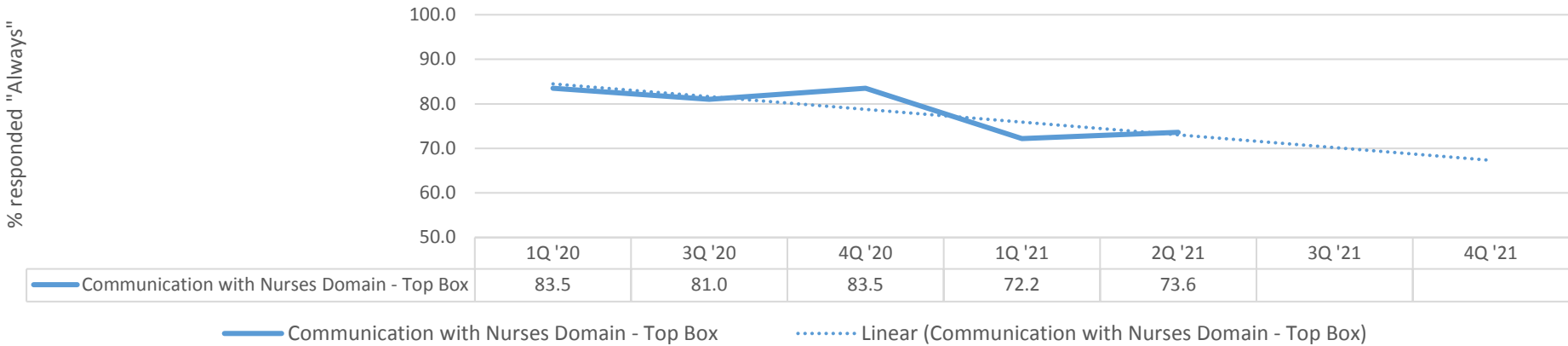


	1Q '20	3Q '20	4Q '20	1Q '21	2Q '21	3Q '21	4Q '21
Communication with Nurses Domain - Top Box	83.5	81.0	83.5	72.2	73.6		
Communication with Nurses Domain - Top Box %ile rank	75	59	78	13	16		
Nurses treat with courtesy/respect - Top Box	88.9	87.4	88.3	78.8	81.3		
Nurses treat with courtesy/respect - Top Box %ile rank	64	58	65	12	19		
Nurses listen carefully to you - Top Box	81.2	76.4	81.8	67.5	72.4		
Nurses listen carefully to you - Top Box %ile rank	75	46	79	9	26		
Nurses explain in way you understand - Top Box	80.4	79.2	80.4	70.1	67.1		
Nurses explain in way you understand - Top Box %ile rank	77	72	81	22	11		
n=	252	238	231	157	76		

Inpatient Units
Communication with Nurses
Top Box



Inpatient Units
Communication with Nurses
Top Box

