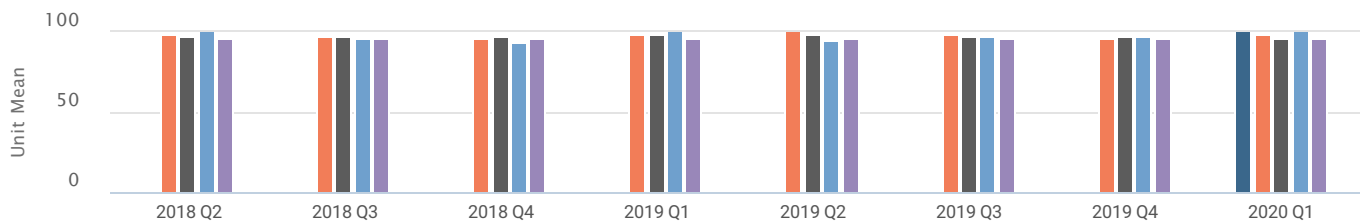




Patient Satisfaction Report Greenwich Hospital

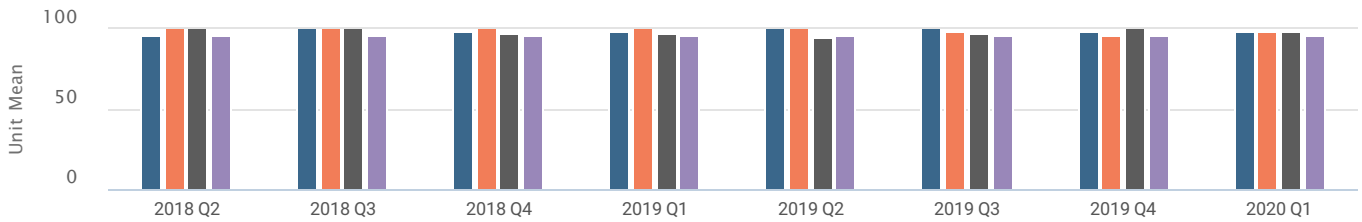
Patient Satisfaction with Nursing
Courtesy and respect
Friendliness/courtesy of the staff who provided your test or treatment
Outpatient Services: ARC, BCHM, CARD, GH LRR INFUSION STAMFORD



ARC	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100.00
BCHM	99.11	97.64	96.54	99.07	100.00	99.32	96.77	98.91
CARD	97.14	97.22	97.97	99.26	98.28	97.50	97.96	95.93
GH LRR INFUSION STAMFORD	100.00	95.83	93.75	100.00	95.00	97.22	96.88	100.00
Press Ganey PX All Facility DB Mean	96.19	96.20	96.29	96.31	96.34	96.40	96.39	96.37

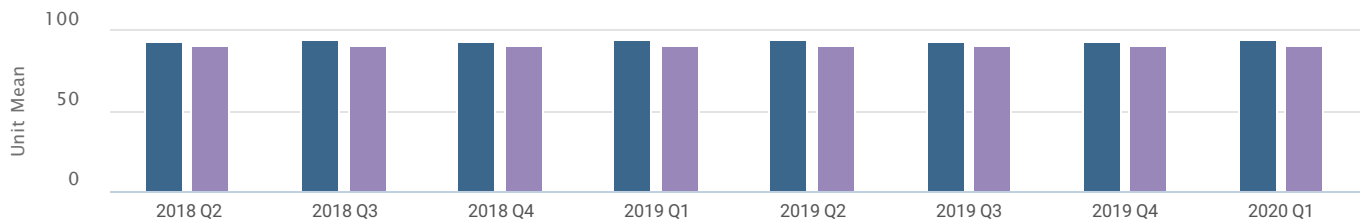
N/A = no data, not submitted but unit was eligible to report

Patient Satisfaction with Nursing
 Courtesy and respect
 Friendliness/courtesy of the staff who provided your test or treatment
 Outpatient Services: HB/WOUND, IDAP, PAINMGNT



■ HB/WOUND	96.08	100.00	99.22	98.75	100.00	100.00	98.57	99.19
■ IDAP	100.00	100.00	100.00	100.00	100.00	98.96	95.83	99.17
■ PAINMGNT	100.00	100.00	97.73	97.00	95.37	96.97	100.00	98.68
■ Press Ganey PX All Facility DB Mean	96.19	96.20	96.29	96.31	96.34	96.40	96.39	96.37

Patient Satisfaction with Nursing
 Courtesy and respect
 Courtesy of the nurses
 Emergency Department: Greenwich Hospital

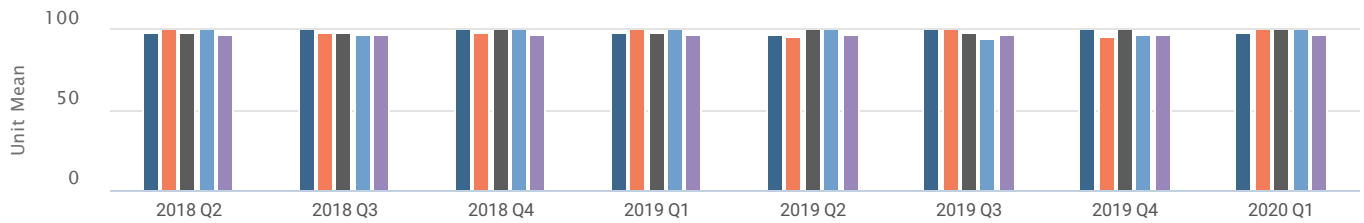


Greenwich Hospital	94.22	95.60	94.31	94.84	95.09	94.23	93.98	94.83
Press Ganey PX All PG Database Mean	91.12	91.17	91.26	91.05	90.98	91.38	91.20	90.93



Patient Satisfaction Report Greenwich Hospital

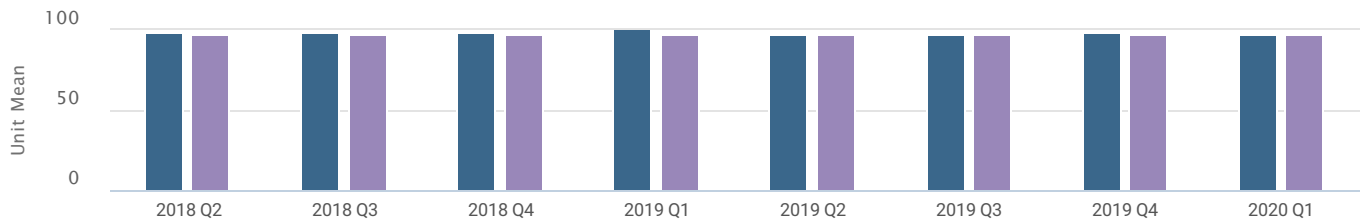
Patient Satisfaction with Nursing
 Courtesy and respect
 Friendliness/courtesy of the nurses
 Ambulatory Surgery: ASU, ASU2, HHSC, SA.PED



ASU	99.31	99.38	99.78	99.14	98.08	99.57	99.38	98.98
ASU2	100.00	98.21	98.44	100.00	95.83	100.00	96.15	100.00
HHSC	99.16	99.19	100.00	99.12	99.70	98.88	99.79	99.53
SA.PED	100.00	97.73	100.00	100.00	100.00	94.74	97.22	100.00
Press Ganey PX All PG Database Mean	97.04	97.08	97.14	97.22	97.24	97.33	97.52	97.51

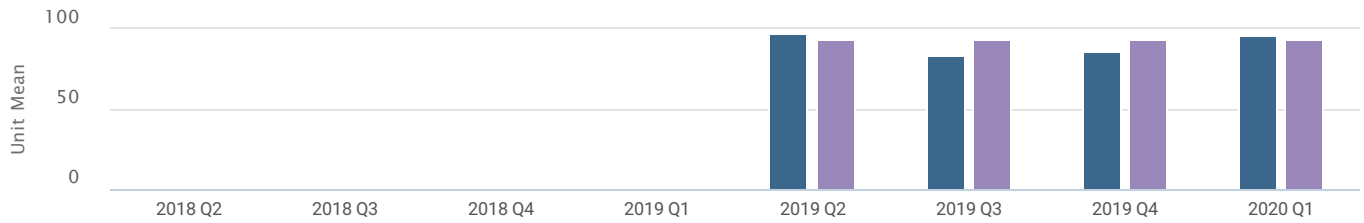


Patient Satisfaction with Nursing
 Courtesy and respect
 Friendliness/courtesy of the nurses
 Ambulatory Surgery: WPGI



■ WPGI	98.63	98.21	98.75	100.00	97.58	97.84	98.66	97.54
■ Press Ganey PX All PG Database Mean	97.04	97.08	97.14	97.22	97.24	97.33	97.52	97.51

Patient Satisfaction with Nursing
 Courtesy and respect
 Concern the care provider showed for your questions or worries
 Medical Practice: Outpatient Center



■ Outpatient Center	N/A	N/A	N/A	N/A	96.88	84.00	86.11	95.83
■ Press Ganey PX National Facilities Mean	N/A	N/A	N/A	N/A	93.99	94.04	94.18	94.19

N/A = no data, unit not eligible per vendor