

Inpatient Loyalty Plus

11 - During this hospital stay, how often did nurses treat (you/your family member) with COURTESY AND RESPECT? Would you say:

ResponseText	Jan-Mar 11	Apr-Jun 11	Jul-Sep 11	Oct-Dec 11	Jan-Mar 12	Apr-Jun 12	Jul-Sep 12	Oct-Dec 12	Jan-Mar 13	Apr-Jun 13	Jul-Sep 13
% Always	83.1	88.9	78.9	79.4	88	90.5	86.4	85.2	83.1	89.4	83.3
Inpatient 86th Perc	90.6	90.6	91.1	91.1	91.1	91.1	92	92	92	92	92.2
N of Cases	65	81	90	68	75	63	66	61	71	85	6
Norm Year	2010	2010	2011	2011	2011	2011	2012	2012	2012	2012	2013
Never	1	0	0	1	1	0	0	1	1	0	0
Sometimes	7	2	8	4	2	2	1	4	3	2	0
Usually	3	7	11	9	6	4	8	4	8	7	1
or Always	54	72	71	54	66	57	57	52	59	76	5
% Never	1.5	0	0	1.5	1.3	0	0	1.6	1.4	0	0
% Sometimes	10.8	2.5	8.9	5.9	2.7	3.2	1.5	6.6	4.2	2.4	0
% Usually	4.6	8.6	12.2	13.2	8	6.3	12.1	6.6	11.3	8.2	16.7
% or Always	83.1	88.9	78.9	79.4	88	90.5	86.4	85.2	83.1	89.4	83.3

Inpatient Loyalty Plus

12 - During this hospital stay, how often did nurses LISTEN CAREFULLY TO (YOU/YOUR FAMILY MEMBER)? Would you say:

ResponseText	Jan-Mar 11	Apr-Jun 11	Jul-Sep 11	Oct-Dec 11	Jan-Mar 12	Apr-Jun 12	Jul-Sep 12	Oct-Dec 12	Jan-Mar 13	Apr-Jun 13	Jul-Sep 13
% Always	79.1	87.7	81.1	72.5	85.3	90.6	87.9	72.6	86.5	83.7	66.7
Inpatient 86th Perc	84.5	84.5	84.5	84.5	84.5	84.5	85.3	85.3	85.3	85.3	86.6
N of Cases	67	81	90	69	75	64	66	62	74	86	6
Norm Year	2010	2010	2011	2011	2011	2011	2012	2012	2012	2012	2013
Never	1	0	1	1	0	0	1	1	1	0	0
Sometimes	7	2	9	6	3	2	0	5	3	1	0
Usually	6	8	7	12	8	4	7	11	6	13	2
or Always	53	71	73	50	64	58	58	45	64	72	4
% Never	1.5	0	1.1	1.4	0	0	1.5	1.6	1.4	0	0
% Sometimes	10.4	2.5	10	8.7	4	3.1	0	8.1	4.1	1.2	0
% Usually	9	9.9	7.8	17.4	10.7	6.3	10.6	17.7	8.1	15.1	33.3
% or Always	79.1	87.7	81.1	72.5	85.3	90.6	87.9	72.6	86.5	83.7	66.7

Inpatient Loyalty Plus

13 - During this hospital stay, how often did nurses EXPLAIN THINGS in a way (you/your family member) could understand?

ResponseText	Jan-Mar 11	Apr-Jun 11	Jul-Sep 11	Oct-Dec 11	Jan-Mar 12	Apr-Jun 12	Jul-Sep 12	Oct-Dec 12	Jan-Mar 13	Apr-Jun 13	Jul-Sep 13
% Always	80.6	86.4	72.2	76.8	81.3	92.1	87.5	62.3	83.8	81.4	83.3
Inpatient 86th Perc	82.2	82.2	82.8	82.8	82.8	82.8	83.9	83.9	83.9	83.9	84.2
N of Cases	67	81	90	69	75	63	64	61	74	86	6
Norm Year	2010	2010	2011	2011	2011	2011	2012	2012	2012	2012	2013
Never	1	1	2	0	0	0	0	1	1	0	0
Sometimes	3	0	8	6	7	2	5	5	3	5	1
Usually	9	10	15	10	7	3	3	17	8	11	0
or Always	54	70	65	53	61	58	56	38	62	70	5
% Never	1.5	1.2	2.2	0	0	0	0	1.6	1.4	0	0
% Sometimes	4.5	0	8.9	8.7	9.3	3.2	7.8	8.2	4.1	5.8	16.7
% Usually	13.4	12.3	16.7	14.5	9.3	4.8	4.7	27.9	10.8	12.8	0
% or Always	80.6	86.4	72.2	76.8	81.3	92.1	87.5	62.3	83.8	81.4	83.3

after (you/your family member) pressed the call button, how often did (you/your family member) get help as soon as (you/he or she) wanted it?

ResponseText	Jan-Mar 11	Apr-Jun 11	Jul-Sep 11	Oct-Dec 11	Jan-Mar 12	Apr-Jun 12	Jul-Sep 12	Oct-Dec 12	Jan-Mar 13	Apr-Jun 13	Jul-Sep 13
% Always	73.7	86.2	75.7	73.2	88.3	80	84.5	76	82.3	78.3	66.7
Inpatient 86th Perc	72.5	72.5	74	74	74	74	73.5	73.5	73.5	73.5	75.7
N of Cases	57	65	74	56	60	55	58	50	62	69	6
Norm Year	2010	2010	2011	2011	2011	2011	2012	2012	2012	2012	2013
Never	0	1	0	0	2	0	0	0	0	0	1
Sometimes	5	2	10	7	2	3	3	4	1	4	0
Usually	10	6	8	8	3	8	6	8	10	11	1
or Always	42	56	56	41	53	44	49	38	51	54	4
% Never	0	1.5	0	0	3.3	0	0	0	0	0	16.7
% Sometimes	8.8	3.1	13.5	12.5	3.3	5.5	5.2	8	1.6	5.8	0
% Usually	17.5	9.2	10.8	14.3	5	14.5	10.3	16	16.1	15.9	16.7
% or Always	73.7	86.2	75.7	73.2	88.3	80	84.5	76	82.3	78.3	66.7

Inpatient Loyalty Plus

33 - How would you rate the admission process, the initial process of signing in and filling out paperwork? Would you say:

ResponseText	Jan-Mar 11	Apr-Jun 11	Jul-Sep 11	Oct-Dec 11	Jan-Mar 12	Apr-Jun 12	Jul-Sep 12	Oct-Dec 12	Jan-Mar 13	Apr-Jun 13	Jul-Sep 13
% Excellent	40.3	31.3	35.6	38.2	46.6	38.1	47.7	45.2	49.3	47.6	33.3
Inpatient 86th Perc	55.2	55.2	56.6	56.6	56.6	56.6	58.1	58.1	58.1	58.1	57
N of Cases	67	80	87	68	73	63	65	62	73	84	6
Norm Year	2010	2010	2011	2011	2011	2011	2012	2012	2012	2012	2013
Excellent	27	25	31	26	34	24	31	28	36	40	2
Very Good	13	27	21	13	19	17	13	14	13	16	2
Good	20	22	27	20	16	18	17	15	15	23	1
Fair	3	3	7	8	4	3	4	2	5	5	1
or Poor	4	3	1	1	0	1	0	3	4	0	0
% Excellent	40.3	31.3	35.6	38.2	46.6	38.1	47.7	45.2	49.3	47.6	33.3
% Very Good	19.4	33.8	24.1	19.1	26	27	20	22.6	17.8	19	33.3
% Good	29.9	27.5	31	29.4	21.9	28.6	26.2	24.2	20.5	27.4	16.7
% Fair	4.5	3.8	8	11.8	5.5	4.8	6.2	3.2	6.8	6	16.7
% or Poor	6	3.8	1.1	1.5	0	1.6	0	4.8	5.5	0	0

Inpatient Loyalty Plus

34 - Thinking about the NURSES who cared for (you/your family member) at [+hospname+], how would you rate the nurses' understanding and caring?

ResponseText	Jan-Mar 11	Apr-Jun 11	Jul-Sep 11	Oct-Dec 11	Jan-Mar 12	Apr-Jun 12	Jul-Sep 12	Oct-Dec 12	Jan-Mar 13	Apr-Jun 13	Jul-Sep 13
% Excellent	54.5	55.6	43.3	51.5	61.3	47.6	60.6	57.4	54.8	54.7	33.3
Inpatient 86th Perc	63.4	63.4	64.7	64.7	64.7	64.7	65	65	65	65	67.5
N of Cases	66	81	90	68	75	63	66	61	73	86	6
Norm Year	2010	2010	2011	2011	2011	2011	2012	2012	2012	2012	2013
Excellent	36	45	39	35	46	30	40	35	40	47	2
Very Good	15	20	24	11	17	15	15	14	18	20	3
Good	11	12	19	16	10	16	8	8	12	17	1
Fair	4	3	5	5	1	1	2	2	3	2	0
or Poor	0	1	3	1	1	1	1	2	0	0	0
% Excellent	54.5	55.6	43.3	51.5	61.3	47.6	60.6	57.4	54.8	54.7	33.3
% Very Good	22.7	24.7	26.7	16.2	22.7	23.8	22.7	23	24.7	23.3	50
% Good	16.7	14.8	21.1	23.5	13.3	25.4	12.1	13.1	16.4	19.8	16.7
% Fair	6.1	3.7	5.6	7.4	1.3	1.6	3	3.3	4.1	2.3	0
% or Poor	0	1.2	3.3	1.5	1.3	1.6	1.5	3.3	0	0	0

Inpatient Loyalty Plus

37 - Would you rate the overall teamwork between the doctors, nurses, and staff as:

ResponseText	Jan-Mar 11+	Apr-Jun 11+	Jul-Sep 11+	Oct-Dec 11+	Jan-Mar 12+	Apr-Jun 12+	Jul-Sep 12+	Oct-Dec 12+	Jan-Mar 13+	Apr-Jun 13+	Jul-Sep 13
% Excellent	53.7	64.2	53.3	50.7	57.3	57.8	66.7	62.9	60.8	58.1	16.7
Inpatient 86th Perc	61.5	61.5	63.1	63.1	63.1	63.1	63.3	63.3	63.3	63.3	64.5
N of Cases	67	81	90	69	75	64	66	62	74	86	6
Norm Year	2010	2010	2011	2011	2011	2011	2012	2012	2012	2012	2013
Excellent	36	52	48	35	43	37	44	39	45	50	1
Very Good	16	17	27	13	23	15	16	12	15	22	4
Good	11	11	12	14	7	8	5	6	12	14	1
Fair	4	0	3	6	1	4	1	2	2	0	0
or Poor	0	1	0	1	1	0	0	3	0	0	0
% Excellent	53.7	64.2	53.3	50.7	57.3	57.8	66.7	62.9	60.8	58.1	16.7
% Very Good	23.9	21	30	18.8	30.7	23.4	24.2	19.4	20.3	25.6	66.7
% Good	16.4	13.6	13.3	20.3	9.3	12.5	7.6	9.7	16.2	16.3	16.7
% Fair	6	0	3.3	8.7	1.3	6.3	1.5	3.2	2.7	0	0
% or Poor	0	1.2	0	1.4	1.3	0	0	4.8	0	0	0

Inpatient Loyalty Plus

83 breastfed the baby while in the hospital, how would you rate the information and education you received regarding breastfeeding?

ResponseText	Jul-Sep 11	Oct-Dec 11	Jan-Mar 12	Apr-Jun 12	Jul-Sep 12	Oct-Dec 12	Jan-Mar 13	Apr-Jun 13
% Excellent	35.7	47.1	55.6	44.4	23.1	45.5	47.6	40.7
Inpatient 86th Perc	68.1	68.1	68.1	68.1	68.1	68.1	68.1	68.1
N of Cases	14	17	18	18	13	22	21	27
Norm Year	2013	2013	2013	2013	2013	2013	2013	2013
Excellent	5	8	10	8	3	10	10	11
Very Good	1	4	1	5	3	2	2	8
Good	0	2	6	2	4	5	6	5
Fair	5	1	0	2	2	1	2	1
or Poor	3	2	1	1	1	4	1	2
% Excellent	35.7	47.1	55.6	44.4	23.1	45.5	47.6	40.7
% Very Good	7.1	23.5	5.6	27.8	23.1	9.1	9.5	29.6
% Good	0	11.8	33.3	11.1	30.8	22.7	28.6	18.5
% Fair	35.7	5.9	0	11.1	15.4	4.5	9.5	3.7
% or Poor	21.4	11.8	5.6	5.6	7.7	18.2	4.8	7.4

Inpatient Loyalty Plus

38 - How would you rate the courtesy and friendliness shown to (you/your family member) by all hospital employees? Would you say:

ResponseText	Jan-Mar 11	Apr-Jun 11	Jul-Sep 11	Oct-Dec 11	Jan-Mar 12	Apr-Jun 12	Jul-Sep 12	Oct-Dec 12	Jan-Mar 13	Apr-Jun 13	Jul-Sep 13
% Excellent	52.2	59.3	53.3	49.3	60	53.1	71.2	58.1	58.1	66.3	33.3
Inpatient 86th Perc	65	65	68	68	68	68	67	67	67	67	69.1
N of Cases	67	81	90	69	75	64	66	62	74	86	6
Norm Year	2010	2010	2011	2011	2011	2011	2012	2012	2012	2012	2013
Excellent	35	48	48	34	45	34	47	36	43	57	2
Very Good	17	22	19	14	18	18	12	14	17	13	2
Good	13	9	13	15	10	11	6	7	13	15	2
Fair	1	1	10	4	2	1	0	3	1	0	0
or Poor	1	1	0	2	0	0	1	2	0	1	0
% Excellent	52.2	59.3	53.3	49.3	60	53.1	71.2	58.1	58.1	66.3	33.3
% Very Good	25.4	27.2	21.1	20.3	24	28.1	18.2	22.6	23	15.1	33.3
% Good	19.4	11.1	14.4	21.7	13.3	17.2	9.1	11.3	17.6	17.4	33.3
% Fair	1.5	1.2	11.1	5.8	2.7	1.6	0	4.8	1.4	0	0
% or Poor	1.5	1.2	0	2.9	0	0	1.5	3.2	0	1.2	0

Inpatient Loyalty Plus

43 - Overall, would you rate the level of safety (you/your family member) felt while in the hospital as:

ResponseText	Jan-Mar 11	Apr-Jun 11	Jul-Sep 11	Oct-Dec 11	Jan-Mar 12	Apr-Jun 12	Jul-Sep 12	Oct-Dec 12	Jan-Mar 13	Apr-Jun 13	Jul-Sep 13
% Excellent	53.7	56.8	52.2	57.4	60.3	50	65.2	51.6	56.8	58.1	33.3
Inpatient 86th Perc	67.2	67.2	70.3	70.3	70.3	70.3	68.4	68.4	68.4	68.4	70.9
N of Cases	67	81	90	68	73	64	66	62	74	86	6
Norm Year	2010	2010	2011	2011	2011	2011	2012	2012	2012	2012	2013
Excellent	36	46	47	39	44	32	43	32	42	50	2
Very Good	13	23	20	16	17	21	17	20	22	24	2
Good	12	11	17	9	10	10	5	7	8	10	2
Fair	6	1	4	4	2	1	0	2	2	1	0
or Poor	0	0	2	0	0	0	1	1	0	1	0
% Excellent	53.7	56.8	52.2	57.4	60.3	50	65.2	51.6	56.8	58.1	33.3
% Very Good	19.4	28.4	22.2	23.5	23.3	32.8	25.8	32.3	29.7	27.9	33.3
% Good	17.9	13.6	18.9	13.2	13.7	15.6	7.6	11.3	10.8	11.6	33.3
% Fair	9	1.2	4.4	5.9	2.7	1.6	0	3.2	2.7	1.2	0
% or Poor	0	0	2.2	0	0	0	1.5	1.6	0	1.2	0

Inpatient Loyalty Plus

44 - Overall, would you rate the quality of care provided as:

ResponseText	Jan-Mar 11	Apr-Jun 11	Jul-Sep 11	Oct-Dec 11	Jan-Mar 12	Apr-Jun 12	Jul-Sep 12	Oct-Dec 12	Jan-Mar 13	Apr-Jun 13	Jul-Sep 13
% Excellent	50.7	66.7	50	49.3	54.7	48.4	72.7	46.8	59.5	54.7	50
Inpatient 86th Perc	66.7	66.7	68.2	68.2	68.2	68.2	67.8	67.8	67.8	67.8	69.5
N of Cases	67	81	90	69	75	64	66	62	74	86	6
Norm Year	2010	2010	2011	2011	2011	2011	2012	2012	2012	2012	2013
Excellent	34	54	45	34	41	31	48	29	44	47	3
Very Good	11	18	22	13	21	19	13	20	21	24	1
Good	17	7	18	17	10	12	5	8	9	14	2
Fair	5	1	3	5	2	2	0	2	0	1	0
or Poor	0	1	2	0	1	0	0	3	0	0	0
% Excellent	50.7	66.7	50	49.3	54.7	48.4	72.7	46.8	59.5	54.7	50
% Very Good	16.4	22.2	24.4	18.8	28	29.7	19.7	32.3	28.4	27.9	16.7
% Good	25.4	8.6	20	24.6	13.3	18.8	7.6	12.9	12.2	16.3	33.3
% Fair	7.5	1.2	3.3	7.2	2.7	3.1	0	3.2	0	1.2	0
% or Poor	0	1.2	2.2	0	1.3	0	0	4.8	0	0	0

Inpatient Loyalty Plus

Did a Nurse Manager or Supervisor check (you/your family member) during this hospital stay?

ResponseText	Jul-Sep 11+	Oct-Dec 11+	Jan-Mar 12+	Apr-Jun 12+	Jul-Sep 12+	Oct-Dec 12+	Jan-Mar 13+	Apr-Jun 13+	Jul-Sep 13
% Yes	77	74.6	71.8	85.5	82.8	78.7	78.3	80.3	100
N of Cases	74	63	71	55	64	61	69	76	5
Yes	57	47	51	47	53	48	54	61	5
No	17	16	20	8	11	13	15	15	0
% Yes	77	74.6	71.8	85.5	82.8	78.7	78.3	80.3	100
% No	23	25.4	28.2	14.5	17.2	21.3	21.7	19.7	0

98 - Overall, would you rate the quality of care provided in the emergency room as:

ResponseText	Jul-Sep 11	Oct-Dec 11	Jan-Mar 12	Apr-Jun 12	Jul-Sep 12	Oct-Dec 12	Jan-Mar 13	Apr-Jun 13
% Excellent	60	80	41.2	53.3	50	50	63.2	55.6
Inpatient 86th Perc	53.7	53.7	53.7	53.7	57	57	57	57
N of Cases	5	5	17	15	12	8	19	18
Norm Year	2011	2011	2011	2011	2012	2012	2012	2012
Excellent	3	4	7	8	6	4	12	10
Very Good	2	1	6	5	5	3	3	3
Good	0	0	3	2	1	0	4	4
Fair	0	0	1	0	0	0	0	1
or Poor	0	0	0	0	0	1	0	0
% Excellent	60	80	41.2	53.3	50	50	63.2	55.6
% Very Good	40	20	35.3	33.3	41.7	37.5	15.8	16.7
% Good	0	0	17.6	13.3	8.3	0	21.1	22.2
% Fair	0	0	5.9	0	0	0	0	5.6
% or Poor	0	0	0	0	0	12.5	0	0

Inpatient Loyalty Plus

99 - Overall, would you rate the quality of care provided by the DOCTOR who treated (you/your family member) in the emergency room as:

ResponseText	Jul-Sep 11	Oct-Dec 11	Jan-Mar 12	Apr-Jun 12	Jul-Sep 12	Oct-Dec 12	Jan-Mar 13	Apr-Jun 13
% Excellent	80	40	58.8	68.8	58.3	50	63.2	50
Inpatient 86th Perc	64.5	64.5	64.5	64.5	64.5	64.5	64.5	64.5
N of Cases	5	5	17	16	12	8	19	18
Norm Year	2012	2012	2012	2012	2012	2012	2012	2012
Excellent	4	2	10	11	7	4	12	9
Very Good	1	0	5	3	4	1	4	6
Good	0	2	1	1	1	2	2	2
Fair	0	0	1	1	0	0	1	1
or Poor	0	1	0	0	0	1	0	0
% Excellent	80	40	58.8	68.8	58.3	50	63.2	50
% Very Good	20	0	29.4	18.8	33.3	12.5	21.1	33.3
% Good	0	40	5.9	6.3	8.3	25	10.5	11.1
% Fair	0	0	5.9	6.3	0	0	5.3	5.6
% or Poor	0	20	0	0	0	12.5	0	0

Inpatient Loyalty Plus

And now thinking about when (you were/your family member was) transferred from the emergency room to the inpatient unit, how would you rate the transfer process?

ResponseText	Jul-Sep 11	Oct-Dec 11	Jan-Mar 12	Apr-Jun 12	Jul-Sep 12	Oct-Dec 12	Jan-Mar 13	Apr-Jun 13
% Excellent	80	80	52.9	46.7	58.3	50	52.6	53.3
Inpatient 86th Perc	57.6	57.6	57.6	57.6	57.6	57.6	57.6	57.6
N of Cases	5	5	17	15	12	8	19	15
Norm Year	2012	2012	2012	2012	2012	2012	2012	2012
Excellent	4	4	9	7	7	4	10	8
Very Good	1	1	5	4	3	2	8	5
Good	0	0	1	4	2	1	1	2
Fair	0	0	2	0	0	1	0	0
% Excellent	80	80	52.9	46.7	58.3	50	52.6	53.3
% Very Good	20	20	29.4	26.7	25	25	42.1	33.3
% Good	0	0	5.9	26.7	16.7	12.5	5.3	13.3
% Fair	0	0	11.8	0	0	12.5	0	0