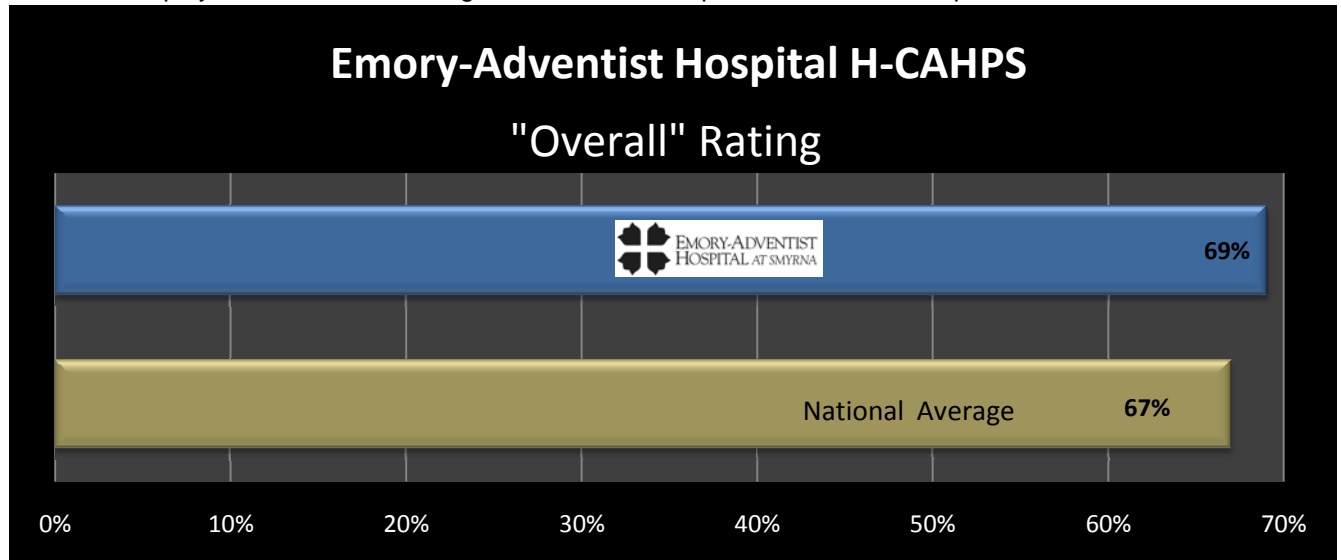


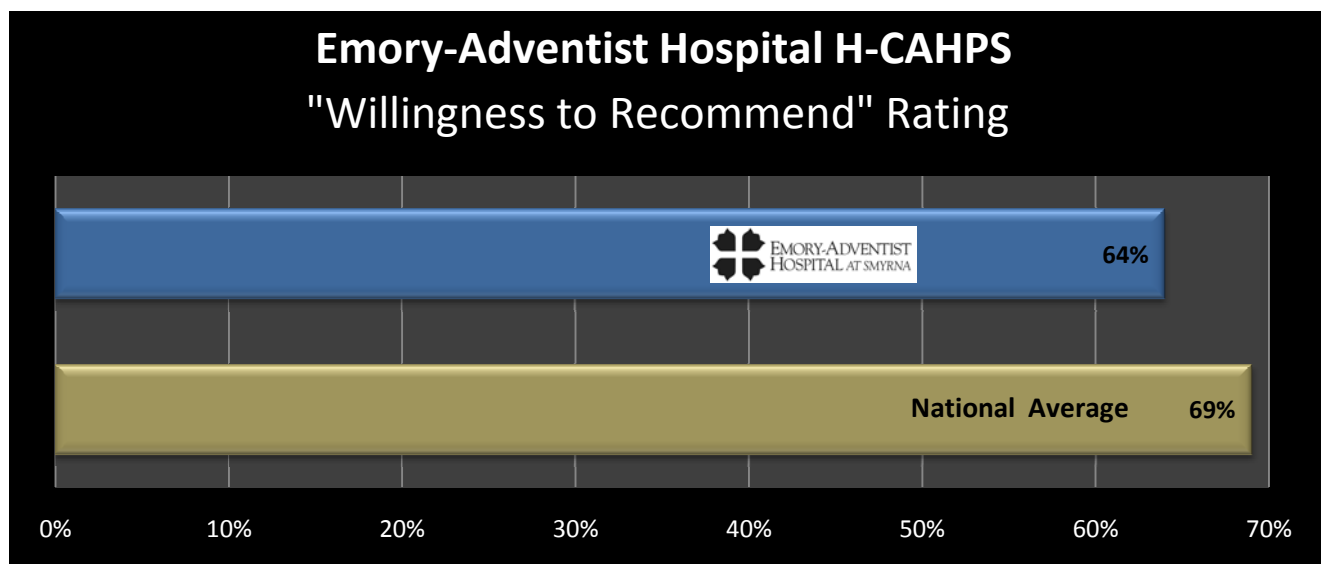
H-CAHPS

The Centers for Medicare and Medicaid Services (CMS) and the Agency for Healthcare Research and Quality (AHRQ) developed the H-CAHPS initiative to provide a standardized survey instrument and data collection methodology for measuring patient perspective on hospital care.

The rates displayed for Emory-Adventist Hospital are from data reported for discharges May - July 2011
The rates displayed for National Average are from data for period Oct. 2009 - Sept. 2010



Results shown are from patients who had overnight hospital stays and who rated Emory-Adventist Hospital 9 or 10 (high).



Results shown are from patients who had overnight hospital stays .
The survey asked patients whether they would recommend the hospital to their friends and family.
The bars above represent the percent of patients who reported "Yes, they would definitely recommend the hospital."