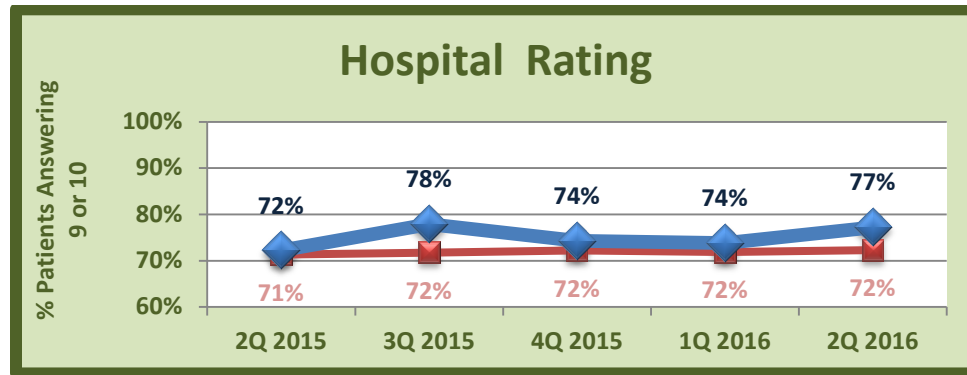
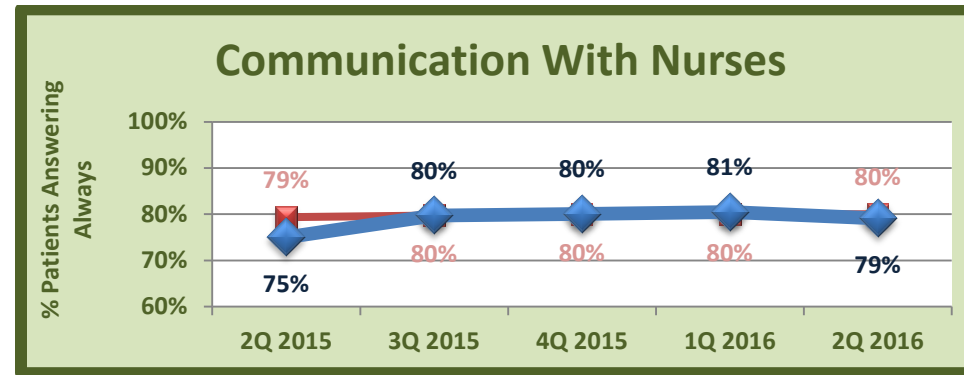


Value Based Purchasing Service Excellence

April 1, 2015 – June 30, 2016

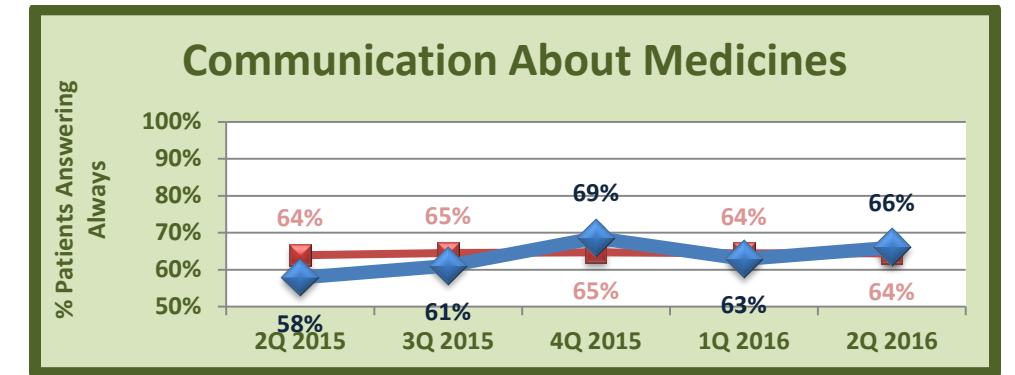


Hospital Rating: Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?



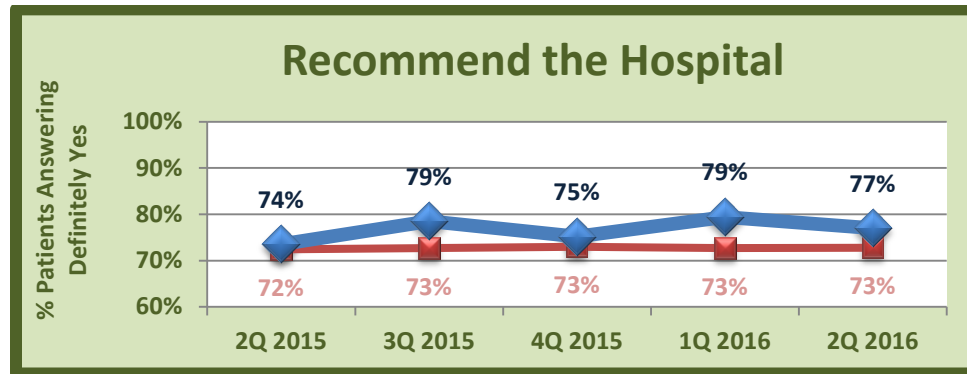
Communication With Nurses: During your stay, how often did nurses: Treat you with courtesy and respect?

- Listen carefully to you?
- Explain things in a way you could understand?

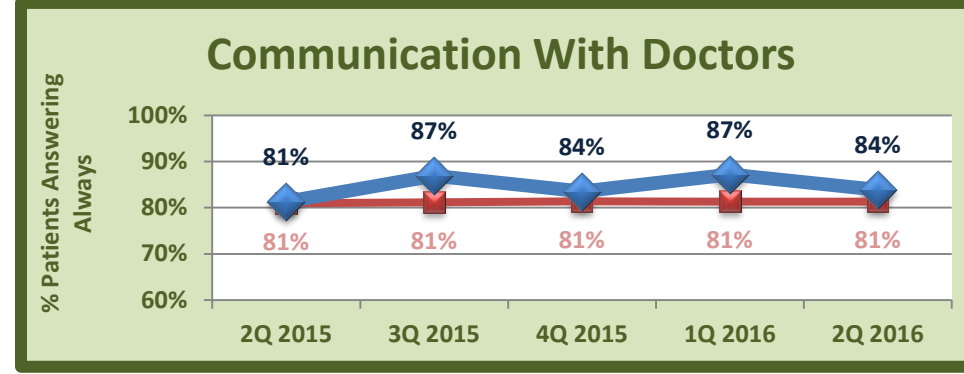


Communication about Medicines: Before giving you a medicine you had not taken before, did hospital staff:

- Tell you what the medicine was for?
- Describe possible side effects in a way you could understand?

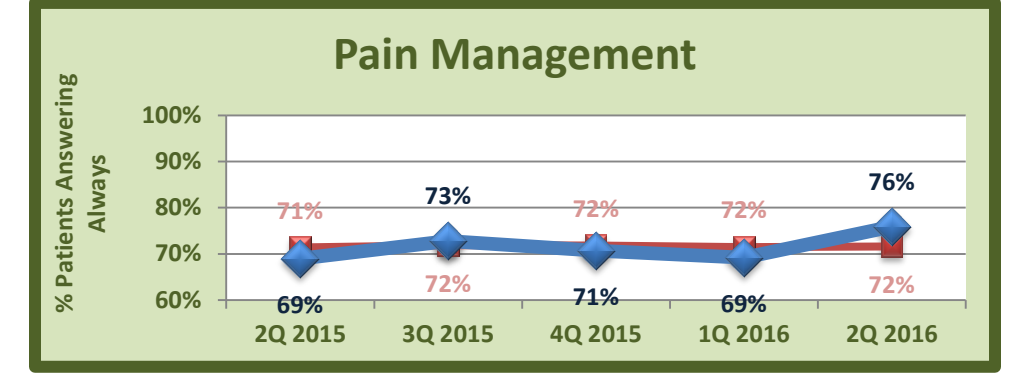


Hospital Recommendation: Would you recommend this hospital to friends and family?



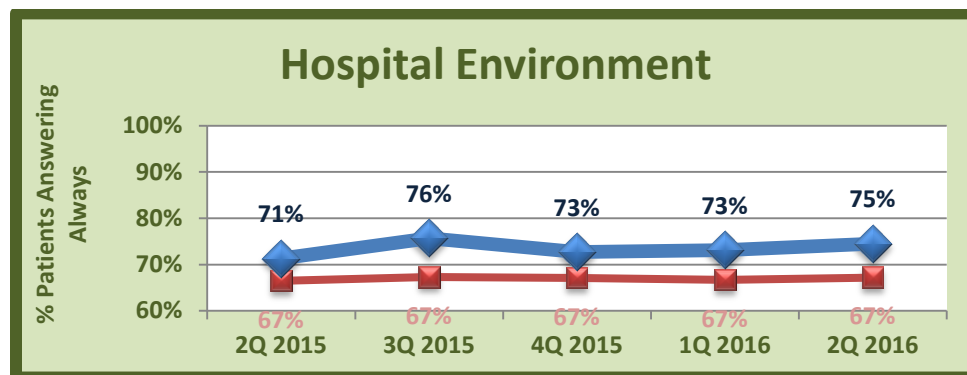
Communication With Doctors: During your stay, how often did doctors:

- Treat you with courtesy and respect?
- Listen carefully to you?
- Explain things in a way you could understand?



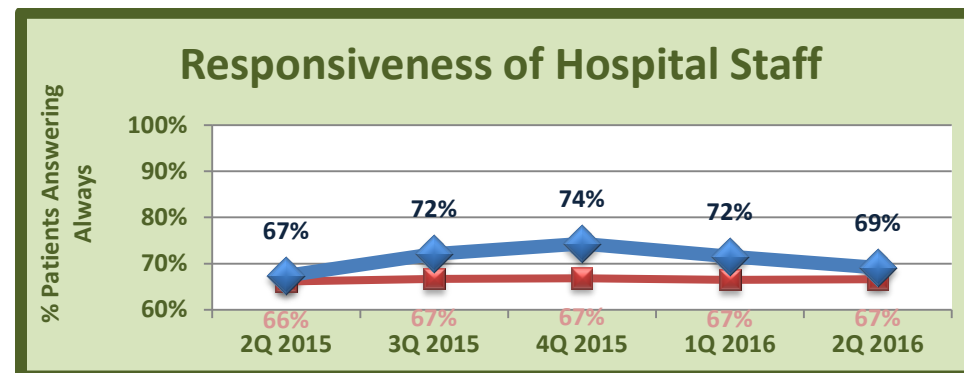
Pain Management: During your hospital stay:

- How often was your pain well controlled?
- How often did the hospital staff do everything they could to help you with your pain?



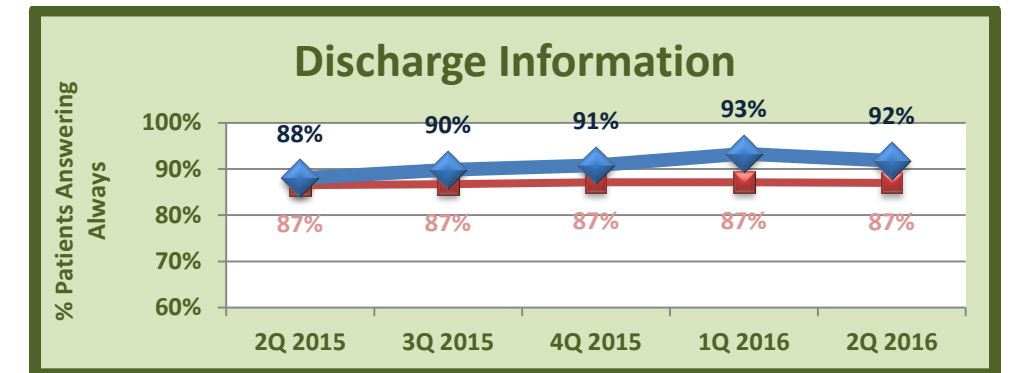
Hospital Environment: During this hospital stay:

- How often were your room and bathroom kept clean?
- How often was the area around your room quiet at night?



Responsiveness of Hospital Staff: During your hospital stay, after you pressed the call button:

- How often did you get help as soon as you wanted it?
- How often did you get help in getting to the bathroom as soon as you wanted?



Discharge Information: During your hospital stay, did hospital staff:

- Talk with you about whether you would have the help you needed when you left the hospital?
- Give you information in writing about what symptoms or health problems to look out for after you left the hospital?