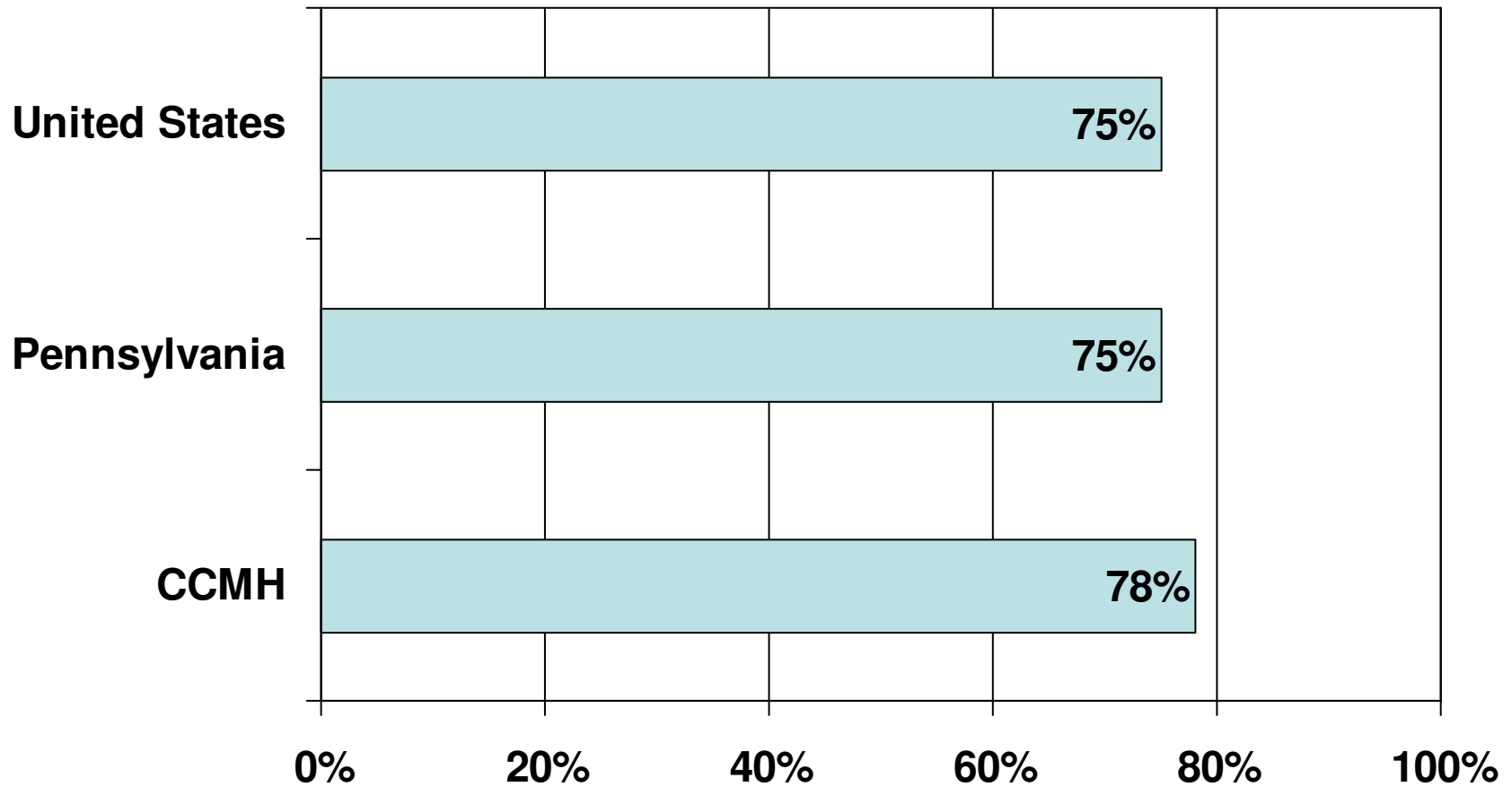


Charles Cole Memorial Hospital HCAHPS Data*

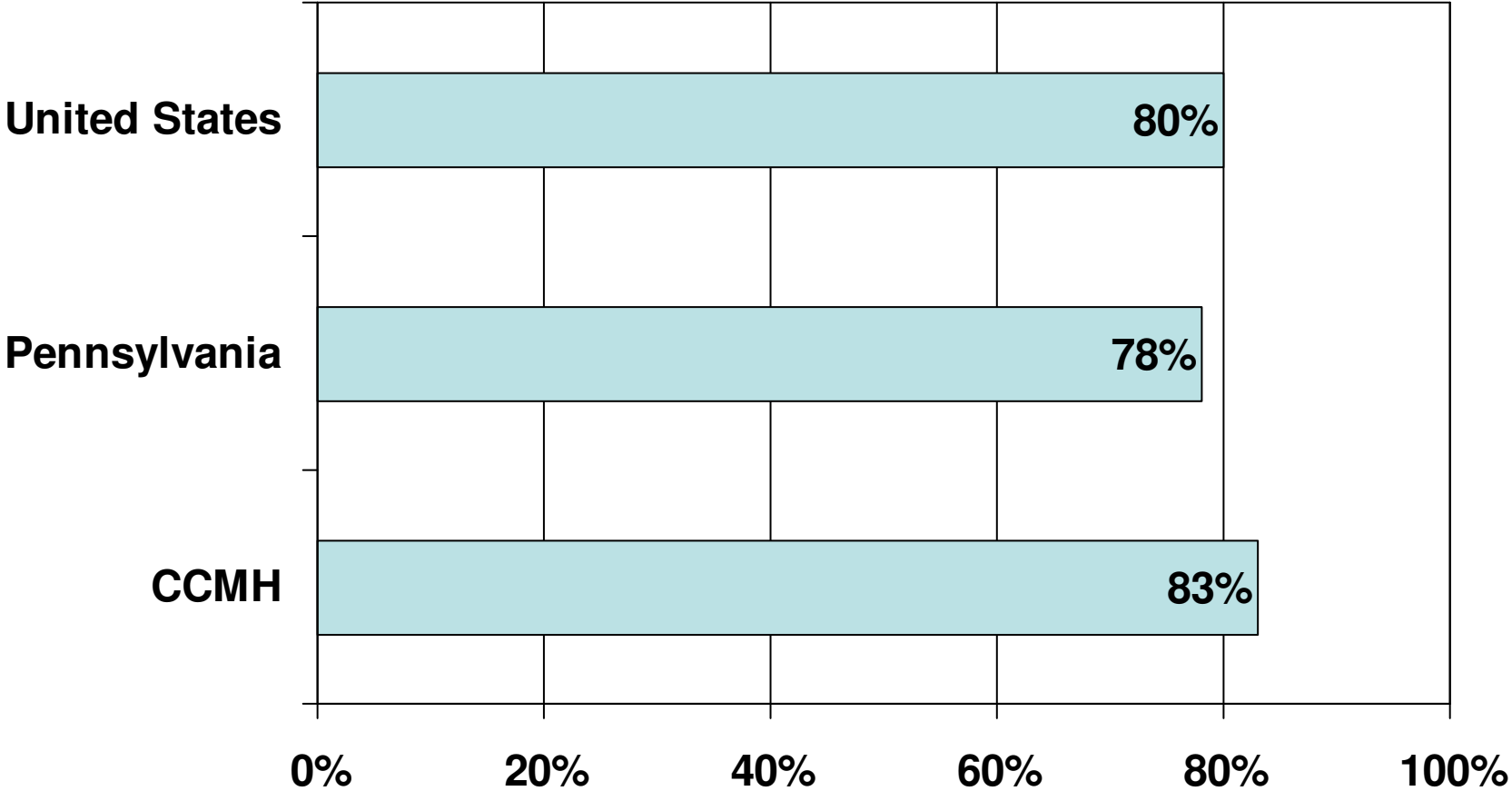
July 2008 through June 2009

*These results are from patients who had overnight hospital stays during this time period.

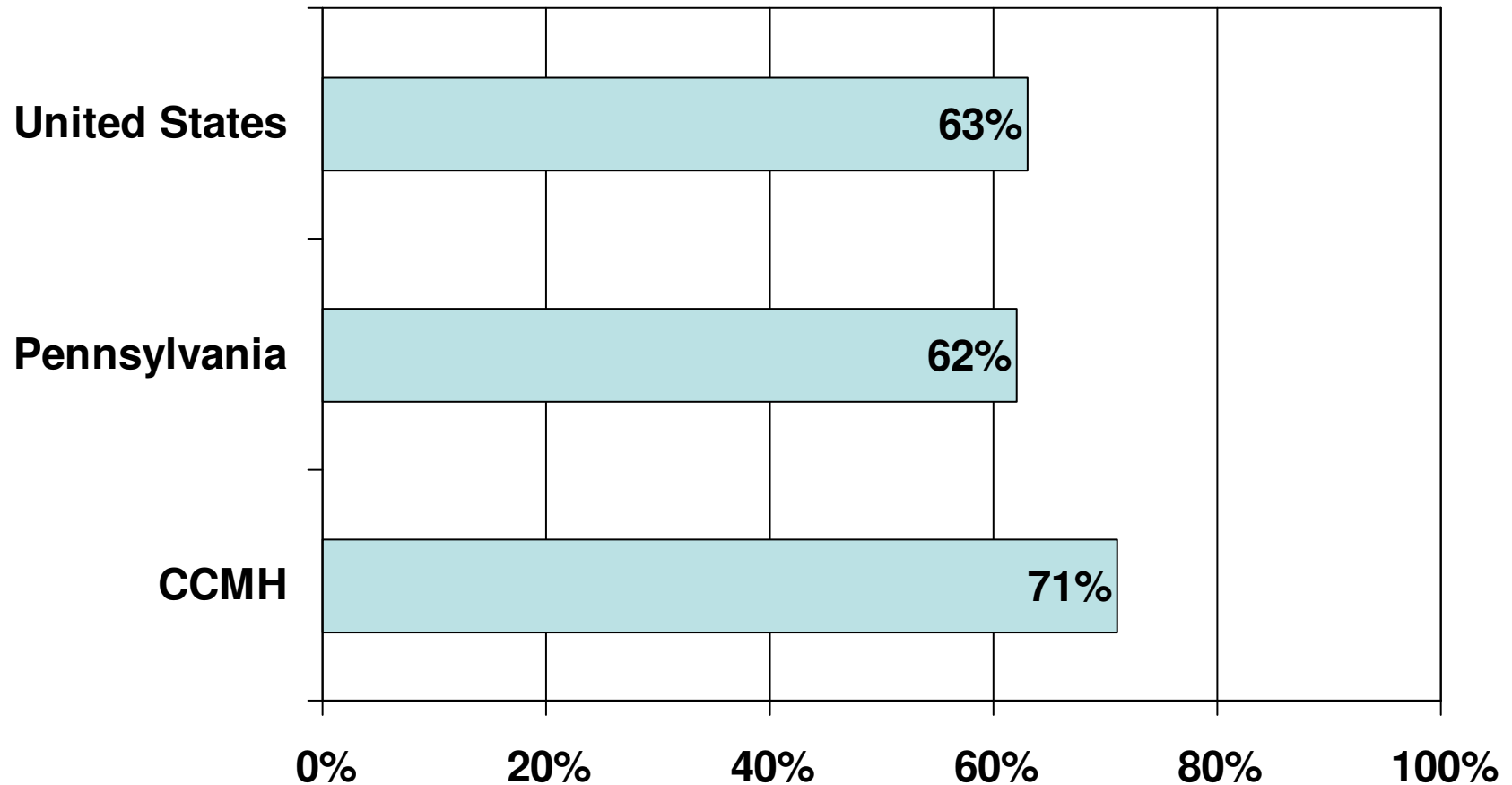
Percent of patients who reported that their nurses “always” communicated well.



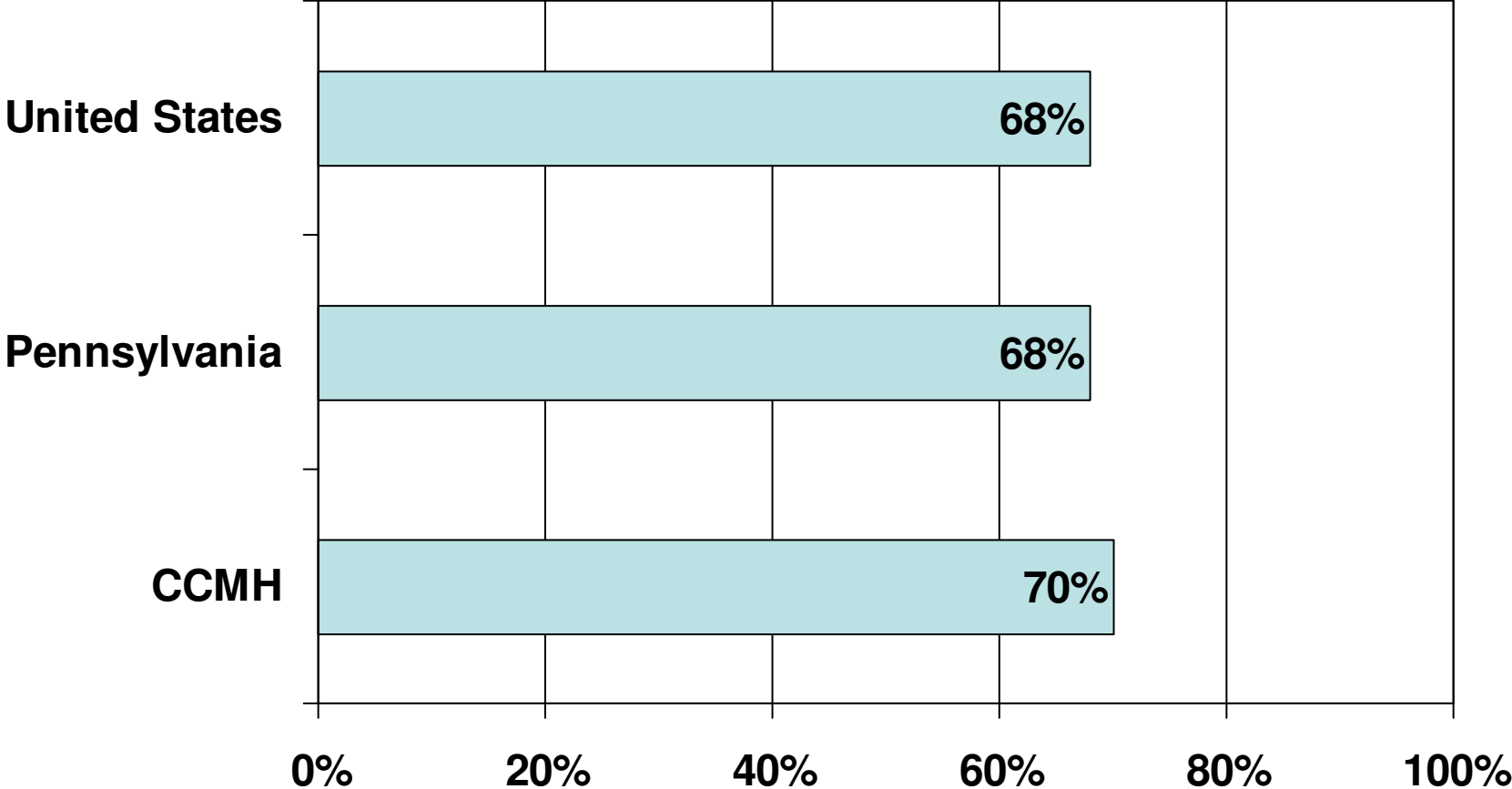
Percent of patients who reported that their doctors “always” communicated well.



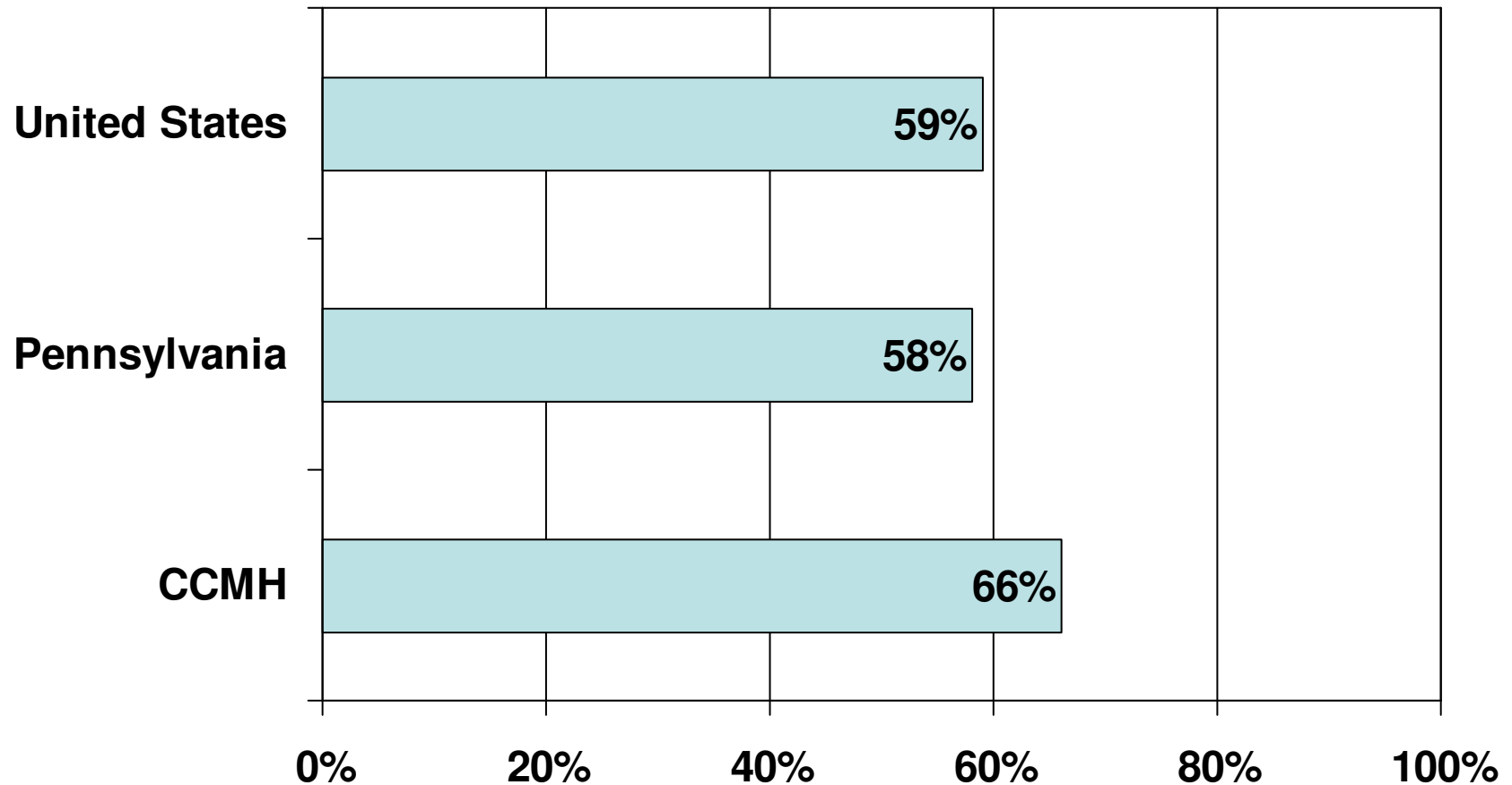
Percent of patients who reported that they “always” received help as soon as they wanted.



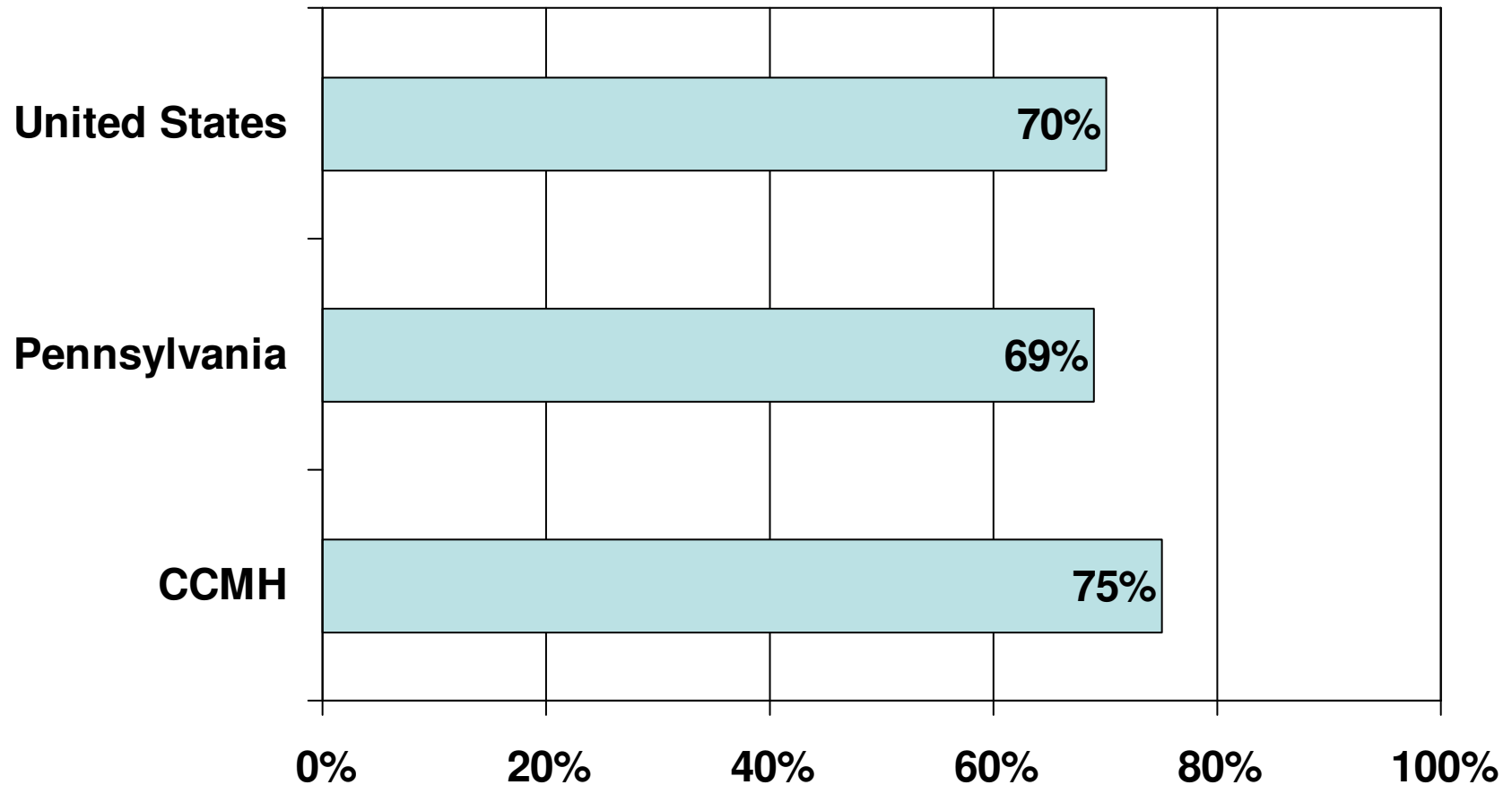
Percent of patients who reported that their pain was “always” well controlled.



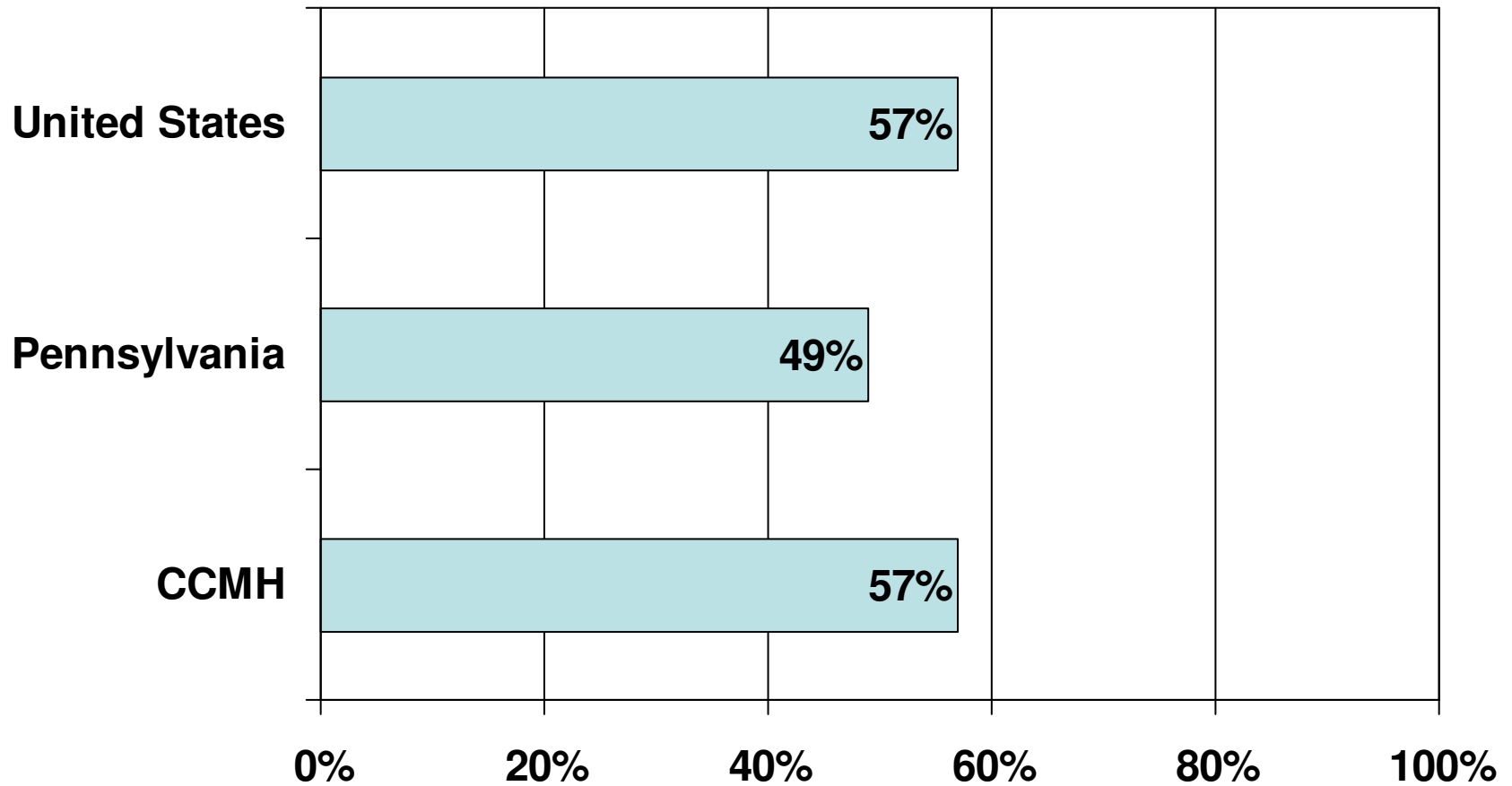
Percent of patients who reported that staff “always” explained about medicine before giving it to them.



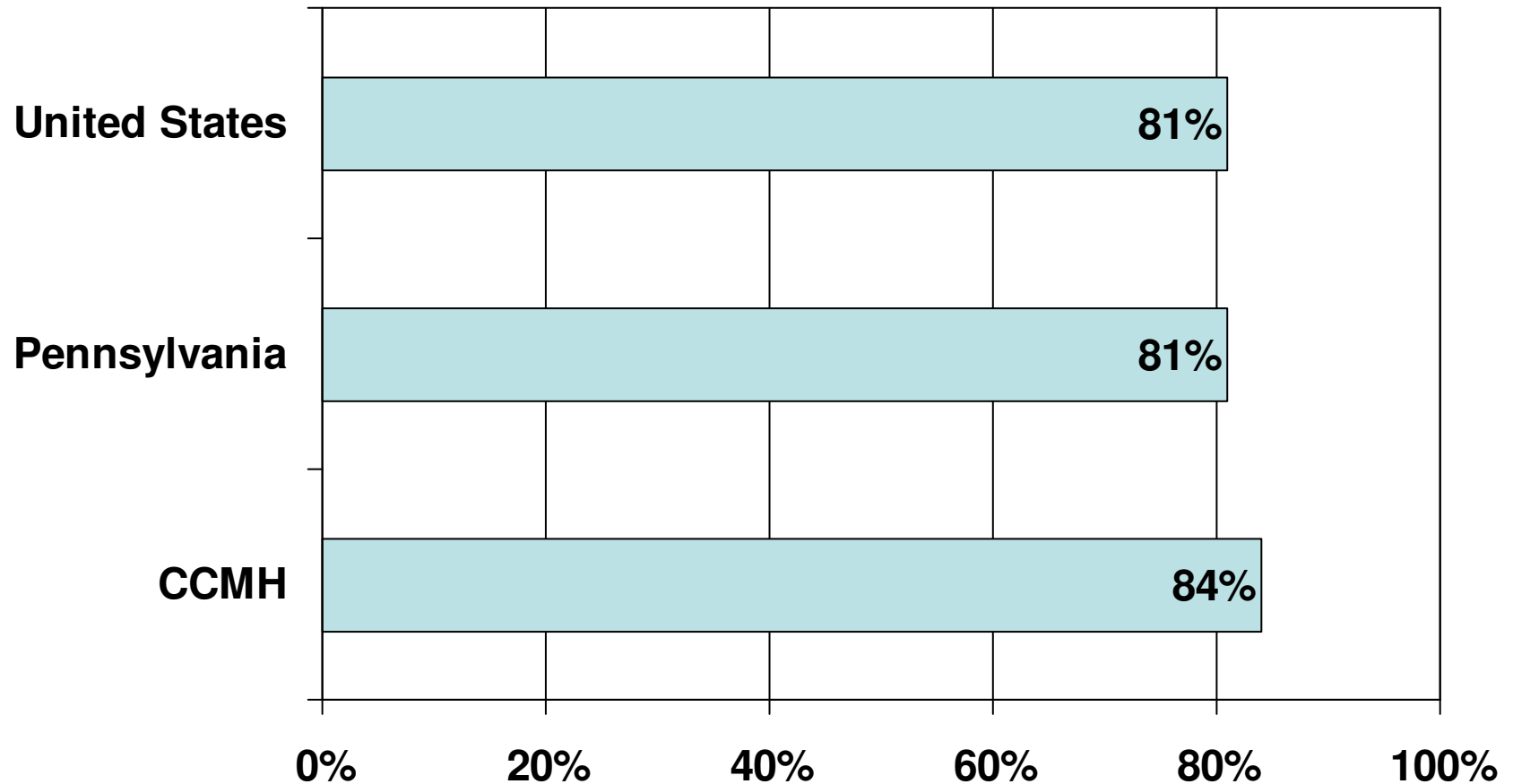
Percent of patients who reported that their room and bathroom were “always” clean.



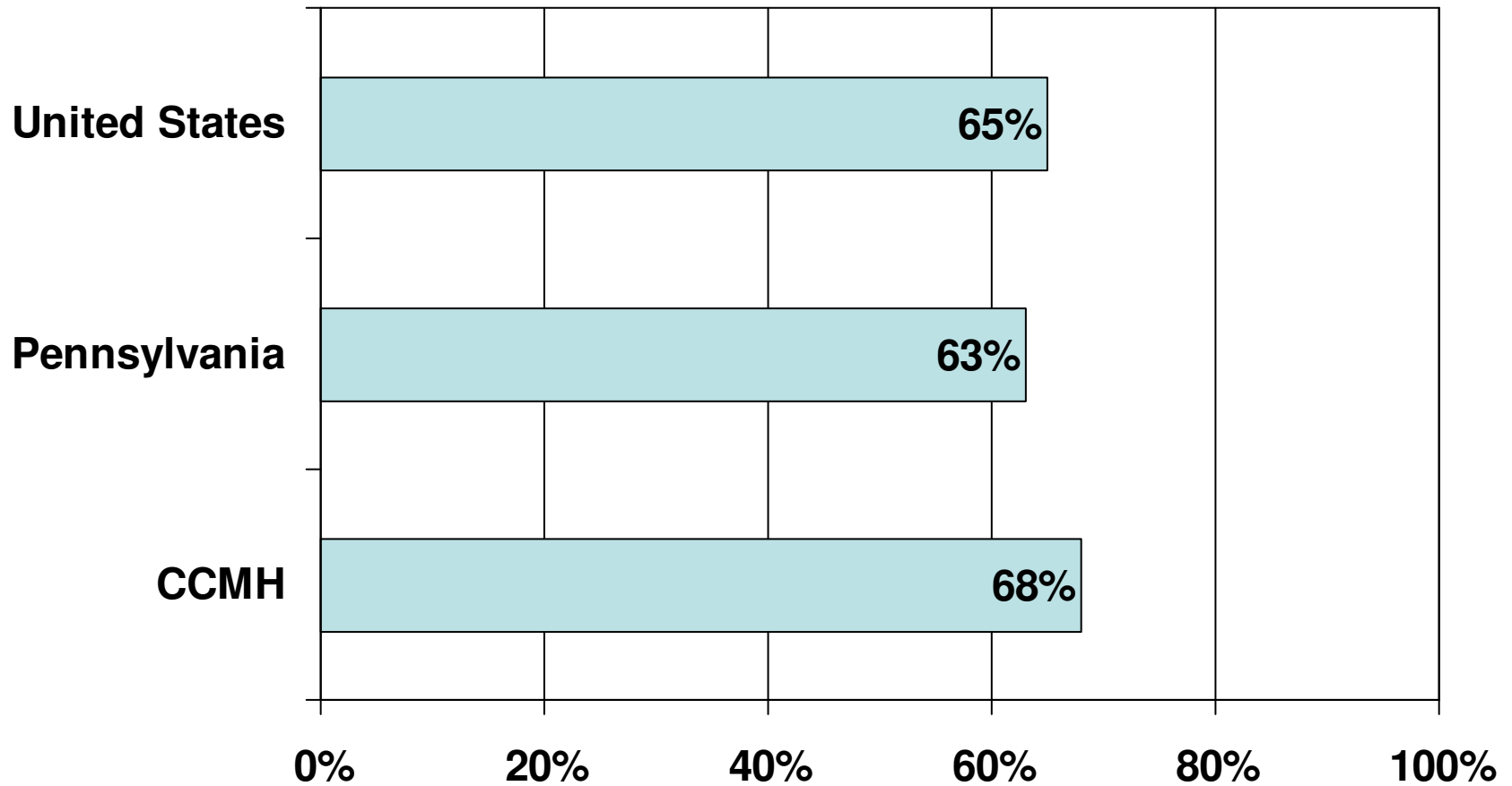
Percent of patients who reported that the area around their room was “always” quiet at night.



Percent of patients who reported that YES, they were given information about what to do during their recovery at home.



Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).



Percent of patients who reported YES, they would definitely recommend the hospital.

