

## Inpatient Loyalty Plus

11 - During this hospital stay, how often did nurses treat (you/your family member) with COURTESY AND RESPE

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
% Always	83.1	88.9	78.9	79.4	88	90.5	86.4	85.2
Inpatient 86th Perc	90.6	90.6	91.1	91.1	91.1	91.1	92	92
N of Cases	65	81	90	68	75	63	66	61
Norm Year	2010	2010	2011	2011	2011	2011	2012	2012
Never	1	0	0	1	1	0	0	1
Sometimes	7	2	8	4	2	2	1	4
Usually	3	7	11	9	6	4	8	4
or Always	54	72	71	54	66	57	57	52
% Never	1.5	0	0	1.5	1.3	0	0	1.6
% Sometimes	10.8	2.5	8.9	5.9	2.7	3.2	1.5	6.6
% Usually	4.6	8.6	12.2	13.2	8	6.3	12.1	6.6
% or Always	83.1	88.9	78.9	79.4	88	90.5	86.4	85.2

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

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
% Always	79.1	87.7	81.1	72.5	85.3	90.6	87.9	72.6
Inpatient 86th Perc	84.5	84.5	84.5	84.5	84.5	84.5	85.3	85.3
N of Cases	67	81	90	69	75	64	66	62
Norm Year	2010	2010	2011	2011	2011	2011	2012	2012
Never	1	0	1	1	0	0	1	1
Sometimes	7	2	9	6	3	2	0	5
Usually	6	8	7	12	8	4	7	11
or Always	53	71	73	50	64	58	58	45
% Never	1.5	0	1.1	1.4	0	0	1.5	1.6
% Sometimes	10.4	2.5	10	8.7	4	3.1	0	8.1
% Usually	9	9.9	7.8	17.4	10.7	6.3	10.6	17.7
% or Always	79.1	87.7	81.1	72.5	85.3	90.6	87.9	72.6

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

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
% Always	80.6	86.4	72.2	76.8	81.3	92.1	87.5	62.3
Inpatient 86th Perc	82.2	82.2	82.8	82.8	82.8	82.8	83.9	83.9
N of Cases	67	81	90	69	75	63	64	61
Norm Year	2010	2010	2011	2011	2011	2011	2012	2012
Never	1	1	2	0	0	0	0	1
Sometimes	3	0	8	6	7	2	5	5

Usually	9	10	15	10	7	3	3	17
or Always	54	70	65	53	61	58	56	38
% Never	1.5	1.2	2.2	0	0	0	0	1.6
% Sometimes	4.5	0	8.9	8.7	9.3	3.2	7.8	8.2
% Usually	13.4	12.3	16.7	14.5	9.3	4.8	4.7	27.9
% or Always	80.6	86.4	72.2	76.8	81.3	92.1	87.5	62.3

after (you/your family member) pressed the call button, how often did (you/your family member) get help as sc

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
% Always	73.7	86.2	75.7	73.2	88.3	80	84.5	76
Inpatient 86th Perc	72.5	72.5	74	74	74	74	73.5	73.5
N of Cases	57	65	74	56	60	55	58	50
Norm Year	2010	2010	2011	2011	2011	2011	2012	2012
Never	0	1	0	0	2	0	0	0
Sometimes	5	2	10	7	2	3	3	4
Usually	10	6	8	8	3	8	6	8
or Always	42	56	56	41	53	44	49	38
% Never	0	1.5	0	0	3.3	0	0	0
% Sometimes	8.8	3.1	13.5	12.5	3.3	5.5	5.2	8
% Usually	17.5	9.2	10.8	14.3	5	14.5	10.3	16
% or Always	73.7	86.2	75.7	73.2	88.3	80	84.5	76

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

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
% Excellent	40.3	31.3	35.6	38.2	46.6	38.1	47.7	45.2
Inpatient 86th Perc	55.2	55.2	56.6	56.6	56.6	56.6	58.1	58.1
N of Cases	67	80	87	68	73	63	65	62
Norm Year	2010	2010	2011	2011	2011	2011	2012	2012
Excellent	27	25	31	26	34	24	31	28
Very Good	13	27	21	13	19	17	13	14
Good	20	22	27	20	16	18	17	15
Fair	3	3	7	8	4	3	4	2
or Poor	4	3	1	1	0	1	0	3
% Excellent	40.3	31.3	35.6	38.2	46.6	38.1	47.7	45.2
% Very Good	19.4	33.8	24.1	19.1	26	27	20	22.6
% Good	29.9	27.5	31	29.4	21.9	28.6	26.2	24.2
% Fair	4.5	3.8	8	11.8	5.5	4.8	6.2	3.2
% or Poor	6	3.8	1.1	1.5	0	1.6	0	4.8

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

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
% Excellent	54.5	55.6	43.3	51.5	61.3	47.6	60.6	57.4
Inpatient 86th Perc	63.4	63.4	64.7	64.7	64.7	64.7	65	65
N of Cases	66	81	90	68	75	63	66	61

Norm Year	2010	2010	2011	2011	2011	2011	2012	2012
Excellent	36	45	39	35	46	30	40	35
Very Good	15	20	24	11	17	15	15	14
Good	11	12	19	16	10	16	8	8
Fair	4	3	5	5	1	1	2	2
or Poor	0	1	3	1	1	1	1	2
% Excellent	54.5	55.6	43.3	51.5	61.3	47.6	60.6	57.4
% Very Good	22.7	24.7	26.7	16.2	22.7	23.8	22.7	23
% Good	16.7	14.8	21.1	23.5	13.3	25.4	12.1	13.1
% Fair	6.1	3.7	5.6	7.4	1.3	1.6	3	3.3
% or Poor	0	1.2	3.3	1.5	1.3	1.6	1.5	3.3

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
% Excellent	53.7	64.2	53.3	50.7	57.3	57.8	66.7	62.9
Inpatient 86th Perc	61.5	61.5	63.1	63.1	63.1	63.1	63.3	63.3
N of Cases	67	81	90	69	75	64	66	62
Norm Year	2010	2010	2011	2011	2011	2011	2012	2012
Excellent	36	52	48	35	43	37	44	39
Very Good	16	17	27	13	23	15	16	12
Good	11	11	12	14	7	8	5	6
Fair	4	0	3	6	1	4	1	2
or Poor	0	1	0	1	1	0	0	3
% Excellent	53.7	64.2	53.3	50.7	57.3	57.8	66.7	62.9
% Very Good	23.9	21	30	18.8	30.7	23.4	24.2	19.4
% Good	16.4	13.6	13.3	20.3	9.3	12.5	7.6	9.7
% Fair	6	0	3.3	8.7	1.3	6.3	1.5	3.2
% or Poor	0	1.2	0	1.4	1.3	0	0	4.8

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

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

38 - How would you rate the courtesy and friendliness shown to (you/your family member) by all hospital empl

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
% Excellent	52.2	59.3	53.3	49.3	60	53.1	71.2	58.1
Inpatient 86th Perc	65	65	68	68	68	68	67	67
N of Cases	67	81	90	69	75	64	66	62
Norm Year	2010	2010	2011	2011	2011	2011	2012	2012
Excellent	35	48	48	34	45	34	47	36
Very Good	17	22	19	14	18	18	12	14
Good	13	9	13	15	10	11	6	7
Fair	1	1	10	4	2	1	0	3
or Poor	1	1	0	2	0	0	1	2
% Excellent	52.2	59.3	53.3	49.3	60	53.1	71.2	58.1
% Very Good	25.4	27.2	21.1	20.3	24	28.1	18.2	22.6
% Good	19.4	11.1	14.4	21.7	13.3	17.2	9.1	11.3
% Fair	1.5	1.2	11.1	5.8	2.7	1.6	0	4.8
% or Poor	1.5	1.2	0	2.9	0	0	1.5	3.2

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
% Excellent	53.7	56.8	52.2	57.4	60.3	50	65.2	51.6
Inpatient 86th Perc	67.2	67.2	70.3	70.3	70.3	70.3	68.4	68.4
N of Cases	67	81	90	68	73	64	66	62
Norm Year	2010	2010	2011	2011	2011	2011	2012	2012
Excellent	36	46	47	39	44	32	43	32
Very Good	13	23	20	16	17	21	17	20
Good	12	11	17	9	10	10	5	7
Fair	6	1	4	4	2	1	0	2
or Poor	0	0	2	0	0	0	1	1
% Excellent	53.7	56.8	52.2	57.4	60.3	50	65.2	51.6
% Very Good	19.4	28.4	22.2	23.5	23.3	32.8	25.8	32.3
% Good	17.9	13.6	18.9	13.2	13.7	15.6	7.6	11.3
% Fair	9	1.2	4.4	5.9	2.7	1.6	0	3.2
% or Poor	0	0	2.2	0	0	0	1.5	1.6

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
% Excellent	50.7	66.7	50	49.3	54.7	48.4	72.7	46.8
Inpatient 86th Perc	66.7	66.7	68.2	68.2	68.2	68.2	67.8	67.8
N of Cases	67	81	90	69	75	64	66	62
Norm Year	2010	2010	2011	2011	2011	2011	2012	2012
Excellent	34	54	45	34	41	31	48	29
Very Good	11	18	22	13	21	19	13	20
Good	17	7	18	17	10	12	5	8

Fair	5	1	3	5	2	2	0	2
or Poor	0	1	2	0	1	0	0	3
% Excellent	50.7	66.7	50	49.3	54.7	48.4	72.7	46.8
% Very Good	16.4	22.2	24.4	18.8	28	29.7	19.7	32.3
% Good	25.4	8.6	20	24.6	13.3	18.8	7.6	12.9
% Fair	7.5	1.2	3.3	7.2	2.7	3.1	0	3.2
% or Poor	0	1.2	2.2	0	1.3	0	0	4.8

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+
% Yes	77	74.6	71.8	85.5	82.8	78.7	78.3	80.3
N of Cases	74	63	71	55	64	61	69	76
Yes	57	47	51	47	53	48	54	61
No	17	16	20	8	11	13	15	15
% Yes	77	74.6	71.8	85.5	82.8	78.7	78.3	80.3
% No	23	25.4	28.2	14.5	17.2	21.3	21.7	19.7

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

99 - Overall, would you rate the quality of care provided by the DOCTOR who treated (you/your family member

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

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

CT? Would you say:

Jan-Mar 13	Apr-Jun 13	Jul-Sep 13
83.1	89.4	83.3
92	92	92.2
71	85	6
2012	2012	2013
1	0	0
3	2	0
8	7	1
59	76	5
1.4	0	0
4.2	2.4	0
11.3	8.2	16.7
83.1	89.4	83.3

ld you say:

Jan-Mar 13	Apr-Jun 13	Jul-Sep 13
86.5	83.7	66.7
85.3	85.3	86.6
74	86	6
2012	2012	2013
1	0	0
3	1	0
6	13	2
64	72	4
1.4	0	0
4.1	1.2	0
8.1	15.1	33.3
86.5	83.7	66.7

nderstand?

Jan-Mar 13	Apr-Jun 13	Jul-Sep 13
83.8	81.4	83.3
83.9	83.9	84.2
74	86	6
2012	2012	2013
1	0	0
3	5	1

8	11	0
62	70	5
1.4	0	0
4.1	5.8	16.7
10.8	12.8	0
83.8	81.4	83.3

son as (you/he or she) wanted it?

Jan-Mar 13 Apr-Jun 13 Jul-Sep 13

82.3	78.3	66.7
73.5	73.5	75.7
62	69	6
2012	2012	2013
0	0	1
1	4	0
10	11	1
51	54	4
0	0	16.7
1.6	5.8	0
16.1	15.9	16.7
82.3	78.3	66.7

ld you say:

Jan-Mar 13 Apr-Jun 13 Jul-Sep 13

49.3	47.6	33.3
58.1	58.1	57
73	84	6
2012	2012	2013
36	40	2
13	16	2
15	23	1
5	5	1
4	0	0
49.3	47.6	33.3
17.8	19	33.3
20.5	27.4	16.7
6.8	6	16.7
5.5	0	0

e the nurses' understanding and caring?

Jan-Mar 13 Apr-Jun 13 Jul-Sep 13

54.8	54.7	33.3
65	65	67.5
73	86	6

2012	2012	2013
40	47	2
18	20	3
12	17	1
3	2	0
0	0	0
54.8	54.7	33.3
24.7	23.3	50
16.4	19.8	16.7
4.1	2.3	0
0	0	0

Jan-Mar 13+ Apr-Jun 13+ Jul-Sep 13

60.8	58.1	16.7
63.3	63.3	64.5
74	86	6
2012	2012	2013
45	50	1
15	22	4
12	14	1
2	0	0
0	0	0
60.8	58.1	16.7
20.3	25.6	66.7
16.2	16.3	16.7
2.7	0	0
0	0	0

regarding breastfeeding?

oyees? Would you say:

Jan-Mar 13	Apr-Jun 13	Jul-Sep 13
58.1	66.3	33.3
67	67	69.1
74	86	6
2012	2012	2013
43	57	2
17	13	2
13	15	2
1	0	0
0	1	0
58.1	66.3	33.3
23	15.1	33.3
17.6	17.4	33.3
1.4	0	0
0	1.2	0

Jan-Mar 13	Apr-Jun 13	Jul-Sep 13
56.8	58.1	33.3
68.4	68.4	70.9
74	86	6
2012	2012	2013
42	50	2
22	24	2
8	10	2
2	1	0
0	1	0
56.8	58.1	33.3
29.7	27.9	33.3
10.8	11.6	33.3
2.7	1.2	0
0	1.2	0

Jan-Mar 13	Apr-Jun 13	Jul-Sep 13
59.5	54.7	50
67.8	67.8	69.5
74	86	6
2012	2012	2013
44	47	3
21	24	1
9	14	2

0	1	0
0	0	0
59.5	54.7	50
28.4	27.9	16.7
12.2	16.3	33.3
0	1.2	0
0	0	0

Jul-Sep 13

100  
5  
5  
0  
100  
0

) in the emergency room as: