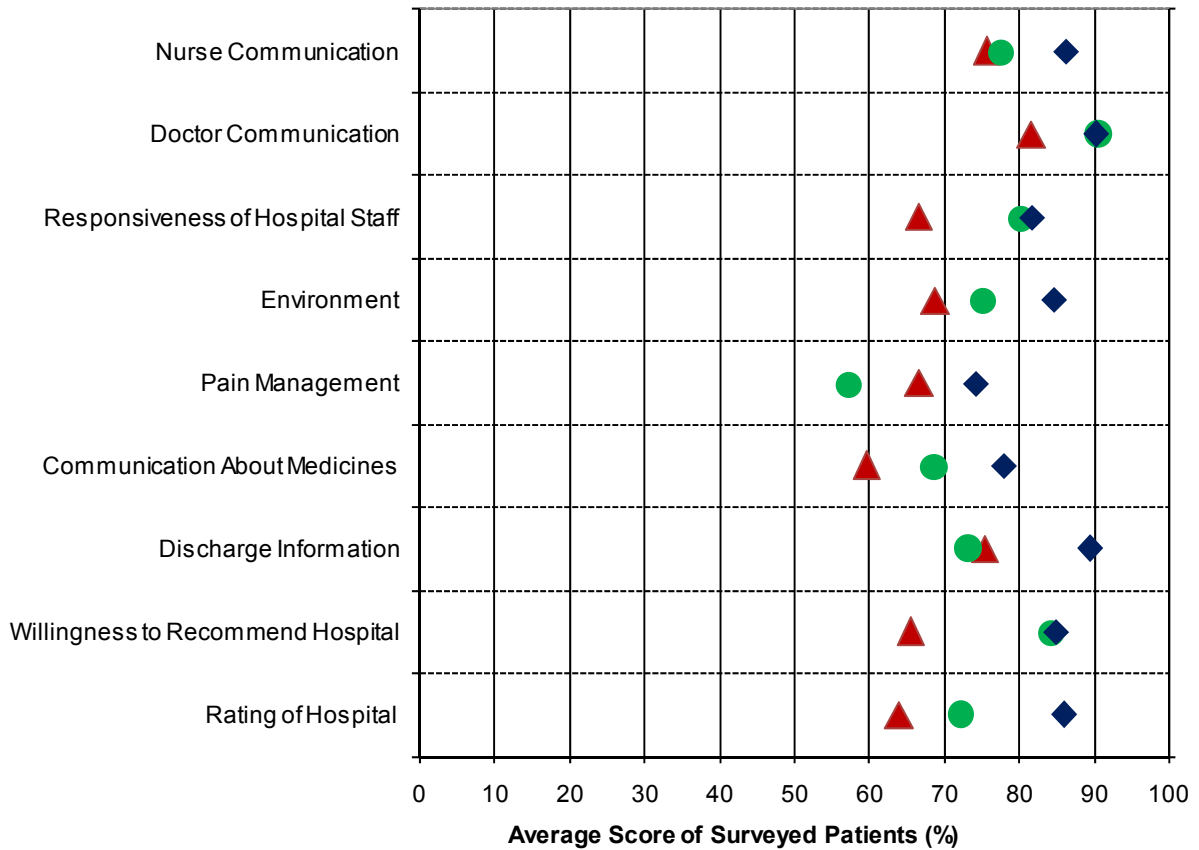


## Composite Measures Your Hospital Compared to the CSS Multi-Hospital Average Current Quarter: January - March 2007

The chart below lists your current quarter results for the seven composite measures and compares them with the CSS Multi-Hospital Average of 15 hospitals as well as the 90<sup>th</sup> percentile score for all hospitals surveyed by CSS.



	Your Hospital	Multi-Hospital Average	90 <sup>th</sup> Percentile
Nurse Communication	77.3	75.6	86.3
Doctor Communication	90.7	81.7	90.3
Responsiveness of Hospital Staff	80.0	66.6	81.6
Environment	75.0	68.8	84.7
Pain Management	57.1	66.7	74.1
Communication About Medicines	68.8	59.6	78.0
Discharge Information	73.2	75.3	89.5
Willingness to Recommend Hospital	84.0	65.6	84.8
Rating of Hospital	72.0	64.0	85.9