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TRICARE Inpatient Satisfaction Survey
Survey Results of Hospital Inpatients in Navy
Military Treatment Facilities (MTFs):
July – September 2008

Draft Final Report

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TRICARE Inpatient Satisfaction Survey (TRISS): Navy

The TRICARE Inpatient Satisfaction Survey (TRISS) reports on inpatient experiences of adults who receive medical, surgical, and obstetrics services from the military health system's (MHS's) 63 direct care (DC) military treatment facilities (MTFs) and through the MHS civilian network of providers also known as purchased care (PC) arrangements. This report summarizes survey results from a sample of inpatients discharged between July 1, 2008, and September 30, 2008. The survey sample consisted of 41,254 TRICARE inpatients of whom 27,167 received care from a MTF and 14,087 from a civilian facility that is part of the MHS network of providers. There were 16,440 medical service patients, 11,453 surgical patients, and 13,361 obstetrics patients surveyed. Of the total number sampled, 175 beneficiaries were either deceased or did not receive care from the sample facility. Of the remaining 41,079 cases, 14,889 responded to the survey, for an overall response rate of 36.2%. For the Navy MTFs, 8,301 beneficiaries received a survey and 2,445 responded. The response rate for the Navy was 29.5%. Details on the full survey methodology are presented in *Appendix A: Survey Methodology and Data Collection Results*.

The MHS survey results were compared to the results from the 2008 Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey of civilian hospitals. HCAHPS is an integrated set of tested and standardized survey questionnaires and reporting formats used to collect and report meaningful and reliable inpatient satisfaction information. HCAHPS results are a national benchmark for civilian hospitals. The HCAHPS benchmark represents the results of three product lines (medical, surgical, and obstetrics) combined. Statistical comparisons between the MHS and the HCAHPS benchmark were conducted for only similar combined product instances, such as DC vs. HCAHPS or Service vs. HCAHPS. Specific product lines (e.g. medical, surgical, and obstetrics) were not compared to the HCAHPS benchmark. Note that results presented as whole numbers were rounded using the Microsoft Excel rounding function.

Key Findings for Navy Military Treatment Facilities

- **Overall Hospital Rating.** Beneficiaries who received care at Navy MTFs were *significantly less likely* than HCAHPS civilian respondents to rate their hospital a 9 or 10 (54.0% vs. 64.9 %, $p < .05$).
- **Willingness to Recommend Hospital.** Beneficiaries who received care at Navy MTFs were *significantly less likely* than HCAHPS civilian respondents to be definitely willing to recommend their hospital to family and friends (59.9% vs. 69.9%, $p < .05$).

How to Read the DoD TRISS Report

TRICARE Inpatient Satisfaction Survey, Mail Survey of July-September 2008 Inpatients—Navy

Domain: Communication with Nurses

Survey question and associated domain

Current reporting period

How often did nurses treat you with courtesy and respect?

For HCAHPS questions and composites, we provide 2008 civilian benchmark data. Statistical tests were conducted to evaluate differences between 2008 HCAHPS civilian results and MHS 2008 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 2008.

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark 2008	70%	70%	70%	70%
Overall—MHS 2008	70%	70%	70%	70%
Overall—MHS 2007	70%	70%	70%	70%
Overall—MHS 2006	70%	70%	70%	70%
Navy, Overall	70%	70%	70%	70%
National Naval Medical Center Bethesda				
2008	70% ↑	70%	70%	70%
2007	70%	70%	70%	70%
Naval Hospital Beaufort				
2008	70%	70%	70%	70%
2007	70%	70%	70%	70%
Naval Hospital Bremerton				
2008	70%	70%	70%	70%
2007	70%	70%	70%	70%
Naval Hospital Camp Lejeune				
2008	70%	70%	70%	70%
2007	70%	70%	70%	70%
Naval Hospital Camp Pendleton				
2008	70% ↓	70%	70%	70%
2007	70%	70%	70%	70%
Naval Hospital Cherry Point				
2008	70%	70%	70%	70%
2007	70%	70%	70%	70%
Naval Hospital Guam—Agana				
2008	70%	70%	70%	70%
2007	70%	70%	70%	70%
Naval Hospital Jacksonville				
2008	70%	70%	70%	70%
2007	70%	70%	70%	70%
Naval Hospital Lemoore				
2008	70%	70%	70%	70%
2007	70%	70%	70%	70%
Naval Hospital Naples				
2008	70%	70%	70%	70%
2007	70%	70%	70%	70%
Naval Hospital Oak Harbor				
2008	70% ↓	70%	70%	70%
2007	70%	70%	70%	70%
Naval Hospital Okinawa				
2008	70% ↓	70%	70%	70%
2007	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 2006 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

For each MTF, 2007 TRISS results are also provided for visual analysis of trends. Because the 8 Trust questions were included in the TRISS for the first time in 2008, MTF trend data are not available for the Trust questions.

Overall MHS 2006 and 2007 TRISS results are provided for visual analysis of trends. Because the 8 Trust questions were included in the TRISS for the first time in 2008, MHS trend data are not available for the Trust questions.

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 2008	64.9%			
Overall—MHS 2008	56.0%	60.0%	64.1%	44.5%
Overall—MHS 2007	53.8%	58.1%	61.7%	42.3%
Overall—MHS 2006	51.5%	55.6%	56.7%	41.4%
Navy, Overall	54.0% ↓	58.0%	62.5%	47.0%
National Naval Medical Center Bethesda				
2008	66.5%	60.3%	67.6%	72.7%
2007	58.5%	62.8%	69.9%	46.0%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	37.6%**	35.8%**	N/A	N/A
Naval Hospital Bremerton				
2008	62.1%*	73.0%*	N/A	56.6%*
2007	64.3%*	75.6%**	N/A	61.0%*
Naval Hospital Camp Lejeune				
2008	54.5% ↓	64.7%*	57.2%**	50.5%*
2007	42.8%	34.6%*	40.8%**	45.7%*
Naval Hospital Camp Pendleton				
2008	47.6% ↓	60.7%*	N/A	37.0%*
2007	46.6%	63.2%*	51.4%**	36.6%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	63.2%*	59.3%*	N/A	N/A
2007	40.7%*	59.2%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	48.9% ↓	51.0%*	44.0%**	48.2%*
2007	54.7%	52.9%	58.9%*	55.6%*
Naval Hospital Lemoore				
2008	43.6%** ↓	N/A	N/A	44.9%**
2007	53.9%**	N/A	N/A	50.1%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	70.1%**	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	53.6%**	N/A	N/A	47.0%**
2007	42.3%*	N/A	N/A	44.3%*

(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				
2008	32.6%* ↓	N/A	19.0%**	34.5%*
2007	36.0%	46.1%**	50.5%*	19.8%*
Naval Hospital Pensacola				
2008	60.1%*	79.3%*	57.4%**	45.9%**
2007	60.4%	64.3%*	59.6%*	56.5%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A ↓	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	55.8%**	N/A	N/A	61.1%**
2007	49.6%*	44.1%**	N/A	N/A
Naval Hospital Yokosuka				
2008	41.1%* ↓	N/A	N/A	46.1%*
2007	60.8%*	N/A	N/A	60.4%**
Naval Medical Center Portsmouth				
2008	55.0% ↓	59.7%	74.4%	37.4%
2007	48.8%	61.0%	54.4%	36.2%
Naval Medical Center San Diego				
2008	53.1% ↓	58.6%	57.5%	44.0%
2007	51.6%	61.0%	59.2%	39.2%

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 2008 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

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 2008	69.9%			
Overall—MHS 2008	59.7%	62.4%	68.1%	49.4%
Overall—MHS 2007	57.1%	61.9%	63.6%	46.1%
Overall—MHS 2006	57.1%	61.1%	63.2%	46.3%
Navy, Overall	59.9% ↓	62.7%	68.3%	53.8%
National Naval Medical Center Bethesda				
2008	79.7% ↑	75.5%	77.0%	86.3%
2007	70.7%	76.1%	77.4%	60.3%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	35.2%**	33.1%**	N/A	N/A
Naval Hospital Bremerton				
2008	69.0%*	58.7%*	N/A	73.7%*
2007	71.0%*	79.3%**	N/A	67.8%*
Naval Hospital Camp Lejeune				
2008	56.8% ↓	59.5%*	64.6%**	53.8%*
2007	42.4%	38.7%*	38.3%**	44.8%*
Naval Hospital Camp Pendleton				
2008	51.5% ↓	70.8%*	N/A	37.5%*
2007	44.2%	61.4%*	46.7%**	35.0%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	69.5%*	71.3%*	N/A	N/A
2007	56.5%*	68.6%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	50.0% ↓	51.9%*	35.8%**	53.0%*
2007	52.1%	50.3%	57.0%*	52.9%*
Naval Hospital Lemoore				
2008	45.2%** ↓	N/A	N/A	50.3%**
2007	35.3%**	N/A	N/A	27.0%**
Naval Hospital Naples				
2008	N/A ↑	N/A	N/A	N/A
2007	62.3%**	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	45.4%** ↓	N/A	N/A	44.2%**
2007	51.1%*	N/A	N/A	51.3%*

(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				
2008	40.1%* ↓	N/A	26.0%**	42.2%*
2007	36.7%	50.4%**	44.9%*	22.5%*
Naval Hospital Pensacola				
2008	60.0%*	80.9%*	57.2%**	45.7%**
2007	70.2%	75.2%*	72.3%*	63.3%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	46.6%** ↓	N/A	N/A	46.0%**
2007	56.4%*	50.2%**	N/A	N/A
Naval Hospital Yokosuka				
2008	52.8%* ↓	N/A	N/A	59.5%*
2007	61.1%*	N/A	N/A	68.9%**
Naval Medical Center Portsmouth				
2008	61.1% ↓	64.1%	79.9%	45.3%
2007	52.6%	65.2%	55.6%	41.5%
Naval Medical Center San Diego				
2008	59.7% ↓	63.4%	66.3%	51.2%
2007	59.6%	72.5%	65.9%	45.0%

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 2008 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

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 2008	74.1%			
Overall—MHS 2008	69.0%	70.2%	74.1%	63.1%
Overall—MHS 2007	66.5%	69.1%	70.0%	60.4%
Overall—MHS 2006	65.0%	70.0%	68.0%	59.0%
Navy, Overall	68.8% ↓	72.9%	77.3%	61.8%
National Naval Medical Center Bethesda				
2008	74.9%	75.2%	76.1%	73.8%
2007	63.6%	72.6%	61.4%	56.2%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	65.5%**	60.8%**	N/A	N/A
Naval Hospital Bremerton				
2008	76.0%*	83.8%*	N/A	72.0%*
2007	80.2%*	83.6%**	N/A	79.3%*
Naval Hospital Camp Lejeune				
2008	67.3%	71.1%*	82.0%**	62.1%*
2007	56.9%	66.8%*	46.0%**	57.8%*
Naval Hospital Camp Pendleton				
2008	68.2%	89.2%*	N/A	55.5%*
2007	61.8%	72.6%*	65.4%**	55.4%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	77.3%*	71.8%*	N/A	N/A
2007	80.8%*	91.2%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	71.9%	76.5%*	66.3%**	68.8%*
2007	73.3%	76.2%	68.7%*	71.3%*
Naval Hospital Lemoore				
2008	46.4%** ↓	N/A	N/A	45.3%**
2007	60.3%**	N/A	N/A	63.3%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	75.1%**	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	65.3%**	N/A	N/A	59.4%**
2007	60.8%*	N/A	N/A	57.9%*

(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				
2008	68.7%*	N/A	76.8%**	61.2%*
2007	70.1%	70.9%**	75.3%*	66.1%*
Naval Hospital Pensacola				
2008	74.8%*	84.0%*	85.4%**	64.4%**
2007	74.5%	80.8%*	80.2%*	63.9%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	69.3%**	N/A	N/A	61.1%**
2007	68.3%*	70.4%**	N/A	N/A
Naval Hospital Yokosuka				
2008	70.6%*	N/A	N/A	72.1%*
2007	84.7%*	N/A	N/A	87.6%**
Naval Medical Center Portsmouth				
2008	66.4% ↓	70.4%	80.8%	53.0%
2007	59.9%	66.9%	61.6%	53.6%
Naval Medical Center San Diego				
2008	65.5% ↓	67.7%	69.5%	60.3%
2007	66.0%	70.9%	70.5%	59.2%

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Arrow represents statistically significant differences, at the 95% confidence level, from the 2008 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

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 2008	81.5%			
Overall—MHS 2008	75.6%	78.7%	80.3%	67.9%
Overall—MHS 2007	73.2%	77.5%	76.8%	65.0%
Overall—MHS 2006	72.5%	76.7%	74.9%	64.9%
Navy, Overall	75.3% ↓	81.2%	83.4%	67.1%
National Naval Medical Center Bethesda				
2008	83.4%	81.9%	87.5%	81.8%
2007	69.9%	83.4%	63.9%	60.8%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	78.5%**	82.3%**	N/A	N/A
Naval Hospital Bremerton				
2008	78.4%*	89.9%*	N/A	72.6%*
2007	85.5%*	90.3%**	N/A	84.4%*
Naval Hospital Camp Lejeune				
2008	70.4% ↓	73.5%*	85.2%**	65.3%*
2007	60.0%	77.6%*	53.9%**	57.3%*
Naval Hospital Camp Pendleton				
2008	75.3%	90.4%*	N/A	63.5%*
2007	68.6%	81.7%*	73.4%**	60.6%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	82.8%*	80.5%*	N/A	N/A
2007	82.1%*	89.4%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	79.1%	86.5%*	71.7%**	73.4%*
2007	78.6%	80.9%	80.9%*	75.3%*
Naval Hospital Lemoore				
2008	48.3%** ↓	N/A	N/A	46.0%**
2007	62.2%**	N/A	N/A	65.7%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	85.4%**	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	74.0%**	N/A	N/A	69.8%**
2007	61.1%*	N/A	N/A	56.3%*

(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				
2008	75.6%*	N/A	76.1%**	69.5%*
2007	77.1%	77.5%**	80.9%*	74.3%*
Naval Hospital Pensacola				
2008	82.1%*	87.7%*	96.5%**	73.2%**
2007	75.9%	82.2%*	77.5%*	67.9%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	77.2%**	N/A	N/A	62.2%**
2007	79.4%*	82.3%**	N/A	N/A
Naval Hospital Yokosuka				
2008	79.2%*	N/A	N/A	84.0%*
2007	84.2%*	N/A	N/A	85.4%**
Naval Medical Center Portsmouth				
2008	72.6% ↓	81.1%	85.7%	57.2%
2007	66.3%	70.5%	70.3%	60.7%
Naval Medical Center San Diego				
2008	71.6% ↓	77.8%	73.0%	64.0%
2007	73.1%	78.3%	78.5%	65.5%

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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 2008	70.6%			
Overall—MHS 2008	63.1%	64.8%	69.2%	55.9%
Overall—MHS 2007	60.6%	64.2%	64.6%	52.9%
Overall—MHS 2006	59.7%	63.2%	62.7%	52.4%
Navy, Overall	61.8% ↓	66.6%	71.4%	53.9%
National Naval Medical Center Bethesda				
2008	69.2%	71.7%	67.7%	67.5%
2007	55.8%	66.3%	55.2%	45.8%
Naval Hospital Beaufort				
2008	N/A ↓	N/A	N/A	N/A
2007	59.6%**	50.8%**	N/A	N/A
Naval Hospital Bremerton				
2008	69.0%*	76.0%*	N/A	64.7%*
2007	78.5%*	80.7%**	N/A	77.7%*
Naval Hospital Camp Lejeune				
2008	63.3%	69.0%*	75.6%**	58.2%*
2007	52.4%	61.4%*	39.9%**	54.1%*
Naval Hospital Camp Pendleton				
2008	65.0%	88.3%*	N/A	52.2%*
2007	56.8%	70.9%*	57.7%**	49.5%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	70.8%*	64.6%*	N/A	N/A
2007	76.3%*	89.7%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	66.2%	66.0%*	67.7%**	65.9%*
2007	67.8%	73.8%	59.8%*	63.4%*
Naval Hospital Lemoore				
2008	35.0%** ↓	N/A	N/A	31.3%**
2007	53.9%**	N/A	N/A	55.3%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	70.0%**	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	60.6%**	N/A	N/A	53.8%**
2007	60.6%*	N/A	N/A	58.1%*

(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				
2008	62.9%*	N/A	68.1%**	54.9%*
2007	62.7%	61.9%**	65.7%*	61.0%*
Naval Hospital Pensacola				
2008	69.9%*	81.3%*	79.9%**	57.9%**
2007	70.3%	80.0%*	72.2%*	58.7%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	56.5%**	N/A	N/A	51.0%**
2007	60.4%*	63.8%**	N/A	N/A
Naval Hospital Yokosuka				
2008	60.9%*	N/A	N/A	58.2%*
2007	84.2%*	N/A	N/A	90.1%**
Naval Medical Center Portsmouth				
2008	58.2% ↓	63.6%	76.9%	40.8%
2007	54.0%	61.7%	59.5%	45.0%
Naval Medical Center San Diego				
2008	57.5% ↓	59.4%	64.1%	50.8%
2007	58.6%	63.8%	63.8%	51.1%

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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 2008	70.2%			
Overall—MHS 2008	68.2%	67.1%	72.8%	65.5%
Overall—MHS 2007	65.6%	65.7%	68.4%	63.2%
Overall—MHS 2006	64.4%	65.0%	66.2%	62.1%
Navy, Overall	69.3%	70.8%	77.2%	64.4%
National Naval Medical Center Bethesda				
2008	72.3%	71.8%	73.1%	72.1%
2007	65.1%	68.2%	65.1%	62.0%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	58.6%**	49.3%**	N/A	N/A
Naval Hospital Bremerton				
2008	80.7%* ↑	85.4%*	N/A	78.6%*
2007	76.6%*	79.8%**	N/A	75.9%*
Naval Hospital Camp Lejeune				
2008	68.2%	70.9%*	85.2%**	62.8%*
2007	58.2%	61.2%*	44.3%**	62.1%*
Naval Hospital Camp Pendleton				
2008	64.3%	88.9%*	N/A	51.0%*
2007	60.1%	65.1%*	65.1%**	56.3%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	78.3%*	70.2%*	N/A	N/A
2007	84.0%*	94.4%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	70.5%	77.1%*	59.5%**	67.2%*
2007	73.3%	73.8%	65.4%*	75.3%*
Naval Hospital Lemoore				
2008	55.8%**	N/A	N/A	58.4%**
2007	64.9%**	N/A	N/A	69.0%**
Naval Hospital Naples				
2008	N/A ↑	N/A	N/A	N/A
2007	69.8%**	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	61.4%**	N/A	N/A	54.7%**
2007	60.8%*	N/A	N/A	59.2%*

(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				
2008	67.7%*	N/A	86.1%**	59.2%*
2007	70.6%	73.4%**	79.2%*	62.9%*
Naval Hospital Pensacola				
2008	72.4%*	82.9%*	79.9%**	62.0%**
2007	77.2%	80.2%*	90.8%*	65.2%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	74.1%**	N/A	N/A	69.9%**
2007	65.0%*	65.0%**	N/A	N/A
Naval Hospital Yokosuka				
2008	71.7%*	N/A	N/A	74.1%*
2007	85.7%*	N/A	N/A	87.3%**
Naval Medical Center Portsmouth				
2008	68.2%	66.4%	79.9%	60.9%
2007	59.2%	68.5%	54.9%	55.2%
Naval Medical Center San Diego				
2008	67.3%	66.0%	71.3%	66.0%
2007	66.4%	70.8%	69.2%	61.0%

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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 2008	79.0%			
Overall—MHS 2008	75.8%	72.9%	82.5%	73.6%
Overall—MHS 2007	73.7%	71.9%	81.1%	69.5%
Overall—MHS 2006	74.0%	73.5%	79.6%	70.5%
Navy, Overall	75.9% ↓	74.0%	84.9%	72.9%
National Naval Medical Center Bethesda				
2008	76.8%	74.8%	77.3%	78.7%
2007	68.5%	71.9%	75.5%	60.0%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	89.6%**	92.5%**	N/A	N/A
Naval Hospital Bremerton				
2008	82.8%*	86.5%*	90.0%**	80.3%*
2007	82.2%*	81.4%**	N/A	83.9%*
Naval Hospital Camp Lejeune				
2008	70.5% ↓	65.8%*	95.4%**	65.2%*
2007	67.8%	61.4%*	66.1%**	70.2%*
Naval Hospital Camp Pendleton				
2008	75.0%	81.3%*	N/A	69.3%*
2007	71.4%	66.3%*	83.1%**	71.0%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	82.0%*	75.4%*	N/A	N/A
2007	84.6%*	91.2%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	77.5%	79.6%*	68.6%**	78.4%*
2007	80.6%	82.0%	88.7%*	76.4%*
Naval Hospital Lemoore				
2008	74.2%**	N/A	N/A	78.4%**
2007	73.3%**	N/A	N/A	73.6%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	90.6%**	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	83.8%**	N/A	N/A	83.3%**
2007	80.5%*	N/A	N/A	76.9%*

(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				
2008	81.8%*	N/A	94.7%**	75.4%*
2007	78.1%	70.5%**	85.9%*	77.1%*
Naval Hospital Pensacola				
2008	77.8%*	86.7%*	88.7%**	67.3%**
2007	83.5%	85.5%*	94.9%*	73.8%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	81.9%**	N/A	N/A	79.9%**
2007	81.5%*	80.0%**	N/A	N/A
Naval Hospital Yokosuka				
2008	77.2%*	N/A	N/A	76.7%*
2007	86.9%*	N/A	N/A	89.2%**
Naval Medical Center Portsmouth				
2008	74.6% ↓	71.2%	84.7%	69.4%
2007	67.8%	72.3%	72.3%	61.6%
Naval Medical Center San Diego				
2008	73.3% ↓	69.9%	85.6%	68.6%
2007	72.0%	74.2%	82.3%	63.8%

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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 2008	85.6%			
Overall—MHS 2008	81.1%	80.5%	87.3%	76.5%
Overall—MHS 2007	79.0%	78.9%	86.2%	72.9%
Overall—MHS 2006	79.7%	80.2%	84.6%	74.8%
Navy, Overall	80.5% ↓	81.4%	88.3%	76.1%
National Naval Medical Center Bethesda				
2008	84.2%	87.5%	80.4%	83.3%
2007	71.4%	75.6%	77.2%	62.9%
Naval Hospital Beaufort				
2008	N/A ↓	N/A	N/A	N/A
2007	80.8%**	96.0%**	N/A	N/A
Naval Hospital Bremerton				
2008	85.1%*	94.8%*	95.0%**	79.8%*
2007	85.7%*	84.5%**	N/A	87.6%*
Naval Hospital Camp Lejeune				
2008	73.4% ↓	71.7%*	98.6%**	67.1%*
2007	69.9%	63.9%*	68.2%**	72.1%*
Naval Hospital Camp Pendleton				
2008	79.2%	82.4%*	N/A	72.9%*
2007	77.0%	69.0%*	91.6%**	77.4%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	92.7%* ↑	87.0%*	N/A	N/A
2007	83.1%*	91.2%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	81.4%	87.8%*	68.2%**	78.9%*
2007	86.1%	87.7%	90.1%*	82.9%*
Naval Hospital Lemoore				
2008	94.1%**	N/A	N/A	94.4%**
2007	76.9%**	N/A	N/A	77.6%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	88.9%**	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	95.1%** ↑	N/A	N/A	94.1%**
2007	86.0%*	N/A	N/A	83.5%*

(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				
2008	82.3%*	N/A	92.0%**	77.4%*
2007	80.5%	73.4%**	88.7%*	79.1%*
Naval Hospital Pensacola				
2008	78.2%*	89.4%*	93.2%**	64.8%**
2007	88.9%	89.4%*	96.0%*	83.6%*
Naval Hospital Rota				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	77.0%**	N/A	N/A	72.4%**
2007	86.5%*	86.1%**	N/A	N/A
Naval Hospital Yokosuka				
2008	82.4%*	N/A	N/A	81.3%*
2007	88.4%*	N/A	N/A	89.2%**
Naval Medical Center Portsmouth				
2008	79.1% ↓	78.9%	88.5%	72.2%
2007	73.0%	79.5%	78.2%	65.0%
Naval Medical Center San Diego				
2008	79.5% ↓	77.7%	92.0%	72.9%
2007	78.0%	83.0%	88.8%	67.2%

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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 2008	77.4%			
Overall—MHS 2008	73.3%	70.2%	81.1%	70.4%
Overall—MHS 2007	71.1%	69.6%	79.2%	65.9%
Overall—MHS 2006	71.3%	70.0%	77.1%	68.0%
Navy, Overall	73.3% ↓	70.5%	82.5%	70.8%
National Naval Medical Center Bethesda				
2008	75.3%	72.8%	78.1%	76.1%
2007	66.1%	70.6%	75.7%	54.7%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	94.0%**	90.8%**	N/A	N/A
Naval Hospital Bremerton				
2008	81.8%*	84.9%*	89.9%**	79.7%*
2007	77.9%*	80.9%**	N/A	77.6%*
Naval Hospital Camp Lejeune				
2008	69.9%	66.0%*	90.2%**	65.6%*
2007	66.1%	58.0%*	71.0%**	66.7%*
Naval Hospital Camp Pendleton				
2008	69.4%	75.8%*	N/A	65.4%*
2007	68.4%	64.7%*	82.9%**	66.5%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	79.8%*	72.9%*	N/A	N/A
2007	87.1%*	91.2%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	75.2%	73.4%*	68.2%**	79.5%*
2007	77.1%	80.9%	83.1%*	70.7%*
Naval Hospital Lemoore				
2008	63.1%**	N/A	N/A	67.9%**
2007	73.5%**	N/A	N/A	73.4%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	90.1%**	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	91.3%** ↑	N/A	N/A	89.5%**
2007	78.9%*	N/A	N/A	77.0%*

(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				
2008	77.0%*	N/A	92.0%**	71.1%*
2007	76.5%	69.4%**	78.1%*	79.4%*
Naval Hospital Pensacola				
2008	77.0%*	86.2%*	89.9%**	65.9%**
2007	79.6%	83.9%*	95.9%*	63.8%*
Naval Hospital Rota				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	82.8%**	N/A	N/A	81.1%**
2007	74.5%*	71.7%**	N/A	N/A
Naval Hospital Yokosuka				
2008	74.2%*	N/A	N/A	76.6%*
2007	85.3%*	N/A	N/A	89.2%**
Naval Medical Center Portsmouth				
2008	70.7% ↓	66.6%	80.7%	65.9%
2007	66.1%	69.4%	70.8%	60.7%
Naval Medical Center San Diego				
2008	70.4% ↓	66.7%	84.2%	65.2%
2007	67.9%	68.4%	82.5%	58.3%

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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 2008	73.9%			
Overall—MHS 2008	73.0%	68.0%	79.2%	73.8%
Overall—MHS 2007	71.0%	67.1%	77.7%	69.7%
Overall—MHS 2006	70.9%	67.2%	76.6%	70.7%
Navy, Overall	74.0%	70.1%	83.9%	71.9%
National Naval Medical Center Bethesda				
2008	70.9%	64.2%	73.5%	76.7%
2007	68.0%	69.3%	73.6%	62.4%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	93.9%**	90.6%**	N/A	N/A
Naval Hospital Bremerton				
2008	81.3%*	79.9%*	85.1%**	81.4%*
2007	83.1%*	78.8%**	N/A	86.5%*
Naval Hospital Camp Lejeune				
2008	68.1%	59.8%*	97.5%**	63.0%*
2007	67.4%	62.2%*	59.0%**	71.6%*
Naval Hospital Camp Pendleton				
2008	76.3%	85.9%*	N/A	69.7%*
2007	68.8%	65.3%*	74.9%**	69.0%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	73.6%*	66.4%*	N/A	N/A
2007	83.5%*	91.2%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	76.1%	77.5%*	69.5%**	76.8%*
2007	78.7%	77.6%	92.9%*	75.5%*
Naval Hospital Lemoore				
2008	65.3%**	N/A	N/A	73.1%**
2007	69.4%**	N/A	N/A	69.9%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	92.9%**	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	65.1%**	N/A	N/A	66.4%**
2007	76.5%*	N/A	N/A	70.3%*

(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				
2008	86.3%* ↑	N/A	100%**	77.8%*
2007	77.2%	68.8%**	90.9%*	72.7%*
Naval Hospital Pensacola				
2008	78.1%*	84.6%*	83.2%**	71.2%**
2007	81.9%	83.1%*	92.6%*	73.8%*
Naval Hospital Rota				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	85.8%**	N/A	N/A	86.2%**
2007	83.4%*	82.3%**	N/A	N/A
Naval Hospital Yokosuka				
2008	75.2%*	N/A	N/A	72.2%*
2007	87.0%*	N/A	N/A	89.2%**
Naval Medical Center Portsmouth				
2008	74.1%	68.0%	84.9%	70.1%
2007	64.2%	68.0%	67.8%	59.2%
Naval Medical Center San Diego				
2008	70.0%	65.2%	80.7%	67.8%
2007	70.1%	71.2%	75.5%	65.9%

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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 2008	58.1%			
Overall—MHS 2008	65.4%	62.3%	68.7%	66.2%
Overall—MHS 2007	63.9%	59.9%	66.6%	66.3%
Overall—MHS 2006	65.2%	62.9%	65.8%	67.2%
Navy, Overall	69.2% ↑	66.1%	74.3%	68.6%
National Naval Medical Center Bethesda				
2008	68.7% ↑	63.1%	68.6%*	75.0%**
2007	65.1%	62.8%	62.3%*	70.0%**
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	51.9%**	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	79.1%* ↑	83.2%**	N/A	76.5%**
2007	73.5%*	70.7%**	N/A	76.5%*
Naval Hospital Camp Lejeune				
2008	66.7%*	61.3%**	N/A	64.7%*
2007	61.5%*	43.8%**	63.8%**	66.4%*
Naval Hospital Camp Pendleton				
2008	69.9%* ↑	75.1%**	N/A	64.8%*
2007	69.7%*	65.1%*	79.9%**	68.7%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	74.6%** ↑	N/A	N/A	N/A
2007	71.8%**	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	71.6%* ↑	72.6%*	69.5%**	71.7%**
2007	72.4%	75.5%*	66.1%**	71.1%*
Naval Hospital Lemoore				
2008	61.9%**	N/A	N/A	N/A
2007	64.4%**	N/A	N/A	63.7%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	91.0%** ↑	N/A	N/A	N/A
2007	68.6%**	N/A	N/A	61.2%**

(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				
2008	63.7%*	N/A	N/A	56.6%**
2007	75.7%*	92.6%**	72.2%**	67.4%*
Naval Hospital Pensacola				
2008	72.9%* ↑	77.4%**	N/A	65.5%**
2007	74.2%	73.6%*	89.4%**	63.3%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	69.7%**	N/A	N/A	N/A
2007	65.2%**	61.4%**	N/A	N/A
Naval Hospital Yokosuka				
2008	68.5%**	N/A	N/A	66.5%**
2007	76.5%**	N/A	N/A	N/A
Naval Medical Center Portsmouth				
2008	70.8% ↑	68.3%	80.1%	64.5%
2007	60.2%	63.1%	63.7%	55.5%
Naval Medical Center San Diego				
2008	65.2% ↑	60.2%	67.3%	69.6%*
2007	64.1%	55.7%	69.5%	67.3%

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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 2008	71.7%			
Overall—MHS 2008	77.3%	74.2%	80.1%	78.2%
Overall—MHS 2007	75.7%	71.7%	77.7%	78.6%
Overall—MHS 2006	75.2%	71.6%	76.0%	79.2%
Navy, Overall	80.4% ↑	77.8%	84.3%	80.1%
National Naval Medical Center Bethesda				
2008	81.5% ↑	75.9%*	84.4%*	85.0%*
2007	75.8%	76.4%	75.0%*	76.1%*
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	64.1%**	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	90.3%* ↑	90.6%**	N/A	90.4%**
2007	86.9%*	78.4%**	N/A	93.6%*
Naval Hospital Camp Lejeune				
2008	79.5%*	73.6%**	N/A	80.7%*
2007	78.1%*	65.0%**	80.6%**	81.1%*
Naval Hospital Camp Pendleton				
2008	79.5%*	89.7%**	N/A	74.2%*
2007	81.1%*	75.0%*	93.4%**	80.4%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	79.3%**	N/A	N/A	N/A
2007	80.6%**	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	79.2%*	81.3%*	78.1%**	77.2%**
2007	79.6%	81.1%*	82.4%**	76.4%*
Naval Hospital Lemoore				
2008	69.8%**	N/A	N/A	N/A
2007	82.7%**	N/A	N/A	87.1%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	94.6%** ↑	N/A	N/A	N/A
2007	77.5%**	N/A	N/A	71.5%**

(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				
2008	77.5%*	N/A	N/A	73.9%**
2007	86.3%*	93.6%**	83.1%**	84.4%*
Naval Hospital Pensacola				
2008	80.0%*	84.3%**	N/A	73.7%**
2007	84.9%	84.0%*	92.9%**	79.5%*
Naval Hospital Rota				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	77.3%**	N/A	N/A	N/A
2007	80.1%**	78.6%**	N/A	N/A
Naval Hospital Yokosuka				
2008	85.5%**	N/A	N/A	80.9%**
2007	77.3%**	N/A	N/A	N/A
Naval Medical Center Portsmouth				
2008	82.7% ↑	82.3%	90.7%	76.0%
2007	73.2%	77.8%	77.3%	66.7%
Naval Medical Center San Diego				
2008	77.1%	71.7%	78.5%	82.3%*
2007	73.2%	62.7%	81.0%	76.7%

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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 2008	44.5%			
Overall—MHS 2008	53.6%	50.3%	57.3%	54.1%
Overall—MHS 2007	52.2%	48.2%	55.4%	54.0%
Overall—MHS 2006	52.9%	49.6%	54.1%	56.2%
Navy, Overall	58.1% ↑	54.5%	64.3%	57.2%
National Naval Medical Center Bethesda				
2008	55.9% ↑	50.3%*	52.9%*	64.9%*
2007	54.3%	49.1%*	49.7%*	64.0%*
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	39.7%**	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	67.8%* ↑	75.9%**	N/A	62.5%**
2007	60.2%*	63.1%**	N/A	59.5%*
Naval Hospital Camp Lejeune				
2008	53.9%*	49.1%**	N/A	48.7%*
2007	45.0%*	22.6%**	46.9%**	51.7%*
Naval Hospital Camp Pendleton				
2008	60.3%* ↑	60.5%**	N/A	55.4%*
2007	58.3%*	55.3%*	66.3%**	57.1%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	70.0%** ↑	N/A	N/A	N/A
2007	62.9%**	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	64.1%* ↑	63.9%*	60.9%**	66.2%**
2007	65.2%	69.8%*	49.7%**	65.8%*
Naval Hospital Lemoore				
2008	53.9%**	N/A	N/A	N/A
2007	46.0%**	N/A	N/A	40.4%**
Naval Hospital Naples				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	87.3%** ↑	N/A	N/A	N/A
2007	59.7%**	N/A	N/A	50.8%**

(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				
2008	49.9%*	N/A	N/A	39.4%**
2007	65.0%*	91.6%**	61.3%**	50.5%*
Naval Hospital Pensacola				
2008	65.9%* ↑	70.6%**	N/A	57.2%**
2007	63.6%	63.2%*	85.9%**	47.1%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	62.0%**	N/A	N/A	N/A
2007	50.4%**	44.3%**	N/A	N/A
Naval Hospital Yokosuka				
2008	51.6%**	N/A	N/A	52.0%**
2007	75.7%**	N/A	N/A	N/A
Naval Medical Center Portsmouth				
2008	59.0% ↑	54.3%	69.5%	53.0%
2007	47.2%	48.4%	50.0%	44.3%
Naval Medical Center San Diego				
2008	53.4% ↑	48.6%	56.0%	56.8%*
2007	55.0%	48.8%	58.0%	57.9%

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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 2008	61.7%			
Overall—MHS 2008	60.0%	56.1%	62.0%	61.7%
Overall—MHS 2007	58.2%	54.6%	59.0%	60.4%
Overall—MHS 2006	58.4%	58.5%	58.0%	58.4%
Navy, Overall	64.5% ↑	62.6%	70.7%	62.5%
National Naval Medical Center Bethesda				
2008	68.3% ↑	62.6%	74.2%	67.4%
2007	60.8%	57.1%	64.3%	60.2%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	65.1%**	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	74.1%* ↑	77.5%**	N/A	74.1%*
2007	76.6%*	90.0%**	N/A	76.3%*
Naval Hospital Camp Lejeune				
2008	61.9%	59.2%*	77.0%**	60.6%*
2007	59.0%	53.4%**	56.3%**	61.1%*
Naval Hospital Camp Pendleton				
2008	58.0%*	65.2%**	N/A	54.8%*
2007	63.2%	73.3%*	71.8%**	56.2%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	68.5%*	72.4%**	N/A	N/A
2007	71.4%**	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	69.1%	74.9%*	65.7%**	66.8%*
2007	69.1%	67.4%*	72.2%**	67.1%*
Naval Hospital Lemoore				
2008	40.0%** ↓	N/A	N/A	35.4%**
2007	58.8%**	N/A	N/A	63.1%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	62.2%**	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	58.0%**	N/A	N/A	59.0%**
2007	61.7%*	N/A	N/A	56.0%*

(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				
2008	69.4%*	N/A	N/A	64.3%*
2007	61.9%	61.9%**	71.9%*	56.6%*
Naval Hospital Pensacola				
2008	72.8%*	70.7%**	78.2%**	71.2%**
2007	75.4%	73.4%*	71.5%*	78.7%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	63.7%**	N/A	N/A	N/A
2007	71.2%*	72.5%**	N/A	N/A
Naval Hospital Yokosuka				
2008	74.2%*	N/A	N/A	79.1%*
2007	75.3%*	N/A	N/A	76.0%**
Naval Medical Center Portsmouth				
2008	62.8%	59.2%	74.2%	54.8%
2007	55.6%	51.3%	59.3%	55.8%
Naval Medical Center San Diego				
2008	60.0%	60.3%	56.1%	61.8%
2007	53.9%	51.9%	55.1%	54.3%

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

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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 2008	58.7%			
Overall—MHS 2008	56.9%	56.3%	59.9%	55.2%
Overall—MHS 2007	54.3%	53.1%	56.4%	53.9%
Overall—MHS 2006	42.1%	39.0%	44.3%	44.2%
Navy, Overall	61.2%	64.7%	64.3%	57.8%
National Naval Medical Center Bethesda				
2008	63.3%	63.2%	67.2%	60.6%
2007	55.2%	54.4%	59.2%	52.6%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	39.1%**	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	66.1%*	64.7%**	N/A	65.6%*
2007	75.2%*	80.0%**	N/A	74.4%*
Naval Hospital Camp Lejeune				
2008	53.1%	60.7%*	68.8%**	47.7%*
2007	53.8%	57.0%**	52.6%**	53.6%*
Naval Hospital Camp Pendleton				
2008	57.5%*	68.3%**	N/A	54.7%*
2007	67.5%	76.1%*	80.5%**	59.7%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	79.7%* ↑	79.6%**	N/A	N/A
2007	80.5%**	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	66.5%	74.4%*	55.1%**	64.5%*
2007	68.2%	73.8%*	71.1%**	61.3%*
Naval Hospital Lemoore				
2008	43.7%**	N/A	N/A	46.1%**
2007	53.9%**	N/A	N/A	59.3%**
Naval Hospital Naples				
2008	N/A ↑	N/A	N/A	N/A
2007	66.9%**	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	40.5%**	N/A	N/A	37.6%**
2007	62.8%*	N/A	N/A	58.9%**

(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				
2008	67.3%*	N/A	N/A	59.4%*
2007	59.3%	55.6%**	67.5%*	56.0%*
Naval Hospital Pensacola				
2008	71.2%*	86.3%**	56.4%**	67.6%**
2007	80.3%	79.8%*	84.9%*	78.0%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	70.7%**	N/A	N/A	N/A
2007	64.7%*	65.1%**	N/A	N/A
Naval Hospital Yokosuka				
2008	69.8%*	N/A	N/A	71.0%*
2007	70.5%*	N/A	N/A	73.3%**
Naval Medical Center Portsmouth				
2008	61.5%	66.1%	70.9%	52.9%
2007	51.9%	49.2%	52.3%	53.3%
Naval Medical Center San Diego				
2008	55.7%	58.6%	48.2%	57.6%
2007	51.2%	50.6%	56.9%	48.7%

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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 2008	64.8%			
Overall—MHS 2008	63.2%	55.8%	64.1%	68.1%
Overall—MHS 2007	62.0%	56.0%	61.6%	66.9%
Overall—MHS 2006	61.1%	57.7%	59.9%	65.3%
Navy, Overall	67.9%	60.5%	77.1%	67.1%
National Naval Medical Center Bethesda				
2008	73.3%	62.0%*	81.2%*	74.1%*
2007	66.5%	59.7%*	69.5%*	67.7%*
Naval Hospital Beaufort				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	82.1%* ↑	N/A	N/A	82.6%**
2007	78.1%*	N/A	N/A	78.2%*
Naval Hospital Camp Lejeune				
2008	70.7%*	57.7%**	N/A	73.4%*
2007	64.2%*	N/A	60.1%**	68.7%*
Naval Hospital Camp Pendleton				
2008	58.6%*	N/A	N/A	55.0%**
2007	58.9%*	70.4%**	N/A	52.8%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	57.4%**	N/A	N/A	N/A
2007	62.2%**	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	71.7%*	75.3%**	76.3%**	69.1%**
2007	70.0%*	61.0%**	73.2%**	72.9%*
Naval Hospital Lemoore				
2008	36.4%** ↓	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	N/A	N/A	N/A	N/A
2007	60.6%**	N/A	N/A	53.1%**

(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				
2008	71.5%*	N/A	N/A	69.3%**
2007	64.4%*	N/A	76.3%**	57.1%*
Naval Hospital Pensacola				
2008	74.4%*	N/A	N/A	74.8%**
2007	70.4%*	67.0%*	58.0%**	79.4%*
Naval Hospital Rota				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	N/A	N/A	N/A	N/A
2007	77.7%**	N/A	N/A	N/A
Naval Hospital Yokosuka				
2008	78.6%**	N/A	N/A	N/A
2007	80.1%**	N/A	N/A	N/A
Naval Medical Center Portsmouth				
2008	64.0%	52.3%*	77.4%	56.8%*
2007	59.3%	53.5%*	66.3%	58.3%*
Naval Medical Center San Diego				
2008	64.2%	61.9%*	64.0%*	66.1%*
2007	56.5%	53.3%*	53.2%*	60.0%

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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 2008	69.0%			
Overall—MHS 2008	63.1%	59.8%	69.9%	60.1%
Overall—MHS 2007	61.3%	59.2%	66.6%	58.5%
Overall—MHS 2006	58.9%	58.4%	62.7%	56.3%
Navy, Overall	62.0% ↓	58.0%	70.3%	59.8%
National Naval Medical Center Bethesda				
2008	63.3% ↓	52.7%*	65.3%	69.1%
2007	61.9%	65.2%*	64.6%	58.2%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	61.7%**	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	76.9%*	75.9%**	N/A	77.2%*
2007	67.5%*	67.3%**	N/A	70.6%*
Naval Hospital Camp Lejeune				
2008	62.6%	66.8%*	70.8%**	59.2%*
2007	53.8%	53.0%**	53.7%**	54.1%*
Naval Hospital Camp Pendleton				
2008	66.9%*	87.2%**	N/A	55.9%*
2007	56.0%	70.5%**	52.9%**	51.7%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	67.9%**	N/A	N/A	N/A
2007	72.8%**	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	62.4%	67.6%*	70.8%**	56.2%*
2007	66.5%	65.1%*	74.2%*	65.2%*
Naval Hospital Lemoore				
2008	48.3%**	N/A	N/A	51.1%**
2007	68.0%**	N/A	N/A	61.7%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	63.1%**	N/A	N/A	60.2%**
2007	64.7%*	N/A	N/A	66.6%*

(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				
2008	65.7%*	N/A	N/A	59.6%*
2007	55.1%	64.6%**	52.2%*	53.3%*
Naval Hospital Pensacola				
2008	59.8%*	59.9%**	88.3%**	51.9%**
2007	69.9%	64.5%*	78.6%*	67.5%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	68.8%**	N/A	N/A	N/A
2007	64.9%*	61.6%**	N/A	N/A
Naval Hospital Yokosuka				
2008	68.3%*	N/A	N/A	66.5%**
2007	75.3%**	N/A	N/A	71.3%**
Naval Medical Center Portsmouth				
2008	62.2% ↓	49.9%*	76.3%	57.1%
2007	58.3%	57.0%	58.3%	58.9%
Naval Medical Center San Diego				
2008	52.4% ↓	45.5%	57.7%	53.6%
2007	58.0%	62.4%	63.5%	52.9%

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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 2008	62.1%			
Overall—MHS 2008	55.4%	51.2%	63.0%	52.4%
Overall—MHS 2007	53.2%	50.9%	58.8%	50.4%
Overall—MHS 2006	51.5%	48.6%	55.7%	50.5%
Navy, Overall	52.8% ↓	47.5%	60.8%	51.3%
National Naval Medical Center Bethesda				
2008	47.4% ↓	33.9%*	47.2%	56.6%
2007	55.3%	60.6%*	58.0%	50.4%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	53.0%**	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	69.0%*	69.3%**	N/A	67.7%*
2007	57.3%*	59.9%**	N/A	59.3%*
Naval Hospital Camp Lejeune				
2008	54.4%	67.0%*	50.2%**	52.3%*
2007	45.5%	56.5%**	45.3%**	43.2%*
Naval Hospital Camp Pendleton				
2008	59.4%*	81.9%**	N/A	44.7%*
2007	43.1%	56.5%**	34.9%**	40.4%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	54.7%**	N/A	N/A	N/A
2007	68.6%**	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	53.3%	52.7%*	63.3%**	50.3%*
2007	58.1%	53.3%*	70.6%**	57.9%*
Naval Hospital Lemoore				
2008	49.4%**	N/A	N/A	54.0%**
2007	61.4%**	N/A	N/A	54.3%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	52.2%**	N/A	N/A	51.2%**
2007	54.3%*	N/A	N/A	59.5%*

(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				
2008	57.1%*	N/A	N/A	50.6%*
2007	49.1%	58.5%**	45.6%*	47.9%*
Naval Hospital Pensacola				
2008	54.7%*	52.5%**	84.4%**	47.4%**
2007	63.8%	56.3%*	67.1%*	66.1%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	54.2%**	N/A	N/A	N/A
2007	49.6%*	45.5%**	N/A	N/A
Naval Hospital Yokosuka				
2008	63.3%*	N/A	N/A	56.6%**
2007	66.1%**	N/A	N/A	58.4%**
Naval Medical Center Portsmouth				
2008	52.8% ↓	34.9%*	68.3%	49.1%
2007	51.1%	48.6%	51.7%	52.1%
Naval Medical Center San Diego				
2008	45.6% ↓	39.4%	52.7%	45.3%
2007	47.7%	58.5%	48.4%	42.3%

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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 2008	76.0%			
Overall—MHS 2008	70.8%	68.4%	76.8%	67.8%
Overall—MHS 2007	69.3%	67.5%	74.4%	66.6%
Overall—MHS 2006	67.6%	66.7%	72.0%	64.8%
Navy, Overall	71.1% ↓	68.5%	79.7%	68.2%
National Naval Medical Center Bethesda				
2008	79.2%	71.5%*	83.4%	81.6%
2007	68.6%	69.8%*	71.3%	66.0%
Naval Hospital Beaufort				
2008	N/A ↑	N/A	N/A	N/A
2007	70.4%**	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	84.8%*	82.6%**	N/A	86.7%*
2007	77.7%*	74.7%**	N/A	82.0%*
Naval Hospital Camp Lejeune				
2008	70.7%	66.6%*	91.5%**	66.0%*
2007	62.1%	49.4%**	62.0%**	64.9%*
Naval Hospital Camp Pendleton				
2008	74.3%*	92.5%**	N/A	67.1%*
2007	68.9%	84.4%**	70.9%**	62.9%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	81.2%**	N/A	N/A	N/A
2007	77.1%**	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	71.5%	82.6%*	78.4%**	62.2%*
2007	74.9%	77.0%*	77.8%*	72.4%*
Naval Hospital Lemoore				
2008	47.1%** ↓	N/A	N/A	48.2%**
2007	74.5%**	N/A	N/A	69.2%**
Naval Hospital Naples				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	74.1%**	N/A	N/A	69.2%**
2007	75.1%*	N/A	N/A	73.8%*

(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				
2008	74.3%*	N/A	N/A	68.6%*
2007	61.1%	70.8%**	58.7%*	58.8%*
Naval Hospital Pensacola				
2008	64.9%*	67.4%**	92.2%**	56.4%**
2007	75.9%	72.6%*	90.1%*	68.8%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	83.5%**	N/A	N/A	N/A
2007	80.1%*	77.7%**	N/A	N/A
Naval Hospital Yokosuka				
2008	73.4%*	N/A	N/A	76.4%**
2007	84.5%**	N/A	N/A	84.2%**
Naval Medical Center Portsmouth				
2008	71.6%	65.0%*	84.2%	65.1%
2007	65.4%	65.4%	64.9%	65.7%
Naval Medical Center San Diego				
2008	59.1% ↓	51.6%	62.7%	61.9%
2007	68.3%	66.3%	78.6%	63.4%

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

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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 2008	68.6%			
Overall—MHS 2008	69.7%	69.7%	73.3%	66.6%
Overall—MHS 2007	68.2%	69.0%	71.6%	64.4%
Overall—MHS 2006	68.5%	68.2%	70.0%	67.6%
Navy, Overall	67.4%	68.3%	75.5%	62.8%
National Naval Medical Center Bethesda				
2008	70.3%	71.6%	70.4%	68.8%
2007	65.5%	67.8%	62.0%	65.9%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	87.5%** ↑	80.8%**	N/A	N/A
Naval Hospital Bremerton				
2008	72.4%*	71.3%*	82.5%**	71.8%*
2007	73.8%*	64.2%**	N/A	78.1%*
Naval Hospital Camp Lejeune				
2008	68.8%	69.3%*	77.4%**	66.3%*
2007	67.4%	59.3%*	68.4%**	69.1%*
Naval Hospital Camp Pendleton				
2008	67.7%	78.5%*	N/A	59.0%*
2007	65.0%	77.3%*	62.8%**	59.4%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	71.1%*	67.8%*	N/A	N/A
2007	55.2%*	71.8%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↓	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	70.5%	63.7%*	70.9%**	77.9%*
2007	67.2%	68.6%	58.2%*	68.5%*
Naval Hospital Lemoore				
2008	47.3%**	N/A	N/A	47.8%**
2007	44.0%**	N/A	N/A	49.4%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	56.1%**	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	60.4%**	N/A	N/A	53.5%**
2007	55.4%*	N/A	N/A	52.6%*

(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				
2008	57.6%*	N/A	64.7%**	49.6%*
2007	62.7%	72.4%**	75.6%*	48.0%*
Naval Hospital Pensacola				
2008	74.7%*	77.8%*	83.0%**	69.7%**
2007	73.6%	76.0%*	84.5%*	63.9%*
Naval Hospital Rota				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	64.7%**	N/A	N/A	55.0%**
2007	66.4%*	67.1%**	N/A	N/A
Naval Hospital Yokosuka				
2008	71.4%*	N/A	N/A	75.2%*
2007	66.2%*	N/A	N/A	60.3%**
Naval Medical Center Portsmouth				
2008	70.6%	69.7%	82.0%	62.6%
2007	66.6%	69.1%	69.5%	62.9%
Naval Medical Center San Diego				
2008	62.2% ↓	64.4%	68.6%	55.5%
2007	64.8%	70.9%	66.8%	58.7%

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.

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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 2008	54.9%			
Overall—MHS 2008	58.1%	52.8%	59.3%	63.4%
Overall—MHS 2007	57.4%	52.9%	56.4%	63.3%
Overall—MHS 2006	57.8%	53.3%	56.5%	65.0%
Navy, Overall	61.0% ↑	55.8%	63.0%	63.7%
National Naval Medical Center Bethesda				
2008	54.6%	43.2%	54.9%	67.1%
2007	51.0%	50.3%	37.4%	61.6%
Naval Hospital Beaufort				
2008	N/A ↑	N/A	N/A	N/A
2007	85.1%**	77.1%**	N/A	N/A
Naval Hospital Bremerton				
2008	65.2%*	50.3%*	N/A	71.9%*
2007	67.5%*	67.9%**	N/A	68.3%*
Naval Hospital Camp Lejeune				
2008	56.0%	70.7%*	47.7%**	53.5%*
2007	57.4%	40.2%*	43.0%**	66.6%*
Naval Hospital Camp Pendleton				
2008	57.5%	53.1%*	N/A	61.4%*
2007	59.4%	59.8%*	35.0%**	65.3%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	61.9%*	53.4%*	N/A	N/A
2007	38.9%*	56.3%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	69.8% ↑	58.1%*	65.9%**	84.0%**
2007	67.3%	54.5%	67.6%*	82.0%*
Naval Hospital Lemoore				
2008	55.2%**	N/A	N/A	50.5%**
2007	61.6%**	N/A	N/A	58.4%**
Naval Hospital Naples				
2008	N/A ↑	N/A	N/A	N/A
2007	64.8%**	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	67.1%**	N/A	N/A	67.5%**
2007	60.2%*	N/A	N/A	68.6%*

(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				
2008	58.9%*	N/A	64.9%**	59.6%*
2007	69.6%	87.0%**	66.2%*	62.1%*
Naval Hospital Pensacola				
2008	62.6%*	62.3%*	74.4%**	59.3%**
2007	60.8%	54.3%*	65.1%*	65.1%*
Naval Hospital Rota				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	72.3%**	N/A	N/A	69.9%**
2007	59.9%*	60.2%**	N/A	N/A
Naval Hospital Yokosuka				
2008	48.8%*	N/A	N/A	49.8%*
2007	77.9%*	N/A	N/A	83.5%**
Naval Medical Center Portsmouth				
2008	66.3% ↑	56.2%	75.6%	65.8%
2007	57.0%	58.1%	52.9%	58.8%
Naval Medical Center San Diego				
2008	55.9%	57.6%	49.0%	58.6%
2007	54.1%	51.1%	52.6%	57.5%

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 2008 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Composite: Discharge Information

This composite combines responses from two questions regarding discharge information.

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark 2008	80.9%			
Overall—MHS 2008	83.3%	78.4%	88.9%	84.1%
Overall—MHS 2007	82.6%	78.2%	87.7%	83.1%
Overall—MHS 2006	83.1%	79.2%	87.6%	84.0%
Navy, Overall	83.8% ↑	79.4%	89.6%	84.1%
National Naval Medical Center Bethesda				
2008	84.1%	75.1%	88.8%	91.1%
2007	83.9%	81.3%	85.7%	85.1%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	72.9%**	54.7%**	N/A	N/A
Naval Hospital Bremerton				
2008	90.4%* ↑	87.5%*	N/A	91.1%*
2007	92.2%*	94.0%**	N/A	94.0%*
Naval Hospital Camp Lejeune				
2008	85.4%	74.8%*	91.1%**	87.0%*
2007	79.6%	65.4%**	86.8%**	80.5%*
Naval Hospital Camp Pendleton				
2008	79.9%	82.4%**	N/A	79.2%*
2007	84.4%	79.2%*	93.3%**	84.4%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	87.2%*	78.5%**	N/A	N/A
2007	84.2%*	83.4%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	87.2% ↑	82.0%*	83.9%**	93.9%*
2007	88.5%	78.7%	99.2%*	95.2%*
Naval Hospital Lemoore				
2008	84.0%**	N/A	N/A	86.8%**
2007	81.0%**	N/A	N/A	76.6%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	90.4%**	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	92.8%** ↑	N/A	N/A	92.6%**
2007	83.6%*	N/A	N/A	85.1%*

(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				
2008	83.8%*	N/A	N/A	75.5%**
2007	86.8%	89.6%**	88.3%*	83.6%*
Naval Hospital Pensacola				
2008	80.2%*	86.7%*	81.1%**	75.7%**
2007	80.4%	82.4%*	80.9%*	78.0%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	78.5%**	N/A	N/A	86.7%**
2007	86.0%*	83.3%**	N/A	N/A
Naval Hospital Yokosuka				
2008	77.9%*	N/A	N/A	83.4%*
2007	92.4%*	N/A	N/A	95.7%**
Naval Medical Center Portsmouth				
2008	85.0% ↑	80.4%	92.8%	82.2%
2007	79.1%	84.3%	80.2%	74.9%
Naval Medical Center San Diego				
2008	81.4%	81.7%	86.5%	77.7%
2007	81.8%	78.8%	88.9%	80.0%

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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 2008	78.1%			
Overall—MHS 2008	78.4%	75.6%	86.2%	75.2%
Overall—MHS 2007	77.4%	75.7%	85.5%	72.6%
Overall—MHS 2006	78.2%	76.0%	85.1%	75.2%
Navy, Overall	78.2%	76.0%	87.2%	75.4%
National Naval Medical Center Bethesda				
2008	78.1%	71.3%	82.5%	82.9%
2007	75.6%	75.4%	80.9%	72.3%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	63.0%**	37.5%**	N/A	N/A
Naval Hospital Bremerton				
2008	87.8%* ↑	86.7%*	N/A	88.0%*
2007	87.2%*	90.8%**	N/A	87.9%*
Naval Hospital Camp Lejeune				
2008	79.6%	75.4%*	94.7%**	76.6%*
2007	71.2%	62.3%**	73.5%**	72.6%*
Naval Hospital Camp Pendleton				
2008	74.7%*	78.8%**	N/A	73.5%*
2007	76.3%	73.2%*	92.6%**	73.3%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	82.8%*	70.5%**	N/A	N/A
2007	81.1%*	82.5%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	86.7% ↑	80.1%*	96.6%**	90.7%*
2007	84.0%	71.1%	98.4%**	92.7%*
Naval Hospital Lemoore				
2008	89.5%**	N/A	N/A	89.1%**
2007	68.8%**	N/A	N/A	61.6%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	92.1%**	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	86.9%**	N/A	N/A	86.7%**
2007	82.4%*	N/A	N/A	85.8%*

(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				
2008	78.1%*	N/A	N/A	63.9%*
2007	82.1%	90.3%**	90.8%*	70.1%*
Naval Hospital Pensacola				
2008	72.0%*	86.3%*	62.2%**	65.3%**
2007	82.8%	88.2%*	91.7%*	71.1%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	68.0%**	N/A	N/A	79.9%**
2007	81.0%*	77.4%**	N/A	N/A
Naval Hospital Yokosuka				
2008	69.1%*	N/A	N/A	70.2%*
2007	89.3%*	N/A	N/A	91.4%**
Naval Medical Center Portsmouth				
2008	78.9%	77.1%	90.6%	71.2%
2007	72.8%	85.4%	72.7%	64.3%
Naval Medical Center San Diego				
2008	74.1%	76.6%	81.3%	66.6%
2007	76.1%	76.1%	87.3%	69.7%

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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 2008	83.7%			
Overall—MHS 2008	88.1%	81.3%	91.5%	93.1%
Overall—MHS 2007	87.7%	80.6%	90.0%	93.6%
Overall—MHS 2006	87.4%	80.8%	89.1%	94.2%
Navy, Overall	89.5% ↑	82.9%	92.1%	92.7%
National Naval Medical Center Bethesda				
2008	90.0% ↑	78.9%	95.1%	99.2%
2007	92.2%	87.3%	90.4%	97.9%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	82.8%**	71.8%**	N/A	N/A
Naval Hospital Bremerton				
2008	93.0%* ↑	88.4%*	N/A	94.3%*
2007	97.2%*	97.2%**	N/A	100%*
Naval Hospital Camp Lejeune				
2008	91.1% ↑	74.1%*	87.4%**	97.3%*
2007	87.9%	68.6%**	100%**	88.4%*
Naval Hospital Camp Pendleton				
2008	85.0%*	86.0%**	N/A	84.9%*
2007	92.4%	85.3%*	93.9%**	95.4%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	91.6%* ↑	86.5%**	N/A	N/A
2007	87.4%*	84.2%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	87.6%	83.9%*	71.2%**	97.1%*
2007	93.1%	86.3%	100%*	97.8%*
Naval Hospital Lemoore				
2008	78.6%**	N/A	N/A	84.5%**
2007	93.2%**	N/A	N/A	91.6%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	88.6%**	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	98.8%** ↑	N/A	N/A	98.5%**
2007	84.8%*	N/A	N/A	84.3%*

(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				
2008	89.6%*	N/A	N/A	87.1%*
2007	91.4%	88.9%**	85.8%*	97.1%*
Naval Hospital Pensacola				
2008	88.5%*	87.1%*	100%**	86.1%**
2007	78.0%	76.7%*	70.1%*	84.8%*
Naval Hospital Rota				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	89.1%**	N/A	N/A	93.4%**
2007	90.9%*	89.2%**	N/A	N/A
Naval Hospital Yokosuka				
2008	86.8%*	N/A	N/A	96.7%*
2007	95.6%*	N/A	N/A	100%**
Naval Medical Center Portsmouth				
2008	91.2% ↑	83.7%	95.0%	93.2%
2007	85.4%	83.3%	87.7%	85.5%
Naval Medical Center San Diego				
2008	88.8% ↑	86.8%	91.8%	88.9%
2007	87.5%	81.5%	90.4%	90.4%

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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 2008	82.2%	83.2%	87.2%	77.2%
Overall—MHS 2007	80.5%	82.4%	84.7%	75.5%
Navy, Overall	80.5%	82.3%	89.9%	75.3%
National Naval Medical Center Bethesda				
2008	88.0% ↑	82.1%	90.7%	91.6%
2007	79.2%	85.5%	76.6%	75.5%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	94.4%**	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	84.0%*	84.7%*	N/A	82.0%*
2007	93.7%*	85.9%**	N/A	95.6%*
Naval Hospital Camp Lejeune				
2008	75.5%	77.6%*	95.1%**	70.4%*
2007	70.5%	84.3%**	67.4%**	68.5%*
Naval Hospital Camp Pendleton				
2008	77.8%*	91.6%**	N/A	69.4%*
2007	69.7%	74.7%*	69.7%**	68.0%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	88.0%*	84.5%**	N/A	N/A
2007	83.0%*	90.9%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	82.8%	86.9%*	84.5%**	78.3%*
2007	81.8%	79.8%*	90.2%**	81.2%*
Naval Hospital Lemoore				
2008	57.6%**	N/A	N/A	52.2%**
2007	78.5%**	N/A	N/A	73.1%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	80.9%**	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	87.2%**	N/A	N/A	84.6%**
2007	79.7%*	N/A	N/A	79.9%*

(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				
2008	83.8%*	N/A	N/A	73.0%*
2007	81.1%	82.9%**	90.9%**	76.0%*
Naval Hospital Pensacola				
2008	81.7%*	95.9%**	93.2%**	69.3%**
2007	91.3%	90.6%*	94.0%*	90.5%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	70.6%**	N/A	N/A	79.2%**
2007	87.5%*	85.9%**	N/A	N/A
Naval Hospital Yokosuka				
2008	82.7%*	N/A	N/A	85.8%*
2007	91.0%*	N/A	N/A	92.3%**
Naval Medical Center Portsmouth				
2008	79.3%	82.7%	94.5%	68.0%
2007	77.5%	86.6%	75.8%	72.2%
Naval Medical Center San Diego				
2008	77.2%	77.6%	79.4%	75.3%
2007	79.0%	79.6%	89.1%	72.6%

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: 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 2008	84.1%	83.9%	89.9%	79.9%
Overall—MHS 2007	82.7%	83.5%	87.9%	78.0%
Navy, Overall	82.9%	83.1%	93.0%	78.3%
National Naval Medical Center Bethesda				
2008	90.4% ↑	86.3%	91.3%	93.6%
2007	81.9%	86.6%	81.8%	78.0%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	94.4%**	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	88.8%*	85.3%*	N/A	89.0%*
2007	92.0%*	85.9%**	N/A	93.3%*
Naval Hospital Camp Lejeune				
2008	77.8%	77.5%*	98.3%**	73.0%*
2007	79.0%	88.4%**	77.5%**	77.4%*
Naval Hospital Camp Pendleton				
2008	78.0%*	88.1%**	N/A	69.7%*
2007	73.6%	76.5%*	75.9%**	72.1%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	89.6%*	84.3%**	N/A	N/A
2007	84.2%*	86.5%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	83.1%	84.0%*	84.5%**	81.7%*
2007	84.0%	80.6%*	98.2%**	83.4%*
Naval Hospital Lemoore				
2008	61.0%**	N/A	N/A	N/A
2007	82.2%**	N/A	N/A	77.7%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	100%** ↑	N/A	N/A	100%**
2007	83.3%*	N/A	N/A	82.9%*

(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				
2008	86.1%*	N/A	N/A	75.1%*
2007	82.5%	76.8%**	92.4%**	80.9%*
Naval Hospital Pensacola				
2008	82.5%*	97.1%**	93.2%**	70.0%**
2007	92.1%	89.9%*	95.1%*	92.8%*
Naval Hospital Rota				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	70.0%**	N/A	N/A	N/A
2007	93.5%*	92.1%**	N/A	N/A
Naval Hospital Yokosuka				
2008	85.9%*	N/A	N/A	90.5%*
2007	92.4%*	N/A	N/A	92.3%**
Naval Medical Center Portsmouth				
2008	81.2%	83.2%	97.6%	69.7%
2007	82.1%	89.1%	81.9%	77.5%
Naval Medical Center San Diego				
2008	80.7%	78.9%	83.8%	80.3%
2007	81.1%	81.7%	92.3%	74.2%

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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

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 2008	80.3%	82.5%	84.5%	74.6%
Overall—MHS 2007	78.3%	81.3%	81.4%	72.9%
Navy, Overall	78.1%	81.5%	86.9%	72.3%
National Naval Medical Center Bethesda				
2008	85.6% ↑	77.9%	90.1%	89.6%
2007	76.5%	84.3%	71.5%	73.0%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	94.4%**	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	79.1%*	84.1%*	N/A	75.1%*
2007	95.3%*	85.9%**	N/A	97.9%*
Naval Hospital Camp Lejeune				
2008	73.2%	77.7%*	91.9%**	67.8%*
2007	62.1%	80.1%**	57.3%**	59.7%*
Naval Hospital Camp Pendleton				
2008	77.6%*	95.0%**	N/A	69.2%*
2007	65.8%	72.9%*	63.5%**	63.8%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	86.3%*	84.8%**	N/A	N/A
2007	81.8%*	95.3%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	82.5%	89.7%*	84.5%**	74.9%*
2007	79.5%	79.1%*	82.3%**	79.1%*
Naval Hospital Lemoore				
2008	54.1%** ↓	N/A	N/A	50.6%**
2007	74.9%**	N/A	N/A	68.5%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	78.9%**	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	74.4%**	N/A	N/A	69.2%**
2007	76.0%*	N/A	N/A	77.0%*

(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				
2008	81.5%*	N/A	N/A	71.0%*
2007	79.7%	89.1%**	89.5%**	71.2%*
Naval Hospital Pensacola				
2008	80.9%*	94.8%**	93.2%**	68.6%**
2007	90.4%	91.3%*	92.9%*	88.1%*
Naval Hospital Rota				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	71.1%**	N/A	N/A	79.8%**
2007	81.4%*	79.8%**	N/A	N/A
Naval Hospital Yokosuka				
2008	79.5%*	N/A	N/A	81.1%*
2007	89.7%*	N/A	N/A	92.3%**
Naval Medical Center Portsmouth				
2008	77.5%	82.3%	91.3%	66.3%
2007	72.8%	84.1%	69.8%	67.0%
Naval Medical Center San Diego				
2008	73.6%	76.4%	75.1%	70.2%
2007	76.8%	77.5%	86.0%	71.1%

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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 2008	72.8%	72.0%	77.4%	69.2%
Overall—MHS 2007	69.6%	70.6%	74.0%	62.8%
Navy, Overall	68.3%	66.7%	75.9%	65.0%
National Naval Medical Center Bethesda				
2008	70.3%	68.0%	71.7%	73.3%
2007	65.3%	68.7%	65.4%	60.2%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	53.6%**	44.4%**	N/A	N/A
Naval Hospital Bremerton				
2008	70.6%*	77.6%*	N/A	65.5%*
2007	70.1%*	74.3%**	N/A	70.7%*
Naval Hospital Camp Lejeune				
2008	69.8%	68.8%*	79.8%**	67.5%*
2007	60.7%	59.2%*	56.0%**	63.9%*
Naval Hospital Camp Pendleton				
2008	65.9%	77.6%*	N/A	56.7%*
2007	64.5%	58.4%*	69.9%**	66.2%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	68.0%*	64.4%*	N/A	N/A
2007	70.0%*	70.2%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	68.2%	68.7%*	66.0%**	72.8%*
2007	74.7%	75.5%	75.4%*	72.3%*
Naval Hospital Lemoore				
2008	48.8%** ↓	N/A	N/A	52.4%**
2007	56.6%**	N/A	N/A	59.6%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	58.0%**	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	68.4%**	N/A	N/A	74.4%**
2007	56.7%*	N/A	N/A	61.3%*

(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				
2008	71.6%*	N/A	76.5%**	62.1%*
2007	65.6%	77.5%**	76.0%*	53.6%*
Naval Hospital Pensacola				
2008	77.8%* ↑	86.9%*	91.2%**	64.8%**
2007	73.5%	76.8%*	78.6%*	66.6%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	69.9%**	N/A	N/A	54.5%**
2007	57.3%*	56.9%**	N/A	N/A
Naval Hospital Yokosuka				
2008	66.8%*	N/A	N/A	63.4%*
2007	58.6%*	N/A	N/A	65.8%**
Naval Medical Center Portsmouth				
2008	69.1%	65.7%	81.7%	58.7%
2007	65.0%	71.7%	65.6%	58.8%
Naval Medical Center San Diego				
2008	64.9%	61.3%	66.7%	68.6%
2007	63.9%	62.9%	67.0%	62.6%

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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 2008	83.0%	83.2%	85.8%	80.1%
Overall—MHS 2007	75.5%	81.3%	81.4%	61.5%
Navy, Overall	82.7%	84.7%	86.7%	78.9%
National Naval Medical Center Bethesda				
2008	88.3% ↑	88.7%	85.9%	90.1%*
2007	75.3%	84.4%	75.1%	64.3%*
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	52.4%**	49.5%**	N/A	N/A
Naval Hospital Bremerton				
2008	80.5%*	86.8%*	N/A	74.5%**
2007	73.8%*	84.1%**	N/A	69.9%**
Naval Hospital Camp Lejeune				
2008	82.8%	79.5%*	98.3%**	80.3%*
2007	57.8%	57.0%**	55.2%**	58.7%*
Naval Hospital Camp Pendleton				
2008	74.8%*	91.7%**	N/A	63.7%*
2007	68.5%	67.1%*	74.1%**	68.2%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	88.7%*	87.8%*	N/A	N/A
2007	86.8%**	89.0%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	84.9%	89.3%*	78.2%**	81.4%*
2007	76.3%	77.0%	85.1%**	72.0%*
Naval Hospital Lemoore				
2008	70.8%**	N/A	N/A	N/A
2007	69.5%**	N/A	N/A	61.1%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	88.9%**	N/A	N/A	88.4%**
2007	65.5%*	N/A	N/A	65.6%*

(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				
2008	82.2%*	N/A	N/A	86.2%**
2007	72.3%*	90.0%**	82.1%**	54.4%*
Naval Hospital Pensacola				
2008	83.1%*	96.0%*	91.9%**	69.8%**
2007	73.1%	81.8%*	78.1%**	60.2%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	82.9%**	N/A	N/A	N/A
2007	75.9%**	78.5%**	N/A	N/A
Naval Hospital Yokosuka				
2008	78.9%*	N/A	N/A	81.0%**
2007	67.4%**	N/A	N/A	52.0%**
Naval Medical Center Portsmouth				
2008	82.4%	78.4%	91.6%	78.9%
2007	69.9%	82.8%	75.4%	56.5%
Naval Medical Center San Diego				
2008	81.3%	82.9%	86.0%	76.2%
2007	75.8%	78.1%	78.7%	71.7%

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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 2008	52.0%	49.5%	57.5%	50.7%
Overall—MHS 2007	48.9%	47.2%	53.9%	47.0%
Navy, Overall	48.8%	47.2%	55.1%	46.8%
National Naval Medical Center Bethesda				
2008	48.2%	43.8%	49.9%	53.5%*
2007	49.6%	48.4%	52.9%	48.3%*
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	8.9%**	5.8%**	N/A	N/A
Naval Hospital Bremerton				
2008	40.3%*	50.9%*	N/A	35.1%**
2007	47.8%*	47.5%**	N/A	46.1%**
Naval Hospital Camp Lejeune				
2008	53.2%	55.6%*	71.3%**	47.5%*
2007	44.6%	44.1%**	35.7%**	47.4%*
Naval Hospital Camp Pendleton				
2008	47.6%*	66.1%**	N/A	34.3%*
2007	49.4%	32.7%*	50.5%**	62.8%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	40.3%*	32.0%*	N/A	N/A
2007	46.8%**	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↓	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	50.0%	51.2%*	41.2%**	51.6%*
2007	50.3%	53.3%	40.7%**	49.6%*
Naval Hospital Lemoore				
2008	32.7%**	N/A	N/A	N/A
2007	21.3%**	N/A	N/A	25.5%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	57.1%**	N/A	N/A	61.3%**
2007	56.1%*	N/A	N/A	58.8%*

(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				
2008	54.3%*	N/A	N/A	53.4%**
2007	44.5%*	67.0%**	65.8%**	16.1%*
Naval Hospital Pensacola				
2008	58.1%*	59.6%*	67.2%**	54.0%**
2007	43.6%	46.6%*	45.9%**	38.7%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	62.0%**	N/A	N/A	N/A
2007	23.5%**	20.1%**	N/A	N/A
Naval Hospital Yokosuka				
2008	36.4%*	N/A	N/A	31.9%**
2007	39.0%**	N/A	N/A	49.9%**
Naval Medical Center Portsmouth				
2008	48.9%	45.9%	58.3%	44.5%
2007	48.6%	54.5%	45.7%	45.3%
Naval Medical Center San Diego				
2008	46.7%	45.1%	43.9%	50.6%*
2007	43.5%	34.5%	51.1%	47.0%

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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 2008	77.8%	75.9%	82.9%	76.1%
Overall—MHS 2007	73.2%	73.1%	78.7%	68.6%
Navy, Overall	69.4%	64.2%	75.5%	70.9%
National Naval Medical Center Bethesda				
2008	65.4%	62.8%	67.2%	67.6%*
2007	62.8%	62.0%	68.3%	59.1%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	24.9%**	22.6%**	N/A	N/A
Naval Hospital Bremerton				
2008	69.2%*	77.2%*	N/A	61.4%**
2007	75.9%*	73.7%**	N/A	81.5%**
Naval Hospital Camp Lejeune				
2008	83.5% ↑	78.1%*	73.5%**	88.5%*
2007	67.8%	59.7%**	65.8%**	70.5%*
Naval Hospital Camp Pendleton				
2008	73.1%*	81.6%**	N/A	68.0%*
2007	71.8%	67.0%*	69.3%**	76.2%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	65.2%*	62.8%*	N/A	N/A
2007	66.2%**	64.7%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	65.5%	53.1%*	73.4%**	79.1%*
2007	78.8%	78.7%	95.0%**	73.0%*
Naval Hospital Lemoore				
2008	55.8%**	N/A	N/A	N/A
2007	47.6%**	N/A	N/A	47.2%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	58.7%**	N/A	N/A	59.8%**
2007	60.2%*	N/A	N/A	62.5%*

(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				
2008	73.0%*	N/A	N/A	74.6%**
2007	65.5%*	85.3%**	84.7%**	39.6%*
Naval Hospital Pensacola				
2008	84.9%* ↑	96.0%*	96.1%**	71.6%**
2007	79.2%	80.5%*	92.1%**	70.5%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A ↓	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	66.4%**	N/A	N/A	N/A
2007	48.6%**	46.9%**	N/A	N/A
Naval Hospital Yokosuka				
2008	62.8%*	N/A	N/A	57.3%**
2007	59.3%**	N/A	N/A	63.5%**
Naval Medical Center Portsmouth				
2008	71.4%	66.1%	84.8%	65.9%
2007	68.6%	72.1%	71.7%	64.1%
Naval Medical Center San Diego				
2008	65.1%	56.8%	65.7%	75.2%
2007	64.4%	69.4%	59.4%	63.1%

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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 2008	82.2%	82.3%	86.7%	78.4%
Overall—MHS 2007	80.7%	82.7%	83.8%	76.1%
Navy, Overall	79.7%	81.8%	85.7%	75.4%
National Naval Medical Center Bethesda				
2008	85.5%	81.0%	83.8%	91.6%
2007	77.1%	81.6%	77.5%	73.0%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	70.7%**	67.7%**	N/A	N/A
Naval Hospital Bremerton				
2008	91.5%* ↑	88.9%*	N/A	91.7%*
2007	86.6%*	89.7%**	N/A	86.3%*
Naval Hospital Camp Lejeune				
2008	73.2%	75.7%*	97.5%**	65.5%*
2007	70.1%	64.8%**	68.9%**	72.0%*
Naval Hospital Camp Pendleton				
2008	74.3%	91.7%**	N/A	63.7%*
2007	75.1%	76.3%*	81.2%**	72.9%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	87.2%*	82.3%**	N/A	N/A
2007	84.2%*	89.7%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	81.0%	92.0%*	85.5%**	68.5%*
2007	86.9%	86.5%	84.0%*	88.4%*
Naval Hospital Lemoore				
2008	57.7%**	N/A	N/A	62.2%**
2007	77.2%**	N/A	N/A	77.9%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	79.8%**	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	73.5%**	N/A	N/A	68.2%**
2007	76.8%*	N/A	N/A	90.0%*

(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				
2008	75.2%*	N/A	78.2%**	62.9%*
2007	79.8%	89.3%**	82.5%*	72.5%*
Naval Hospital Pensacola				
2008	78.9%*	92.3%**	96.2%**	65.0%**
2007	83.8%	89.6%*	84.4%*	77.5%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	95.2%** ↑	N/A	N/A	92.0%**
2007	89.5%*	89.5%**	N/A	N/A
Naval Hospital Yokosuka				
2008	85.0%*	N/A	N/A	88.9%*
2007	76.6%*	N/A	N/A	72.2%**
Naval Medical Center Portsmouth				
2008	78.7%	77.4%	91.2%	70.3%
2007	74.3%	87.0%	71.4%	67.9%
Naval Medical Center San Diego				
2008	79.1%	78.3%	72.8%	84.1%
2007	79.1%	78.7%	83.5%	76.7%

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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 2008	51.5%	49.4%	58.6%	47.7%
Overall—MHS 2007	50.0%	49.3%	56.3%	45.4%
Navy, Overall	48.9%	46.5%	62.6%	43.8%
National Naval Medical Center Bethesda				
2008	51.8%	46.9%	55.4%	54.1%
2007	47.1%	44.9%	50.9%	46.1%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	46.8%**	21.4%**	N/A	N/A
Naval Hospital Bremerton				
2008	58.3%*	71.7%*	N/A	55.0%*
2007	54.5%*	60.6%**	N/A	53.5%*
Naval Hospital Camp Lejeune				
2008	49.4%	47.6%*	79.3%**	41.5%*
2007	45.8%	47.7%**	50.3%**	43.8%*
Naval Hospital Camp Pendleton				
2008	46.4%*	68.0%**	N/A	35.0%*
2007	48.6%	37.9%*	53.3%**	52.1%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	46.7%*	39.0%**	N/A	N/A
2007	49.4%*	42.1%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	44.7%	47.7%*	66.2%**	34.0%*
2007	54.5%	55.9%*	46.2%*	55.7%*
Naval Hospital Lemoore				
2008	25.3%** ↓	N/A	N/A	29.0%**
2007	31.9%**	N/A	N/A	38.1%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	30.2%**	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	45.4%**	N/A	N/A	52.4%**
2007	46.0%*	N/A	N/A	54.7%*

(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				
2008	51.3%*	N/A	68.2%**	39.6%*
2007	39.1%	57.8%**	39.7%*	28.1%*
Naval Hospital Pensacola				
2008	55.9%*	69.6%**	78.4%**	40.3%**
2007	52.0%	59.0%*	54.0%*	43.7%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	44.0%**	N/A	N/A	49.0%**
2007	26.6%*	27.2%**	N/A	N/A
Naval Hospital Yokosuka				
2008	27.8%* ↓	N/A	N/A	33.5%*
2007	30.6%*	N/A	N/A	38.6%**
Naval Medical Center Portsmouth				
2008	49.6%	43.6%	66.7%	40.6%
2007	48.1%	57.1%	50.5%	40.8%
Naval Medical Center San Diego				
2008	48.2%	42.4%	51.0%	51.8%
2007	45.8%	40.9%	54.5%	44.1%

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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 2008	73.4%	73.5%	80.7%	67.1%
Overall—MHS 2007	69.9%	72.2%	75.3%	62.9%
Navy, Overall	65.0%	62.8%	75.0%	61.5%
National Naval Medical Center Bethesda				
2008	66.5%	69.8%	69.0%	61.3%
2007	58.8%	67.1%	57.5%	52.7%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	49.4%**	23.9%**	N/A	N/A
Naval Hospital Bremerton				
2008	64.7%*	81.1%*	N/A	55.2%*
2007	72.6%*	80.4%**	N/A	71.0%*
Naval Hospital Camp Lejeune				
2008	66.5%	64.4%*	61.9%**	68.5%*
2007	66.3%	65.9%*	57.1%**	69.7%*
Naval Hospital Camp Pendleton				
2008	62.2%*	74.1%**	N/A	53.4%*
2007	67.4%	52.0%*	79.1%**	71.0%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	63.2%*	59.8%**	N/A	N/A
2007	60.6%*	69.0%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	62.9%	60.8%*	55.9%**	67.6%*
2007	77.5%	76.8%*	84.2%*	76.1%*
Naval Hospital Lemoore				
2008	46.7%**	N/A	N/A	35.2%**
2007	46.8%**	N/A	N/A	53.4%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	62.7%**	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	64.2%**	N/A	N/A	65.5%**
2007	49.3%*	N/A	N/A	58.6%*

(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				
2008	71.9%*	N/A	84.1%**	59.8%*
2007	67.8%	84.3%**	83.3%*	48.8%*
Naval Hospital Pensacola				
2008	80.5%* ↑	98.1%**	100%**	63.4%**
2007	81.8%	84.5%*	90.5%*	73.8%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	47.1%**	N/A	N/A	N/A
2007	44.7%*	42.9%**	N/A	N/A
Naval Hospital Yokosuka				
2008	64.9%*	N/A	N/A	66.6%*
2007	49.8%*	N/A	N/A	50.4%**
Naval Medical Center Portsmouth				
2008	68.0%	62.3%	85.0 %	58.9%
2007	62.8%	68.4%	65.7%	57.5%
Naval Medical Center San Diego				
2008	60.8%	53.3%	62.4%	66.7%
2007	64.6%	66.6%	65.7%	62.3%

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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 2008	85.3%	85.4%	85.9%	83.1%
Overall—MHS 2007	83.3%	83.9%	85.4%	79.4%
Navy, Overall	82.5%	81.3%	87.1%	78.7%
National Naval Medical Center Bethesda				
2008	87.0%	87.4%	85.9%*	87.7%**
2007	83.6%	86.7%	81.7%*	77.3%*
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	81.1%*	91.2%**	N/A	N/A
2007	85.5%*	78.6%**	N/A	N/A
Naval Hospital Camp Lejeune				
2008	82.3%*	79.7%**	N/A	77.4%**
2007	79.4%*	72.1%**	N/A	N/A
Naval Hospital Camp Pendleton				
2008	79.3%*	77.3%**	N/A	N/A
2007	69.0%*	66.1%*	N/A	69.6%**
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	88.3%*	82.4%**	N/A	N/A
2007	94.7%**	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	84.9%*	87.8%*	N/A	N/A
2007	91.7%	94.2%*	86.0%**	N/A
Naval Hospital Lemoore				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Naples				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	N/A ↑	N/A	N/A	N/A
2007	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				
2008	88.3%**	N/A	N/A	N/A
2007	86.1%*	81.0%**	91.9%**	N/A
Naval Hospital Pensacola				
2008	91.3%*	92.9%**	N/A	N/A
2007	88.1%*	86.3%*	N/A	N/A
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Yokosuka				
2008	100%** ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Medical Center Portsmouth				
2008	82.2%	81.2%	90.5%	67.0%*
2007	81.8%	84.8%	79.7%	76.4%*
Naval Medical Center San Diego				
2008	77.0%	73.8%	83.0%*	80.1%**
2007	79.5%	76.7%	81.6%*	84.6%*

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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 2008	77.4%	77.1%	80.8%	70.4%
Overall—MHS 2007	74.3%	75.2%	77.3%	61.3%
Navy, Overall	69.2%	65.4%	79.6%	64.1%
National Naval Medical Center Bethesda				
2008	69.4%	63.2%	76.4%*	80.5%**
2007	67.7%	74.4%	59.5%*	60.9%*
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	79.4%*	72.8%**	N/A	N/A
2007	64.0%*	79.3%**	N/A	N/A
Naval Hospital Camp Lejeune				
2008	67.7%*	69.6%**	N/A	70.6%**
2007	53.5%*	62.3%**	N/A	N/A
Naval Hospital Camp Pendleton				
2008	69.6%*	70.4%**	N/A	N/A
2007	66.2%*	68.0%*	N/A	56.7%**
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	64.3%*	69.3%**	N/A	N/A
2007	70.8%**	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	71.5%*	67.8%*	N/A	N/A
2007	81.3%	82.0%*	81.9%**	N/A
Naval Hospital Lemoore				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	N/A	N/A	N/A	N/A
2007	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				
2008	76.3%**	N/A	N/A	N/A
2007	69.4%*	65.7%**	78.1%**	N/A
Naval Hospital Pensacola				
2008	89.8%* ↑	90.3%**	N/A	N/A
2007	86.3%*	85.8%*	N/A	N/A
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Yokosuka				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Medical Center Portsmouth				
2008	71.5%	70.3%	85.3%	43.9%*
2007	65.6%	67.0%	64.9%	62.1%*
Naval Medical Center San Diego				
2008	61.3%	57.5%	69.1%*	63.9%**
2007	58.0%	58.4%	61.9%*	51.7%*

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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 2008	67.6%	69.0%	72.0%	62.1%
Overall—MHS 2007	64.3%	67.1%	67.9%	58.2%
Navy, Overall	64.3%	66.6%	69.3%	60.2%
National Naval Medical Center Bethesda				
2008	62.9%	64.7%	64.5%	59.6%
2007	58.7%	65.2%	66.3%	46.7%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	66.2%**	53.1%**	N/A	N/A
Naval Hospital Bremerton				
2008	74.2%* ↑	80.5%*	76.2%**	71.3%*
2007	73.5%*	81.0%**	N/A	72.2%*
Naval Hospital Camp Lejeune				
2008	65.2%	65.5%*	74.8%**	62.5%*
2007	63.1%	63.2%*	60.5%**	63.9%*
Naval Hospital Camp Pendleton				
2008	62.3%	78.3%*	N/A	54.2%*
2007	64.2%	64.4%*	66.3%**	63.7%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	62.4%*	66.8%*	N/A	N/A
2007	66.8%*	76.2%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	66.6%	71.6%*	59.7%**	63.6%*
2007	68.5%	67.9%	78.9%*	65.9%*
Naval Hospital Lemoore				
2008	52.7%**	N/A	N/A	46.0%**
2007	51.0%**	N/A	N/A	48.0%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	63.0%**	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	63.3%**	N/A	N/A	62.1%**
2007	51.4%*	N/A	N/A	57.8%*

(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				
2008	61.7%*	N/A	57.7%**	57.7%*
2007	71.0%	77.9%**	69.8%*	67.8%*
Naval Hospital Pensacola				
2008	72.3%*	84.4%*	85.6%**	59.4%**
2007	72.6%	73.9%*	81.0%*	65.8%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	68.1%**	N/A	N/A	62.7%**
2007	52.9%*	53.5%**	N/A	N/A
Naval Hospital Yokosuka				
2008	61.9%*	N/A	N/A	57.6%*
2007	64.9%*	N/A	N/A	71.4%**
Naval Medical Center Portsmouth				
2008	68.8% ↑	68.6%	80.4%	60.3%
2007	59.5%	65.8%	59.8%	54.9%
Naval Medical Center San Diego				
2008	59.3% ↓	60.2%	57.6%	59.7%
2007	64.2%	64.9%	67.4%	61.7%

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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: 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 2008	66.4%	66.2%	69.9%	63.8%
Overall—MHS 2007	64.6%	66.2%	66.2%	61.5%
Navy, Overall	63.8%	65.2%	65.8%	62.0%
National Naval Medical Center Bethesda				
2008	63.0%	62.7%	63.0%	63.4%
2007	61.7%	70.7%	66.8%	48.8%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	76.0%**	64.5%**	N/A	N/A
Naval Hospital Bremerton				
2008	77.0%* ↑	81.0%*	70.8%**	76.0%*
2007	74.9%*	80.6%**	N/A	72.5%*
Naval Hospital Camp Lejeune				
2008	66.4%	76.1%*	81.7%**	59.2%*
2007	62.0%	67.2%*	55.0%**	62.8%*
Naval Hospital Camp Pendleton				
2008	63.9%	68.9%*	N/A	64.9%*
2007	60.3%	56.5%*	63.9%**	61.3%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	67.8%*	67.5%*	N/A	N/A
2007	71.8%*	81.1%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	66.8%	69.4%*	59.2%**	66.7%*
2007	62.3%	64.9%	68.9%*	57.5%*
Naval Hospital Lemoore				
2008	56.4%**	N/A	N/A	57.3%**
2007	66.0%**	N/A	N/A	57.4%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	64.1%**	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	71.3%**	N/A	N/A	65.9%**
2007	60.5%*	N/A	N/A	74.2%*

(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				
2008	55.6%*	N/A	46.3%**	61.9%*
2007	70.7%	84.1%**	60.3%*	69.8%*
Naval Hospital Pensacola				
2008	71.8%*	80.5%*	76.9%**	63.6%**
2007	66.6%	70.8%*	65.7%*	62.8%*
Naval Hospital Rota				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A ↓	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	78.6%**	N/A	N/A	84.9%**
2007	69.8%*	66.9%**	N/A	N/A
Naval Hospital Yokosuka				
2008	62.5%*	N/A	N/A	57.1%*
2007	69.5%*	N/A	N/A	79.1%**
Naval Medical Center Portsmouth				
2008	64.9%	68.3%	73.7%	56.1%
2007	59.2%	58.9%	56.9%	60.7%
Naval Medical Center San Diego				
2008	59.0%	61.7%	56.5%	57.8%
2007	64.5%	64.5%	66.1%	63.4%

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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 2008	69.2%	70.9%	71.2%	65.4%
Overall—MHS 2007	67.0%	68.9%	68.1%	63.9%
Navy, Overall	68.8%	71.9%	71.5%	65.3%
National Naval Medical Center Bethesda				
2008	71.5%	74.1%	72.1%	68.0%
2007	66.7%	65.9%	74.8%	61.5%
Naval Hospital Beaufort				
2008	N/A ↓	N/A	N/A	N/A
2007	60.6%**	53.6%**	N/A	N/A
Naval Hospital Bremerton				
2008	81.0%* ↑	83.1%*	76.5%**	80.6%*
2007	71.3%*	81.5%**	N/A	70.1%*
Naval Hospital Camp Lejeune				
2008	63.5%	55.6%*	72.0%**	63.8%*
2007	71.0%	67.3%*	67.7%**	73.1%*
Naval Hospital Camp Pendleton				
2008	67.0%	82.1%*	N/A	61.7%*
2007	72.9%	74.2%*	68.5%**	73.4%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	64.9%*	65.8%*	N/A	N/A
2007	73.2%*	71.4%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	69.1%	72.6%*	64.1%**	66.8%*
2007	69.8%	68.1%	78.8%*	69.0%*
Naval Hospital Lemoore				
2008	68.4%**	N/A	N/A	60.7%**
2007	51.0%**	N/A	N/A	45.2%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	54.0%**	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	61.9%**	N/A	N/A	62.9%**
2007	57.2%*	N/A	N/A	58.2%*

(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				
2008	57.5%*	N/A	50.9%**	49.4%*
2007	68.5%	66.2%**	65.4%*	72.2%*
Naval Hospital Pensacola				
2008	68.1%*	85.2%*	83.4%**	50.2%**
2007	70.7%	69.6%*	84.6%*	63.1%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	64.6%**	N/A	N/A	51.0%**
2007	57.2%*	59.8%**	N/A	N/A
Naval Hospital Yokosuka				
2008	68.4%*	N/A	N/A	66.9%*
2007	77.5%*	N/A	N/A	85.0%**
Naval Medical Center Portsmouth				
2008	73.8%	72.4%	86.2%	65.5%
2007	65.8%	70.2%	61.0%	65.7%
Naval Medical Center San Diego				
2008	67.7%	70.2%	59.8%	70.5%
2007	70.6%	70.5%	69.4%	71.5%

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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 2008	67.1%	70.0%	74.9%	57.0%
Overall—MHS 2007	61.4%	66.1%	69.3%	49.4%
Navy, Overall	60.1%	62.6%	70.6%	53.3%
National Naval Medical Center Bethesda				
2008	54.2%	57.4%	58.4%	47.4%
2007	47.6%	59.0%	57.4%	29.7%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	61.9%**	41.4%**	N/A	N/A
Naval Hospital Bremerton				
2008	64.6%*	77.5%*	N/A	57.3%*
2007	74.1%*	81.0%**	N/A	74.1%*
Naval Hospital Camp Lejeune				
2008	65.7%	64.9%*	70.9%**	64.4%*
2007	56.3%	55.0%*	58.7%**	55.9%*
Naval Hospital Camp Pendleton				
2008	56.0%*	83.9%**	N/A	35.9%*
2007	59.6%	62.7%*	66.3%**	56.2%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	54.5%*	67.1%**	N/A	N/A
2007	55.4%*	76.2%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	63.9%	72.8%*	56.0%**	57.3%*
2007	73.2%	70.6%	89.1%*	71.1%*
Naval Hospital Lemoore				
2008	33.4%** ↓	N/A	N/A	19.9%**
2007	36.0%**	N/A	N/A	41.5%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	71.0%**	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	56.8%**	N/A	N/A	57.4%**
2007	36.3%*	N/A	N/A	41.0%*

(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				
2008	72.0%* ↑	N/A	76.1%**	61.8%*
2007	73.9%	83.3%**	83.8%*	61.5%*
Naval Hospital Pensacola				
2008	76.9%* ↑	87.3%*	96.6%**	64.4%**
2007	80.5%	81.2%*	92.8%*	71.6%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A ↓	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	61.1%**	N/A	N/A	N/A
2007	31.6%*	33.8%**	N/A	N/A
Naval Hospital Yokosuka				
2008	54.6%*	N/A	N/A	48.8%*
2007	47.8%*	N/A	N/A	50.1%**
Naval Medical Center Portsmouth				
2008	67.7% ↑	64.9%	81.3%	59.4%
2007	53.4%	68.4%	61.5%	38.3%
Naval Medical Center San Diego				
2008	51.3% ↓	48.5%	56.4%	50.7%
2007	57.6%	59.7%	66.5%	50.3%

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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 2008	88.9%	88.9%	N/A	N/A
Overall—MHS 2007	88.7%	88.7%	N/A	N/A
Navy, Overall	92.9%	92.9%	N/A	N/A
National Naval Medical Center Bethesda				
2008	93.4%	93.4%	N/A	N/A
2007	84.7%*	84.7%*	N/A	N/A
Naval Hospital Beaufort				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	100%** ↑	100%**	N/A	N/A
2007	100%**	100%**	N/A	N/A
Naval Hospital Camp Lejeune				
2008	72.3%**	72.3%**	N/A	N/A
2007	80.8%**	80.8%**	N/A	N/A
Naval Hospital Camp Pendleton				
2008	97.8%**	97.8%**	N/A	N/A
2007	63.1%*	63.1%*	N/A	N/A
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	94.5%**	94.5%**	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	92.0%*	92.0%*	N/A	N/A
2007	84.0%	84.0%	N/A	N/A
Naval Hospital Lemoore				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Naples				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	N/A ↑	N/A	N/A	N/A
2007	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				
2008	N/A	N/A	N/A	N/A
2007	98.1%**	98.1%**	N/A	N/A
Naval Hospital Pensacola				
2008	95.6%**	95.6%**	N/A	N/A
2007	99.0%*	99.0%*	N/A	N/A
Naval Hospital Rota				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Yokosuka				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Medical Center Portsmouth				
2008	93.5%	93.5%	N/A	N/A
2007	87.3%	87.3%	N/A	N/A
Naval Medical Center San Diego				
2008	93.1%	93.1%	N/A	N/A
2007	84.2%	84.2%	N/A	N/A

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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 2008	71.7%	70.4%	77.3%	68.7%
Overall—MHS 2007	68.3%	67.9%	72.6%	65.4%
Navy, Overall	72.4%	71.0%	81.2%	69.2%
National Naval Medical Center Bethesda				
2008	78.3%	74.5%	86.4%	76.3%
2007	70.0%	69.4%	82.5%	61.3%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	85.0%**	79.7%**	N/A	N/A
Naval Hospital Bremerton				
2008	80.3%*	68.2%*	N/A	83.4%*
2007	79.2%*	84.0%**	N/A	78.3%*
Naval Hospital Camp Lejeune				
2008	75.4%	74.2%*	76.5%**	75.4%*
2007	67.1%	59.1%**	74.0%**	66.7%*
Naval Hospital Camp Pendleton				
2008	72.6%*	86.9%**	N/A	62.1%*
2007	65.4%	58.8%*	60.6%**	69.9%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	65.7%*	44.0%**	N/A	N/A
2007	58.0%*	60.4%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	69.6%	60.4%*	95.7%**	70.7%*
2007	78.7%	74.1%	87.8%*	81.0%*
Naval Hospital Lemoore				
2008	49.3%** ↓	N/A	N/A	52.8%**
2007	72.2%**	N/A	N/A	72.2%**
Naval Hospital Naples				
2008	N/A ↑	N/A	N/A	N/A
2007	58.8%**	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	58.6%**	N/A	N/A	51.2%**
2007	71.7%*	N/A	N/A	74.2%*

(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				
2008	74.5%*	N/A	76.1%**	70.3%*
2007	62.5%	63.6%**	65.4%*	59.8%*
Naval Hospital Pensacola				
2008	77.1%*	92.3%**	85.7%**	64.4%**
2007	76.3%	72.7%*	76.1%*	80.1%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	83.3%**	N/A	N/A	72.1%**
2007	79.8%*	76.2%**	N/A	N/A
Naval Hospital Yokosuka				
2008	64.2%*	N/A	N/A	67.9%*
2007	74.9%*	N/A	N/A	74.3%**
Naval Medical Center Portsmouth				
2008	71.7%	76.3%	79.1%	63.5%
2007	60.1%	71.3%	65.9%	48.8%
Naval Medical Center San Diego				
2008	69.1%	66.2%	76.1%	67.6%
2007	67.3%	68.9%	72.5%	63.0%

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

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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 2008	78.6%	75.1%	85.3%	77.0%
Overall—MHS 2007	76.5%	74.1%	83.6%	73.4%
Navy, Overall	79.4%	78.1%	87.8%	76.1%
National Naval Medical Center Bethesda				
2008	81.0%	82.7%	82.1%	78.3%
2007	73.3%	72.6%	81.0%	68.4%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	85.7%**	90.7%**	N/A	N/A
Naval Hospital Bremerton				
2008	85.9%*	82.2%*	N/A	87.2%*
2007	82.0%*	90.0%**	N/A	81.1%*
Naval Hospital Camp Lejeune				
2008	75.5%	71.6%*	89.1%**	73.0%*
2007	68.7%	60.1%*	89.3%**	64.7%*
Naval Hospital Camp Pendleton				
2008	74.4%	82.9%**	N/A	71.1%*
2007	71.6%	70.2%*	62.8%**	74.6%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	81.9%*	72.3%**	N/A	N/A
2007	82.2%*	77.3%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	79.0%	73.6%*	95.3%**	78.8%*
2007	79.9%	74.7%	84.8%*	84.2%*
Naval Hospital Lemoore				
2008	71.2%**	N/A	N/A	79.0%**
2007	79.9%**	N/A	N/A	81.4%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	84.6%**	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	64.5%**	N/A	N/A	57.2%**
2007	85.9%*	N/A	N/A	86.5%*

(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				
2008	91.6%* ↑	N/A	100%**	84.1%*
2007	78.0%	70.8%**	81.2%*	80.1%*
Naval Hospital Pensacola				
2008	84.8%*	85.0%*	93.2%**	81.9%**
2007	84.2%	85.9%*	98.6%*	74.2%*
Naval Hospital Rota				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	95.4%** ↑	N/A	N/A	92.4%**
2007	85.3%*	82.4%**	N/A	N/A
Naval Hospital Yokosuka				
2008	82.9%*	N/A	N/A	84.6%*
2007	78.1%*	N/A	N/A	78.4%**
Naval Medical Center Portsmouth				
2008	78.0%	75.5%	87.7%	72.2%
2007	71.5%	75.6%	79.1%	63.4%
Naval Medical Center San Diego				
2008	77.2%	74.2%	89.5%	71.8%
2007	74.5%	73.3%	87.7%	67.4%

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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 2008	85.1%	84.2%	90.7%	81.4%
Overall—MHS 2007	84.5%	84.0%	90.4%	80.1%
Navy, Overall	85.9%	85.8%	91.8%	83.0%
National Naval Medical Center Bethesda				
2008	92.6% ↑	92.2%	92.6%	92.9%
2007	86.4%	88.0%	92.5%	80.4%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	96.5%**	94.7%**	N/A	N/A
Naval Hospital Bremerton				
2008	95.2%* ↑	89.2%*	N/A	97.7%*
2007	94.1%*	100%**	N/A	93.9%*
Naval Hospital Camp Lejeune				
2008	79.9%	68.4%*	100%**	78.2%*
2007	84.7%	81.6%*	79.6%**	87.2%*
Naval Hospital Camp Pendleton				
2008	83.2%	84.2%*	N/A	81.9%*
2007	82.8%	85.8%*	94.7%**	78.3%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	94.8%* ↑	97.0%*	N/A	N/A
2007	100%*	100%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	86.8%	86.6%*	84.3%**	87.9%*
2007	87.6%	81.2%	98.2%*	91.8%*
Naval Hospital Lemoore				
2008	74.9%**	N/A	N/A	83.7%**
2007	89.2%**	N/A	N/A	86.4%**
Naval Hospital Naples				
2008	N/A ↑	N/A	N/A	N/A
2007	97.2%**	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	83.3%**	N/A	N/A	79.9%**
2007	84.2%*	N/A	N/A	80.2%*

(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				
2008	89.6%*	N/A	100%**	86.4%*
2007	86.8%	87.2%**	94.0%*	81.5%*
Naval Hospital Pensacola				
2008	89.3%*	94.9%*	100%**	81.9%**
2007	92.4%	91.7%*	95.5%*	91.1%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	89.5%**	N/A	N/A	92.3%**
2007	87.0%*	84.5%**	N/A	N/A
Naval Hospital Yokosuka				
2008	90.8%*	N/A	N/A	86.5%*
2007	83.2%*	N/A	N/A	81.6%**
Naval Medical Center Portsmouth				
2008	85.7%	89.0%	94.9%	76.8%
2007	81.6%	86.2%	85.9%	75.7%
Naval Medical Center San Diego				
2008	81.9%	83.5%	85.7%	77.5%
2007	83.9%	85.9%	93.2%	76.5%

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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 2008	67.4%	58.5%	80.2%	67.6%
Overall—MHS 2007	66.5%	57.8%	79.0%	66.5%
Navy, Overall	66.8%	56.2%	81.3%	67.6%
National Naval Medical Center Bethesda				
2008	66.1%	54.2%	78.4%	70.4%
2007	62.7%	57.7%	71.3%	60.5%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	53.9%**	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	75.1%*	70.2%*	N/A	75.8%*
2007	70.9%*	78.3%**	N/A	68.9%*
Naval Hospital Camp Lejeune				
2008	61.9%	59.9%*	94.1%**	54.2%*
2007	61.8%	46.7%*	61.4%**	65.9%*
Naval Hospital Camp Pendleton				
2008	68.4%*	67.1%**	N/A	74.5%*
2007	59.4%	56.3%*	65.1%**	59.4%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	76.8%*	61.8%**	N/A	N/A
2007	78.9%*	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	72.2%	68.6%*	67.2%**	77.0%*
2007	70.6%	61.3%	93.1%**	75.3%*
Naval Hospital Lemoore				
2008	66.0%**	N/A	N/A	75.7%**
2007	70.8%**	N/A	N/A	71.0%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	72.2%**	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	66.5%**	N/A	N/A	68.0%**
2007	80.9%*	N/A	N/A	82.7%*

(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				
2008	74.4%*	N/A	N/A	69.7%*
2007	70.6%	60.3%**	82.5%*	69.3%*
Naval Hospital Pensacola				
2008	77.4%*	77.7%**	84.9%**	75.6%**
2007	77.4%	70.1%*	92.2%*	76.6%*
Naval Hospital Rota				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	73.3%**	N/A	N/A	N/A
2007	76.7%*	74.7%**	N/A	N/A
Naval Hospital Yokosuka				
2008	72.1%*	N/A	N/A	78.8%*
2007	81.8%*	N/A	N/A	83.7%**
Naval Medical Center Portsmouth				
2008	64.2%	53.2%	85.1%	56.8%
2007	61.5%	62.7%	68.1%	56.6%
Naval Medical Center San Diego				
2008	62.7%	47.6%	81.8%	66.5%
2007	64.1%	56.3%	78.1%	61.9%

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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 2008	76.6%	70.0%	89.8%	73.2%
Overall—MHS 2007	75.2%	69.9%	89.2%	69.7%
Navy, Overall	75.7%	71.5%	89.5%	72.0%
National Naval Medical Center Bethesda				
2008	78.9%	77.9%	87.3%	73.7%
2007	76.5%	76.0%	96.0%	62.2%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	92.4%**	87.6%**	N/A	N/A
Naval Hospital Bremerton				
2008	90.5%* ↑	81.9%*	N/A	93.8%*
2007	82.1%*	74.2%**	N/A	85.1%*
Naval Hospital Camp Lejeune				
2008	77.9%	55.8%*	100%**	79.2%*
2007	67.6%	53.5%*	77.4%**	68.1%*
Naval Hospital Camp Pendleton				
2008	65.8%	66.6%**	N/A	60.5%*
2007	69.0%	67.1%*	93.1%**	63.6%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	82.6%*	74.1%*	N/A	N/A
2007	88.6%*	85.7%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	74.6%	69.6%*	72.4%**	80.8%*
2007	72.7%	57.4%	100%*	81.9%*
Naval Hospital Lemoore				
2008	65.7%**	N/A	N/A	69.0%**
2007	80.9%**	N/A	N/A	82.5%**
Naval Hospital Naples				
2008	N/A ↑	N/A	N/A	N/A
2007	75.4%**	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	80.5%**	N/A	N/A	85.2%**
2007	88.2%*	N/A	N/A	85.1%*

(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				
2008	68.5%*	N/A	76.0%**	69.0%*
2007	79.6%	73.0%**	93.1%*	73.8%*
Naval Hospital Pensacola				
2008	76.4%*	80.9%*	89.7%**	68.9%**
2007	80.1%	74.5%*	98.7%*	74.6%*
Naval Hospital Rota				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	80.5%**	N/A	N/A	87.6%**
2007	76.5%*	74.0%**	N/A	N/A
Naval Hospital Yokosuka				
2008	80.6%*	N/A	N/A	81.2%*
2007	76.9%*	N/A	N/A	82.1%**
Naval Medical Center Portsmouth				
2008	74.8%	75.6%	92.1%	61.3%
2007	68.0%	73.0%	86.9%	52.9%
Naval Medical Center San Diego				
2008	74.6%	70.3%	92.1%	66.9%
2007	73.0%	69.0%	93.1%	63.5%

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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 2008	61.8%	56.0%	75.4%	57.2%
Overall—MHS 2007	60.1%	56.7%	71.8%	54.3%
Navy, Overall	59.6%	57.1%	75.7%	53.6%
National Naval Medical Center Bethesda				
2008	60.4%	58.1%	70.3%	55.2%
2007	51.1%	48.7%	66.0%	42.5%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	57.9%**	48.2%**	N/A	N/A
Naval Hospital Bremerton				
2008	72.5%* ↑	71.4%*	N/A	72.0%*
2007	64.4%*	70.1%**	N/A	62.4%*
Naval Hospital Camp Lejeune				
2008	60.3%	59.6%*	89.1%**	52.5%*
2007	58.0%	56.4%*	64.2%**	56.4%*
Naval Hospital Camp Pendleton				
2008	56.8%	65.4%*	N/A	47.4%*
2007	49.8%	53.5%*	68.1%**	43.0%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	68.4%*	68.0%*	N/A	N/A
2007	61.2%*	76.4%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	64.6%	64.5%*	50.6%**	69.6%*
2007	65.3%	62.7%	80.0%*	63.5%*
Naval Hospital Lemoore				
2008	45.2%**	N/A	N/A	47.4%**
2007	52.8%**	N/A	N/A	53.9%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	56.5%**	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	64.0%**	N/A	N/A	65.0%**
2007	66.9%*	N/A	N/A	66.1%*

(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				
2008	51.4%*	N/A	76.0%**	39.8%*
2007	60.7%	59.2%**	67.1%*	57.1%*
Naval Hospital Pensacola				
2008	62.1%*	73.6%*	86.4%**	45.6%**
2007	69.0%	68.6%*	87.8%*	57.4%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	39.2%** ↓	N/A	N/A	44.9%**
2007	66.5%*	68.8%**	N/A	N/A
Naval Hospital Yokosuka				
2008	55.4%*	N/A	N/A	54.7%*
2007	75.9%*	N/A	N/A	75.6%**
Naval Medical Center Portsmouth				
2008	61.1%	61.5%	78.4%	47.9%
2007	52.4%	53.9%	65.8%	43.0%
Naval Medical Center San Diego				
2008	58.0%	52.1%	71.8%	55.1%
2007	57.5%	53.8%	76.0%	49.2%

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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 2008	16.4%	N/A	N/A	16.4%
Overall—MHS 2007	16.4%	N/A	N/A	16.4%
Navy, Overall	18.8%	N/A	N/A	18.8%
National Naval Medical Center Bethesda				
2008	14.3%	N/A	N/A	14.3%
2007	21.0%	N/A	N/A	21.0%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	33.4%*	N/A	N/A	33.4%*
2007	26.8%*	N/A	N/A	26.8%*
Naval Hospital Camp Lejeune				
2008	37.1%* ↑	N/A	N/A	37.1%*
2007	35.1%*	N/A	N/A	35.1%*
Naval Hospital Camp Pendleton				
2008	21.5%*	N/A	N/A	21.5%*
2007	18.9%*	N/A	N/A	18.9%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↓	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	21.7%*	N/A	N/A	21.7%*
2007	20.2%*	N/A	N/A	20.2%*
Naval Hospital Lemoore				
2008	18.9%**	N/A	N/A	18.9%**
2007	15.8%**	N/A	N/A	15.8%**
Naval Hospital Naples				
2008	N/A ↓	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	0.0%** ↓	N/A	N/A	0.0%**
2007	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				
2008	16.8%*	N/A	N/A	16.8%*
2007	21.3%*	N/A	N/A	21.3%*
Naval Hospital Pensacola				
2008	24.7%**	N/A	N/A	24.7%**
2007	11.5%*	N/A	N/A	11.5%*
Naval Hospital Rota				
2008	N/A ↓	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A ↓	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	17.4%**	N/A	N/A	17.4%**
2007	N/A	N/A	N/A	N/A
Naval Hospital Yokosuka				
2008	10.1%*	N/A	N/A	10.1%*
2007	22.5%**	N/A	N/A	22.5%**
Naval Medical Center Portsmouth				
2008	11.6% ↓	N/A	N/A	11.6%
2007	13.7%	N/A	N/A	13.7%
Naval Medical Center San Diego				
2008	17.9%	N/A	N/A	17.9%
2007	17.6%	N/A	N/A	17.6%

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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 2008	81.7%	N/A	N/A	81.7%
Overall—MHS 2007	79.9%	N/A	N/A	79.9%
Navy, Overall	80.8%	N/A	N/A	80.8%
National Naval Medical Center Bethesda				
2008	78.9%	N/A	N/A	78.9%
2007	73.9%	N/A	N/A	73.9%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	84.1%*	N/A	N/A	84.1%*
2007	92.3%*	N/A	N/A	92.3%*
Naval Hospital Camp Lejeune				
2008	86.2%*	N/A	N/A	86.2%*
2007	79.9%*	N/A	N/A	79.9%*
Naval Hospital Camp Pendleton				
2008	73.6%*	N/A	N/A	73.6%*
2007	77.2%*	N/A	N/A	77.2%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	86.9%*	N/A	N/A	86.9%*
2007	87.9%*	N/A	N/A	87.9%*
Naval Hospital Lemoore				
2008	93.4%** ↑	N/A	N/A	93.4%**
2007	73.3%**	N/A	N/A	73.3%**
Naval Hospital Naples				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	71.5%**	N/A	N/A	71.5%**
2007	84.5%*	N/A	N/A	84.5%*

(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				
2008	78.9%*	N/A	N/A	78.9%*
2007	90.8%*	N/A	N/A	90.8%*
Naval Hospital Pensacola				
2008	74.3%**	N/A	N/A	74.3%**
2007	91.2%*	N/A	N/A	91.2%*
Naval Hospital Rota				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	82.6%**	N/A	N/A	82.6%**
2007	N/A	N/A	N/A	N/A
Naval Hospital Yokosuka				
2008	88.2%*	N/A	N/A	88.2%*
2007	90.9%**	N/A	N/A	90.9%**
Naval Medical Center Portsmouth				
2008	75.1%	N/A	N/A	75.1%
2007	77.2%	N/A	N/A	77.2%
Naval Medical Center San Diego				
2008	83.8%	N/A	N/A	83.8%
2007	88.1%	N/A	N/A	88.1%

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.

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 2008	77.8%	N/A	N/A	77.8%
Overall—MHS 2007	75.9%	N/A	N/A	75.9%
Navy, Overall	77.5%	N/A	N/A	77.5%
National Naval Medical Center Bethesda				
2008	76.7%	N/A	N/A	76.7%
2007	70.9%	N/A	N/A	70.9%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	84.1%*	N/A	N/A	84.1%*
2007	92.3%*	N/A	N/A	92.3%*
Naval Hospital Camp Lejeune				
2008	81.7%*	N/A	N/A	81.7%*
2007	75.7%*	N/A	N/A	75.7%*
Naval Hospital Camp Pendleton				
2008	63.3%* ↓	N/A	N/A	63.3%*
2007	75.1%*	N/A	N/A	75.1%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	81.6%*	N/A	N/A	81.6%*
2007	85.3%*	N/A	N/A	85.3%*
Naval Hospital Lemoore				
2008	86.9%**	N/A	N/A	86.9%**
2007	71.3%**	N/A	N/A	71.3%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	71.5%**	N/A	N/A	71.5%**
2007	68.3%*	N/A	N/A	68.3%*

(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				
2008	81.9%*	N/A	N/A	81.9%*
2007	92.9%*	N/A	N/A	92.9%*
Naval Hospital Pensacola				
2008	74.3%**	N/A	N/A	74.3%**
2007	84.1%*	N/A	N/A	84.1%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	89.3%**	N/A	N/A	89.3%**
2007	N/A	N/A	N/A	N/A
Naval Hospital Yokosuka				
2008	81.7%*	N/A	N/A	81.7%*
2007	94.2%**	N/A	N/A	94.2%**
Naval Medical Center Portsmouth				
2008	73.8%	N/A	N/A	73.8%
2007	73.3%	N/A	N/A	73.3%
Naval Medical Center San Diego				
2008	79.8%	N/A	N/A	79.8%
2007	82.7%	N/A	N/A	82.7%

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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 2008	66.7%	N/A	N/A	66.7%
Overall—MHS 2007	62.5%	N/A	N/A	62.5%
Navy, Overall	66.3%	N/A	N/A	66.3%
National Naval Medical Center Bethesda				
2008	66.9%	N/A	N/A	66.9%
2007	54.2%	N/A	N/A	54.2%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	80.2%* ↑	N/A	N/A	80.2%*
2007	80.2%*	N/A	N/A	80.2%*
Naval Hospital Camp Lejeune				
2008	64.6%*	N/A	N/A	64.6%*
2007	57.1%*	N/A	N/A	57.1%*
Naval Hospital Camp Pendleton				
2008	45.4%* ↓	N/A	N/A	45.4%*
2007	58.8%*	N/A	N/A	58.8%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	70.7%*	N/A	N/A	70.7%*
2007	79.6%*	N/A	N/A	79.6%*
Naval Hospital Lemoore				
2008	72.9%**	N/A	N/A	72.9%**
2007	63.3%**	N/A	N/A	63.3%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	69.4%**	N/A	N/A	69.4%**
2007	48.6%*	N/A	N/A	48.6%*

(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				
2008	70.5%*	N/A	N/A	70.5%*
2007	77.8%*	N/A	N/A	77.8%*
Naval Hospital Pensacola				
2008	56.6%**	N/A	N/A	56.6%**
2007	73.3%*	N/A	N/A	73.3%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	63.2%**	N/A	N/A	63.2%**
2007	N/A	N/A	N/A	N/A
Naval Hospital Yokosuka				
2008	76.9%*	N/A	N/A	76.9%*
2007	70.0%**	N/A	N/A	70.0%**
Naval Medical Center Portsmouth				
2008	64.1%	N/A	N/A	64.1%
2007	60.6%	N/A	N/A	60.6%
Naval Medical Center San Diego				
2008	70.4%	N/A	N/A	70.4%
2007	67.3%	N/A	N/A	67.3%

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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 2008	74.9%	N/A	N/A	74.9%
Overall—MHS 2007	72.3%	N/A	N/A	72.3%
Navy, Overall	75.2%	N/A	N/A	75.2%
National Naval Medical Center Bethesda				
2008	88.3% ↑	N/A	N/A	88.3%
2007	71.4%	N/A	N/A	71.4%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	86.4%*	N/A	N/A	86.4%*
2007	95.8%*	N/A	N/A	95.8%*
Naval Hospital Camp Lejeune				
2008	81.1%*	N/A	N/A	81.1%*
2007	75.9%*	N/A	N/A	75.9%*
Naval Hospital Camp Pendleton				
2008	67.3%*	N/A	N/A	67.3%*
2007	76.3%*	N/A	N/A	76.3%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	88.8%* ↑	N/A	N/A	88.8%*
2007	86.3%*	N/A	N/A	86.3%*
Naval Hospital Lemoore				
2008	68.1%**	N/A	N/A	68.1%**
2007	77.1%**	N/A	N/A	77.1%**
Naval Hospital Naples				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	73.6%**	N/A	N/A	73.6%**
2007	72.2%*	N/A	N/A	72.2%*

(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				
2008	68.5%*	N/A	N/A	68.5%*
2007	66.8%*	N/A	N/A	66.8%*
Naval Hospital Pensacola				
2008	69.8%**	N/A	N/A	69.8%**
2007	71.0%*	N/A	N/A	71.0%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	88.6%**	N/A	N/A	88.6%**
2007	N/A	N/A	N/A	N/A
Naval Hospital Yokosuka				
2008	71.2%*	N/A	N/A	71.2%*
2007	86.3%**	N/A	N/A	86.3%**
Naval Medical Center Portsmouth				
2008	68.2%	N/A	N/A	68.2%
2007	64.4%	N/A	N/A	64.4%
Naval Medical Center San Diego				
2008	72.2%	N/A	N/A	72.2%
2007	72.8%	N/A	N/A	72.8%

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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 2008	79.7%	N/A	N/A	79.7%
Overall—MHS 2007	76.7%	N/A	N/A	76.7%
Navy, Overall	81.2%	N/A	N/A	81.2%
National Naval Medical Center Bethesda				
2008	91.3% ↑	N/A	N/A	91.3%
2007	70.9%	N/A	N/A	70.9%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	95.6%* ↑	N/A	N/A	95.6%*
2007	90.9%*	N/A	N/A	90.9%*
Naval Hospital Camp Lejeune				
2008	77.9%*	N/A	N/A	77.9%*
2007	79.3%*	N/A	N/A	79.3%*
Naval Hospital Camp Pendleton				
2008	81.5%*	N/A	N/A	81.5%*
2007	83.7%*	N/A	N/A	83.7%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	91.3%* ↑	N/A	N/A	91.3%*
2007	89.7%*	N/A	N/A	89.7%*
Naval Hospital Lemoore				
2008	81.6%**	N/A	N/A	81.6%**
2007	76.6%**	N/A	N/A	76.6%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	84.8%**	N/A	N/A	84.8%**
2007	77.4%*	N/A	N/A	77.4%*

(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				
2008	79.5%*	N/A	N/A	79.5%*
2007	80.9%*	N/A	N/A	80.9%*
Naval Hospital Pensacola				
2008	66.4%**	N/A	N/A	66.4%**
2007	79.3%*	N/A	N/A	79.3%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	100%** ↑	N/A	N/A	100%**
2007	N/A	N/A	N/A	N/A
Naval Hospital Yokosuka				
2008	79.7%*	N/A	N/A	79.7%*
2007	82.5%**	N/A	N/A	82.5%**
Naval Medical Center Portsmouth				
2008	76.3%	N/A	N/A	76.3%
2007	75.5%	N/A	N/A	75.5%
Naval Medical Center San Diego				
2008	75.1%	N/A	N/A	75.1%
2007	79.2%	N/A	N/A	79.2%

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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 2008	92.3%	N/A	N/A	92.3%
Overall—MHS 2007	90.4%	N/A	N/A	90.4%
Navy, Overall	93.4%	N/A	N/A	93.4%
National Naval Medical Center Bethesda				
2008	99.5% ↑	N/A	N/A	99.5%
2007	90.3%	N/A	N/A	90.3%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	100%* ↑	N/A	N/A	100%*
2007	94.1%*	N/A	N/A	94.1%*
Naval Hospital Camp Lejeune				
2008	91.5%*	N/A	N/A	91.5%*
2007	94.5%*	N/A	N/A	94.5%*
Naval Hospital Camp Pendleton				
2008	92.1%*	N/A	N/A	92.1%*
2007	88.4%*	N/A	N/A	88.4%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	95.3%*	N/A	N/A	95.3%*
2007	94.8%*	N/A	N/A	94.8%*
Naval Hospital Lemoore				
2008	81.7%**	N/A	N/A	81.7%**
2007	86.6%**	N/A	N/A	86.6%**
Naval Hospital Naples				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	95.4%**	N/A	N/A	95.4%**
2007	87.3%*	N/A	N/A	87.3%*

(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				
2008	94.9%*	N/A	N/A	94.9%*
2007	92.0%*	N/A	N/A	92.0%*
Naval Hospital Pensacola				
2008	91.9%**	N/A	N/A	91.9%**
2007	94.6%*	N/A	N/A	94.6%*
Naval Hospital Rota				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	95.0%**	N/A	N/A	95.0%**
2007	N/A	N/A	N/A	N/A
Naval Hospital Yokosuka				
2008	95.8%*	N/A	N/A	95.8%*
2007	92.5%**	N/A	N/A	92.5%**
Naval Medical Center Portsmouth				
2008	89.6%	N/A	N/A	89.6%
2007	87.5%	N/A	N/A	87.5%
Naval Medical Center San Diego				
2008	93.9%	N/A	N/A	93.9%
2007	88.9%	N/A	N/A	88.9%

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)

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 2008	71.2%	N/A	N/A	71.2%
Overall—MHS 2007	69.2%	N/A	N/A	69.2%
Navy, Overall	69.2%	N/A	N/A	69.2%
National Naval Medical Center Bethesda				
2008	83.8% ↑	N/A	N/A	83.8%
2007	61.7%	N/A	N/A	61.7%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	88.8%* ↑	N/A	N/A	88.8%*
2007	72.1%*	N/A	N/A	72.1%*
Naval Hospital Camp Lejeune				
2008	63.3%*	N/A	N/A	63.3%*
2007	66.5%*	N/A	N/A	66.5%*
Naval Hospital Camp Pendleton				
2008	60.7%*	N/A	N/A	60.7%*
2007	64.4%*	N/A	N/A	64.4%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	75.6%*	N/A	N/A	75.6%*
2007	84.4%*	N/A	N/A	84.4%*
Naval Hospital Lemoore				
2008	75.7%**	N/A	N/A	75.7%**
2007	76.8%**	N/A	N/A	76.8%**
Naval Hospital Naples				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	89.4%** ↑	N/A	N/A	89.4%**
2007	60.7%**	N/A	N/A	60.7%**

(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				
2008	66.9%*	N/A	N/A	66.9%*
2007	64.9%*	N/A	N/A	64.9%*
Naval Hospital Pensacola				
2008	60.6%**	N/A	N/A	60.6%**
2007	72.4%*	N/A	N/A	72.4%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	71.0%**	N/A	N/A	71.0%**
2007	N/A	N/A	N/A	N/A
Naval Hospital Yokosuka				
2008	76.3%*	N/A	N/A	76.3%*
2007	78.7%**	N/A	N/A	78.7%**
Naval Medical Center Portsmouth				
2008	58.4% ↓	N/A	N/A	58.4%
2007	63.1%	N/A	N/A	63.1%
Naval Medical Center San Diego				
2008	66.7%	N/A	N/A	66.7%
2007	72.5%	N/A	N/A	72.5%

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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 2008	71.9%	N/A	N/A	71.9%
Overall—MHS 2007	68.7%	N/A	N/A	68.7%
Navy, Overall	70.5%	N/A	N/A	70.5%
National Naval Medical Center Bethesda				
2008	80.8% ↑	N/A	N/A	80.8%
2007	60.5%	N/A	N/A	60.5%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	83.5%* ↑	N/A	N/A	83.5%*
2007	78.7%*	N/A	N/A	78.7%*
Naval Hospital Camp Lejeune				
2008	64.2%*	N/A	N/A	64.2%*
2007	74.2%*	N/A	N/A	74.2%*
Naval Hospital Camp Pendleton				
2008	72.1%*	N/A	N/A	72.1%*
2007	66.7%*	N/A	N/A	66.7%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	67.7%*	N/A	N/A	67.7%*
2007	78.6%*	N/A	N/A	78.6%*
Naval Hospital Lemoore				
2008	81.7%**	N/A	N/A	81.7%**
2007	66.2%**	N/A	N/A	66.2%**
Naval Hospital Naples				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	89.5%** ↑	N/A	N/A	89.5%**
2007	70.5%*	N/A	N/A	70.5%*

(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				
2008	67.3%*	N/A	N/A	67.3%*
2007	64.5%*	N/A	N/A	64.5%*
Naval Hospital Pensacola				
2008	73.9%**	N/A	N/A	73.9%**
2007	72.3%*	N/A	N/A	72.3%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	95.0%** ↑	N/A	N/A	95.0%**
2007	N/A	N/A	N/A	N/A
Naval Hospital Yokosuka				
2008	80.5%*	N/A	N/A	80.5%*
2007	82.5%**	N/A	N/A	82.5%**
Naval Medical Center Portsmouth				
2008	59.5% ↓	N/A	N/A	59.5%
2007	60.4%	N/A	N/A	60.4%
Naval Medical Center San Diego				
2008	65.0%	N/A	N/A	65.0%
2007	63.2%	N/A	N/A	63.2%

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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 2008	76.5%	N/A	N/A	76.5%
Overall—MHS 2007	73.2%	N/A	N/A	73.2%
Navy, Overall	75.3%	N/A	N/A	75.3%
National Naval Medical Center Bethesda				
2008	89.2% ↑	N/A	N/A	89.2%
2007	64.5%	N/A	N/A	64.5%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	81.2%*	N/A	N/A	81.2%*
2007	76.1%*	N/A	N/A	76.1%*
Naval Hospital Camp Lejeune				
2008	68.4%*	N/A	N/A	68.4%*
2007	76.5%*	N/A	N/A	76.5%*
Naval Hospital Camp Pendleton				
2008	80.3%*	N/A	N/A	80.3%*
2007	72.2%*	N/A	N/A	72.2%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	76.3%*	N/A	N/A	76.3%*
2007	85.1%*	N/A	N/A	85.1%*
Naval Hospital Lemoore				
2008	N/A	N/A	N/A	N/A
2007	72.0%**	N/A	N/A	72.0%**
Naval Hospital Naples				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	82.3%**	N/A	N/A	82.3%**
2007	84.1%*	N/A	N/A	84.1%*

(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				
2008	64.7%*	N/A	N/A	64.7%*
2007	69.0%*	N/A	N/A	69.0%*
Naval Hospital Pensacola				
2008	77.6%**	N/A	N/A	77.6%**
2007	75.7%*	N/A	N/A	75.7%*
Naval Hospital Rota				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Yokosuka				
2008	84.3%*	N/A	N/A	84.3%*
2007	82.3%**	N/A	N/A	82.3%**
Naval Medical Center Portsmouth				
2008	63.4% ↓	N/A	N/A	63.4%
2007	65.6%	N/A	N/A	65.6%
Naval Medical Center San Diego				
2008	78.5%	N/A	N/A	78.5%
2007	76.4%	N/A	N/A	76.4%

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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 2008	62.6%	N/A	N/A	62.6%
Overall—MHS 2007	60.1%	N/A	N/A	60.1%
Navy, Overall	61.9%	N/A	N/A	61.9%
National Naval Medical Center Bethesda				
2008	71.2%	N/A	N/A	71.2%
2007	49.8%	N/A	N/A	49.8%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	73.1%*	N/A	N/A	73.1%*
2007	71.8%*	N/A	N/A	71.8%*
Naval Hospital Camp Lejeune				
2008	58.4%*	N/A	N/A	58.4%*
2007	63.3%*	N/A	N/A	63.3%*
Naval Hospital Camp Pendleton				
2008	58.6%*	N/A	N/A	58.6%*
2007	60.2%*	N/A	N/A	60.2%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	69.0%*	N/A	N/A	69.0%*
2007	71.5%*	N/A	N/A	71.5%*
Naval Hospital Lemoore				
2008	53.5%**	N/A	N/A	53.5%**
2007	69.2%**	N/A	N/A	69.2%**
Naval Hospital Naples				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	73.3%**	N/A	N/A	73.3%**
2007	64.5%*	N/A	N/A	64.5%*

(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				
2008	49.7%*	N/A	N/A	49.7%*
2007	61.3%*	N/A	N/A	61.3%*
Naval Hospital Pensacola				
2008	61.1%**	N/A	N/A	61.1%**
2007	65.0%*	N/A	N/A	65.0%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	52.2%**	N/A	N/A	52.2%**
2007	N/A	N/A	N/A	N/A
Naval Hospital Yokosuka				
2008	73.9%*	N/A	N/A	73.9%*
2007	69.8%**	N/A	N/A	69.8%**
Naval Medical Center Portsmouth				
2008	52.3% ↓	N/A	N/A	52.3%
2007	53.7%	N/A	N/A	53.7%
Naval Medical Center San Diego				
2008	64.5%	N/A	N/A	64.5%
2007	58.9%	N/A	N/A	58.9%

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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 2008	68.1%	N/A	N/A	68.1%
Overall—MHS 2007	66.6%	N/A	N/A	66.6%
Navy, Overall	65.5%	N/A	N/A	65.5%
National Naval Medical Center Bethesda				
2008	79.5% ↑	N/A	N/A	79.5%
2007	57.9%	N/A	N/A	57.9%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	83.0%* ↑	N/A	N/A	83.0%*
2007	84.2%*	N/A	N/A	84.2%*
Naval Hospital Camp Lejeune				
2008	67.1%*	N/A	N/A	67.1%*
2007	71.1%*	N/A	N/A	71.1%*
Naval Hospital Camp Pendleton				
2008	58.1%*	N/A	N/A	58.1%*
2007	62.8%*	N/A	N/A	62.8%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	79.1%* ↑	N/A	N/A	79.1%*
2007	79.8%*	N/A	N/A	79.8%*
Naval Hospital Lemoore				
2008	59.1%**	N/A	N/A	59.1%**
2007	53.9%**	N/A	N/A	53.9%**
Naval Hospital Naples				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	76.1%**	N/A	N/A	76.1%**
2007	51.7%*	N/A	N/A	51.7%*

(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				
2008	62.3%*	N/A	N/A	62.3%*
2007	53.8%*	N/A	N/A	53.8%*
Naval Hospital Pensacola				
2008	69.1%**	N/A	N/A	69.1%**
2007	78.6%*	N/A	N/A	78.6%*
Naval Hospital Rota				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	77.6%**	N/A	N/A	77.6%**
2007	N/A	N/A	N/A	N/A
Naval Hospital Yokosuka				
2008	70.9%*	N/A	N/A	70.9%*
2007	82.4%**	N/A	N/A	82.4%**
Naval Medical Center Portsmouth				
2008	56.5%	N/A	N/A	56.5%
2007	50.6%	N/A	N/A	50.6%
Naval Medical Center San Diego				
2008	52.5% ↓	N/A	N/A	52.5%
2007	61.7%	N/A	N/A	61.7%

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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 2008	88.3%	N/A	88.3%	N/A
Overall—MHS 2007	86.9%	N/A	86.9%	N/A
Navy, Overall	88.9%	N/A	88.9%	N/A
National Naval Medical Center Bethesda				
2008	86.0%	N/A	86.0%	N/A
2007	90.6%	N/A	90.6%	N/A
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Camp Lejeune				
2008	91.6%**	N/A	91.6%**	N/A
2007	85.9%**	N/A	85.9%**	N/A
Naval Hospital Camp Pendleton				
2008	N/A	N/A	N/A	N/A
2007	85.3%**	N/A	85.3%**	N/A
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	83.5%**	N/A	83.5%**	N/A
2007	95.7%*	N/A	95.7%*	N/A
Naval Hospital Lemoore				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	N/A ↑	N/A	N/A	N/A
2007	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				
2008	100%** ↑	N/A	100%**	N/A
2007	93.1%*	N/A	93.1%*	N/A
Naval Hospital Pensacola				
2008	86.4%**	N/A	86.4%**	N/A
2007	98.7%*	N/A	98.7%*	N/A
Naval Hospital Rota				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Yokosuka				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Medical Center Portsmouth				
2008	93.0%	N/A	93.0%	N/A
2007	84.0%	N/A	84.0%	N/A
Naval Medical Center San Diego				
2008	83.1%	N/A	83.1%	N/A
2007	87.7%	N/A	87.7%	N/A

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

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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 2008	79.0%	N/A	79.0%	N/A
Overall—MHS 2007	76.3%	N/A	76.3%	N/A
Navy, Overall	77.5%	N/A	77.5%	N/A
National Naval Medical Center Bethesda				
2008	80.0%	N/A	80.0%	N/A
2007	73.1%	N/A	73.1%	N/A
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Camp Lejeune				
2008	96.4%** ↑	N/A	96.4%** ↑	N/A
2007	74.8%**	N/A	74.8%**	N/A
Naval Hospital Camp Pendleton				
2008	N/A ↓	N/A	N/A	N/A
2007	68.7%**	N/A	68.7%**	N/A
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	66.1%**	N/A	66.1%**	N/A
2007	97.0%*	N/A	97.0%*	N/A
Naval Hospital Lemoore				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	N/A ↑	N/A	N/A	N/A
2007	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				
2008	90.1%**	N/A	90.1%**	N/A
2007	76.0%*	N/A	76.0%*	N/A
Naval Hospital Pensacola				
2008	90.0%**	N/A	90.0%**	N/A
2007	93.7%*	N/A	93.7%*	N/A
Naval Hospital Rota				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Yokosuka				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Medical Center Portsmouth				
2008	81.3%	N/A	81.3%	N/A
2007	63.8%	N/A	63.8%	N/A
Naval Medical Center San Diego				
2008	72.9%	N/A	72.9%	N/A
2007	80.1%	N/A	80.1%	N/A

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.

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 2008	79.5%	79.8%	85.2%	74.4%
Overall—MHS 2007	78.7%	80.3%	82.6%	73.6%
Navy, Overall	75.9%	78.9%	78.7%	72.6%
National Naval Medical Center Bethesda				
2008	78.4%	72.3%	84.7%	79.7%
2007	77.4%	83.5%	79.5%	70.5%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	86.3%**	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	84.0%*	88.7%*	N/A	81.1%*
2007	83.3%*	84.4%**	N/A	84.3%*
Naval Hospital Camp Lejeune				
2008	67.7%	71.0%*	81.3%**	63.1%*
2007	72.7%	69.3%**	82.7%**	70.1%*
Naval Hospital Camp Pendleton				
2008	80.3%	95.3%**	N/A	73.0%*
2007	73.1%	70.8%*	68.1%**	75.6%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	80.4%*	74.2%**	N/A	N/A
2007	75.4%*	94.6%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	73.5%	77.9%*	60.7%**	72.7%*
2007	78.2%	74.8%	88.9%*	78.6%*
Naval Hospital Lemoore				
2008	83.9%**	N/A	N/A	95.5%**
2007	68.0%**	N/A	N/A	64.8%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	60.0%**	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	76.3%**	N/A	N/A	74.3%**
2007	62.5%*	N/A	N/A	63.1%*

(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				
2008	72.9%*	N/A	56.7%**	68.5%*
2007	79.9%	74.0%**	91.2%*	75.1%*
Naval Hospital Pensacola				
2008	83.1%*	94.7%*	100%**	69.9%**
2007	80.9%	90.1%*	86.3%*	68.7%*
Naval Hospital Rota				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	74.3%**	N/A	N/A	79.7%**
2007	85.0%*	84.4%**	N/A	N/A
Naval Hospital Yokosuka				
2008	76.9%*	N/A	N/A	75.6%*
2007	72.7%*	N/A	N/A	76.0%**
Naval Medical Center Portsmouth				
2008	76.5%	84.2%	74.7%	73.3%
2007	67.9%	72.1%	66.5%	65.7%
Naval Medical Center San Diego				
2008	73.5%	77.9%	78.9%	65.3%
2007	70.7%	74.4%	75.7%	64.6%

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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 2008	55.2%	54.8%	59.0%	50.9%
Overall—MHS 2007	53.8%	53.1%	56.7%	50.7%
Navy, Overall	53.6%	51.6%	58.8%	52.0%
National Naval Medical Center Bethesda				
2008	62.6%	57.7%*	57.6%*	73.8%**
2007	43.0%	32.8%**	44.2%*	50.1%**
Naval Hospital Beaufort				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	57.7%**	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Camp Lejeune				
2008	64.6%**	N/A	N/A	65.0%**
2007	46.9%**	N/A	N/A	55.0%**
Naval Hospital Camp Pendleton				
2008	40.0%**	N/A	N/A	N/A
2007	49.7%**	N/A	N/A	N/A
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	42.7%**	N/A	N/A	N/A
2007	50.3%*	N/A	N/A	N/A
Naval Hospital Lemoore				
2008	N/A ↓	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	N/A	N/A	N/A	N/A
2007	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				
2008	39.9%**	N/A	N/A	N/A
2007	40.7%**	N/A	N/A	N/A
Naval Hospital Pensacola				
2008	51.1%**	N/A	N/A	N/A
2007	61.8%*	76.6%**	42.2%**	N/A
Naval Hospital Rota				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Yokosuka				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Medical Center Portsmouth				
2008	52.8%	51.2%*	65.6%*	41.0%*
2007	36.7%	36.8%*	47.4%*	28.2%*
Naval Medical Center San Diego				
2008	50.4%	47.6%*	49.0%*	55.9%**
2007	40.2%	35.8%*	42.2%*	41.7%*

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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 2008	97.9%	97.2%	98.3%	98.3%
Overall—MHS 2007	97.6%	96.9%	98.5%	97.7%
Navy, Overall	98.1%	97.1%	98.6%	98.5%
National Naval Medical Center Bethesda				
2008	97.2%	96.3%	95.4%	99.7%
2007	97.6%	99.3%	96.9%	96.5%
Naval Hospital Beaufort				
2008	N/A ↑	N/A	N/A	N/A
2007	100%**	100%**	N/A	N/A
Naval Hospital Bremerton				
2008	98.2%*	97.7%*	N/A	98.3%*
2007	98.0%*	100%**	N/A	97.8%*
Naval Hospital Camp Lejeune				
2008	99.6% ↑	98.0%*	100%**	100%*
2007	99.4%	97.7%*	99.0%**	100%*
Naval Hospital Camp Pendleton				
2008	98.3%*	93.4%**	N/A	100%*
2007	97.4%	93.4%*	100%**	98.8%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	97.4%*	97.3%*	N/A	N/A
2007	95.0%*	100%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	99.4%	98.6%*	100%**	100%*
2007	100.0%	100.0%	100%*	100%*
Naval Hospital Lemoore				
2008	97.1%**	N/A	N/A	98.6%**
2007	96.5%**	N/A	N/A	95.6%**
Naval Hospital Naples				
2008	N/A ↑	N/A	N/A	N/A
2007	97.2%**	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	100%** ↑	N/A	N/A	100%**
2007	100%*	N/A	N/A	100%*

(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				
2008	97.0%*	N/A	100%**	94.0%*
2007	93.2%	85.3%**	97.6%*	95.4%*
Naval Hospital Pensacola				
2008	98.8%*	96.5%**	100%**	100%**
2007	98.5%	97.2%*	98.7%*	100%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	100%** ↑	N/A	N/A	100%**
2007	100%*	100%**	N/A	N/A
Naval Hospital Yokosuka				
2008	97.1%*	N/A	N/A	95.8%*
2007	100%*	N/A	N/A	100%**
Naval Medical Center Portsmouth				
2008	96.9%	93.7%	99.1%	97.4%
2007	97.9%	96.8%	99.5%	97.8%
Naval Medical Center San Diego				
2008	98.6%	99.0%	98.6%	98.2%
2007	96.8%	95.9%	98.5%	96.5%

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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 2008	71.2%	69.3%	73.9%	75.3%
Overall—MHS 2007	68.7%	66.5%	71.6%	73.1%
Navy, Overall	70.0%	64.7%	74.2%	78.2%
National Naval Medical Center Bethesda				
2008	71.4%	69.0%	71.0%*	83.1%**
2007	65.9%	70.3%	52.4%*	75.4%*
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	77.2%*	80.3%**	N/A	N/A
2007	68.1%*	60.6%**	N/A	N/A
Naval Hospital Camp Lejeune				
2008	83.3%* ↑	73.1%**	N/A	86.2%**
2007	63.1%*	64.4%**	N/A	N/A
Naval Hospital Camp Pendleton				
2008	60.9%*	51.2%**	N/A	N/A
2007	67.4%*	69.2%*	N/A	56.4%**
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	76.3%**	71.8%**	N/A	N/A
2007	62.5%**	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	75.4%*	73.6%*	N/A	N/A
2007	86.4%	84.3%*	81.9%**	N/A
Naval Hospital Lemoore				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Naples				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	N/A ↑	N/A	N/A	N/A
2007	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				
2008	76.3%**	N/A	N/A	N/A
2007	88.2%*	90.5%**	76.7%**	N/A
Naval Hospital Pensacola				
2008	85.5%* ↑	85.3%**	N/A	N/A
2007	74.7%*	77.1%*	N/A	N/A
Naval Hospital Rota				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Yokosuka				
2008	93.4%** ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Medical Center Portsmouth				
2008	70.3%	66.6%	75.0%	68.6%*
2007	64.2%	64.5%	62.7%	66.0%*
Naval Medical Center San Diego				
2008	60.1% ↓	54.8%	67.3%*	70.9%**
2007	65.7%	60.5%	64.6%*	82.6%*

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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 2008	74.0%	73.2%	77.6%	71.9%
Overall—MHS 2007	71.2%	71.3%	73.9%	69.0%
Navy, Overall	70.9%	72.1%	75.2%	68.1%
National Naval Medical Center Bethesda				
2008	73.3%	74.5%	79.0%	67.4%
2007	68.1%	68.5%	76.3%	61.6%
Naval Hospital Beaufort				
2008	N/A ↑	N/A	N/A	N/A
2007	67.0%**	49.4%**	N/A	N/A
Naval Hospital Bremerton				
2008	91.3%* ↑	94.0%*	100%**	89.2%*
2007	89.2%*	86.9%**	N/A	89.5%*
Naval Hospital Camp Lejeune				
2008	72.2%	73.6%*	92.2%**	66.3%*
2007	68.3%	57.6%*	84.5%**	65.7%*
Naval Hospital Camp Pendleton				
2008	73.2%	84.6%*	N/A	68.3%*
2007	69.0%	77.9%*	55.5%**	68.1%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	78.0%*	67.4%*	N/A	N/A
2007	78.8%*	86.7%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	73.8%	76.8%*	80.3%**	68.2%*
2007	73.5%	72.5%	84.5%*	71.3%*
Naval Hospital Lemoore				
2008	77.5%**	N/A	N/A	73.1%**
2007	87.5%**	N/A	N/A	91.0%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	50.1%**	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	69.1%**	N/A	N/A	62.8%**
2007	68.5%*	N/A	N/A	70.3%*

(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				
2008	74.8%*	N/A	58.8%**	76.1%*
2007	77.0%	81.1%**	80.0%*	72.3%*
Naval Hospital Pensacola				
2008	75.2%*	86.1%*	89.7%**	62.4%**
2007	76.3%	84.5%*	80.2%*	65.0%*
Naval Hospital Rota				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A ↓	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	73.6%**	N/A	N/A	58.6%**
2007	68.7%*	70.8%**	N/A	N/A
Naval Hospital Yokosuka				
2008	74.7%*	N/A	N/A	82.8%*
2007	82.9%*	N/A	N/A	85.9%**
Naval Medical Center Portsmouth				
2008	67.9%	67.3%	76.8%	61.5%
2007	66.7%	68.0%	62.3%	68.4%
Naval Medical Center San Diego				
2008	62.8% ↓	62.1%	64.0%	62.6%
2007	66.9%	63.4%	73.5%	65.9%

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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 2008	21.5%	23.8%	23.3%	17.3%
Overall—MHS 2007	11.4%	11.5%	12.0%	10.7%
Navy, Overall	15.3%	18.1%	13.8%	14.1%
National Naval Medical Center Bethesda				
2008	14.5%	9.7%	16.9%	18.0%
2007	10.4%	15.7%	5.9%	8.5%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	9.2%**	0.0%**	N/A	N/A
Naval Hospital Bremerton				
2008	27.7%* ↑	18.5%*	32.1%**	30.9%*
2007	15.4%*	8.4%**	N/A	15.8%*
Naval Hospital Camp Lejeune				
2008	14.9%	12.6%*	22.1%**	13.7%*
2007	4.3%	17.0%*	1.0%**	2.1%*
Naval Hospital Camp Pendleton				
2008	16.3%	28.5%*	N/A	13.9%*
2007	8.4%	16.5%*	7.6%**	4.8%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	23.1%*	24.7%*	N/A	N/A
2007	13.8%*	8.3%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↓	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	21.7%	24.1%*	17.4%**	20.7%*
2007	5.9%	8.2%	7.7%*	2.6%*
Naval Hospital Lemoore				
2008	7.1%**	N/A	N/A	5.6%**
2007	16.7%**	N/A	N/A	12.6%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	16.5%**	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	7.6%**	N/A	N/A	9.2%**
2007	7.8%*	N/A	N/A	9.7%*

(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				
2008	13.7%*	N/A	8.0%**	14.8%*
2007	10.5%	9.1%**	10.8%*	11.3%*
Naval Hospital Pensacola				
2008	19.3%*	34.2%*	13.4%**	10.4%**
2007	15.8%	16.4%*	11.2%*	18.0%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A ↓	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	29.2%**	N/A	N/A	19.2%**
2007	20.6%*	22.5%**	N/A	N/A
Naval Hospital Yokosuka				
2008	21.4%*	N/A	N/A	26.3%*
2007	24.9%*	N/A	N/A	25.5%**
Naval Medical Center Portsmouth				
2008	13.2%	15.6%	15.8%	9.6%
2007	9.6%	9.2%	8.2%	10.8%
Naval Medical Center San Diego				
2008	12.3%	17.6%	11.3%	7.3%
2007	8.9%	8.0%	6.5%	11.0%

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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 2008	51.4%	52.8%	59.1%	43.0%
Overall—MHS 2007	49.2%	52.3%	55.4%	40.5%
Navy, Overall	49.1%	54.8%	58.4%	40.6%
National Naval Medical Center Bethesda				
2008	56.2%	50.0%	50.2%	67.9%
2007	48.4%	48.3%	50.7%	46.7%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	35.9%**	33.1%**	N/A	N/A
Naval Hospital Bremerton				
2008	54.4%*	57.3%*	56.8%**	52.8%*
2007	47.7%*	40.7%**	N/A	48.1%*
Naval Hospital Camp Lejeune				
2008	41.2%	60.9%*	62.1%**	29.1%*
2007	46.5%	54.0%*	53.8%**	42.0%*
Naval Hospital Camp Pendleton				
2008	34.1% ↓	60.6%*	N/A	24.2%*
2007	40.3%	54.5%*	42.1%**	32.8%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	49.9%*	52.1%*	N/A	N/A
2007	51.5%*	68.7%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	51.8%	57.7%*	60.4%**	42.5%*
2007	56.5%	59.5%	43.2%*	57.2%*
Naval Hospital Lemoore				
2008	40.1%**	N/A	N/A	43.5%**
2007	39.1%**	N/A	N/A	43.2%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	26.7%**	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	37.7%**	N/A	N/A	32.8%**
2007	46.8%*	N/A	N/A	45.0%*

(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				
2008	38.2%*	N/A	40.9%**	31.1%*
2007	45.1%	62.6%**	57.7%*	25.8%*
Naval Hospital Pensacola				
2008	51.1%*	61.7%*	82.7%**	33.0%**
2007	59.2%	75.8%*	63.8%*	38.6%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	37.4%**	N/A	N/A	32.7%**
2007	51.3%*	59.0%**	N/A	N/A
Naval Hospital Yokosuka				
2008	46.5%*	N/A	N/A	31.1%*
2007	31.6%*	N/A	N/A	27.6%**
Naval Medical Center Portsmouth				
2008	50.3%	49.6%	66.1%	38.9%
2007	48.1%	50.9%	53.1%	42.9%
Naval Medical Center San Diego				
2008	55.4% ↑	59.2%	58.6%	49.0%
2007	50.7%	55.2%	53.8%	45.0%

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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 2008	68.8%	71.2%	75.0%	60.7%
Overall—MHS 2007	66.8%	70.2%	73.0%	57.5%
Navy, Overall	61.9%	65.1%	70.8%	55.3%
National Naval Medical Center Bethesda				
2008	67.1%	69.0%	69.7%	62.9%
2007	53.8%	57.1%	58.7%	46.9%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	85.0%**	77.0%**	N/A	N/A
Naval Hospital Bremerton				
2008	63.4%*	58.4%*	N/A	62.3%*
2007	63.0%*	78.7%**	N/A	55.4%*
Naval Hospital Camp Lejeune				
2008	57.0%	71.3%*	72.3%**	48.0%*
2007	54.4%	58.8%*	75.5%**	46.1%*
Naval Hospital Camp Pendleton				
2008	48.2% ↓	62.2%*	N/A	44.6%*
2007	46.8%	43.7%*	64.1%**	43.9%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	55.0%*	53.0%*	N/A	N/A
2007	63.4%*	86.7%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	64.4%	68.2%*	69.5%**	58.6%*
2007	70.6%	68.4%	44.9%*	80.5%*
Naval Hospital Lemoore				
2008	65.2%**	N/A	N/A	66.5%**
2007	51.0%**	N/A	N/A	51.7%**
Naval Hospital Naples				
2008	N/A ↑	N/A	N/A	N/A
2007	28.3%**	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	67.2%**	N/A	N/A	67.7%**
2007	64.0%*	N/A	N/A	57.9%*

(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				
2008	56.1%*	N/A	66.8%**	45.7%*
2007	63.9%	85.3%**	74.5%*	43.4%*
Naval Hospital Pensacola				
2008	84.2%* ↑	80.5%*	79.6%**	88.4%**
2007	77.7%	78.4%*	91.2%*	68.3%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	65.7%**	N/A	N/A	45.0%**
2007	63.9%*	71.7%**	N/A	N/A
Naval Hospital Yokosuka				
2008	69.1%*	N/A	N/A	65.1%*
2007	57.4%*	N/A	N/A	60.3%**
Naval Medical Center Portsmouth				
2008	65.7%	68.9%	78.9%	53.8%
2007	62.0%	68.3%	74.9%	49.2%
Naval Medical Center San Diego				
2008	58.2%	59.7%	63.3%	53.2%
2007	57.7%	60.3%	64.8%	51.0%

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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 2008	67.1%	68.5%	69.5%	55.9%
Overall—MHS 2007	64.8%	66.8%	67.1%	51.9%
Navy, Overall	62.7%	66.2%	62.1%	49.0%*
National Naval Medical Center Bethesda				
2008	59.3%	68.8%*	51.9%*	N/A
2007	73.1%	70.9%*	78.5%*	N/A
Naval Hospital Beaufort				
2008	N/A ↓	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Camp Lejeune				
2008	70.9%**	N/A	N/A	N/A
2007	48.2%*	N/A	63.5%**	N/A
Naval Hospital Camp Pendleton				
2008	70.7%**	78.7%**	N/A	N/A
2007	53.8%*	53.4%**	54.1%**	N/A
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	64.4%**	61.0%**	N/A	N/A
2007	70.1%**	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	71.6%*	71.4%*	67.2%**	N/A
2007	65.2%*	67.6%*	N/A	N/A
Naval Hospital Lemoore				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	N/A	N/A	N/A	N/A
2007	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				
2008	72.9%**	N/A	N/A	N/A
2007	64.0%*	66.3%**	73.5%**	50.6%**
Naval Hospital Pensacola				
2008	86.2%** ↑	86.0%**	N/A	N/A
2007	63.3%*	61.7%*	N/A	N/A
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Yokosuka				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Medical Center Portsmouth				
2008	58.0%	53.5%*	71.8%	34.6%**
2007	61.3%	67.0%	58.8%	51.1%*
Naval Medical Center San Diego				
2008	60.8%	64.3%	56.3%	N/A
2007	65.2%	72.4%	63.9%	50.3%*

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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 2008	79.2%	83.2%	63.8%	90.7%
Overall—MHS 2007	88.8%	82.3%	92.2%	91.1%
Navy, Overall	83.9%	83.3%	71.0%	91.8%
National Naval Medical Center Bethesda				
2008	80.7%	75.7%*	68.6%	95.3%
2007	92.8%	86.6%*	95.9%	94.5%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
2007	87.6%**	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	92.6%* ↑	100%**	N/A	97.7%**
2007	95.7%*	100%**	N/A	94.9%*
Naval Hospital Camp Lejeune				
2008	87.0%	80.8%**	60.0%**	96.3%*
2007	86.6%	67.6%**	98.1%**	86.5%*
Naval Hospital Camp Pendleton				
2008	83.9%*	78.7%**	N/A	85.6%*
2007	92.6%	90.9%**	85.8%**	95.7%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	65.0%*	91.3%**	N/A	N/A
2007	88.4%**	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	81.1%*	77.4%**	68.2%**	91.2%*
2007	94.1%	89.7%*	95.6%**	96.1%*
Naval Hospital Lemoore				
2008	78.3%**	N/A	N/A	77.4%**
2007	93.6%**	N/A	N/A	100%**
Naval Hospital Naples				
2008	N/A ↑	N/A	N/A	N/A
2007	86.6%**	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	98.7%** ↑	N/A	N/A	100%**
2007	85.6%*	N/A	N/A	85.2%*

(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				
2008	89.6%*	N/A	92.0%**	85.1%*
2007	86.8%	88.7%**	92.6%*	81.0%*
Naval Hospital Pensacola				
2008	81.2%*	84.1%**	85.8%**	77.2%**
2007	91.1%	81.6%*	96.8%*	93.4%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	78.7%**	N/A	N/A	N/A
2007	91.2%**	89.1%**	N/A	N/A
Naval Hospital Yokosuka				
2008	80.0%**	N/A	N/A	87.1%**
2007	77.6%**	N/A	N/A	88.2%**
Naval Medical Center Portsmouth				
2008	87.1%	89.6%*	76.6%	95.6%
2007	86.6%	75.7%	91.4%	89.6%
Naval Medical Center San Diego				
2008	81.1%	84.4%	67.2%	90.0%
2007	89.2%	78.5%	95.6%	91.4%

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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 2008	67.7%	96.2%	97.6%	36.5%
Overall—MHS 2007	66.7%	95.5%	97.7%	34.9%
Navy, Overall	64.5%	96.8%	99.4%	42.2%
National Naval Medical Center Bethesda				
2008	70.2%	90.8%*	99.4%*	43.1%
2007	71.8%	98.6%*	98.2%*	41.3%
Naval Hospital Beaufort				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	50.8%*	N/A	N/A	39.5%*
2007	44.4%*	100%**	N/A	32.4%*
Naval Hospital Camp Lejeune				
2008	54.3%	N/A	N/A	43.9%*
2007	58.9%	78.4%**	100%**	44.6%*
Naval Hospital Camp Pendleton				
2008	59.7%*	92.3%**	N/A	44.5%*
2007	54.1%	98.5%*	N/A	30.6%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	76.0%**	N/A	N/A	N/A
2007	58.8%**	N/A	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	62.5%*	95.7%*	N/A	37.2%*
2007	61.5%	96.5%*	100%**	31.5%*
Naval Hospital Lemoore				
2008	75.6%**	N/A	N/A	68.8%**
2007	60.8%**	N/A	N/A	56.5%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	50.8%**	N/A	N/A	41.6%**
2007	49.5%*	N/A	N/A	46.4%*

(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				
2008	58.6%*	N/A	N/A	38.7%*
2007	66.9%*	N/A	100%**	50.0%*
Naval Hospital Pensacola				
2008	59.9%*	95.4%**	N/A	38.7%**
2007	76.1%	100%*	97.5%**	53.2%*
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	42.6%**	N/A	N/A	18.7%**
2007	85.6%**	N/A	N/A	N/A
Naval Hospital Yokosuka				
2008	44.7%* ↓	N/A	N/A	35.1%*
2007	49.3%*	N/A	N/A	31.0%**
Naval Medical Center Portsmouth				
2008	75.0% ↑	99.4%*	99.7%	52.2%
2007	66.6%	94.2%	98.7%	44.3%
Naval Medical Center San Diego				
2008	65.7%	99.0%	98.7%	32.8%
2007	62.4%	96.5%	100.0%	33.5%

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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 2008	76.1%	73.8%	81.8%	74.2%
Navy, Overall	76.4%	76.8%	82.0%	73.4%
National Naval Medical Center Bethesda				
2008	80.5%	83.8%	84.7%	73.3%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	81.5%*	80.1%*	N/A	81.4%*
Naval Hospital Camp Lejeune				
2008	79.4%	69.8%*	95.5%**	78.6%*
Naval Hospital Camp Pendleton				
2008	63.7% ↓	74.7%**	N/A	56.6%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	77.7%*	70.0%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	86.2% ↑	87.1%*	80.4%**	87.4%*
Naval Hospital Lemoore				
2008	58.7%**	N/A	N/A	63.6%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	86.9%**	N/A	N/A	84.4%**
Naval Hospital Okinawa				
2008	78.0%*	N/A	76.1%**	75.2%*
Naval Hospital Pensacola				
2008	77.6%*	89.1%*	67.3%**	72.4%**
Naval Hospital Rota				
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	85.6%**	N/A	N/A	85.8%**

(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 Yokosuka				
2008	74.2%*	N/A	N/A	75.4%*
Naval Medical Center Portsmouth				
2008	75.2%	83.7%	79.0%	66.9%
Naval Medical Center San Diego				
2008	72.8%	65.4%	81.9%	74.7%

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Trust Question

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

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2008	86.2%	84.5%	91.1%	84.1%
Navy, Overall	86.4%	86.9%	91.0%	83.9%
National Naval Medical Center Bethesda				
2008	88.3%	82.8%	88.1%	94.9%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	86.2%*	87.9%*	N/A	84.2%*
Naval Hospital Camp Lejeune				
2008	86.6%	79.1%*	95.5%**	86.8%*
Naval Hospital Camp Pendleton				
2008	79.5%	93.5%*	N/A	72.1%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	92.7%* ↑	88.4%*	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	90.9%	89.0%*	83.6%**	95.8%*
Naval Hospital Lemoore				
2008	70.2%**	N/A	N/A	74.8%**
Naval Hospital Naples				
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	90.7%**	N/A	N/A	90.4%**
Naval Hospital Okinawa				
2008	92.0%*	N/A	N/A	90.2%*
Naval Hospital Pensacola				
2008	84.0%*	93.0%*	96.5%**	73.4%**
Naval Hospital Rota				
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	96.2%** ↑	N/A	N/A	93.8%**

(continued)

Trust Question

Your health care provider was always thoughtful and thorough (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Yokosuka 2008	91.9%*	N/A	N/A	88.1%*
Naval Medical Center Portsmouth 2008	85.1%	88.8%	92.8%	77.0%
Naval Medical Center San Diego 2008	84.2%	83.4%	91.5%	80.1%

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higher ↑ or lower ↓ than the overall score for the service.

Trust Question

You completely trusted your health care providers decisions about which medical treatments were best for you. (*% Strongly or Somewhat Agree*)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2008	85.9%	83.5%	92.3%	83.4%
Navy, Overall	84.8%	82.5%	91.3%	83.2%
National Naval Medical Center Bethesda				
2008	86.5%	79.2%	90.5%	92.0%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	87.2%*	91.1%*	100%**	83.8%*
Naval Hospital Camp Lejeune				
2008	81.1%	73.6%*	95.5%**	79.9%*
Naval Hospital Camp Pendleton				
2008	75.5%	80.6%**	N/A	73.6%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	88.5%*	79.8%*	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	83.5%	78.6%*	85.3%**	88.3%*
Naval Hospital Lemoore				
2008	81.1%**	N/A	N/A	75.4%**
Naval Hospital Naples				
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	91.9%**	N/A	N/A	90.4%**
Naval Hospital Okinawa				
2008	90.9%*	N/A	88.6%**	90.8%*
Naval Hospital Pensacola				
2008	88.6%*	91.3%*	96.5%**	84.1%**
Naval Hospital Rota				
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	83.7%**	N/A	N/A	93.5%**

(continued)

Trust Question

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

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Yokosuka				
2008	81.8%*	N/A	N/A	84.4%*
Naval Medical Center Portsmouth				
2008	83.8%	83.4%	93.7%	76.6%
Naval Medical Center San Diego				
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. (% Strongly or Somewhat Agree)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2008	85.6%	82.1%	91.6%	84.8%
Navy, Overall	86.1%	84.1%	91.3%	85.0%
National Naval Medical Center Bethesda				
2008	88.9%	87.3%	89.9%	89.8%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	89.8%*	88.5%*	N/A	92.7%*
Naval Hospital Camp Lejeune				
2008	85.6%	76.2%*	100%**	85.1%*
Naval Hospital Camp Pendleton				
2008	79.0%	78.1%*	N/A	80.4%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	88.3%*	79.3%*	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	84.3%	80.4%*	83.5%**	88.9%*
Naval Hospital Lemoore				
2008	74.9%**	N/A	N/A	79.0%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	78.1%**	N/A	N/A	82.0%**
Naval Hospital Okinawa				
2008	89.0%*	N/A	88.6%**	87.1%*
Naval Hospital Pensacola				
2008	87.2%*	86.6%*	93.0%**	85.8%**
Naval Hospital Rota				
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	83.9%**	N/A	N/A	93.8%**

(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 Yokosuka				
2008	81.1%*	N/A	N/A	84.4%*
Naval Medical Center Portsmouth				
2008	87.1%	90.2%	94.7%	79.5%
Naval Medical Center San Diego				
2008	87.1%	86.5%	91.5%	84.7%

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Trust Question

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

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2008	86.8%	84.4%	93.3%	84.3%
Navy, Overall	85.8%	84.7%	93.3%	83.1%
National Naval Medical Center Bethesda				
2008	88.9%	86.9%	89.0%	91.1%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	90.4%*	93.3%*	N/A	88.8%*
Naval Hospital Camp Lejeune				
2008	82.8%	78.9%*	95.5%**	80.9%*
Naval Hospital Camp Pendleton				
2008	78.6%	88.5%*	N/A	72.4%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	86.6%*	80.0%*	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	88.4%	82.1%*	100%**	91.4%*
Naval Hospital Lemoore				
2008	79.2%**	N/A	N/A	74.8%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	91.5%**	N/A	N/A	89.8%**
Naval Hospital Okinawa				
2008	88.9%*	N/A	80.7%**	90.8%*
Naval Hospital Pensacola				
2008	86.9%*	89.7%*	96.5%**	81.7%**
Naval Hospital Rota				
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	84.6%**	N/A	N/A	95.0%**

(continued)

Trust Question

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

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Naval Hospital Yokosuka				
2008	82.4%*	N/A	N/A	85.3%*
Naval Medical Center Portsmouth				
2008	85.5%	84.4%	96.2%	78.2%
Naval Medical Center San Diego				
2008	86.2%	85.0%	95.3%	81.2%

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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 2008	57.9%	61.0%	64.4%	48.8%
Navy, Overall	58.5%	62.3%	64.5%	52.9%
National Naval Medical Center Bethesda				
2008	69.3% ↑	74.2%	76.8%	57.6%
Naval Hospital Beaufort				
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	61.2%*	77.7%*	63.8%**	54.3%*
Naval Hospital Camp Lejeune				
2008	56.1%	56.4%*	66.8%**	53.3%*
Naval Hospital Camp Pendleton				
2008	52.0%	51.6%*	N/A	48.2%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	65.9%*	60.3%*	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	59.5%	66.3%*	34.4%**	61.1%*
Naval Hospital Lemoore				
2008	72.1%**	N/A	N/A	69.1%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	57.3%**	N/A	N/A	49.4%**
Naval Hospital Okinawa				
2008	59.0%*	N/A	66.1%**	53.2%*
Naval Hospital Pensacola				
2008	59.4%*	62.9%*	75.6%**	51.8%**
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	65.9%**	N/A	N/A	63.4%**

(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 Yokosuka				
2008	30.5%* ↓	N/A	N/A	29.1%*
Naval Medical Center Portsmouth				
2008	55.8%	65.2%	61.9%	45.1%
Naval Medical Center San Diego				
2008	56.3%	52.2%	58.7%	59.0%

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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. (% Strongly or Somewhat Agree)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2008	85.6%	84.5%	91.2%	82.4%
Navy, Overall	85.0%	85.0%	91.9%	81.6%
National Naval Medical Center Bethesda				
2008	88.4%	87.4%	92.5%	86.3%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	88.2%*	93.2%*	94.2%**	85.3%*
Naval Hospital Camp Lejeune				
2008	82.4%	70.6%*	100%**	81.9%*
Naval Hospital Camp Pendleton				
2008	80.7%	86.3%*	N/A	79.3%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	87.5%*	81.3%*	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	81.3%	82.4%*	68.2%**	84.6%*
Naval Hospital Lemoore				
2008	70.2%**	N/A	N/A	74.8%**
Naval Hospital Naples				
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	90.8%**	N/A	N/A	88.8%**
Naval Hospital Okinawa				
2008	81.9%*	N/A	84.1%**	75.8%*
Naval Hospital Pensacola				
2008	84.8%*	91.8%*	93.3%**	76.5%**
Naval Hospital Rota				
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	90.1%**	N/A	N/A	93.8%**

(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 Yokosuka				
2008	80.4%*	N/A	N/A	78.7%*
Naval Medical Center Portsmouth				
2008	86.4%	87.4%	97.2%	77.4%
Naval Medical Center San Diego				
2008	84.9%	84.9%	89.4%	81.7%

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Trust Question

You think your health care 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 2008	34.3%	34.3%	41.6%	28.2%
Navy, Overall	33.7%	36.5%	47.4%	25.2%
National Naval Medical Center Bethesda				
2008	45.6% ↑	51.0%	59.7%	28.4%
Naval Hospital Beaufort				
2008	N/A	N/A	N/A	N/A
Naval Hospital Bremerton				
2008	33.3%*	52.1%*	34.2%**	25.2%*
Naval Hospital Camp Lejeune				
2008	28.4%	41.9%*	36.7%**	21.7%*
Naval Hospital Camp Pendleton				
2008	25.1%	29.8%*	N/A	21.1%*
Naval Hospital Cherry Point				
2008	N/A	N/A	N/A	N/A
Naval Hospital Guam—Agana				
2008	33.3%*	22.9%**	N/A	N/A
Naval Hospital Guantanamo Bay				
2008	N/A ↑	N/A	N/A	N/A
Naval Hospital Jacksonville				
2008	36.6%	39.6%*	49.9%**	28.5%*
Naval Hospital Lemoore				
2008	34.7%**	N/A	N/A	33.4%**
Naval Hospital Naples				
2008	N/A	N/A	N/A	N/A
Naval Hospital Oak Harbor				
2008	24.6%**	N/A	N/A	19.2%**
Naval Hospital Okinawa				
2008	32.2%*	N/A	41.9%**	19.2%*
Naval Hospital Pensacola				
2008	36.3%*	48.5%*	40.4%**	25.7%**
Naval Hospital Rota				
2008	N/A	N/A	N/A	N/A
Naval Hospital Sigonella				
2008	N/A	N/A	N/A	N/A
Naval Hospital Twentynine Palms				
2008	16.1%** ↓	N/A	N/A	19.5%**

(continued)

Trust Question

You think your health care 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 Yokosuka				
2008	25.6%*	N/A	N/A	15.5%*
Naval Medical Center Portsmouth				
2008	35.6%	38.2%	47.1%	25.2%
Naval Medical Center San Diego				
2008	32.0%	28.0%	44.4%	27.7%

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

Survey Methodology and Results for the 2008 TRISS Mail Survey

TRISS Mail Survey Sample

The survey population for the 2008 TRICARE Inpatient Satisfaction Survey (TRISS) consisted of TRICARE beneficiaries who received inpatient hospital care from July 1, 2008, through September 30, 2008, 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 2008. 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 41,254 beneficiaries included in the Mail Survey sample, of whom 27,167 (65.9%) were DC beneficiaries and 14,087 (34.1%) were PC beneficiaries. 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**.

TRICARE Inpatient Satisfaction Survey, Mail Survey of July-September 2008 Inpatients—Navy

Table A1. Sample Distribution for July–September 2008 Direct Care Mail Survey

	July	August	Sept	Total
Age Group				
18–44	5,934	6,359	6,653	18,946
45–64	1,582	1,571	1,792	4,945
65+	916	924	1,436	3,276
Total	8,432	8,854	9,881	27,167
Product Type				
Medical	3,033	3,148	3,690	9,871
Surgical	2,094	2,194	2,334	6,622
Childbirth	3,305	3,512	3,857	10,674
Total	8,432	8,854	9,881	27,167
Military Service				
Army	4,401	4,715	5,134	14,250
Navy	2,615	2,673	3,027	8,315
Air Force	1,416	1,466	1,720	4,602
Total	8,432	8,854	9,881	27,167
TRICARE Region				
North	2,570	2,655	3,011	8,236
South	2,197	2,280	2,473	6,950
West	2,722	2,890	3,327	8,939
OCONUS	943	1,029	1,070	3,042
Total	8,432	8,854	9,881	27,167

Table A2. Sample Distribution for July–September 2008 Purchased Care Mail Survey

	July	August	Sept	Total
Age Group				
18–44	1,609	1,632	1,481	4,722
45–64	1,216	1,137	849	3,202
65+	2,201	2,165	1,797	6,363
Total	5,026	4,934	4,127	14,087
Product Type				
Medical	2,398	2,279	1,892	6,569
Surgical	1,758	1,749	1,324	4,831
Childbirth	870	906	911	2,687
Total	5,026	4,934	4,127	14,087
TRICARE Region				
North	1,803	1,775	1,438	5,016
South	1,572	1,550	1,305	4,427
West	1,574	1,537	1,311	4,422
OCONUS	77	72	73	222
Total	5,026	4,934	4,127	14,087

Mail Survey Data Collection

Data collection for the 2008 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 2008 TRISS Mail Survey

Discharge Month	First Questionnaire	Second Questionnaire
Direct Care Sample		
July 2008	November 3, 2008	November 24, 2008
August 2008	December 1, 2008	December 29, 2008
September 2008	January 5, 2009	January 23, 2009
Purchased Care Sample		
July–September 2008	January 5, 2009	January 23, 2009

Data Collection Results

Data collection resulted in obtaining a response rate of 29.9% with the DC sample, 48.5% with the PC sample, and an overall response rate of 36.2%. The response rates were calculated using the American Association for Policy Opinion Research response rate Rule Number 1, which is defined as follows:

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

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 DC and PC 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 for females (43.6%).
- **Response Rates, by Product Type.** For direct care, the response rate was identical for sample members who received medical services and surgical care (34.6% and 34.2 respectively) and lowest for obstetrics patients (22.9%). For purchased care, the response rate was highest for sample members who received surgical care (58.4%), followed by those who received medical (51.9%) and obstetrics (22.8%) services.
- **Response Rates, by Military Service.** For direct care, the response rate was highest for Air Force (36.4%), followed by the Navy (29.5%) and Army (28.1%).
- **Response Rates, by TRICARE Region.** For purchased care, the response rate was highest from sample members in the West Region (51.1%) followed closely by the South Region (49.5%). The response rate for OCONUS was the lowest at 38.0%.
- **Response Rates, by Beneficiary Category.** For both direct care and purchased care, the response rate was highest among retired military personnel at 56.5% and 63.8%, respectively.
- **Response Rates, by Discharge Month.** For both direct care and purchased care, the response rate for sample members discharged in July was highest at 33.1% for direct care and 49.2% for purchased care. Similarly, the lowest response rates by discharge month was August for both direct care (26.7%) and purchased care (47.7%).

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Table A4. Response Rates for the Direct Care Sample

Category	Number Eligible	Number Responded	Response Rate (%)
Total	27,099	8,104	29.91
Age Group			
18–34	15,239	2,692	17.67*
35–44	3,705	959	25.88*
45–64	4,938	2,330	47.19*
65+	3,217	2,123	65.99*
Gender			
Male	9,309	2,857	30.69
Female	17,790	5,247	29.49
Tricare Region			
North	8,221	2,625	31.93*
South	6,926	2,182	31.50*
West	8,913	2,712	30.43
OCONUS	3,039	585	19.25*
Product Line			
Medical	9,815	3,400	34.64*
Surgical	6,610	2,265	34.27*
Obstetrics	10,674	2,439	22.85*
Military Service Type			
Army	14,216	3,993	28.09*
Navy	8,301	2,445	29.45
Air Force	4,582	1,666	36.36*
Beneficiary Category			
Active Duty	8,531	1,098	12.87*
Retired	3,972	2,243	56.47*
Dependent of Active Duty	10,098	2,534	25.09*
Dependent of Retired	3,357	1,744	51.95*
Dependent of Survivor	747	401	53.68*
Others	394	84	21.32*
Month			
July	8,409	2,784	33.11*
August	8,843	2,270	25.67*
September	9,847	3,050	30.97*

*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	13,980	6,785	48.53
Age Group			
18–34	3,492	667	19.10*
35–44	1,228	324	26.38*
45–64	3,192	1,645	51.54*
65+	6,068	4,149	68.38*
Gender			
Male	5,119	2,918	57.00*
Female	8,861	3,867	43.64*
Tricare Region			
North	4,977	2,365	47.52
South	4,399	2,174	49.42
West	4,382	2,163	49.36
OCONUS	222	83	37.39*
Product Type			
Medical	6,479	3,363	51.91*
Surgical	4,814	2,809	58.35*
Obstetrics	2,687	613	22.81*
Beneficiary Category			
Active Duty	890	127	14.27*
Retired	4,497	2,867	63.75*
Dependent of Active Duty	3,207	739	23.04*
Dependent of Retired	3,643	2,118	58.14*
Dependent of Survivor	1,598	908	56.82*
Others	145	26	17.93*
Discharge Month			
July	4,994	2,457	49.20
August	4,891	2,333	47.70
September	4,095	1,995	48.72

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

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

Category	Number Eligible	Number Responded	Response Rate (%)
Total	41,079	14,889	36.24
Age Group			
18–34	18,731	3,359	17.93*
35–44	4,933	1,283	26.01*
45–64	8,130	3,975	48.89*
65+	9,285	6,272	67.55*
Gender			
Male	14,428	5,775	40.03*
Female	26,651	9,114	34.20*
Tricare Region			
North	13,198	4,990	37.81*
South	11,325	4,356	38.46*
West	13,295	4,875	36.67
OCONUS	3,261	668	20.48*
Product Line			
Medical	16,294	6,763	41.51*
Surgical	11,424	5,074	44.42*
Obstetrics	13,361	3,052	22.84*
Military Service Type			
Army	14,216	3,993	28.09*
Navy	8,301	2,445	29.45
Air Force	4,582	1,666	36.36*
Beneficiary Category			
Active Duty	9,421	1,225	13.00*
Retired	8,469	5,110	60.34*
Dependent of Active Duty	13,305	3,273	24.60*
Dependent of Retired	7,000	3,862	55.17*
Dependent of Survivor	2,345	1,309	55.82*
Others	539	110	20.41*
Month			
July	13,403	5,241	39.10*
August	13,734	4,603	33.52*
September	13,942	5,045	36.19

* 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 2008
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.