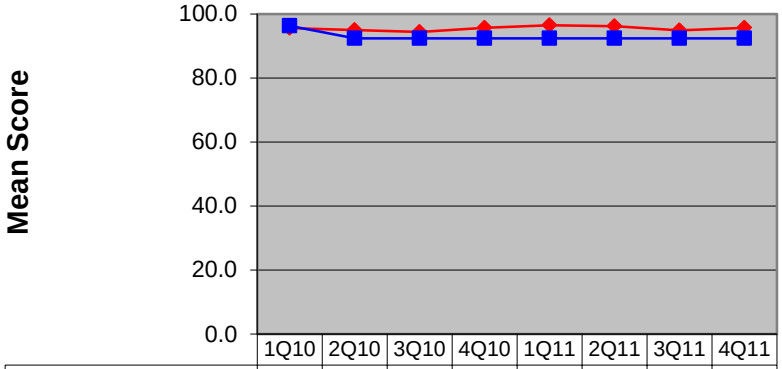
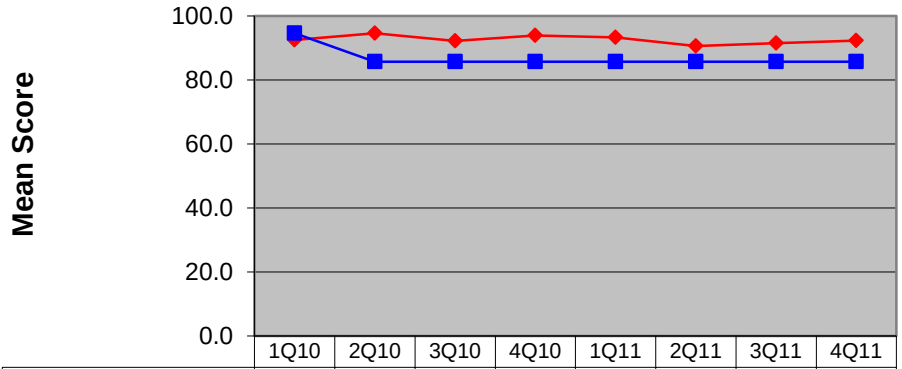
Patient Satisfaction Organizational Overview by Unit at Unit Level
Critical Care

Friendliness



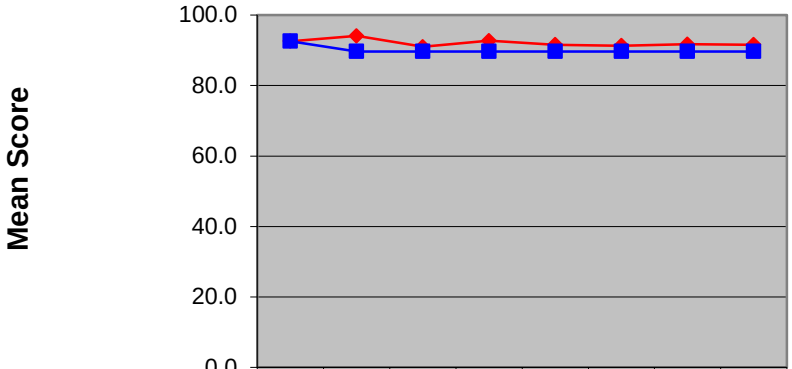
	1Q10	2Q10	3Q10	4Q10	1Q11	2Q11	3Q11	4Q11
Organization Mean	95.6	95.0	94.4	95.7	96.5	96.2	94.9	95.7
Database Mean	96.3	92.4	92.4	92.4	92.4	92.4	92.4	92.4

Nurses courtesy



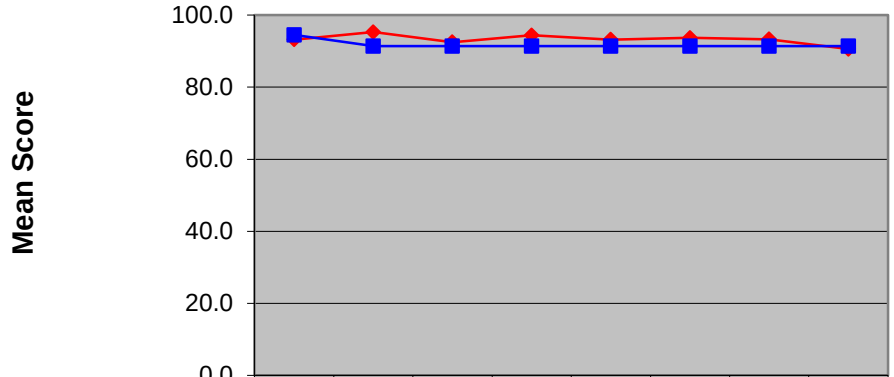
	1Q10	2Q10	3Q10	4Q10	1Q11	2Q11	3Q11	4Q11
Organization Mean	92.5	94.6	92.2	93.9	93.3	90.6	91.5	92.3
Database Mean	94.6	85.7	85.7	85.7	85.7	85.7	85.7	85.7

Instruction on home care



	1Q10	2Q10	3Q10	4Q10	1Q11	2Q11	3Q11	4Q11
Organization Mean	92.6	94.1	91.0	92.7	91.6	91.3	91.7	91.6
Database Mean	92.6	89.7	89.7	89.7	89.7	89.7	89.7	89.7

Nurses Confidence



	1Q10	2Q10	3Q10	4Q10	1Q11	2Q11	3Q11	4Q11
Organization Mean	93.2	95.3	92.5	94.4	93.2	93.7	93.3	90.6
Database Mean	94.5	91.4	91.4	91.4	91.4	91.4	91.4	91.4