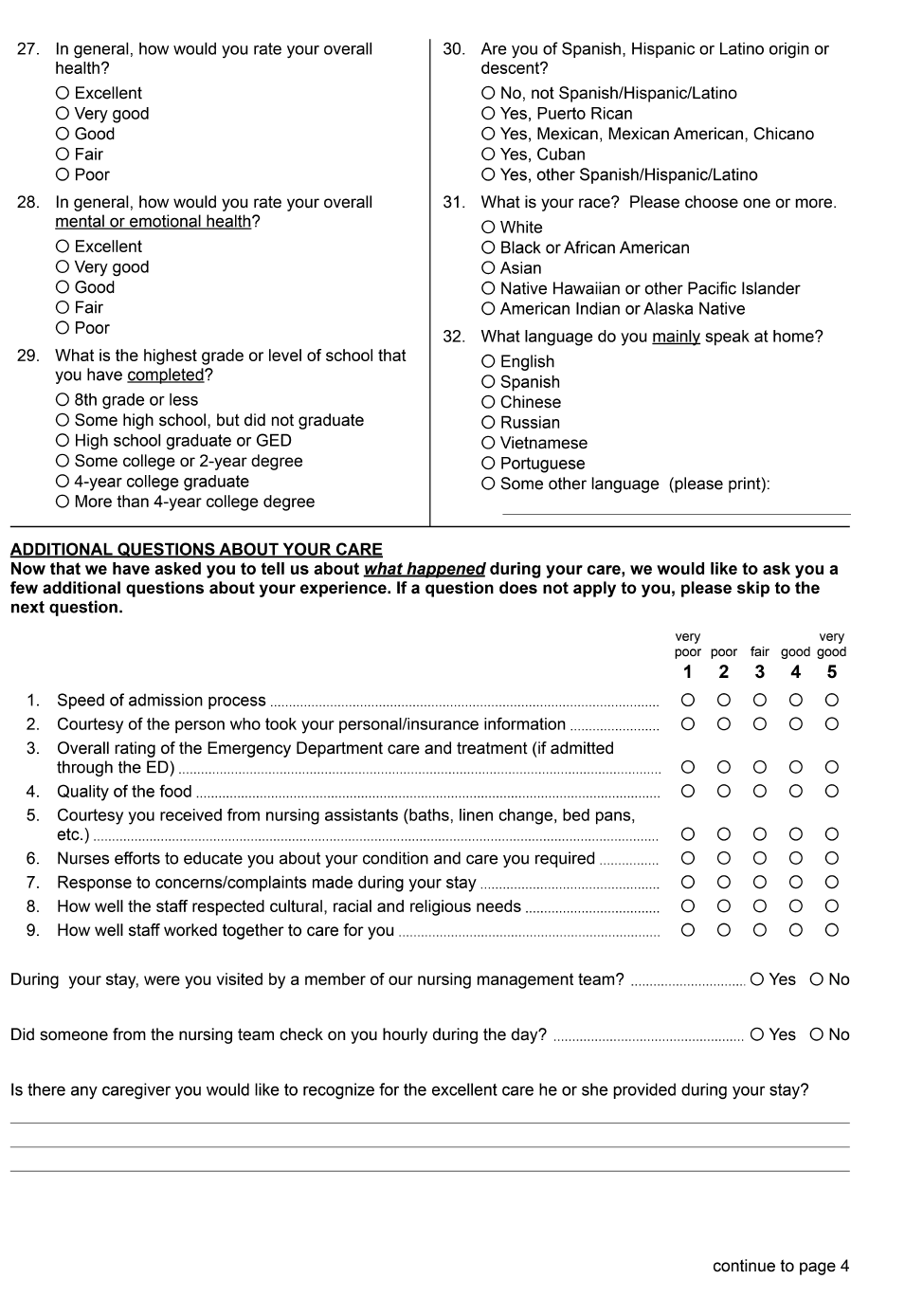
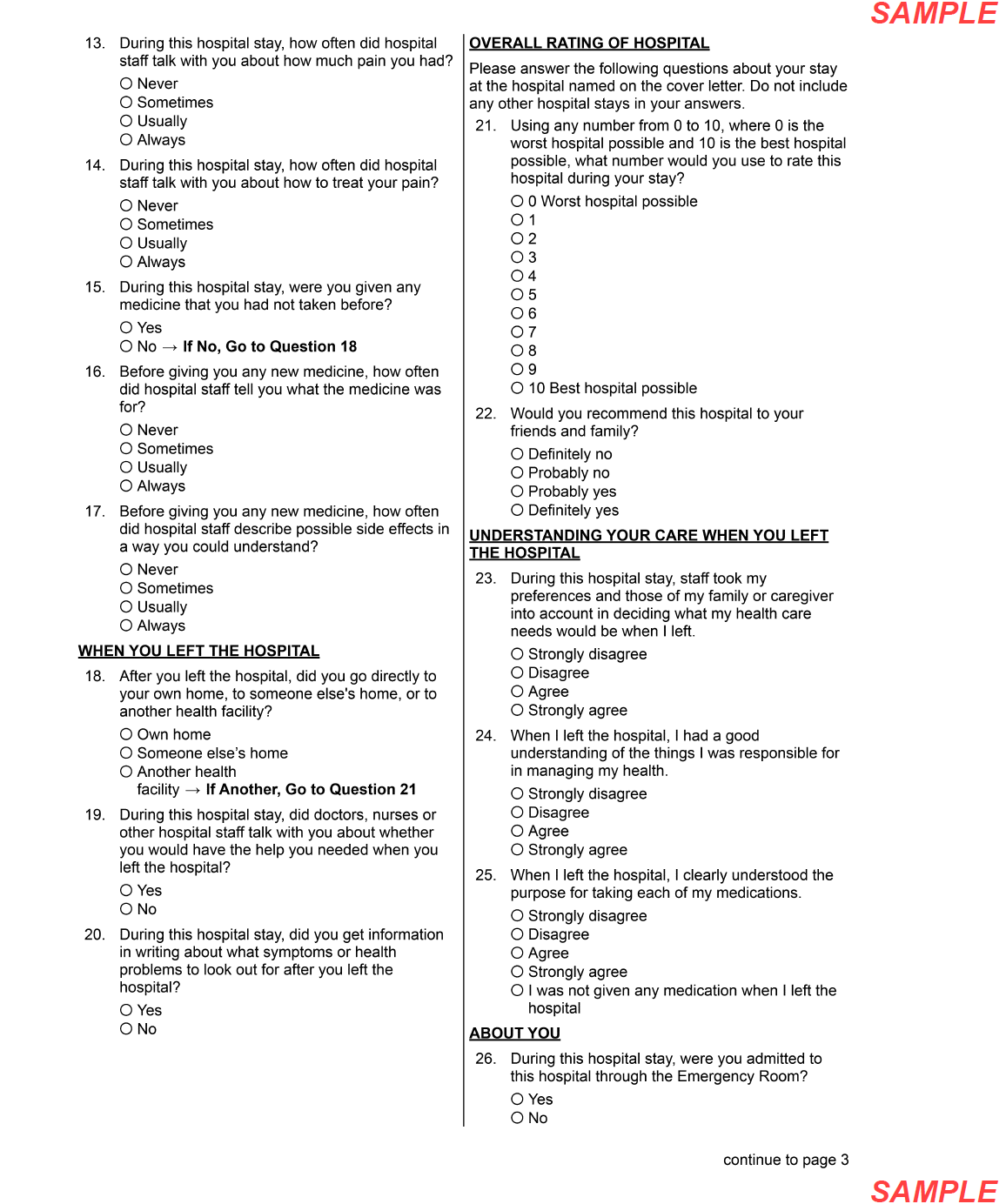
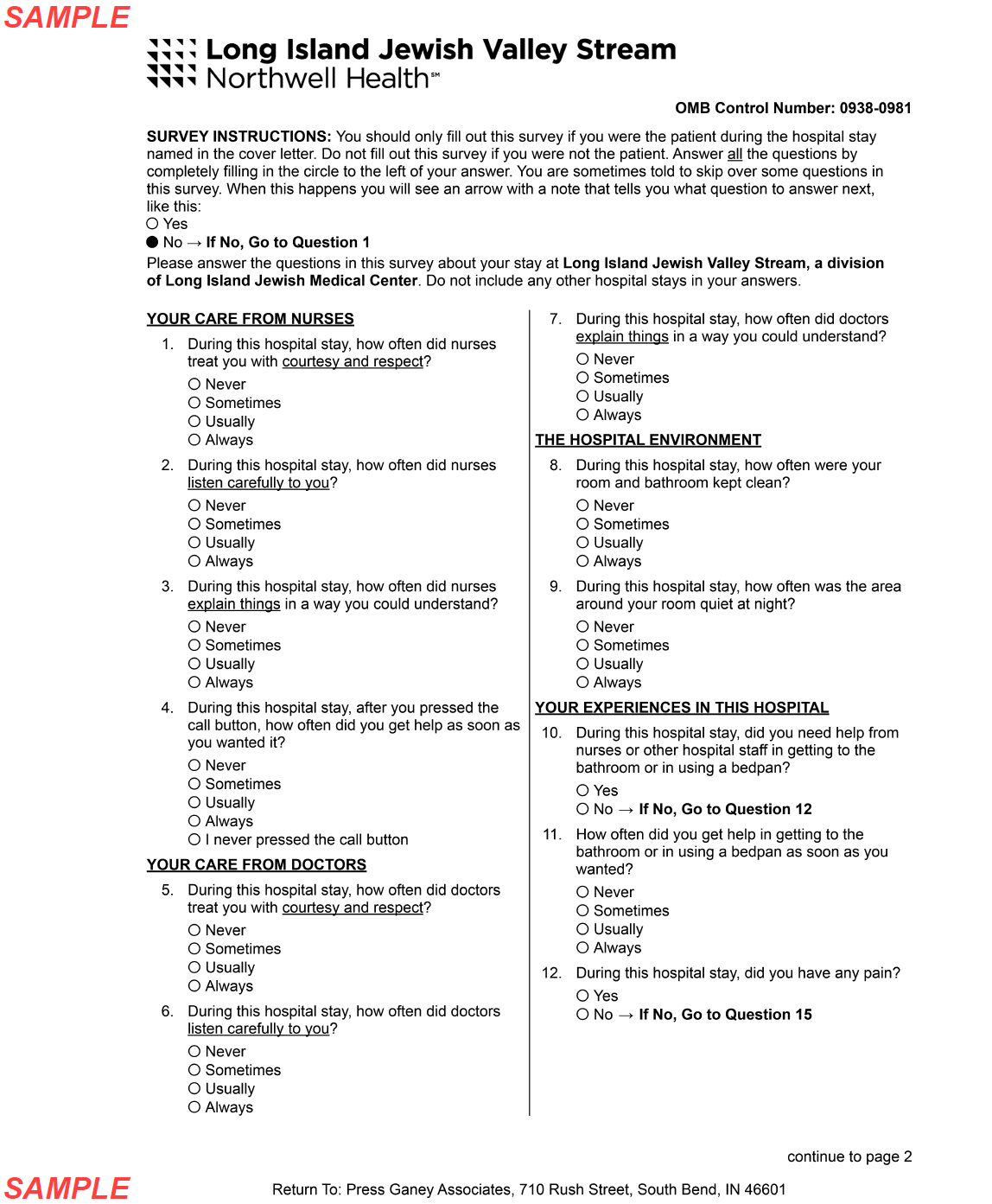
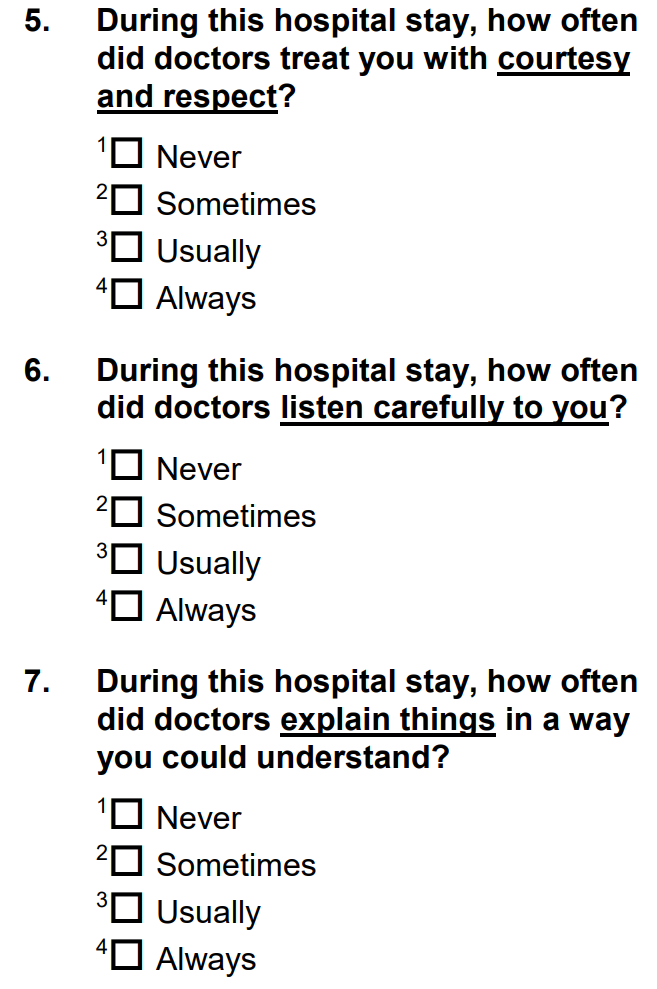
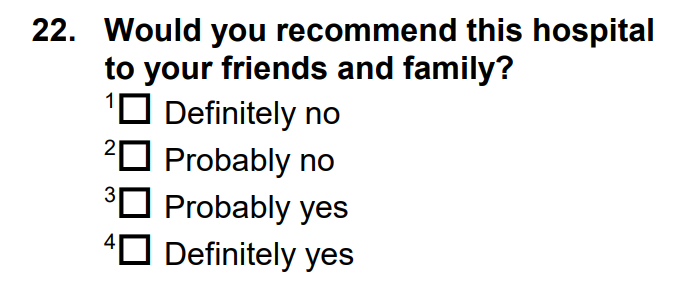
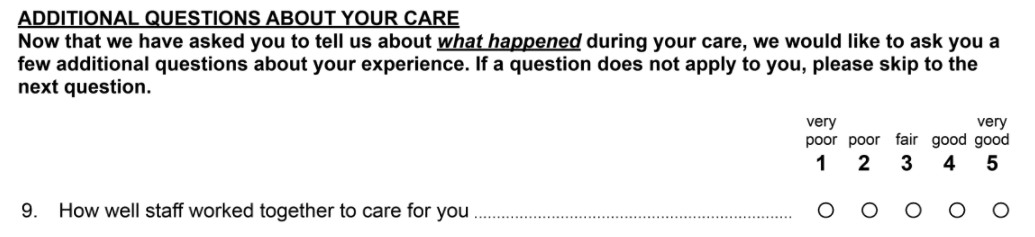
**Figure 1: Sample HCAHPS Survey**



**Figure 2: HCAHPS questions selected for study.**





**Table 1: Quantity of survey responses from studied and control hospitals.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Site** | **Group** | **Pre-Intervention**  **Returned Surveys (n**) | **Post-Intervention**  **Returned Surveys (n)** | **Total (n)** |
| **LIJVS** | Study | 60 | 94 | 154 |
| **HH** | Control | 458 | 540 | 998 |
| **PVH** | Control | 213 | 262 | 475 |

Legend: LIJVS: Long Island Jewish Valley Stream, HH: Huntington Hospital, PVH: Plainview Hospital

**Table 2: Demographics of study population.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Age Range (Years Old)** | **Median Age (Years Old)** | **Mean Age (Years Old)** | **Female Responses** | **Male Responses** |
| **Pre- Intervention** | 30-95 | 61 | 60.7 | 51.7% | 48.3% |
| **Post-Intervention** | 28-90 | 67 | 65.9 | 63.4% | 36.6% |

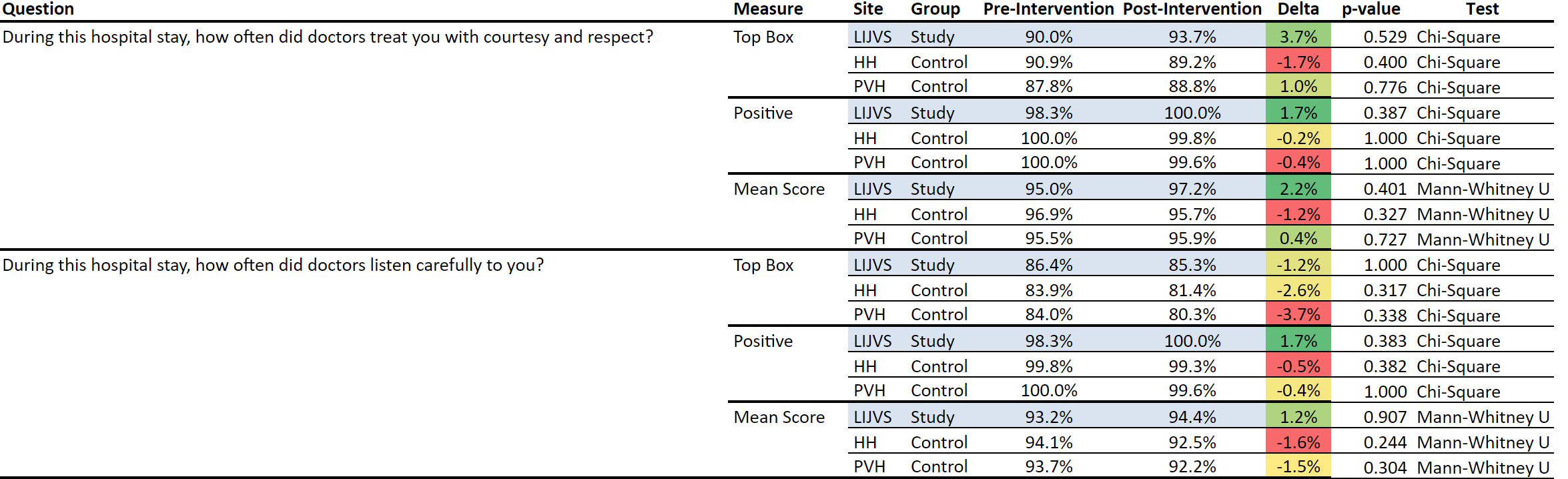
**Table 3: Top box score percentile changes pre and post-intervention.**

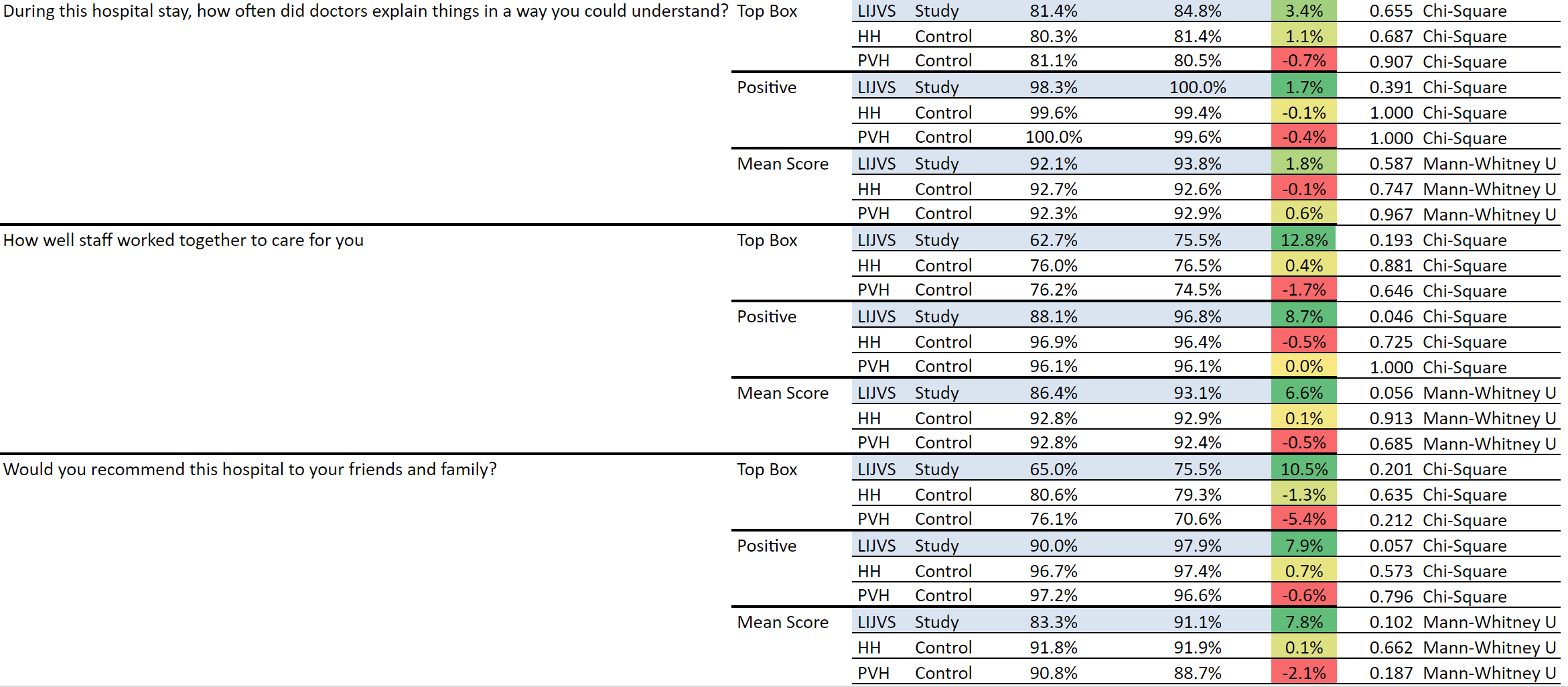
**Top Box Score (%) National Percentile Rank**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Question** | **Pre- Intervention** | **Post-Intervention** | **Pre- Intervention** | **Post-Intervention** |
| **Communication with Doctors\*** | 85.9 | 87.9 | 91 | 96 |
| **Recommend Hospital** | 65 | 75.5 | 21 | 63 |

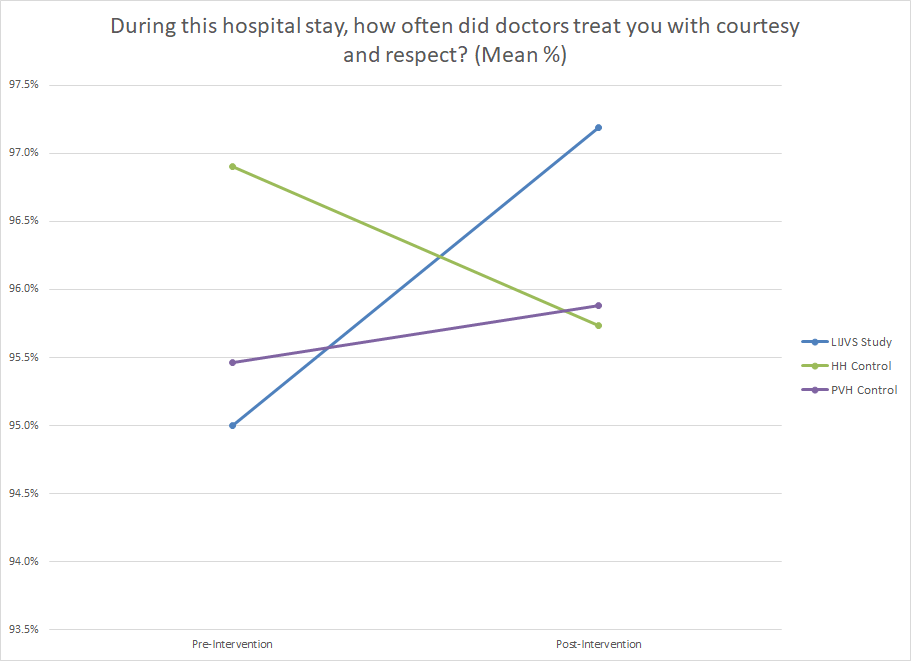
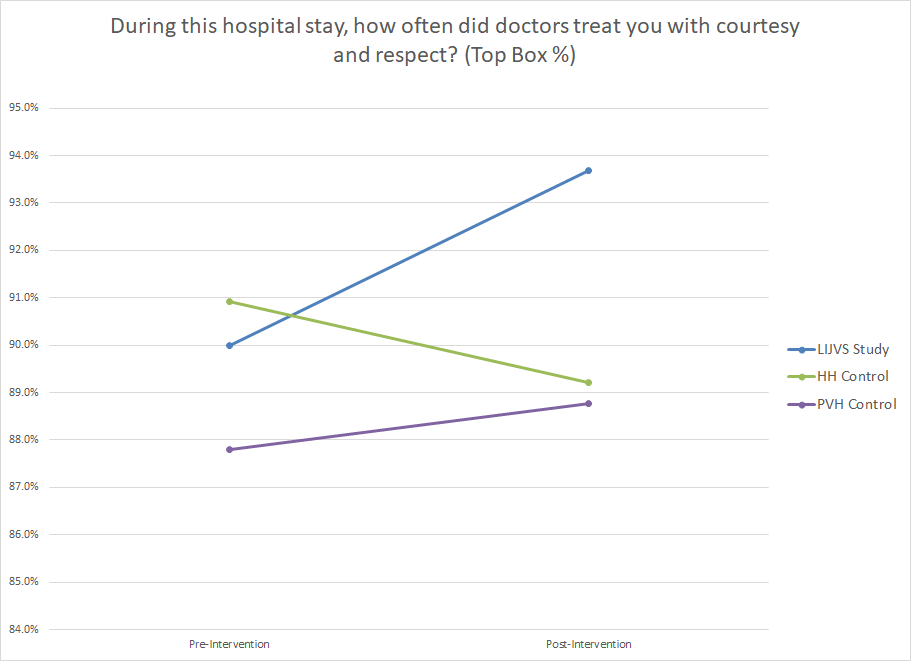
**\* Average of HCAHPS questions 5, 6 & 7**

**Table 4: Results for all questions evaluated.**

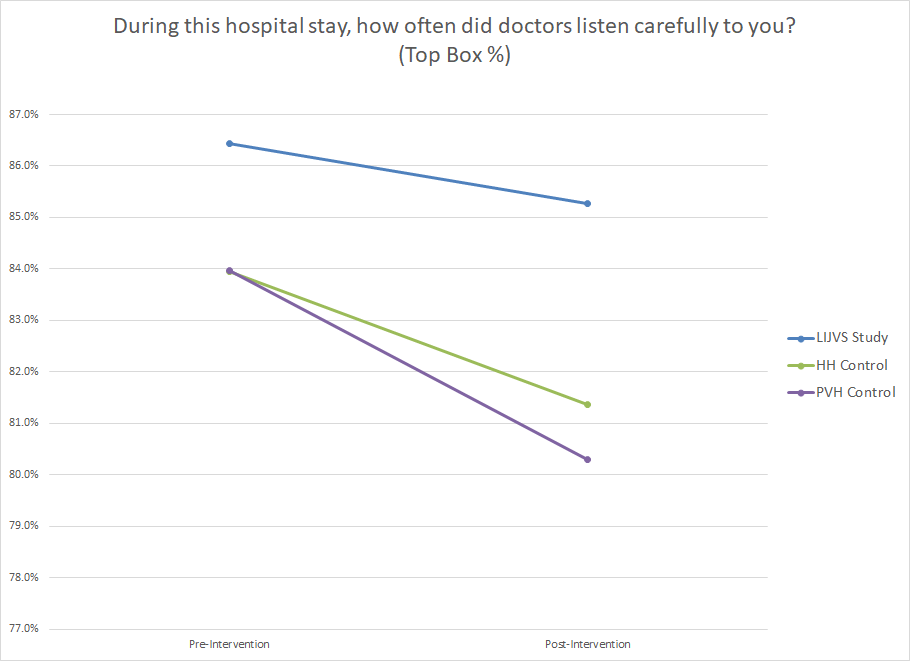
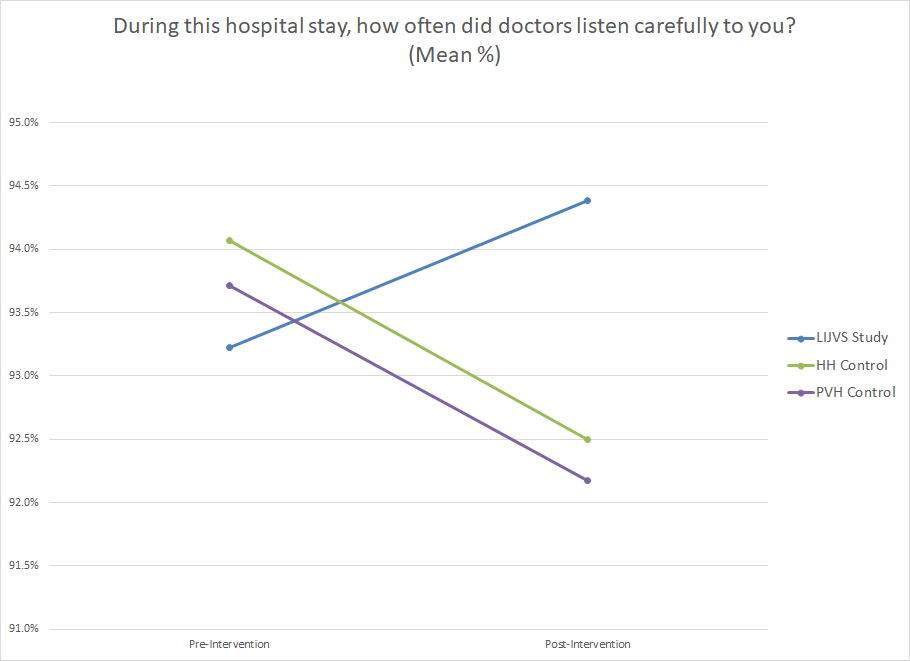
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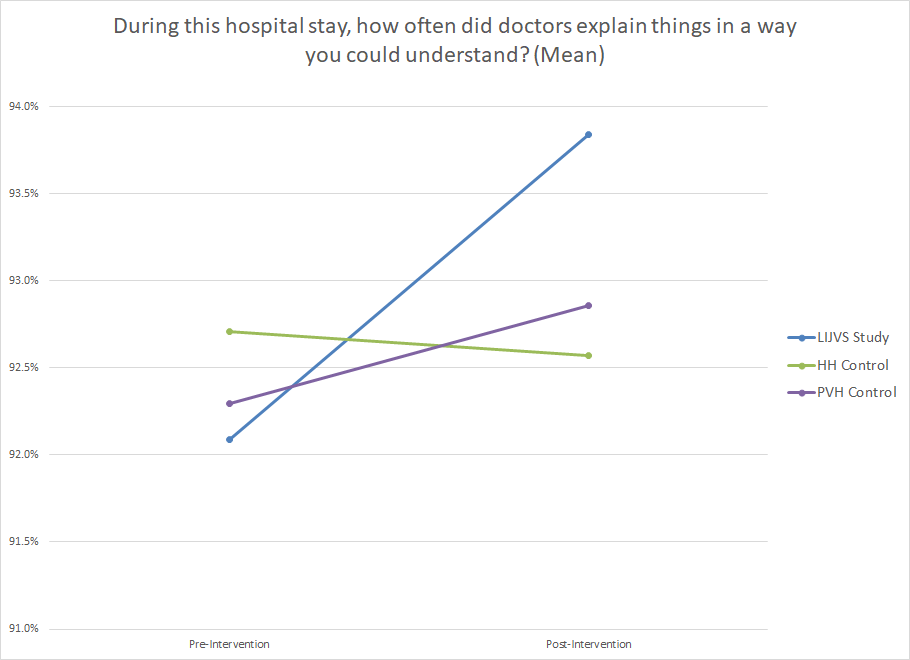
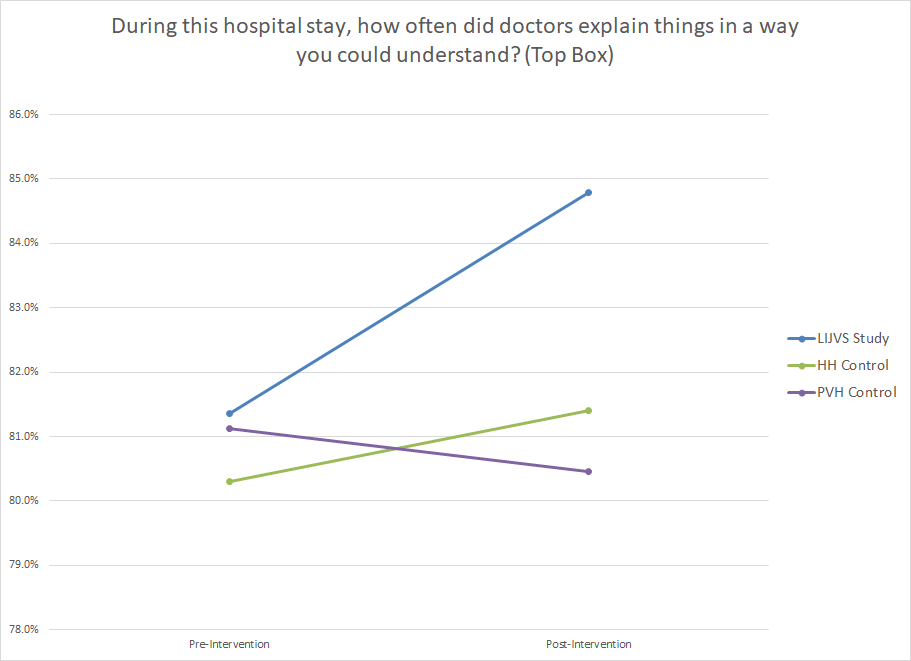
**Figure 3: HCAHPS question 5 responses.**



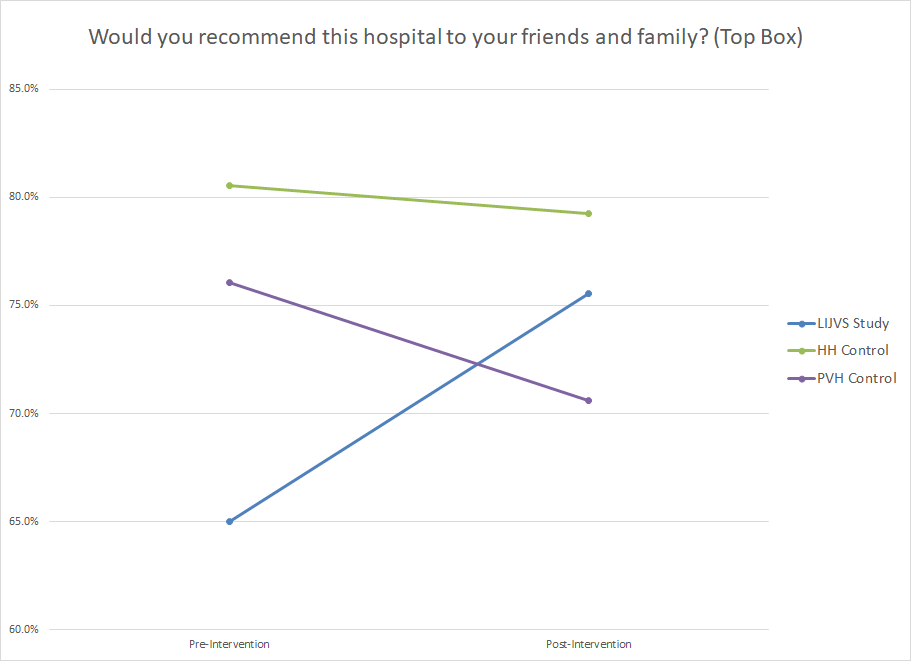
**Figure 4: HCAHPS question 6 responses.**

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**Figure 5: HCAHPS survey question 7 responses.**



**Figure 6: HCAHPS question 22 responses.**



**Figure 7: HCAHPS question 9 responses.**

