



1. Executive Summary

The Myers Group (TMG), a Centers for Medicare and Medicaid Services (CMS) approved vendor, was selected by LSU Health Sciences Center - Health Care Services Division to conduct its 2006/2007 CAHPS[®] Hospital Survey (HCAHPS[®])¹ for the **Bogalusa Medical Center**. This report summarizes inpatient perspectives on the general quality of hospital services. The results of this survey are used to support initiatives that will maintain or enhance the overall caliber of the hospital's inpatient care.

The Bogalusa Medical Center HCAHPS[®] annual survey was administered over the course of three quarters (November of 2006 through July of 2007) using a phone-only survey administration methodology (following CMS protocol). TMG collected 332 responses from Bogalusa Medical Center's monthly eligible discharges from October 2006 through June 2007, yielding a response rate of 34.4%.

Annual and Quarter 3 Summary Rate composite and rating scores for Bogalusa Medical Center are presented below. Bogalusa Medical Center's Quarter 1 and 2 results are also displayed to allow an evaluation of how the hospital's Summary Rate Scores (SRS)² have changed over time. Additionally, in order to assess how your patient satisfaction scores compare with other hospitals, national and regional benchmarks from the National HCAHPS[®] Benchmarking Database 2006³ are provided.

Composites	Bogalusa Medical Center Summary Rate Scores				West South Central Region HCAHPS [®] 2006 SRS	National HCAHPS [®] 2006 SRS
	Annual	Quarter 3	Quarter 2	Quarter 1		
Communication with Nurses	92.3%	89.7%	91.8%	95.6%	91.0%	92.0%
Communication with Doctors	93.5%	93.2%	93.3%	93.9%	94.1%	93.9%
Communication about Medications	80.0%	82.1%	80.4%	76.8%	72.4%	72.9%
Responsiveness of Hospital Staff	85.9%	84.4%	84.6%	89.2%	83.3%	84.3%
Discharge Information	79.9%	79.1%	84.5%	76.2%	77.3%	77.1%
Pain Management	89.1%	87.5%	85.9%	93.9%	90.2%	91.0%
Clean and Quiet Hospital Environment	89.3%	88.0%	86.5%	93.6%	86.3%	84.9%
Global Rating Items	86.4%	88.7%	84.2%	86.1%	85.7%	86.1%
Rating of Hospital	83.4%	85.7%	80.6%	83.7%	80.0%	79.7%
Willingness to Recommend Hospital	89.3%	91.7%	87.7%	88.5%	91.4%	92.6%

¹ HCAHPS[®] is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

² Summary Rate Scores (SRS) represent the most favorable response option percentages.

³ The source for benchmark data contained in this publication is the 2006 National HCAHPS[®] Benchmarking Database and is used with the permission of the National CAHPS Benchmarking Database (NCBD) and the Agency for Health Research and Quality (AHRQ). Any analysis, interpretation, or conclusion based on this data is solely that of The Myers Group, as NCBD and AHRQ specifically disclaim responsibility for any such analysis, interpretation, or conclusion. A total of 927 hospitals voluntarily submitted data to the National HCAHPS[®] Benchmarking Database in 2006.



1. Executive Summary

The Myers Group (TMG), a Centers for Medicare and Medicaid Services (CMS) approved vendor, was selected by LSU Health Sciences Center - Health Care Services Division to conduct its 2006/2007 CAHPS[®] Hospital Survey (HCAHPS[®])¹ for the **Leonard J. Chabert Medical Center**. This report summarizes inpatient perspectives on the general quality of hospital services. The results of this survey are used to support initiatives that will maintain or enhance the overall caliber of the hospital's inpatient care.

The Leonard J. Chabert Medical Center HCAHPS[®] annual survey was administered over the course of three quarters (November of 2006 through July of 2007) using a phone-only survey administration methodology (following CMS protocol). TMG collected 413 responses from Leonard J. Chabert Medical Center's monthly eligible discharges from October 2006 through June 2007, yielding a response rate of 37.0%.

Annual and Quarter 3 Summary Rate composite and rating scores for Leonard J. Chabert Medical Center are presented below. Leonard J. Chabert Medical Center's Quarter 1 and 2 results are also displayed to allow an evaluation of how the hospital's Summary Rate Scores (SRS)² have changed over time. Additionally, in order to assess how your patient satisfaction scores compare with other hospitals, national and regional benchmarks from the National HCAHPS[®] Benchmarking Database 2006³ are provided.

Composites	Leonard J. Chabert Medical Center Summary Rate Scores				West South Central Region HCAHPS [®] 2006 SRS	National HCAHPS [®] 2006 SRS
	Annual	Quarter 3	Quarter 2	Quarter 1		
Communication with Nurses	95.9%	96.5%	95.6%	95.6%	91.0%	92.0%
Communication with Doctors	95.0%	94.7%	95.3%	95.0%	94.1%	93.9%
Communication about Medications	84.2%	85.1%	80.4%	86.0%	72.4%	72.9%
Responsiveness of Hospital Staff	87.0%	79.9%	89.4%	91.0%	83.3%	84.3%
Discharge Information	81.8%	80.1%	85.7%	79.6%	77.3%	77.1%
Pain Management	90.7%	91.6%	92.5%	88.2%	90.2%	91.0%
Clean and Quiet Hospital Environment	92.9%	94.3%	92.9%	91.6%	86.3%	84.9%
Global Rating Items	94.8%	94.2%	96.3%	93.9%	85.7%	86.1%
Rating of Hospital	92.3%	90.7%	94.8%	91.3%	80.0%	79.7%
Willingness to Recommend Hospital	97.3%	97.7%	97.7%	96.5%	91.4%	92.6%

¹ HCAHPS[®] is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

² Summary Rate Scores (SRS) represent the most favorable response option percentages.

³ The source for benchmark data contained in this publication is the 2006 National HCAHPS[®] Benchmarking Database and is used with the permission of the National CAHPS Benchmarking Database (NCBD) and the Agency for Health Research and Quality (AHRQ). Any analysis, interpretation, or conclusion based on this data is solely that of The Myers Group, as NCBD and AHRQ specifically disclaim responsibility for any such analysis, interpretation, or conclusion. A total of 927 hospitals voluntarily submitted data to the National HCAHPS[®] Benchmarking Database in 2006.



1. Executive Summary

The Myers Group (TMG), a Centers for Medicare and Medicaid Services (CMS) approved vendor, was selected by LSU Health Sciences Center - Health Care Services Division to conduct its 2006/2007 CAHPS[®] Hospital Survey (HCAHPS[®])¹ for the **Earl K. Long Medical Center**. This report summarizes inpatient perspectives on the general quality of hospital services. The results of this survey are used to support initiatives that will maintain or enhance the overall caliber of the hospital's inpatient care.

The Earl K. Long Medical Center HCAHPS[®] annual survey was administered over the course of three quarters (November of 2006 through July of 2007) using a phone-only survey administration methodology (following CMS protocol). TMG collected 318 responses from Earl K. Long Medical Center's monthly eligible discharges from October 2006 through June 2007, yielding a response rate of 28.6%.

Annual and Quarter 3 Summary Rate composite and rating scores for Earl K. Long Medical Center are presented below. Earl K. Long Medical Center's Quarter 1 and 2 results are also displayed to allow an evaluation of how the hospital's Summary Rate Scores (SRS)² have changed over time. Additionally, in order to assess how your patient satisfaction scores compare with other hospitals, national and regional benchmarks from the National HCAHPS[®] Benchmarking Database 2006³ are provided.

Composites	Earl K. Long Medical Center Summary Rate Scores				West South Central Region HCAHPS [®] 2006 SRS	National HCAHPS [®] 2006 SRS
	Annual	Quarter 3	Quarter 2	Quarter 1		
Communication with Nurses	92.1%	92.9%	92.9%	90.6%	91.0%	92.0%
Communication with Doctors	94.9%	94.4%	96.2%	94.2%	94.1%	93.9%
Communication about Medications	84.3%	90.3%	86.7%	76.0%	72.4%	72.9%
Responsiveness of Hospital Staff	85.8%	87.6%	85.2%	84.0%	83.3%	84.3%
Discharge Information	83.3%	88.1%	82.2%	79.2%	77.3%	77.1%
Pain Management	91.3%	94.0%	86.3%	93.2%	90.2%	91.0%
Clean and Quiet Hospital Environment	88.4%	90.6%	85.7%	88.5%	86.3%	84.9%
Global Rating Items	90.7%	87.9%	92.3%	92.3%	85.7%	86.1%
Rating of Hospital	86.6%	84.8%	87.8%	87.5%	80.0%	79.7%
Willingness to Recommend Hospital	94.8%	91.0%	96.9%	97.1%	91.4%	92.6%

¹ HCAHPS[®] is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

² Summary Rate Scores (SRS) represent the most favorable response option percentages.

³ The source for benchmark data contained in this publication is the 2006 National HCAHPS[®] Benchmarking Database and is used with the permission of the National CAHPS Benchmarking Database (NCBD) and the Agency for Health Research and Quality (AHRQ). Any analysis, interpretation, or conclusion based on this data is solely that of The Myers Group, as NCBD and AHRQ specifically disclaim responsibility for any such analysis, interpretation, or conclusion. A total of 927 hospitals voluntarily submitted data to the National HCAHPS[®] Benchmarking Database in 2006.



1. Executive Summary

The Myers Group (TMG), a Centers for Medicare and Medicaid Services (CMS) approved vendor, was selected by LSU Health Sciences Center - Health Care Services Division to conduct its 2006/2007 CAHPS[®] Hospital Survey (HCAHPS[®])¹ for the **Lallie Kemp Regional Medical Center**. This report summarizes inpatient perspectives on the general quality of hospital services. The results of this survey are used to support initiatives that will maintain or enhance the overall caliber of the hospital's inpatient care.

The Lallie Kemp Regional Medical Center HCAHPS[®] annual survey was administered over the course of three quarters (November of 2006 through July of 2007) using a phone-only survey administration methodology (following CMS protocol). TMG collected 182 responses from Lallie Kemp Regional Medical Center's monthly eligible discharges from October 2006 through June 2007, yielding a response rate of 35.2%.

Annual and Quarter 3 Summary Rate composite and rating scores for Lallie Kemp Regional Medical Center are presented below. Lallie Kemp Regional Medical Center's Quarter 1 and 2 results are also displayed to allow an evaluation of how the hospital's Summary Rate Scores (SRS)² have changed over time. Additionally, in order to assess how your patient satisfaction scores compare with other hospitals, national and regional benchmarks from the National HCAHPS[®] Benchmarking Database 2006³ are provided.

Composites	Lallie Kemp Regional Medical Center Summary Rate Scores				West South Central Region HCAHPS [®] 2006 SRS	National HCAHPS [®] 2006 SRS
	Annual	Quarter 3	Quarter 2	Quarter 1		
Communication with Nurses	96.3%	91.0%	99.6%	96.6%	91.0%	92.0%
Communication with Doctors	96.4%	96.8%	98.3%	93.3%	94.1%	93.9%
Communication about Medications	85.6%	83.3%	88.9%	82.4%	72.4%	72.9%
Responsiveness of Hospital Staff	91.9%	83.8%	97.1%	92.0%	83.3%	84.3%
Discharge Information	85.0%	89.1%	84.6%	81.2%	77.3%	77.1%
Pain Management	91.3%	90.0%	91.5%	92.3%	90.2%	91.0%
Clean and Quiet Hospital Environment	92.8%	93.2%	93.6%	91.0%	86.3%	84.9%
Global Rating Items	94.4%	90.2%	97.5%	94.0%	85.7%	86.1%
Rating of Hospital	93.3%	86.3%	97.5%	94.0%	80.0%	79.7%
Willingness to Recommend Hospital	95.5%	94.1%	97.4%	94.0%	91.4%	92.6%

¹ HCAHPS[®] is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

² Summary Rate Scores (SRS) represent the most favorable response option percentages.

³ The source for benchmark data contained in this publication is the 2006 National HCAHPS[®] Benchmarking Database and is used with the permission of the National CAHPS Benchmarking Database (NCBD) and the Agency for Health Research and Quality (AHRQ). Any analysis, interpretation, or conclusion based on this data is solely that of The Myers Group, as NCBD and AHRQ specifically disclaim responsibility for any such analysis, interpretation, or conclusion. A total of 927 hospitals voluntarily submitted data to the National HCAHPS[®] Benchmarking Database in 2006.



1. Executive Summary

The Myers Group (TMG), a Centers for Medicare and Medicaid Services (CMS) approved vendor, was selected by LSU Health Sciences Center - Health Care Services Division to conduct its 2006/2007 CAHPS[®] Hospital Survey (HCAHPS[®])¹ for the **Medical Center of Louisiana at New Orleans**. This report summarizes inpatient perspectives on the general quality of hospital services. The results of this survey are used to support initiatives that will maintain or enhance the overall caliber of the hospital's inpatient care.

The Medical Center of Louisiana at New Orleans HCAHPS[®] annual survey was administered over the course of three quarters (November of 2006 through July of 2007) using a phone-only survey administration methodology (following CMS protocol). TMG collected 305 responses from Medical Center of Louisiana at New Orleans's monthly eligible discharges from October 2006 through June 2007, yielding a response rate of 30.2%.

Annual and Quarter 3 Summary Rate composite and rating scores for Medical Center of Louisiana at New Orleans are presented below. Medical Center of Louisiana at New Orleans's Quarter 1 and 2 results are also displayed to allow an evaluation of how the hospital's Summary Rate Scores (SRS)² have changed over time. Additionally, in order to assess how your patient satisfaction scores compare with other hospitals, national and regional benchmarks from the National HCAHPS[®] Benchmarking Database 2006³ are provided.

Composites	Medical Center of Louisiana at New Orleans Summary Rate Scores				West South Central Region HCAHPS [®] 2006 SRS	National HCAHPS [®] 2006 SRS
	Annual	Quarter 3	Quarter 2	Quarter 1		
Communication with Nurses	93.9%	94.8%	93.9%	92.3%	91.0%	92.0%
Communication with Doctors	96.1%	96.6%	94.8%	97.6%	94.1%	93.9%
Communication about Medications	82.0%	80.9%	79.3%	87.8%	72.4%	72.9%
Responsiveness of Hospital Staff	81.9%	83.7%	78.2%	84.3%	83.3%	84.3%
Discharge Information	78.6%	80.4%	77.2%	78.0%	77.3%	77.1%
Pain Management	89.0%	92.2%	87.3%	86.0%	90.2%	91.0%
Clean and Quiet Hospital Environment	87.2%	87.3%	85.6%	89.7%	86.3%	84.9%
Global Rating Items	87.0%	87.9%	86.1%	86.8%	85.7%	86.1%
Rating of Hospital	82.9%	83.6%	82.6%	82.4%	80.0%	79.7%
Willingness to Recommend Hospital	91.0%	92.1%	89.7%	91.3%	91.4%	92.6%

¹ HCAHPS[®] is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

² Summary Rate Scores (SRS) represent the most favorable response option percentages.

³ The source for benchmark data contained in this publication is the 2006 National HCAHPS[®] Benchmarking Database and is used with the permission of the National CAHPS Benchmarking Database (NCBD) and the Agency for Health Research and Quality (AHRQ). Any analysis, interpretation, or conclusion based on this data is solely that of The Myers Group, as NCBD and AHRQ specifically disclaim responsibility for any such analysis, interpretation, or conclusion. A total of 927 hospitals voluntarily submitted data to the National HCAHPS[®] Benchmarking Database in 2006.



1. Executive Summary

The Myers Group (TMG), a Centers for Medicare and Medicaid Services (CMS) approved vendor, was selected by LSU Health Sciences Center - Health Care Services Division to conduct its 2006/2007 CAHPS[®] Hospital Survey (HCAHPS[®])¹ for the **University Medical Center**. This report summarizes inpatient perspectives on the general quality of hospital services. The results of this survey are used to support initiatives that will maintain or enhance the overall caliber of the hospital's inpatient care.

The University Medical Center HCAHPS[®] annual survey was administered over the course of three quarters (November of 2006 through July of 2007) using a phone-only survey administration methodology (following CMS protocol). TMG collected 421 responses from University Medical Center's monthly eligible discharges from October 2006 through June 2007, yielding a response rate of 37.7%.

Annual and Quarter 3 Summary Rate composite and rating scores for University Medical Center are presented below. University Medical Center's Quarter 1 and 2 results are also displayed to allow an evaluation of how the hospital's Summary Rate Scores (SRS)² have changed over time. Additionally, in order to assess how your patient satisfaction scores compare with other hospitals, national and regional benchmarks from the National HCAHPS[®] Benchmarking Database 2006³ are provided.

Composites	University Medical Center Summary Rate Scores				West South Central Region HCAHPS [®] 2006 SRS	National HCAHPS [®] 2006 SRS
	Annual	Quarter 3	Quarter 2	Quarter 1		
Communication with Nurses	95.9%	94.0%	96.9%	96.8%	91.0%	92.0%
Communication with Doctors	95.5%	93.3%	97.0%	96.0%	94.1%	93.9%
Communication about Medications	84.6%	76.4%	93.1%	83.9%	72.4%	72.9%
Responsiveness of Hospital Staff	91.8%	86.5%	97.0%	91.4%	83.3%	84.3%
Discharge Information	84.3%	83.5%	88.1%	80.4%	77.3%	77.1%
Pain Management	88.6%	86.1%	90.7%	89.1%	90.2%	91.0%
Clean and Quiet Hospital Environment	92.0%	89.9%	92.8%	93.5%	86.3%	84.9%
Global Rating Items	91.3%	90.7%	93.1%	90.0%	85.7%	86.1%
Rating of Hospital	87.5%	85.6%	90.1%	86.4%	80.0%	79.7%
Willingness to Recommend Hospital	95.2%	95.7%	96.1%	93.6%	91.4%	92.6%

¹ HCAHPS[®] is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

² Summary Rate Scores (SRS) represent the most favorable response option percentages.

³ The source for benchmark data contained in this publication is the 2006 National HCAHPS[®] Benchmarking Database and is used with the permission of the National CAHPS Benchmarking Database (NCBD) and the Agency for Health Research and Quality (AHRQ). Any analysis, interpretation, or conclusion based on this data is solely that of The Myers Group, as NCBD and AHRQ specifically disclaim responsibility for any such analysis, interpretation, or conclusion. A total of 927 hospitals voluntarily submitted data to the National HCAHPS[®] Benchmarking Database in 2006.



1. Executive Summary

The Myers Group (TMG), a Centers for Medicare and Medicaid Services (CMS) approved vendor, was selected by LSU Health Sciences Center - Health Care Services Division to conduct its 2006/2007 CAHPS[®] Hospital Survey (HCAHPS[®])¹ for the **Dr. Walter O. Moss Regional Medical Center**. This report summarizes inpatient perspectives on the general quality of hospital services. The results of this survey are used to support initiatives that will maintain or enhance the overall caliber of the hospital's inpatient care.

The Dr. Walter O. Moss Regional Medical Center HCAHPS[®] annual survey was administered over the course of three quarters (November of 2006 through July of 2007) using a phone-only survey administration methodology (following CMS protocol). TMG collected 215 responses from Dr. Walter O. Moss Regional Medical Center's monthly eligible discharges from October 2006 through June 2007, yielding a response rate of 41.3%.

Annual and Quarter 3 Summary Rate composite and rating scores for Dr. Walter O. Moss Regional Medical Center are presented below. Dr. Walter O. Moss Regional Medical Center's Quarter 1 and 2 results are also displayed to allow an evaluation of how the hospital's Summary Rate Scores (SRS)² have changed over time. Additionally, in order to assess how your patient satisfaction scores compare with other hospitals, national and regional benchmarks from the National HCAHPS[®] Benchmarking Database 2006³ are provided.

Composites	Dr. Walter O. Moss Regional Medical Center Summary Rate Scores				West South Central Region HCAHPS [®] 2006 SRS	National HCAHPS [®] 2006 SRS
	Annual	Quarter 3	Quarter 2	Quarter 1		
Communication with Nurses	94.9%	96.8%	95.1%	92.1%	91.0%	92.0%
Communication with Doctors	96.2%	98.0%	93.9%	96.3%	94.1%	93.9%
Communication about Medications	80.5%	78.5%	79.3%	86.1%	72.4%	72.9%
Responsiveness of Hospital Staff	96.2%	94.7%	98.2%	95.3%	83.3%	84.3%
Discharge Information	87.2%	86.0%	85.9%	90.5%	77.3%	77.1%
Pain Management	89.5%	88.3%	90.5%	90.0%	90.2%	91.0%
Clean and Quiet Hospital Environment	93.6%	93.5%	94.6%	92.7%	86.3%	84.9%
Global Rating Items	92.3%	93.5%	94.1%	88.7%	85.7%	86.1%
Rating of Hospital	89.7%	90.5%	92.6%	85.5%	80.0%	79.7%
Willingness to Recommend Hospital	94.8%	96.4%	95.5%	91.9%	91.4%	92.6%

¹ HCAHPS[®] is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

² Summary Rate Scores (SRS) represent the most favorable response option percentages.

³ The source for benchmark data contained in this publication is the 2006 National HCAHPS[®] Benchmarking Database and is used with the permission of the National CAHPS Benchmarking Database (NCBD) and the Agency for Health Research and Quality (AHRQ). Any analysis, interpretation, or conclusion based on this data is solely that of The Myers Group, as NCBD and AHRQ specifically disclaim responsibility for any such analysis, interpretation, or conclusion. A total of 927 hospitals voluntarily submitted data to the National HCAHPS[®] Benchmarking Database in 2006.