

| Best Practice  | Status*         |                       |                   | HCAHPS Domain              | FY 2014 (through December, 2013)                                 |                   |  |                      |       |
|--|-----------------|-----------------------|-------------------|----------------------------|--|-------------------|--|----------------------|-------|
|  | Not Implemented | Partially Implemented | Fully Implemented |                            | 75th Percentile ±  | 90th Percentile ± | FY2013 Baseline**  | FY2014 Performance** | Δ +/- |
| Leader Rounding  |                 |                       |                   | Nurse Communication        | 82   | 85                | 80   | 81                   | 1     |
| Nurse Leader Rounding  |                 |                       |                   | Doctor Communication       | 84   | 87                | 81   | 83                   | 2     |
| Hourly Rounding  |                 |                       |                   | Staff Responsiveness       | 71   | 76                | 61   | 60                   | -1    |
| Bedside Shift Report   |                 |                       |                   | Pain Management            | 75   | 78                | 70   | 72                   | 2     |
| Huddles  |                 |                       |                   | Medication Communication   | 67   | 71                | 64   | 65                   | 1     |
| White Boards   |                 |                       |                   | Room Cleanliness           | 79   | 84                | 70   | 69                   | -1    |
| Language of Caring Scripting   |                 |                       |                   | Quietness at Night         | 66   | 73                | 63   | 63                   | 0     |
|  |                 |                       |                   | Discharge Information      | 88   | 91                | 88   | 89                   | 1     |
|  |                 |                       |                   | Overall Rating of Hospital | 76   | 81                | 80   | 82                   | 2     |
|  |                 |                       |                   | Likelihood to Recommend    | 79   | 83                | 85   | 86                   | 1     |
|  |                 |                       |                   | Care Transitions           | 56   | 61                | 61   | 63                   | 2     |
| ± All data are unadjusted and reported by Press Ganey, Associates; 75th and 90th Percentile based on Press Ganey database performance April - June 2013. |                 |                       |                   |                            |  |                   |  |                      |       |
| ** FY2013 Baseline: July 1st, 2012 - June 30th, 2013   |                 |                       |                   |                            |  |                   |  |                      |       |
| ** FY2014 Performance: July 1st, 2013 - December 31st, 2013; 2014 performance data based on dates of discharge.  |                 |                       |                   |                            |  |                   |  |                      |       |
| At or Above 75th percentile  |                 |                       |                   |                            | Below 75th percentile but ≥ 3% improvement from FY 2013 Baseline |                   | Below 75th percentile and < 3% improvement from FY 2013 Baseline |                      |       |
| Last Updated On: February 10, 2014   |                 |                       |                   |                            |  |                   |  |                      |       |

\* Key pending. "Status" of implementation will be calculated based on the percentage of units in the hospital that have implemented each practice.