

SUMMA HEALTH SYSTEM

Patient Experience Summary Results

Discharges/Visits thru 12/31/2014	2013 Average	2013 Rank	2014 YTD Average	2014 YTD Rank
<i>SUMMA AKRON CITY AND ST. THOMAS HOSPITAL</i>				
HCAHPS Overall Score (% 9 or 10)	67.9%	35th	66.5%	25th
Outpatient	93.50	45th	92.94	30th
Emergency Department	90.46	90th	86.48	55th
Ambulatory Surgery	92.86	40th	91.94	15th
<i>SUMMA PHYSICIANS INC.</i>				
CG-CAHPS Rate Provider (% 9 or 10)	83.7%	45th	85.5%	65th
<i>SUMMA BARBERTON HOSPITAL</i>				
HCAHPS Overall Score (% 9 or 10)	68.0%	35th	69.8%	40th
Outpatient	94.41	70th	95.06	85th
Emergency Department	80.12	<10th	85.03	45th
Ambulatory Surgery	92.32	25th	92.96	45th
<i>WADSWORTH-RITTMAN HOSPITAL</i>				
HCAHPS Overall Score (% 9 or 10)	62.8%	15th	68.0%	35th
Outpatient	93.09	35th	93.44	45th
Emergency Department	87.99	45th	90.43	75th
Ambulatory Surgery	92.92	40th	92.41	30th
<i>SUMMA WESTERN RESERVE HOSPITAL</i>				
HCAHPS Overall Score (% 9 or 10)	74.5%	65th	75.3%	65th
Outpatient	93.29	40th	93.58	45th
Emergency Department	87.51	50th	88.81	70th
Ambulatory Surgery	94.13	75th	94.21	80th
<i>CRYSTAL CLINIC ORTHOPAEDIC CENTER</i>				
HCAHPS Overall Score (% 9 or 10)	76.7%	75th	77.0%	75th
Ambulatory Surgery	93.57	60th	93.22	50th
CG-CAHPS Rate Provider (% 9 or 10)	83.5%	45th	84.7%	55th

Data is reported by discharge/visit date.

Inpatient and ED Peer Group comparisons are size-based, OP and AS are region-based. HCAHPS is All Hospital Database.

Color Scheme: Red less than 50th, Yellow between 50th and 75th, Green between 75th and 90th, Blue greater than 90th.