

Composite/Individual Item/Rating Item/Attribute Quarter 1: July – September 2008	Bogalusa Medical Center N=56	Earl K. Long Medical Center N=86	Lallie Kemp Regional Medical Ctr. N=40	Leonard J. Chabert Medical Ctr. N=57	Medical Ctr. of LA at New Orleans N=79	University Medical Center N=80	Dr. Walter O. Moss Regional N=41	West South Central Regions	National
Communication with Nurses	85.7%	76.6%	91.6%	87.7%	79.7%	90.8%	92.7%	70.0	70.7
Q1 Nurses treated you with courtesy and respect	85.7%	80.2%	95.0%	91.2%	85.7%	96.3%	97.6%		
Q2 Nurses listened carefully to you	87.5%	75.6%	92.3%	84.2%	74.0%	92.5%	87.8%		
Q3 Nurses explained things in an understandable way	83.9%	74.1%	87.5%	87.7%	79.5%	83.5%	92.7%		
Communication with Doctors	88.4%	84.5%	89.9%	92.4%	88.4%	87.5%	86.2%	79.5	77.8
Q5 Doctors treated you with courtesy and respect	90.7%	88.2%	87.5%	96.5%	91.0%	90.0%	95.1%		
Q6 Doctors listened carefully to you	90.7%	82.1%	90.0%	91.2%	89.7%	86.3%	82.9%		
Q7 Doctors explained things in a understandable way	83.6%	83.1%	92.3%	89.5%	84.4%	86.3%	80.5%		
Communication about Medications	73.9%	71.6%	94.4%	76.1%	66.1%	86.9%	84.2%	55.6	55.4
Q16 Staff explained purpose of new medication	78.6%	86.5%	94.7%	89.3%	80.0%	94.4%	94.7%		
Q17 Staff explained medicine side effects in an understandable way	69.2%	56.8%	94.1%	63.0%	52.2%	79.4%	73.7%		
Responsiveness of Hospital Staff	74.7%	66.5%	88.7%	74.6%	65.6%	79.5%	77.4%	58.5	58.8
Q4 Received help as soon as wanted when pressed call button	65.2%	59.7%	89.2%	64.2%	59.7%	77.5%	76.3%		
Q11 Received help as soon as wanted with bathroom or bedpan	84.2%	73.3%	88.2%	85.0%	71.4%	81.5%	78.6%		
Discharge Information	83.2%	78.7%	85.3%	91.7%	83.4%	93.4%	93.4%	78.6	79.1
Q19 Were asked about having the help needed after discharge	76.5%	78.0%	86.5%	88.7%	81.1%	93.2%	94.7%		
Q20 Received written information about symptoms or health Problems after discharge	90.0%	79.3%	84.2%	94.7%	85.7%	93.5%	92.1%		
Pain Management	74.4%	73.6%	84.6%	81.8%	76.8%	82.9%	89.3%	67.2	66.9
Q13 Pain was well controlled	64.1%	66.7%	80.8%	77.3%	71.7%	71.7%	82.1%		
Q14 Staff did everything to help with the pain	84.6%	80.6%	88.5%	86.4%	82.0%	88.6%	96.4%		
Clean Hospital Environment								64.2	66.1
Q8 Room and bathroom were kept clean	67.9%	75.3%	97.5%	87.5%	74.7%	82.1%	78.0%		
Quit Hospital Environment									
Q9 Area around room was quiet at night	76.8%	64.0%	77.5%	87.7%	75.9%	78.8%	87.8%	60.1	53.4
Global Rating Items	63.8%	63.9%	86.9%	79.5%	71.8%	70.7%	76.8%		
Q21 Overall Rating of Hospital	67.3%	60.7%	94.9%	78.6%	69.2%	70.9%	75.6%	60.6	61.0
Q22 Willingness to Recommend Hospital	60.4%	67.1%	78.9%	80.4%	74.4%	74.4%	78.0%	66.1	67.4