









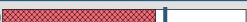




Analysis Group Report

Overall			
Question	Mean		
Hospital Unit	3.45	1.00	 6.00
Length of Stay	3.20	1.00	 5.00
The staff was responsive to my needs.	3.30	1.00	 4.00
The staff treated me with respect.	3.30	1.00	 4.00
Medical procedures were explained in terms I understood.	2.90	1.00	 4.00
My doctor was available to answer questions.	2.90	1.00	 4.00
My overall rating of this hospital stay is favorable.	3.10	1.00	 4.00

Nurses		Benchmark: 3.00	Mean: 3.30	1.00	 4.00
Question	Weight	Mean			
The staff was responsive to my needs.	1.00	3.30	1.00	 4.00	
The staff treated me with respect.	1.00	3.30	1.00	 4.00	

Doctors		Benchmark: 3.00	Mean: 2.90	1.00	 4.00
Question	Weight	Mean			
Medical procedures were explained in terms I understood.	1.00	2.90	1.00	 4.00	
My doctor was available to answer questions.	1.00	2.90	1.00	 4.00	