



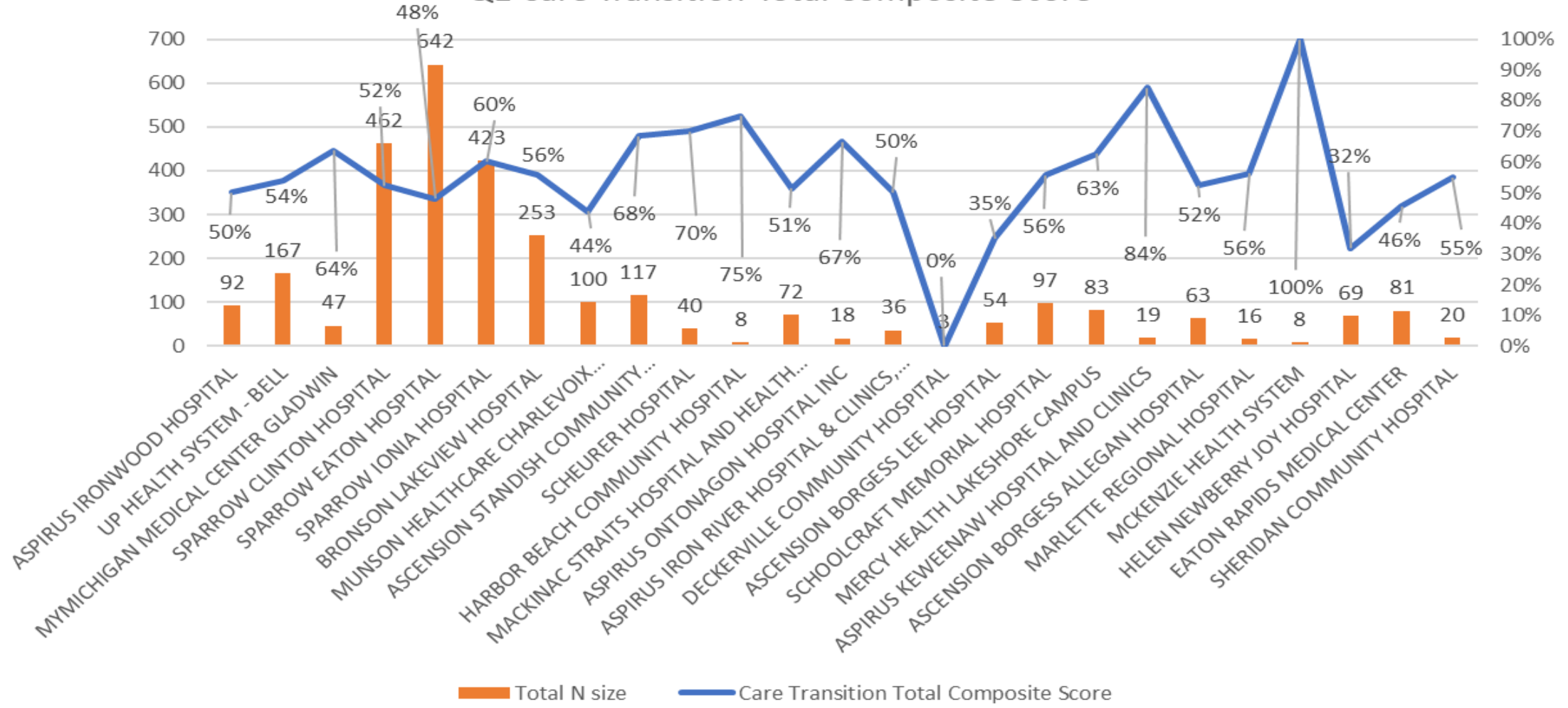
2023 HCAHPS

Result Tracking
Q1 and Q2

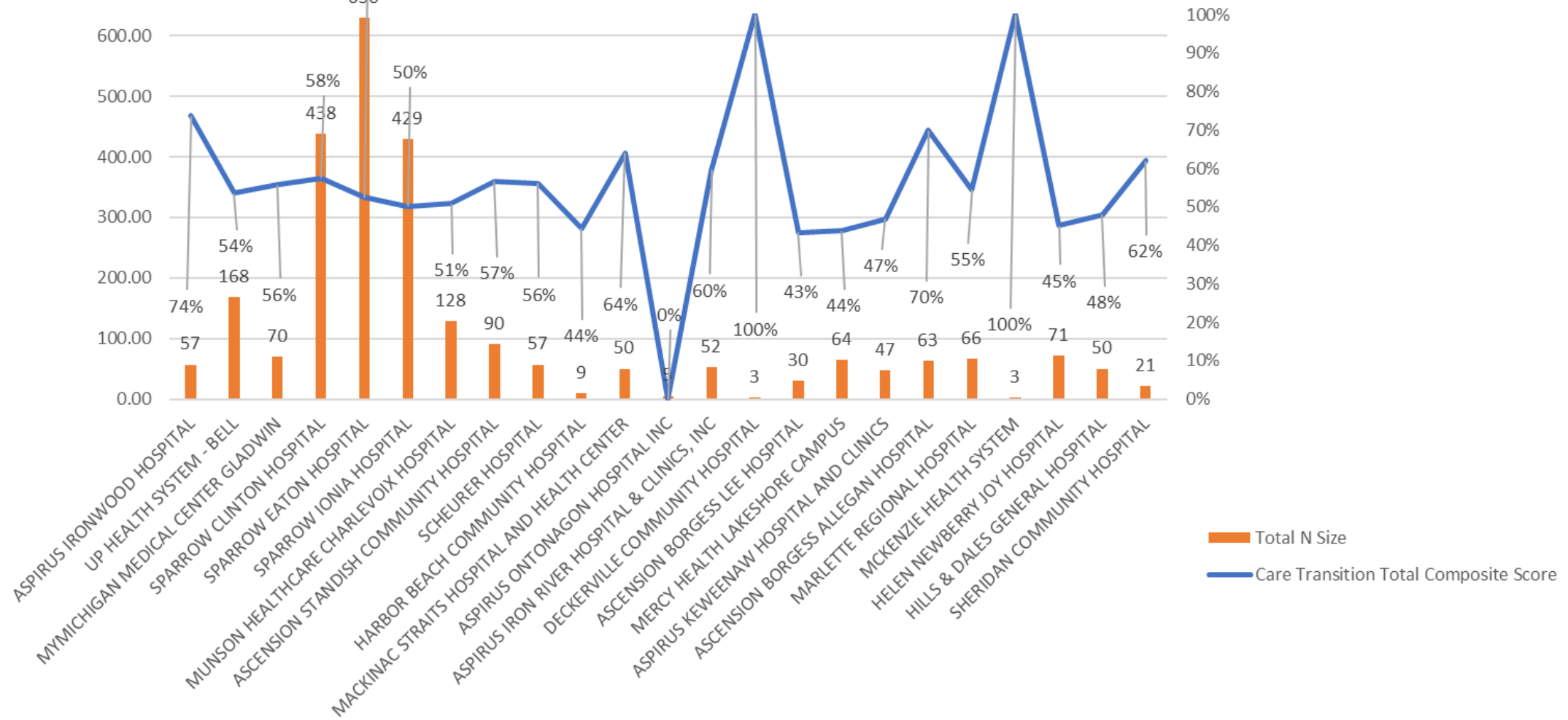
HCAHPS Survey Tracking Q1 & Q2

Critical Access Hospital	Q4 2022	Response Rate	Q1 2023	Q2 2023	Q3 2023	Q4 2023	YTD Surveys
ASCENSION BORGESS ALLEGAN HOSPITAL	35	51%	21	21			42
ASCENSION BORGESS LEE HOSPITAL	28	35%	18	10			28
ASCENSION STANDISH COMMUNITY HOSPITAL	36		39	30			69
ASPIRUS IRON RIVER HOSPITAL & CLINICS, INC	19	32%	14	19			33
ASPIRUS IRONWOOD HOSPITAL	28	22%	34	21			55
ASPIRUS KEWEENAW HOSPITAL AND CLINICS	22	17%	34	18			52
ASPIRUS ONTONAGON HOSPITAL INC	2	40%	7	2			9
DECKERVILLE COMMUNITY HOSPITAL	1		1	1			2
HARBOR BEACH COMMUNITY HOSPITAL	7	70%	5	5			10
HELEN NEWBERRY JOY HOSPITAL	16	32%	23	26			49
HILLS & DALES GENERAL HOSPITAL	13	28%	28	18			46
MACKINAC STRAITS HOSPITAL AND HEALTH CENTER			24	17			41
MARLETTE REGIONAL HOSPITAL			6	25			31
MCKENZIE HEALTH SYSTEM	4		3	1			4
MERCY HEALTH LAKESHORE CAMPUS	26		30	30			60
MUNSON HEALTHCARE CHARLEVOIX HOSPITAL			38	45			83
MYMICHIGAN MEDICAL CENTER GLADWIN	17	28%	18	26			44
SCHEURER HOSPITAL	15	56%	14	20			34
SHERIDAN COMMUNITY HOSPITAL			7	6			13
SPARROW CLINTON HOSPITAL	63	46%	50	62			112
SPARROW EATON HOSPITAL	77	47%	76	75			151
SPARROW IONIA HOSPITAL	52	33%	51	52			103
UP HEALTH SYSTEM - BELL			59	60			119

Q1 Care Transition Total Composite Score

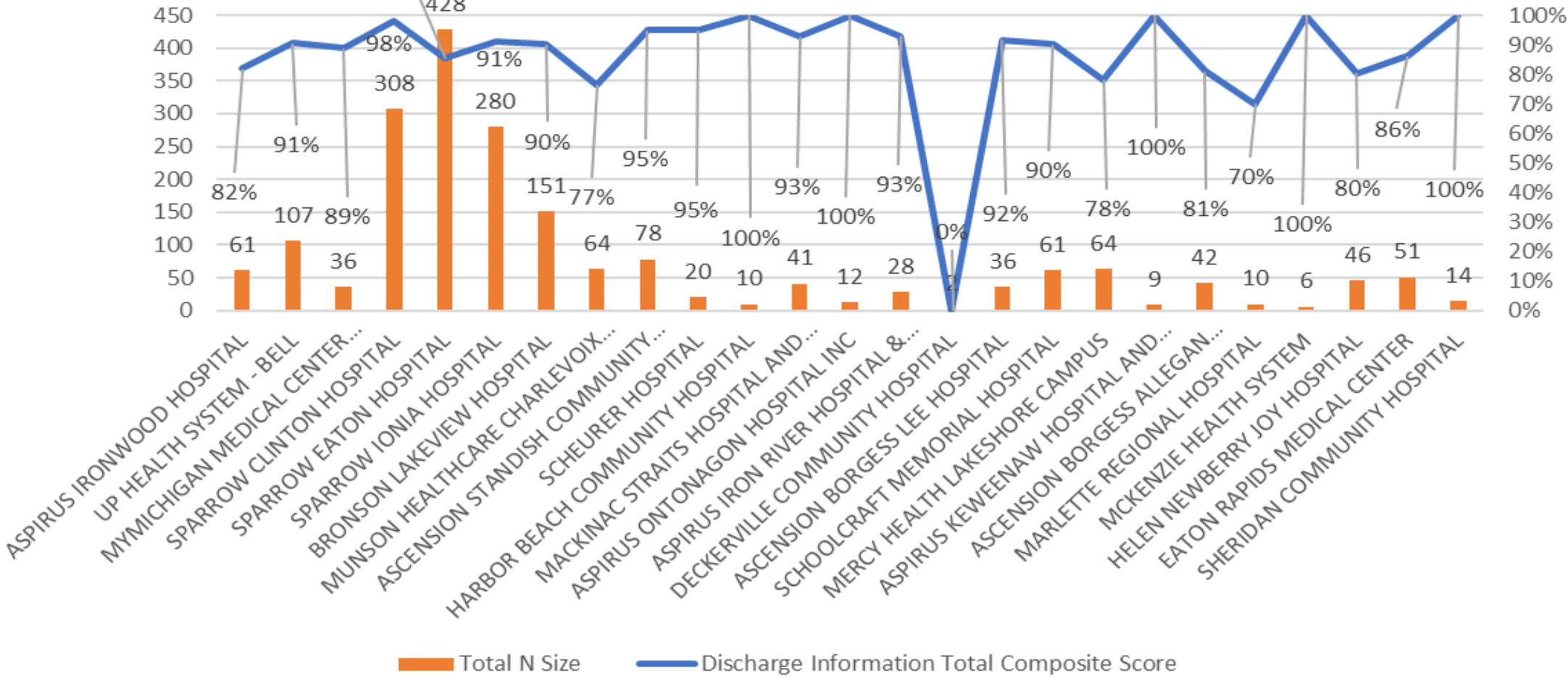


Q2 Care Transition Total Composite Score

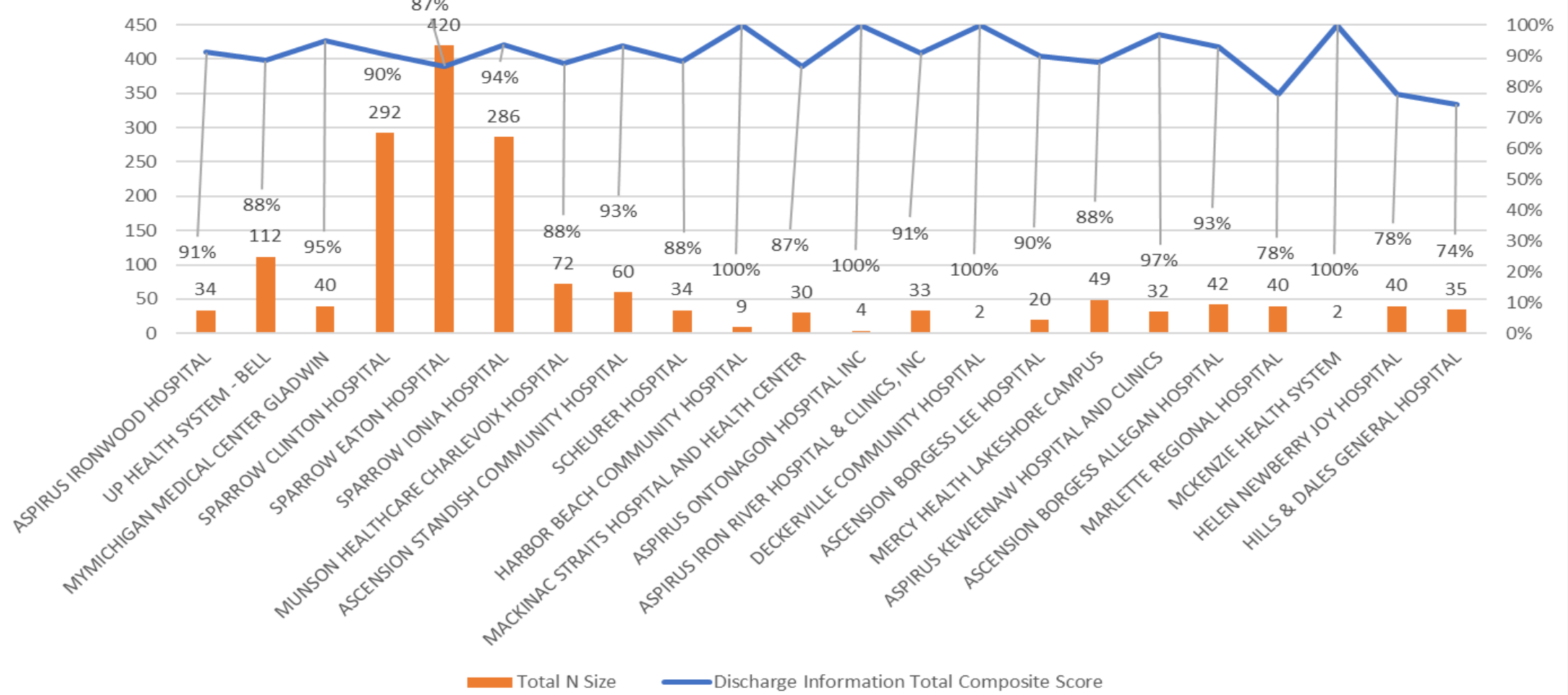


Critical Access Hospital

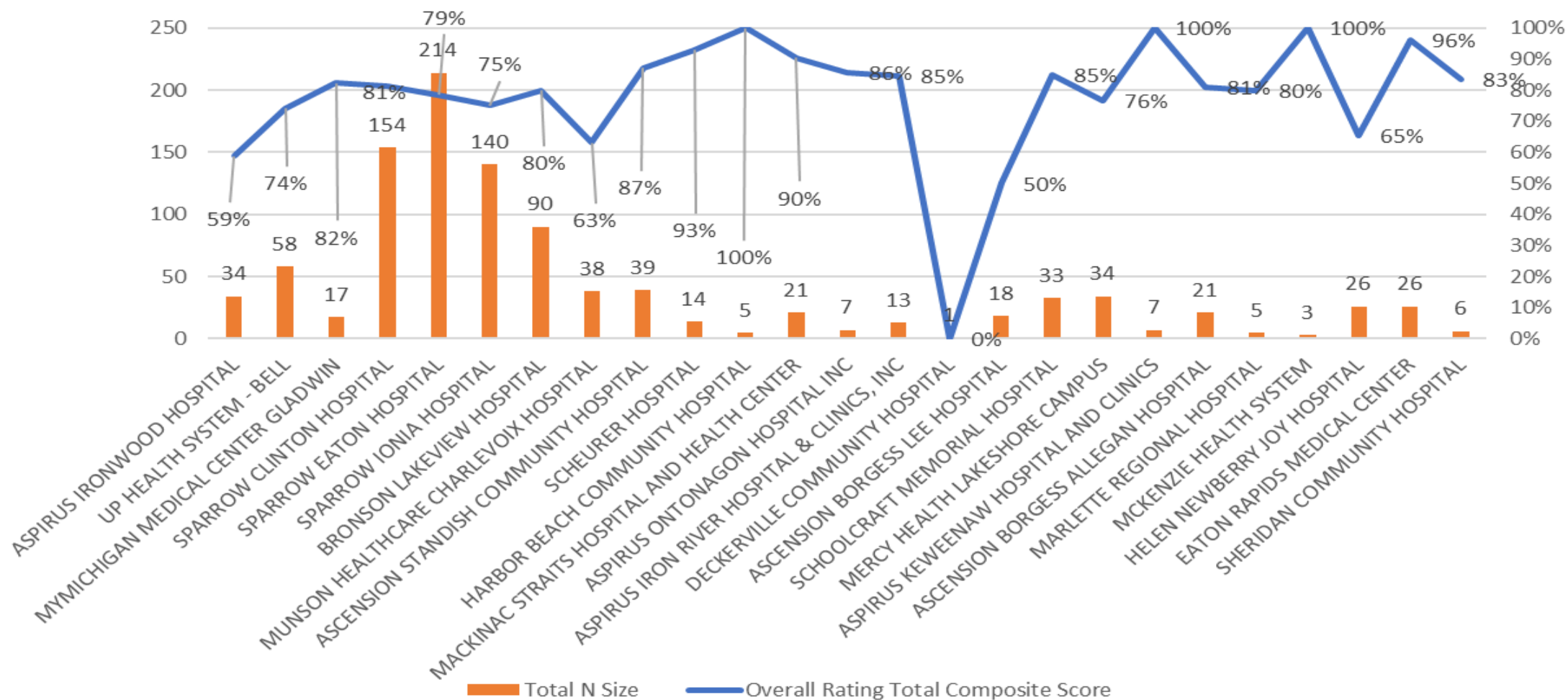
Q1 Discharge Information Total Composite Score



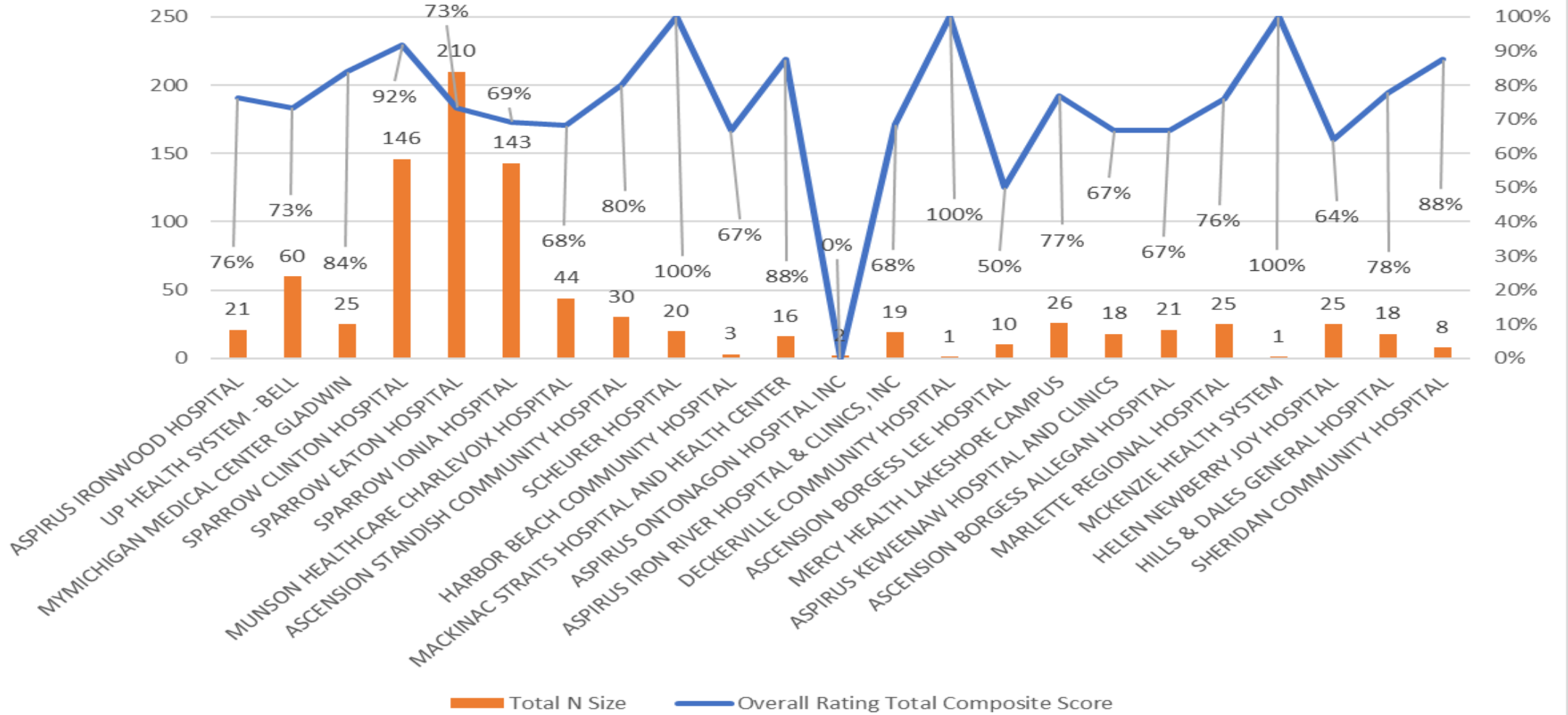
Q2 Discharge Information Total Composite Score



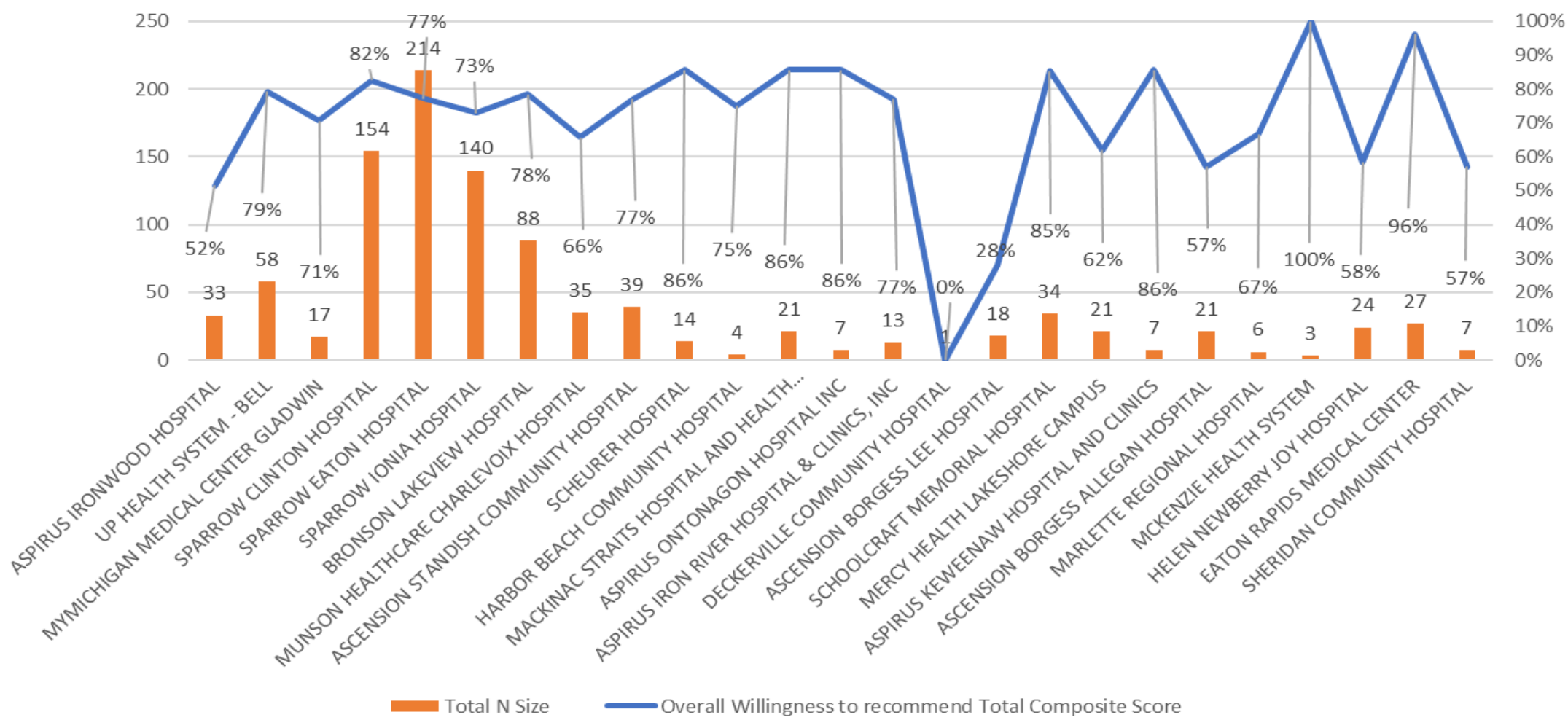
Q1 Overall Rating Total Composite Score



Q2 Overall Rating Total Composite Score



Q1 Overall Willingness to Recommend Total Composite Score



Q2 Overall Willingness to Recommend Total Composite Score

