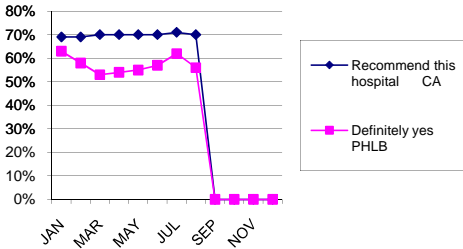


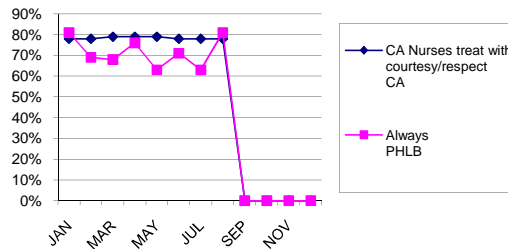
PACIFIC HOSPITAL OF LONG BEACH
 CUSTOMER SATISFACTION 2009
 BY UNIT AND TOTALS

QUESTION		JAN	FEB	MAR	APR	MAY	JUNE	JUL	AUG	SEP	OCT	NOV	DEC	1st Q	2nd Q	3rd Q	4th Q	YTD	2008 Year End		
Recommend this hospital	CA	69%	69%	70%	70%	70%	70%	71%	70%					70%	70%					69%	
Definitely yes	PHLB	63%	58%	53%	54%	55%	57%	62%	56%					58%	56%						61%
CA Nurses treat with courtesy/respect	CA	78%	78%	79%	79%	79%	78%	78%	78%					79%	78%						78%
Always	PHLB	81%	69%	68%	76%	63%	71%	63%	81%					73%	69%						72%
Nurses listen carefully to you	CA	66%	66%	67%	67%	67%	67%	67%	67%					67%	67%						66%
Always	PHLB	78%	54%	60%	73%	55%	69%	63%	72%					64%	65%						65%
Nurses expl in way you understand	CA	65%	66%	67%	67%	67%	67%	67%	67%					66%	67%						65%
Always	PHLB	67%	69%	58%	68%	59%	65%	48%	59%					64%	64%						62%
Doctors treat with Courtesy/respect	CA	83%	83%	83%	84%	84%	83%	84%	83%					83%	83%						83%
Always	PHLB	78%	77%	77%	92%	84%	84%	74%	78%					77%	83%						80%
Pain well controlled	CA	61%	61%	61%	61%	61%	61%	62%	62%					61%	61%						61%
Always	PHLB	87%	56%	63%	77%	52%	49%	52%	61%					68%	58%						63%
Staff do everything help with pain	CA	73%	73%	74%	74%	74%	73%	74%	73%					74%	73%						72%
Always	PHLB	86%	73%	58%	82%	67%	64%	68%	78%					72%	70%						71%
Tell you what new medication was for	CA	68%	68%	69%	70%	70%	69%	69%	69%					69%	69%						68%
Always	PHLB	68%	72%	65%	59%	68%	65%	58%	72%					68%	65%						68%
Info re symptoms/prob to look for	CA	81%	81%	81%	81%	81%	81%	81%	81%					81%	81%						80%
Yes	PHLB	80%	77%	76%	84%	82%	76%	76%	71%					78%	80%						77%

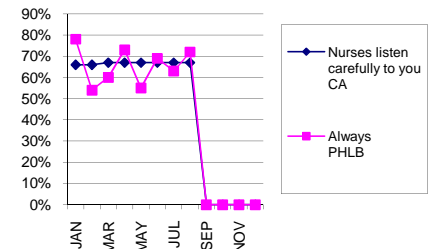
Recommend the Hospital



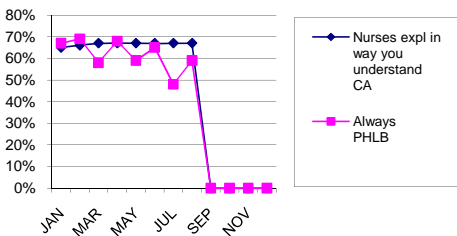
Nurses treat with Courtesy/Respect



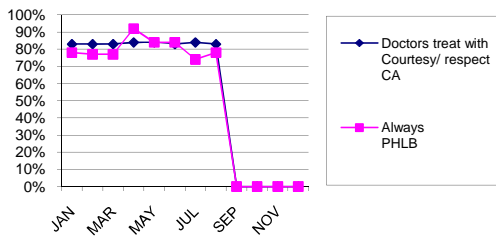
Nurses listen carefully to you



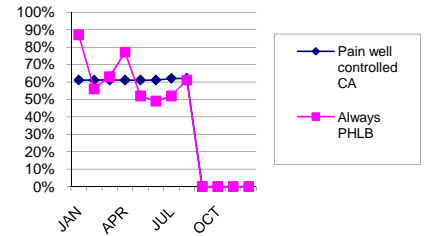
Nurses expl in way you understand



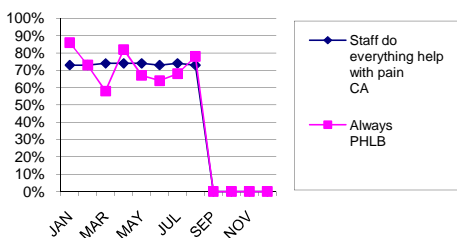
Doctors treat with Courtesy/Respect



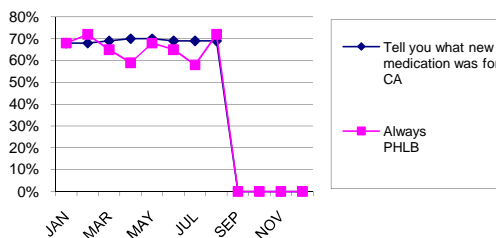
Pain Well Controlled



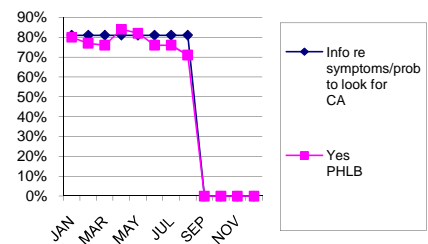
Staff do everything to help with pain



Tell you what new med was for



Info re: symptoms/problems to look for



CUSTOMER SATISFACTION
2009
2 NORTH

QUESTION	JAN	FEB	MAR	APR	MAY	JUNE	JUL	AUG	SEP	OCT	NOV	DEC	1st Q	2nd Q	3rd Q	4th Q	YTD	2008 Year End
Recommend this hospital													70%	70%				
Definitely yes	50%	50%	33%	50%	50%	30%	82%	38%					47%	41%				
Nurses treat with courtesy/respect													79%	78%				
Always	67%	100%	33%	75%	63%	50%	82%	75%					73%	58%				
Nurses listen carefully to you													67%	67%				
Always	67%	83%	33%	75%	38%	50%	82%	63%					67%	50%				
Nurses expl in way you understand													66%	67%				
Always	50%	83%	33%	75%	50%	30%	73%	50%					60%	45%				
Doctors treat with Courtesy/ respect													83%	83%				
Always	67%	83%	67%	75%	88%	60%	91%	75%					73%	73%				
Pain well controlled													61%	61%				
Always	40%	50%	0%	75%	67%	38%	63%	67%					38%	56%				
Staff do everything help with pain													74%	73%				
Always	60%	67%	0%	75%	67%	38%	89%	67%					64%	56%				
Tell you what new medication was for													69%	69%				
Always	17%	75%	50%	33%	83%	14%	86%	75%					42%	44%				
Info re symptoms/prob to look for													81%	81%				
Yes	67%	100%	67%	100%	100%	50%	80%	50%					80%	81%				

CUSTOMER SATISFACTION
2009
2 WEST

QUESTION	JAN	FEB	MAR	APR	MAY	JUNE	JUL	AUG	SEP	OCT	NOV	DEC	1st Q	2nd Q	3rd Q	4th Q	YTD	2008 Year End
Recommend this hospital													70%	70%				
Definitely yes	67%	50%	71%	33%	33%	64%	0%	75%					67%	50%				
Nurses treat with courtesy/respect													79%	78%				
Always	100%	50%	75%	100%	50%	73%	0%	88%					77%	70%				
Nurses listen carefully to you													67%	67%				
Always	67%	0%	57%	67%	71%	64%	0%	88%					50%	67%				
Nurses expl in way you understand													66%	67%				
Always	100%	50%	75%	67%	71%	64%	0%	50%					77%	67%				
Doctors treat with Courtesy/ respect													83%	83%				
Always	67%	50%	75%	100%	71%	82%	33%	100%					69%	81%				
Pain well controlled													61%	61%				
Always	100%	100%	80%	50%	20%	36%	0%	50%					89%	33%				
Staff do everything help with pain													74%	73%				
Always	100%	100%	100%	50%	80%	73%	0%	83%					100%	72%				
Tell you what new medication was for													69%	69%				
Always	100%	0%	83%	100%	71%	57%	0%	80%					78%	69%				
Info re symptoms/prob to look for													81%	81%				
Yes	67%	50%	63%	100%	83%	73%	50%	86%					62%	79%				

CUSTOMER SERVICE
2009
OB

QUESTION	JAN	FEB	MAR	APR	MAY	JUNE	JUL	AUG	SEP	OCT	NOV	DEC	1st Q	2nd Q	3rd Q	4th Q	YTD	2008 Year End
Recommend this hospital													70%	70%				
Definitely yes	56%	60%	30%	50%	36%	38%	60%	44%					46%	42%				
Nurses treat with courtesy/respect													79%	78%				
Always	89%	33%	90%	67%	55%	75%	60%	78%					76%	65%				
Nurses listen carefully to you													67%	67%				
Always	78%	50%	80%	67%	50%	75%	80%	78%					72%	63%				
Nurses expl in way you understand													66%	67%				
Always	78%	50%	80%	67%	45%	63%	60%	56%					72%	58%				
Doctors treat with Courtesy/ respect													83%	83%				
Always	89%	50%	90%	91%	82%	88%	80%	67%					80%	87%				
Pain well controlled													61%	61%				
Always	100%	33%	71%	64%	55%	50%	75%	86%					71%	57%				
Staff do everything help with pain													74%	73%				
Always	88%	67%	57%	80%	73%	63%	75%	86%					71%	72%				
Tell you what new medication was for													69%	69%				
Always	83%	67%	67%	40%	50%	67%	100%	100%					75%	53%				
Info re symptoms/prob to look for													81%	81%				
Yes	100%	67%	90%	82%	64%	75%	80%	100%					88%	73%				

CUSTOMER SATISFACTION
2009
UNIT B

QUESTION	JAN	FEB	MAR	APR	MAY	JUNE	JUL	AUG	SEP	OCT	NOV	DEC	1st Q	2nd Q	3rd Q	4th Q	YTD	2008 Year End
Recommend this hospital																		
Definitely yes	50%	60%	60%	50%	43%	86%	0%	50%					70%	70%				
Nurses treat with courtesy/respect																		
Always	50%	80%	40%	67%	57%	100%	0%	100%					58%	72%				
Nurses listen carefully to you																		
Always	50%	40%	20%	75%	43%	100%	0%	50%					67%	67%				
Nurses expli in way you understand																		
Always	50%	80%	20%	58%	71%	100%	0%	100%					66%	67%				
Doctors treat with Courtesy/ respect																		
Always	100%	80%	60%	92%	86%	100%	0%	75%					83%	83%				
Pain well controlled																		
Always	100%	75%	40%	83%	29%	83%	0%	50%					61%	61%				
Staff do everything help with pain																		
Always	100%	80%	20%	83%	71%	83%	0%	75%					74%	73%				
Tell you what new medication was for																		
Always	0%	67%	50%	70%	67%	100%	0%	33%					69%	69%				
Info re symptoms/prob to look for																		
Yes	100%	80%	50%	82%	86%	100%	50%	25%					81%	81%				

CUSTOMER SATISFACTION
2009
UNIT C

QUESTION	JAN	FEB	MAR	APR	MAY	JUNE	JUL	AUG	SEP	OCT	NOV	DEC	1st Q	2nd Q	3rd Q	4th Q	YTD	2008 Year End
Recommend this hospital													70%	70%				
Definitely yes	86%	67%	80%	83%	81%	69%	67%	67%					78%	77%				
Nurses treat with courtesy/respect													79%	78%				
Always	86%	83%	60%	100%	75%	69%	83%	67%					78%	77%				
Nurses listen carefully to you													67%	67%				
Always	100%	67%	80%	83%	63%	67%	67%	67%					83%	68%				
Nurses expl in way you understand													66%	67%				
Always	57%	83%	40%	83%	60%	79%	33%	67%					61%	71%				
Doctors treat with Courtesy/respect													83%	83%				
Always	71%	100%	80%	100%	88%	92%	83%	67%					83%	91%				
Pain well controlled													61%	61%				
Always	100%	67%	80%	100%	64%	50%	50%	33%					83%	65%				
Staff do everything help with pain													74%	73%				
Always	100%	83%	80%	100%	53%	64%	67%	67%					89%	66%				
Tell you what new medication was for													69%	69%				
Always	100%	83%	60%	50%	69%	85%	25%	0%					81%	75%				
Info re symptoms/prob to look for													81%	81%				
Yes	67%	83%	100%	75%	86%	79%	83%	67%					81%	81%				

	JAN	FEB	MAR	APR	MAY	JUNE	JUL	AUG	SEP	OCT	NOV	DEC
Recommend this hospital CA	69%	69%	70%	70%	70%	70%	71%	70%	0%	0%	0%	0%
Definitely yes PHLB	63%	58%	53%	54%	55%	57%	62%	56%	0%	0%	0%	0%

	JAN	FEB	MAR	APR	MAY	JUNE	JUL	AUG	SEP	OCT	NOV	DEC
CA Nurses treat with courtesy/respect CA	78%	78%	79%	79%	79%	78%	78%	78%	0%	0%	0%	0%
Always PHLB	81%	69%	68%	76%	63%	71%	63%	81%	0%	0%	0%	0%

	JAN	FEB	MAR	APR	MAY	JUNE	JUL	AUG	SEP	OCT	NOV	DEC
Nurses listen carefully to you CA	66%	66%	67%	67%	67%	67%	67%	67%	0%	0%	0%	0%
Always PHLB	78%	54%	60%	73%	55%	69%	63%	72%	0%	0%	0%	0%

	JAN	FEB	MAR	APR	MAY	JUNE	JUL	AUG	SEP	OCT	NOV	DEC
Nurses expl in way you understand CA	65%	66%	67%	67%	67%	67%	67%	67%	0%	0%	0%	0%
Always PHLB	67%	69%	58%	68%	59%	65%	48%	59%	0%	0%	0%	0%

	JAN	FEB	MAR	APR	MAY	JUNE	JUL	AUG	SEP	OCT	NOV	DEC
Doctors treat with Courtesy/ respect CA	83%	83%	83%	84%	84%	83%	84%	83%	0%	0%	0%	0%
Always PHLB	78%	77%	77%	92%	84%	84%	74%	78%	0%	0%	0%	0%

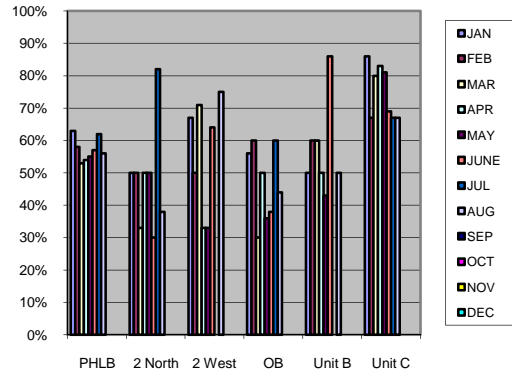
	JAN	FEB	MAR	APR	MAY	JUNE	JUL	AUG	SEP	OCT	NOV	DEC
Pain well controlled CA	61%	61%	61%	61%	61%	61%	62%	62%	0%	0%	0%	0%
Always PHLB	87%	56%	63%	77%	52%	49%	52%	61%	0%	0%	0%	0%

	JAN	FEB	MAR	APR	MAY	JUNE	JUL	AUG	SEP	OCT	NOV	DEC
Staff do everything help with pain												
CA	73%	73%	74%	74%	74%	73%	74%	73%	0%	0%	0%	0%
Always												
PHLB	86%	73%	58%	82%	67%	64%	68%	78%	0%	0%	0%	0%

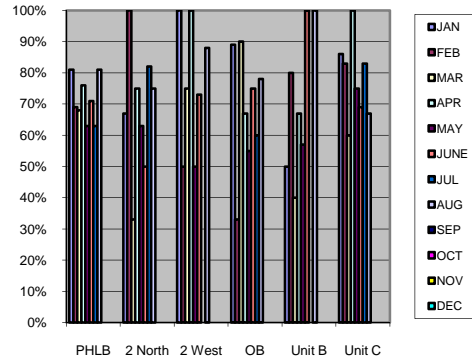
	JAN	FEB	MAR	APR	MAY	JUNE	JUL	AUG	SEP	OCT	NOV	DEC
Tell you what new medication was for												
CA	68%	68%	69%	70%	70%	69%	69%	69%	0%	0%	0%	0%
Always												
PHLB	68%	72%	65%	59%	68%	65%	58%	72%	0%	0%	0%	0%

	JAN	FEB	MAR	APR	MAY	JUNE	JUL	AUG	SEP	OCT	NOV	DEC
Info re symptoms/prob to look for												
CA	81%	81%	81%	81%	81%	81%	81%	81%	0%	0%	0%	0%
Yes												
PHLB	80%	77%	76%	84%	82%	76%	76%	71%	0%	0%	0%	0%

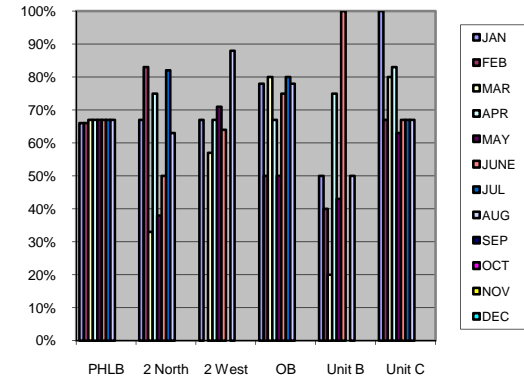
Recommend this Hospital



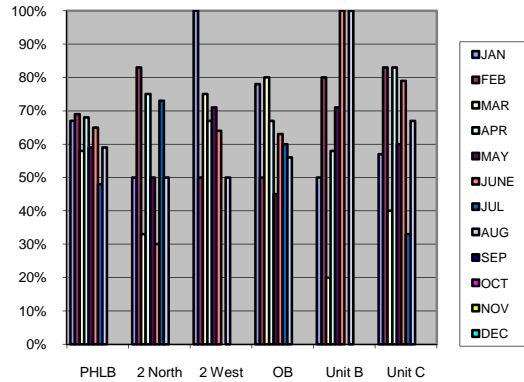
Nurses treat with courtesy/respect



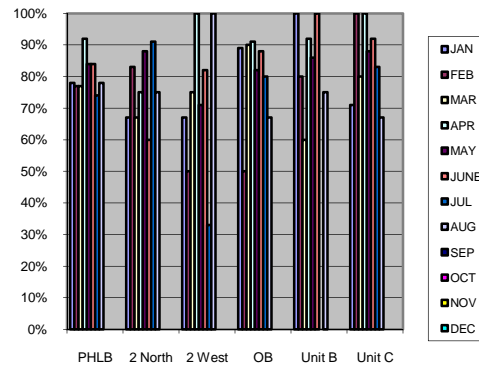
Nurses Listen Carefully to You



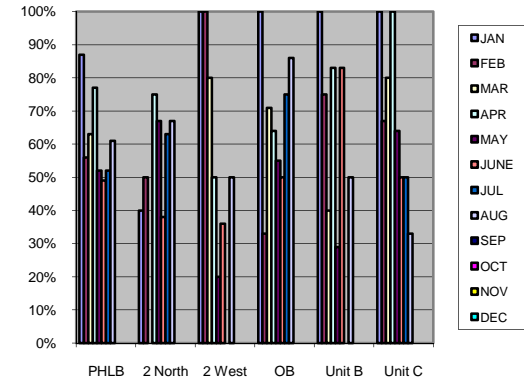
Nurses expl in way you understand



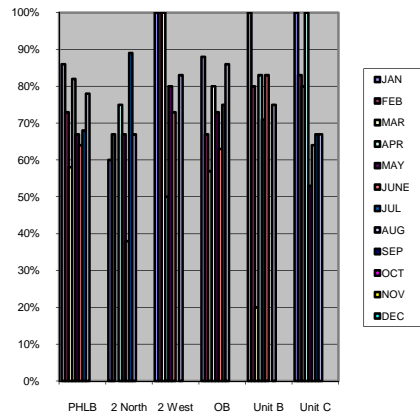
Doctors treat with Courtesy/respect



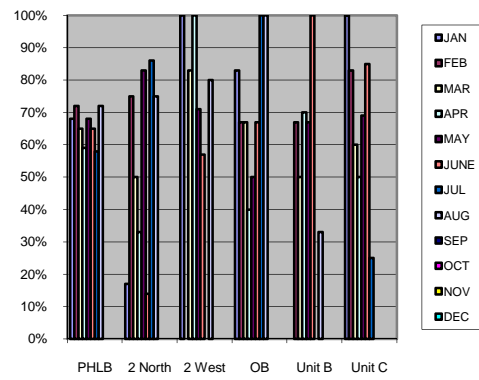
Pain Well Controlled



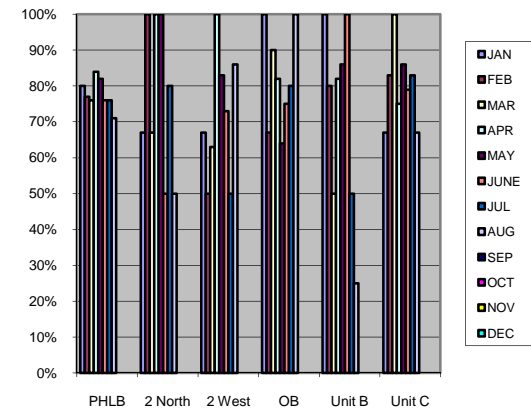
Staff do everything to help with Pain



Tell you what new medication was for



Info re symptoms/prob to look for



Recommend this hospital	JAN	FEB	MAR	APR	MAY	JUNE	JUL	AUG	SEP	OCT	NOV	DEC
PHLB	63%	58%	53%	54%	55%	57%	62%	56%	0%	0%	0%	0%
2 North	50%	50%	33%	50%	50%	30%	82%	38%	0%	0%	0%	0%
2 West	67%	50%	71%	33%	33%	64%	0%	75%	0%	0%	0%	0%
OB	56%	60%	30%	50%	36%	38%	60%	44%	0%	0%	0%	0%
Unit B	50%	60%	60%	50%	43%	86%	0%	50%	0%	0%	0%	0%
Unit C	86%	67%	80%	83%	81%	69%	67%	67%	0%	0%	0%	0%
Nurses treat with courtesy/respect	JAN	FEB	MAR	APR	MAY	JUNE	JUL	AUG	SEP	OCT	NOV	DEC
PHLB	81%	69%	68%	76%	63%	71%	63%	81%	0%	0%	0%	0%
2 North	67%	100%	33%	75%	63%	50%	82%	75%	0%	0%	0%	0%
2 West	100%	50%	75%	100%	50%	73%	0%	88%	0%	0%	0%	0%
OB	89%	33%	90%	67%	55%	75%	60%	78%	0%	0%	0%	0%
Unit B	50%	80%	40%	67%	57%	100%	0%	100%	0%	0%	0%	0%
Unit C	86%	83%	60%	100%	75%	69%	83%	67%	0%	0%	0%	0%
Nurses listen carefully to you	JAN	FEB	MAR	APR	MAY	JUNE	JUL	AUG	SEP	OCT	NOV	DEC
PHLB	66%	66%	67%	67%	67%	67%	67%	67%	0%	0%	0%	0%
2 North	67%	83%	33%	75%	38%	50%	82%	63%	0%	0%	0%	0%
2 West	67%	0%	57%	67%	71%	64%	0%	88%	0%	0%	0%	0%
OB	78%	50%	80%	67%	50%	75%	80%	78%	0%	0%	0%	0%
Unit B	50%	40%	20%	75%	43%	100%	0%	50%	0%	0%	0%	0%
Unit C	100%	67%	80%	83%	63%	67%	67%	67%	0%	0%	0%	0%
Nurses expl in way you understand	JAN	FEB	MAR	APR	MAY	JUNE	JUL	AUG	SEP	OCT	NOV	DEC
PHLB	67%	69%	58%	68%	59%	65%	48%	59%	0%	0%	0%	0%
2 North	50%	83%	33%	75%	50%	30%	73%	50%	0%	0%	0%	0%
2 West	100%	50%	75%	67%	71%	64%	0%	50%	0%	0%	0%	0%
OB	78%	50%	80%	67%	45%	63%	60%	56%	0%	0%	0%	0%
Unit B	50%	80%	20%	58%	71%	100%	0%	100%	0%	0%	0%	0%
Unit C	57%	83%	40%	83%	60%	79%	33%	67%	0%	0%	0%	0%
Doctors treat with Courtesy/ respect	JAN	FEB	MAR	APR	MAY	JUNE	JUL	AUG	SEP	OCT	NOV	DEC
PHLB	78%	77%	77%	92%	84%	84%	74%	78%	0%	0%	0%	0%
2 North	67%	83%	67%	75%	88%	60%	91%	75%	0%	0%	0%	0%
2 West	67%	50%	75%	100%	71%	82%	33%	100%	0%	0%	0%	0%
OB	89%	50%	90%	91%	82%	88%	80%	67%	0%	0%	0%	0%
Unit B	100%	80%	60%	92%	86%	100%	0%	75%	0%	0%	0%	0%
Unit C	71%	100%	80%	100%	88%	92%	83%	67%	0%	0%	0%	0%
Pain well controlled	JAN	FEB	MAR	APR	MAY	JUNE	JUL	AUG	SEP	OCT	NOV	DEC
PHLB	87%	56%	63%	77%	52%	49%	52%	61%	0%	0%	0%	0%
2 North	40%	50%	0%	75%	67%	38%	63%	67%	0%	0%	0%	0%
2 West	100%	100%	80%	50%	20%	36%	0%	50%	0%	0%	0%	0%
OB	100%	33%	71%	64%	55%	50%	75%	86%	0%	0%	0%	0%
Unit B	100%	75%	40%	83%	29%	83%	0%	50%	0%	0%	0%	0%
Unit C	100%	67%	80%	100%	64%	50%	50%	33%	0%	0%	0%	0%

Staff do everything help with pain	JAN	FEB	MAR	APR	MAY	JUNE	JUL	AUG	SEP	OCT	NOV	DEC
PHLB	86%	73%	58%	82%	67%	64%	68%	78%	0%	0%	0%	0%
2 North	60%	67%	0%	75%	67%	38%	89%	67%	0%	0%	0%	0%
2 West	100%	100%	100%	50%	80%	73%	0%	83%	0%	0%	0%	0%
OB	88%	67%	57%	80%	73%	63%	75%	86%	0%	0%	0%	0%
Unit B	100%	80%	20%	83%	71%	83%	0%	75%	0%	0%	0%	0%
Unit C	100%	83%	80%	100%	53%	64%	67%	67%	0%	0%	0%	0%
Tell you what new medication was for	JAN	FEB	MAR	APR	MAY	JUNE	JUL	AUG	SEP	OCT	NOV	DEC
PHLB	68%	72%	65%	59%	68%	65%	58%	72%	0%	0%	0%	0%
2 North	17%	75%	50%	33%	83%	14%	86%	75%	0%	0%	0%	0%
2 West	100%	0%	83%	100%	71%	57%	0%	80%	0%	0%	0%	0%
OB	83%	67%	67%	40%	50%	67%	100%	100%	0%	0%	0%	0%
Unit B	0%	67%	50%	70%	67%	100%	0%	33%	0%	0%	0%	0%
Unit C	100%	83%	60%	50%	69%	85%	25%	0%	0%	0%	0%	0%
Info re symptoms/prob to look for	JAN	FEB	MAR	APR	MAY	JUNE	JUL	AUG	SEP	OCT	NOV	DEC
PHLB	80%	77%	76%	84%	82%	76%	76%	71%	0%	0%	0%	0%
2 North	67%	100%	67%	100%	100%	50%	80%	50%	0%	0%	0%	0%
2 West	67%	50%	63%	100%	83%	73%	50%	86%	0%	0%	0%	0%
OB	100%	67%	90%	82%	64%	75%	80%	100%	0%	0%	0%	0%
Unit B	100%	80%	50%	82%	86%	100%	50%	25%	0%	0%	0%	0%
Unit C	67%	83%	100%	75%	86%	79%	83%	67%	0%	0%	0%	0%