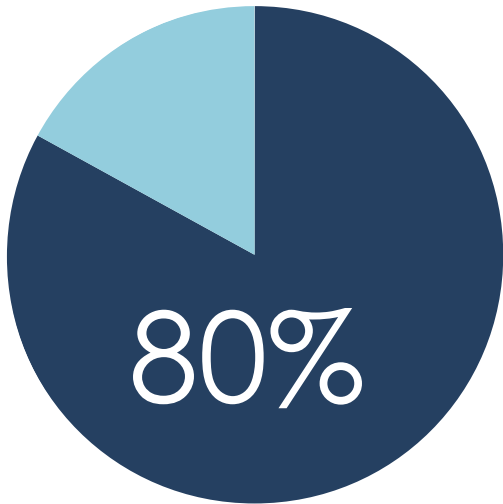


Patient Satisfaction Scores

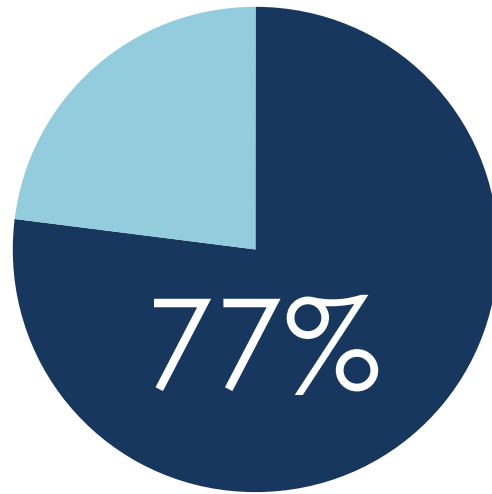
HCAHPS Overall Rating Scores
Ending March 2020

Overall Rating of Hospital



% of Patients Rating "9"
or "10" on a scale of 1-10

Willingness to Recommend

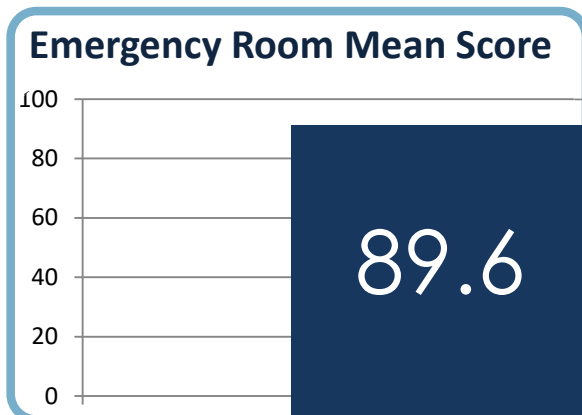
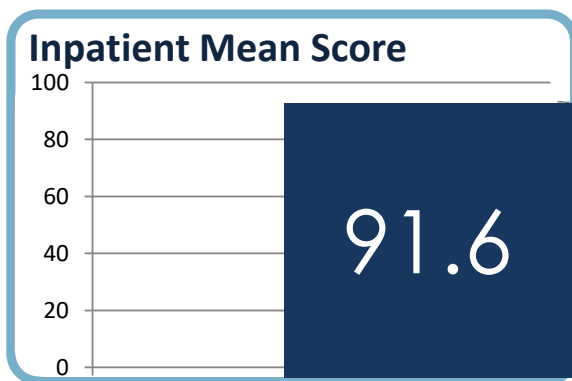


% of Patients who
answered "Yes"

The Centers for Medicare & Medicaid Services (CMS), along with the Agency for Healthcare Research and Quality (AHRQ), developed the HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) Survey, also known as Hospital CAHPS®, to provide a standardized survey instrument and data collection methodology for measuring patients' perspectives on hospital care. The HCAHPS Survey is administered to a random sample of patients continuously throughout the year. CMS cleans, adjusts and analyzes the data, then publicly reports the results (results on Hospital Compare are up to 6 months delayed).

Patient Satisfaction Scores

Press Ganey Survey Scores
October 2019- March 2020



Average/Mean score out of 100 possible points based on survey question responses:

Very Good = 100
Good = 75
Fair = 50
Poor = 25
Very Poor = 0

Press Ganey, an independent surveyor conducts random patient satisfaction surveys through mail for our Inpatients and mail or email for ER Patients. As a strategic business partner to more than 10,000 health care organizations across the country, Press Ganey is the leader in helping create continuous, sustainable improvement.