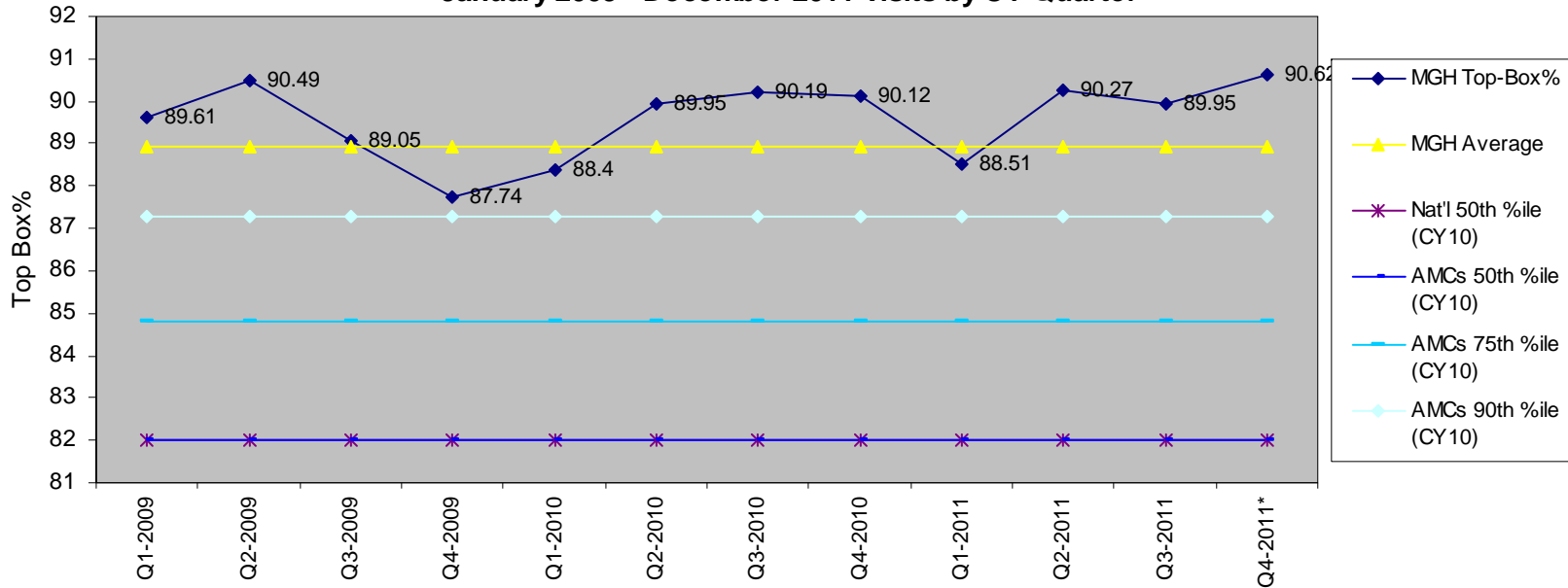


*Data complete as of 10/16/11
 data run 12/30/11

Discharge Information H-CAHPS Top-Box Results January 2009 - December 2011 Visits by CY Quarter



Discharge Information Questions

Composite of two questions:

- 1) Did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital? (Response options: No, Yes (Top-Box))
- 2) During your hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital? (Response options: No, Yes (Top-Box))

Eligible Population: Those answering "own home" or "someone else's home" to the question, "After you left the hospital, did you go directly to your own home, to someone else's home, or to another health facility?"