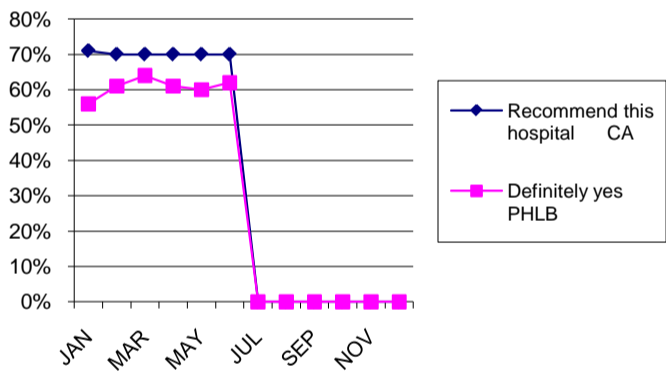


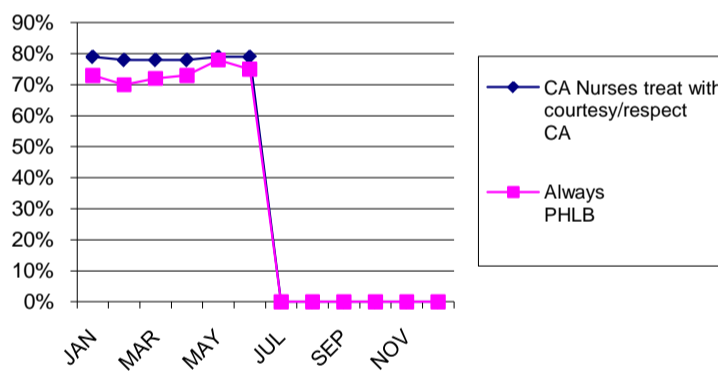
PACIFIC HOSPITAL OF LONG BEACH  
2010 CUSTOMER SATISFACTION  
BY UNIT AND TOTALS

QUESTION		JAN	FEB	MAR	APR	MAY	JUNE	JUL	AUG	SEP	OCT	NOV	DEC	1st Q	2nd Q	3rd Q	4th Q	YTD	2009 Year End
Recommend this hospital	CA	71%	70%	70%	70%	70%	70%							70%	71%				71%
Definitely yes	PHLB	56%	61%	64%	61%	60%	62%							60%	61%				58%
CA Nurses treat with courtesy/respect	CA	79%	78%	78%	78%	79%	79%							78%	80%				79%
Always	PHLB	73%	70%	72%	73%	78%	75%							72%	75%				73%
Nurses listen carefully to you	CA	68%	67%	67%	67%	68%	68%							67%	69%				68%
Always	PHLB	65%	65%	60%	63%	75%	66%							63%	67%				65%
Nurses expl in way you understand	CA	67%	66%	66%	66%	67%	68%							66%	68%				67%
Always	PHLB	65%	69%	65%	62%	72%	75%							66%	69%				64%
Doctors treat with Courtesy/respect	CA	83%	83%	83%	83%	80%	83%							83%	83%				83%
Always	PHLB	81%	82%	78%	90%	83%	92%							80%	88%				82%
Pain well controlled	CA	62%	62%	62%	61%	61%	62%							62%	62%				62%
Always	PHLB	69%	56%	48%	51%	64%	60%							58%	57%				59%
Staff do everything help with pain	CA	74%	74%	74%	73%	73%	74%							74%	74%				73%
Always	PHLB	78%	67%	57%	64%	77%	75%							67%	71%				72%
Tell you what new medication was for	CA	71%	70%	70%	70%	70%	70%							70%	71%				70%
Always	PHLB	77%	61%	78%	69%	67%	75%							72%	71%				69%
Info re symptoms/prob to look for	CA	82%	82%	82%	82%	82%	82%							82%	82%				82%
Yes	PHLB	76%	81%	80%	81%	93%	84%							79%	85%				79%

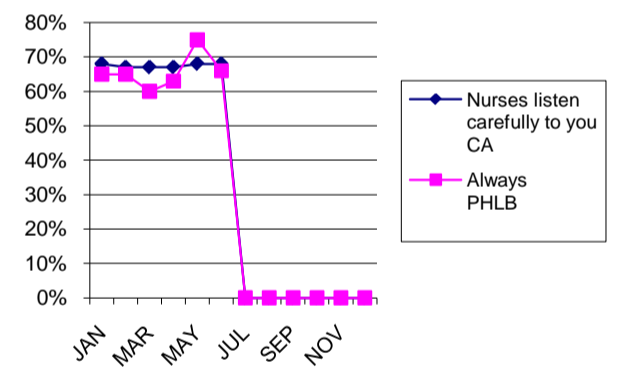
Recommend the Hospital



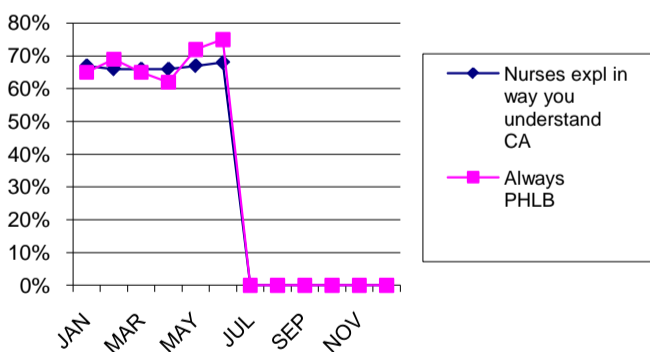
Nurses treat with Courtesy/Respect



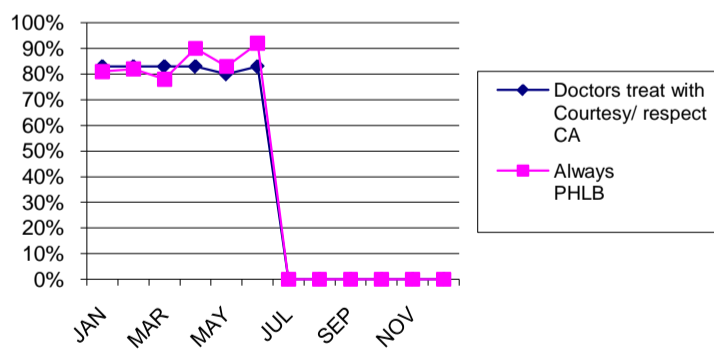
Nurses listen carefully to you



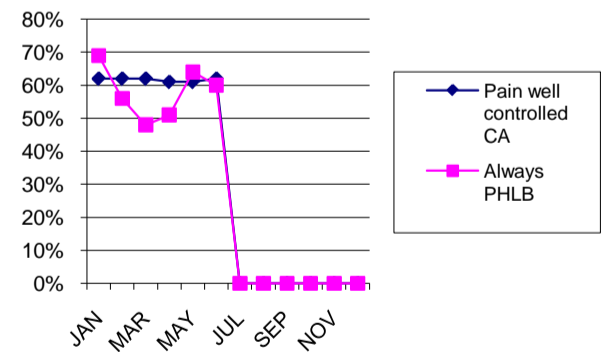
Nurses expl in way you understand



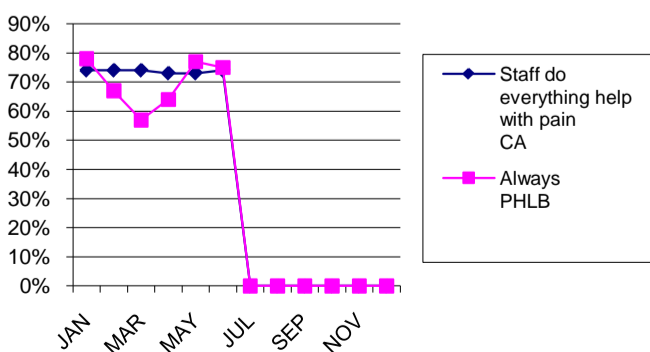
Doctors treat with Courtesy/Respect



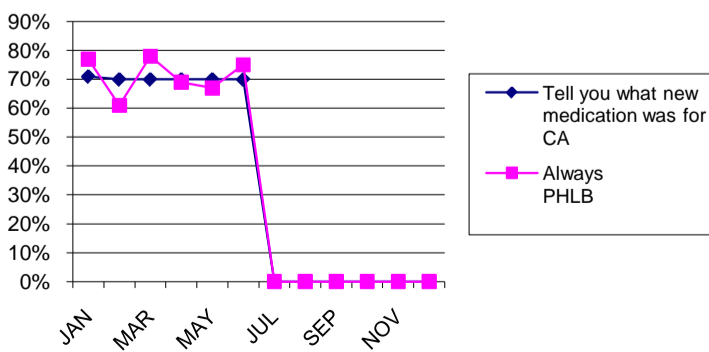
Pain Well Controlled



Staff do everything to help with pain



Tell you what new med was for



Info re: symptoms/problems to look for

