



St. James Mercy Hospital



CAHPS	Jul '14 - Sep '14	Oct '14 - Dec '14	Jan '15 - Mar '15
	Top Box	Top Box	Top Box
Rate hospital 0-10	54.5	51.1 ▼	75.6 ▲
Recommend the hospital	36.4	56.5 ▲	73.9 ▲
Often nurses checked on you	50.0	26.3 ▼	59.5 ▲
Cleanliness of hospital environment	72.7	65.2 ▼	77.3 ▲
Quietness of hospital environment	68.2	67.4 ▼	80.0 ▲
Comm w/ Nurses	84.8	70.9 ▼	82.6 ▲
Response of Hosp Staff	80.4	72.2 ▼	85.7 ▲
Comm w/ Doctors	87.9	69.8 ▼	87.5 ▲
Hospital Environment	70.5	66.3 ▼	78.6 ▲
Pain Management	86.7	71.4 ▼	78.8 ▲
Comm About Medicines	78.1	56.3 ▼	76.1 ▲
Discharge Information	83.8	90.4 ▲	93.7 ▲

CAHPS	Jul '14 - Sep '14	Oct '14 - Dec '14	Jan '15 - Mar '15
	Top Box	Top Box	Top Box
Care Transitions	38.4	43.9 ▲	61.9 ▲