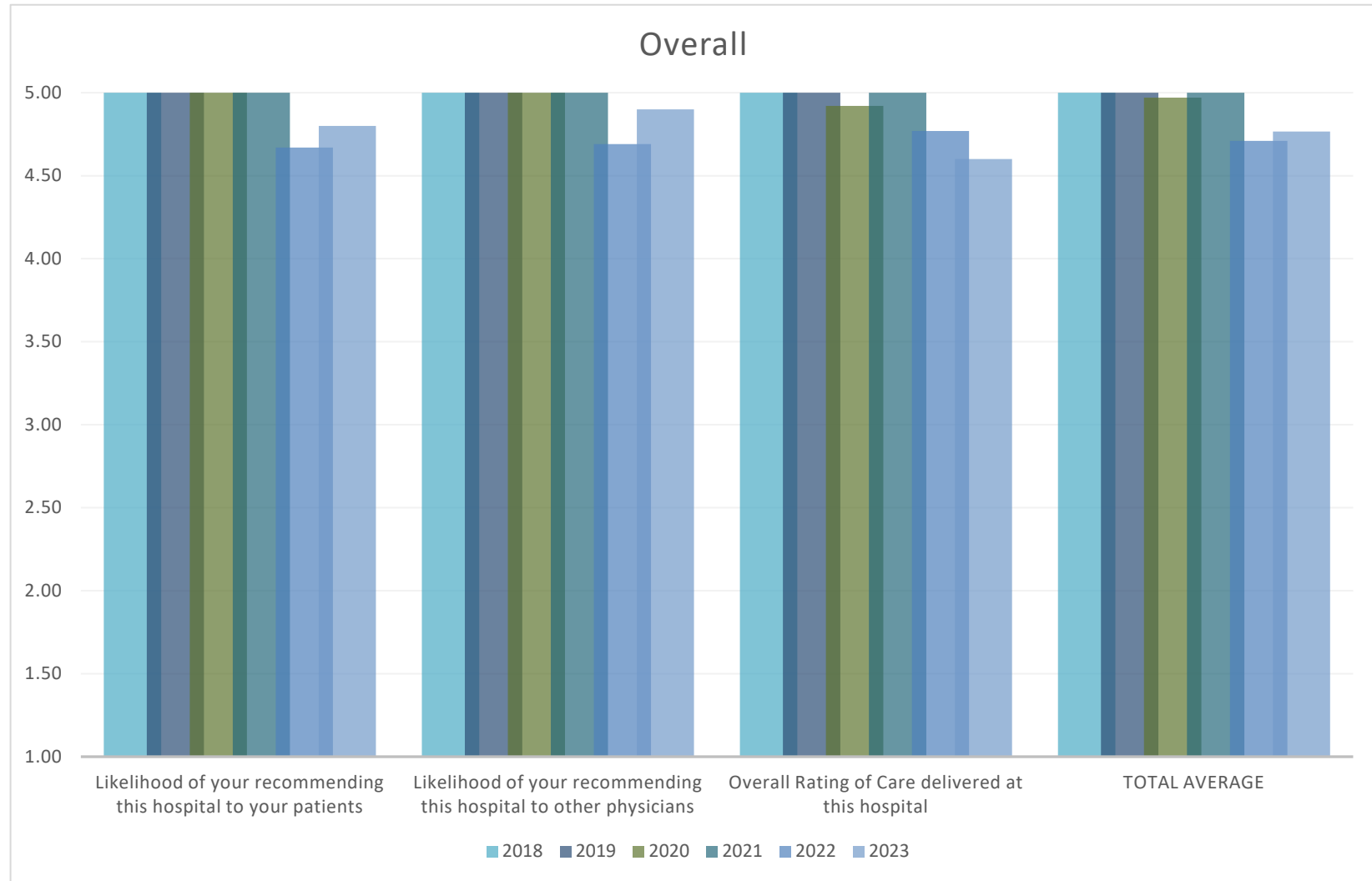
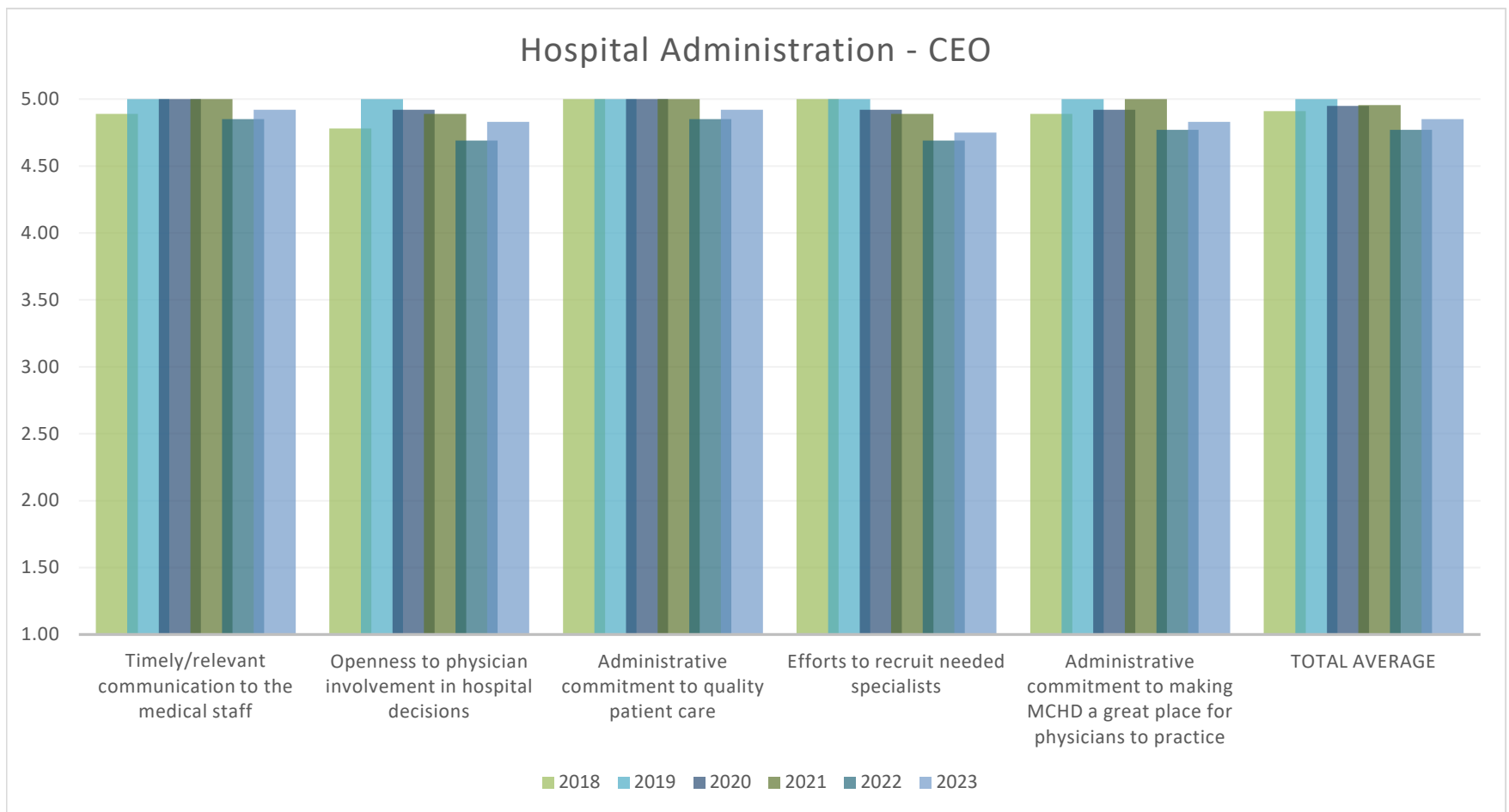


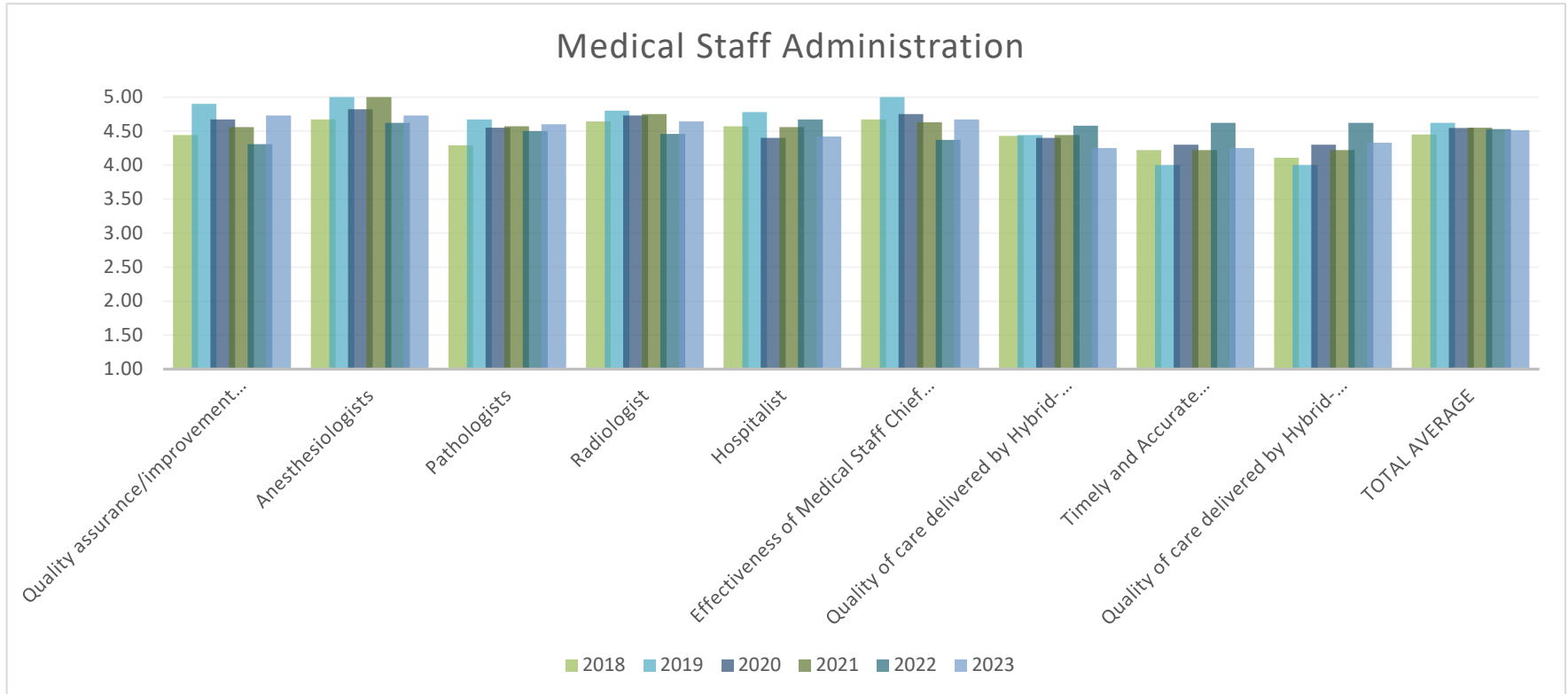
FINAL EVALUATIONS						
	2018	2019	2020	2021	2022	2023
Likelihood of your recommending this hospital to your patients	5.00	5.00	5.00	5.00	4.67	4.80
Likelihood of your recommending this hospital to other physicians	5.00	5.00	5.00	5.00	4.69	4.90
Overall Rating of Care delivered at this hospital	5.00	5.00	4.92	5.00	4.77	4.60
TOTAL AVERAGE	5.00	5.00	4.97	5.00	4.71	4.77



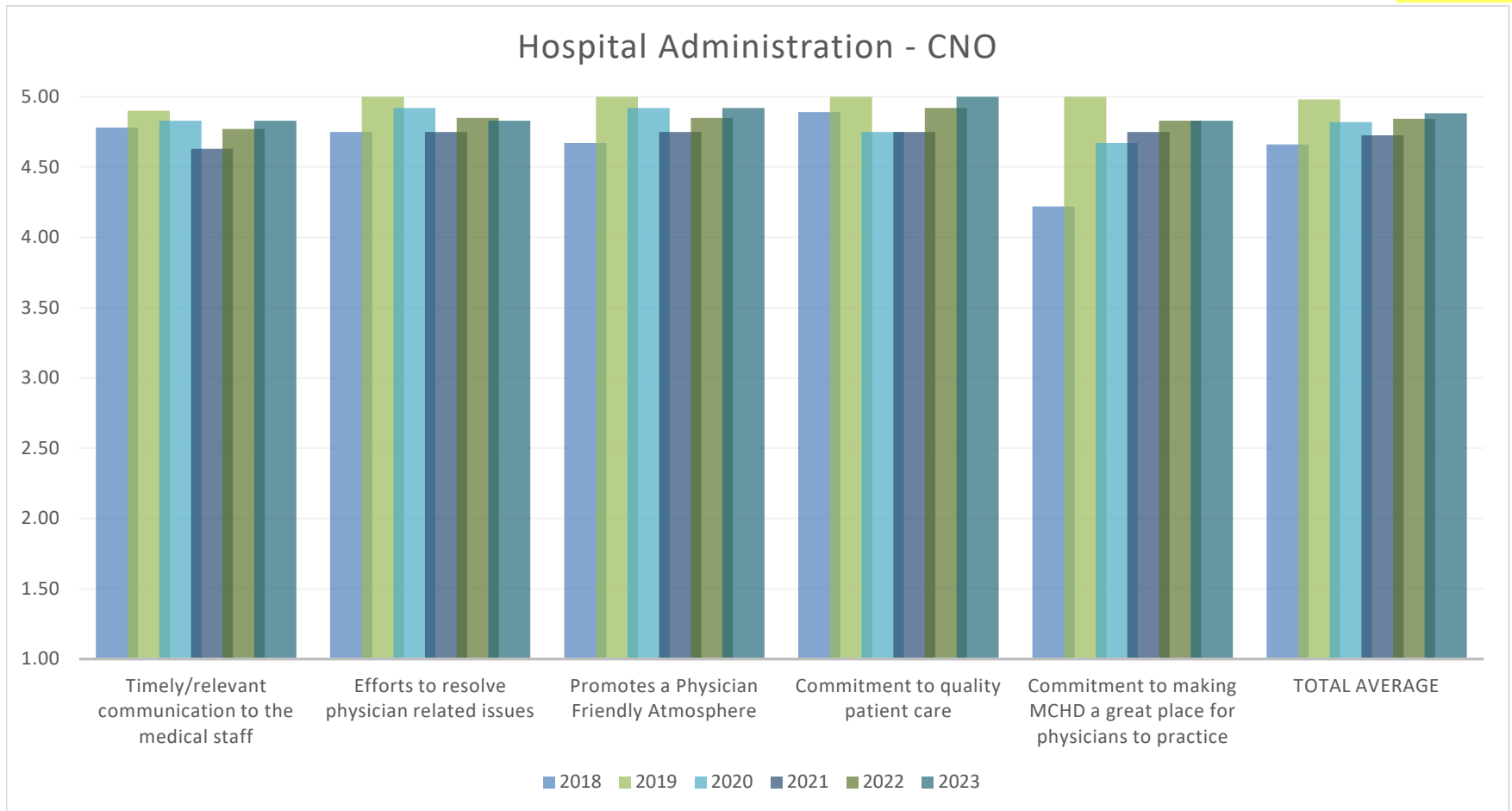
HOSPITAL ADMINISTRATION - CEO						
	2018	2019	2020	2021	2022	2023
Timely/relevant communication to the medical staff	4.89	5.00	5.00	5.00	4.85	4.92
Openness to physician involvement in hospital decisions	4.78	5.00	4.92	4.89	4.69	4.83
Administrative commitment to quality patient care	5.00	5.00	5.00	5.00	4.85	4.92
Efforts to recruit needed specialists	5.00	5.00	4.92	4.89	4.69	4.75
Administrative commitment to making MCHD a great place for physicians to practice	4.89	5.00	4.92	5.00	4.77	4.83
TOTAL AVERAGE	4.91	5.00	4.95	4.96	4.77	4.85



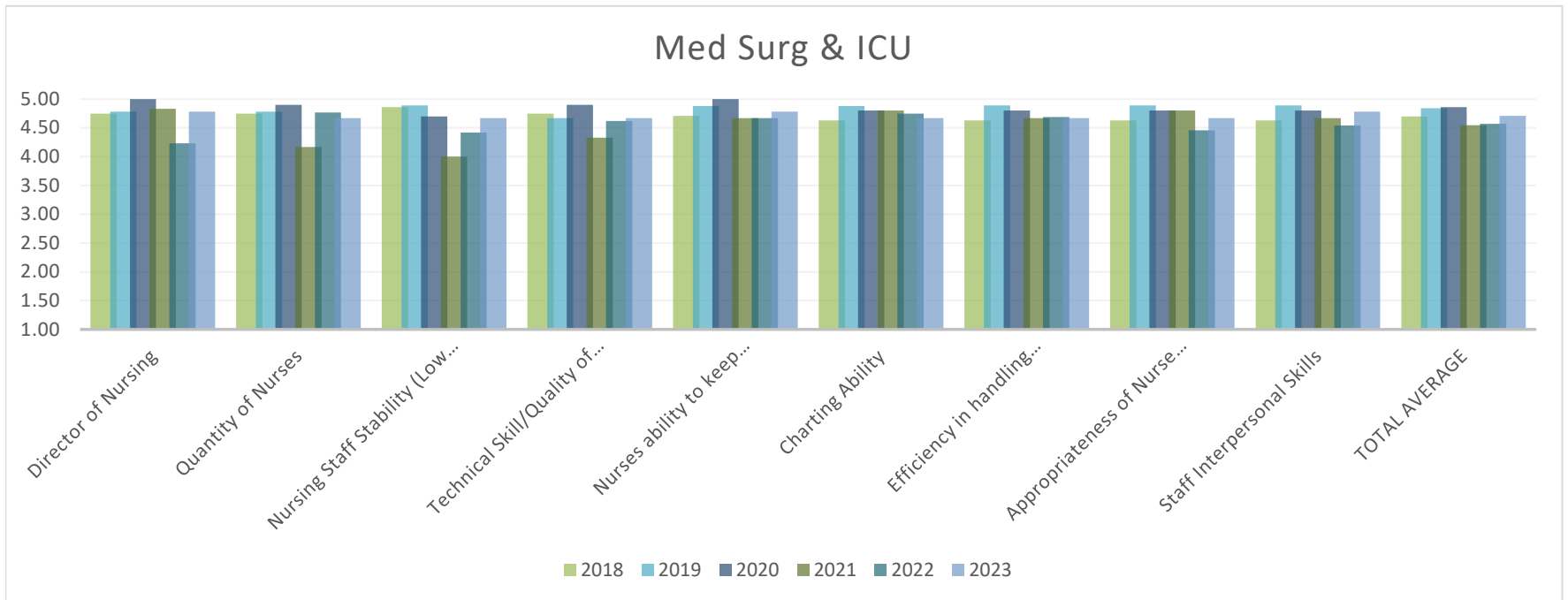
MEDICAL STAFF ADMINISTRATION						
	2018	2019	2020	2021	2022	2023
Quality assurance/improvement procedures	4.44	4.90	4.67	4.56	4.31	4.73
Anesthesiologists	4.67	5.00	4.82	5.00	4.62	4.73
Pathologists	4.29	4.67	4.55	4.57	4.50	4.60
Radiologist	4.64	4.80	4.73	4.75	4.46	4.64
Hospitalist	4.57	4.78	4.40	4.56	4.67	4.42
Effectiveness of Medical Staff Chief of Staffs	4.67	5.00	4.75	4.63	4.37	4.67
Quality of care delivered by Hybrid-Model Hospitalists	4.43	4.44	4.40	4.44	4.58	4.25
Timely and Accurate communication by Hybrid-Model Mid-Levels	4.22	4.00	4.30	4.22	4.62	4.25
Quality of care delivered by Hybrid-Model Mid-Levels	4.11	4.00	4.30	4.22	4.62	4.33
TOTAL AVERAGE	4.45	4.62	4.55	4.55	4.53	4.51



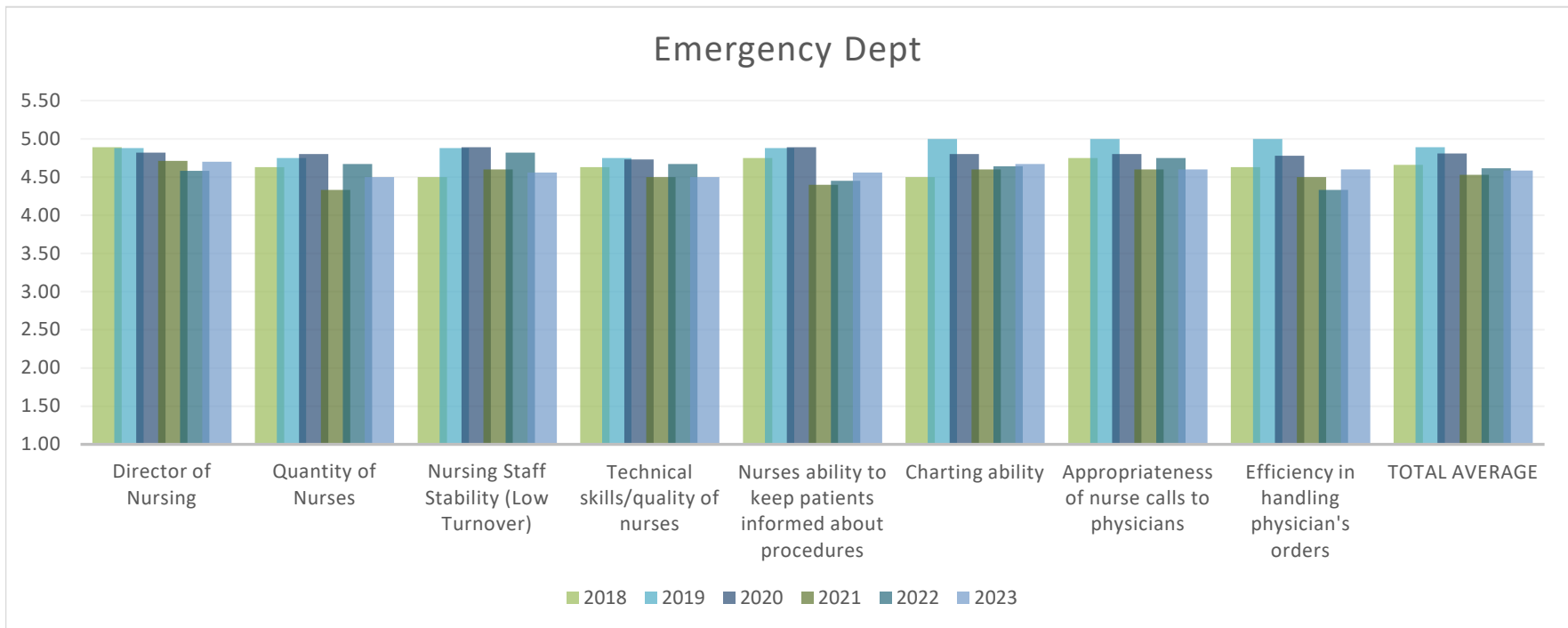
HOSPITAL ADMINISTRATION - CNO						
	2018	2019	2020	2021	2022	2023
Timely/relevant communication to the medical staff	4.78	4.90	4.83	4.63	4.77	4.83
Efforts to resolve physician related issues	4.75	5.00	4.92	4.75	4.85	4.83
Promotes a Physician Friendly Atmosphere	4.67	5.00	4.92	4.75	4.85	4.92
Commitment to quality patient care	4.89	5.00	4.75	4.75	4.92	5.00
Commitment to making MCHD a great place for physicians to practice	4.22	5.00	4.67	4.75	4.83	4.83
TOTAL AVERAGE	4.66	4.98	4.82	4.73	4.84	4.88



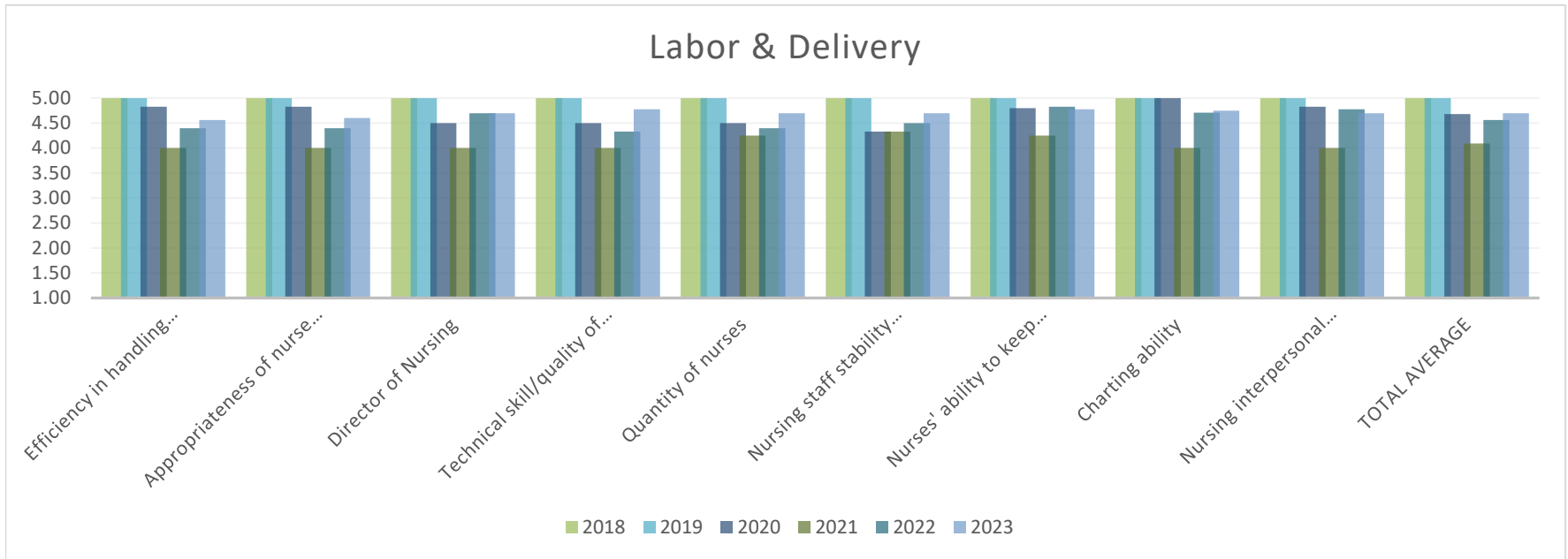
NURSING (Med Surg & ICU)						
	2018	2019	2020	2021	2022	2023
Director of Nursing	4.75	4.78	5.00	4.83	4.23	4.78
Quantity of Nurses	4.75	4.78	4.90	4.17	4.77	4.67
Nursing Staff Stability (Low Turnover)	4.86	4.89	4.70	4.00	4.42	4.67
Technical Skill/Quality of Nurses	4.75	4.67	4.90	4.33	4.62	4.67
Nurses ability to keep patients informed about procedures, etc.	4.71	4.88	5.00	4.67	4.67	4.78
Charting Ability	4.63	4.88	4.80	4.80	4.75	4.67
Efficiency in handling physician's orders	4.63	4.89	4.80	4.67	4.69	4.67
Appropriateness of Nurse Calls to Physician	4.63	4.89	4.80	4.80	4.46	4.67
Staff Interpersonal Skills	4.63	4.89	4.80	4.67	4.54	4.78
TOTAL AVERAGE	4.70	4.84	4.86	4.55	4.57	4.71



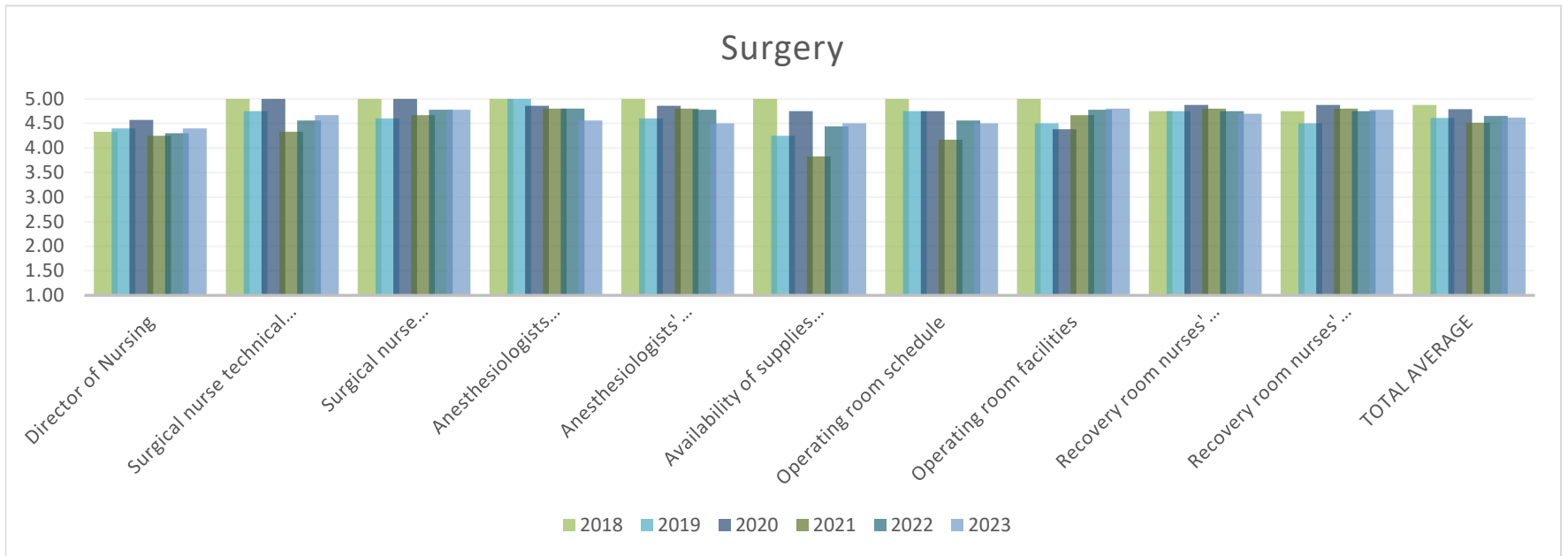
NURSING (ED)						
	2018	2019	2020	2021	2022	2023
Director of Nursing	4.89	4.88	4.82	4.71	4.58	4.70
Quantity of Nurses	4.63	4.75	4.80	4.33	4.67	4.50
Nursing Staff Stability (Low Turnover)	4.50	4.88	4.89	4.60	4.82	4.56
Technical skills/quality of nurses	4.63	4.75	4.73	4.50	4.67	4.50
Nurses ability to keep patients informed about procedures	4.75	4.88	4.89	4.40	4.45	4.56
Charting ability	4.50	5.00	4.80	4.60	4.64	4.67
Appropriateness of nurse calls to physicians	4.75	5.00	4.80	4.60	4.75	4.60
Efficiency in handling physician's orders	4.63	5.00	4.78	4.50	4.33	4.60
TOTAL AVERAGE	4.66	4.89	4.81	4.53	4.61	4.59



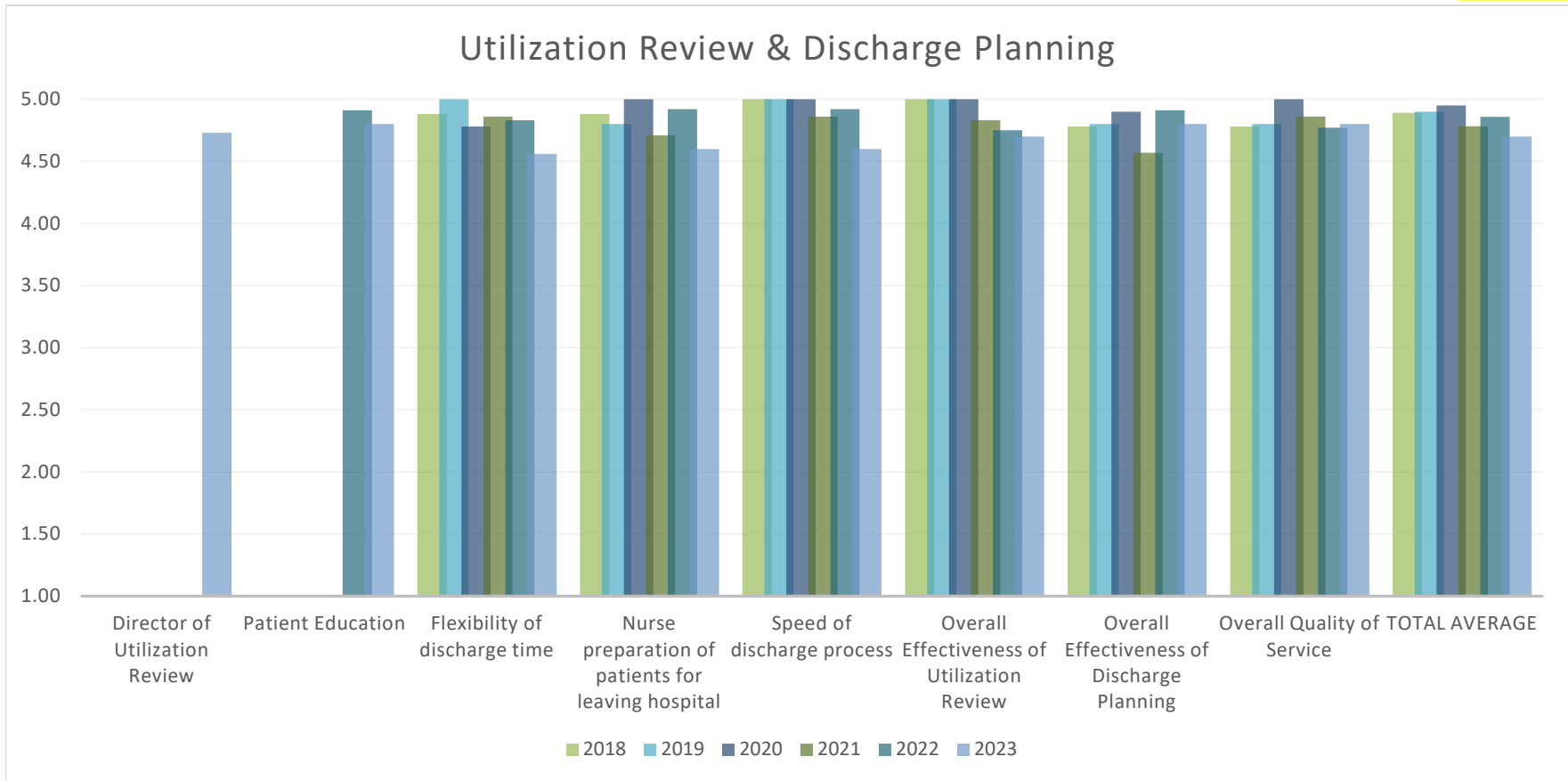
SPECIALTY NURSING UNITS (Women's Services)						
	2018	2019	2020	2021	2022	2023
Efficiency in handling physician's orders	5.00	5.00	4.83	4.00	4.40	4.56
Appropriateness of nurse calls to physician	5.00	5.00	4.83	4.00	4.40	4.60
Director of Nursing	5.00	5.00	4.50	4.00	4.70	4.70
Technical skill/quality of nurses	5.00	5.00	4.50	4.00	4.33	4.78
Quantity of nurses	5.00	5.00	4.50	4.25	4.40	4.70
Nursing staff stability (low turnover)	5.00	5.00	4.33	4.33	4.50	4.70
Nurses' ability to keep patients informed about procedures	5.00	5.00	4.80	4.25	4.83	4.78
Charting ability	5.00	5.00	5.00	4.00	4.71	4.75
Nursing interpersonal skills	5.00	5.00	4.83	4.00	4.78	4.70
TOTAL AVERAGE	5.00	5.00	4.68	4.09	4.56	4.70



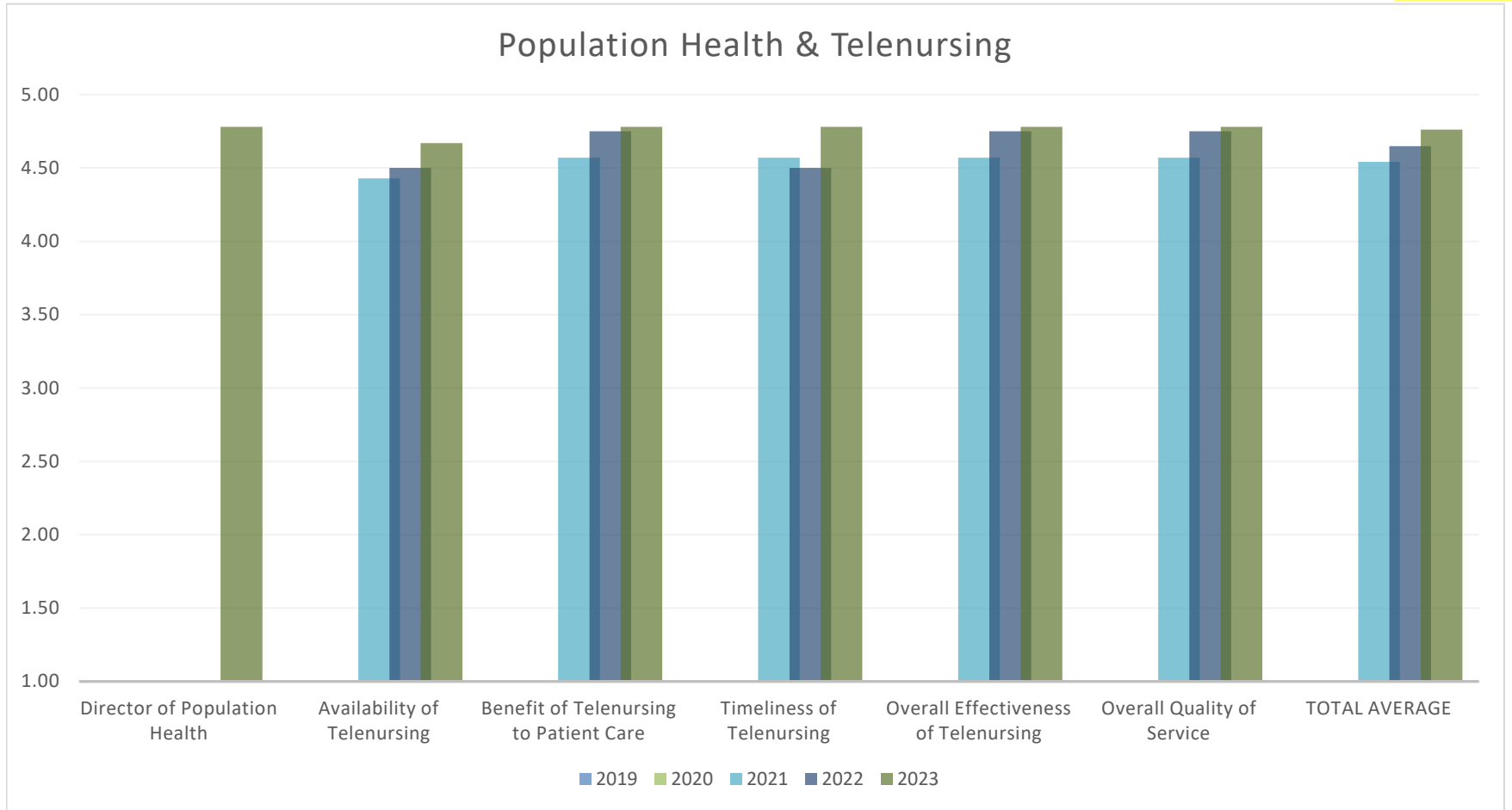
SURGERY						
	2018	2019	2020	2021	2022	2023
Director of Nursing	4.33	4.40	4.57	4.25	4.30	4.40
Surgical nurse technical skills	5.00	4.75	5.00	4.33	4.56	4.67
Surgical nurse interpersonal skills	5.00	4.60	5.00	4.67	4.78	4.78
Anesthesiologists' technical skills	5.00	5.00	4.86	4.80	4.80	4.56
Anesthesiologists' interpersonal skills	5.00	4.60	4.86	4.80	4.78	4.50
Availability of supplies and equipment	5.00	4.25	4.75	3.83	4.44	4.50
Operating room schedule	5.00	4.75	4.75	4.17	4.56	4.50
Operating room facilities	5.00	4.50	4.38	4.67	4.78	4.80
Recovery room nurses' technical skills	4.75	4.75	4.88	4.80	4.75	4.70
Recovery room nurses' interpersonal skills	4.75	4.50	4.88	4.80	4.75	4.78
TOTAL AVERAGE	4.88	4.61	4.79	4.51	4.65	4.62



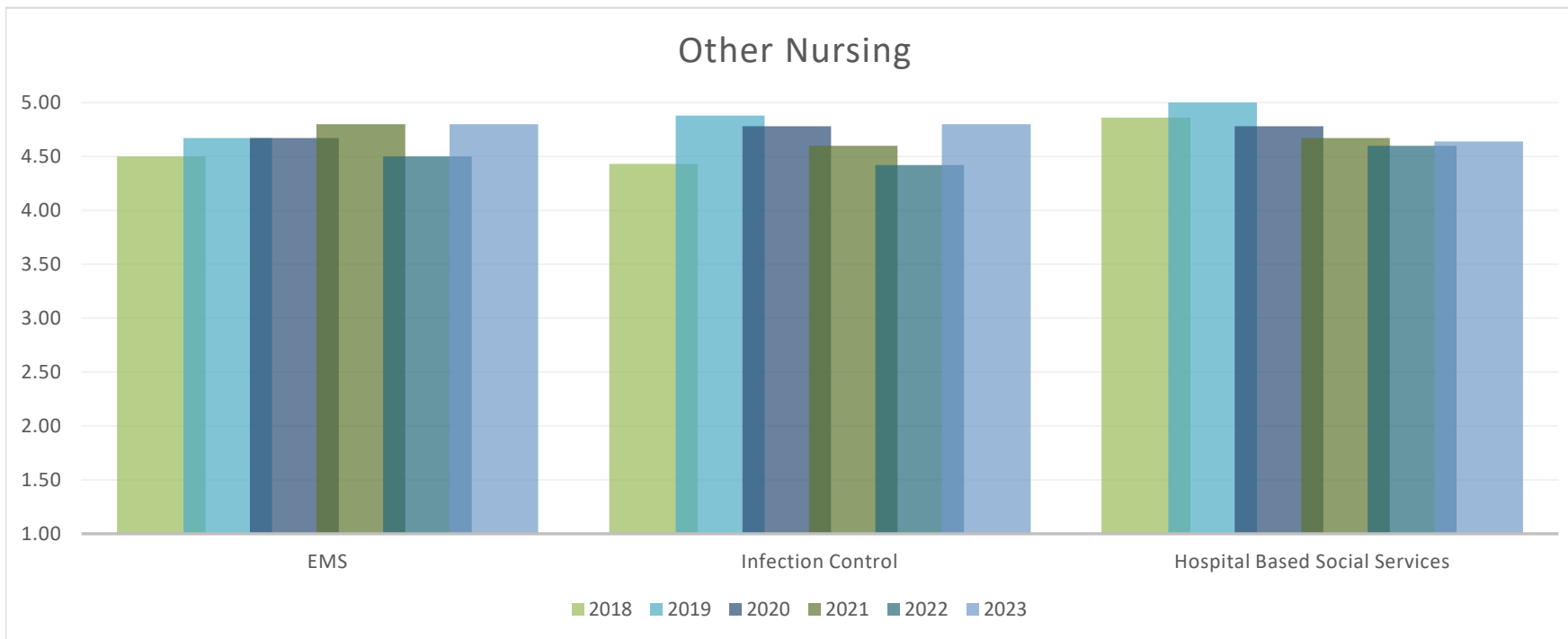
Utilization Review & Discharge Planning						
	2018	2019	2020	2021	2022	2023
Director of Utilization Review						4.73
Patient Education					4.91	4.80
Flexibility of discharge time	4.88	5.00	4.78	4.86	4.83	4.56
Nurse preparation of patients for leaving hospital	4.88	4.80	5.00	4.71	4.92	4.60
Speed of discharge process	5.00	5.00	5.00	4.86	4.92	4.60
Overall Effectiveness of Utilization Review	5.00	5.00	5.00	4.83	4.75	4.70
Overall Effectiveness of Discharge Planning	4.78	4.80	4.90	4.57	4.91	4.80
Overall Quality of Service	4.78	4.80	5.00	4.86	4.77	4.80
TOTAL AVERAGE	4.89	4.90	4.95	4.78	4.86	4.70



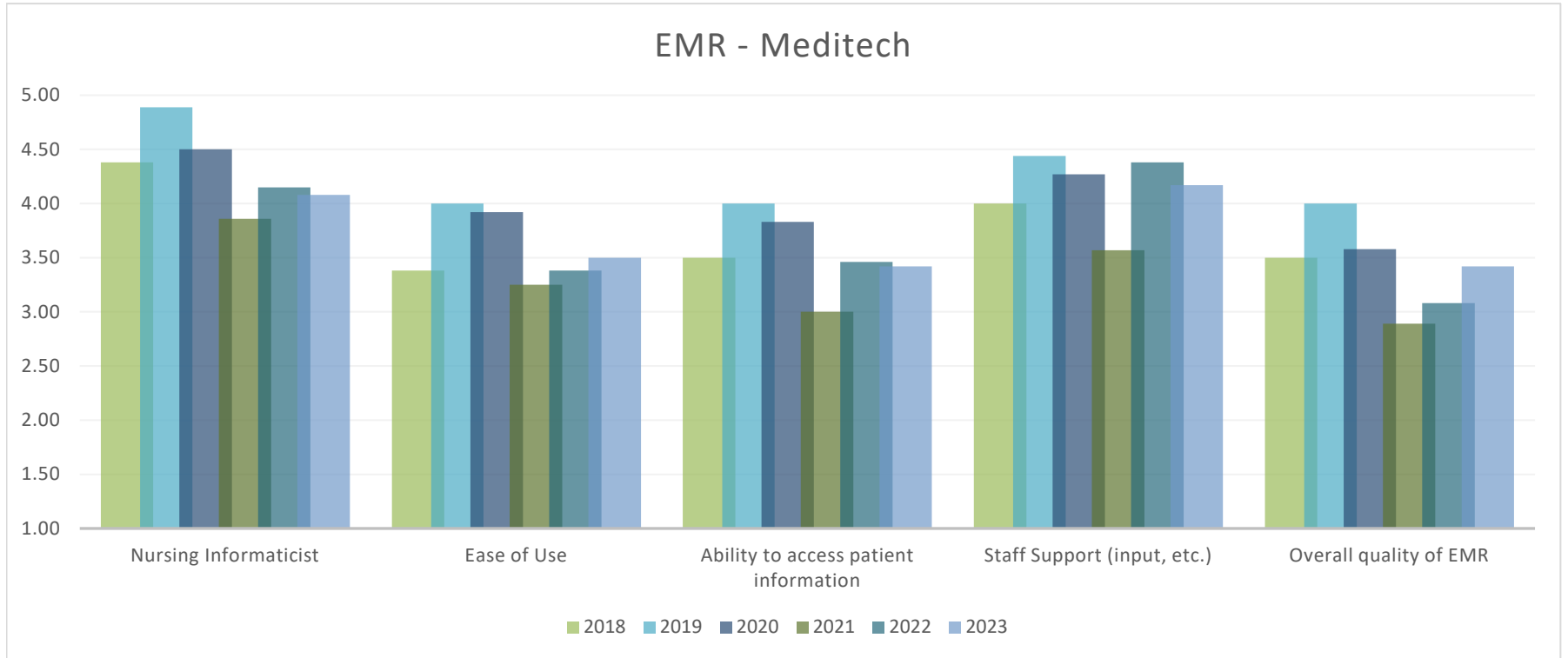
POPULATION HEALTH & TELENURSING						
	2018	2019	2020	2021	2022	2023
Director of Population Health						4.78
Availability of Telenursing				4.43	4.50	4.67
Benefit of Telenursing to Patient Care				4.57	4.75	4.78
Timeliness of Telenursing				4.57	4.50	4.78
Overall Effectiveness of Telenursing				4.57	4.75	4.78
Overall Quality of Service				4.57	4.75	4.78
TOTAL AVERAGE				4.54	4.65	4.76



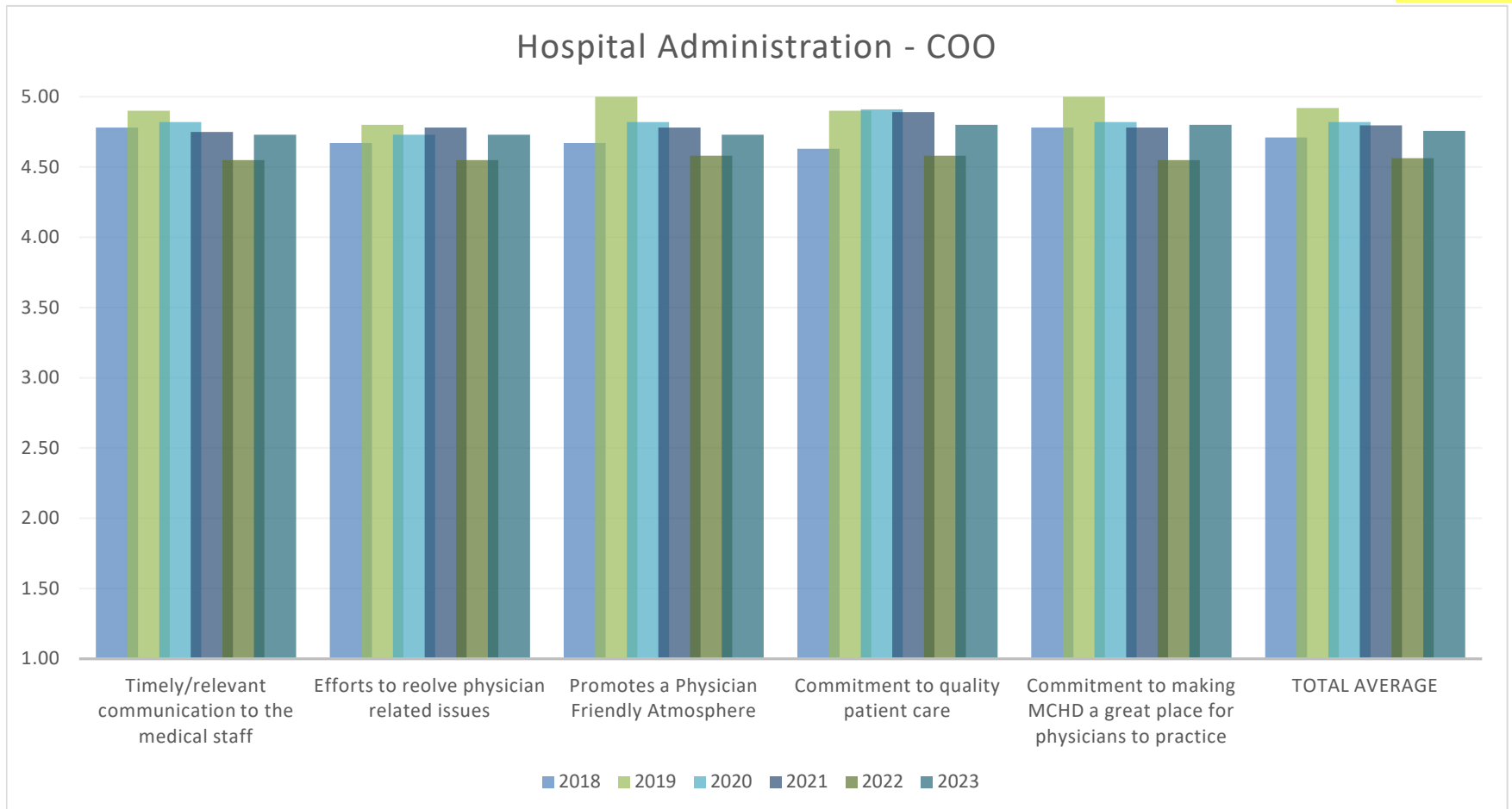
Other Nursing						
	2018	2019	2020	2021	2022	2023
EMS	4.50	4.67	4.67	4.80	4.50	4.80
Infection Control	4.43	4.88	4.78	4.60	4.42	4.80
Hospital Based Social Services	4.86	5.00	4.78	4.67	4.60	4.64



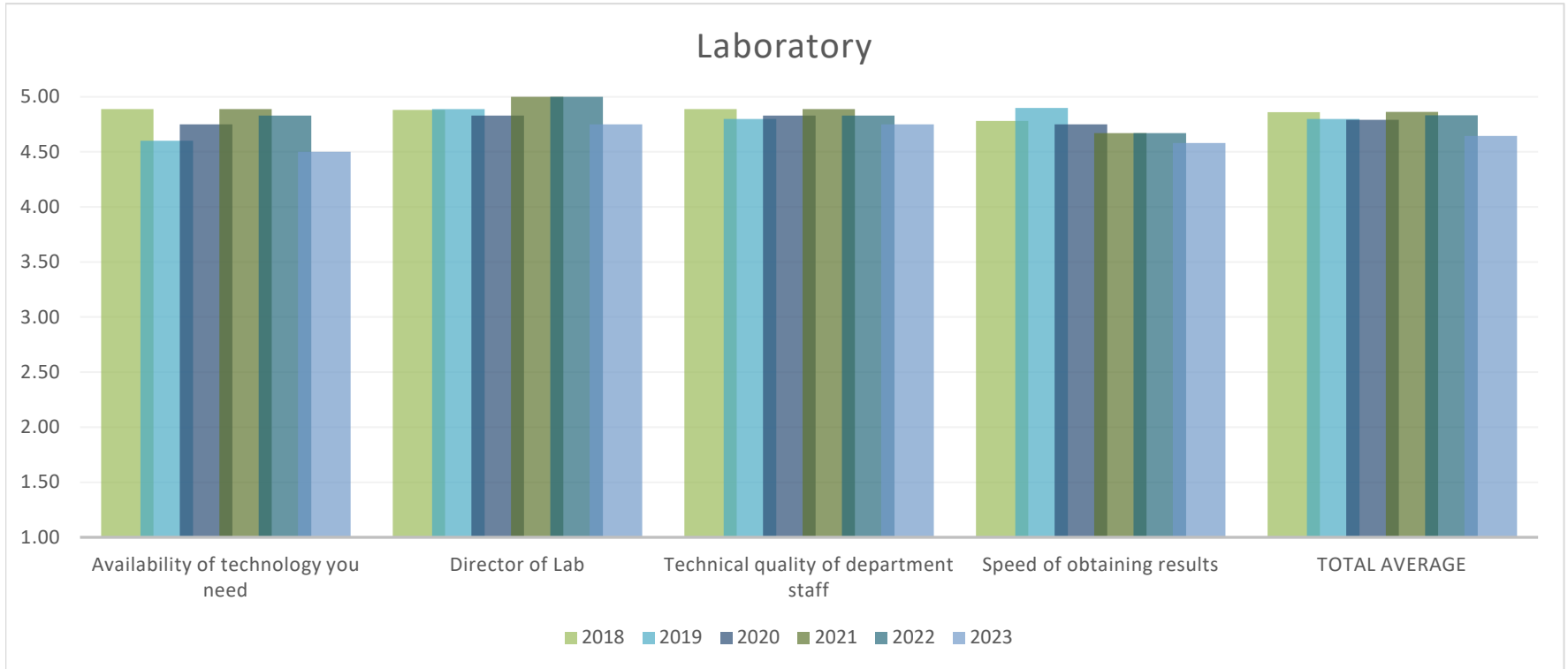
EMR - Meditech						
	2018	2019	2020	2021	2022	2023
Nursing Informaticist	4.38	4.89	4.50	3.86	4.15	4.08
Ease of Use	3.38	4.00	3.92	3.25	3.38	3.50
Ability to access patient information	3.50	4.00	3.83	3.00	3.46	3.42
Staff Support (input, etc.)	4.00	4.44	4.27	3.57	4.38	4.17
Overall quality of EMR	3.50	4.00	3.58	2.89	3.08	3.42



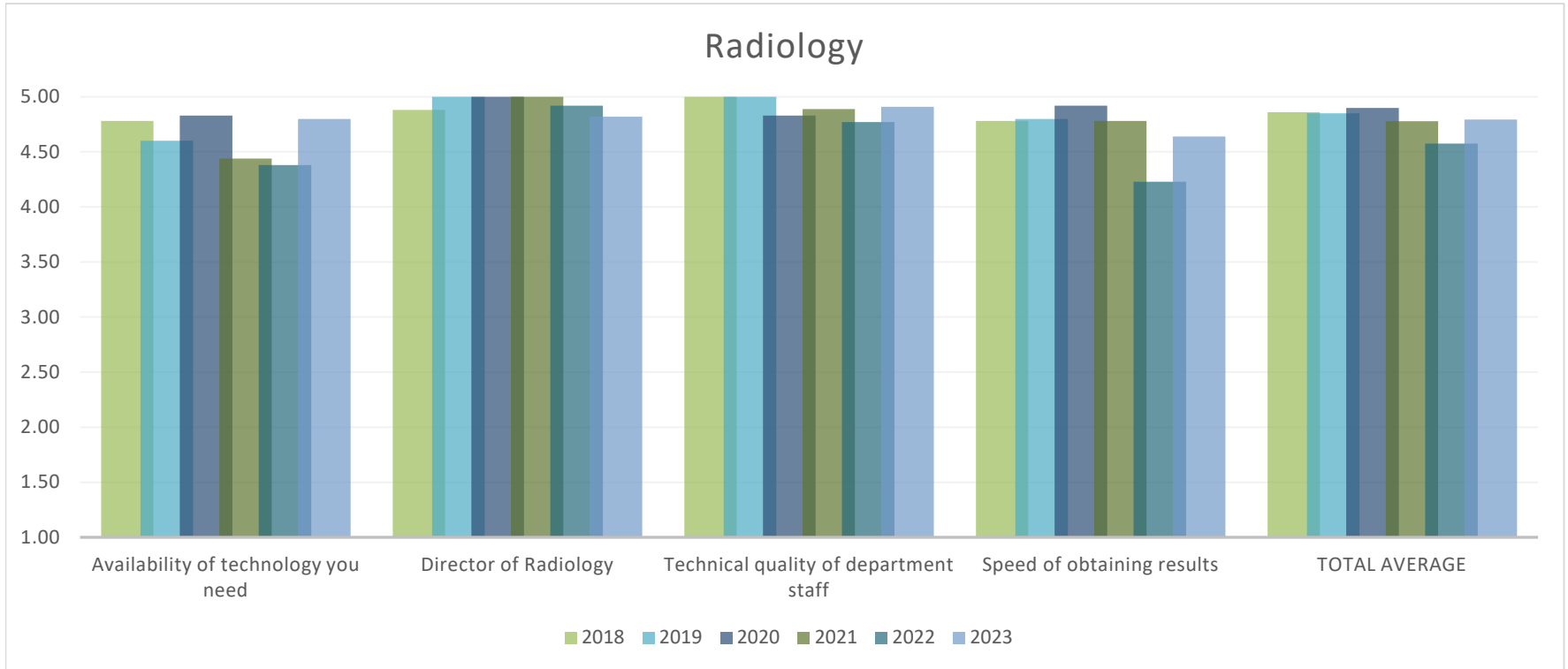
HOSPITAL ADMINISTRATION - COO						
	2018	2019	2020	2021	2022	2023
Timely/relevant communication to the medical staff	4.78	4.90	4.82	4.75	4.55	4.73
Efforts to resolve physician related issues	4.67	4.80	4.73	4.78	4.55	4.73
Promotes a Physician Friendly Atmosphere	4.67	5.00	4.82	4.78	4.58	4.73
Commitment to quality patient care	4.63	4.90	4.91	4.89	4.58	4.8
Commitment to making MCHD a great place for physicians to practice	4.78	5.00	4.82	4.78	4.55	4.8
TOTAL AVERAGE	4.71	4.92	4.82	4.80	4.56	4.76



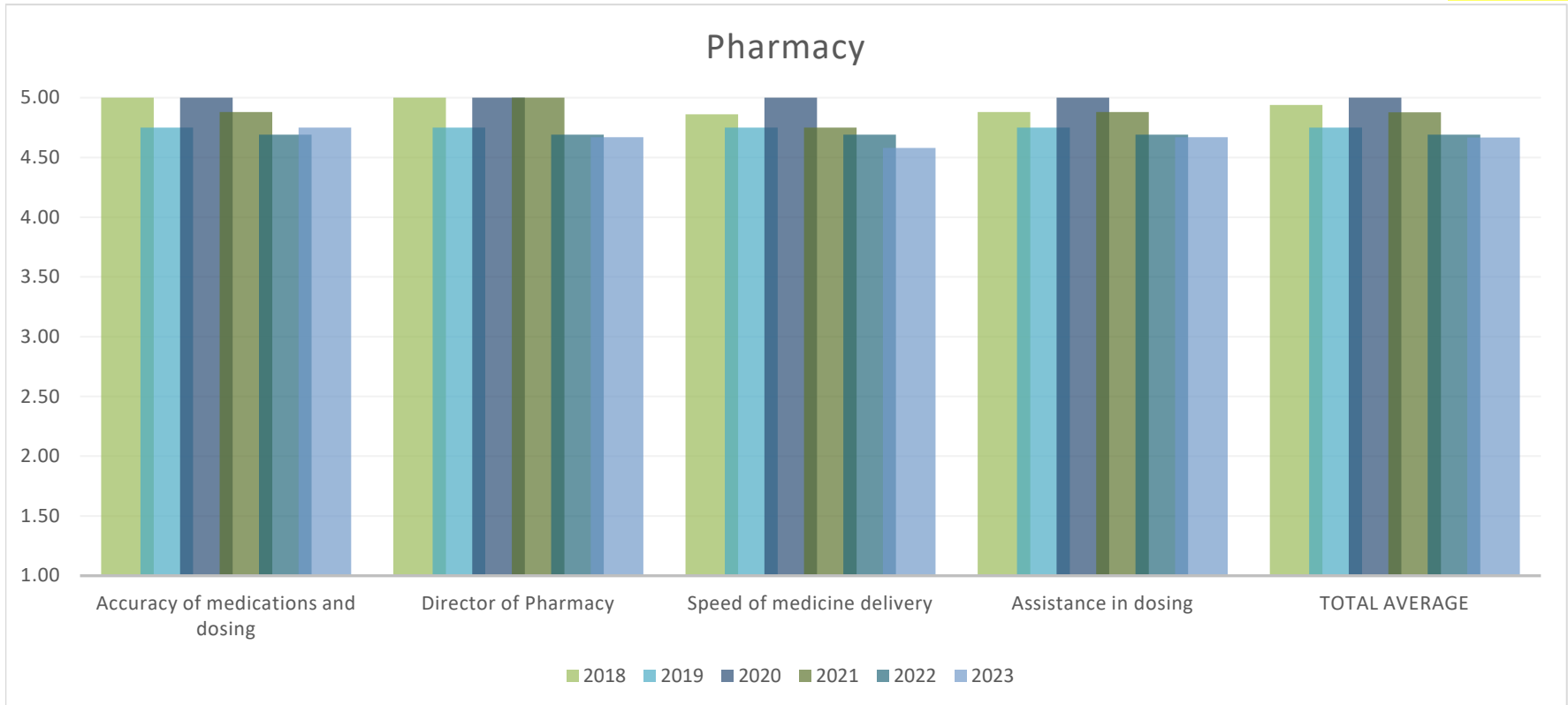
ANCILLARY CLINICAL DEPARTMENTS (Laboratory)						
	2018	2019	2020	2021	2022	2023
Availability of technology you need	4.89	4.60	4.75	4.89	4.83	4.50
Director of Lab	4.88	4.89	4.83	5.00	5.00	4.75
Technical quality of department staff	4.89	4.80	4.83	4.89	4.83	4.75
Speed of obtaining results	4.78	4.90	4.75	4.67	4.67	4.58
TOTAL AVERAGE	4.86	4.80	4.79	4.86	4.83	4.65



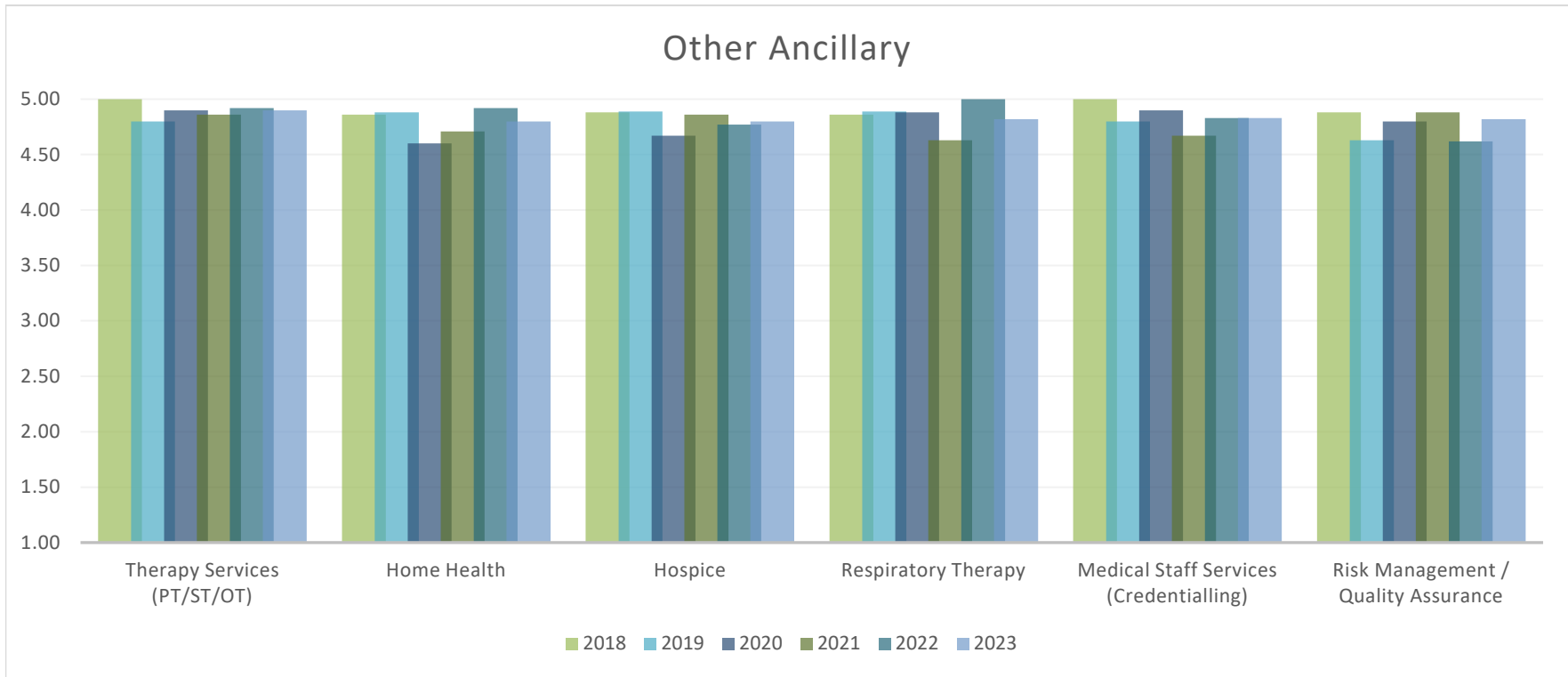
ANCILLARY CLINICAL DEPARTMENTS (Radiology)						
	2018	2019	2020	2021	2022	2023
Availability of technology you need	4.78	4.60	4.83	4.44	4.38	4.80
Director of Radiology	4.88	5.00	5.00	5.00	4.92	4.82
Technical quality of department staff	5.00	5.00	4.83	4.89	4.77	4.91
Speed of obtaining results	4.78	4.80	4.92	4.78	4.23	4.64
TOTAL AVERAGE	4.86	4.85	4.90	4.78	4.58	4.79



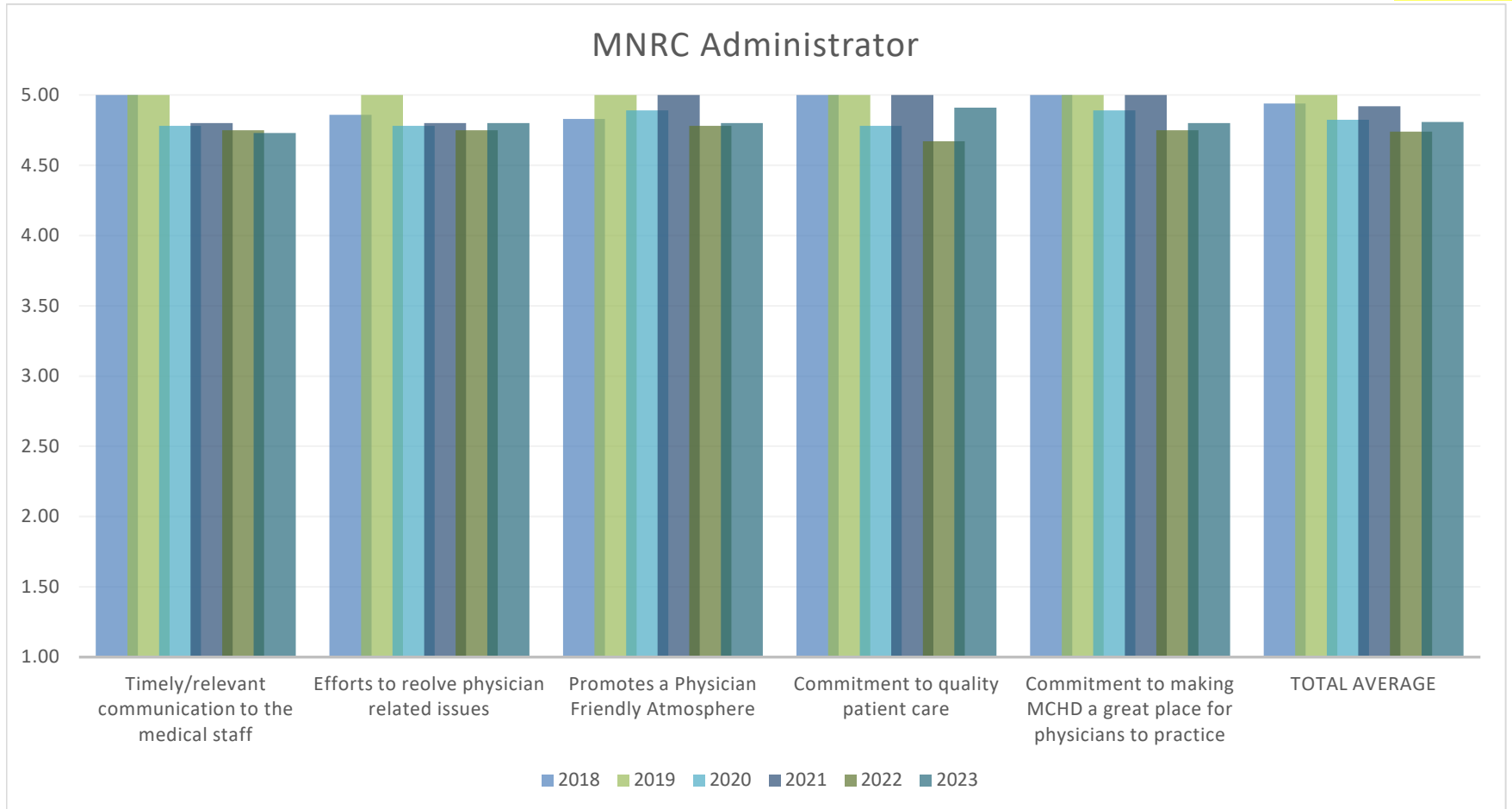
ANCILLARY CLINICAL DEPARTMENTS (Pharmacy)						
	2018	2019	2020	2021	2022	2023
Accuracy of medications and dosing	5.00	4.75	5.00	4.88	4.69	4.75
Director of Pharmacy	5.00	4.75	5.00	5.00	4.69	4.67
Speed of medicine delivery	4.86	4.75	5.00	4.75	4.69	4.58
Assistance in dosing	4.88	4.75	5.00	4.88	4.69	4.67
TOTAL AVERAGE	4.94	4.75	5.00	4.88	4.69	4.67



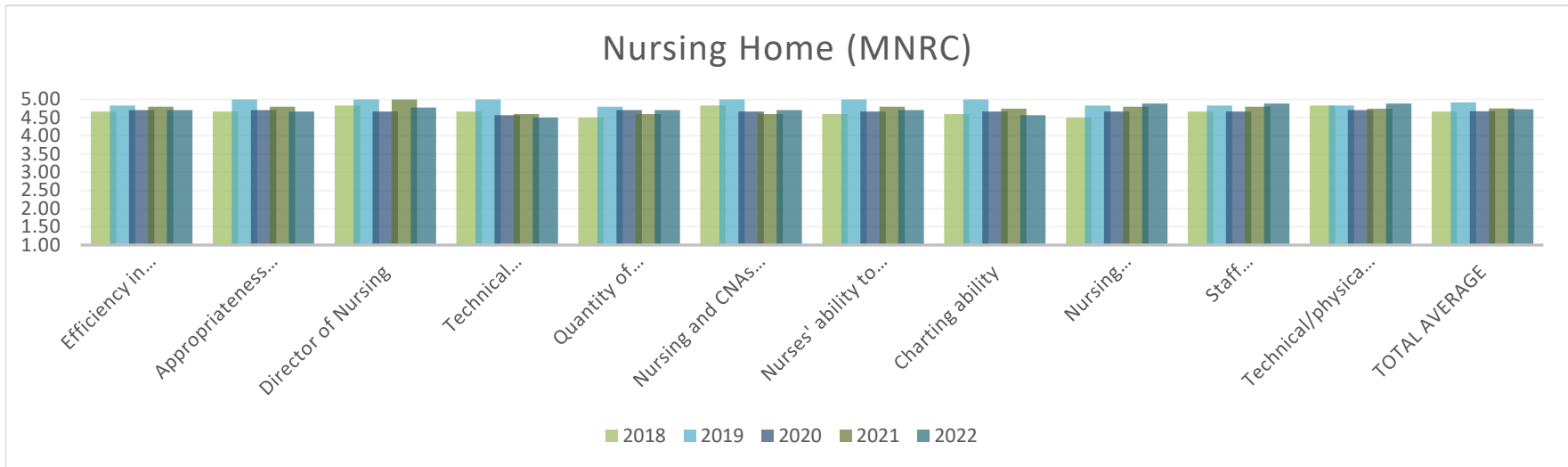
Other Ancillary						
	2018	2019	2020	2021	2022	2023
Therapy Services (PT/ST/OT)	5.00	4.80	4.90	4.86	4.92	4.90
Home Health	4.86	4.88	4.60	4.71	4.92	4.80
Hospice	4.88	4.89	4.67	4.86	4.77	4.80
Respiratory Therapy	4.86	4.89	4.88	4.63	5.00	4.82
Medical Staff Services (Credentialling)	5.00	4.80	4.90	4.67	4.83	4.83
Risk Management / Quality Assurance	4.88	4.63	4.80	4.88	4.62	4.82



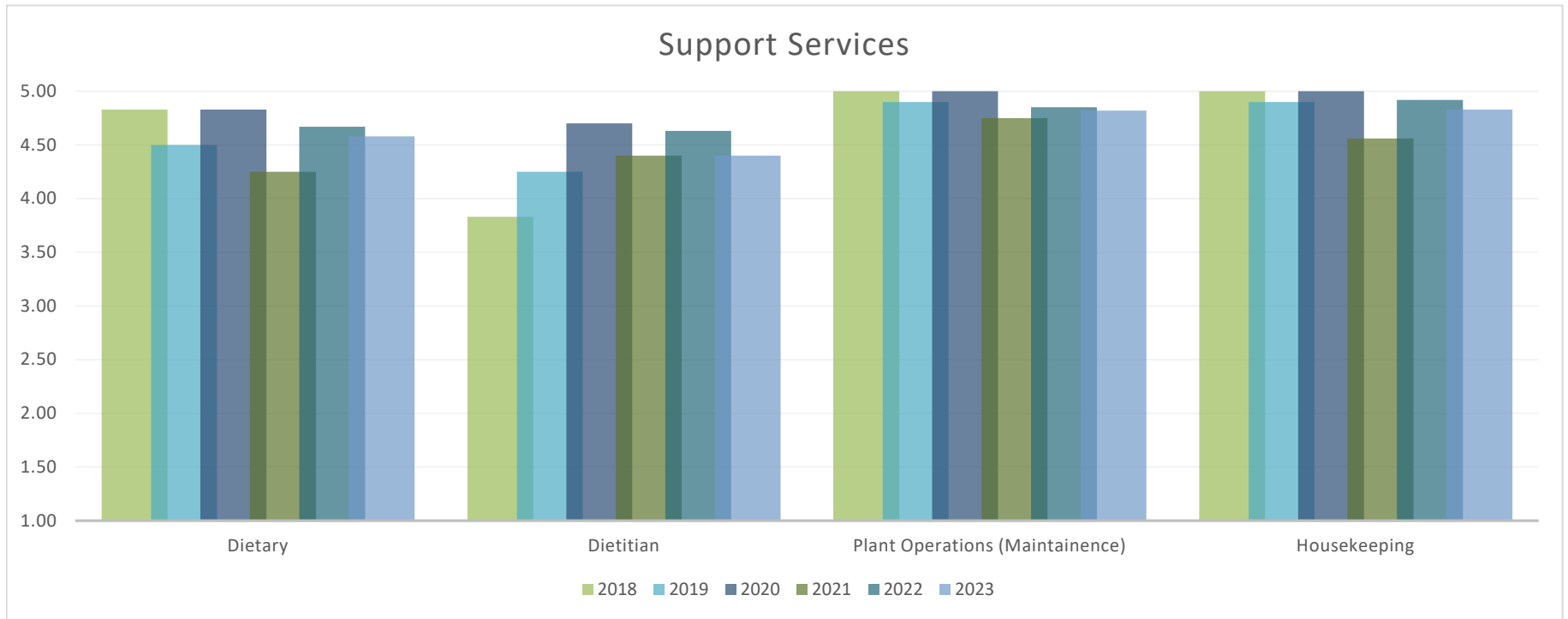
MNRC Administrator						
	2018	2019	2020	2021	2022	2023
Timely/relevant communication to the medical staff	5.00	5.00	4.78	4.80	4.75	4.73
Efforts to resolve physician related issues	4.86	5.00	4.78	4.80	4.75	4.80
Promotes a Physician Friendly Atmosphere	4.83	5.00	4.89	5.00	4.78	4.80
Commitment to quality patient care	5.00	5.00	4.78	5.00	4.67	4.91
Commitment to making MCHD a great place for physicians to practice	5.00	5.00	4.89	5.00	4.75	4.80
TOTAL AVERAGE	4.94	5.00	4.82	4.92	4.74	4.81



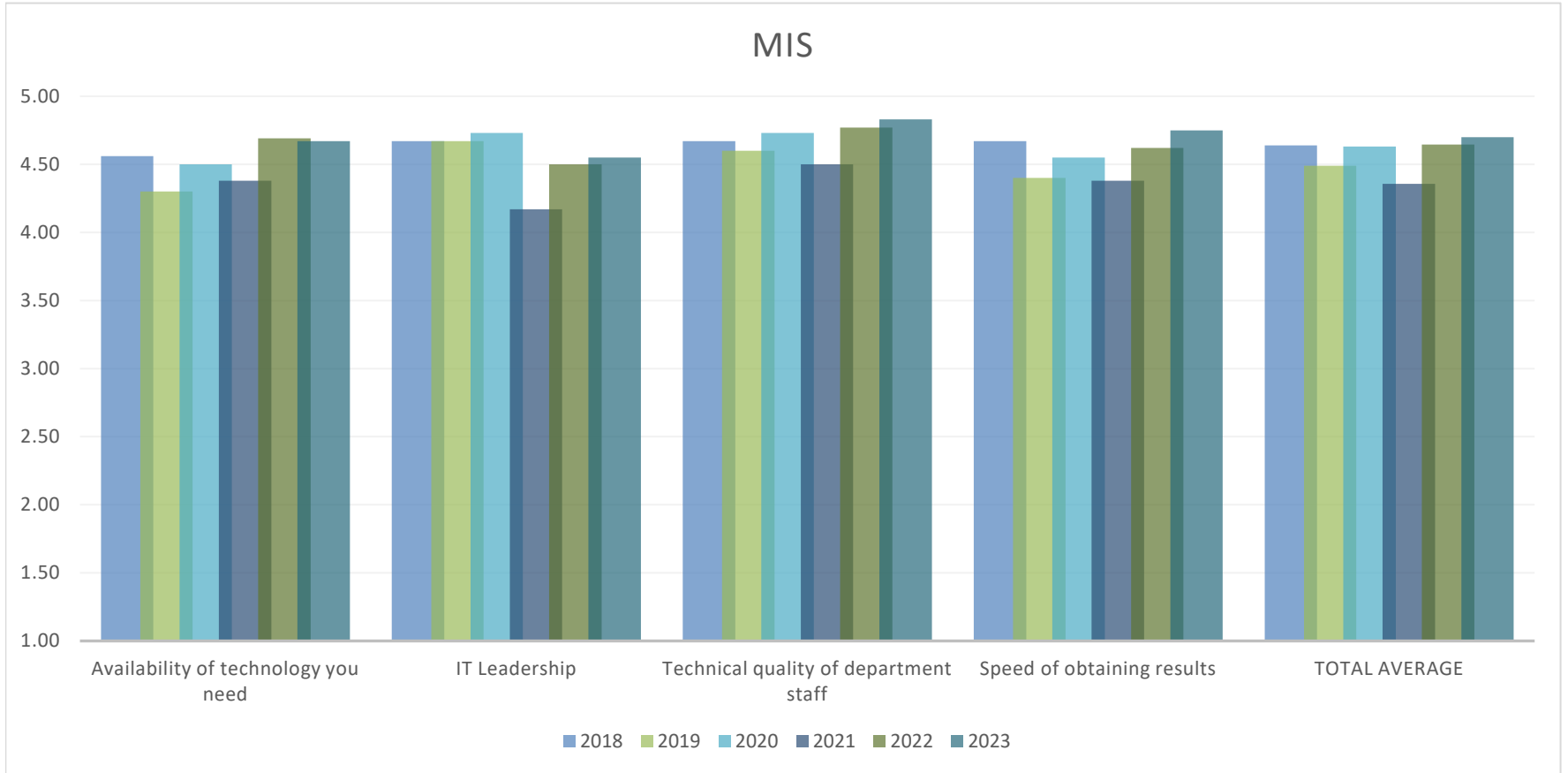
NURSING HOME (MNRC)						
	2018	2019	2020	2021	2022	2023
Efficiency in handling physician's orders	4.67	4.83	4.71	4.80	4.71	4.78
Appropriateness of nurse calls to physician	4.67	5.00	4.71	4.80	4.67	4.78
Director of Nursing	4.83	5.00	4.67	5.00	4.78	4.75
Technical skill/quality of nurses and CNAs	4.67	5.00	4.57	4.60	4.50	4.75
Quantity of nurses and CNAs	4.50	4.80	4.71	4.60	4.71	4.78
Nursing and CNAs staff stability (low turnover)	4.83	5.00	4.67	4.60	4.71	4.86
Nurses' ability to keep patients informed about procedures	4.60	5.00	4.67	4.80	4.71	4.86
Charting ability	4.60	5.00	4.67	4.75	4.57	4.75
Nursing interpersonal skills	4.50	4.83	4.67	4.80	4.89	4.88
Staff interpersonal skills	4.67	4.83	4.67	4.80	4.89	4.78
Technical/physical facilities	4.83	4.83	4.71	4.75	4.89	4.63
TOTAL AVERAGE	4.67	4.92	4.68	4.75	4.73	4.78



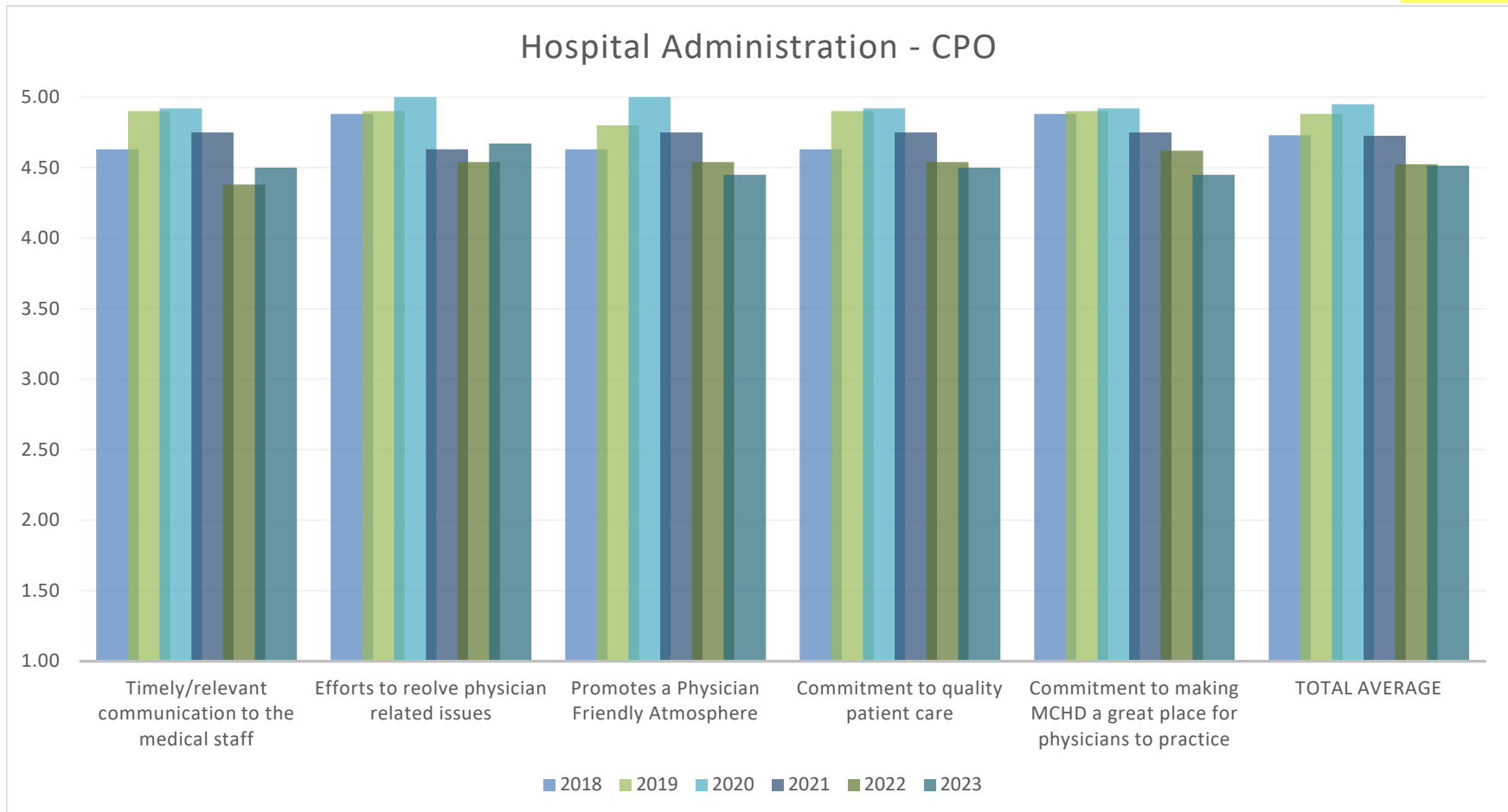
Support Services						
	2018	2019	2020	2021	2022	2023
Dietary	4.83	4.50	4.83	4.25	4.67	4.58
Dietitian	3.83	4.25	4.70	4.40	4.63	4.40
Plant Operations (Maintainence)	5.00	4.90	5.00	4.75	4.85	4.82
Housekeeping	5.00	4.90	5.00	4.56	4.92	4.83



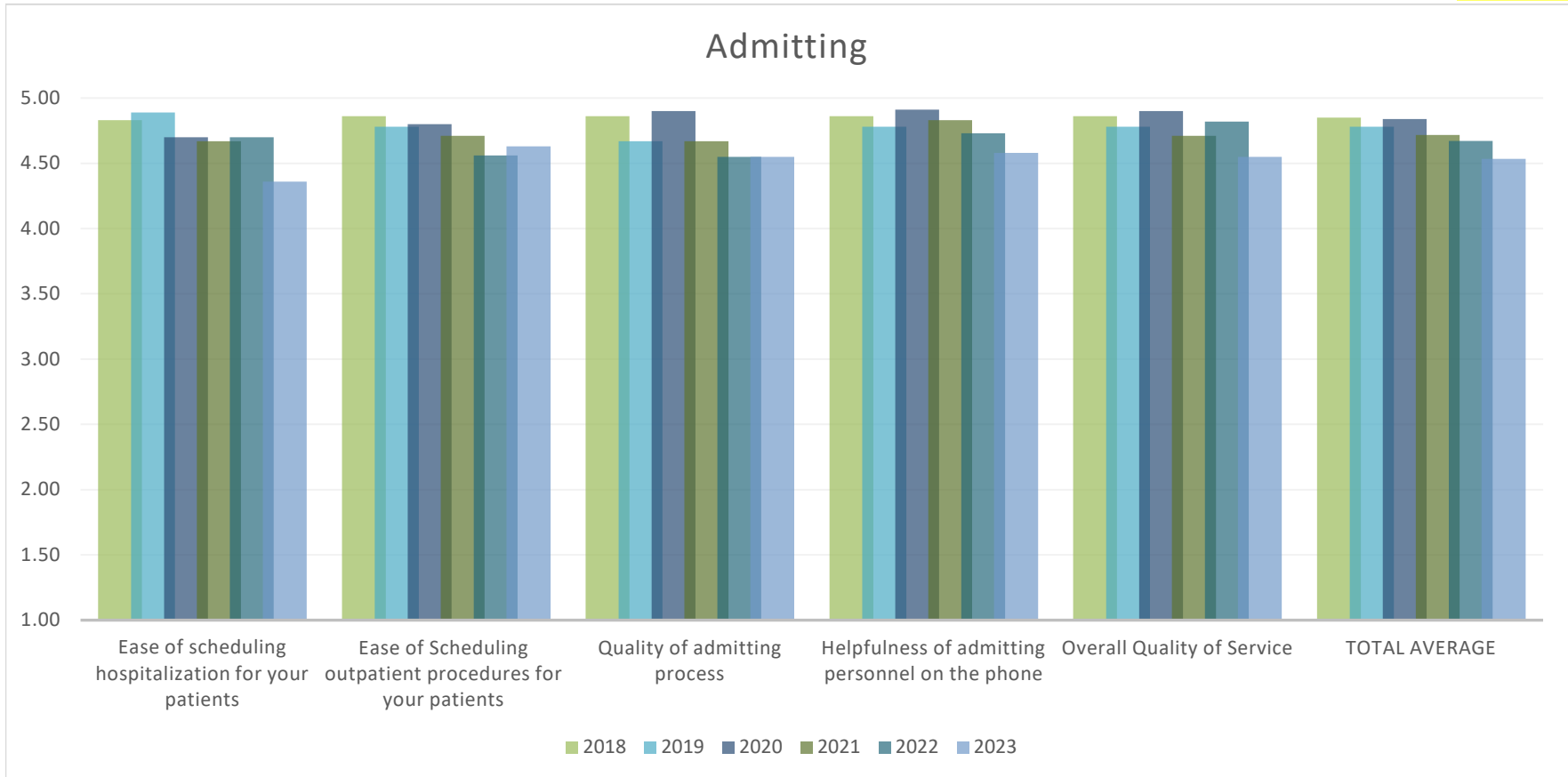
MIS (Information Technology)						
	2018	2019	2020	2021	2022	2023
Availability of technology you need	4.56	4.30	4.50	4.38	4.69	4.67
IT Leadership	4.67	4.67	4.73	4.17	4.50	4.55
Technical quality of department staff	4.67	4.60	4.73	4.50	4.77	4.83
Speed of obtaining results	4.67	4.40	4.55	4.38	4.62	4.75
TOTAL AVERAGE	4.64	4.49	4.63	4.36	4.65	4.70



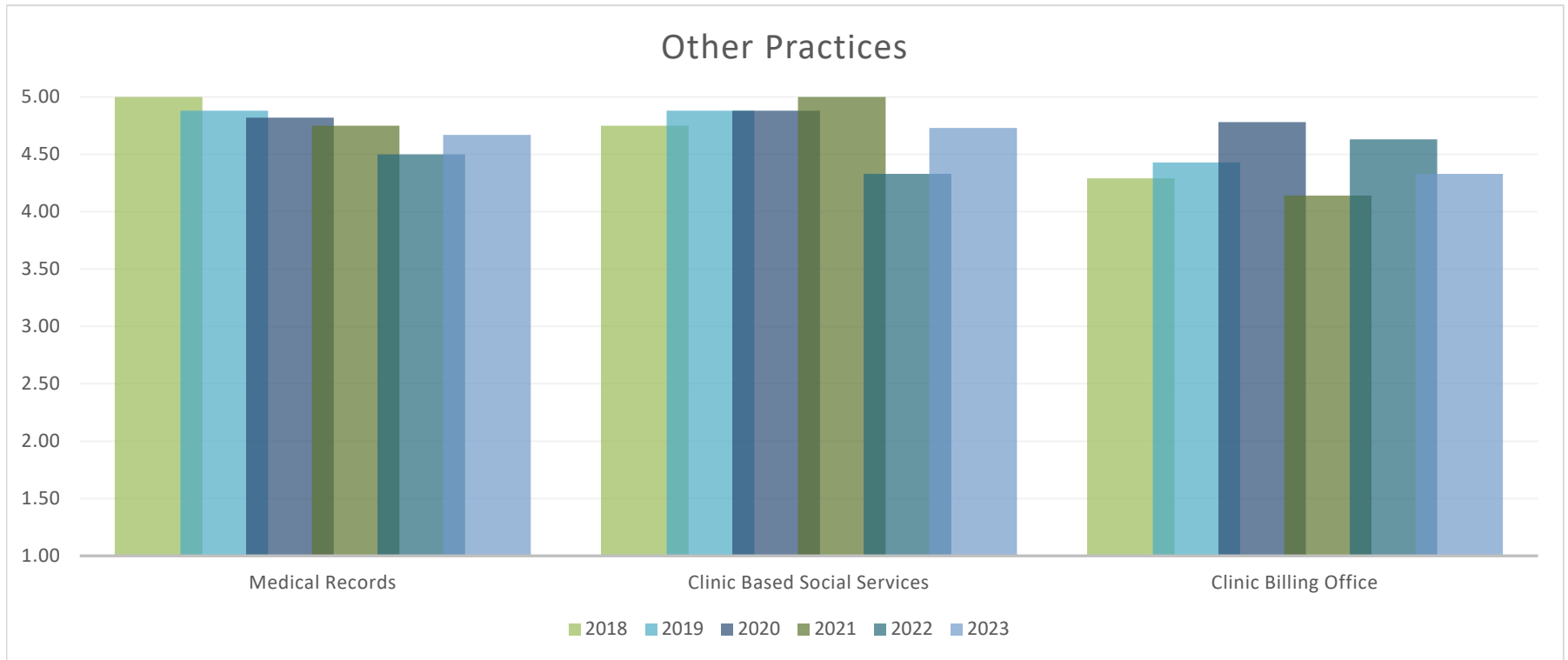
HOSPITAL ADMINISTRATION - CPO						
	2018	2019	2020	2021	2022	2023
Timely/relevant communication to the medical staff	4.63	4.90	4.92	4.75	4.38	4.5
Efforts to resolve physician related issues	4.88	4.90	5.00	4.63	4.54	4.67
Promotes a Physician Friendly Atmosphere	4.63	4.80	5.00	4.75	4.54	4.45
Commitment to quality patient care	4.63	4.90	4.92	4.75	4.54	4.5
Commitment to making MCHD a great place for physicians to practice	4.88	4.90	4.92	4.75	4.62	4.45
TOTAL AVERAGE	4.73	4.88	4.95	4.73	4.52	4.51



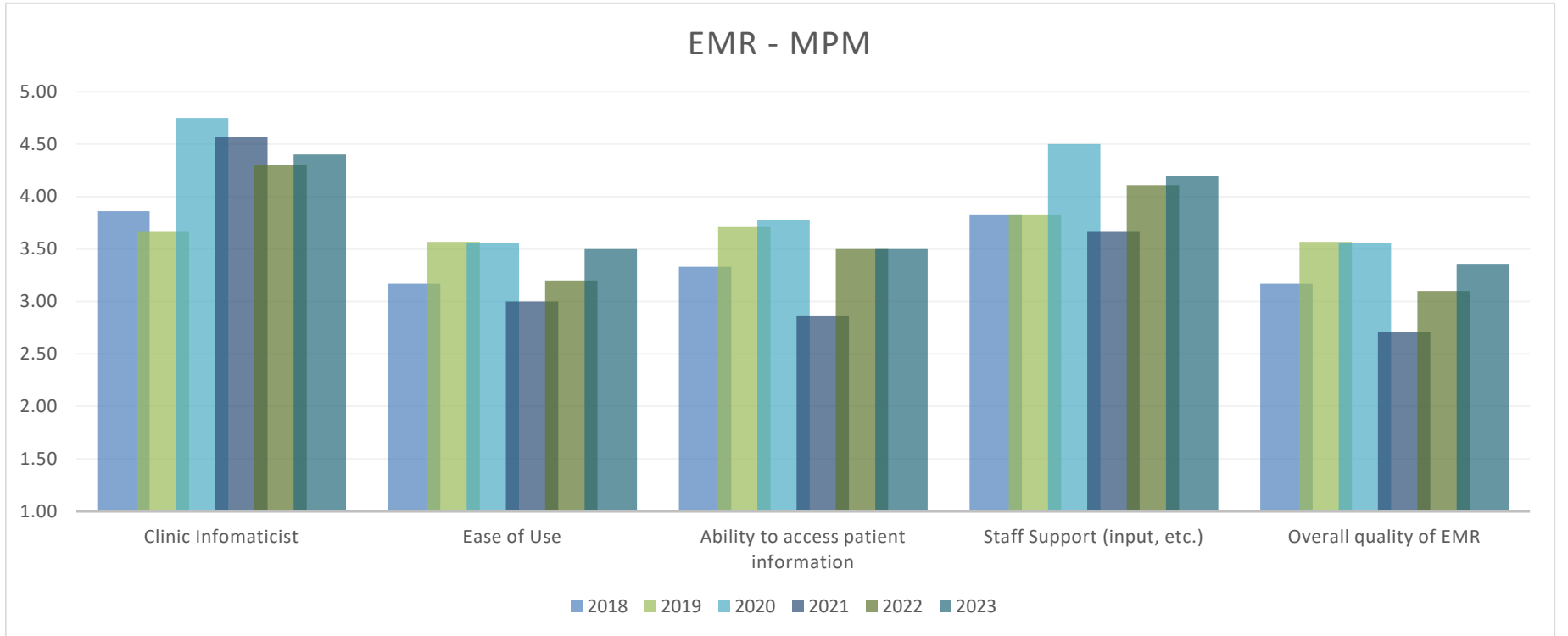
INPATIENT ADMITTING/SCHEDULING						
	2018	2019	2020	2021	2022	2023
Ease of scheduling hospitalization for your patients	4.83	4.89	4.70	4.67	4.70	4.36
Ease of Scheduling outpatient procedures for your patients	4.86	4.78	4.80	4.71	4.56	4.63
Quality of admitting process	4.86	4.67	4.90	4.67	4.55	4.55
Helpfulness of admitting personnel on the phone	4.86	4.78	4.91	4.83	4.73	4.58
Overall Quality of Service	4.86	4.78	4.90	4.71	4.82	4.55
TOTAL AVERAGE	4.85	4.78	4.84	4.72	4.67	4.53



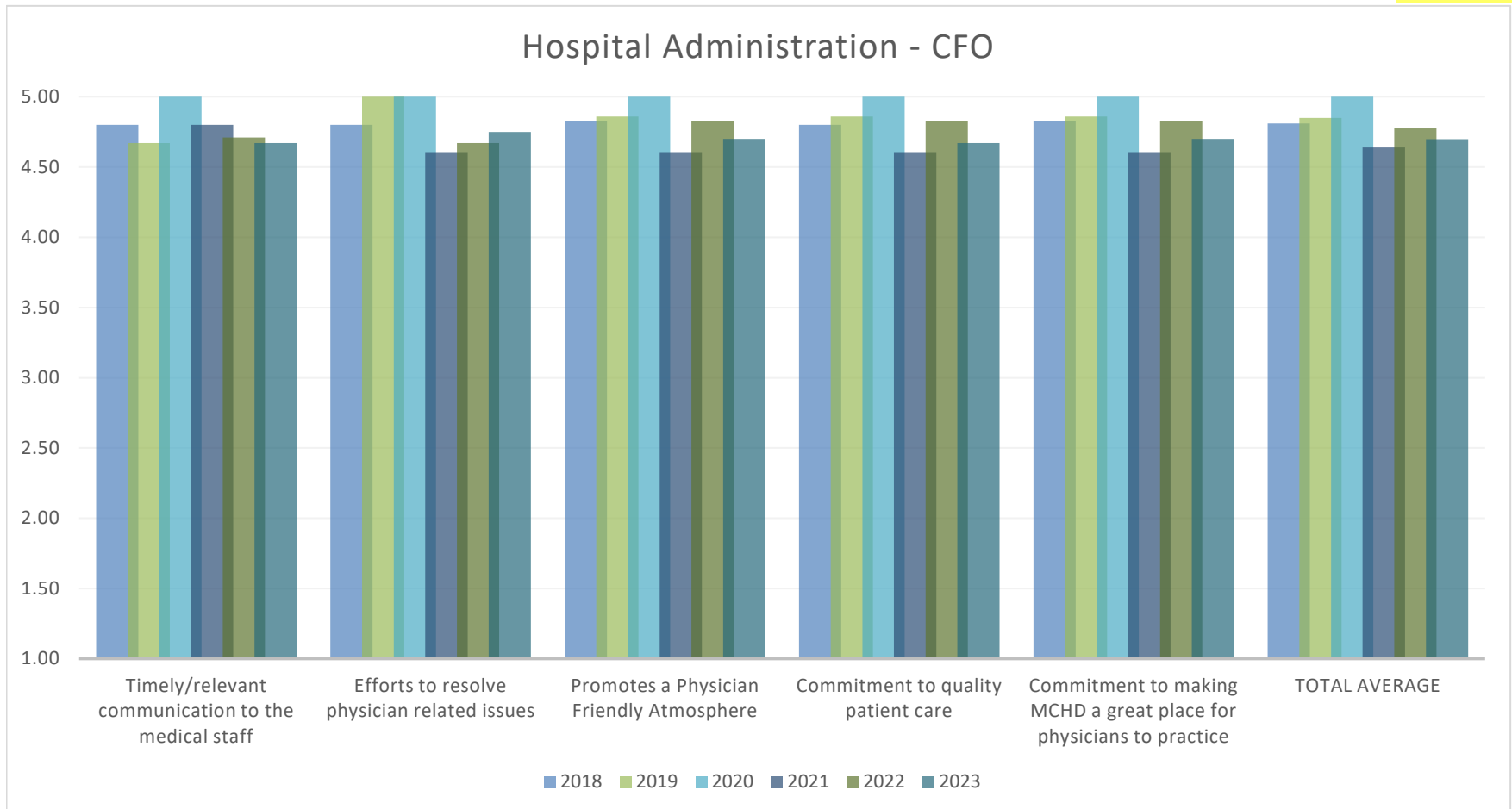
Other Practices						
	2018	2019	2020	2021	2022	2023
Medical Records	5.00	4.88	4.82	4.75	4.50	4.67
Clinic Based Social Services	4.75	4.88	4.88	5.00	4.33	4.73
Clinic Billing Office	4.29	4.43	4.78	4.14	4.63	4.33



EMR - MPM						
	2018	2019	2020	2021	2022	2023
Clinic Infomaticist	3.86	3.67	4.75	4.57	4.30	4.40
Ease of Use	3.17	3.57	3.56	3.00	3.20	3.50
Ability to access patient information	3.33	3.71	3.78	2.86	3.50	3.50
Staff Support (input, etc.)	3.83	3.83	4.50	3.67	4.11	4.20
Overall quality of EMR	3.17	3.57	3.56	2.71	3.10	3.36



HOSPITAL ADMINISTRATION - CFO						
	2018	2019	2020	2021	2022	2023
Timely/relevant communication to the medical staff	4.80	4.67	5.00	4.80	4.71	4.67
Efforts to resolve physician related issues	4.80	5.00	5.00	4.60	4.67	4.75
Promotes a Physician Friendly Atmosphere	4.83	4.86	5.00	4.60	4.83	4.70
Commitment to quality patient care	4.80	4.86	5.00	4.60	4.83	4.67
Commitment to making MCHD a great place for physicians to practice	4.83	4.86	5.00	4.60	4.83	4.70
TOTAL AVERAGE	4.81	4.85	5.00	4.64	4.77	4.70



Patient Financial Services						
	2018	2019	2020	2021	2022	2023
Overall Rating	4.50	4.50	4.89	4.75	4.63	4.86

