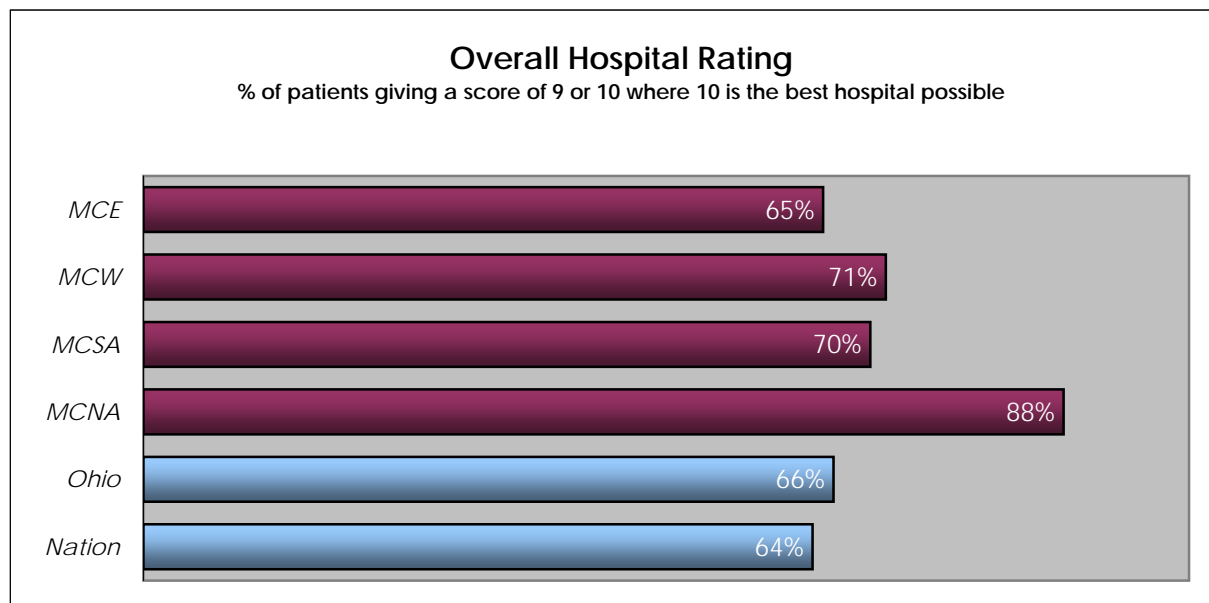
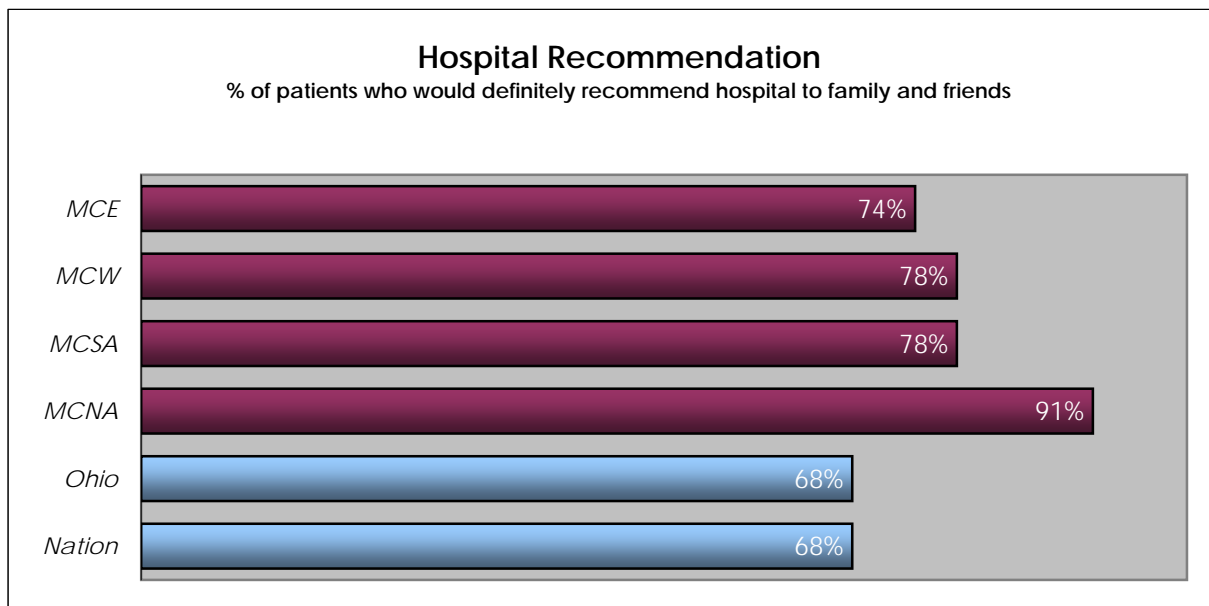


# PATIENT SATISFACTION

## INPATIENT EXPERIENCE

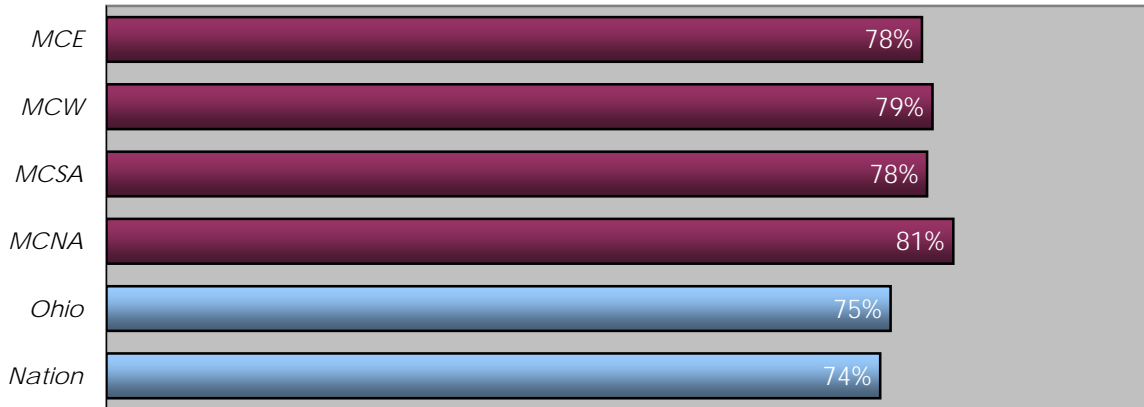


Compassion, respect and excellence are core values of Mount Carmel. We are committed to providing safe, high quality care and exceptional patient experiences. Shown below are our scores from patients discharged in a twelve month period from July 2008 through June 2009. Comparison data for Ohio and the nation is from the Hospital Compare website and is for the time period January 2008 through December 2008. Our patient survey is conducted via telephone on a random sample of patients by an independent research firm (Press Ganey).



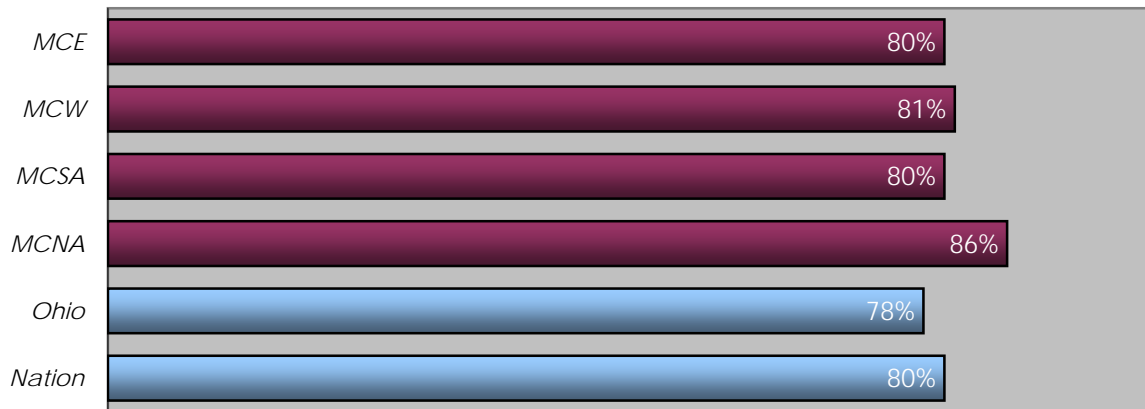
### Nurse Communication

% of patients responding that nurses always communicated well



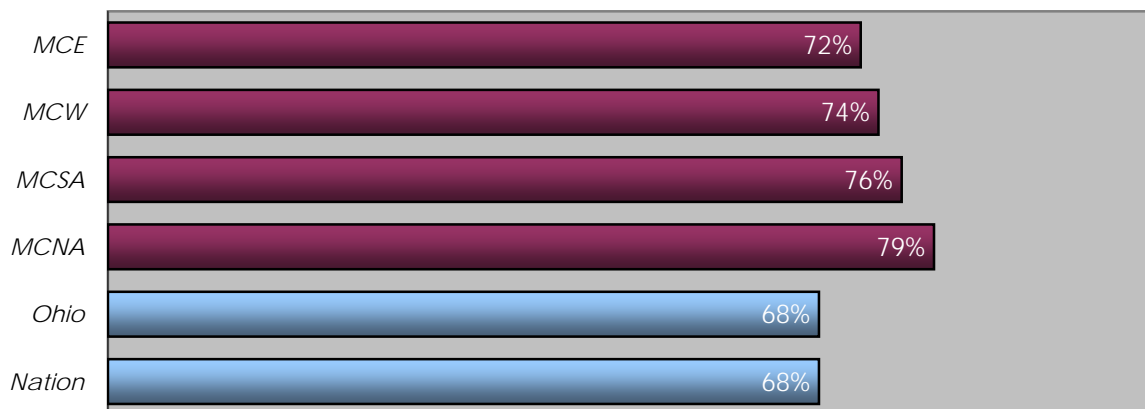
### Physician Communication

% of patients responding that physicians always communicated well



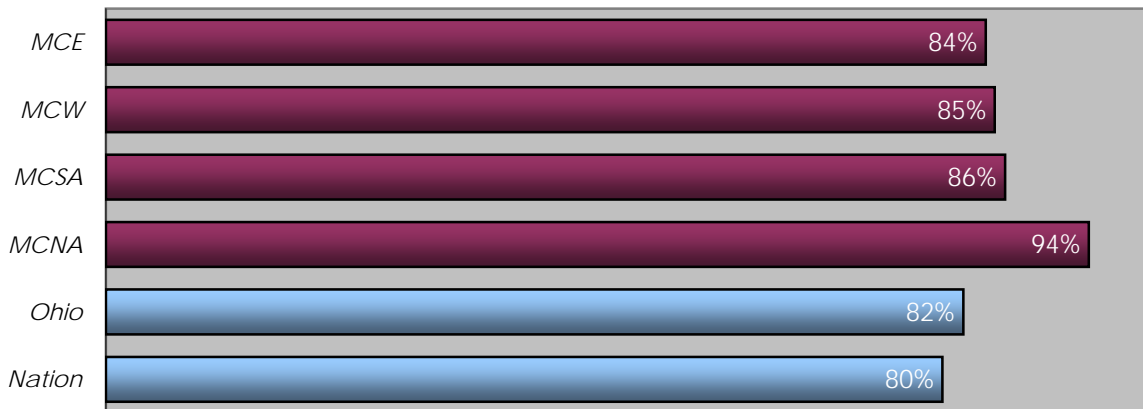
### Pain Control

% of patient indicating their pain was always well controlled



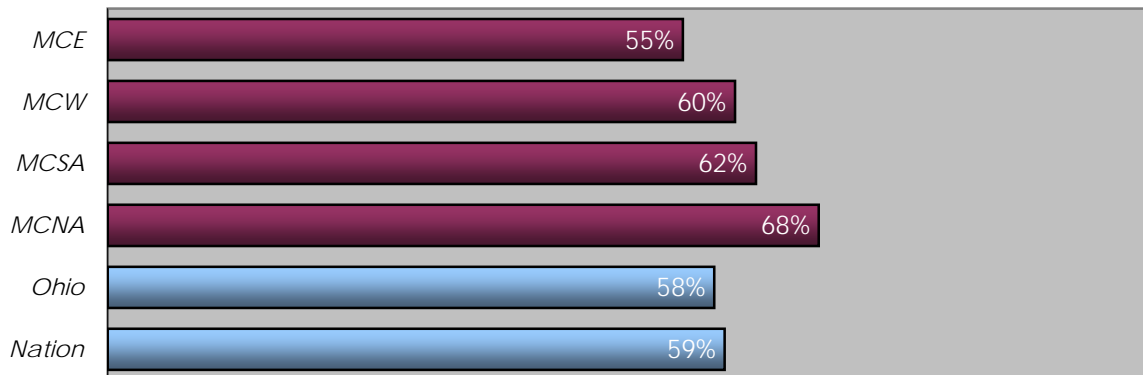
### Discharge Information

% of patients indicating they received information about recovery at home



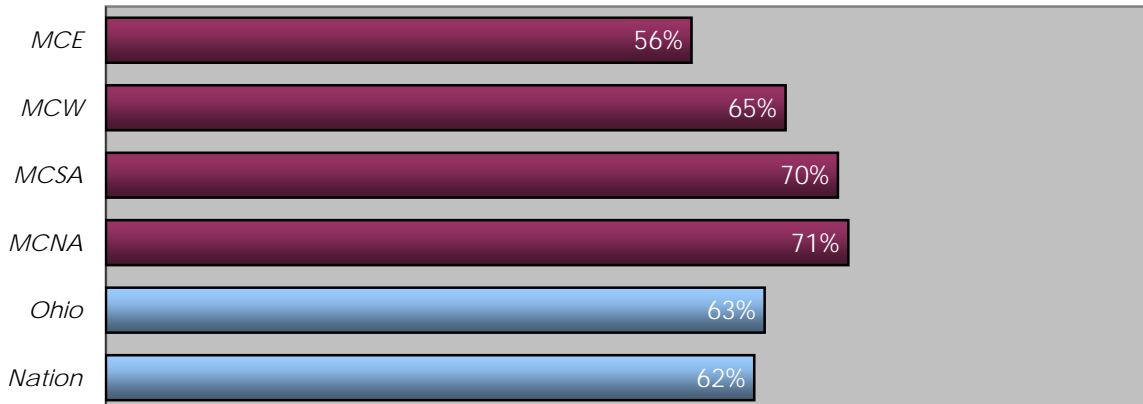
### Explanations of Medications

% of patients indicating that staff always explained medications before giving them



### Staff Responsiveness to Needs

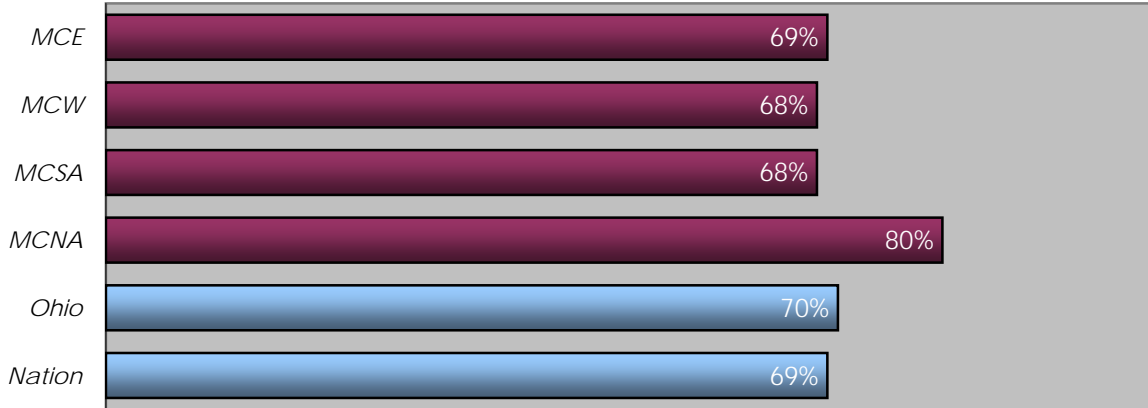
% of patients indicating that they always received help as soon as they wanted





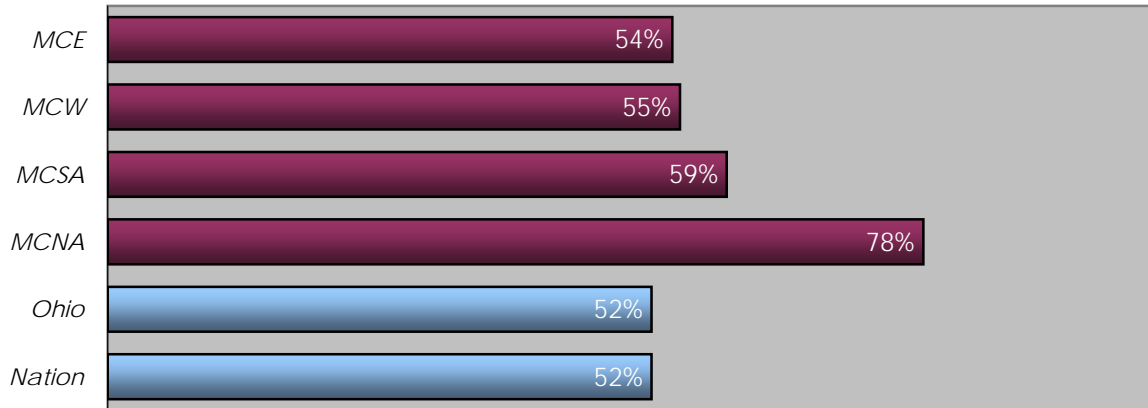
### Room Cleanliness

% of patients indicating that their room and bathroom were always kept clean



### Quiet at Night

% of patients indicating that the area around their room was always quiet at night





MOUNT CARMEL