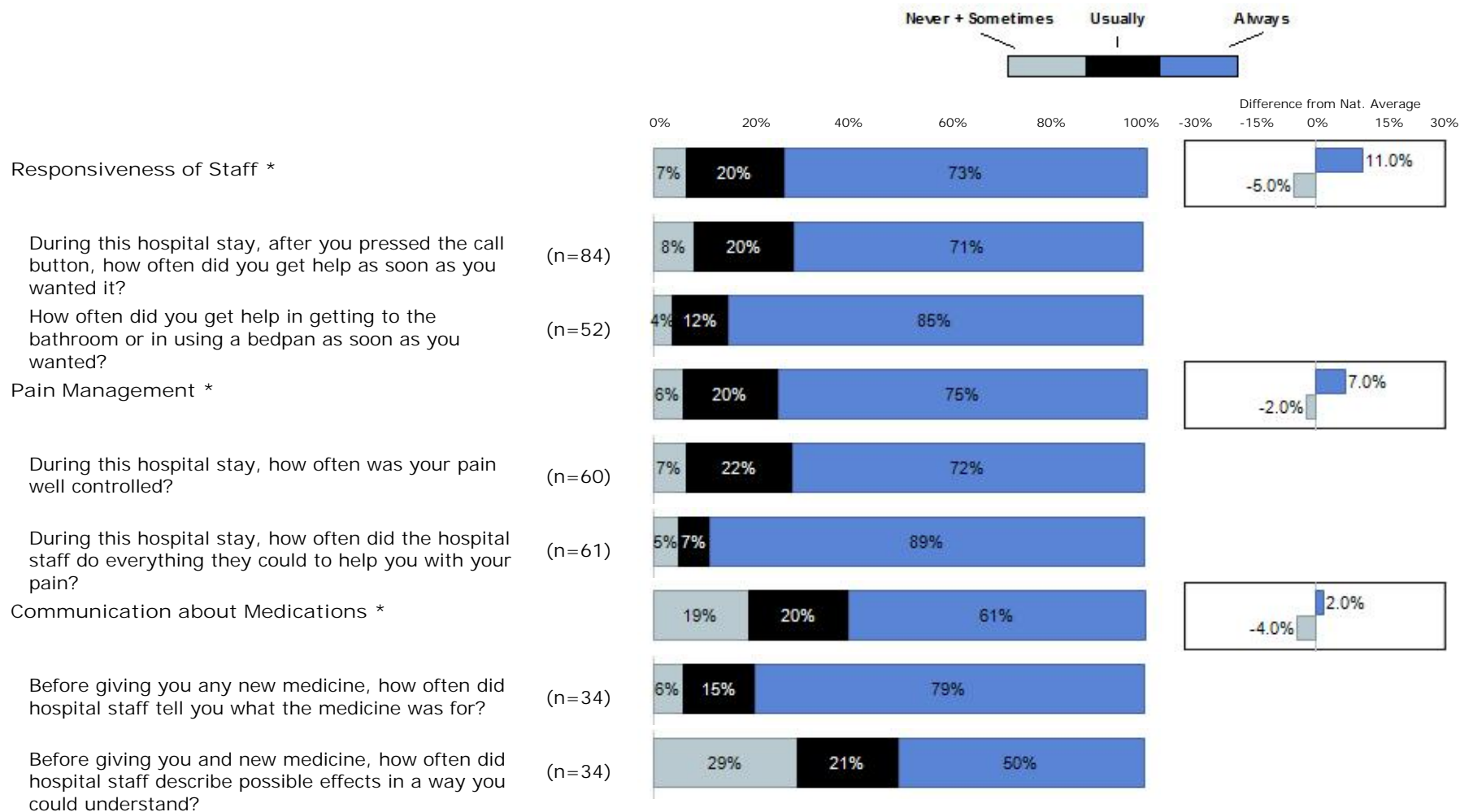
Jan-Mar 09



\* Data adjustments applied. Patient-mix adjustment is an estimate; see last page for details.

# Med/Surg/OB

Jan-Mar 09

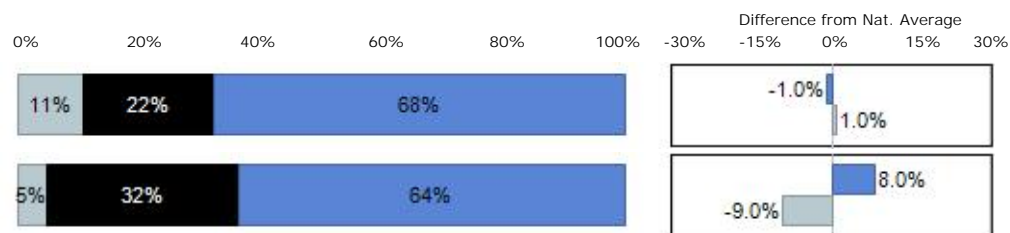


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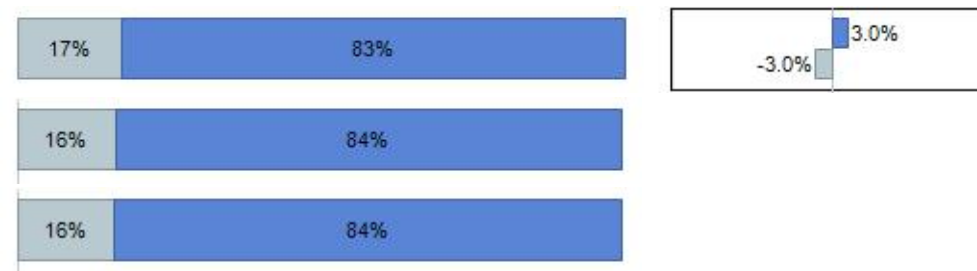
# Med/Surg/OB

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## Individual Report Items



## Discharge Information \*

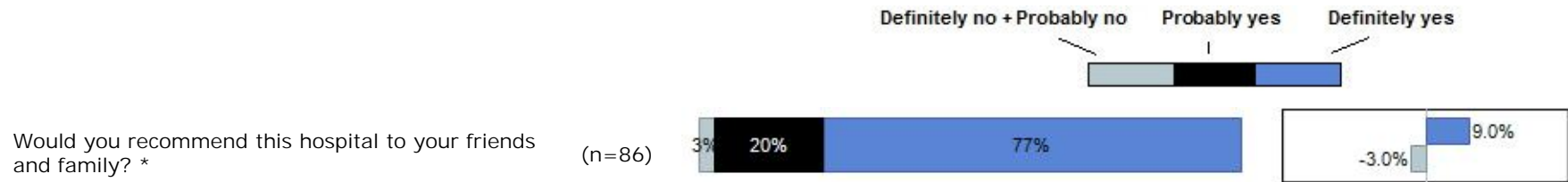
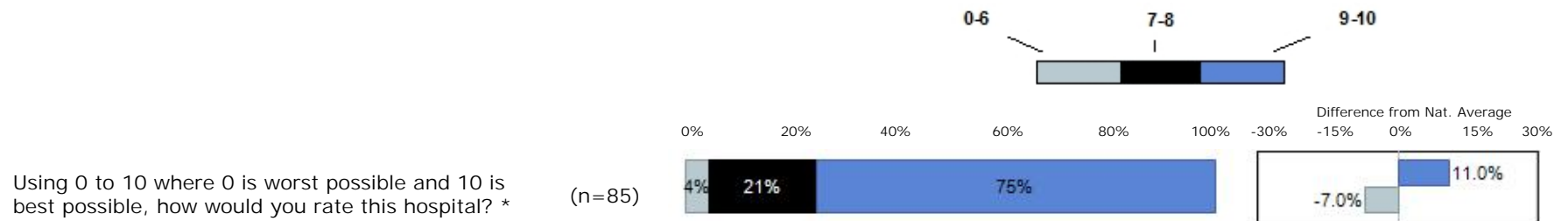


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## Global Ratings



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