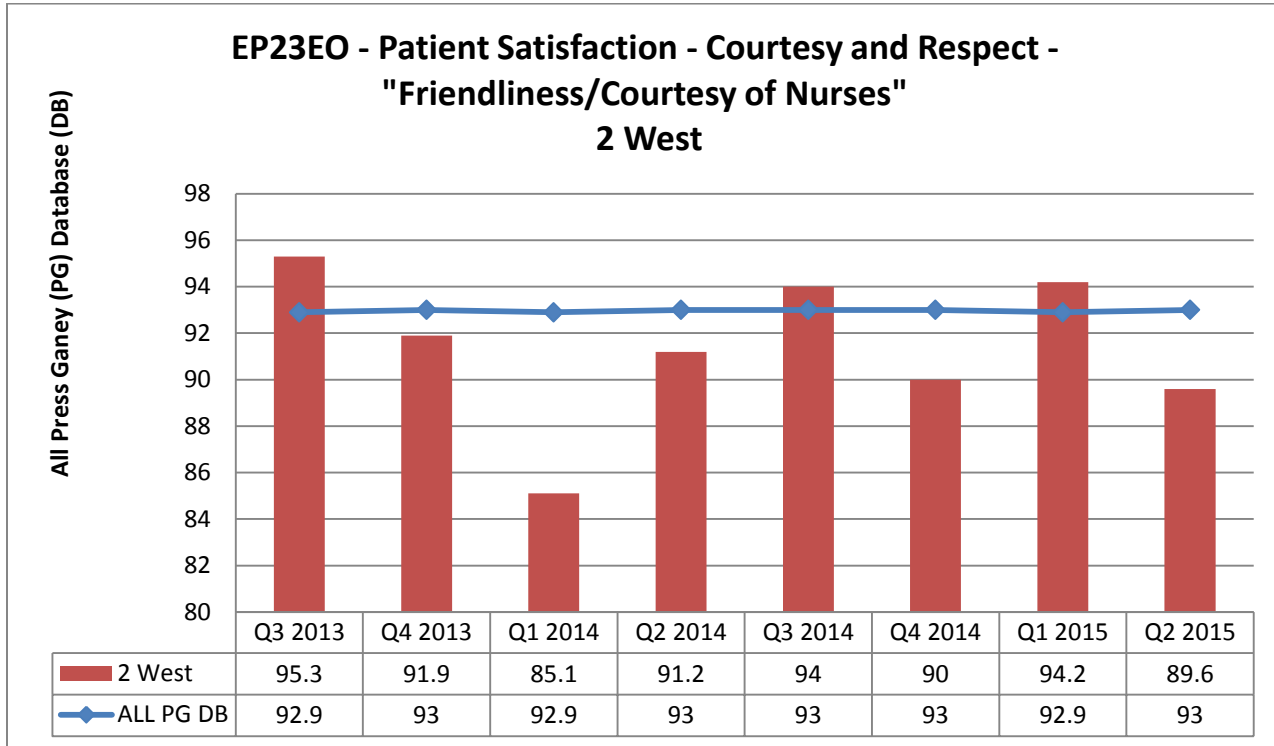
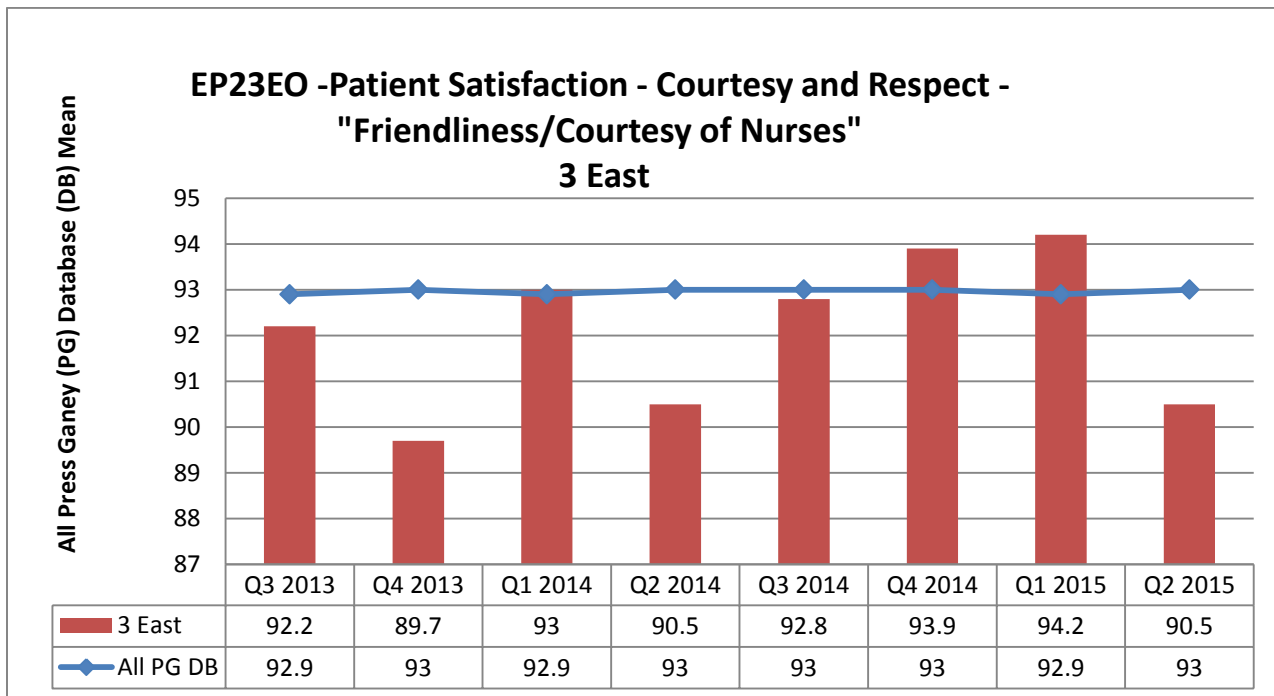


Courtesy and Respect

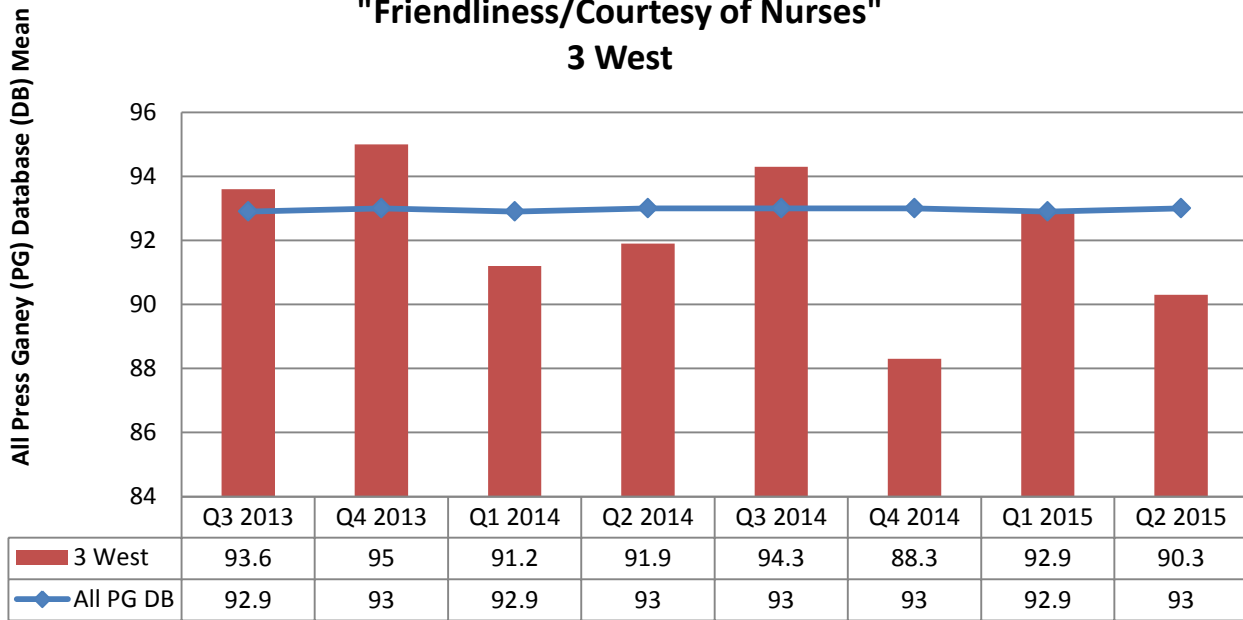


The above graph demonstrates that 2 West outperformed the benchmark 3 out of 8 quarters.



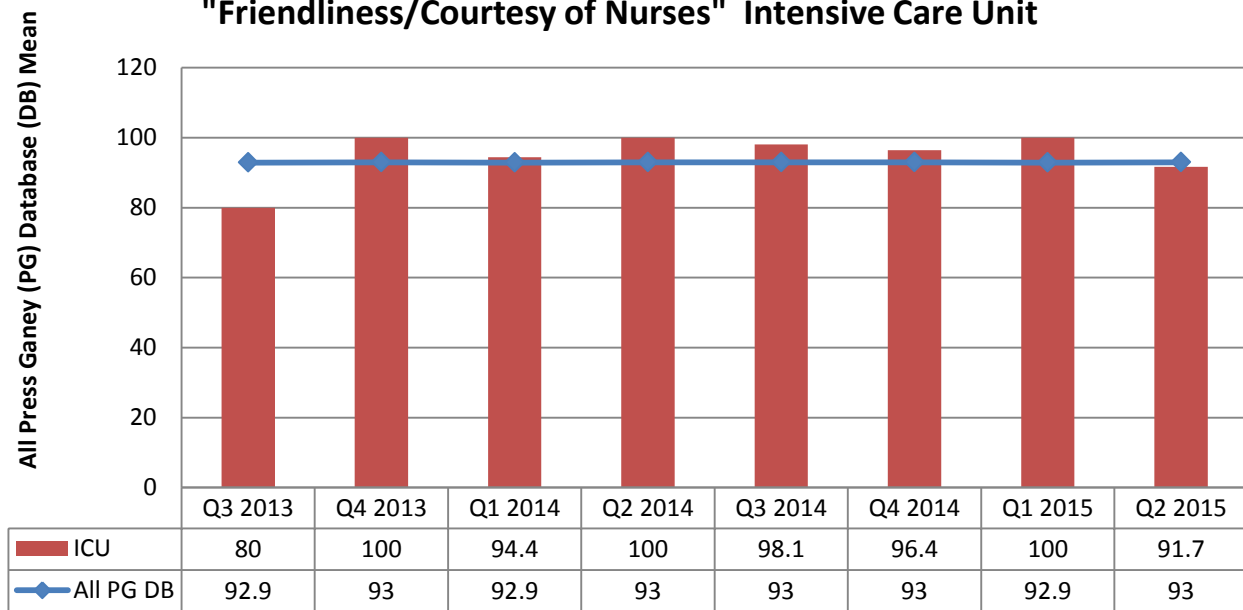
The above graph demonstrates that 3 East outperformed the benchmark 3 out of 8 quarters.

**EP23EO - Patient Satisfaction - Courtesy and Respect -
"Friendliness/Courtesy of Nurses"
3 West**

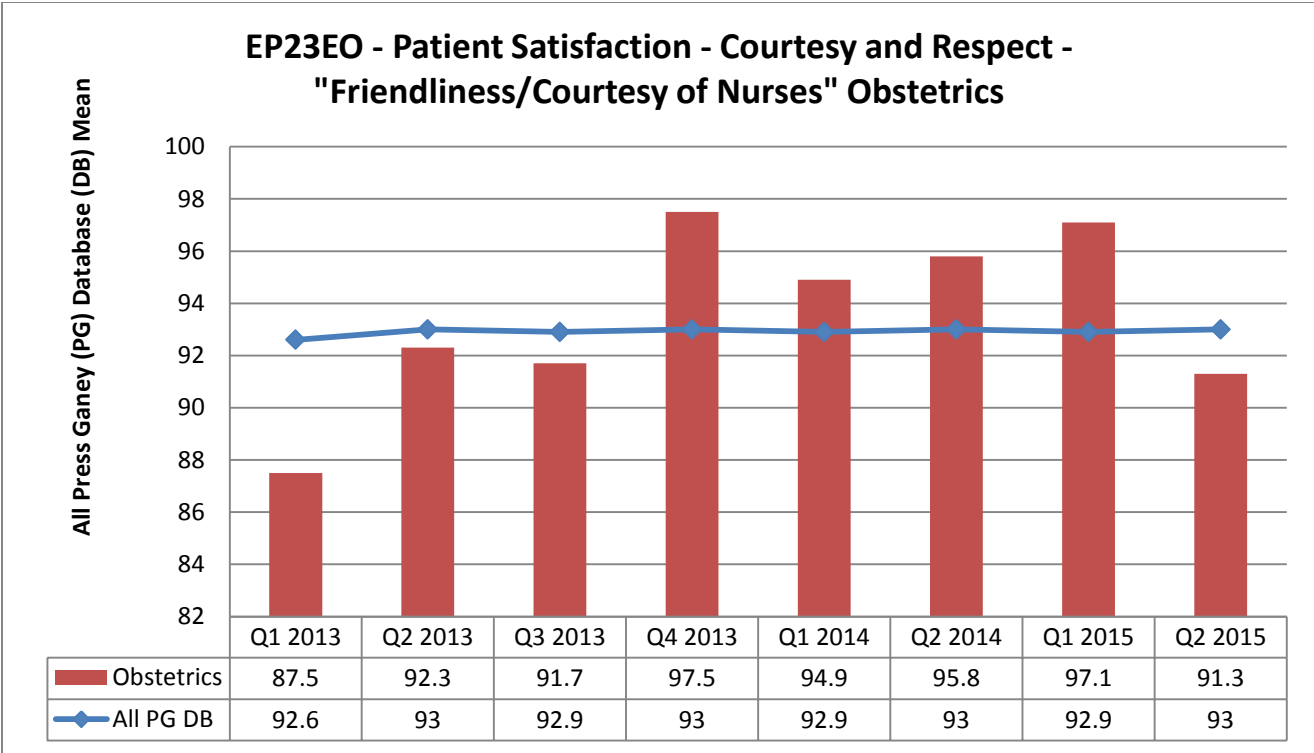


The above graph demonstrates that 3 West outperformed the benchmark 3 out of 8 quarters.

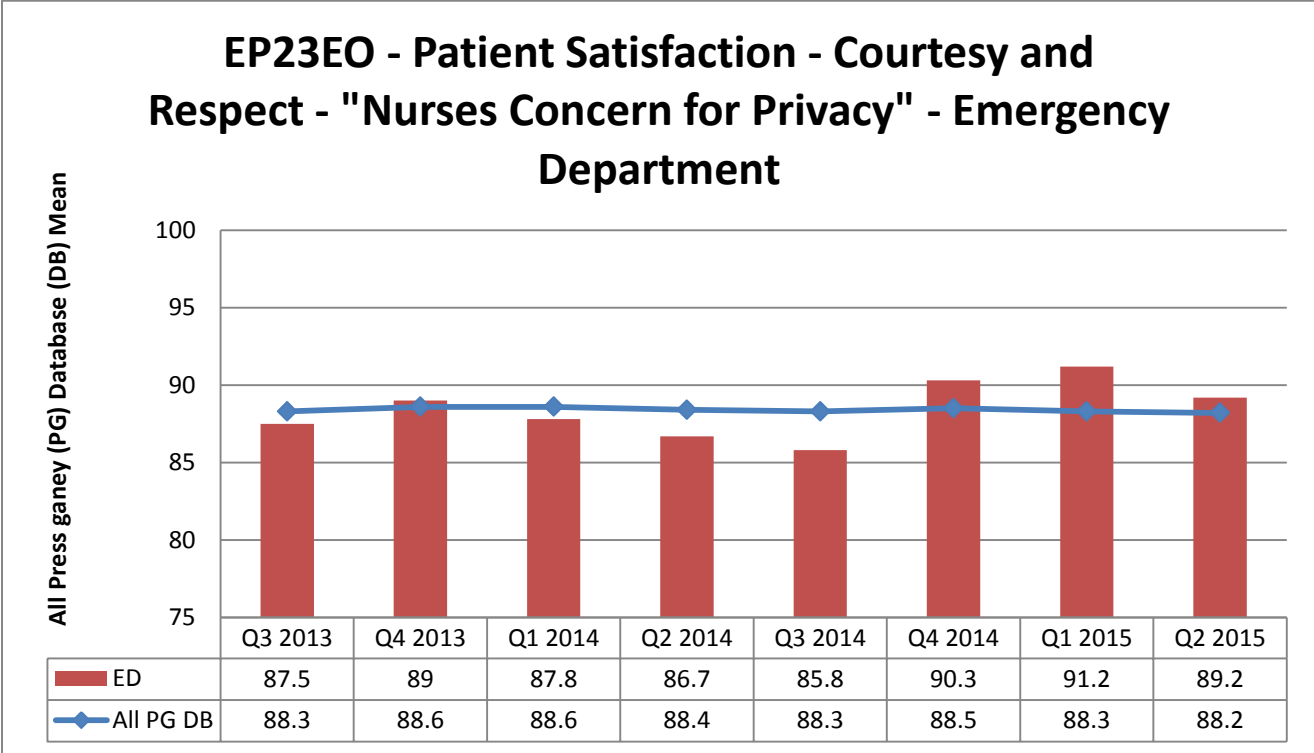
**EP23EO - Patient Satisfaction - Courtesy and Respect -
"Friendliness/Courtesy of Nurses" Intensive Care Unit**



The above graph demonstrates that ICU outperformed the benchmark 6 out of 8 quarters.



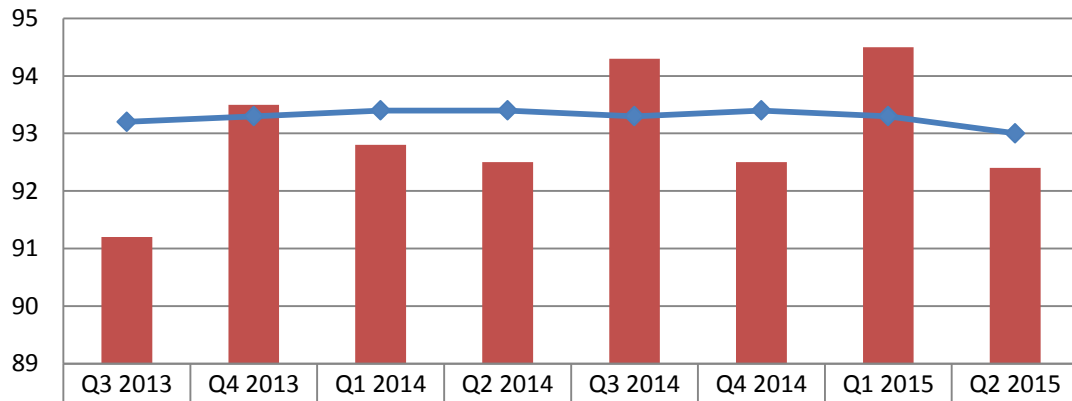
The above graph demonstrates that OB outperformed the benchmark 4 out of 8 quarters.



The above graph demonstrates that the ED outperformed the benchmark 4 out of 8 quarters.

EP23EO Patient Satisfaction - Courtesy and Respect - "Our Concern for Privacy"- Ambulatory Procedures Center

All Press Ganey (PG) Database (DB) Mean



APC	91.2	93.5	92.8	92.5	94.3	92.5	94.5	92.4
All PG DB Mean	93.2	93.3	93.4	93.4	93.3	93.4	93.3	93

The above graph demonstrates that APC outperformed the benchmark 3 out of 8 quarters.