

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

December 10, 2025 @ 9:30 am
Mayers Memorial Healthcare District
Burney Annex Boardroom
20647 Commerce Way
Burney, CA 96013

Attendees

Les Cufaude, Chair, Board Member
James Ferguson, Board Member

Ryan Harris, CEO
Jack Hathaway, Director of Quality
Lisa Neal, 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 – October 29, 2025	Attachment A	Action Item	
4	DIRECTOR OF QUALITY REPORT		Jack Hathaway	Attachment B	Report
6	OTHER INFORMATION/ANNOUNCEMENTS			Information	
7	MOVE INTO CLOSED SESSION				
	7.1	Hearing (Health and Safety Code §32155) – Medical Staff Credentials	Action Item		
		MEDICAL STAFF REAPPOINTMENT			
		Jinno Magno, MD			
		Robert Cirillo, MD (Vesta)			
		STAFF STATUS CHANGE			
		Thelma Wadsworth, PA Privilege Level Change			
		Ross Mandeville, MD (T2U) to Inactive			
		Ping Chu, MD (Mercy Oncology) to Inactive			
8	RECONVENE OPEN SESSION:				
9	ADJOURNMENT:				
	Next Regular Meeting – January 28, 2026				

Posted: December 4, 2025

Chief Executive Officer
Ryan Harris



ATTACHMENT A

Board of Directors

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

:32

Board of Directors

Quality Committee

Minutes

October 29, 2025 @ 9:30 am

Mayers Memorial Healthcare

Fall River Boardroom

43563 Highway 299 East

Fall River Mills, CA 96028

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 9:32 am on the above date.		
BOARD MEMBERS PRESENT:		STAFF PRESENT:	
Les Cufaude, Director		Ryan Harris, CEO Jack Hathaway, Director of Quality Keith Earnest, Chief Clinical Officer Jessica DeCoito, Director of Operations Sharon Lyons, Director of Nursing SNF Dana Hauge, Director of Safety & Security	
ABSENT: Jim Ferguson, Director Lisa Neal, Board Clerk			
2	CALL FOR REQUEST FROM THE AUDIENCE – PUBLIC COMMENTS OR TO SPEAK TO AGENDA ITEMS		
	None.		
3	APPROVAL OF THE MINUTES: September 17, 2025 Motion made, seconded, and approved for approval of the minutes.	<i>Cufaude, Harris</i>	<i>Approved by All</i>
4	DIRECTOR OF QUALITY: Report was submitted. A review of the specifics and details in the report was conducted. Jack is to review the survey results from Q2 to Q3 in the Press Ganey report, and why the dip was significant for both this year and last year in the same period. Jack will also review the Press Ganey process and cost versus what it would be in-house for us to post the SEI initiative. The numbers are negative, but this is where we initiate the SEI programs and see our numbers climb. The Service Excellence Council will review the HCHAPS scores monthly and select a prioritized set to focus our efforts on a district-wide basis. We need to change our culture on reporting “good catch”, “near misses”, etc., to RL6. Improvement is already in progress, with security incidents being reported. Additional education on RL6, including how to report and what to report, is being planned for all employees.		
5	DIRECTOR OF SAFETY QUARTERLY REPORT: Report was submitted. A review of the report's specifics and details was conducted, as it contained a substantial amount of data. The Versa Badge features a button that employees in the ER can use as an alert for a Code Gray situation. There are opportunities to incorporate exercise into daily routines for employees to help address ergonomic issues. The SEEC report was made on disaster, Safety and Security, physical environment, life safety, and radiological developments. ACHC compliance for doors was reported at a 98% success/pass rate.		

6	<p>OTHER INFORMATION/ANNOUNCEMENTS: Sharon Lyons, DON SNF presented plans for Medication Error Reductions.</p> <p>Director Les Cufuade made a motion to amend the names for approval of Med Staff Credentials in Closed Session. Motion was seconded by Ryan Harris. A 2/3 vote was received in the affirmative.</p> <p>Motion moved, seconded and approved to amend the names listed under Med Staff Credentials to be:</p> <p>Medical Staff Reappointment: William Dykes, MD, Emergency Medicine Edward Richert, MD, Family Medicine Baowei Tang, MD, Rheumatology</p> <p>Medical Staff Appointment: Ping Chu, MD, Oncology Philip Sardar, MD, Oncology Ahresh Saha, DO, Pathology</p> <p>Staff Status Change: Bina Mustafa, MD to Inactive Sampath Alapati, MD to Inactive</p>		
7	MOVE INTO CLOSED SESSION: 10:23 am		
	<p>7.1 Hearing (Health and Safety Code §32155) – Medical Staff Credentials</p> <p>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) William Dykes, MD, Emergency Medicine Edward Richert, MD, Family Medicine Baowei Tang, MD, Rheumatology</p> <p>MEDICAL STAFF APPOINTMENT Kendra Grether 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) Ping Chu, MD, Oncology Philip Sardar, MD, Oncology Ahresh Saha, DO, Pathology</p> <p>AHP REAPPOINTMENT Heather Corr, PA-C George Winter, FNP Bina Mustafa, MD to Inactive Sampath Alapati, MD to Inactive</p> <p>Motion moved in Open Session to amend the names. Motion moved, seconded and credentials were approved.</p>	<i>Cufauade, Harris</i>	<i>Approved by All</i>
8	RECONVENE OPEN SESSION: 10:29 am		
9	<p>ADJOURNMENT: at 10:30 am Next Meeting is December 10, 2025</p>		

Public records which relate to any of the matters on this agenda (except Closed Session items), and which have been distributed to the members of the Board, are available for public inspection at the office of the Clerk to the Board of Directors, 43563 Highway 299 East, Fall River Mills CA 96028. This document and other Board of Directors documents are available online at www.mayersmemorial.com.

Board Quality Report December 2025

Mortality In the hospital

Reviewing these reports with the additional knowledge that comes from the analytics training incorporated with the provider optimization work that is underway. I will confirm that this is the best way to report this and get back to you next month.

Patient Experience

I have consulted Press Ganey about the time frames on the reports – currently the battery of reports that we are able to access have that time lag in them because of the various reporting windows that are used nation wide for those reports. The data will have lag in it because of the time frames that are allowed for collecting the data and reporting it to CMS. I am waiting to see if we can have the option of running our own timeframes in our reports, the PG team said they would get back to me.

With the above in mind – please see attached and we can review further online during the meeting.

PI Review

We can review current findings in Teams during the meeting.

ACHC

We are currently working on getting things together for our mid cycle review that is due in the beginning of 2026. This is like a bench review – and we do not expect anyone to come to the hospital. So, I am working with the teams necessary to gather the data that is requested and get it ready for submission.

Risk (RL6) Review

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

Medication error data as requested will be provided in meeting due to employee specific data it contains

State

We had a few visits this month – none with deficiencies cited – so clean bill of operation from the state's perspective.

I am currently working on the renewal package for our NATP (Nurse Aid Training Program) it will be due for renewal in the beginning of 2026 and it will be submitted early so we can be sure that the state has time to process the package.

Complaints

I have received no official reportable complaints this month.

Medication Error Audit

The medication errors in Skilled have taken a good turn – we will explore the data in meeting due to the potentially identifiable information for employees – but the number of errors is on the right path with a large drop in actual errors. We are still working on documentation errors which are happening around behaviors and taking vitals to support the medications that are given to help with those issues respectively.

QIP – Partnership

There is some funds coming back to us for hospital QIP through Partnership – around 12K – the measure set is mostly set to monitor births so there are a few measures that we will not have scores for – but we have some room for improvement based on what we can offer the public.

QIP – DHCS

There have been some interesting evolutions of the DHCS program – they have moved the audit cycle back to an annual basis for all participating hospitals – we were one of the few lucky hospitals that got a break, however, that was short lived. There has also been a change to the data collection process and now we will be relying more on MCP (Managed Care Plan – Partnership is our MCP) data – so there is a potential cost savings for us, if we decide not to renew our i2i contract – which is my recommendation at the moment – we will see how things continue to advance on that front.

Cerner

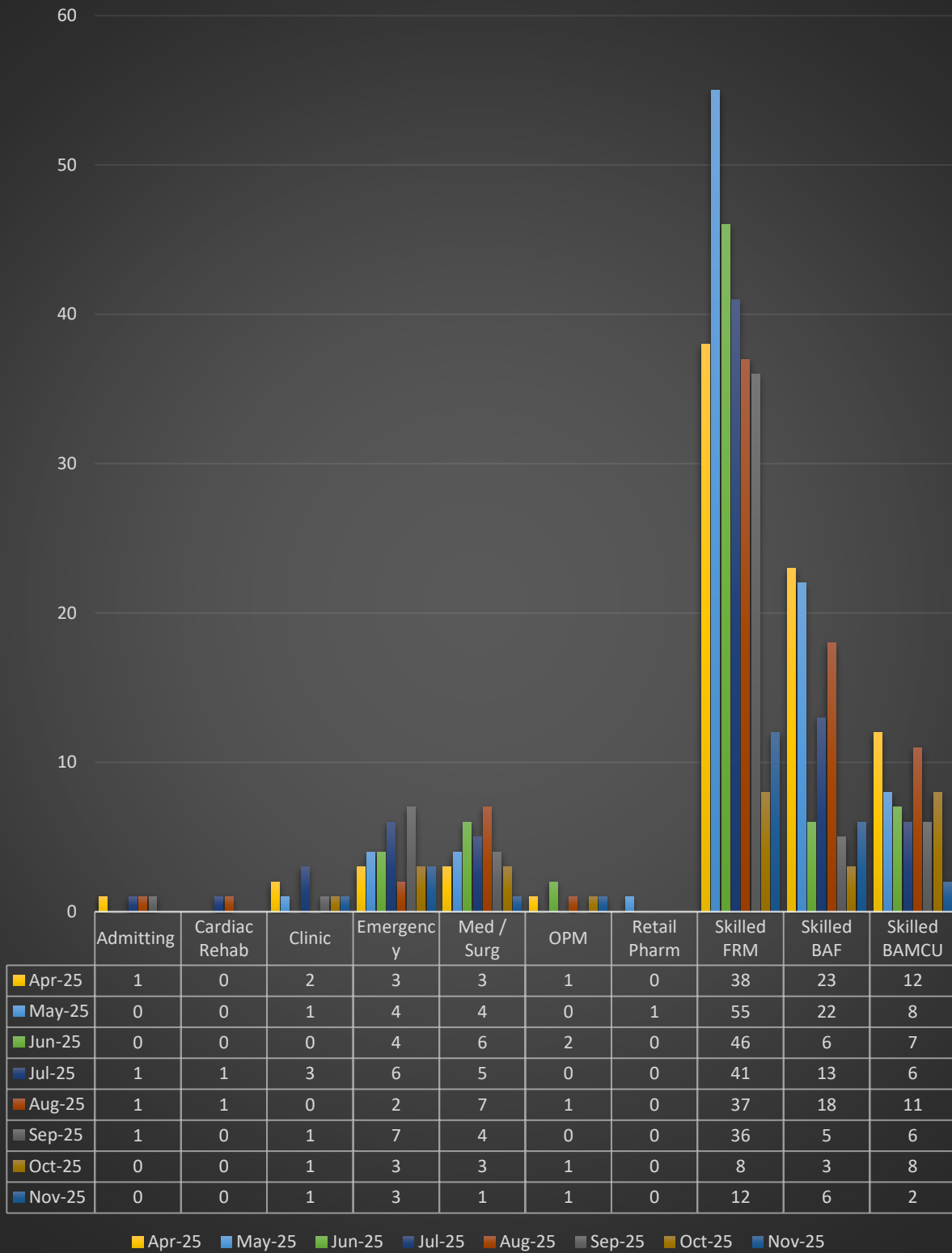
I have had the opportunity to take on system optimization efforts with Cerner – the provider team that came out was quite informative. We learned a lot – we will be engaged with the provider team for at least 3 more months as they train us on some reporting and observation platforms that Cerner has that we did not have access to or get training on while we were onboarding the EHR. So, there will be more to come on all of that in the future.

Conclusion

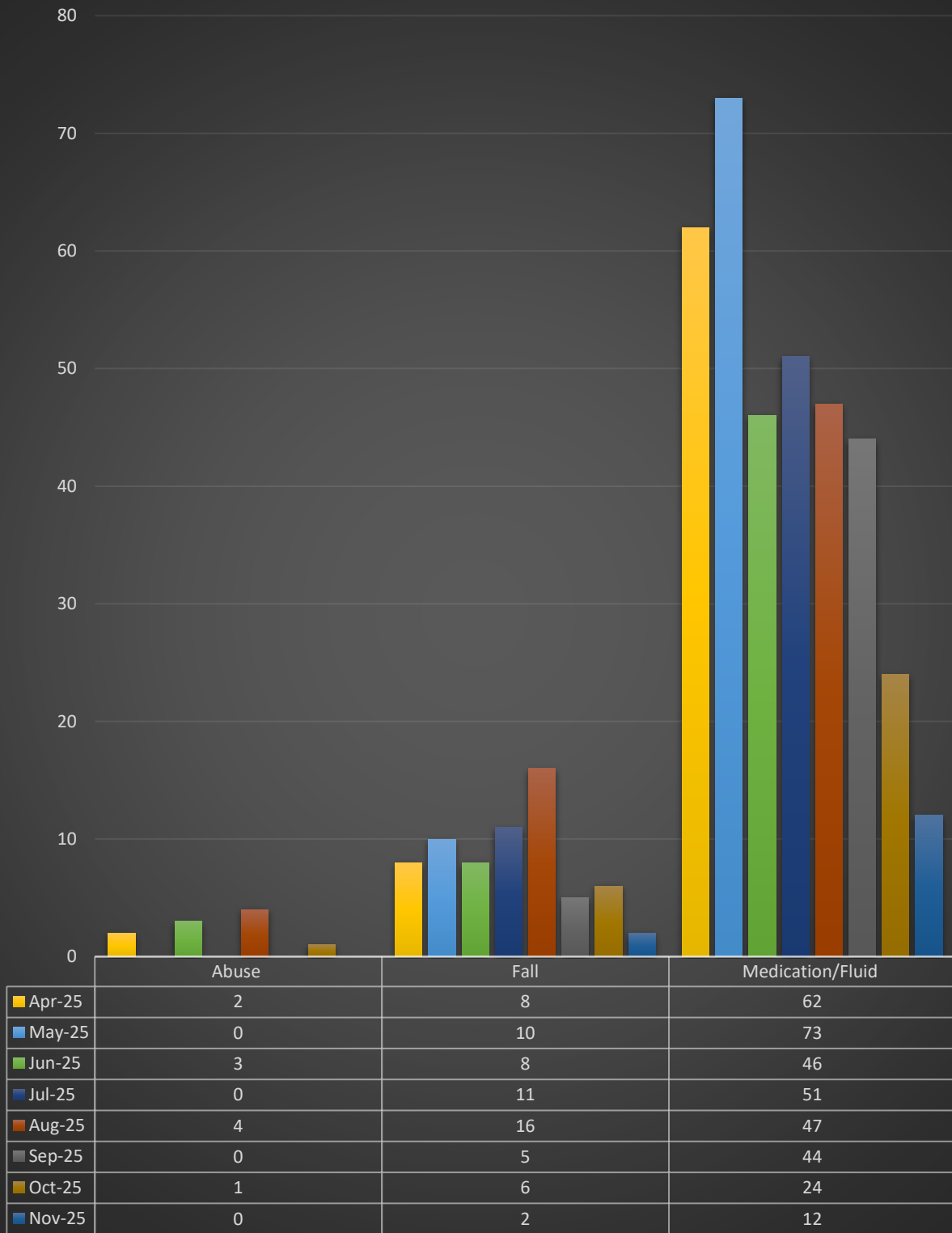
There are so many things that I do that are outside of the Quality role that I do not mention in this report – because I do not want it to be longer – however, if you ever want to know about the other stuff – let me know. If there is anything relevant, know that I do always bring that forward. But these past months seem to be full of the “other work”, and I just wanted to put that out there. A few subpoenas and I got to go to court with Dana – that was fun – all and all thought it seems that we are making traction on a few fronts and that leads me to believe that it has been another fantastic month for quality here at Mayers.

Respectfully submitted, Jack Hathaway – DOQ

Care/Service Area

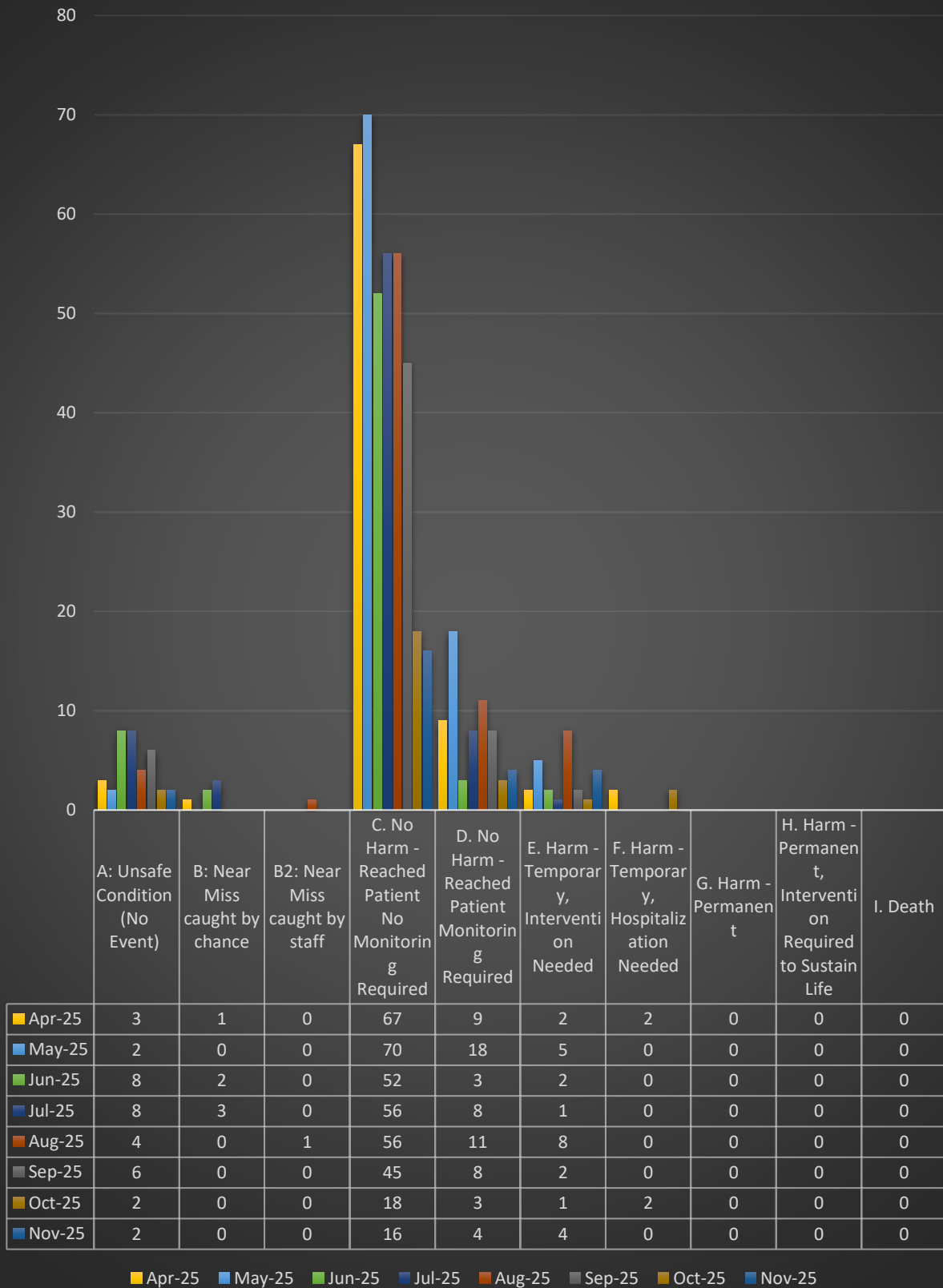


General Event Type



■ Apr-25
 ■ May-25
 ■ Jun-25
 ■ Jul-25
 ■ Aug-25
 ■ Sep-25
 ■ Oct-25
 ■ Nov-25

Severity Level Reported



COMPASSIONATE CONNECTED CARE

PERCENTILE THRESHOLD

All

50

■ Above Threshold ■ Below Threshold

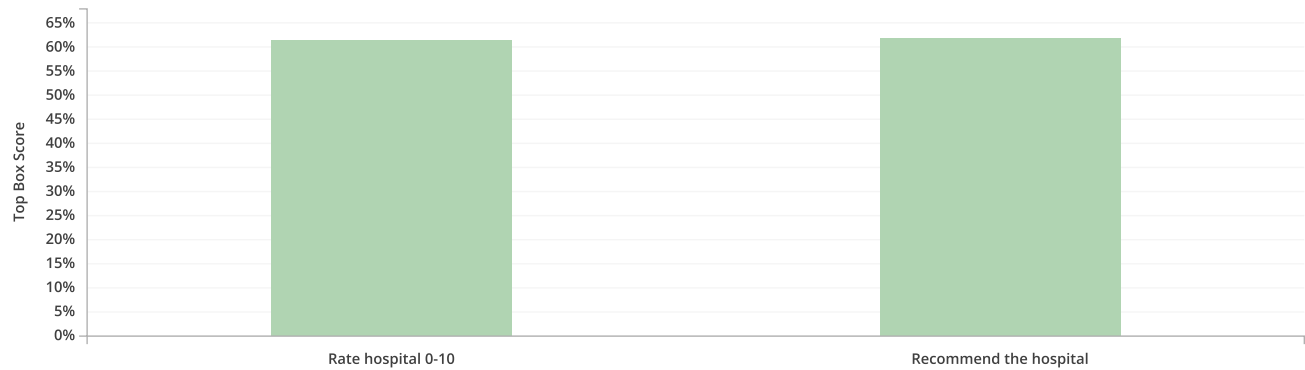
Compassionate Connected Care	Patient Need	Survey Type	Survey Items	n	Top Box Score	Percentile Rank	
Culture	Teamwork	PG	Staff worked together care for you†	n<30	N/A	N/A	
Clinical	Discharge Prep	CAHPS	Staff talk about help when you left	56	82.27%	30	
		CAHPS	Info re symptoms/prob to look for	55	87.40%	38	
		CAHPS	Good understanding managing health	n<30	N/A	N/A	
		CAHPS	Understood purpose of taking meds	n<30	N/A	N/A	
Caring Behaviors	Personalize	CAHPS	Nurses listen carefully to you	57	74.83%	32	
		PG	Nurses' attitude toward requests†	n<30	N/A	N/A	
		PG	Attention to needs	57	73.68%	66	
		CAHPS	Doctors listen carefully to you	58	76.84%	43	
		PG	Time doctors spent with you†	n<30	N/A	N/A	
	Courtesy	CAHPS	Nurses treat with courtesy/respect	59	87.53%	64	
		CAHPS	Doctors treat with courtesy/respect	59	87.40%	72	
		PG	Courtesy of person cleaning room†	n<30	N/A	N/A	
	Inform	PG	Nurses kept you informed	58	70.69%	72	
		CAHPS	Nurses expl in way you understand	59	80.75%	81	
		PG	Doctors kept you informed†	n<30	N/A	N/A	
		CAHPS	Doctors expl in way you understand	58	75.12%	48	
		CAHPS	Tell you what new medicine was for	45	79.17%	78	
		CAHPS	Staff describe medicine side effect	41	67.38%	98	
	Privacy	PG	Staff concern for privacy†	n<30	N/A	N/A	
	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	
	Empathy	PG	Doctors' concern questions/worries	57	78.95%	88	
		PG	Staff addressed emotional needs†	n<30	N/A	N/A	
	Service Recovery	PG	Response to concerns/complaints†	n<30	N/A	N/A	
	Responsiveness	CAHPS	Call button help soon as wanted it	n<30	N/A	N/A	10
		CAHPS	Help toileting soon as you	36	75.42%	89	

			wanted				
Operational	Environment	CAHPS	Cleanliness of hospital environment	57	84.67%	91	
		CAHPS	Quietness of hospital environment	59	63.65%	70	
		PG	Room temperature†	n<30	N/A	N/A	
	Amenities	PG	Temperature of the food†	n<30	N/A	N/A	
		PG	Quality of the food†	n<30	N/A	N/A	
Global	Global	PG	Overall rating of care†	n<30	N/A	N/A	
		CAHPS	Rate hospital 0-10	59	72.76%	59	
		PG	Likelihood of recommending†	n<30	N/A	N/A	
		CAHPS	Recommend the hospital	58	72.49%	54	

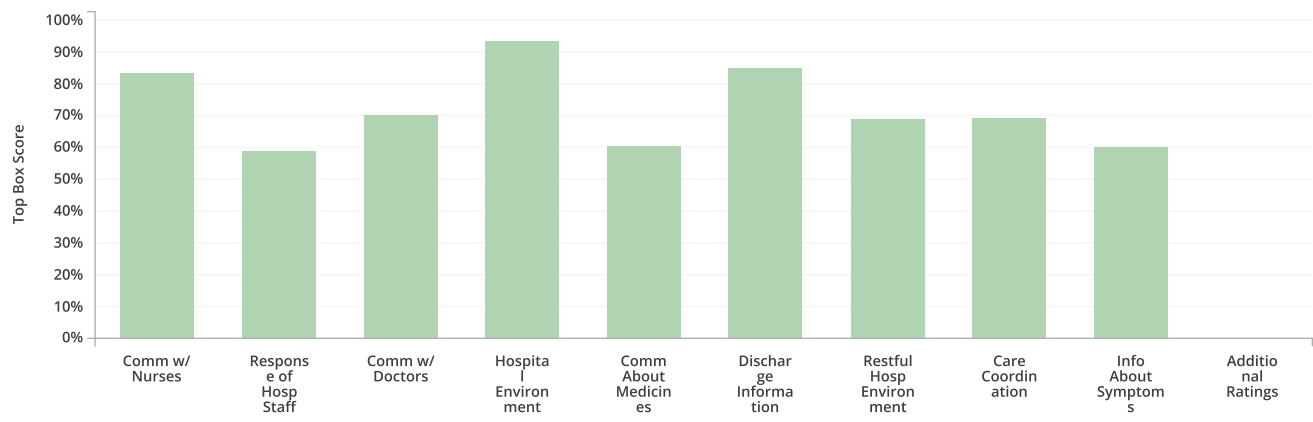
† Custom Question ^ Focus Question

-20 -10 0 10 20 30 40
Difference to Threshold

HCAHPS Global Comparison ⓘ



Domain Comparison ⓘ



Domains and Questions ⓘ

Peer Group: All PG Database
CAHPS Section/Domain Level N=2379

Domains	Questions	Current n	Previous Period (Q2 2025)	Current Period (Q3 2025)	Change	Percentile Rank
Global Items	Rate hospital 0-10	13	87.37%	61.26%	-26.11%	16
	Recommend the hospital	13	93.84%	61.72%	-32.11%	18
Comm w/ Nurses		13	88.93%	83.23%	-5.70%	74
	Nurses treat with courtesy/respect	13	99.34%	90.92%	-8.42%	85
	Nurses listen carefully to you	13	80.59%	75.54%	-5.06%	37
	Nurses expl in way you understand	13	86.84%	83.23%	-3.61%	88
Response of Hosp Staff		13	84.13%	58.68%	-25.44%	30
	Help toileting soon as you wanted	10	87.75%	71.00%	-16.75%	77
	Received help as soon as needed	11	80.50%	46.36%	-34.14%	5
Comm w/ Doctors		13	88.50%	70.13%	-18.37%	5
	Doctors treat with courtesy/respect	13	99.21%	75.26%	-23.95%	3
	Doctors listen carefully to you	13	85.83%	75.26%	-10.57%	32
	Doctors expl in way you understand	13	80.46%	59.88%	-20.59%	1
Hospital Environment		13	94.23%	93.32%	-0.91%	99
	Cleanliness of hospital environment	13	94.23%	93.32%	-0.91%	99
Comm About Medicines		8	79.34%	60.30%	-19.04%	40
	Tell you what new medicine was for	8	84.77%	72.80%	-11.97%	34
	Staff describe medicine side effect	8	73.90%	47.80%	-26.10%	45
Discharge Information		13	89.44%	84.89%	-4.54%	33
	Staff talk about help when you left	13	85.86%	77.20%	-8.66%	9
	Info re symptoms/prob to look for	13	93.01%	92.58%	-0.42%	84
Restful Hosp Environment		13	70.77%	68.79%	-1.98%	91
	Quietness of hospital environment	13	63.51%	63.66%	0.16%	69
	Able to rest as needed	13	54.41%	48.28%	-6.13%	77
	Staff help you rest and recover	13	94.41%	94.43%	0.02%	99
Care Coordination		13	86.62%	69.14%	-17.48%	25
	Staff informed about your care	13	79.95%	61.45%	-18.51%	12
	Staff worked together for you	13	93.29%	76.83%	-16.46%	49
	Staff helped with care plan	13	86.62%	69.14%	-17.48%	27
Info About Symptoms		13	83.92%	60.15%	-23.77%	5
	Staff gave info on symptoms	13	83.92%	60.15%	-23.77%	5
Additional Ratings			100.00%	N/A	--	N/A
	Call button help soon as wanted it		100.00%	N/A	--	N/A
	Hosp staff took pref into account		100.00%	N/A	--	N/A
	Good understanding managing health		100.00%	N/A	--	N/A
	Understood purpose of taking meds		100.00%	N/A	--	N/A

Priority Index ⓘ

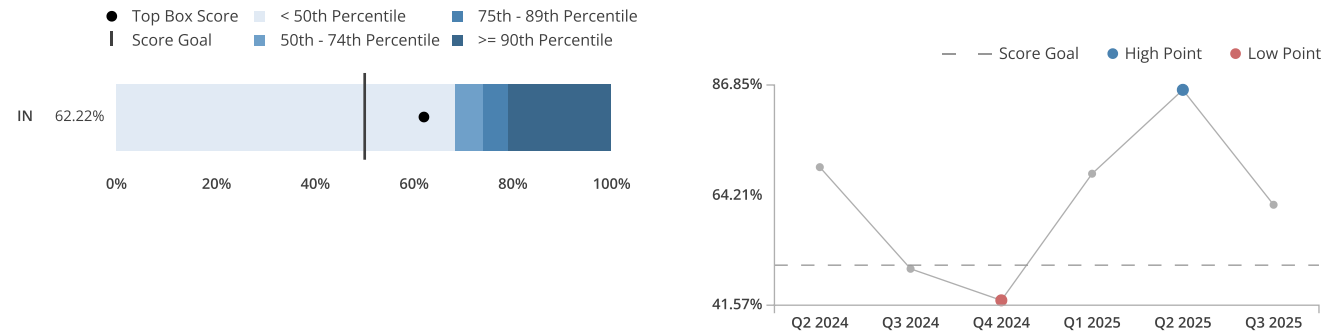
PG Report Period: 6 months | CAHPS Report Period: 12 months
Benchmark: All Respondents | Benchmarking Period: 08/01/2025 - 10/31/2025

Current Order	Survey Type	Question	Percentile Rank	Correlation
1	CAHPS	Nurses listen carefully to you	25	0.61
2	CAHPS	Recommend the hospital	48	0.64
3	CAHPS	Received help as soon as needed	62	0.66
4	CAHPS	Doctors treat with courtesy/respect	50	0.59
5	CAHPS	Doctors listen carefully to you	32	0.56
6	CAHPS	Staff worked together for you	75	0.82
7	CAHPS	Nurses expl in way you understand	73	0.65
8	CAHPS	Doctors expl in way you understand	25	0.48
9	CAHPS	Staff informed about your care	37	0.5
10	CAHPS	Quietness of hospital environment	67	0.57

† 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.

Service Line Performance ⓘ

PG Overall



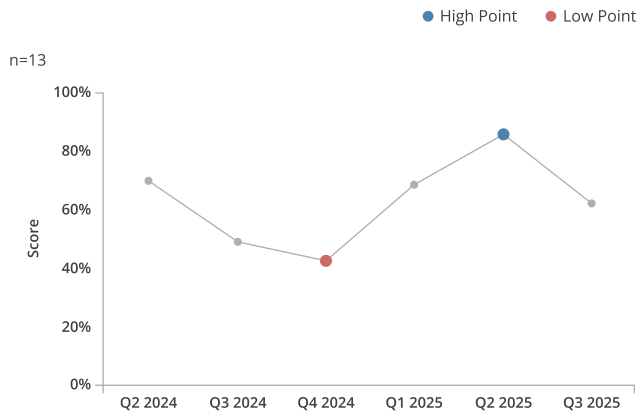
n	13
Top Box Score	62.22%
Score Goal	50.00%
Percentile Rank	19

Time Period	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Q3 2025
n	15	13	7	16	16	13
Top Box Score	69.96%	49.06%	42.57%	68.60%	85.85%	62.22%
Percentile Rank	87	5	2	68	98	19

Top Box Score ⓘ

PG Overall

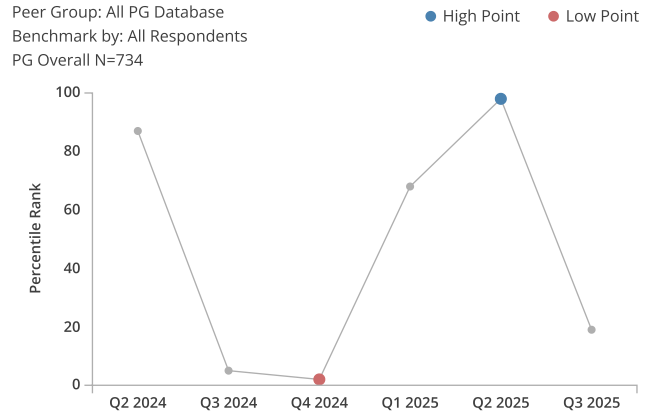
62.22% ▼



Top Box Percentile Rank ⓘ

PG Overall

19th ▼



Time Period	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Q3 2025
n	15	13	7	16	16	13
Top Box Score	69.96%	49.06%	42.57%	68.60%	85.85%	62.22%
Percentile Rank	87	5	2	68	98	19

Section Performance 📄

SORT BY

Default

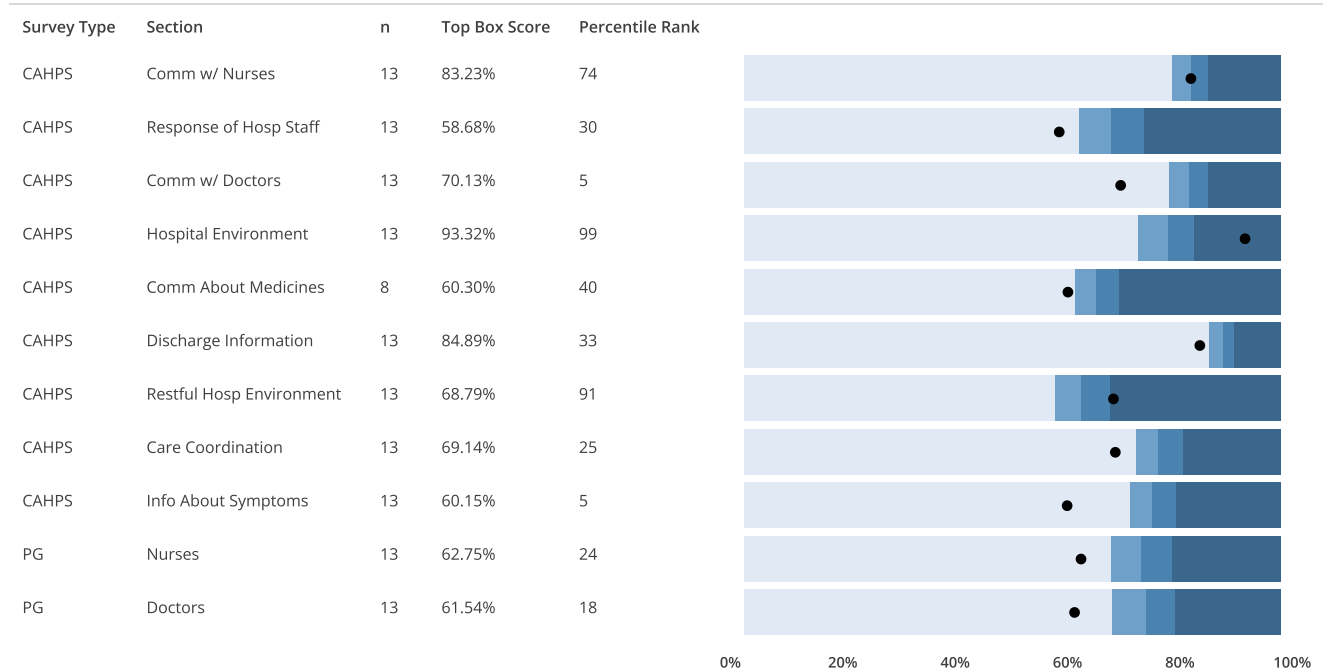
SELECT

Standard

Peer Group: All PG Database

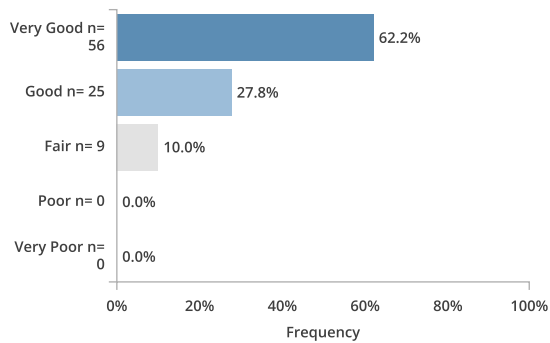
CAHPS Section/Domain Level N=2379 | PG Overall N=734

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



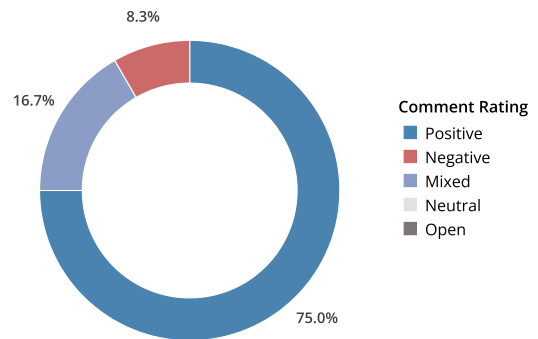
Distribution of Responses 📄

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: 08/01/2025 - 10/31/2025

Current Order	Survey Type	Question	Percentile Rank	Correlation
1	PG	Nurses took time to answer quests	35	0.74
2	PG	Doctors took time to answer quests	50	0.81
3	PG	Attention to needs	45	0.67
4	PG	Doctors' effort decision making	54	0.76
5	CAHPS	Nurses listen carefully to you	25	0.61
6	PG	Nurses expl daily plan of care	53	0.72
7	CAHPS	Recommend the hospital	48	0.64
8	PG	Nurses kept you informed	60	0.74
9	CAHPS	Doctors listen carefully to you	32	0.56
10	CAHPS	Staff worked together for you	75	0.82

† 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=734 | CAHPS Item Level N=2376 | Received Date | 01 Jul 2025 - 30 Sep 2025

CAHPS LTR	CAHPS Rate 0-10	PG Overall
Top Box Score	Top Box Score	Top Box Score
61.72%	61.26%	62.22%
Percentile Rank	Percentile Rank	Percentile Rank
18th	16th	19th

Comm w/ Doctors	Top Box Score	Percentile Rank
CAHPS: During this hospital stay, how often did doctors explain things in a way you could understand?	59.88%	1st
Comm w/ Nurses	Top Box Score	Percentile Rank
CAHPS: During this hospital stay, how often did nurses listen carefully to you?	75.54%	37th

† Custom Question ^ Focus Question

▲ Positive ▼ Negative

Survey Type	Sections/Domains	Items	Current n	Percentile Rank	Current Period (Q3 2025)	Previous Period (Q2 2025)	Change	
CAHPS	Global Items	Rate hospital 0-10	13	16	61.26%	87.37%	-26.11%	▼
CAHPS	Global Items	Recommend the hospital	13	18	61.72%	93.84%	-32.11%	▼
CAHPS	Comm w/ Nurses	Nurses treat with courtesy/respect	13	85	90.92%	99.34%	-8.42%	▼
CAHPS	Comm w/ Nurses	Nurses listen carefully to you	13	37	75.54%	80.59%	-5.06%	▼
CAHPS	Comm w/ Nurses	Nurses expl in way you understand	13	88	83.23%	86.84%	-3.61%	▼
CAHPS	Response of Hosp Staff	Help toileting soon as you wanted	10	77	71.00%	87.75%	-16.75%	▼
CAHPS	Response of Hosp Staff	Received help as soon as needed	11	5	46.36%	80.50%	-34.14%	▼
CAHPS	Comm w/ Doctors	Doctors treat with courtesy/respect	13	3	75.26%	99.21%	-23.95%	▼
CAHPS	Comm w/ Doctors	Doctors listen carefully to you	13	32	75.26%	85.83%	-10.57%	▼
CAHPS	Comm w/ Doctors	Doctors expl in way you understand	13	1	59.88%	80.46%	-20.59%	▼
CAHPS	Hospital Environment	Cleanliness of hospital environment	13	99	93.32%	94.23%	-0.91%	▼
CAHPS	Comm About Medicines	Tell you what new medicine was for	8	34	72.80%	84.77%	-11.97%	▼
CAHPS	Comm About Medicines	Staff describe medicine side effect	8	45	47.80%	73.90%	-26.10%	▼
CAHPS	Discharge Information	Staff talk about help when you left	13	9	77.20%	85.86%	-8.66%	▼
CAHPS	Discharge Information	Info re symptoms/prob to look for	13	84	92.58%	93.01%	-0.42%	▼
CAHPS	Restful Hosp Environment	Quietness of hospital environment	13	69	63.66%	63.51%	0.16%	▲
CAHPS	Restful Hosp Environment	Able to rest as needed	13	77	48.28%	54.41%	-6.13%	▼
CAHPS	Restful Hosp Environment	Staff help you rest and recover	13	99	94.43%	94.41%	0.02%	▲
CAHPS	Care Coordination	Staff informed about your care	13	12	61.45%	79.95%	-18.51%	▼
CAHPS	Care Coordination	Staff worked together for you	13	49	76.83%	93.29%	-16.46%	▼
CAHPS	Care Coordination	Staff helped with care plan	13	27	69.14%	86.62%	-17.48%	▼
CAHPS	Info About Symptoms	Staff gave info on symptoms	13	5	60.15%	83.92%	-23.77%	▼
CAHPS	Additional Ratings	Call button help soon as wanted it		N/A	N/A	100.00%	--	▬
CAHPS	Additional Ratings	Hosp staff took pref into account		N/A	N/A	100.00%	--	▬
CAHPS	Additional Ratings	Good understanding managing health		N/A	N/A	100.00%	--	▬
CAHPS	Additional Ratings	Understood purpose of taking meds		N/A	N/A	100.00%	--	▬
PG	Room	Courtesy of person cleaning room†		N/A	N/A	100.00%	--	▬
PG	Room	Room temperature†		N/A	N/A	0.00%	--	▬
PG	Meals	Temperature of the food†		N/A	N/A	100.00%	--	▬
PG	Meals	Quality of the food†		N/A	N/A	0.00%	--	▬
PG	Nurses	Nurses' attitude toward requests†		N/A	N/A	100.00%	--	▬
PG	Nurses	Attention to needs	13	16	61.54%	81.25%	-19.71%	▼
PG	Nurses	Nurses kept you informed	13	31	61.54%	81.25%	-19.71%	▼

PG	Nurses	Nurses expl daily plan of care	12	25	58.33%	73.33%	-15.00%	▼
PG	Nurses	Nurses took time to answer quests	13	29	69.23%	93.33%	-24.10%	▼
PG	Doctors	Time doctors spent with you†		N/A	N/A	100.00%	--	▬
PG	Doctors	Doctors' concern questions/worries	13	20	61.54%	93.33%	-31.79%	▼
PG	Doctors	Doctors kept you informed†		N/A	N/A	100.00%	--	▬
PG	Doctors	Doctors took time to answer quests	13	12	61.54%	93.33%	-31.79%	▼
PG	Doctors	Doctors' effort decision making	13	22	61.54%	85.71%	-24.18%	▼
PG	Personal Issues	Staff concern for privacy†		N/A	N/A	100.00%	--	▬
PG	Personal Issues	Staff addressed emotional needs†		N/A	N/A	100.00%	--	▬
PG	Personal Issues	Response to concerns/complaints†		N/A	N/A	100.00%	--	▬
PG	Personal Issues	Staff include decisions re:trtmnt†		N/A	N/A	100.00%	--	▬
PG	Overall Assessment	Staff worked together care for you†		N/A	N/A	100.00%	--	▬
PG	Overall Assessment	Likelihood of recommending†		N/A	N/A	100.00%	--	▬
PG	Overall Assessment	Overall rating of care†		N/A	N/A	100.00%	--	▬

† Custom Question ^ Focus Question