

Chief Executive Officer
Ryan Harris



Board of Directors
Jeanne Utterback, President
Abe Hathaway, Vice President
Tami Humphry, Treasurer
Lester Cufaude, Secretary
James Ferguson, Director

Quality Committee

Meeting Agenda

June 25, 2025 @ 9:30 am
Mayers Memorial Healthcare
Fall River Board Room
43563 HWY 299E
Fall River Mills, CA 96028

Attendees

Les Cufaude, Director and Chair of Quality
James Ferguson, Director

Ryan Harris, CEO
Jack Hathaway, Director of Quality
Ashley Nelson, Board Clerk

1	CALL MEETING TO ORDER	Chair Les Cufaude		
2	CALL FOR REQUEST FROM THE AUDIENCE - PUBLIC COMMENTS OR TO SPEAK TO AGENDA ITEMS			
3	APPROVAL OF MINUTES			
3.1	Regular Meeting – May 28, 2025		Attachment A	Action Item
4	DIRECTOR OF QUALITY REPORT	Jack Hathaway	Attachment B	Report
5	OTHER INFORMATION/ANNOUNCEMENTS			Information
6	MOVE INTO CLOSED SESSION			
7	CLOSED SESSION ITEMS			
7.1 HEARING (HEALTH AND SAFETY CODE § 32155) – MEDICAL STAFF CREDENTIALS				
MEDICAL STAFF REAPPOINTMENT				
RICHARD LEACH, MD				
THOMAS EDHOLM, MD				
SEAN PITMAN, MD				
AARON BABB, MD				
KEVIN KEENAN, MD (UCD)				
ELIZABETH EKPO, MD (UCD)				
SHEELA TOPRANI, MD (UCD)				
ORWA ABOUD, MD (UCD)				
MEDICAL STAFF APPOINTMENT				
KENDRA GREETHER-JONES, MD (UCD)				

EMILY ANDRADA-BROWN, MD (UCD)
NATHAN KUPPERMAN, MD (UCD)
LEAH TZIMENATOS, MD (UCD)
ALEJANDRA MARQUEZ-LOZA, MD (UCD)
ERIK KUECHER, PA-C (T2U)

AHP REAPPOINTMENT

HEATHER CORR, PA-C
GEORGE WINTER, FNP

STAFF STATUS CHANGE

RYAN MCNEEL, LCSW TO INACTIVE

8 **ADJOURNMENT:** Next Regular Meeting – July 30, 2025

Agenda Posted: 06/20/2025

Chief Executive Officer
Ryan Harris



Board of Directors

Jeanne Utterback, President
Abe Hathaway, Vice President
Tami Humphry, Treasurer
Lester Cufaude, Secretary
James Ferguson, Director

Board of Directors

Quality Committee

Minutes

May 28, 2025 @ 9:30 am
Mayers Memorial Healthcare
Burney Annex Boardroom
20647 Commerce Way
Burney, CA 96013

These minutes are not intended to be a verbatim transcription of the proceedings and discussions associated with the business of the board's agenda; rather, what follows is a summary of the order of business and general nature of testimony, deliberations and action taken.

1	CALL MEETING TO ORDER: Les Cufaude called the meeting to order at 9:34 am on the above date.			
BOARD MEMBERS PRESENT:		STAFF PRESENT:		
Les Cufaude, Director Jim Ferguson, Director		Ryan Harris, CEO Ashley Nelson, Board Clerk Jack Hathaway, Director of Quality		
Excused ABSENT:				
2	CALL FOR REQUEST FROM THE AUDIENCE – PUBLIC COMMENTS OR TO SPEAK TO AGENDA ITEMS			
	None			
3	APPROVAL OF THE MINUTES:			
	3.1	Regular Meeting – April 23, 2025 A motion was moved, seconded and the minutes were approved.	<i>Ferguson, Cufaude</i>	Approved by All
4	DIRECTOR OF QUALITY: The mortality rates were discussed. A Provider meeting is scheduled soon and the providers invited will be able to pick which DHCS measure they would like to focus on. The 3 complaints in the report were discussed in length. The graphs in the report were also discussed.			
5	ACHC PLAN OF CORRECTIONS: The plan of corrections was discussed and the review is due soon. A motion was moved and approved to move to the full board.		<i>Hathaway, Ferguson</i>	Approved by All
6	OTHER INFORMATION/ANNOUNCEMENTS: None.			
7	ADJOURNMENT: at 10:58 am Next Meeting is June 25, 2025 in Burney			

Board Quality Report June 2025

Mortality In the hospital

For encounters January 1, 2024, to March 31, 2025

- Denno: 803 Encounters; 9 deaths = 1.12%
- Dykes: 1083 Encounters; 2 deaths = 0.19%
- Leach: 1278 Encounters; 5 deaths = 0.4%
- Magno: 2368 Encounters; 4 deaths = 0.17%
- Riedeman: 62 Encounters; 1 death = 1.61%
- Watson: 1258 Encounters; 1 death = .08%
- Winter: 1967 Encounters; 6 deaths = .31%

For encounters in April 2025

- Magno: 150 encounters; 1 death = 0.667%
- Winter: 120 Encounters; 1 death = 0.833%

For encounters in May 2025

- Denno: 75 encounters; 1 death = 1.333%
- Magno: 125 encounters; 1 death = .800%

Patient Experience

Most current data attached –

PI Review

We will review the most current PI data in Teams.

Risk (RL6) Review

See the following pages for graphs – I moved them for a better data view.

State

We had an EMTALA survey June 3 – June 6, which found potential violations of medical screening exams and informed consent. We are waiting to hear the final report from the CMS Regional Office to understand the scope and severity of the deficiencies found.

PBJ Audit

This is a fun addition to the report – I have never had a PBJ audit – but we are lucky enough to have one this year. Running concurrently with EMTALA surveys and FRI surveys and QIP reporting – it has been a fantastic start to June and I look forward to seeing how all of it plays out.

Complaints

We have received 2 complaints since we last met – one complaint that was centered around the complaint portal that we are currently using for folks to be able to submit electronic forms – one that had to do with a hospice patient who had selected a "stepbrother" to be his POA rather than "biological family."

DHCS QIP Program

We are currently tracking the following measures that have had success in PY7:

Here are the numbers:

Measure	PY6 - 2023	PY7 - 2024	PY7 PBM*	Targets^	Performance	AV
Q-WCV	11/41 or 26.82%	21/48 or 43.75%	42.99%		+0.76% over Target	1
Q-CMS 147	32/124 or 25.80%	165/337 or 48.90%	25.51%	30.78%	+18.32% over Target	1

*PBM = Performance Benchmark – each measure has a minimum performance benchmark that must be met to use the measure for reporting. We must show that we have met the PY7 PBM and had an increase of 10% over PY6 to get an achievement value (AV) of 1 and get full payment.

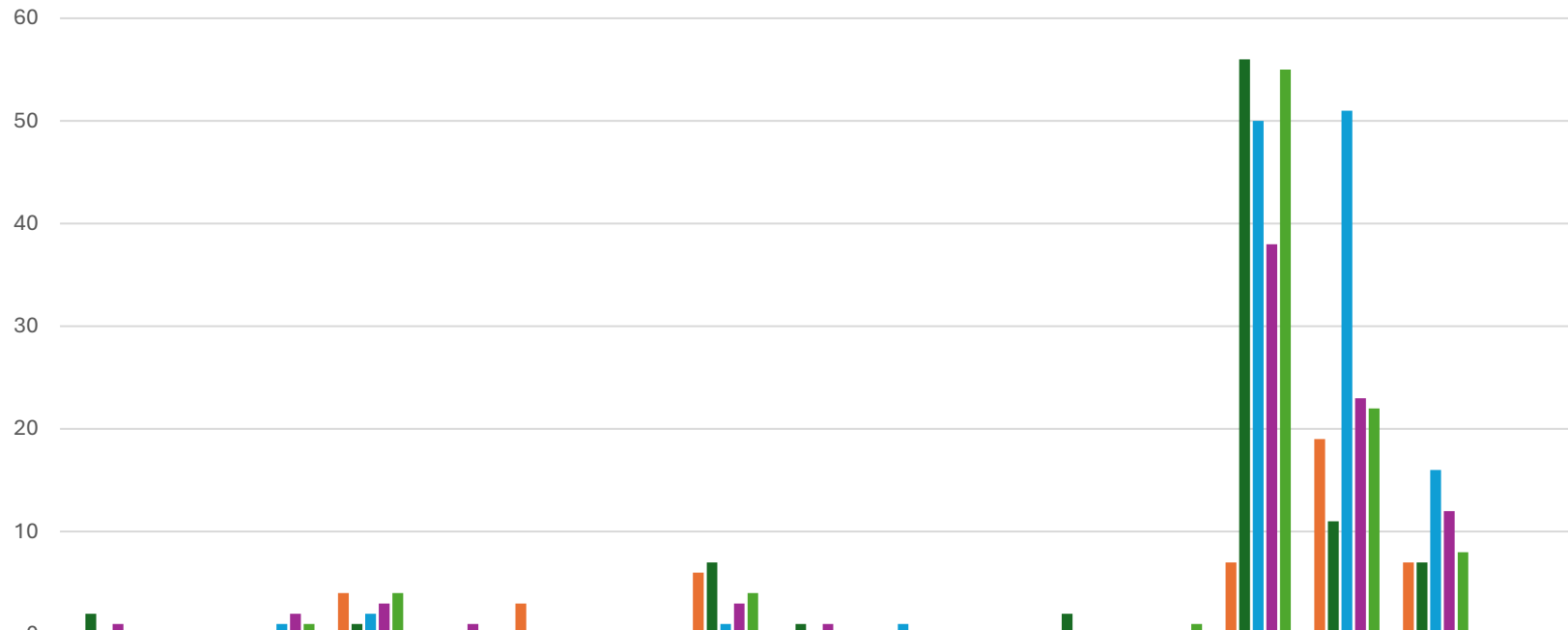
^Targets = target values are calculated one of 2 ways. 1. Using a formula found in the PY7 manual or 2. Based on a formula that is built into the reporting portal for DHCS. Our WCV target was found using the formula in the manual because we have not done that measure before. Our CMS 147 target was calculated in the portal based off of our PY6 performance.

Conclusion

It has been another fantastic month for Quality here at Mayers. As I am finishing this report, I am headed for maybe 50 hours of R&R before returning to the office to get policies in line for the close of the fiscal year. Thank you for having me as a quality team member here at Mayers.

Respectfully submitted, Jack Hathaway – DOQ

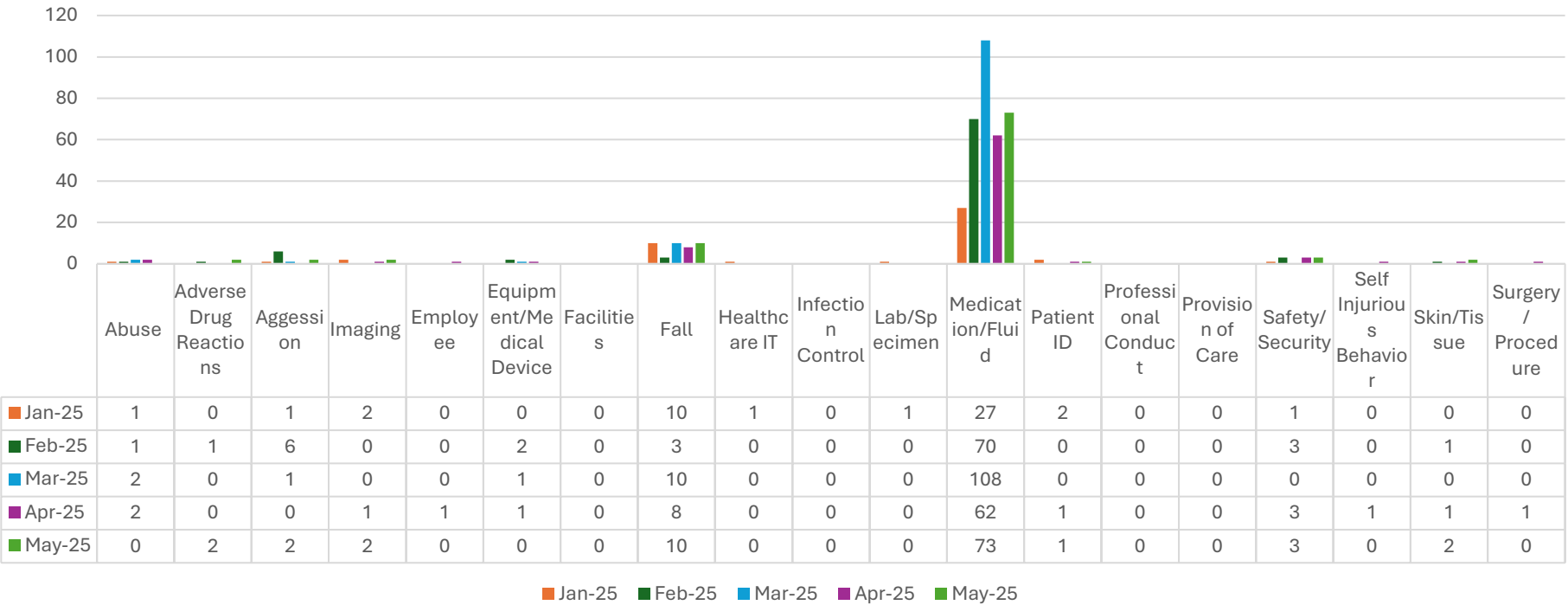
Care Service Area



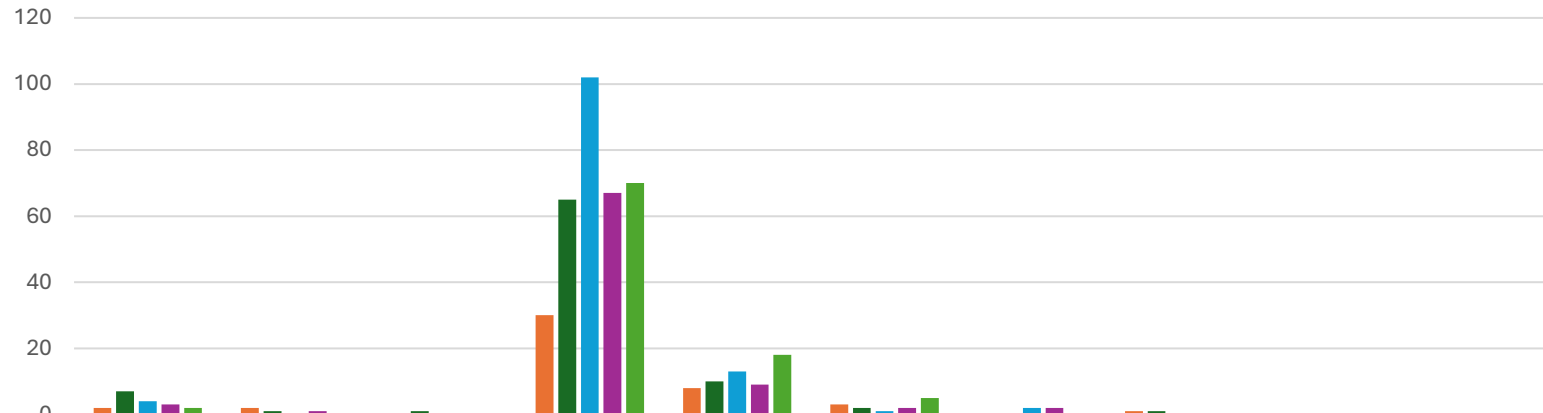
	Admittin g	Cardiac Rehab	Clinic	Emerge ncy	Hospice	Imaging	Lab	Med / Surg	OPM	Pharm	PT	Respitor y	Retail Pharm	Skilled FRM	Skilled BAF	Skilled BAMCU	Surgery
Jan-25	0	0	0	4	0	3	0	6	0	0	0	0	0	7	19	7	0
Feb-25	2	0	0	1	0	0	0	7	1	0	0	2	0	56	11	7	0
Mar-25	0	0	1	2	0	0	0	1	0	1	0	0	0	50	51	16	0
Apr-25	1	0	2	3	1	0	0	3	1	0	0	0	0	38	23	12	0
May-25	0	0	1	4	0	0	0	4	0	0	0	0	1	55	22	8	0

Jan-25 Feb-25 Mar-25 Apr-25 May-25

General Event Type



Severity Level Reported



	A: Unsafe Condition (No Event)	B: Near Miss caught by chance	B2: Near Miss caught by staff	C: No Harm - Reached Patient No Monitoring Required	D: No Harm - Reached Patient Monitoring Required	E: Harm - Temporary, Intervention Needed	F: Harm - Temporary, Hospitalization Needed	G: Harm - Permanent	H: Harm - Permanent, Intervention Required to Sustain Life	I: Death
Jan-25	2	2	0	30	8	3	0	1	0	0
Feb-25	7	1	1	65	10	2	0	1	0	0
Mar-25	4	0	0	102	13	1	2	0	0	0
Apr-25	3	1	0	67	9	2	2	0	0	0
May-25	2	0	0	70	18	5	0	0	0	0

■ Jan-25
 ■ Feb-25
 ■ Mar-25
 ■ Apr-25
 ■ May-25

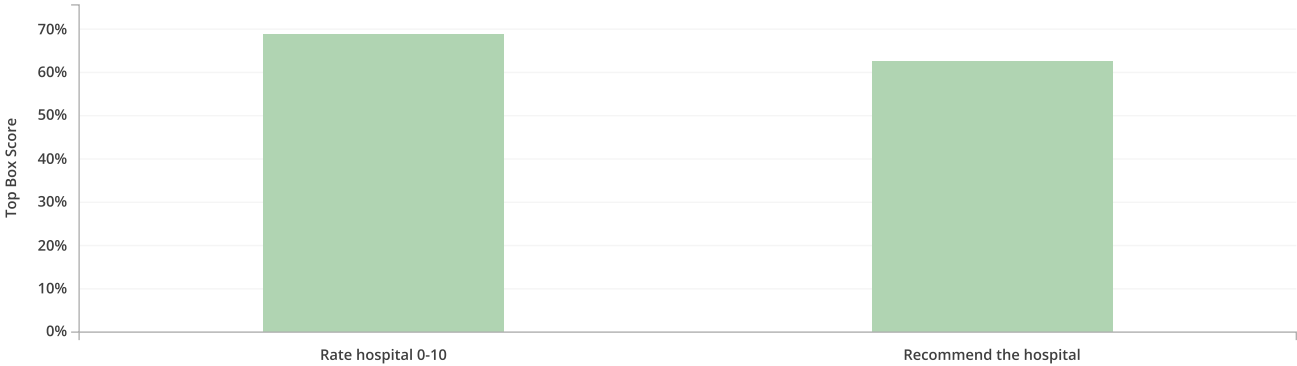
▲ Positive ▼ Negative

Survey Type	Sections/Domains	Items	Current n	Percentile Rank	Current Period (Q1 2025)	Previous Period (Q4 2024)	Change	
CAHPS	Global Items	Rate hospital 0-10	16	47	68.73%	71.43%	-2.70%	▼
CAHPS	Global Items	Recommend the hospital	16	24	62.51%	28.57%	33.94%	▲
CAHPS	Comm w/ Nurses	Nurses treat with courtesy/respect	16	4	74.91%	85.71%	-10.81%	▼
CAHPS	Comm w/ Nurses	Nurses listen carefully to you	16	39	74.91%	42.86%	32.05%	▲
CAHPS	Comm w/ Nurses	Nurses expl in way you understand	16	13	68.66%	85.71%	-17.06%	▼
CAHPS	Response of Hosp Staff	Help toileting soon as you wanted	7	24	57.14%	100.00%	-42.86%	▼
CAHPS	Response of Hosp Staff	Received help as soon as needed	7	42	57.14%	N/A	--	▬
CAHPS	Comm w/ Doctors	Doctors treat with courtesy/respect	16	24	81.14%	85.71%	-4.58%	▼
CAHPS	Comm w/ Doctors	Doctors listen carefully to you	16	32	74.89%	57.14%	17.74%	▲
CAHPS	Comm w/ Doctors	Doctors expl in way you understand	16	50	74.89%	66.67%	8.22%	▲
CAHPS	Hospital Environment	Cleanliness of hospital environment	14	4	57.22%	71.43%	-14.21%	▼
CAHPS	Comm About Medicines	Tell you what new medicine was for	12	55	75.00%	100.00%	-25.00%	▼
CAHPS	Comm About Medicines	Staff describe medicine side effect	10	93	60.00%	100.00%	-40.00%	▼
CAHPS	Discharge Information	Staff talk about help when you left	16	27	81.27%	71.43%	9.84%	▲
CAHPS	Discharge Information	Info re symptoms/prob to look for	15	36	86.69%	71.43%	15.26%	▲
CAHPS	Restful Hosp Environment	Quietness of hospital environment	16	23	50.14%	57.14%	-7.00%	▼
CAHPS	Restful Hosp Environment	Able to rest as needed	10	86	50.23%	N/A	--	▬
CAHPS	Restful Hosp Environment	Staff help you rest and recover	10	5	60.23%	N/A	--	▬
CAHPS	Care Coordination	Staff informed about your care	10	1	49.99%	N/A	--	▬
CAHPS	Care Coordination	Staff worked together for you	10	20	69.99%	N/A	--	▬
CAHPS	Care Coordination	Staff helped with care plan	10	37	69.99%	N/A	--	▬
CAHPS	Info About Symptoms	Staff gave info on symptoms	9	28	66.67%	N/A	--	▬
CAHPS	Additional Ratings	Call button help soon as wanted it	5	56	60.00%	40.00%	20.00%	▲
CAHPS	Additional Ratings	Hosp staff took pref into account	6	9	33.33%	20.00%	13.33%	▲
CAHPS	Additional Ratings	Good understanding managing health	6	2	33.33%	20.00%	13.33%	▲
CAHPS	Additional Ratings	Understood purpose of taking meds	6	19	50.00%	42.86%	7.14%	▲
PG	Room	Courtesy of person cleaning room†	6	34	66.67%	40.00%	26.67%	▲
PG	Room	Room temperature†	6	6	33.33%	33.33%	0.00%	▬
PG	Meals	Temperature of the food†	6	76	50.00%	28.57%	21.43%	▲
PG	Meals	Quality of the food†	6	43	33.33%	50.00%	-16.67%	▼
PG	Nurses	Nurses' attitude toward requests†	6	2	50.00%	50.00%	0.00%	▬
PG	Nurses	Attention to needs	15	47	66.67%	66.67%	0.00%	▬
PG	Nurses	Nurses kept you informed	16	70	68.75%	33.33%	35.42%	▲

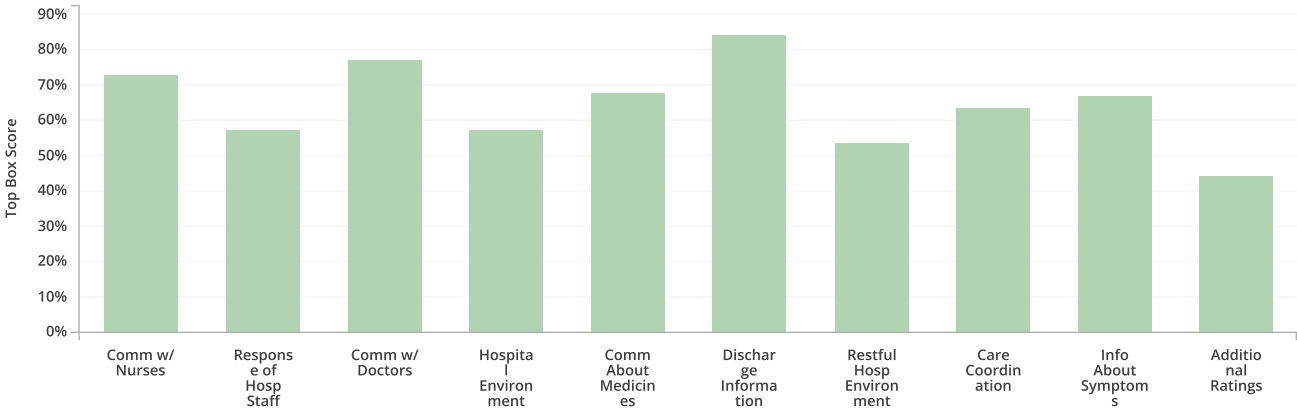
PG	Nurses	Nurses expl daily plan of care	10	39	60.00%	N/A	--	▬
PG	Nurses	Nurses took time to answer quests	10	10	60.00%	N/A	--	▬
PG	Doctors	Time doctors spent with you†	6	62	50.00%	33.33%	16.67%	▲
PG	Doctors	Doctors' concern questions/worries	15	97	80.00%	50.00%	30.00%	▲
PG	Doctors	Doctors kept you informed†	5	99	80.00%	50.00%	30.00%	▲
PG	Doctors	Doctors took time to answer quests	10	12	60.00%	N/A	--	▬
PG	Doctors	Doctors' effort decision making	10	91	80.00%	N/A	--	▬
PG	Personal Issues	Staff concern for privacy†	6	8	50.00%	42.86%	7.14%	▲
PG	Personal Issues	Staff addressed emotional needs†	6	17	50.00%	50.00%	0.00%	▬
PG	Personal Issues	Response to concerns/complaints†	6	15	50.00%	50.00%	0.00%	▬
PG	Personal Issues	Staff include decisions re:trtmnt†	6	79	66.67%	16.67%	50.00%	▲
PG	Overall Assessment	Staff worked together care for you†	6	37	66.67%	60.00%	6.67%	▲
PG	Overall Assessment	Likelihood of recommending†	5	89	80.00%	20.00%	60.00%	▲
PG	Overall Assessment	Overall rating of care†	6	40	66.67%	50.00%	16.67%	▲

† Custom Question ^ Focus Question

HCAHPS Global Comparison ⓘ



Domain Comparison ⓘ



Domains and Questions ⓘ

Peer Group: All PG Database
CAHPS Section/Domain Level N=2476

Domains	Questions	Current n	Previous Period (Q4 2024)	Current Period (Q1 2025)	Change	Percentile Rank
Global Items	Rate hospital 0-10	16	71.43%	68.73%	-2.70%	47
	Recommend the hospital	16	28.57%	62.51%	33.94%	24
Comm w/ Nurses		16	71.43%	72.82%	1.39%	12
	Nurses treat with courtesy/respect	16	85.71%	74.91%	-10.81%	4
	Nurses listen carefully to you	16	42.86%	74.91%	32.05%	39
	Nurses expl in way you understand	16	85.71%	68.66%	-17.06%	13
Response of Hosp Staff		11	100.00%	57.14%	-42.86%	30
	Help toileting soon as you wanted	7	100.00%	57.14%	-42.86%	24
	Received help as soon as needed	7	N/A	57.14%	--	42
Comm w/ Doctors		16	69.84%	76.97%	7.13%	35
	Doctors treat with courtesy/respect	16	85.71%	81.14%	-4.58%	24
	Doctors listen carefully to you	16	57.14%	74.89%	17.74%	32
	Doctors expl in way you understand	16	66.67%	74.89%	8.22%	50
Hospital Environment		14	71.43%	57.22%	-14.21%	4
	Cleanliness of hospital environment	14	71.43%	57.22%	-14.21%	4
Comm About Medicines		12	100.00%	67.50%	-32.50%	85
	Tell you what new medicine was for	12	100.00%	75.00%	-25.00%	55
	Staff describe medicine side effect	10	100.00%	60.00%	-40.00%	93
Discharge Information		16	71.43%	83.98%	12.55%	28
	Staff talk about help when you left	16	71.43%	81.27%	9.84%	27
	Info re symptoms/prob to look for	15	71.43%	86.69%	15.26%	36
Restful Hosp Environment		16	57.14%	53.53%	-3.61%	29
	Quietness of hospital environment	16	57.14%	50.14%	-7.00%	23
	Able to rest as needed	10	N/A	50.23%	--	86
	Staff help you rest and recover	10	N/A	60.23%	--	5
Care Coordination		10	N/A	63.32%	--	9
	Staff informed about your care	10	N/A	49.99%	--	1
	Staff worked together for you	10	N/A	69.99%	--	20
	Staff helped with care plan	10	N/A	69.99%	--	37
Info About Symptoms		9	N/A	66.67%	--	28
	Staff gave info on symptoms	9	N/A	66.67%	--	28
Additional Ratings		6	30.71%	44.17%	13.45%	12
	Call button help soon as wanted it	5	40.00%	60.00%	20.00%	56
	Hosp staff took pref into account	6	20.00%	33.33%	13.33%	9
	Good understanding managing health	6	20.00%	33.33%	13.33%	2
	Understood purpose of taking meds	6	42.86%	50.00%	7.14%	19

Priority Index ⓘ

PG Report Period: 6 months | CAHPS Report Period: 12 months
Benchmark: All Respondents | Benchmarking Period: 03/01/2025 - 05/31/2025

Current Order	Survey Type	Question	Percentile Rank	Correlation
1	CAHPS	Quietness of hospital environment	25	0.56
2	CAHPS	Nurses listen carefully to you	22	0.49
3	CAHPS	Nurses expl in way you understand	28	0.49
4	CAHPS	Cleanliness of hospital environment	54	0.56
5	CAHPS	Doctors listen carefully to you	26	0.31
6	CAHPS	Nurses treat with courtesy/respect	53	0.45
7	CAHPS	Recommend the hospital	57	0.49
8	CAHPS	Doctors treat with courtesy/respect	45	0.27
9	CAHPS	Doctors expl in way you understand	28	0.17
10	CAHPS	Tell you what new medicine was for	84	0.41

† Custom Question ^ Focus Question

Reports from Press Ganey are for internal improvement purposes. Only CMS can provide your facility with your official CAHPS survey results.

COMPASSIONATE CONNECTED CARE

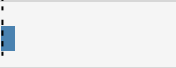



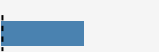

PERCENTILE THRESHOLD

All

50

■ Above Threshold ■ Below Threshold

Compassionate Connected Care	Patient Need	Survey Type	Survey Items	n	Top Box Score	Percentile Rank	
Culture	Teamwork	PG	Staff worked together care for you†	n<30	N/A	N/A	
Clinical	Discharge Prep	CAHPS	Staff talk about help when you left	48	85.45%	55	
		CAHPS	Info re symptoms/prob to look for	47	87.27%	40	
		CAHPS	Good understanding managing health	n<30	N/A	N/A	
		CAHPS	Understood purpose of taking meds	30	56.67%	9	
Caring Behaviors	Personalize	CAHPS	Nurses listen carefully to you	51	72.37%	22	
		PG	Nurses' attitude toward requests†	n<30	N/A	N/A	
		PG	Attention to needs	48	66.67%	37	
		CAHPS	Doctors listen carefully to you	50	73.78%	26	
		PG	Time doctors spent with you†	n<30	N/A	N/A	
	Courtesy	CAHPS	Nurses treat with courtesy/respect	51	86.10%	53	
		CAHPS	Doctors treat with courtesy/respect	51	84.10%	45	
		PG	Courtesy of person cleaning room†	n<30	N/A	N/A	
	Inform	PG	Nurses kept you informed	49	67.35%	60	
		CAHPS	Nurses expl in way you understand	51	72.37%	28	
		PG	Doctors kept you informed†	n<30	N/A	N/A	
		CAHPS	Doctors expl in way you understand	50	71.78%	28	
		CAHPS	Tell you what new medicine was for	38	78.72%	77	
		CAHPS	Staff describe medicine side effect	35	62.61%	95	
	Privacy	PG	Staff concern for privacy†	30	50.00%	2	
	Choice	PG	Staff include decisions re:trtmnt†	n<30	N/A	N/A	
		CAHPS	Hosp staff took pref into account	n<30	N/A	N/A	
	Service Recovery	PG	Response to concerns/complaints†	n<30	N/A	N/A	
	Empathy	PG	Doctors' concern questions/worries	49	69.39%	59	
		PG	Staff addressed emotional needs†	n<30	N/A	N/A	
	Responsiveness	CAHPS	Call button help soon as wanted it	n<30	N/A	N/A	
		CAHPS	Help toileting soon as you	n<30	N/A	N/A	

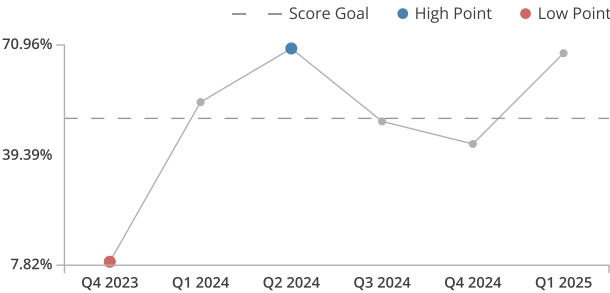
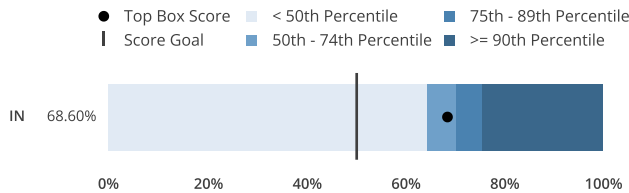
			wanted				
Operational	Environment	CAHPS	Cleanliness of hospital environment	49	73.60%	54	
		CAHPS	Quietness of hospital environment	50	50.28%	25	
		PG	Room temperature†	30	36.67%	5	
	Amenities	PG	Temperature of the food†	31	41.94%	42	
		PG	Quality of the food†	n<30	N/A	N/A	
Global	Global	PG	Overall rating of care†	30	76.67%	56	
		CAHPS	Rate hospital 0-10	51	76.44%	75	
		PG	Likelihood of recommending†	n<30	N/A	N/A	
		CAHPS	Recommend the hospital	51	72.57%	57	

† Custom Question ^ Focus Question

-40 -20 0 20 40
Difference to Threshold

Service Line Performance ⓘ

PG Overall



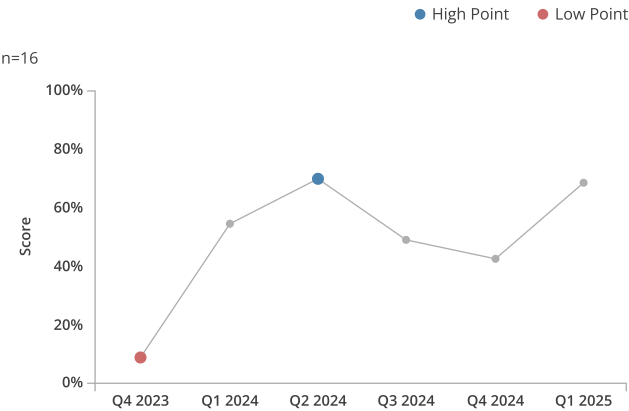
n	16
Top Box Score	68.60%
Score Goal	50.00%
Percentile Rank	68

Time Period	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025
n	2	18	15	13	7	16
Top Box Score	8.82%	54.58%	69.96%	49.06%	42.57%	68.60%
Percentile Rank	1	25	87	5	2	68

Top Box Score ⓘ

PG Overall

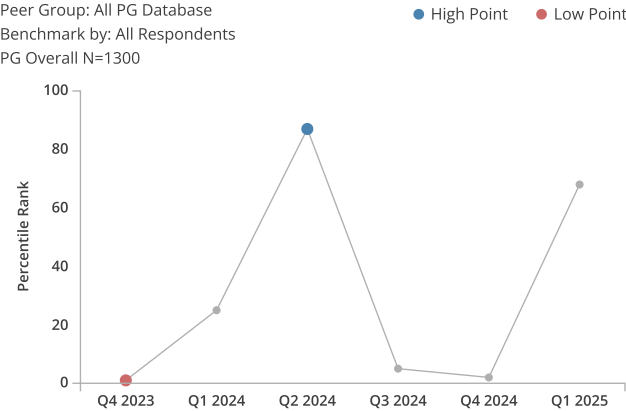
68.60% ▲



Top Box Percentile Rank ⓘ

PG Overall

68th ▲



Time Period	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025
n	2	18	15	13	7	16
Top Box Score	8.82%	54.58%	69.96%	49.06%	42.57%	68.60%
Percentile Rank	1	25	87	5	2	68

Time Period	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025
n	2	18	15	13	7	16
Top Box Score	8.82%	54.58%	69.96%	49.06%	42.57%	68.60%
Percentile Rank	1	25	87	5	2	68

Section Performance 📄

SORT BY

Default

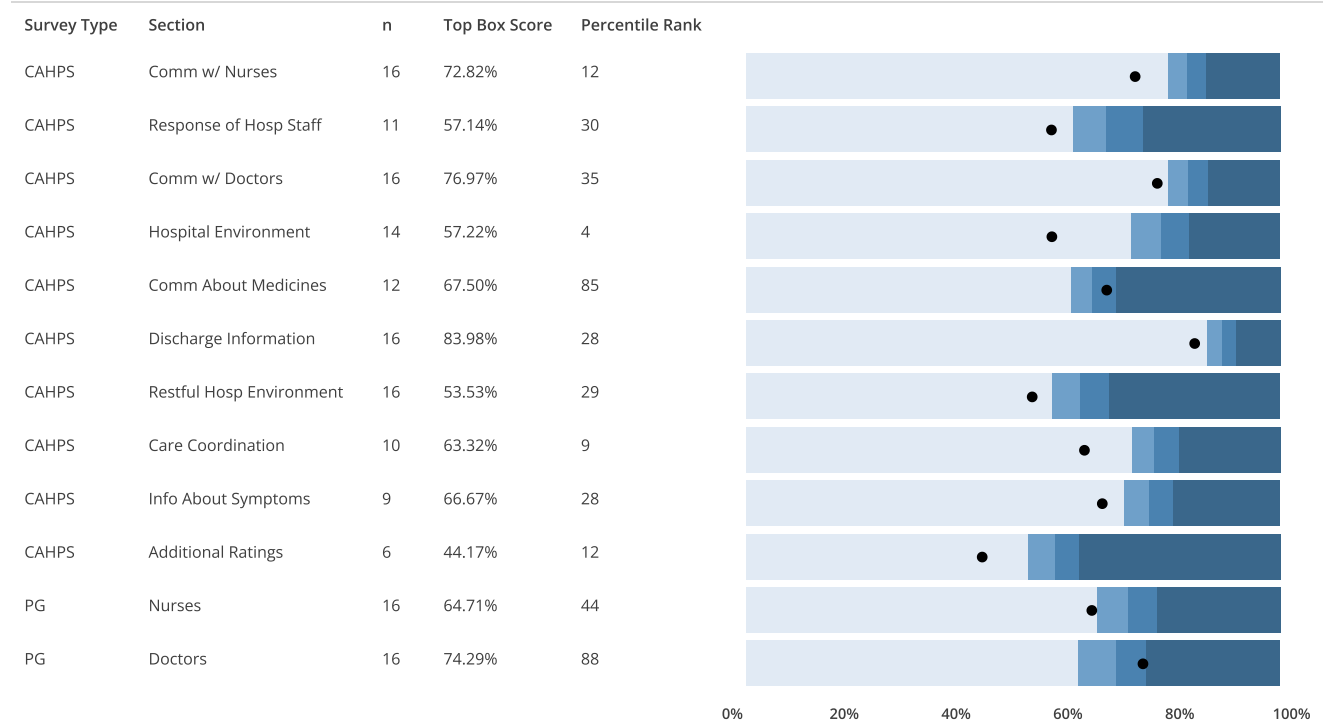
SELECT

Standard

Peer Group: All PG Database

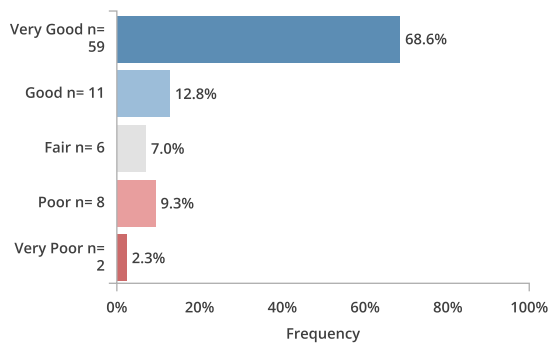
CAHPS Section/Domain Level N=2476 | PG Overall N=1300

● Top Box Score < 50th Percentile 50th - 74th Percentile 75th - 89th Percentile >= 90th Percentile



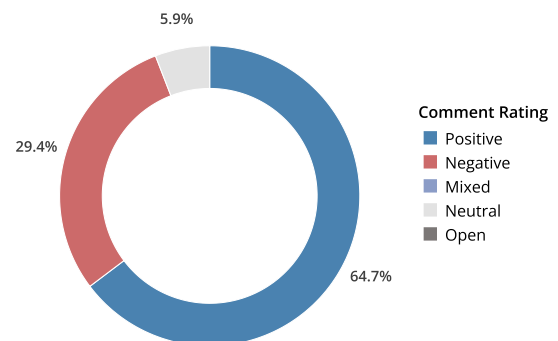
Distribution of Responses 📄

PG Overall



Comment Distribution 📄

Data from Press Ganey surveys. CAHPS surveys do not collect comments.



N/A ⓘ
PG Overall

N/A ⓘ
PG Overall

■ Above Goal ■ Below Goal

■ Above Goal ■ Below Goal

No Data Available

No Data Available

Priority Index ⓘ

PG Report Period: 6 months | CAHPS Report Period: 12 months
Benchmark by: All Respondents | Benchmarking Period: 03/01/2025 - 05/31/2025

Current Order	Survey Type	Question	Percentile Rank	Correlation
1	PG	Room temperature†	4	0.61
2	PG	Staff concern for privacy†	6	0.5
3	PG	Attention to needs	39	0.63
4	CAHPS	Quietness of hospital environment	25	0.56
5	CAHPS	Nurses listen carefully to you	22	0.49
6	PG	Overall rating of care†	64	0.66
7	CAHPS	Nurses expl in way you understand	28	0.49
8	CAHPS	Cleanliness of hospital environment	54	0.56
9	PG	Nurses kept you informed	67	0.62
10	CAHPS	Doctors listen carefully to you	26	0.31

† Custom Question ^ Focus Question

● Percentile Rank 1 - 49 ● Percentile Rank 50 - 74 ● Percentile Rank 75 - 89 ● Percentile Rank 90 - 99

Peer Group: All PG Database | PG Overall N=1300 | CAHPS Item Level N=2471 | Received Date | 01 Jan 2025 - 31 Mar 2025

CAHPS LTR Top Box Score 62.51% Percentile Rank 24th	CAHPS Rate 0-10 Top Box Score 68.73% Percentile Rank 47th	PG Overall Top Box Score 68.60% Percentile Rank 68th	PGLTR† Top Box Score 80.00% Percentile Rank 89th
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Comm w/ Doctors CAHPS: During this hospital stay, how often did doctors explain things in a way you could understand?	Top Box Score 74.89%	Percentile Rank 50th
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Comm w/ Nurses CAHPS: During this hospital stay, how often did nurses listen carefully to you?	Top Box Score 74.91%	Percentile Rank 39th
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Doctors PG: How well doctors kept you informed†	Top Box Score 80.00%	Percentile Rank 99th
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Nurses PG: Nurses' attitude toward your requests†	Top Box Score 50.00%	Percentile Rank 2nd
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† Custom Question ^ Focus Question