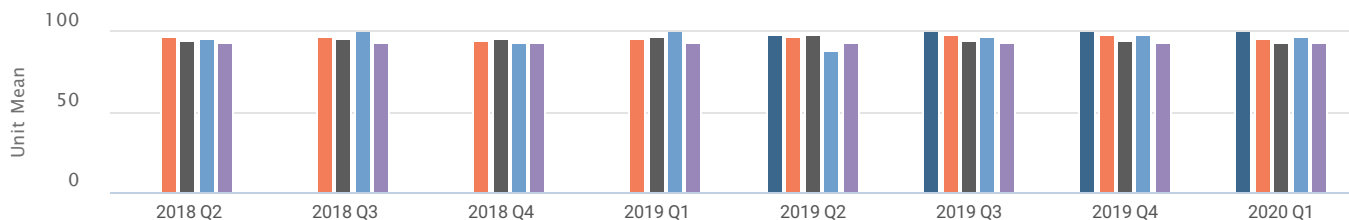




Patient Satisfaction Report Greenwich Hospital

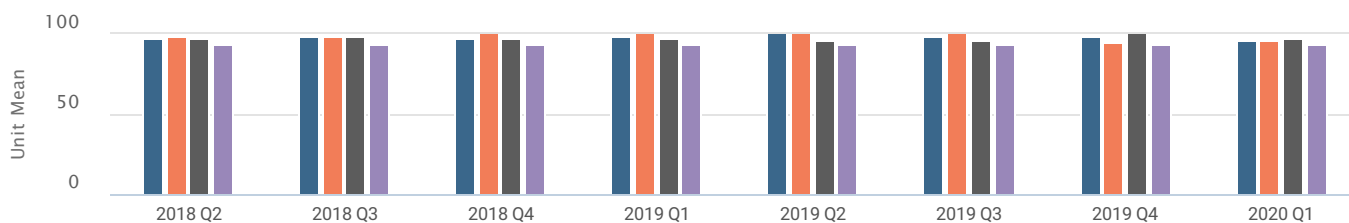
Patient Satisfaction with Nursing
Safety
Extent to which staff washed their hands before examining you
Outpatient Services: ARC, BCHM, CARD, GH LRR INFUSION STAMFORD



ARC	N/A	N/A	N/A	N/A	98.21	100.00	100.00	100.00
BCHM	97.64	97.92	94.84	96.43	97.40	98.21	98.21	96.21
CARD	94.70	95.69	95.97	97.50	99.07	94.64	95.00	93.29
GH LRR INFUSION STAMFORD	95.83	100.00	93.75	100.00	88.89	97.22	98.33	98.08
Press Ganey PX All Facility DB Mean	93.58	93.17	93.24	93.27	93.38	93.36	93.62	93.65

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

Patient Satisfaction with Nursing
 Safety
 Extent to which staff washed their hands before examining you
 Outpatient Services: HB/WOUND, IDAP, PAINMGNT



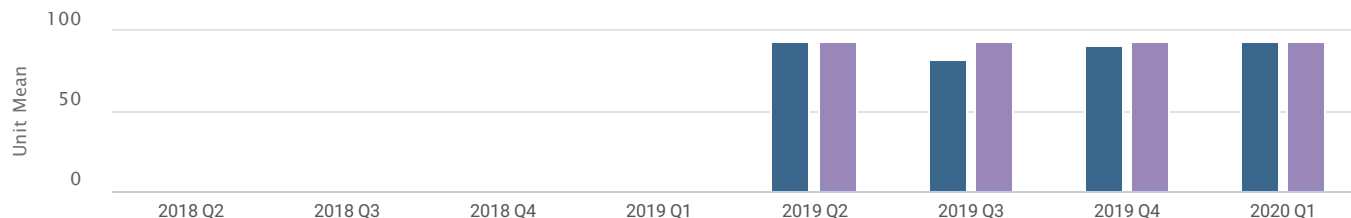
■ HB/WOUND	97.00	99.04	97.58	98.68	100.00	98.21	98.48	95.69
■ IDAP	99.14	99.31	100.00	100.00	100.00	100.00	94.79	96.67
■ PAINMGNT	97.83	98.91	97.37	97.00	96.59	96.43	100.00	97.06
■ Press Ganey PX All Facility DB Mean	93.58	93.17	93.24	93.27	93.38	93.36	93.62	93.65



Patient Satisfaction Report

Greenwich Hospital

Patient Satisfaction with Nursing Safety
 How well the staff protected your safety (by washing hands, wearing ID, etc.)
 Medical Practice: Outpatient Center

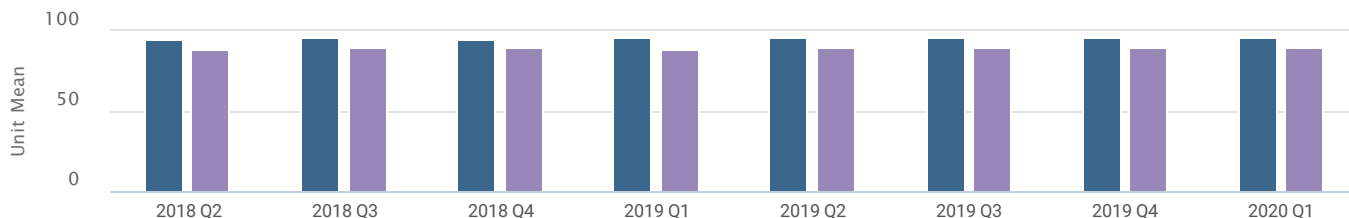


■ Outpatient Center	N/A	N/A	N/A	N/A	93.75	82.69	91.00	94.12
■ Press Ganey PX National Facilities Mean	N/A	N/A	N/A	N/A	93.80	93.88	94.06	94.06

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

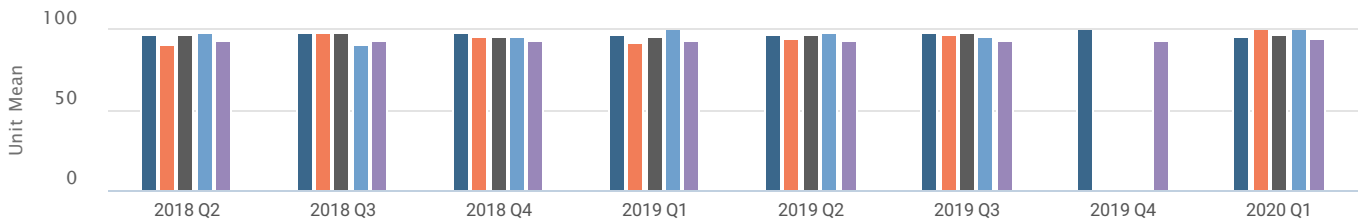


Patient Satisfaction with Nursing
 Safety
 Extent to which nurses checked ID bracelets before giving you medications
 Emergency Department: Greenwich Hospital



Greenwich Hospital	94.46	95.91	95.19	96.32	96.33	95.73	96.04	95.85
Press Ganey PX All PG Database Mean	88.99	89.61	89.64	89.34	89.64	89.98	90.02	89.81

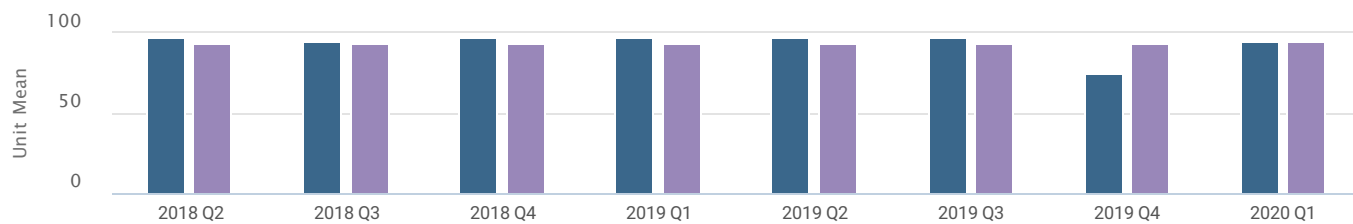
Patient Satisfaction with Nursing
 Safety
 Extent to which staff washed their hands
 Ambulatory Surgery: ASU, ASU2, HHSC, SA.PED



	2018 Q2	2018 Q3	2018 Q4	2019 Q1	2019 Q2	2019 Q3	2019 Q4	2020 Q1
ASU	97.39	98.25	98.33	97.88	97.34	98.97	100.00	96.32
ASU2	91.67	98.21	96.15	92.86	95.00	97.22	N/A	100.00
HHSC	97.22	98.46	96.25	96.83	97.04	98.56	N/A	98.11
SA.PED	98.21	91.25	95.83	100.00	98.44	96.43	N/A	100.00
Press Ganey PX All PG Database Mean	93.80	93.94	94.01	94.00	94.15	94.27	94.30	94.43

N/A = no data, 'n' too low

Patient Satisfaction with Nursing
 Safety
 Extent to which staff washed their hands
 Ambulatory Surgery: WPGI



■ WPGI	97.76	94.64	97.92	98.03	97.64	97.22	75.00	94.70
■ Press Ganey PX All PG Database Mean	93.80	93.94	94.01	94.00	94.15	94.27	94.30	94.43