



2023 HCAHPS

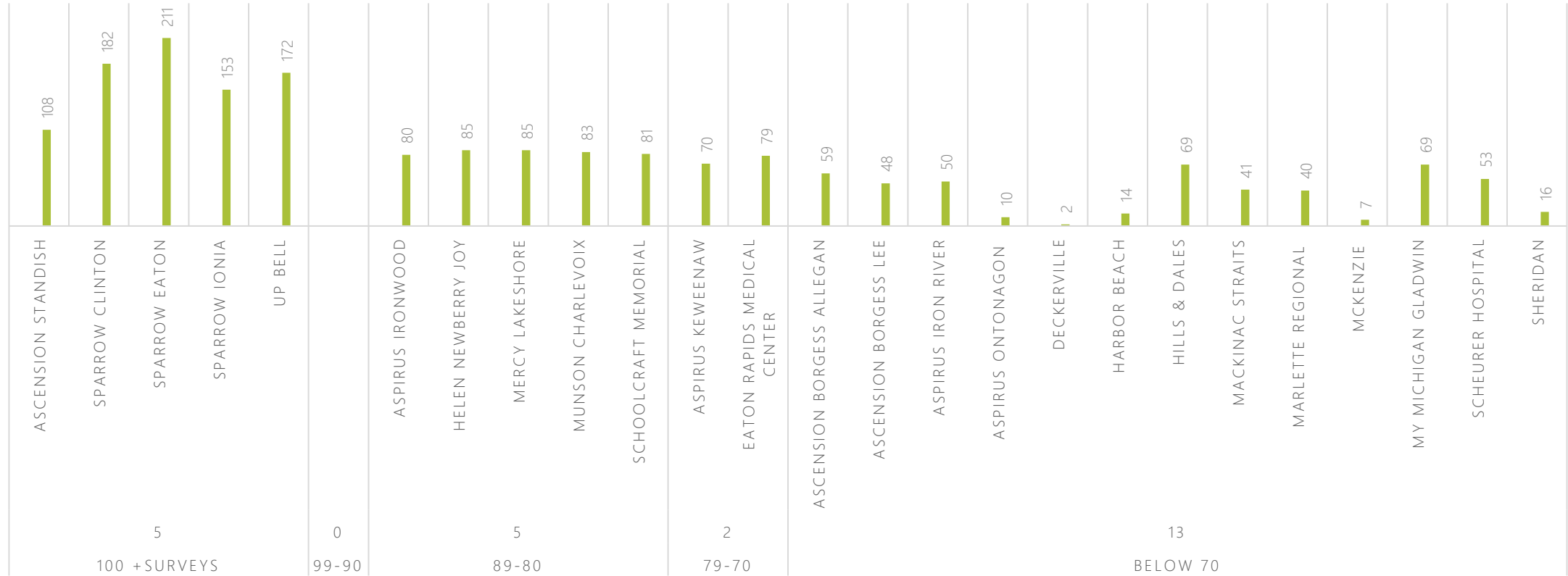
Result Tracking
Q1, Q2, Q3

HCAHPS Survey Tracking Q1, Q2, Q3

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	17		59
ASCENSION BORGESS LEE HOSPITAL	28	35%	18	10	20		48
ASCENSION STANDISH COMMUNITY HOSPITAL	36		39	30	39		108
ASPIRUS IRON RIVER HOSPITAL & CLINICS, INC	19	32%	14	19	17		50
ASPIRUS IRONWOOD HOSPITAL	28	22%	34	21	25		80
ASPIRUS KEWEENAW HOSPITAL AND CLINICS	22	17%	34	18	18		70
ASPIRUS ONTONAGON HOSPITAL INC	2	40%	7	2	1		10
BRONSON LAKEVIEW HOSPITAL			91	69	75		235
DECKERVILLE COMMUNITY HOSPITAL	1		1	1	0		2
EATON RAPIDS MEDICAL CENTER			28	31	20		79
HARBOR BEACH COMMUNITY HOSPITAL	7	70%	5	5	4		14
HELEN NEWBERRY JOY HOSPITAL	16	32%	23	26	36		85
HILLS & DALES GENERAL HOSPITAL	13	28%	28	18	23		69
MACKINAC STRAITS HOSPITAL AND HEALTH CENTER			24	17			41
MARLETTE REGIONAL HOSPITAL			25	6	9		40
MCKENZIE HEALTH SYSTEM	4		3	1	3		7
MERCY HEALTH LAKESHORE CAMPUS	26		34	26	25		85
MUNSON HEALTHCARE CHARLEVOIX HOSPITAL			38	45			83
MYMICHIGAN MEDICAL CENTER GLADWIN	17	28%	18	26	25		69
SCHEURER HOSPITAL	15	56%	14	20	19		53
SCHOOLCRAFT MEMORIAL HOSPITAL			34	24	23		81
SHERIDAN COMMUNITY HOSPITAL			7	6	3		16
SPARROW CLINTON HOSPITAL	63	46%	50	62	70		182
SPARROW EATON HOSPITAL	77	47%	76	75	60		211
SPARROW IONIA HOSPITAL	52	33%	51	52	50		153
UP HEALTH SYSTEM - BELL			59	60	53		172

HCAHPS Survey Tracking Q1, Q2, Q3

SURVEYS THROUGH Q3



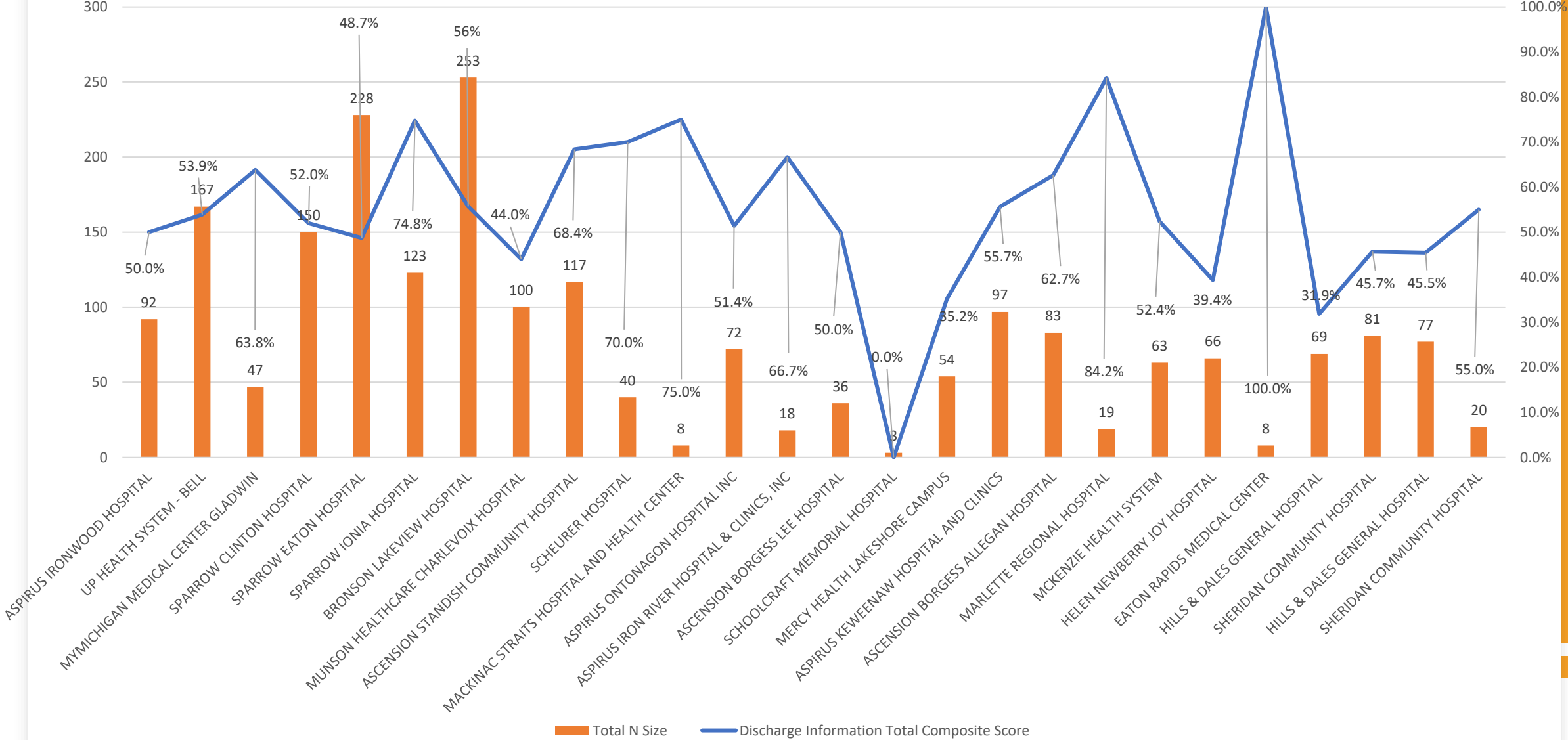
HCAHPS Survey Tracking Q1, Q2, Q3 Trends

- **Variability in Performance:** CAHs show varying levels of performance across the metrics. Some hospitals demonstrate consistent improvement, while others show fluctuations or declines in certain areas.
- **Care Transition:** There's a noticeable trend of fluctuation in the Care Transition Total Composite Score across hospitals. While some hospitals show improvement over the quarters, others experience a decline, indicating a variable focus on care transition processes.
- **Discharge Information:** The Discharge Information Total Composite Score generally shows a positive trend, with many hospitals improving over time. This suggests an increasing emphasis on providing patients with clear and comprehensive discharge instructions.
- **Overall Rating:** The Overall Rating Total Composite Score exhibits mixed trends. Some hospitals maintain a relatively stable score, while others show significant variation. This metric reflects patients' overall satisfaction with their hospital experience.
- **Willingness to Recommend:** The Overall Willingness to Recommend Total Composite Score also shows mixed trends, similar to the Overall Rating. This metric is crucial as it reflects patients' likelihood to recommend the hospital to others, indicating their overall satisfaction and trust in the hospital's care quality.

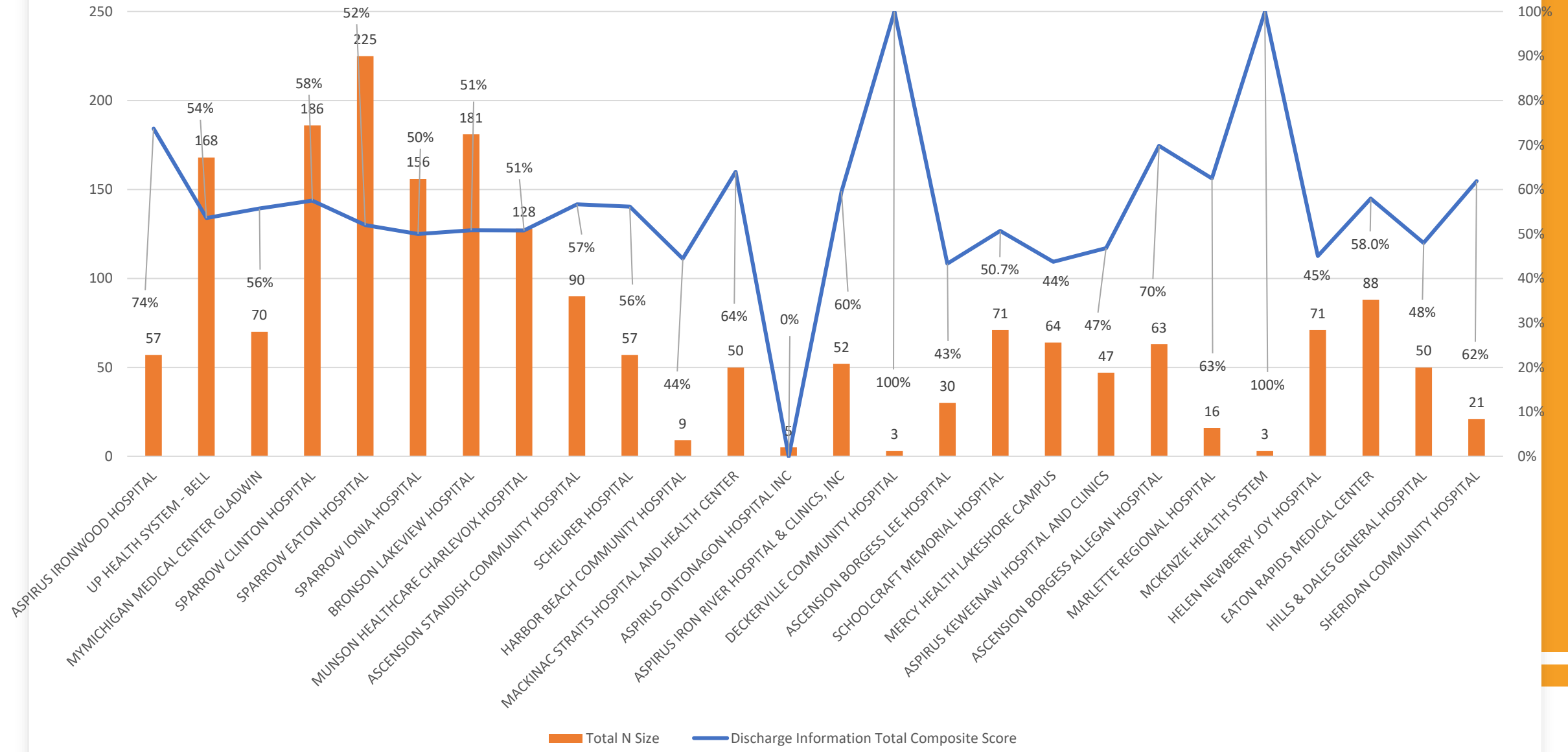
Care Transition Total Composite Score Q1, Q2, Q3

	Q1		Q2		Q3	
	Care Transition Total Composite Score	Total N size	Care Transition Total Composite Score	Total N size	Care Transition Total Composite Score	Total N size
ASPIRUS IRONWOOD HOSPITAL	50%	92	74%	57	49%	69
UP HEALTH SYSTEM - BELL	54%	167	54%	168	50%	147
MYMICHIGAN MEDICAL CENTER GLADWIN	64%	47	56%	70	51%	67
SPARROW CLINTON HOSPITAL	52%	150	58%	186	59%	210
SPARROW EATON HOSPITAL	49%	228	52%	225	51%	189
SPARROW IONIA HOSPITAL	75%	123	50%	156	47%	150
BRONSON LAKEVIEW HOSPITAL	56%	253	51%	181	56%	208
MUNSON HEALTHCARE CHARLEVOIX HOSPITAL	44%	100	51%	128	49%	253
ASCENSION STANDISH COMMUNITY HOSPITAL	68%	117	57%	90	52%	117
SCHEURER HOSPITAL	70%	40	56%	57	60%	55
HARBOR BEACH COMMUNITY HOSPITAL	75%	8	44%	9	0%	1
MACKINAC STRAITS HOSPITAL AND HEALTH CENTER	51%	72	64%	50	52%	73
ASPIRUS ONTONAGON HOSPITAL INC	67%	18	0%	5	100%	3
ASPIRUS IRON RIVER HOSPITAL & CLINICS, INC	50%	36	60%	52	60%	59
DECKERVILLE COMMUNITY HOSPITAL	0%	3	100%	3	0%	0
ASCENSION BORGESS LEE HOSPITAL	35%	54	43%	30	65%	60
SCHOOLCRAFT MEMORIAL HOSPITAL	56%	97	51%	71	38%	65
MERCY HEALTH LAKESHORE CAMPUS	63%	83	44%	64	68%	68
ASPIRUS KEWEENAW HOSPITAL AND CLINICS	84%	19	47%	47	57%	44
ASCENSION BORGESS ALLEGAN HOSPITAL	52%	63	70%	63	39%	51
MARLETTE REGIONAL HOSPITAL	39%	66	63%	16	67%	27
MCKENZIE HEALTH SYSTEM	100%	8	100%	3	57%	7
HELEN NEWBERRY JOY HOSPITAL	32%	69	45%	71	40%	95
EATON RAPIDS MEDICAL CENTER	46%	81	58%	88	71%	56
HILLS & DALES GENERAL HOSPITAL	45%	77	48%	50	70%	64
SHERIDAN COMMUNITY HOSPITAL	55%	20	62%	21	100%	9

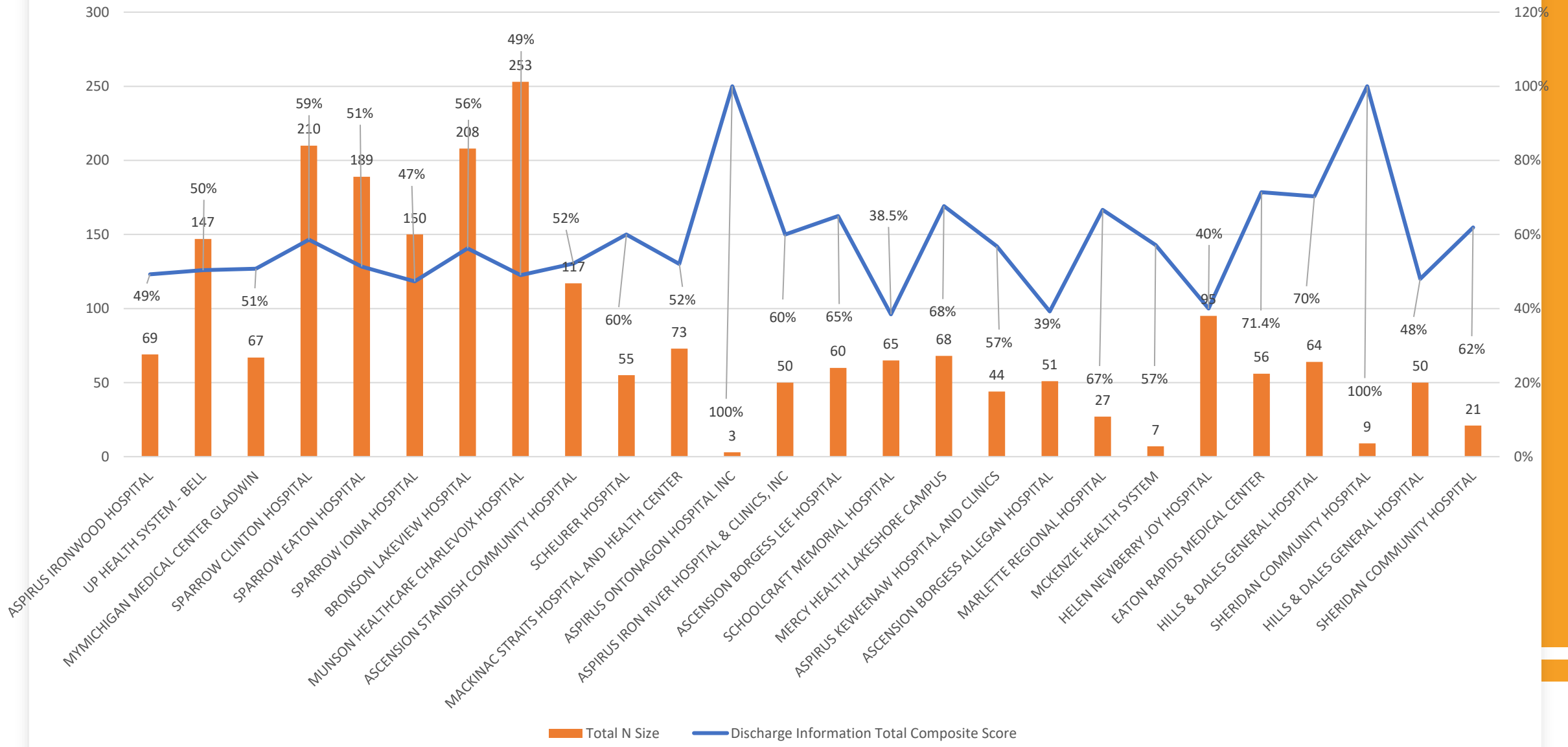
Q1 Care Transition Total Composite Score



Q2 Care Transition Total Composite Score



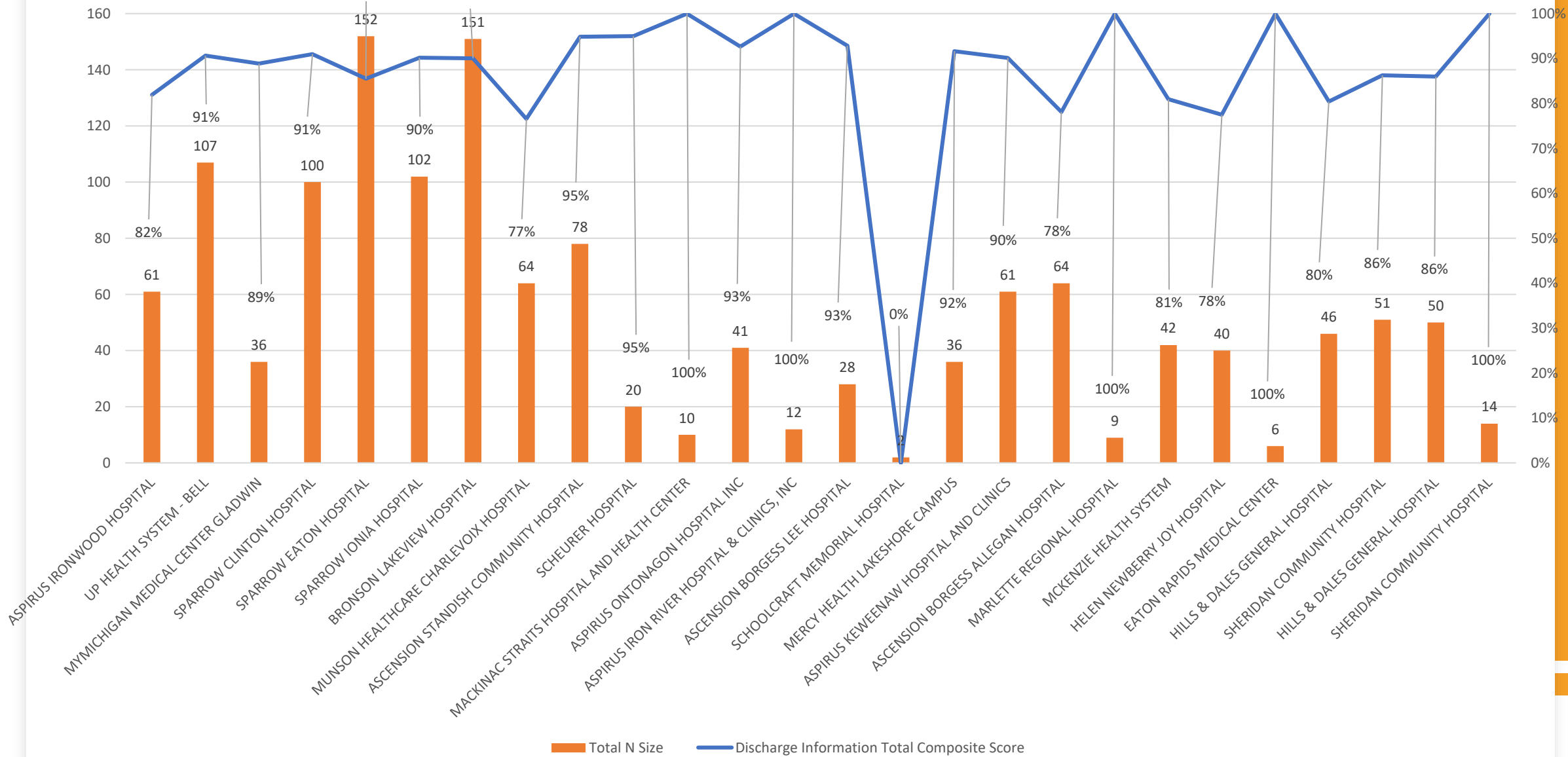
Q3 Care Transition Total Composite Score



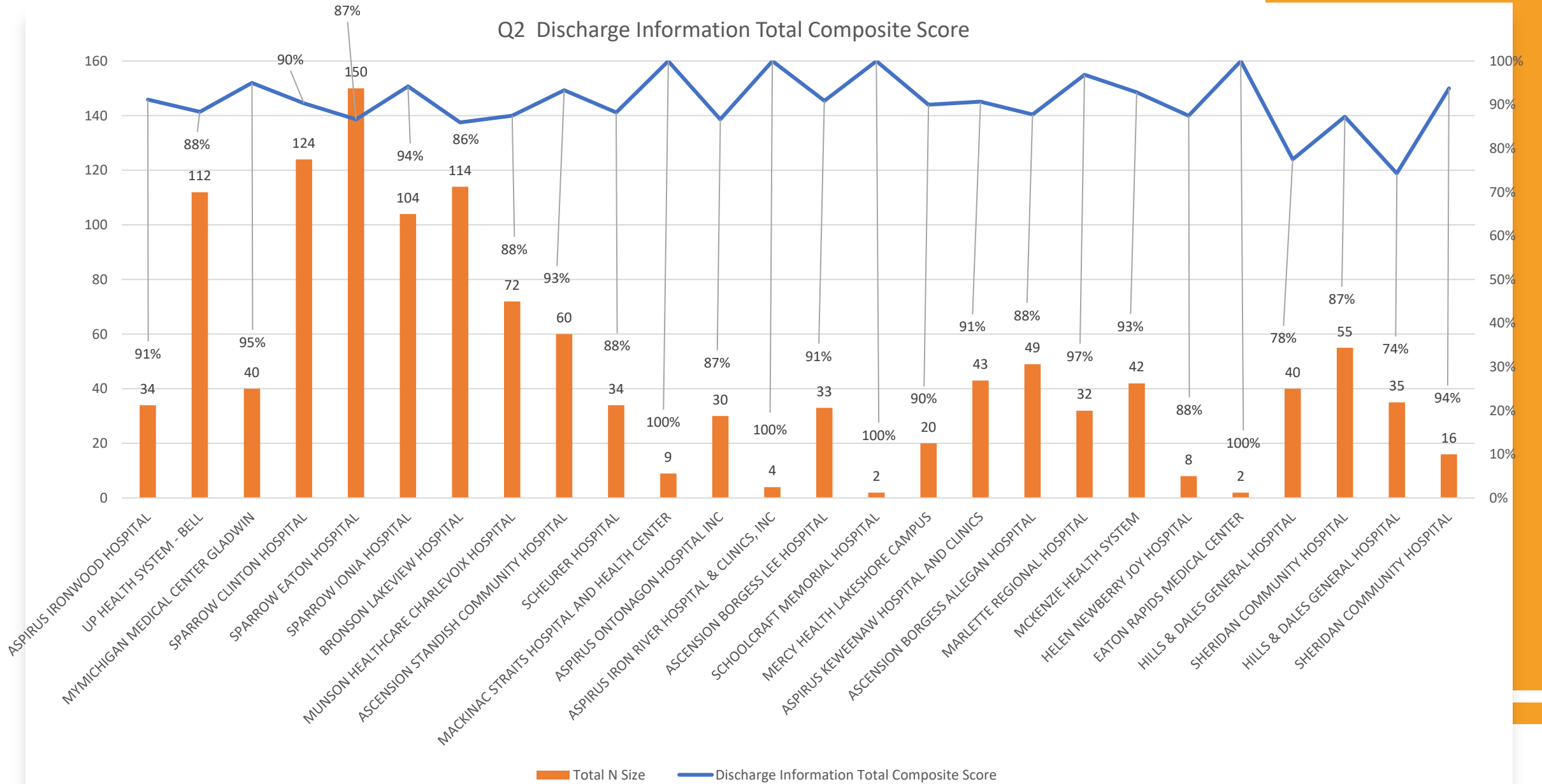
Discharge Information Total Composite Score Q1, Q2, Q3

	Q1		Q2		Q3	
	Discharge Information Total Composite Score	Total N Size	Discharge Information Total Composite Score	Total N Size	Discharge Information Total Composite Score	Total N Size
ASPIRUS IRONWOOD HOSPITAL	82%	61	91%	34	91%	46
UP HEALTH SYSTEM - BELL	91%	107	88%	112	87%	92
MYMICHIGAN MEDICAL CENTER GLADWIN	89%	36	95%	40	95%	44
SPARROW CLINTON HOSPITAL	91%	100	90%	124	91%	140
SPARROW EATON HOSPITAL	86%	152	87%	150	83%	126
SPARROW IONIA HOSPITAL	90%	102	94%	104	92%	100
BRONSON LAKEVIEW HOSPITAL	90%	151	86%	114	92%	138
MUNSON HEALTHCARE CHARLEVOIX HOSPITAL	77%	64	88%	72	89%	177
ASCENSION STANDISH COMMUNITY HOSPITAL	95%	78	93%	60	85%	78
SCHEURER HOSPITAL	95%	20	88%	34	94%	31
HARBOR BEACH COMMUNITY HOSPITAL	100%	10	100%	9	80%	5
MACKINAC STRAITS HOSPITAL AND HEALTH CENTER	93%	41	87%	30	83%	48
ASPIRUS ONTONAGON HOSPITAL INC	100%	12	100%	4	50%	2
ASPIRUS IRON RIVER HOSPITAL & CLINICS, INC	93%	28	91%	33	97%	33
DECKERVILLE COMMUNITY HOSPITAL	0%	2	100%	2	0%	0
ASCENSION BORGESS LEE HOSPITAL	92%	36	90%	20	93%	40
SCHOOLCRAFT MEMORIAL HOSPITAL	90%	61	91%	43	89%	44
MERCY HEALTH LAKESHORE CAMPUS	78%	64	88%	49	90%	42
ASPIRUS KEWEENAW HOSPITAL AND CLINICS	100%	9	97%	32	90%	30
ASCENSION BORGESS ALLEGAN HOSPITAL	81%	42	93%	42	88%	34
MARLETTE REGIONAL HOSPITAL	78%	40	88%	8	94%	18
MCKENZIE HEALTH SYSTEM	100%	6	100%	2	100%	4
HELEN NEWBERRY JOY HOSPITAL	80%	46	78%	40	80%	59
EATON RAPIDS MEDICAL CENTER	86%	51	87%	55	83%	36
HILLS & DALES GENERAL HOSPITAL	86%	50	74%	35	95%	38
SHERIDAN COMMUNITY HOSPITAL	100%	14	94%	16	83%	6

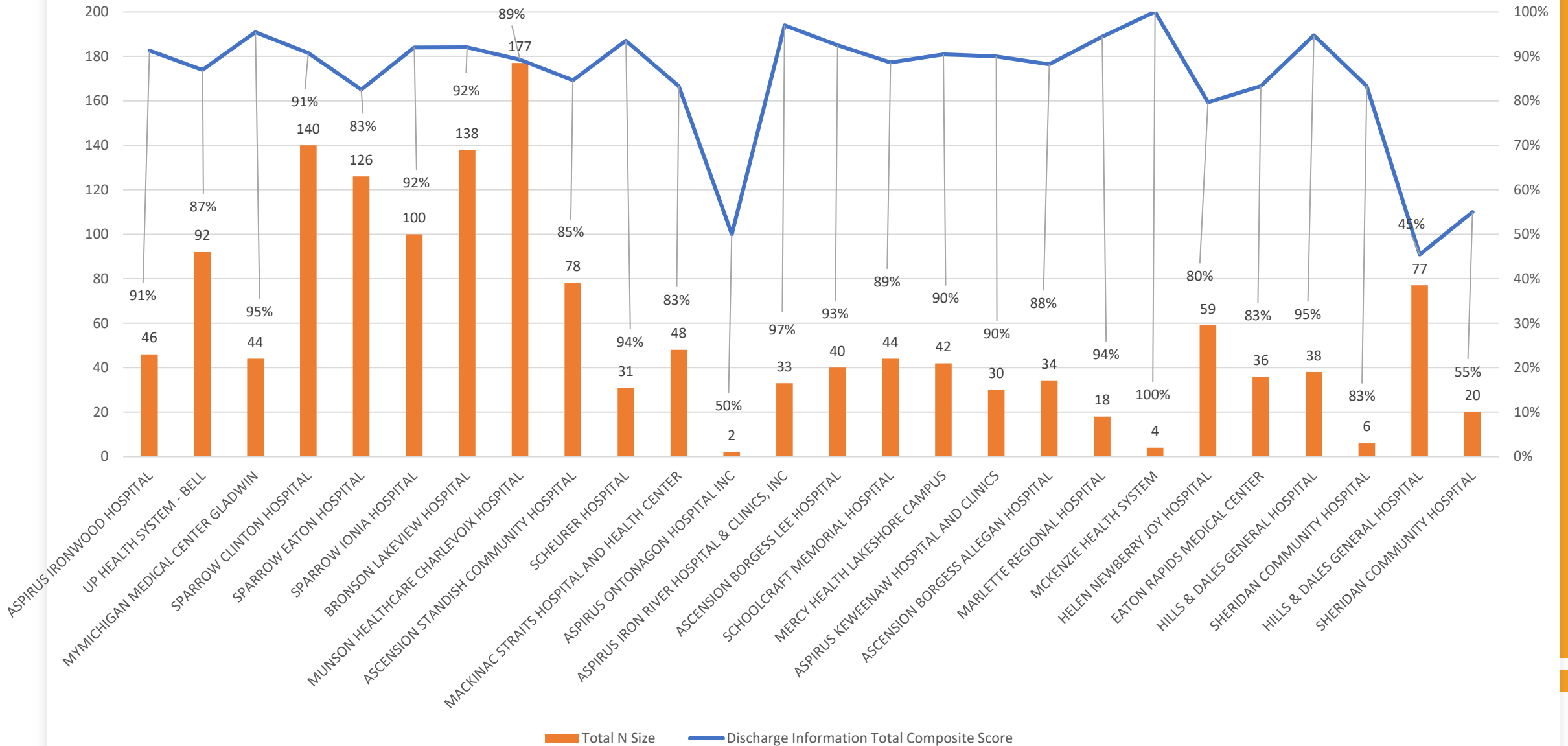
Q1 Discharge Information Total Composite Score



Q2 Discharge Information Total Composite Score



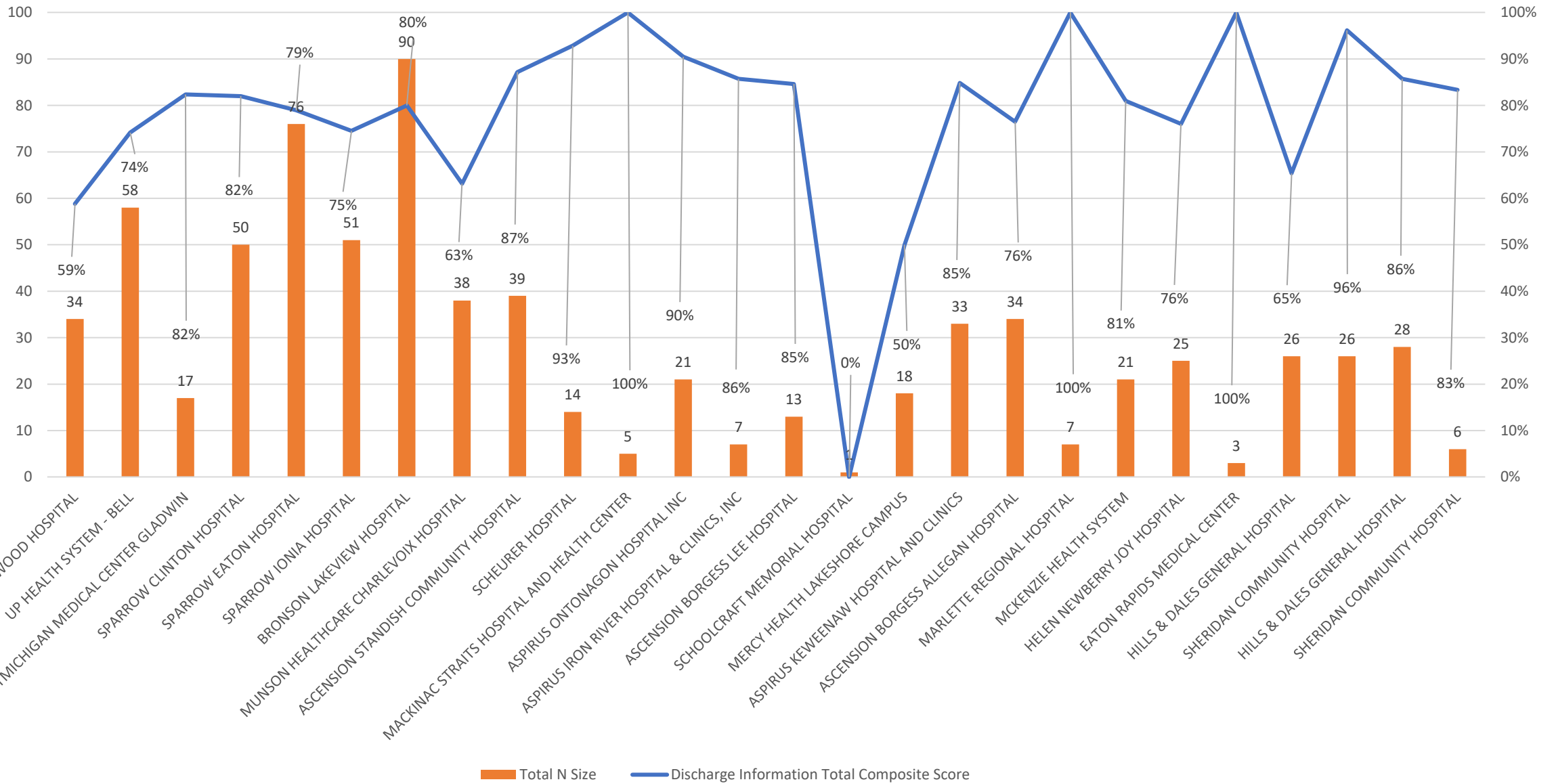
Q3 Discharge Information Total Composite Score



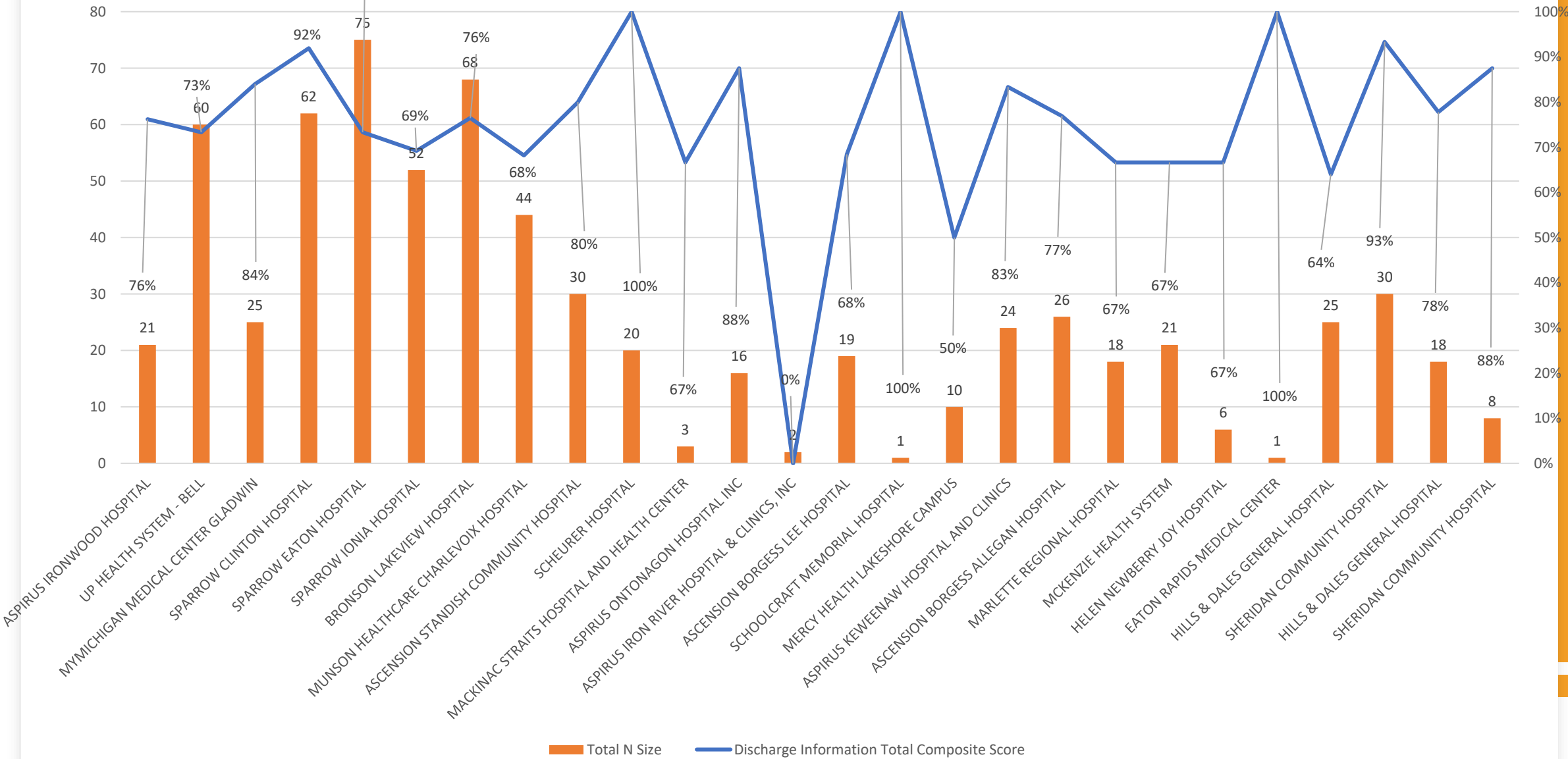
Overall Rating Q1, Q2, Q3

	Q1		Q2		Q3	
	Overall Rating Total Composite Score	Total N Size	Overall Rating Total Composite Score	Total N Size	Overall Rating Total Composite Score	Total N Size
ASPIRUS IRONWOOD HOSPITAL	59%	34	76%	21	75%	24
UP HEALTH SYSTEM - BELL	74%	58	73%	60	79%	52
MYMICHIGAN MEDICAL CENTER GLADWIN	82%	17	84%	25	84%	25
SPARROW CLINTON HOSPITAL	82%	50	92%	62	86%	70
SPARROW EATON HOSPITAL	79%	76	73%	75	75%	63
SPARROW IONIA HOSPITAL	75%	51	69%	52	82%	50
BRONSON LAKEVIEW HOSPITAL	80%	90	76%	68	81%	74
MUNSON HEALTHCARE CHARLEVOIX HOSPITAL	63%	38	68%	44	79%	94
ASCENSION STANDISH COMMUNITY HOSPITAL	87%	39	80%	30	87%	39
SCHEURER HOSPITAL	93%	14	100%	20	79%	19
HARBOR BEACH COMMUNITY HOSPITAL	100%	5	67%	3	100%	4
MACKINAC STRAITS HOSPITAL AND HEALTH CENTER	90%	21	88%	16	92%	25
ASPIRUS ONTONAGON HOSPITAL INC	86%	7	0%	2	100%	1
ASPIRUS IRON RIVER HOSPITAL & CLINICS, INC	85%	13	68%	19	82%	17
DECKERVILLE COMMUNITY HOSPITAL	0%	1	100%	1	0%	0
ASCENSION BORGESS LEE HOSPITAL	50%	18	50%	10	75%	20
SCHOOLCRAFT MEMORIAL HOSPITAL	85%	33	83%	24	91%	23
MERCY HEALTH LAKESHORE CAMPUS	76%	34	77%	26	92%	25
ASPIRUS KEWEENAW HOSPITAL AND CLINICS	100%	7	67%	18	75%	16
ASCENSION BORGESS ALLEGAN HOSPITAL	81%	21	67%	21	76%	17
MARLETTE REGIONAL HOSPITAL	76%	25	67%	6	78%	9
MCKENZIE HEALTH SYSTEM	100%	3	100%	1	67%	3
HELEN NEWBERRY JOY HOSPITAL	65%	26	64%	25	74%	34
EATON RAPIDS MEDICAL CENTER	96%	26	93%	30	85%	20
HILLS & DALES GENERAL HOSPITAL	86%	28	78%	18	91%	23
SHERIDAN COMMUNITY HOSPITAL	83%	6	88%	8	100%	3

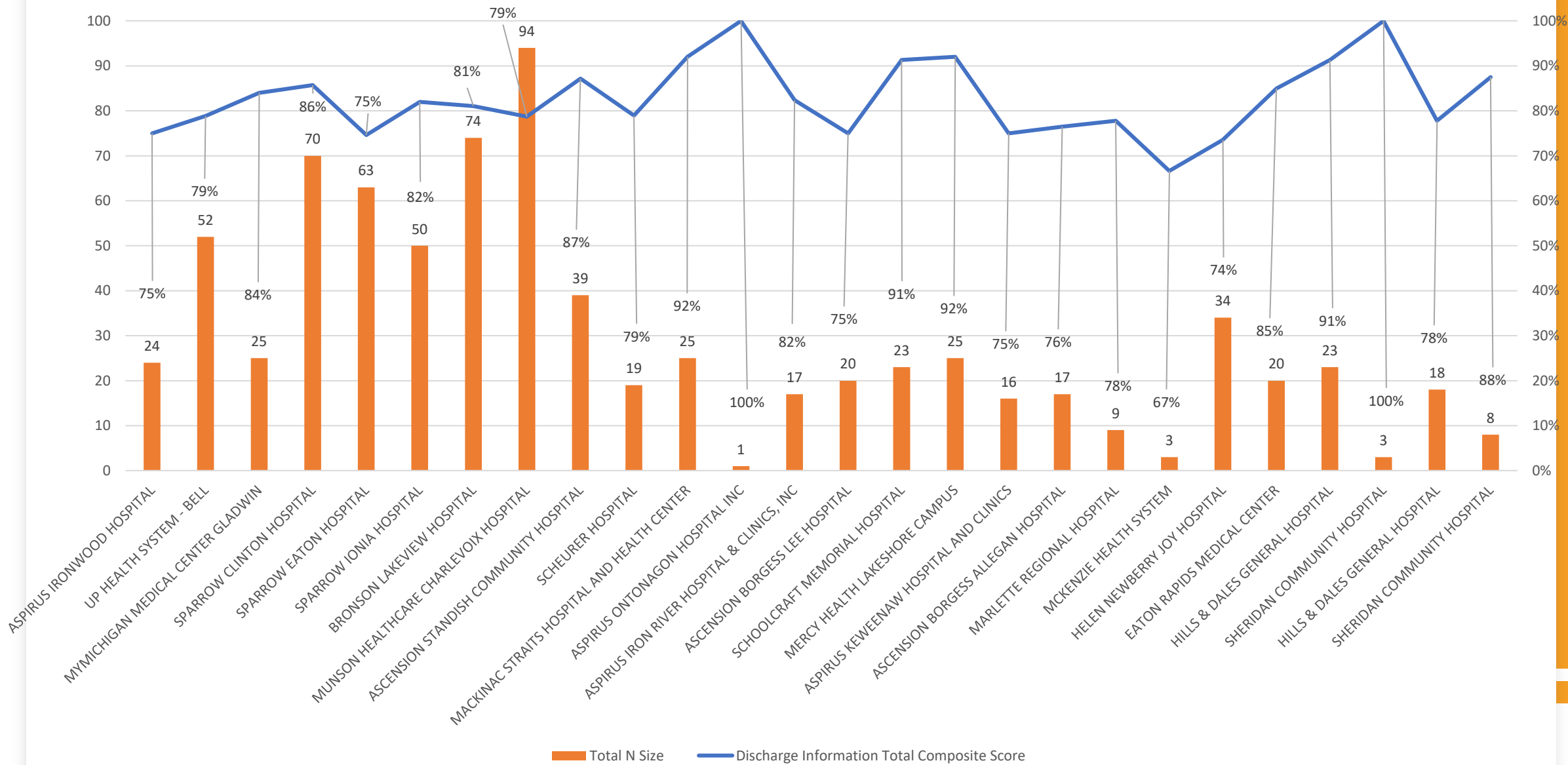
Q1 Overall Rating Total Composite Score



Q2 Overall Rating Total Composite Score



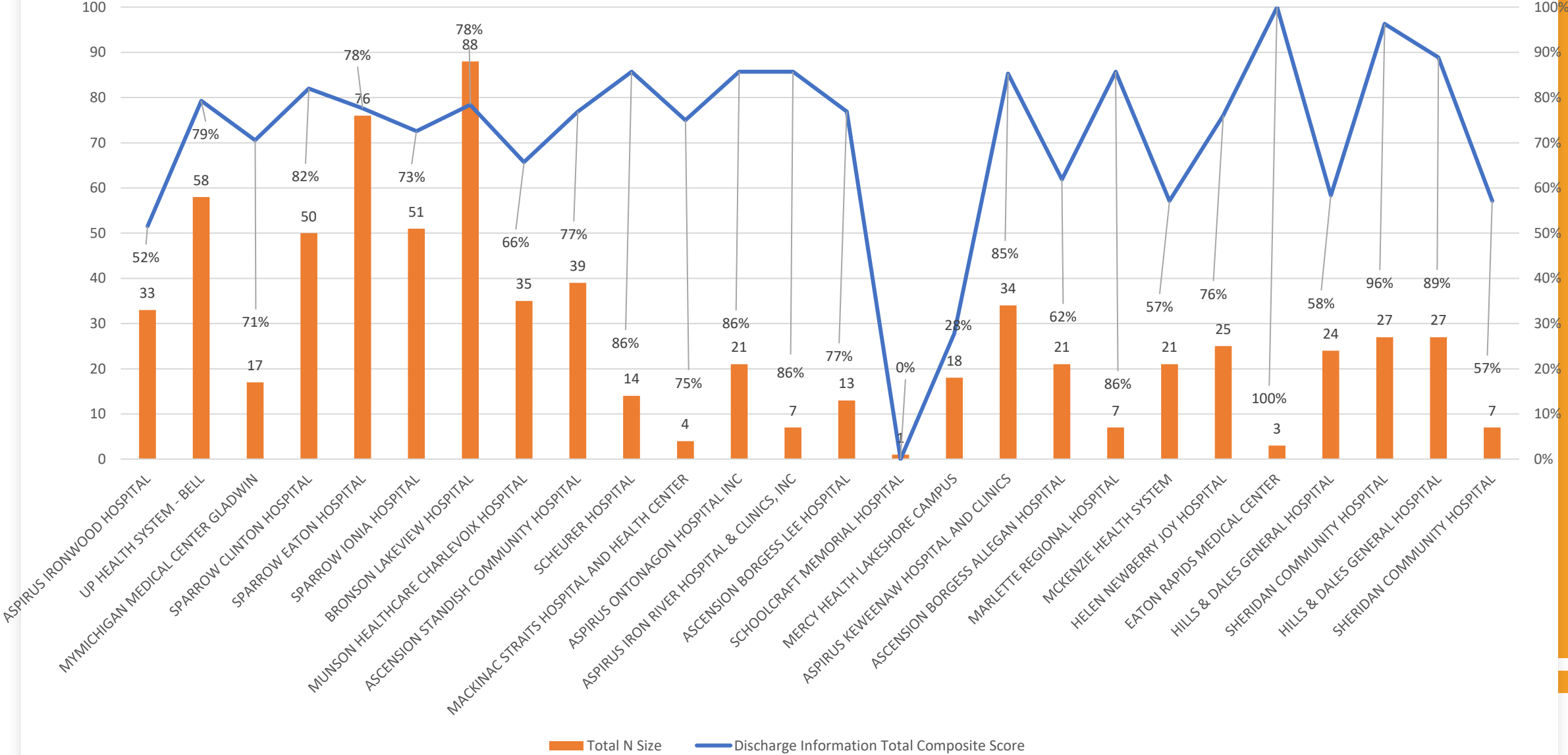
Q3 Overall Rating Total Composite Score



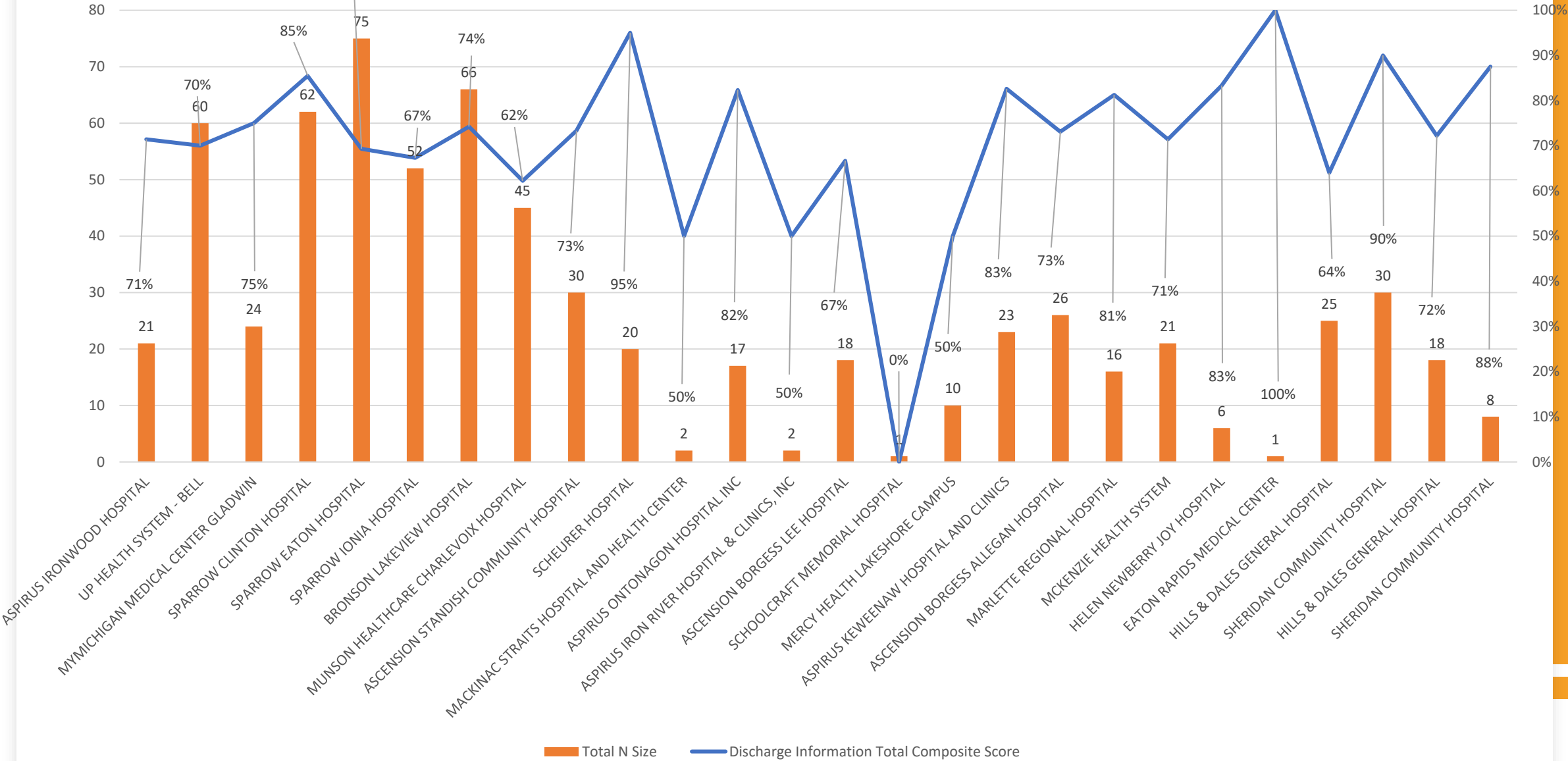
Overall Willingness to Recommend Q1, Q2, Q3

	Q1		Q2		Q3	
	Overall Willingness to recommend Total Composite Score	Total N Size	Overall Willingness to recommend Total Composite Score	Total N Size	Overall Willingness to recommend Total Composite Score	Total N Size
ASPIRUS IRONWOOD HOSPITAL	52%	33	71%	21	79%	24
UP HEALTH SYSTEM - BELL	79%	58	70%	60	75%	53
MYMICHIGAN MEDICAL CENTER GLADWIN	71%	17	75%	24	64%	25
SPARROW CLINTON HOSPITAL	82%	50	85%	62	86%	70
SPARROW EATON HOSPITAL	78%	76	69%	75	67%	63
SPARROW IONIA HOSPITAL	73%	51	67%	52	68%	50
BRONSON LAKEVIEW HOSPITAL	78%	88	74%	66	78%	74
MUNSON HEALTHCARE CHARLEVOIX HOSPITAL	66%	35	62%	45	86%	95
ASCENSION STANDISH COMMUNITY HOSPITAL	77%	39	73%	30	77%	39
SCHEURER HOSPITAL	86%	14	95%	20	89%	19
HARBOR BEACH COMMUNITY HOSPITAL	75%	4	50%	2	50%	2
MACKINAC STRAITS HOSPITAL AND HEALTH CENTER	86%	21	82%	17	80%	25
ASPIRUS ONTONAGON HOSPITAL INC	86%	7	50%	2	100%	1
ASPIRUS IRON RIVER HOSPITAL & CLINICS, INC	77%	13	67%	18	77%	17
DECKERVILLE COMMUNITY HOSPITAL	0%	1	0%	1	0%	0
ASCENSION BORGESS LEE HOSPITAL	28%	18	50%	10	70%	20
SCHOOLCRAFT MEMORIAL HOSPITAL	85%	34	83%	23	83%	23
MERCY HEALTH LAKESHORE CAMPUS	62%	21	73%	26	86%	21
ASPIRUS KEWEENAW HOSPITAL AND CLINICS	86%	7	81%	16	56%	18
ASCENSION BORGESS ALLEGAN HOSPITAL	57%	21	71%	21	59%	17
MARLETTE REGIONAL HOSPITAL	76%	25	83%	6	78%	9
MCKENZIE HEALTH SYSTEM	100%	3	100%	1	67%	3
HELEN NEWBERRY JOY HOSPITAL	58%	24	64%	25	41%	34
EATON RAPIDS MEDICAL CENTER	96%	27	90%	30	90%	20
HILLS & DALES GENERAL HOSPITAL	89%	27	72%	18	96%	23
SHERIDAN COMMUNITY HOSPITAL	57%	7	88%	8	100%	3

Q1 Overall Willingness to Recommend Total Composite Score



Q2 Overall Willingness to Recommend Total Composite Score



Q3 Overall Willingness to Recommend Total Composite Score

