



Inpatient Survey Findings
Executive Summary
First - Fourth Quarters – fiscal year 2008
(July 2007 – June 2008)

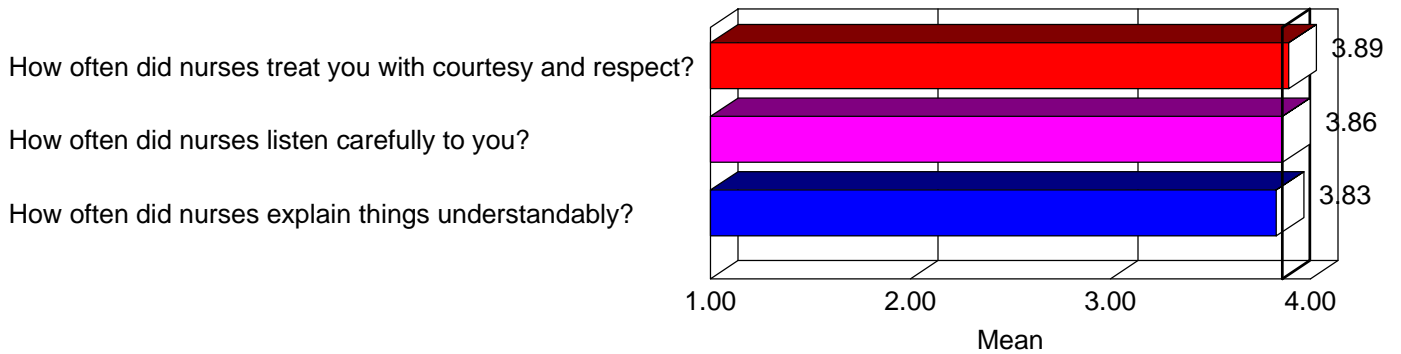
Important comparisons for the quarter:

	Qtr 4	FY08
Sample Size	64	259
Nursing Overall (4.0)	3.90	3.86
% Always	90.4%	87.3%
Provider Overall (4.0)	3.96	3.90
% Always	96.2%	92.4%
Overall Rating (10.0)	9.17	9.12
% Rating 9 or 10	75.0%	75.1%
Recommend Rating (4.0)	3.94	3.85
% Definitely Yes	93.5%	86.8%

- 64 patients were interviewed by telephone during the quarter.
- The overall mean score of the three statements about nursing care is 3.90 for the quarter. Overall, 90.4% gave nursing the highest score possible.
- The overall mean score of the three statements about provider care is 3.96 for the quarter. Overall, 96.2% gave providers the highest score possible.
- The overall hospital rating is 9.17, where the best hospital rating possible is 10.0. 75.0% rated MHC's inpatient services a 9 or 10.
- 93.5% will definitely recommend MHC to others; the mean is 3.94 out of a possible 4.0.

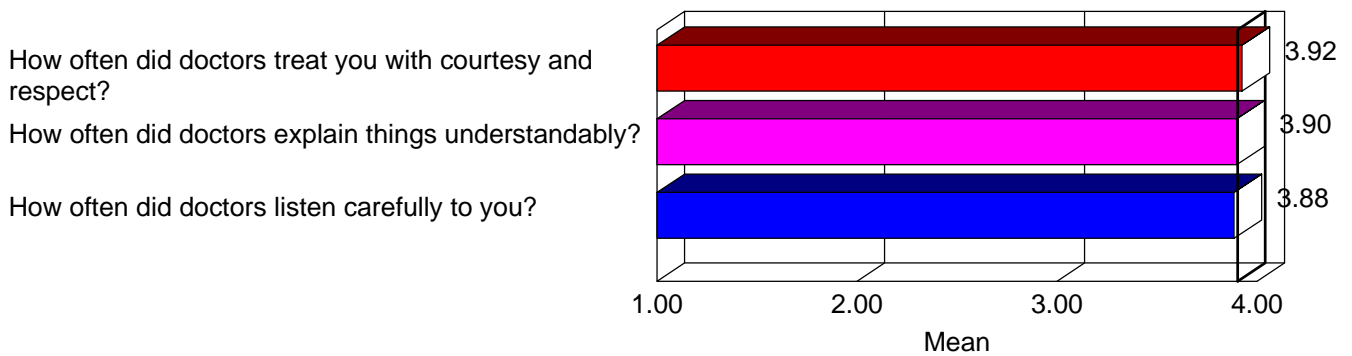
Fiscal Year 2008 Ratings of Inpatient Nurses: Three Statements

Nursing



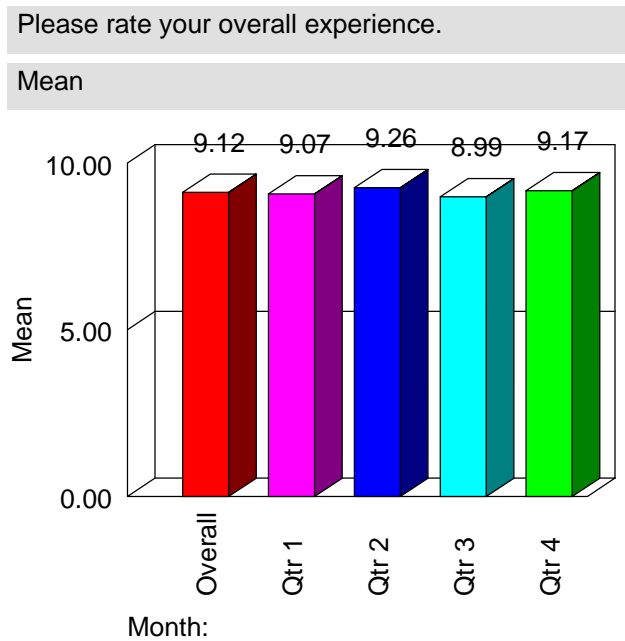
Fiscal Year 2008 Ratings of Inpatient Providers: Three Statements

Provider Overall



Fiscal Year 2008 Overall Rating Based on Inpatient Experience

Please rate your overall experience.			
0 -- Worst hospital possible		0.4%	1
1		0.0%	0
2		0.0%	0
3		0.0%	0
4		0.4%	1
5		0.8%	2
6		1.9%	5
7		3.9%	10
8		17.5%	45
9		23.3%	60
10 -- Best hospital possible		51.8%	133
Totals		100.0%	257
Mean			9.12
Top 2 Highest			75.1%



Fiscal Year 2008 Recommendation to Friends & Family

Would you recommend this hospital to others?			
Definitely No		0.0%	0
Probably No		1.6%	4
Probably Yes		11.6%	29
Definitely Yes		86.8%	217
Totals		100.0%	250
Mean			3.85

