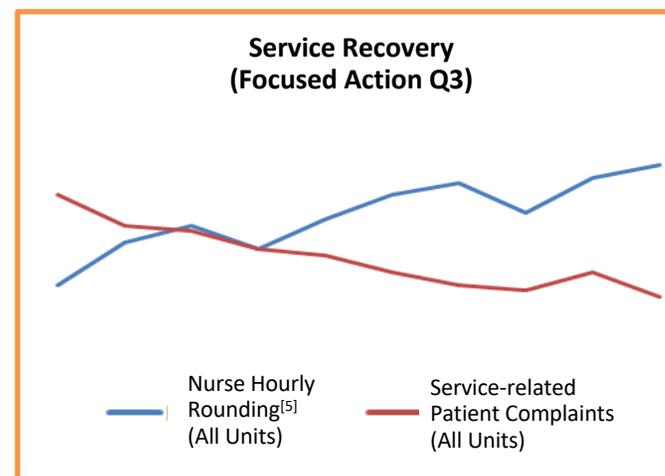
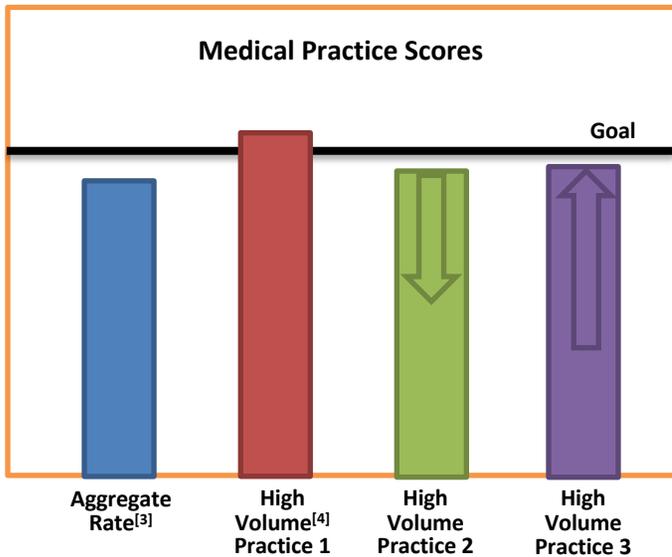
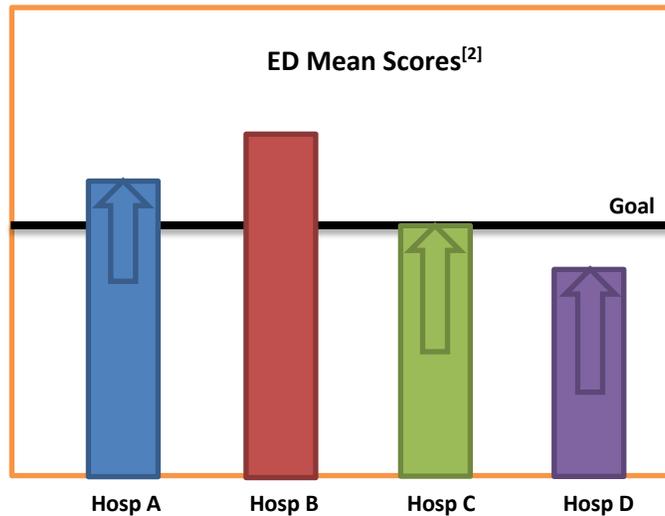
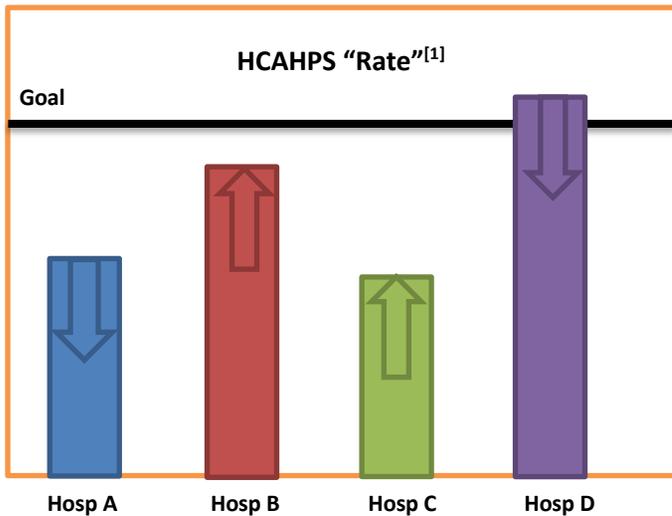
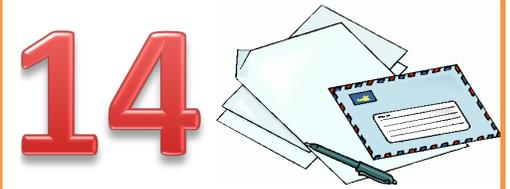


## Sample Patient Experience Dashboard for a Multihospital System



1. Percent of survey respondents who give a 9 or 10 (Top Box) response to the overall rating question, "Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?"
2. This is the average for all questions in the HCAHPS survey.
3. "Aggregate Rate" is the percentage of all survey respondents across all system-owned medical practices giving a Top Box Rating (9 or 10) to the question, "Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?"
4. High volume practices are the three practices in the system with the highest annual patient volume.
5. The focused action for this quarter is to increase nurse hourly rounding and monitor the impact on patient complaints. Nurse hourly rounding helps to decrease common service complaints.

### Related Updates



Complimentary letters  
to Administration about  
Service



**90%**

Staff Completed  
Customer  
Service Training



Employee  
Engagement Survey  
Launch Date