

Comparison of Hospitals in Steward Health Care System in Terms of Patient Survey Results Using Hospital Compare (CMS) Information

| Patient Survey Results   | Carney Hospital           |           |           | Massachusetts Average |           |           | National Average |           |           |
|--|---------------------------|-----------|-----------|-----------------------|-----------|-----------|------------------|-----------|-----------|
|  | Current Data              | 2008 - Q4 | 2005 - Q4 | Current Data          | 2008 - Q4 | 2005 - Q4 | Current Data     | 2008 - Q4 | 2005 - Q4 |
|  | <b>4/1/2011-3/31/2012</b> |           |           |                       |           |           |                  |           |           |
| Patients who reported that their nurses "Always" communicated well.  | 79%                       | 79%       |           | 79%                   | 76%       |           | 78%              | 74%       |           |
| Patients who reported that their doctors "Always" communicated well.   | 83%                       | 79%       |           | 80%                   | 79%       |           | 81%              | 80%       |           |
| Patients who reported that they "Always" received help as soon as they wanted.   | 65%                       | 65%       |           | 65%                   | 61%       |           | 66%              | 63%       |           |
| Patients who reported that their pain was "Always" well controlled.  | 71%                       | 68%       |           | 71%                   | 69%       |           | 70%              | 68%       |           |
| Patients who reported that staff "Always" explained about medicines before giving it to them.                                | 67%                       | 65%       |           | 63%                   | 60%       |           | 63%              | 59%       |           |
| Patients who reported that their room and bathroom were "Always" clean.  | 71%                       | 67%       |           | 73%                   | 70%       |           | 73%              | 70%       |           |
| Patients who reported that the area around their room was "Always" quiet at night.   | 55%                       | 57%       |           | 52%                   | 49%       |           | 60%              | 56%       |           |
| Patients at each hospital who reported that YES, they were given information about what to do during their recovery at home. | 85%                       | 84%       |           | 87%                   | 84%       |           | 84%              | 80%       |           |
| Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).                             | 62%                       | 64%       |           | 69%                   | 65%       |           | 69%              | 64%       |           |
| Patients who reported YES, they would definitely recommend the hospital.   | 63%                       | 66%       |           | 73%                   | 71%       |           | 70%              | 68%       |           |

Notes

- 1.The time period covered by the current data is dependent on the measure. Each time period has been identified.
- 2.Empty cells represent items that are not measured for a time period.
- 3.The number of measures increased over the 3 time periods.

Comparison of Hospitals in Steward Health Care System in Terms of Patient Survey Results Using Hospital Compare (CMS) Information

| Patient Survey Results   | Good Samaritan Medical Center |           |           | Massachusetts Average |           |           | National Average |           |           |
|--|-------------------------------|-----------|-----------|-----------------------|-----------|-----------|------------------|-----------|-----------|
|  | Current Data                  | 2008 - Q4 | 2005 - Q4 | Current Data          | 2008 - Q4 | 2005 - Q4 | Current Data     | 2008 - Q4 | 2005 - Q4 |
|  | <b>4/1/2011-3/31/2012</b>     |           |           |                       |           |           |                  |           |           |
| Patients who reported that their nurses "Always" communicated well.  | 75%                           | 75%       |           | 79%                   | 76%       |           | 78%              | 74%       |           |
| Patients who reported that their doctors "Always" communicated well.   | 77%                           | 79%       |           | 80%                   | 79%       |           | 81%              | 80%       |           |
| Patients who reported that they "Always" received help as soon as they wanted.   | 56%                           | 58%       |           | 65%                   | 61%       |           | 66%              | 63%       |           |
| Patients who reported that their pain was "Always" well controlled.  | 67%                           | 71%       |           | 71%                   | 69%       |           | 70%              | 68%       |           |
| Patients who reported that staff "Always" explained about medicines before giving it to them.                                | 57%                           | 59%       |           | 63%                   | 60%       |           | 63%              | 59%       |           |
| Patients who reported that their room and bathroom were "Always" clean.  | 67%                           | 66%       |           | 73%                   | 70%       |           | 73%              | 70%       |           |
| Patients who reported that the area around their room was "Always" quiet at night.   | 47%                           | 48%       |           | 52%                   | 49%       |           | 60%              | 56%       |           |
| Patients at each hospital who reported that YES, they were given information about what to do during their recovery at home. | 84%                           | 81%       |           | 87%                   | 84%       |           | 84%              | 80%       |           |
| Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).                             | 61%                           | 60%       |           | 69%                   | 65%       |           | 69%              | 64%       |           |
| Patients who reported YES, they would definitely recommend the hospital.   | 63%                           | 67%       |           | 73%                   | 71%       |           | 70%              | 68%       |           |

Notes

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- 3.The number of measures increased over the 3 time periods.

Comparison of Hospitals in Steward Health Care System in Terms of Patient Survey Results Using Hospital Compare (CMS) Information

| Patient Survey Results   | Holy Family Hospital      |           |           | Massachusetts Average |           |           | National Average |           |           |
|--|---------------------------|-----------|-----------|-----------------------|-----------|-----------|------------------|-----------|-----------|
|  | Current Data              | 2008 - Q4 | 2005 - Q4 | Current Data          | 2008 - Q4 | 2005 - Q4 | Current Data     | 2008 - Q4 | 2005 - Q4 |
|  | <b>4/1/2011-3/31/2012</b> |           |           |                       |           |           |                  |           |           |
| Patients who reported that their nurses "Always" communicated well.  | 80%                       | 74%       |           | 79%                   | 76%       |           | 78%              | 74%       |           |
| Patients who reported that their doctors "Always" communicated well.   | 81%                       | 80%       |           | 80%                   | 79%       |           | 81%              | 80%       |           |
| Patients who reported that they "Always" received help as soon as they wanted.   | 64%                       | 59%       |           | 65%                   | 61%       |           | 66%              | 63%       |           |
| Patients who reported that their pain was "Always" well controlled.  | 69%                       | 67%       |           | 71%                   | 69%       |           | 70%              | 68%       |           |
| Patients who reported that staff "Always" explained about medicines before giving it to them.                                | 62%                       | 64%       |           | 63%                   | 60%       |           | 63%              | 59%       |           |
| Patients who reported that their room and bathroom were "Always" clean.  | 69%                       | 66%       |           | 73%                   | 70%       |           | 73%              | 70%       |           |
| Patients who reported that the area around their room was "Always" quiet at night.   | 51%                       | 50%       |           | 52%                   | 49%       |           | 60%              | 56%       |           |
| Patients at each hospital who reported that YES, they were given information about what to do during their recovery at home. | 86%                       | 82%       |           | 87%                   | 84%       |           | 84%              | 80%       |           |
| Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).                             | 65%                       | 59%       |           | 69%                   | 65%       |           | 69%              | 64%       |           |
| Patients who reported YES, they would definitely recommend the hospital.   | 72%                       | 65%       |           | 73%                   | 71%       |           | 70%              | 68%       |           |

Notes

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Comparison of Hospitals in Steward Health Care System in Terms of Patient Survey Results Using Hospital Compare (CMS) Information

| Patient Survey Results   | Merrimack Valley Hospital          |           |           | Massachusetts Average |           |           | National Average |           |           |
|--|------------------------------------|-----------|-----------|-----------------------|-----------|-----------|------------------|-----------|-----------|
|  | Current Data<br>4/1/2011-3/31/2012 | 2008 - Q4 | 2005 - Q4 | Current Data          | 2008 - Q4 | 2005 - Q4 | Current Data     | 2008 - Q4 | 2005 - Q4 |
| Patients who reported that their nurses "Always" communicated well.  | 77%                                | 72%       |           | 79%                   | 76%       |           | 78%              | 74%       |           |
| Patients who reported that their doctors "Always" communicated well.   | 77%                                | 80%       |           | 80%                   | 79%       |           | 81%              | 80%       |           |
| Patients who reported that they "Always" received help as soon as they wanted.   | 63%                                | 59%       |           | 65%                   | 61%       |           | 66%              | 63%       |           |
| Patients who reported that their pain was "Always" well controlled.  | 73%                                | 69%       |           | 71%                   | 69%       |           | 70%              | 68%       |           |
| Patients who reported that staff "Always" explained about medicines before giving it to them.                                | 59%                                | 58%       |           | 63%                   | 60%       |           | 63%              | 59%       |           |
| Patients who reported that their room and bathroom were "Always" clean.  | 70%                                | 63%       |           | 73%                   | 70%       |           | 73%              | 70%       |           |
| Patients who reported that the area around their room was "Always" quiet at night.   | 51%                                | 49%       |           | 52%                   | 49%       |           | 60%              | 56%       |           |
| Patients at each hospital who reported that YES, they were given information about what to do during their recovery at home. | 84%                                | 85%       |           | 87%                   | 84%       |           | 84%              | 80%       |           |
| Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).                             | 62%                                | 58%       |           | 69%                   | 65%       |           | 69%              | 64%       |           |
| Patients who reported YES, they would definitely recommend the hospital.   | 64%                                | 67%       |           | 73%                   | 71%       |           | 70%              | 68%       |           |

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- 2.Empty cells represent items that are not measured for a time period.
- 3.The number of measures increased over the 3 time periods.

Comparison of Hospitals in Steward Health Care System in Terms of Patient Survey Results Using Hospital Compare (CMS) Information

| Patient Survey Results   | Morton Hospital                    |           |           | Massachusetts Average |           |           | National Average |           |           |
|--|------------------------------------|-----------|-----------|-----------------------|-----------|-----------|------------------|-----------|-----------|
|  | Current Data<br>4/1/2011-3/31/2012 | 2008 - Q4 | 2005 - Q4 | Current Data          | 2008 - Q4 | 2005 - Q4 | Current Data     | 2008 - Q4 | 2005 - Q4 |
| Patients who reported that their nurses "Always" communicated well.  | 74%                                | 73%       |           | 79%                   | 76%       |           | 78%              | 74%       |           |
| Patients who reported that their doctors "Always" communicated well.   | 77%                                | 78%       |           | 80%                   | 79%       |           | 81%              | 80%       |           |
| Patients who reported that they "Always" received help as soon as they wanted.   | 61%                                | 56%       |           | 65%                   | 61%       |           | 66%              | 63%       |           |
| Patients who reported that their pain was "Always" well controlled.  | 70%                                | 66%       |           | 71%                   | 69%       |           | 70%              | 68%       |           |
| Patients who reported that staff "Always" explained about medicines before giving it to them.                                | 61%                                | 55%       |           | 63%                   | 60%       |           | 63%              | 59%       |           |
| Patients who reported that their room and bathroom were "Always" clean.  | 69%                                | 72%       |           | 73%                   | 70%       |           | 73%              | 70%       |           |
| Patients who reported that the area around their room was "Always" quiet at night.   | 48%                                | 44%       |           | 52%                   | 49%       |           | 60%              | 56%       |           |
| Patients at each hospital who reported that YES, they were given information about what to do during their recovery at home. | 85%                                | 85%       |           | 87%                   | 84%       |           | 84%              | 80%       |           |
| Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).                             | 51%                                | 52%       |           | 69%                   | 65%       |           | 69%              | 64%       |           |
| Patients who reported YES, they would definitely recommend the hospital.   | 51%                                | 54%       |           | 73%                   | 71%       |           | 70%              | 68%       |           |

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Comparison of Hospitals in Steward Health Care System in Terms of Patient Survey Results Using Hospital Compare (CMS) Information

| Patient Survey Results   | Nashoba Valley Medical Center      |           |           | Massachusetts Average |           |           | National Average |           |           |
|--|------------------------------------|-----------|-----------|-----------------------|-----------|-----------|------------------|-----------|-----------|
|  | Current Data<br>4/1/2011-3/31/2012 | 2008 - Q4 | 2005 - Q4 | Current Data          | 2008 - Q4 | 2005 - Q4 | Current Data     | 2008 - Q4 | 2005 - Q4 |
| Patients who reported that their nurses "Always" communicated well.  | 76%                                | 72%       |           | 79%                   | 76%       |           | 78%              | 74%       |           |
| Patients who reported that their doctors "Always" communicated well.   | 78%                                | 81%       |           | 80%                   | 79%       |           | 81%              | 80%       |           |
| Patients who reported that they "Always" received help as soon as they wanted.   | 58%                                | 54%       |           | 65%                   | 61%       |           | 66%              | 63%       |           |
| Patients who reported that their pain was "Always" well controlled.  | 72%                                | 67%       |           | 71%                   | 69%       |           | 70%              | 68%       |           |
| Patients who reported that staff "Always" explained about medicines before giving it to them.                                | 63%                                | 57%       |           | 63%                   | 60%       |           | 63%              | 59%       |           |
| Patients who reported that their room and bathroom were "Always" clean.  | 78%                                | 70%       |           | 73%                   | 70%       |           | 73%              | 70%       |           |
| Patients who reported that the area around their room was "Always" quiet at night.   | 55%                                | 57%       |           | 52%                   | 49%       |           | 60%              | 56%       |           |
| Patients at each hospital who reported that YES, they were given information about what to do during their recovery at home. | 85%                                | 84%       |           | 87%                   | 84%       |           | 84%              | 80%       |           |
| Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).                             | 59%                                | 62%       |           | 69%                   | 65%       |           | 69%              | 64%       |           |
| Patients who reported YES, they would definitely recommend the hospital.   | 62%                                | 65%       |           | 73%                   | 71%       |           | 70%              | 68%       |           |

Notes

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- 3.The number of measures increased over the 3 time periods.

Comparison of Hospitals in Steward Health Care System in Terms of Patient Survey Results Using Hospital Compare (CMS) Information

| Patient Survey Results   | Norwood Hospital          |           |           | Massachusetts Average |           |           | National Average |           |           |
|--|---------------------------|-----------|-----------|-----------------------|-----------|-----------|------------------|-----------|-----------|
|  | Current Data              | 2008 - Q4 | 2005 - Q4 | Current Data          | 2008 - Q4 | 2005 - Q4 | Current Data     | 2008 - Q4 | 2005 - Q4 |
|  | <b>4/1/2011-3/31/2012</b> |           |           |                       |           |           |                  |           |           |
| Patients who reported that their nurses "Always" communicated well.  | 80%                       | 77%       |           | 79%                   | 76%       |           | 78%              | 74%       |           |
| Patients who reported that their doctors "Always" communicated well.   | 78%                       | 81%       |           | 80%                   | 79%       |           | 81%              | 80%       |           |
| Patients who reported that they "Always" received help as soon as they wanted.   | 65%                       | 62%       |           | 65%                   | 61%       |           | 66%              | 63%       |           |
| Patients who reported that their pain was "Always" well controlled.  | 70%                       | 74%       |           | 71%                   | 69%       |           | 70%              | 68%       |           |
| Patients who reported that staff "Always" explained about medicines before giving it to them.                                | 60%                       | 62%       |           | 63%                   | 60%       |           | 63%              | 59%       |           |
| Patients who reported that their room and bathroom were "Always" clean.  | 76%                       | 73%       |           | 73%                   | 70%       |           | 73%              | 70%       |           |
| Patients who reported that the area around their room was "Always" quiet at night.   | 42%                       | 42%       |           | 52%                   | 49%       |           | 60%              | 56%       |           |
| Patients at each hospital who reported that YES, they were given information about what to do during their recovery at home. | 85%                       | 81%       |           | 87%                   | 84%       |           | 84%              | 80%       |           |
| Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).                             | 63%                       | 59%       |           | 69%                   | 65%       |           | 69%              | 64%       |           |
| Patients who reported YES, they would definitely recommend the hospital.   | 64%                       | 63%       |           | 73%                   | 71%       |           | 70%              | 68%       |           |

Notes

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- 2.Empty cells represent items that are not measured for a time period.
- 3.The number of measures increased over the 3 time periods.

Comparison of Hospitals in Steward Health Care System in Terms of Patient Survey Results Using Hospital Compare (CMS) Information

| Patient Survey Results   | Quincy Medical Center     |           |           | Massachusetts Average |           |           | National Average |           |           |
|--|---------------------------|-----------|-----------|-----------------------|-----------|-----------|------------------|-----------|-----------|
|  | Current Data              | 2008 - Q4 | 2005 - Q4 | Current Data          | 2008 - Q4 | 2005 - Q4 | Current Data     | 2008 - Q4 | 2005 - Q4 |
|  | <b>4/1/2011-3/31/2012</b> |           |           |                       |           |           |                  |           |           |
| Patients who reported that their nurses "Always" communicated well.  | 76%                       | 73%       |           | 79%                   | 76%       |           | 78%              | 74%       |           |
| Patients who reported that their doctors "Always" communicated well.   | 76%                       | 78%       |           | 80%                   | 79%       |           | 81%              | 80%       |           |
| Patients who reported that they "Always" received help as soon as they wanted.   | 59%                       | 57%       |           | 65%                   | 61%       |           | 66%              | 63%       |           |
| Patients who reported that their pain was "Always" well controlled.  | 69%                       | 67%       |           | 71%                   | 69%       |           | 70%              | 68%       |           |
| Patients who reported that staff "Always" explained about medicines before giving it to them.                                | 61%                       | 59%       |           | 63%                   | 60%       |           | 63%              | 59%       |           |
| Patients who reported that their room and bathroom were "Always" clean.  | 66%                       | 70%       |           | 73%                   | 70%       |           | 73%              | 70%       |           |
| Patients who reported that the area around their room was "Always" quiet at night.   | 47%                       | 44%       |           | 52%                   | 49%       |           | 60%              | 56%       |           |
| Patients at each hospital who reported that YES, they were given information about what to do during their recovery at home. | 80%                       | 83%       |           | 87%                   | 84%       |           | 84%              | 80%       |           |
| Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).                             | 54%                       | 57%       |           | 69%                   | 65%       |           | 69%              | 64%       |           |
| Patients who reported YES, they would definitely recommend the hospital.   | 59%                       | 63%       |           | 73%                   | 71%       |           | 70%              | 68%       |           |

Notes

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- 2.Empty cells represent items that are not measured for a time period.
- 3.The number of measures increased over the 3 time periods.

Comparison of Hospitals in Steward Health Care System in Terms of Patient Survey Results Using Hospital Compare (CMS) Information

| Patient Survey Results   | Saint Anne's Hospital     |           |           | Massachusetts Average |           |           | National Average |           |           |
|--|---------------------------|-----------|-----------|-----------------------|-----------|-----------|------------------|-----------|-----------|
|  | Current Data              | 2008 - Q4 | 2005 - Q4 | Current Data          | 2008 - Q4 | 2005 - Q4 | Current Data     | 2008 - Q4 | 2005 - Q4 |
|  | <b>4/1/2011-3/31/2012</b> |           |           |                       |           |           |                  |           |           |
| Patients who reported that their nurses "Always" communicated well.  | 81%                       | 78%       |           | 79%                   | 76%       |           | 78%              | 74%       |           |
| Patients who reported that their doctors "Always" communicated well.   | 79%                       | 80%       |           | 80%                   | 79%       |           | 81%              | 80%       |           |
| Patients who reported that they "Always" received help as soon as they wanted.   | 66%                       | 63%       |           | 65%                   | 61%       |           | 66%              | 63%       |           |
| Patients who reported that their pain was "Always" well controlled.  | 71%                       | 72%       |           | 71%                   | 69%       |           | 70%              | 68%       |           |
| Patients who reported that staff "Always" explained about medicines before giving it to them.                                | 63%                       | 63%       |           | 63%                   | 60%       |           | 63%              | 59%       |           |
| Patients who reported that their room and bathroom were "Always" clean.  | 73%                       | 72%       |           | 73%                   | 70%       |           | 73%              | 70%       |           |
| Patients who reported that the area around their room was "Always" quiet at night.   | 53%                       | 54%       |           | 52%                   | 49%       |           | 60%              | 56%       |           |
| Patients at each hospital who reported that YES, they were given information about what to do during their recovery at home. | 90%                       | 88%       |           | 87%                   | 84%       |           | 84%              | 80%       |           |
| Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).                             | 65%                       | 68%       |           | 69%                   | 65%       |           | 69%              | 64%       |           |
| Patients who reported YES, they would definitely recommend the hospital.   | 68%                       | 72%       |           | 73%                   | 71%       |           | 70%              | 68%       |           |

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- 3.The number of measures increased over the 3 time periods.

Comparison of Hospitals in Steward Health Care System in Terms of Patient Survey Results Using Hospital Compare (CMS) Information

| Patient Survey Results   | St. Elizabeth's Medical Center |           |           | Massachusetts Average |           |           | National Average |           |           |
|--|--------------------------------|-----------|-----------|-----------------------|-----------|-----------|------------------|-----------|-----------|
|  | Current Data                   | 2008 - Q4 | 2005 - Q4 | Current Data          | 2008 - Q4 | 2005 - Q4 | Current Data     | 2008 - Q4 | 2005 - Q4 |
|  | <b>4/1/2011-3/31/2012</b>      |           |           |                       |           |           |                  |           |           |
| Patients who reported that their nurses "Always" communicated well.  | 79%                            | 75%       |           | 79%                   | 76%       |           | 78%              | 74%       |           |
| Patients who reported that their doctors "Always" communicated well.   | 80%                            | 81%       |           | 80%                   | 79%       |           | 81%              | 80%       |           |
| Patients who reported that they "Always" received help as soon as they wanted.   | 64%                            | 63%       |           | 65%                   | 61%       |           | 66%              | 63%       |           |
| Patients who reported that their pain was "Always" well controlled.  | 75%                            | 69%       |           | 71%                   | 69%       |           | 70%              | 68%       |           |
| Patients who reported that staff "Always" explained about medicines before giving it to them.                                | 66%                            | 62%       |           | 63%                   | 60%       |           | 63%              | 59%       |           |
| Patients who reported that their room and bathroom were "Always" clean.  | 69%                            | 68%       |           | 73%                   | 70%       |           | 73%              | 70%       |           |
| Patients who reported that the area around their room was "Always" quiet at night.   | 49%                            | 49%       |           | 52%                   | 49%       |           | 60%              | 56%       |           |
| Patients at each hospital who reported that YES, they were given information about what to do during their recovery at home. | 87%                            | 86%       |           | 87%                   | 84%       |           | 84%              | 80%       |           |
| Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).                             | 69%                            | 69%       |           | 69%                   | 65%       |           | 69%              | 64%       |           |
| Patients who reported YES, they would definitely recommend the hospital.   | 73%                            | 72%       |           | 73%                   | 71%       |           | 70%              | 68%       |           |

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- 2.Empty cells represent items that are not measured for a time period.
- 3.The number of measures increased over the 3 time periods.