

HCAHPS	Sep '10	Oct '10	Nov '10	Dec '10
	Top Box	Top Box	Top Box	Top Box
Rate hospital 0-10	60.7 ▼	56.1 ▼	61.1 ▲	-
Recommend this hospital	67.4 ▲	62.6 ▼	61.7 ▼	-
Comm w/ Nurses	71.1 ▲	68.3 ▼	71.9 ▲	-
Response of Hosp Staff	52.8 ▼	39.7 ▼	47.2 ▲	-
Comm w/ Doctors	76.1 ▲	76.3 ▲	75.7 ▼	-
Hospital Environment	58.9 ▼	58.9	64.2 ▲	-
Pain	65.6 ▲	59.6 ▼	64.1 ▲	-
Comm re Med	52.8 ▼	53.1 ▲	52.0 ▼	-
Discharge	73.3 ▼	74.2 ▲	82.3 ▲	-
Room and bathroom kept clean	63.0 ▼	67.7 ▲	75.3 ▲	-
Area around room quiet at night	54.8 ▼	50.0 ▼	53.0 ▲	-