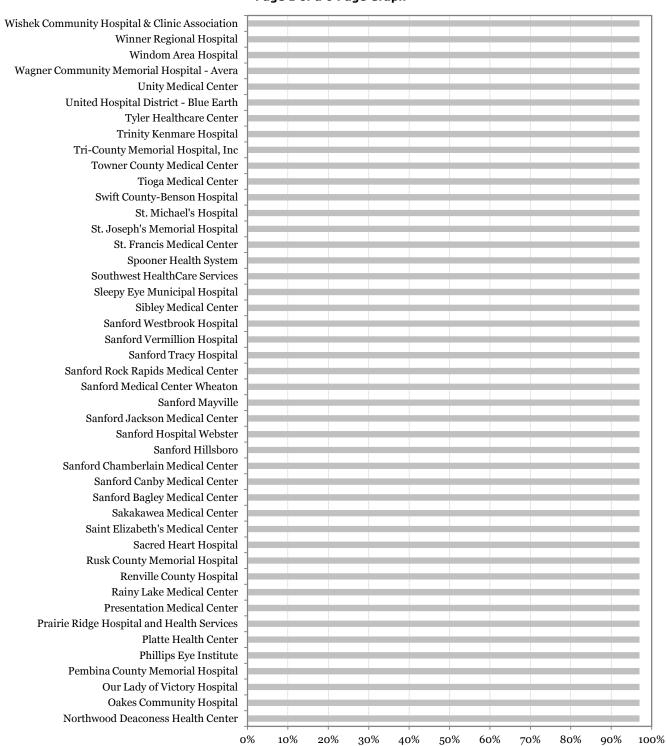


The HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) survey is the first national, standardized, publicly reported survey of patients"" perspectives of hospital care. HCAHPS, also known as the CAHPS® Hospital Survey, is a standardized survey instrument and data collection methodology for measuring patients' perceptions of their hospital experience.

This percentage represents the how often patients were given information about what to do during their recovery at home.

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