



THE DALLAS MARKETING GROUP

HCAHPS® RESULTS

2011 QUARTER 2

PREPARED FOR

TEXAS INSTITUTE FOR SURGERY AT
TEXAS HEALTH PRESBYTERIAN
HOSPITAL OF DALLAS

ABOUT THIS REPORT

This report summarizes the results from a survey conducted by telephone among inpatients discharged from the hospital.

The survey instrument, the sampling methodology, the data collection methodology and the quality assurance standards used for this survey comply exactly with the protocols established by CMS. Table numbers reflect the order questions were asked in the survey.

Data reported show results for the individual hospital and as a comparison, the results from other hospitals in Texas, Oklahoma, Louisiana and Kansas, noted in this report as “ALL” .

A capital letter under a result in one column indicates a statistically significant result compared to the data in the column labeled by that letter. Note: caution is advised in comparing data based on only a few respondents because results from small sample sizes may vary considerably.

This report also summarizes results by the same criteria they are reported publicly on “Hospital Compare.” **However**, these data are “**original results**” and not adjusted statistically.

Here are descriptions of the publicly reported measures as reported on Hospital Compare¹: Charts 3-4 show the publicly reported values.

Aggregated measures

1. How often did nurses communicate well with patients?(Questions 1, 2, 3)
2. How often did doctors communicate well with patients? (Questions 5, 6, 7)
3. How often did patients receive help quickly from hospital staff?(Questions 4, 11)
4. How often was patients' pain well controlled? (Questions 13 and 14)
5. How often did staff explain about medicines before giving them to patients? (Questions 16, 17)
8. Were patients given information about what to do during their recovery at home? (Y/N) (Questions 19 and 20)

Individual measures

6. How often were the patients' rooms and bathrooms kept clean? (Question 8)
7. How often was the area around patients' rooms kept quiet at night? (Question 9)

Global measures

9. How do patients rate the hospital overall? (Question 21)
10. Would patients recommend the hospital to friends and family? (Question 22)

¹ These appear as a separate group in this report; otherwise this report shows the answers to questions in the order they were asked.

1. During your hospital stay, how often did nurses treat you with courtesy and respect?

	Total	TIS			SERVICE LINES: YOUR HOSPITAL, LAST 4 QTRS ONLY			SERVICE LINE-ALL FACILITIES - ALL DATA		
		2011 QTR 2	LAST 4 QTRS	ALL PERIODS	Maternity	Medical	Surgery	Maternity	Medical	Surgical
Base =	12115	70 (A)	252 (B)	1180 (C)	0 (D)	0 (E)	252 (F)	581 (G)	4729 (H)	5597 (I)
Always	10694 89%	62 89%	241 96%	1116 95%	- -	- -	241 96%	499 86% I	4073 86% I	5080 91% GH
Usually	910 8%	8 11%	10 4%	40 3%	- -	- -	10 4%	52 9% I	420 9% I	337 6% GH
Sometimes	405 3%	- -	1 0%	14 1%	- -	- -	1 0%	27 5% I	188 4% I	138 2% GH
Never	62 1%	- -	- -	5 0%	- -	- -	- -	1 0%	33 1% i	20 0% h
Did not answer	44	-	-	5	-	-	-	2	15	22

2. During this hospital stay, how often did nurses listen carefully to you?

	Total	TIS			SERVICE LINES: YOUR HOSPITAL, LAST 4 QTRS ONLY			SERVICE LINE-ALL FACILITIES - ALL DATA		
		2011 QTR 2	LAST 4 QTRS	ALL PERIODS	Maternity	Medical	Surgery	Maternity	Medical	Surgical
Base =	12115	70 (A)	252 (B)	1180 (C)	0 (D)	0 (E)	252 (F)	581 (G)	4729 (H)	5597 (I)
Always	9989 83%	58 83%	226 90%	1077 92%	- -	- -	226 90%	470 81% I	3768 80% I	4792 86% GH
Usually	1335 11%	9 13%	21 8%	70 6%	- -	- -	21 8%	71 12% i	581 12% I	537 10% gH
Sometimes	588 5%	3 4%	4 2%	17 1%	- -	- -	4 2%	36 6% I	287 6% I	193 3% GH
Never	102 1%	- -	- -	5 0%	- -	- -	- -	3 1%	51 1% I	29 1% H
Did not answer	101	-	1	11	-	-	1	1	42	46

3. During this hospital stay, how often did nurses explain things in a way you could understand?

	Total	TIS			SERVICE LINES: YOUR HOSPITAL, LAST 4 QTRS ONLY			SERVICE LINE-ALL FACILITIES - ALL DATA		
		2011 QTR 2	LAST 4 QTRS	ALL PERIODS	Maternity	Medical	Surgery	Maternity	Medical	Surgical
Base =	12115	70 (A)	252 (B)	1180 (C)	0 (D)	0 (E)	252 (F)	581 (G)	4729 (H)	5597 (I)
Always	10013 84%	58 83%	226 90%	1076 92%	- -	- -	226 90%	471 81% I	3794 81% I	4803 87% GH
Usually	1280 11%	10 14%	20 8%	70 6%	- -	- -	20 8%	63 11%	533 11% I	525 9% H
Sometimes	518 4%	2 3%	4 2%	17 1%	- -	- -	4 2%	43 7% I	256 5% I	153 3% GH
Never	169 1%	- -	1 0%	5 0%	- -	- -	1 0%	4 1% h	93 2% gl	49 1% H
Did not answer	135	-	1	12	-	-	1	-	53	67

4. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?

	Total	TIS			SERVICE LINES: YOUR HOSPITAL, LAST 4 QTRS ONLY			SERVICE LINE-ALL FACILITIES - ALL DATA		
		2011 QTR 2	LAST 4 QTRS	ALL PERIODS	Maternity	Medical	Surgery	Maternity	Medical	Surgical
Base =	12115	70 (A)	252 (B)	1180 (C)	0 (D)	0 (E)	252 (F)	581 (G)	4729 (H)	5597 (I)
<u>Always</u>	7803 65%	44 65%	177 71%	850 73%	- -	- -	177 71%	391 68% h	2933 63% gl	3748 68% H
<u>Sometimes</u>	1737 14%	7 10%	21 8%	73 6%	- -	- -	21 8%	69 12% H	752 16% GI	719 13% H
<u>Usually</u>	774 6%	- -	4 2%	22 2%	- -	- -	4 2%	71 12% HI	352 8% GI	252 5% GH
<u>Never</u>	122 1%	- -	- -	6 1%	- -	- -	- -	6 1% I	59 1% I	40 1% H
<u>I never use the call button</u>	1553 13%	17 25%	47 19%	220 19%	- -	- -	47 19%	42 7% HI	587 13% Gi	774 14% Gh
Did not answer	126	2	3	9	-	-	3	2	46	64

5. During your hospital stay, how often did doctors treat you with courtesy and respect?

	Total	TIS			SERVICE LINES: YOUR HOSPITAL, LAST 4 QTRS ONLY			SERVICE LINE-ALL FACILITIES - ALL DATA		
		2011 QTR 2	LAST 4 QTRS	ALL PERIODS	Maternity	Medical	Surgery	Maternity	Medical	Surgical
Base =	12115	70 (A)	252 (B)	1180 (C)	0 (D)	0 (E)	252 (F)	581 (G)	4729 (H)	5597 (I)
Always	11142 94%	64 94%	240 98%	1120 98%	- -	- -	240 98%	525 91% I	4242 91% I	5273 96% GH
Usually	469 4%	2 3%	3 1%	19 2%	- -	- -	3 1%	32 6% I	252 5% I	138 3% GH
Sometimes	219 2%	1 1%	2 1%	4 0%	- -	- -	2 1%	16 3% I	123 3% I	54 1% GH
Never	78 1%	1 1%	1 0%	4 0%	- -	- -	1 0%	5 1% i	43 1% I	16 0% gH
Did not answer	207	2	6	33	-	-	6	3	69	116

6. During this hospital stay, how often did doctors listen carefully to you?

	Total	TIS			SERVICE LINES: YOUR HOSPITAL, LAST 4 QTRS ONLY			SERVICE LINE-ALL FACILITIES - ALL DATA		
		2011 QTR 2	LAST 4 QTRS	ALL PERIODS	Maternity	Medical	Surgery	Maternity	Medical	Surgical
Base =	12115	70 (A)	252 (B)	1180 (C)	0 (D)	0 (E)	252 (F)	581 (G)	4729 (H)	5597 (I)
Always	10633 90%	58 85%	222 91%	1081 94%	- -	- -	222 91%	516 89% I	4030 87% I	5056 93% GH
Usually	782 7%	8 12%	17 7%	50 4%	- -	- -	17 7%	46 8% i	351 8% I	295 5% gH
Sometimes	312 3%	1 1%	3 1%	7 1%	- -	- -	3 1%	11 2% h	187 4% gl	76 1% H
Never	130 1%	1 1%	1 0%	6 1%	- -	- -	1 0%	5 1% I	75 2% I	32 1% H
Did not answer	258	2	9	36	-	-	9	3	86	138

7. During this hospital stay, how often did doctors explain things in a way you could understand?

	Total	TIS			SERVICE LINES: YOUR HOSPITAL, LAST 4 QTRS ONLY			SERVICE LINE-ALL FACILITIES - ALL DATA		
		2011 QTR 2	LAST 4 QTRS	ALL PERIODS	Maternity	Medical	Surgery	Maternity	Medical	Surgical
Base =	12115	70 (A)	252 (B)	1180 (C)	0 (D)	0 (E)	252 (F)	581 (G)	4729 (H)	5597 (I)
Always	10409 88%	54 81%	220 90%	1063 93%	- -	- -	220 90%	508 88% hi	3934 85% gl	4969 91% gH
Usually	973 8%	9 13%	18 7%	59 5%	- -	- -	18 7%	42 7%	437 9% I	372 7% H
Sometimes	371 3%	3 4%	4 2%	16 1%	- -	- -	4 2%	24 4% I	206 4% I	95 2% GH
Never	135 1%	1 1%	2 1%	7 1%	- -	- -	2 1%	4 1%	76 2% I	36 1% H
Did not answer	227	3	8	35	-	-	8	3	76	125

8. During this hospital stay, how often were your room and bathroom kept clean?

	Total	TIS			SERVICE LINES: YOUR HOSPITAL, LAST 4 QTRS ONLY			SERVICE LINE-ALL FACILITIES - ALL DATA		
		2011 QTR 2	LAST 4 QTRS	ALL PERIODS	Maternity	Medical	Surgery	Maternity	Medical	Surgical
Base =	12115	70 (A)	252 (B)	1180 (C)	0 (D)	0 (E)	252 (F)	581 (G)	4729 (H)	5597 (I)
Always	9705 84%	57 83%	222 91%	1036 93%	- -	- -	222 91%	443 77% hl	3702 81% gl	4636 87% GH
Usually	1027 9%	8 12%	13 5%	37 3%	- -	- -	13 5%	62 11% I	431 9% I	400 8% GH
Sometimes	598 5%	3 4%	4 2%	11 1%	- -	- -	4 2%	61 11% HI	306 7% GI	156 3% GH
Never	284 2%	1 1%	4 2%	25 2%	- -	- -	4 2%	10 2%	128 3% i	114 2% h
Did not answer	501	1	9	71	-	-	9	5	162	291

9. During this hospital stay, how often was the area around your room quiet at night?

	Total	TIS			SERVICE LINES: YOUR HOSPITAL, LAST 4 QTRS ONLY			SERVICE LINE-ALL FACILITIES - ALL DATA		
		2011 QTR 2	LAST 4 QTRS	ALL PERIODS	Maternity	Medical	Surgery	Maternity	Medical	Surgical
Base =	12115	70 (A)	252 (B)	1180 (C)	0 (D)	0 (E)	252 (F)	581 (G)	4729 (H)	5597 (I)
Always	9616 81%	59 84%	219 88%	1037 90%	- -	- -	219 88%	494 85% H	3546 77% GI	4678 85% H
Usually	1477 12%	9 13%	24 10%	73 6%	- -	- -	24 10%	47 8% H	691 15% GI	544 10% H
Sometimes	626 5%	2 3%	5 2%	27 2%	- -	- -	5 2%	35 6% I	312 7% I	203 4% GH
Never	163 1%	- -	- -	12 1%	- -	- -	- -	2 0% h	81 2% gi	64 1% h
Did not answer	233	-	4	31	-	-	4	3	99	108

10. During this hospital stay, did you need help from nurses or other hospital staff in getting to the bathroom or in using a bedpan?

	Total	TIS			SERVICE LINES: YOUR HOSPITAL, LAST 4 QTRS ONLY			SERVICE LINE-ALL FACILITIES - ALL DATA		
		2011 QTR 2	LAST 4 QTRS	ALL PERIODS	Maternity	Medical	Surgery	Maternity	Medical	Surgical
Base =	12115	70 (A)	252 (B)	1180 (C)	0 (D)	0 (E)	252 (F)	581 (G)	4729 (H)	5597 (I)
Yes	6168 51%	54 77%	190 76%	820 70%	- -	- -	190 76%	321 55% HI	1828 39% GI	3441 62% GH
No	5836 49%	16 23%	61 24%	353 30%	- -	- -	61 24%	259 45% HI	2863 61% GI	2097 38% GH
Did not answer	111	-	1	7	-	-	1	1	38	59

11. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?

	Total	TIS			SERVICE LINES: YOUR HOSPITAL, LAST 4 QTRS ONLY			SERVICE LINE-ALL FACILITIES - ALL DATA		
		2011 QTR 2	LAST 4 QTRS	ALL PERIODS	Maternity	Medical	Surgery	Maternity	Medical	Surgical
Base =	12115	70 (A)	252 (B)	1180 (C)	0 (D)	0 (E)	252 (F)	581 (G)	4729 (H)	5597 (I)
Always	5090 83%	49 91%	176 94%	764 94%	- -	- -	176 94%	266 83% Hi	1416 78% GI	2960 87% gH
Usually	606 10%	3 6%	7 4%	27 3%	- -	- -	7 4%	24 7% H	227 13% GI	287 8% H
Sometimes	357 6%	2 4%	5 3%	19 2%	- -	- -	5 3%	26 8% I	137 8% I	147 4% GH
Never	74 1%	- -	- -	6 1%	- -	- -	- -	5 2% i	34 2% I	26 1% gH
Did not answer	5988	16	64	364	-	-	64	260	2915	2177

12. During this hospital stay, did you need medicine for pain?

	Total	TIS			SERVICE LINES: YOUR HOSPITAL, LAST 4 QTRS ONLY			SERVICE LINE-ALL FACILITIES - ALL DATA		
		2011 QTR 2	LAST 4 QTRS	ALL PERIODS	Maternity	Medical	Surgery	Maternity	Medical	Surgical
Base =	12115	70 (A)	252 (B)	1180 (C)	0 (D)	0 (E)	252 (F)	581 (G)	4729 (H)	5597 (I)
Yes	9458 79%	62 91%	222 90%	1068 92%	- -	- -	222 90%	509 88% H	3181 68% GI	4933 89% H
No	2490 21%	6 9%	24 10%	99 8%	- -	- -	24 10%	72 12% H	1464 32% GI	611 11% H
Did not answer	167	2	6	13	-	-	6	-	84	53

13. During this hospital stay, how often was your pain well controlled?

	Total	TIS			SERVICE LINES: YOUR HOSPITAL, LAST 4 QTRS ONLY			SERVICE LINE-ALL FACILITIES - ALL DATA		
		2011 QTR 2	LAST 4 QTRS	ALL PERIODS	Maternity	Medical	Surgery	Maternity	Medical	Surgical
Base =	12115	70 (A)	252 (B)	1180 (C)	0 (D)	0 (E)	252 (F)	581 (G)	4729 (H)	5597 (I)
Always	7069 75%	48 79%	181 82%	906 86%	-	-	181 82%	370 73% I	2193 69% I	3944 80% GH
Usually	1605 17%	11 18%	34 15%	120 11%	-	-	34 15%	86 17%	623 20% I	718 15% H
Sometimes	608 6%	2 3%	6 3%	27 3%	-	-	6 3%	48 9% I	287 9% I	200 4% GH
Never	124 1%	-	-	6 1%	-	-	-	3 1% h	65 2% gl	44 1% H
Did not answer	2709	9	31	121	-	-	31	74	1561	691

14. During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?

	Total	TIS			SERVICE LINES: YOUR HOSPITAL, LAST 4 QTRS ONLY			SERVICE LINE-ALL FACILITIES - ALL DATA		
		2011 QTR 2	LAST 4 QTRS	ALL PERIODS	Maternity	Medical	Surgery	Maternity	Medical	Surgical
Base =	12115	70 (A)	252 (B)	1180 (C)	0 (D)	0 (E)	252 (F)	581 (G)	4729 (H)	5597 (I)
Always	8162 87%	55 89%	204 92%	994 94%	-	-	204 92%	433 85% I	2611 83% I	4437 90% GH
Usually	814 9%	6 10%	15 7%	50 5%	-	-	15 7%	48 9% i	330 10% I	346 7% gH
Sometimes	373 4%	1 2%	2 1%	13 1%	-	-	2 1%	25 5% I	192 6% I	106 2% GH
Never	55 1%	-	-	4 0%	-	-	-	2 0%	27 1% I	19 0% H
Did not answer	2711	8	31	119	-	-	31	73	1569	689

15. During this hospital stay, were you given any medicine that you had not taken before?

	Total	TIS			SERVICE LINES: YOUR HOSPITAL, LAST 4 QTRS ONLY			SERVICE LINE-ALL FACILITIES - ALL DATA		
		2011 QTR 2	LAST 4 QTRS	ALL PERIODS	Maternity	Medical	Surgery	Maternity	Medical	Surgical
Base =	12115	70 (A)	252 (B)	1180 (C)	0 (D)	0 (E)	252 (F)	581 (G)	4729 (H)	5597 (I)
Yes	4742 43%	31 49%	105 47%	491 47%	- -	- -	105 47%	205 37% hl	1812 42% gl	2249 45% GH
No	6283 57%	32 51%	118 53%	564 53%	- -	- -	118 53%	355 63% hl	2516 58% gl	2800 55% GH
Did not answer	1090	7	29	125	-	-	29	21	401	548

16. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?

	Total	TIS			SERVICE LINES: YOUR HOSPITAL, LAST 4 QTRS ONLY			SERVICE LINE-ALL FACILITIES - ALL DATA		
		2011 QTR 2	LAST 4 QTRS	ALL PERIODS	Maternity	Medical	Surgery	Maternity	Medical	Surgical
Base =	12115	70 (A)	252 (B)	1180 (C)	0 (D)	0 (E)	252 (F)	581 (G)	4729 (H)	5597 (I)
Always	3820 84%	24 80%	92 91%	415 89%	- -	- -	92 91%	173 85% h	1411 81% gl	1861 87% H
Usually	341 7%	2 7%	4 4%	28 6%	- -	- -	4 4%	14 7%	127 7%	153 7%
Sometimes	222 5%	3 10%	4 4%	12 3%	- -	- -	4 4%	13 6% l	109 6% l	71 3% GH
Never	168 4%	1 3%	1 1%	9 2%	- -	- -	1 1%	4 2% H	92 5% Gl	58 3% H
Did not answer	7564	40	151	716	-	-	151	377	2990	3454

17. Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?

	Total	TIS			SERVICE LINES: YOUR HOSPITAL, LAST 4 QTRS ONLY			SERVICE LINE-ALL FACILITIES - ALL DATA		
		2011 QTR 2	LAST 4 QTRS	ALL PERIODS	Maternity	Medical	Surgery	Maternity	Medical	Surgical
Base =	12115	70 (A)	252 (B)	1180 (C)	0 (D)	0 (E)	252 (F)	581 (G)	4729 (H)	5597 (I)
Always	2515 58%	20 67%	64 67%	275 64%	- -	- -	64 67%	114 56% I	895 54% I	1251 62% GH
Usually	487 11%	2 7%	10 10%	42 10%	- -	- -	10 10%	26 13%	189 11%	208 10%
Sometimes	352 8%	2 7%	7 7%	40 9%	- -	- -	7 7%	28 14% HI	131 8% G	167 8% G
Never	950 22%	6 20%	15 16%	76 18%	- -	- -	15 16%	34 17% H	432 26% GI	387 19% H
Did not answer	7811	40	156	747	-	-	156	379	3082	3584

18. After you left the hospital, did you go directly to your own home, to someone else's home, or to another health facility?

	Total	TIS			SERVICE LINES: YOUR HOSPITAL, LAST 4 QTRS ONLY			SERVICE LINE-ALL FACILITIES - ALL DATA		
		2011 QTR 2	LAST 4 QTRS	ALL PERIODS	Maternity	Medical	Surgery	Maternity	Medical	Surgical
Base =	12115	70 (A)	252 (B)	1180 (C)	0 (D)	0 (E)	252 (F)	581 (G)	4729 (H)	5597 (I)
Own home	10549 87%	58 84%	219 88%	1045 90%	- -	- -	219 88%	536 92% HI	4154 88% Gi	4822 87% Gh
Someone else's home	639 5%	9 13%	28 11%	105 9%	- -	- -	28 11%	35 6%	222 5% I	339 6% H
Another Health facility	878 7%	2 3%	3 1%	15 1%	- -	- -	3 1%	10 2% HI	342 7% G	405 7% G
Did not answer	49	1	2	15	-	-	2	-	11	31

19. During your hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?

	Total	TIS			SERVICE LINES: YOUR HOSPITAL, LAST 4 QTRS ONLY			SERVICE LINE-ALL FACILITIES - ALL DATA		
		2011 QTR 2	LAST 4 QTRS	ALL PERIODS	Maternity	Medical	Surgery	Maternity	Medical	Surgical
Base =	12115	70 (A)	252 (B)	1180 (C)	0 (D)	0 (E)	252 (F)	581 (G)	4729 (H)	5597 (I)
Yes	9006 83%	59 91%	213 89%	1004 91%	- -	- -	213 89%	467 83% HI	3241 77% GI	4473 90% GH
No	1736 16%	5 8%	25 10%	88 8%	- -	- -	25 10%	93 17% HI	949 23% GI	486 10% GH
Not applicable	52 0%	1 2%	2 1%	17 2%	- -	- -	2 1%	- - i	12 0% I	33 1% gH
Did not answer	1321	5	12	71	-	-	12	21	527	605

20. During your hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?

	Total	TIS			SERVICE LINES: YOUR HOSPITAL, LAST 4 QTRS ONLY			SERVICE LINE-ALL FACILITIES - ALL DATA		
		2011 QTR 2	LAST 4 QTRS	ALL PERIODS	Maternity	Medical	Surgery	Maternity	Medical	Surgical
Base =	12115	70 (A)	252 (B)	1180 (C)	0 (D)	0 (E)	252 (F)	581 (G)	4729 (H)	5597 (I)
Yes	9604 89%	62 93%	229 95%	1081 95%	- -	- -	229 95%	528 93% H	3523 84% GI	4668 93% H
No	1169 11%	4 6%	11 5%	41 4%	- -	- -	11 5%	37 7% H	662 16% GI	318 6% H
Not applicable	52 0%	1 1%	2 1%	17 1%	- -	- -	2 1%	- - i	12 0% I	33 1% gH
Did not answer	1290	3	10	41	-	-	10	16	532	578

21 Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital? 0 = Worst hospital possible, 10 = Best hospital possible.

	Total	TIS			SERVICE LINES: YOUR HOSPITAL, LAST 4 QTRS ONLY			SERVICE LINE-ALL FACILITIES - ALL DATA		
		2011 QTR 2	LAST 4 QTRS	ALL PERIODS	Maternity	Medical	Surgery	Maternity	Medical	Surgical
Base =	12115	70	252	1180	0	0	252	581	4729	5597
HIGH (Top 2 boxes: 9-10)	9062 75%	62 89%	229 91%	1066 90%	-	-	229 91%	354 61%	3252 69%	4641 83%
10 - Best Hospital Possible	6618 55%	49 70%	176 70%	844 72%	-	-	176 70%	222 38%	2303 49%	3534 63%
9	2444 20%	13 19%	53 21%	222 19%	-	-	53 21%	132 23%	949 20%	1107 20%
MEDIUM (7-8)	2208 18%	5 7%	19 8%	91 8%	-	-	19 8%	181 31%	1041 22%	714 13%
8	1708 14%	4 6%	18 7%	81 7%	-	-	18 7%	134 23%	778 16%	581 10%
7	500 4%	1 1%	1 0%	10 1%	-	-	1 0%	47 8%	263 6%	133 2%
LOW (1-6)	772 6%	3 4%	3 1%	20 2%	-	-	3 1%	45 8%	393 8%	223 4%
6	203 2%	1 1%	1 0%	2 0%	-	-	1 0%	11 2%	106 2%	58 1%
5	253 2%	2 3%	2 1%	10 1%	-	-	2 1%	15 3%	130 3%	74 1%
4	80 1%	- -	- -	4 0%	-	-	-	6 1%	38 1%	27 0%
3	75 1%	- -	- -	- -	-	-	-	4 1%	34 1%	23 0%
2	55 0%	- -	- -	1 0%	-	-	-	2 0%	29 1%	14 0%
1	44 0%	- -	- -	1 0%	-	-	-	2 0%	22 0%	12 0%
0 Worst hospital possible	62 1%	- -	- -	2 0%	-	-	-	5 1%	34 1%	15 0%
Don't Know	68 1%	- -	1 0%	3 0%	-	-	1 0%	1 0%	40 1%	18 0%
Did not answer	5	-	-	-	-	-	-	-	3	1

22. Would you recommend this hospital to your friends and family?

	Total	TIS			SERVICE LINES: YOUR HOSPITAL, LAST 4 QTRS ONLY			SERVICE LINE-ALL FACILITIES - ALL DATA		
		2011 QTR 2	LAST 4 QTRS	ALL PERIODS	Maternity	Medical	Surgery	Maternity	Medical	Surgical
Base =	12115	70 (A)	252 (B)	1180 (C)	0 (D)	0 (E)	252 (F)	581 (G)	4729 (H)	5597 (I)
Definitely yes	9627 80%	66 94%	236 94%	1100 94%	-	-	236 94%	402 69% HI	3494 75% GI	4878 88% GH
Probably yes	1723 14%	3 4%	15 6%	58 5%	-	-	15 6%	133 23% HI	853 18% GI	497 9% GH
Probably no	300 2%	1 1%	1 0%	6 1%	-	-	1 0%	27 5% hl	139 3% gl	86 2% GH
Definitely no	365 3%	-	-	11 1%	-	-	-	17 3%	193 4% I	101 2% H
Did not answer	100	-	-	5	-	-	-	2	50	35

23. In general, how would you rate your overall health?

	Total	TIS			SERVICE LINES: YOUR HOSPITAL, LAST 4 QTRS ONLY			SERVICE LINE-ALL FACILITIES - ALL DATA		
		2011 QTR 2	LAST 4 QTRS	ALL PERIODS	Maternity	Medical	Surgery	Maternity	Medical	Surgical
Base =	12115	70 (A)	252 (B)	1180 (C)	0 (D)	0 (E)	252 (F)	581 (G)	4729 (H)	5597 (I)
Top 2 boxes	5437 45%	45 64%	157 63%	783 67%	-	-	157 63%	399 69%	1504 32%	3086 56%
Excellent (1)	1927 16%	19 27%	65 26%	346 30%	-	-	65 26%	180 31%	483 10%	1110 20%
								HI	GI	GH
Very good (2)	3510 29%	26 37%	92 37%	437 37%	-	-	92 37%	219 38%	1021 22%	1976 36%
								H	GI	H
Good (3)	3639 30%	15 21%	62 25%	295 25%	-	-	62 25%	146 25%	1434 31%	1717 31%
								HI	G	G
Bottom 2 boxes	2920 24%	10 14%	32 13%	93 8%	-	-	32 13%	34 6%	1731 37%	752 14%
								HI	GI	GH
Fair (4)	1999 17%	9 13%	29 12%	82 7%	-	-	29 12%	28 5%	1111 24%	587 11%
								HI	GI	GH
Poor (5)	921 8%	1 1%	3 1%	11 1%	-	-	3 1%	6 1%	620 13%	165 3%
								HI	GI	GH
Did not answer	119	-	1	9	-	-	1	2	60	42
Mean	2.7	2.2	2.3	2.1	-	-	2.3	2.1	3.1	2.4
S.D.	1.15	1.04	1.01	0.95	-	-	1.01	0.92	1.18	1.02
S.E.	0.01	0.12	0.06	0.03	-	-	0.06	0.04	0.02	0.01

24. What is the highest grade or level of school that you have completed?

	Total	TIS			SERVICE LINES: YOUR HOSPITAL, LAST 4 QTRS ONLY			SERVICE LINE-ALL FACILITIES - ALL DATA		
		2011 QTR 2	LAST 4 QTRS	ALL PERIODS	Maternity	Medical	Surgery	Maternity	Medical	Surgical
Base =	12115	70 (A)	252 (B)	1180 (C)	0 (D)	0 (E)	252 (F)	581 (G)	4729 (H)	5597 (I)
8th grade or less	635 5%	- -	2 1%	18 2%	- -	- -	2 1%	17 3% H	386 8% GI	156 3% H
Some high school, but did not graduate	1257 11%	2 3%	12 5%	66 6%	- -	- -	12 5%	101 18% I	674 15% I	338 6% GH
High school graduate or GED	3254 27%	13 19%	45 18%	169 14%	- -	- -	45 18%	194 34% I	1468 32% I	1220 22% GH
Some college or 2-year degree	3505 30%	25 36%	80 32%	344 29%	- -	- -	80 32%	129 23% hl	1249 27% gl	1743 32% GH
4-year college graduate	1898 16%	14 20%	58 23%	310 26%	- -	- -	58 23%	76 13% I	512 11% I	1200 22% GH
More than 4-year college degree	1328 11%	16 23%	54 22%	264 23%	- -	- -	54 22%	55 10% hl	327 7% gl	867 16% GH
Did not answer	238	-	1	9	-	-	1	9	113	73

25. Are you of Hispanic or Latino origin or descent?

	Total	TIS			SERVICE LINES: YOUR HOSPITAL, LAST 4 QTRS ONLY			SERVICE LINE-ALL FACILITIES - ALL DATA		
		2011 QTR 2	LAST 4 QTRS	ALL PERIODS	Maternity	Medical	Surgery	Maternity	Medical	Surgical
Base =	12115	70 (A)	252 (B)	1180 (C)	0 (D)	0 (E)	252 (F)	581 (G)	4729 (H)	5597 (I)
No (Net)	10637 89%	64 91%	228 91%	1074 92%	-	-	228 91%	334 58% HI	4086 88% GI	5151 93% GH
Yes (Net)	1295 11%	6 9%	22 9%	89 8%	-	-	22 9%	241 42% HI	555 12% GI	370 7% GH
Yes, Puerto Rican	43 0%	-	-	2 0%	-	-	-	2 0%	14 0%	19 0%
Yes, Mexican American, Chicano	635 5%	5 7%	13 5%	43 4%	-	-	13 5%	129 22% HI	279 6% GI	163 3% GH
Yes, Cuban	12 0%	-	-	2 0%	-	-	-	-	5 0%	7 0%
Yes, Other Spanish / Hispanic / Latino	605 5%	1 1%	9 4%	42 4%	-	-	9 4%	110 19% HI	257 6% GI	181 3% GH
Did not answer	183	-	2	17	-	-	2	6	88	76

26. What is your race? Please choose one or more.

	Total	TIS			SERVICE LINES: YOUR HOSPITAL, LAST 4 QTRS ONLY			SERVICE LINE-ALL FACILITIES - ALL DATA		
		2011 QTR 2	LAST 4 QTRS	ALL PERIODS	Maternity	Medical	Surgery	Maternity	Medical	Surgical
Base =	12115	70 (A)	252 (B)	1180 (C)	0 (D)	0 (E)	252 (F)	581 (G)	4729 (H)	5597 (I)
<u>White</u>	9893 89%	61 90%	216 90%	1017 92%	-	-	216 90%	301 75% HI	3729 87% GI	4851 92% GH
<u>Black</u>	956 9%	6 9%	22 9%	74 7%	-	-	22 9%	26 7% H	515 12% GI	341 6% H
<u>Asian</u>	250 2%	-	3 1%	19 2%	-	-	3 1%	80 20% HI	47 1% GI	103 2% GH
<u>Native Hawaiian</u>	85 1%	1 1%	2 1%	8 1%	-	-	2 1%	3 1%	36 1%	36 1%
<u>American Indian</u>	893 8%	5 7%	18 8%	60 5%	-	-	18 8%	36 9% I	417 10% I	329 6% GH
Did not answer	1016	2	12	69	-	-	12	182	423	314

27. What language do you mainly speak at home?

	Total	TIS			SERVICE LINES: YOUR HOSPITAL, LAST 4 QTRS ONLY			SERVICE LINE-ALL FACILITIES - ALL DATA		
		2011 QTR 2	LAST 4 QTRS	ALL PERIODS	Maternity	Medical	Surgery	Maternity	Medical	Surgical
Base =	12115	70 (A)	252 (B)	1180 (C)	0 (D)	0 (E)	252 (F)	581 (G)	4729 (H)	5597 (I)
English	11519 96%	70 100%	246 98%	1151 98%	0 0%	0 0%	246 98%	480 84% HI	4463 95% GI	5421 98% GH
Spanish	339 3%	0 0%	4 2%	13 1%	0 0%	0 0%	4 2%	34 6% hl	192 4% gl	82 1% GH
Some other language	142 1%	0 0%	2 1%	8 1%	0 0%	0 0%	2 1%	58 10% HI	23 0% Gi	49 1% Gh
	1 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 0%
Did not answer	114	0	0	8	0	0	0	9	51	44

**PUBLIC REPORTING #1: How often did nurses communicate well with patients?
(Summary of Questions 1, 2, and 3; shows the percent of total answers)**

	Total	TIS			SERVICE LINES: YOUR HOSPITAL, LAST 4 QTRS ONLY			SERVICE LINE-ALL FACILITIES - ALL DATA		
		2011 QTR 2	LAST 4 QTRS	ALL PERIODS	Maternity	Medical	Surgery	Maternity	Medical	Surgical
Base =	12115	70 (A)	252 (B)	1180 (C)	0 (D)	0 (E)	252 (F)	581 (G)	4729 (H)	5597 (I)
Always	30696 85%	178 85%	693 92%	3269 93%	- -	- -	693 92%	1440 83% I	11635 83% I	14675 88% GH
Usually	3525 10%	27 13%	51 7%	180 5%	- -	- -	51 7%	186 11%	1534 11% I	1399 8% H
Sometimes	1511 4%	5 2%	9 1%	48 1%	- -	- -	9 1%	106 6% I	731 5% I	484 3% GH
Never	333 1%	- -	1 0%	15 0%	- -	- -	1 0%	8 0%	177 1% I	98 1% H
Did not answer	13	-	-	2	-	-	-	-	3	10

**PUBLIC REPORTING #2: How often did doctors communicate well with patients?
Communication with doctors (Summary of Questions 5, 6, and 7; shows the
percent of total answers)**

	Total	TIS			SERVICE LINES: YOUR HOSPITAL, LAST 4 QTRS ONLY			SERVICE LINE-ALL FACILITIES - ALL DATA		
		2011 QTR 2	LAST 4 QTRS	ALL PERIODS	Maternity	Medical	Surgery	Maternity	Medical	Surgical
Base =	12115	70 (A)	252 (B)	1180 (C)	0 (D)	0 (E)	252 (F)	581 (G)	4729 (H)	5597 (I)
Always	32184 90%	176 87%	682 93%	3264 95%	- -	- -	682 93%	1549 89% I	12206 87% I	15298 93% GH
Usually	2224 6%	19 9%	38 5%	128 4%	- -	- -	38 5%	120 7% i	1040 7% I	805 5% gH
Sometimes	902 3%	5 2%	9 1%	27 1%	- -	- -	9 1%	51 3% I	516 4% I	225 1% GH
Never	343 1%	3 1%	4 1%	17 0%	- -	- -	4 1%	14 1%	194 1% I	84 1% H
Did not answer	137	2	5	23	-	-	5	1	43	81

PUBLIC REPORTING #3: How often did patients receive help quickly from hospital staff? (Summary of Questions 4 and 11; shows the percent of total answers)

	Total	TIS			SERVICE LINES: YOUR HOSPITAL, LAST 4 QTRS ONLY			SERVICE LINE-ALL FACILITIES - ALL DATA		
		2011 QTR 2	LAST 4 QTRS	ALL PERIODS	Maternity	Medical	Surgery	Maternity	Medical	Surgical
Base =	12115	70 (A)	252 (B)	1180 (C)	0 (D)	0 (E)	252 (F)	581 (G)	4729 (H)	5597 (I)
Always	12893 65%	93 66%	353 72%	1614 78%	-	-	353 72%	657 69% H	4349 60% GI	6708 70% H
Usually	2343 12%	10 7%	28 6%	100 5%	-	-	28 6%	93 10% h	979 13% gl	1006 10% H
Sometimes	1131 6%	2 1%	9 2%	41 2%	-	-	9 2%	97 10% HI	489 7% GI	399 4% GH
Never	196 1%	-	-	12 1%	-	-	-	11 1%	93 1% I	66 1% H
Don't know	166 1%	2 1%	5 1%	12 1%	-	-	5 1%	2 0%	60 1%	84 1%

PUBLIC REPORTING #4: How often was patients' pain well controlled? (Summary of Questions 13 and 14; shows the percent of total answers)

	Total	TIS			SERVICE LINES: YOUR HOSPITAL, LAST 4 QTRS ONLY			SERVICE LINE-ALL FACILITIES - ALL DATA		
		2011 QTR 2	LAST 4 QTRS	ALL PERIODS	Maternity	Medical	Surgery	Maternity	Medical	Surgical
Base =	12115	70 (A)	252 (B)	1180 (C)	0 (D)	0 (E)	252 (F)	581 (G)	4729 (H)	5597 (I)
Always	15231 81%	103 84%	385 87%	1900 90%	-	-	385 87%	803 79% I	4804 76% I	8381 85% GH
Usually	2419 13%	17 14%	49 11%	170 8%	-	-	49 11%	134 13%	953 15% I	1064 11% H
Sometimes	981 5%	3 2%	8 2%	40 2%	-	-	8 2%	73 7% I	479 8% I	306 3% GH
Never	179 1%	-	-	10 0%	-	-	-	5 0%	92 1% I	63 1% H
Did not answer	2673	8	30	116	-	-	30	73	1554	670

PUBLIC REPORTING #5: How often did staff explain about medicines before giving them to patients? (Summary of Questions 16 and 17; shows the percent of total answers)

	Total	TIS			SERVICE LINES: YOUR HOSPITAL, LAST 4 QTRS ONLY			SERVICE LINE-ALL FACILITIES - ALL DATA		
		2011 QTR 2	LAST 4 QTRS	ALL PERIODS	Maternity	Medical	Surgery	Maternity	Medical	Surgical
Base =	12115	70 (A)	252 (B)	1180 (C)	0 (D)	0 (E)	252 (F)	581 (G)	4729 (H)	5597 (I)
Always	6335 72%	44 73%	156 79%	690 77%	- -	- -	156 79%	287 71% i	2306 68% l	3112 75% gH
Usually	828 9%	4 7%	14 7%	70 8%	- -	- -	14 7%	40 10%	316 9%	361 9%
Sometimes	574 6%	5 8%	11 6%	52 6%	- -	- -	11 6%	41 10% HI	240 7% GI	238 6% GH
Never	1118 13%	7 12%	16 8%	85 9%	- -	- -	16 8%	38 9% H	524 15% GI	445 11% H
Did not answer	7511	40	151	711	-	-	151	377	2970	3423

PUBLIC REPORTING #6: How often were the patients' rooms and bathrooms kept clean? (Question 8, Individual Measure)

	Total	TIS			SERVICE LINES: YOUR HOSPITAL, LAST 4 QTRS ONLY			SERVICE LINE-ALL FACILITIES - ALL DATA		
		2011 QTR 2	LAST 4 QTRS	ALL PERIODS	Maternity	Medical	Surgery	Maternity	Medical	Surgical
Base =	12115	70 (A)	252 (B)	1180 (C)	0 (D)	0 (E)	252 (F)	581 (G)	4729 (H)	5597 (I)
Always	9705 84%	57 83%	222 91%	1036 93%	- -	- -	222 91%	443 77% hl	3702 81% gl	4636 87% GH
Usually	1027 9%	8 12%	13 5%	37 3%	- -	- -	13 5%	62 11% l	431 9% l	400 8% GH
Sometimes	598 5%	3 4%	4 2%	11 1%	- -	- -	4 2%	61 11% HI	306 7% GI	156 3% GH
Never	284 2%	1 1%	4 2%	25 2%	- -	- -	4 2%	10 2%	128 3% i	114 2% h
Did not answer	501	1	9	71	-	-	9	5	162	291

PUBLIC REPORTING #7: How often was the area around patients' rooms kept quiet at night? (Individual measure, Question 9)

	Total	TIS			SERVICE LINES: YOUR HOSPITAL, LAST 4 QTRS ONLY			SERVICE LINE-ALL FACILITIES - ALL DATA		
		2011 QTR 2	LAST 4 QTRS	ALL PERIODS	Maternity	Medical	Surgery	Maternity	Medical	Surgical
Base =	12115	70 (A)	252 (B)	1180 (C)	0 (D)	0 (E)	252 (F)	581 (G)	4729 (H)	5597 (I)
Always	9616 81%	59 84%	219 88%	1037 90%	- -	- -	219 88%	494 85% H	3546 77% GI	4678 85% H
Usually	1477 12%	9 13%	24 10%	73 6%	- -	- -	24 10%	47 8% H	691 15% GI	544 10% H
Sometimes	626 5%	2 3%	5 2%	27 2%	- -	- -	5 2%	35 6% I	312 7% I	203 4% GH
Never	163 1%	- -	- -	12 1%	- -	- -	- -	2 0% h	81 2% gi	64 1% h
Did not answer	233	-	4	31	-	-	4	3	99	108

PUBLIC REPORTING #8: Were patients given information about what to do during their recovery at home? (Y/N) Summary of Questions 19 and 20; shows the percent of total answers)

	Total	TIS			SERVICE LINES: YOUR HOSPITAL, LAST 4 QTRS ONLY			SERVICE LINE-ALL FACILITIES - ALL DATA		
		2011 QTR 2	LAST 4 QTRS	ALL PERIODS	Maternity	Medical	Surgery	Maternity	Medical	Surgical
Base =	12115	70 (A)	252 (B)	1180 (C)	0 (D)	0 (E)	252 (F)	581 (G)	4729 (H)	5597 (I)
Yes	18610 86%	121 92%	442 92%	2085 93%	- -	- -	442 92%	995 88% Hi	6764 81% GI	9141 91% gH
No	2905 13%	9 7%	36 7%	129 6%	- -	- -	36 7%	130 12% HI	1611 19% GI	804 8% GH
Does not apply	104 0%	2 2%	4 1%	34 2%	- -	- -	4 1%	- - i	24 0% I	66 1% gH
Did not answer	946	2	3	18	-	-	3	11	374	432

PUBLIC REPORTING #9. How do patients rate the hospital overall? Use 0 to 10; 0=worst hospital and 10= best possible, what number would you use? (Question 21 Global Reporting)

	Total	TIS			SERVICE LINES: YOUR HOSPITAL, LAST 4 QTRS ONLY			SERVICE LINE-ALL FACILITIES - ALL DATA		
		2011 QTR 2	LAST 4 QTRS	ALL PERIODS	Maternity	Medical	Surgery	Maternity	Medical	Surgical
Base =	12115	70	252	1180	0	0	252	581	4729	5597
HIGH (Top 2 boxes: 9-10)	9062 75%	62 89%	229 91%	1066 90%	-	-	229 91%	354 61%	3252 69%	4641 83%
10 - Best Hospital Possible	6618 55%	49 70%	176 70%	844 72%	-	-	176 70%	222 38%	2303 49%	3534 63%
9	2444 20%	13 19%	53 21%	222 19%	-	-	53 21%	132 23%	949 20%	1107 20%
MEDIUM (7-8)	2208 18%	5 7%	19 8%	91 8%	-	-	19 8%	181 31%	1041 22%	714 13%
LOW (1-6)	772 6%	3 4%	3 1%	20 2%	-	-	3 1%	45 8%	393 8%	223 4%
Don't Know	68 1%	-	1 0%	3 0%	-	-	1 0%	1 0%	40 1%	18 0%
Did not answer	5	-	-	-	-	-	-	-	3	1

PUBLIC REPORTING #10: Would you recommend this hospital to your friends and family? (Question 22, Global Measure)

	Total	TIS			SERVICE LINES: YOUR HOSPITAL, LAST 4 QTRS ONLY			SERVICE LINE-ALL FACILITIES - ALL DATA		
		2011 QTR 2	LAST 4 QTRS	ALL PERIODS	Maternity	Medical	Surgery	Maternity	Medical	Surgical
Base =	12115	70 (A)	252 (B)	1180 (C)	0 (D)	0 (E)	252 (F)	581 (G)	4729 (H)	5597 (I)
Definitely yes	9627 80%	66 94%	236 94%	1100 94%	-	-	236 94%	402 69% HI	3494 75% GI	4878 88% GH
Probably yes	1723 14%	3 4%	15 6%	58 5%	-	-	15 6%	133 23% HI	853 18% GI	497 9% GH
Probably no	300 2%	1 1%	1 0%	6 1%	-	-	1 0%	27 5% hl	139 3% gl	86 2% GH
Definitely no	365 3%	-	-	11 1%	-	-	-	17 3%	193 4% I	101 2% H
Did not answer	100	-	-	5	-	-	-	2	50	35

Chart 1: Summary of Results

The chart shows the percentage of respondents answering each question with a rating of "4" ("Always" or "Definitely yes"), ALL refers to All Hospitals in the Dallas Marketing Group Data base.

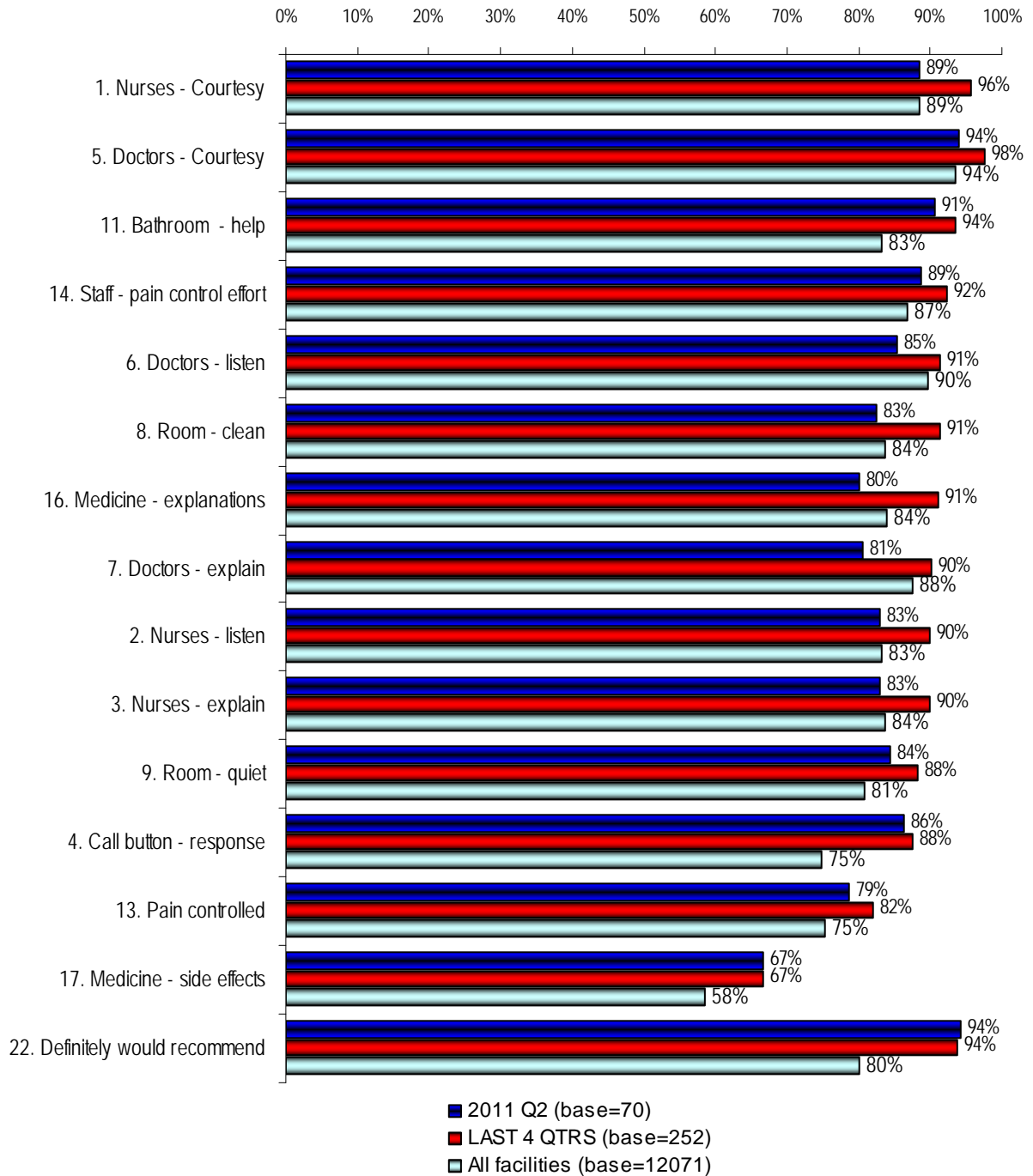
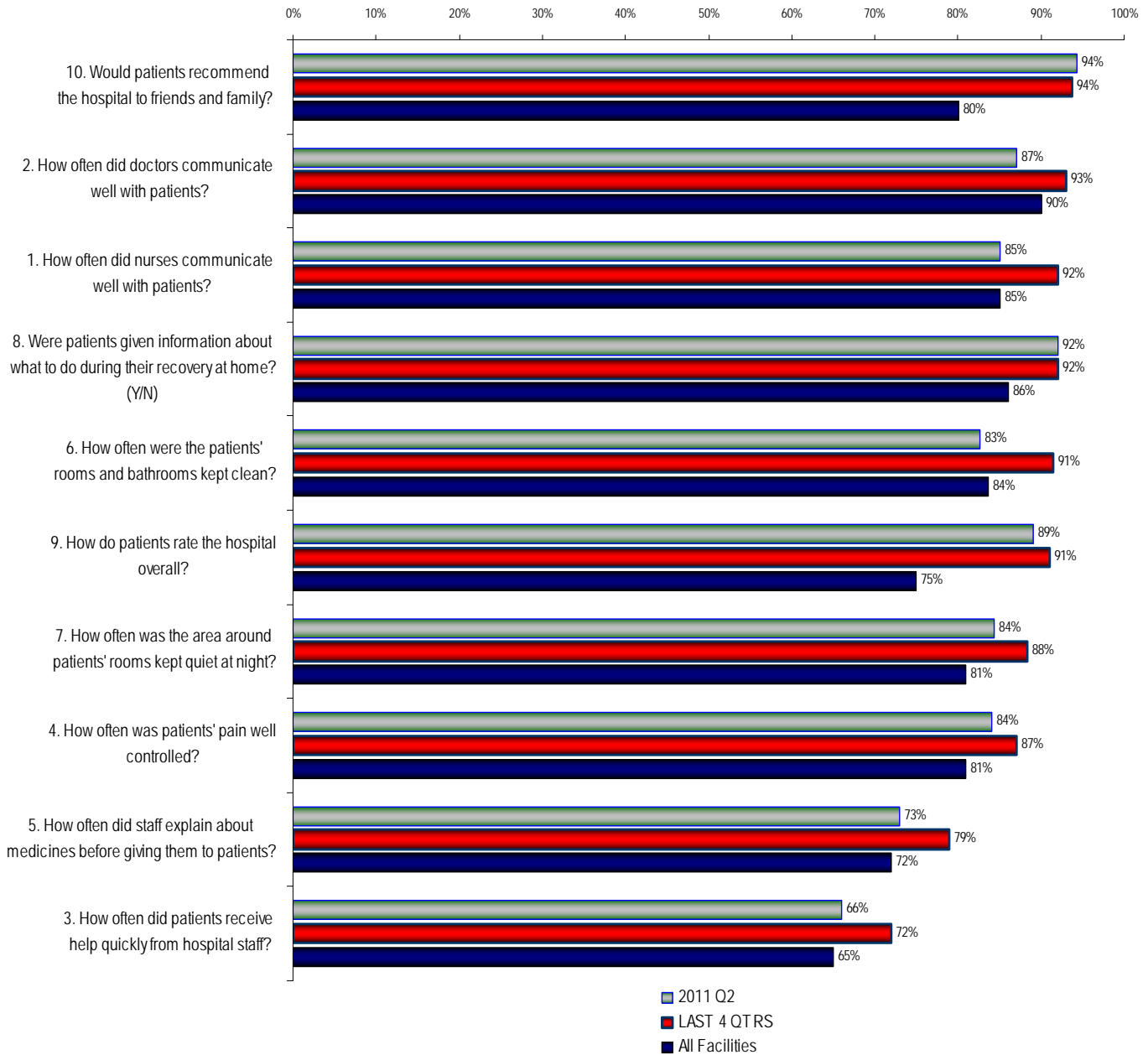


Chart 2: Publicly Reported Factors (Unweighted)

The chart shows the percentage of all answers for the factor as noted in the label. See Chart 1 for bases and refer to "About this report" for details about adjustments.

Shows "Percent rating "Always" or "Definitely" unless noted in label

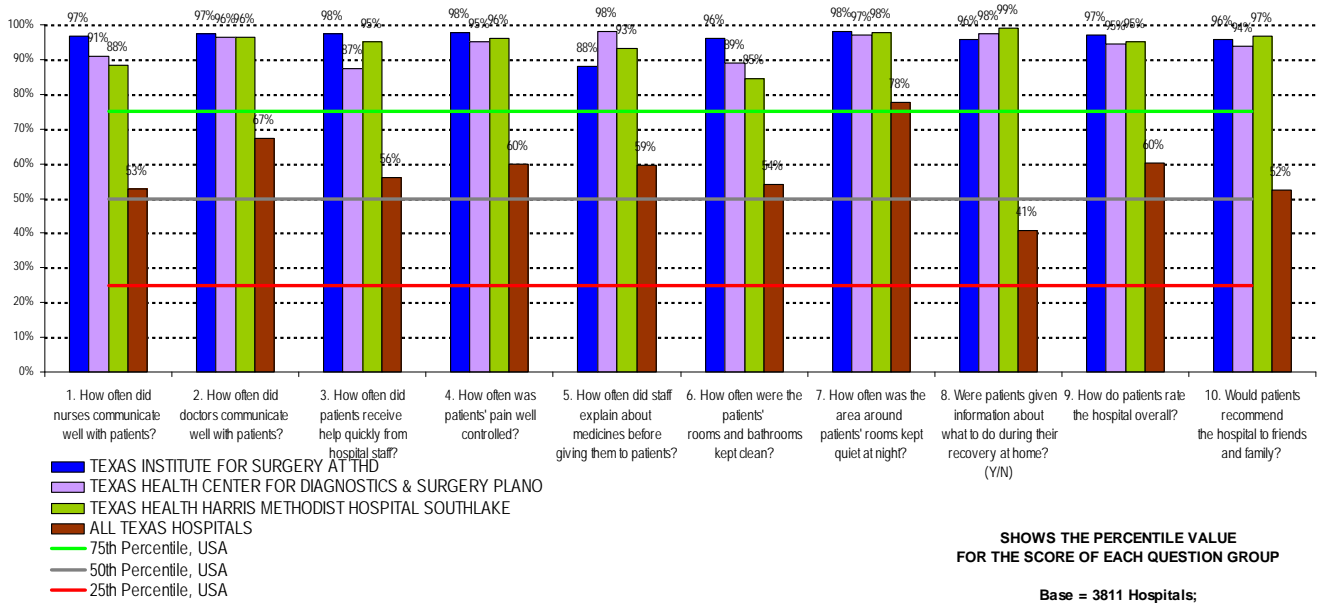
Questions arranged from highest to lowest score for the last four quarters



Charts 3: Publicly Reported Results; Percentiles

Data from Public Reporting posted August 5, 2011. Quarters Included: 3Q 2010, 2Q 2010, 1Q 2010, 4Q 2009

HCAHPS PERCENTILE VALUE PER HOSPITAL FOR AGGREGATE QUESTIONS



Charts 4: Publicly Reported Results; Weighted Scores

Data from Public Reporting posted August 5, 2011. Quarters Included: 3Q 2010, 2Q 2010, 1Q 2010, 4Q 2009

HCAHPS SCORE PER HOSPITAL FOR AGGREGATE QUESTIONS WITH PERCENTILES BASED ON ALL PARTICIPATING US HOSPITALS

