

September 22, 2010

TRICARE Inpatient Satisfaction Survey
Survey Results of Hospital Inpatients in Navy
Military Treatment Facilities (MTFs):
July – September 2009

Final Report

Prepared for

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Contract Number: W81XWH-06-P-1057
RTI Project Number 0210393

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TRICARE Inpatient Satisfaction Survey (TRISS): Executive Summary Navy

The TRICARE Inpatient Satisfaction Survey (TRISS) reports on experiences of adults who receive medical, surgical, and obstetrics hospital inpatient services from the Military Health System’s 58 direct care (DC) military treatment facilities (MTFs) and through its civilian network of providers, which is also known as purchased care (PC). This report summarizes survey results from a sample of hospital inpatients discharged from Navy MTFs between July 1, 2009 and September 30, 2009. Of the 46,752 inpatients surveyed, 15,665 responded to the survey, for an overall response rate of 33.5%. Within Navy facilities, of the 9,177 inpatients surveyed 2,413 responded to the survey, for an overall response rate of 26.3%. This response rate was statistically lower than the overall MHS response rate.

The TRISS includes two questions that are generally accepted as key indicators of satisfaction: (1) 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? and (2) Would you recommend this hospital to your friends and family? For these questions the proportion of beneficiaries who rated their hospital a 9 or 10 and the proportion of respondents who said that they would “definitely” recommend their hospital is reported.

Also included in the TRISS are questions from the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey of civilian hospitals. HCAHPS is a set of standardized survey questions used to collect and report meaningful and reliable inpatient satisfaction information. HCAHPS results are used as a national benchmark for civilian hospitals. The HCAHPS benchmark represents the results of three product lines (medical, surgical, and obstetrics) combined. TRISS statistical comparisons between the MHS and the HCAHPS benchmark are provided for subgroups such as DC versus civilian HCAHPS or Service versus HCAHPS. Data about specific product lines (e.g., medical, surgical, and obstetrics) are not compared to the HCAHPS benchmark. The HCAHPS benchmark data included in the analyses are based on 4 quarters of data from patients discharged from civilian hospitals between July 1, 2008 and June 30, 2009.

Key Findings for Direct Care

- In 2009, 53.0 % of the Direct Care beneficiaries reported that they would rate their hospital a 9 or 10 (on a scale from 0 to 10).
 - This was significantly lower than the rate reported by the HCAHPS civilian benchmark, and essentially the same rate reported by Direct Care beneficiaries in 2008 (53.3%).
 - Higher rates were reported among Direct Care beneficiaries who received Medical care, and lower rates were reported among Direct Care beneficiaries receiving Obstetrics care.
- In 2009, 57.7 % of Direct Care beneficiaries reported that they would recommend this hospital to family and friends.
 - This was significantly lower than the rate reported by the HCAHPS civilian benchmark.
 - Among product lines, inpatients who received Obstetrics services were least likely to report that they would recommend the hospital (45.1%).
- Among the HCAHPS composites, the highest satisfaction rates for Direct Care beneficiaries were for the Discharge Information composite (85.0% most positive), which were significantly higher than the civilian benchmark. The lowest satisfaction rates were for the Pain Control composite (61.7% most positive), which were significantly lower than the civilian benchmark.

Key Findings for Navy Military Treatment Facilities

- In 2009, 52.4 % of beneficiaries seen in Navy facilities reported that they would rate the hospital a 9 or 10 (on a scale from 0 to 10). This is significantly lower than the HCAHPS Civilian benchmark rate (65.0%).
- In 2009, 58.9 % of beneficiaries seen in Navy facilities reported that they would recommend the hospital to friends and family. This is also significantly lower than the HCAHPS Civilian benchmark rate (69.9%).
- Beneficiaries seen in Navy facilities were significantly less likely to report most positive results for the Nurse Communication (69%), Doctor Communication (76.3%), and Pain Control (62.3%) composites than the HCAHPS Civilian benchmarks for those composites.
- Beneficiaries seen in Navy facilities were significantly more likely to report most positive results for the Discharge Information composite than the HCAHPS Civilian benchmark (86.1% versus 80.9%).
- Similarly, beneficiaries seen in Navy facilities were significantly more likely to report most positive results for the Communication about Medications composite than the HCAHPS Civilian benchmark (68.9% versus 58.1%).

Table 1a. Direct Care (DC) Results (% Most Positive Results) ¹

	MHS Overall 2009	Direct Care Overall 2009	Civilian HCAHPS Benchmark	DC Medical	DC Surgical	DC Obstetric	Army	Navy	Air Force	Direct Care Overall 2008
Overall Satisfaction										
Overall Hospital Rating	55.9%	53.0%	65.0%	61.1%	58.3%	42.1%	51.3%	52.4%	59.2%	53.3%
Recommend Hospital	60.6%	57.7%	69.9%	66.7%	64.5%	45.1%	55.0%	58.9%	63.7%	56.8%
HCAHPS Composites										
Nurse Communication	70.0%	69.9%	74.2%	75.2%	71.9%	63.8%	69.6%	69.0%	72.5%	68.9%
Doctor Communication	75.7%	75.9%	79.0%	76.0%	81.1%	72.6%	74.9%	76.3%	78.0%	76.3%
Communication about Medications	65.7%	67.2%	58.1%	65.7%	68.3%	67.8%	66.1%	68.9%	67.2%	67.3%
Responsiveness of Hospital Staff	61.1%	62.2%	61.8%	63.1%	61.3%	61.8%	59.7%	63.7%	66.9%	62.2%
Pain Control	63.3%	61.7%	69.0%	60.4%	64.8%	60.6%	60.2%	62.3%	65.1%	61.6%
Discharge Information	84.5%	85.0%	80.9%	81.9%	88.6%	85.5%	83.7%	86.1%	86.7%	83.9%
DoD Composites²										
Your Family and Friends	82.3%	81.4%	N/A	85.1%	83.8%	77.2%	80.4%	81.5%	84.3%	81.5%
Interaction with Other Hospital Staff	73.9%	71.5%	N/A	71.8%	74.2%	69.0%	71.8%	70.5%	72.2%	70.5%
Patient Safety	69.1%	67.3%	N/A	70.6%	70.1%	62.5%	67.2%	67.6%	67.2%	65.9%

¹Numbers in **bold** text are significantly different from the civilian HCAHPS benchmark. Statistical tests to examine differences between Product Line (Medical, Surgical, and Obstetrics) and the HCAHPS civilian benchmark were not performed.

²N/A (not available)—for the DoD composites, civilian benchmark data are not available for comparison because these questions are not included in the HCAHPS survey.

Table 1b. Direct Care (DC) Results (% Most Positive Results) ¹

	Direct Care Overall 2009	Civilian HCAHPS Benchmark	Army Medical	Army Surgical	Army Obstetric	Navy Medical	Navy Surgical	Navy Obstetric	Air Force Medical	Air Force Surgical	Air Force Obstetric
Overall Satisfaction											
Overall Hospital Rating	53.0%	65.0%	59.7%	56.0%	38.9%	57.9%	58.5%	45.8%	69.5%	67.2%	43.6%
Recommend Hospital	57.7%	69.9%	64.8%	60.3%	40.9%	66.1%	67.0%	50.2%	72.8%	76.4%	46.8%
HCAHPS Composites											
Nurse Communication	69.9%	74.2%	75.6%	70.9%	62.3%	73.2%	71.5%	65.0%	76.5%	76.4%	65.9%
Doctor Communication	75.9%	79.0%	75.8%	79.4%	70.7%	75.1%	82.1%	74.5%	77.7%	86.4%	73.7%
Communication about Medications	67.2%	58.1%	65.7%	65.3%	67.2%	66.5%	70.3%	69.9%	64.5%	76.1%	65.1%
Responsiveness of Hospital Staff	62.2%	61.8%	61.3%	58.5%	58.8%	65.5%	63.6%	62.7%	64.9%	67.5%	68.0%
Pain Control	61.7%	69.0%	58.7%	62.1%	59.8%	61.8%	64.8%	61.4%	62.7%	76.1%	61.0%
Discharge Information	85.0%	80.9%	80.9%	87.1%	84.2%	82.3%	90.0%	86.9%	84.2%	91.8%	86.4%
DoD Composites²											
Your Family and Friends	81.4%	N/A	85.5%	81.6%	75.2%	83.0%	85.4%	78.9%	87.0%	89.2%	79.1%
Interaction with Other Hospital Staff	71.5%	N/A	72.6%	72.5%	70.3%	68.6%	75.4%	69.1%	73.4%	78.7%	65.9%
Patient Safety	67.3%	N/A	70.7%	68.0%	62.9%	68.2%	72.3%	64.9%	73.8%	74.6%	56.1%

¹Numbers in **bold** text are significantly different from the civilian HCAHPS benchmark. Statistical tests to examine differences between Product Line (Medical, Surgical, and Obstetrics) and the HCAHPS civilian benchmark were not performed.

²N/A (not available)—for the DoD composites, civilian benchmark data are not available for comparison because these questions are not included in the HCAHPS survey.

Table 1c. Direct Care (DC) Outside Continental United States (OCONUS) Results (% Most Positive Results)^{1,2}

	OCONUS Overall ³	Civilian HCAHPS Benchmark	OCONUS Army	OCONUS Navy	OCONUS Air Force	OCONUS Alaska	OCONUS Europe	OCONUS Pacific
Overall Satisfaction								
Overall Hospital Rating	54.8%	65.0%	61.1%	41.1%	61.2%	60.4%	64.6%	41.6%
Recommend Hospital	61.7%	69.9%	66.8%	49.7%	67.5%	58.9%	74.4%	49.6%
HCAHPS Composites								
Nurse Communication	73.0%	74.2%	76.8%	69.2%	73.2%	71.6%	80.3%	67.0%
Doctor Communication	77.2%	79.0%	75.0%	77.7%	81.3%	76.8%	80.0%	75.0%
Communication about Medications	70.4%	58.1%	67.6%	70.7%	74.2%	71.3%	70.5%	69.4%
Responsiveness of Hospital Staff	70.0%	61.8%	73.0%	63.2%	75.7%	70.9%	77.2%	63.2%
Pain Control	66.2%	69.0%	66.6%	64.4%	65.7%	62.4%	74.5%	57.9%
Discharge Information	83.9%	80.9%	81.9%	82.4%	88.0%	82.4%	86.7%	81.7%
DoD Composites⁴								
Your Family and Friends	81.6%	N/A	82.3%	76.0%	87.3%	83.5%	91.3%	72.7%
Interaction with Other Hospital Staff	70.6%	N/A	71.4%	66.6%	71.9%	72.2%	74.3%	64.1%
Patient Safety	64.8%	N/A	64.2%	64.6%	63.3%	59.6%	69.5%	60.5%

¹Survey responses were not obtained from MHS beneficiaries in Latin America; therefore, this report does not contain survey results from that region.

²Numbers in **bold text** are significantly different from the civilian HCAHPS benchmark.

³Because of the small number of OCONUS purchased care respondents, this column shows results from beneficiaries who received inpatient care OCONUS through both direct care and purchased care.

⁴N/A (not available)—for the DoD composites, civilian benchmark data are not available for comparison because these questions are not included in the HCAHPS survey.

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How to Read the DoD TRISS Report

TRICARE Inpatient Satisfaction Survey, Mail Survey of July-September 2009 Inpatients—Navy

Domain: Communication with Nurses

How often did nurses treat you with courtesy and respect?

Survey question and associated domain

Current reporting period

For HCAHPS questions and domains, we provide HCAHPS civilian benchmark data. Statistical tests were conducted to evaluate differences between HCAHPS civilian results and MHS 2009 results. Significant differences are shown with arrows. Because civilian benchmark data are not available for DoD questions or domains, statistical analysis for DoD questions and domains compared MTF results with military service results overall for 2009.

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark 2009	70%	70%	70%	70%
Overall—MHS 2009	70%	70%	70%	70%
Overall—MHS 2008	70%	70%	70%	70%
Overall—MHS 2007	70%	70%	70%	70%
Navy Overall	70%	70%	70%	70%
National Naval Medical Center Bethesda				
2009	70%↑	70%	70%	70%
2008	70%	70%	70%	70%
Naval Hospital Beaufort				
2009	70%	70%	70%	70%
2008	70%	70%	70%	70%
Naval Hospital Bremerton				
2009	70%	70%	70%	70%
2008	70%	70%	70%	70%
Naval Hospital Camp Lejeune				
2009	70%	70%	70%	70%
2008	70%	70%	70%	70%
Naval Hospital Camp Pendleton				
2009	70%↓	70%	70%	70%
2008	70%	70%	70%	70%
Naval Hospital Cherry Point				
2009	70%	70%	70%	70%
2008	70%	70%	70%	70%
Naval Hospital Guam—Agana				
2009	70%	70%	70%	70%
2008	70%	70%	70%	70%
Naval Hospital Jacksonville				
2009	70%	70%	70%	70%
2008	70%	70%	70%	70%
Naval Hospital Lemoore				
2009	70%	70%	70%	70%
2008	70%	70%	70%	70%
Naval Hospital Naples				
2009	70%	70%	70%	70%
2008	70%	70%	70%	70%
Naval Hospital Oak Harbor				
2009	70%↓	70%	70%	70%
2008	70%	70%	70%	70%
Naval Hospital Okinawa				
2009	70%↓	70%	70%	70%
2008	70%	70%	70%	70%

All numbers in the table represent most positive responses. Higher scores represent more positive experiences with care.

Arrow represents statistically significant differences, at the 95% confidence level, from the HCAHPS civilian score. Your MHS score is higher ↑ or lower ↓ than the HCAHPS benchmark.

For each MTF, 2008 TRISS results are also provided for visual analysis of trends.

Overall MHS'2007 and 2008 TRISS results are provided for visual analysis of trends.

Navy Report:
Overall Satisfaction Questions

Overall Satisfaction: Rating of Hospital

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?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	65.0%			
Overall—MHS 2009	55.9%	59.7%	62.3%	46.7%
Overall—MHS 2008	56.0%	60.0%	64.1%	44.5%
Overall—MHS 2007	53.8%	58.1%	61.7%	42.3%
Navy, Overall	52.4% ↓	57.9%	58.5%	45.8%
National Naval Medical Center Bethesda				
2009	72.0%	70.2%	75.6%*	71.2%*
2008	66.5%	60.3%	67.6%	72.7%
Naval Hospital Beaufort				
2009	51.6%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	60.4%	77.1%*	50.9%**	53.7%*
2008	62.1%*	73.0%*	N/A	56.6%*
Naval Hospital Camp Lejeune				
2009	41.4% ↓	50.4%*	24.4%**	41.9%*
2008	54.5% ↓	64.7%*	57.2%**	50.5%*
Naval Hospital Camp Pendleton				
2009	43.2%* ↓	56.1%**	N/A	34.8%*
2008	47.6% ↓	60.7%*	N/A	37.0%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	50.7%*	66.1%*	N/A	28.8%**
2008	63.2%*	59.3%*	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	63.2%	82.0%*	60.6%**	44.1%*
2008	48.9% ↓	51.0%*	44.0%**	48.2%*
Naval Hospital Lemoore				
2009	42.2%** ↓	N/A	N/A	39.7%**
2008	43.6%** ↓	N/A	N/A	44.9%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	50.2%**	N/A	N/A	43.0%**
2008	53.6%**	N/A	N/A	47.0%**

(continued)

Overall Satisfaction: Rating of Hospital

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? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	26.3%* ↓	N/A	N/A	11.6%*
2008	32.6%* ↓	N/A	19.0%**	34.5%*
Naval Hospital Pensacola				
2009	66.0%	67.0%*	82.1%**	57.2%**
2008	60.1%*	79.3%*	57.4%**	45.9%**
Naval Hospital Rota				
2009	N/A ↓	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A ↓	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	39.7%* ↓	N/A	N/A	41.8%**
2008	55.8%**	N/A	N/A	61.1%**
Naval Hospital Yokosuka				
2009	51.0%*	N/A	N/A	42.2%**
2008	41.1%* ↓	N/A	N/A	46.1%*
Naval Medical Center Portsmouth				
2009	50.9% ↓	50.1%	54.3%	48.9%
2008	55.0% ↓	59.7%	74.4%	37.4%
Naval Medical Center San Diego				
2009	53.3% ↓	51.4%	62.8%	50.0%
2008	53.1% ↓	58.6%	57.5%	44.0%

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Overall Satisfaction: Willingness to Recommend

Would you recommend this hospital to your friends and family?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	69.9%			
Overall—MHS 2009	60.6%	64.8%	67.4%	50.5%
Overall—MHS 2008	59.7%	62.4%	68.1%	49.4%
Overall—MHS 2007	57.1%	61.9%	63.6%	46.1%
Navy, Overall	58.9% ↓	66.1%	67.0%	50.2%
National Naval Medical Center Bethesda				
2009	76.1%	74.0%	79.1%*	76.1%*
2008	79.7% ↑	75.5%	77.0%	86.3%
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	60.4%	72.6%*	48.0%**	57.0%*
2008	69.0%*	58.7%*	N/A	73.7%*
Naval Hospital Camp Lejeune				
2009	53.4% ↓	74.0%*	56.6%**	45.8%*
2008	56.8% ↓	59.5%*	64.6%**	53.8%*
Naval Hospital Camp Pendleton				
2009	58.3%*	70.1%**	N/A	48.1%*
2008	51.5% ↓	70.8%*	N/A	37.5%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	61.1%*	80.1%*	N/A	34.9%**
2008	69.5%*	71.3%*	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A ↓	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	65.3%	81.8%*	49.3%**	55.1%*
2008	50.0% ↓	51.9%*	35.8%**	53.0%*
Naval Hospital Lemoore				
2009	31.9%** ↓	N/A	N/A	29.1%**
2008	45.2%** ↓	N/A	N/A	50.3%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	52.8%**	N/A	N/A	45.6%**
2008	45.4%** ↓	N/A	N/A	44.2%**

(continued)

Overall Satisfaction: Willingness to Recommend

Would you recommend this hospital to your friends and family? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	37.4%* ↓	N/A	N/A	19.8%**
2008	40.1%* ↓	N/A	26.0%**	42.2%*
Naval Hospital Pensacola				
2009	62.7%	54.4%*	87.0%**	57.2%**
2008	60.0%*	80.9%*	57.2%**	45.7%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	45.9%* ↓	N/A	N/A	41.8%**
2008	46.6%** ↓	N/A	N/A	46.0%**
Naval Hospital Yokosuka				
2009	50.2%* ↓	N/A	N/A	48.2%**
2008	52.8%* ↓	N/A	N/A	59.5%*
Naval Medical Center Portsmouth				
2009	57.7% ↓	57.2%	67.3%	50.8%
2008	61.1% ↓	64.1%	79.9%	45.3%
Naval Medical Center San Diego				
2009	61.4% ↓	64.1%	66.9%	55.3%
2008	59.7% ↓	63.4%	66.3%	51.2%

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Navy Report:
HCAHPS Composites and Questions

Composite: Communication with Nurses

This composite combines responses from three questions regarding how often nurses communicated well with patients.

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	74.2%			
Overall—MHS 2009	70.0%	71.9%	72.3%	66.1%
Overall—MHS 2008	69.0%	70.2%	74.1%	63.1%
Overall—MHS 2007	66.5%	69.1%	70.0%	60.4%
Navy, Overall	69.0% ↓	73.2%	71.5%	65.0%
National Naval Medical Center Bethesda				
2009	69.7%	66.7%	78.0%*	67.0%*
2008	74.9%	75.2%	76.1%	73.8%
Naval Hospital Beaufort				
2009	84.7%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	68.5%	72.9%*	64.5%**	67.1%*
2008	76.0%*	83.8%*	N/A	72.0%*
Naval Hospital Camp Lejeune				
2009	68.9%	79.3%*	73.5%**	64.5%*
2008	67.3%	71.1%*	82.0%**	62.1%*
Naval Hospital Camp Pendleton				
2009	66.3%*	87.1%**	N/A	56.2%*
2008	68.2%	89.2%*	N/A	55.5%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	67.8%*	74.6%*	N/A	65.6%**
2008	77.3%*	71.8%*	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	74.9%	83.4%*	76.8%**	64.8%*
2008	71.9%	76.5%*	66.3%**	68.8%*
Naval Hospital Lemoore				
2009	55.4%** ↓	N/A	N/A	53.6%**
2008	46.4%** ↓	N/A	N/A	45.3%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	77.4%**	N/A	N/A	73.7%**
2008	65.3%**	N/A	N/A	59.4%**

(continued)

Composite: Communication with Nurses (continued)

This composite combines responses from three questions regarding how often nurses communicated well with patients.

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	60.3%* ↓	N/A	N/A	50.5%**
2008	68.7%*	N/A	76.8%**	61.2%*
Naval Hospital Pensacola				
2009	80.2%	77.1%*	87.6%**	79.1%**
2008	74.8%*	84.0%*	85.4%**	64.4%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	53.6%* ↓	N/A	N/A	52.0%**
2008	69.3%**	N/A	N/A	61.1%**
Naval Hospital Yokosuka				
2009	76.9%*	N/A	N/A	74.9%**
2008	70.6%*	N/A	N/A	72.1%*
Naval Medical Center Portsmouth				
2009	66.2% ↓	70.5%	67.3%	62.0%
2008	66.4% ↓	70.4%	80.8%	53.0%
Naval Medical Center San Diego				
2009	69.9% ↓	67.6%	69.6%	72.5%
2008	65.5% ↓	67.7%	69.5%	60.3%

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Composite: Communication with Nurses

How often did nurses treat you with courtesy and respect?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	81.5%			
Overall—MHS 2009	76.9%	80.1%	78.5%	71.8%
Overall—MHS 2008	75.6%	78.7%	80.3%	67.9%
Overall—MHS 2007	73.2%	77.5%	76.8%	65.0%
Navy, Overall	76.2% ↓	80.8%	78.7%	71.8%
National Naval Medical Center Bethesda				
2009	77.4%	72.5%	88.5%*	74.7%*
2008	83.4%	81.9%	87.5%	81.8%
Naval Hospital Beaufort				
2009	86.9%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	76.3%	71.9%*	75.7%**	78.7%*
2008	78.4%*	89.9%*	N/A	72.6%*
Naval Hospital Camp Lejeune				
2009	76.1%	88.3%*	92.2%**	68.7%*
2008	70.4% ↓	73.5%*	85.2%**	65.3%*
Naval Hospital Camp Pendleton				
2009	71.3%*	93.0%**	N/A	59.2%*
2008	75.3%	90.4%*	N/A	63.5%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	74.0%*	80.9%*	N/A	71.9%**
2008	82.8%*	80.5%*	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	84.6%	86.6%*	90.1%**	79.9%*
2008	79.1%	86.5%*	71.7%**	73.4%*
Naval Hospital Lemoore				
2009	59.1%** ↓	N/A	N/A	57.4%**
2008	48.3%** ↓	N/A	N/A	46.0%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	86.2%**	N/A	N/A	83.9%**
2008	74.0%**	N/A	N/A	69.8%**

(continued)

Composite: Communication with Nurses

How often did nurses treat you with courtesy and respect? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	62.5%* ↓	N/A	N/A	49.9%**
2008	75.6%*	N/A	76.1%**	69.5%*
Naval Hospital Pensacola				
2009	88.2%	90.7%*	91.0%**	84.8%**
2008	82.1%*	87.7%*	96.5%**	73.2%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	61.0%* ↓	N/A	N/A	59.6%**
2008	77.2%**	N/A	N/A	62.2%**
Naval Hospital Yokosuka				
2009	83.2%*	N/A	N/A	83.4%**
2008	79.2%*	N/A	N/A	84.0%*
Naval Medical Center Portsmouth				
2009	73.5% ↓	77.7%	71.8%	71.4%
2008	72.6% ↓	81.1%	85.7%	57.2%
Naval Medical Center San Diego				
2009	78.2%	78.8%	75.8%	79.0%
2008	71.6% ↓	77.8%	73.0%	64.0%

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Composite: Communication with Nurses

How often did nurses listen carefully to you?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	70.7%			
Overall—MHS 2009	64.3%	67.1%	67.2%	58.9%
Overall—MHS 2008	63.1%	64.8%	69.2%	55.9%
Overall—MHS 2007	60.6%	64.2%	64.6%	52.9%
Navy, Overall	63.5% ↓	70.1%	64.4%	58.6%
National Naval Medical Center Bethesda				
2009	63.9%	60.0%	77.4%*	58.8%*
2008	69.2%	71.7%	67.7%	67.5%
Naval Hospital Beaufort				
2009	86.9%**	N/A	N/A	N/A
2008	N/A ↓	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	61.6%	78.9%*	44.9%**	56.5%*
2008	69.0%*	76.0%*	N/A	64.7%*
Naval Hospital Camp Lejeune				
2009	64.8%	72.8%*	67.2%**	61.6%*
2008	63.3%	69.0%*	75.6%**	58.2%*
Naval Hospital Camp Pendleton				
2009	65.7%*	95.5%**	N/A	55.9%*
2008	65.0%	88.3%*	N/A	52.2%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	65.1%*	73.7%*	N/A	59.5%**
2008	70.8%*	64.6%*	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	67.1%	80.8%*	67.8%**	51.9%*
2008	66.2%	66.0%*	67.7%**	65.9%*
Naval Hospital Lemoore				
2009	56.3%**	N/A	N/A	54.5%**
2008	35.0%** ↓	N/A	N/A	31.3%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	63.5%**	N/A	N/A	57.4%**
2008	60.6%**	N/A	N/A	53.8%**

(continued)

Composite: Communication with Nurses

How often did nurses listen carefully to you? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	50.5%* ↓	N/A	N/A	40.6%**
2008	62.9%*	N/A	68.1%**	54.9%*
Naval Hospital Pensacola				
2009	77.5%	68.0%*	85.0%**	81.7%**
2008	69.9%*	81.3%*	79.9%**	57.9%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	44.8%* ↓	N/A	N/A	41.5%**
2008	56.5%**	N/A	N/A	51.0%**
Naval Hospital Yokosuka				
2009	75.9%*	N/A	N/A	70.7%**
2008	60.9%*	N/A	N/A	58.2%*
Naval Medical Center Portsmouth				
2009	58.9% ↓	65.8%	56.0%	55.7%
2008	58.2% ↓	63.6%	76.9%	40.8%
Naval Medical Center San Diego				
2009	65.3% ↓	64.6%	65.2%	66.0%
2008	57.5% ↓	59.4%	64.1%	50.8%

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Composite: Communication with Nurses

How often did nurses explain things in a way you could understand?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	70.3%			
Overall—MHS 2009	68.9%	68.5%	71.1%	67.8%
Overall—MHS 2008	68.2%	67.1%	72.8%	65.5%
Overall—MHS 2007	65.6%	65.7%	68.4%	63.2%
Navy, Overall	67.3% ↓	68.8%	71.4%	64.5%
National Naval Medical Center Bethesda				
2009	67.6%	67.5%	68.2%*	67.4%*
2008	72.3%	71.8%	73.1%	72.1%
Naval Hospital Beaufort				
2009	80.3%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	67.5%	67.7%*	72.7%**	66.1%*
2008	80.7%* ↑	85.4%*	N/A	78.6%*
Naval Hospital Camp Lejeune				
2009	65.8%	76.7%*	61.1%**	63.1%*
2008	68.2%	70.9%*	85.2%**	62.8%*
Naval Hospital Camp Pendleton				
2009	62.0%*	72.8%**	N/A	53.7%*
2008	64.3%	88.9%*	N/A	51.0%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	64.3%*	69.2%*	N/A	65.5%**
2008	78.3%*	70.2%*	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	73.1%	82.9%*	72.5%**	62.5%*
2008	70.5%	77.1%*	59.5%**	67.2%*
Naval Hospital Lemoore				
2009	50.9%**	N/A	N/A	48.9%**
2008	55.8%**	N/A	N/A	58.4%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	82.5%**	N/A	N/A	79.7%**
2008	61.4%**	N/A	N/A	54.7%**

(continued)

Composite: Communication with Nurses

How often did nurses explain things in a way you could understand? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	67.8%*	N/A	N/A	61.0%**
2008	67.7%*	N/A	86.1%**	59.2%*
Naval Hospital Pensacola				
2009	74.9%	72.6%*	86.8%**	70.9%**
2008	72.4%*	82.9%*	79.9%**	62.0%**
Naval Hospital Rota				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	55.0%*	N/A	N/A	54.8%**
2008	74.1%**	N/A	N/A	69.9%**
Naval Hospital Yokosuka				
2009	71.6%*	N/A	N/A	70.7%**
2008	71.7%*	N/A	N/A	74.1%*
Naval Medical Center Portsmouth				
2009	66.2%	67.9%	74.1%	58.8%
2008	68.2%	66.4%	79.9%	60.9%
Naval Medical Center San Diego				
2009	66.2%	59.4%	67.9%	72.5%
2008	67.3%	66.0%	71.3%	66.0%

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Composite: Communication with Doctors

This composite combines responses from three questions regarding how often doctors communicated well with patients.

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	79.0%			
Overall—MHS 2009	75.7%	73.5%	81.5%	73.7%
Overall—MHS 2008	75.8%	72.9%	82.5%	73.6%
Overall—MHS 2007	73.7%	71.9%	81.1%	69.5%
Navy, Overall	76.3% ↓	75.1%	82.1%	74.5%
National Naval Medical Center Bethesda				
2009	76.6%	74.2%	85.2%*	73.2%*
2008	76.8%	74.8%	77.3%	78.7%
Naval Hospital Beaufort				
2009	91.8%** ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	71.1%	77.9%*	52.1%**	72.2%*
2008	82.8%*	86.5%*	90.0%**	80.3%*
Naval Hospital Camp Lejeune				
2009	74.7%	85.3%*	79.0%**	70.2%*
2008	70.5% ↓	65.8%*	95.4%**	65.2%*
Naval Hospital Camp Pendleton				
2009	78.2%*	86.5%**	N/A	72.1%*
2008	75.0%	81.3%*	N/A	69.3%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	78.3%*	80.7%*	N/A	69.8%**
2008	82.0%*	75.4%*	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	84.9%	87.6%*	95.3%**	77.0%*
2008	77.5%	79.6%*	68.6%**	78.4%*
Naval Hospital Lemoore				
2009	86.9%**	N/A	N/A	86.3%**
2008	74.2%**	N/A	N/A	78.4%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	87.7%**	N/A	N/A	85.6%**
2008	83.8%**	N/A	N/A	83.3%**

(continued)

Composite: Communication with Doctors (continued)

This composite combines responses from three questions regarding how often doctors communicated well with patients.

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	72.7%*	N/A	N/A	67.8%*
2008	81.8%*	N/A	94.7%**	75.4%*
Naval Hospital Pensacola				
2009	82.9%	74.2%*	96.5%**	83.3%**
2008	77.8%*	86.7%*	88.7%**	67.3%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	71.0%*	N/A	N/A	71.2%**
2008	81.9%**	N/A	N/A	79.9%**
Naval Hospital Yokosuka				
2009	78.5%*	N/A	N/A	73.9%**
2008	77.2%*	N/A	N/A	76.7%*
Naval Medical Center Portsmouth				
2009	73.3% ↓	68.4%	77.9%	73.4%
2008	74.6% ↓	71.2%	84.7%	69.4%
Naval Medical Center San Diego				
2009	75.3%	69.8%	81.1%	77.7%
2008	73.3% ↓	69.9%	85.6%	68.6%

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**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Composite: Communication with Doctors

How often did doctors treat you with courtesy and respect?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	85.7%			
Overall—MHS 2009	80.7%	80.8%	86.2%	76.3%
Overall—MHS 2008	81.1%	80.5%	87.3%	76.5%
Overall—MHS 2007	79.0%	78.9%	86.2%	72.9%
Navy, Overall	80.8% ↓	81.0%	84.8%	78.7%
National Naval Medical Center Bethesda				
2009	81.0%	84.3%	86.8%*	74.5%*
2008	84.2%	87.5%	80.4%	83.3%
Naval Hospital Beaufort				
2009	100.0%** ↑	N/A	N/A	N/A
2008	N/A ↓	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	75.3%	74.0%*	53.8%**	81.4%*
2008	85.1%*	94.8%*	95.0%**	79.8%*
Naval Hospital Camp Lejeune				
2009	81.6%	85.9%*	93.4%**	77.7%*
2008	73.4% ↓	71.7%*	98.6%**	67.1%*
Naval Hospital Camp Pendleton				
2009	79.4%*	95.8%**	N/A	71.6%*
2008	79.2%	82.4%*	N/A	72.9%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	78.4%*	79.6%*	N/A	71.9%**
2008	92.7%** ↑	87.0%*	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	87.9%	92.8%*	98.5%**	77.4%*
2008	81.4%	87.8%*	68.2%**	78.9%*
Naval Hospital Lemoore				
2009	92.7%**	N/A	N/A	92.4%**
2008	94.1%**	N/A	N/A	94.4%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	85.9%**	N/A	N/A	83.5%**
2008	95.1%** ↑	N/A	N/A	94.1%**

(continued)

Composite: Communication with Doctors

How often did doctors treat you with courtesy and respect? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	79.8%*	N/A	N/A	76.8%**
2008	82.3%*	N/A	92.0%**	77.4%*
Naval Hospital Pensacola				
2009	89.4%	79.4%*	98.0%**	93.0%**
2008	78.2%*	89.4%*	93.2%**	64.8%**
Naval Hospital Rota				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	78.1%*	N/A	N/A	77.4%**
2008	77.0%**	N/A	N/A	72.4%**
Naval Hospital Yokosuka				
2009	72.1%*	N/A	N/A	73.8%**
2008	82.4%*	N/A	N/A	81.3%*
Naval Medical Center Portsmouth				
2009	76.4% ↓	75.2%	78.4%	75.8%
2008	79.1% ↓	78.9%	88.5%	72.2%
Naval Medical Center San Diego				
2009	81.3%	78.3%	85.2%	82.2%
2008	79.5% ↓	77.7%	92.0%	72.9%

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Composite: Communication with Doctors

How often did doctors listen carefully to you?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	77.5%			
Overall—MHS 2009	73.1%	70.6%	79.3%	71.2%
Overall—MHS 2008	73.3%	70.2%	81.1%	70.4%
Overall—MHS 2007	71.1%	69.6%	79.2%	65.9%
Navy, Overall	74.5% ↓	74.0%	80.1%	72.3%
National Naval Medical Center Bethesda				
2009	74.3%	68.8%	85.7%*	71.9%*
2008	75.3%	72.8%	78.1%	76.1%
Naval Hospital Beaufort				
2009	89.9%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	69.3%	79.9%*	50.9%**	68.3%*
2008	81.8%*	84.9%*	89.9%**	79.7%*
Naval Hospital Camp Lejeune				
2009	71.5%	91.0%*	82.6%**	62.7%*
2008	69.9%	66.0%*	90.2%**	65.6%*
Naval Hospital Camp Pendleton				
2009	77.5%*	85.6%**	N/A	70.6%*
2008	69.4%	75.8%*	N/A	65.4%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	81.2%*	80.8%*	N/A	78.0%**
2008	79.8%*	72.9%*	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	81.4%	83.7%*	88.6%**	75.5%*
2008	75.2%	73.4%*	68.2%**	79.5%*
Naval Hospital Lemoore				
2009	87.1%**	N/A	N/A	86.5%**
2008	63.1%**	N/A	N/A	67.9%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	90.9%** ↑	N/A	N/A	89.4%**
2008	91.3%** ↑	N/A	N/A	89.5%**

(continued)

Composite: Communication with Doctors

How often did doctors listen carefully to you? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	70.9%*	N/A	N/A	64.2%**
2008	77.0%*	N/A	92.0%**	71.1%*
Naval Hospital Pensacola				
2009	82.9%	80.8%*	95.9%**	78.2%**
2008	77.0%*	86.2%*	89.9%**	65.9%**
Naval Hospital Rota				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	68.4%*	N/A	N/A	66.3%**
2008	82.8%**	N/A	N/A	81.1%**
Naval Hospital Yokosuka				
2009	81.4%*	N/A	N/A	69.7%**
2008	74.2%*	N/A	N/A	76.6%*
Naval Medical Center Portsmouth				
2009	70.2% ↓	66.5%	71.8%	71.8%
2008	70.7% ↓	66.6%	80.7%	65.9%
Naval Medical Center San Diego				
2009	73.9%	67.0%	80.3%	77.6%
2008	70.4% ↓	66.7%	84.2%	65.2%

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Composite: Communication with Doctors

How often did doctors explain things in a way you could understand?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	73.9%			
Overall—MHS 2009	73.3%	69.0%	79.0%	73.7%
Overall—MHS 2008	73.0%	68.0%	79.2%	73.8%
Overall—MHS 2007	71.0%	67.1%	77.7%	69.7%
Navy, Overall	73.7%	70.3%	81.3%	72.6%
National Naval Medical Center Bethesda				
2009	74.4%	69.5%	83.1%*	73.2%*
2008	70.9%	64.2%	73.5%	76.7%
Naval Hospital Beaufort				
2009	85.6%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	68.6%	79.8%*	51.5%**	66.8%*
2008	81.3%*	79.9%*	85.1%**	81.4%*
Naval Hospital Camp Lejeune				
2009	70.9%	79.2%*	61.1%**	70.1%*
2008	68.1%	59.8%*	97.5%**	63.0%*
Naval Hospital Camp Pendleton				
2009	77.6%*	78.0%**	N/A	74.2%*
2008	76.3%	85.9%*	N/A	69.7%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	75.5%*	81.7%*	N/A	59.5%**
2008	73.6%*	66.4%*	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	85.4% ↑	86.4%*	98.7%**	78.1%*
2008	76.1%	77.5%*	69.5%**	76.8%*
Naval Hospital Lemoore				
2009	80.9%**	N/A	N/A	80.1%**
2008	65.3%**	N/A	N/A	73.1%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	86.3%**	N/A	N/A	84.0%**
2008	65.1%**	N/A	N/A	66.4%**

(continued)

Composite: Communication with Doctors

How often did doctors explain things in a way you could understand? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	67.4%*	N/A	N/A	62.3%**
2008	86.3%* ↑	N/A	100.0%**	77.8%*
Naval Hospital Pensacola				
2009	76.5%	62.3%*	95.5%**	78.6%**
2008	78.1%*	84.6%*	83.2%**	71.2%**
Naval Hospital Rota				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	66.5%*	N/A	N/A	69.9%**
2008	85.8%**	N/A	N/A	86.2%**
Naval Hospital Yokosuka				
2009	82.2%*	N/A	N/A	78.1%**
2008	75.2%*	N/A	N/A	72.2%*
Naval Medical Center Portsmouth				
2009	73.1%	63.4%	83.6%	72.5%
2008	74.1%	68.0%	84.9%	70.1%
Naval Medical Center San Diego				
2009	70.7%	64.3%	77.8%	73.5%
2008	70.0%	65.2%	80.7%	67.8%

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Composite: Communication about Medications

This composite combines responses from two questions regarding how often hospital staff communicated well with patients about medications.

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	58.1%			
Overall—MHS 2009	65.7%	62.3%	67.5%	68.2%
Overall—MHS 2008	65.4%	62.3%	68.7%	66.2%
Overall—MHS 2007	63.9%	59.9%	66.6%	66.3%
Navy, Overall	68.9% ↑	66.5%	70.3%	69.9%
National Naval Medical Center Bethesda				
2009	70.3% ↑	65.9%*	74.1%*	71.7%*
2008	68.7% ↑	63.1%	68.6%*	75.0%*
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	81.1%* ↑	89.2%**	65.6%**	81.3%**
2008	79.1%* ↑	83.2%**	N/A	76.5%**
Naval Hospital Camp Lejeune				
2009	65.3%*	68.2%**	67.0%**	63.7%*
2008	66.7%*	61.3%**	N/A	64.7%*
Naval Hospital Camp Pendleton				
2009	68.8%*	N/A	N/A	66.0%**
2008	69.9%* ↑	75.1%**	N/A	64.8%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	75.6%*	73.2%**	N/A	N/A
2008	74.6%** ↑	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	76.9%* ↑	88.3%*	N/A	61.4%**
2008	71.6%* ↑	72.6%*	69.5%**	71.7%**
Naval Hospital Lemoore				
2009	N/A	N/A	N/A	N/A
2008	61.9%**	N/A	N/A	N/A
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	72.5%**	N/A	N/A	N/A
2008	91.0%** ↑	N/A	N/A	N/A

(continued)

Composite: Communication about Medications (continued)

This composite combines responses from two questions regarding how often hospital staff communicated well with patients about medications.

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	59.8%*	N/A	N/A	55.3%**
2008	63.7%*	N/A	N/A	56.6%**
Naval Hospital Pensacola				
2009	79.5%* ↑	65.7%**	89.5%**	N/A
2008	72.9%* ↑	77.4%**	N/A	65.5%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	68.6%**	N/A	N/A	82.1%**
2008	69.7%**	N/A	N/A	N/A
Naval Hospital Yokosuka				
2009	83.4%** ↑	N/A	N/A	76.1%**
2008	68.5%**	N/A	N/A	66.5%**
Naval Medical Center Portsmouth				
2009	64.9% ↑	59.8%	64.3%	69.3%
2008	70.8% ↑	68.3%	80.1%	64.5%
Naval Medical Center San Diego				
2009	65.9% ↑	58.2%	71.0%	71.8%*
2008	65.2% ↑	60.2%	67.3%	69.6%*

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Composite: Communication about Medications

Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	71.8%			
Overall—MHS 2009	77.8%	73.8%	78.9%	81.4%
Overall—MHS 2008	77.3%	74.2%	80.1%	78.2%
Overall—MHS 2007	75.7%	71.7%	77.7%	78.6%
Navy, Overall	79.5% ↑	75.9%	81.3%	81.0%
National Naval Medical Center Bethesda				
2009	83.4% ↑	78.4%*	83.9%*	87.2%*
2008	81.5% ↑	75.9%*	84.4%*	85.0%*
Naval Hospital Beaufort				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	86.5%* ↑	94.9%**	88.1%**	82.1%**
2008	90.3%* ↑	90.6%**	N/A	90.4%**
Naval Hospital Camp Lejeune				
2009	76.8%*	84.9%**	68.8%**	76.1%*
2008	79.5%*	73.6%**	N/A	80.7%*
Naval Hospital Camp Pendleton				
2009	75.3%*	N/A	N/A	75.1%**
2008	79.5%*	89.7%**	N/A	74.2%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	85.4%*	76.9%**	N/A	N/A
2008	79.3%**	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	84.8%* ↑	92.3%*	N/A	74.6%**
2008	79.2%*	81.3%*	78.1%**	77.2%**
Naval Hospital Lemoore				
2009	N/A ↑	N/A	N/A	N/A
2008	69.8%**	N/A	N/A	N/A
Naval Hospital Naples				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	78.9%**	N/A	N/A	N/A
2008	94.6%** ↑	N/A	N/A	N/A

(continued)

Composite: Communication about Medications

Before giving you any new medicine, how often did hospital staff tell you what the medicine was for? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	74.3%*	N/A	N/A	75.4%**
2008	77.5%*	N/A	N/A	73.9%**
Naval Hospital Pensacola				
2009	86.8%* ↑	75.8%**	96.3%**	N/A
2008	80.0%*	84.3%**	N/A	73.7%**
Naval Hospital Rota				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	79.3%**	N/A	N/A	94.1%**
2008	77.3%**	N/A	N/A	N/A
Naval Hospital Yokosuka				
2009	96.5%** ↑	N/A	N/A	94.9%**
2008	85.5%**	N/A	N/A	80.9%**
Naval Medical Center Portsmouth				
2009	76.0%	71.6%	78.2%	77.4%
2008	82.7% ↑	82.3%	90.7%	76.0%
Naval Medical Center San Diego				
2009	74.9%	67.5%	82.8%	78.6%*
2008	77.1%	71.7%	78.5%	82.3%*

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Arrow represents statistically significant differences, at the 95% confidence level, from the HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Composite: Communication about Medications

Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	44.5%			
Overall—MHS 2009	53.7%	50.7%	56.1%	55.0%
Overall—MHS 2008	53.6%	50.3%	57.3%	54.1%
Overall—MHS 2007	52.2%	48.2%	55.4%	54.0%
Navy, Overall	58.4% ↑	57.1%	59.4%	58.8%
National Naval Medical Center Bethesda				
2009	57.3% ↑	53.4%*	64.3%*	56.1%*
2008	55.9% ↑	50.3%*	52.9%*	64.9%*
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	75.7%* ↑	83.4%**	43.1%**	80.4%**
2008	67.8%* ↑	75.9%**	N/A	62.5%**
Naval Hospital Camp Lejeune				
2009	53.9%*	51.5%**	N/A	51.2%*
2008	53.9%*	49.1%**	N/A	48.7%*
Naval Hospital Camp Pendleton				
2009	62.3%*	N/A	N/A	56.9%**
2008	60.3%* ↑	60.5%**	N/A	55.4%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	65.8%* ↑	69.5%**	N/A	N/A
2008	70.0%** ↑	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	69.0%* ↑	84.3%*	N/A	48.2%**
2008	64.1%* ↑	63.9%*	60.9%**	66.2%**
Naval Hospital Lemoore				
2009	N/A	N/A	N/A	N/A
2008	53.9%**	N/A	N/A	N/A
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	66.2%**	N/A	N/A	N/A
2008	87.3%** ↑	N/A	N/A	N/A

(continued)

Composite: Communication about Medications

Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	45.3%*	N/A	N/A	35.2%**
2008	49.9%*	N/A	N/A	39.4%**
Naval Hospital Pensacola				
2009	72.1%* ↑	55.7%**	82.6%**	N/A
2008	65.9%* ↑	70.6%**	N/A	57.2%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	58.0%**	N/A	N/A	70.0%**
2008	62.0%**	N/A	N/A	N/A
Naval Hospital Yokosuka				
2009	70.2%** ↑	N/A	N/A	57.4%**
2008	51.6%**	N/A	N/A	52.0%**
Naval Medical Center Portsmouth				
2009	53.7% ↑	48.0%	50.4%	61.2%
2008	59.0% ↑	54.3%	69.5%	53.0%
Naval Medical Center San Diego				
2009	56.9% ↑	49.0%	59.3%	65.1%*
2008	53.4% ↑	48.6%	56.0%	56.8%*

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Composite: Responsiveness of Hospital Staff

This composite combines responses from two questions regarding how responsive hospital staff were with patients.

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	61.8%			
Overall—MHS 2009	61.1%	58.1%	61.0%	63.6%
Overall—MHS 2008	60.0%	56.1%	62.0%	61.7%
Overall—MHS 2007	58.2%	54.6%	59.0%	60.4%
Navy, Overall	63.7%	65.5%	63.6%	62.7%
National Naval Medical Center Bethesda				
2009	63.1%	53.5%*	72.7%*	64.3%*
2008	68.3% ↑	62.6%	74.2%	67.4%
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	67.9%*	72.2%*	38.7%**	73.0%*
2008	74.1%* ↑	77.5%**	N/A	74.1%*
Naval Hospital Camp Lejeune				
2009	64.1%	71.1%**	66.6%**	62.6%*
2008	61.9%	59.2%*	77.0%**	60.6%*
Naval Hospital Camp Pendleton				
2009	53.7%*	N/A	N/A	49.0%*
2008	58.0%*	65.2%**	N/A	54.8%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	70.7%*	69.8%*	N/A	N/A
2008	68.5%*	72.4%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	69.9%	89.2%*	88.0%**	52.8%*
2008	69.1%	74.9%*	65.7%**	66.8%*
Naval Hospital Lemoore				
2009	60.7%**	N/A	N/A	58.9%**
2008	40.0%** ↓	N/A	N/A	35.4%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	80.1%**	N/A	N/A	79.0%**
2008	58.0%**	N/A	N/A	59.0%**

(continued)

Composite: Responsiveness of Hospital Staff (continued)

This composite combines responses from two questions regarding how responsive hospital staff were with patients.

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	42.0%* ↓	N/A	N/A	39.0%**
2008	69.4%*	N/A	N/A	64.3%*
Naval Hospital Pensacola				
2009	86.0%* ↑	81.4%*	88.2%**	87.2%**
2008	72.8%*	70.7%**	78.2%**	71.2%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	55.2%*	N/A	N/A	49.3%**
2008	63.7%**	N/A	N/A	N/A
Naval Hospital Yokosuka				
2009	77.2%* ↑	N/A	N/A	72.9%**
2008	74.2%*	N/A	N/A	79.1%*
Naval Medical Center Portsmouth				
2009	60.4%	71.6%	54.9%	58.0%
2008	62.8%	59.2%	74.2%	54.8%
Naval Medical Center San Diego				
2009	62.4%	52.8%	60.6%	69.9%
2008	60.0%	60.3%	56.1%	61.8%

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Composite: Responsiveness of Hospital Staff

During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	58.7%			
Overall—MHS 2009	57.0%	56.9%	57.4%	56.8%
Overall—MHS 2008	56.9%	56.3%	59.9%	55.2%
Overall—MHS 2007	54.3%	53.1%	56.4%	53.9%
Navy, Overall	60.5%	65.5%	60.7%	57.6%
National Naval Medical Center Bethesda				
2009	64.3%	63.7%*	65.5%*	64.0%*
2008	63.3%	63.2%	67.2%	60.6%
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	63.4%*	74.2%*	40.5%**	64.7%*
2008	66.1%*	64.7%**	N/A	65.6%*
Naval Hospital Camp Lejeune				
2009	55.3%	62.9%**	N/A	55.8%*
2008	53.1%	60.7%*	68.8%**	47.7%*
Naval Hospital Camp Pendleton				
2009	46.4%*	N/A	N/A	38.1%**
2008	57.5%*	68.3%**	N/A	54.7%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	69.3%*	67.4%**	N/A	N/A
2008	79.7%* ↑	79.6%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	66.0%	92.2%*	76.1%**	44.4%*
2008	66.5%	74.4%*	55.1%**	64.5%*
Naval Hospital Lemoore				
2009	57.0%**	N/A	N/A	N/A
2008	43.7%**	N/A	N/A	46.1%**
Naval Hospital Naples				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	85.6%** ↑	N/A	N/A	86.4%**
2008	40.5%**	N/A	N/A	37.6%**

(continued)

Composite: Responsiveness of Hospital Staff

During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	50.8%*	N/A	N/A	45.3%**
2008	67.3%*	N/A	N/A	59.4%*
Naval Hospital Pensacola				
2009	83.6%* ↑	78.2%**	89.3%**	84.4%**
2008	71.2%*	86.3%**	56.4%**	67.6%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	50.8%*	N/A	N/A	39.9%**
2008	70.7%**	N/A	N/A	N/A
Naval Hospital Yokosuka				
2009	79.5%* ↑	N/A	N/A	68.2%**
2008	69.8%*	N/A	N/A	71.0%*
Naval Medical Center Portsmouth				
2009	59.0%	70.4%	53.1%	56.2%
2008	61.5%	66.1%	70.9%	52.9%
Naval Medical Center San Diego				
2009	56.8%	50.7%	57.2%	62.0%
2008	55.7%	58.6%	48.2%	57.6%

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Composite: Responsiveness of Hospital Staff

How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	64.8%			
Overall—MHS 2009	65.3%	59.3%	64.6%	70.3%
Overall—MHS 2008	63.2%	55.8%	64.1%	68.1%
Overall—MHS 2007	62.0%	56.0%	61.6%	66.9%
Navy, Overall	67.0%	65.6%	66.5%	67.7%
National Naval Medical Center Bethesda				
2009	61.8%	43.3%*	79.9%*	64.6%*
2008	73.3%	62.0%*	81.2%*	74.1%*
Naval Hospital Beaufort				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	72.4%*	70.1%**	N/A	81.4%**
2008	82.1%* ↑	N/A	N/A	82.6%**
Naval Hospital Camp Lejeune				
2009	72.8%*	79.4%**	N/A	69.4%*
2008	70.7%*	57.7%**	N/A	73.4%*
Naval Hospital Camp Pendleton				
2009	61.1%**	N/A	N/A	60.0%**
2008	58.6%*	N/A	N/A	55.0%**
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	72.1%**	72.2%**	N/A	N/A
2008	57.4%**	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	73.8%*	86.1%**	N/A	61.2%**
2008	71.7%*	75.3%**	76.3%**	69.1%**
Naval Hospital Lemoore				
2009	64.4%**	N/A	N/A	N/A
2008	36.4%** ↓	N/A	N/A	N/A
Naval Hospital Naples				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

(continued)

Composite: Responsiveness of Hospital Staff

How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	33.2%** ↓	N/A	N/A	N/A
2008	71.5%*	N/A	N/A	69.3%**
Naval Hospital Pensacola				
2009	88.3%* ↑	84.7%**	N/A	90.0%**
2008	74.4%*	N/A	N/A	74.8%**
Naval Hospital Rota				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	59.5%**	N/A	N/A	58.8%**
2008	N/A	N/A	N/A	N/A
Naval Hospital Yokosuka				
2009	74.9%**	N/A	N/A	N/A
2008	78.6%**	N/A	N/A	N/A
Naval Medical Center Portsmouth				
2009	61.9%	72.8%*	56.7%	59.9%*
2008	64.0%	52.3%*	77.4%	56.8%*
Naval Medical Center San Diego				
2009	68.1%	55.0%	63.9%*	77.9%*
2008	64.2%	61.9%*	64.0%*	66.1%*

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Composite: Pain Control

This composite combines responses from two questions regarding how often pain controlled.

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	69.0%			
Overall—MHS 2009	63.3%	59.3%	67.5%	63.1%
Overall—MHS 2008	63.1%	59.8%	69.9%	60.1%
Overall—MHS 2007	61.3%	59.2%	66.6%	58.5%
Navy, Overall	62.3% ↓	61.8%	64.8%	61.4%
National Naval Medical Center Bethesda				
2009	70.8%	73.3%*	71.8%*	68.6%*
2008	63.3% ↓	52.7%*	65.3%	69.1%
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	57.5%* ↓	60.1%**	59.7%**	55.8%*
2008	76.9%*	75.9%**	N/A	77.2%*
Naval Hospital Camp Lejeune				
2009	58.7% ↓	58.7%**	56.1%**	59.1%*
2008	62.6%	66.8%*	70.8%**	59.2%*
Naval Hospital Camp Pendleton				
2009	60.8%*	74.3%**	N/A	58.3%*
2008	66.9%*	87.2%**	N/A	55.9%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	64.2%*	63.2%**	N/A	N/A
2008	67.9%**	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	69.3%*	76.4%*	60.6%**	68.0%*
2008	62.4%	67.6%*	70.8%**	56.2%*
Naval Hospital Lemoore				
2009	75.2%**	N/A	N/A	74.5%**
2008	48.3%**	N/A	N/A	51.1%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	62.6%**	N/A	N/A	57.7%**
2008	63.1%**	N/A	N/A	60.2%**

(continued)

Composite: Pain Control (continued)

This composite combines responses from two questions regarding how often pain controlled.

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	49.5%* ↓	N/A	N/A	46.9%*
2008	65.7%*	N/A	N/A	59.6%*
Naval Hospital Pensacola				
2009	70.2%*	59.6%**	89.3%**	65.7%**
2008	59.8%*	59.9%**	88.3%**	51.9%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	40.5%* ↓	N/A	N/A	32.1%**
2008	68.8%**	N/A	N/A	N/A
Naval Hospital Yokosuka				
2009	74.8%*	N/A	N/A	77.2%**
2008	68.3%*	N/A	N/A	66.5%**
Naval Medical Center Portsmouth				
2009	61.0% ↓	54.7%	61.9%	64.0%
2008	62.2% ↓	49.9%*	76.3%	57.1%
Naval Medical Center San Diego				
2009	60.0% ↓	56.2%	65.8%	59.8%
2008	52.4% ↓	45.5%	57.7%	53.6%

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Composite: Pain Control

During this hospital stay, how often was your pain well controlled?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	62.1%			
Overall—MHS 2009	55.7%	50.7%	60.3%	55.7%
Overall—MHS 2008	55.4%	51.2%	63.0%	52.4%
Overall—MHS 2007	53.2%	50.9%	58.8%	50.4%
Navy, Overall	53.4% ↓	52.8%	56.3%	52.5%
National Naval Medical Center Bethesda				
2009	59.0%	63.4%*	52.7%*	60.1%*
2008	47.4% ↓	33.9%*	47.2%	56.6%
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	48.0%* ↓	53.0%**	47.2%**	46.0%*
2008	69.0%*	69.3%**	N/A	67.7%*
Naval Hospital Camp Lejeune				
2009	49.1% ↓	45.9%**	50.3%**	49.4%*
2008	54.4%	67.0%*	50.2%**	52.3%*
Naval Hospital Camp Pendleton				
2009	53.4%*	58.4%**	N/A	53.2%*
2008	59.4%*	81.9%**	N/A	44.7%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	55.2%*	51.9%**	N/A	N/A
2008	54.7%**	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	59.1%*	61.8%*	54.2%**	59.5%*
2008	53.3%	52.7%*	63.3%**	50.3%*
Naval Hospital Lemoore				
2009	72.6%**	N/A	N/A	71.8%**
2008	49.4%**	N/A	N/A	54.0%**
Naval Hospital Naples				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	48.4%**	N/A	N/A	42.4%**
2008	52.2%**	N/A	N/A	51.2%**

(continued)

Composite: Pain Control

During this hospital stay, how often was your pain well controlled? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	39.6%* ↓	N/A	N/A	38.9%**
2008	57.1%*	N/A	N/A	50.6%*
Naval Hospital Pensacola				
2009	60.1%*	52.0%**	80.7%**	53.5%**
2008	54.7%*	52.5%**	84.4%**	47.4%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	30.1%* ↓	N/A	N/A	19.8%**
2008	54.2%**	N/A	N/A	N/A
Naval Hospital Yokosuka				
2009	66.6%*	N/A	N/A	70.0%**
2008	63.3%*	N/A	N/A	56.6%**
Naval Medical Center Portsmouth				
2009	53.8% ↓	49.0%	55.1%	55.5%
2008	52.8% ↓	34.9%*	68.3%	49.1%
Naval Medical Center San Diego				
2009	50.9% ↓	49.8%	56.0%	49.0%
2008	45.6% ↓	39.4%	52.7%	45.3%

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Composite: Pain Control

During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	76.0%			
Overall—MHS 2009	71.0%	67.9%	74.6%	70.5%
Overall—MHS 2008	70.8%	68.4%	76.8%	67.8%
Overall—MHS 2007	69.3%	67.5%	74.4%	66.6%
Navy, Overall	71.2% ↓	70.7%	73.4%	70.4%
National Naval Medical Center Bethesda				
2009	82.6% ↑	83.1%*	90.9%*	77.1%*
2008	79.2%	71.5%*	83.4%	81.6%
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	67.0%*	67.2%**	72.2%**	65.5%*
2008	84.8%*	82.6%**	N/A	86.7%*
Naval Hospital Camp Lejeune				
2009	68.2%	71.5%**	62.0%**	68.9%*
2008	70.7%	66.6%*	91.5%**	66.0%*
Naval Hospital Camp Pendleton				
2009	68.2%*	90.1%**	N/A	63.4%*
2008	74.3%*	92.5%**	N/A	67.1%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	73.2%*	74.5%**	N/A	N/A
2008	81.2%**	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	79.5%*	90.9%*	67.0%**	76.5%*
2008	71.5%	82.6%*	78.4%**	62.2%*
Naval Hospital Lemoore				
2009	77.8%**	N/A	N/A	77.2%**
2008	47.1%** ↓	N/A	N/A	48.2%**
Naval Hospital Naples				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	76.8%**	N/A	N/A	72.9%**
2008	74.1%**	N/A	N/A	69.2%**

(continued)

Composite: Pain Control

During this hospital stay, how often did the hospital staff do everything they could to help you with your pain? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	59.4%* ↓	N/A	N/A	55.0%*
2008	74.3%*	N/A	N/A	68.6%*
Naval Hospital Pensacola				
2009	80.3%*	67.2%**	97.8%**	77.8%**
2008	64.9%*	67.4%**	92.2%**	56.4%**
Naval Hospital Rota				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	50.9%* ↓	N/A	N/A	44.4%**
2008	83.5%**	N/A	N/A	N/A
Naval Hospital Yokosuka				
2009	82.9%*	N/A	N/A	84.4%**
2008	73.4%*	N/A	N/A	76.4%**
Naval Medical Center Portsmouth				
2009	68.2% ↓	60.4%	68.7%	72.5%
2008	71.6%	65.0%*	84.2%	65.1%
Naval Medical Center San Diego				
2009	69.2% ↓	62.6%	75.5%	70.7%
2008	59.1% ↓	51.6%	62.7%	61.9%

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Composite: Hospital Environment

During this hospital stay, how often were your room and bathroom kept clean?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	68.6%			
Overall—MHS 2009	71.3%	72.4%	73.6%	68.2%
Overall—MHS 2008	69.7%	69.7%	73.3%	66.6%
Overall—MHS 2007	68.2%	69.0%	71.6%	64.4%
Navy, Overall	70.3%	75.7%	77.1%	63.5%
National Naval Medical Center Bethesda				
2009	78.6% ↑	80.8%	88.4%*	70.5%*
2008	70.3%	71.6%	70.4%	68.8%
Naval Hospital Beaufort				
2009	100.0%** ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	60.0%	77.9%*	60.4%**	50.5%*
2008	72.4%*	71.3%*	82.5%**	71.8%*
Naval Hospital Camp Lejeune				
2009	72.5%	79.2%*	76.4%**	69.5%*
2008	68.8%	69.3%*	77.4%**	66.3%*
Naval Hospital Camp Pendleton				
2009	64.3%*	89.7%**	N/A	52.1%*
2008	67.7%	78.5%*	N/A	59.0%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	60.8%*	61.1%*	N/A	53.7%**
2008	71.1%*	67.8%*	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A ↓	N/A	N/A	N/A
2008	N/A ↓	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	77.2% ↑	88.5%*	90.1%**	58.7%*
2008	70.5%	63.7%*	70.9%**	77.9%*
Naval Hospital Lemoore				
2009	65.4%**	N/A	N/A	65.4%**
2008	47.3%**	N/A	N/A	47.8%**
Naval Hospital Naples				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	68.2%**	N/A	N/A	63.1%**
2008	60.4%**	N/A	N/A	53.5%**

(continued)

Composite: Hospital Environment

During this hospital stay, how often were your room and bathroom kept clean?
(continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	66.0%*	N/A	N/A	61.7%**
2008	57.6%*	N/A	64.7%**	49.6%*
Naval Hospital Pensacola				
2009	75.4%	82.1%*	64.6%**	75.5%**
2008	74.7%*	77.8%*	83.0%**	69.7%**
Naval Hospital Rota				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	47.2%* ↓	N/A	N/A	44.4%**
2008	64.7%**	N/A	N/A	55.0%**
Naval Hospital Yokosuka				
2009	67.5%*	N/A	N/A	63.9%**
2008	71.4%*	N/A	N/A	75.2%*
Naval Medical Center Portsmouth				
2009	75.2% ↑	80.2%	78.6%	68.7%
2008	70.6%	69.7%	82.0%	62.6%
Naval Medical Center San Diego				
2009	63.6%	64.7%	67.2%	60.3%
2008	62.2% ↓	64.4%	68.6%	55.5%

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Composite: Hospital Environment

During this hospital stay, how often was the area around your room quiet at night?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	54.9%			
Overall—MHS 2009	59.1%	54.4%	58.9%	64.6%
Overall—MHS 2008	58.1%	52.8%	59.3%	63.4%
Overall—MHS 2007	57.4%	52.9%	56.4%	63.3%
Navy, Overall	61.0% ↑	57.9%	60.3%	63.5%
National Naval Medical Center Bethesda				
2009	55.5%	46.9%	47.1%*	68.4%*
2008	54.6%	43.2%	54.9%	67.1%
Naval Hospital Beaufort				
2009	94.4%** ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	50.5%	53.5%*	35.6%**	52.4%*
2008	65.2%*	50.3%*	N/A	71.9%*
Naval Hospital Camp Lejeune				
2009	59.6%	74.9%*	81.2%**	50.0%*
2008	56.0%	70.7%*	47.7%**	53.5%*
Naval Hospital Camp Pendleton				
2009	63.1%*	77.8%**	N/A	55.0%*
2008	57.5%	53.1%*	N/A	61.4%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	64.9%*	63.9%*	N/A	78.0%**
2008	61.9%*	53.4%*	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	71.6% ↑	76.0%*	86.3%**	60.2%*
2008	69.8% ↑	58.1%*	65.9%**	84.0%*
Naval Hospital Lemoore				
2009	56.0%**	N/A	N/A	54.2%**
2008	55.2%**	N/A	N/A	50.5%**
Naval Hospital Naples				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	75.3%** ↑	N/A	N/A	74.5%**
2008	67.1%**	N/A	N/A	67.5%**

(continued)

Composite: Hospital Environment

During this hospital stay, how often was the area around your room quiet at night? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	58.7%*	N/A	N/A	61.7%*
2008	58.9%*	N/A	64.9%**	59.6%*
Naval Hospital Pensacola				
2009	61.0%	61.1%*	42.0%**	70.5%**
2008	62.6%*	62.3%*	74.4%**	59.3%**
Naval Hospital Rota				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	63.3%*	N/A	N/A	58.8%**
2008	72.3%**	N/A	N/A	69.9%**
Naval Hospital Yokosuka				
2009	71.9%* ↑	N/A	N/A	61.5%**
2008	48.8%*	N/A	N/A	49.8%*
Naval Medical Center Portsmouth				
2009	60.8% ↑	52.5%	61.3%	66.9%
2008	66.3% ↑	56.2%	75.6%	65.8%
Naval Medical Center San Diego				
2009	56.5%	47.1%	51.8%	68.9%
2008	55.9%	57.6%	49.0%	58.6%

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Composite: Discharge Information

This composite combines responses from two questions regarding discharge information.

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	80.9%			
Overall—MHS 2009	84.5%	80.5%	88.5%	85.6%
Overall—MHS 2008	83.3%	78.4%	88.9%	84.1%
Overall—MHS 2007	82.6%	78.2%	87.7%	83.1%
Navy, Overall	86.1% ↑	82.3%	90.0%	86.9%
National Naval Medical Center Bethesda				
2009	87.2% ↑	83.1%	87.8%*	90.3%*
2008	84.1%	75.1%	88.8%	91.1%
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	92.6% ↑	83.5%*	98.8%**	95.8%*
2008	90.4%* ↑	87.5%*	N/A	91.1%*
Naval Hospital Camp Lejeune				
2009	93.0% ↑	90.8%*	90.9%**	94.1%*
2008	85.4%	74.8%*	91.1%**	87.0%*
Naval Hospital Camp Pendleton				
2009	90.9%* ↑	94.4%**	N/A	88.4%*
2008	79.9%	82.4%**	N/A	79.2%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	89.4%* ↑	86.6%*	N/A	93.2%**
2008	87.2%*	78.5%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	88.4% ↑	84.3%*	88.7%**	92.8%*
2008	87.2% ↑	82.0%*	83.9%**	93.9%*
Naval Hospital Lemoore				
2009	83.9%**	N/A	N/A	83.4%**
2008	84.0%**	N/A	N/A	86.8%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	80.7%**	N/A	N/A	80.7%**
2008	92.8%** ↑	N/A	N/A	92.6%**

(continued)

Composite: Discharge Information (continued)

This composite combines responses from two questions regarding discharge information.

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	71.1%* ↓	N/A	N/A	65.5%*
2008	83.8%*	N/A	N/A	75.5%*
Naval Hospital Pensacola				
2009	83.4%*	68.3%*	92.3%**	90.6%**
2008	80.2%*	86.7%*	81.1%**	75.7%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	85.0%*	N/A	N/A	84.9%**
2008	78.5%**	N/A	N/A	86.7%**
Naval Hospital Yokosuka				
2009	92.2%* ↑	N/A	N/A	92.8%**
2008	77.9%*	N/A	N/A	83.4%*
Naval Medical Center Portsmouth				
2009	85.0% ↑	81.0%	87.9%	85.7%
2008	85.0% ↑	80.4%	92.8%	82.2%
Naval Medical Center San Diego				
2009	84.4% ↑	80.9%	90.8%	84.1%
2008	81.4%	81.7%	86.5%	77.7%

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Composite: Discharge Information

During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	78.1%			
Overall—MHS 2009	79.5%	77.1%	86.0%	77.0%
Overall—MHS 2008	78.4%	75.6%	86.2%	75.2%
Overall—MHS 2007	77.4%	75.7%	85.5%	72.6%
Navy, Overall	81.1% ↑	79.4%	87.1%	79.6%
National Naval Medical Center Bethesda				
2009	80.5%	72.7%	85.1%*	84.0%*
2008	78.1%	71.3%	82.5%	82.9%
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	93.4% ↑	89.5%*	97.6%**	94.3%*
2008	87.8%* ↑	86.7%*	N/A	88.0%*
Naval Hospital Camp Lejeune				
2009	89.6% ↑	93.9%*	89.2%**	88.2%*
2008	79.6%	75.4%*	94.7%**	76.6%*
Naval Hospital Camp Pendleton				
2009	87.5%* ↑	88.7%**	N/A	85.9%*
2008	74.7%*	78.8%**	N/A	73.5%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	85.4%*	83.8%*	N/A	86.5%**
2008	82.8%*	70.5%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	82.7%	80.0%*	78.8%**	87.5%*
2008	86.7% ↑	80.1%*	96.6%**	90.7%*
Naval Hospital Lemoore				
2009	72.0%**	N/A	N/A	71.2%**
2008	89.5%**	N/A	N/A	89.1%**
Naval Hospital Naples				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	79.5%**	N/A	N/A	79.4%**
2008	86.9%**	N/A	N/A	86.7%**

(continued)

Composite: Discharge Information

**During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?
(continued)**

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	65.7%*	N/A	N/A	55.5%*
2008	78.1%*	N/A	N/A	63.9%*
Naval Hospital Pensacola				
2009	81.2%*	69.2%*	93.2%**	84.6%**
2008	72.0%*	86.3%*	62.2%**	65.3%**
Naval Hospital Rota				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	72.8%*	N/A	N/A	73.5%**
2008	68.0%**	N/A	N/A	79.9%**
Naval Hospital Yokosuka				
2009	85.0%*	N/A	N/A	86.7%**
2008	69.1%*	N/A	N/A	70.2%*
Naval Medical Center Portsmouth				
2009	78.9%	77.2%	84.5%	76.0%
2008	78.9%	77.1%	90.6%	71.2%
Naval Medical Center San Diego				
2009	79.1%	77.9%	87.8%	75.3%
2008	74.1%	76.6%	81.3%	66.6%

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Composite: Discharge Information

During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	83.7%			
Overall—MHS 2009	89.5%	84.0%	91.0%	94.3%
Overall—MHS 2008	88.1%	81.3%	91.5%	93.1%
Overall—MHS 2007	87.7%	80.6%	90.0%	93.6%
Navy, Overall	91.1% ↑	85.2%	92.9%	94.1%
National Naval Medical Center Bethesda				
2009	94.0% ↑	93.5%	90.4%*	96.6%*
2008	90.0% ↑	78.9%	95.1%	99.2%
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	91.9% ↑	77.5%*	100.0%**	97.4%*
2008	93.0%* ↑	88.4%*	N/A	94.3%*
Naval Hospital Camp Lejeune				
2009	96.3% ↑	87.7%*	92.6%**	100.0%*
2008	91.1% ↑	74.1%*	87.4%**	97.3%*
Naval Hospital Camp Pendleton				
2009	94.3%* ↑	100.0%**	N/A	90.9%*
2008	85.0%*	86.0%**	N/A	84.9%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	93.4%* ↑	89.4%*	N/A	100.0%**
2008	91.6%* ↑	86.5%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	94.1% ↑	88.5%*	98.5%**	98.1%*
2008	87.6%	83.9%*	71.2%**	97.1%*
Naval Hospital Lemoore				
2009	95.7%** ↑	N/A	N/A	95.6%**
2008	78.6%**	N/A	N/A	84.5%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	81.9%**	N/A	N/A	82.0%**
2008	98.8%** ↑	N/A	N/A	98.5%**

(continued)

Composite: Discharge Information

During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	76.6%*	N/A	N/A	75.6%*
2008	89.6%*	N/A	N/A	87.1%*
Naval Hospital Pensacola				
2009	85.6%*	67.5%*	91.4%**	96.5%**
2008	88.5%*	87.1%*	100.0%**	86.1%**
Naval Hospital Rota				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	97.1%* ↑	N/A	N/A	96.2%**
2008	89.1%**	N/A	N/A	93.4%**
Naval Hospital Yokosuka				
2009	99.4%* ↑	N/A	N/A	98.9%**
2008	86.8%*	N/A	N/A	96.7%*
Naval Medical Center Portsmouth				
2009	91.0% ↑	84.9%	91.3%	95.4%
2008	91.2% ↑	83.7%	95.0%	93.2%
Naval Medical Center San Diego				
2009	89.6% ↑	83.9%	93.8%	92.9%
2008	88.8% ↑	86.8%	91.8%	88.9%

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

**Navy Report:
DoD Composites and Questions**

Composite: Your Family and Friends

This composite combines responses from two questions about communications with family and close friends.

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	82.3%	84.1%	85.3%	78.5%
Overall—MHS 2008	82.2%	83.2%	87.2%	77.2%
Navy, Overall	81.5%	83.0%	85.4%	78.9%
National Naval Medical Center Bethesda				
2009	84.0%	84.9%	86.0%*	82.2%*
2008	88.0%	82.1%	90.7%	91.6%
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	86.7%	94.3%*	87.7%**	82.2%*
2008	84.0%*	84.7%*	N/A	82.0%*
Naval Hospital Camp Lejeune				
2009	80.4%	77.1%*	91.5%**	79.3%*
2008	75.5%	77.6%*	95.1%**	70.4%*
Naval Hospital Camp Pendleton				
2009	75.6%*	80.4%**	N/A	72.0%*
2008	77.8%*	91.6%**	N/A	69.4%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	72.6%*	71.7%*	N/A	69.1%**
2008	88.0%*	84.5%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	90.2% ↑	91.6%*	93.7%**	87.0%*
2008	82.8%	86.9%*	84.5%**	78.3%*
Naval Hospital Lemoore				
2009	82.2%**	N/A	N/A	81.4%**
2008	57.6%**	N/A	N/A	52.2%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	89.6%**	N/A	N/A	87.6%**
2008	87.2%**	N/A	N/A	84.6%**

(continued)

Composite: Your Family and Friends

This composite combines responses from two questions about communications with family and close friends. (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	65.9%* ↓	N/A	N/A	58.5%*
2008	83.8%*	N/A	N/A	73.0%*
Naval Hospital Pensacola				
2009	92.2%* ↑	83.4%*	96.7%**	96.4%**
2008	81.7%*	95.9%**	93.2%**	69.3%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	70.6%*	N/A	N/A	71.0%**
2008	70.6%**	N/A	N/A	79.2%**
Naval Hospital Yokosuka				
2009	83.3%*	N/A	N/A	88.9%**
2008	82.7%*	N/A	N/A	85.8%*
Naval Medical Center Portsmouth				
2009	78.7%	78.0%	81.5%	77.1%
2008	79.3%	82.7%	94.5%	68.0%
Naval Medical Center San Diego				
2009	82.9%	84.3%	85.4%	80.3%
2008	77.2%	77.6%	79.4%	75.3%

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**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Navy). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Composite: Your Family and Friends

How often did doctors treat your family or close friend with courtesy and respect?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	84.3%	84.7%	88.0%	81.2%
Overall—MHS 2008	84.1%	83.9%	89.9%	79.9%
Navy, Overall	84.1%	84.5%	87.9%	82.3%
National Naval Medical Center Bethesda				
2009	86.2%	87.4%	87.0%*	84.8%*
2008	90.4%	86.3%	91.3%	93.6%
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	88.7%*	98.7%*	100.0%**	80.5%*
2008	88.8%*	85.3%*	N/A	89.0%*
Naval Hospital Camp Lejeune				
2009	82.2%	76.3%*	98.5%**	80.8%*
2008	77.8%	77.5%*	98.3%**	73.0%*
Naval Hospital Camp Pendleton				
2009	81.9%*	80.0%**	N/A	80.0%*
2008	78.0%*	88.1%**	N/A	69.7%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	72.5%*	68.7%*	N/A	73.8%**
2008	89.6%*	84.3%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	91.0% ↑	94.5%*	87.4%**	89.5%*
2008	83.1%	84.0%*	84.5%**	81.7%*
Naval Hospital Lemoore				
2009	86.7%**	N/A	N/A	86.0%**
2008	61.0%**	N/A	N/A	N/A
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	100.0%** ↑	N/A	N/A	100.0%**
2008	100.0%**	N/A	N/A	100.0%**

(continued)

Composite: Your Family and Friends

How often did doctors treat your family or close friend with courtesy and respect?
(continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	72.0%*	N/A	N/A	67.5%*
2008	86.1%*	N/A	N/A	75.1%*
Naval Hospital Pensacola				
2009	89.5%*	76.5%*	95.7%**	96.2%**
2008	82.5%*	97.1%**	93.2%**	70.0%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	77.7%**	N/A	N/A	79.7%**
2008	70.0%**	N/A	N/A	N/A
Naval Hospital Yokosuka				
2009	90.5%*	N/A	N/A	95.0%**
2008	85.9%*	N/A	N/A	90.5%*
Naval Medical Center Portsmouth				
2009	82.3%	81.3%	84.6%	81.2%
2008	81.2%	83.2%	97.6%	69.7%
Naval Medical Center San Diego				
2009	84.2%	86.0%	87.3%	80.9%
2008	80.7%	78.9%	83.8%	80.3%

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Composite: Your Family and Friends

During this hospital stay, how often did nurses treat your family or close friend with courtesy and respect?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	80.4%	83.5%	82.5%	75.9%
Overall—MHS 2008	80.3%	82.5%	84.5%	74.6%
Navy, Overall	78.8%	81.5%	82.9%	75.5%
National Naval Medical Center Bethesda				
2009	81.8%	82.3%	85.1%*	79.7%*
2008	85.6%	77.9%	90.1%	89.6%
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	84.7%*	89.9%*	75.5%**	84.0%*
2008	79.1%*	84.1%*	N/A	75.1%*
Naval Hospital Camp Lejeune				
2009	78.6%	77.9%*	84.4%**	77.8%*
2008	73.2%	77.7%*	91.9%**	67.8%*
Naval Hospital Camp Pendleton				
2009	69.2%*	80.7%**	N/A	64.0%*
2008	77.6%*	95.0%**	N/A	69.2%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	72.7%*	74.6%*	N/A	64.4%**
2008	86.3%*	84.8%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	89.3% ↑	88.8%*	100.0%**	84.5%*
2008	82.5%	89.7%*	84.5%**	74.9%*
Naval Hospital Lemoore				
2009	77.8%**	N/A	N/A	76.8%**
2008	54.1%**	N/A	N/A	50.6%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	79.1%**	N/A	N/A	75.2%**
2008	74.4%**	N/A	N/A	69.2%**

(continued)

Composite: Your Family and Friends

During this hospital stay, how often did nurses treat your family or close friend with courtesy and respect? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	59.9%* ↓	N/A	N/A	49.5%*
2008	81.5%*	N/A	N/A	71.0%*
Naval Hospital Pensacola				
2009	94.8%* ↑	90.4%*	97.7%**	96.6%**
2008	80.9%*	94.8%**	93.2%**	68.6%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	63.5%*	N/A	N/A	62.3%**
2008	71.1%**	N/A	N/A	79.8%**
Naval Hospital Yokosuka				
2009	76.1%*	N/A	N/A	82.8%**
2008	79.5%*	N/A	N/A	81.1%*
Naval Medical Center Portsmouth				
2009	75.2%	74.8%	78.4%	73.0%
2008	77.5%	82.3%	91.3%	66.3%
Naval Medical Center San Diego				
2009	81.6%	82.6%	83.5%	79.6%
2008	73.6%	76.4%	75.1%	70.2%

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Composite: Interaction with Other Hospital Staff

This composite combines responses from eight questions about interactions with other hospital staff.

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	73.9%	73.3%	77.3%	71.2%
Overall—MHS 2008	72.8%	72.0%	77.4%	69.2%
Navy, Overall	70.5%	68.6%	75.4%	69.1%
National Naval Medical Center Bethesda				
2009	72.7%	67.4%	78.6%*	72.6%*
2008	70.3%	68.0%	71.7%	73.3%
Naval Hospital Beaufort				
2009	77.7%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	70.4%	74.2%*	72.6%**	68.4%*
2008	70.6%*	77.6%*	N/A	65.5%*
Naval Hospital Camp Lejeune				
2009	70.3%	73.7%*	78.4%**	65.3%*
2008	69.8%	68.8%*	79.8%**	67.5%*
Naval Hospital Camp Pendleton				
2009	74.0%*	74.1%**	N/A	71.6%*
2008	65.9%	77.6%*	N/A	56.7%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	60.8%*	60.3%*	N/A	56.3%**
2008	68.0%*	64.4%*	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	78.7% ↑	79.1%*	78.6%**	79.8%*
2008	68.2%	68.7%*	66.0%**	72.8%*
Naval Hospital Lemoore				
2009	43.2%** ↓	N/A	N/A	40.5%**
2008	48.8%**	N/A	N/A	52.4%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	68.3%**	N/A	N/A	45.0%**
2008	68.4%**	N/A	N/A	74.4%**

(continued)

Composite: Interaction with Other Hospital Staff

This composite combines responses from eight questions about interactions with other hospital staff. (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	64.7%*	N/A	N/A	57.6%*
2008	71.6%*	N/A	76.5%**	62.1%*
Naval Hospital Pensacola				
2009	74.8%	71.7%*	81.8%**	77.8%**
2008	77.8%*	86.9%*	91.2%**	64.8%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	53.4%* ↓	N/A	N/A	60.4%**
2008	69.9%**	N/A	N/A	54.5%**
Naval Hospital Yokosuka				
2009	64.5%*	N/A	N/A	73.2%**
2008	66.8%*	N/A	N/A	63.4%*
Naval Medical Center Portsmouth				
2009	69.8%	65.2%	75.0%	69.4%
2008	69.1%	65.7%	81.7%	58.7%
Naval Medical Center San Diego				
2009	70.6%	67.0%	72.2%	74.2%
2008	64.9%	61.3%	66.7%	68.6%

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Navy). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Composite: Interaction with Other Hospital Staff

How often did the staff who took blood from you treat you with courtesy and respect?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	82.6%	82.3%	85.4%	80.8%
Overall—MHS 2008	83.0%	83.2%	85.8%	80.1%
Navy, Overall	82.4%	82.0%	85.3%	81.4%
National Naval Medical Center Bethesda				
2009	90.3% ↑	84.5%	96.4%*	92.9%*
2008	88.3%	88.7%	85.9%	90.1%*
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	79.2%*	95.5%*	76.0%**	69.9%**
2008	80.5%*	86.8%*	N/A	74.5%**
Naval Hospital Camp Lejeune				
2009	82.3%	80.5%*	N/A	79.1%*
2008	82.8%	79.5%*	98.3%**	80.3%*
Naval Hospital Camp Pendleton				
2009	81.9%*	86.2%**	N/A	76.7%**
2008	74.8%*	91.7%**	N/A	63.7%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	73.6%*	71.2%*	N/A	N/A
2008	88.7%*	87.8%*	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	93.7% ↑	94.3%*	98.7%**	89.5%**
2008	84.9%	89.3%*	78.2%**	81.4%*
Naval Hospital Lemoore				
2009	72.5%**	N/A	N/A	70.6%**
2008	70.8%**	N/A	N/A	N/A
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	93.0%**	N/A	N/A	N/A
2008	88.9%**	N/A	N/A	88.4%**

(continued)

Composite: Interaction with Other Hospital Staff

How often did the staff who took blood from you treat you with courtesy and respect? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	85.2%*	N/A	N/A	82.4%**
2008	82.2%*	N/A	N/A	86.2%**
Naval Hospital Pensacola				
2009	93.6%* ↑	91.4%*	92.9%**	95.9%**
2008	83.1%*	96.0%*	91.9%**	69.8%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	64.7%*	N/A	N/A	67.7%**
2008	82.9%**	N/A	N/A	N/A
Naval Hospital Yokosuka				
2009	80.3%**	N/A	N/A	78.7%**
2008	78.9%*	N/A	N/A	81.0%**
Naval Medical Center Portsmouth				
2009	74.2% ↓	77.0%	74.2%	71.8%
2008	82.4%	78.4%	91.6%	78.9%
Naval Medical Center San Diego				
2009	83.0%	77.6%	83.6%	89.0%
2008	81.3%	82.9%	86.0%	76.2%

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

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**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Navy). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Composite: Interaction with Other Hospital Staff

How often did the staff who took blood from you do this without causing you too much pain?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	51.7%	49.5%	56.1%	51.1%
Overall—MHS 2008	52.0%	49.5%	57.5%	50.7%
Navy, Overall	47.5%	43.6%	54.5%	47.7%
National Naval Medical Center Bethesda				
2009	46.1%	39.3%	42.3%*	56.2%*
2008	48.2%	43.8%	49.9%	53.5%*
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	34.0%* ↓	50.7%*	33.7%**	23.5%**
2008	40.3%*	50.9%*	N/A	35.1%**
Naval Hospital Camp Lejeune				
2009	46.6%	40.8%*	N/A	41.7%*
2008	53.2%	55.6%*	71.3%**	47.5%*
Naval Hospital Camp Pendleton				
2009	55.4%*	47.4%**	N/A	52.9%**
2008	47.6%*	66.1%**	N/A	34.3%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	44.2%*	43.9%*	N/A	N/A
2008	40.3%*	32.0%*	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	50.4%	47.5%*	69.7%**	43.2%**
2008	50.0%	51.2%*	41.2%**	51.6%*
Naval Hospital Lemoore				
2009	41.3%**	N/A	N/A	39.7%**
2008	32.7%**	N/A	N/A	N/A
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	36.5%**	N/A	N/A	N/A
2008	57.1%**	N/A	N/A	61.3%**

(continued)

Composite: Interaction with Other Hospital Staff

How often did the staff who took blood from you do this without causing you too much pain? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	45.8%*	N/A	N/A	43.2%**
2008	54.3%*	N/A	N/A	53.4%**
Naval Hospital Pensacola				
2009	50.4%*	54.2%*	78.3%**	33.7%**
2008	58.1%*	59.6%*	67.2%**	54.0%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	38.9%*	N/A	N/A	49.3%**
2008	62.0%**	N/A	N/A	N/A
Naval Hospital Yokosuka				
2009	32.7%**	N/A	N/A	38.5%**
2008	36.4%*	N/A	N/A	31.9%**
Naval Medical Center Portsmouth				
2009	45.5%	37.7%	53.2%	47.7%
2008	48.9%	45.9%	58.3%	44.5%
Naval Medical Center San Diego				
2009	52.1%	47.8%	49.1%	58.7%
2008	46.7%	45.1%	43.9%	50.6%*

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Composite: Interaction with Other Hospital Staff

During this hospital stay, how often did staff check your identification band before taking your blood?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	80.0%	78.4%	83.7%	79.2%
Overall—MHS 2008	77.8%	75.9%	82.9%	76.1%
Navy, Overall	74.0%	70.6%	76.6%	75.8%
National Naval Medical Center Bethesda				
2009	69.5%	59.0%	87.9%*	69.5%*
2008	65.4%	62.8%	67.2%	67.6%*
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	82.5%*	85.5%*	93.2%**	77.3%**
2008	69.2%*	77.2%*	N/A	61.4%**
Naval Hospital Camp Lejeune				
2009	80.9%	82.0%*	73.0%**	82.6%*
2008	83.5%	78.1%*	73.5%**	88.5%*
Naval Hospital Camp Pendleton				
2009	75.1%*	74.3%**	N/A	70.7%**
2008	73.1%*	81.6%**	N/A	68.0%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	57.2%*	54.1%*	N/A	N/A
2008	65.2%*	62.8%*	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	80.5%	74.8%*	68.7%**	96.4%**
2008	65.5%	53.1%*	73.4%**	79.1%*
Naval Hospital Lemoore				
2009	37.0%** ↓	N/A	N/A	32.4%**
2008	55.8%**	N/A	N/A	N/A
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	71.2%**	N/A	N/A	N/A
2008	58.7%**	N/A	N/A	59.8%**

(continued)

Composite: Interaction with Other Hospital Staff

During this hospital stay, how often did staff check your identification band before taking your blood? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	66.3%*	N/A	N/A	57.8%**
2008	73.0%*	N/A	N/A	74.6%**
Naval Hospital Pensacola				
2009	88.5%* ↑	83.5%*	97.8%**	88.2%**
2008	84.9%*	96.0%*	96.1%**	71.6%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	60.8%*	N/A	N/A	63.6%**
2008	66.4%**	N/A	N/A	N/A
Naval Hospital Yokosuka				
2009	70.5%**	N/A	N/A	90.3%**
2008	62.8%*	N/A	N/A	57.3%**
Naval Medical Center Portsmouth				
2009	74.7%	68.9%	77.4%	78.3%
2008	71.4%	66.1%	84.8%	65.9%
Naval Medical Center San Diego				
2009	72.3%	71.4%	66.4%	76.6%
2008	65.1%	56.8%	65.7%	75.2%

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Composite: Interaction with Other Hospital Staff

How often did the staff starting your IVs treat you with courtesy and respect?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	82.0%	82.5%	85.3%	79.0%
Overall—MHS 2008	82.2%	82.3%	86.7%	78.4%
Navy, Overall	80.6%	79.6%	87.2%	78.1%
National Naval Medical Center Bethesda				
2009	89.1% ↑	85.4%	91.2%*	90.7%*
2008	85.5%	81.0%	83.8%	91.6%
Naval Hospital Beaufort				
2009	97.1%** ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	79.4%*	83.6%*	76.2%**	78.2%*
2008	91.5%*	88.9%*	N/A	91.7%*
Naval Hospital Camp Lejeune				
2009	79.8%	85.3%*	85.5%**	76.9%*
2008	73.2%	75.7%*	97.5%**	65.5%*
Naval Hospital Camp Pendleton				
2009	86.1%*	91.9%**	N/A	81.5%*
2008	74.3%	91.7%**	N/A	63.7%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	71.4%*	69.1%*	N/A	69.3%**
2008	87.2%*	82.3%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	87.4%	90.6%*	91.2%**	82.3%*
2008	81.0%	92.0%*	85.5%**	68.5%*
Naval Hospital Lemoore				
2009	65.8%**	N/A	N/A	64.2%**
2008	57.7%**	N/A	N/A	62.2%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	86.7%**	N/A	N/A	84.6%**
2008	73.5%**	N/A	N/A	68.2%**

(continued)

Composite: Interaction with Other Hospital Staff

How often did the staff starting your IVs treat you with courtesy and respect?
(continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	67.4%* ↓	N/A	N/A	53.9%*
2008	75.2%*	N/A	78.2%**	62.9%*
Naval Hospital Pensacola				
2009	85.9%*	68.4%*	97.9%**	92.7%**
2008	78.9%*	92.3%**	96.2%**	65.0%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	66.0%*	N/A	N/A	67.4%**
2008	95.2%**	N/A	N/A	92.0%**
Naval Hospital Yokosuka				
2009	76.5%*	N/A	N/A	80.1%**
2008	85.0%*	N/A	N/A	88.9%*
Naval Medical Center Portsmouth				
2009	76.9%	72.6%	82.2%	75.7%
2008	78.7%	77.4%	91.2%	70.3%
Naval Medical Center San Diego				
2009	81.9%	76.7%	89.0%	82.6%
2008	79.1%	78.3%	72.8%	84.1%

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Composite: Interaction with Other Hospital Staff

How often did the staff starting your IVs do this without causing you too much pain?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	52.5%	50.9%	58.6%	49.5%
Overall—MHS 2008	51.5%	49.4%	58.6%	47.7%
Navy, Overall	48.9%	48.1%	51.8%	48.0%
National Naval Medical Center Bethesda				
2009	54.7%	49.2%	43.9%*	65.7%*
2008	51.8%	46.9%	55.4%	54.1%
Naval Hospital Beaufort				
2009	38.2%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	45.9%*	49.1%*	40.3%**	45.8%*
2008	58.3%*	71.7%*	N/A	55.0%*
Naval Hospital Camp Lejeune				
2009	49.7%	46.8%*	76.5%**	45.2%*
2008	49.4%	47.6%*	79.3%**	41.5%*
Naval Hospital Camp Pendleton				
2009	53.7%*	56.1%**	N/A	51.2%*
2008	46.4%*	68.0%**	N/A	35.0%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	43.8%*	43.2%*	N/A	50.1%**
2008	46.7%*	39.0%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	59.2%	61.5%*	65.9%**	53.5%*
2008	44.7%	47.7%*	66.2%**	34.0%*
Naval Hospital Lemoore				
2009	28.7%** ↓	N/A	N/A	28.5%**
2008	25.3%**	N/A	N/A	29.0%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	35.7%**	N/A	N/A	29.3%**
2008	45.4%**	N/A	N/A	52.4%**

(continued)

Composite: Interaction with Other Hospital Staff

How often did the staff starting your IVs do this without causing you too much pain? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	33.1%* ↓	N/A	N/A	28.7%**
2008	51.3%*	N/A	68.2%**	39.6%*
Naval Hospital Pensacola				
2009	42.5%*	57.9%*	52.3%**	26.2%**
2008	55.9%*	69.6%**	78.4%**	40.3%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	42.4%*	N/A	N/A	45.5%**
2008	44.0%**	N/A	N/A	49.0%**
Naval Hospital Yokosuka				
2009	36.9%*	N/A	N/A	33.5%**
2008	27.8%*	N/A	N/A	33.5%*
Naval Medical Center Portsmouth				
2009	47.4%	42.2%	53.7%	45.9%
2008	49.6%	43.6%	66.7%	40.6%
Naval Medical Center San Diego				
2009	53.7%	49.5%	48.4%	60.6%
2008	48.2%	42.4%	51.0%	51.8%

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Composite: Interaction with Other Hospital Staff

During this hospital stay, how often did staff check your identification band before starting your IV?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	76.0%	76.5%	80.9%	71.6%
Overall—MHS 2008	73.4%	73.5%	80.7%	67.1%
Navy, Overall	70.8%	67.4%	79.0%	69.1%
National Naval Medical Center Bethesda				
2009	65.1%	59.5%	84.6%*	57.1%*
2008	66.5%	69.8%	69.0%	61.3%
Naval Hospital Beaufort				
2009	82.2%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	75.8%*	67.8%*	96.8%**	74.2%*
2008	64.7%*	81.1%*	N/A	55.2%*
Naval Hospital Camp Lejeune				
2009	77.0%	74.8%*	81.4%**	76.8%*
2008	66.5%	64.4%*	61.9%**	68.5%*
Naval Hospital Camp Pendleton				
2009	69.4%*	66.7%**	N/A	67.4%*
2008	62.2%*	74.1%**	N/A	53.4%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	53.0%*	53.8%*	N/A	44.1%**
2008	63.2%*	59.8%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	76.6%	79.8%*	68.8%**	77.2%*
2008	62.9%	60.8%*	55.9%**	67.6%*
Naval Hospital Lemoore				
2009	22.7%** ↓	N/A	N/A	18.5%**
2008	46.7%**	N/A	N/A	35.2%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	71.1%**	N/A	N/A	66.6%**
2008	64.2%**	N/A	N/A	65.5%**

(continued)

Composite: Interaction with Other Hospital Staff

During this hospital stay, how often did staff check your identification band before starting your IV? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	68.4%*	N/A	N/A	62.4%**
2008	71.9%*	N/A	84.1%**	59.8%*
Naval Hospital Pensacola				
2009	84.7%* ↑	73.0%*	100.0%**	85.4%**
2008	80.5%*	98.1%**	100.0%**	63.4%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	54.4%*	N/A	N/A	55.1%**
2008	47.1%**	N/A	N/A	N/A
Naval Hospital Yokosuka				
2009	64.8%*	N/A	N/A	70.0%**
2008	64.9%*	N/A	N/A	66.6%*
Naval Medical Center Portsmouth				
2009	76.0%	67.0%	82.6%	77.0%
2008	68.0%	62.3%	85.0%	58.9%
Naval Medical Center San Diego				
2009	66.9%	64.1%	70.8%	67.4%
2008	60.8%	53.3%	62.4%	66.7%

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Composite: Interaction with Other Hospital Staff

How often did the radiology staff treat you with courtesy and respect?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	86.7%	86.6%	87.3%	86.1%
Overall—MHS 2008	85.3%	85.4%	85.9%	83.1%
Navy, Overall	85.7%	84.9%	89.7%	82.7%
National Naval Medical Center Bethesda				
2009	86.1%	88.4%*	88.5%*	N/A
2008	87.0%	87.4%	85.9%*	87.7%**
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	89.3%*	93.2%*	N/A	N/A
2008	81.1%*	91.2%**	N/A	N/A
Naval Hospital Camp Lejeune				
2009	79.6%*	96.0%**	N/A	72.7%**
2008	82.3%*	79.7%**	N/A	77.4%**
Naval Hospital Camp Pendleton				
2009	96.3%** ↑	95.6%**	N/A	N/A
2008	79.3%*	77.3%**	N/A	N/A
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	82.7%*	81.2%*	N/A	N/A
2008	88.3%*	82.4%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	96.5%* ↑	95.0%*	N/A	N/A
2008	84.9%*	87.8%*	N/A	N/A
Naval Hospital Lemoore				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

(continued)

Composite: Interaction with Other Hospital Staff

How often did the radiology staff treat you with courtesy and respect? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	81.1%**	N/A	N/A	N/A
2008	88.3%**	N/A	N/A	N/A
Naval Hospital Pensacola				
2009	80.6%*	76.8%*	N/A	N/A
2008	91.3%*	92.9%**	N/A	N/A
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Yokosuka				
2009	N/A	N/A	N/A	N/A
2008	100.0%**	N/A	N/A	N/A
Naval Medical Center Portsmouth				
2009	87.1%	85.0%	91.1%	85.6%*
2008	82.2%	81.2%	90.5%	67.0%*
Naval Medical Center San Diego				
2009	81.8%	78.0%	94.9%*	79.2%**
2008	77.0%	73.8%	83.0%*	80.1%**

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**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Navy). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Composite: Interaction with Other Hospital Staff

During this hospital stay, how often did staff check your identification band before doing an X-ray, a CAT scan, an MRI, an ultrasound or any other radiological test or treatment?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	79.4%	79.6%	81.3%	72.2%
Overall—MHS 2008	77.4%	77.1%	80.8%	70.4%
Navy, Overall	73.9%	72.9%	79.1%	70.1%
National Naval Medical Center Bethesda				
2009	80.5%	73.6%*	94.0%*	N/A
2008	69.4%	63.2%	76.4%*	80.5%**
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	77.0%*	68.2%*	N/A	N/A
2008	79.4%*	72.8%**	N/A	N/A
Naval Hospital Camp Lejeune				
2009	66.1%*	83.5%**	N/A	N/A
2008	67.7%*	69.6%**	N/A	70.6%**
Naval Hospital Camp Pendleton				
2009	73.8%**	74.8%**	N/A	N/A
2008	69.6%*	70.4%**	N/A	N/A
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	60.0%*	65.6%**	N/A	N/A
2008	64.3%*	69.3%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	85.0%*	89.2%*	N/A	N/A
2008	71.5%*	67.8%*	N/A	N/A
Naval Hospital Lemoore				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

(continued)

Composite: Interaction with Other Hospital Staff

During this hospital stay, how often did staff check your identification band before doing an X-ray, a CAT scan, an MRI, an ultrasound or any other radiological test or treatment? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	70.1%**	N/A	N/A	N/A
2008	76.3%**	N/A	N/A	N/A
Naval Hospital Pensacola				
2009	72.4%*	68.4%*	N/A	N/A
2008	89.8%*	90.3%**	N/A	N/A
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Yokosuka				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Medical Center Portsmouth				
2009	76.5%	71.4%	85.4%	73.2%*
2008	71.5%	70.3%	85.3%	43.9%*
Naval Medical Center San Diego				
2009	73.1%	70.8%	75.2%*	79.3%**
2008	61.3%	57.5%	69.1%*	63.9%**

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Composite: Patient Safety

This composite combines responses from three questions about patient safety.

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	69.1%	70.9%	72.1%	64.8%
Overall—MHS 2008	67.6%	69.0%	72.0%	62.1%
Navy, Overall	67.6%	68.2%	72.3%	64.9%
National Naval Medical Center Bethesda				
2009	63.2%	65.8%	75.7%*	53.3%*
2008	62.9%	64.7%	64.5%	59.6%
Naval Hospital Beaufort				
2009	83.6%** ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	78.2% ↑	76.9%*	93.0%**	75.3%*
2008	74.2%*	80.5%*	76.2%**	71.3%*
Naval Hospital Camp Lejeune				
2009	62.6%	67.5%*	71.1%**	59.2%*
2008	65.2%	65.5%*	74.8%**	62.5%*
Naval Hospital Camp Pendleton				
2009	72.2%*	81.0%**	N/A	67.0%*
2008	62.3%	78.3%*	N/A	54.2%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	65.5%*	71.9%*	N/A	53.6%**
2008	62.4%*	66.8%*	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	73.5%	78.1%*	78.3%**	66.1%*
2008	66.6%	71.6%*	59.7%**	63.6%*
Naval Hospital Lemoore				
2009	50.4%** ↓	N/A	N/A	49.4%**
2008	52.7%**	N/A	N/A	46.0%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	68.3%**	N/A	N/A	64.3%**
2008	63.3%**	N/A	N/A	62.1%**

(continued)

Composite: Patient Safety

This composite combines responses from three questions about patient safety.

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	57.8%*	N/A	N/A	57.2%*
2008	61.7%*	N/A	57.7%**	57.7%*
Naval Hospital Pensacola				
2009	81.7% ↑	72.3%*	90.9%**	84.9%**
2008	72.3%*	84.4%*	85.6%**	59.4%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	54.4%* ↓	N/A	N/A	57.7%**
2008	68.1%**	N/A	N/A	62.7%**
Naval Hospital Yokosuka				
2009	68.1%*	N/A	N/A	65.7%**
2008	61.9%*	N/A	N/A	57.6%*
Naval Medical Center Portsmouth				
2009	68.9%	68.6%	69.7%	68.6%
2008	68.8%	68.6%	80.4%	60.3%
Naval Medical Center San Diego				
2009	65.9%	62.6%	69.3%	67.5%
2008	59.3%	60.2%	57.6%	59.7%

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Composite: Patient Safety

During this hospital stay, how often did you see staff wash their hands or use gloves before treating or checking you?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	68.0%	69.3%	68.9%	65.8%
Overall—MHS 2008	66.4%	66.2%	69.9%	63.8%
Navy, Overall	67.5%	66.7%	70.1%	66.9%
National Naval Medical Center Bethesda				
2009	62.0%	61.6%	75.6%*	53.8%*
2008	63.0%	62.7%	63.0%	63.4%
Naval Hospital Beaufort				
2009	74.0%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	79.3% ↑	85.3%*	91.1%**	73.5%*
2008	77.0%*	81.0%*	70.8%**	76.0%*
Naval Hospital Camp Lejeune				
2009	63.8%	61.8%*	77.8%**	61.7%*
2008	66.4%	76.1%*	81.7%**	59.2%*
Naval Hospital Camp Pendleton				
2009	75.9%*	81.5%**	N/A	72.6%*
2008	63.9%	68.9%*	N/A	64.9%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	72.1%*	82.3%*	N/A	65.5%**
2008	67.8%*	67.5%*	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	73.2%	75.8%*	68.8%**	72.4%*
2008	66.8%	69.4%*	59.2%**	66.7%*
Naval Hospital Lemoore				
2009	67.1%**	N/A	N/A	65.8%**
2008	56.4%**	N/A	N/A	57.3%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	69.1%**	N/A	N/A	64.1%**
2008	71.3%**	N/A	N/A	65.9%**

(continued)

Composite: Patient Safety

During this hospital stay, how often did you see staff wash their hands or use gloves before treating or checking you? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	61.8%*	N/A	N/A	62.2%**
2008	55.6%*	N/A	46.3%**	61.9%*
Naval Hospital Pensacola				
2009	79.5% ↑	64.7%*	87.3%**	87.7%**
2008	71.8%*	80.5%*	76.9%**	63.6%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	62.7%*	N/A	N/A	70.2%**
2008	78.6%**	N/A	N/A	84.9%**
Naval Hospital Yokosuka				
2009	77.7%*	N/A	N/A	81.7%**
2008	62.5%*	N/A	N/A	57.1%*
Naval Medical Center Portsmouth				
2009	64.3%	67.7%	66.9%	59.7%
2008	64.9%	68.3%	73.7%	56.1%
Naval Medical Center San Diego				
2009	66.5%	58.6%	71.8%	72.0%
2008	59.0%	61.7%	56.5%	57.8%

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Composite: Patient Safety

During this hospital stay, when doctors, nurses, or other hospital staff first came to your room, how often did they introduce themselves?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	69.3%	70.5%	70.6%	66.9%
Overall—MHS 2008	69.2%	70.9%	71.2%	65.4%
Navy, Overall	69.6%	71.2%	71.4%	67.7%
National Naval Medical Center Bethesda				
2009	68.0%	75.1%	68.2%*	61.8%*
2008	71.5%	74.1%	72.1%	68.0%
Naval Hospital Beaufort				
2009	79.7%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	73.4%	76.1%*	91.2%**	67.6%*
2008	81.0%*	83.1%*	76.5%**	80.6%*
Naval Hospital Camp Lejeune				
2009	64.2%	73.4%*	77.7%**	58.2%*
2008	63.5%	55.6%*	72.0%**	63.8%*
Naval Hospital Camp Pendleton				
2009	72.5%*	69.5%**	N/A	68.2%*
2008	67.0%	82.1%*	N/A	61.7%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	68.8%*	69.5%*	N/A	62.8%**
2008	64.9%*	65.8%*	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	77.7%	82.1%*	88.7%**	67.7%*
2008	69.1%	72.6%*	64.1%**	66.8%*
Naval Hospital Lemoore				
2009	58.4%**	N/A	N/A	57.2%**
2008	68.4%**	N/A	N/A	60.7%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	70.7%**	N/A	N/A	67.3%**
2008	61.9%**	N/A	N/A	62.9%**

(continued)

Composite: Patient Safety

During this hospital stay, when doctors, nurses, or other hospital staff first came to your room, how often did they introduce themselves? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	57.0%*	N/A	N/A	59.8%*
2008	57.5%*	N/A	50.9%**	49.4%*
Naval Hospital Pensacola				
2009	76.1%	73.9%*	89.9%**	71.0%**
2008	68.1%*	85.2%*	83.4%**	50.2%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	56.8%*	N/A	N/A	62.8%**
2008	64.6%**	N/A	N/A	51.0%**
Naval Hospital Yokosuka				
2009	76.0%*	N/A	N/A	77.8%**
2008	68.4%*	N/A	N/A	66.9%*
Naval Medical Center Portsmouth				
2009	67.5%	70.3%	62.4%	69.3%
2008	73.8%	72.4%	86.2%	65.5%
Naval Medical Center San Diego				
2009	72.7%	68.6%	73.5%	76.5%
2008	67.7%	70.2%	59.8%	70.5%

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Composite: Patient Safety

During this hospital stay, how often did staff check your identification band before giving you any medicines, even over the counter medicines like Tylenol or ibuprofen?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	70.0%	72.8%	76.7%	61.6%
Overall—MHS 2008	67.1%	70.0%	74.9%	57.0%
Navy, Overall	65.6%	66.8%	75.4%	60.1%
National Naval Medical Center Bethesda				
2009	59.4%	60.6%	83.4%*	44.1%*
2008	54.2%	57.4%	58.4%	47.4%
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	81.9% ↑	69.4%*	96.9%**	84.8%*
2008	64.6%*	77.5%*	N/A	57.3%*
Naval Hospital Camp Lejeune				
2009	59.7%	67.4%*	57.8%**	57.6%*
2008	65.7%	64.9%*	70.9%**	64.4%*
Naval Hospital Camp Pendleton				
2009	68.1%*	N/A	N/A	60.2%*
2008	56.0%*	83.9%**	N/A	35.9%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	55.6%*	63.8%*	N/A	32.7%**
2008	54.5%*	67.1%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	69.7%	76.4%*	77.4%**	58.1%*
2008	63.9%	72.8%*	56.0%**	57.3%*
Naval Hospital Lemoore				
2009	25.8%** ↓	N/A	N/A	25.1%**
2008	33.4%**	N/A	N/A	19.9%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	65.2%**	N/A	N/A	61.4%**
2008	56.8%**	N/A	N/A	57.4%**

(continued)

Composite: Patient Safety

During this hospital stay, how often did staff check your identification band before giving you any medicines, even over the counter medicines like Tylenol or ibuprofen? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	54.5%*	N/A	N/A	49.7%**
2008	72.0%*	N/A	76.1%**	61.8%*
Naval Hospital Pensacola				
2009	89.6% ↑	78.3%*	95.3%**	96.1%**
2008	76.9%*	87.3%*	96.6%**	64.4%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	43.7%** ↓	N/A	N/A	40.2%**
2008	61.1%**	N/A	N/A	N/A
Naval Hospital Yokosuka				
2009	50.5%*	N/A	N/A	37.6%**
2008	54.6%*	N/A	N/A	48.8%*
Naval Medical Center Portsmouth				
2009	75.0% ↑	67.8%	79.6%	76.7%
2008	67.7%	64.9%	81.3%	59.4%
Naval Medical Center San Diego				
2009	58.5% ↓	60.6%	62.4%	53.9%
2008	51.3%	48.5%	56.4%	50.7%

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

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Navy Report:
Additional DoD Questions

Being Admitted Through the Emergency Room (Medical Questionnaire Only)

Think about when you were in the Emergency Room during this hospital stay. How long did you have to wait before someone checked your condition for the first time?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	88.2%	88.2%	N/A	N/A
Overall—MHS 2008	88.9%	88.9%	N/A	N/A
Navy, Overall	86.0%	86.0%	N/A	N/A
National Naval Medical Center Bethesda				
2009	93.4%*	93.4%*	N/A	N/A
2008	93.4%	93.4%	N/A	N/A
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	96.6%* ↑	96.6%*	N/A	N/A
2008	100.0%**	100.0%**	N/A	N/A
Naval Hospital Camp Lejeune				
2009	50.6%* ↓	50.6%*	N/A	N/A
2008	72.3%**	72.3%**	N/A	N/A
Naval Hospital Camp Pendleton				
2009	95.4%**	95.4%**	N/A	N/A
2008	97.8%**	97.8%**	N/A	N/A
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	98.6%* ↑	98.6%*	N/A	N/A
2008	94.5%**	94.5%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	94.2%* ↑	94.2%*	N/A	N/A
2008	92.0%*	92.0%*	N/A	N/A
Naval Hospital Lemoore				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

(continued)

Being Admitted Through the Emergency Room (Medical Questionnaire Only)

Think about when you were in the Emergency Room during this hospital stay. How long did you have to wait before someone checked your condition for the first time? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Pensacola				
2009	94.2%**	94.2%**	N/A	N/A
2008	95.6%**	95.6%**	N/A	N/A
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Yokosuka				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Medical Center Portsmouth				
2009	87.1%	87.1%	N/A	N/A
2008	93.5%	93.5%	N/A	N/A
Naval Medical Center San Diego				
2009	81.2%	81.2%	N/A	N/A
2008	93.1%	93.1%	N/A	N/A

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**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Navy). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Your Care from Nurses

How often did you feel comfortable asking the nurses all the questions you wanted about your condition?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	71.7%	69.5%	77.0%	70.3%
Overall—MHS 2008	71.7%	70.4%	77.3%	68.7%
Navy, Overall	70.4%	68.7%	74.1%	69.9%
National Naval Medical Center Bethesda				
2009	82.4% ↑	72.8%	95.3%*	81.7%*
2008	78.3%	74.5%	86.4%	76.3%
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	77.9%*	82.3%*	94.4%**	71.4%*
2008	80.3%*	68.2%*	N/A	83.4%*
Naval Hospital Camp Lejeune				
2009	72.3%	84.2%*	68.4%**	68.9%*
2008	75.4%	74.2%*	76.5%**	75.4%*
Naval Hospital Camp Pendleton				
2009	67.8%*	91.4%**	N/A	61.6%*
2008	72.6%*	86.9%**	N/A	62.1%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	59.4%*	64.0%*	N/A	61.2%**
2008	65.7%*	44.0%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	75.1%	74.1%*	86.2%**	71.2%*
2008	69.6%	60.4%*	95.7%**	70.7%*
Naval Hospital Lemoore				
2009	63.2%**	N/A	N/A	61.7%**
2008	49.3%**	N/A	N/A	52.8%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	68.8%**	N/A	N/A	65.5%**
2008	58.6%**	N/A	N/A	51.2%**

(continued)

Your Care from Nurses

How often did you feel comfortable asking the nurses all the questions you wanted about your condition? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	57.9%*	N/A	N/A	55.6%*
2008	74.5%*	N/A	76.1%**	70.3%*
Naval Hospital Pensacola				
2009	77.8%*	65.4%*	88.3%**	82.2%**
2008	77.1%*	92.3%**	85.7%**	64.4%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	55.3%*	N/A	N/A	55.7%**
2008	83.3%**	N/A	N/A	72.1%**
Naval Hospital Yokosuka				
2009	88.2%* ↑	N/A	N/A	93.5%**
2008	64.2%*	N/A	N/A	67.9%*
Naval Medical Center Portsmouth				
2009	67.9%	76.6%	63.2%	64.7%
2008	71.7%	76.3%	79.1%	63.5%
Naval Medical Center San Diego				
2009	67.7%	56.4%	73.8%	76.0%
2008	69.1%	66.2%	76.1%	67.6%

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Your Care from Doctors

How often did you feel comfortable asking the doctors all the questions you wanted about your condition?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	78.4%	74.4%	85.1%	77.6%
Overall—MHS 2008	78.6%	75.1%	85.3%	77.0%
Navy, Overall	78.9%	75.1%	84.9%	78.8%
National Naval Medical Center Bethesda				
2009	82.9%	79.9%	90.7%*	80.5%*
2008	81.0%	82.7%	82.1%	78.3%
Naval Hospital Beaufort				
2009	89.8%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	83.3%	94.5%*	100.0%**	73.4%*
2008	85.9%*	82.2%*	N/A	87.2%*
Naval Hospital Camp Lejeune				
2009	77.4%	82.3%*	78.5%**	75.6%*
2008	75.5%	71.6%*	89.1%**	73.0%*
Naval Hospital Camp Pendleton				
2009	73.2%*	77.0%**	N/A	66.0%*
2008	74.4%	82.9%**	N/A	71.1%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	80.8%*	78.2%*	N/A	81.3%**
2008	81.9%*	72.3%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	85.9% ↑	83.0%*	95.4%**	85.1%*
2008	79.0%	73.6%*	95.3%**	78.8%*
Naval Hospital Lemoore				
2009	77.8%**	N/A	N/A	76.9%**
2008	71.2%**	N/A	N/A	79.0%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	75.4%**	N/A	N/A	72.9%**
2008	64.5%**	N/A	N/A	57.2%**

(continued)

Your Care from Doctors

How often did you feel comfortable asking the doctors all the questions you wanted about your condition? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	79.9%*	N/A	N/A	79.7%*
2008	91.6%*	N/A	100.0%**	84.1%*
Naval Hospital Pensacola				
2009	87.7% ↑	77.2%*	93.7%**	92.9%**
2008	84.8%*	85.0%*	93.2%**	81.9%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	75.1%*	N/A	N/A	82.6%**
2008	95.4%**	N/A	N/A	92.4%**
Naval Hospital Yokosuka				
2009	90.0%*	N/A	N/A	93.5%**
2008	82.9%*	N/A	N/A	84.6%*
Naval Medical Center Portsmouth				
2009	77.5%	75.0%	79.4%	78.0%
2008	78.0%	75.5%	87.7%	72.2%
Naval Medical Center San Diego				
2009	74.2%	66.7%	82.0%	77.7%
2008	77.2%	74.2%	89.5%	71.8%

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Your Care from Doctors

Did you feel that the doctors checked on you as much as you needed?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	85.2%	85.1%	89.7%	81.8%
Overall—MHS 2008	85.1%	84.2%	90.7%	81.4%
Navy, Overall	86.3%	85.7%	87.3%	86.3%
National Naval Medical Center Bethesda				
2009	86.9%	84.7%	88.5%*	87.9%*
2008	92.6%	92.2%	92.6%	92.9%
Naval Hospital Beaufort				
2009	100.0%** ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	87.0%	92.6%*	78.1%**	86.3%*
2008	95.2%*	89.2%*	N/A	97.7%*
Naval Hospital Camp Lejeune				
2009	84.4%	97.8%*	78.5%**	80.9%*
2008	79.9%	68.4%*	100.0%**	78.2%*
Naval Hospital Camp Pendleton				
2009	86.3%*	97.8%**	N/A	80.4%*
2008	83.2%	84.2%*	N/A	81.9%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	86.5%*	81.4%*	N/A	93.0%**
2008	94.8%*	97.0%*	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	92.8% ↑	93.6%*	100.0%**	88.4%*
2008	86.8%	86.6%*	84.3%**	87.9%*
Naval Hospital Lemoore				
2009	89.5%**	N/A	N/A	89.1%**
2008	74.9%**	N/A	N/A	83.7%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	91.1%**	N/A	N/A	89.7%**
2008	83.3%**	N/A	N/A	79.9%**

(continued)

Your Care from Doctors

Did you feel that the doctors checked on you as much as you needed? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	89.5%*	N/A	N/A	88.4%*
2008	89.6%*	N/A	100.0%**	86.4%*
Naval Hospital Pensacola				
2009	92.3%	82.7%*	92.3%**	100.0%**
2008	89.3%*	94.9%*	100.0%**	81.9%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	79.0%*	N/A	N/A	78.8%**
2008	89.5%**	N/A	N/A	92.3%**
Naval Hospital Yokosuka				
2009	95.1%* ↑	N/A	N/A	92.1%**
2008	90.8%*	N/A	N/A	86.5%*
Naval Medical Center Portsmouth				
2009	83.2%	80.2%	83.2%	85.5%
2008	85.7%	89.0%	94.9%	76.8%
Naval Medical Center San Diego				
2009	84.3%	81.8%	86.4%	85.8%
2008	81.9%	83.5%	85.7%	77.5%

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Your Care from Doctors

How often did doctors involve you as much as you wanted in decisions about your treatment?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	68.4%	60.0%	80.5%	69.0%
Overall—MHS 2008	67.4%	58.5%	80.2%	67.6%
Navy, Overall	69.8%	61.7%	80.3%	70.8%
National Naval Medical Center Bethesda				
2009	71.8%	66.0%	83.0%*	69.8%*
2008	66.1%	54.2%	78.4%	70.4%
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	70.5%*	55.1%*	74.2%**	77.1%*
2008	75.1%*	70.2%*	N/A	75.8%*
Naval Hospital Camp Lejeune				
2009	67.0%	59.3%*	81.5%**	67.6%*
2008	61.9%	59.9%*	94.1%**	54.2%*
Naval Hospital Camp Pendleton				
2009	72.5%*	64.2%**	N/A	72.5%*
2008	68.4%*	67.1%**	N/A	74.5%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	72.4%*	76.3%*	N/A	N/A
2008	76.8%*	61.8%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	70.1%	62.0%*	57.0%**	84.0%*
2008	72.2%	68.6%*	67.2%**	77.0%*
Naval Hospital Lemoore				
2009	78.1%**	N/A	N/A	77.2%**
2008	66.0%**	N/A	N/A	75.7%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	63.3%**	N/A	N/A	57.0%**
2008	66.5%**	N/A	N/A	68.0%**

(continued)

Your Care from Doctors

How often did doctors involve you as much as you wanted in decisions about your treatment? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	63.2%*	N/A	N/A	65.1%*
2008	74.4%*	N/A	N/A	69.7%*
Naval Hospital Pensacola				
2009	73.5%*	51.1%*	93.3%**	78.2%**
2008	77.4%*	77.7%**	84.9%**	75.6%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	73.4%*	N/A	N/A	78.2%**
2008	73.3%**	N/A	N/A	N/A
Naval Hospital Yokosuka				
2009	89.0%* ↑	N/A	N/A	81.5%**
2008	72.1%*	N/A	N/A	78.8%*
Naval Medical Center Portsmouth				
2009	66.5%	57.5%	79.4%	63.5%
2008	64.2%	53.2%	85.1%	56.8%
Naval Medical Center San Diego				
2009	69.4%	61.5%	81.5%	71.5%
2008	62.7%	47.6%	81.8%	66.5%

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Coordination of Care

During this hospital stay, did you feel that there was at least one doctor who had a full understanding of your condition and treatment?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	75.6%	69.5%	89.1%	72.0%
Overall—MHS 2008	76.6%	70.0%	89.8%	73.2%
Navy, Overall	74.6%	69.7%	87.4%	72.0%
National Naval Medical Center Bethesda				
2009	79.0%	82.7%	92.2%*	67.5%*
2008	78.9%	77.9%	87.3%	73.7%
Naval Hospital Beaufort				
2009	64.1%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	85.0% ↑	85.8%*	97.2%**	81.3%*
2008	90.5%*	81.9%*	N/A	93.8%*
Naval Hospital Camp Lejeune				
2009	71.2%	58.6%*	89.2%**	71.8%*
2008	77.9%	55.8%*	100.0%**	79.2%*
Naval Hospital Camp Pendleton				
2009	64.9%*	51.9%**	N/A	62.1%*
2008	65.8%	66.6%**	N/A	60.5%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	77.7%*	79.8%*	N/A	69.3%**
2008	82.6%*	74.1%*	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	75.7%	73.7%*	76.4%**	77.5%*
2008	74.6%	69.6%*	72.4%**	80.8%*
Naval Hospital Lemoore				
2009	89.1%** ↑	N/A	N/A	88.6%**
2008	65.7%**	N/A	N/A	69.0%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	80.8%**	N/A	N/A	77.3%**
2008	80.5%**	N/A	N/A	85.2%**

(continued)

Coordination of Care

During this hospital stay, did you feel that there was at least one doctor who had a full understanding of your condition and treatment? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	69.1%*	N/A	N/A	76.9%*
2008	68.5%*	N/A	76.0%**	69.0%*
Naval Hospital Pensacola				
2009	86.3% ↑	76.9%*	88.1%**	93.0%**
2008	76.4%*	80.9%*	89.7%**	68.9%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	66.7%*	N/A	N/A	71.6%**
2008	80.5%**	N/A	N/A	87.6%**
Naval Hospital Yokosuka				
2009	83.2%*	N/A	N/A	82.3%**
2008	80.6%*	N/A	N/A	81.2%*
Naval Medical Center Portsmouth				
2009	73.9%	71.6%	85.1%	67.1%
2008	74.8%	75.6%	92.1%	61.3%
Naval Medical Center San Diego				
2009	71.4%	65.8%	91.2%	66.0%
2008	74.6%	70.3%	92.1%	66.9%

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Coordination of Care

How often did the doctors and nurses seem informed and up-to-date about all the care you were receiving?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	61.1%	57.6%	71.3%	57.1%
Overall—MHS 2008	61.8%	56.0%	75.4%	57.2%
Navy, Overall	60.4%	61.8%	67.0%	56.5%
National Naval Medical Center Bethesda				
2009	57.9%	58.7%	60.9%*	55.2%*
2008	60.4%	58.1%	70.3%	55.2%
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	62.6%	71.6%*	44.6%**	62.2%*
2008	72.5%*	71.4%*	N/A	72.0%*
Naval Hospital Camp Lejeune				
2009	57.9%	60.5%*	71.8%**	54.2%*
2008	60.3%	59.6%*	89.1%**	52.5%*
Naval Hospital Camp Pendleton				
2009	52.4%*	56.7%**	N/A	51.2%*
2008	56.8%	65.4%*	N/A	47.4%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	58.0%*	55.5%*	N/A	69.3%**
2008	68.4%*	68.0%*	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	69.9%	74.7%*	72.7%**	63.4%*
2008	64.6%	64.5%*	50.6%**	69.6%*
Naval Hospital Lemoore				
2009	61.3%**	N/A	N/A	59.7%**
2008	45.2%**	N/A	N/A	47.4%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	65.8%**	N/A	N/A	60.0%**
2008	64.0%**	N/A	N/A	65.0%**

(continued)

Coordination of Care

How often did the doctors and nurses seem informed and up-to-date about all the care you were receiving? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	46.5%* ↓	N/A	N/A	41.1%*
2008	51.4%*	N/A	76.0%**	39.8%*
Naval Hospital Pensacola				
2009	77.5% ↑	67.1%*	83.9%**	82.3%**
2008	62.1%*	73.6%*	86.4%**	45.6%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	54.7%*	N/A	N/A	55.0%**
2008	39.2%**	N/A	N/A	44.9%**
Naval Hospital Yokosuka				
2009	72.8%*	N/A	N/A	65.4%**
2008	55.4%*	N/A	N/A	54.7%*
Naval Medical Center Portsmouth				
2009	56.1%	57.9%	64.1%	48.6%
2008	61.1%	61.5%	78.4%	47.9%
Naval Medical Center San Diego				
2009	61.1%	56.8%	72.2%	59.4%
2008	58.0%	52.1%	71.8%	55.1%

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Maternity Care

Was your primary provider during labor and delivery a doctor, midwife or both?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	17.2%	N/A	N/A	17.2%
Overall—MHS 2008	16.4%	N/A	N/A	16.4%
Navy, Overall	20.8%	N/A	N/A	20.8%
National Naval Medical Center Bethesda				
2009	27.9%*	N/A	N/A	27.9%*
2008	14.3%	N/A	N/A	14.3%
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	28.4%*	N/A	N/A	28.4%*
2008	33.4%*	N/A	N/A	33.4%*
Naval Hospital Camp Lejeune				
2009	32.8%* ↑	N/A	N/A	32.8%*
2008	37.1%*	N/A	N/A	37.1%*
Naval Hospital Camp Pendleton				
2009	26.0%*	N/A	N/A	26.0%*
2008	21.5%*	N/A	N/A	21.5%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	0.0%** ↓	N/A	N/A	0.0%**
2008	N/A	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	15.1%*	N/A	N/A	15.1%*
2008	21.7%*	N/A	N/A	21.7%*
Naval Hospital Lemoore				
2009	23.5%**	N/A	N/A	23.5%**
2008	18.9%**	N/A	N/A	18.9%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	1.4%** ↓	N/A	N/A	1.4%**
2008	0.0%**	N/A	N/A	0.0%**

(continued)

Maternity Care

Was your primary provider during labor and delivery a doctor, midwife or both?
(continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	12.2%*	N/A	N/A	12.2%*
2008	16.8%*	N/A	N/A	16.8%*
Naval Hospital Pensacola				
2009	31.7%**	N/A	N/A	31.7%**
2008	24.7%**	N/A	N/A	24.7%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	34.5%**	N/A	N/A	34.5%**
2008	17.4%**	N/A	N/A	17.4%**
Naval Hospital Yokosuka				
2009	42.0%** ↑	N/A	N/A	42.0%**
2008	10.1%*	N/A	N/A	10.1%*
Naval Medical Center Portsmouth				
2009	11.4% ↓	N/A	N/A	11.4%
2008	11.6%	N/A	N/A	11.6%
Naval Medical Center San Diego				
2009	19.2%	N/A	N/A	19.2%
2008	17.9%	N/A	N/A	17.9%

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Maternity Care

Before you left the hospital, did someone on the hospital staff talk with you about the signs and symptoms of post-partum depression?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	83.7%	N/A	N/A	83.7%
Overall—MHS 2008	81.7%	N/A	N/A	81.7%
Navy, Overall	87.1%	N/A	N/A	87.1%
National Naval Medical Center Bethesda				
2009	88.5%*	N/A	N/A	88.5%*
2008	78.9%	N/A	N/A	78.9%
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	94.3%*	N/A	N/A	94.3%*
2008	84.1%*	N/A	N/A	84.1%*
Naval Hospital Camp Lejeune				
2009	84.7%*	N/A	N/A	84.7%*
2008	86.2%*	N/A	N/A	86.2%*
Naval Hospital Camp Pendleton				
2009	83.7%*	N/A	N/A	83.7%*
2008	73.6%*	N/A	N/A	73.6%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	74.8%**	N/A	N/A	74.8%**
2008	N/A	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	85.3%*	N/A	N/A	85.3%*
2008	86.9%*	N/A	N/A	86.9%*
Naval Hospital Lemoore				
2009	96.0%** ↑	N/A	N/A	96.0%**
2008	93.4%**	N/A	N/A	93.4%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	89.7%**	N/A	N/A	89.7%**
2008	71.5%**	N/A	N/A	71.5%**

(continued)

Maternity Care

Before you left the hospital, did someone on the hospital staff talk with you about the signs and symptoms of post-partum depression? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	85.0%*	N/A	N/A	85.0%*
2008	78.9%*	N/A	N/A	78.9%*
Naval Hospital Pensacola				
2009	96.3%** ↑	N/A	N/A	96.3%**
2008	74.3%**	N/A	N/A	74.3%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	95.8%** ↑	N/A	N/A	95.8%**
2008	82.6%**	N/A	N/A	82.6%**
Naval Hospital Yokosuka				
2009	91.9%**	N/A	N/A	91.9%**
2008	88.2%*	N/A	N/A	88.2%*
Naval Medical Center Portsmouth				
2009	84.9%	N/A	N/A	84.9%
2008	75.1%	N/A	N/A	75.1%
Naval Medical Center San Diego				
2009	85.5%	N/A	N/A	85.5%
2008	83.8%	N/A	N/A	83.8%

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Maternity Care

Before you left the hospital, did someone on the hospital staff talk with you about what to do or who to contact if you felt that you were having signs or symptoms of post-partum depression?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	80.0%	N/A	N/A	80.0%
Overall—MHS 2008	77.8%	N/A	N/A	77.8%
Navy, Overall	82.6%	N/A	N/A	82.6%
National Naval Medical Center Bethesda				
2009	84.9%*	N/A	N/A	84.9%*
2008	76.7%	N/A	N/A	76.7%
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	91.9%*	N/A	N/A	91.9%*
2008	84.1%*	N/A	N/A	84.1%*
Naval Hospital Camp Lejeune				
2009	82.8%*	N/A	N/A	82.8%*
2008	81.7%*	N/A	N/A	81.7%*
Naval Hospital Camp Pendleton				
2009	80.5%*	N/A	N/A	80.5%*
2008	63.3%*	N/A	N/A	63.3%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	62.7%**	N/A	N/A	62.7%**
2008	N/A	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	76.0%*	N/A	N/A	76.0%*
2008	81.6%*	N/A	N/A	81.6%*
Naval Hospital Lemoore				
2009	88.1%**	N/A	N/A	88.1%**
2008	86.9%**	N/A	N/A	86.9%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	94.3%** ↑	N/A	N/A	94.3%**
2008	71.5%**	N/A	N/A	71.5%**

(continued)

Maternity Care

Before you left the hospital, did someone on the hospital staff talk with you about what to do or who to contact if you felt that you were having signs or symptoms of post-partum depression? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	79.1%*	N/A	N/A	79.1%*
2008	81.9%*	N/A	N/A	81.9%*
Naval Hospital Pensacola				
2009	89.0%**	N/A	N/A	89.0%**
2008	74.3%**	N/A	N/A	74.3%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	88.8%**	N/A	N/A	88.8%**
2008	89.3%**	N/A	N/A	89.3%**
Naval Hospital Yokosuka				
2009	88.0%**	N/A	N/A	88.0%**
2008	81.7%*	N/A	N/A	81.7%*
Naval Medical Center Portsmouth				
2009	79.7%	N/A	N/A	79.7%
2008	73.8%	N/A	N/A	73.8%
Naval Medical Center San Diego				
2009	81.2%	N/A	N/A	81.2%
2008	79.8%	N/A	N/A	79.8%

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Maternity Care

Before you left the hospital, did you feel confident that you knew what to do or who to contact if you were having signs or symptoms of postpartum depression?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	68.6%	N/A	N/A	68.6%
Overall—MHS 2008	66.7%	N/A	N/A	66.7%
Navy, Overall	71.1%	N/A	N/A	71.1%
National Naval Medical Center Bethesda				
2009	74.7%*	N/A	N/A	74.7%*
2008	66.9%	N/A	N/A	66.9%
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	75.7%*	N/A	N/A	75.7%*
2008	80.2%*	N/A	N/A	80.2%*
Naval Hospital Camp Lejeune				
2009	69.6%*	N/A	N/A	69.6%*
2008	64.6%*	N/A	N/A	64.6%*
Naval Hospital Camp Pendleton				
2009	68.0%*	N/A	N/A	68.0%*
2008	45.4%*	N/A	N/A	45.4%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	50.7%**	N/A	N/A	50.7%**
2008	N/A	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	74.7%*	N/A	N/A	74.7%*
2008	70.7%*	N/A	N/A	70.7%*
Naval Hospital Lemoore				
2009	74.8%**	N/A	N/A	74.8%**
2008	72.9%**	N/A	N/A	72.9%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	68.7%**	N/A	N/A	68.7%**
2008	69.4%**	N/A	N/A	69.4%**

(continued)

Maternity Care

Before you left the hospital, did you feel confident that you knew what to do or who to contact if you were having signs or symptoms of postpartum depression? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	57.6%*	N/A	N/A	57.6%*
2008	70.5%*	N/A	N/A	70.5%*
Naval Hospital Pensacola				
2009	82.0%**	N/A	N/A	82.0%**
2008	56.6%**	N/A	N/A	56.6%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	77.6%**	N/A	N/A	77.6%**
2008	63.2%**	N/A	N/A	63.2%**
Naval Hospital Yokosuka				
2009	78.7%**	N/A	N/A	78.7%**
2008	76.9%*	N/A	N/A	76.9%*
Naval Medical Center Portsmouth				
2009	65.5%	N/A	N/A	65.5%
2008	64.1%	N/A	N/A	64.1%
Naval Medical Center San Diego				
2009	75.1%	N/A	N/A	75.1%
2008	70.4%	N/A	N/A	70.4%

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After Your Baby Was Born (Maternity Only)

During this hospital stay, how often did you feel comfortable asking the nurses all the questions you wanted about your baby's care?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	76.3%	N/A	N/A	76.3%
Overall—MHS 2008	74.9%	N/A	N/A	74.9%
Navy, Overall	76.1%	N/A	N/A	76.1%
National Naval Medical Center Bethesda				
2009	79.6%*	N/A	N/A	79.6%*
2008	88.3%	N/A	N/A	88.3%
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	81.4%*	N/A	N/A	81.4%*
2008	86.4%*	N/A	N/A	86.4%*
Naval Hospital Camp Lejeune				
2009	83.1%*	N/A	N/A	83.1%*
2008	81.1%*	N/A	N/A	81.1%*
Naval Hospital Camp Pendleton				
2009	68.7%*	N/A	N/A	68.7%*
2008	67.3%*	N/A	N/A	67.3%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	61.2%**	N/A	N/A	61.2%**
2008	N/A	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	89.6%* ↑	N/A	N/A	89.6%*
2008	88.8%*	N/A	N/A	88.8%*
Naval Hospital Lemoore				
2009	71.0%**	N/A	N/A	71.0%**
2008	68.1%**	N/A	N/A	68.1%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	72.9%**	N/A	N/A	72.9%**
2008	73.6%**	N/A	N/A	73.6%**

(continued)

After Your Baby Was Born (Maternity Only)

During this hospital stay, how often did you feel comfortable asking the nurses all the questions you wanted about your baby's care? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	54.6%* ↓	N/A	N/A	54.6%*
2008	68.5%*	N/A	N/A	68.5%*
Naval Hospital Pensacola				
2009	92.4%** ↑	N/A	N/A	92.4%**
2008	69.8%**	N/A	N/A	69.8%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	73.0%**	N/A	N/A	73.0%**
2008	88.6%**	N/A	N/A	88.6%**
Naval Hospital Yokosuka				
2009	74.8%**	N/A	N/A	74.8%**
2008	71.2%*	N/A	N/A	71.2%*
Naval Medical Center Portsmouth				
2009	70.2%	N/A	N/A	70.2%
2008	68.2%	N/A	N/A	68.2%
Naval Medical Center San Diego				
2009	80.4%	N/A	N/A	80.4%
2008	72.2%	N/A	N/A	72.2%

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After Your Baby Was Born (Maternity Only)

During this hospital stay, how often did you feel comfortable asking the doctors all the questions you wanted about your baby's care?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	80.3%	N/A	N/A	80.3%
Overall—MHS 2008	79.7%	N/A	N/A	79.7%
Navy, Overall	82.3%	N/A	N/A	82.3%
National Naval Medical Center Bethesda				
2009	81.3%*	N/A	N/A	81.3%*
2008	91.3%	N/A	N/A	91.3%
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	90.0%*	N/A	N/A	90.0%*
2008	95.6%*	N/A	N/A	95.6%*
Naval Hospital Camp Lejeune				
2009	79.3%*	N/A	N/A	79.3%*
2008	77.9%*	N/A	N/A	77.9%*
Naval Hospital Camp Pendleton				
2009	89.4%*	N/A	N/A	89.4%*
2008	81.5%*	N/A	N/A	81.5%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	91.8%* ↑	N/A	N/A	91.8%*
2008	91.3%*	N/A	N/A	91.3%*
Naval Hospital Lemoore				
2009	87.0%**	N/A	N/A	87.0%**
2008	81.6%**	N/A	N/A	81.6%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	79.1%**	N/A	N/A	79.1%**
2008	84.8%**	N/A	N/A	84.8%**

(continued)

After Your Baby Was Born (Maternity Only)

During this hospital stay, how often did you feel comfortable asking the doctors all the questions you wanted about your baby’s care? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	70.2%*	N/A	N/A	70.2%*
2008	79.5%*	N/A	N/A	79.5%*
Naval Hospital Pensacola				
2009	96.3%** ↑	N/A	N/A	96.3%**
2008	66.4%**	N/A	N/A	66.4%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	87.1%**	N/A	N/A	87.1%**
2008	100.0%**	N/A	N/A	100.0%**
Naval Hospital Yokosuka				
2009	86.7%**	N/A	N/A	86.7%**
2008	79.7%*	N/A	N/A	79.7%*
Naval Medical Center Portsmouth				
2009	76.5%	N/A	N/A	76.5%
2008	76.3%	N/A	N/A	76.3%
Naval Medical Center San Diego				
2009	82.4%	N/A	N/A	82.4%
2008	75.1%	N/A	N/A	75.1%

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After Your Baby Was Born (Maternity Only)

During this hospital stay, did you feel that the doctors checked on your baby as much as needed?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	92.0%	N/A	N/A	92.0%
Overall—MHS 2008	92.3%	N/A	N/A	92.3%
Navy, Overall	93.4%	N/A	N/A	93.4%
National Naval Medical Center Bethesda				
2009	92.0%*	N/A	N/A	92.0%*
2008	99.5%	N/A	N/A	99.5%
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	91.9%*	N/A	N/A	91.9%*
2008	100.0%*	N/A	N/A	100.0%*
Naval Hospital Camp Lejeune				
2009	90.8%*	N/A	N/A	90.8%*
2008	91.5%*	N/A	N/A	91.5%*
Naval Hospital Camp Pendleton				
2009	93.5%*	N/A	N/A	93.5%*
2008	92.1%*	N/A	N/A	92.1%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	94.0%**	N/A	N/A	94.0%**
2008	N/A	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	97.4%*	N/A	N/A	97.4%*
2008	95.3%*	N/A	N/A	95.3%*
Naval Hospital Lemoore				
2009	88.1%**	N/A	N/A	88.1%**
2008	81.7%**	N/A	N/A	81.7%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	94.9%**	N/A	N/A	94.9%**
2008	95.4%**	N/A	N/A	95.4%**

(continued)

After Your Baby Was Born (Maternity Only)

During this hospital stay, did you feel that the doctors checked on your baby as much as needed? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	91.3%*	N/A	N/A	91.3%*
2008	94.9%*	N/A	N/A	94.9%*
Naval Hospital Pensacola				
2009	100.0%** ↑	N/A	N/A	100.0%**
2008	91.9%**	N/A	N/A	91.9%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	96.3%**	N/A	N/A	96.3%**
2008	95.0%**	N/A	N/A	95.0%**
Naval Hospital Yokosuka				
2009	100.0%** ↑	N/A	N/A	100.0%**
2008	95.8%*	N/A	N/A	95.8%*
Naval Medical Center Portsmouth				
2009	92.5%	N/A	N/A	92.5%
2008	89.6%	N/A	N/A	89.6%
Naval Medical Center San Diego				
2009	94.9%	N/A	N/A	94.9%
2008	93.9%	N/A	N/A	93.9%

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After Your Baby Was Born (Maternity Only)

During this hospital stay, how often did doctors show care and sensitivity to worries and concerns you had about your baby?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	72.0%	N/A	N/A	72.0%
Overall—MHS 2008	71.2%	N/A	N/A	71.2%
Navy, Overall	72.8%	N/A	N/A	72.8%
National Naval Medical Center Bethesda				
2009	72.9%*	N/A	N/A	72.9%*
2008	83.8%	N/A	N/A	83.8%
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	79.7%*	N/A	N/A	79.7%*
2008	88.8%*	N/A	N/A	88.8%*
Naval Hospital Camp Lejeune				
2009	62.4%*	N/A	N/A	62.4%*
2008	63.3%*	N/A	N/A	63.3%*
Naval Hospital Camp Pendleton				
2009	76.8%**	N/A	N/A	76.8%**
2008	60.7%*	N/A	N/A	60.7%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	93.7%* ↑	N/A	N/A	93.7%*
2008	75.6%*	N/A	N/A	75.6%*
Naval Hospital Lemoore				
2009	76.8%**	N/A	N/A	76.8%**
2008	75.7%**	N/A	N/A	75.7%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	57.0%**	N/A	N/A	57.0%**
2008	89.4%**	N/A	N/A	89.4%**

(continued)

After Your Baby Was Born (Maternity Only)

During this hospital stay, how often did doctors show care and sensitivity to worries and concerns you had about your baby? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	51.1%* ↓	N/A	N/A	51.1%*
2008	66.9%*	N/A	N/A	66.9%*
Naval Hospital Pensacola				
2009	87.2%** ↑	N/A	N/A	87.2%**
2008	60.6%**	N/A	N/A	60.6%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	68.1%**	N/A	N/A	68.1%**
2008	71.0%**	N/A	N/A	71.0%**
Naval Hospital Yokosuka				
2009	79.0%**	N/A	N/A	79.0%**
2008	76.3%*	N/A	N/A	76.3%*
Naval Medical Center Portsmouth				
2009	71.8%	N/A	N/A	71.8%
2008	58.4%	N/A	N/A	58.4%
Naval Medical Center San Diego				
2009	76.9%	N/A	N/A	76.9%
2008	66.7%	N/A	N/A	66.7%

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After Your Baby Was Born (Maternity Only)

During this hospital stay, did you feel that there was at least one doctor who had a full understanding of your baby's condition and treatment?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	71.1%	N/A	N/A	71.1%
Overall—MHS 2008	71.9%	N/A	N/A	71.9%
Navy, Overall	72.2%	N/A	N/A	72.2%
National Naval Medical Center Bethesda				
2009	74.7%*	N/A	N/A	74.7%*
2008	80.8%	N/A	N/A	80.8%
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	80.5%*	N/A	N/A	80.5%*
2008	83.5%*	N/A	N/A	83.5%*
Naval Hospital Camp Lejeune				
2009	71.6%*	N/A	N/A	71.6%*
2008	64.2%*	N/A	N/A	64.2%*
Naval Hospital Camp Pendleton				
2009	71.2%*	N/A	N/A	71.2%*
2008	72.1%*	N/A	N/A	72.1%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	69.3%**	N/A	N/A	69.3%**
2008	N/A	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	82.8%*	N/A	N/A	82.8%*
2008	67.7%*	N/A	N/A	67.7%*
Naval Hospital Lemoore				
2009	84.8%**	N/A	N/A	84.8%**
2008	81.7%**	N/A	N/A	81.7%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	57.0%**	N/A	N/A	57.0%**
2008	89.5%**	N/A	N/A	89.5%**

(continued)

After Your Baby Was Born (Maternity Only)

During this hospital stay, did you feel that there was at least one doctor who had a full understanding of your baby's condition and treatment? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	67.2%*	N/A	N/A	67.2%*
2008	67.3%*	N/A	N/A	67.3%*
Naval Hospital Pensacola				
2009	92.7%** ↑	N/A	N/A	92.7%**
2008	73.9%**	N/A	N/A	73.9%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	77.4%**	N/A	N/A	77.4%**
2008	95.0%**	N/A	N/A	95.0%**
Naval Hospital Yokosuka				
2009	71.4%**	N/A	N/A	71.4%**
2008	80.5%*	N/A	N/A	80.5%*
Naval Medical Center Portsmouth				
2009	64.2%	N/A	N/A	64.2%
2008	59.5%	N/A	N/A	59.5%
Naval Medical Center San Diego				
2009	71.2%	N/A	N/A	71.2%
2008	65.0%	N/A	N/A	65.0%

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After Your Baby Was Born (Maternity Only)

During this hospital stay, how often did the doctors involve you as much as you wanted in the decisions about your baby's treatment?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	75.8%	N/A	N/A	75.8%
Overall—MHS 2008	76.5%	N/A	N/A	76.5%
Navy, Overall	77.6%	N/A	N/A	77.6%
National Naval Medical Center Bethesda				
2009	84.3%*	N/A	N/A	84.3%*
2008	89.2%	N/A	N/A	89.2%
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	78.2%*	N/A	N/A	78.2%*
2008	81.2%*	N/A	N/A	81.2%*
Naval Hospital Camp Lejeune				
2009	71.0%*	N/A	N/A	71.0%*
2008	68.4%*	N/A	N/A	68.4%*
Naval Hospital Camp Pendleton				
2009	85.5%*	N/A	N/A	85.5%*
2008	80.3%*	N/A	N/A	80.3%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	66.8%**	N/A	N/A	66.8%**
2008	N/A	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	91.7%* ↑	N/A	N/A	91.7%*
2008	76.3%*	N/A	N/A	76.3%*
Naval Hospital Lemoore				
2009	86.4%**	N/A	N/A	86.4%**
2008	N/A	N/A	N/A	N/A
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	75.3%**	N/A	N/A	75.3%**
2008	82.3%**	N/A	N/A	82.3%**

(continued)

After Your Baby Was Born (Maternity Only)

During this hospital stay, how often did the doctors involve you as much as you wanted in the decisions about your baby’s treatment? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	60.2%**	N/A	N/A	60.2%**
2008	64.7%*	N/A	N/A	64.7%*
Naval Hospital Pensacola				
2009	88.1%**	N/A	N/A	88.1%**
2008	77.6%**	N/A	N/A	77.6%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	83.3%**	N/A	N/A	83.3%**
2008	N/A	N/A	N/A	N/A
Naval Hospital Yokosuka				
2009	84.5%**	N/A	N/A	84.5%**
2008	84.3%*	N/A	N/A	84.3%*
Naval Medical Center Portsmouth				
2009	74.0%	N/A	N/A	74.0%
2008	63.4%	N/A	N/A	63.4%
Naval Medical Center San Diego				
2009	78.6%	N/A	N/A	78.6%
2008	78.5%	N/A	N/A	78.5%

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After Your Baby Was Born (Maternity Only)

During this hospital stay, how often did the doctors and nurses seem informed and up-to-date about all the care your baby received?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	63.6%	N/A	N/A	63.6%
Overall—MHS 2008	62.6%	N/A	N/A	62.6%
Navy, Overall	65.0%	N/A	N/A	65.0%
National Naval Medical Center Bethesda				
2009	58.7%*	N/A	N/A	58.7%*
2008	71.2%	N/A	N/A	71.2%
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	72.8%*	N/A	N/A	72.8%*
2008	73.1%*	N/A	N/A	73.1%*
Naval Hospital Camp Lejeune				
2009	65.1%*	N/A	N/A	65.1%*
2008	58.4%*	N/A	N/A	58.4%*
Naval Hospital Camp Pendleton				
2009	62.0%*	N/A	N/A	62.0%*
2008	58.6%*	N/A	N/A	58.6%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	75.4%**	N/A	N/A	75.4%**
2008	N/A	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	75.6%*	N/A	N/A	75.6%*
2008	69.0%*	N/A	N/A	69.0%*
Naval Hospital Lemoore				
2009	64.7%**	N/A	N/A	64.7%**
2008	53.5%**	N/A	N/A	53.5%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	60.5%**	N/A	N/A	60.5%**
2008	73.3%**	N/A	N/A	73.3%**

(continued)

After Your Baby Was Born (Maternity Only)

During this hospital stay, how often did the doctors and nurses seem informed and up-to-date about all the care your baby received? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	48.5%*	N/A	N/A	48.5%*
2008	49.7%*	N/A	N/A	49.7%*
Naval Hospital Pensacola				
2009	82.3%** ↑	N/A	N/A	82.3%**
2008	61.1%**	N/A	N/A	61.1%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	74.0%**	N/A	N/A	74.0%**
2008	52.2%**	N/A	N/A	52.2%**
Naval Hospital Yokosuka				
2009	78.7%**	N/A	N/A	78.7%**
2008	73.9%*	N/A	N/A	73.9%*
Naval Medical Center Portsmouth				
2009	58.2%	N/A	N/A	58.2%
2008	52.3%	N/A	N/A	52.3%
Naval Medical Center San Diego				
2009	67.8%	N/A	N/A	67.8%
2008	64.5%	N/A	N/A	64.5%

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

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After Your Baby Was Born (Maternity Only)

Did hospital staff teach you what you needed to know to take care of yourself after you left the hospital?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	70.5%	N/A	N/A	70.5%
Overall—MHS 2008	68.1%	N/A	N/A	68.1%
Navy, Overall	68.4%	N/A	N/A	68.4%
National Naval Medical Center Bethesda				
2009	67.8%*	N/A	N/A	67.8%*
2008	79.5%	N/A	N/A	79.5%
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	81.0%*	N/A	N/A	81.0%*
2008	83.0%*	N/A	N/A	83.0%*
Naval Hospital Camp Lejeune				
2009	77.8%*	N/A	N/A	77.8%*
2008	67.1%*	N/A	N/A	67.1%*
Naval Hospital Camp Pendleton				
2009	63.1%*	N/A	N/A	63.1%*
2008	58.1%*	N/A	N/A	58.1%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	81.3%**	N/A	N/A	81.3%**
2008	N/A	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	78.8%*	N/A	N/A	78.8%*
2008	79.1%*	N/A	N/A	79.1%*
Naval Hospital Lemoore				
2009	62.5%**	N/A	N/A	62.5%**
2008	59.1%**	N/A	N/A	59.1%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	49.7%**	N/A	N/A	49.7%**
2008	76.1%**	N/A	N/A	76.1%**

(continued)

After Your Baby Was Born (Maternity Only)

Did hospital staff teach you what you needed to know to take care of yourself after you left the hospital? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	62.4%*	N/A	N/A	62.4%*
2008	62.3%*	N/A	N/A	62.3%*
Naval Hospital Pensacola				
2009	74.0%**	N/A	N/A	74.0%**
2008	69.1%**	N/A	N/A	69.1%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	70.4%**	N/A	N/A	70.4%**
2008	77.6%**	N/A	N/A	77.6%**
Naval Hospital Yokosuka				
2009	74.5%**	N/A	N/A	74.5%**
2008	70.9%*	N/A	N/A	70.9%*
Naval Medical Center Portsmouth				
2009	61.1%	N/A	N/A	61.1%
2008	56.5%	N/A	N/A	56.5%
Naval Medical Center San Diego				
2009	64.6%	N/A	N/A	64.6%
2008	52.5%	N/A	N/A	52.5%

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About Your Care and Surgery (Surgical Questionnaire Only)

Did your surgeon or other doctors explain the risks and benefits of the surgery in a way you could understand?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	87.4%	N/A	87.4%	N/A
Overall—MHS 2008	88.3%	N/A	88.3%	N/A
Navy, Overall	91.5%	N/A	91.5%	N/A
National Naval Medical Center Bethesda				
2009	87.8%*	N/A	87.8%*	N/A
2008	86.0%	N/A	86.0%	N/A
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	100.0%** ↑	N/A	100.0%**	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Camp Lejeune				
2009	98.7%** ↑	N/A	98.7%**	N/A
2008	91.6%**	N/A	91.6%**	N/A
Naval Hospital Camp Pendleton				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	97.3%** ↑	N/A	97.3%**	N/A
2008	83.5%**	N/A	83.5%**	N/A
Naval Hospital Lemoore				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

(continued)

About Your Care and Surgery (Surgical Questionnaire Only)

Did your surgeon or other doctors explain the risks and benefits of the surgery in a way you could understand? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	N/A	N/A	N/A	N/A
2008	100.0%**	N/A	100.0%**	N/A
Naval Hospital Pensacola				
2009	100.0%** ↑	N/A	100.0%**	N/A
2008	86.4%**	N/A	86.4%**	N/A
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Yokosuka				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Medical Center Portsmouth				
2009	90.6%	N/A	90.6%	N/A
2008	93.0%	N/A	93.0%	N/A
Naval Medical Center San Diego				
2009	86.5%	N/A	86.5%	N/A
2008	83.1%	N/A	83.1%	N/A

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About Your Care and Surgery (Surgical Questionnaire Only)

During this hospital stay, how often did doctors or surgeons show care and sensitivity to worries and concerns you had about your surgery?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	76.9%	N/A	76.9%	N/A
Overall—MHS 2008	79.0%	N/A	79.0%	N/A
Navy, Overall	79.1%	N/A	79.1%	N/A
National Naval Medical Center Bethesda				
2009	79.6%*	N/A	79.6%*	N/A
2008	80.0%	N/A	80.0%	N/A
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	56.2%**	N/A	56.2%**	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Camp Lejeune				
2009	87.9%**	N/A	87.9%**	N/A
2008	96.4%**	N/A	96.4%**	N/A
Naval Hospital Camp Pendleton				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	87.4%**	N/A	87.4%**	N/A
2008	66.1%**	N/A	66.1%**	N/A
Naval Hospital Lemoore				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

(continued)

About Your Care and Surgery (Surgical Questionnaire Only)

During this hospital stay, how often did doctors or surgeons show care and sensitivity to worries and concerns you had about your surgery? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	N/A	N/A	N/A	N/A
2008	90.1%**	N/A	90.1%**	N/A
Naval Hospital Pensacola				
2009	93.7%** ↑	N/A	93.7%**	N/A
2008	90.0%**	N/A	90.0%**	N/A
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Yokosuka				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Medical Center Portsmouth				
2009	72.9%	N/A	72.9%	N/A
2008	81.3%	N/A	81.3%	N/A
Naval Medical Center San Diego				
2009	78.6%	N/A	78.6%	N/A
2008	72.9%	N/A	72.9%	N/A

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Experiences in this Hospital

Did the staff who helped you fill out the paperwork for this hospital stay treat you with courtesy and respect?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	79.5%	81.0%	82.0%	76.0%
Overall—MHS 2008	79.5%	79.8%	85.2%	74.4%
Navy, Overall	75.8%	78.1%	73.8%	75.2%
National Naval Medical Center Bethesda				
2009	81.0%	86.8%	74.1%*	80.2%*
2008	78.4%	72.3%	84.7%	79.7%
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	85.5% ↑	95.2%*	94.2%**	79.2%*
2008	84.0%*	88.7%*	N/A	81.1%*
Naval Hospital Camp Lejeune				
2009	73.1%	57.9%*	61.8%**	79.8%*
2008	67.7%	71.0%*	81.3%**	63.1%*
Naval Hospital Camp Pendleton				
2009	86.3%* ↑	97.8%**	N/A	80.4%*
2008	80.3%	95.3%**	N/A	73.0%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	71.3%*	77.3%*	N/A	58.4%**
2008	80.4%*	74.2%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	79.7%	87.0%*	57.5%**	82.0%*
2008	73.5%	77.9%*	60.7%**	72.7%*
Naval Hospital Lemoore				
2009	76.2%**	N/A	N/A	75.2%**
2008	83.9%**	N/A	N/A	95.5%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	94.0%** ↑	N/A	N/A	94.6%**
2008	76.3%**	N/A	N/A	74.3%**

(continued)

Experiences in this Hospital

Did the staff who helped you fill out the paperwork for this hospital stay treat you with courtesy and respect? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	72.6%*	N/A	N/A	72.9%*
2008	72.9%*	N/A	56.7%**	68.5%*
Naval Hospital Pensacola				
2009	78.4%	75.0%*	83.3%**	78.6%**
2008	83.1%*	94.7%*	100.0%**	69.9%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	61.0%*	N/A	N/A	66.5%**
2008	74.3%**	N/A	N/A	79.7%**
Naval Hospital Yokosuka				
2009	67.6%*	N/A	N/A	77.9%**
2008	76.9%*	N/A	N/A	75.6%*
Naval Medical Center Portsmouth				
2009	69.5% ↓	76.5%	66.5%	66.7%
2008	76.5%	84.2%	74.7%	73.3%
Naval Medical Center San Diego				
2009	77.0%	77.1%	80.1%	75.0%
2008	73.5%	77.9%	78.9%	65.3%

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Experiences in this Hospital

How often did you get the help you needed with bathing and keeping clean?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	54.9%	51.9%	58.4%	54.5%
Overall—MHS 2008	55.2%	54.8%	59.0%	50.9%
Navy, Overall	51.5%	53.6%	56.0%	48.0%
National Naval Medical Center Bethesda				
2009	58.3%*	60.4%*	60.0%**	55.0%**
2008	62.6%	57.7%*	57.6%*	73.8%*
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	87.4%** ↑	N/A	N/A	N/A
2008	57.7%**	N/A	N/A	N/A
Naval Hospital Camp Lejeune				
2009	43.7%**	N/A	N/A	42.1%**
2008	64.6%**	N/A	N/A	65.0%**
Naval Hospital Camp Pendleton				
2009	N/A	N/A	N/A	N/A
2008	40.0%**	N/A	N/A	N/A
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	33.8%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	66.8%**	N/A	N/A	N/A
2008	42.7%**	N/A	N/A	N/A
Naval Hospital Lemoore				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

(continued)

Experiences in this Hospital

How often did you get the help you needed with bathing and keeping clean?
(continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	39.1%**	N/A	N/A	N/A
2008	39.9%**	N/A	N/A	N/A
Naval Hospital Pensacola				
2009	85.3%** ↑	N/A	N/A	N/A
2008	51.1%**	N/A	N/A	N/A
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Yokosuka				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Medical Center Portsmouth				
2009	48.0%	49.5%*	49.6%*	46.1%*
2008	52.8%	51.2%*	65.6%*	41.0%*
Naval Medical Center San Diego				
2009	46.4%	39.9%*	46.9%*	53.7%**
2008	50.4%	47.6%*	49.0%*	55.9%**

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Experiences in this Hospital

During this hospital stay, how often did you have a hard time speaking with or understanding a doctor, nurse, or other hospital staff because you spoke different languages?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	97.6%	96.7%	98.5%	97.9%
Overall—MHS 2008	97.9%	97.2%	98.3%	98.3%
Navy, Overall	97.6%	96.9%	98.9%	97.5%
National Naval Medical Center Bethesda				
2009	99.0% ↑	99.1%	98.9%*	98.9%*
2008	97.2%	96.3%	95.4%	99.7%
Naval Hospital Beaufort				
2009	100.0%** ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	99.6% ↑	100.0%*	97.1%**	100.0%*
2008	98.2%*	97.7%*	N/A	98.3%*
Naval Hospital Camp Lejeune				
2009	98.3%	92.2%*	100.0%**	100.0%*
2008	99.6%	98.0%*	100.0%**	100.0%*
Naval Hospital Camp Pendleton				
2009	98.0%*	100.0%**	N/A	96.8%*
2008	98.3%*	93.4%**	N/A	100.0%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	98.1%*	96.9%*	N/A	100.0%**
2008	97.4%*	97.3%*	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	98.5%	99.0%*	100.0%**	97.3%*
2008	99.4%	98.6%*	100.0%**	100.0%*
Naval Hospital Lemoore				
2009	98.6%**	N/A	N/A	100.0%**
2008	97.1%**	N/A	N/A	98.6%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	100.0%** ↑	N/A	N/A	100.0%**
2008	100.0%**	N/A	N/A	100.0%**

(continued)

Experiences in this Hospital

During this hospital stay, how often did you have a hard time speaking with or understanding a doctor, nurse, or other hospital staff because you spoke different languages? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	99.4%* ↑	N/A	N/A	100.0%*
2008	97.0%*	N/A	100.0%**	94.0%*
Naval Hospital Pensacola				
2009	99.2%	97.9%*	100.0%**	100.0%**
2008	98.8%*	96.5%**	100.0%**	100.0%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	97.1%*	N/A	N/A	96.1%**
2008	100.0%**	N/A	N/A	100.0%**
Naval Hospital Yokosuka				
2009	97.4%*	N/A	N/A	96.0%**
2008	97.1%*	N/A	N/A	95.8%*
Naval Medical Center Portsmouth				
2009	97.8%	99.1%	99.8%	95.3%
2008	96.9%	93.7%	99.1%	97.4%
Naval Medical Center San Diego				
2009	95.2%	94.1%	96.9%	95.5%
2008	98.6%	99.0%	98.6%	98.2%

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Interactions with Other Hospital Staff

How often did the radiology staff explain your treatment or tests in a way that was easy to understand?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	73.3%	71.2%	77.2%	75.1%
Overall—MHS 2008	71.2%	69.3%	73.9%	75.3%
Navy, Overall	70.9%	68.3%	77.6%	69.3%
National Naval Medical Center Bethesda				
2009	70.9%	64.0%*	82.6%*	N/A
2008	71.4%	69.0%	71.0%*	83.1%**
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	79.9%*	80.8%**	N/A	N/A
2008	77.2%*	80.3%**	N/A	N/A
Naval Hospital Camp Lejeune				
2009	69.3%*	79.4%**	N/A	62.2%**
2008	83.3%*	73.1%**	N/A	86.2%**
Naval Hospital Camp Pendleton				
2009	69.6%**	81.4%**	N/A	N/A
2008	60.9%*	51.2%**	N/A	N/A
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	66.8%*	65.6%**	N/A	N/A
2008	76.3%**	71.8%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	84.8%* ↑	81.7%*	N/A	N/A
2008	75.4%*	73.6%*	N/A	N/A
Naval Hospital Lemoore				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

(continued)

Interactions with Other Hospital Staff

How often did the radiology staff explain your treatment or tests in a way that was easy to understand? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	49.5%**	N/A	N/A	N/A
2008	76.3%**	N/A	N/A	N/A
Naval Hospital Pensacola				
2009	74.3%*	68.7%*	N/A	N/A
2008	85.5%*	85.3%**	N/A	N/A
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Yokosuka				
2009	N/A	N/A	N/A	N/A
2008	93.4%**	N/A	N/A	N/A
Naval Medical Center Portsmouth				
2009	77.8%	70.4%	87.9%	78.5%*
2008	70.3%	66.6%	75.0%	68.6%*
Naval Medical Center San Diego				
2009	63.5%	61.0%	66.4%*	69.5%**
2008	60.1%	54.8%	67.3%*	70.9%**

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Interactions with Other Hospital Staff

During this hospital stay, how often was the staff delivering your food courteous and helpful?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	74.8%	74.4%	75.9%	74.4%
Overall—MHS 2008	74.0%	73.2%	77.6%	71.9%
Navy, Overall	74.2%	70.7%	75.1%	76.3%
National Naval Medical Center Bethesda				
2009	70.2%	74.5%	62.5%*	71.5%*
2008	73.3%	74.5%	79.0%	67.4%
Naval Hospital Beaufort				
2009	95.2%** ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	76.5%	87.9%*	56.2%**	75.7%*
2008	91.3%*	94.0%*	100.0%**	89.2%*
Naval Hospital Camp Lejeune				
2009	72.3%	82.0%*	92.5%**	64.9%*
2008	72.2%	73.6%*	92.2%**	66.3%*
Naval Hospital Camp Pendleton				
2009	74.9%*	75.2%**	N/A	73.3%*
2008	73.2%	84.6%*	N/A	68.3%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	70.9%*	69.6%*	N/A	69.3%**
2008	78.0%*	67.4%*	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	82.8% ↑	84.6%*	98.7%**	73.5%*
2008	73.8%	76.8%*	80.3%**	68.2%*
Naval Hospital Lemoore				
2009	79.5%**	N/A	N/A	78.7%**
2008	77.5%**	N/A	N/A	73.1%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	86.1%**	N/A	N/A	83.8%**
2008	69.1%**	N/A	N/A	62.8%**

(continued)

Interactions with Other Hospital Staff

During this hospital stay, how often was the staff delivering your food courteous and helpful? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	70.4%*	N/A	N/A	66.0%*
2008	74.8%*	N/A	58.8%**	76.1%*
Naval Hospital Pensacola				
2009	83.1%	77.1%*	87.8%**	85.6%**
2008	75.2%*	86.1%*	89.7%**	62.4%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	85.1%*	N/A	N/A	88.6%**
2008	73.6%**	N/A	N/A	58.6%**
Naval Hospital Yokosuka				
2009	78.5%*	N/A	N/A	85.1%**
2008	74.7%*	N/A	N/A	82.8%*
Naval Medical Center Portsmouth				
2009	67.9% ↓	61.8%	67.4%	73.1%
2008	67.9%	67.3%	76.8%	61.5%
Naval Medical Center San Diego				
2009	74.8%	63.0%	74.9%	87.3%
2008	62.8%	62.1%	64.0%	62.6%

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Interactions with Other Hospital Staff

On a scale of 0 to 10 where 0 is the worst tasting food and 10 is the best tasting food, how would you rate the food you received during this hospital stay?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	20.6%	22.8%	22.2%	16.9%
Overall—MHS 2008	21.5%	23.8%	23.3%	17.3%
Navy, Overall	13.8%	14.6%	13.8%	13.3%
National Naval Medical Center Bethesda				
2009	9.1% ↓	9.7%	7.7%*	9.4%*
2008	14.5%	9.7%	16.9%	18.0%
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	21.4%	26.9%*	8.7%**	21.6%*
2008	27.7%*	18.5%*	32.1%**	30.9%*
Naval Hospital Camp Lejeune				
2009	14.3%	26.1%*	3.5%**	12.7%*
2008	14.9%	12.6%*	22.1%**	13.7%*
Naval Hospital Camp Pendleton				
2009	12.8%*	13.5%**	N/A	1.3%*
2008	16.3%	28.5%*	N/A	13.9%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	14.2%*	6.6%*	N/A	29.5%**
2008	23.1%*	24.7%*	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	19.8%	19.7%*	24.4%**	17.8%*
2008	21.7%	24.1%*	17.4%**	20.7%*
Naval Hospital Lemoore				
2009	27.2%**	N/A	N/A	28.0%**
2008	7.1%**	N/A	N/A	5.6%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	14.3%**	N/A	N/A	16.7%**
2008	7.6%**	N/A	N/A	9.2%**

(continued)

Interactions with Other Hospital Staff

On a scale of 0 to 10 where 0 is the worst tasting food and 10 is the best tasting food, how would you rate the food you received during this hospital stay? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	16.3%*	N/A	N/A	9.7%*
2008	13.7%*	N/A	8.0%**	14.8%*
Naval Hospital Pensacola				
2009	17.4%	24.8%*	14.6%**	12.7%**
2008	19.3%*	34.2%*	13.4%**	10.4%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	15.3%*	N/A	N/A	19.2%**
2008	29.2%**	N/A	N/A	19.2%**
Naval Hospital Yokosuka				
2009	14.2%*	N/A	N/A	23.9%**
2008	21.4%*	N/A	N/A	26.3%*
Naval Medical Center Portsmouth				
2009	10.1% ↓	9.5%	10.7%	10.1%
2008	13.2%	15.6%	15.8%	9.6%
Naval Medical Center San Diego				
2009	13.7%	13.3%	14.3%	13.6%
2008	12.3%	17.6%	11.3%	7.3%

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The Hospital Environment

How often was the temperature in your room comfortable?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	51.8%	54.8%	57.8%	43.5%
Overall—MHS 2008	51.4%	52.8%	59.1%	43.0%
Navy, Overall	47.7%	54.5%	57.2%	38.6%
National Naval Medical Center Bethesda				
2009	51.6%	58.9%	45.2%*	49.3%*
2008	56.2%	50.0%	50.2%	67.9%
Naval Hospital Beaufort				
2009	92.2%** ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	40.8%	48.1%*	38.3%**	37.5%*
2008	54.4%*	57.3%*	56.8%**	52.8%*
Naval Hospital Camp Lejeune				
2009	34.6% ↓	45.3%*	44.2%**	29.2%*
2008	41.2%	60.9%*	62.1%**	29.1%*
Naval Hospital Camp Pendleton				
2009	46.0%*	64.9%**	N/A	33.6%*
2008	34.1%	60.6%*	N/A	24.2%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	37.1%*	45.3%*	N/A	14.6%**
2008	49.9%*	52.1%*	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	59.5% ↑	67.4%*	70.0%**	45.9%*
2008	51.8%	57.7%*	60.4%**	42.5%*
Naval Hospital Lemoore				
2009	22.1%** ↓	N/A	N/A	20.3%**
2008	40.1%**	N/A	N/A	43.5%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	38.0%**	N/A	N/A	31.2%**
2008	37.7%**	N/A	N/A	32.8%**

(continued)

The Hospital Environment

How often was the temperature in your room comfortable? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	35.8%*	N/A	N/A	26.6%**
2008	38.2%*	N/A	40.9%**	31.1%*
Naval Hospital Pensacola				
2009	44.0%	63.9%*	28.0%**	36.2%**
2008	51.1%*	61.7%*	82.7%**	33.0%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	34.2%*	N/A	N/A	26.7%**
2008	37.4%**	N/A	N/A	32.7%**
Naval Hospital Yokosuka				
2009	50.2%*	N/A	N/A	43.0%**
2008	46.5%*	N/A	N/A	31.1%*
Naval Medical Center Portsmouth				
2009	45.2%	44.6%	56.9%	36.4%
2008	50.3%	49.6%	66.1%	38.9%
Naval Medical Center San Diego				
2009	55.2% ↑	54.1%	59.3%	54.0%
2008	55.4%	59.2%	58.6%	49.0%

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The Hospital Environment

How often did the equipment in your room work properly?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	68.7%	73.2%	73.2%	59.8%
Overall—MHS 2008	68.8%	71.2%	75.0%	60.7%
Navy, Overall	62.6%	66.3%	70.0%	56.6%
National Naval Medical Center Bethesda				
2009	53.9% ↓	60.7%	52.2%*	49.0%*
2008	67.1%	69.0%	69.7%	62.9%
Naval Hospital Beaufort				
2009	95.8%** ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	70.6%	85.6%*	53.2%**	67.1%*
2008	63.4%*	58.4%*	N/A	62.3%*
Naval Hospital Camp Lejeune				
2009	60.6%	63.0%*	84.3%**	55.0%*
2008	57.0%	71.3%*	72.3%**	48.0%*
Naval Hospital Camp Pendleton				
2009	64.1%*	81.4%**	N/A	57.2%*
2008	48.2%	62.2%*	N/A	44.6%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	46.6%*	62.0%*	N/A	27.1%**
2008	55.0%*	53.0%*	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	73.0% ↑	86.3%*	87.3%**	51.8%*
2008	64.4%	68.2%*	69.5%**	58.6%*
Naval Hospital Lemoore				
2009	47.9%**	N/A	N/A	45.8%**
2008	65.2%**	N/A	N/A	66.5%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	71.5%**	N/A	N/A	68.4%**
2008	67.2%**	N/A	N/A	67.7%**

(continued)

The Hospital Environment

How often did the equipment in your room work properly? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	60.4%*	N/A	N/A	47.7%**
2008	56.1%*	N/A	66.8%**	45.7%*
Naval Hospital Pensacola				
2009	61.9%	68.4%*	58.3%**	58.4%**
2008	84.2%*	80.5%*	79.6%**	88.4%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	54.4%*	N/A	N/A	45.4%**
2008	65.7%**	N/A	N/A	45.0%**
Naval Hospital Yokosuka				
2009	75.1%*	N/A	N/A	67.7%**
2008	69.1%*	N/A	N/A	65.1%*
Naval Medical Center Portsmouth				
2009	65.8%	65.6%	72.0%	61.3%
2008	65.7%	68.9%	78.9%	53.8%
Naval Medical Center San Diego				
2009	58.3%	55.0%	60.5%	60.4%
2008	58.2%	59.7%	63.3%	53.2%

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The Hospital Environment

How often did doctors, nurses and other hospital staff make sure that you had privacy when they took care of you or talked to you?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	65.9%	68.3%	66.1%	55.9%
Overall—MHS 2008	67.1%	68.5%	69.5%	55.9%
Navy, Overall	65.5%	70.1%	60.8%	60.9%*
National Naval Medical Center Bethesda				
2009	82.2%* ↑	82.3%*	82.1%*	N/A
2008	59.3%	68.8%*	51.9%*	N/A
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Camp Lejeune				
2009	63.1%**	N/A	N/A	N/A
2008	70.9%**	N/A	N/A	N/A
Naval Hospital Camp Pendleton				
2009	83.4%**	N/A	N/A	N/A
2008	70.7%**	78.7%**	N/A	N/A
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	63.9%**	75.5%**	N/A	N/A
2008	64.4%**	61.0%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	N/A	N/A	N/A	N/A
2008	71.6%*	71.4%*	67.2%**	N/A
Naval Hospital Lemoore				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

(continued)

The Hospital Environment

How often did doctors, nurses and other hospital staff make sure that you had privacy when they took care of you or talked to you? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	60.8%**	N/A	N/A	N/A
2008	72.9%**	N/A	N/A	N/A
Naval Hospital Pensacola				
2009	62.9%*	56.6%**	N/A	N/A
2008	86.2%**	86.0%**	N/A	N/A
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Yokosuka				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Medical Center Portsmouth				
2009	60.6%	59.1%	59.4%	69.2%**
2008	58.0%	53.5%*	71.8%	34.6%**
Naval Medical Center San Diego				
2009	66.2%	69.9%	57.1%	N/A
2008	60.8%	64.3%	56.3%	N/A

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When you Left the Hospital

Before you left the hospital, did you receive information in writing about what activities you could and could not do?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	80.4%	83.3%	65.0%	92.1%
Overall—MHS 2008	79.2%	83.2%	63.8%	90.7%
Navy, Overall	84.0%	82.4%	70.6%	92.4%
National Naval Medical Center Bethesda				
2009	88.4%	86.3%*	84.7%*	92.6%*
2008	80.7%	75.7%*	68.6%	95.3%
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	85.9%*	74.3%**	64.3%**	96.9%*
2008	92.6%*	100.0%**	N/A	97.7%**
Naval Hospital Camp Lejeune				
2009	91.4% ↑	84.5%**	72.9%**	97.3%*
2008	87.0%	80.8%**	60.0%**	96.3%*
Naval Hospital Camp Pendleton				
2009	94.4%* ↑	N/A	N/A	99.3%**
2008	83.9%*	78.7%**	N/A	85.6%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	78.3%*	81.5%**	N/A	N/A
2008	65.0%*	91.3%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	87.1%*	75.6%*	94.0%**	90.5%*
2008	81.1%*	77.4%**	68.2%**	91.2%*
Naval Hospital Lemoore				
2009	84.4%**	N/A	N/A	83.6%**
2008	78.3%**	N/A	N/A	77.4%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	86.3%**	N/A	N/A	88.6%**
2008	98.7%**	N/A	N/A	100.0%**

(continued)

When you Left the Hospital

Before you left the hospital, did you receive information in writing about what activities you could and could not do? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	77.8%*	N/A	N/A	76.2%**
2008	89.6%*	N/A	92.0%**	85.1%*
Naval Hospital Pensacola				
2009	74.5%*	72.9%**	55.6%**	85.4%**
2008	81.2%*	84.1%**	85.8%**	77.2%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	93.2%**	N/A	N/A	100.0%**
2008	78.7%**	N/A	N/A	N/A
Naval Hospital Yokosuka				
2009	83.7%**	N/A	N/A	100.0%**
2008	80.0%**	N/A	N/A	87.1%**
Naval Medical Center Portsmouth				
2009	81.8%	79.2%*	65.2%	98.1%
2008	87.1%	89.6%*	76.6%	95.6%
Naval Medical Center San Diego				
2009	81.3%	82.9%	74.7%	84.7%
2008	81.1%	84.4%	67.2%	90.0%

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When you Left the Hospital

Before you left the hospital, did you receive information in writing about how to take this medicine at home?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	64.7%	95.2%	96.9%	33.5%
Overall—MHS 2008	67.7%	96.2%	97.6%	36.5%
Navy, Overall	60.7%	95.9%	97.6%	37.6%
National Naval Medical Center Bethesda				
2009	71.3% ↑	99.1%*	99.3%*	44.8%*
2008	70.2%	90.8%*	99.4%*	43.1%
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	55.9%*	97.5%**	100.0%**	36.4%*
2008	50.8%*	N/A	N/A	39.5%*
Naval Hospital Camp Lejeune				
2009	50.7%	97.3%**	N/A	39.1%*
2008	54.3%	N/A	N/A	43.9%*
Naval Hospital Camp Pendleton				
2009	42.1%* ↓	N/A	N/A	23.2%*
2008	59.7%*	92.3%**	N/A	44.5%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	57.2%*	97.8%**	N/A	N/A
2008	76.0%**	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	64.5%*	94.7%*	N/A	38.1%*
2008	62.5%*	95.7%*	N/A	37.2%*
Naval Hospital Lemoore				
2009	46.6%**	N/A	N/A	44.3%**
2008	75.6%**	N/A	N/A	68.8%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	44.8%**	N/A	N/A	35.8%**
2008	50.8%**	N/A	N/A	41.6%**

(continued)

When you Left the Hospital

Before you left the hospital, did you receive information in writing about how to take this medicine at home? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	47.5%*	N/A	N/A	34.6%*
2008	58.6%*	N/A	N/A	38.7%*
Naval Hospital Pensacola				
2009	54.4%*	95.5%**	95.3%**	28.5%**
2008	59.9%*	95.4%**	N/A	38.7%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	54.1%*	N/A	N/A	46.3%**
2008	42.6%**	N/A	N/A	18.7%**
Naval Hospital Yokosuka				
2009	57.0%**	N/A	N/A	48.6%**
2008	44.7%*	N/A	N/A	35.1%*
Naval Medical Center Portsmouth				
2009	65.0%	90.2%*	96.7%	41.1%
2008	75.0%	99.4%*	99.7%	52.2%
Naval Medical Center San Diego				
2009	65.0%	96.8%	99.1%	32.8%
2008	65.7%	99.0%	98.7%	32.8%

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**Navy Report:
Trust Questions**

Trust Question

Sometimes your health care provider cared more about what was convenient for him or her than about your medical needs. (% *Strongly or Somewhat Disagree*)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	74.8%	71.7%	81.3%	73.4%
Overall—MHS 2008	76.1%	73.8%	81.8%	74.2%
Navy, Overall	75.6%	71.0%	81.4%	76.1%
National Naval Medical Center Bethesda				
2009	81.3%	77.6%	86.3%*	81.3%*
2008	80.5%	83.8%	84.7%	73.3%
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	83.8%	81.5%*	96.9%**	81.9%*
2008	81.5%*	80.1%*	N/A	81.4%*
Naval Hospital Camp Lejeune				
2009	78.9%	73.9%*	85.6%**	79.3%*
2008	79.4%	69.8%*	95.5%**	78.6%*
Naval Hospital Camp Pendleton				
2009	67.0%*	72.3%**	N/A	66.7%*
2008	63.7% ↓	74.7%**	N/A	56.6%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	67.2%*	56.4%*	N/A	81.4%**
2008	77.7%*	70.0%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	82.3%	85.4%*	90.1%**	75.7%*
2008	86.2% ↑	87.1%*	80.4%**	87.4%*
Naval Hospital Lemoore				
2009	89.7%** ↑	N/A	N/A	89.4%**
2008	58.7%**	N/A	N/A	63.6%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	80.5%**	N/A	N/A	79.1%**
2008	86.9%**	N/A	N/A	84.4%**

(continued)

Trust Question

Sometimes your health care provider cared more about what was convenient for him or her than about your medical needs. (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	69.6%*	N/A	N/A	69.1%*
2008	78.0%*	N/A	76.1%**	75.2%*
Naval Hospital Pensacola				
2009	85.3% ↑	75.9%*	92.2%**	89.0%**
2008	77.6%*	89.1%*	67.3%**	72.4%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	75.3%*	N/A	N/A	75.3%**
2008	85.6%**	N/A	N/A	85.8%**
Naval Hospital Yokosuka				
2009	75.5%*	N/A	N/A	69.7%**
2008	74.2%*	N/A	N/A	75.4%*
Naval Medical Center Portsmouth				
2009	74.7%	68.2%	78.7%	76.5%
2008	75.2%	83.7%	79.0%	66.9%
Naval Medical Center San Diego				
2009	70.2%	67.6%	75.8%	69.9%
2008	72.8%	65.4%	81.9%	74.7%

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Trust Question

Your health care provider did not refer you to a specialist when needed. (%
Strongly or Somewhat Disagree)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	57.9%	61.0%	64.7%	49.0%
Overall—MHS 2008	57.9%	61.0%	64.4%	48.8%
Navy, Overall	55.8%	60.4%	62.7%	49.6%
National Naval Medical Center Bethesda				
2009	72.1% ↑	81.9%	78.7%*	59.8%*
2008	69.3% ↑	74.2%	76.8%	57.6%
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	52.2%	71.6%*	72.1%**	37.9%*
2008	61.2%*	77.7%*	63.8%**	54.3%*
Naval Hospital Camp Lejeune				
2009	46.5%	55.5%*	59.8%**	40.8%*
2008	56.1%	56.4%*	66.8%**	53.3%*
Naval Hospital Camp Pendleton				
2009	52.0%*	58.3%**	N/A	44.6%*
2008	52.0%	51.6%*	N/A	48.2%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	54.3%*	51.7%*	N/A	50.8%**
2008	65.9%*	60.3%*	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	62.9%	58.1%*	63.4%**	67.9%*
2008	59.5%	66.3%*	34.4%**	61.1%*
Naval Hospital Lemoore				
2009	53.2%**	N/A	N/A	54.1%**
2008	72.1%**	N/A	N/A	69.1%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	43.9%**	N/A	N/A	37.9%**
2008	57.3%**	N/A	N/A	49.4%**

(continued)

Trust Question

Your health care provider did not refer you to a specialist when needed
(continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	41.2%* ↓	N/A	N/A	40.8%*
2008	59.0%*	N/A	66.1%**	53.2%*
Naval Hospital Pensacola				
2009	62.1%	51.6%*	55.1%**	73.9%**
2008	59.4%*	62.9%*	75.6%**	51.8%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	46.5%*	N/A	N/A	51.7%**
2008	65.9%**	N/A	N/A	63.4%**
Naval Hospital Yokosuka				
2009	44.4%*	N/A	N/A	45.5%**
2008	30.5%* ↓	N/A	N/A	29.1%*
Naval Medical Center Portsmouth				
2009	57.0%	61.0%	63.2%	49.2%
2008	55.8%	65.2%	61.9%	45.1%
Naval Medical Center San Diego				
2009	56.2%	59.8%	61.5%	49.2%
2008	56.3%	52.2%	58.7%	59.0%

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Trust Question

You think your healthcare provider was strongly influenced by health plan rules when making decisions about your medical care. (% *Strongly or Somewhat Disagree*)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	34.8%	34.3%	41.3%	30.2%
Overall—MHS 2008	34.3%	34.3%	41.6%	28.2%
Navy, Overall	32.3%	33.0%	40.8%	28.0%
National Naval Medical Center Bethesda				
2009	42.5% ↑	44.4%	44.6%*	39.5%*
2008	45.6% ↑	51.0%	59.7%	28.4%
Naval Hospital Beaufort				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	26.6%	35.6%*	53.5%**	15.0%*
2008	33.3%*	52.1%*	34.2%**	25.2%*
Naval Hospital Camp Lejeune				
2009	21.9% ↓	33.3%*	48.6%**	12.8%*
2008	28.4%	41.9%*	36.7%**	21.7%*
Naval Hospital Camp Pendleton				
2009	29.1%*	52.6%**	N/A	24.2%*
2008	25.1%	29.8%*	N/A	21.1%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	25.2%*	16.5%*	N/A	42.2%**
2008	33.3%*	22.9%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	37.6%	31.5%*	21.3%**	52.0%*
2008	36.6%	39.6%*	49.9%**	28.5%*
Naval Hospital Lemoore				
2009	38.5%**	N/A	N/A	39.5%**
2008	34.7%**	N/A	N/A	33.4%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	38.6%**	N/A	N/A	32.9%**
2008	24.6%**	N/A	N/A	19.2%**

(continued)

Trust Question

You think your healthcare provider was strongly influenced by health plan rules when making decisions about your medical care (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	21.4%* ↓	N/A	N/A	21.8%*
2008	32.2%*	N/A	41.9%**	19.2%*
Naval Hospital Pensacola				
2009	42.6%	25.0%*	59.1%**	47.3%**
2008	36.3%*	48.5%*	40.4%**	25.7%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	9.3%* ↓	N/A	N/A	4.9%**
2008	16.1%** ↓	N/A	N/A	19.5%**
Naval Hospital Yokosuka				
2009	36.7%*	N/A	N/A	26.2%**
2008	25.6%*	N/A	N/A	15.5%*
Naval Medical Center Portsmouth				
2009	34.5%	32.5%	43.1%	29.6%
2008	35.6%	38.2%	47.1%	25.2%
Naval Medical Center San Diego				
2009	32.0%	31.8%	42.3%	26.2%
2008	32.0%	28.0%	44.4%	27.7%

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Trust Question

Your health care provider was thoughtful and thorough. (*% Agree or Strongly Agree*)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	85.2%	82.9%	89.8%	84.2%
Overall—MHS 2008	86.2%	84.5%	91.1%	84.1%
Navy, Overall	86.0%	82.6%	90.5%	86.4%
National Naval Medical Center Bethesda				
2009	88.1%	91.6%	88.1%*	85.1%*
2008	88.3%	82.8%	88.1%	94.9%
Naval Hospital Beaufort				
2009	89.8%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	90.8%	84.7%*	96.9%**	92.6%*
2008	86.2%*	87.9%*	N/A	84.2%*
Naval Hospital Camp Lejeune				
2009	89.5%	97.5%*	93.3%**	86.2%*
2008	86.6%	79.1%*	95.5%**	86.8%*
Naval Hospital Camp Pendleton				
2009	88.9%*	95.4%**	N/A	85.0%*
2008	79.5%	93.5%*	N/A	72.1%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	82.3%*	80.8%*	N/A	81.4%**
2008	92.7%*	88.4%*	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	89.5%	89.8%*	88.8%**	89.6%*
2008	90.9%	89.0%*	83.6%**	95.8%*
Naval Hospital Lemoore				
2009	96.3%** ↑	N/A	N/A	96.2%**
2008	70.2%**	N/A	N/A	74.8%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	86.2%**	N/A	N/A	83.9%**
2008	90.7%**	N/A	N/A	90.4%**

(continued)

Trust Question

Your health care provider was thoughtful and thorough (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	79.0%*	N/A	N/A	72.9%**
2008	92.0%*	N/A	N/A	90.2%*
Naval Hospital Pensacola				
2009	86.1%	81.4%*	80.3%**	92.7%**
2008	84.0%*	93.0%*	96.5%**	73.4%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	92.5%*	N/A	N/A	90.0%**
2008	96.2%**	N/A	N/A	93.8%**
Naval Hospital Yokosuka				
2009	93.5%*	N/A	N/A	99.0%**
2008	91.9%*	N/A	N/A	88.1%*
Naval Medical Center Portsmouth				
2009	83.2%	73.7%	90.0%	85.2%
2008	85.1%	88.8%	92.8%	77.0%
Naval Medical Center San Diego				
2009	83.7%	78.8%	88.0%	86.5%
2008	84.2%	83.4%	91.5%	80.1%

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Navy). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Trust Question

You completely trusted your health care provider's decisions about which medical treatments were best for you (%Agree or Strongly Agree)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	84.7%	82.6%	90.8%	82.3%
Overall—MHS 2008	85.9%	83.5%	92.3%	83.4%
Navy, Overall	83.1%	80.1%	90.1%	81.8%
National Naval Medical Center Bethesda				
2009	85.0%	88.5%	88.1%*	80.0%*
2008	86.5%	79.2%	90.5%	92.0%
Naval Hospital Beaufort				
2009	79.7%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	87.5%	84.3%*	77.6%**	91.7%*
2008	87.2%*	91.1%*	100.0%**	83.8%*
Naval Hospital Camp Lejeune				
2009	84.4%	90.3%*	87.9%**	81.8%*
2008	81.1%	73.6%*	95.5%**	79.9%*
Naval Hospital Camp Pendleton				
2009	80.5%*	84.1%**	N/A	79.1%*
2008	75.5%	80.6%**	N/A	73.6%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	82.9%*	81.8%*	N/A	81.4%**
2008	88.5%*	79.8%*	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	85.1%	84.9%*	87.3%**	84.3%*
2008	83.5%	78.6%*	85.3%**	88.3%*
Naval Hospital Lemoore				
2009	88.0%**	N/A	N/A	87.5%**
2008	81.1%**	N/A	N/A	75.4%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	86.3%**	N/A	N/A	83.9%**
2008	91.9%**	N/A	N/A	90.4%**

(continued)

Trust Question

You completely trusted your health care provider's decisions about which medical treatments were best for you (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	77.8%*	N/A	N/A	70.1%*
2008	90.9%*	N/A	88.6%**	90.8%*
Naval Hospital Pensacola				
2009	84.5%	80.1%*	82.7%**	89.0%**
2008	88.6%*	91.3%*	96.5%**	84.1%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	83.1%*	N/A	N/A	86.4%**
2008	83.7%**	N/A	N/A	93.5%**
Naval Hospital Yokosuka				
2009	93.5%*	N/A	N/A	99.0%**
2008	81.8%*	N/A	N/A	84.4%*
Naval Medical Center Portsmouth				
2009	82.3%	78.3%	89.3%	80.0%
2008	83.8%	83.4%	93.7%	76.6%
Naval Medical Center San Diego				
2009	80.2%	74.2%	93.7%	79.0%
2008	86.4%	86.1%	90.9%	83.7%

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Trust Question

Your health care provider was completely honest in telling you about all of the different treatment options available for your condition (% Agree or Strongly Agree)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	84.2%	80.6%	90.1%	83.9%
Overall—MHS 2008	85.6%	82.1%	91.6%	84.8%
Navy, Overall	84.8%	79.6%	91.7%	85.2%
National Naval Medical Center Bethesda				
2009	85.5%	81.6%	93.3%*	83.8%*
2008	88.9%	87.3%	89.9%	89.8%
Naval Hospital Beaufort				
2009	79.7%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	90.7%	79.9%*	100.0%**	94.3%*
2008	89.8%*	88.5%*	N/A	92.7%*
Naval Hospital Camp Lejeune				
2009	86.0%	89.3%*	88.0%**	84.5%*
2008	85.6%	76.2%*	100.0%**	85.1%*
Naval Hospital Camp Pendleton				
2009	88.0%*	97.6%**	N/A	82.1%*
2008	79.0%	78.1%*	N/A	80.4%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	80.2%*	80.9%*	N/A	74.8%**
2008	88.3%*	79.3%*	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	89.5%	85.4%*	100.0%**	88.9%*
2008	84.3%	80.4%*	83.5%**	88.9%*
Naval Hospital Lemoore				
2009	92.2%**	N/A	N/A	92.0%**
2008	74.9%**	N/A	N/A	79.0%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	90.9%**	N/A	N/A	89.3%**
2008	78.1%**	N/A	N/A	82.0%**

(continued)

Trust Question

Your health care provider was completely honest in telling you about all of the different treatment options available for your condition (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	83.1%*	N/A	N/A	79.5%*
2008	89.0%*	N/A	88.6%**	87.1%*
Naval Hospital Pensacola				
2009	87.7%	86.8%*	78.9%**	92.7%**
2008	87.2%*	86.6%*	93.0%**	85.8%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	90.1%*	N/A	N/A	89.0%**
2008	83.9%**	N/A	N/A	93.8%**
Naval Hospital Yokosuka				
2009	91.4%*	N/A	N/A	95.6%**
2008	81.1%*	N/A	N/A	84.4%*
Naval Medical Center Portsmouth				
2009	82.6%	73.3%	88.3%	85.5%
2008	87.1%	90.2%	94.7%	79.5%
Naval Medical Center San Diego				
2009	81.7%	77.4%	90.7%	81.1%
2008	87.1%	86.5%	91.5%	84.7%

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Trust Question

All in all, you had complete trust in your healthcare provider. (% Agree or Strongly Agree)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	85.5%	83.2%	91.9%	83.2%
Overall—MHS 2008	86.8%	84.4%	93.3%	84.3%
Navy, Overall	85.2%	81.8%	91.9%	84.6%
National Naval Medical Center Bethesda				
2009	87.6%	88.2%	89.7%*	85.7%*
2008	88.9%	86.9%	89.0%	91.1%
Naval Hospital Beaufort				
2009	89.8%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	87.4%	87.2%*	100.0%**	84.5%*
2008	90.4%*	93.3%*	N/A	88.8%*
Naval Hospital Camp Lejeune				
2009	86.4%	91.7%*	89.1%**	84.1%*
2008	82.8%	78.9%*	95.5%**	80.9%*
Naval Hospital Camp Pendleton				
2009	83.4%*	81.7%**	N/A	85.0%*
2008	78.6%	88.5%*	N/A	72.4%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	84.1%*	83.8%*	N/A	81.4%**
2008	86.6%*	80.0%*	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	92.8% ↑	93.5%*	98.5%**	89.3%*
2008	88.4%	82.1%*	100.0%**	91.4%*
Naval Hospital Lemoore				
2009	84.0%**	N/A	N/A	83.3%**
2008	79.2%**	N/A	N/A	74.8%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	95.6%** ↑	N/A	N/A	94.9%**
2008	91.5%**	N/A	N/A	89.8%**

(continued)

Trust Question

All in all, you had complete trust in your healthcare provider (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	80.3%*	N/A	N/A	74.1%**
2008	88.9%*	N/A	80.7%**	90.8%*
Naval Hospital Pensacola				
2009	88.5%	82.3%*	82.7%**	96.3%**
2008	86.9%*	89.7%*	96.5%**	81.7%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	84.8%*	N/A	N/A	86.4%**
2008	84.6%**	N/A	N/A	95.0%**
Naval Hospital Yokosuka				
2009	99.4%* ↑	N/A	N/A	99.0%**
2008	82.4%*	N/A	N/A	85.3%*
Naval Medical Center Portsmouth				
2009	82.3%	74.9%	88.7%	83.0%
2008	85.5%	84.4%	96.2%	78.2%
Naval Medical Center San Diego				
2009	82.6%	76.0%	96.3%	82.0%
2008	86.2%	85.0%	95.3%	81.2%

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

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Trust Question

You trusted your health care provider to put your medical needs above all other considerations when treating your medical problems. (*% Agree or Strongly Agree*)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	84.6%	83.3%	89.3%	82.2%
Overall—MHS 2008	85.6%	84.5%	91.2%	82.4%
Navy, Overall	84.0%	80.9%	89.8%	83.5%
National Naval Medical Center Bethesda				
2009	87.7%	88.8%	88.2%*	86.6%*
2008	88.4%	87.4%	92.5%	86.3%
Naval Hospital Beaufort				
2009	69.5%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2009	88.6%	85.6%*	100.0%**	87.5%*
2008	88.2%*	93.2%*	94.2%**	85.3%*
Naval Hospital Camp Lejeune				
2009	88.9%	97.5%*	98.7%**	84.2%*
2008	82.4%	70.6%*	100.0%**	81.9%*
Naval Hospital Camp Pendleton				
2009	86.5%*	97.8%**	N/A	84.3%*
2008	80.7%	86.3%*	N/A	79.3%*
Naval Hospital Cherry Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2009	83.0%*	82.0%*	N/A	81.4%**
2008	87.5%*	81.3%*	N/A	N/A
Naval Hospital Guantanamo Bay				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2009	85.9%	76.9%*	98.5%**	89.6%*
2008	81.3%	82.4%*	68.2%**	84.6%*
Naval Hospital Lemoore				
2009	79.5%**	N/A	N/A	79.0%**
2008	70.2%**	N/A	N/A	74.8%**
Naval Hospital Naples				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2009	91.0%**	N/A	N/A	89.6%**
2008	90.8%**	N/A	N/A	88.8%**

(continued)

Trust Question

You trusted your health care provider to put your medical needs above all other considerations when treating your medical problems (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Okinawa				
2009	85.7%*	N/A	N/A	82.6%**
2008	81.9%*	N/A	84.1%**	75.8%*
Naval Hospital Pensacola				
2009	88.5%	84.9%*	78.5%**	96.3%**
2008	84.8%*	91.8%*	93.3%**	76.5%**
Naval Hospital Rota				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2009	89.7%*	N/A	N/A	86.4%**
2008	90.1%**	N/A	N/A	93.8%**
Naval Hospital Yokosuka				
2009	94.5%* ↑	N/A	N/A	91.0%**
2008	80.4%*	N/A	N/A	78.7%*
Naval Medical Center Portsmouth				
2009	80.8%	75.2%	85.7%	81.2%
2008	86.4%	87.4%	97.2%	77.4%
Naval Medical Center San Diego				
2009	79.2%	76.9%	89.0%	76.0%
2008	84.9%	84.9%	89.4%	81.7%

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

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**Appendix A:
Survey Methodology and Data Collection Results**

Survey Methodology and Results for the 2009 TRISS Mail Survey

TRISS Mail Survey Sample

The survey population for the 2009 TRICARE Inpatient Satisfaction Survey (TRISS) consisted of TRICARE beneficiaries who received inpatient hospital care from July 1, 2009, through September 30, 2009, for medical, surgical, or obstetrics care for selected diagnostic-related group (DRG) codes (see Appendix B). Altarum Institute, under contract to the Department of Defense TRICARE Management Activity (DoD-TMA), constructed and provided the sample frame to RTI project staff. Altarum used a number of selection criteria to exclude certain categories of inpatients from the sample frame. Those excluded from the survey included those who

- were under 18 years of age,
- did not have a normal discharge,
- had a psychiatric or substance abuse diagnosis, and
- had a diagnosis of abortion, false labor, antepartum, or stillbirth.

The sampling frame that Altarum Institute provided to RTI project staff contained sampling and contact information for TRICARE beneficiaries who received a Standard Inpatient Data Record data file for direct care (DC) and a Health Care Service Record [Institutional] file for purchased care (PC) for July through September 2009. Included in the mail survey were TRICARE beneficiaries who received care from direct and network civilian facilities located both within the continental United States (CONUS) and outside the continental United States (OCONUS).

DoD-TMA conducts a telephone survey quarterly in addition to the mail survey. To conduct both a mail and telephone survey of July–September inpatients, project statisticians constructed the sample frame so that the sample for the telephone survey was selected first. The remaining DC and PC inpatients received the mail survey.

There were 46,859 beneficiaries included in the Mail Survey sample, of whom 31,003 (66.2%) were DC beneficiaries and 15,856 (33.8%) were PC beneficiaries. Of those sampled, 107 beneficiaries were either deceased or reported that they did not receive care from the sample facility. The distribution of cases in the sample by a number of subpopulations of interest, including military service/branch, age, discharge month, etc., for the DC and PC samples is shown in **Tables A1** and **A2**.

Table A1. Sample Distribution for July–September 2009 Direct Care Mail Survey

	July	August	Sept	Total
Age Group				
18–44	6,899	7,280	7,399	21,578
45–64	1,922	1,990	1,789	5,701
65+	1,223	1,266	1,235	3,724
Total	10,044	10,536	10,423	31,003
Product Type				
Medical	3,852	3,950	3,694	11,496
Surgical	2,347	2,501	2,494	7,342
Childbirth	3,845	4,085	4,235	12,165
Total	10,044	10,536	10,423	31,003
Military Service				
Army	5,430	5,484	5,558	16,472
Navy	2,859	3,229	3,099	9,187
Air Force	1,755	1,823	1,766	5,344
Total	10,044	10,536	10,423	31,003
TRICARE Region				
North	2,851	3,243	3,124	9,218
South	2,819	2,871	2,781	8,471
West	3,339	3,356	3,415	10,110
OCONUS	1,035	1,066	1,103	3,204
Total	10,044	10,536	10,423	31,003

Table A2. Sample Distribution for July–September 2009 Purchased Care Mail Survey

	July	August	Sept	Total
Age Group				
18–44	2,010	2,032	1,939	5,981
45–64	1,242	1,172	970	3,384
65+	2,399	2,225	1,867	6,491
Total	5,651	5,429	4,776	15,856
Product Type				
Medical	2,582	2,371	2,003	6,956
Surgical	1,869	1,768	1,488	5,125
Childbirth	1,200	1,290	1,285	3,775
Total	5,651	5,429	4,776	15,856
TRICARE Region				
North	2,103	2,010	1,710	5,823
South	1,669	1,658	1,470	4,797
West	1,821	1,709	1,550	5,080
OCONUS	58	52	46	156
Total	5,651	5,429	4,776	15,856

Mail Survey Data Collection

Data collection for the 2009 TRISS Mail Survey consisted of mailing a questionnaire package that included a cover letter, a survey questionnaire based on the inpatient’s product type (medical, surgical, or obstetrics) and a return envelope. The cover letter explained the purpose and objectives of the survey and provided informed consent information. Sample members were given the option of responding by mail or completing an online web survey. The personalized cover letter included a unique username and password for each sample member and instructions for accessing the web survey if the sample member chose to respond that way. A second questionnaire package was mailed to all sample members who did not respond within approximately 4 weeks of the first questionnaire mailing. The schedule of mailings for the DC and PC samples is shown in **Table A3**.

Table A3. Schedule of Mailings for the 2009 TRISS Mail Survey

Discharge Month	First Questionnaire	Second Questionnaire
Direct Care Sample		
July 2009	November 3, 2009	December 7, 2009
August 2009	December 2, 2009	January 6, 2010
September 2009	December 21, 2009	January 29, 2010
Purchased Care Sample		
July–September 2009	December 21, 2009	January 29, 2010

Data Collection Results

Data collection resulted in obtaining a response rate of 27.7% with the DC sample, 44.9% with the PC sample, and an overall response rate of 33.5%. The response rates were calculated using the American Association for Policy Opinion Research response rate Rule Number 1, which is defined as follows:

$$\frac{\text{Number of Completed Interviews}}{\text{Total Number Selected – Ineligible}}$$

Ineligible sample members are those who were deceased and those who reported that they did not receive inpatient care from the sample facility.

Response rates varied by demographic characteristics, product type, military service (for DC), TRICARE region (for PC) and by discharge month as shown in **Tables A4** (for DC), **A5** (for PC), and **A6** (combined). The following is a summary of the response rates obtained:

- **Response Rates, by Age.** The response rate was lowest for both direct care and purchased care respondents between the ages of 18 and 34 and highest for those 65 years old or older.
- **Response Rates, by Gender.** For direct care, the response rate was about the same for both males and females. However, for purchased care, the response rate for male sample members (57.0%) was significantly higher than the response rate for females (38.4%).

- **Response Rates, by Product Type.** For direct care, the response rate was identical for sample members who received medical services and surgical care (32.7% and 32.3 respectively) and lowest for obstetrics patients (20.3%). For purchased care, the response rate was highest for sample members who received surgical care (55.9%), followed by those who received medical (50.3%) and obstetrics (19.9%) services.
- **Response Rates, by Military Service.** For direct care, the response rate was highest for Air Force (35.6%), followed by the Navy (26.3%) and Army (26.0%).
- **Response Rates, by TRICARE Region.** The response rates in the CONUS regions were similar for both direct care respondents and purchased care respondents. However, the response rate for OCONUS direct care beneficiaries was significantly lower than that for other direct care beneficiaries.
- **Response Rates, by Beneficiary Category.** For both direct care and purchased care, the response rate was highest among retired military personnel and dependents of survivor. For direct care, the response rate for beneficiaries who are retired is 53.7%; it was 56.4% for dependents of survivor. For Purchased Care, the response rates for those two beneficiary categories were 64.2% and 52.9%, respectively.
- **Response Rates, by Discharge Month.** For both direct care and purchased care, the response rates were very similar for the three sample months.

Table A4. Response Rates for the Direct Care Sample

Category	Number Eligible	Number Responded	Response Rate (%)
Total	30,957	8,581	27.72
Age Group			
18–34	17,481	2,662	15.23*
35–44	4,096	972	23.73*
45–64	5,691	2,556	44.91*
65+	3,689	2,391	64.81*
Gender			
Male	10,534	3,020	28.67*
Female	20,423	5,561	27.23
Tricare Region			
North	9,202	2,663	28.94*
South	8,458	2,474	29.25*
West	10,093	2,822	27.96
OCONUS	3,204	622	19.41*
Product Line			
Medical	11,457	3,742	32.66*
Surgical	7,335	2,371	32.32*
Obstetrics	12,165	2,468	20.29*
Military Service Type			
Army	16,444	4,268	25.95*
Navy	9,177	2,413	26.29*
Air Force	5,336	1,900	35.61*
Beneficiary Category			
Active Duty	9,646	1,087	11.27*
Retired	4,564	2,450	53.68*
Dependent of Active Duty	11,541	2,558	22.16*
Dependent of Retired	4,024	1,939	48.19*
Dependent of Survivor	876	494	56.39*
Others	306	53	17.32*
Month			
July	10,026	2,739	27.32
August	10,524	2,998	28.49
September	10,407	2,844	27.33

*The response rate for this subgroup is statistically different from the overall response rate.

Table A5. Response Rates for the Purchased Care Sample

Category	Number Eligible Sampled	Number Responded	Response Rate
Total	15,795	7,084	44.85
Age Group			
18–34	4,564	781	17.11*
35–44	1,416	370	26.13*
45–64	3,381	1,641	48.54*
65+	6,434	4,292	66.71*
Gender			
Male	5,467	3,114	56.96*
Female	10,328	3,970	38.44*
Tricare Region			
North	5,804	2,552	43.97
South	4,779	2,126	44.49
West	5,056	2,343	46.34*
OCONUS	156	63	40.38
Product Type			
Medical	6,905	3,475	50.33*
Surgical	5,115	2,857	55.86*
Obstetrics	3,775	752	19.92*
Beneficiary Category			
Active Duty	1,079	160	14.83*
Retired	4,743	3,045	64.20*
Dependent of Active Duty	4,110	848	20.63*
Dependent of Retired	3,899	2,064	52.94*
Dependent of Survivor	1,718	915	53.26*
Others	246	52	21.14*
Discharge Month			
July	5,625	2,541	45.17
August	5,410	2,403	44.42
September	4,760	2,140	44.96

* The response rate for this subgroup is statistically different from the overall response rate.

Table A6. Overall Response Rates (Combined direct care and purchased care)

Category	Number Eligible	Number Responded	Response Rate (%)
Total	46,752	15,665	33.51
Age Group			
18–34	22,045	3,443	15.62*
35–44	5,512	1,342	24.35*
45–64	9,072	4,197	46.26*
65+	10,123	6,683	66.02*
Gender			
Male	16,001	6,134	38.34*
Female	30,751	9,531	30.99*
Tricare Region			
North	15,006	5,215	34.75*
South	13,237	4,600	34.75*
West	15,149	5,165	34.09
OCONUS	3,360	685	20.39*
Product Line			
Medical	18,362	7,217	39.30*
Surgical	12,450	5,228	41.99*
Obstetrics	15,940	3,220	20.20*
Military Service Type			
Army	16,444	4,268	25.95*
Navy	9,177	2,413	26.29*
Air Force	5,336	1,900	35.61*
Beneficiary Category			
Active Duty	10,725	1,247	11.63*
Retired	9,307	5,495	59.04*
Dependent of Active Duty	15,651	3,406	21.76*
Dependent of Retired	7,923	4,003	50.52*
Dependent of Survivor	2,594	1,409	54.32*
Others	552	105	19.02*
Month			
July	15,651	5,280	33.74
August	15,934	5,401	33.90
September	15,167	4,984	32.86

* The response rate for this subgroup is statistically different from the overall response rate.

**Appendix B:
DRG Codes Used to Construct the Sample Frame on the 2009
TRICARE Inpatient Satisfaction Survey**

Table B1. DRG Codes Used to Construct the Sample Frame on the 2008 TRICARE Inpatient Satisfaction Survey¹

Service Line/ Product Type	DRG
Maternity Care	370–375 (<i>Please note: While the Federal Register Notice classifies these codes as Medical or Surgical, for HCAHPS they are to be coded as Maternity Care.</i>)
Medical	9–25, 27–29, 31, 32, 34, 35, 43–47, 64–69, 71–73, 78–80, 82–90, 92–97, 99–102, 121, 122, 124–136, 138–145, 172–183, 185, 187–189, 202–208, 235–251, 253, 254, 256, 271–278, 280, 281, 283, 284, 294–297, 299–301, 316–321, 323–326, 328, 329, 331, 332, 346–352, 366–369, 376, 378–380, 382–384, 395, 397–399, 403, 404, 409–414, 416, 418–421, 423, 434–438, 444, 447, 449, 450, 452–457, 460, 463–467, 473, 478, 487, 489, 490, 492, 505, 508–511, 524, 559–566
Surgical	1, 2, 4–8, 36–40, 42, 49–53, 55–57, 59, 61, 63, 75–77, 103–120, 146–155, 157–162, 164–171, 191–201, 209–211, 213–219, 221–234, 257–270, 285–293, 302–313, 315, 334–339, 341, 342, 344, 345, 353–365, 377, 381, 392, 394, 400–402, 406–408, 415, 439–443, 458, 459, 461, 468, 471, 472, 474, 476–486, 488, 491, 493–504, 506, 507, 512–520, 525–558, 567–570, 573, 577–579
Ineligible	3, 26, 30, 33, 41, 48, 54, 58, 60, 62, 70, 74, 81, 91, 98, 123, 137, 156, 163, 184, 186, 190, 212, 220, 252, 255, 279, 282, 298, 314, 322, 327, 330, 333, 340, 343, 385–391, 393, 396, 405, 417, 422, 424–433, 446, 448, 451, 462, 469, 470, 521–523

Note: DRGs in the ineligible category include patients with pediatric, psychiatric, rehabilitation, or deceased DRGs, and DRGs with no assigned type.

¹ From the CAHPS Hospital Survey Quality Assurance Guidelines, Version 2.0, January 2007, Centers for Medicare and Medicaid Services.