



Inpatient Survey Findings
Executive Summary
First & Second Quarters – fiscal year 2008
(July 2007 – January 2007)

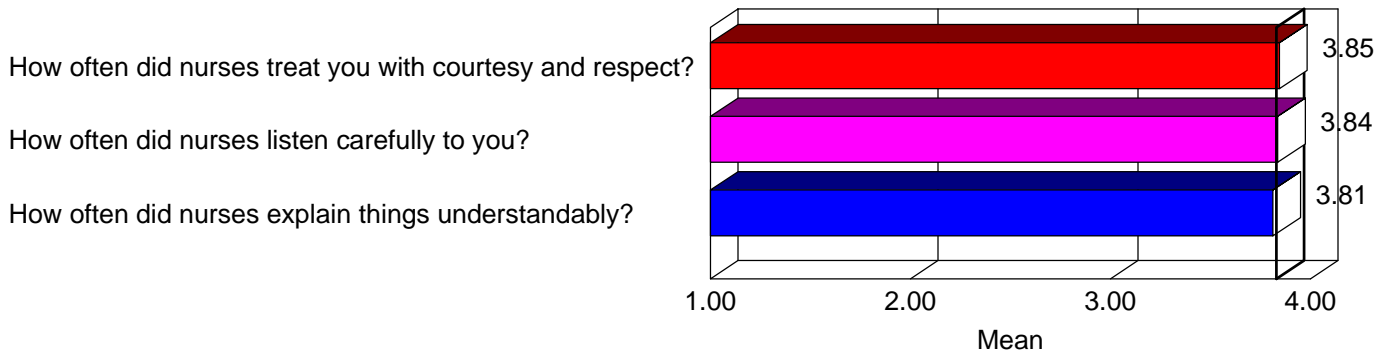
Important comparisons for the quarter:

	Qtr 2	FY08 To Date
Sample Size	67	123
Nursing Overall (4.0)	3.83	3.83
% Always	85.3%	85.5%
Provider Overall (4.0)	3.89	3.90
% Always	91.9%	92.3%
Overall Rating (10.0)	9.26	9.17
% Rating 9 or 10	78.8%	75.2%
Recommend Rating (4.0)	3.89	3.86
% Definitely Yes	90.6%	88.1%

- 67 patients were interviewed by telephone during the quarter.
- The overall mean score of the three statements about nursing care is 3.83 for the quarter. Overall, 85.3% gave nursing the highest score possible.
- The overall mean score of the three statements about physician care is 3.89 for the quarter. Overall, 91.9% gave physicians the highest score possible.
- The overall hospital rating is 9.26, where the best hospital rating possible is 10.0. 78.8% rated MHC's inpatient services a 9 or 10.
- 90.6% will definitely recommend MHC to others; the mean is 3.89 out of a possible 4.0.

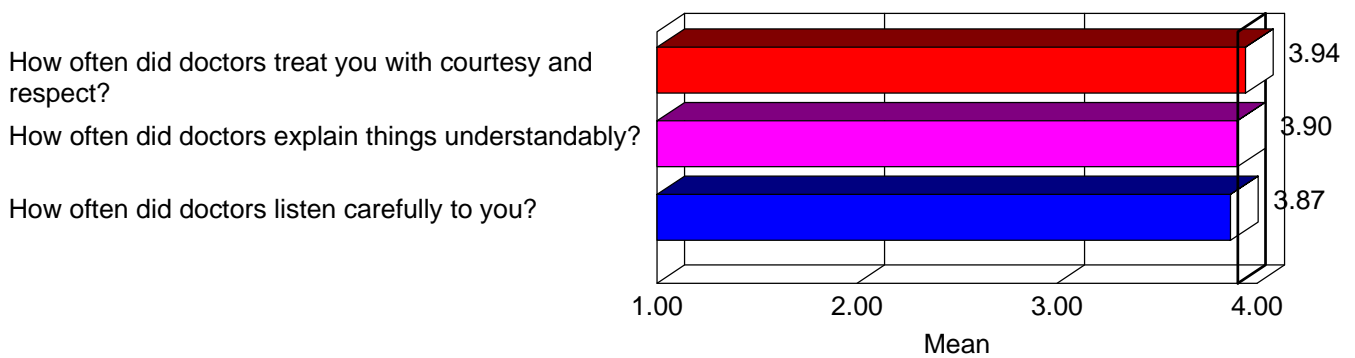
Fiscal Year-To-Date Ratings of Inpatient Nurses: Three Statements

Nursing



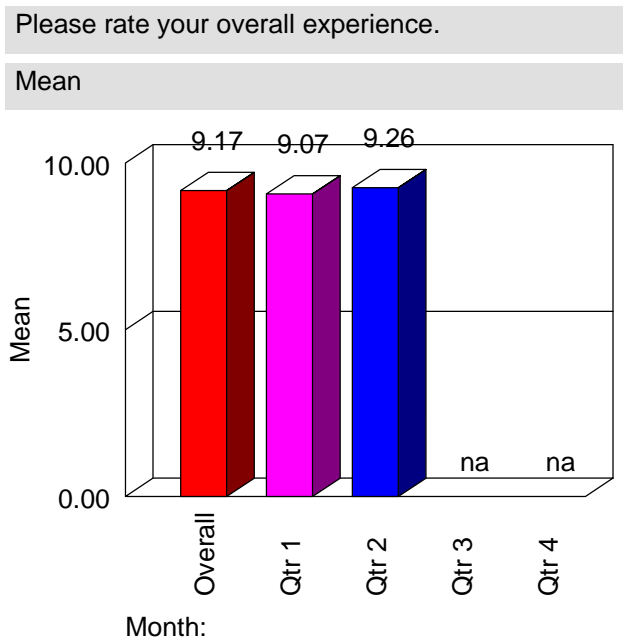
Fiscal Year-To-Date Ratings of Inpatient Providers: Three Statements

Provider Overall



Fiscal Year-To-Date Overall Rating Based on Inpatient Experience

Please rate your overall experience.			
0 -- Worst hospital possible		0.0%	0
1		0.0%	0
2		0.0%	0
3		0.0%	0
4		0.8%	1
5		1.7%	2
6		1.7%	2
7		1.7%	2
8		19.0%	23
9		19.8%	24
10 -- Best hospital possible		55.4%	67
Totals		100.0%	121
Mean			9.17
Top 2 Highest			75.2%



Fiscal Year-To-Date Recommendation to Friends & Family

Would you recommend this hospital to others?			
Definitely No		0.0%	0
Probably No		1.7%	2
Probably Yes		10.2%	12
Definitely Yes		88.1%	104
Totals		100.0%	118
Mean			3.86

