HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Provider Number	Hospital Name	Address 1
500005	VIRGINIA MASON MEDICAL CENTER	1100 NINTH AVENUE (PO BOX 900)
500011	HIGHLINE MEDICAL CENTER	16251 SYLVESTER ROAD SW
500025	SWEDISH MEDICAL CENTER/CHERRY HILL	500 17TH AVENUE
500052	GROUP HEALTH CENTRAL HOSPITAL	201 - 16TH AVENUE EAST
500001	NORTHWEST HOSPITAL	1550 NORTH 115TH STREET
500027	SWEDISH MEDICAL CENTER	747 BROADWAY
500008	UNIVERSITY OF WASHINGTON MEDICAL CTR	1959 NE PACIFIC ST
500064	HARBORVIEW MEDICAL CENTER	325 9TH AVENUE
050014	SUTTER AMADOR HOSPITAL	200 MISSION BLVD
050336	LODI MEMORIAL HOSPITAL	975 S FAIRMONT AVENUE
050167	SAN JOAQUIN GENERAL HOSPITAL	500 W HOSPITAL ROAD
050557	MEMORIAL MEDICAL CENTER	1700 COFFEE RD
050335	SONORA REGIONAL MEDICAL CENTER	1000 GREENLEY ROAD
050444	MERCY MEDICAL CENTER	333 MERCY AVENUE
050726	STANISLAUS SURGICAL HOSPITAL	1421 OAKDALE ROAD

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Address 2	Address 3	City	State
		SEATTLE	WA
		BURIEN	WA
		SEATTLE	WA
		SEATTLE	WA
		SEATTLE	WA
		SEATTLE	WA
		SEATTLE	WA
		SEATTLE	WA
		JACKSON	CA
		LODI	CA
		FRENCH CAMP	CA
		MODESTO	CA
		SONORA	CA
		MERCED	CA
		MODESTO	CA

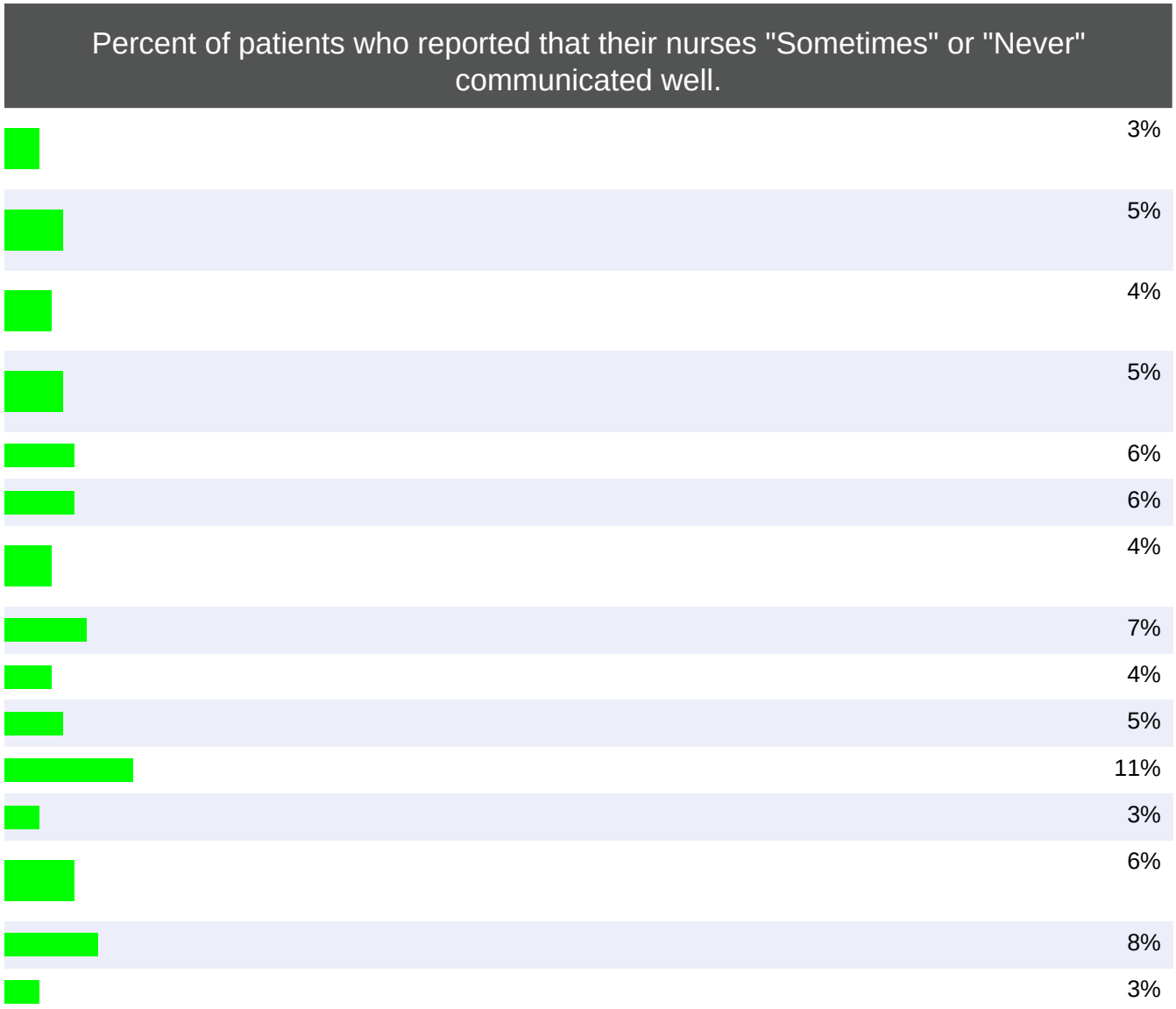
HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

ZIP Code	County Name	Phone Number
98111	KING	2062236600
98166	KING	2062449970
98122	KING	2063202000
98112	KING	2063263000
98133	KING	2063640500
98122	KING	2063866000
98195	KING	2065983300
98104	KING	2067313000
95642	AMADOR	2092237500
95240	SAN JOAQUIN	2093343411
95231	SAN JOAQUIN	2094686000
95355	STANISLAUS	2095264500
95370	TUOLUMNE	2095323161
95340	MERCED	2095645000
95355	STANISLAUS	2095722700

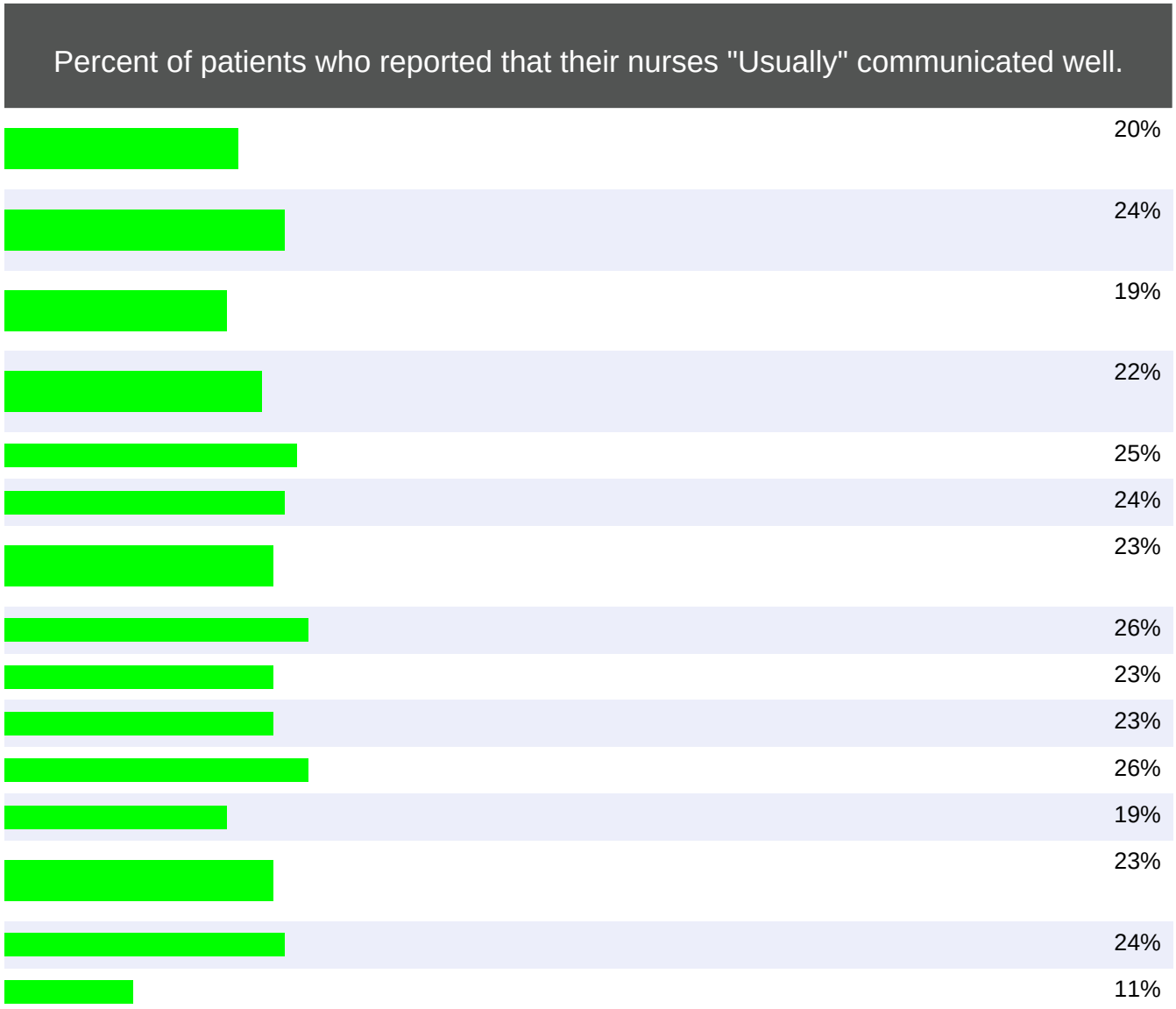
HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)



HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)



HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

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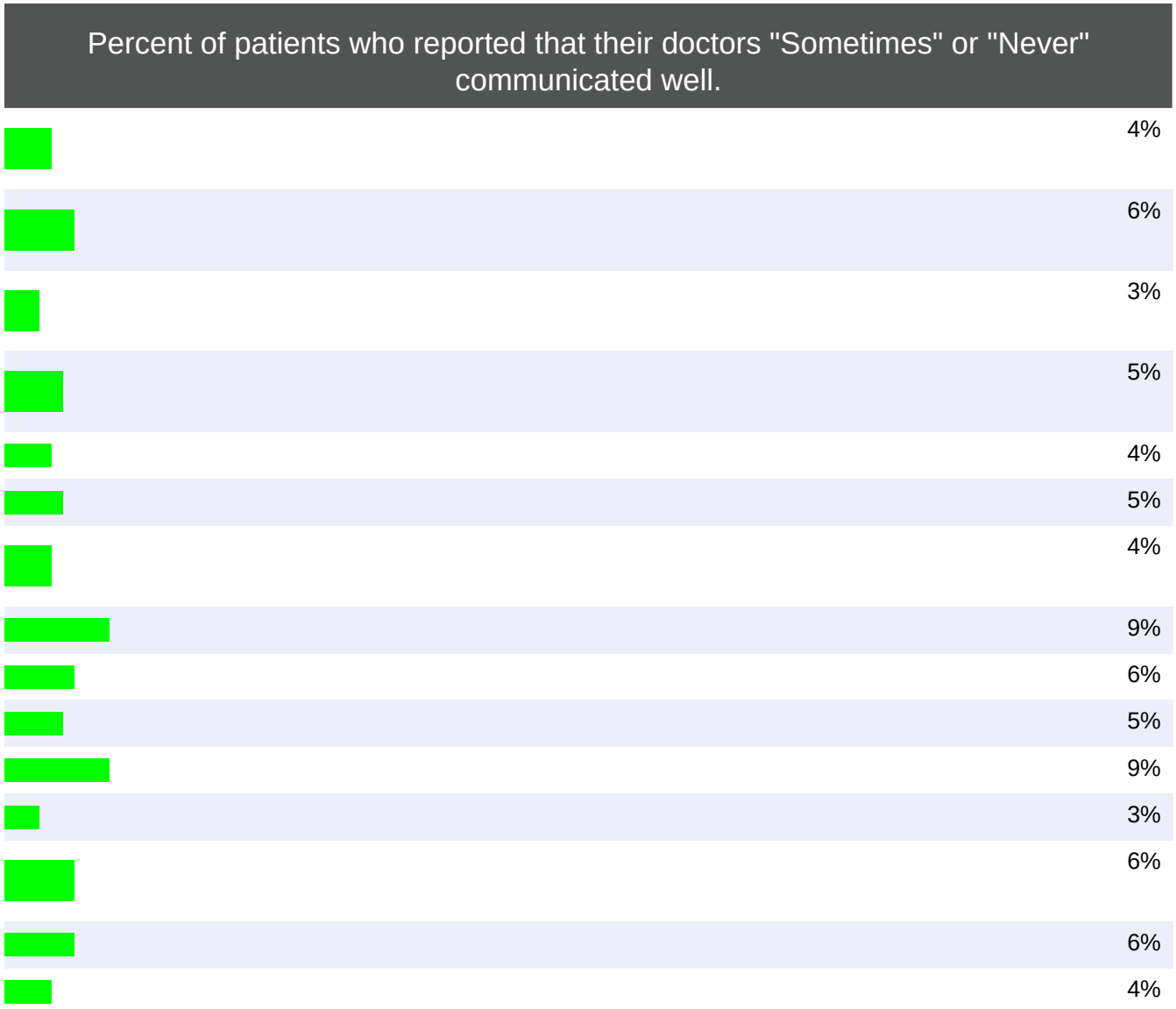
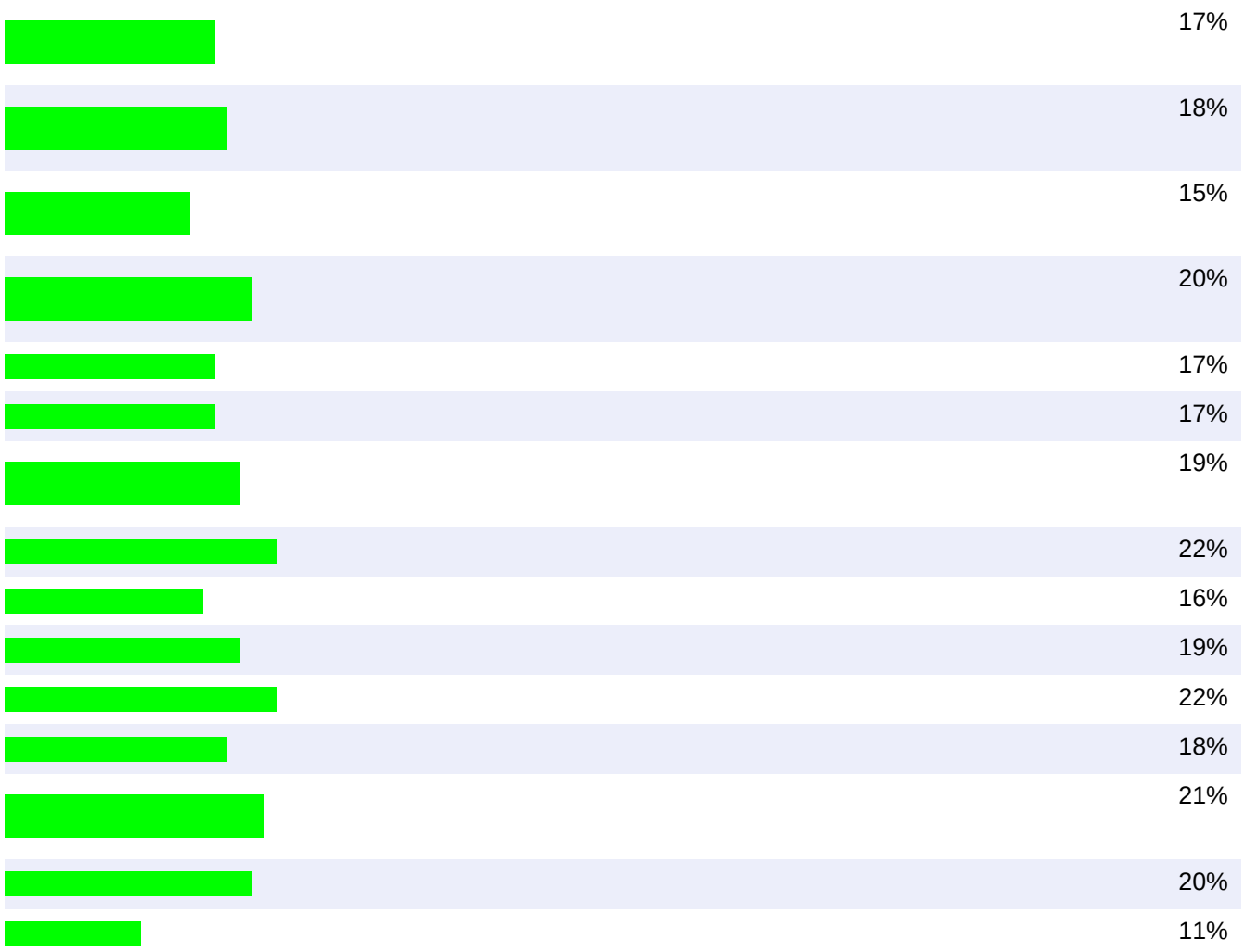


HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their doctors "Usually" communicated well.



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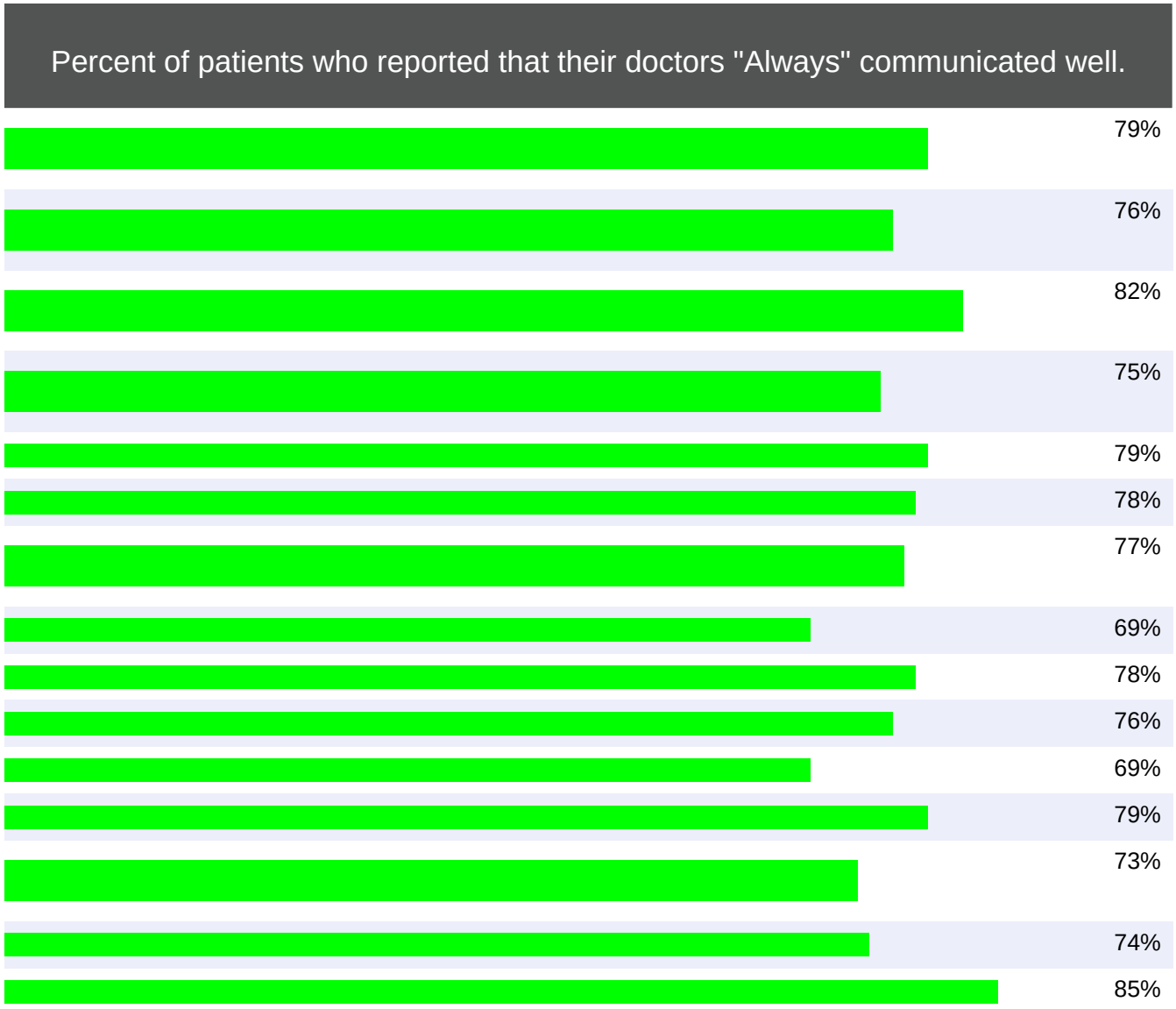

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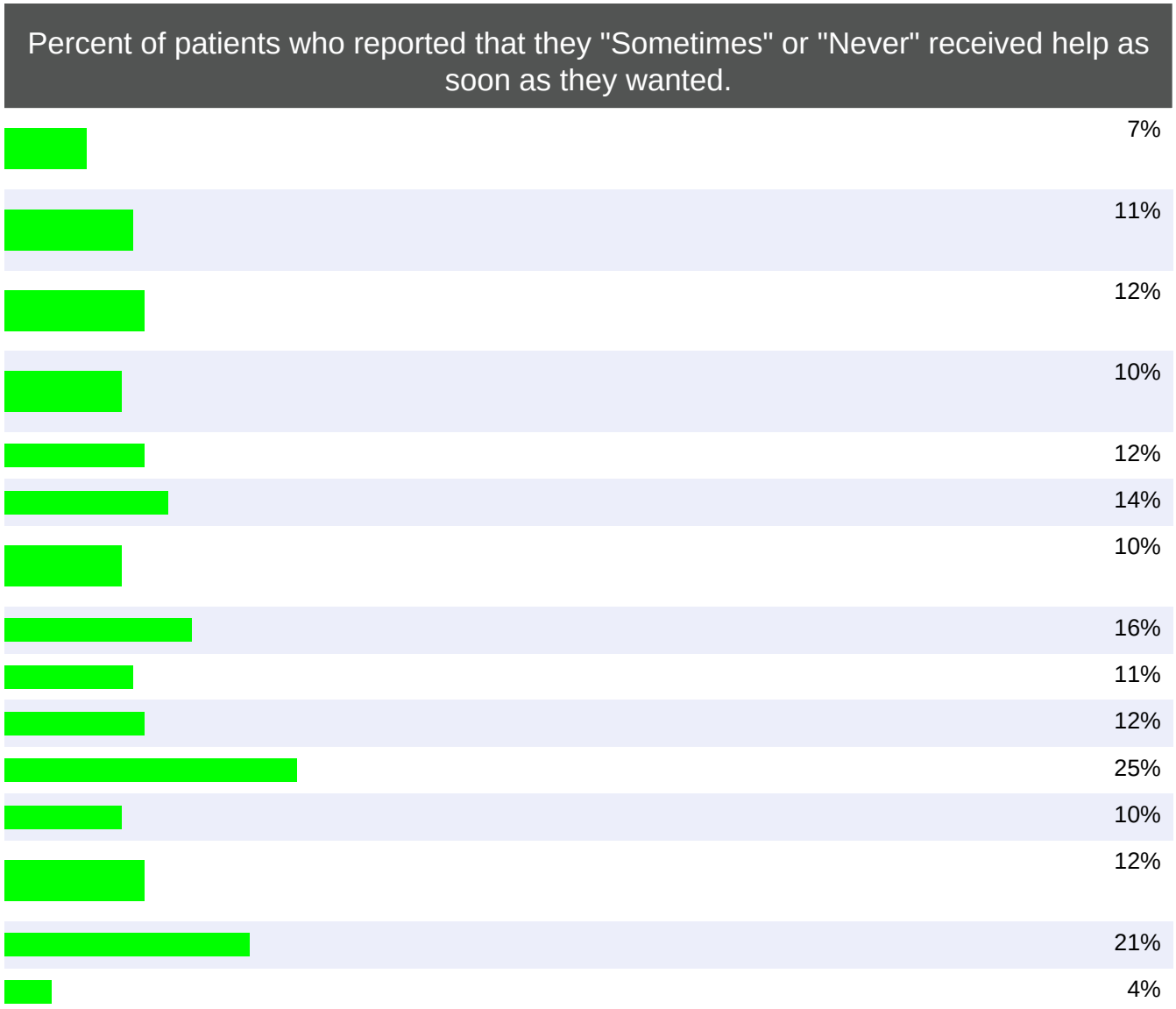

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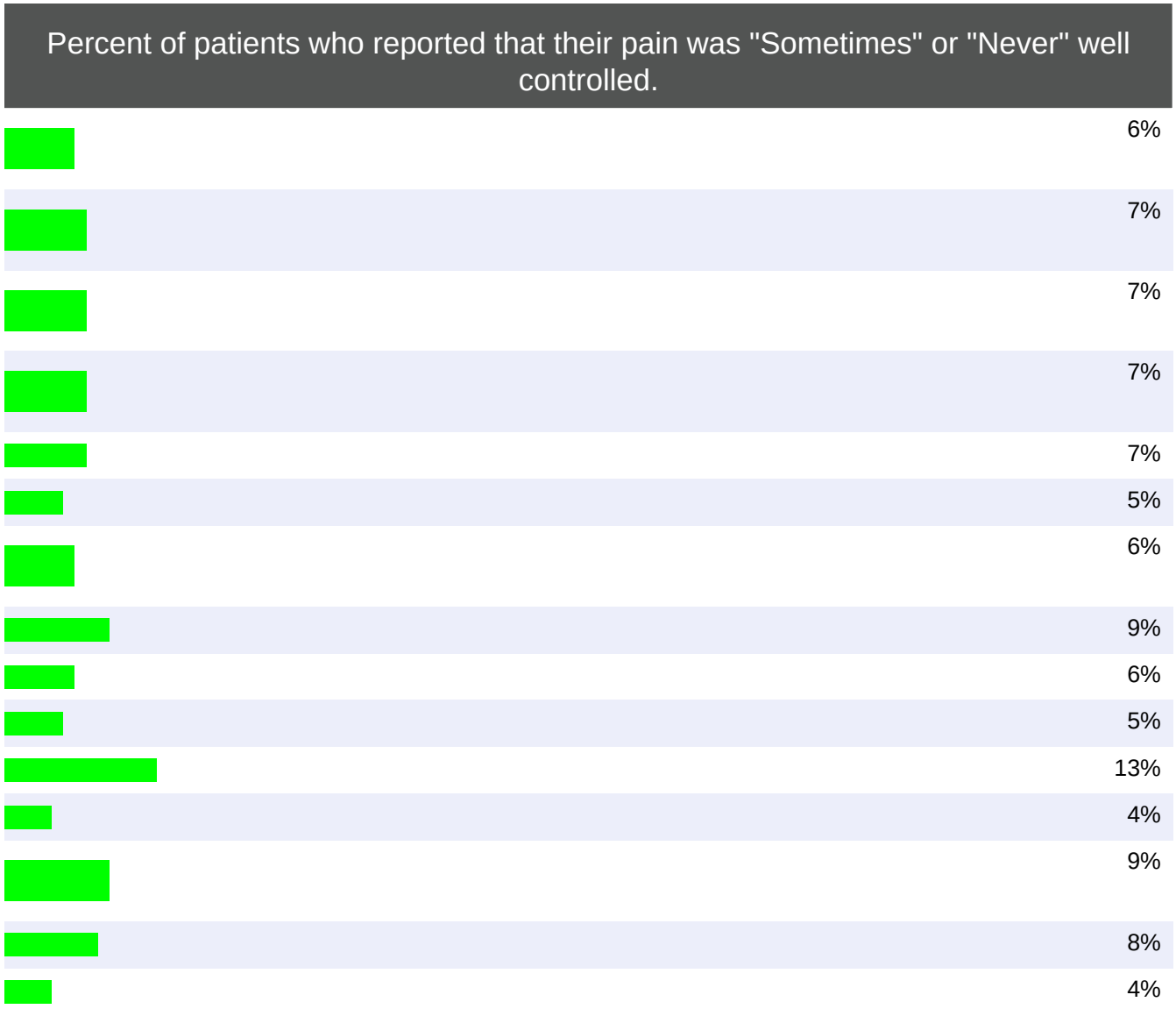

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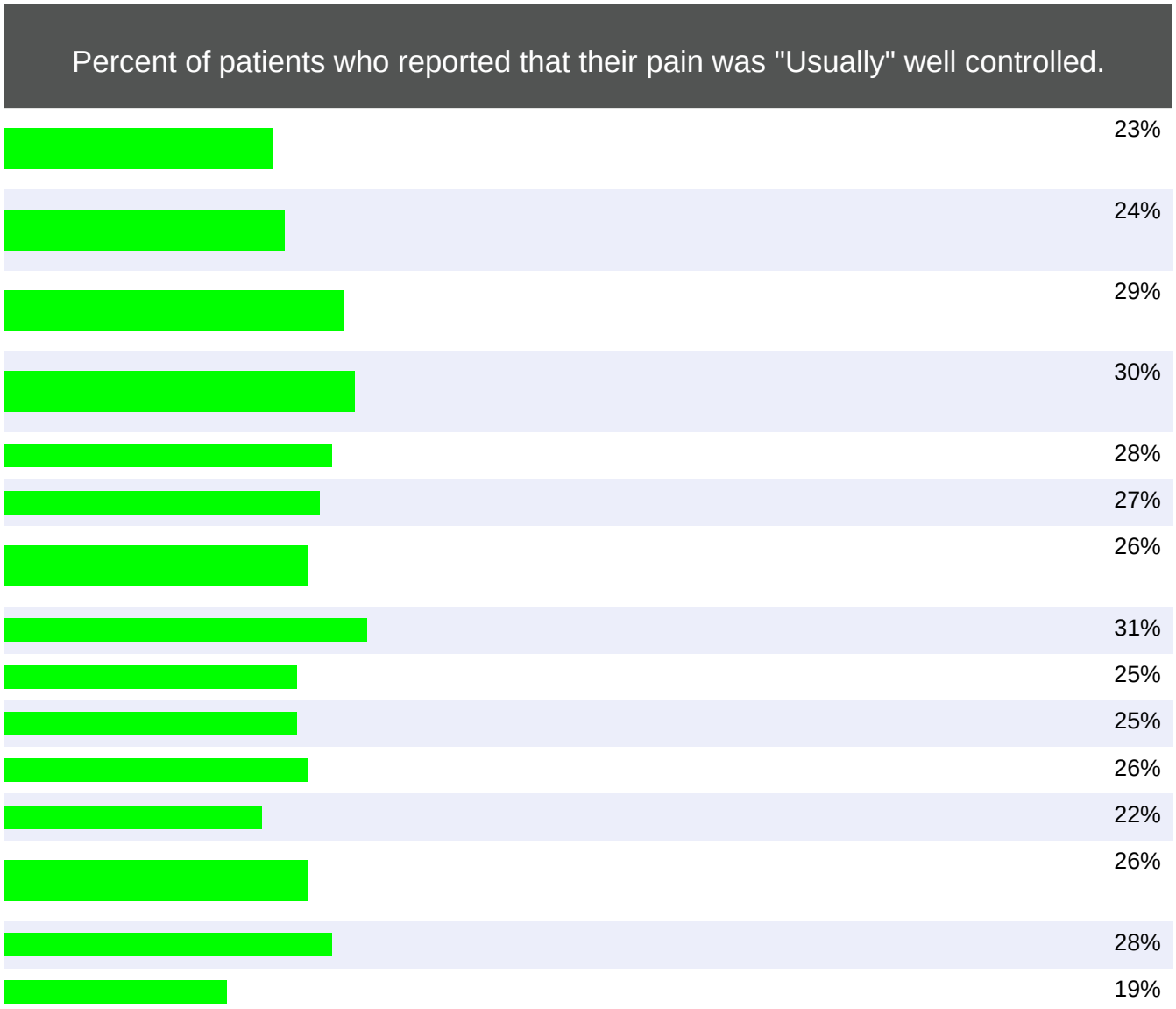

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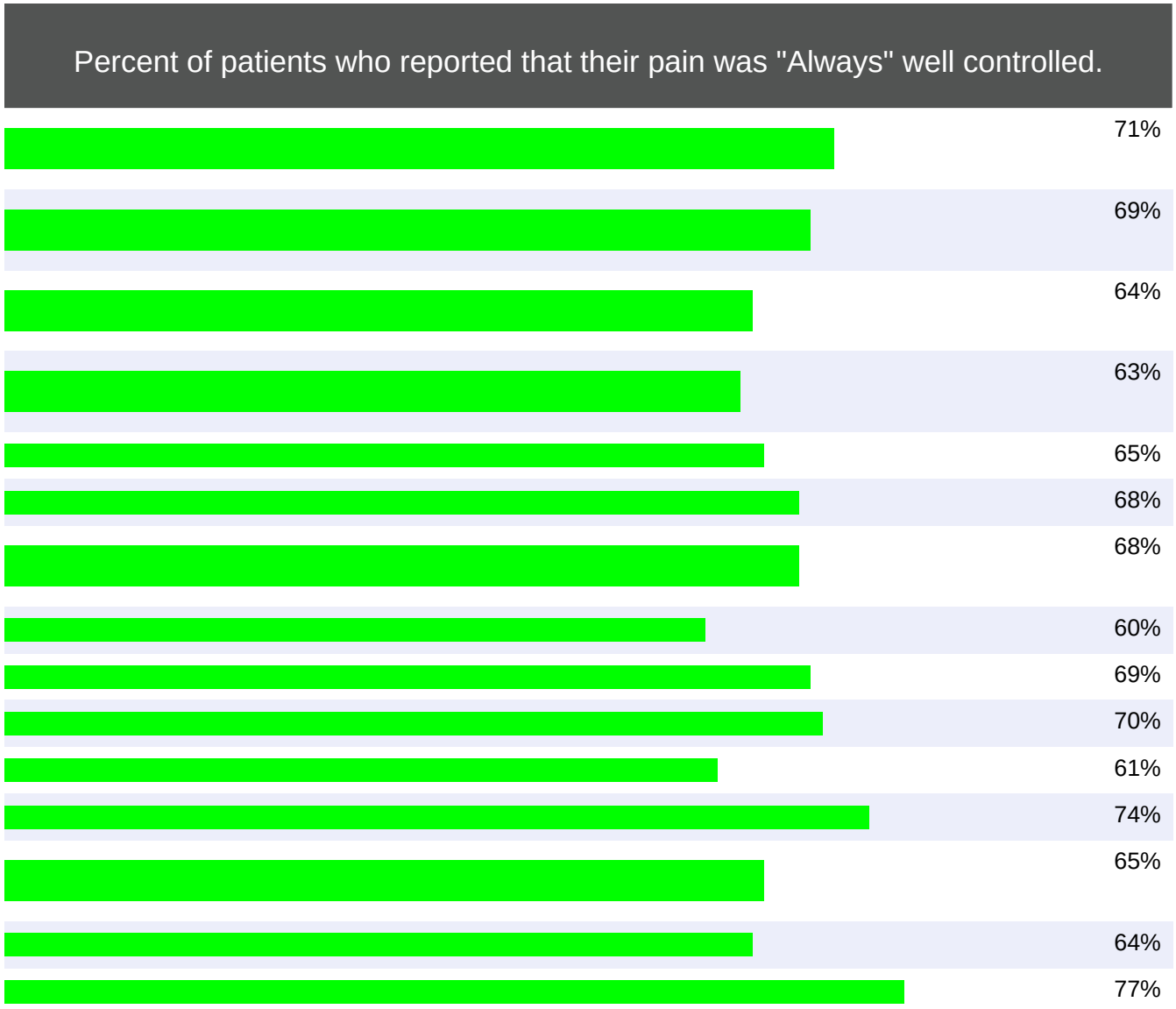
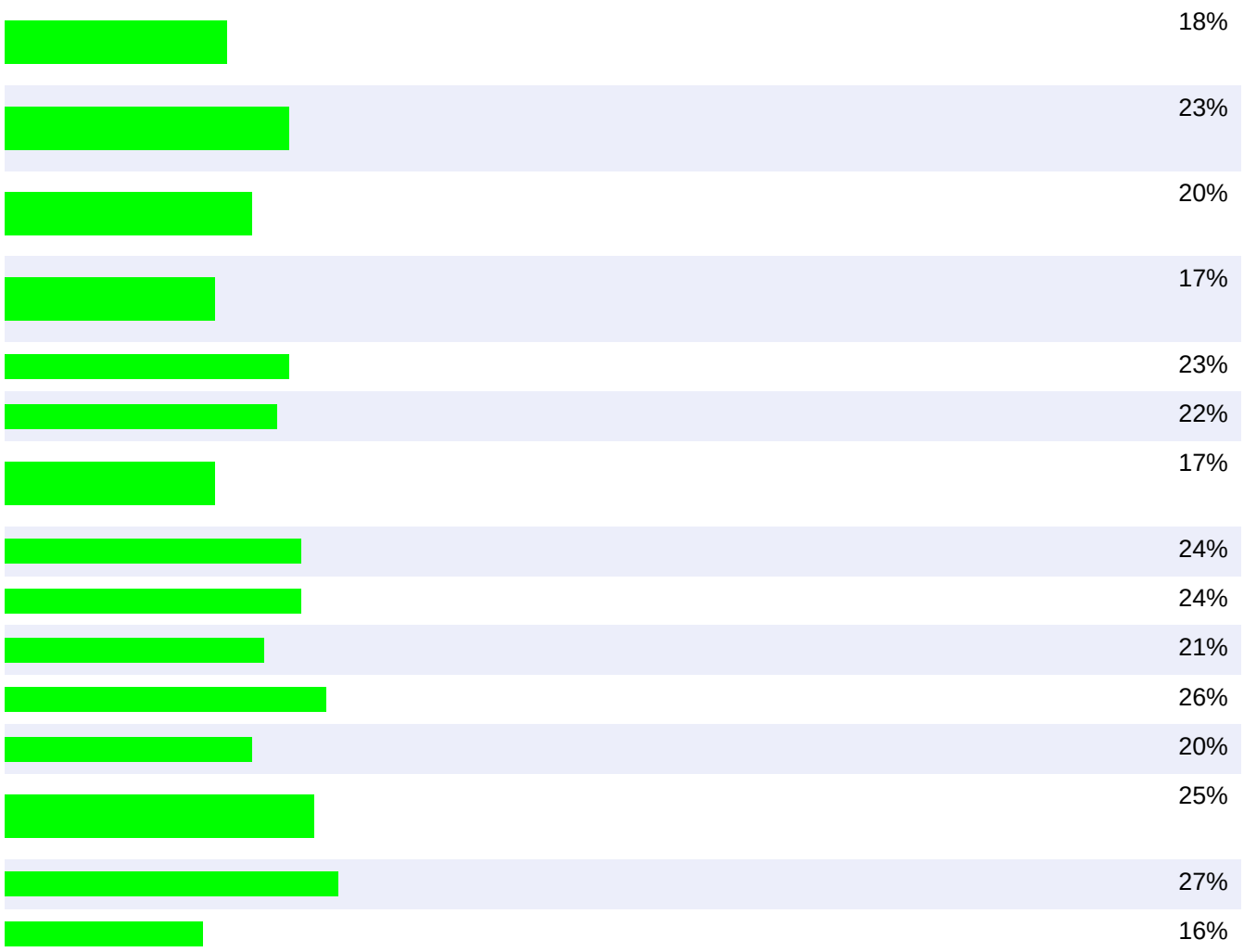


HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

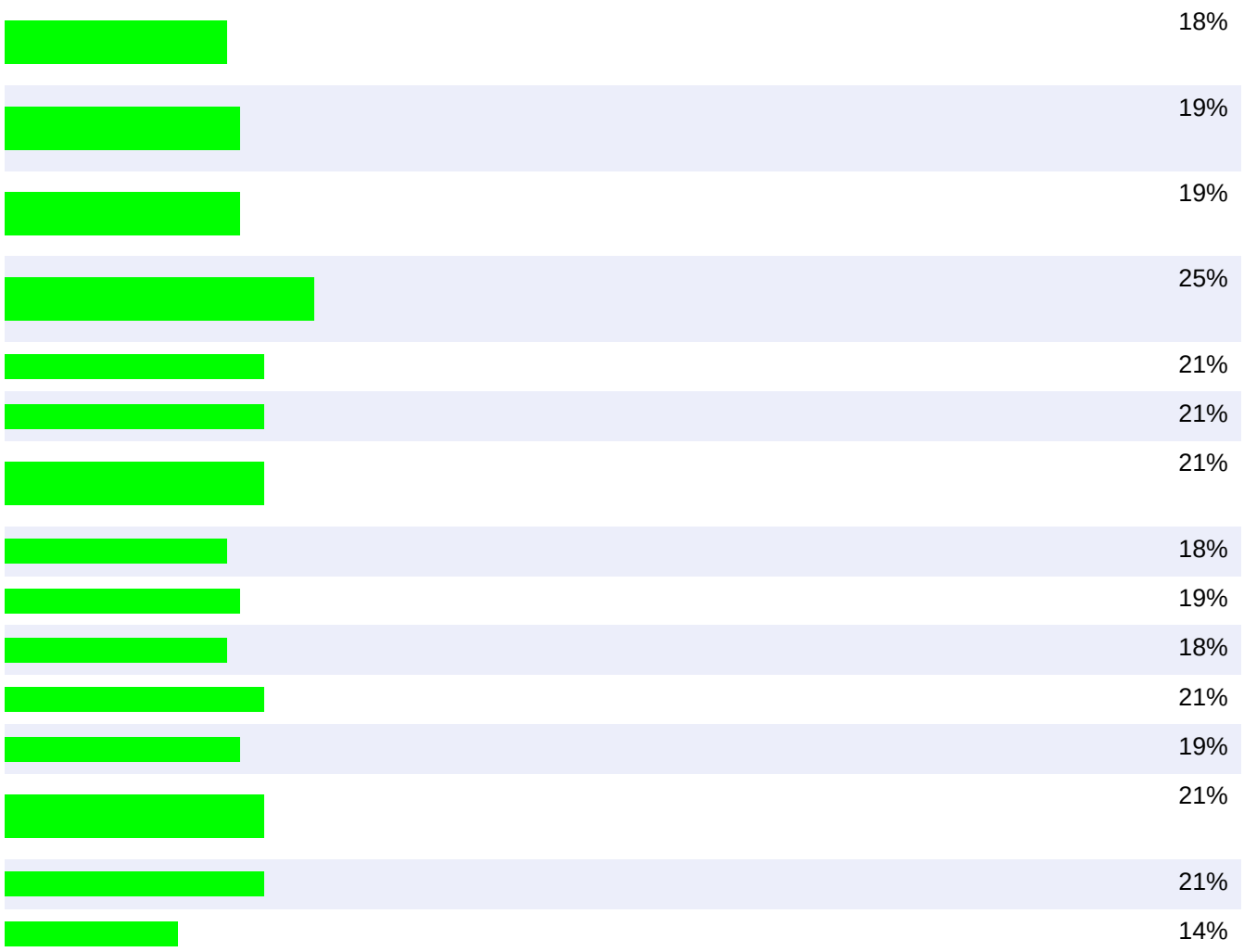
Percent of patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them.



HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that staff "Usually" explained about medicines before giving it to them.



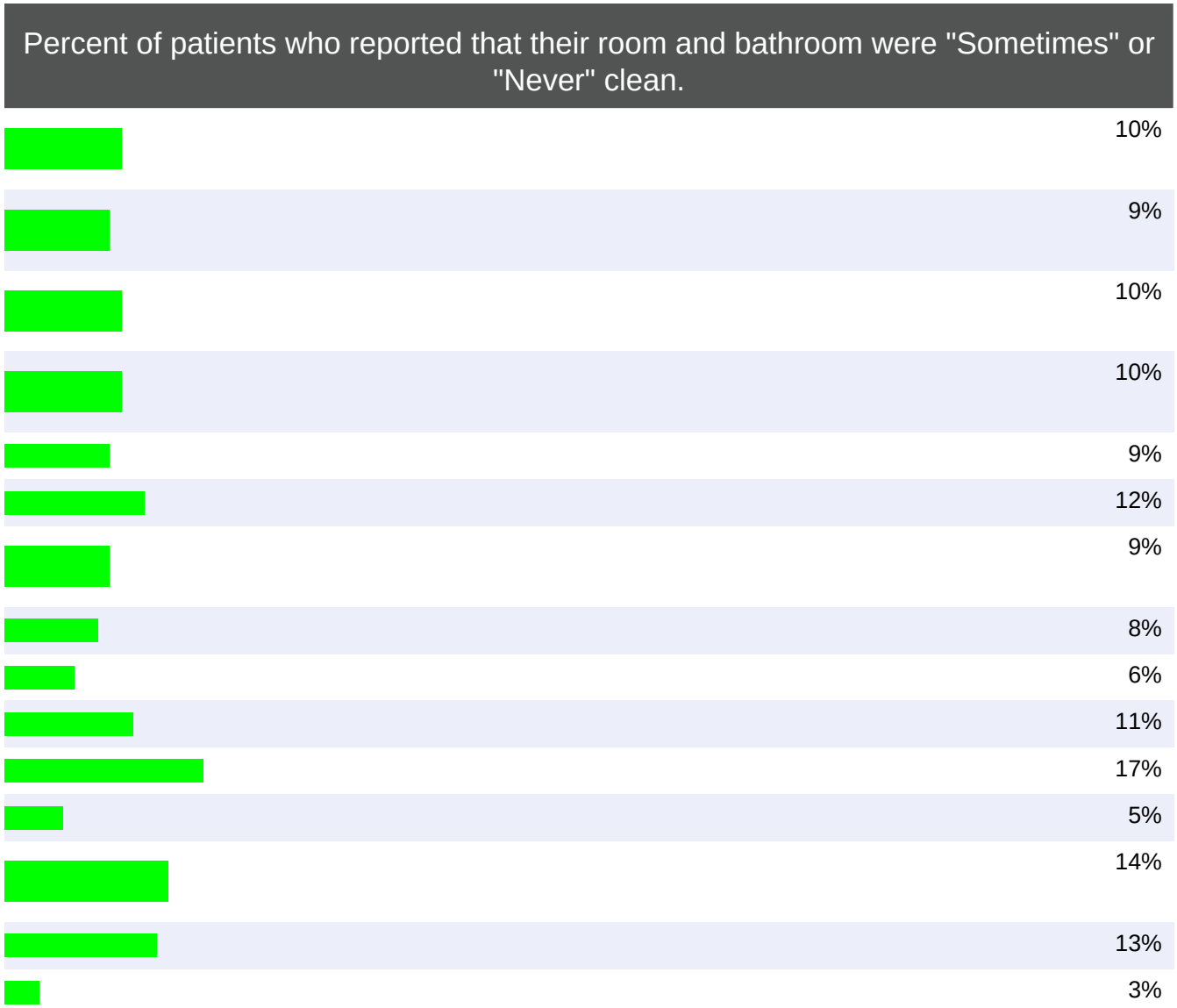
HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that staff "Always" explained about medicines before giving it to them.

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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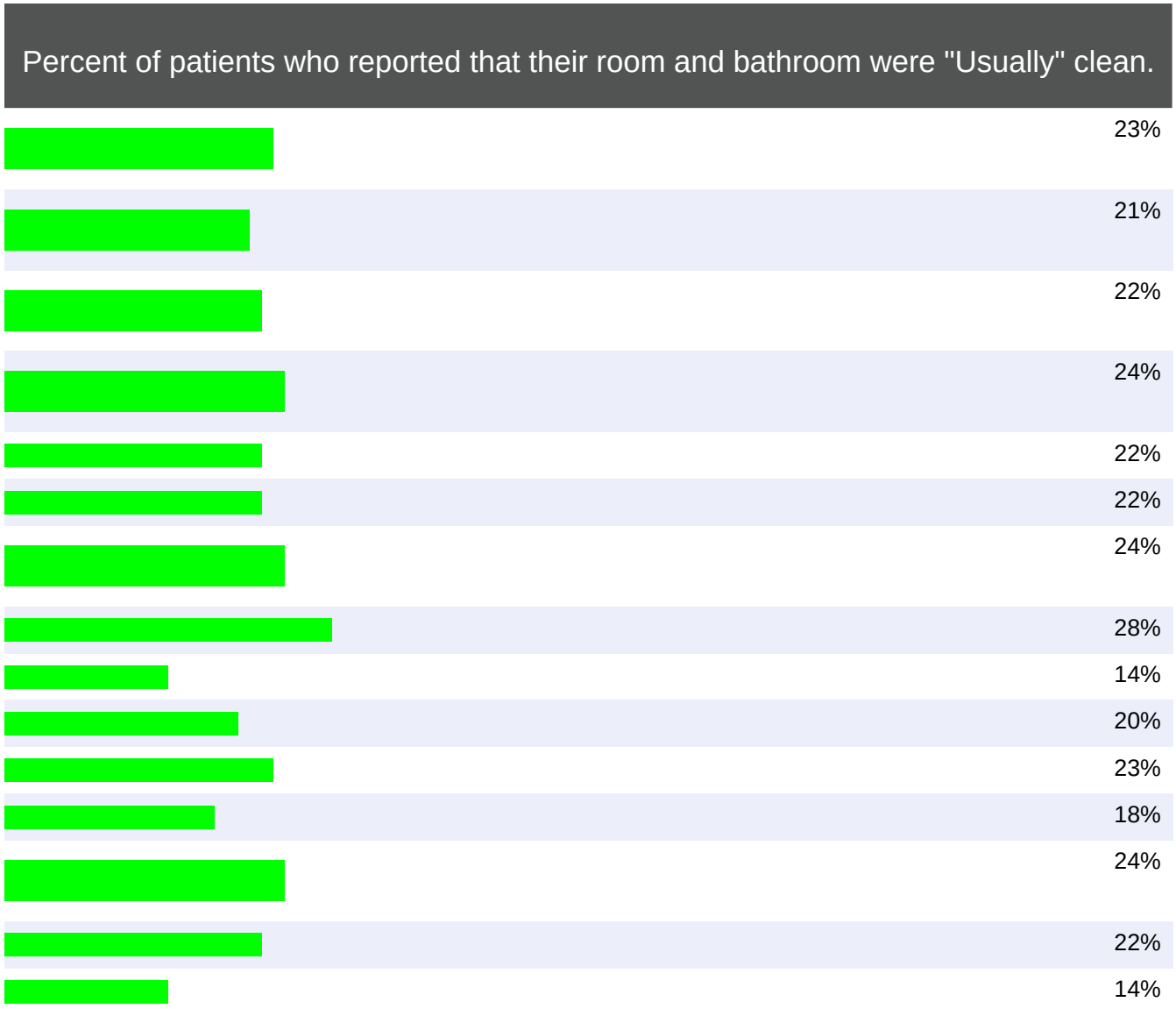


HCAHPS VHA WC March 2010

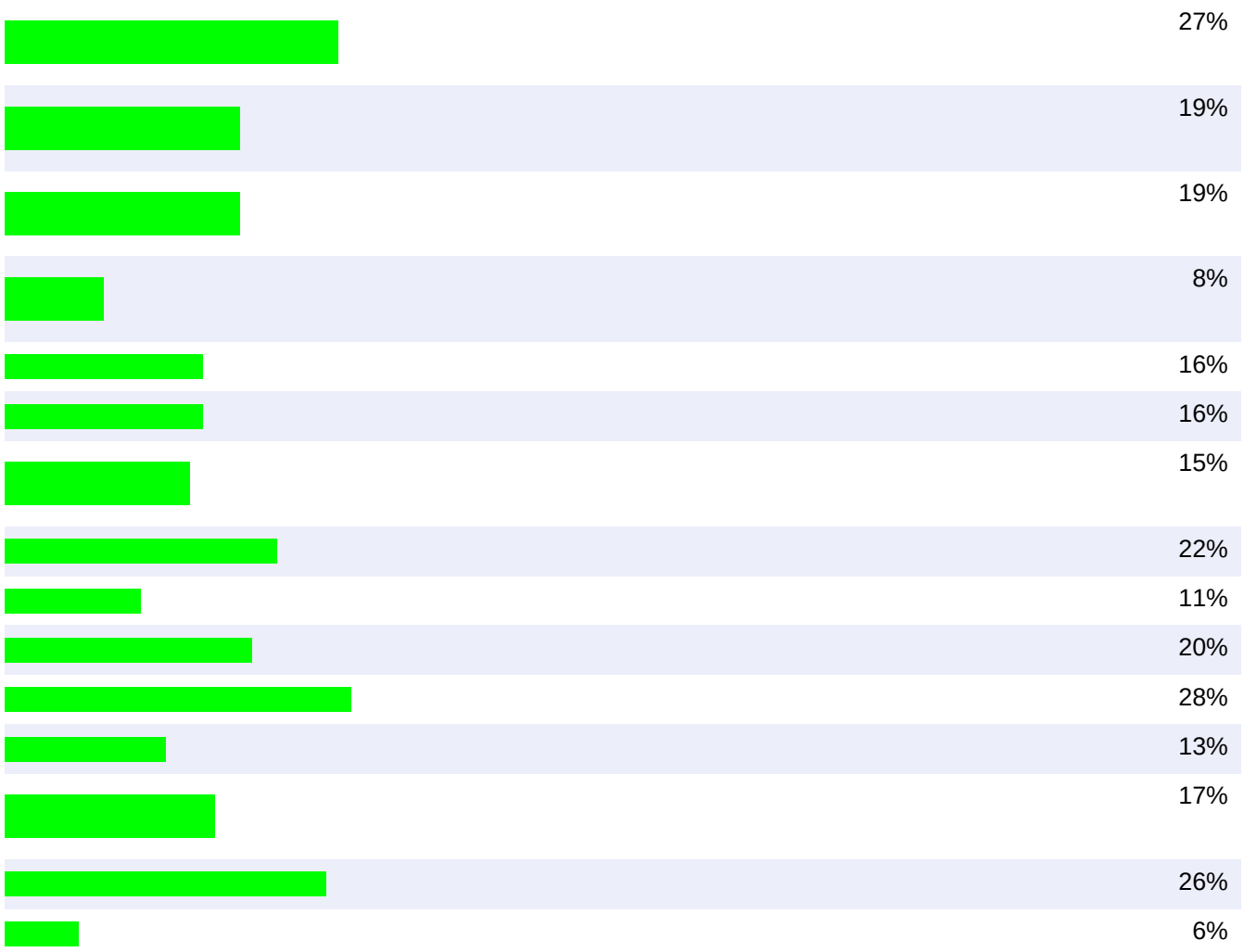
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their room and bathroom were "Always" clean.

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Sometimes" or "Never" quiet at night.



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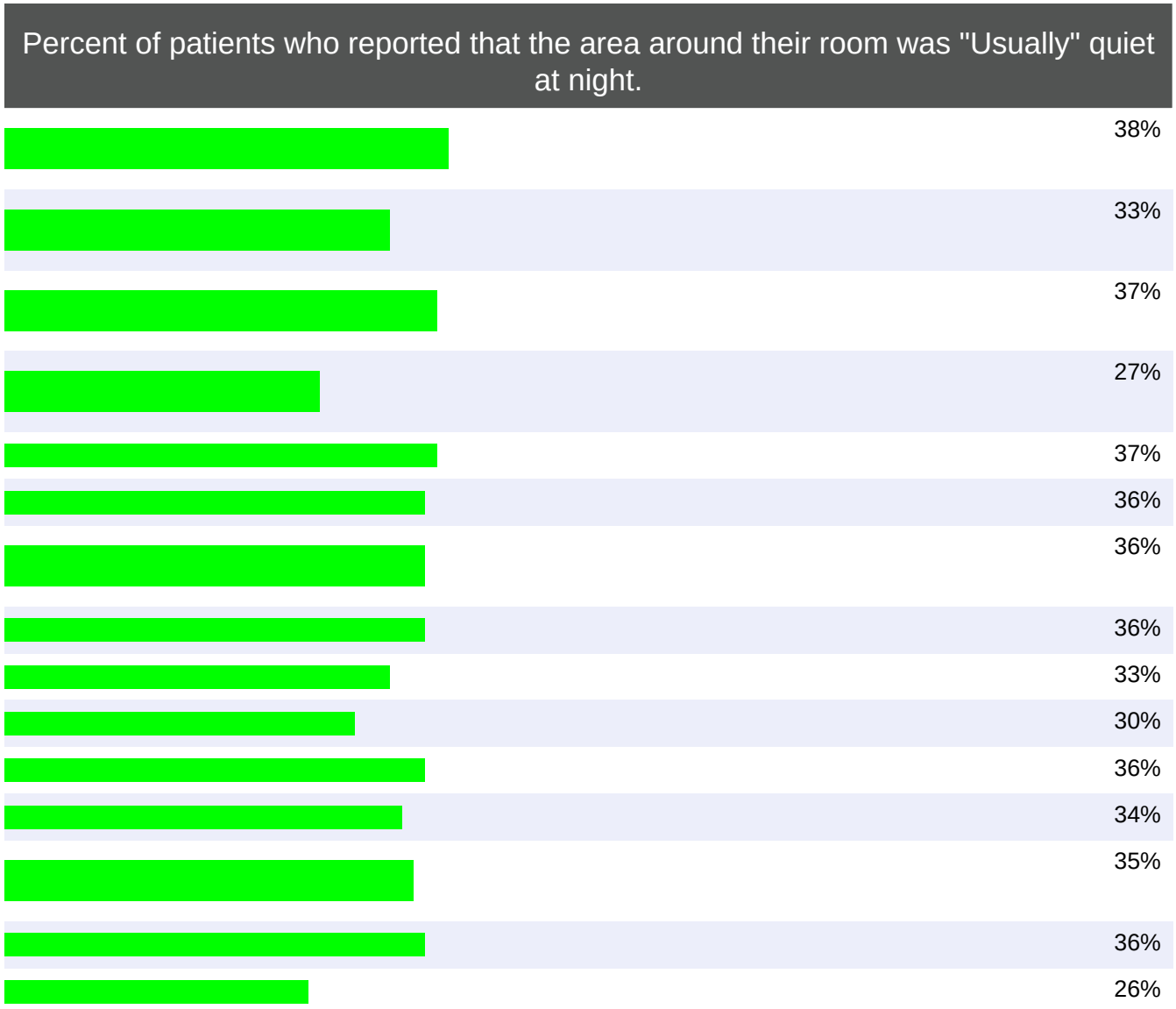

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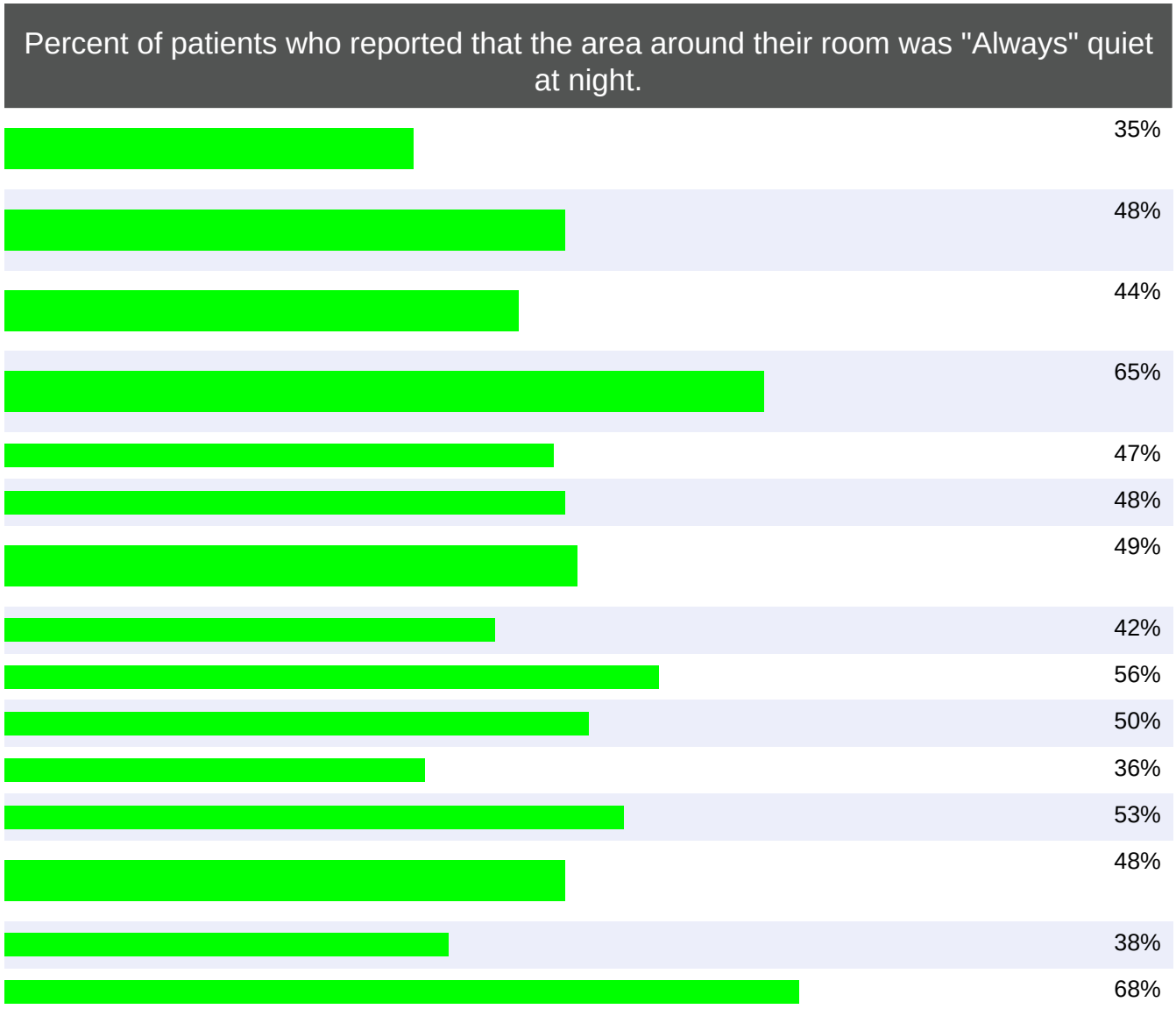


HCAHPS VHA WC March 2010

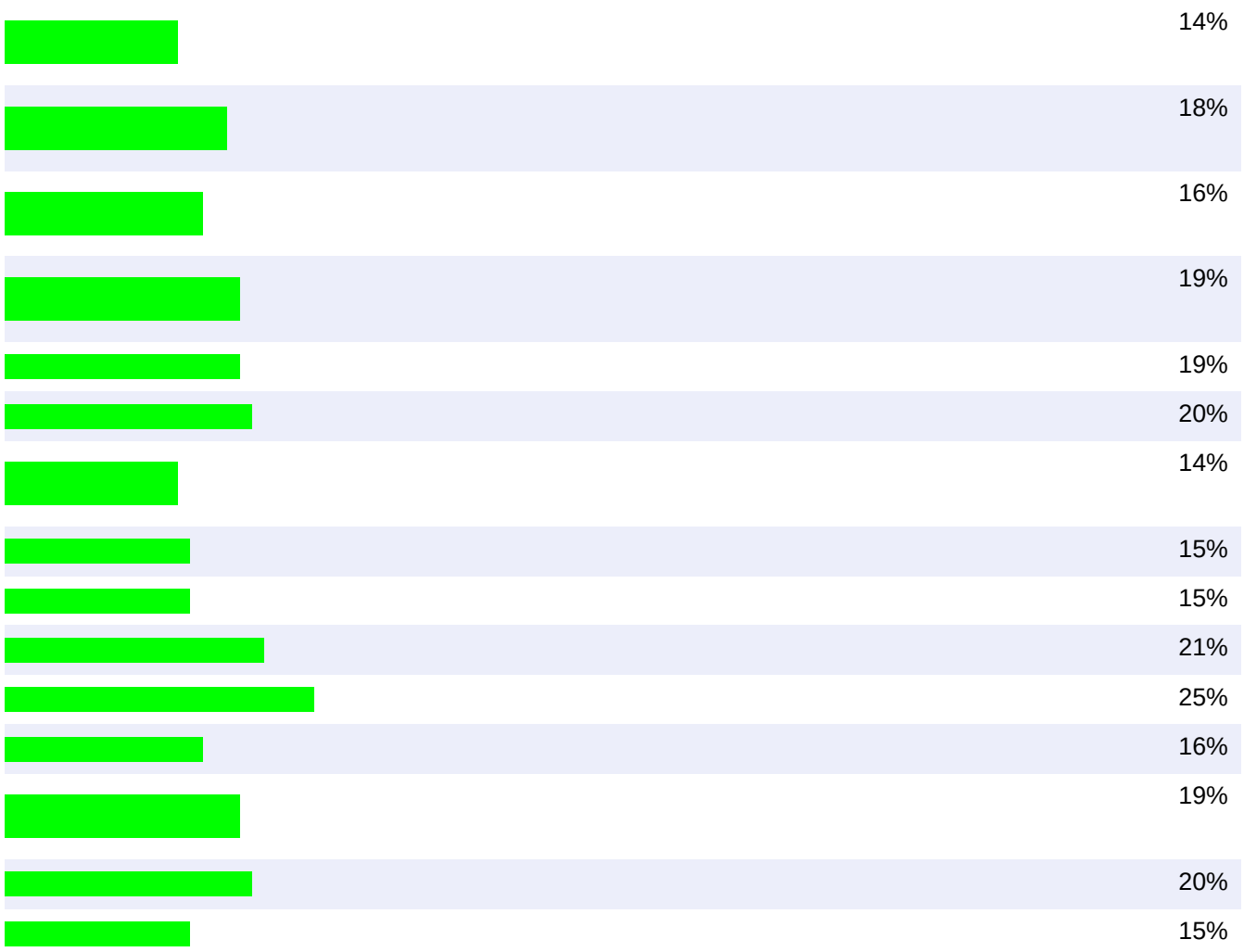
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that YES,they were given information about what to do during their recovery at home.

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they were not given information about what to do during their recovery at home.



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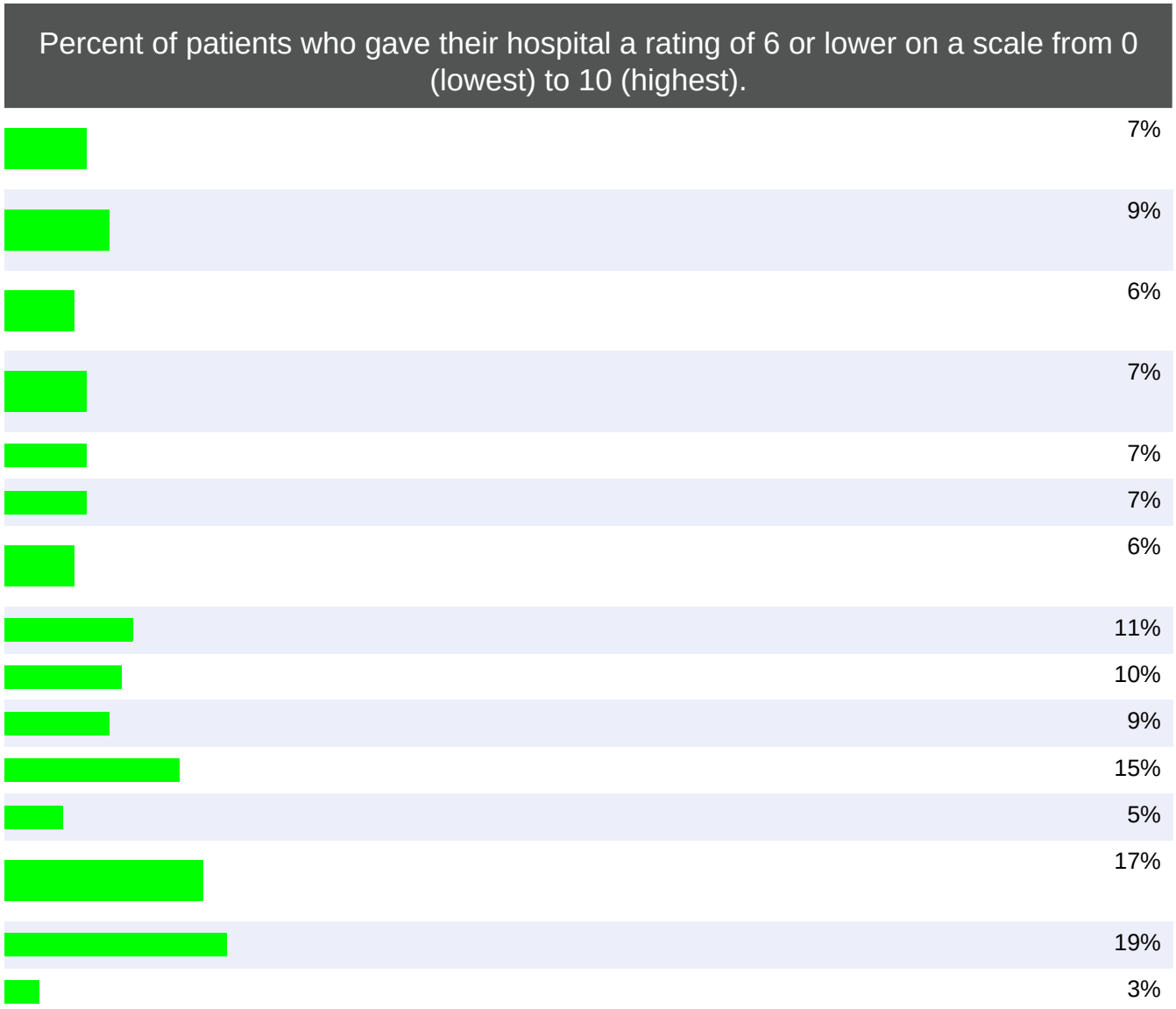

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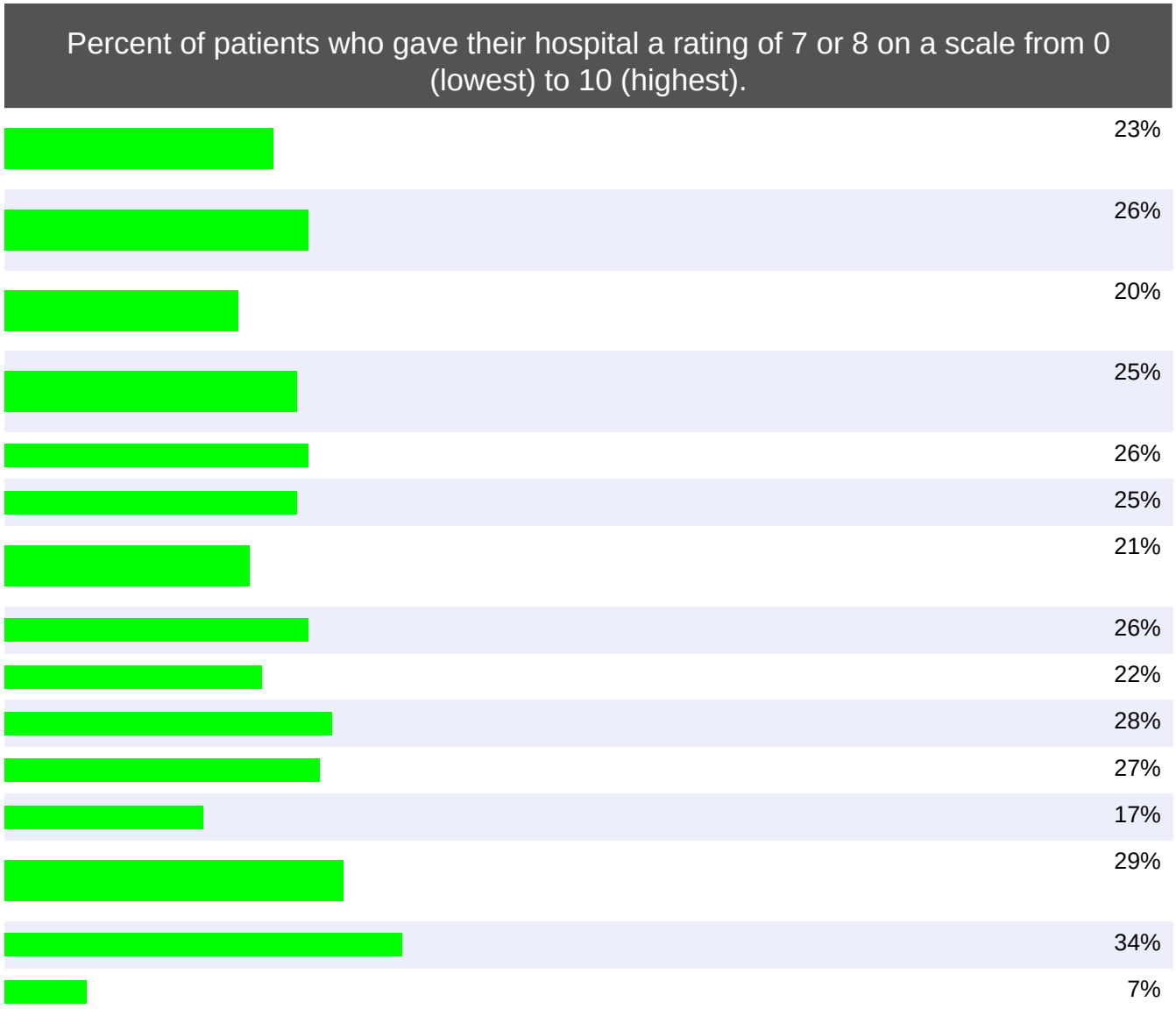


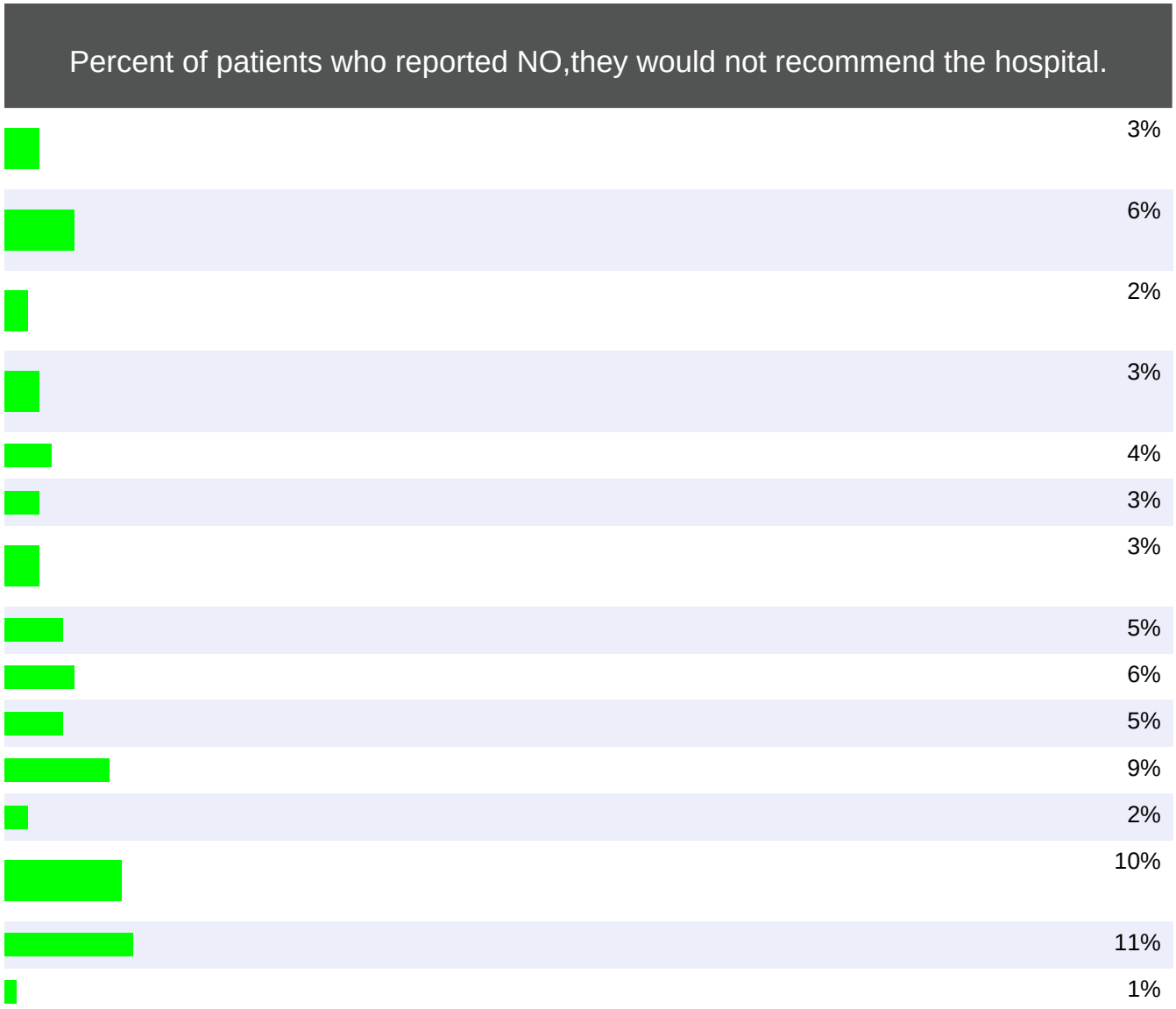
HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)



HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Number of Completed Surveys
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Survey Response Rate Percent	Survey Footnote
45%	
31%	
38%	
34%	
36%	
33%	
33%	
25%	
32%	
34%	
25%	
30%	
40%	
23%	
58%	

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Hospital Footnote

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

050464	DOCTORS MEDICAL CENTER	1441 FLORIDA AVENUE
050179	EMANUEL MEDICAL CENTER INC	825 DELBON AVE
050118	DOCTORS HOSPITAL OF MANTECA	1205 E NORTH ST
050748	KAISER FOUNDATION HOSPITAL MANTECA	1777 WEST YOSEMITE AVE
050528	MEMORIAL HOSPITAL LOS BANOS	520 WEST I ST
050313	SUTTER TRACY COMMUNITY HOSPITAL	1420 N TRACY BLVD
050067	OAK VALLEY DISTRICT HOSPITAL	350 S OAK AVE
050084	ST JOSEPHS MED CENTER OF STOCKTON	1800 N CALIFORNIA ST
050122	DAMERON HOSPITAL	525 WEST ACACIA STREET
051304	JOHN C FREMONT HEALTHCARE DISTRICT	5189 HOSPITAL ROAD
050111	TEMPLE COMMUNITY HOSPITAL	235 N HOOVER ST
050063	HOLLYWOOD PRESBYTERIAN MEDICAL CENTER	1300 N VERMONT AVE
050502	SAINT VINCENT MEDICAL CENTER	2131 W 3RD ST
050018	PACIFIC ALLIANCE MEDICAL CENTER	531 W COLLEGE ST
050149	CALIFORNIA HOSPITAL MEDICAL CENTER LA	1401 SOUTH GRAND AVENUE
050561	KAISER FOUNDATION HOSPITAL - WEST LA	6041 CADILLAC AVE

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	MODESTO	CA
	TURLOCK	CA
	MANTECA	CA
	MANTECA	CA
	LOS BANOS	CA
	TRACY	CA
	OAKDALE	CA
	STOCKTON	CA
	STOCKTON	CA
	MARIPOSA	CA
	LOS ANGELES	CA
	LOS ANGELES	CA
	LOS ANGELES	CA
	LOS ANGELES	CA
	LOS ANGELES	CA
	LOS ANGELES	CA

95350	STANISLAUS	2095781211
95382	STANISLAUS	2096674200
95336	SAN JOAQUIN	2098233111
95337	SAN JOAQUIN	2098253700
93635	MERCED	2098260591
95376	SAN JOAQUIN	2098351500
95361	STANISLAUS	2098473011
95204	SAN JOAQUIN	2099432000
95203	SAN JOAQUIN	2099445550
95338	MARIPOSA	2099663631
90004	LOS ANGELES	2133827252
90028	LOS ANGELES	2134133000
90057	LOS ANGELES	2134847111
90012	LOS ANGELES	2136248411
90015	LOS ANGELES	2137482411
90034	LOS ANGELES	2138572201

HCAHPS VHA WC March 2010

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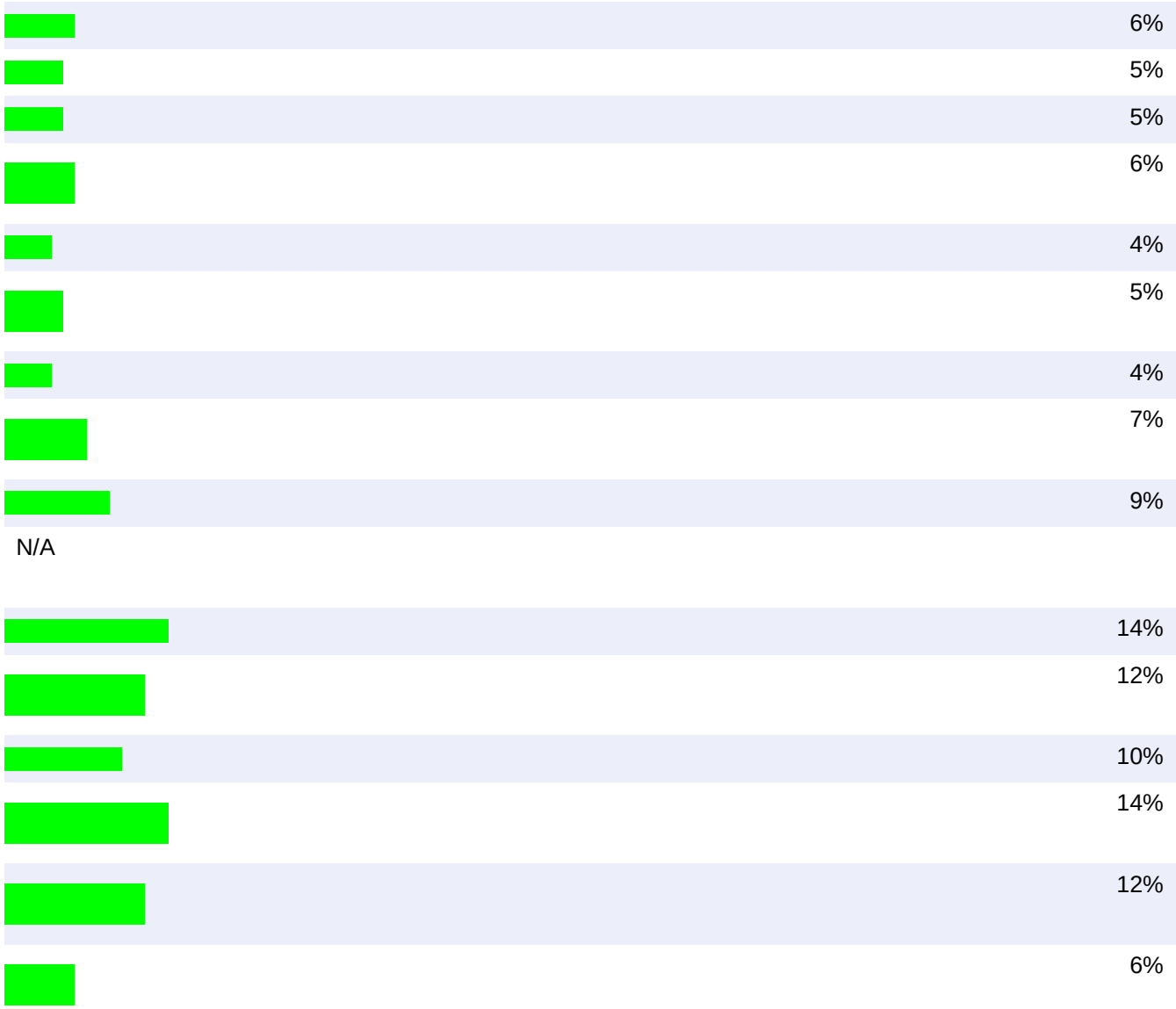

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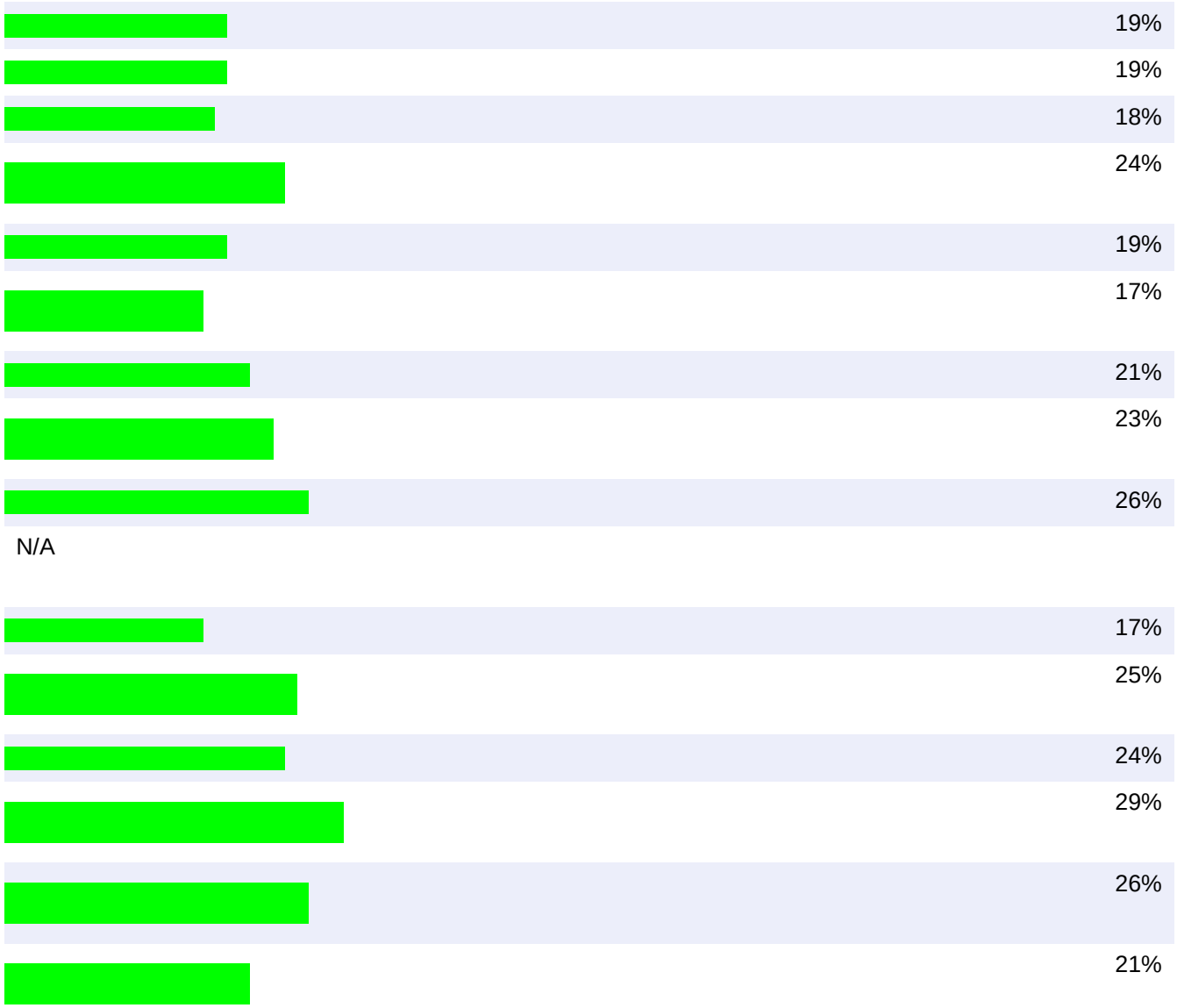

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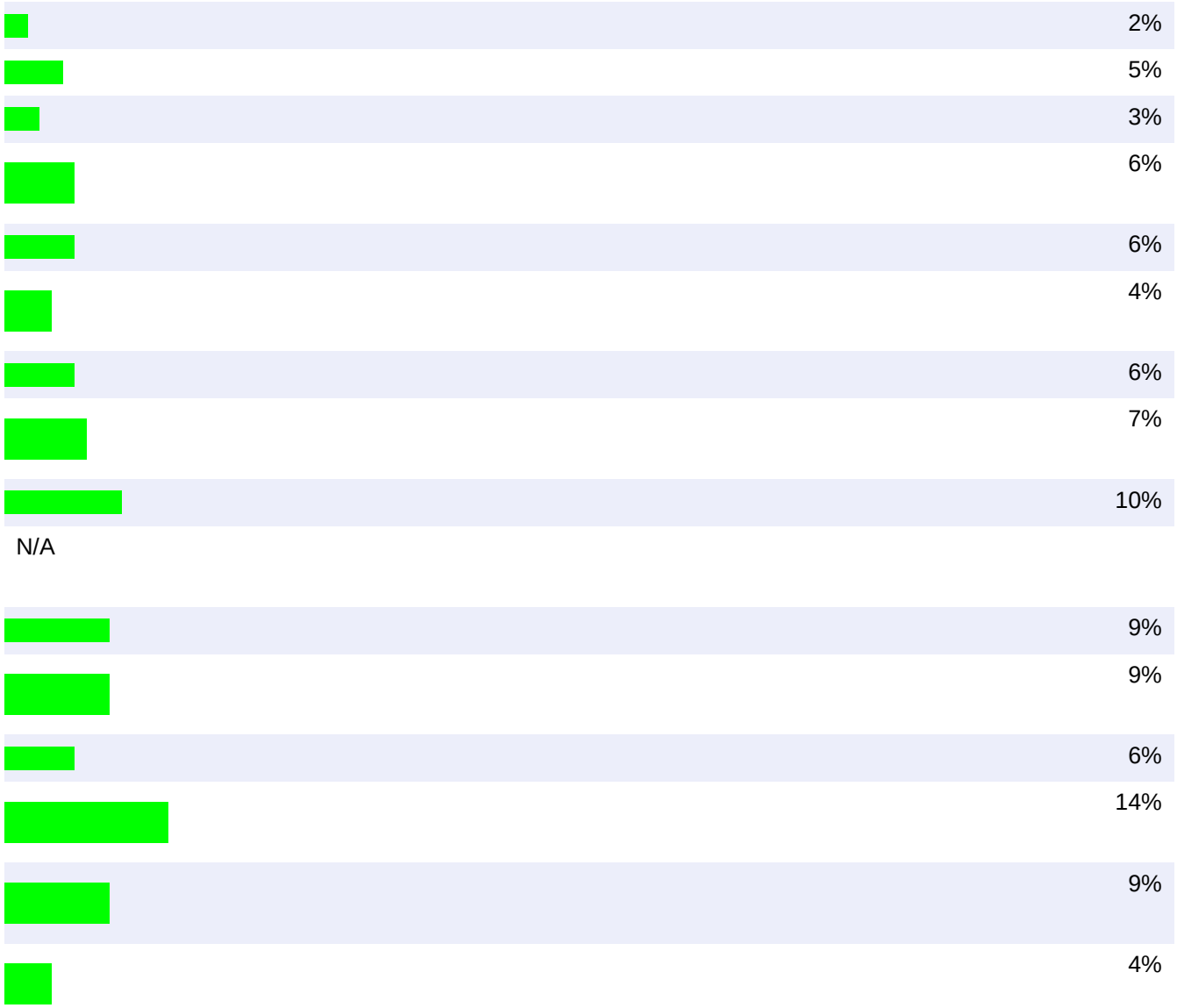

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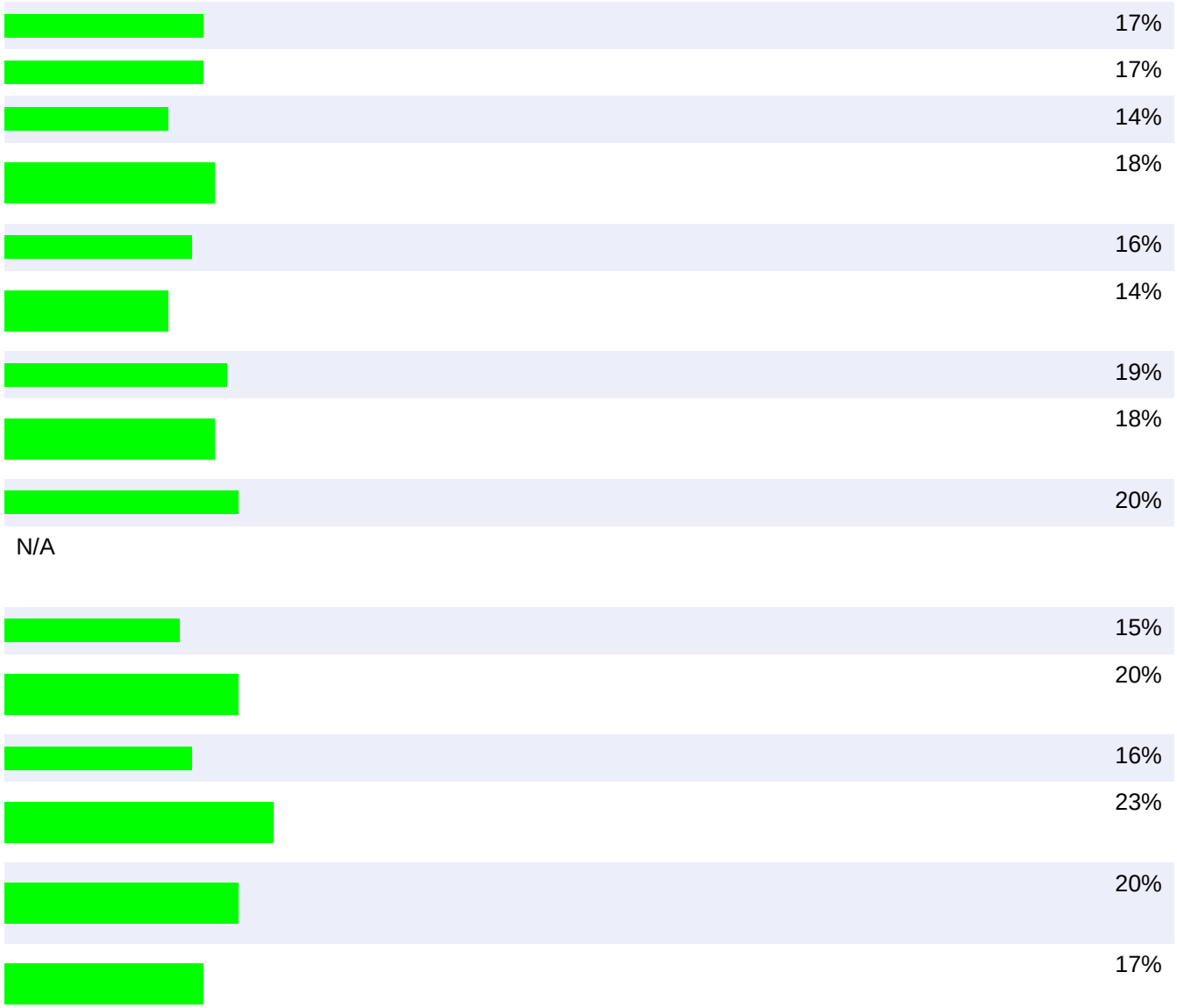

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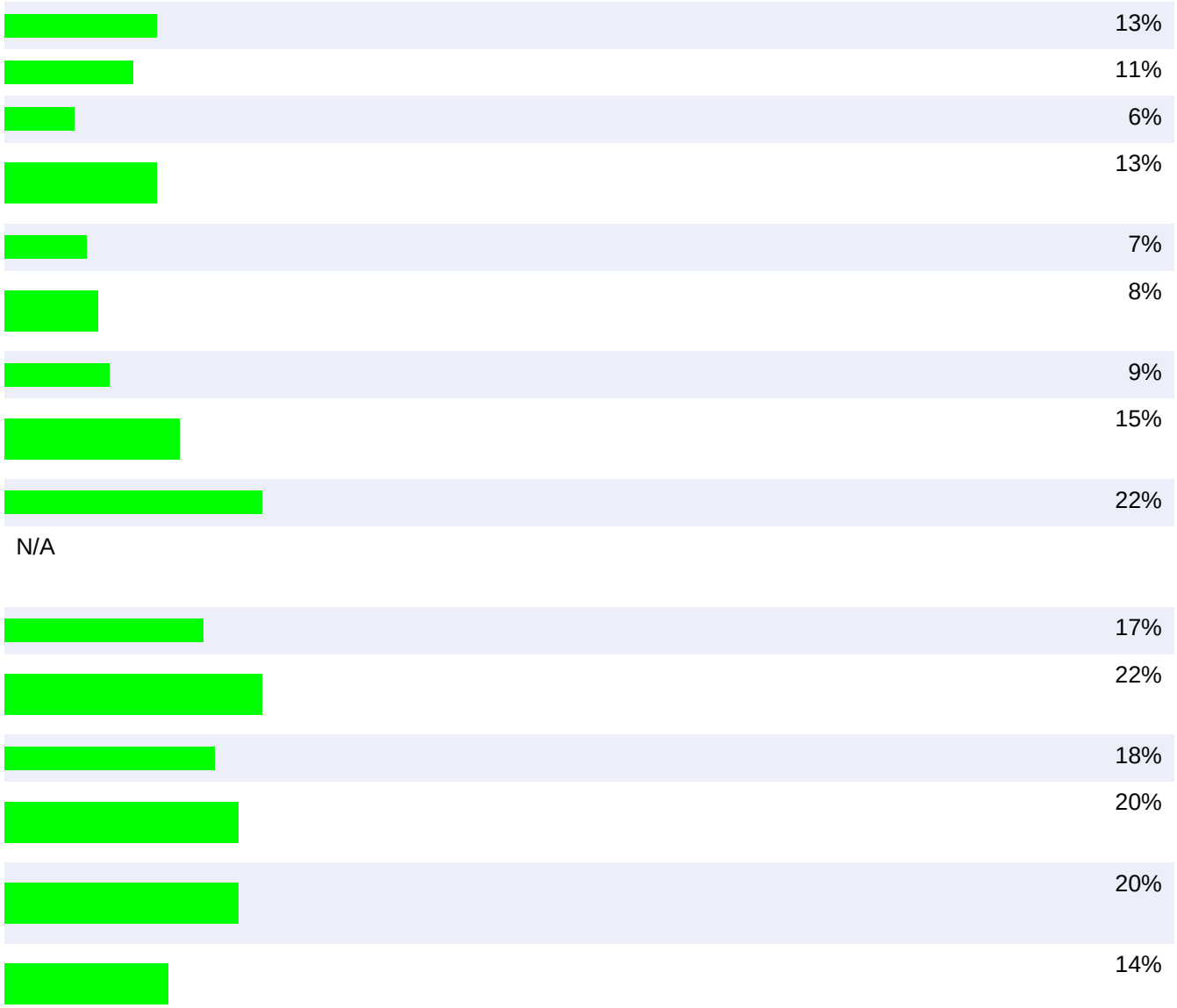

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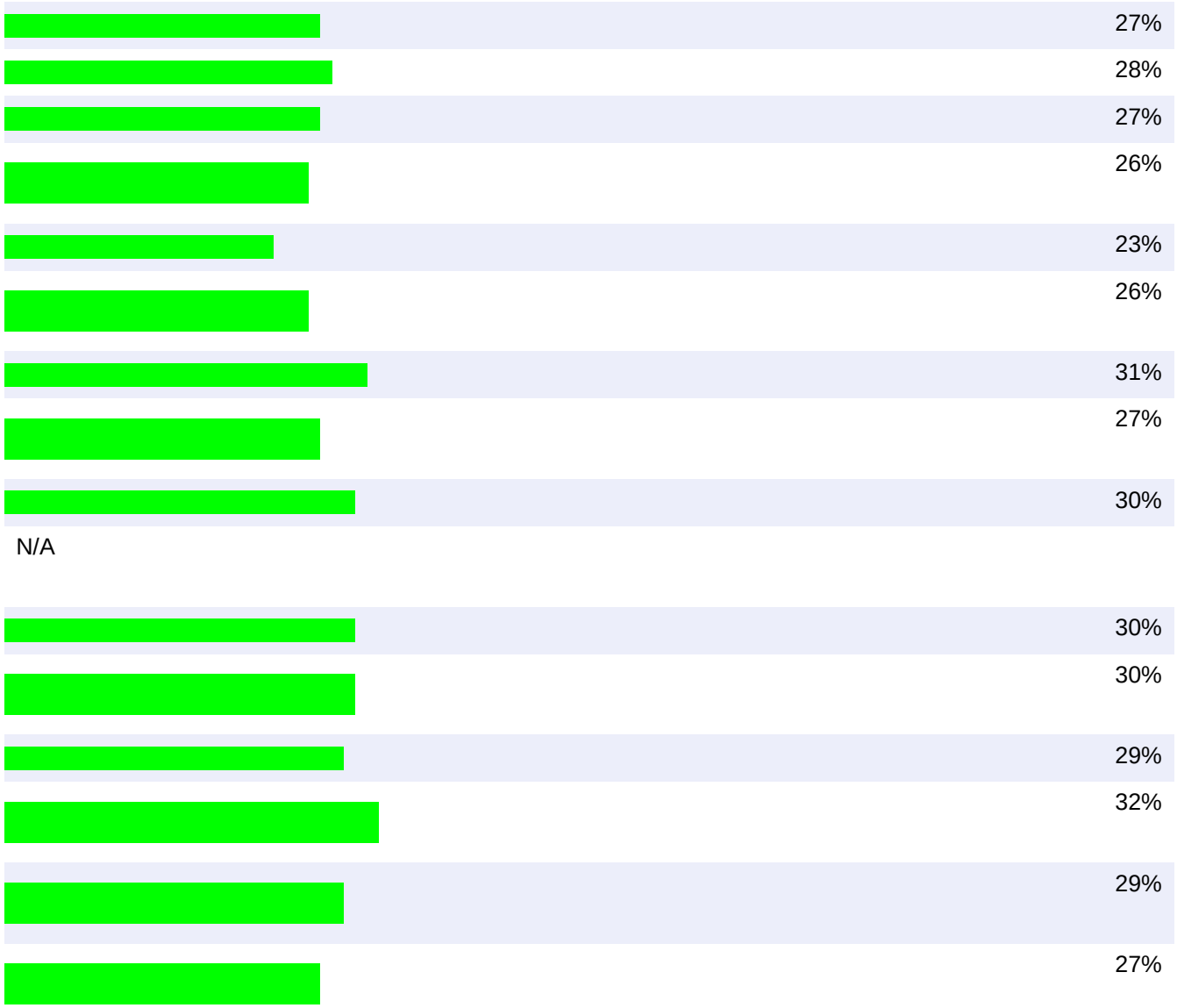

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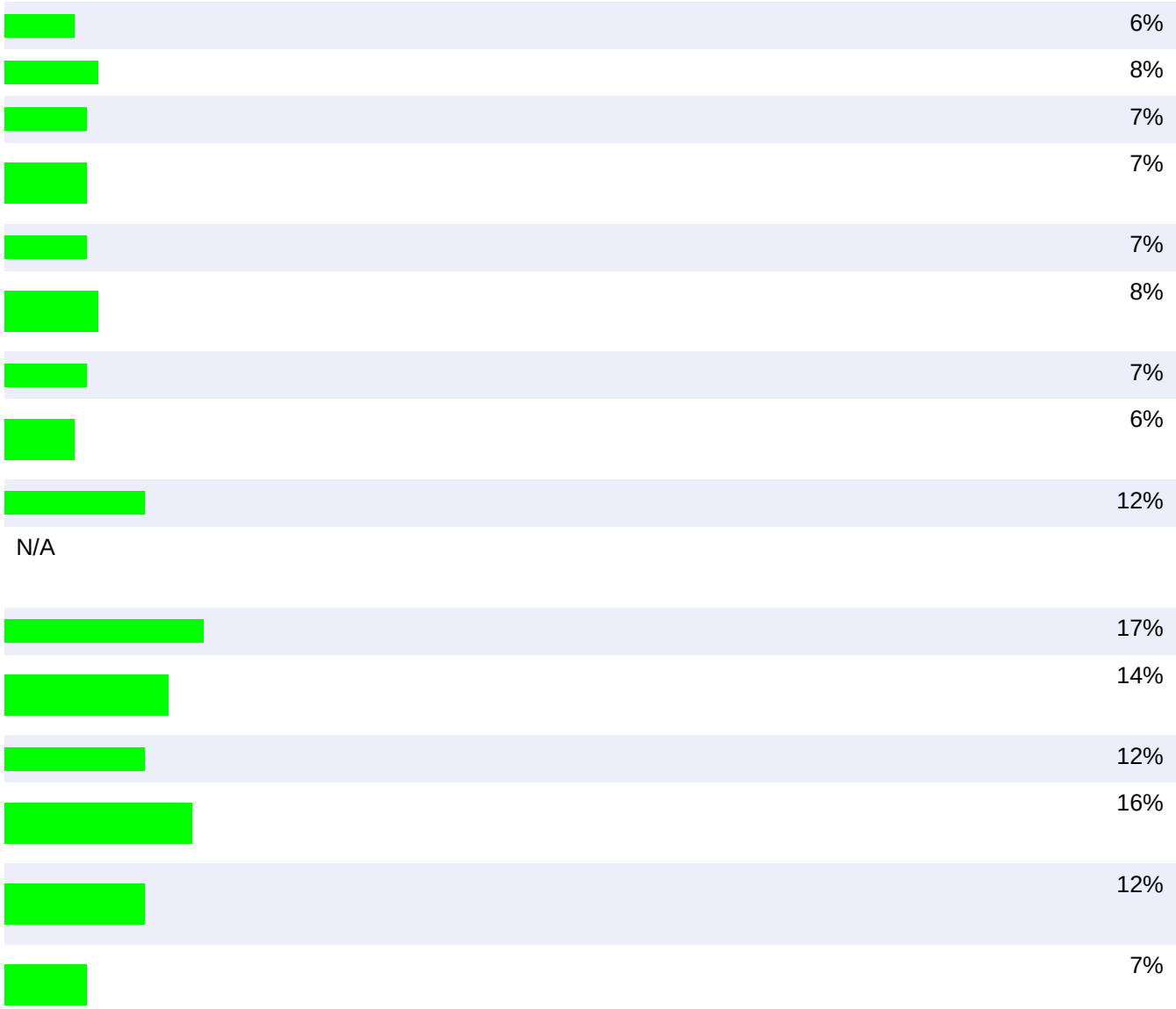

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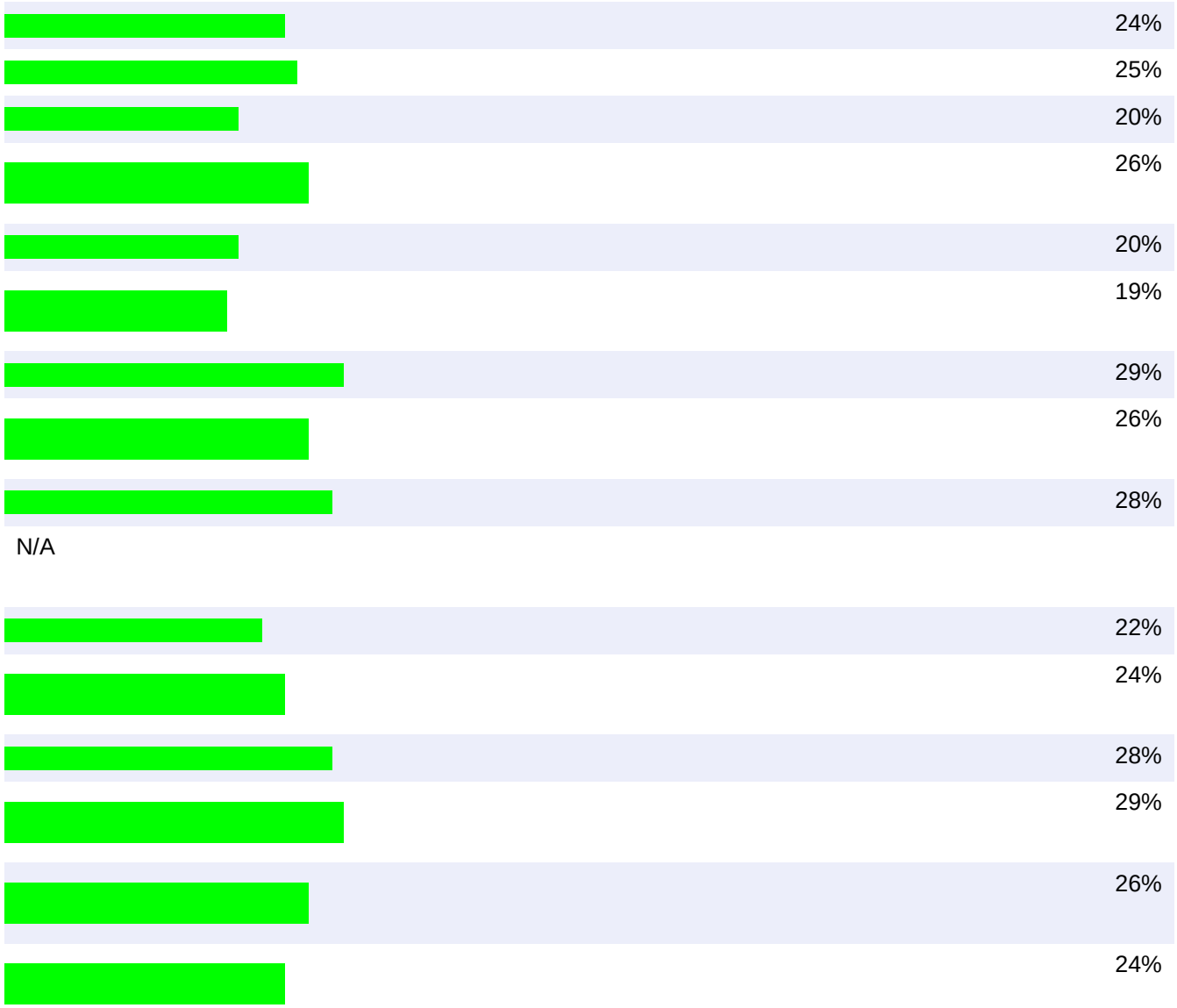

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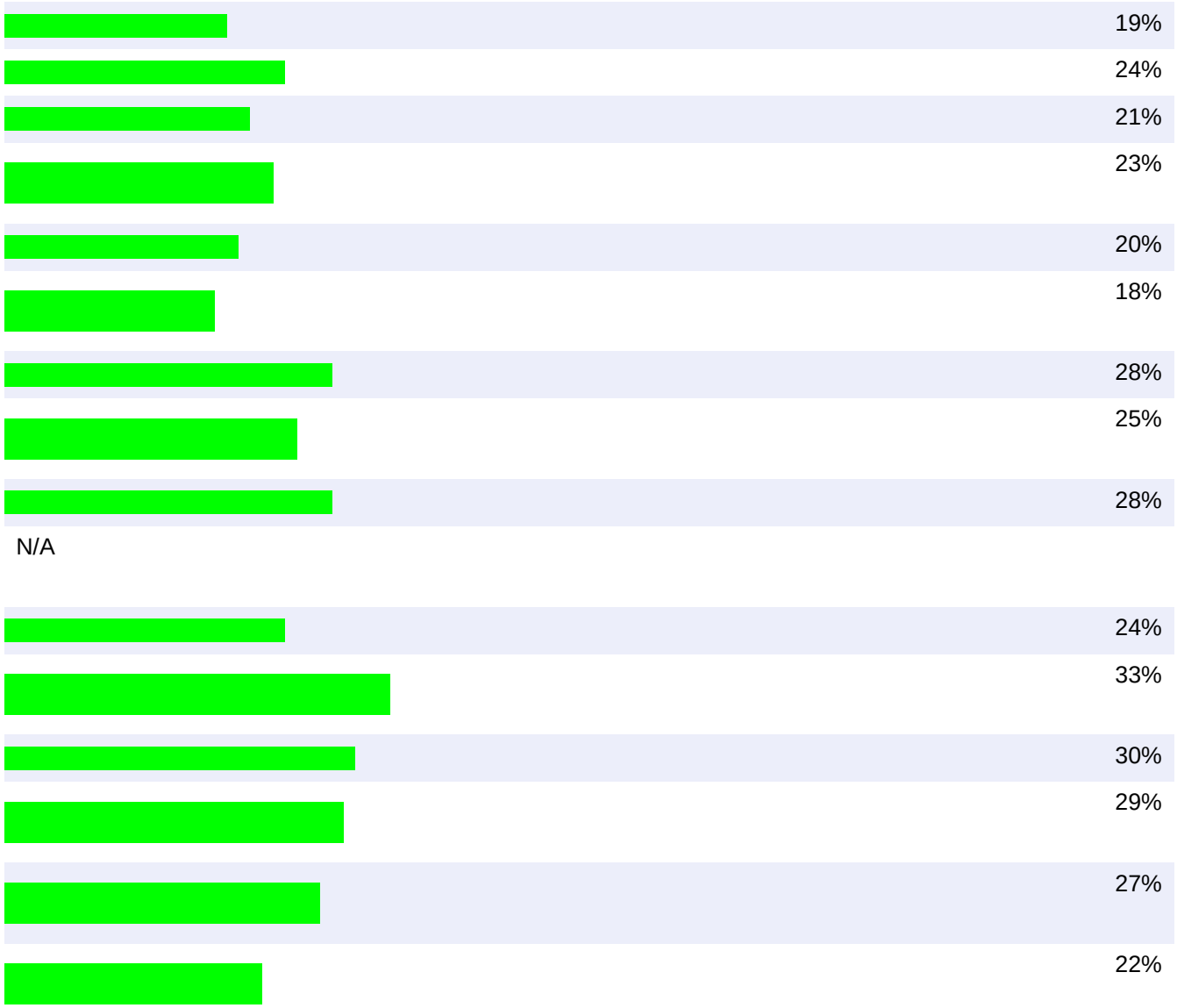

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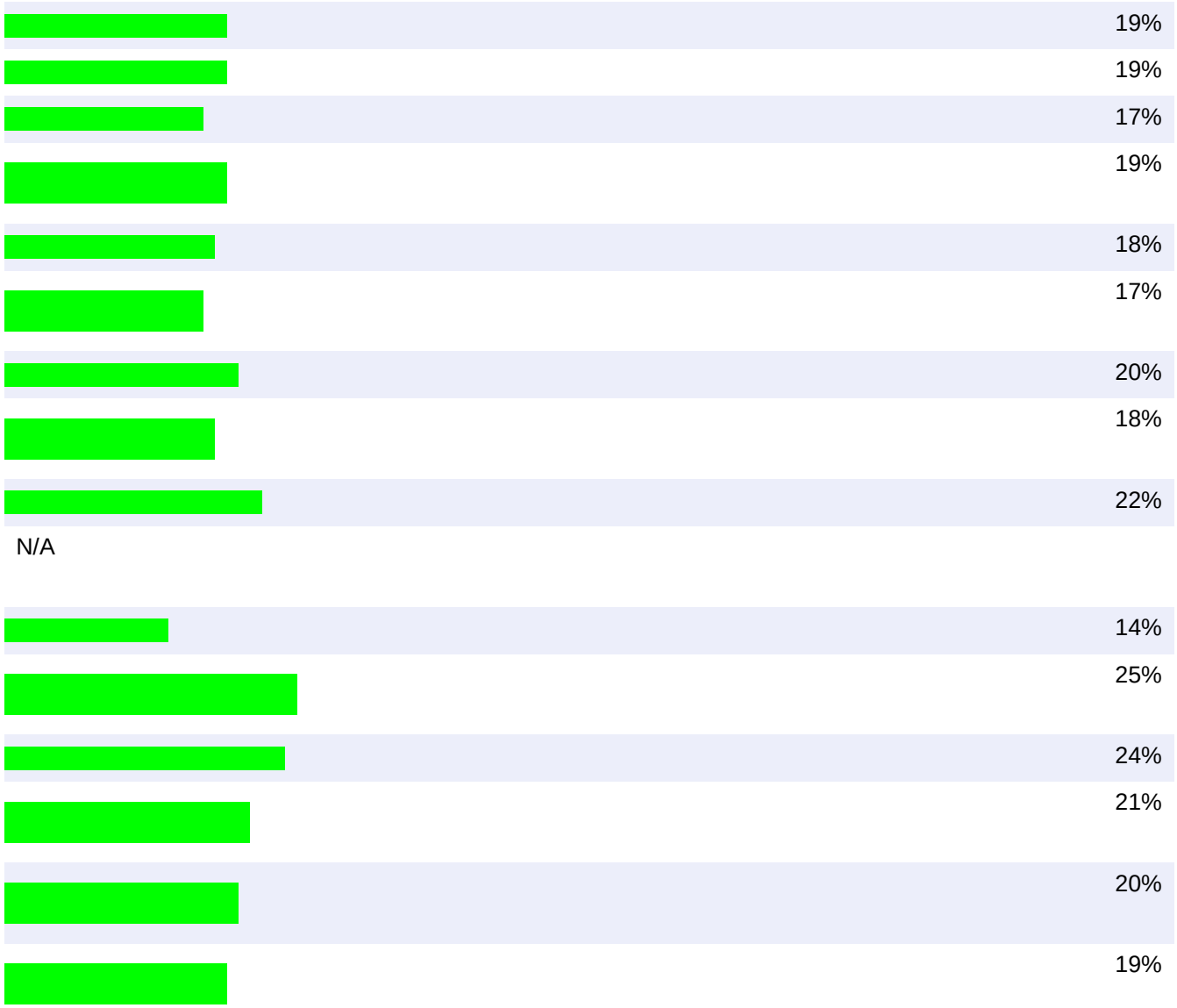

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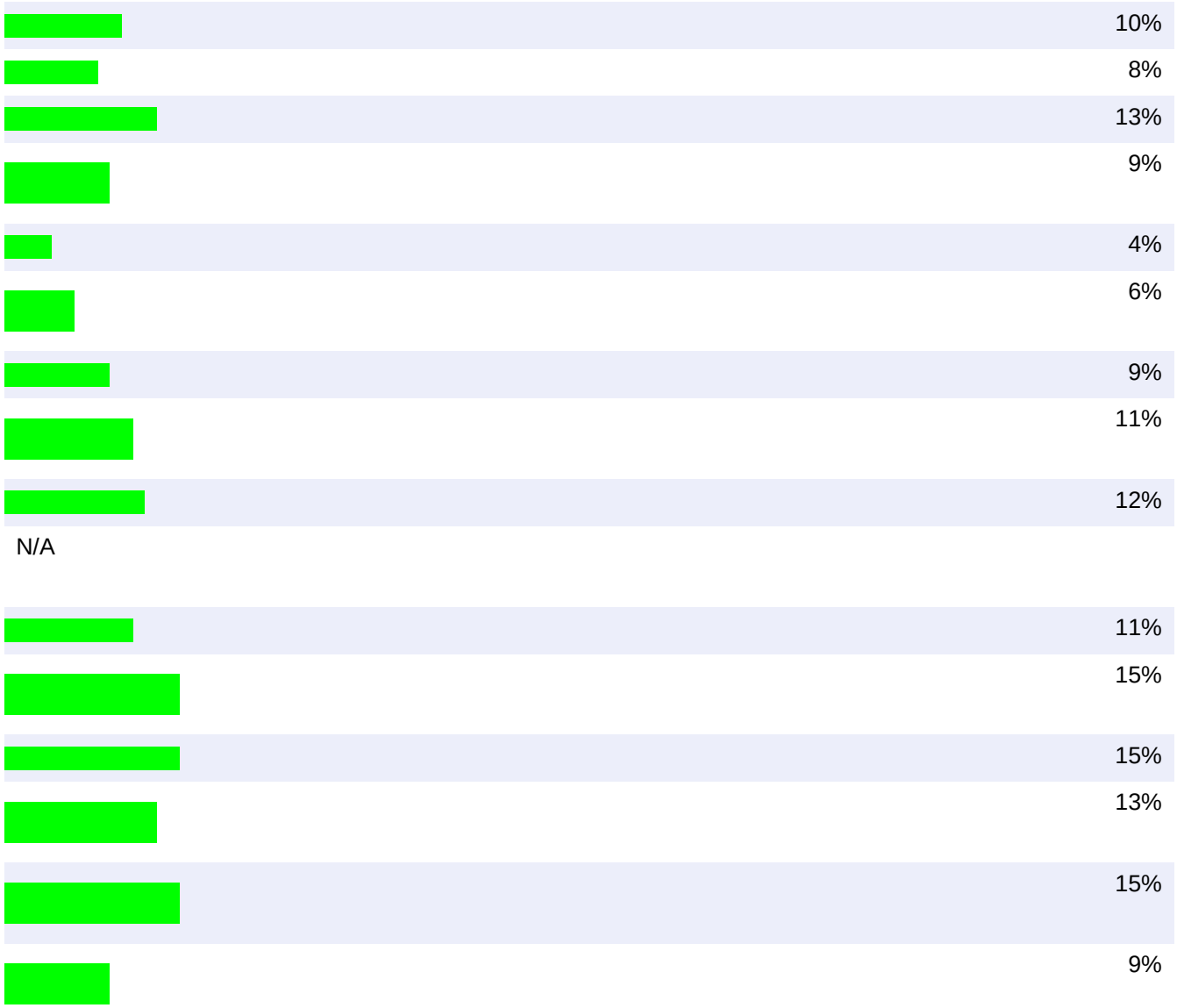

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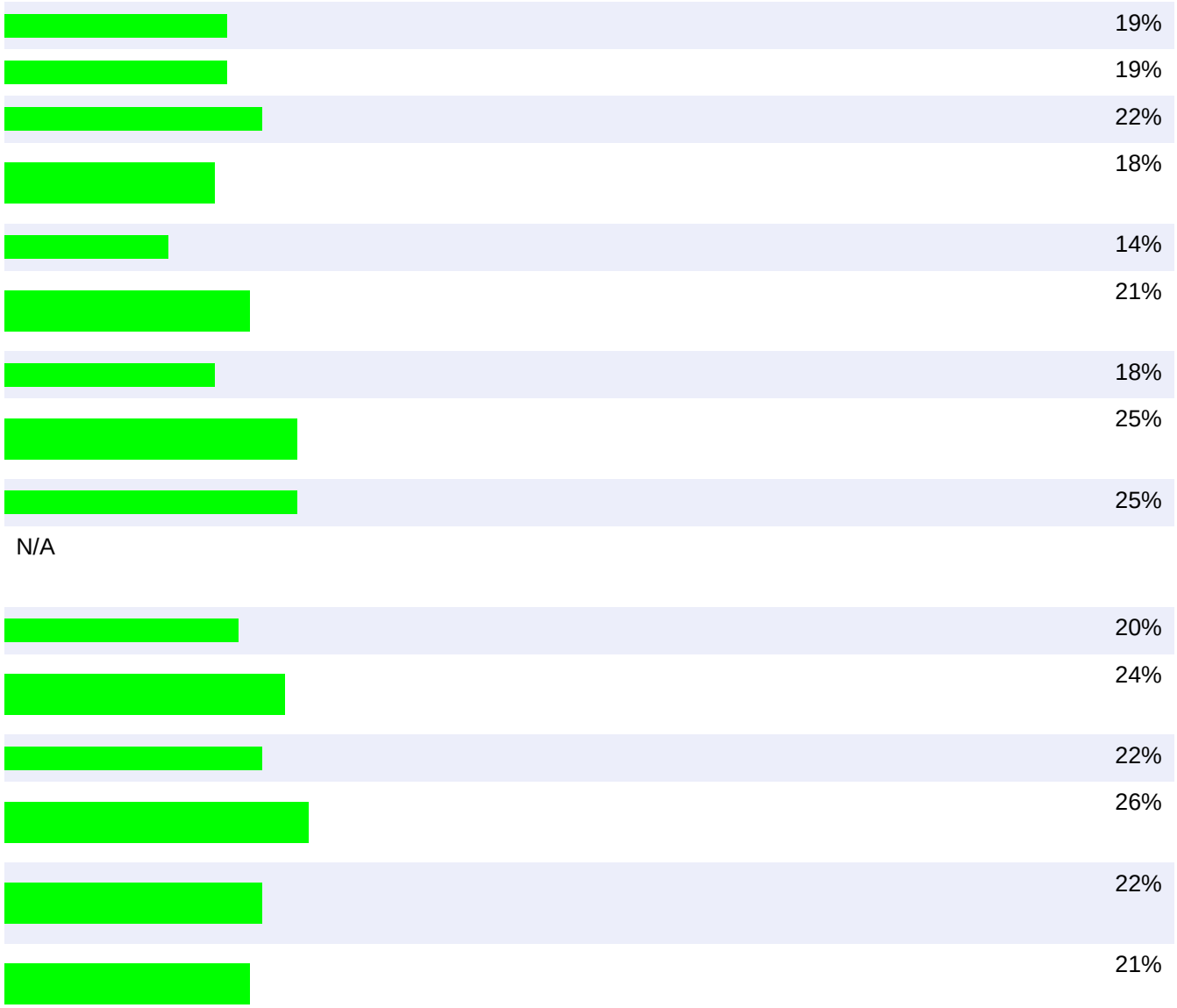

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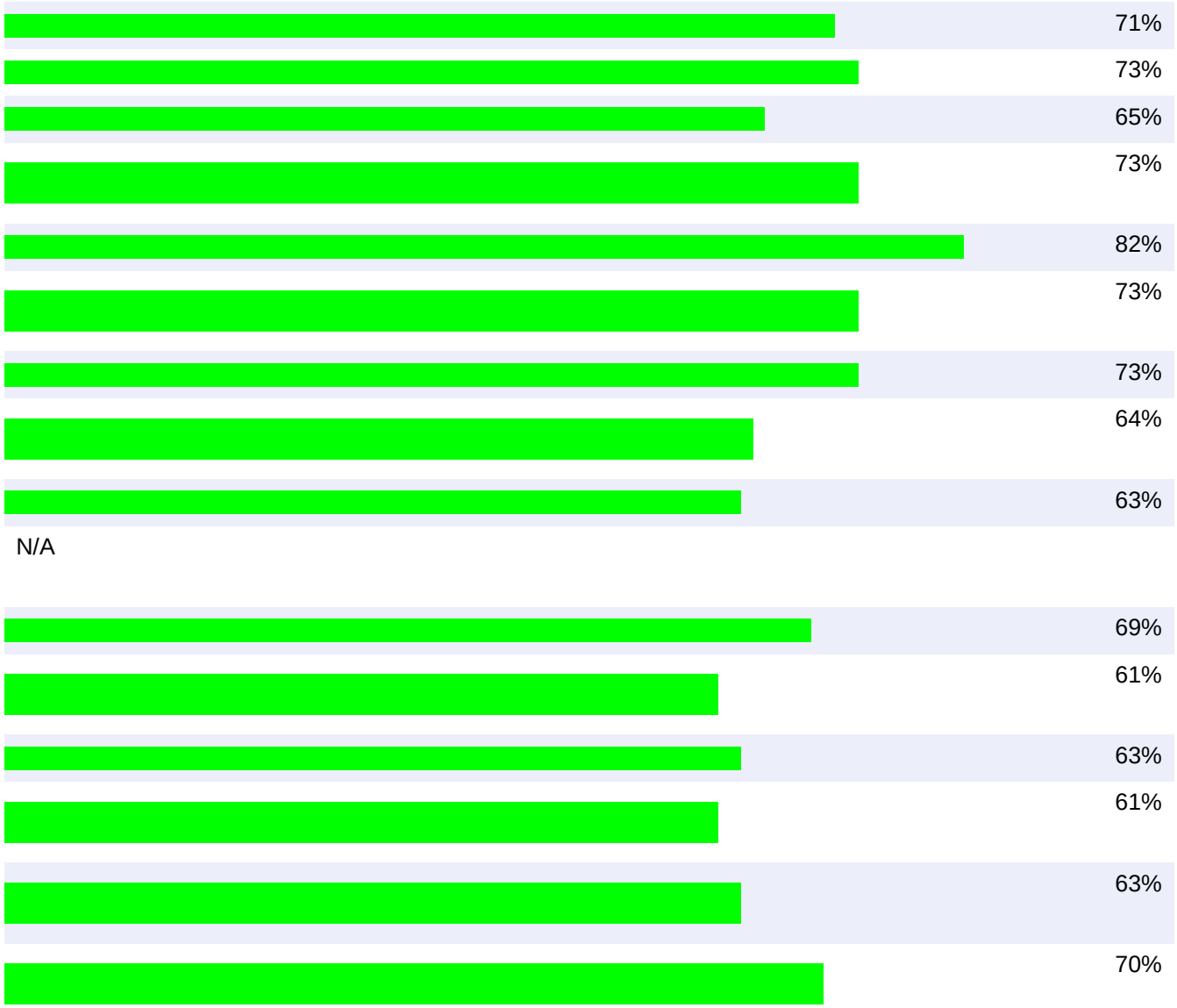

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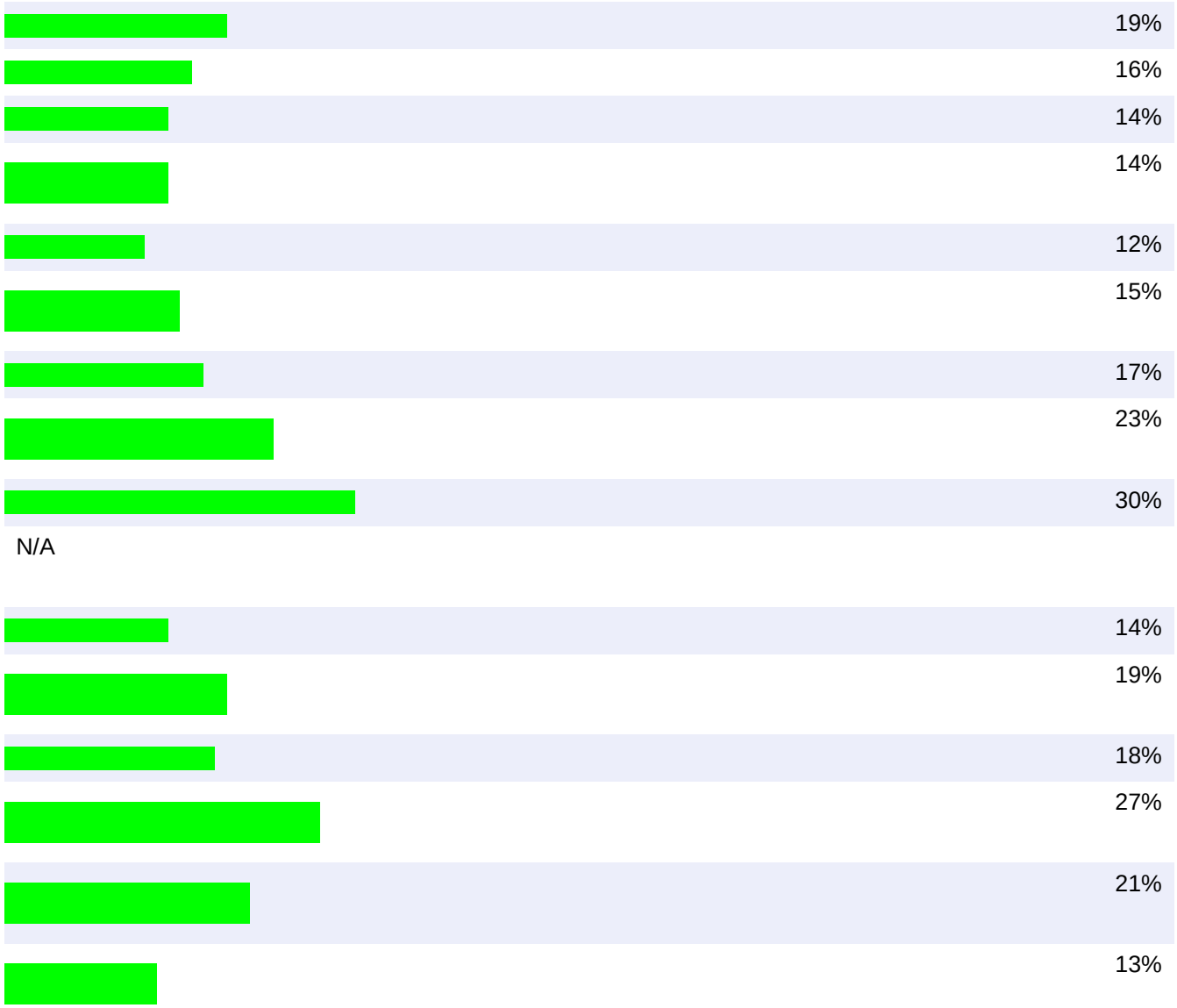

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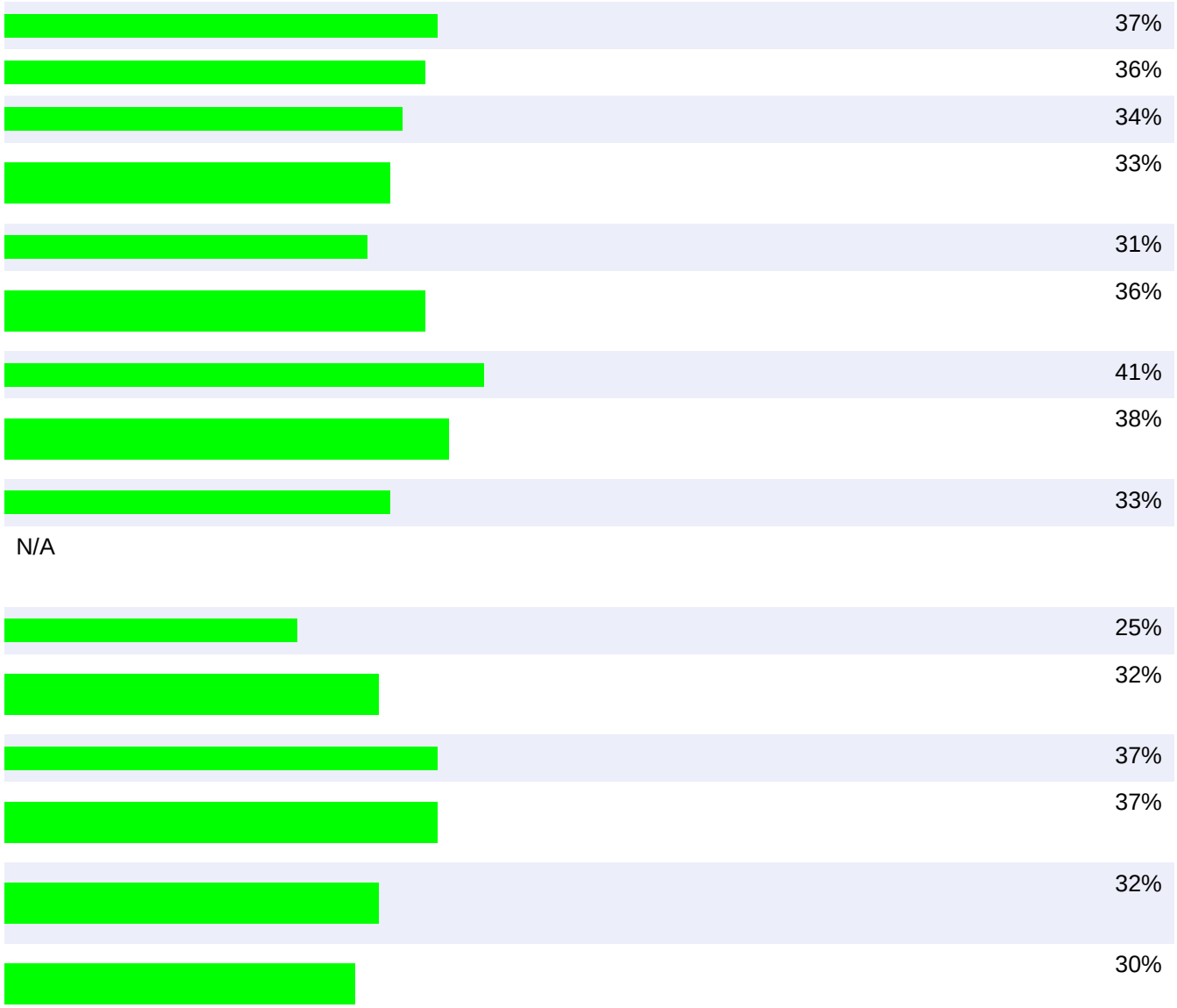

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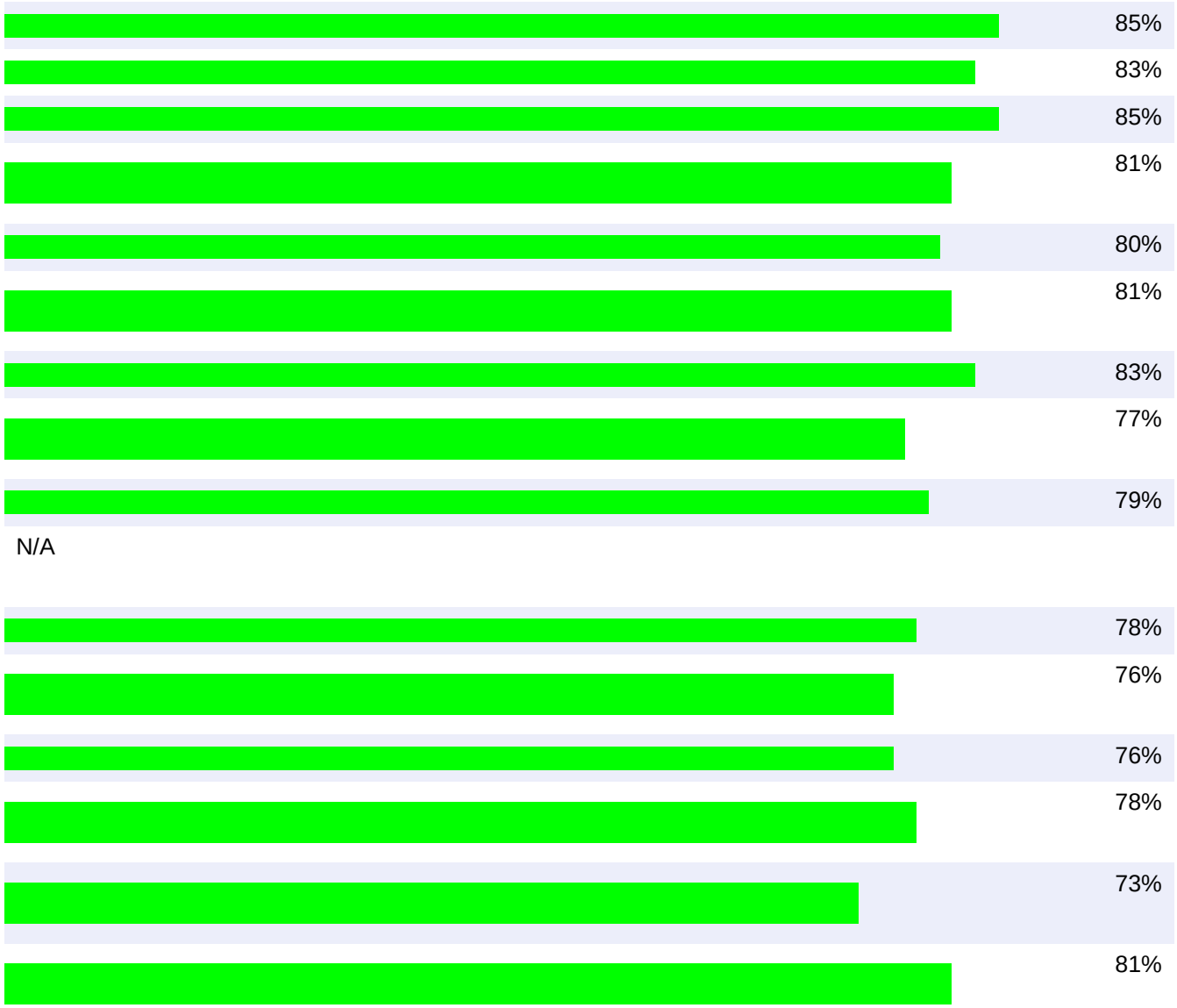
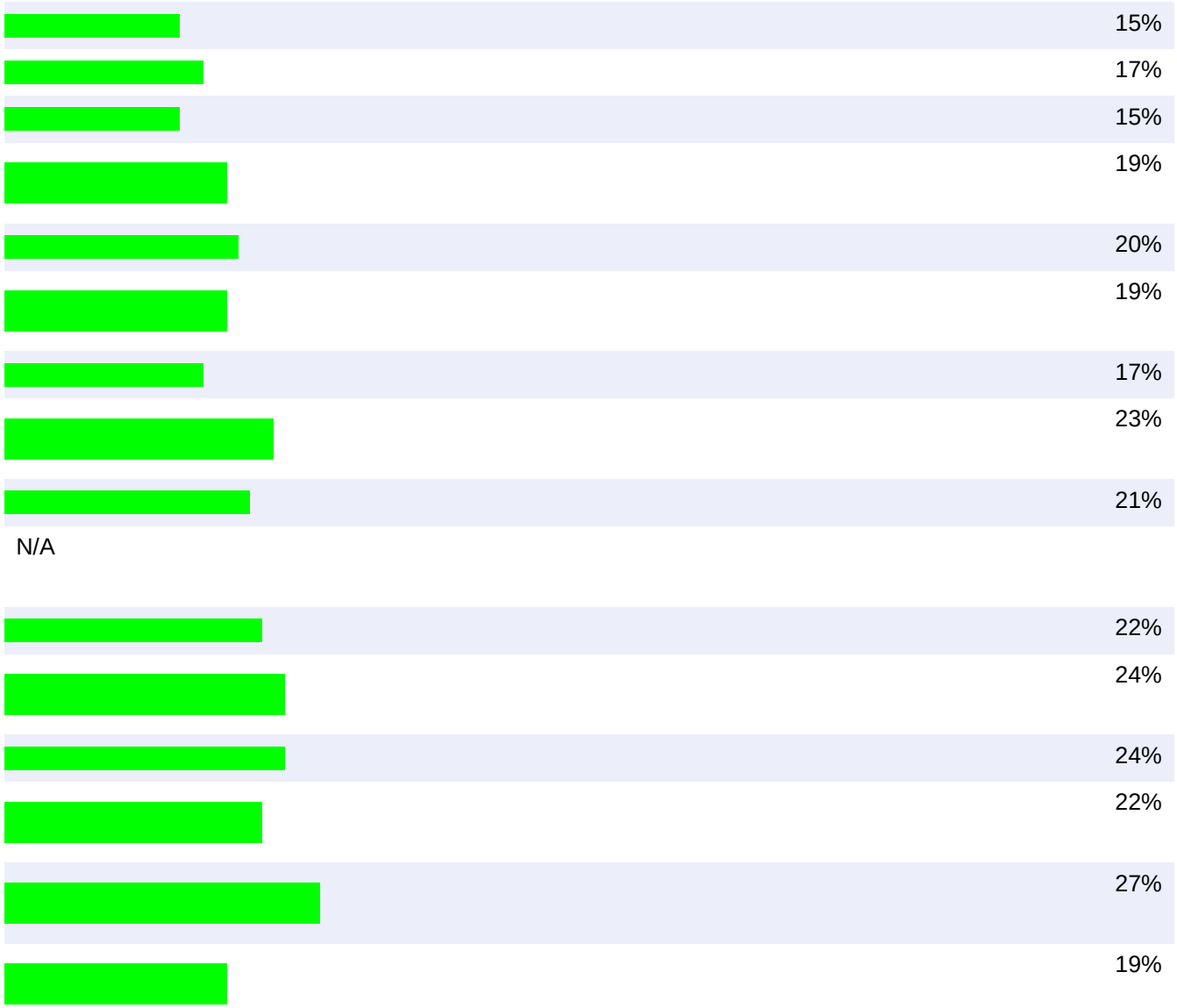


HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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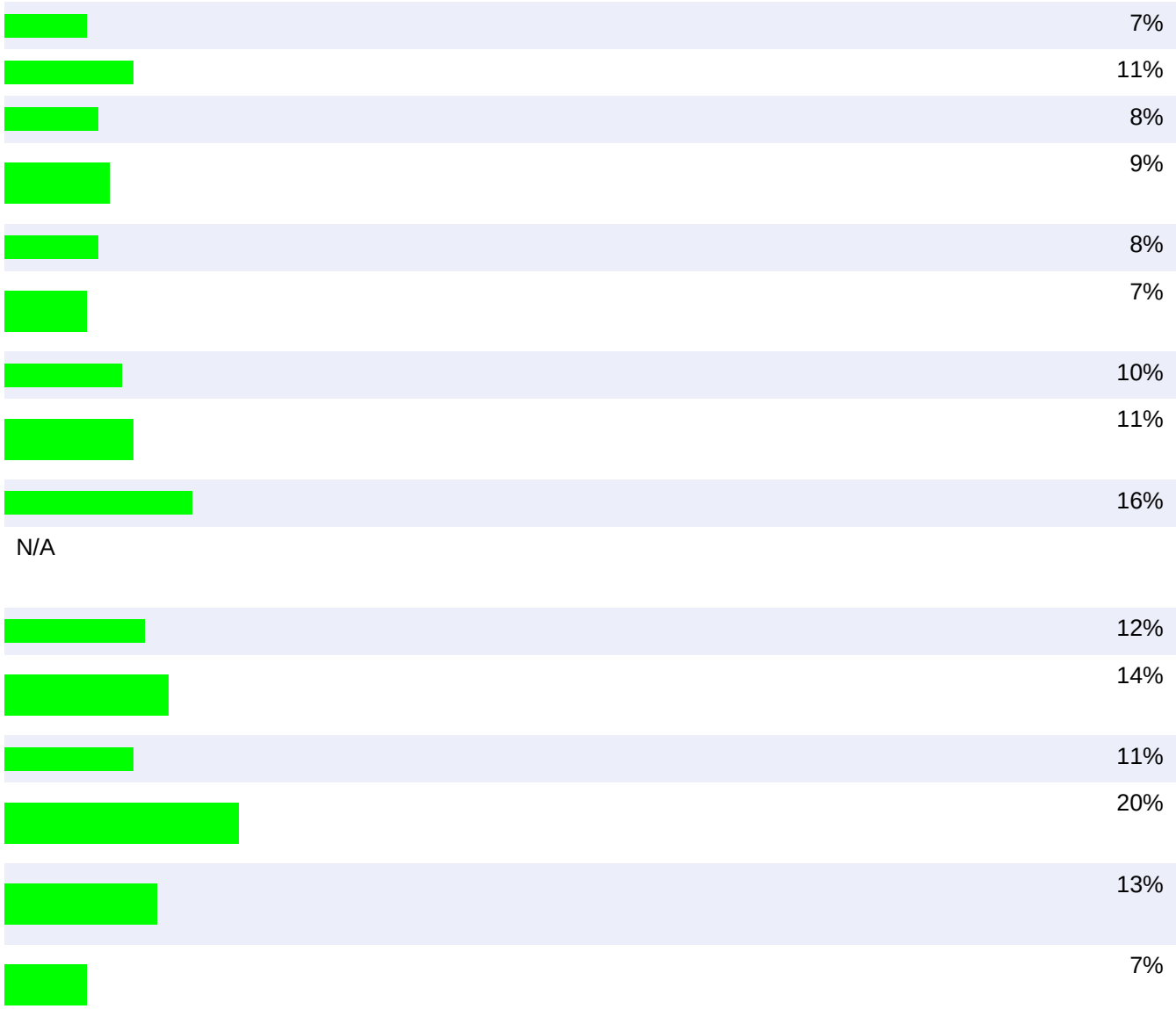
Based on Survey of Patients' Hospital Experiences (HCAHPS)



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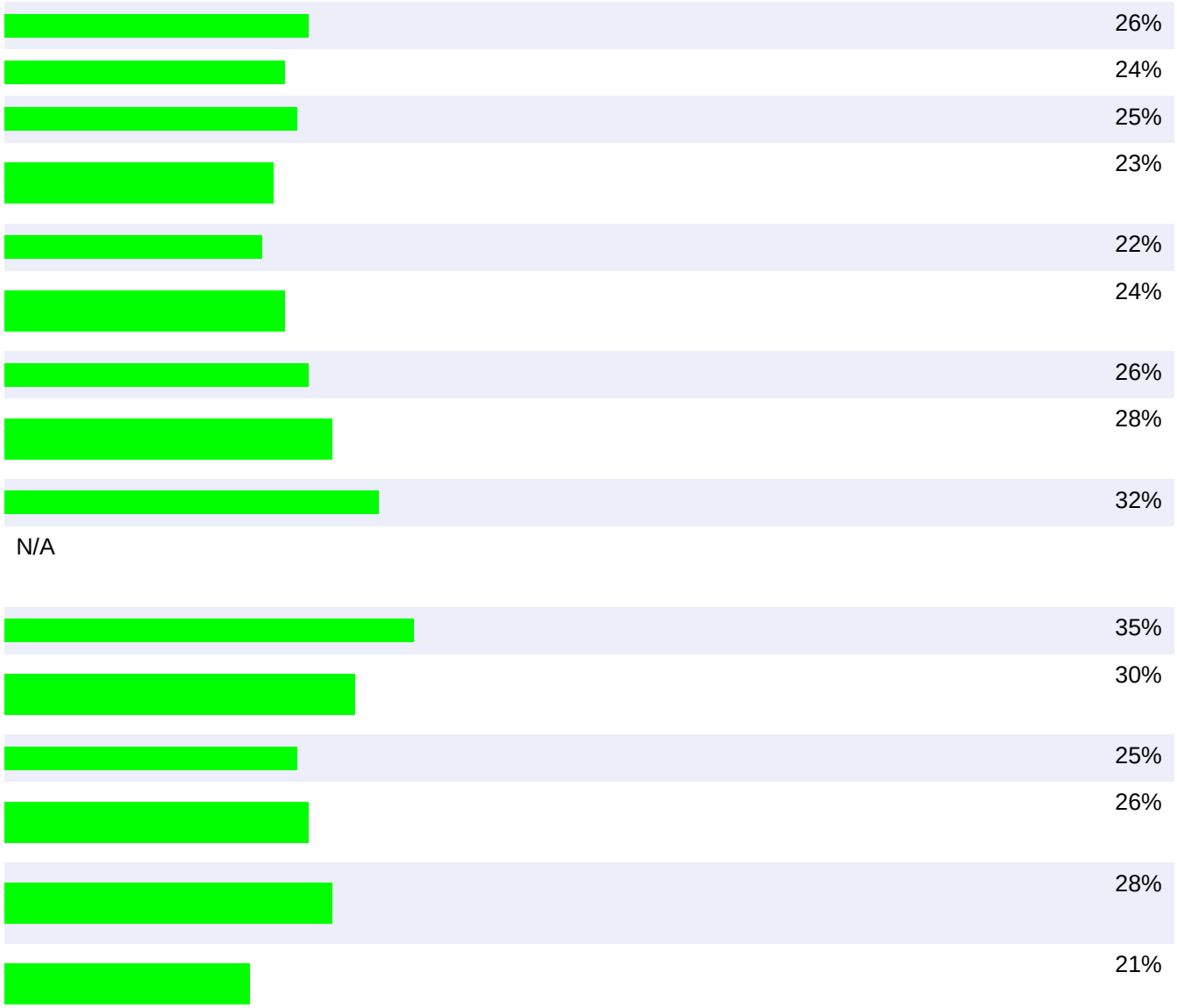

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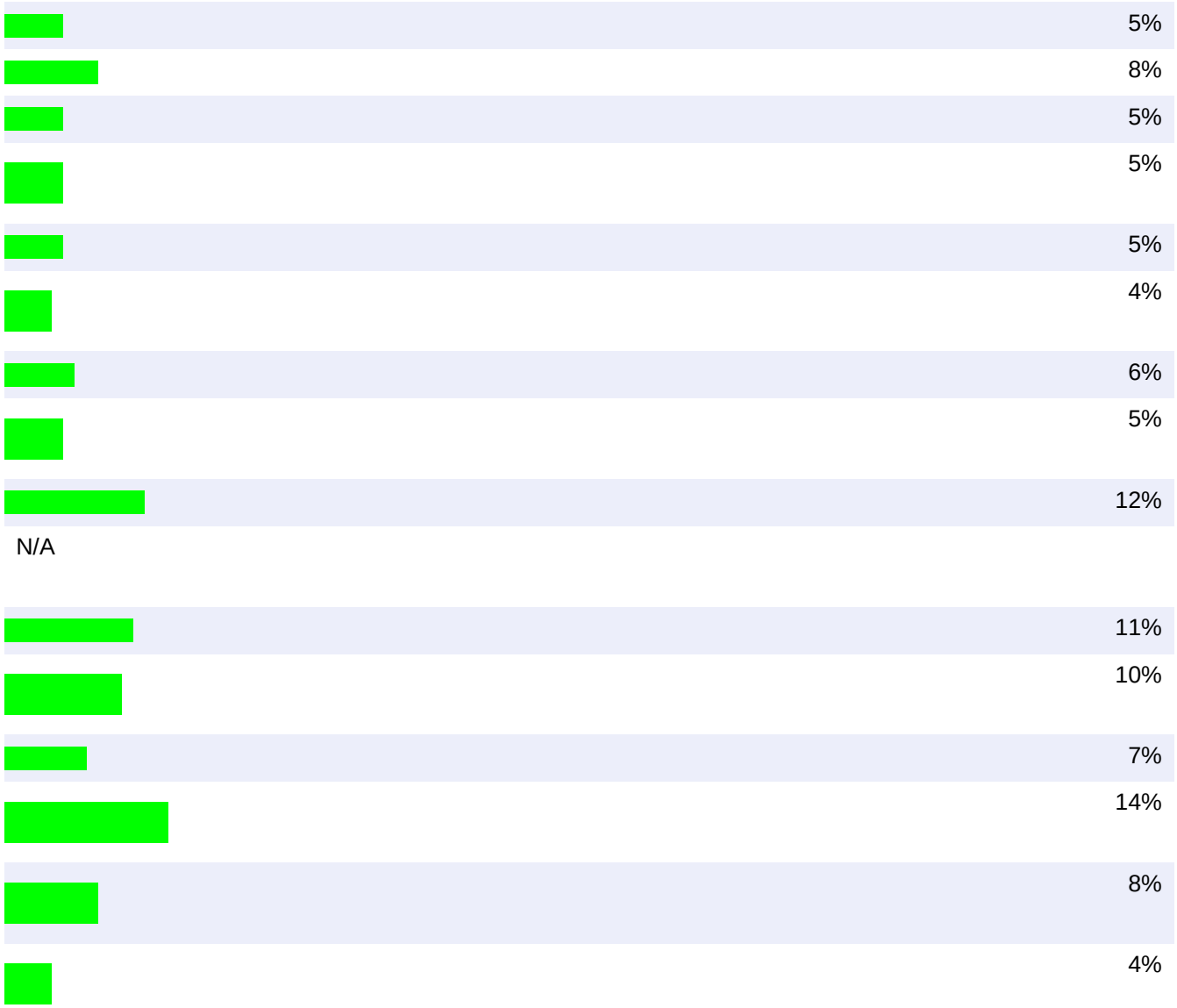

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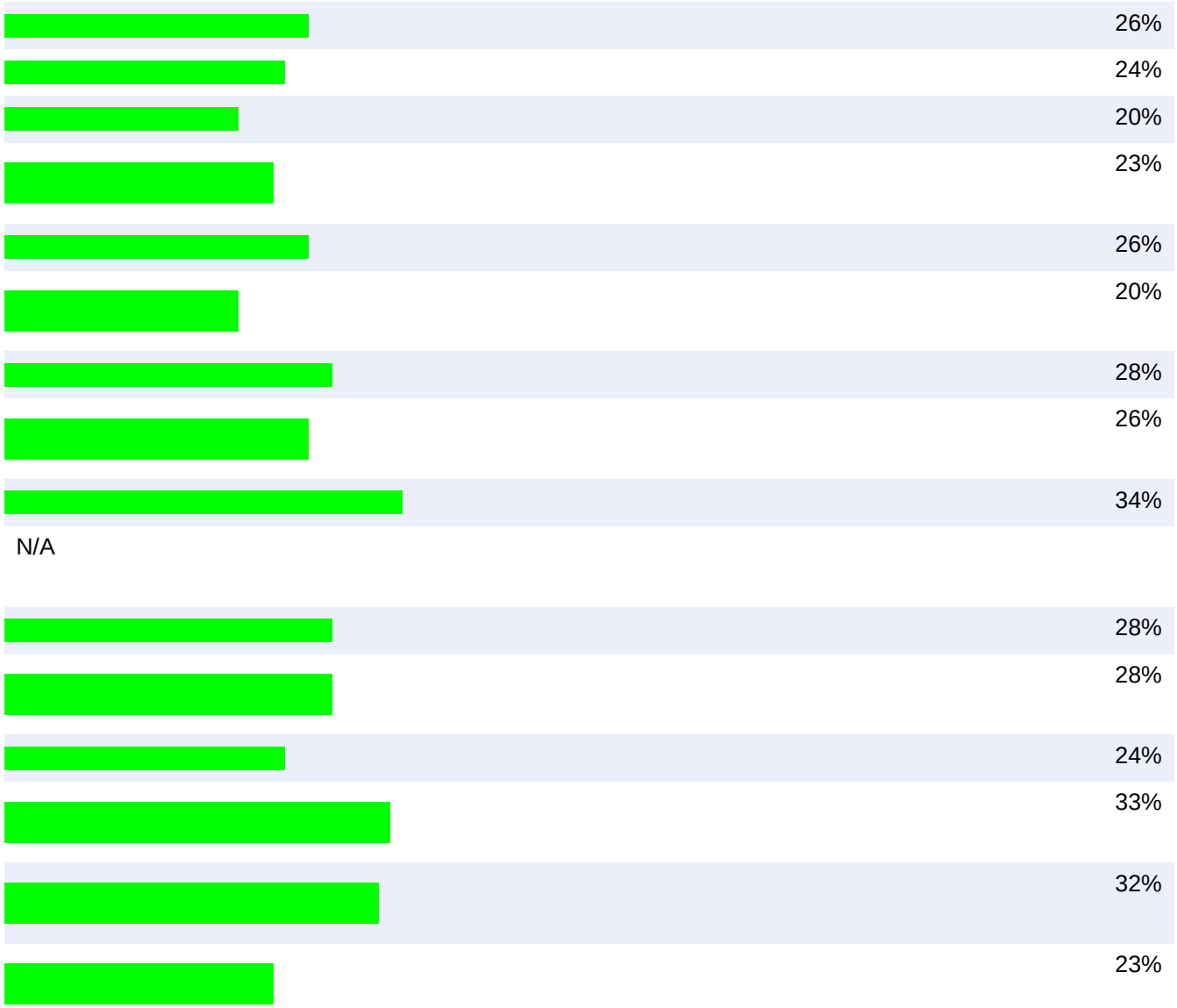


HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
Between 100 and 299
300 or more
300 or more
N/A
Between 100 and 299
300 or more
300 or more
300 or more
300 or more
300 or more

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	43%	
	27%	
	37%	
	32%	
	26%	
	26%	
	23%	
	27%	
	25%	
N/A		Survey results are not available for this reporting period
	8%	
	18%	There were discrepancies in the data collection process
	25%	
	17%	
	16%	
	30%	

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

050471	GOOD SAMARITAN HOSPITAL	1225 WILSHIRE BOULEVARD
050763	SILVER LAKE MEDICAL CENTER	1711 WEST TEMPLE STREET
500129	TACOMA GENERAL ALLENMORE HOSPITAL	315 S MLK JR WAY
500151	ST ANTHONY HOSPITAL	11567 CANTERWOOD BOULEVARD NW
500021	SAINT CLARE HOSPITAL	11315 BRIDGEPORT WAY S W
500108	ST JOSEPH MEDICAL CENTER	1717 SOUTH J STREET
500015	AUBURN REGIONAL MEDICAL CENTER	202 N DIVISION STREET PLAZA ONE
500079	GOOD SAMARITAN HOSPITAL & REHAB CENTER	407 14TH AVE SE
500141	ST FRANCIS COMMUNITY HOSPITAL	34515 9TH AVENUE SOUTH
050376	LAC/HARBOR-UCLA MED CENTER	1000 W CARSON ST
050112	SANTA MONICA - UCLA MED CTR & ORTHOPAEDIC HOSPITAL	1250 16TH STREET
050351	TORRANCE MEMORIAL MEDICAL CENTER	3330 LOMITA BLVD
050625	CEDARS-SINAI MEDICAL CENTER	8700 BEVERLY BLVD
051307	CATALINA ISLAND MEDICAL CENTER	100 FALLS CANYON ROAD
050411	KAISER FOUNDATION HOSPITAL - HARBOR CITY	25825 SOUTH VERMONT AVENUE

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	LOS ANGELES	CA
	LOS ANGELES	CA
	TACOMA	WA
	GIG HARBOR	WA
	LAKEWOOD	WA
	TACOMA	WA
	AUBURN	WA
	PUYALLUP	WA
	FEDERAL WAY	WA
	TORRANCE	CA
	SANTA MONICA	CA
	TORRANCE	CA
	LOS ANGELES	CA
	AVALON	CA
	HARBOR CITY	CA

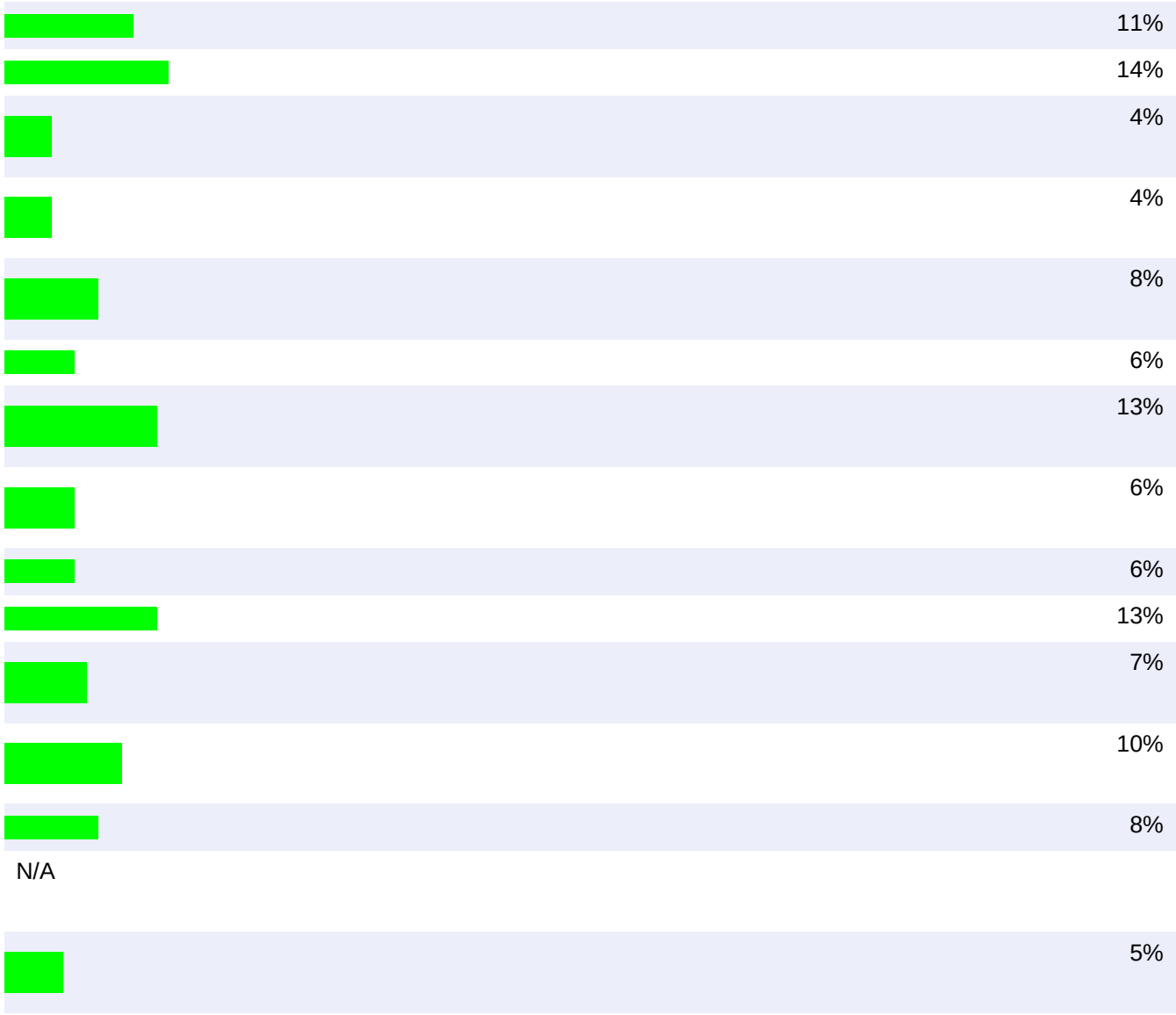
HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

90017	LOS ANGELES	2139772121
90026	LOS ANGELES	2139896123
98415	PIERCE	2534031000
98332	PIERCE	2535302050
98499	PIERCE	2535881711
98405	PIERCE	2536274101
98001	KING	2538337711
98371	PIERCE	2538486661
98003	KING	2539448100
90509	LOS ANGELES	3102222101
90404	LOS ANGELES	3103194000
90509	LOS ANGELES	3103259110
90048	LOS ANGELES	3104235000
90704	LOS ANGELES	3105100700
90710	LOS ANGELES	3105176441

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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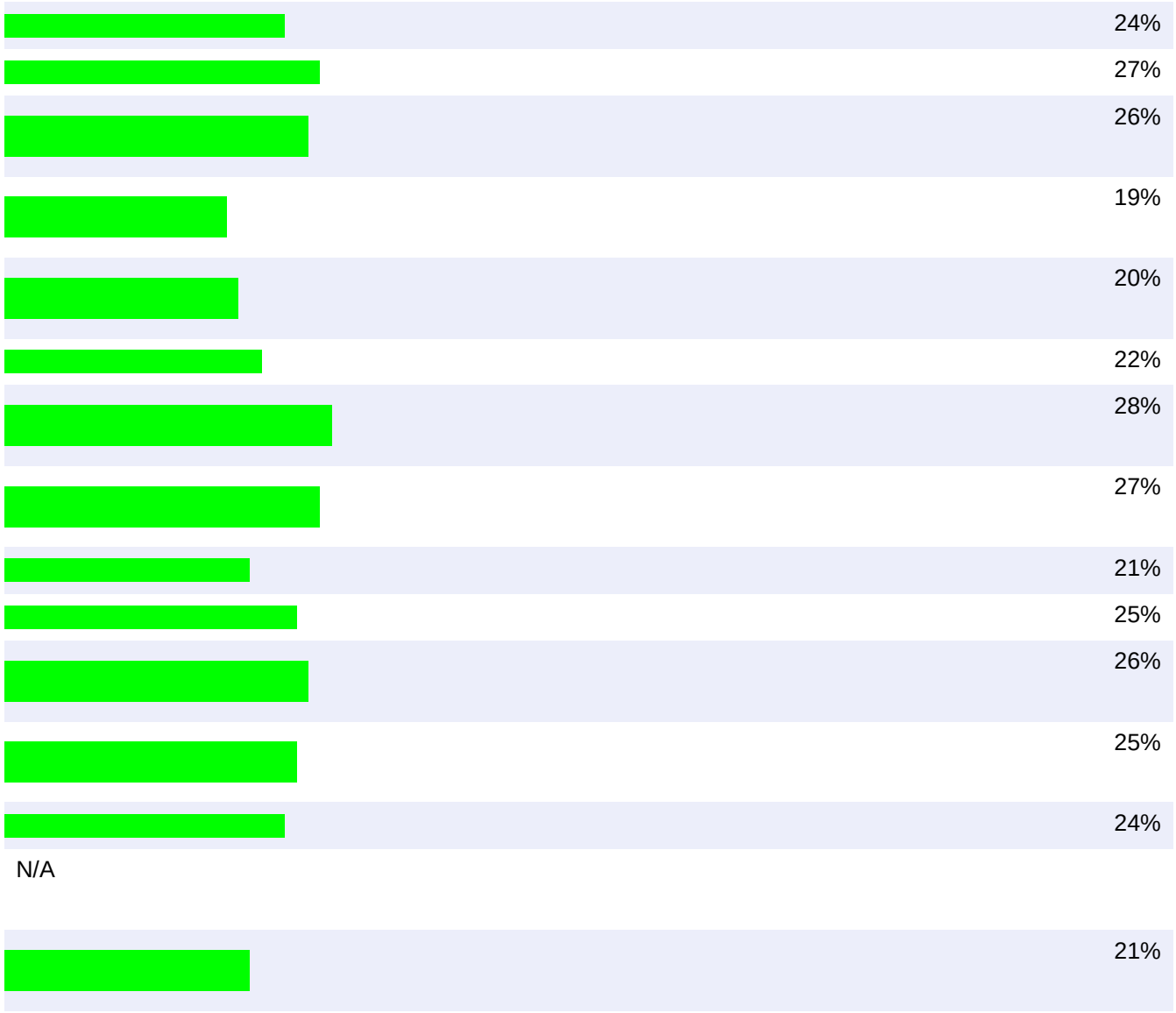

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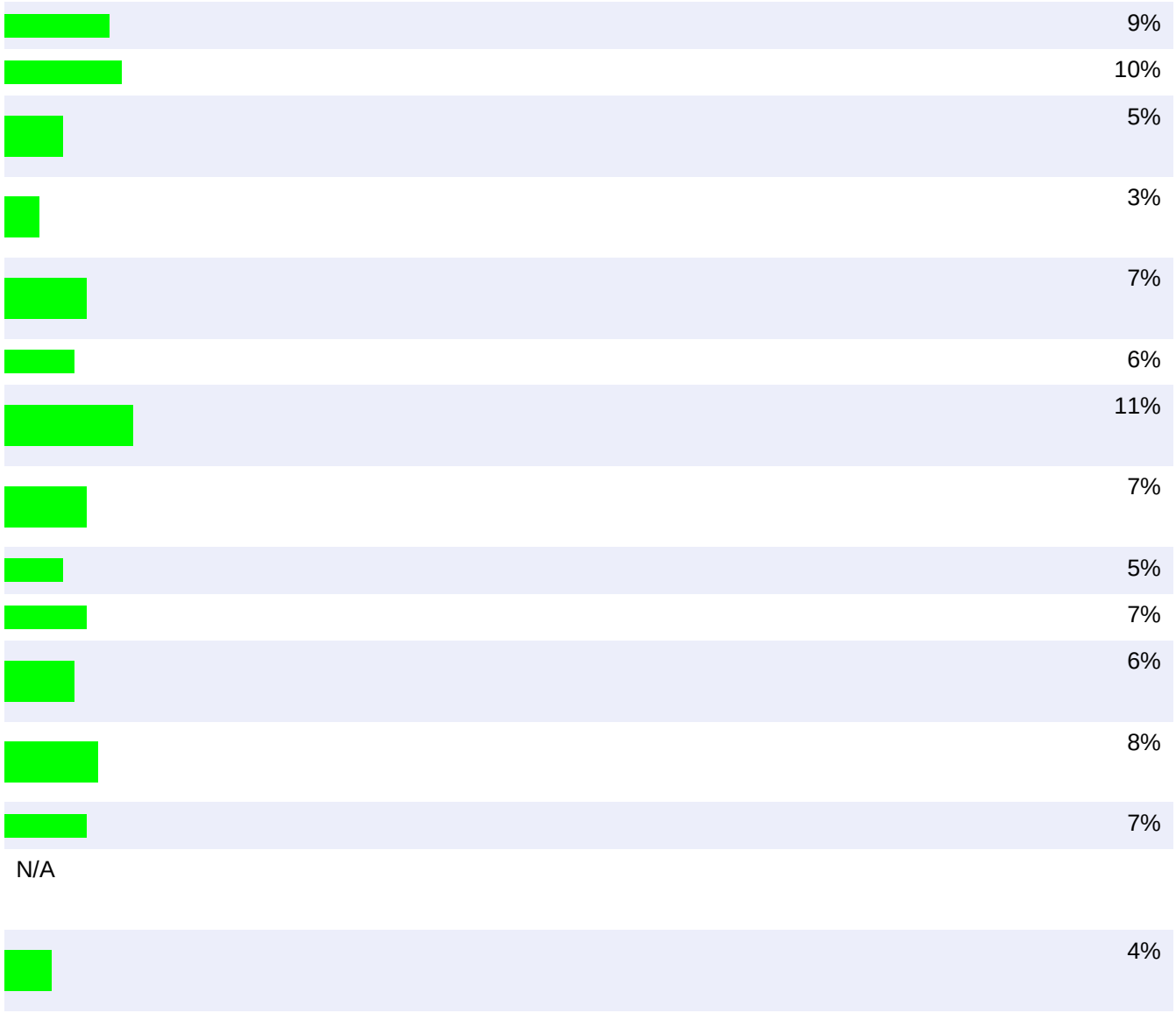

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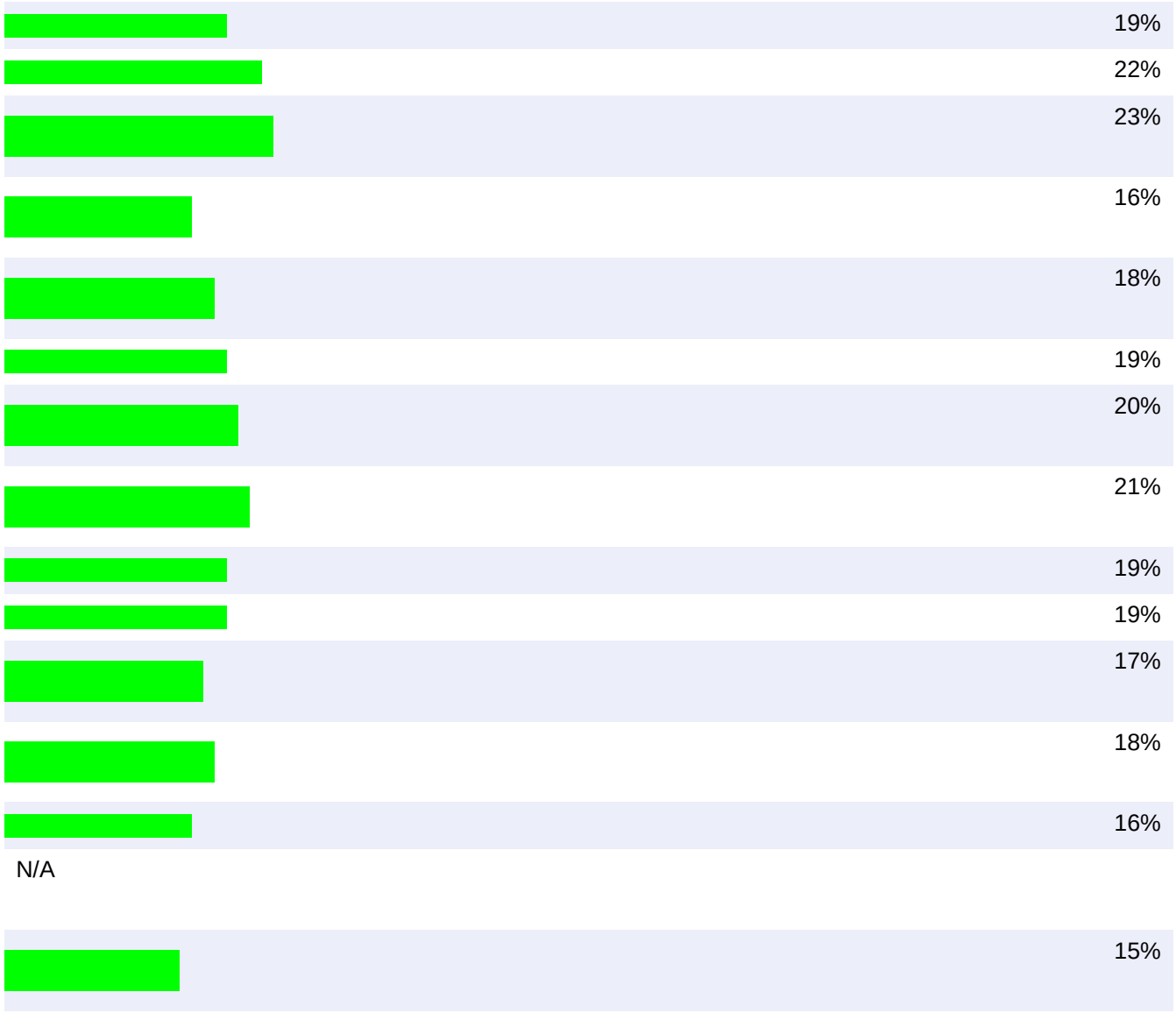

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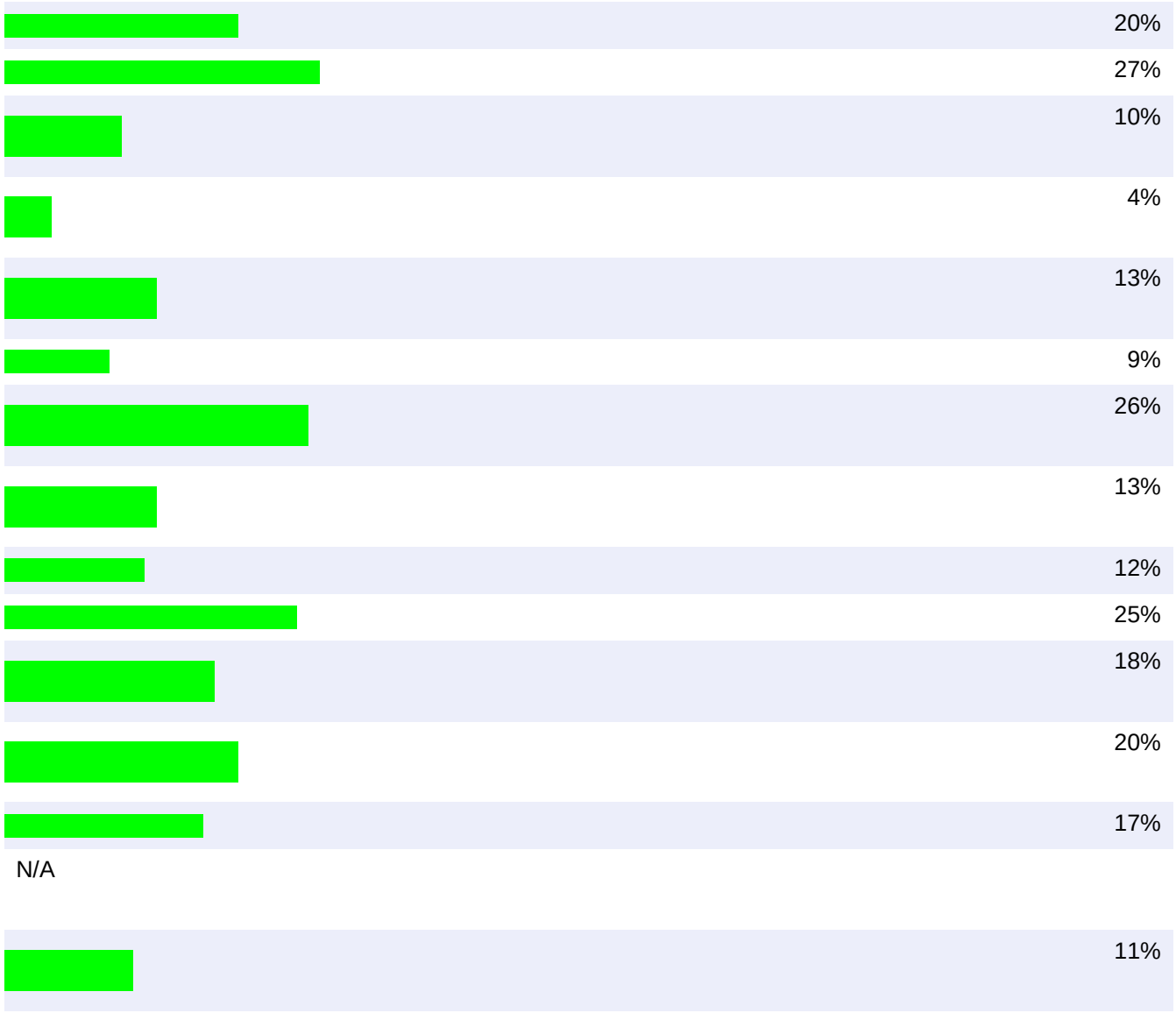

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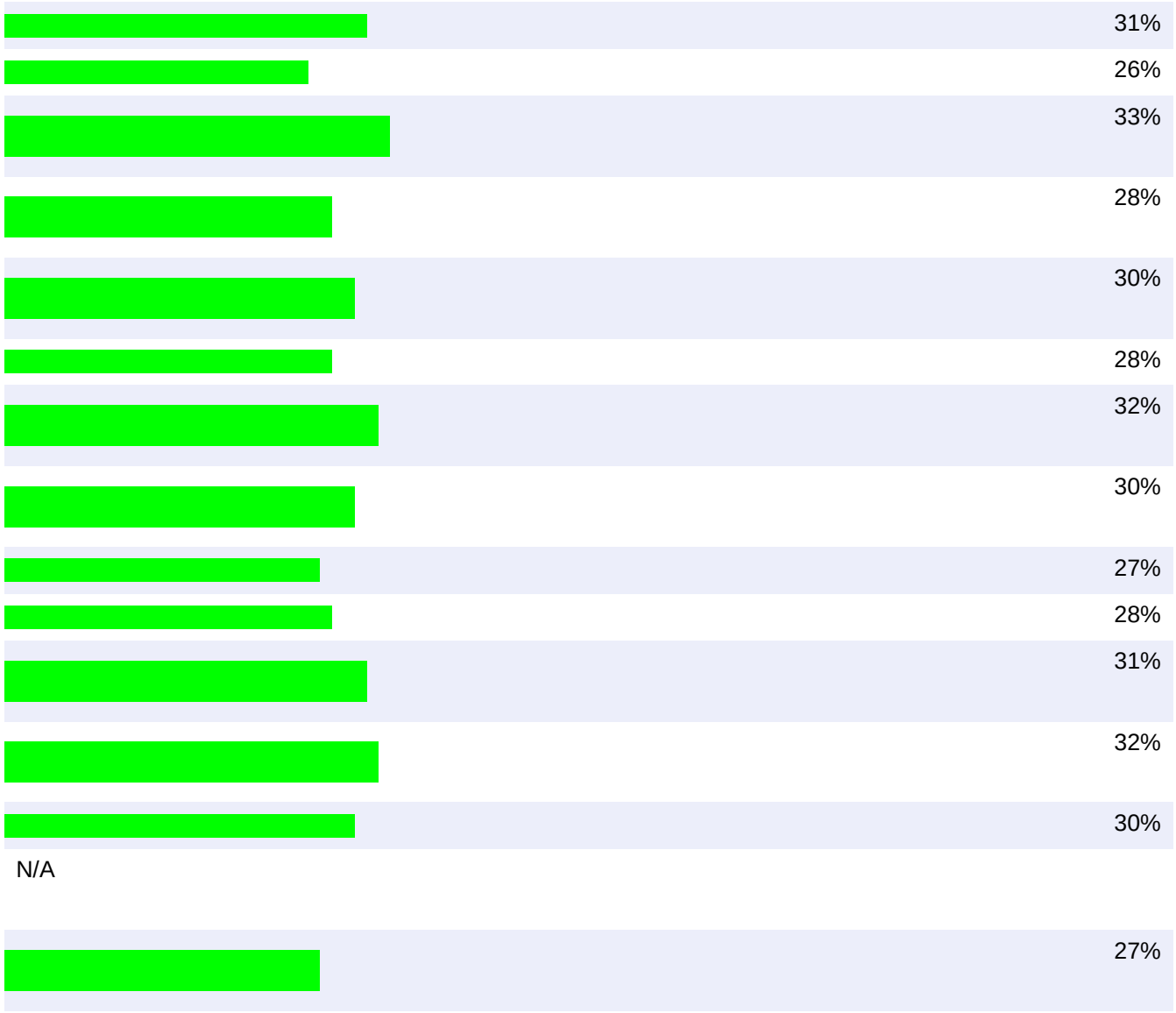

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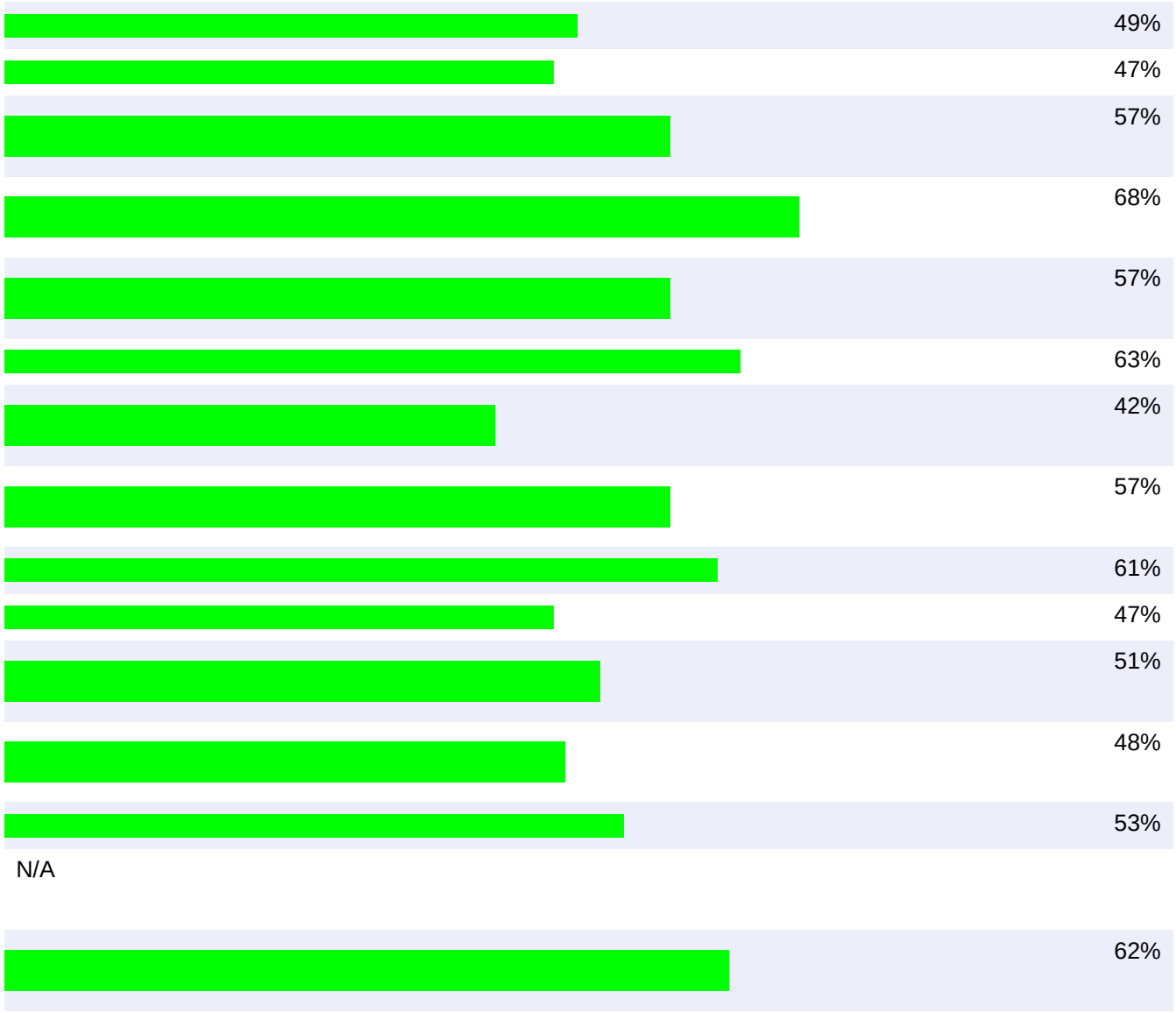

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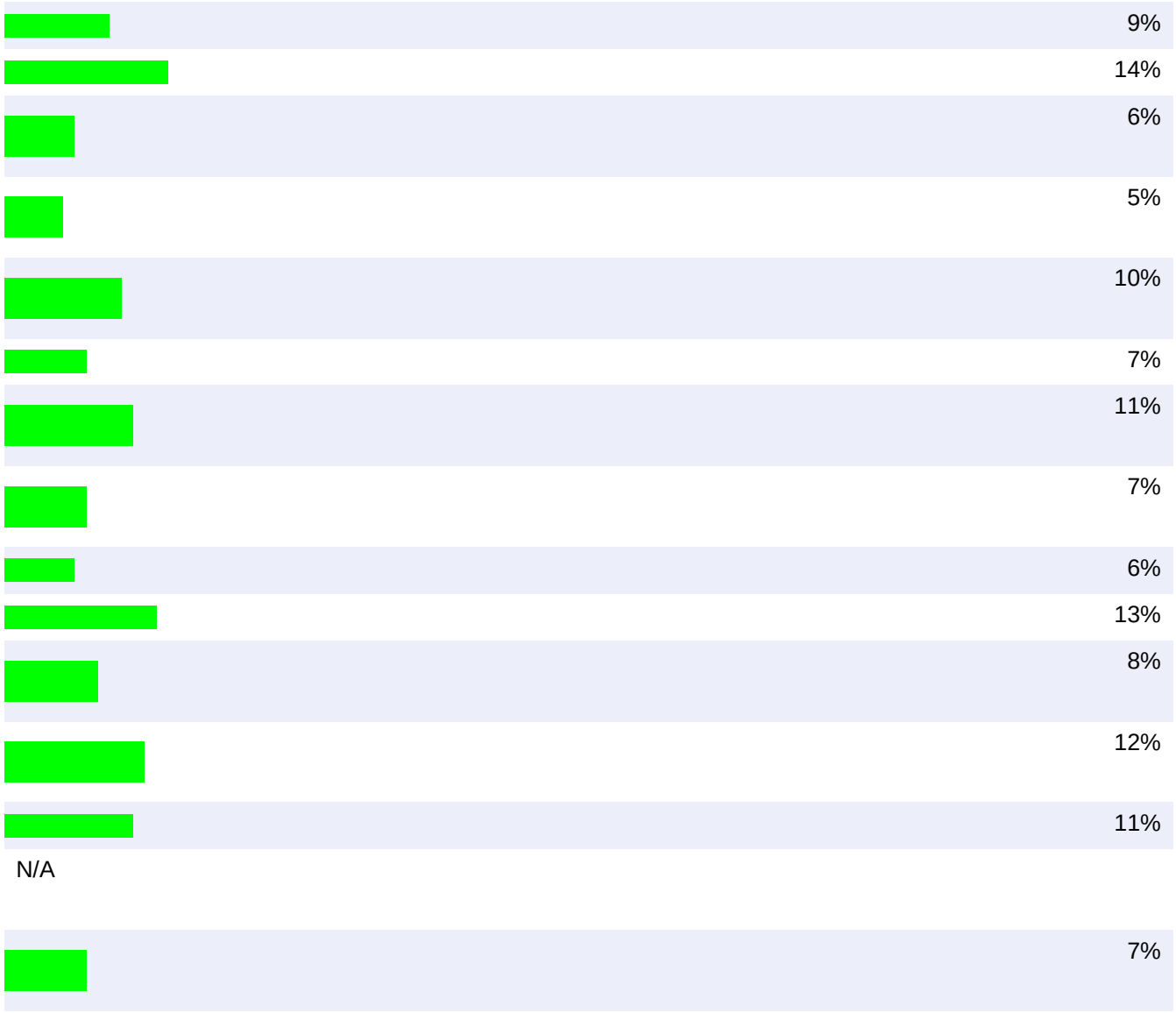

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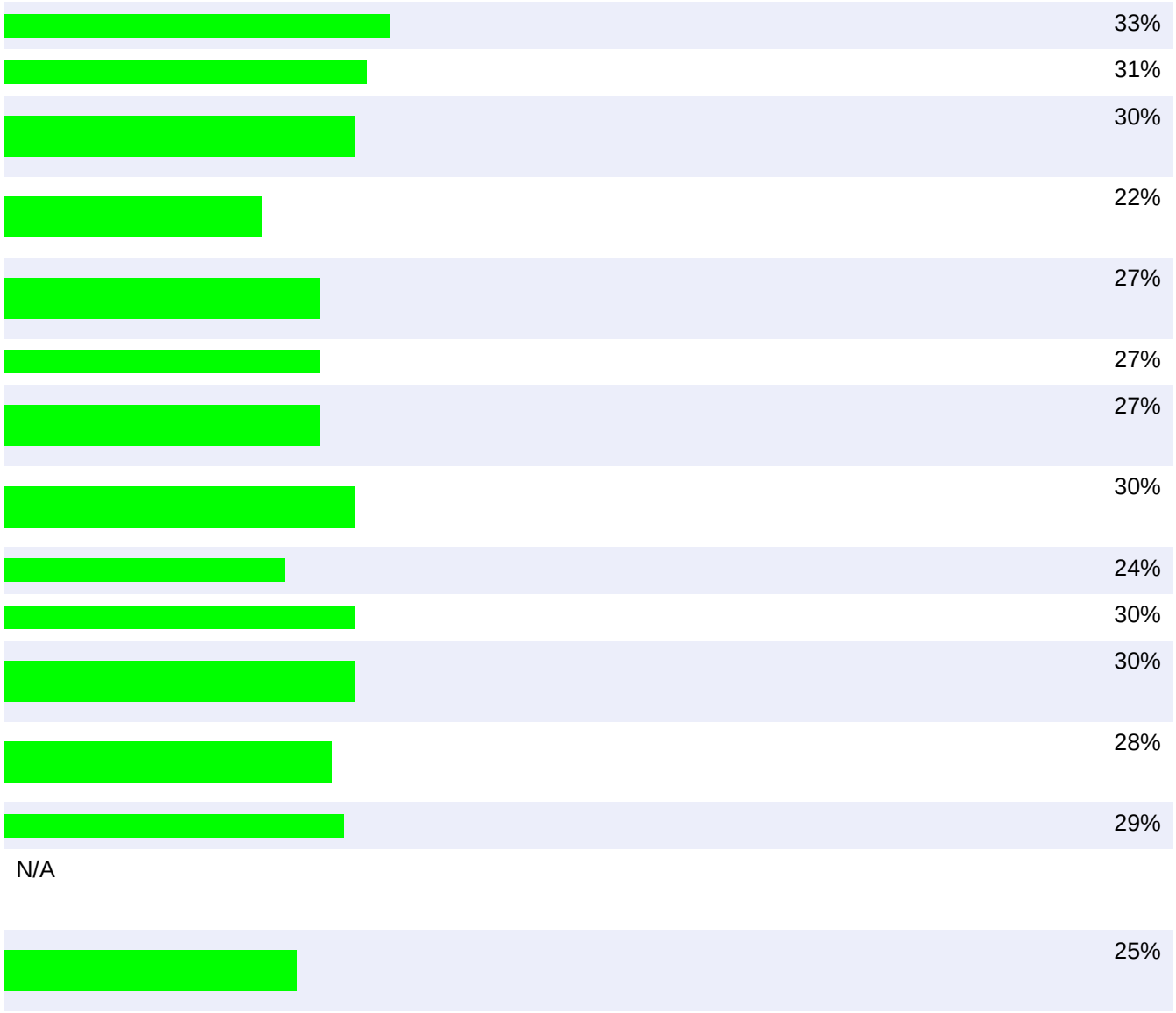

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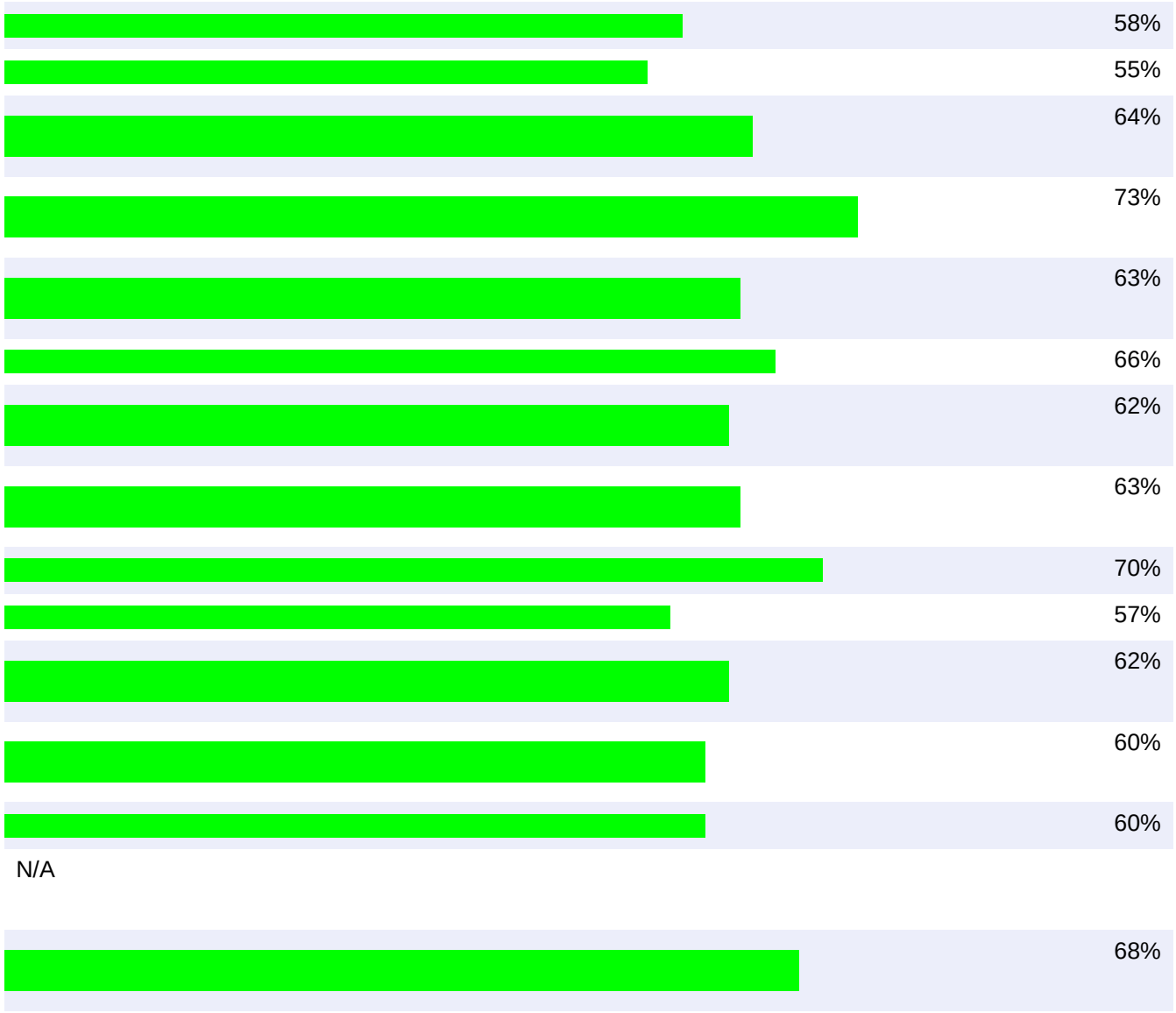

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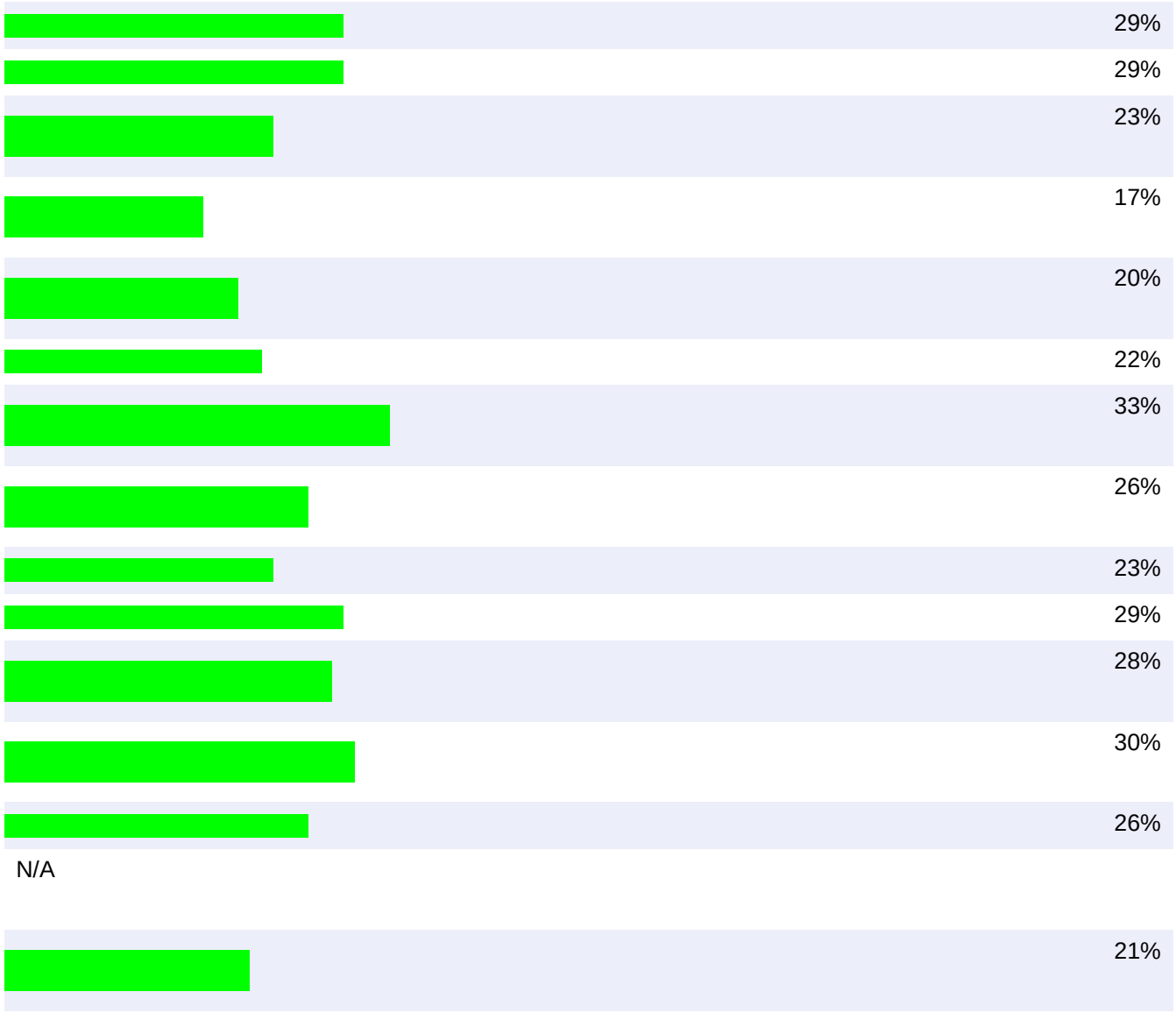

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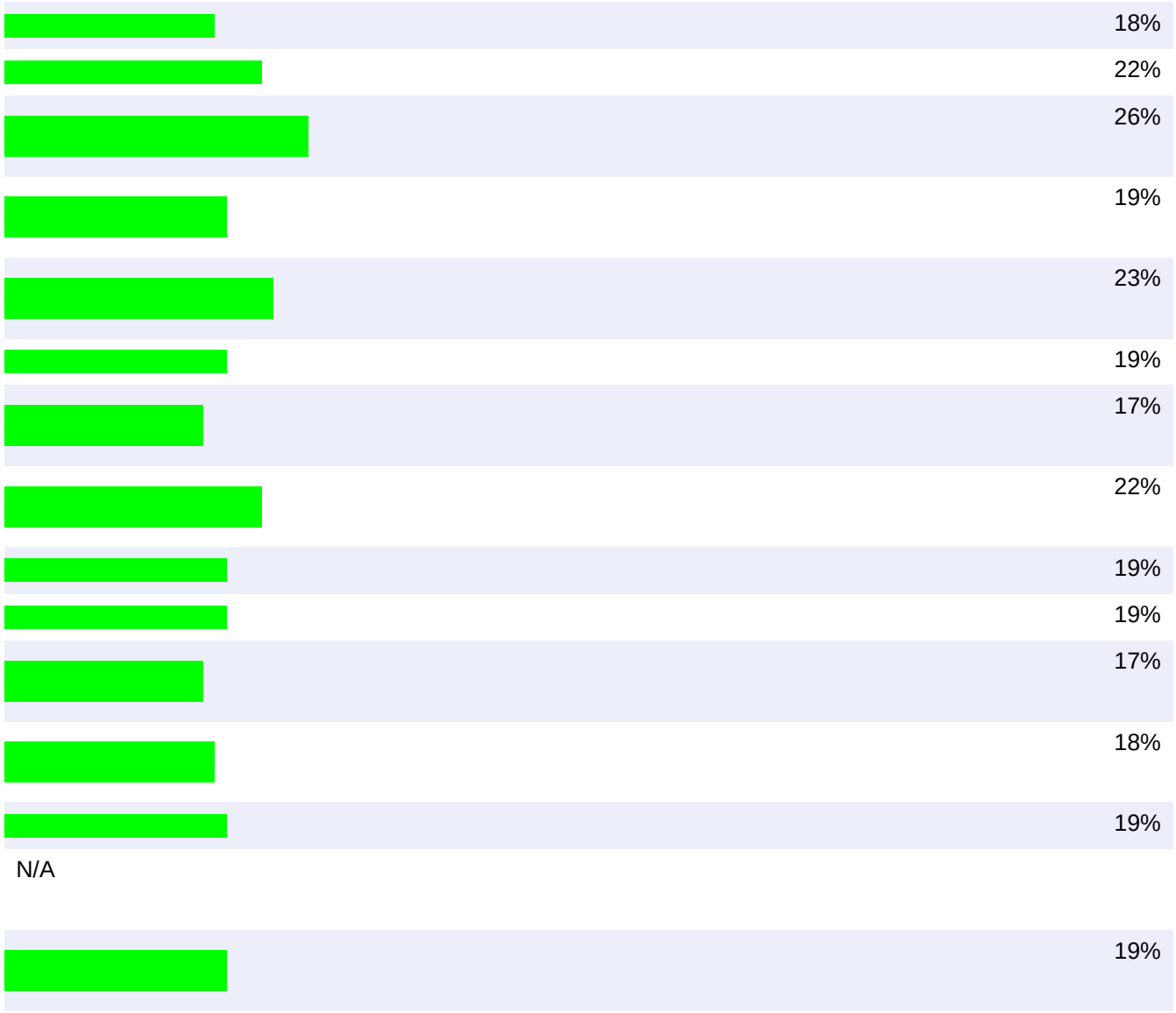
Based on Survey of Patients' Hospital Experiences (HCAHPS)



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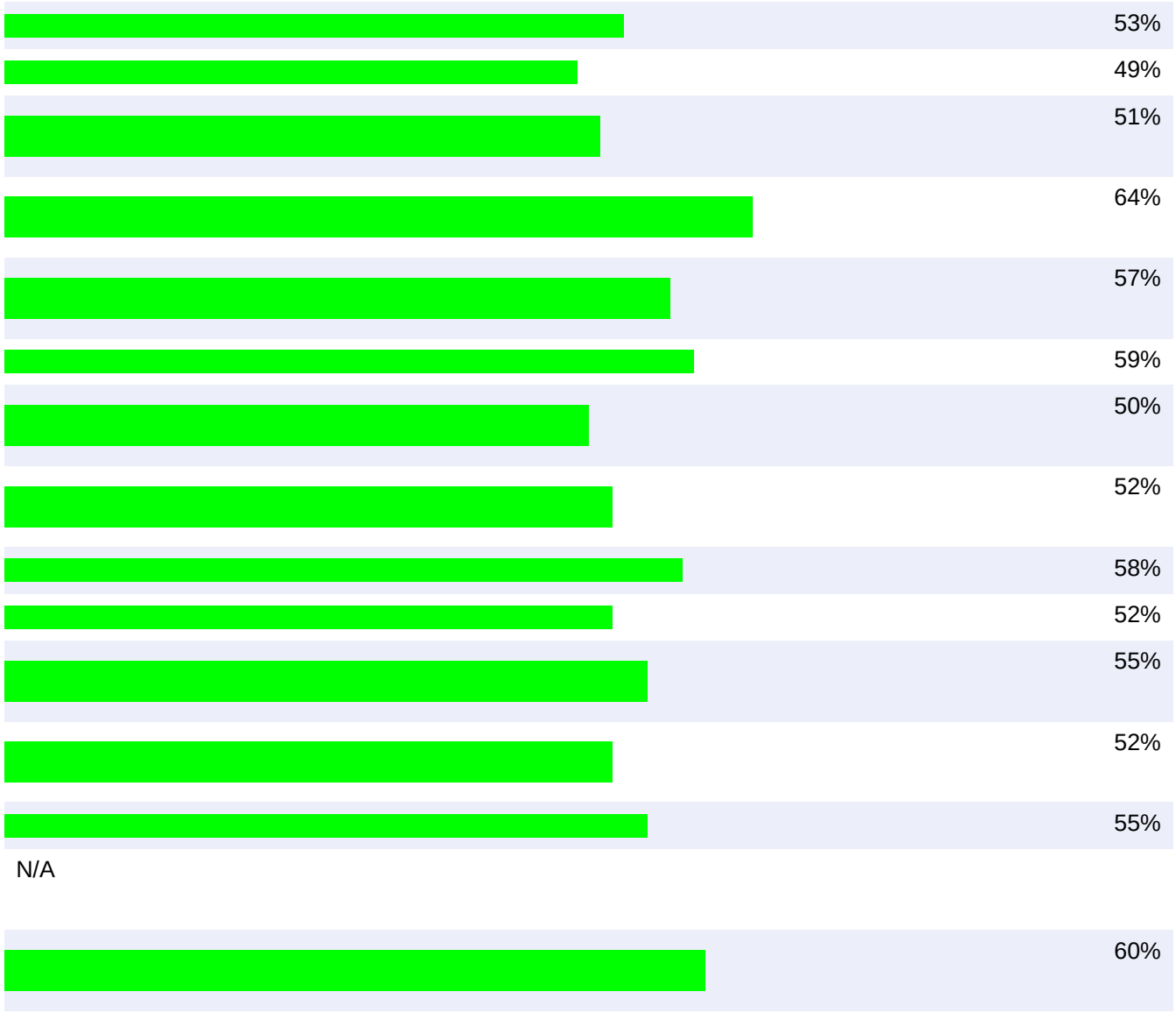

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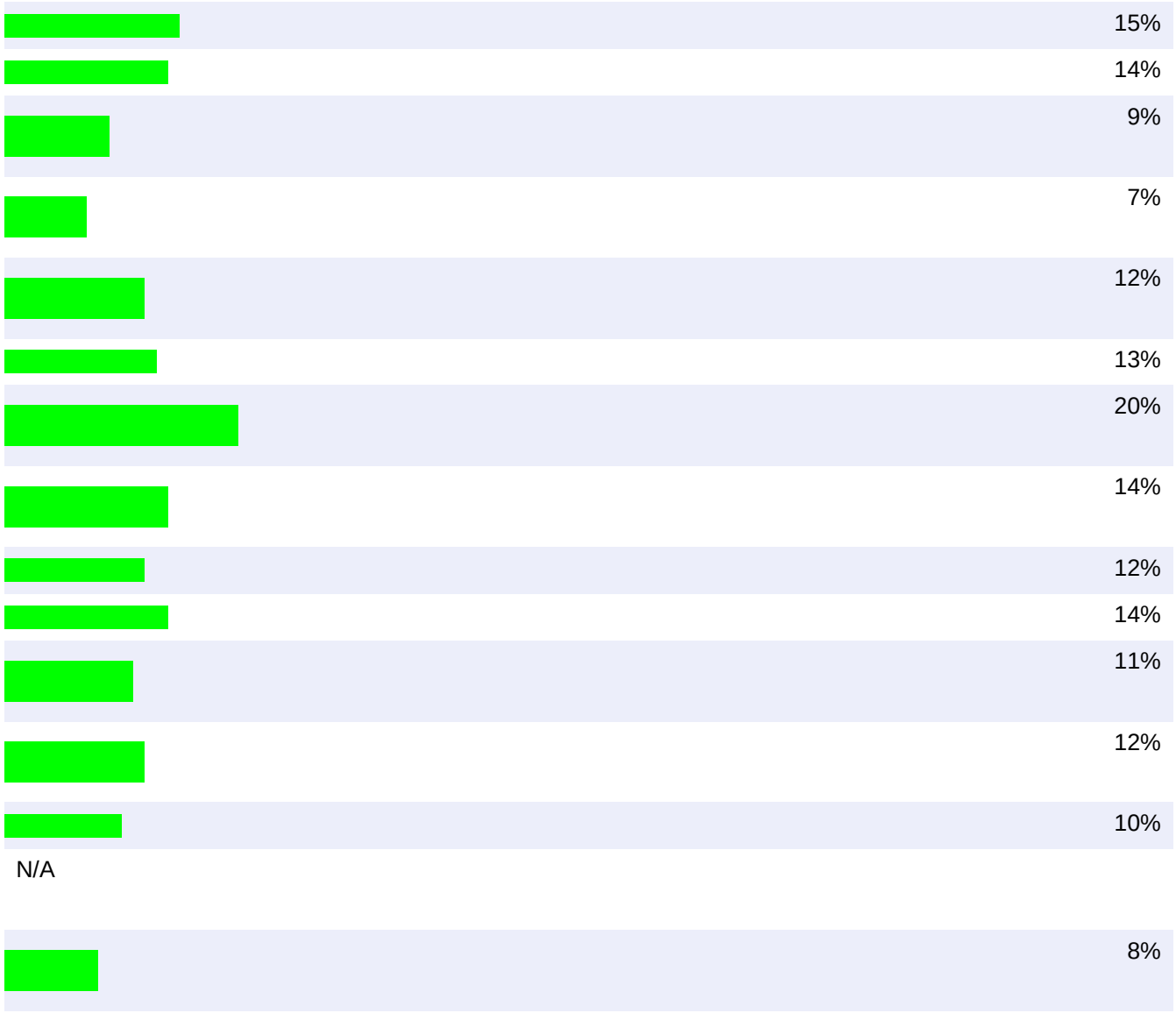

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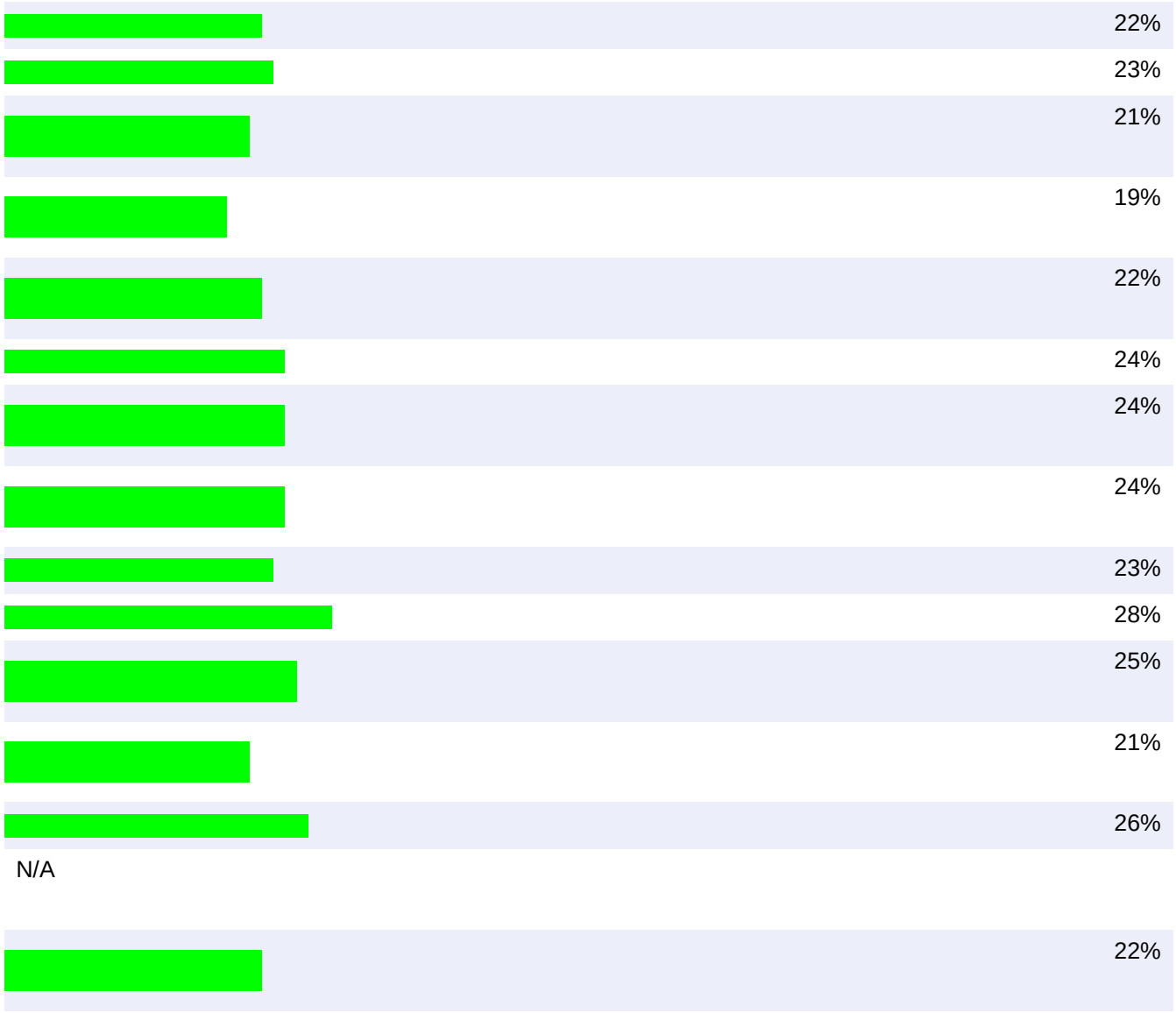

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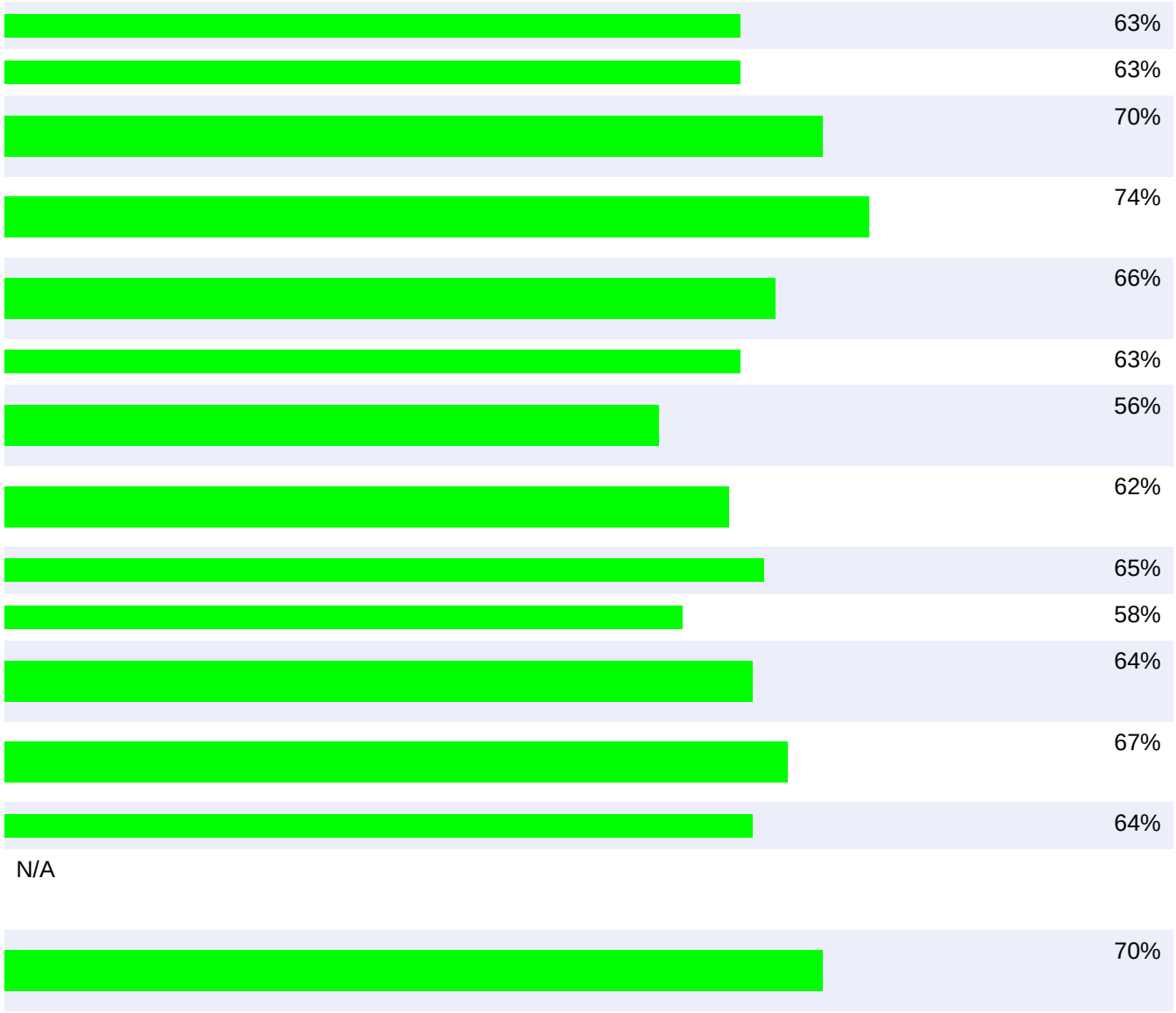

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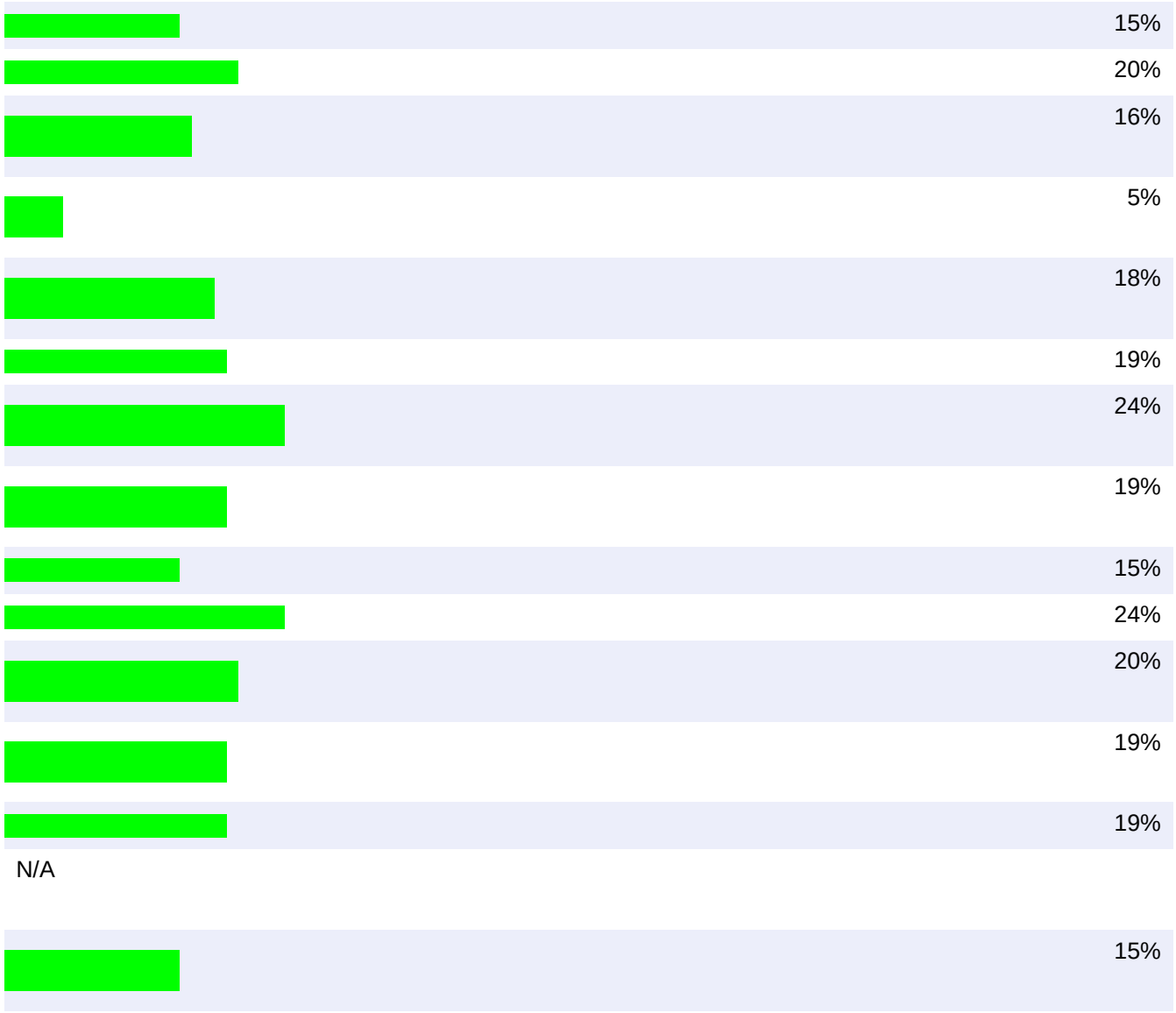

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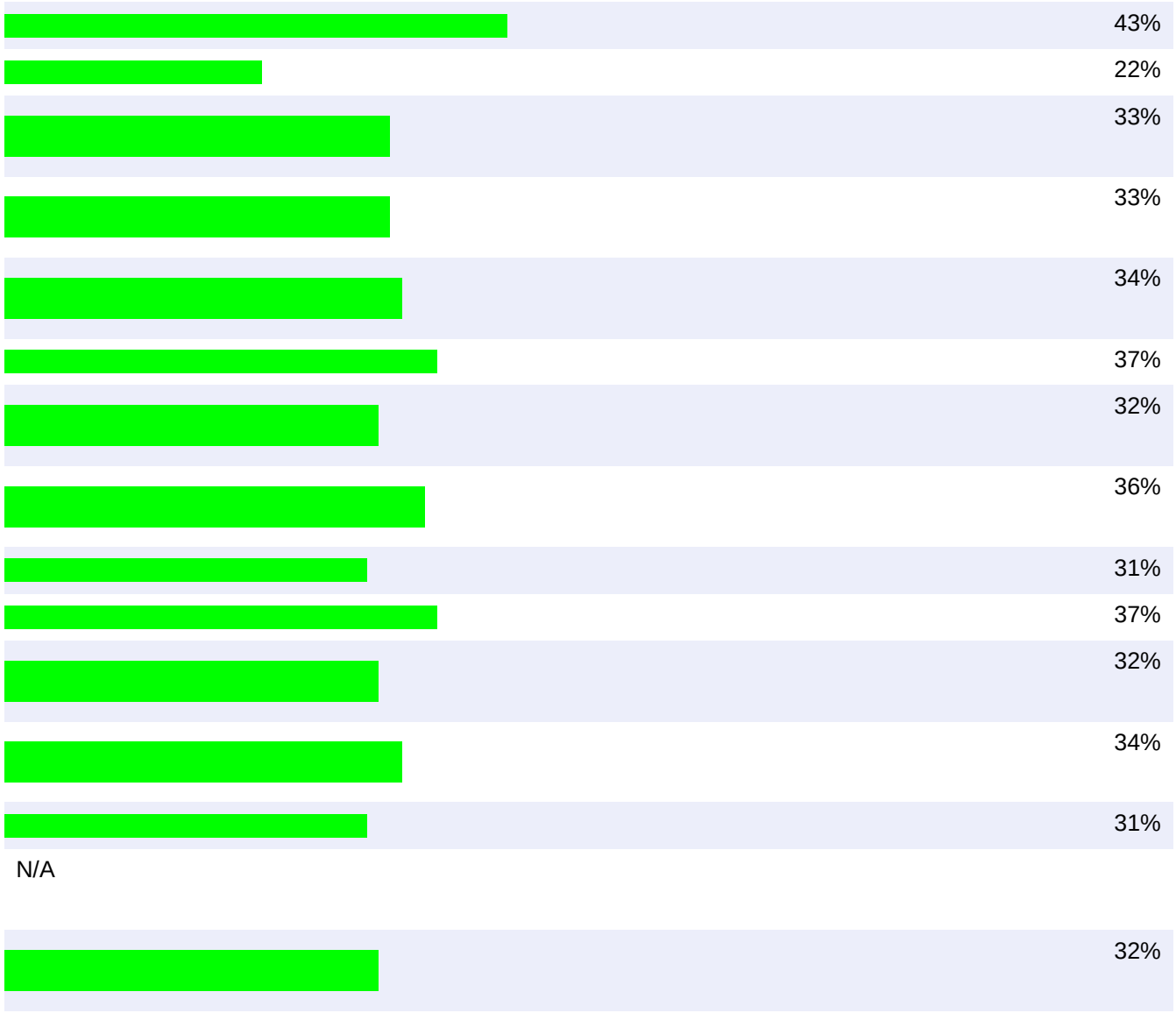

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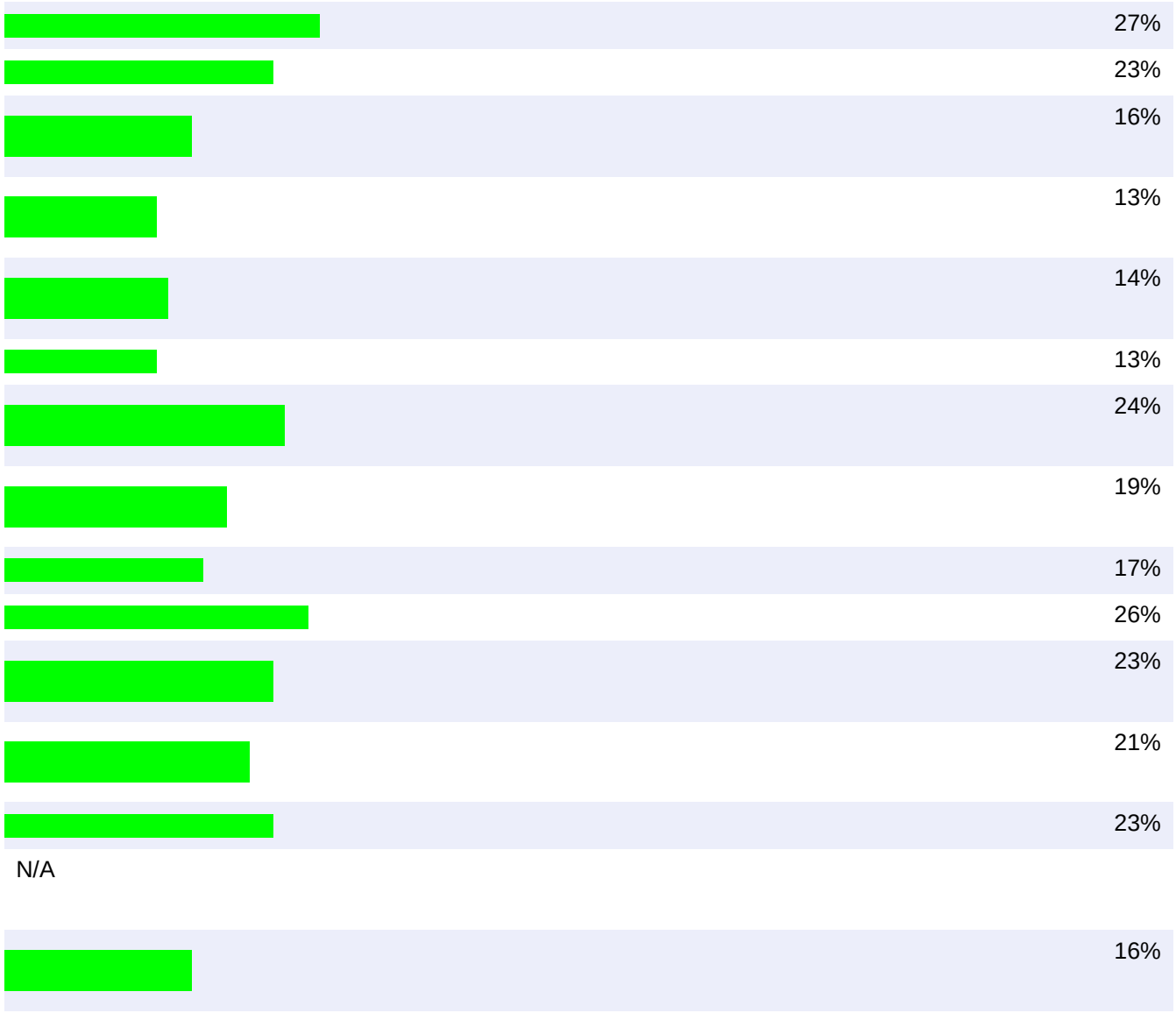

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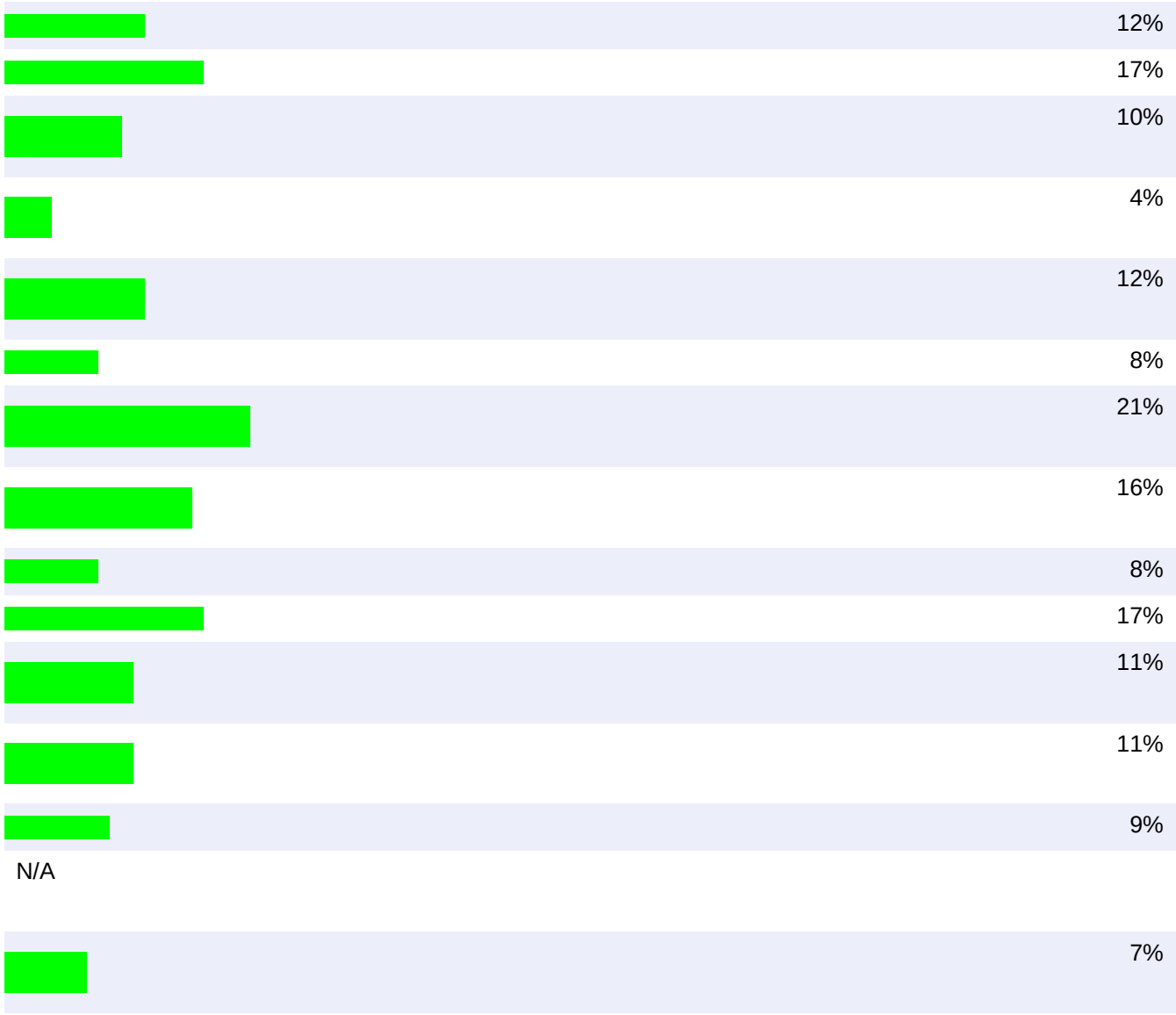

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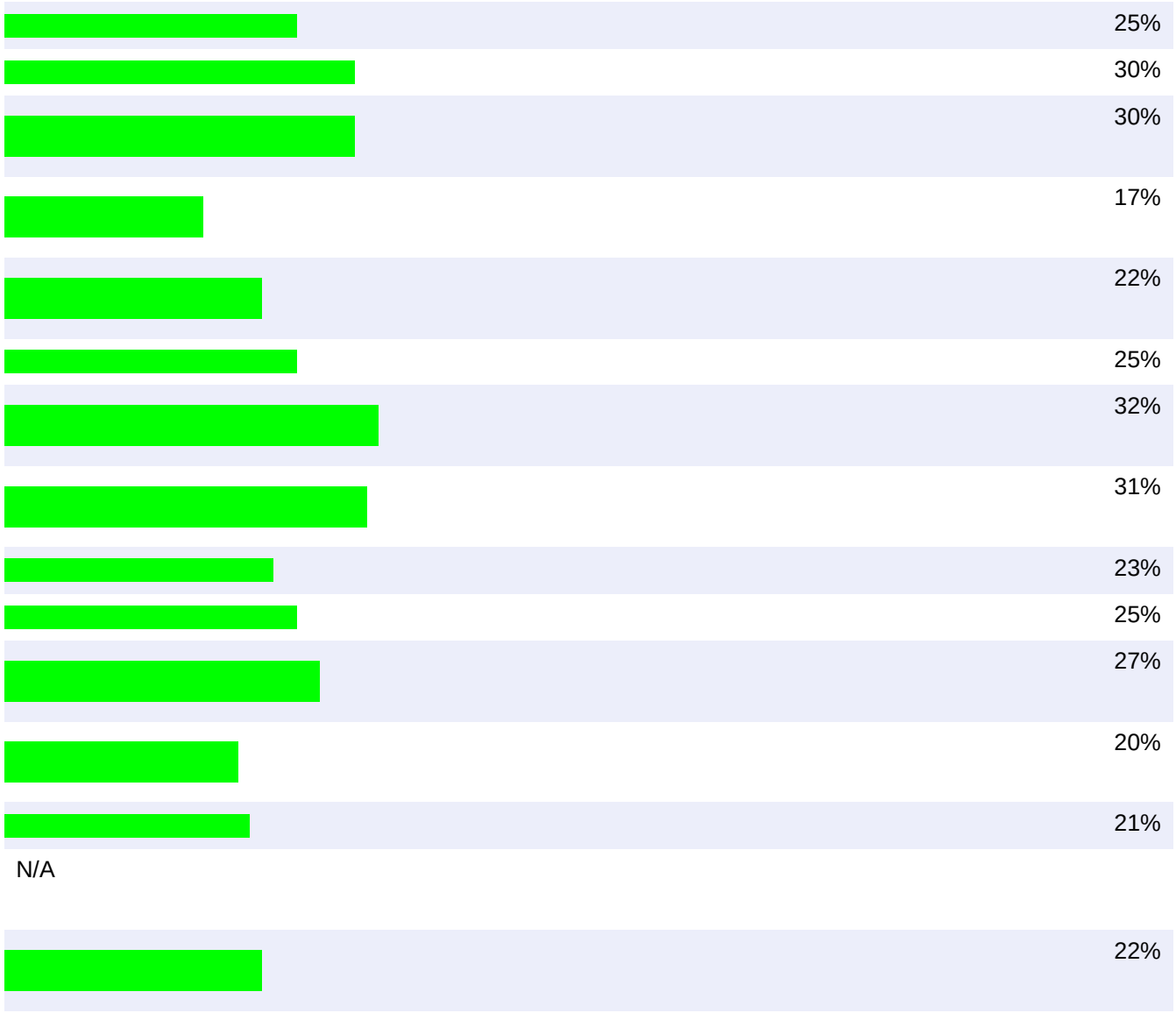

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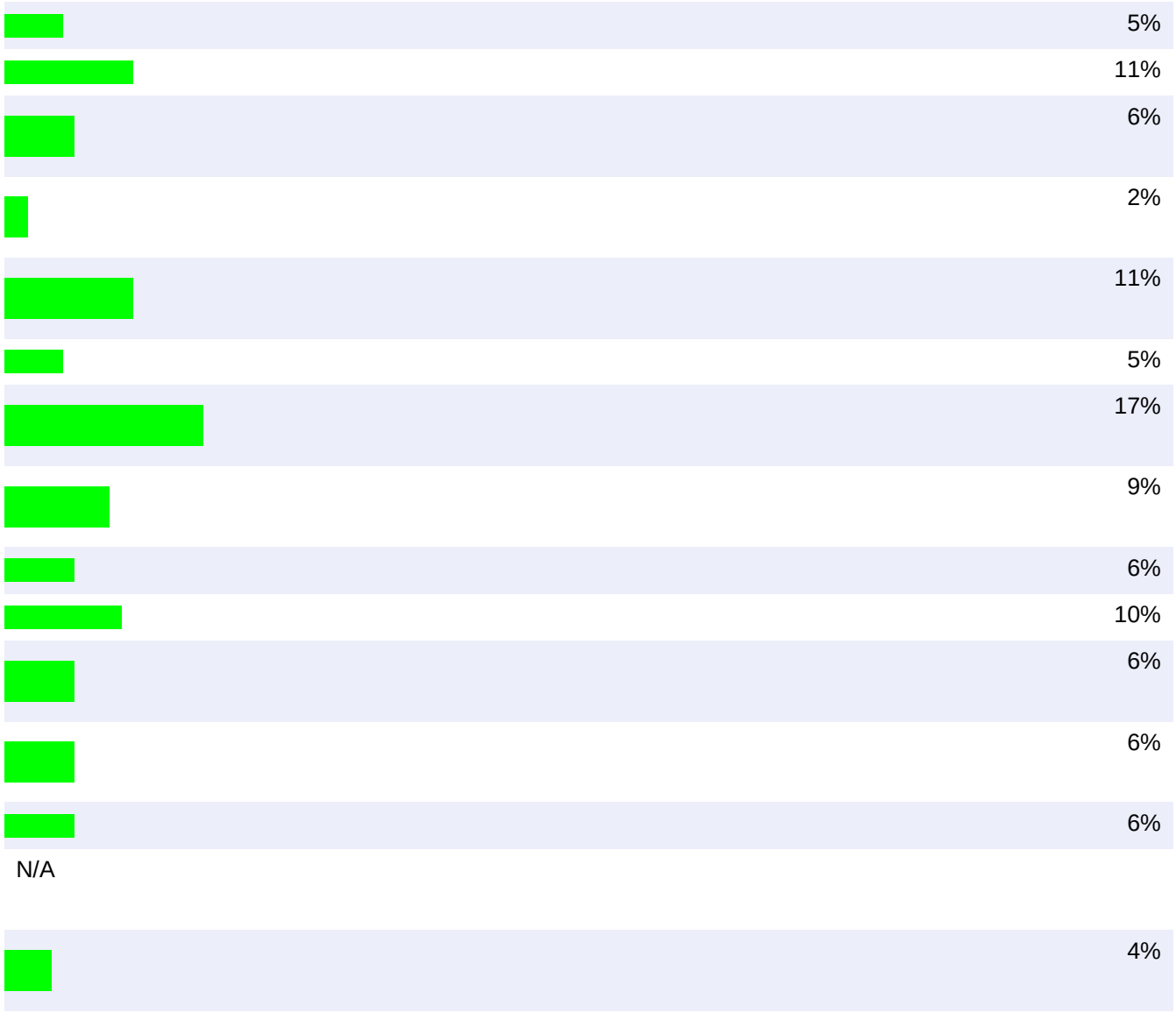

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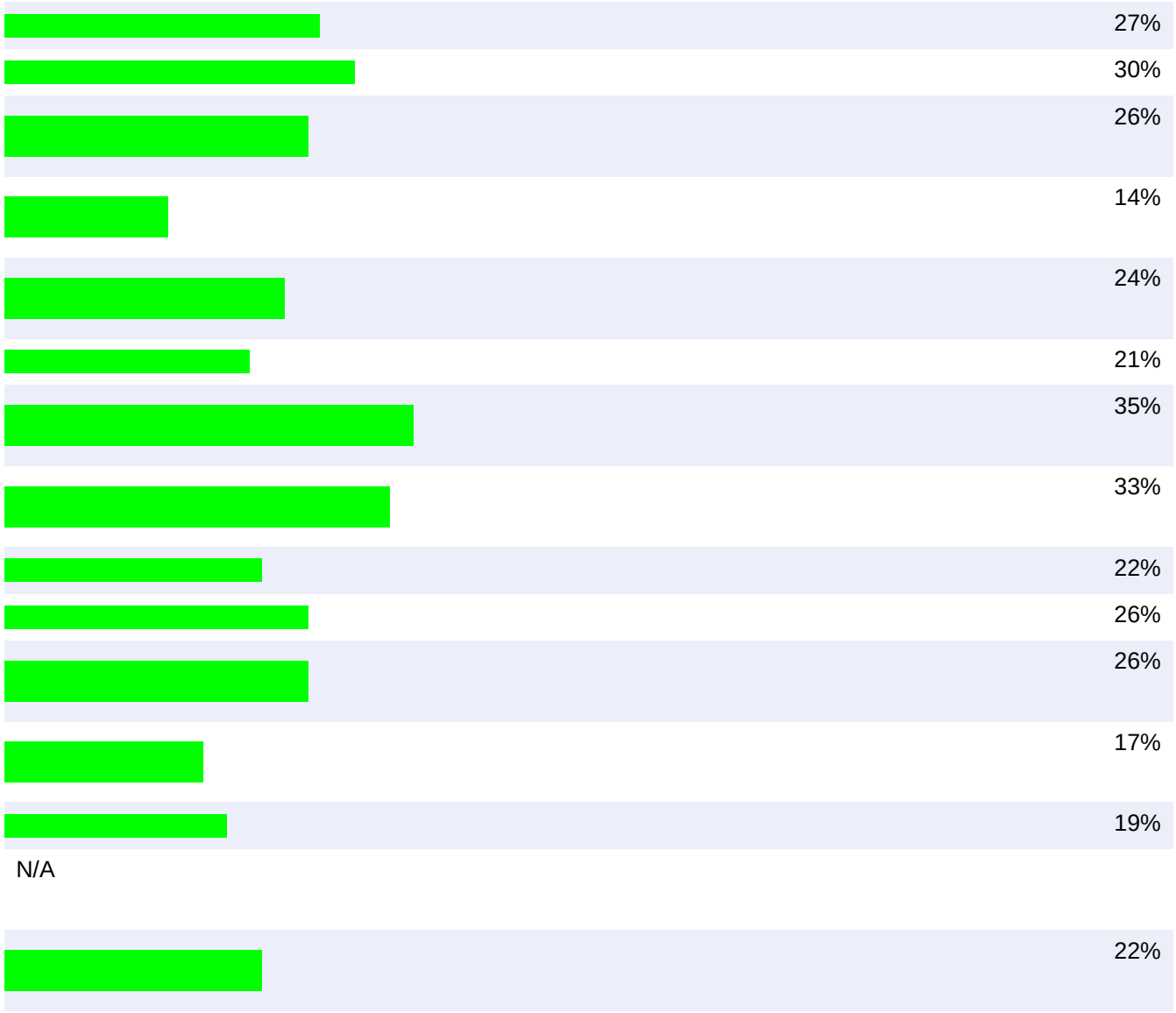

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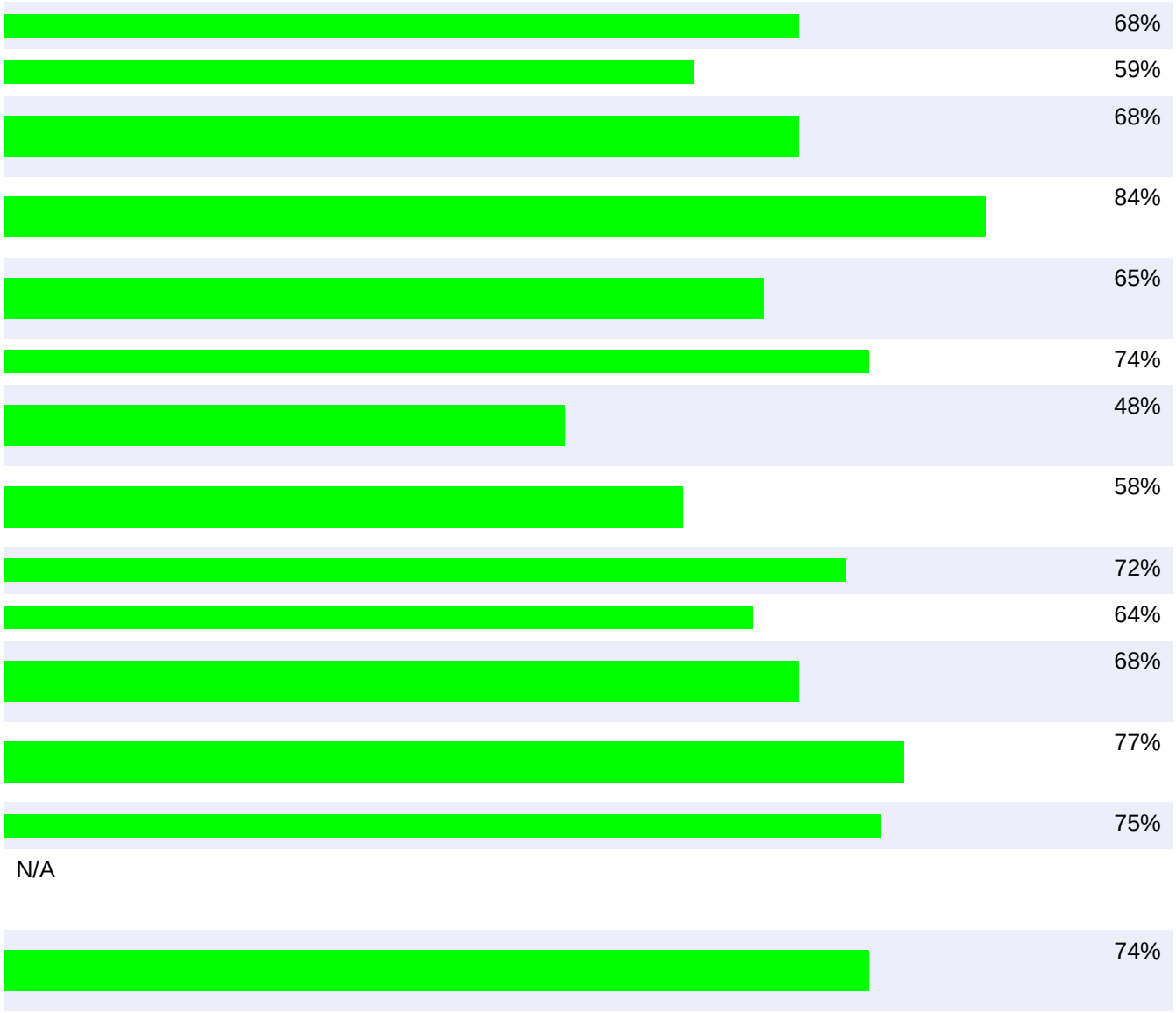

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more
Between 100 and 299
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
N/A
300 or more

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	27%
	12%
	28%
	37%
	30%
	32%
	26%
	31%
	30%
	23%
	26%
	38%
	30%
N/A	Survey results are not available for this reporting period
	31%

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

050468	MEMORIAL HOSPITAL OF GARDENA	1145 W REDONDO BEACH BLVD
050353	PROVIDENCE LITTLE COMPANY OF MARY MED CTR TORRANCE	4101 TORRANCE BLVD
050742	OLYMPIA MEDICAL CENTER	5900 WEST OLYMPIC BOULEVARD
050739	CENTINELA HOSPITAL MEDICAL CENTER	555 EAST HARDY STREET
050740	MARINA DEL REY HOSPITAL	4650 LINCOLN BLVD
050262	RONALD REAGAN UCLA MEDICAL CENTER	757 WESTWOOD PLAZA
050290	SAINT JOHN'S HEALTH CENTER	2121 SANTA MONICA BLVD
050078	PROVIDENCE LITTLE CO OF MARY MED CTR SAN PEDRO	1300 W 7TH ST
050752	BROTMAN MEDICAL CENTER	3828 DELMAS TERRACE
050104	SAINT FRANCIS MEDICAL CENTER	3630 EAST IMPERIAL HIGHWAY
050373	LAC+USC MEDICAL CENTER	1200 N STATE ST
050103	WHITE MEMORIAL MEDICAL CENTER	1720 E CESAR AVENUE
050641	EAST LOS ANGELES DOCTORS HOSPITAL	4060 WHITTIER BLVD
050663	LOS ANGELES COMMUNITY HOSPITAL	4081 E OLYMPIC BLVD
050696	USC UNIVERSITY HOSPITAL	1500 SAN PABLO ST

	GARDENA	CA
	TORRANCE	CA
	LOS ANGELES	CA
	INGLEWOOD	CA
	MARINA DEL REY	CA
	LOS ANGELES	CA
	SANTA MONICA	CA
	SAN PEDRO	CA
	CULVER CITY	CA
	LYNWOOD	CA
	LOS ANGELES	CA
	LOS ANGELES	CA
	LOS ANGELES	CA
	LOS ANGELES	CA
	LOS ANGELES	CA

90247	LOS ANGELES	3105324200
90503	LOS ANGELES	3105407676
90036	LOS ANGELES	3106575900
90301	LOS ANGELES	3106734660
90291	LOS ANGELES	3108238911
90095	LOS ANGELES	3108256301
90404	LOS ANGELES	3108295511
90732	LOS ANGELES	3108323311
90231	LOS ANGELES	3108367000
90262	LOS ANGELES	3109008900
90033	ORANGE	3232262800
90033	LOS ANGELES	3232685000
90023	LOS ANGELES	3232685514
90023	LOS ANGELES	3233670477
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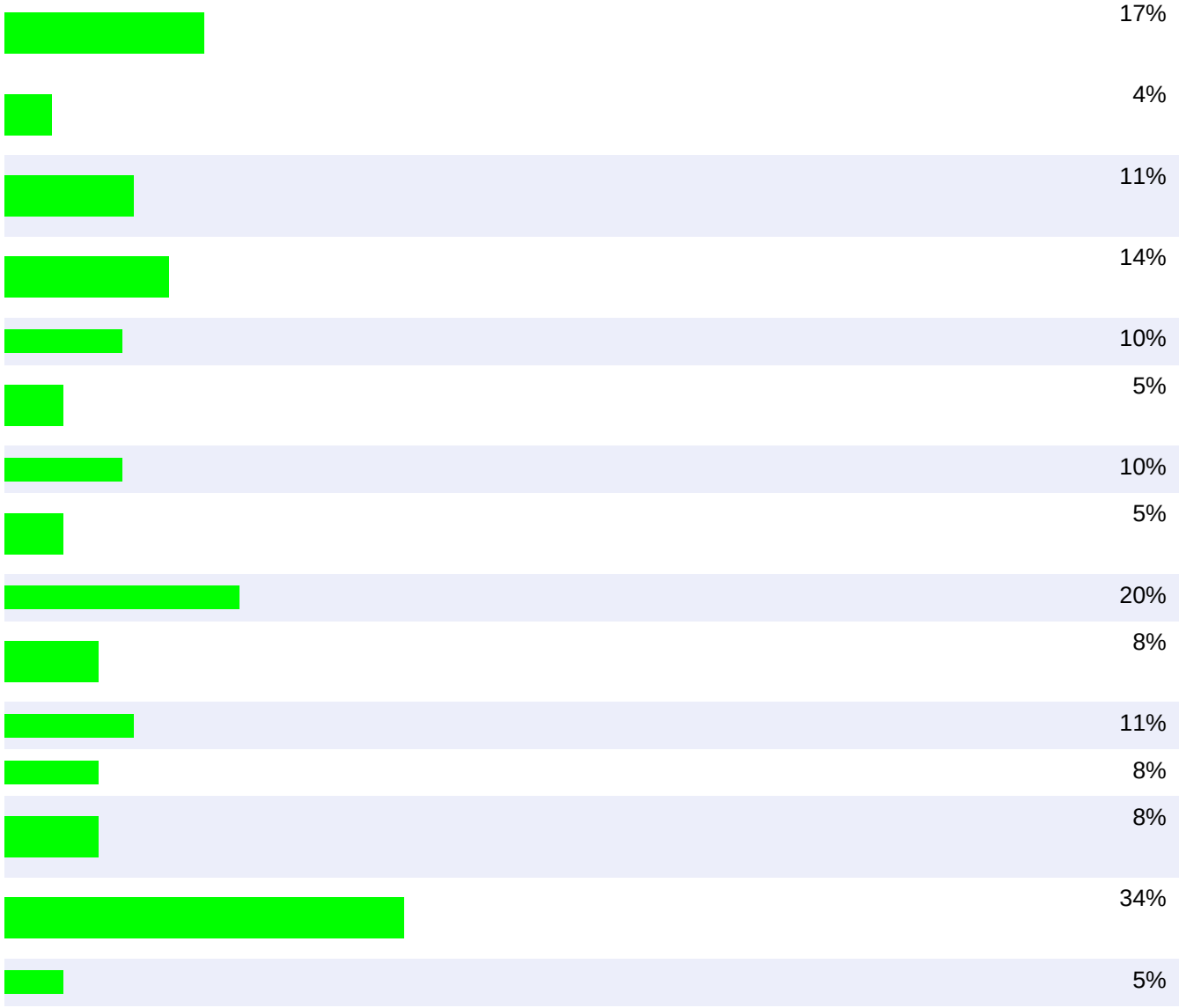
HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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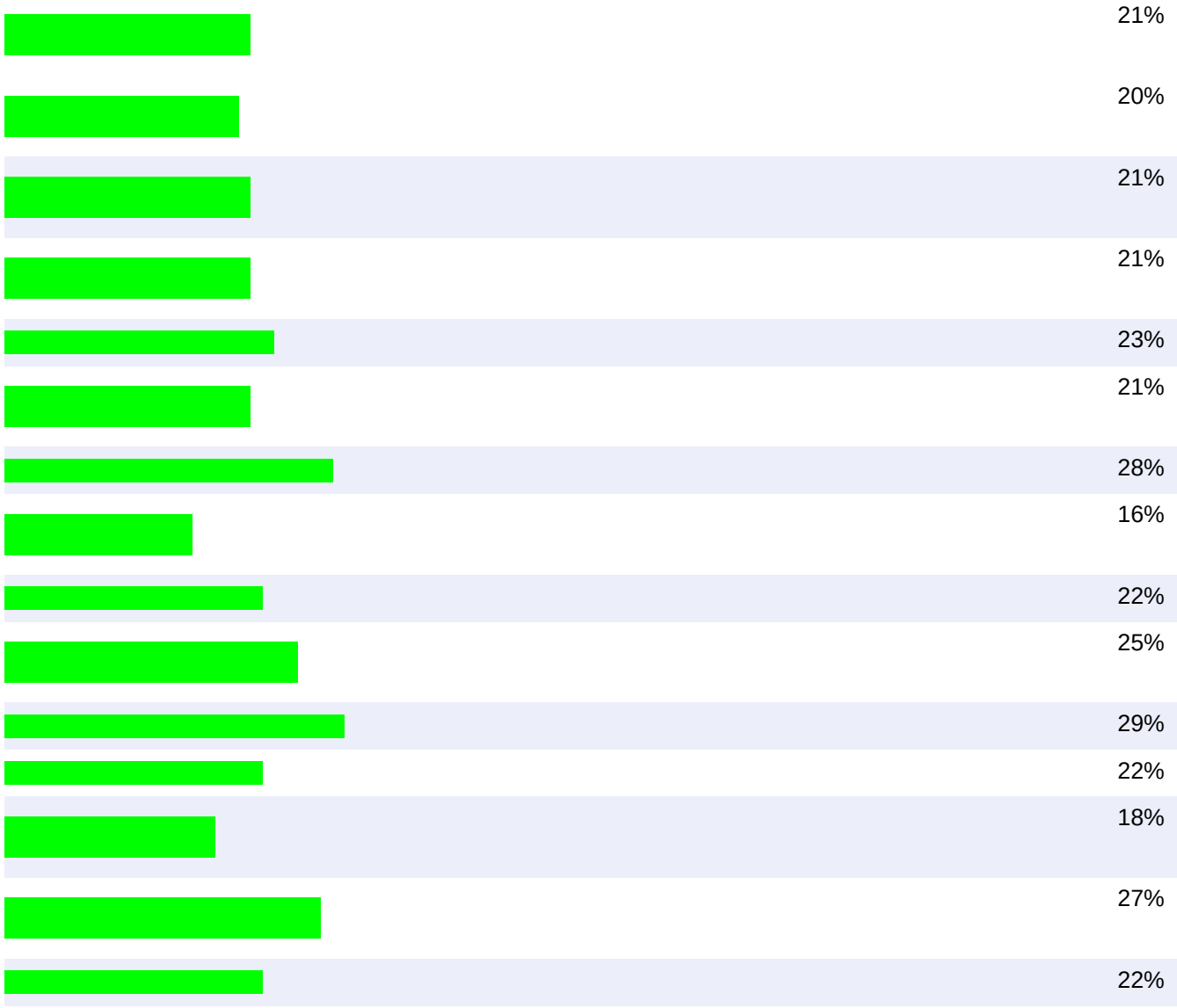

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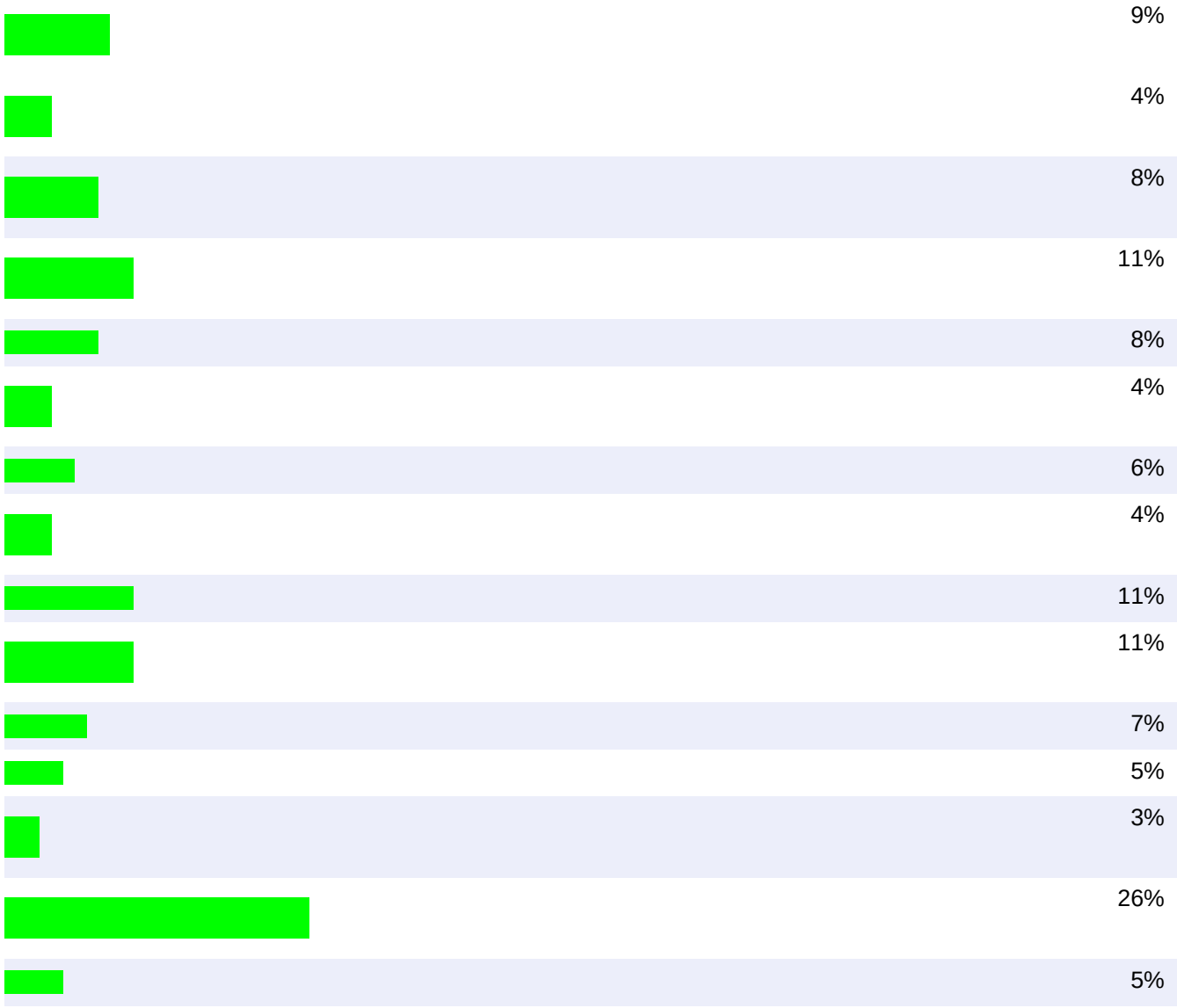

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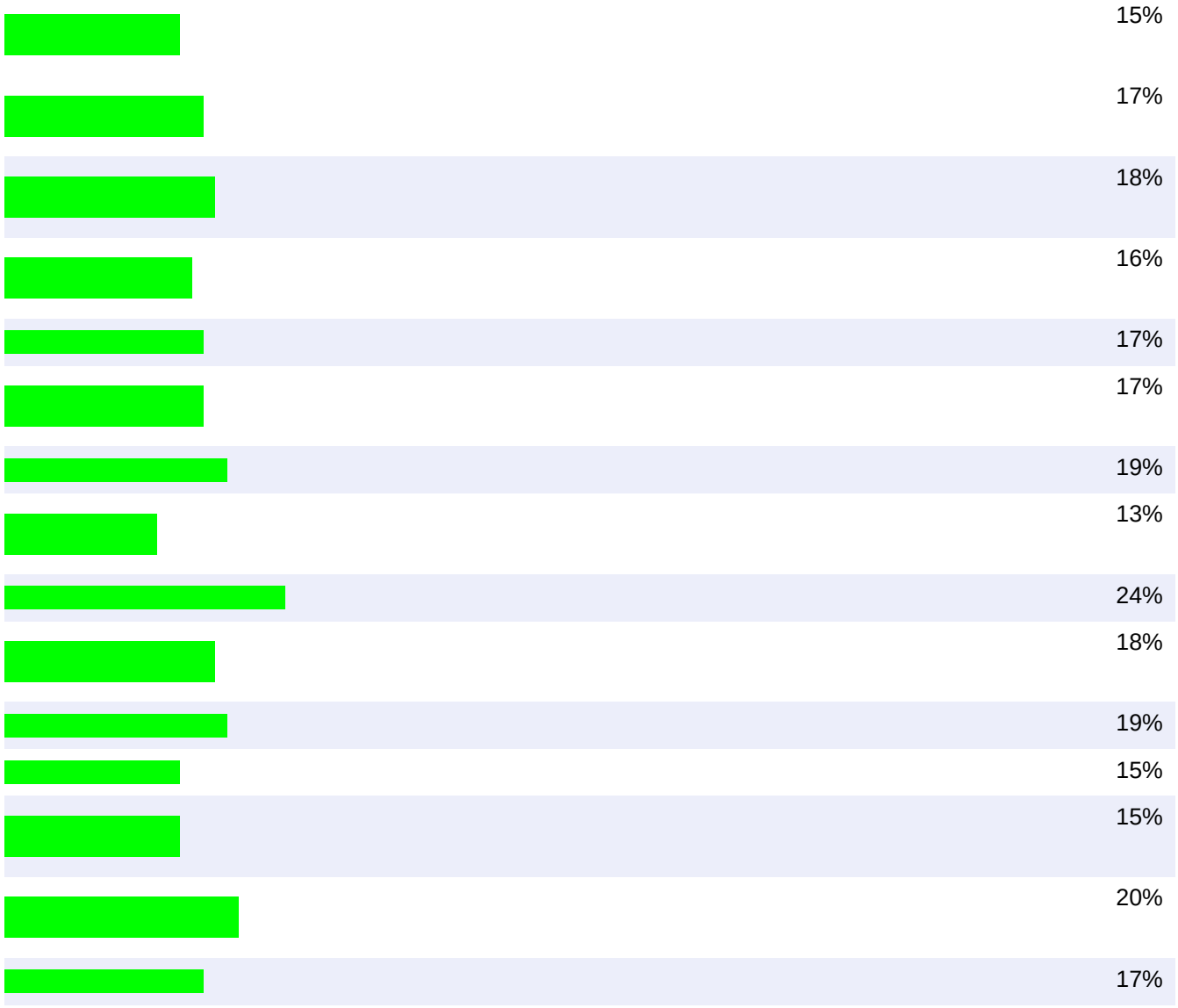

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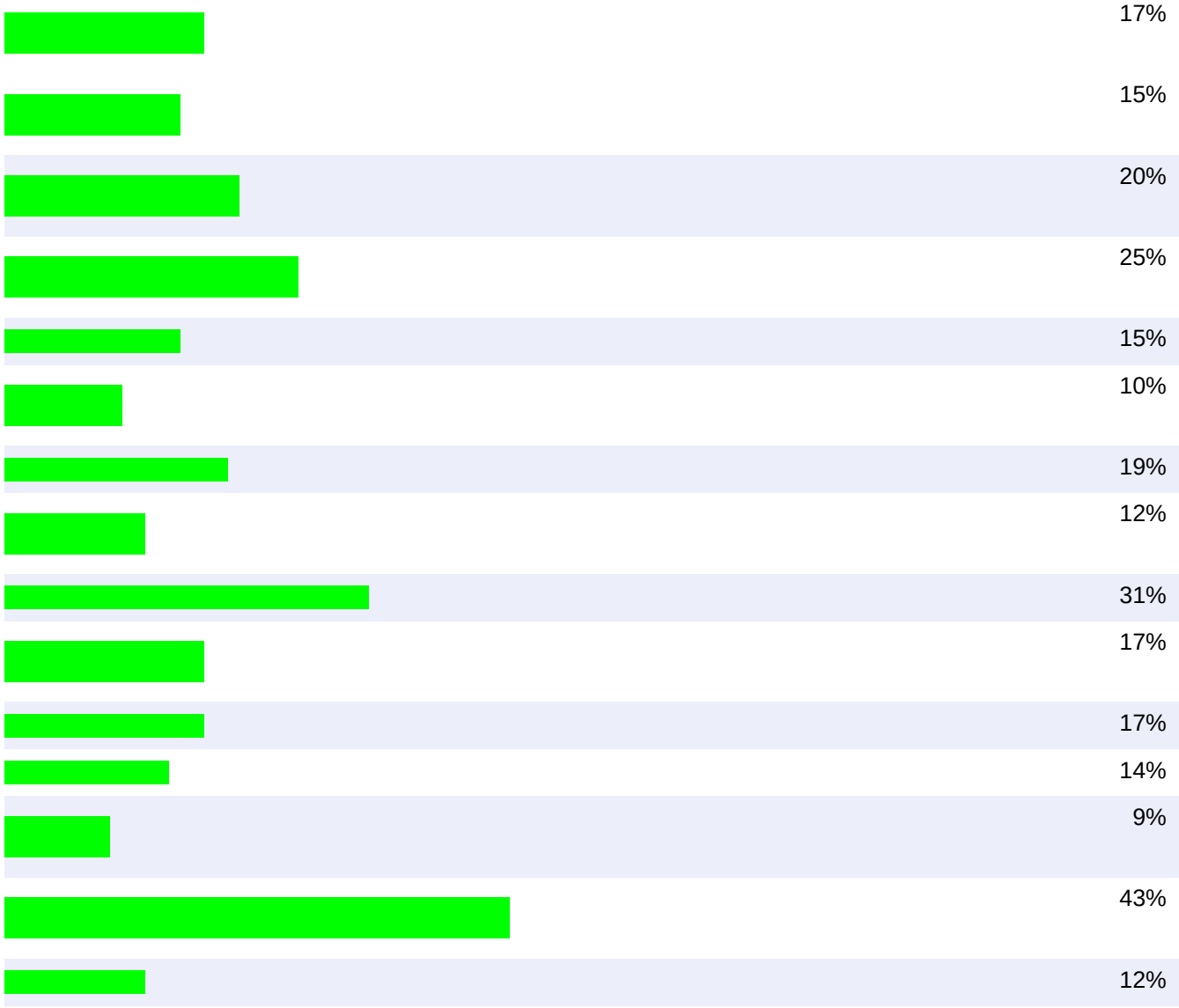

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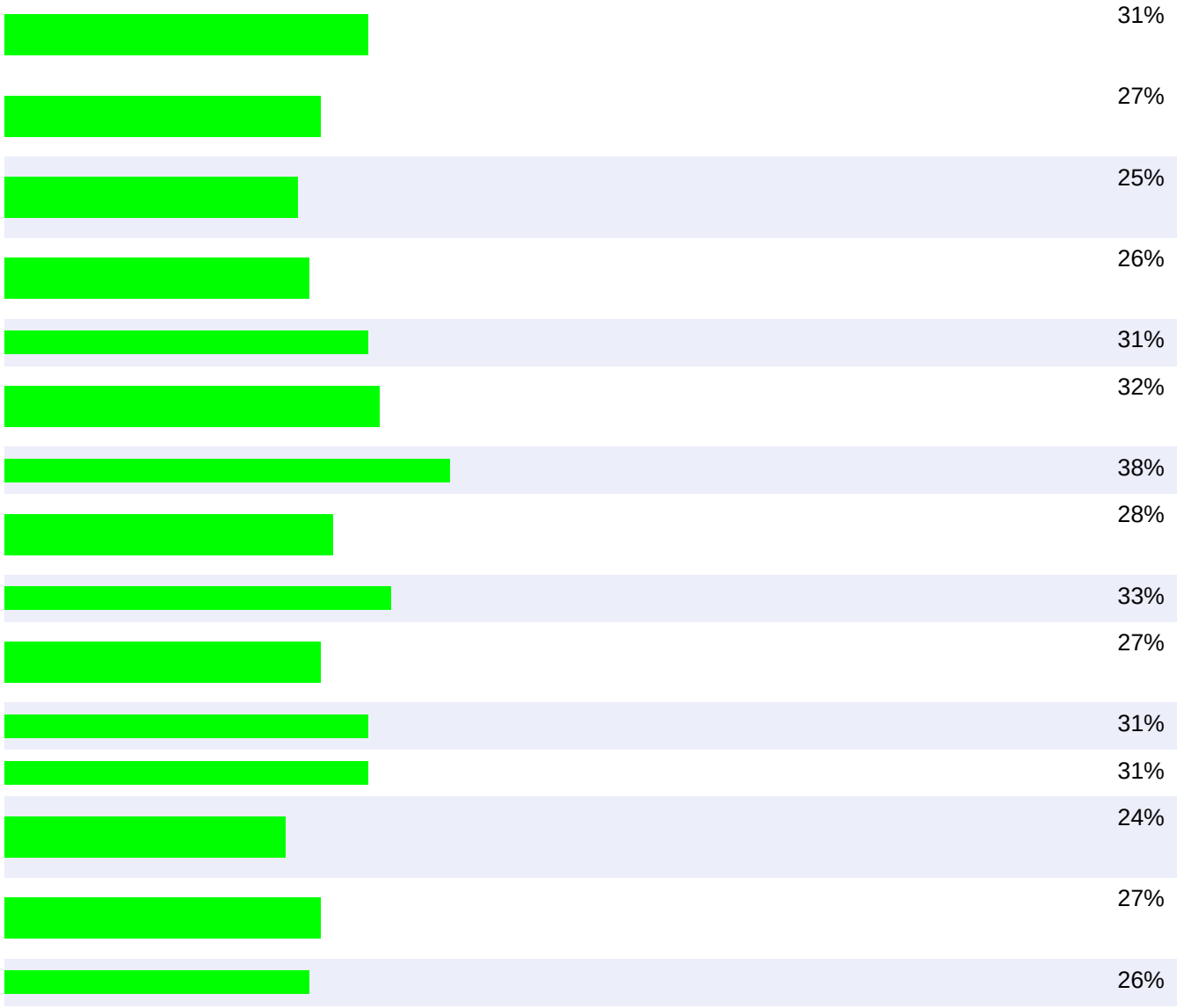

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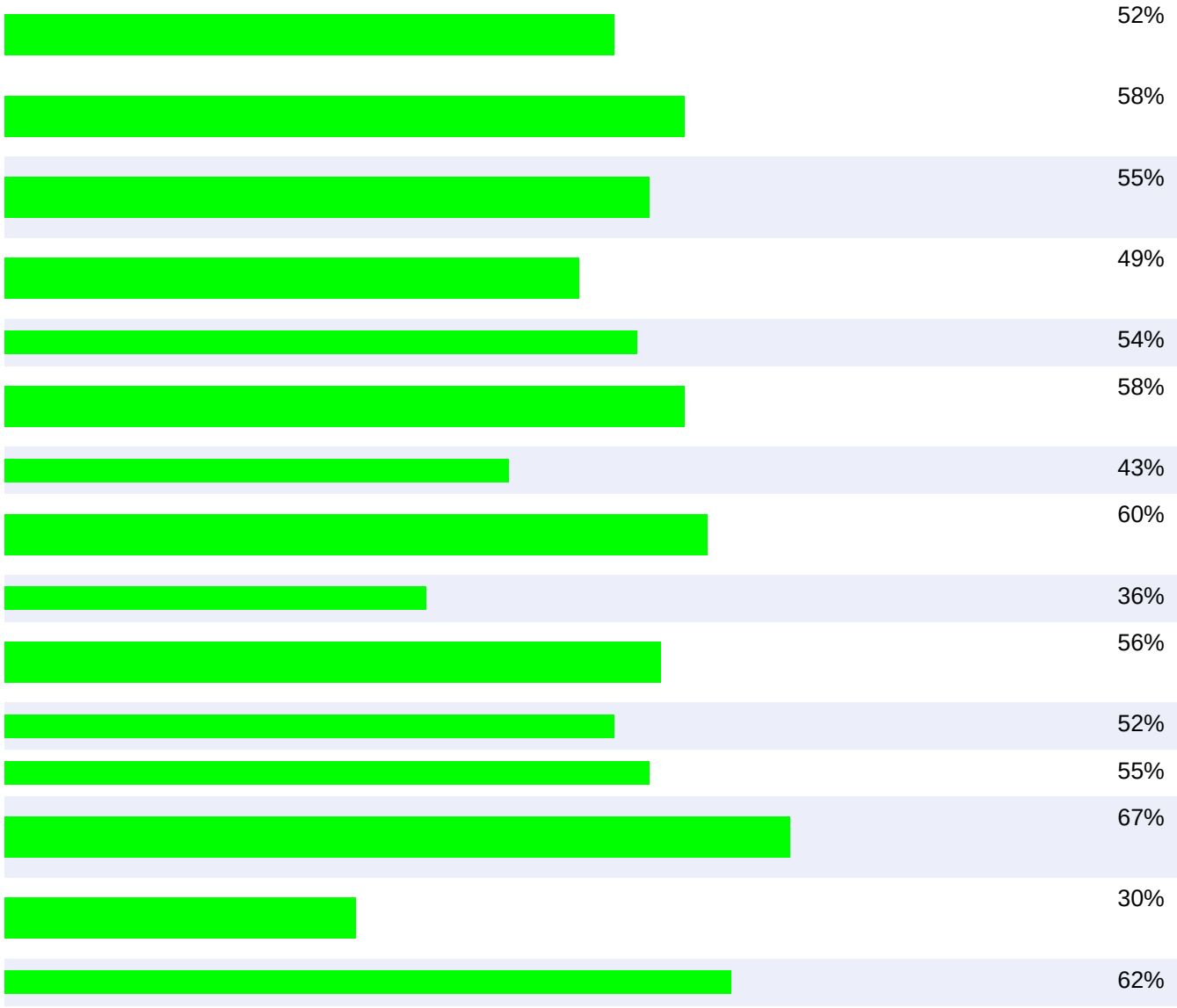

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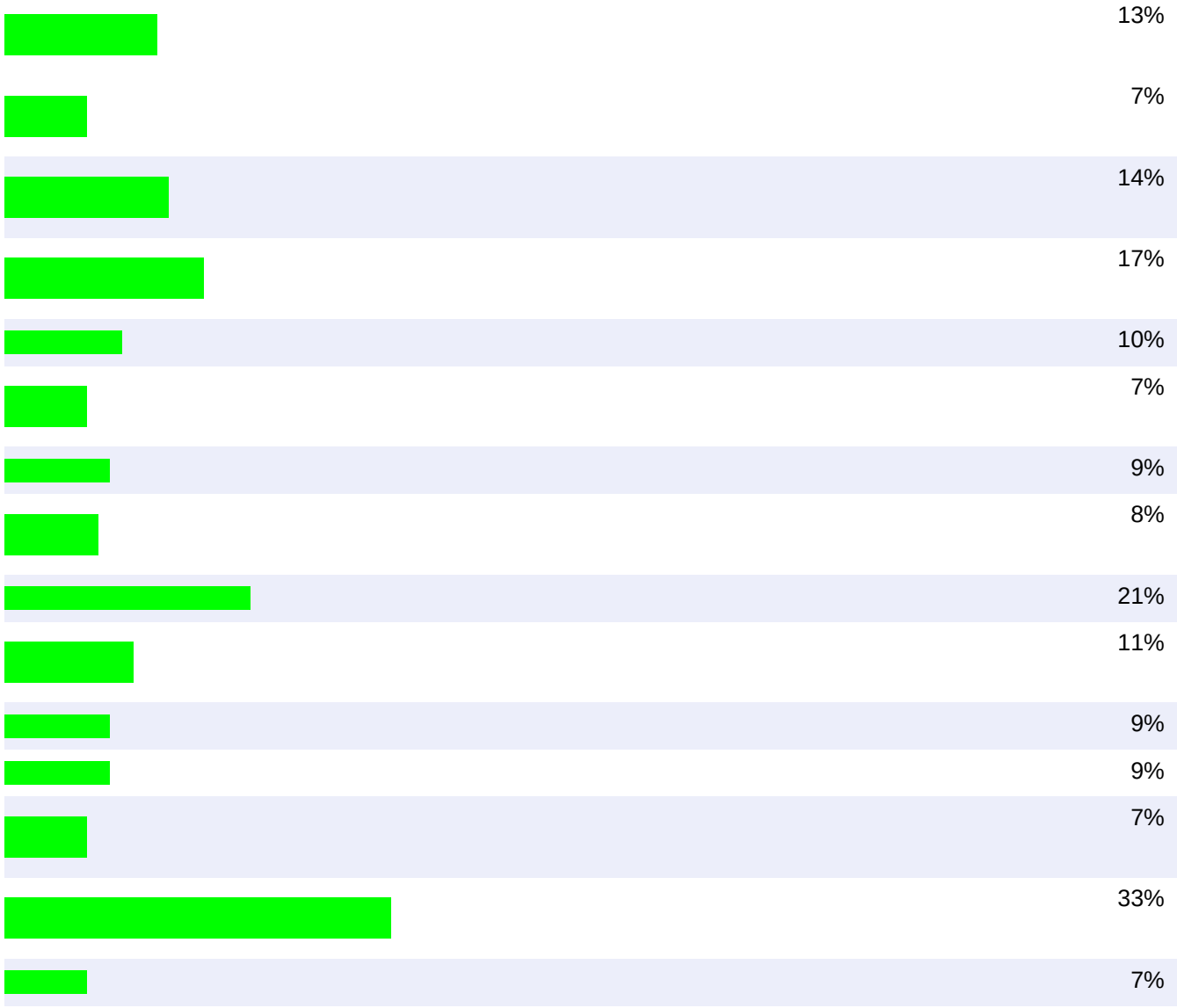

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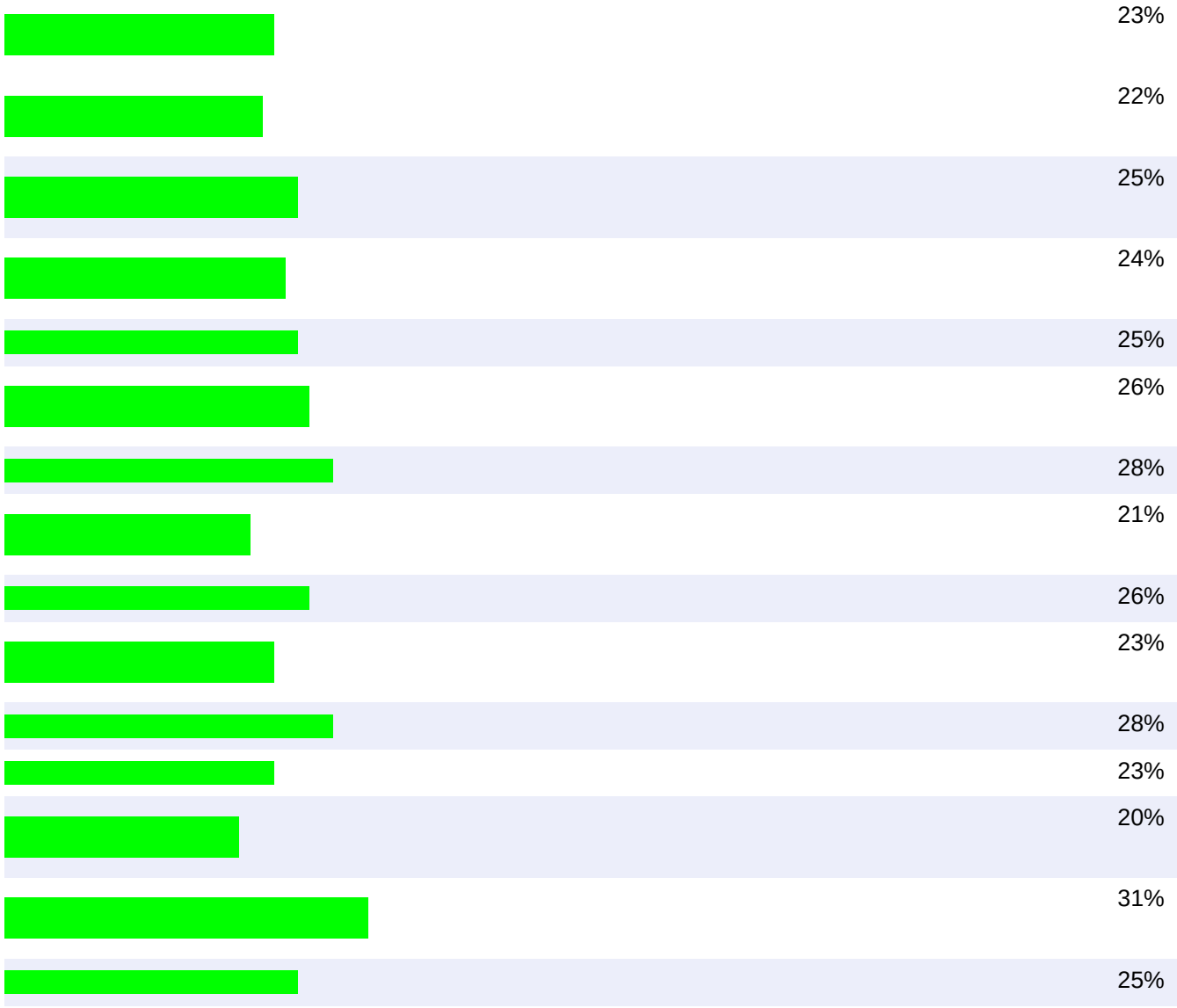

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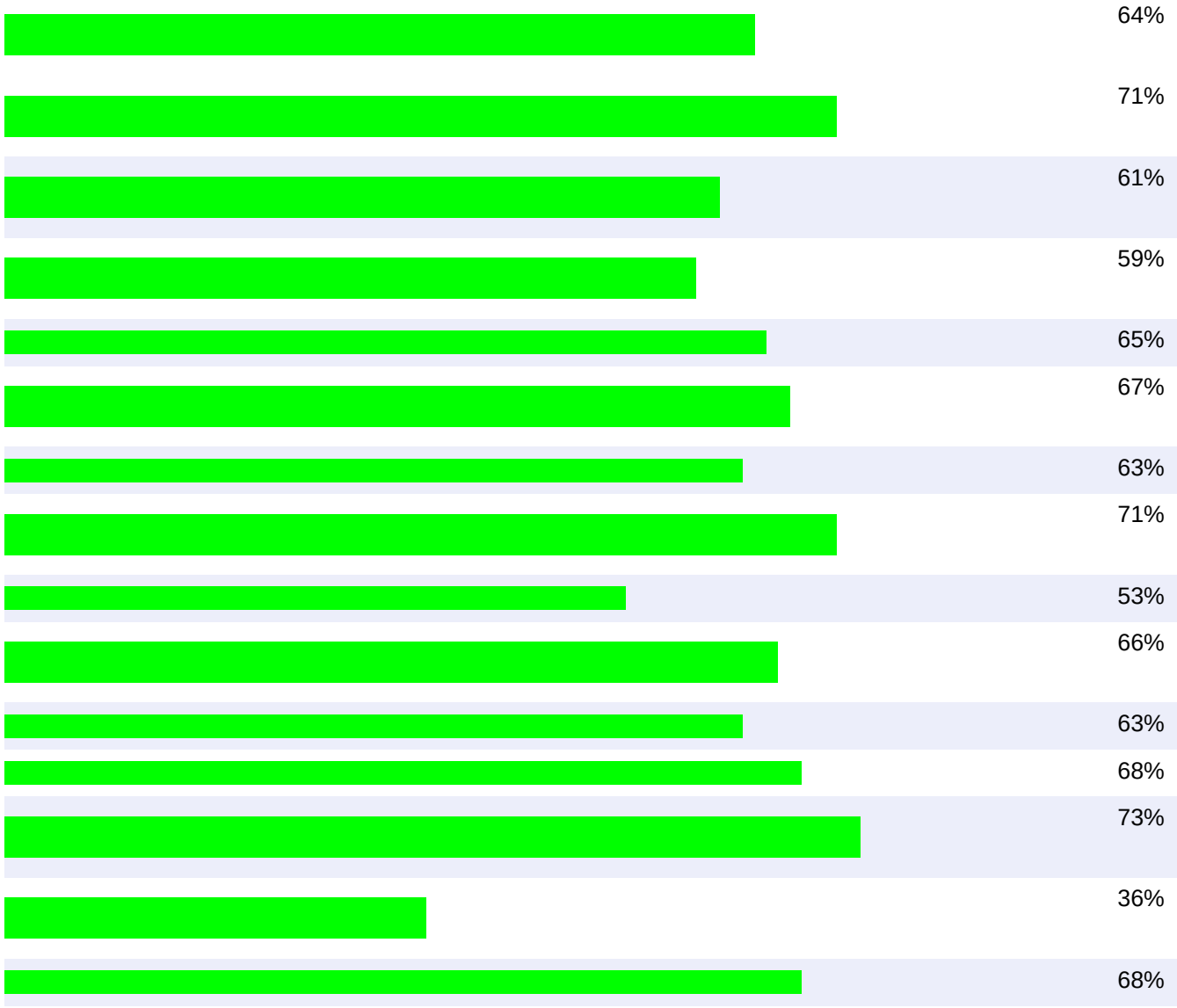

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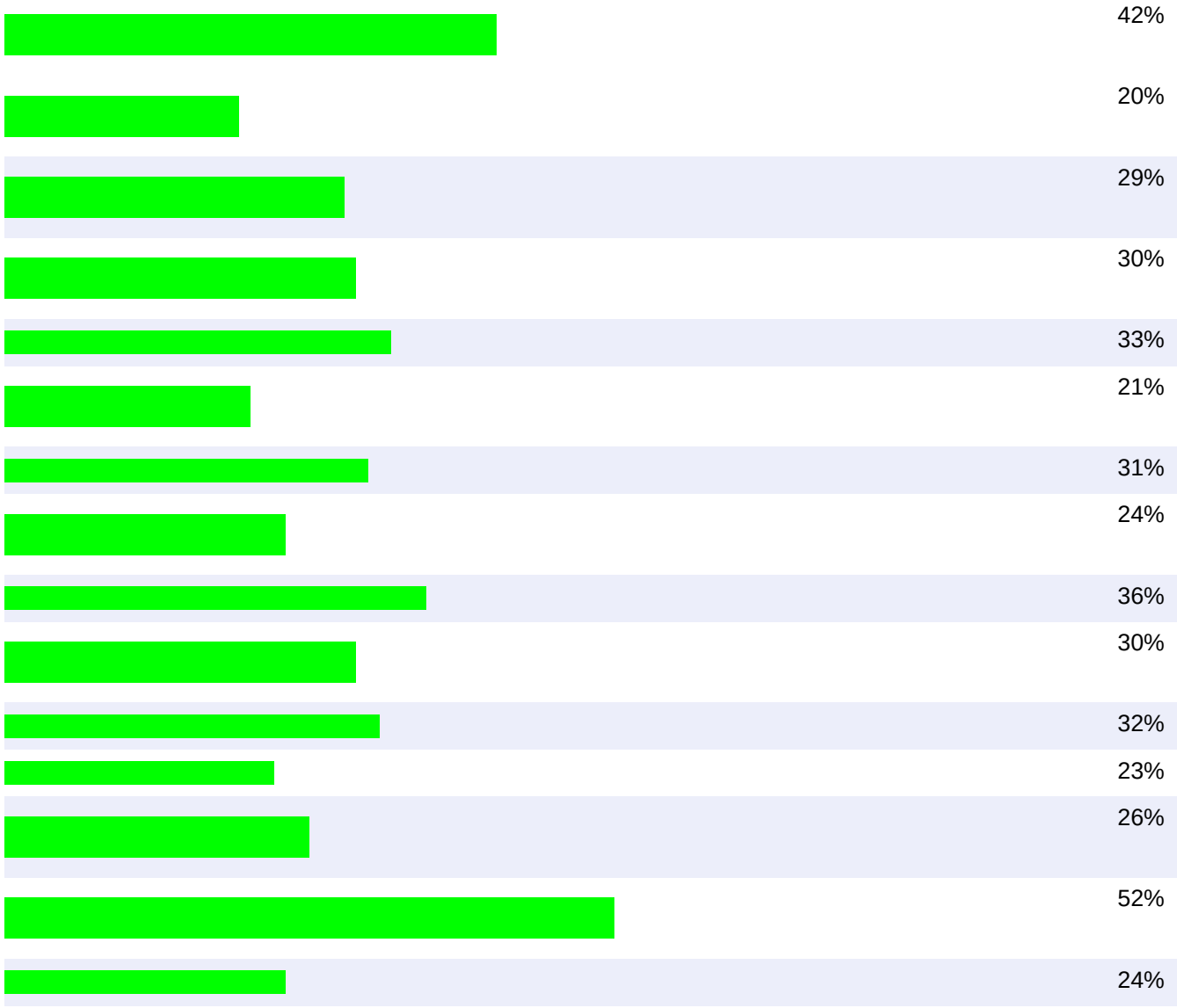

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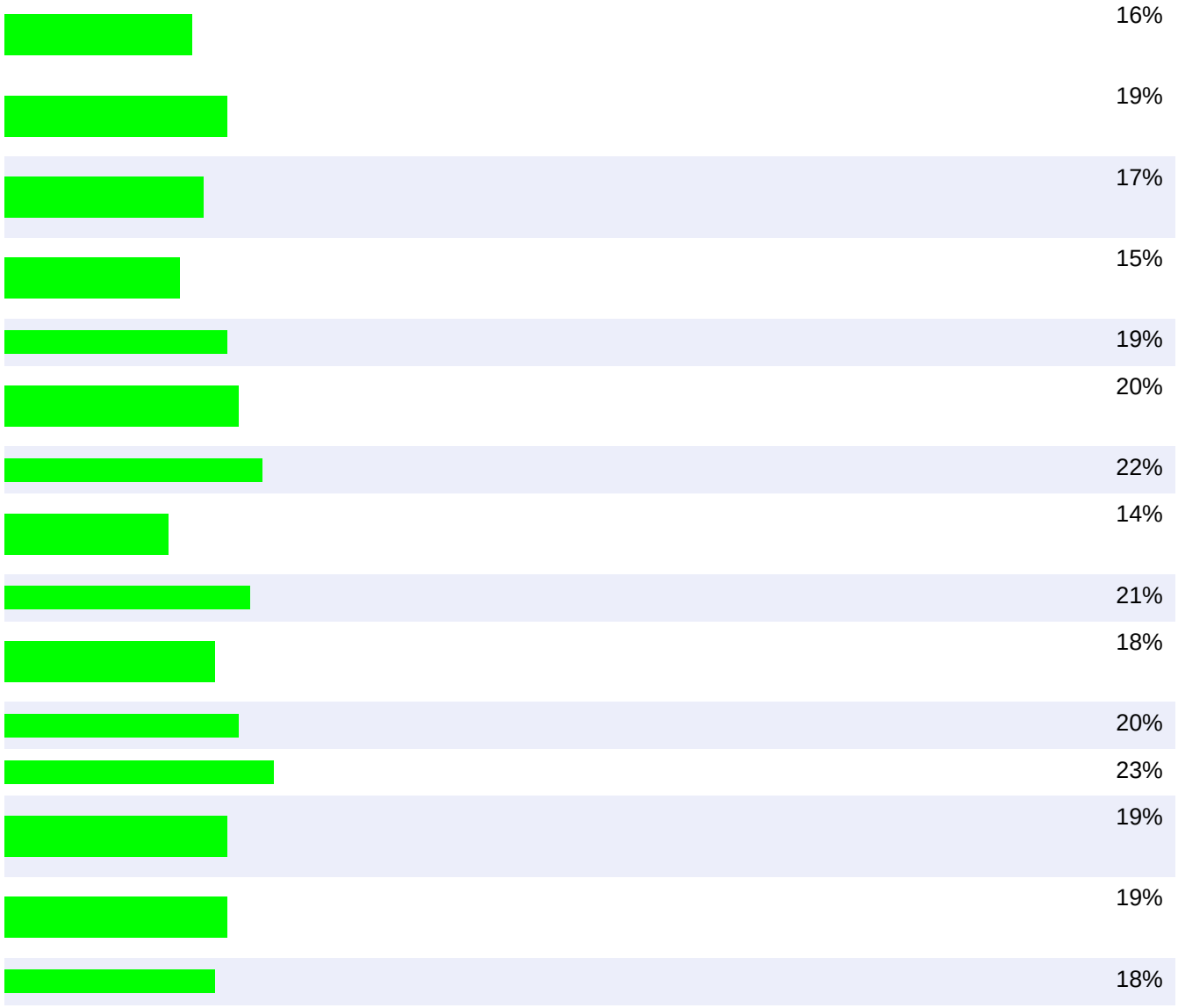

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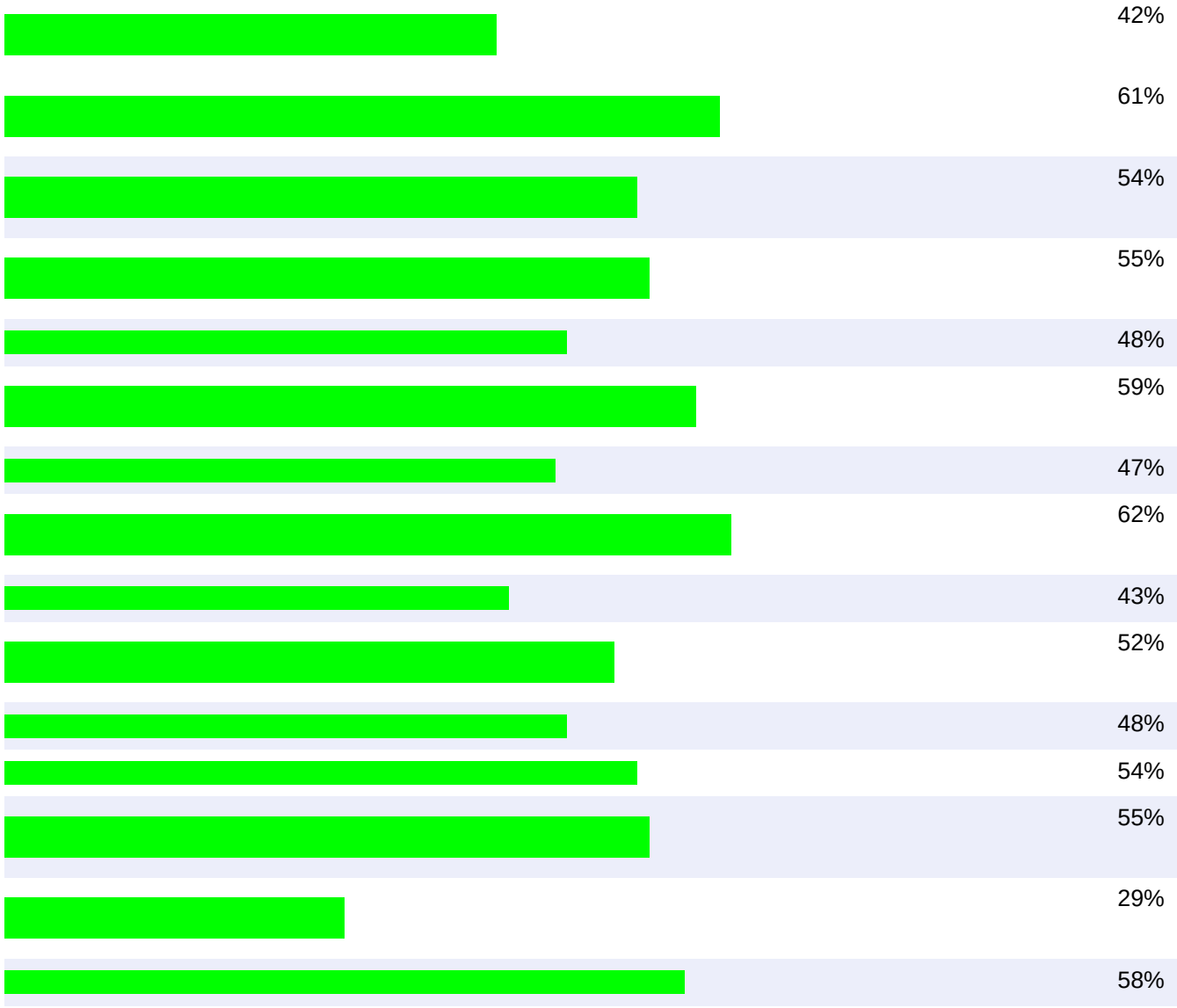

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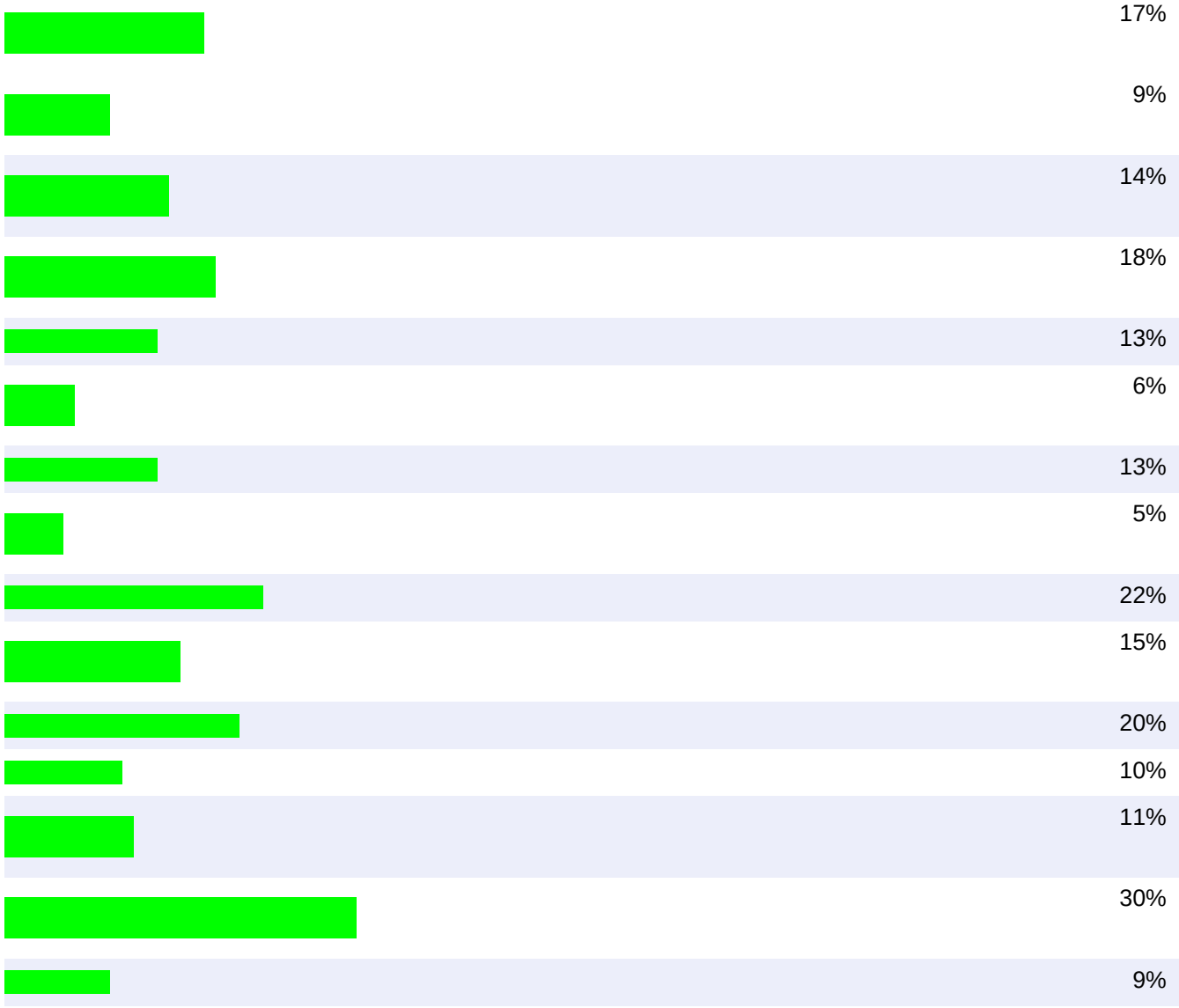

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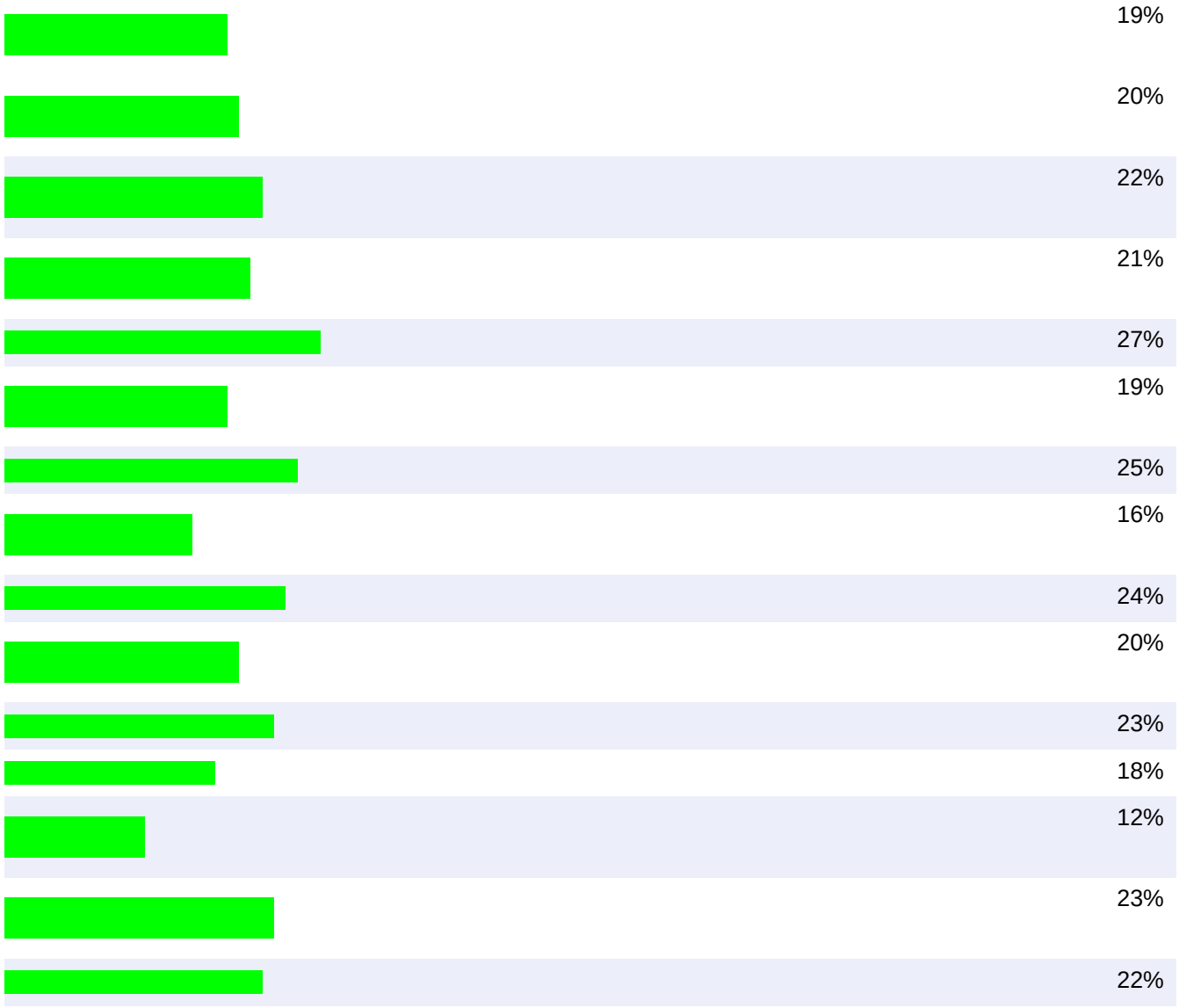

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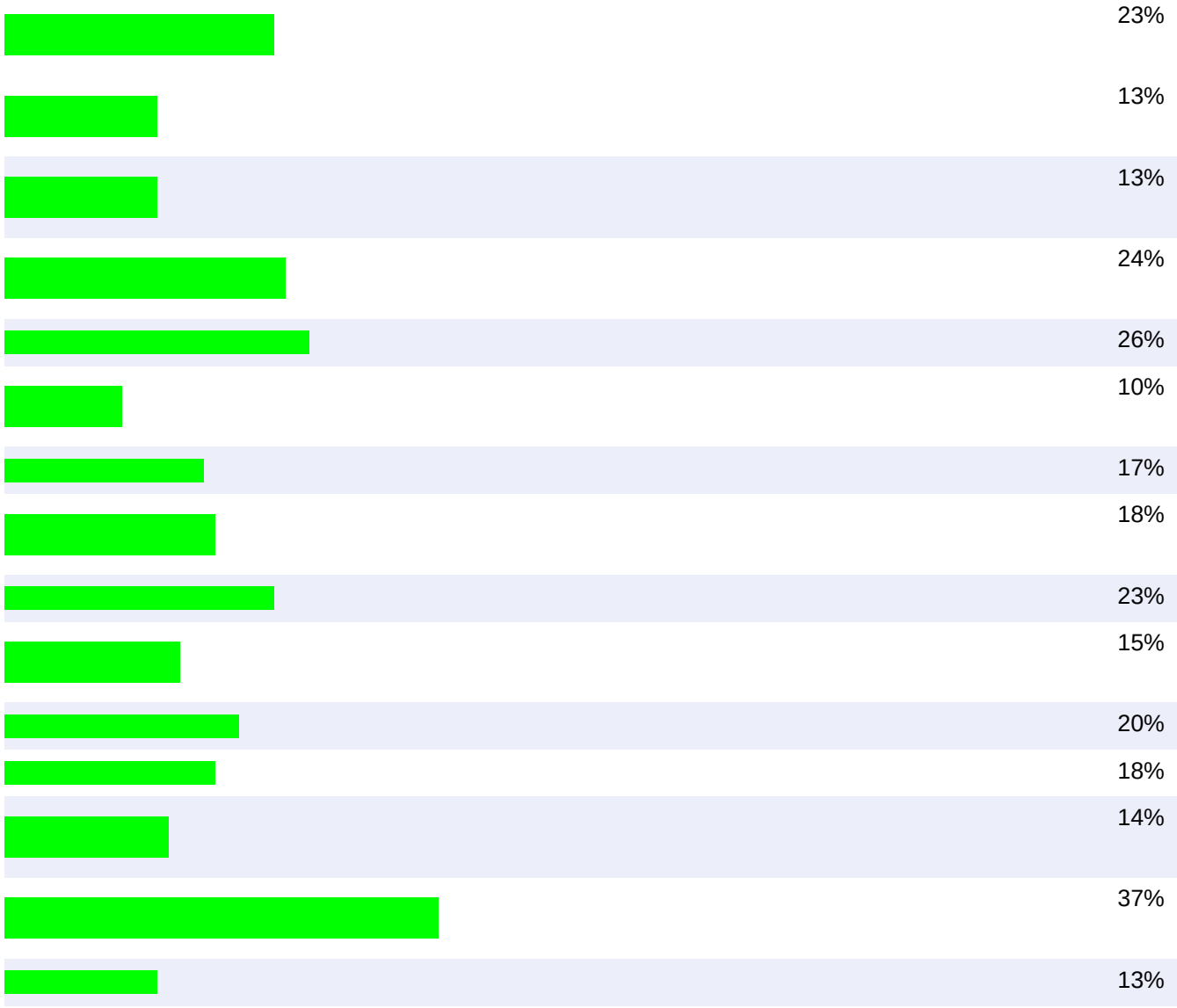

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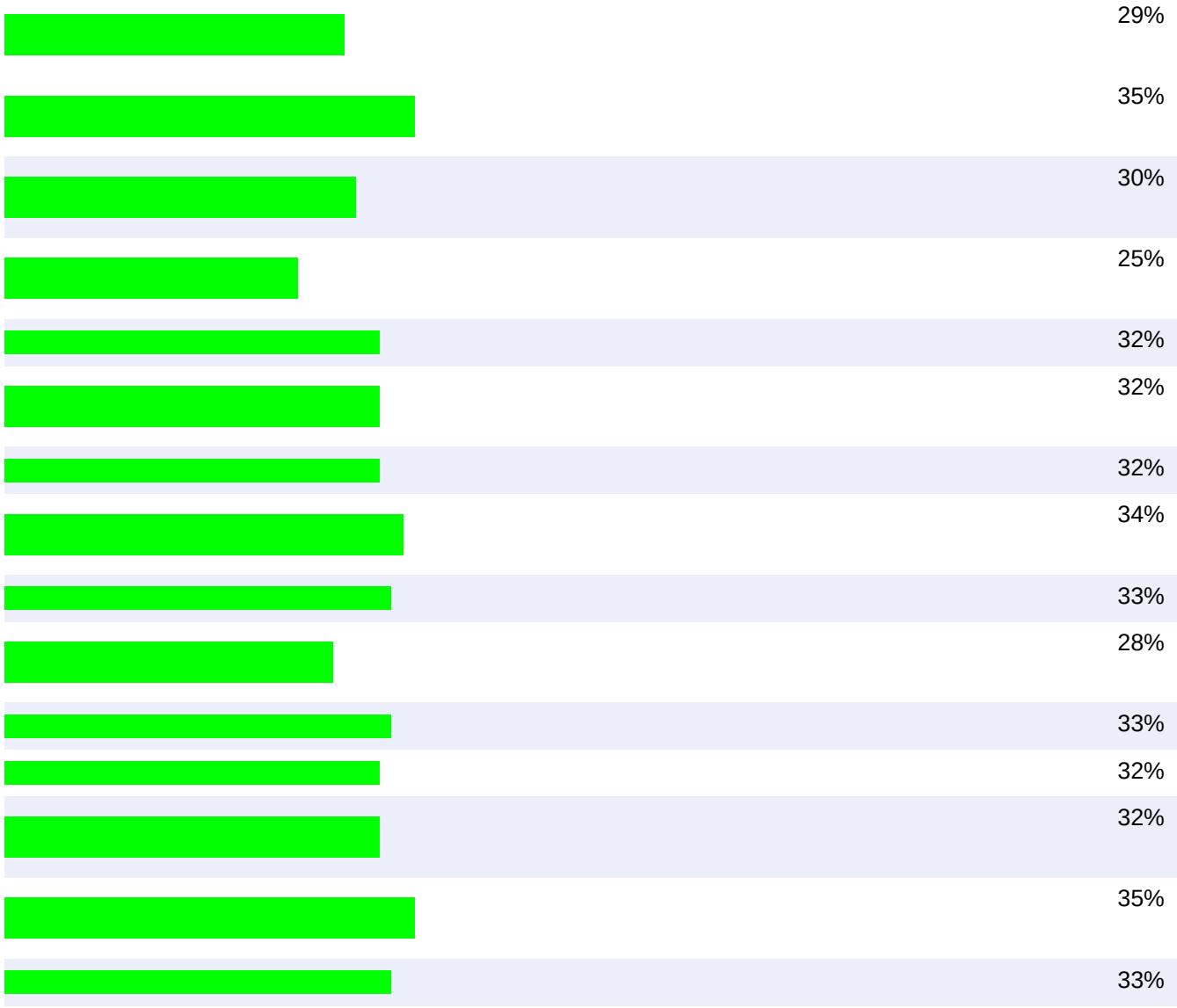

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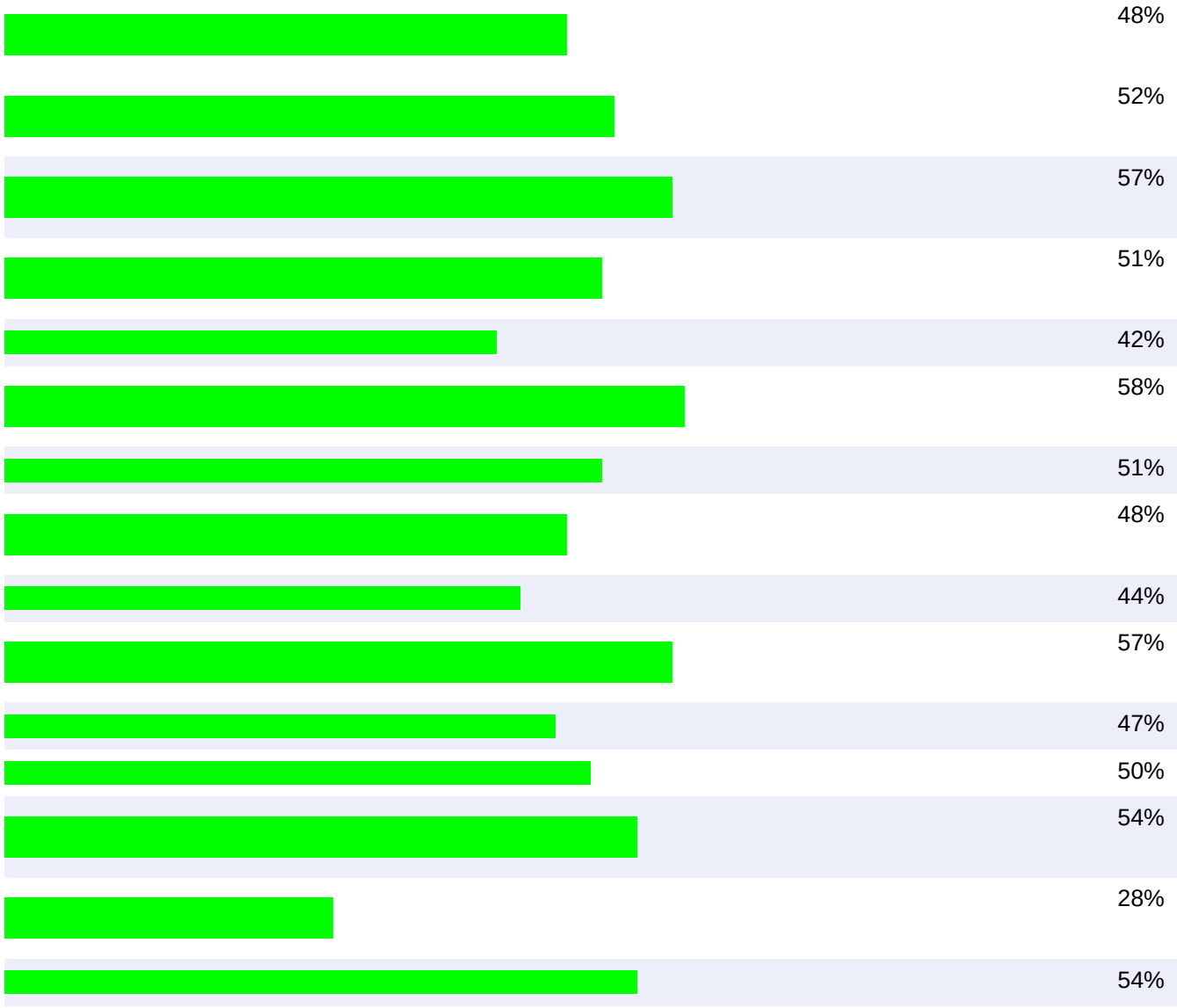

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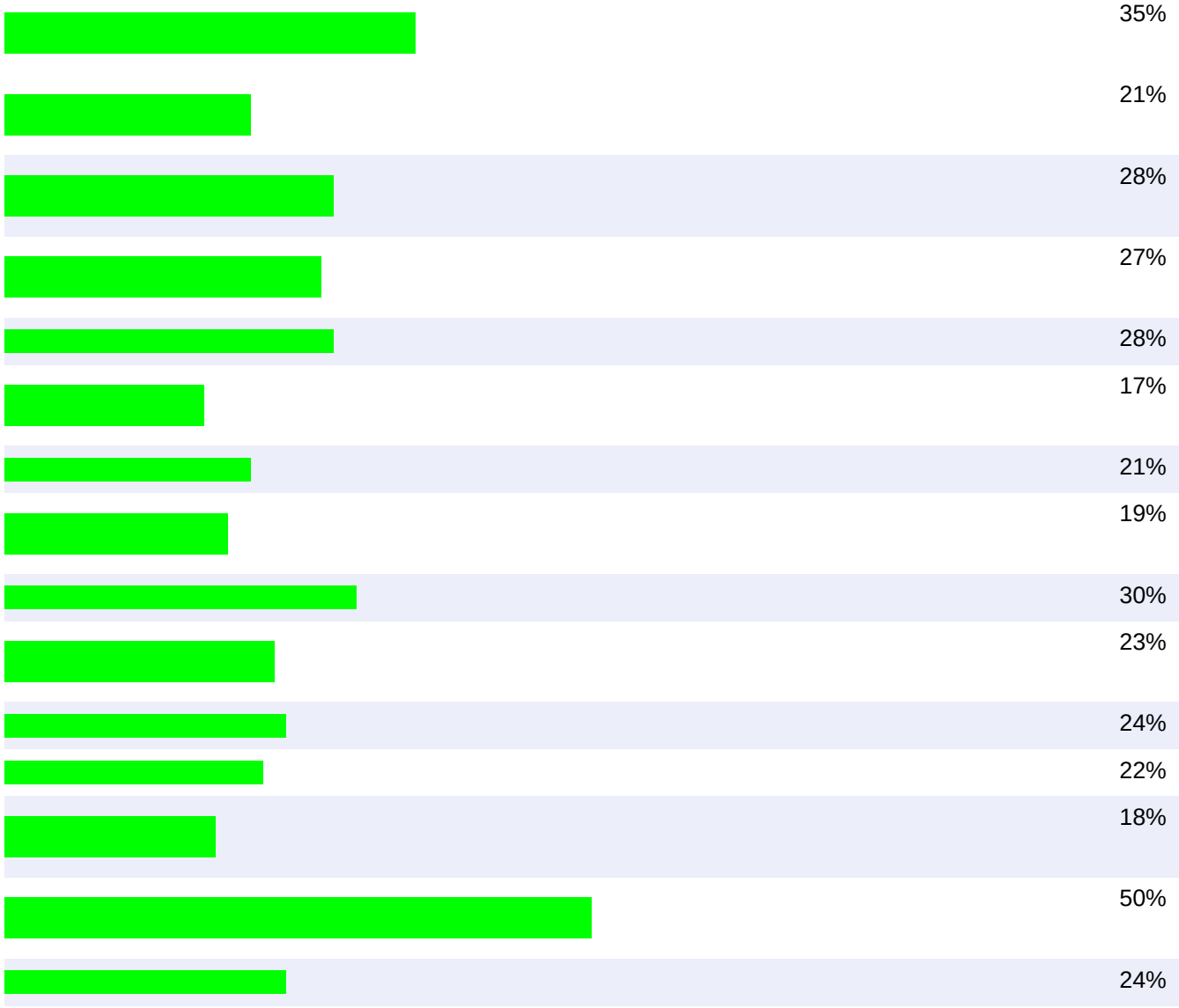

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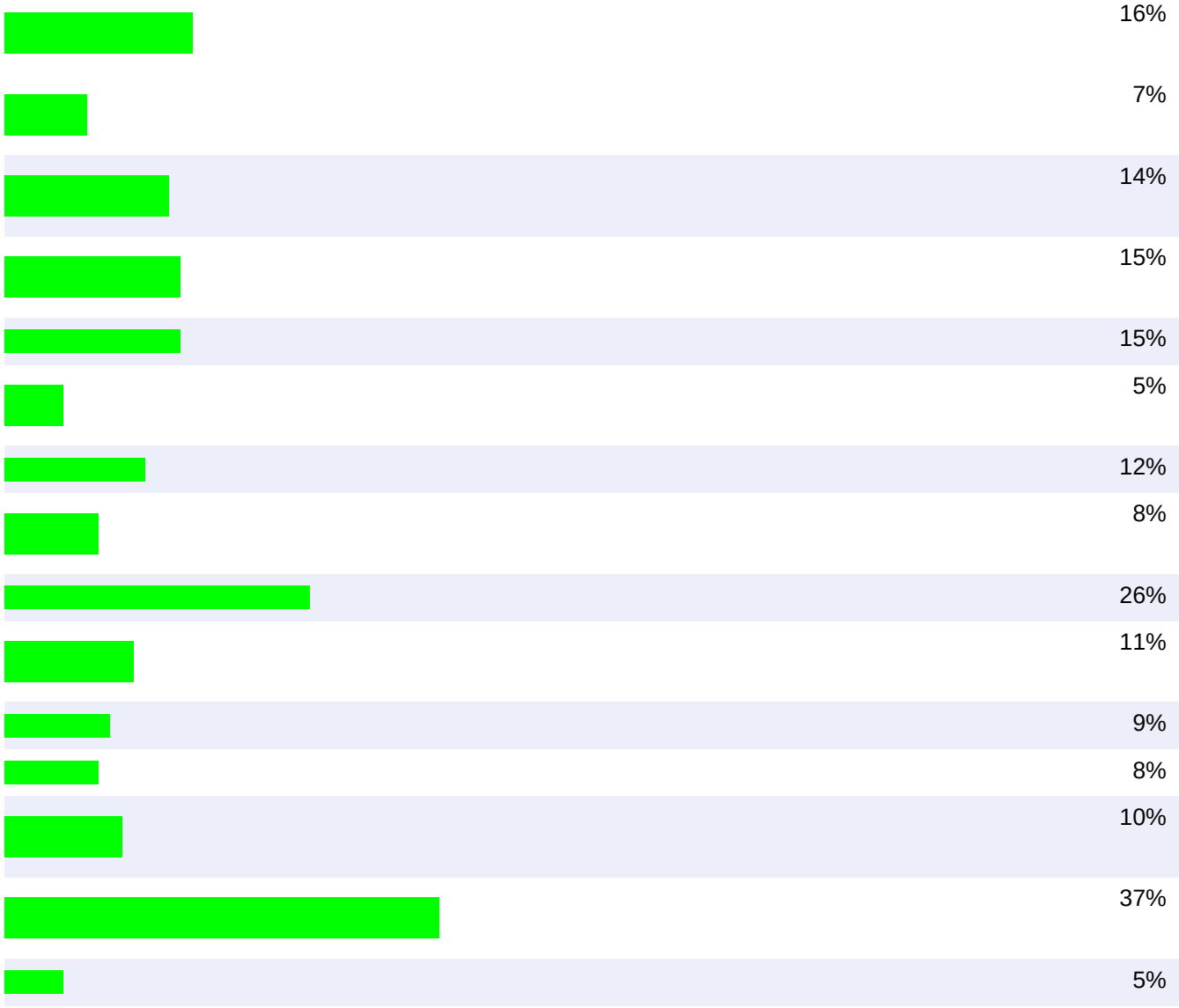

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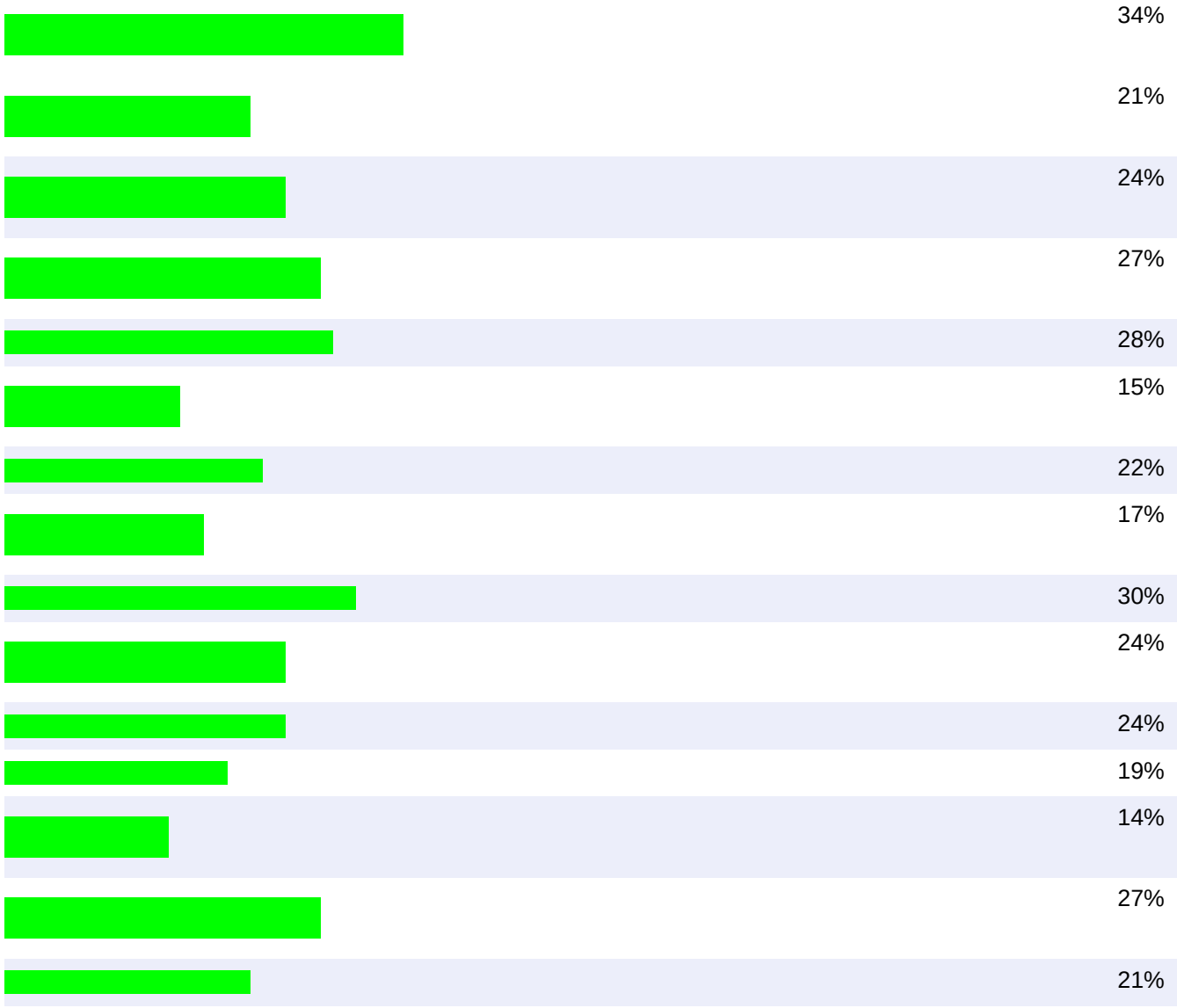

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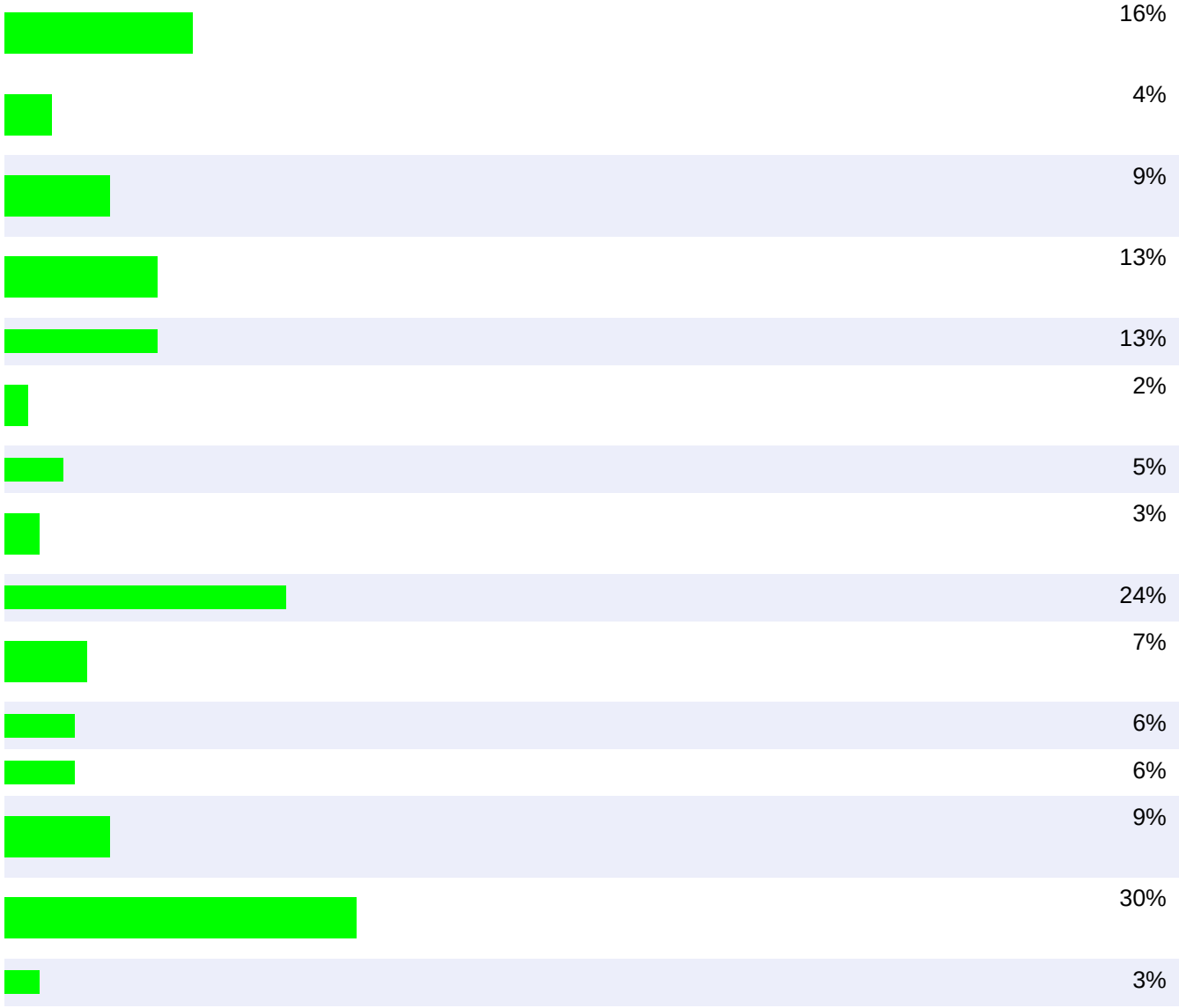

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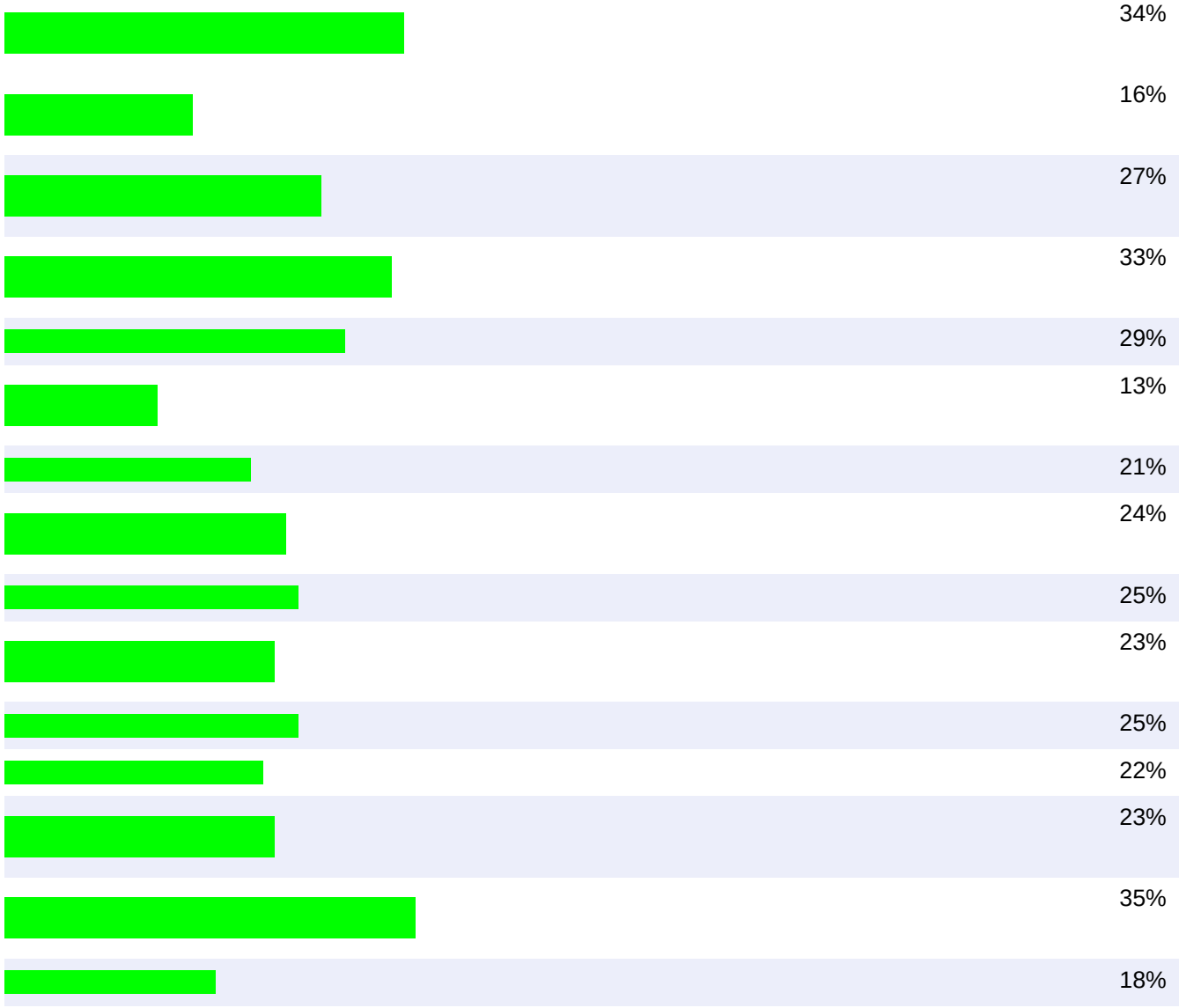

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
Between 100 and 299
300 or more
300 or more
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Between 100 and 299
300 or more

HCAHPS VHA WC March 2010

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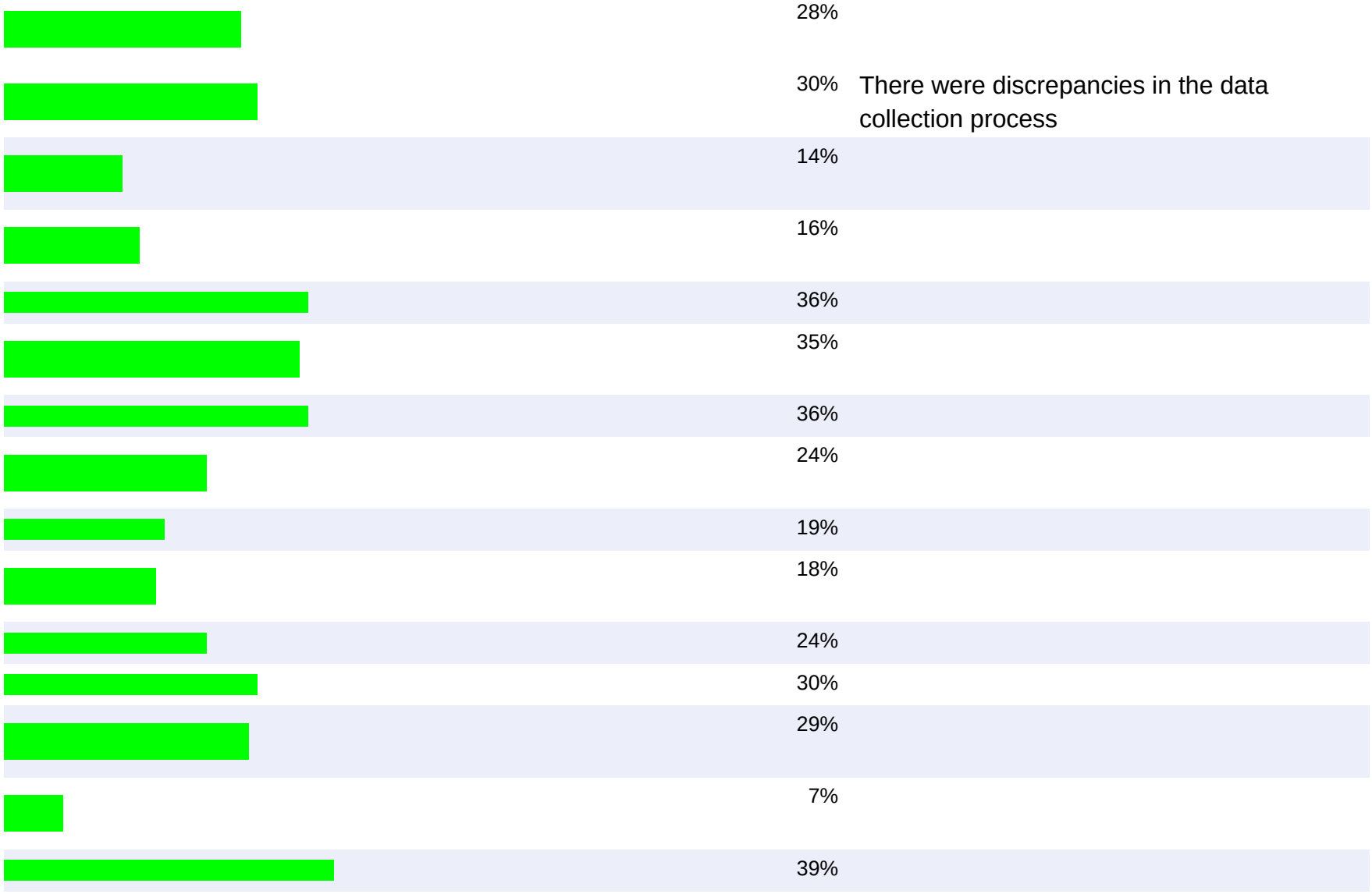

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

050135	HOLLYWOOD COMMUNITY HOSPITAL OF HOLLYWOOD	6245 DE LONGPRE AVE
050091	COMMUNITY AND MISSION HOSPITAL OF HUNTINGTON PARK	2623 E SLAUSON AVE
050350	BEVERLY HOSPITAL	309 W BEVERLY BLVD
050644	LOS ANGELES METROPOLITAN MEDICAL CTR	2231 S WESTERN AVE
050138	KAISER FOUNDATION HOSPITAL - LOS ANGELES	4867 SUNSET BLVD
050660	USC KENNETH NORRIS JR CANCER HOSPITAL	1441 EASTLAKE AVE
050751	MIRACLE MILE MEDICAL CENTER	6000 SAN VICENTE BLVD
500050	S W WASHINGTON MEDICAL CENTER	400 NE MOTHER JOSEPH PLACE
500007	ISLAND HOSPITAL	1211 24TH STREET
500039	HARRISON MEDICAL CENTER	2520 CHERRY AVENUE
501323	JEFFERSON HEALTHCARE HOSPITAL	834 SHERIDAN STREET
500041	PEACHEALTH ST JOHN MEDICAL CENTER	1615 DELAWARE STREET
500072	OLYMPIC MEDICAL CENTER	939 CAROLINE ST

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	HOLLYWOOD	CA
	HUNTINGTON PARK	CA
	MONTEBELLO	CA
	LOS ANGELES	CA
	LOS ANGELES	CA
	LOS ANGELES	CA
	LOS ANGELES	CA
	VANCOUVER	WA
	ANACORTES	WA
	BREMERTON	WA
	PORT TOWNSEND	WA
	LONGVIEW	WA
	PORT ANGELES	WA

90028	LOS ANGELES	3234622271
90255	LOS ANGELES	3235831931
90640	LOS ANGELES	3237261222
90018	LOS ANGELES	3237307300
90027	LOS ANGELES	3237834011
90089	LOS ANGELES	3238653000
90036	LOS ANGELES	3239301040
98668	CLARK	3602562000
98221	SKAGIT	3602991300
98310	KITSAP	3603773911
98368	JEFFERSON	3603852200
98632	COWLITZ	3604142000
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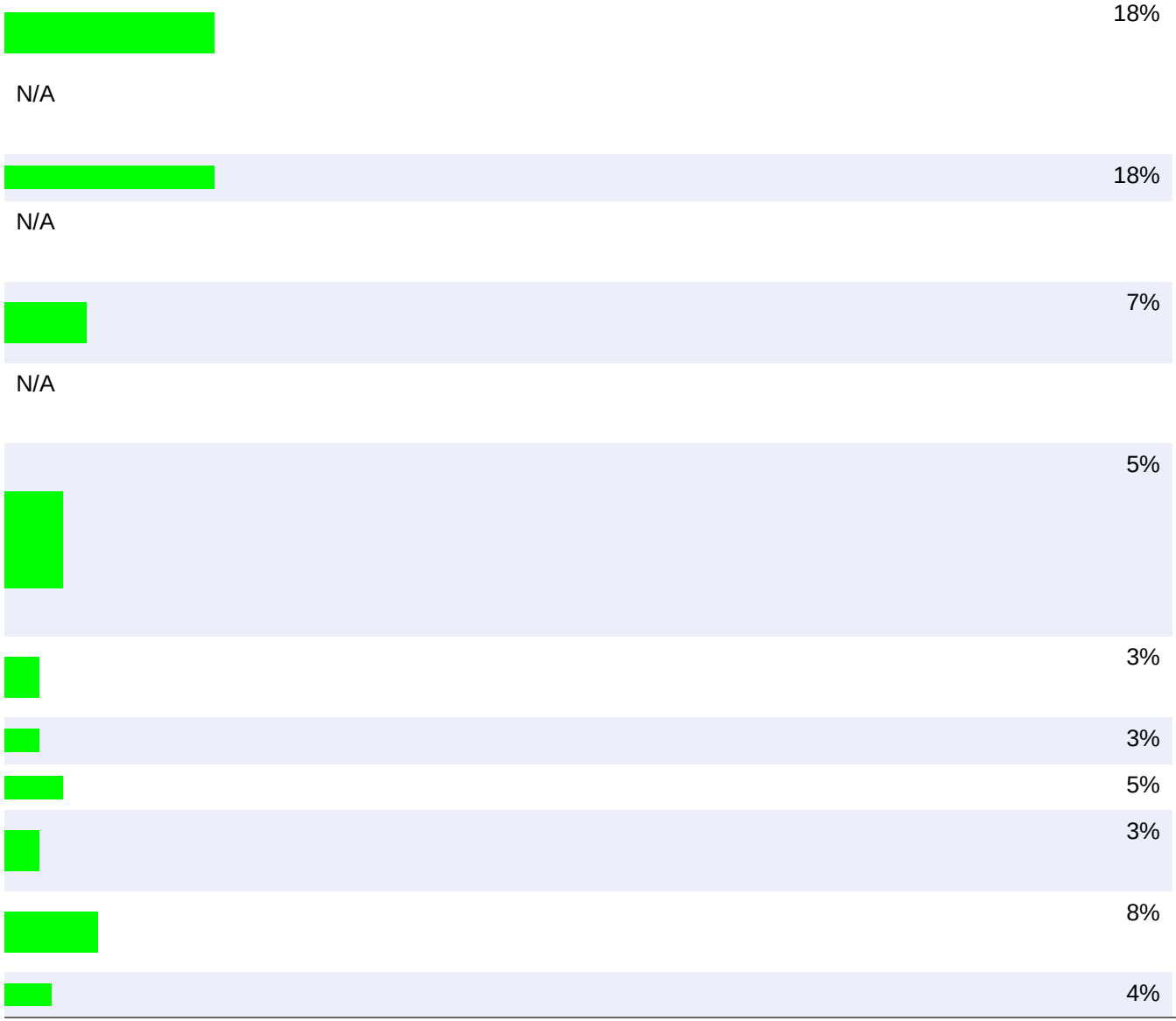

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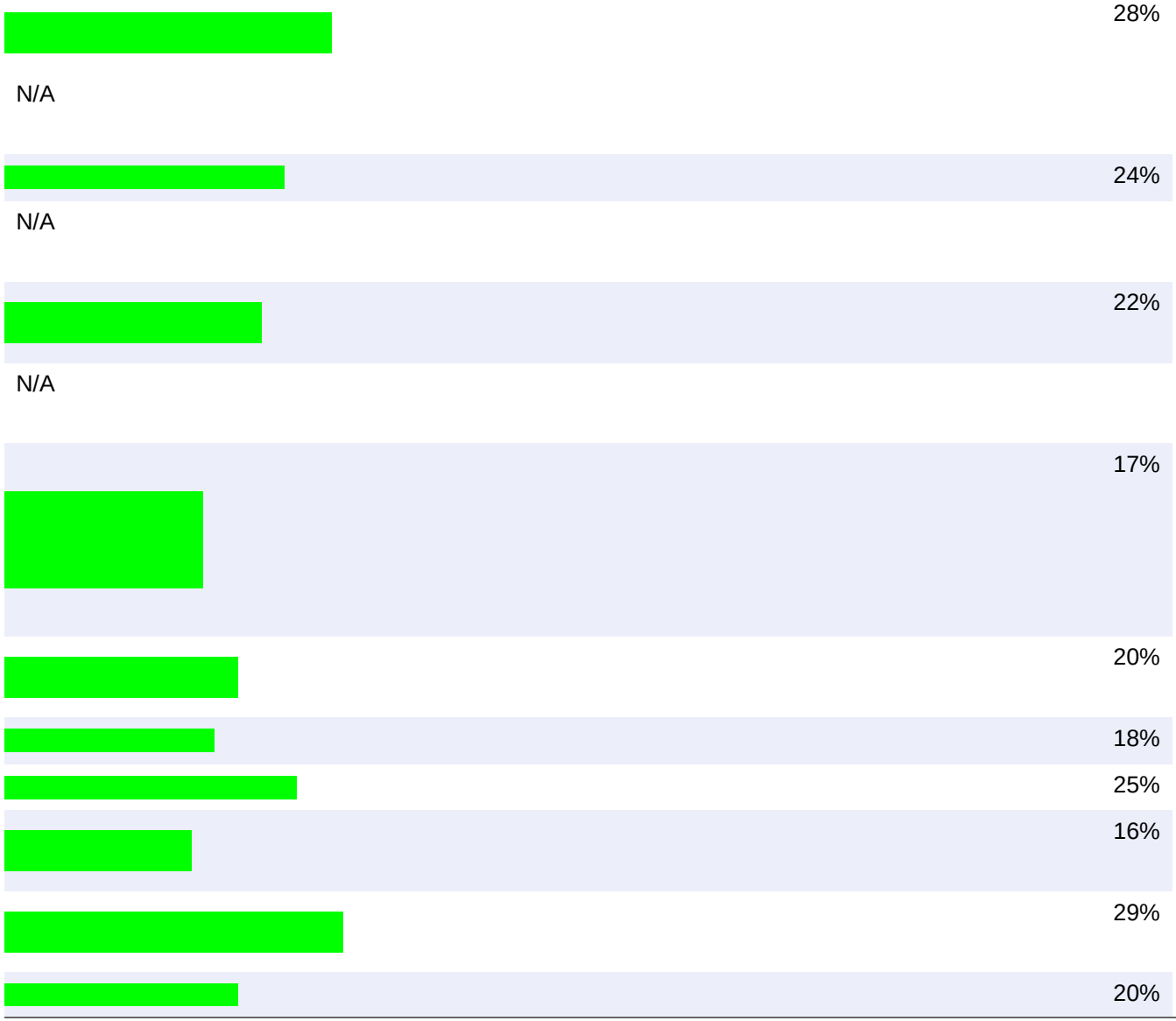

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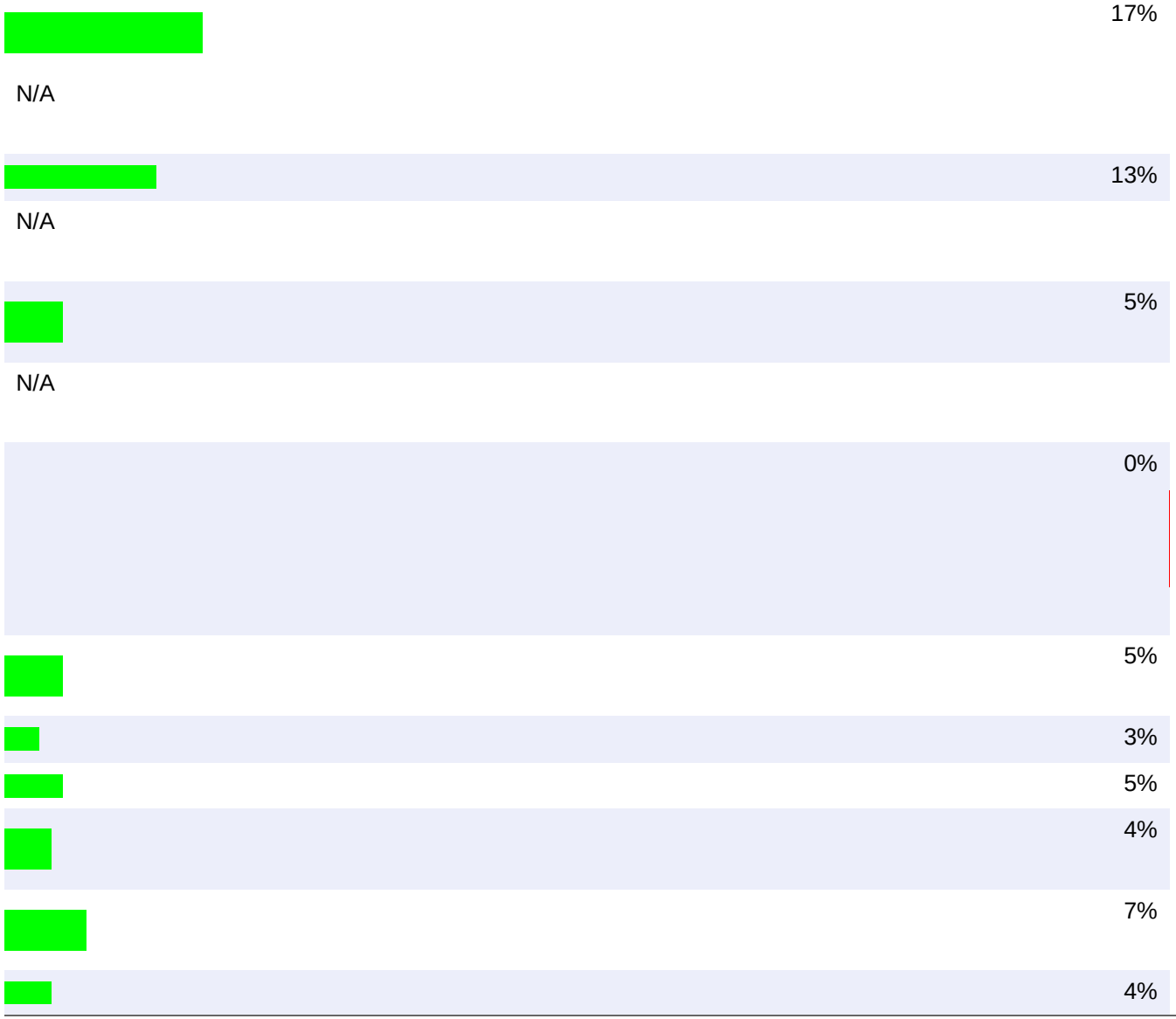

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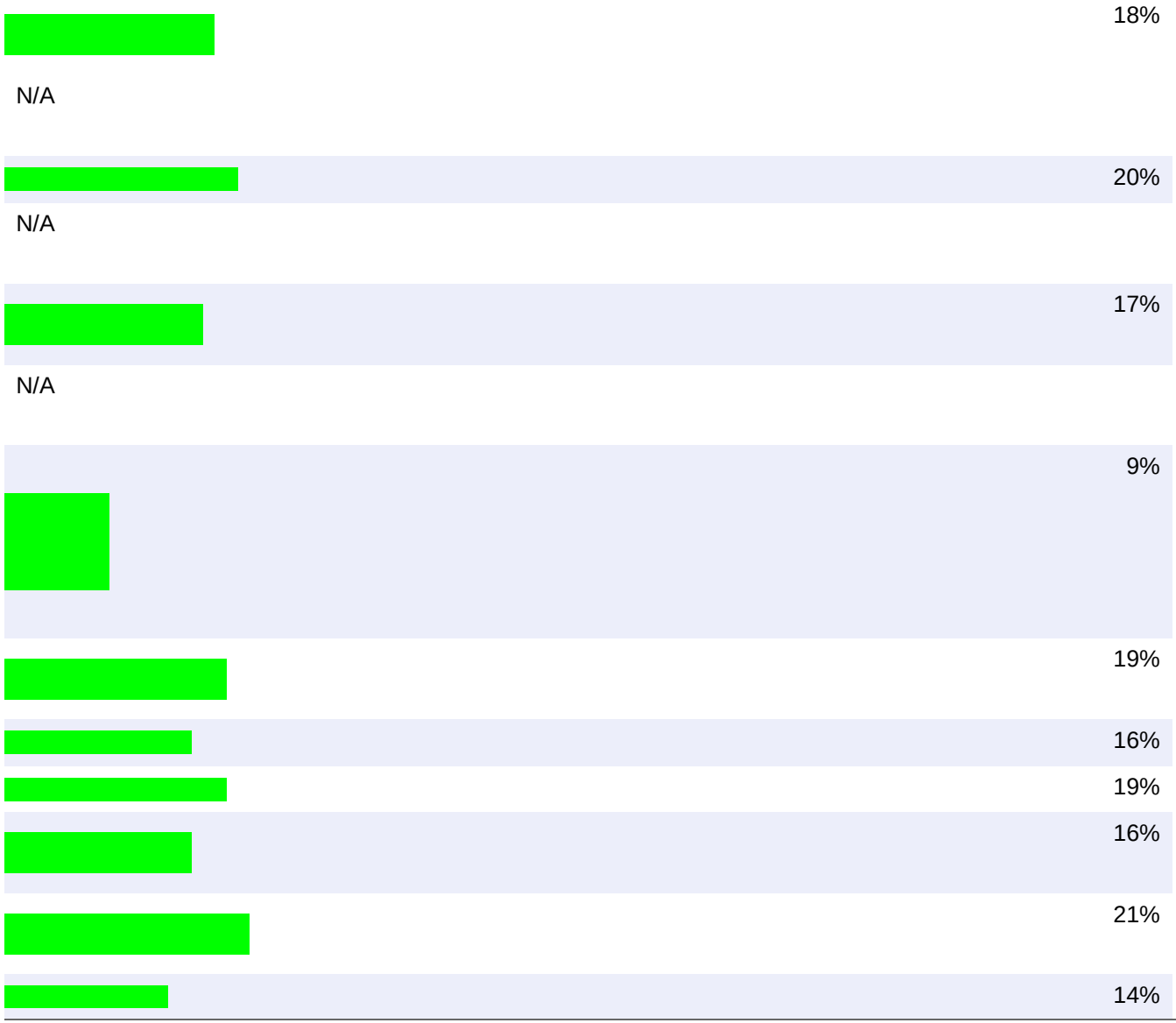

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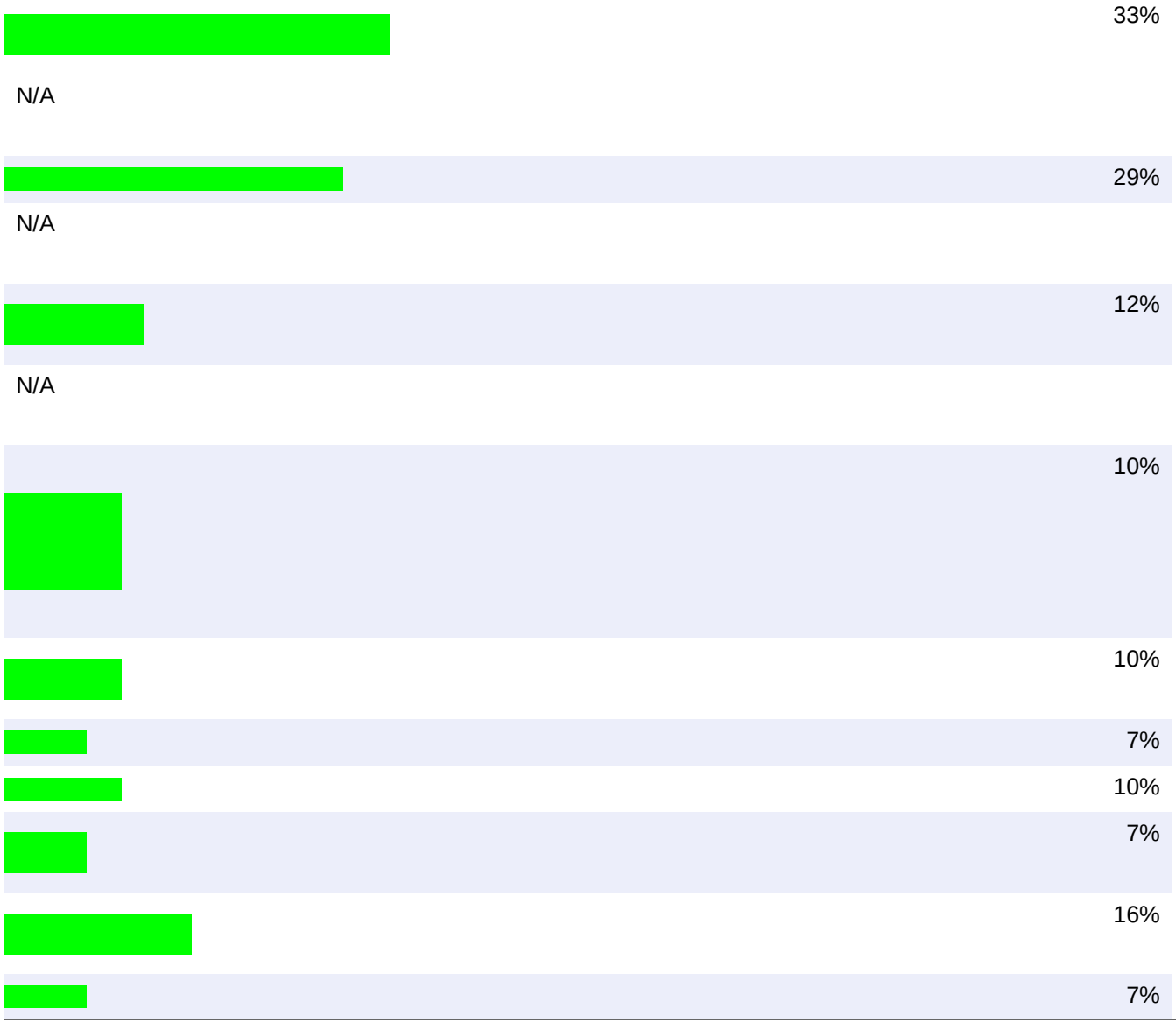

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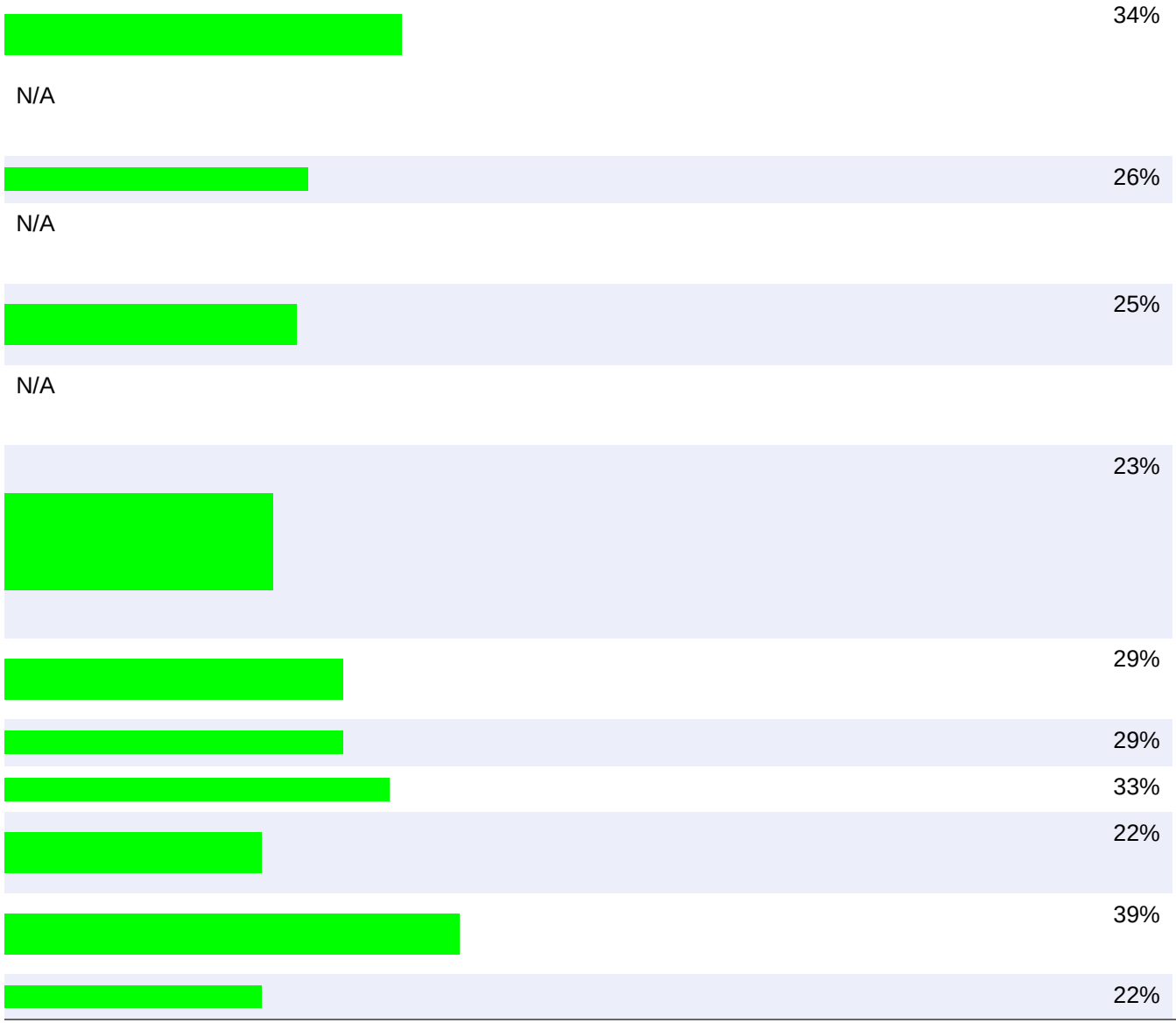

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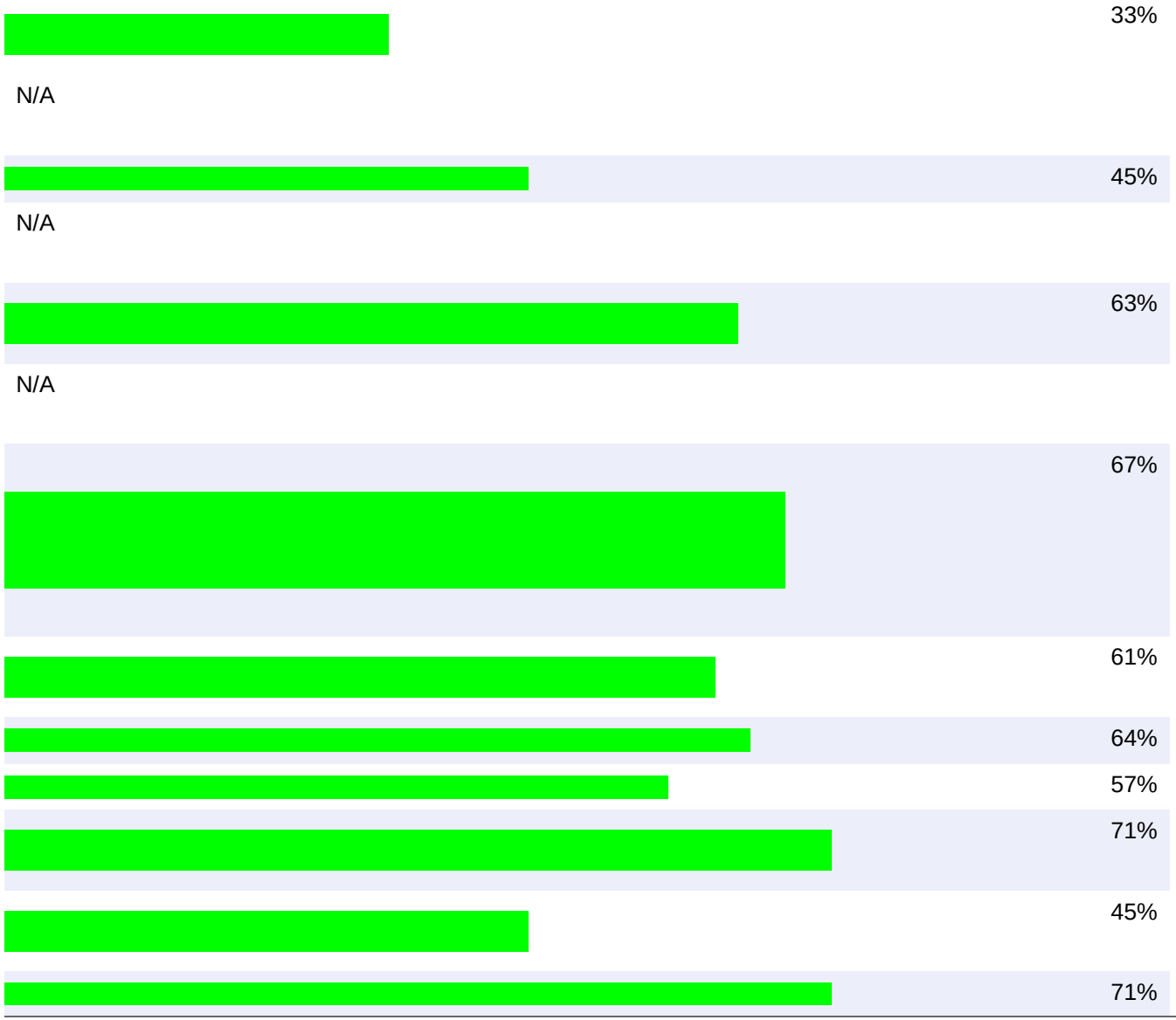

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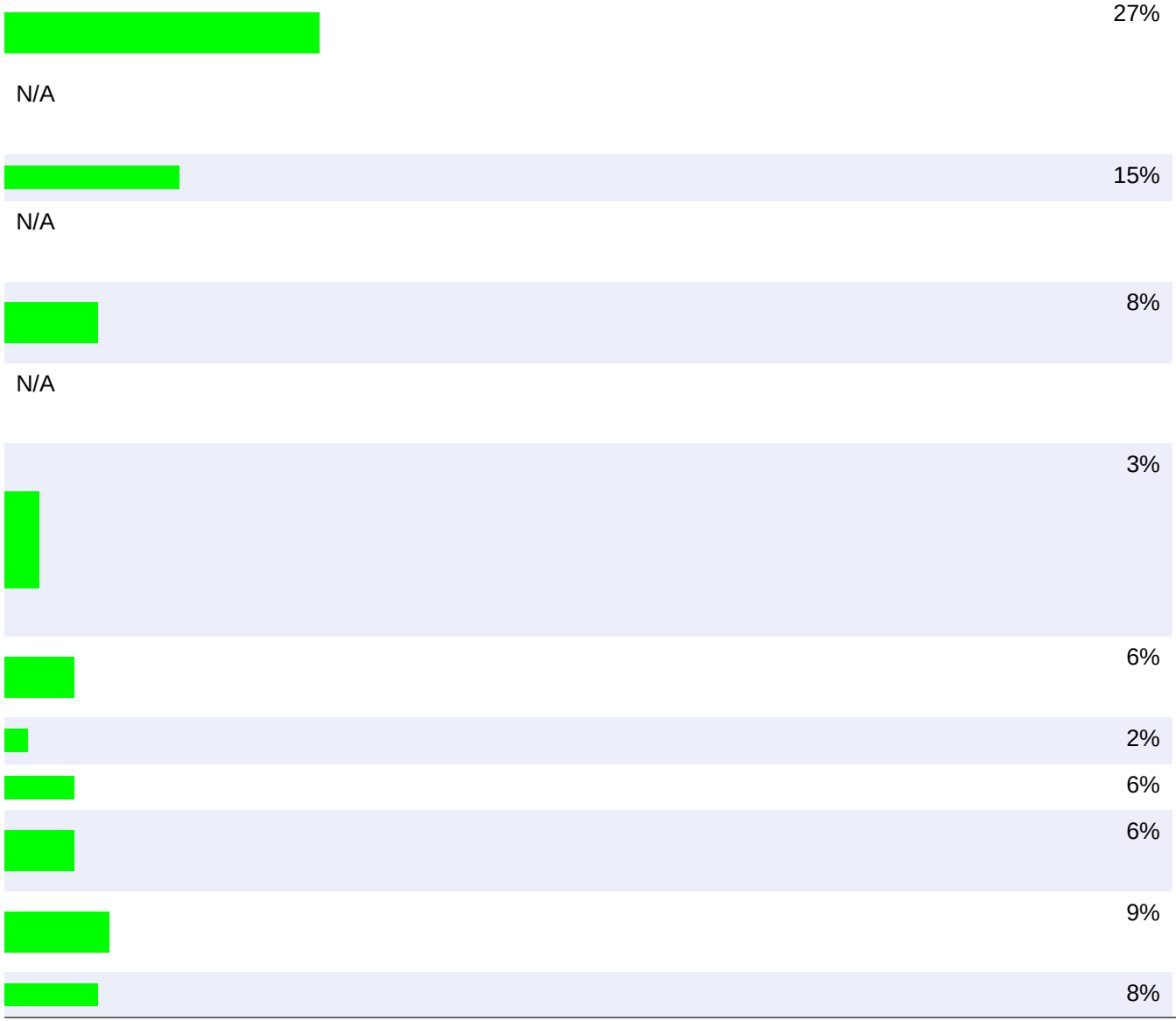

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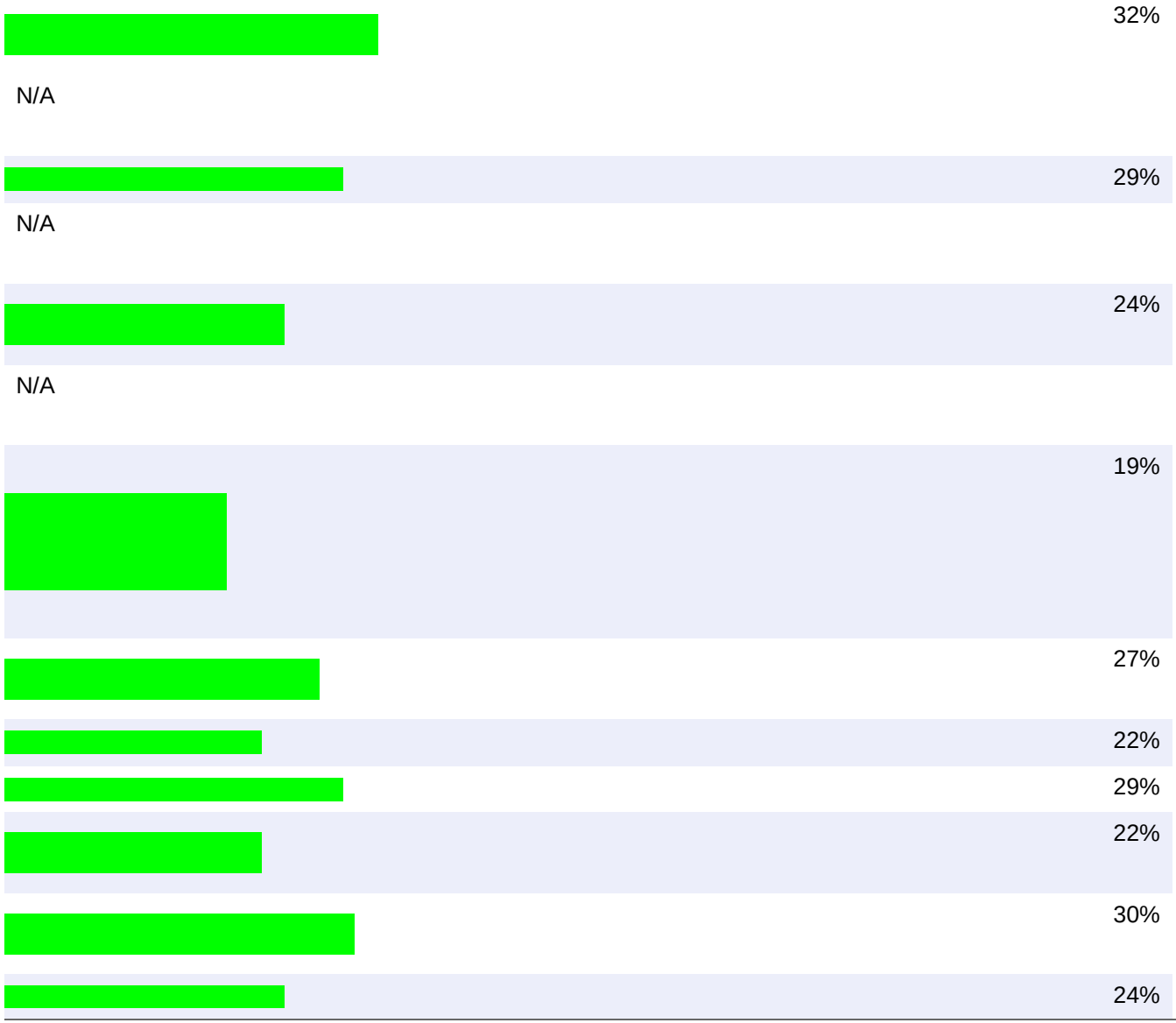

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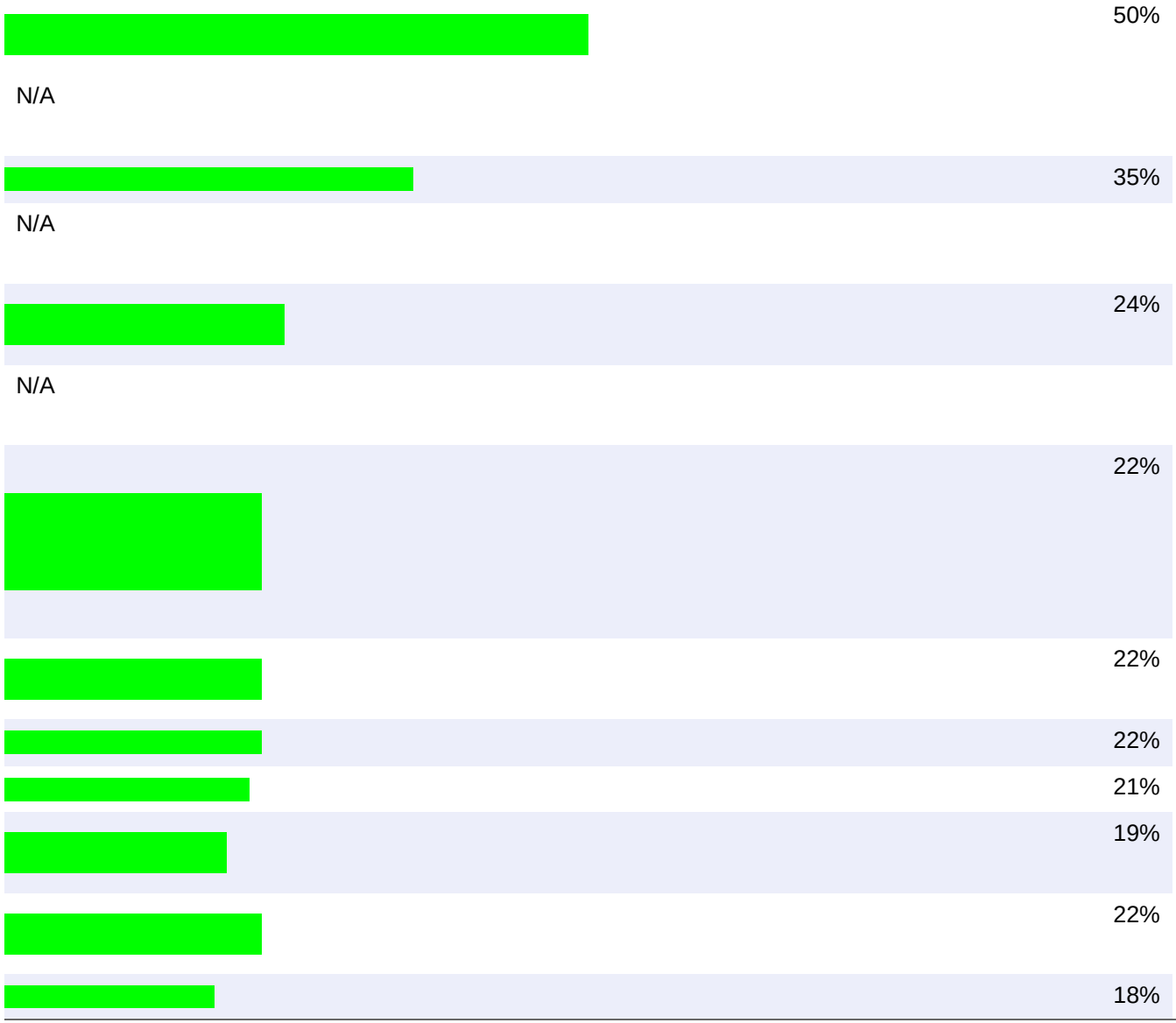

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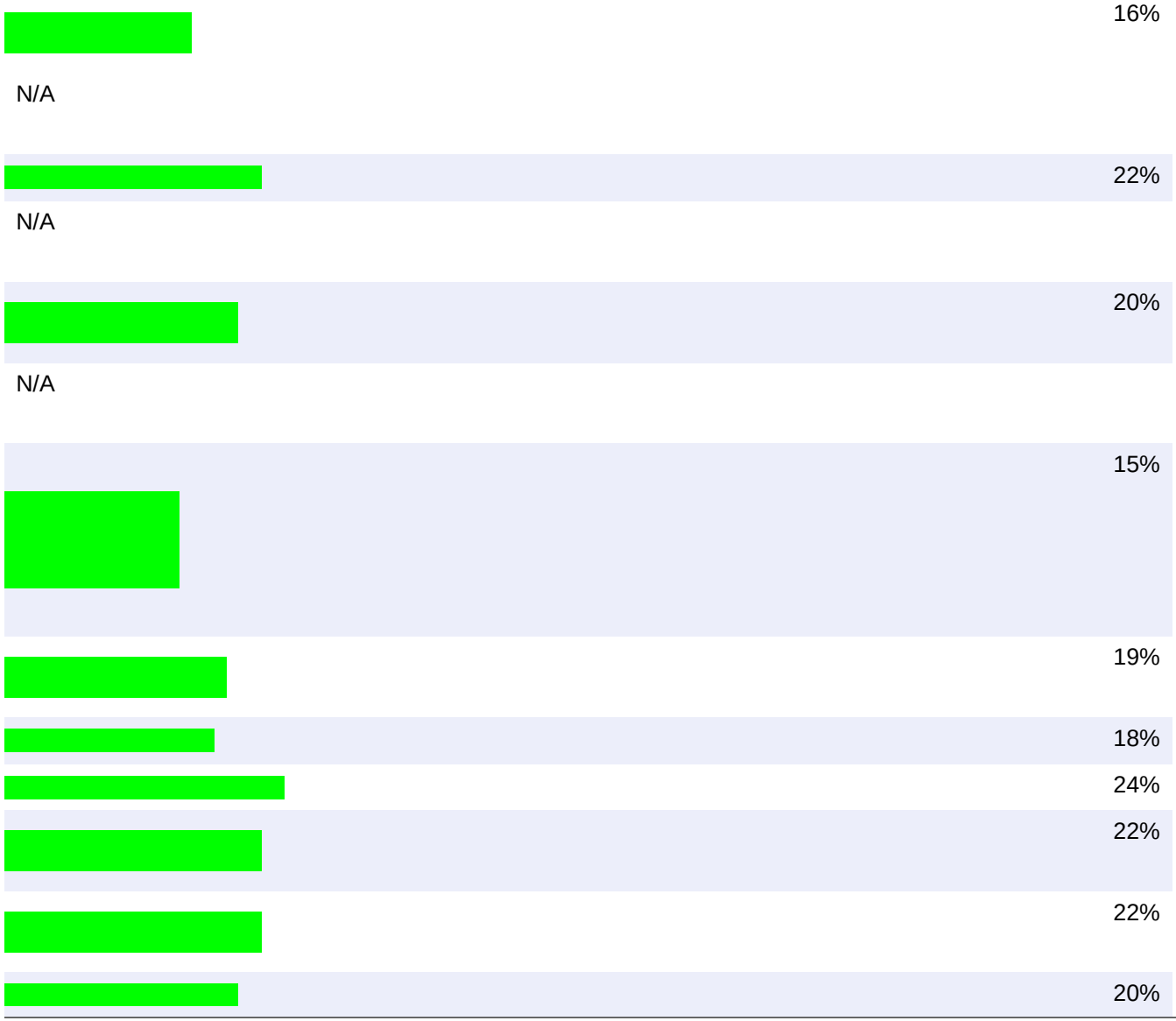

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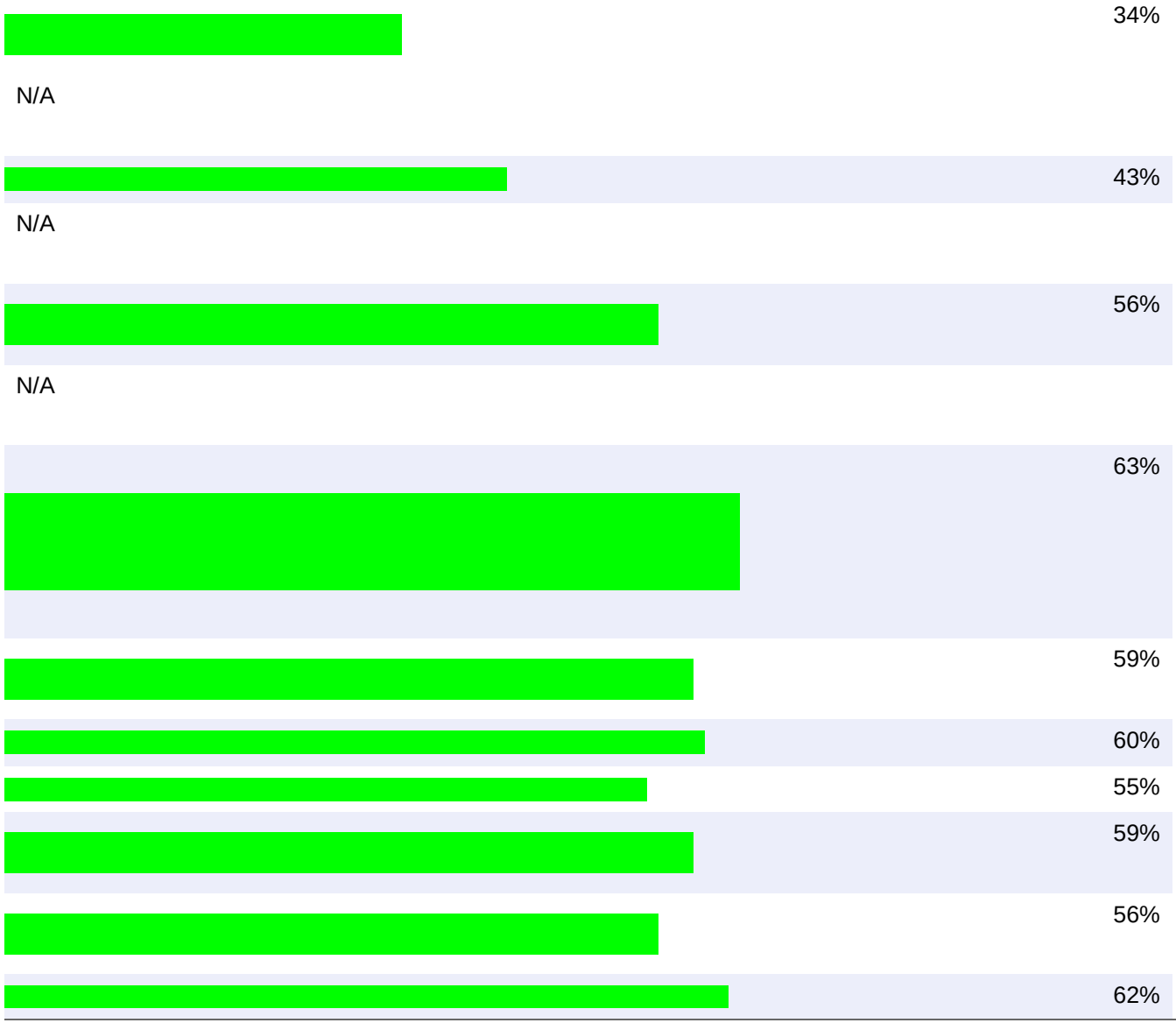

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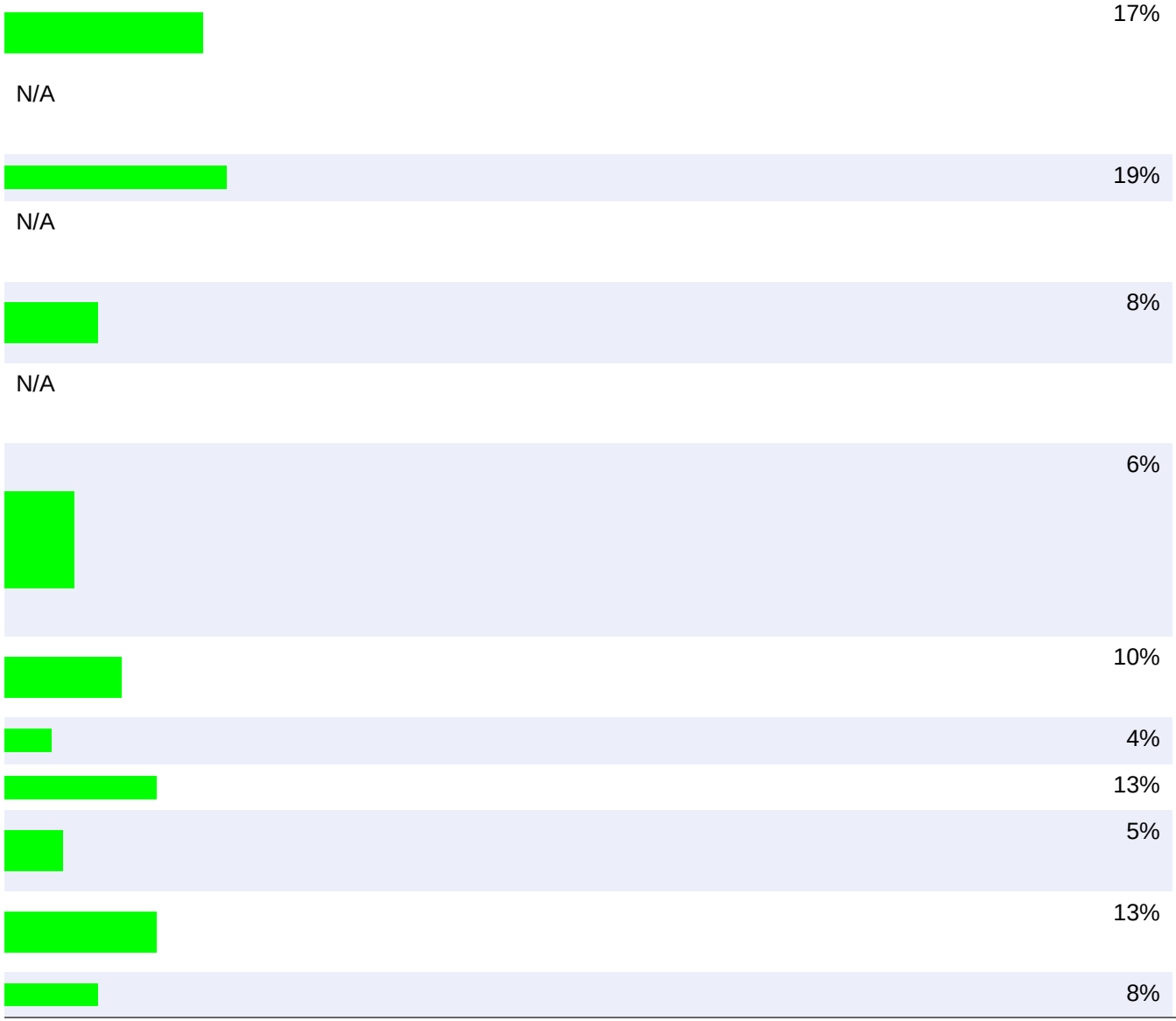

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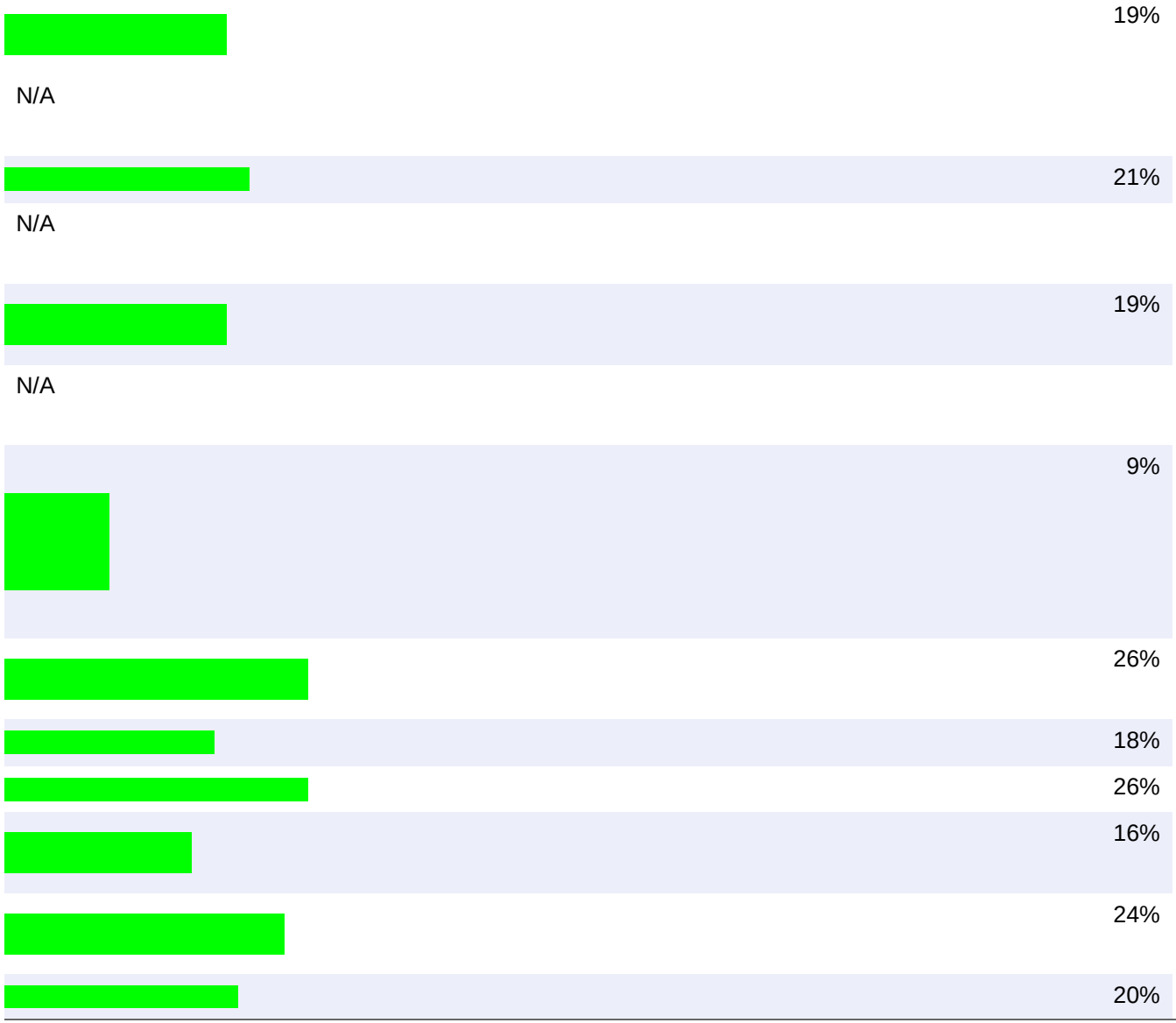

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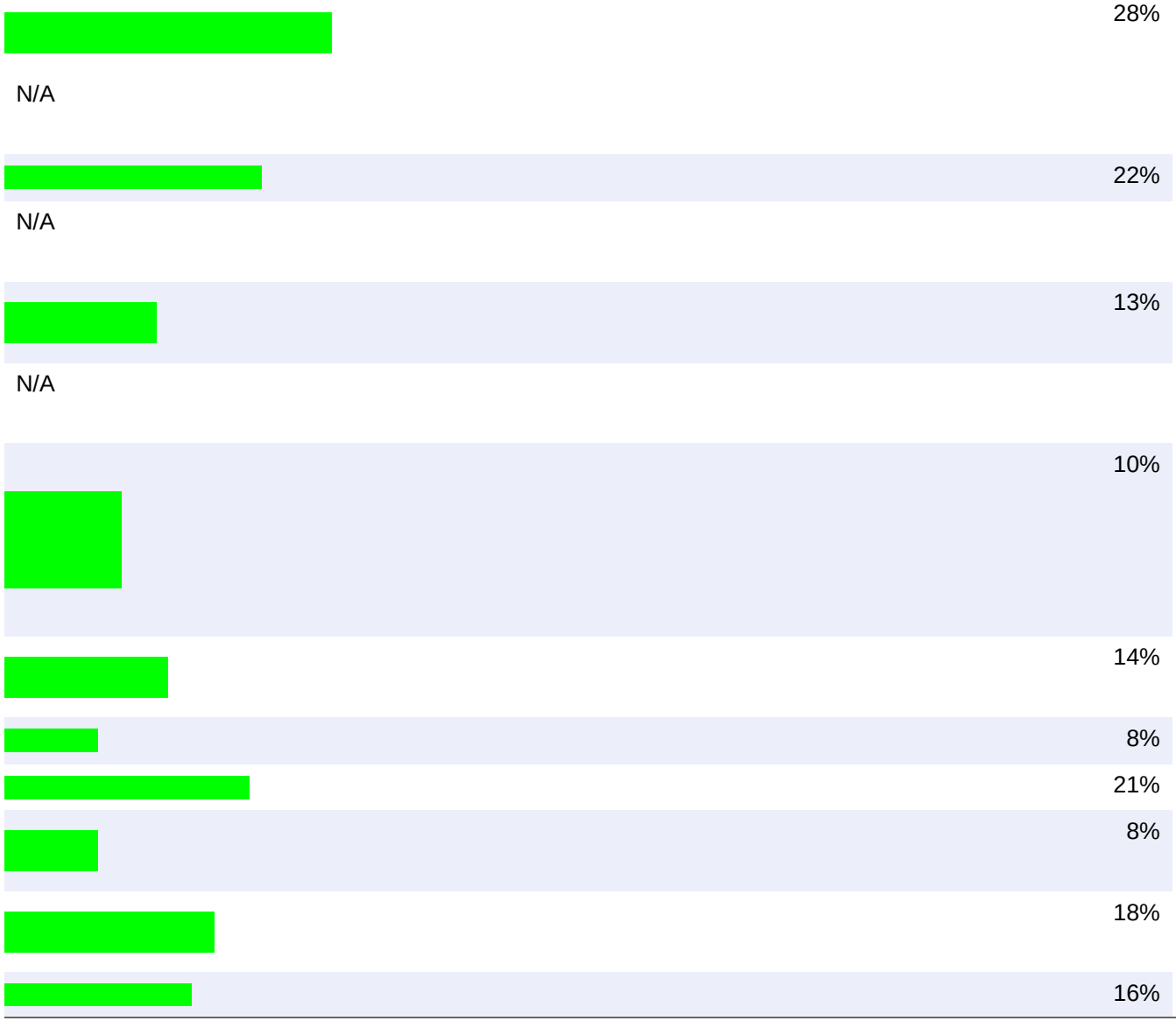

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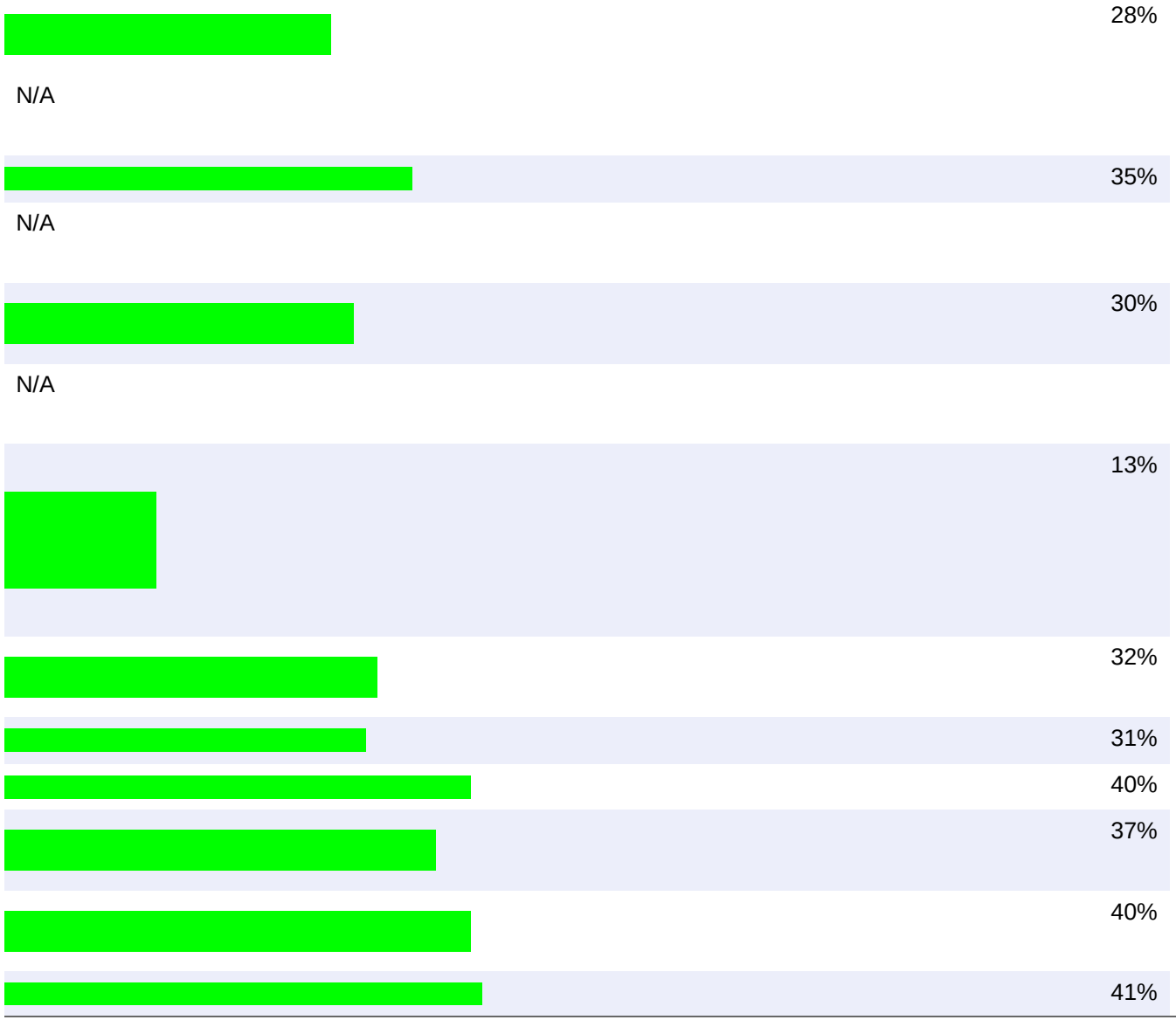

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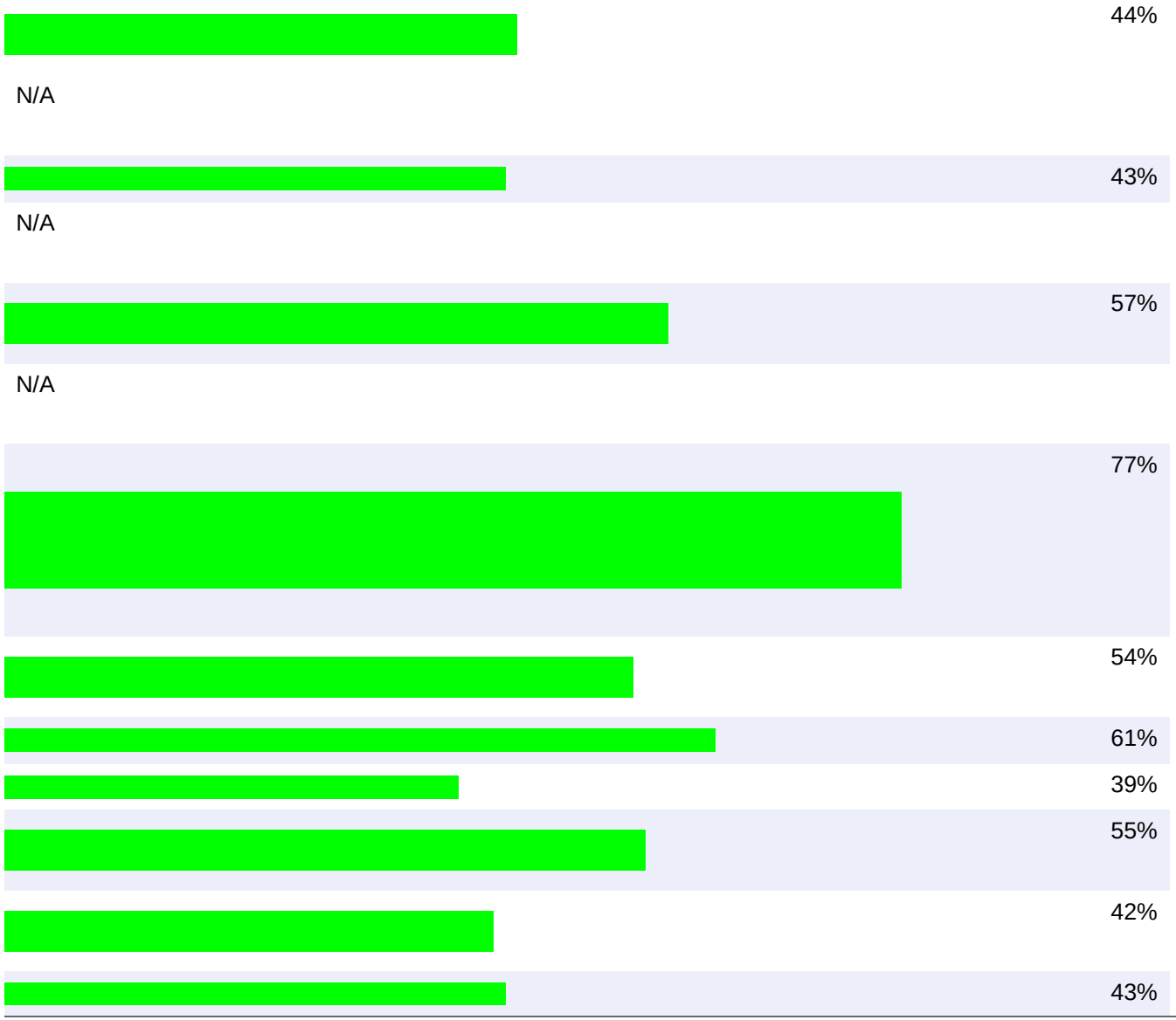

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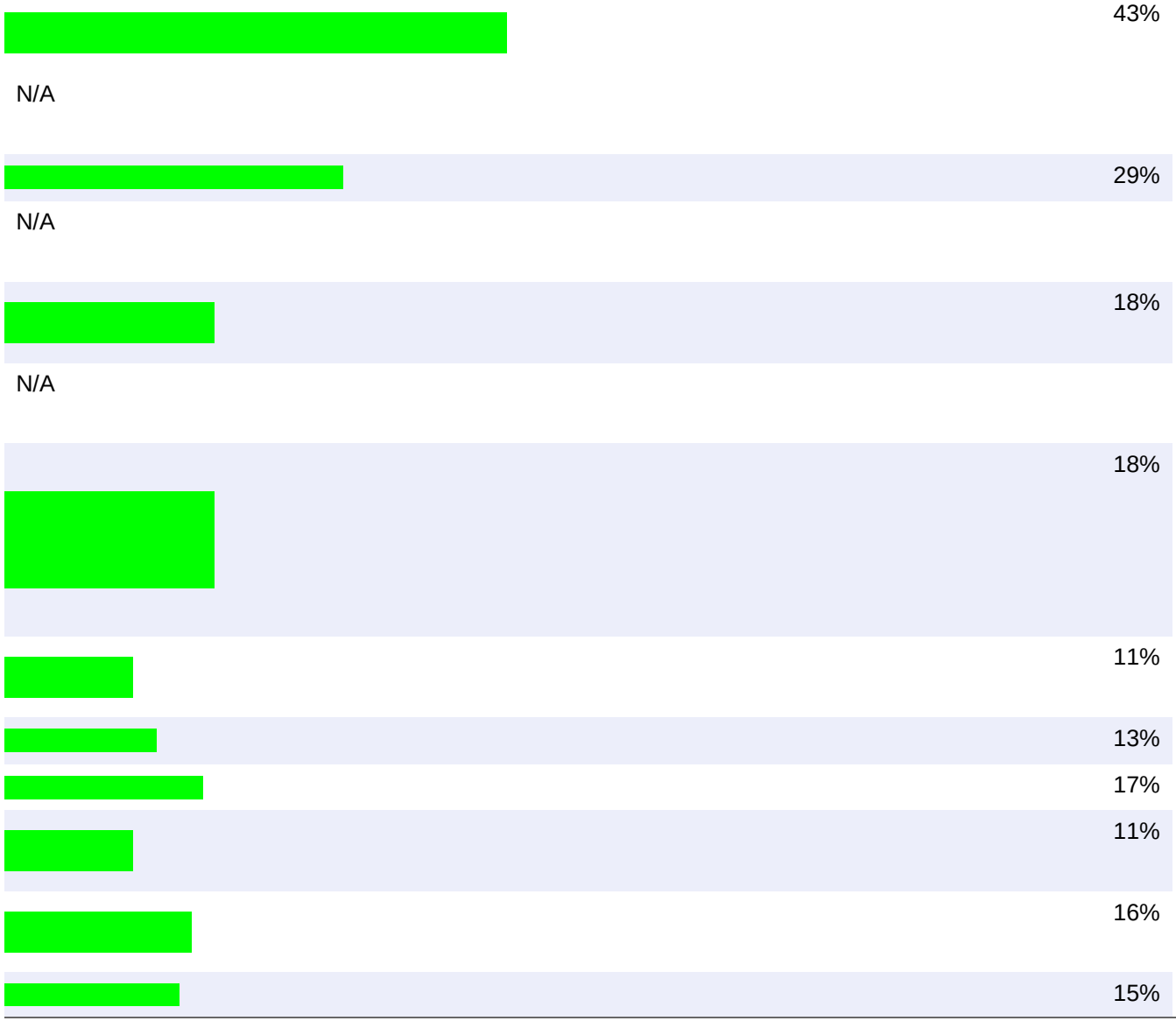

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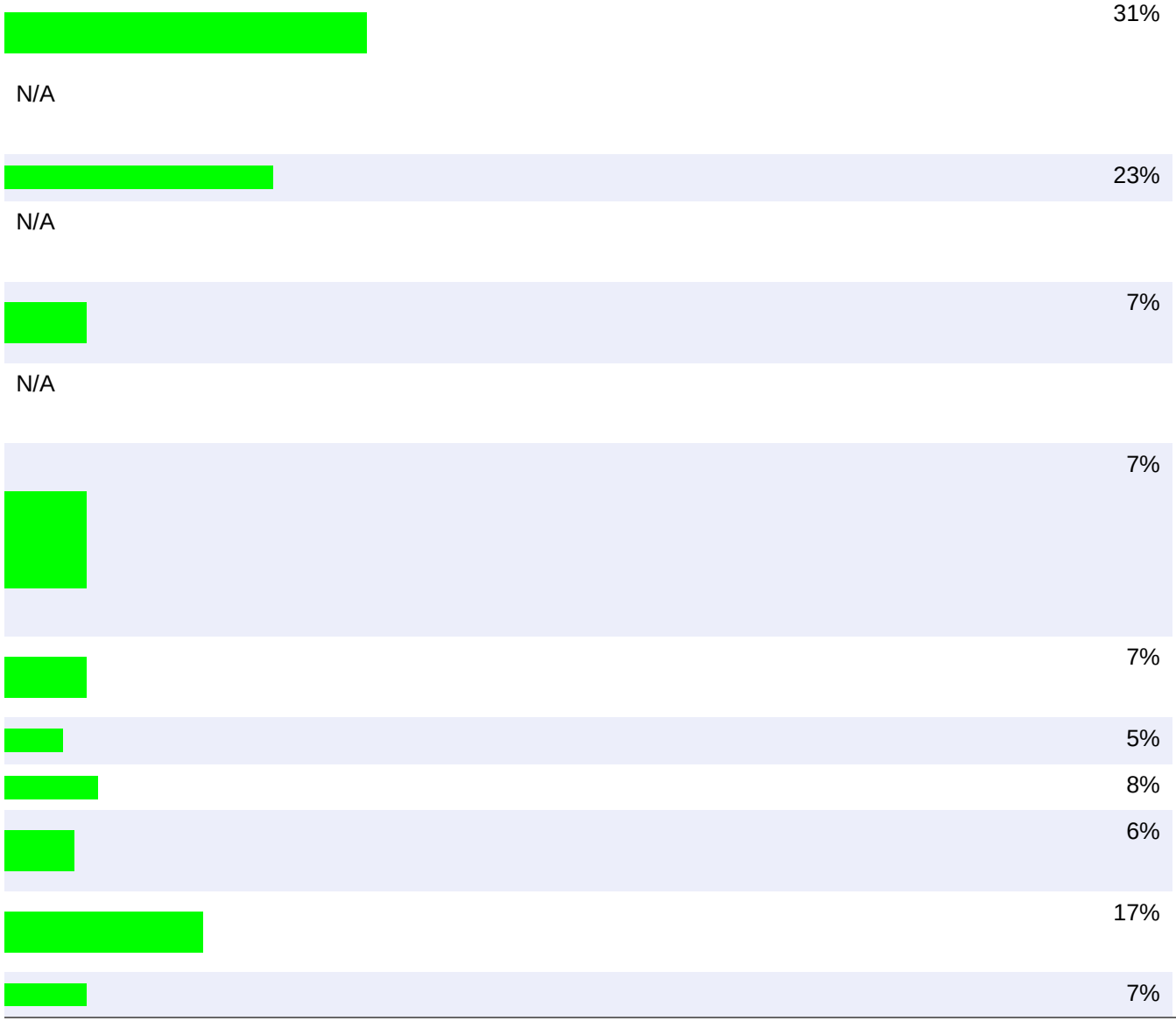

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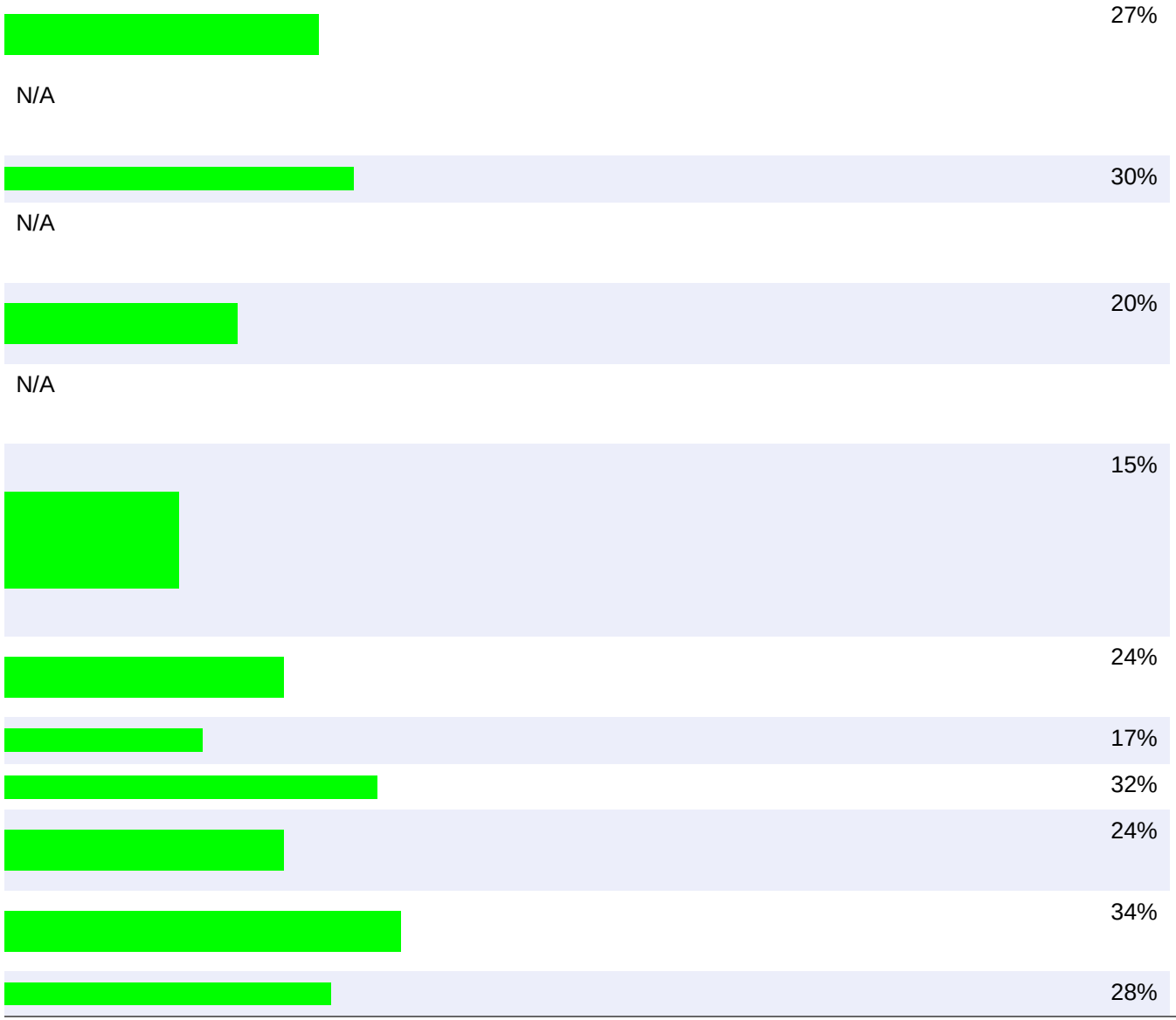

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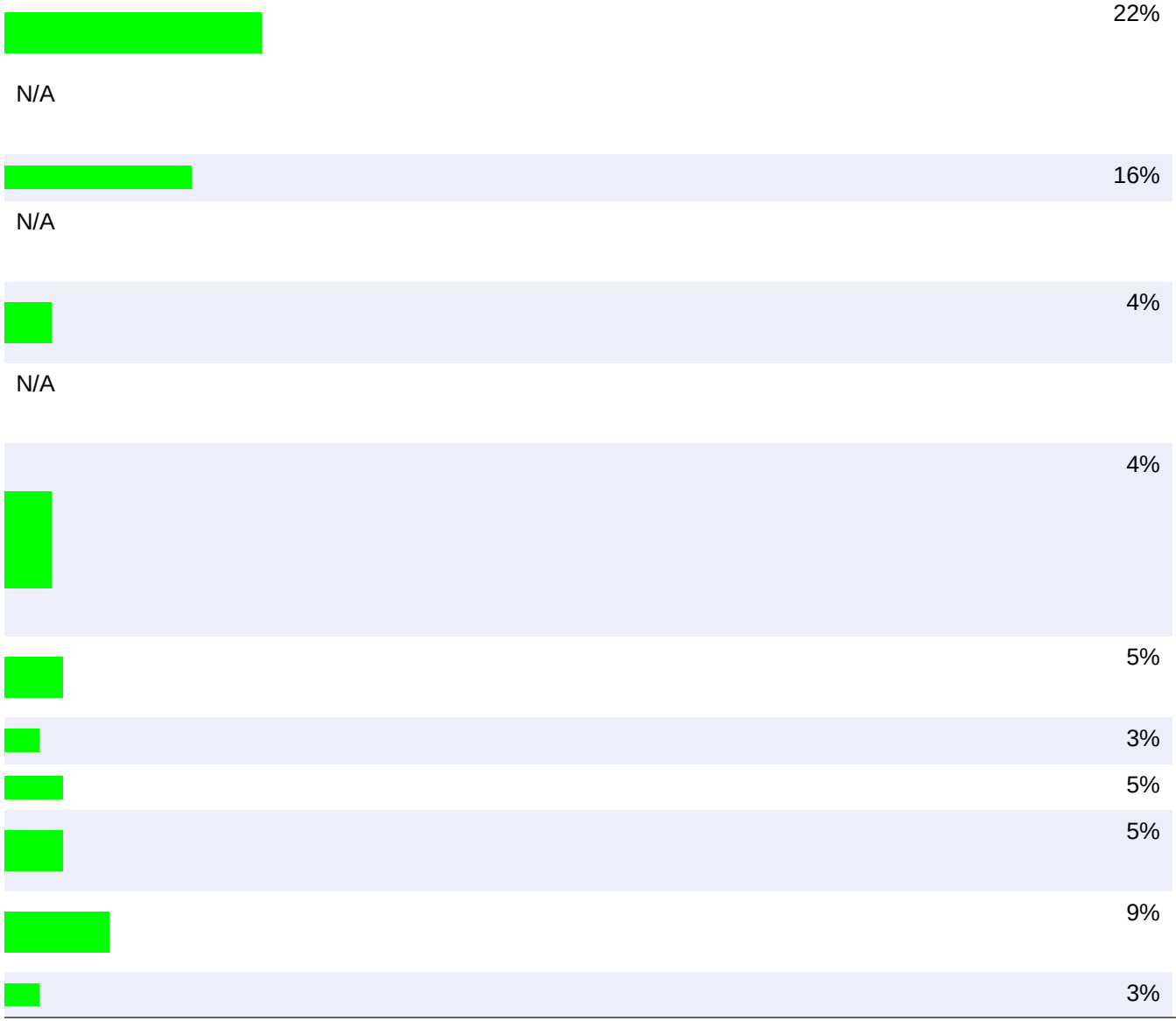

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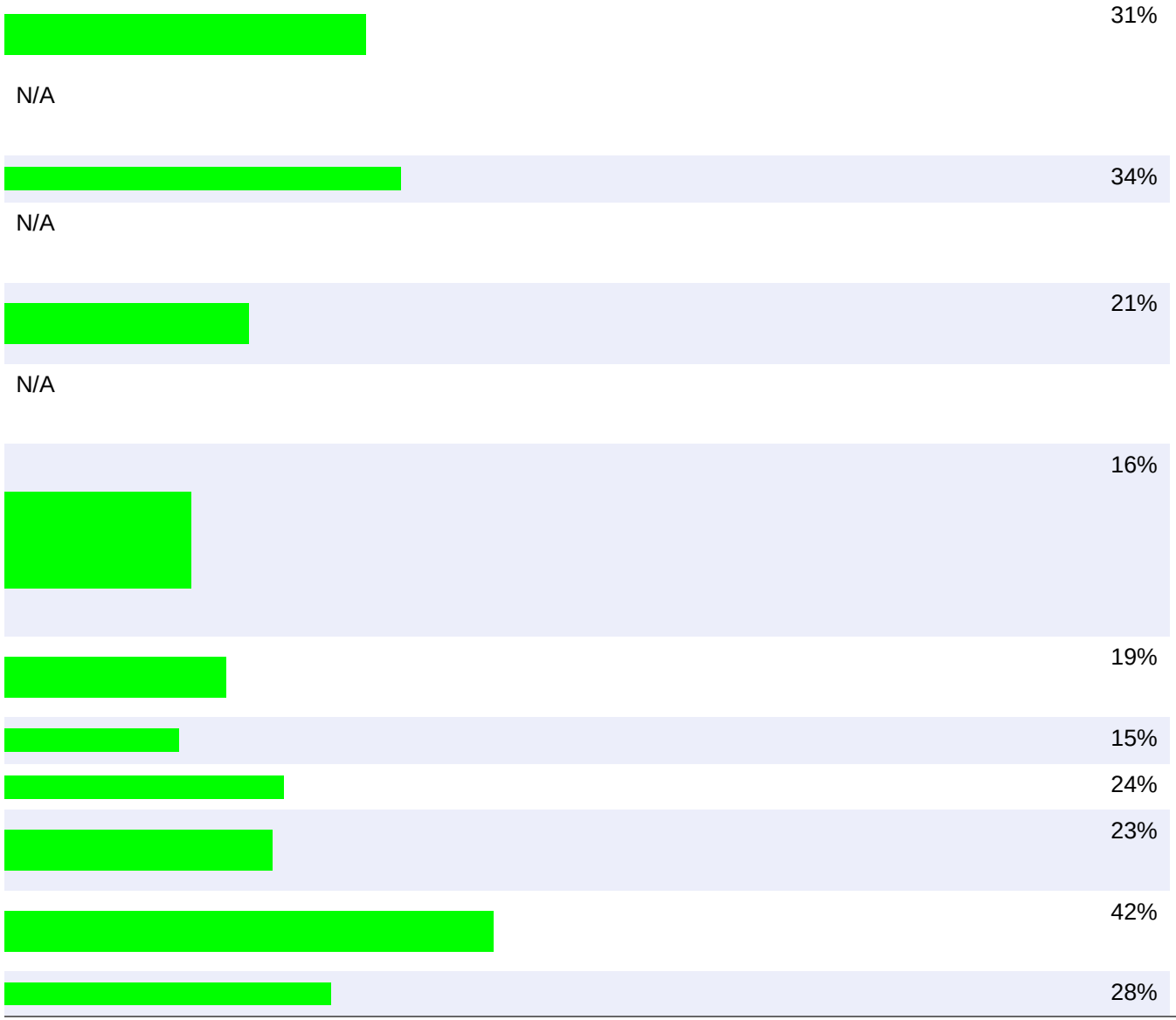

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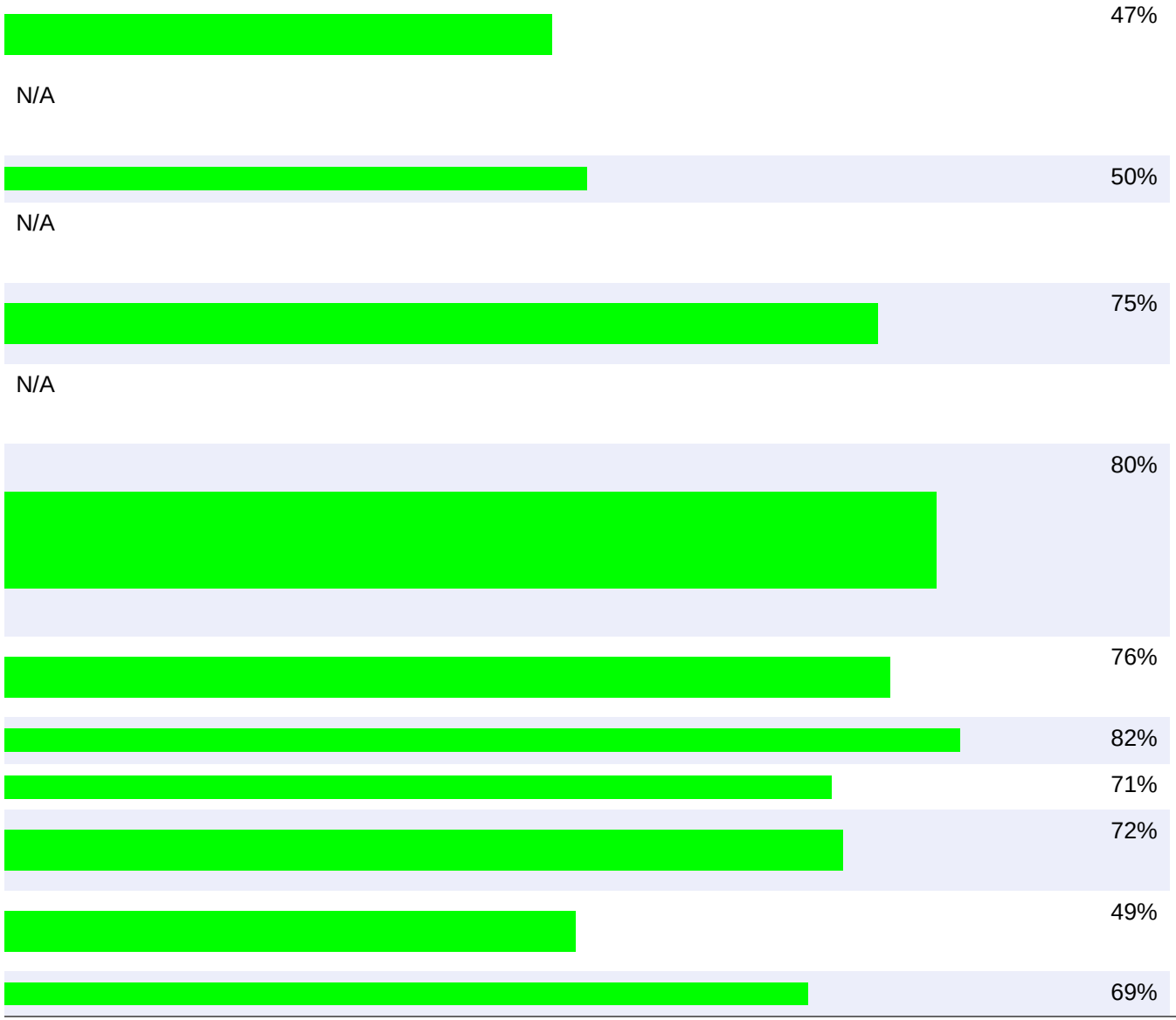


HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Between 100 and 299	
N/A	
300 or more	
N/A	
300 or more	
N/A	
Fewer than 100	
300 or more	
300 or more	
300 or more	
300 or more	
300 or more	
300 or more	

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	7%	
N/A		Survey results are not available for this reporting period
	20%	
N/A		Survey results are not available for this reporting period
	34%	
N/A		Survey results are not available for this reporting period
	28%	Fewer than 100 Patients completed the HCAHPS survey. Use these rates with caution, as the number of surveys may be too low to reliably assess hospital performance
	38%	
	32%	
	37%	
	32%	
	34%	
	38%	

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

500003	SKAGIT VALLEY HOSPITAL	1415 KINCAID STREET
501336	MASON GENERAL HOSPITAL	901 MT VIEW DRIVE
500060	CASCADE VALLEY HOSPITAL	330 S STILLAGUAMISH AVE
500150	LEGACY SALMON CREEK MEDICAL CENTER	2211 NE 139TH STREET
500024	PROVIDENCE ST PETER HOSPITAL	413 LILLY ROAD NE
501304	MARK REED HOSPITAL	322 SOUTH BIRCH STREET
500031	GRAYS HARBOR COMMUNITY HOSPITAL	915 ANDERSON DRIVE
501314	OCEAN BEACH HOSPITAL	174 FIRST AVENUE NORTH
501339	WHIDBEY GENERAL HOSPITAL	101 NORTH MAIN STREET
500030	PEACEHEALTH ST JOSEPH MEDICAL CENTER	2901 SQUALICUM PARKWAY
500019	PROVIDENCE CENTRALIA HOSPITAL	914 S SCHEUBER ROAD
500139	CAPITAL MEDICAL CENTER	3900 CAPITAL MALL DR SW
500084	VALLEY GENERAL HOSPITAL	14701 179TH SE
501335	ENUMCLAW REGIONAL HOSPITAL ASSOCIATION	1450 BATTERSBY AVENUE
501329	UNITED GENERAL HOSPITAL	2000 HOSPITAL DRIVE
050071	KAISER FOUNDATION HOSPITAL-SANTA CLARA	700 LAWRENCE EXPRESSWAY

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	MOUNT VERNON	WA
	SHELTON	WA
	ARLINGTON	WA
	VANCOUVER	WA
	OLYMPIA	WA
	MCCLEARY	WA
	ABERDEEN	WA
	ILWACO	WA
	COUPEVILLE	WA
	BELLINGHAM	WA
	CENTRALIA	WA
	OLYMPIA	WA
	MONROE	WA
	ENUMCLAW	WA
	SEDRO WOOLLEY	WA
	SANTA CLARA	CA

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

98274	SKAGIT	3604244111
98584	MASON	3604261611
98223	SNOHOMISH	3604352133
98686	CLARK	3604871000
98506	THURSTON	3604919480
98557	GRAYS HARBOR	3604953244
98520	GRAYS HARBOR	3605328330
98624	PACIFIC	3606423181
98239	ISLAND	3606785151
98225	WHATCOM	3607345400
98531	LEWIS	3607362803
98502	THURSTON	3607545858
98272	SNOHOMISH	3607947497
98022	KING	3608252505
98284	SKAGIT	3608566021
95051	SANTA CLARA	4082366400

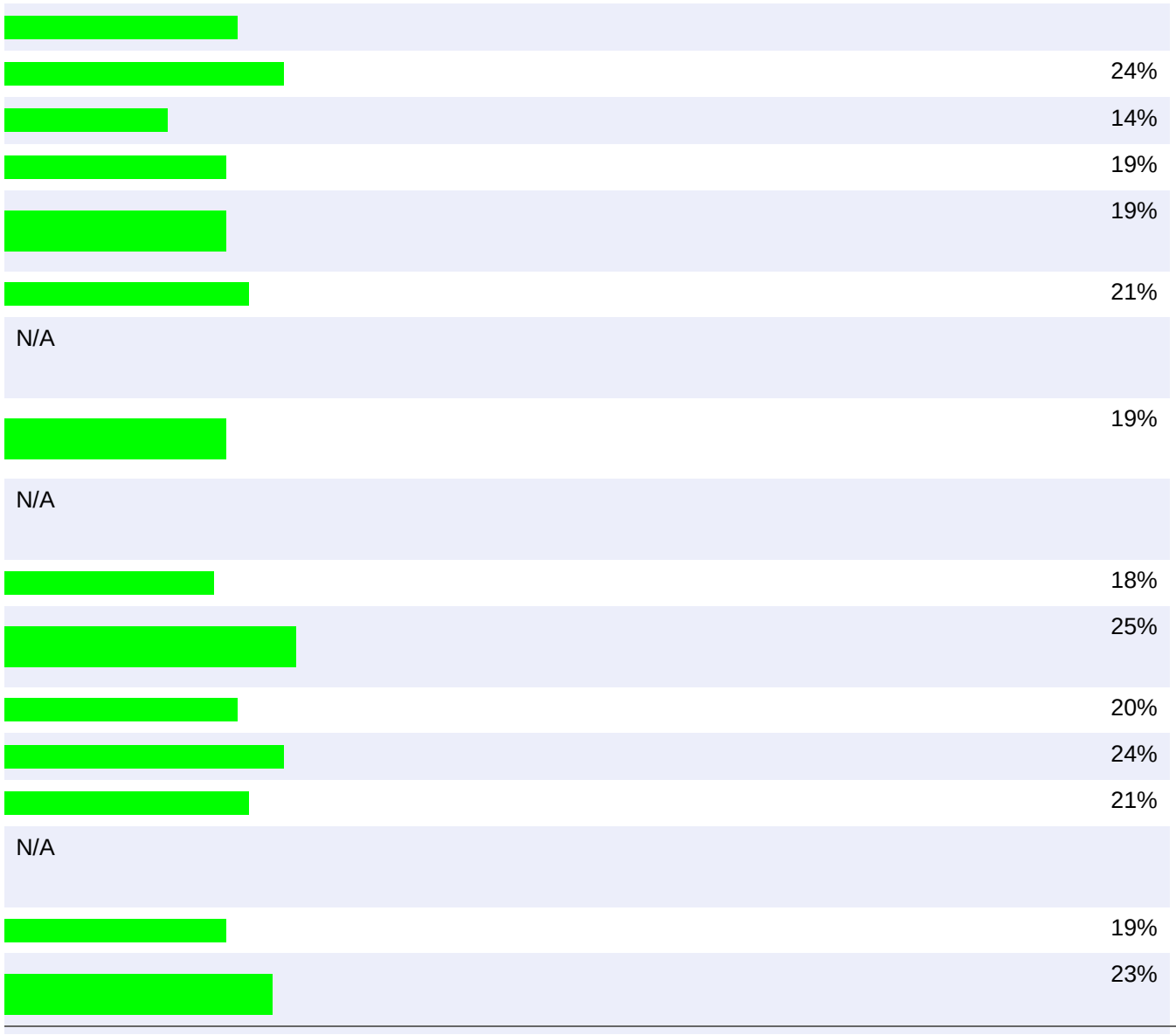
HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	5%
	3%
	4%
	4%
	4%
N/A	
	6%
N/A	
	3%
	6%
	4%
	8%
	4%
N/A	
	4%
	6%

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)



HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	5%
	5%
	2%
	4%
	5%
N/A	
	7%
N/A	
	3%
	7%
	4%
	3%
	5%
N/A	
	4%
	4%

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

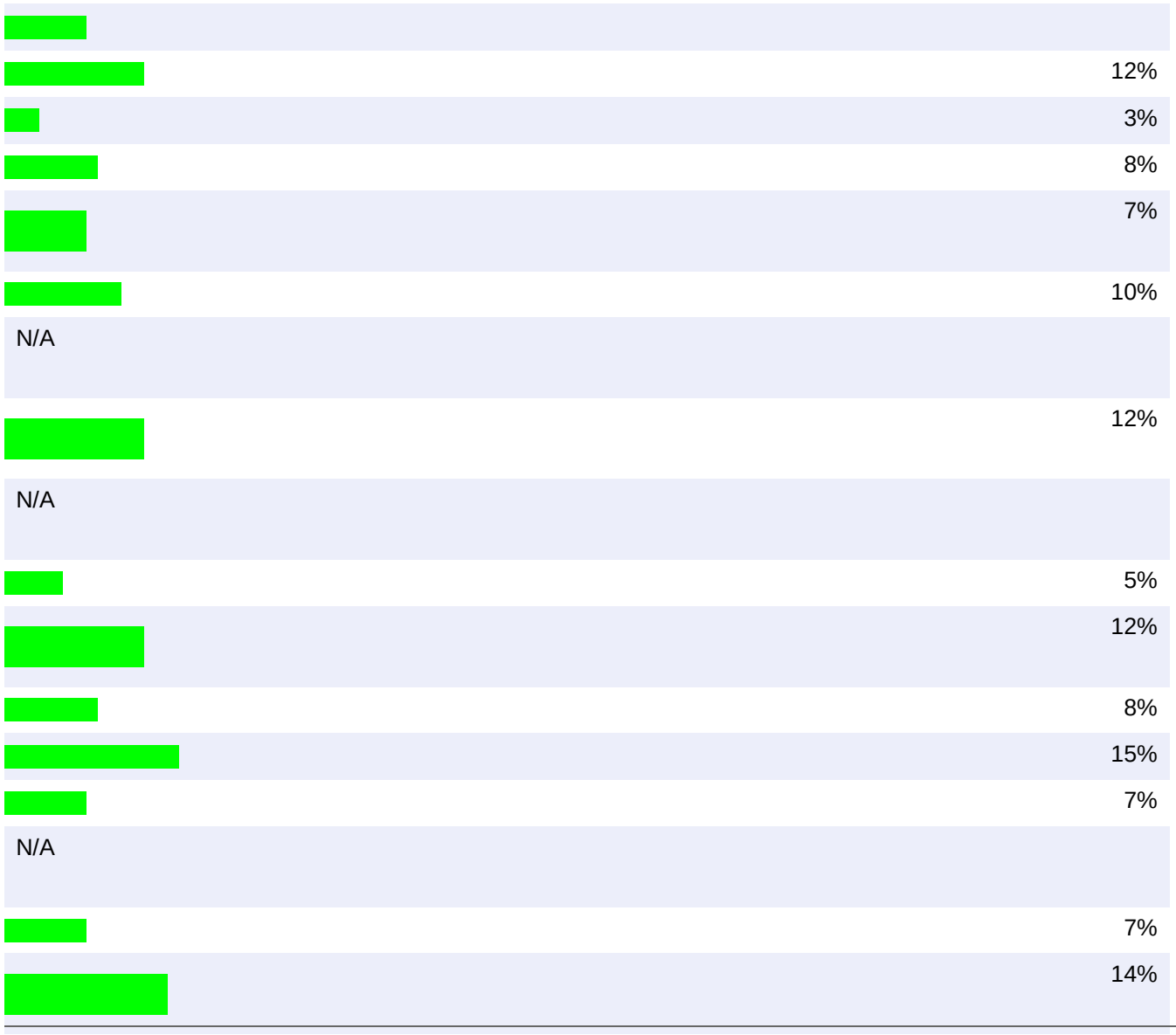
	16%
	13%
	13%
	16%
	17%
N/A	
	13%
N/A	
	15%
	18%
	18%
	17%
	16%
N/A	
	11%
	16%

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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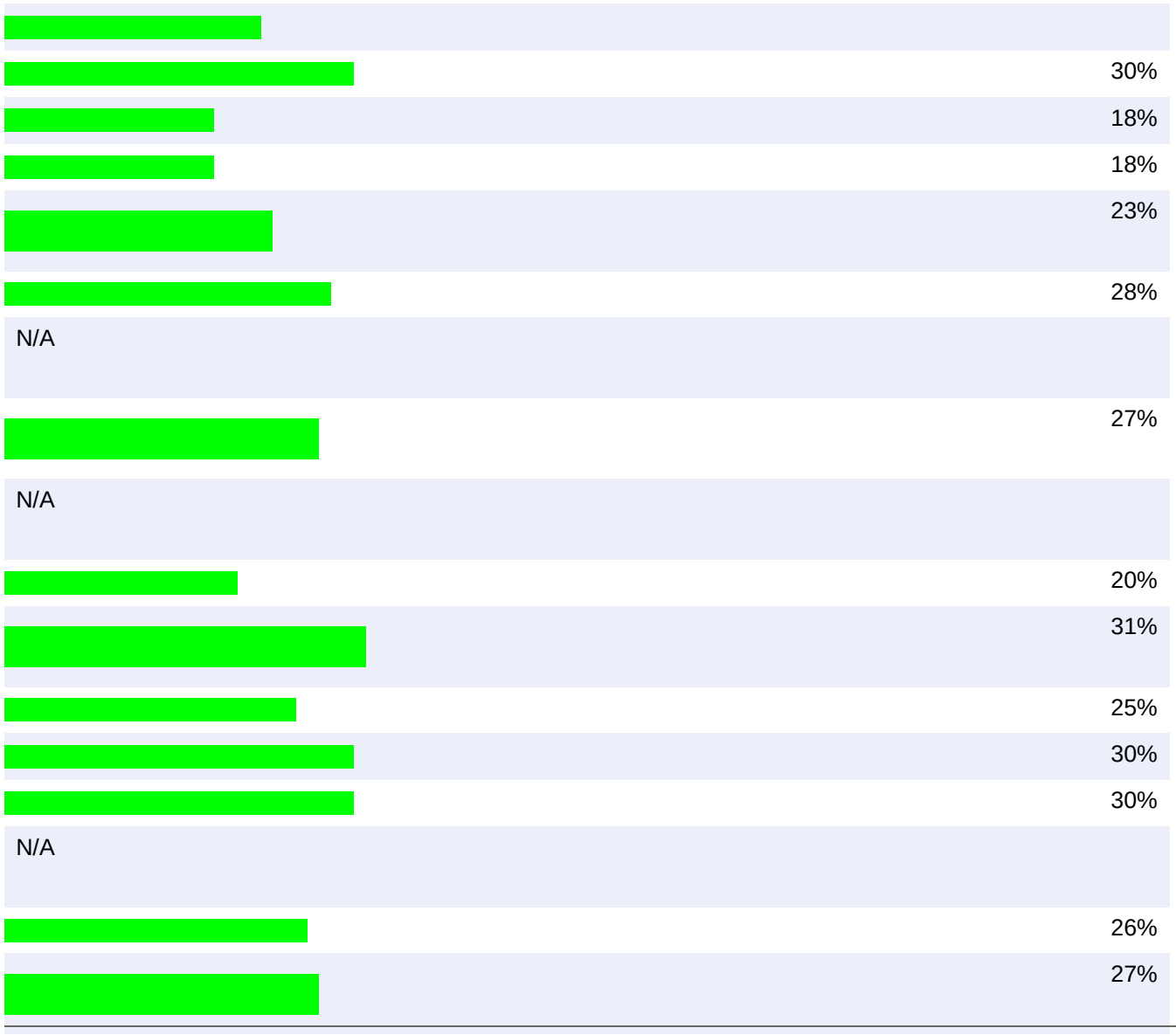


HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

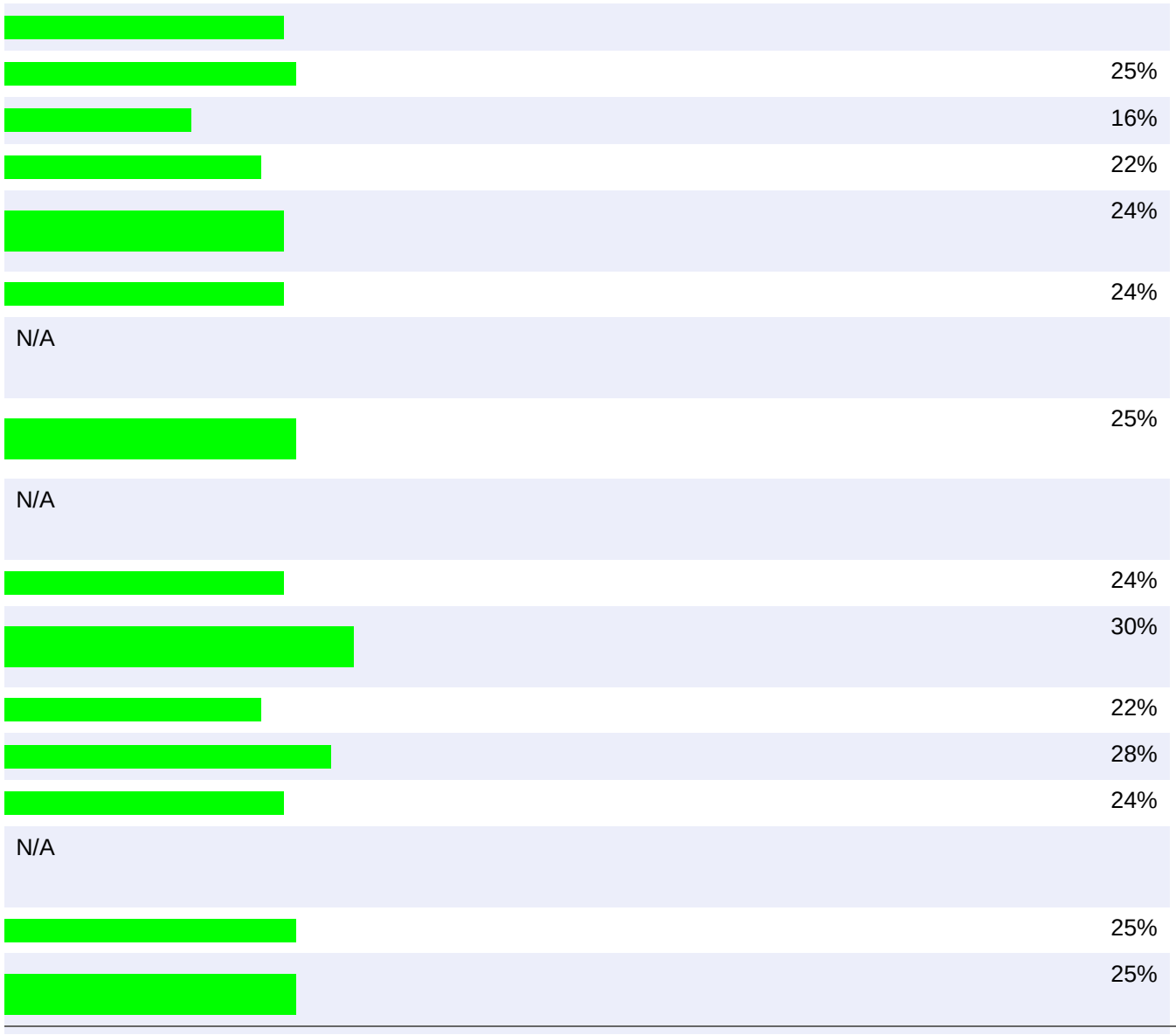
HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	8%
	6%
	3%
	5%
	5%
N/A	
	9%
N/A	
	5%
	8%
	7%
	8%
	4%
N/A	
	4%
	8%

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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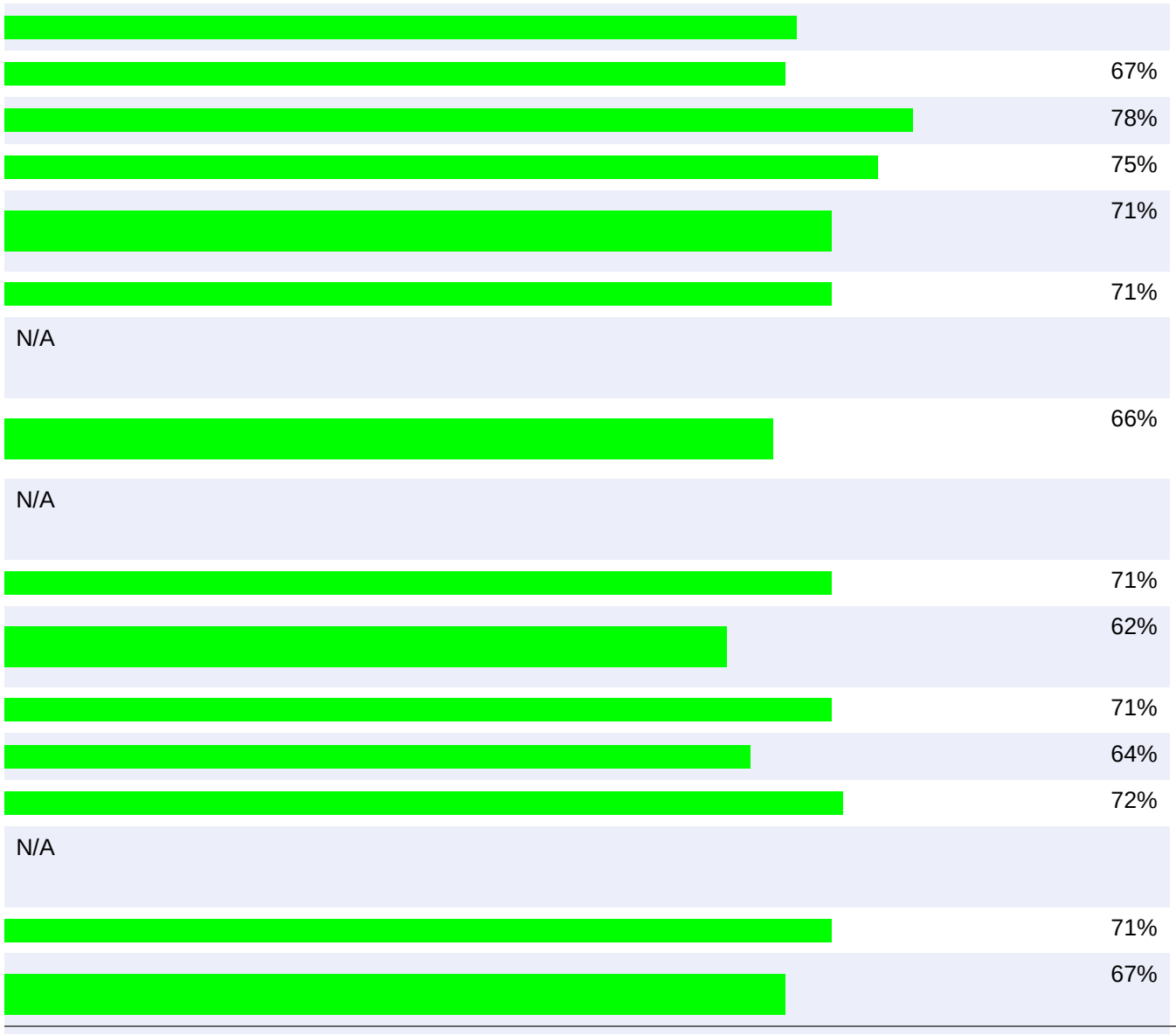

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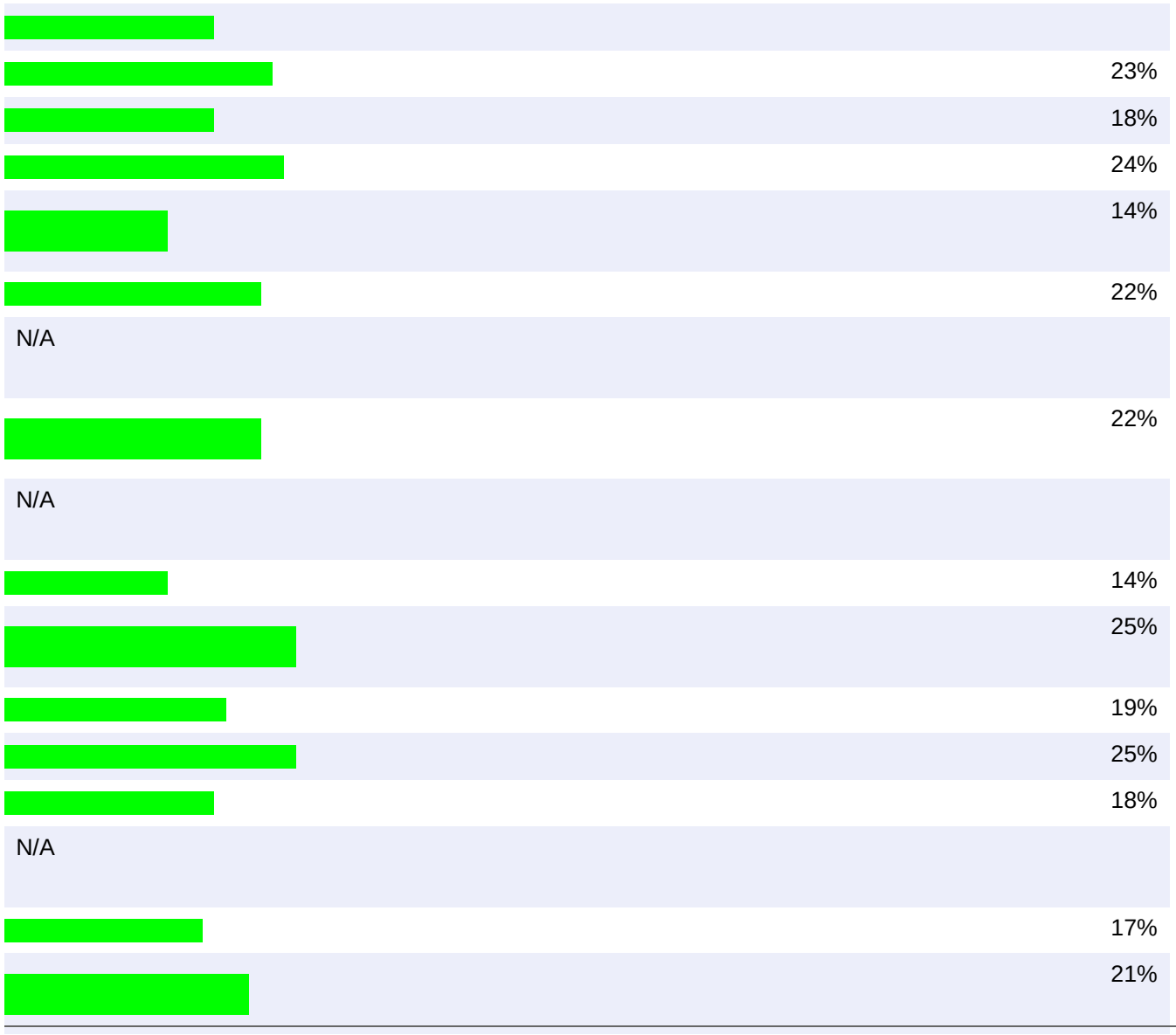

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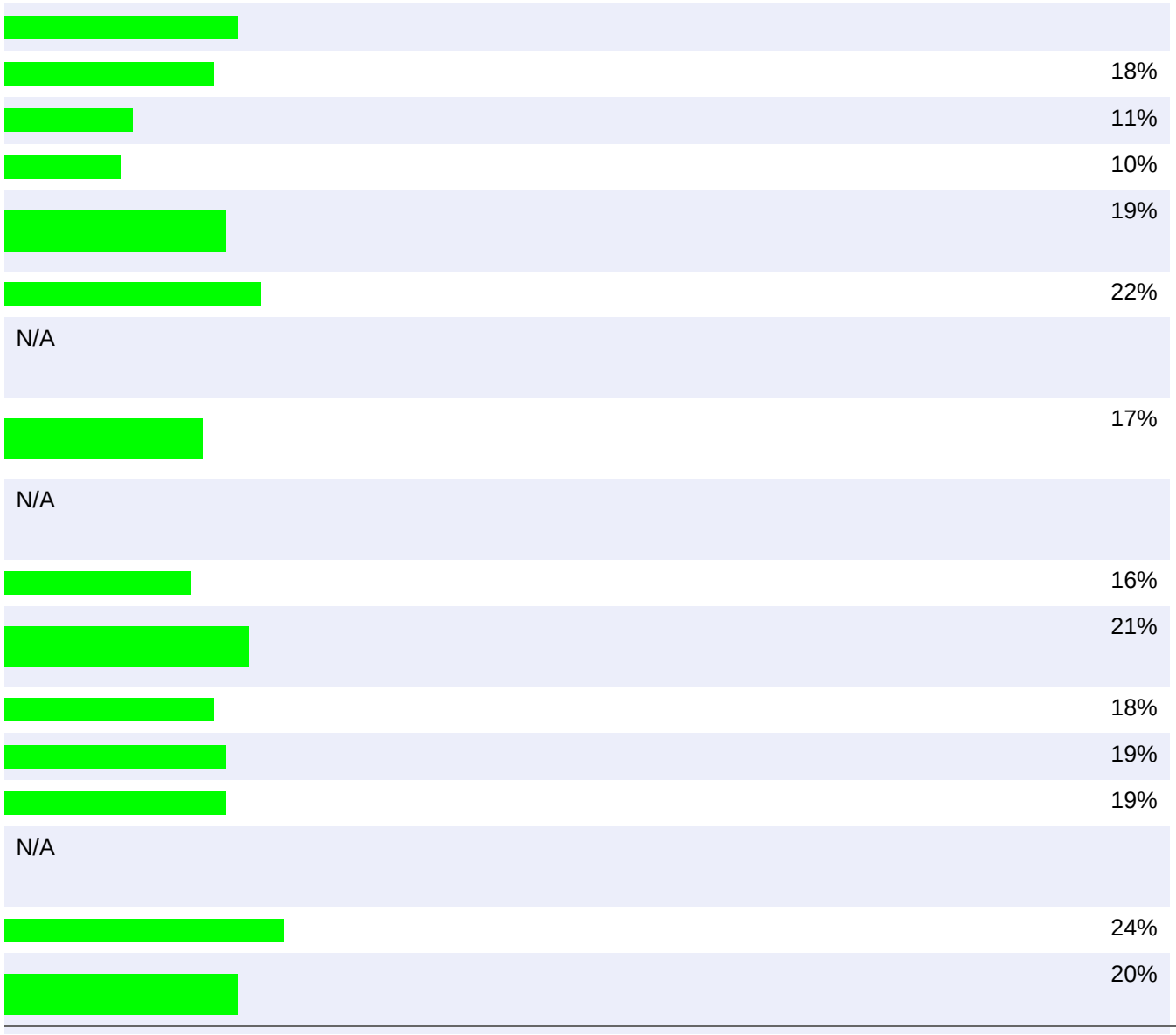

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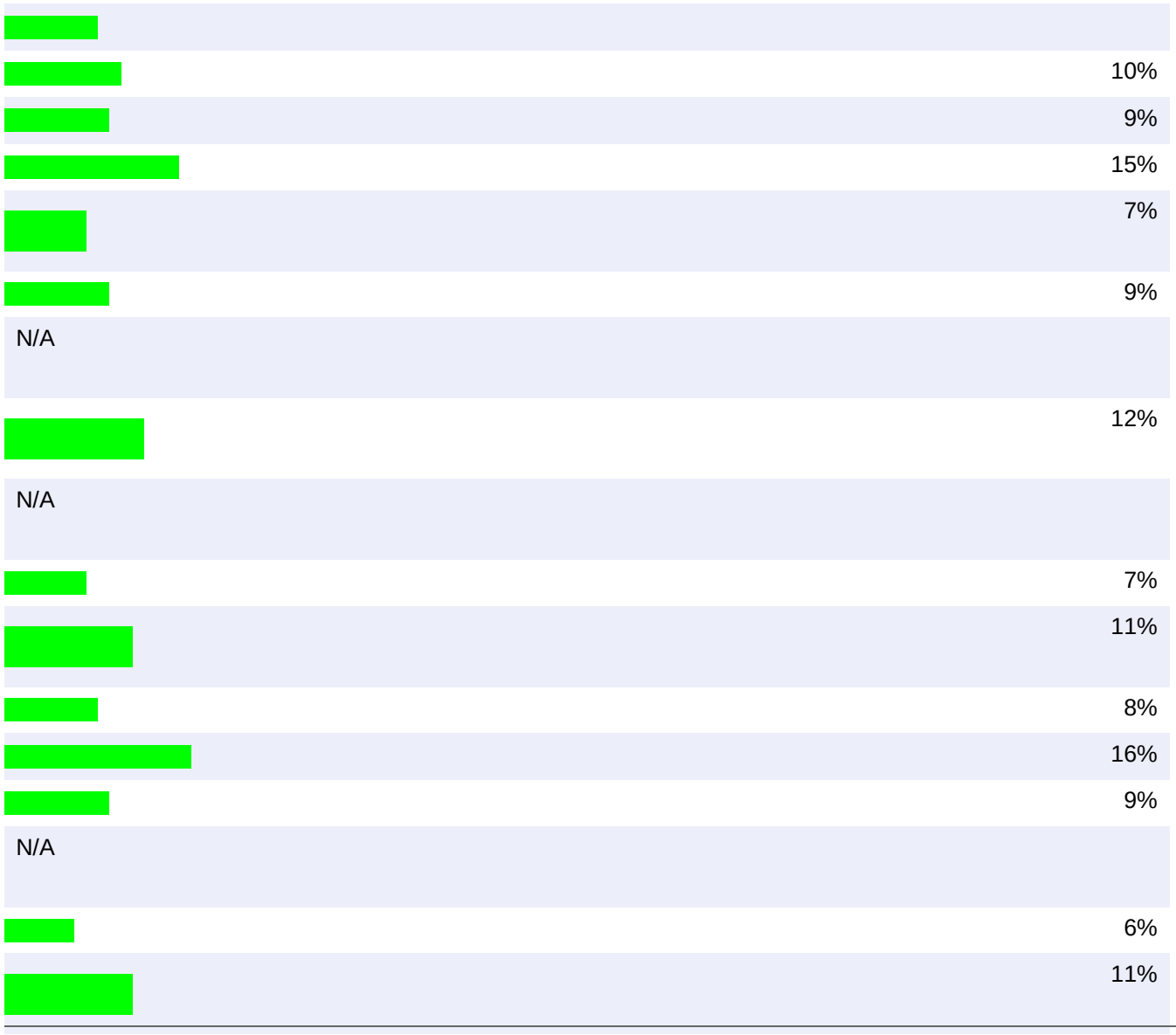

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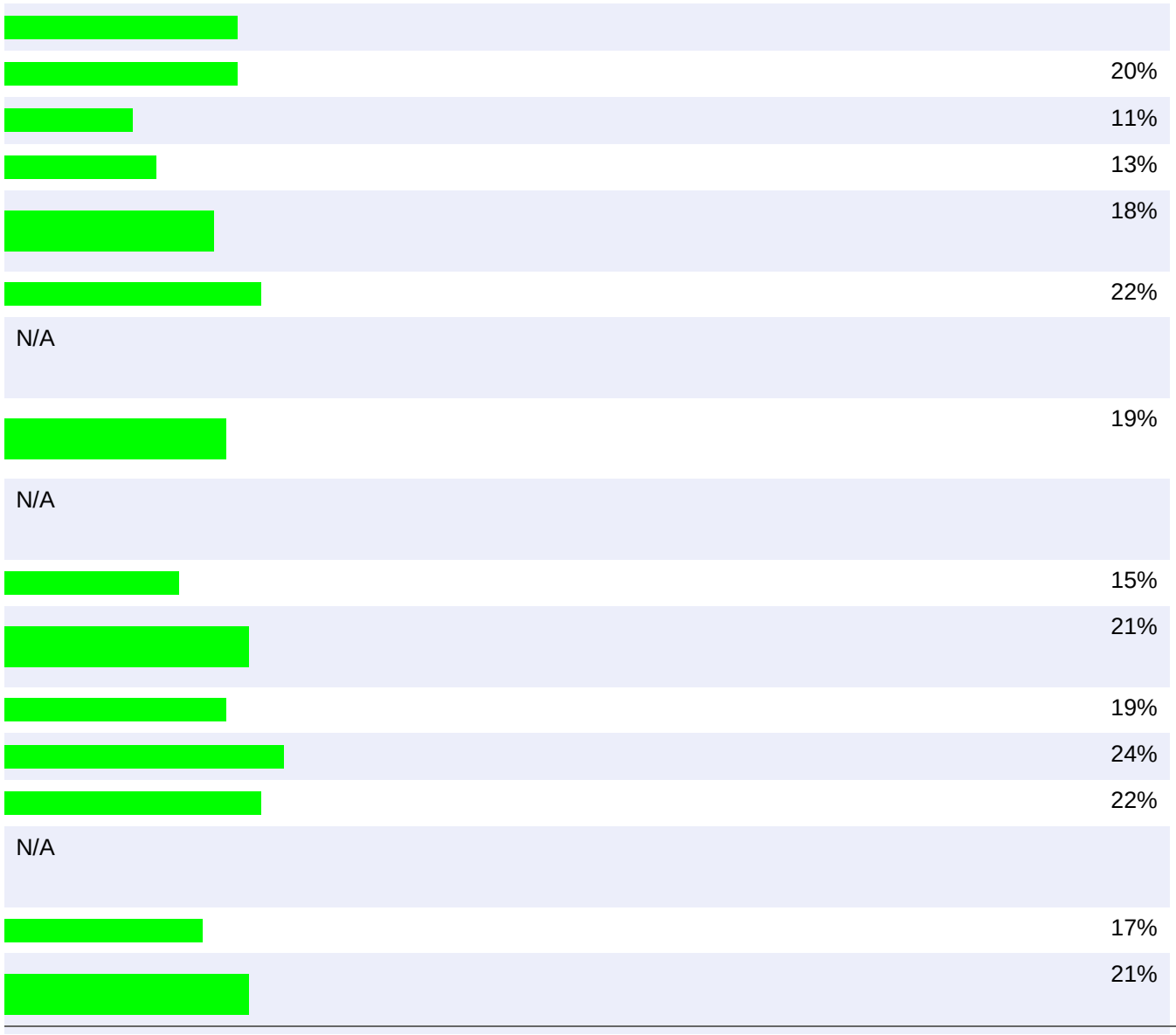

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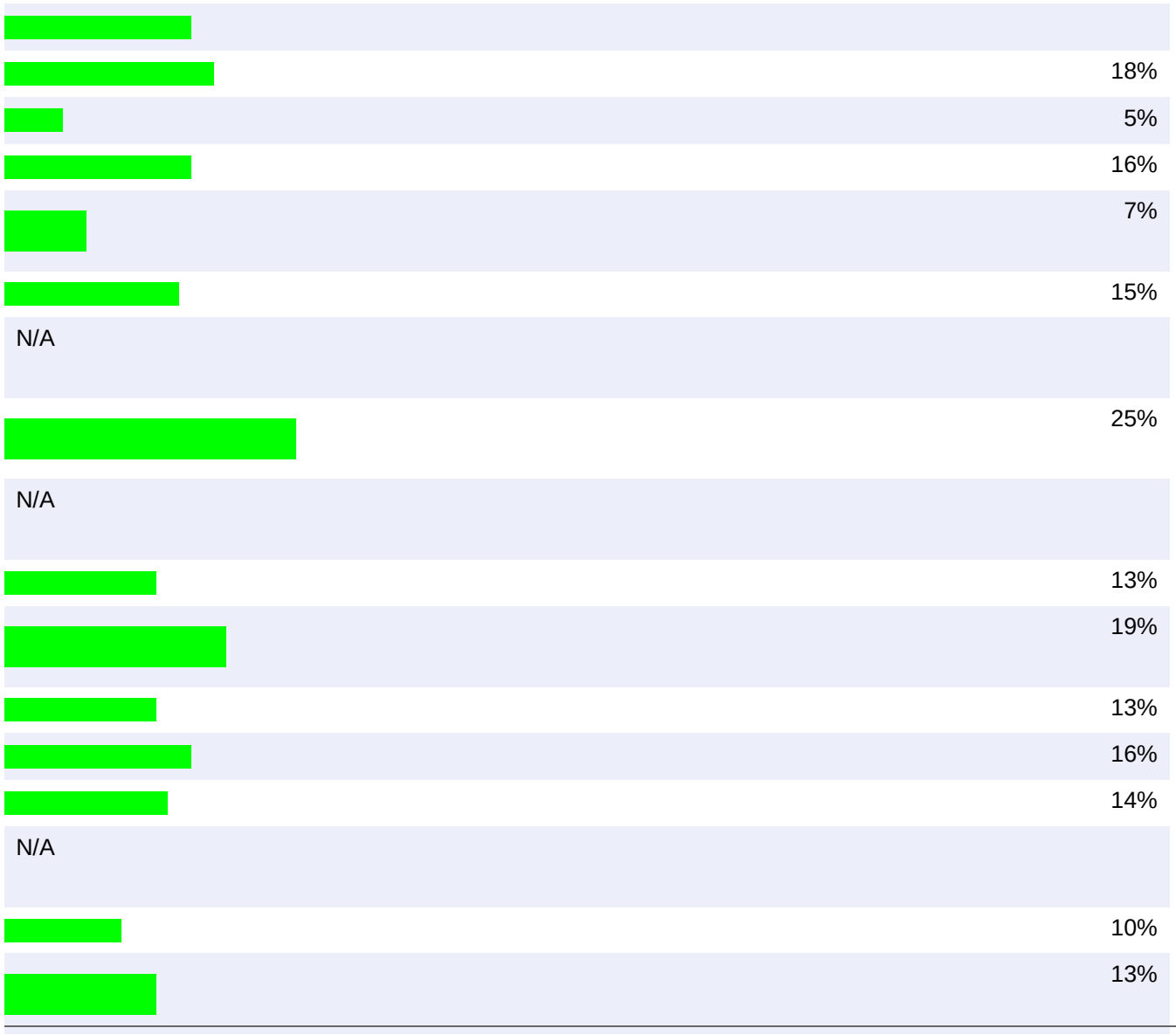

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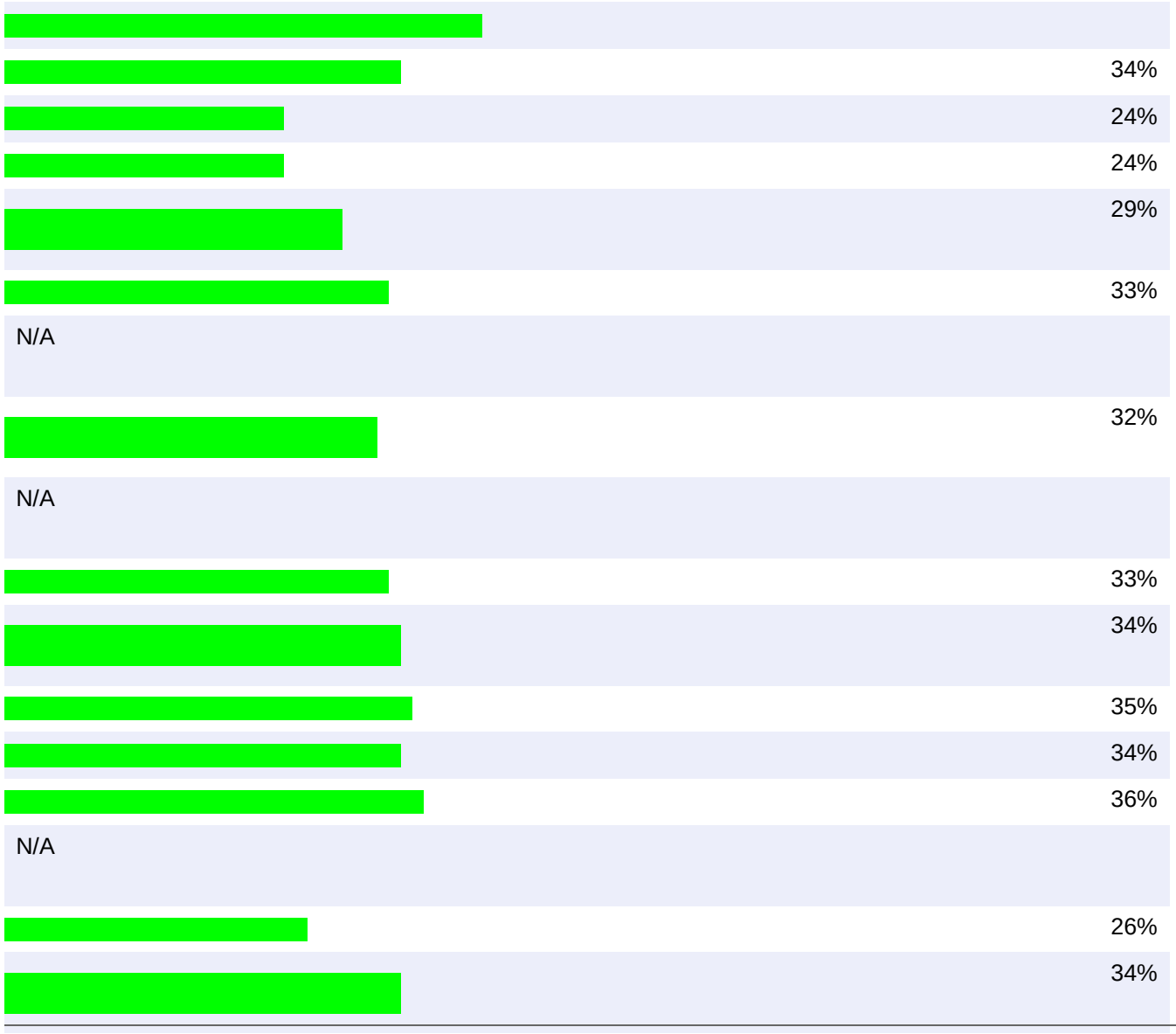

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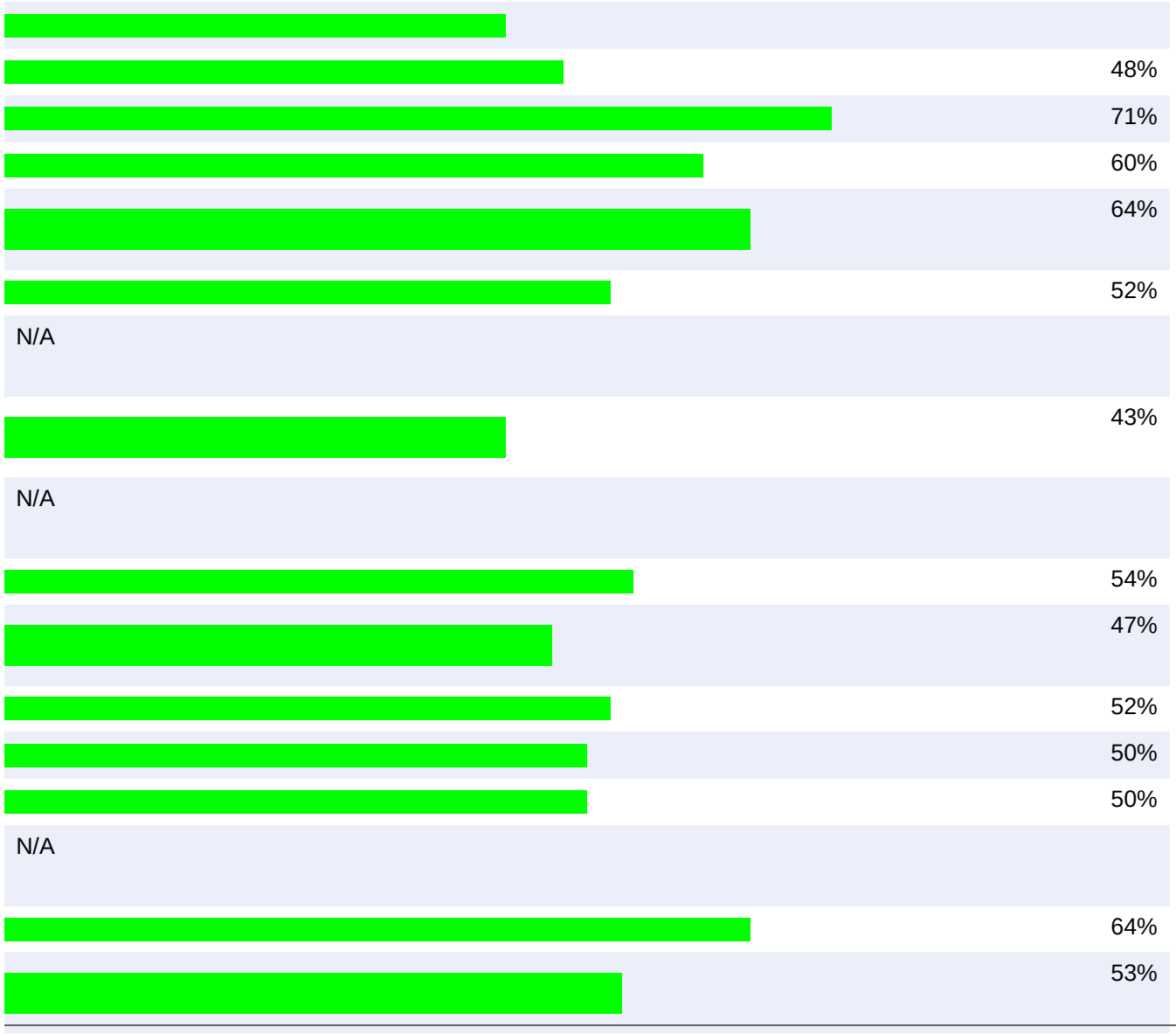

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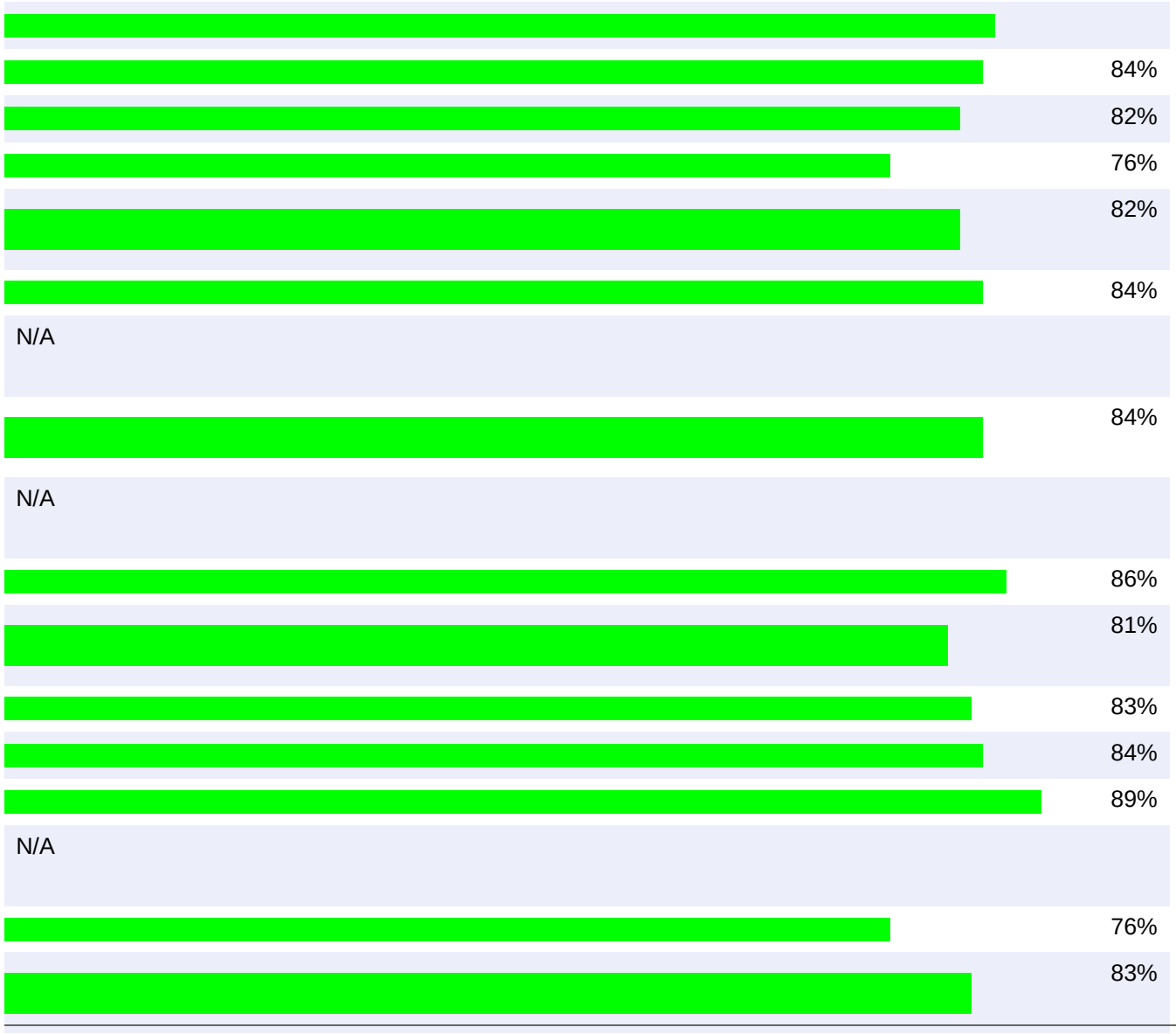

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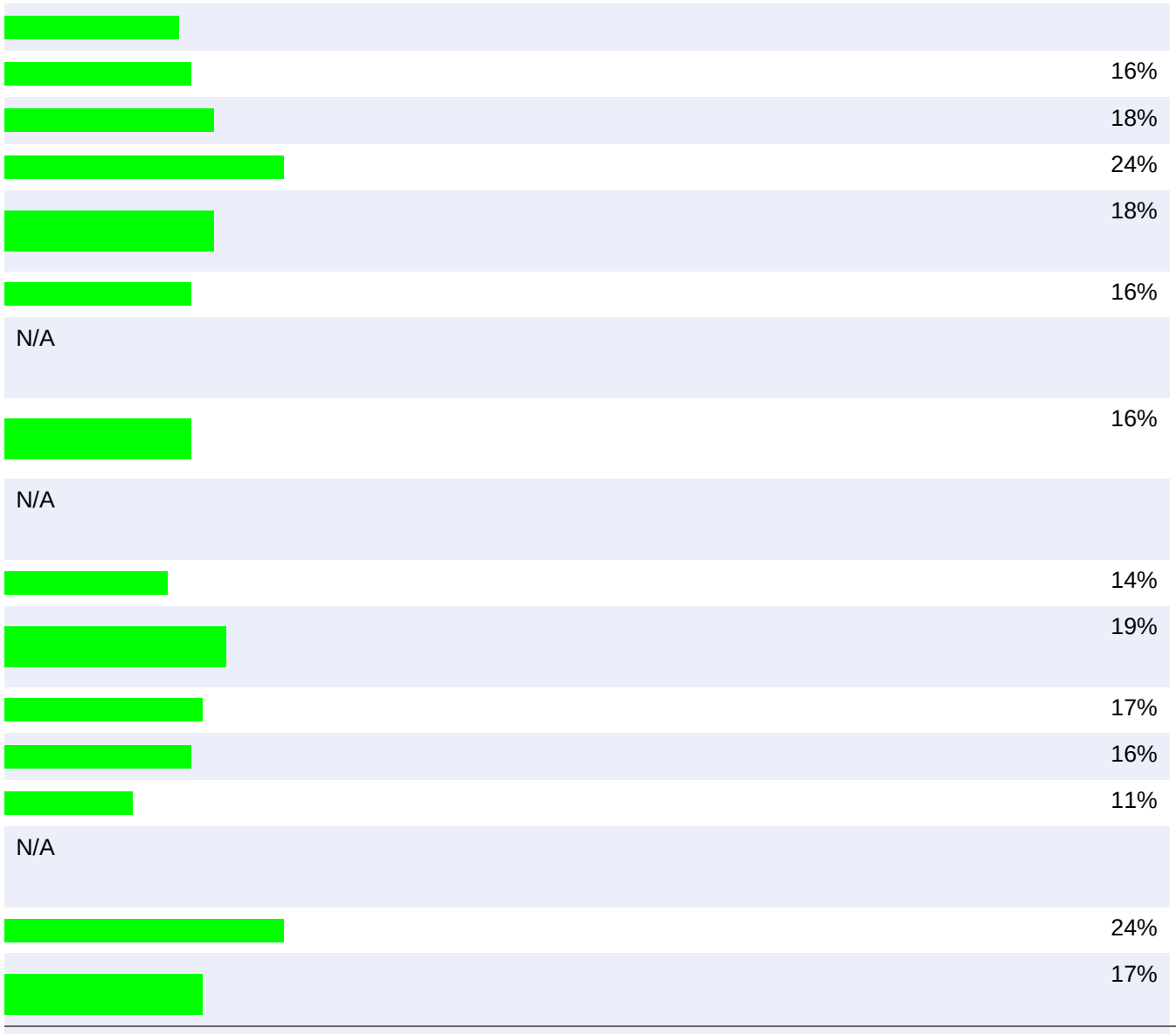

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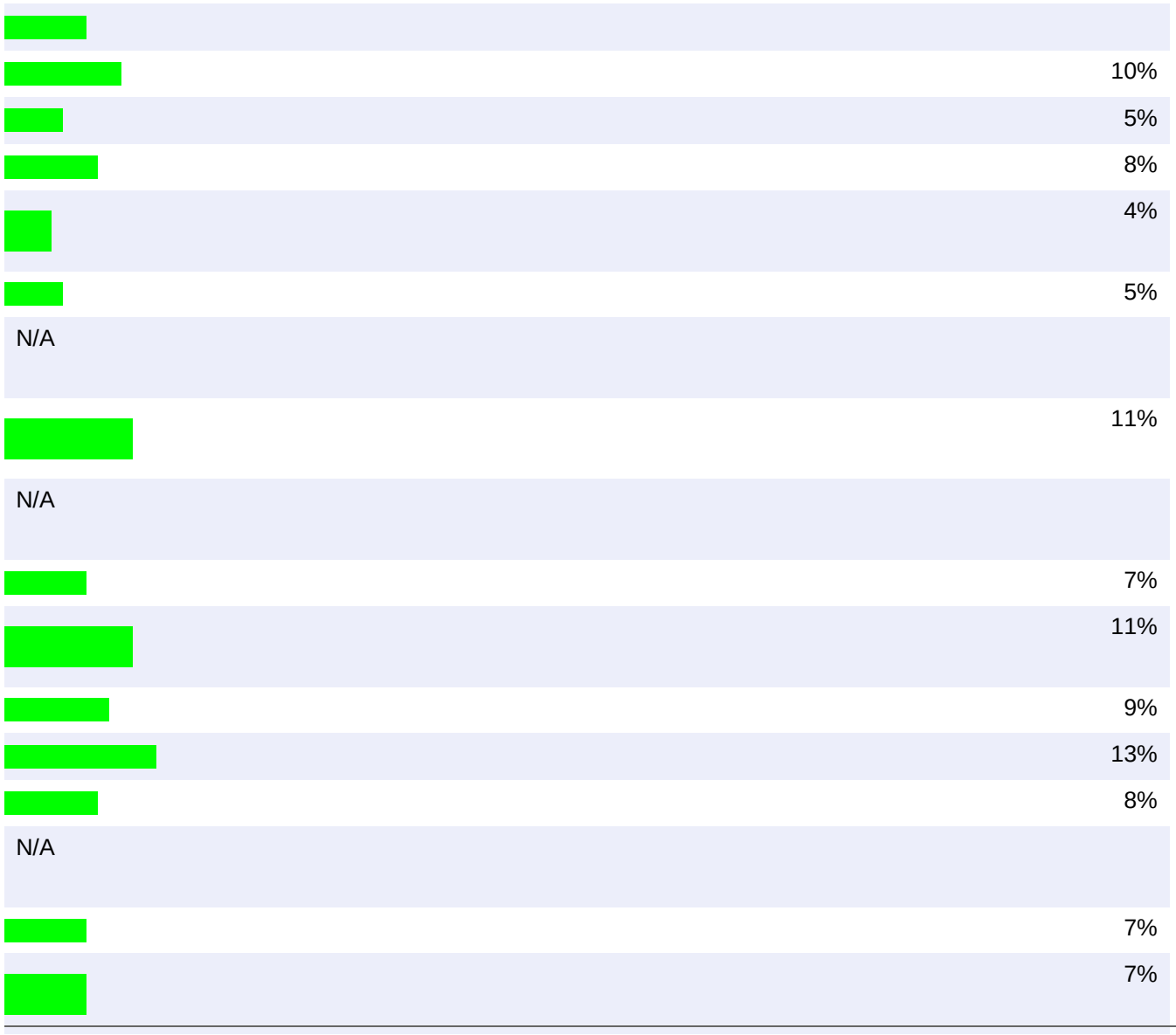


HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

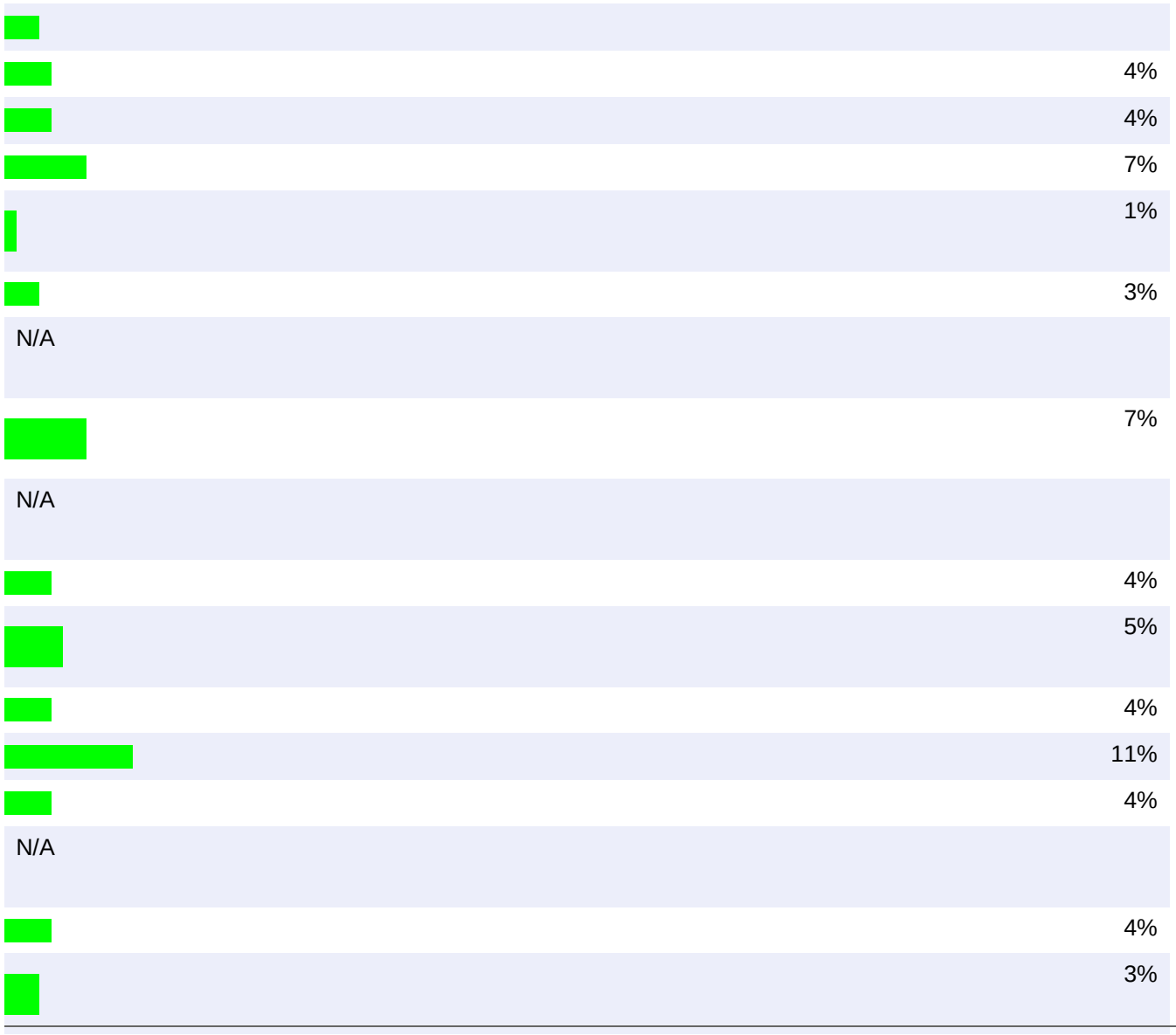
	25%
	21%
	23%
	16%
	23%
N/A	
	28%
N/A	
	25%
	26%
	27%
	28%
	28%
N/A	
	24%
	22%

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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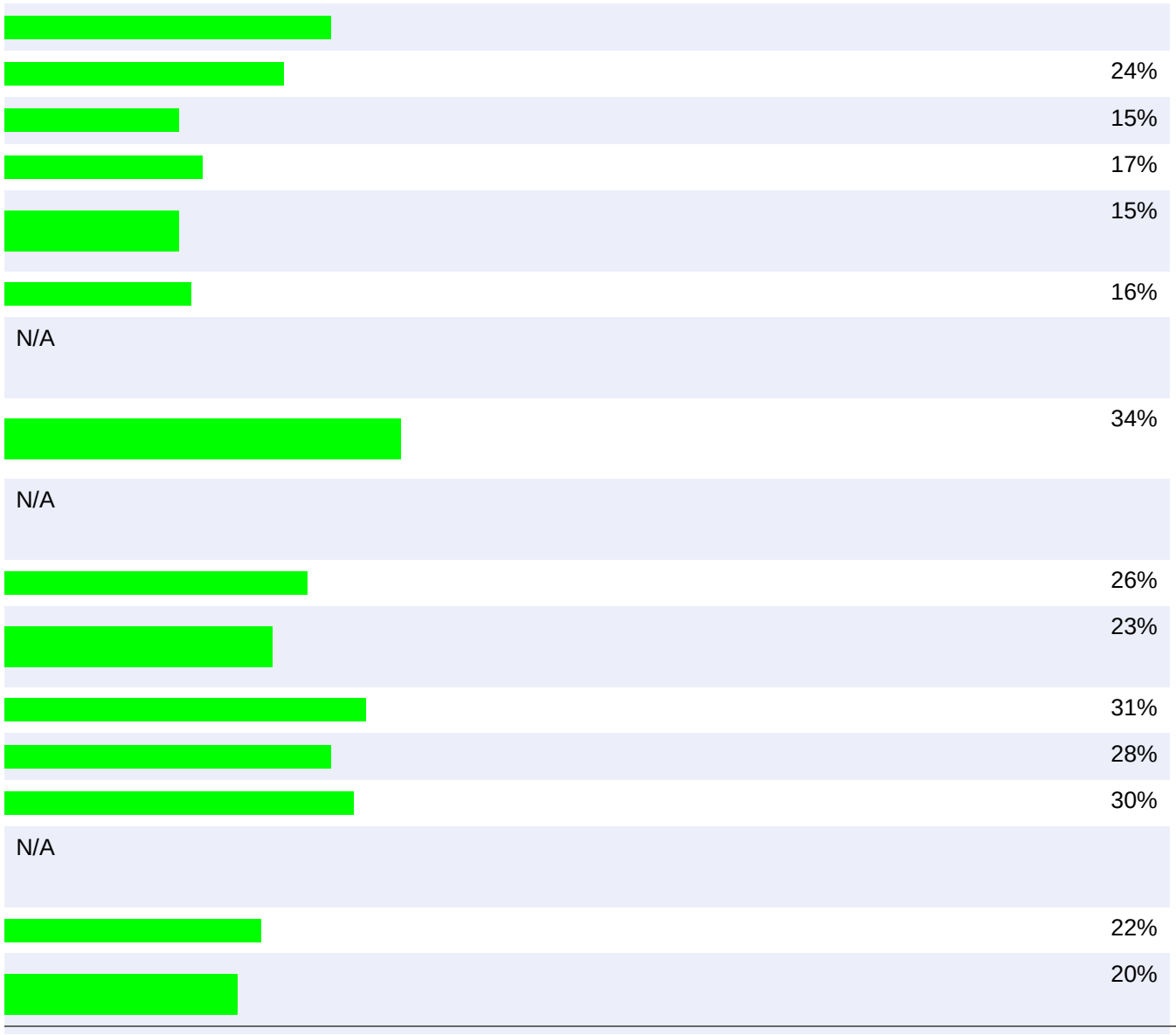

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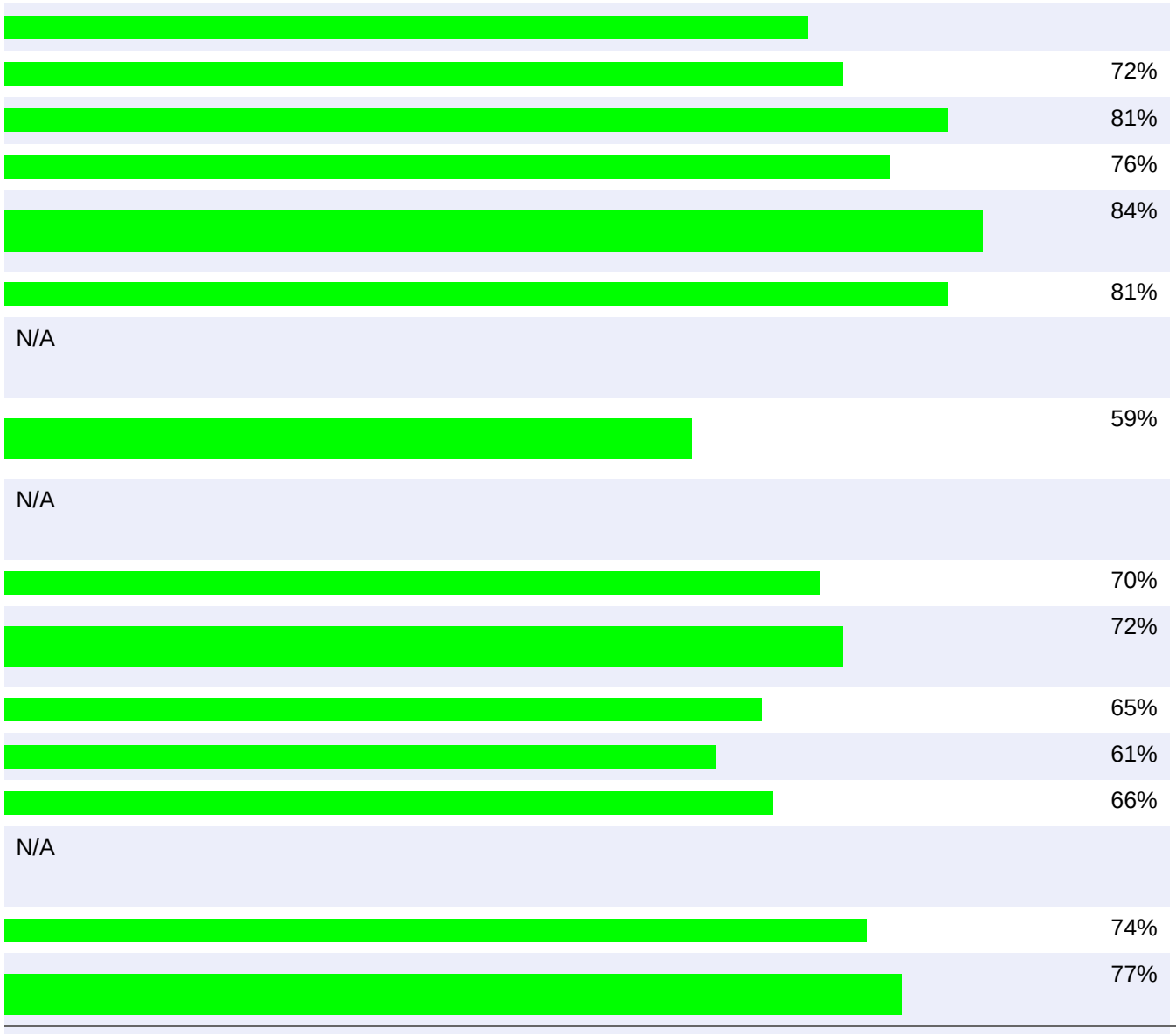

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more
300 or more
300 or more
300 or more
300 or more
N/A
300 or more
N/A
300 or more
300 or more
300 or more
300 or more
300 or more
N/A
300 or more
300 or more

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	34%	
	30%	
	31%	
	34%	
	40%	
N/A		Survey results are not available for this reporting period
	35%	
N/A		Survey results are not available for this reporting period
	41%	
	43%	
	31%	
	34%	
	31%	
N/A		Survey results are not available for this reporting period
	32%	
	37%	

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	SANTA CLARA	EXPRESSWAY
050125	REGIONAL MEDICAL CENTER OF SAN JOSE	225 N JACKSON AVENUE
050380	GOOD SAMARITAN HOSPITAL	2425 SAMARITAN DRIVE
050688	SAINT LOUISE REGIONAL HOSPITAL	9400 NO NAME UNO
050038	SANTA CLARA VALLEY MEDICAL CENTER	751 SOUTH BASCOM AVENUE
050153	O'CONNOR HOSPITAL	2105 FOREST AVENUE
050604	KAISER FOUNDATION HOSPITAL-SAN JOSE	250 HOSPITAL PARKWAY
050228	SAN FRANCISCO GENERAL HOSPITAL	1001 POTRERO AVENUE
050131	NOVATO COMMUNITY HOSPITAL	180 ROWLAND WAY
050454	UCSF MEDICAL CENTER	505 PARNASSUS AVE
050320	ALAMEDA COUNTY MEDICAL CENTER	1411 E 31ST ST
050510	KAISER FOUNDATION HOSPITAL	99 MONTECILLO RD
050008	CALIFORNIA PACIFIC MEDICAL CTR-DAVIES CAMPUS HOSP	45 CASTRO STREET
050047	CALIFORNIA PACIFIC MEDICAL CTR-PACIFIC CAMPUS HOSP	2333 BUCHANAN STREET
050055	CALIFORNIA PACIFIC MEDICAL CTR - ST. LUKE'S CAMPUS	3555 CESAR CHAVEZ STREET
050457	ST MARY'S MEDICAL CENTER	450 STANYAN ST

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	SAN JOSE	CA
	SAN JOSE	CA
	GILROY	CA
	SAN JOSE	CA
	SAN JOSE	CA
	SAN JOSE	CA
	SAN FRANCISCO	CA
	NOVATO	CA
	SAN FRANCISCO	CA
	OAKLAND	CA
	SAN RAFAEL	CA
	SAN FRANCISCO	CA
	SAN FRANCISCO	CA
	SAN FRANCISCO	CA
	SAN FRANCISCO	CA

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

95116	SANTA CLARA	4082595000
95124	SANTA CLARA	4085592011
95020	SANTA CLARA	4088482000
95128	SANTA CLARA	4088855000
95128	SANTA CLARA	4089472500
95119	SANTA CLARA	4089727000
94110	SAN FRANCISCO	4152068000
94945	MARIN	4152091300
94143	SAN FRANCISCO	4153532733
94602	ALAMEDA	4154374800
94903	MARIN	4154442000
94114	SAN FRANCISCO	4156006000
94115	SAN FRANCISCO	4156006000
94110	SAN FRANCISCO	4156416562
94117	SAN FRANCISCO	4156681000

HCAHPS VHA WC March 2010

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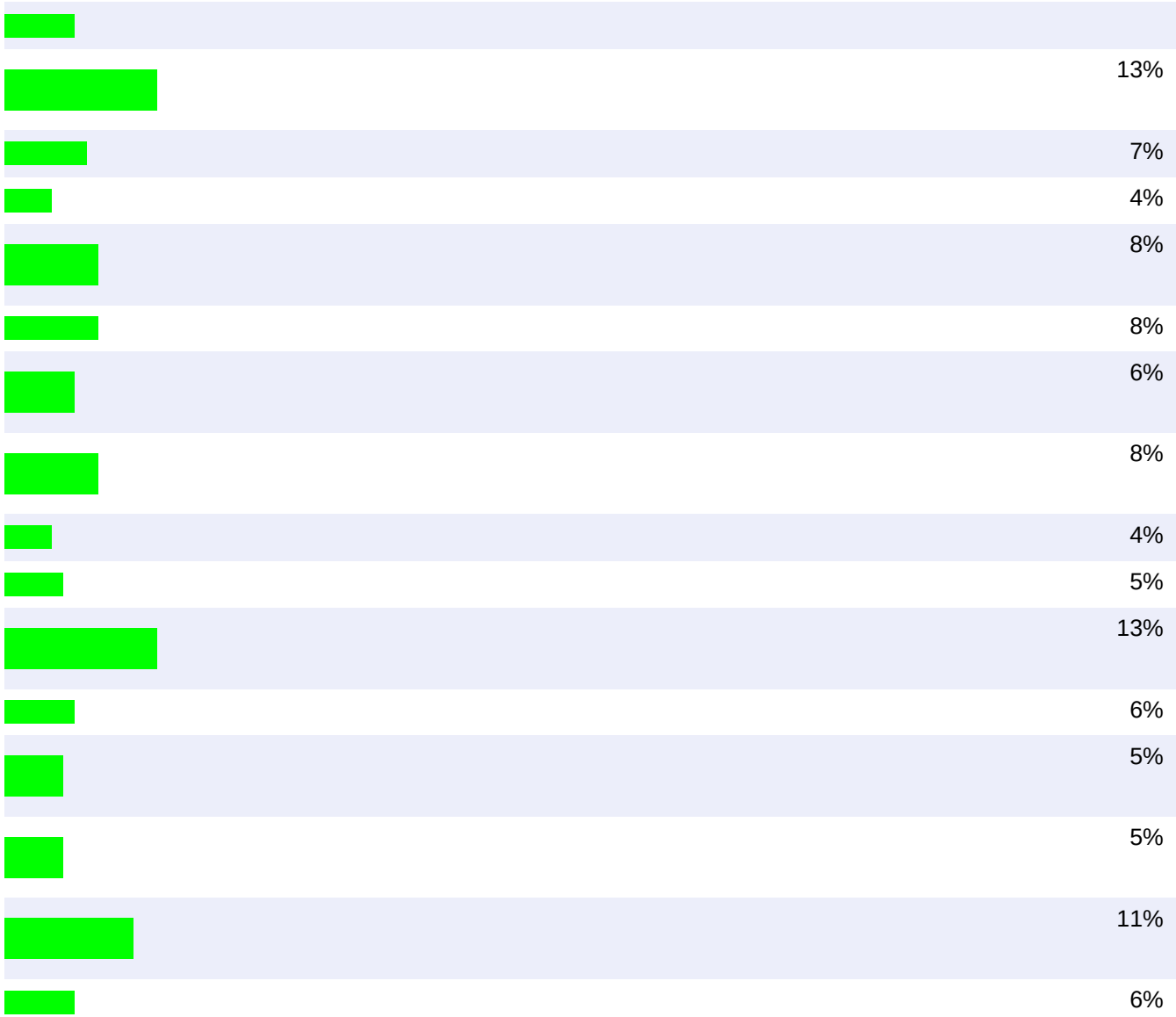

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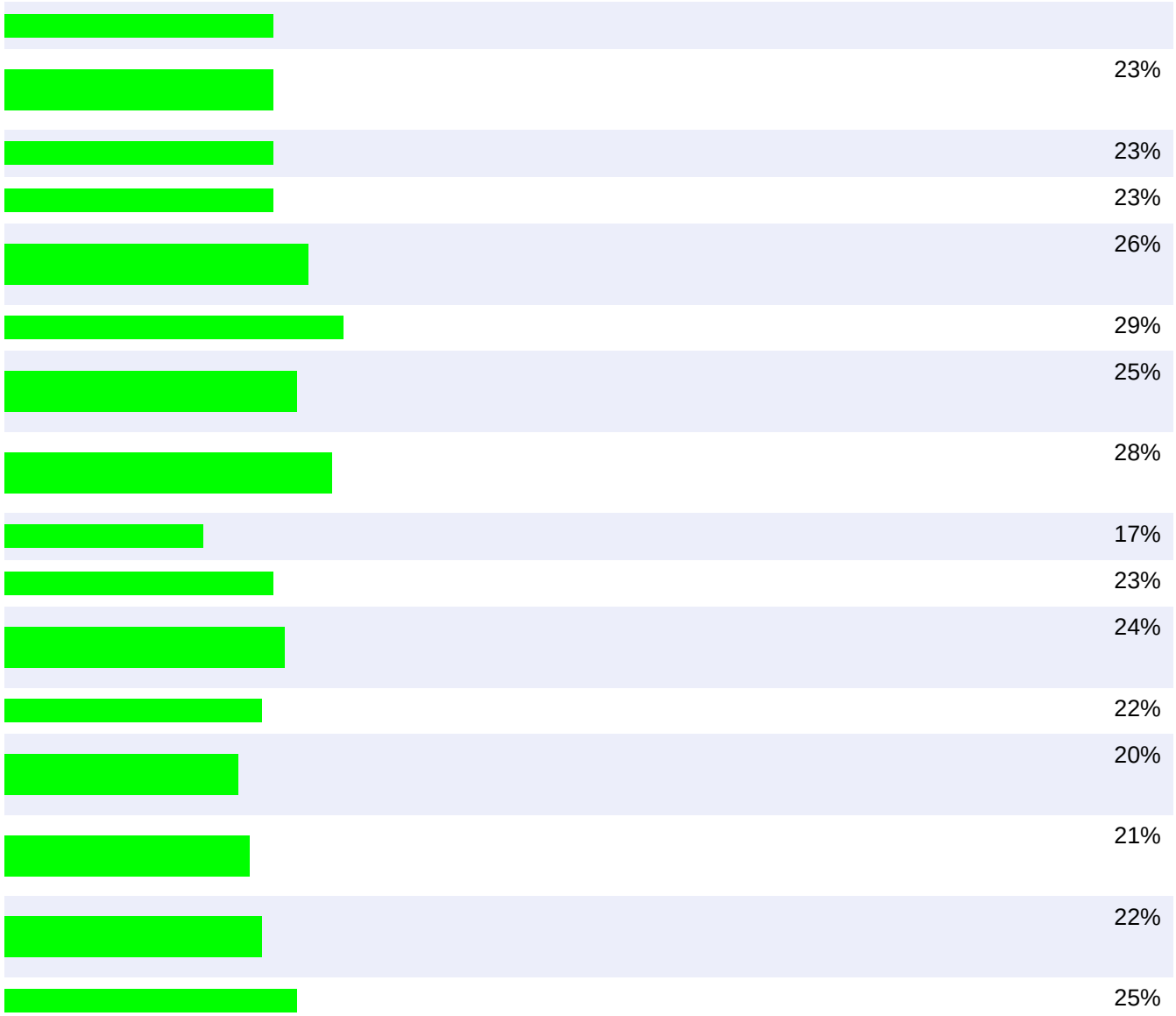

HCAHPS VHA WC March 2010

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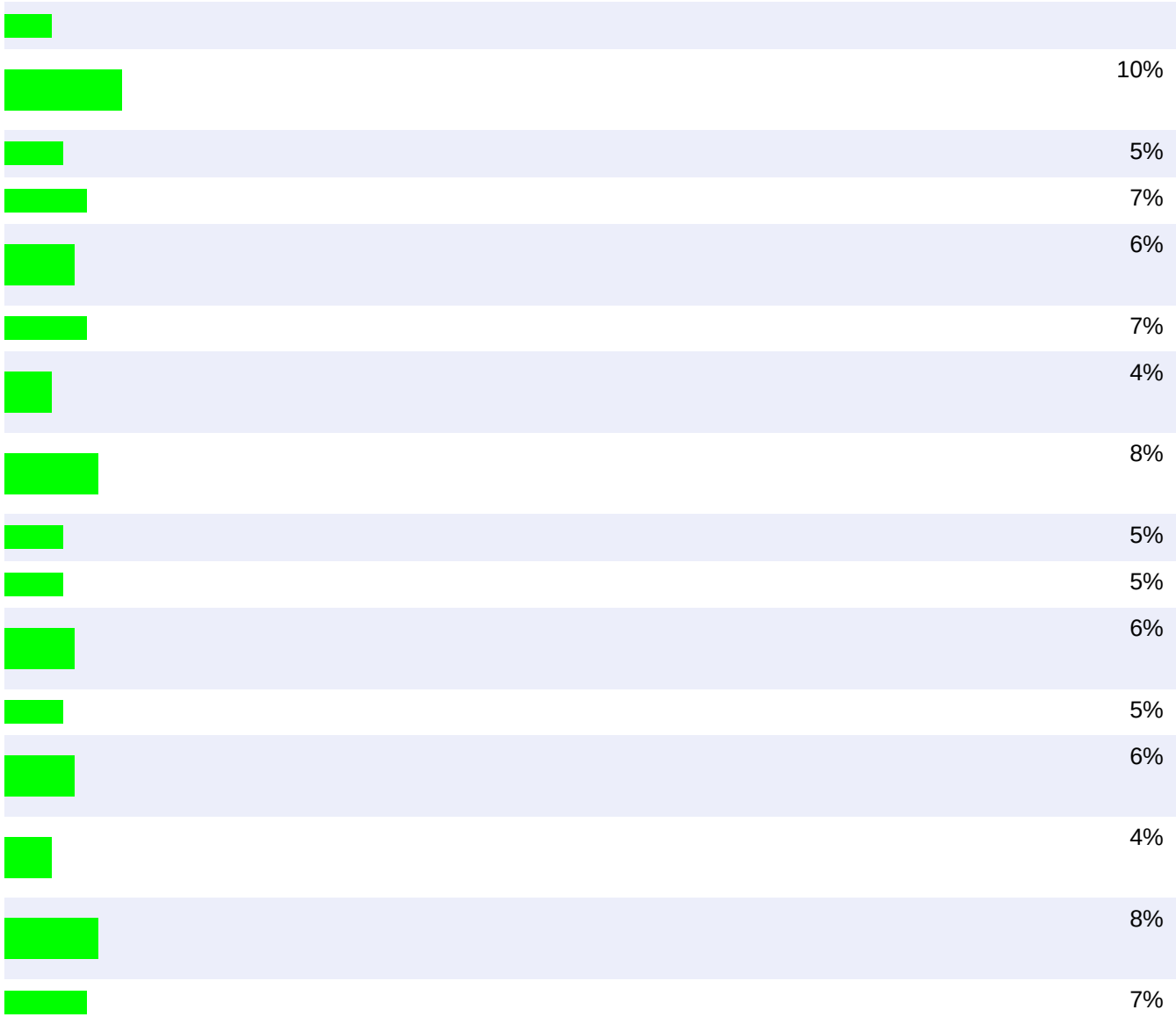

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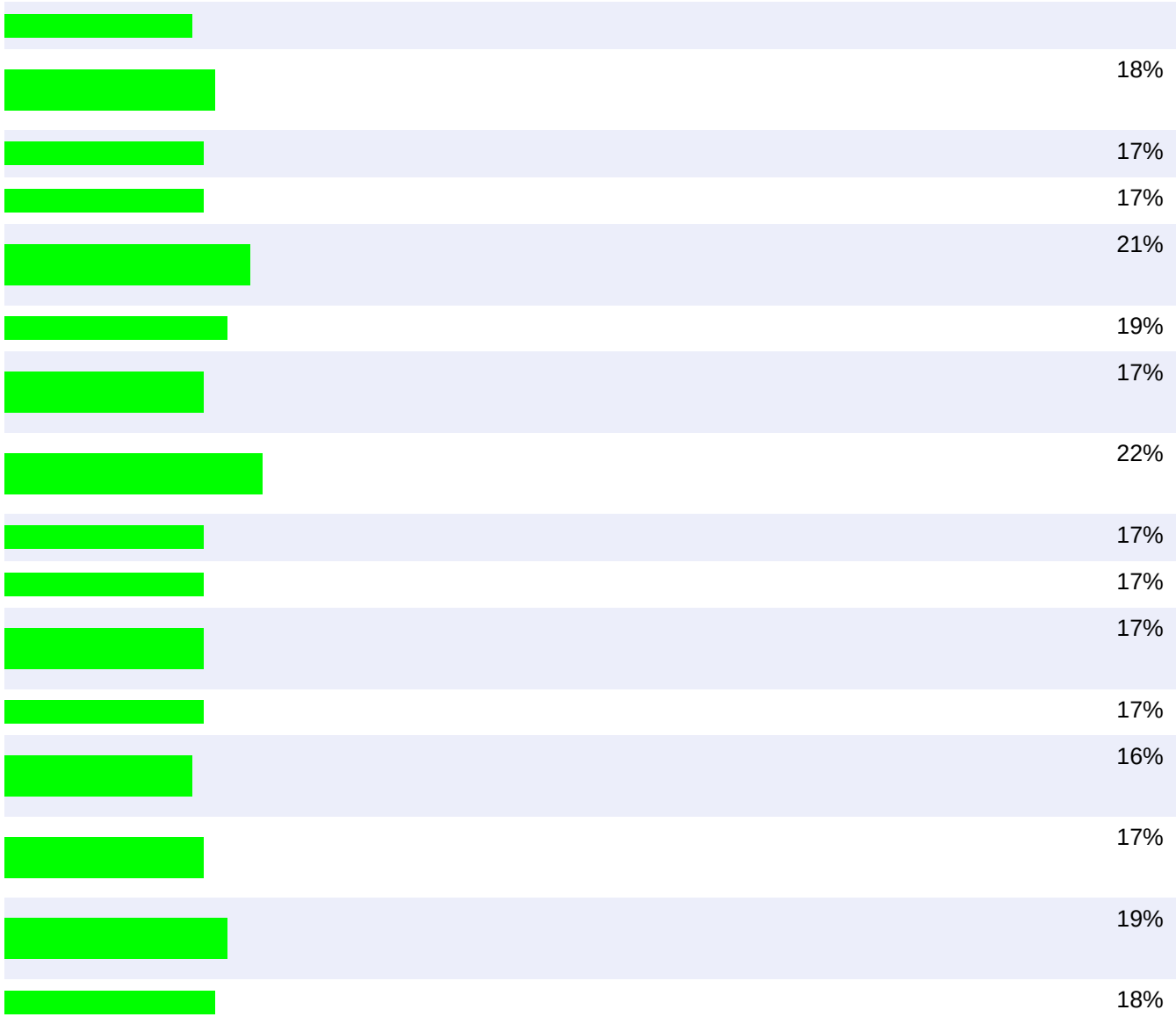

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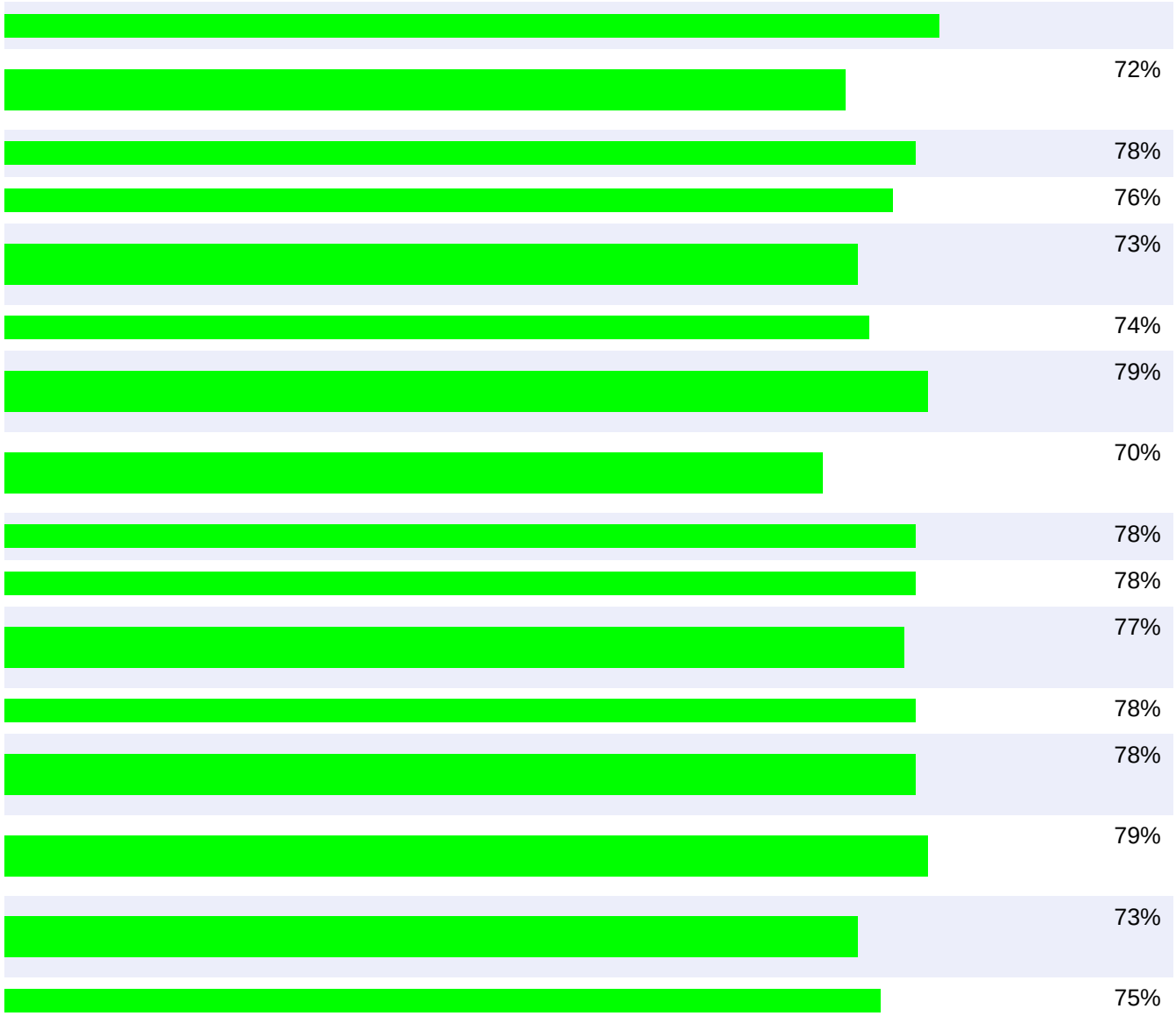

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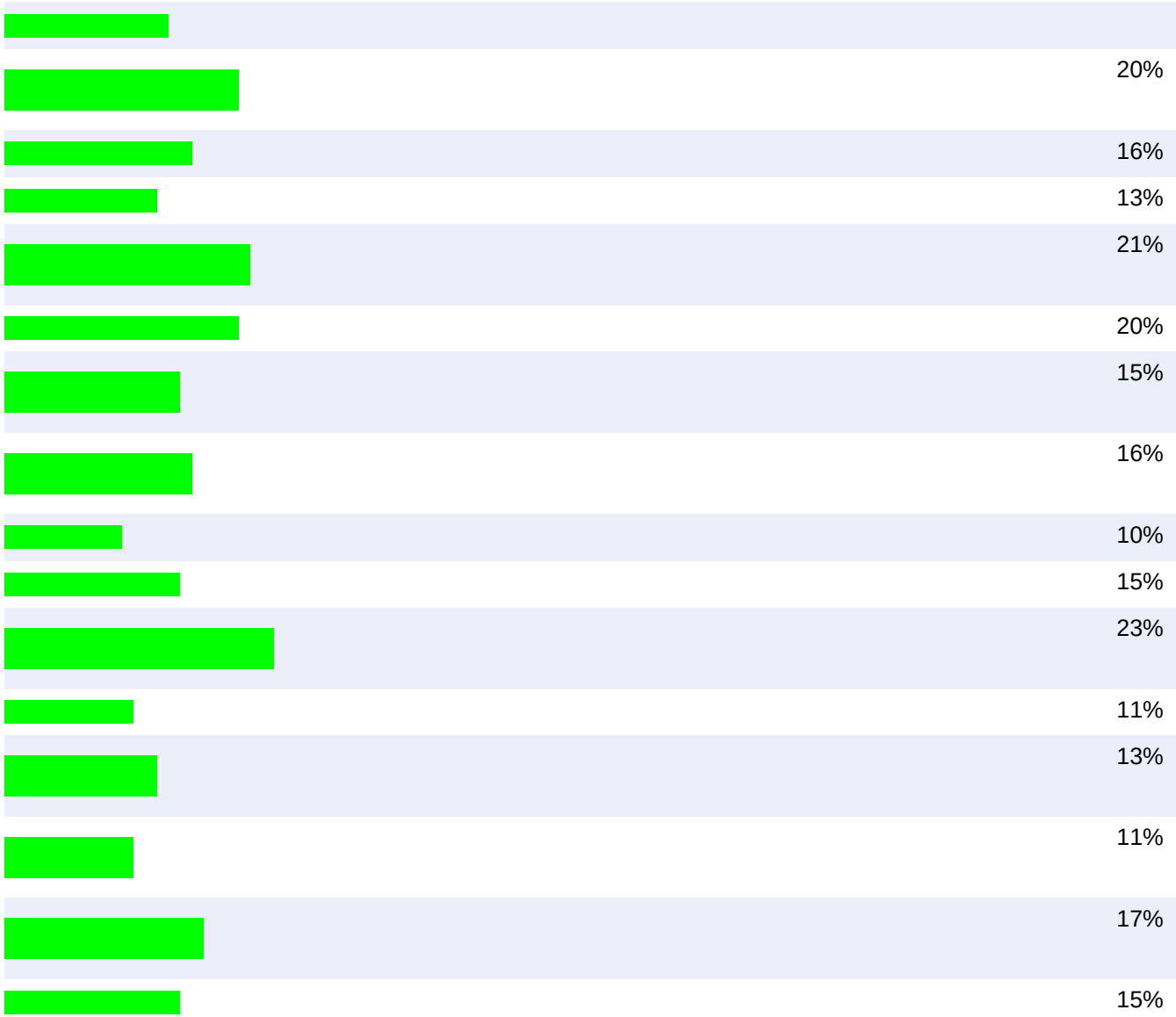

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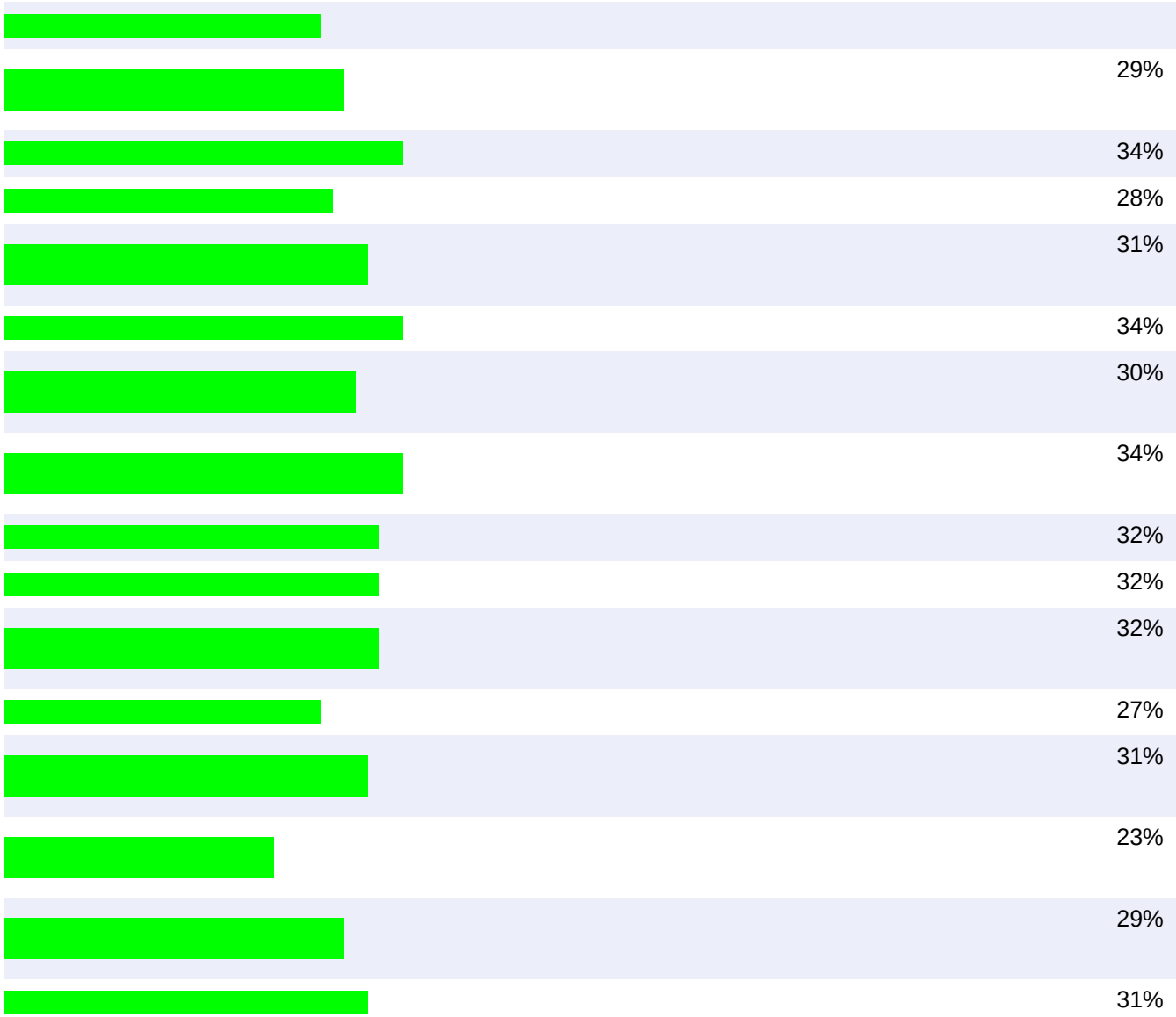

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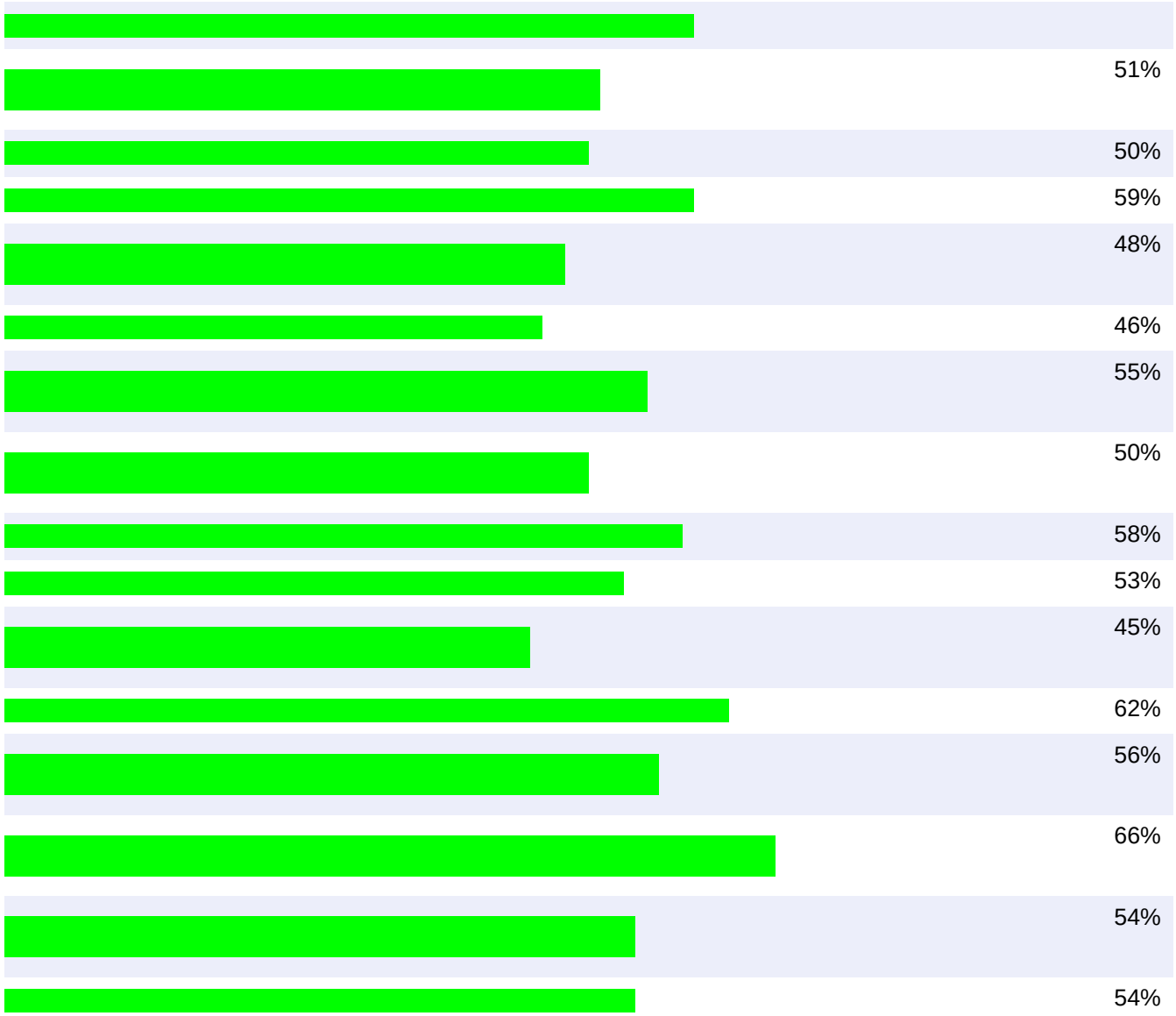

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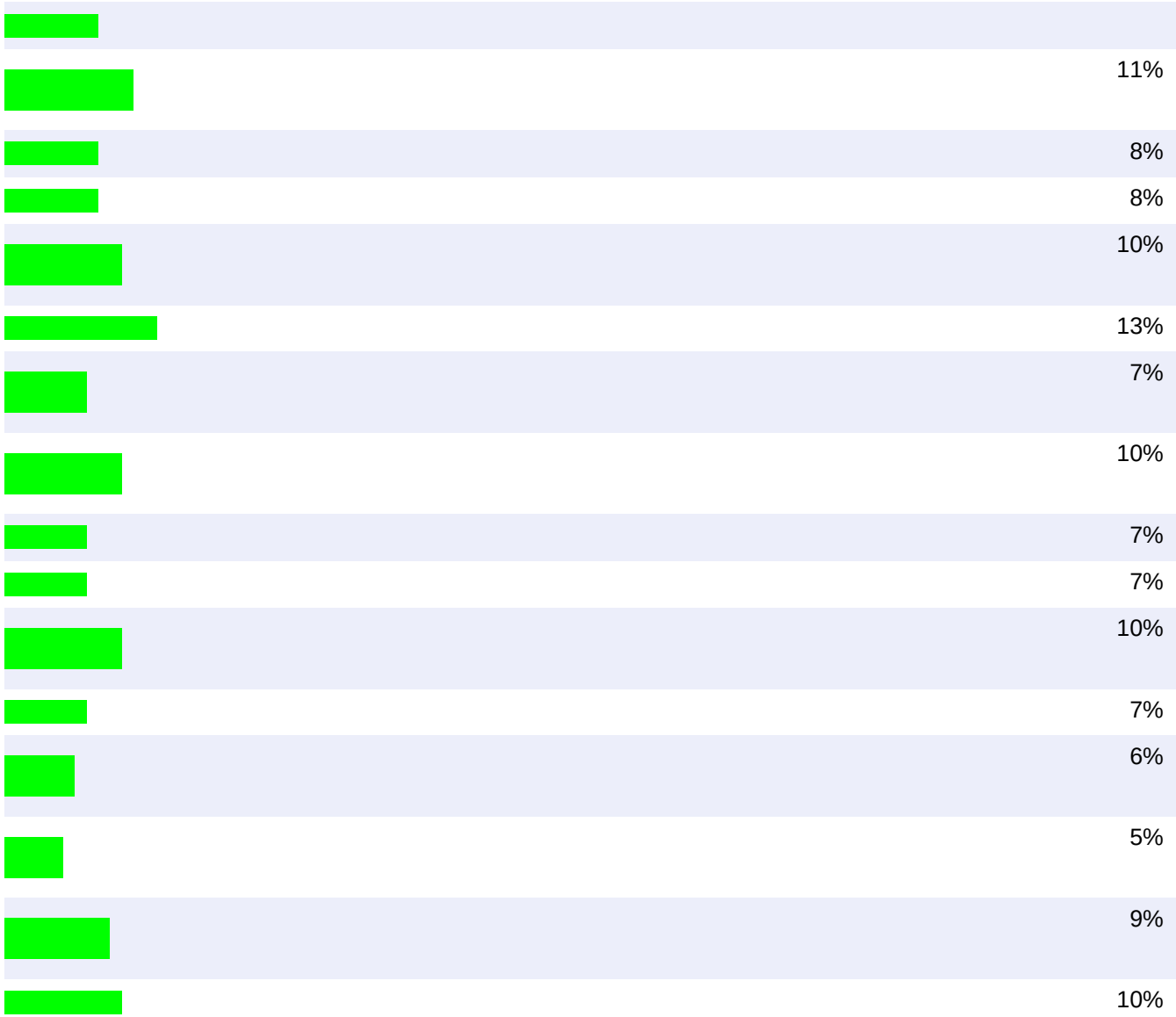

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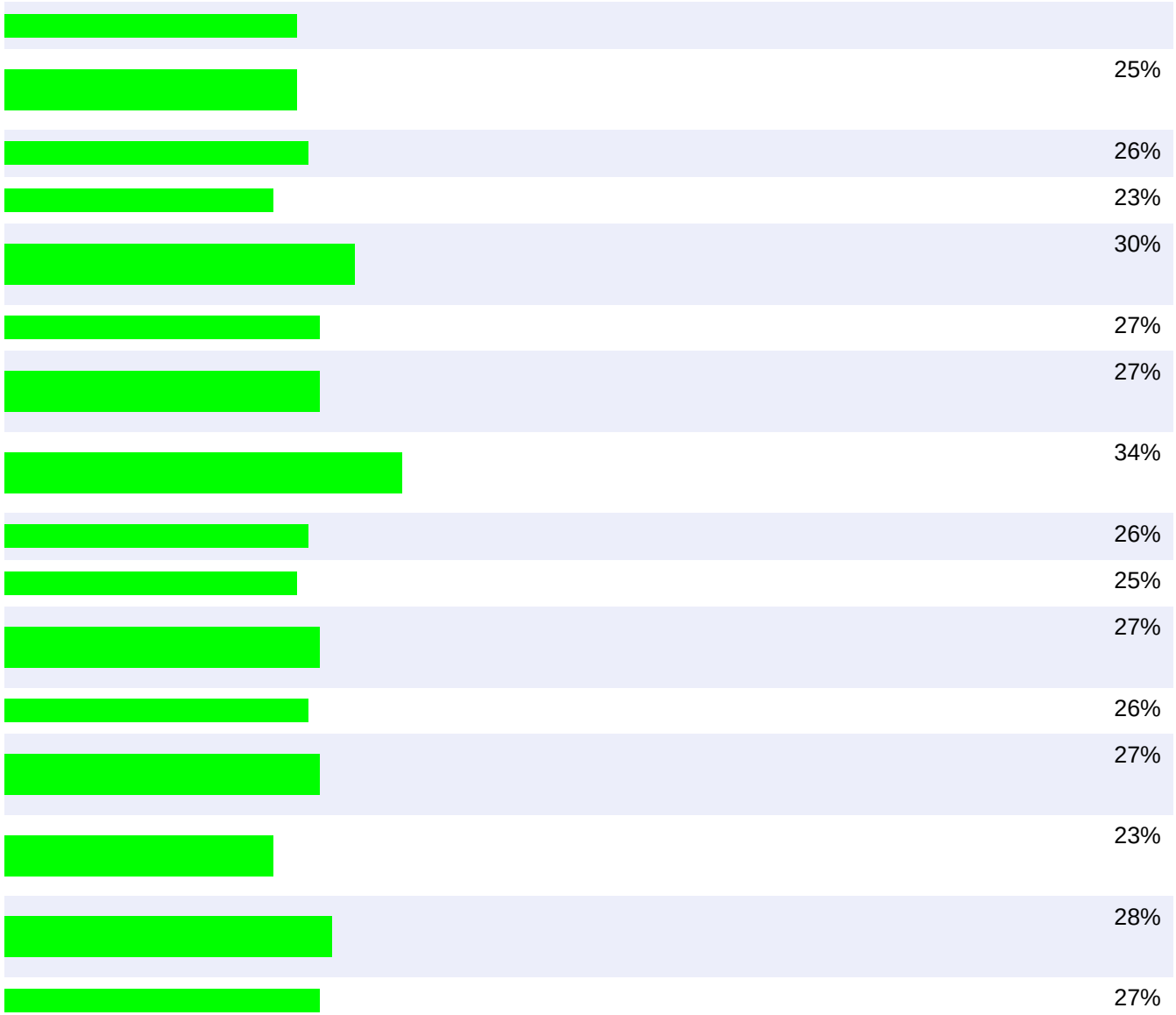

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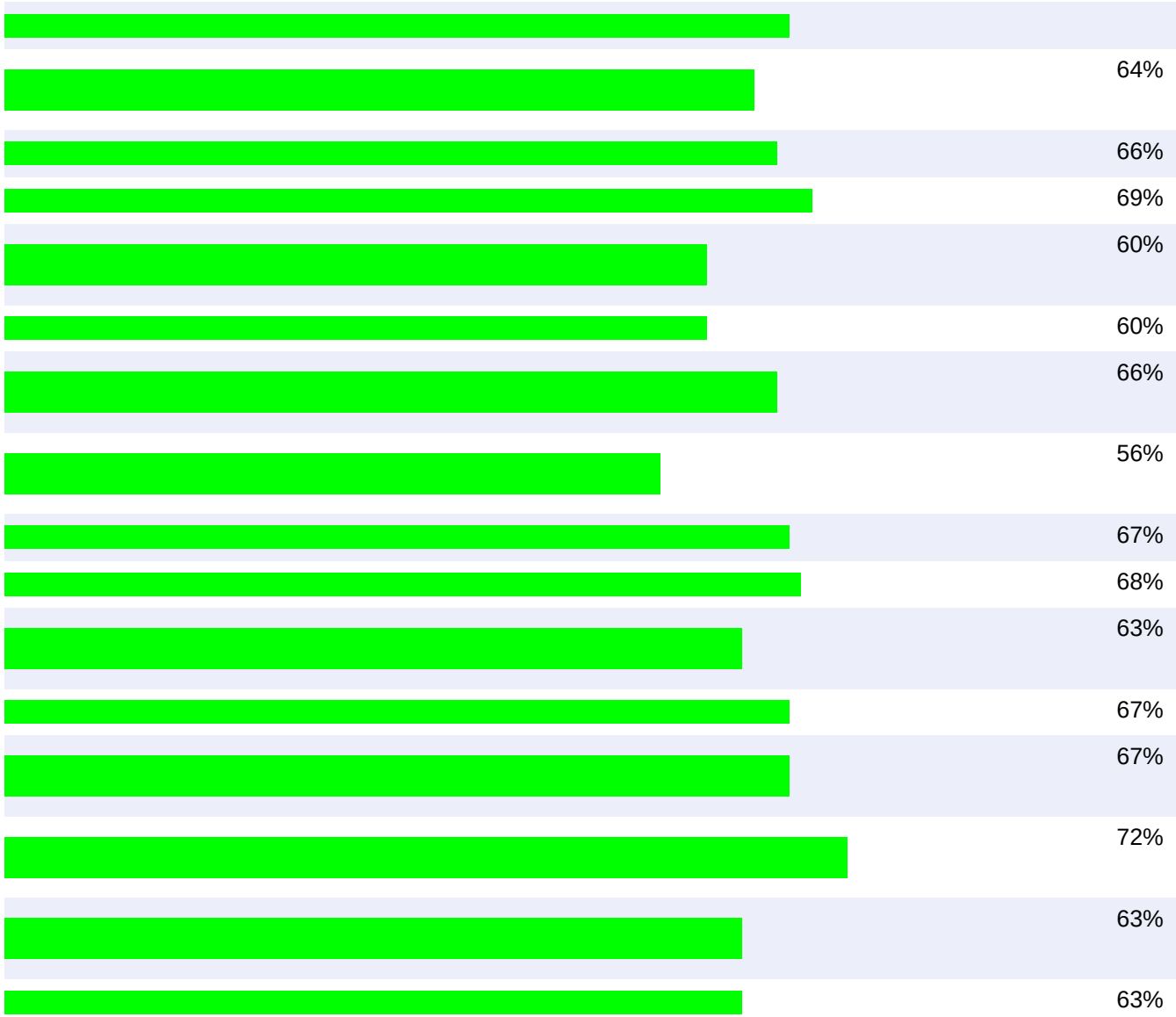

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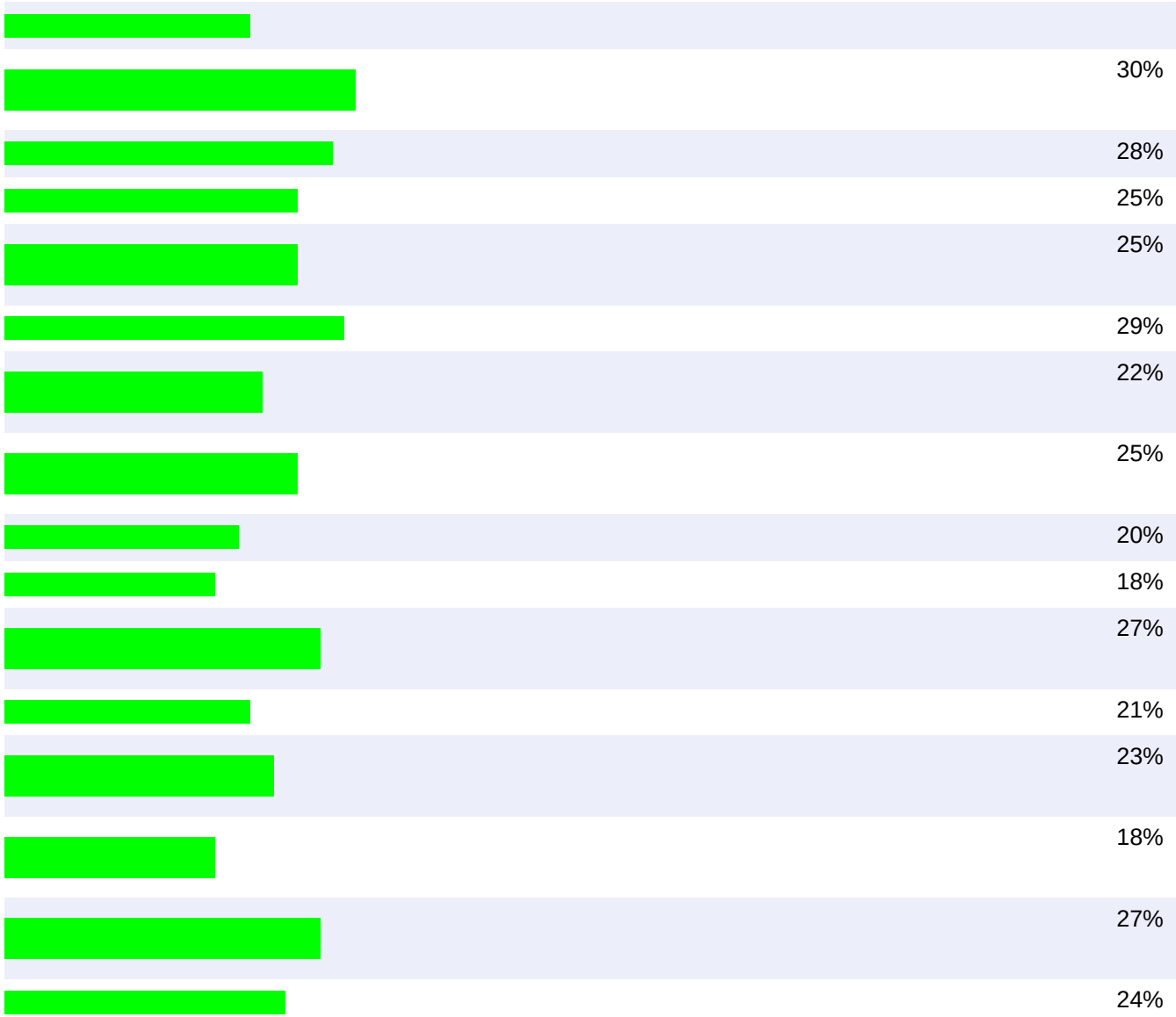

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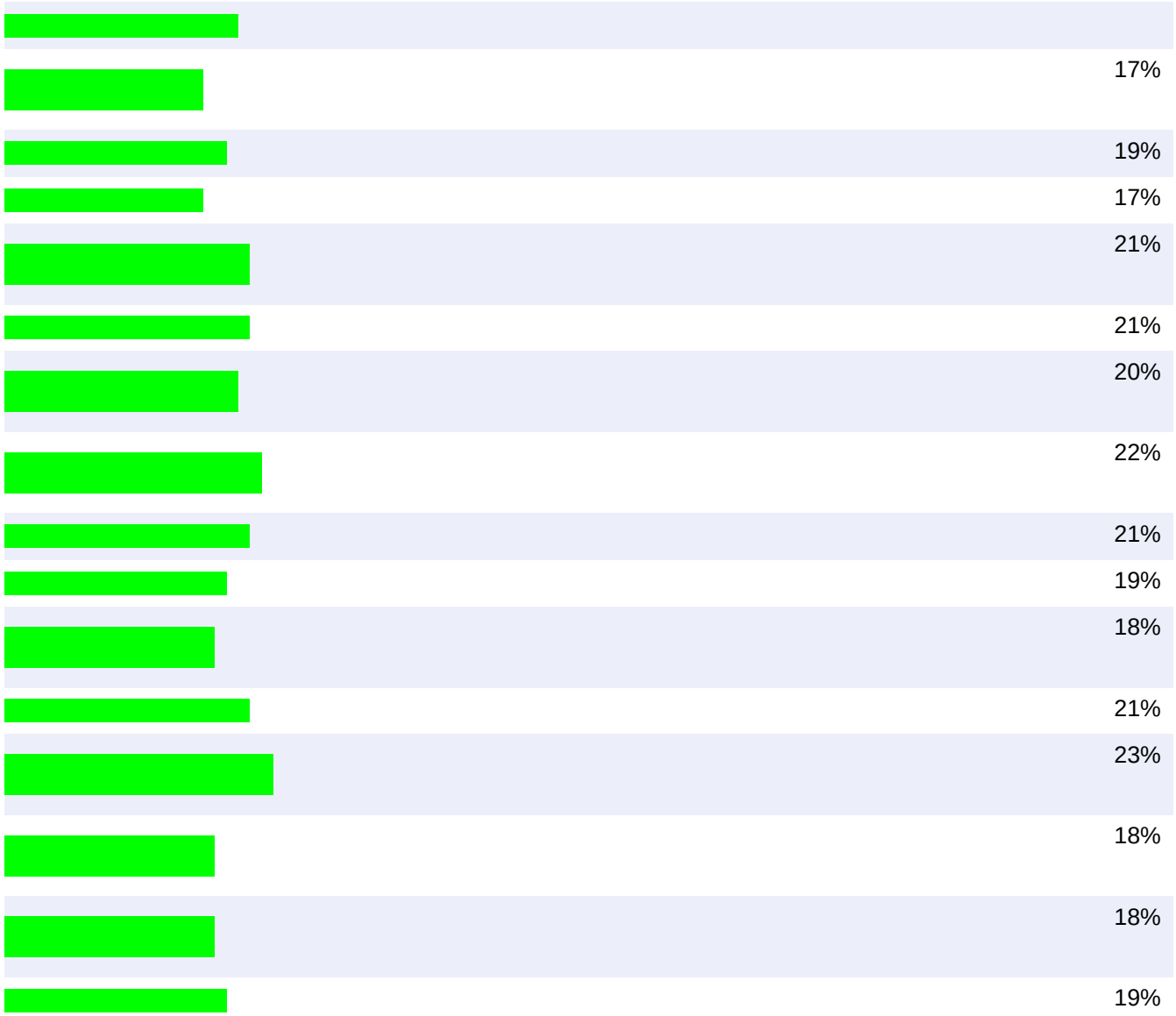

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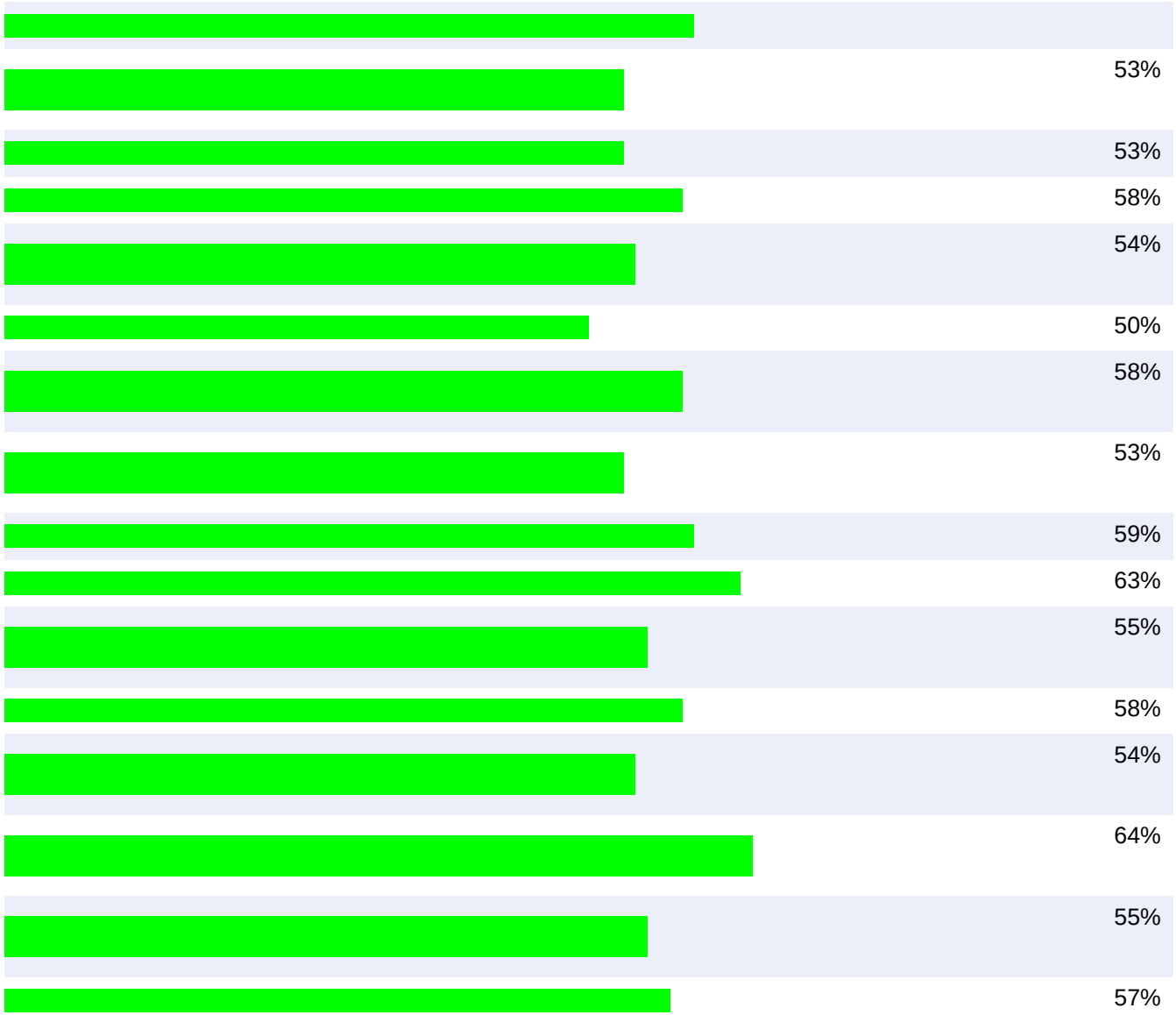

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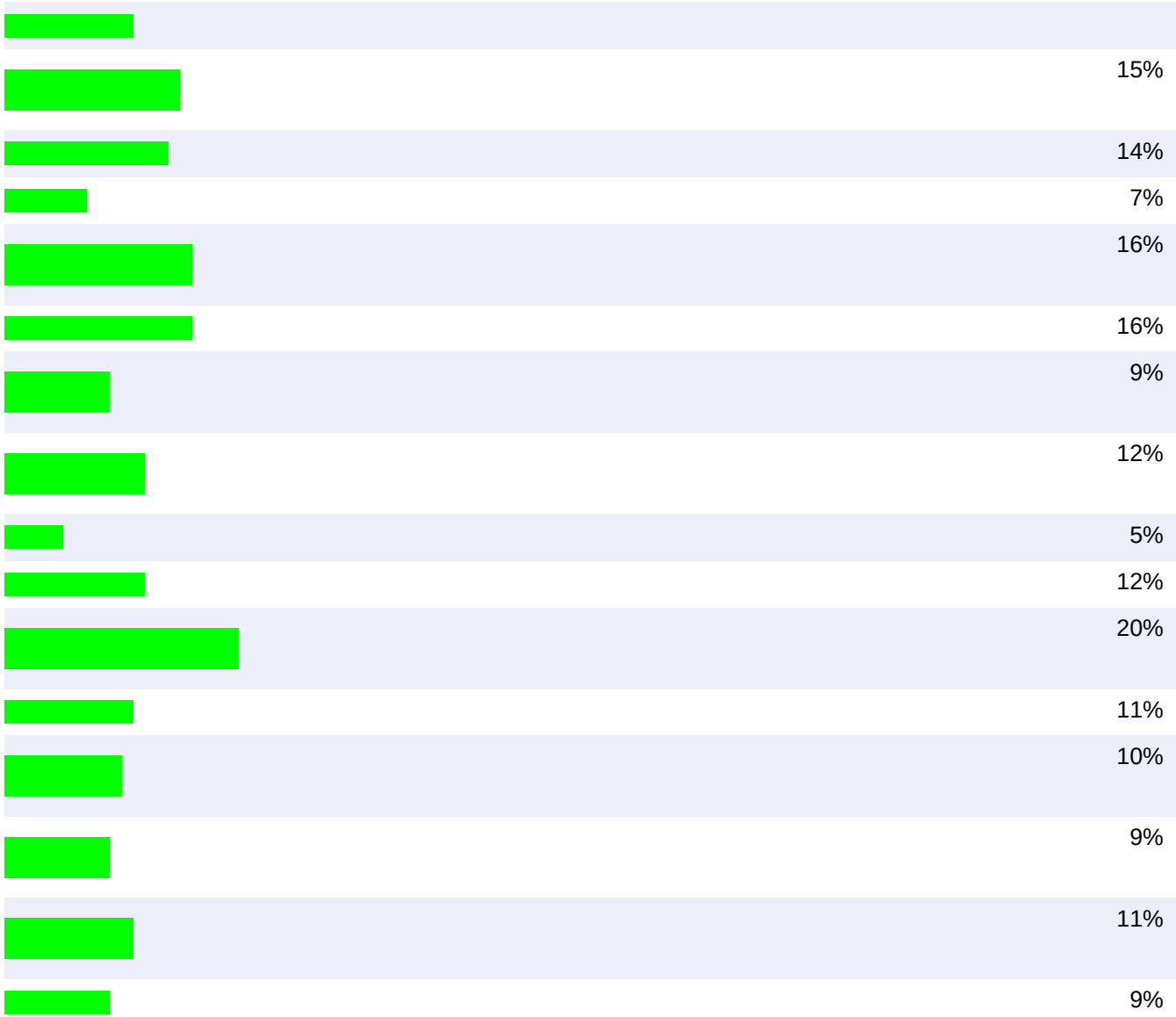

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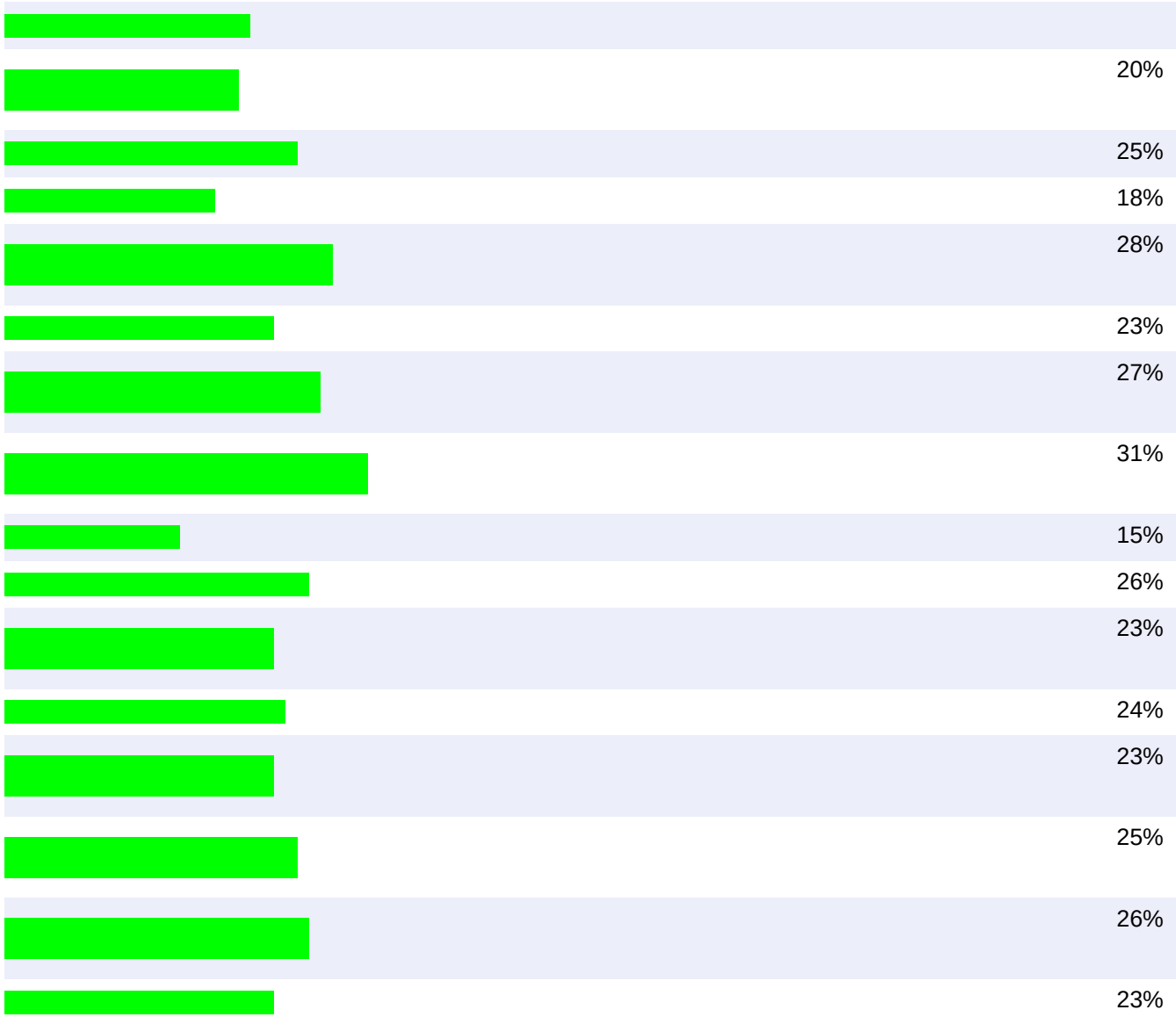

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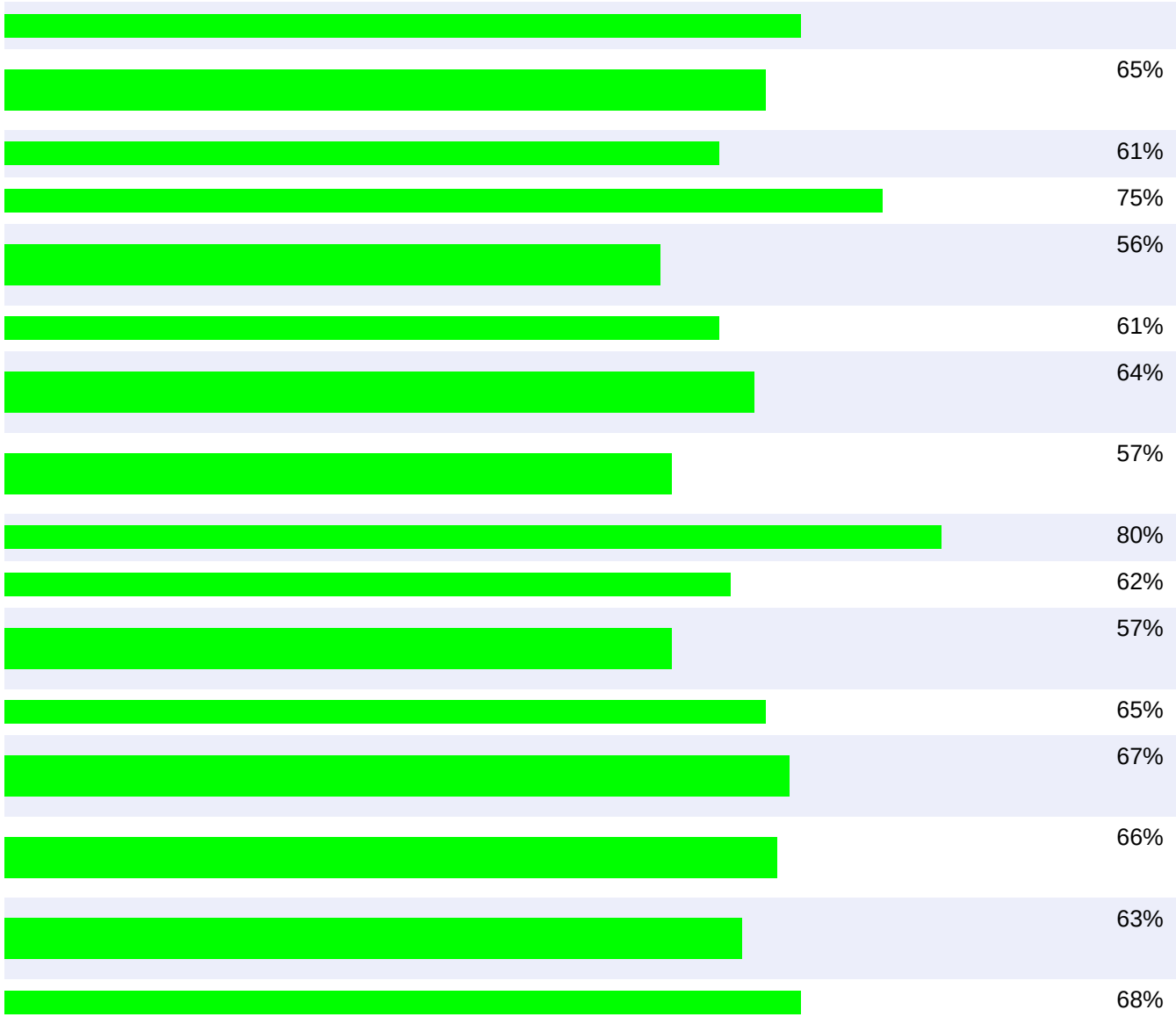

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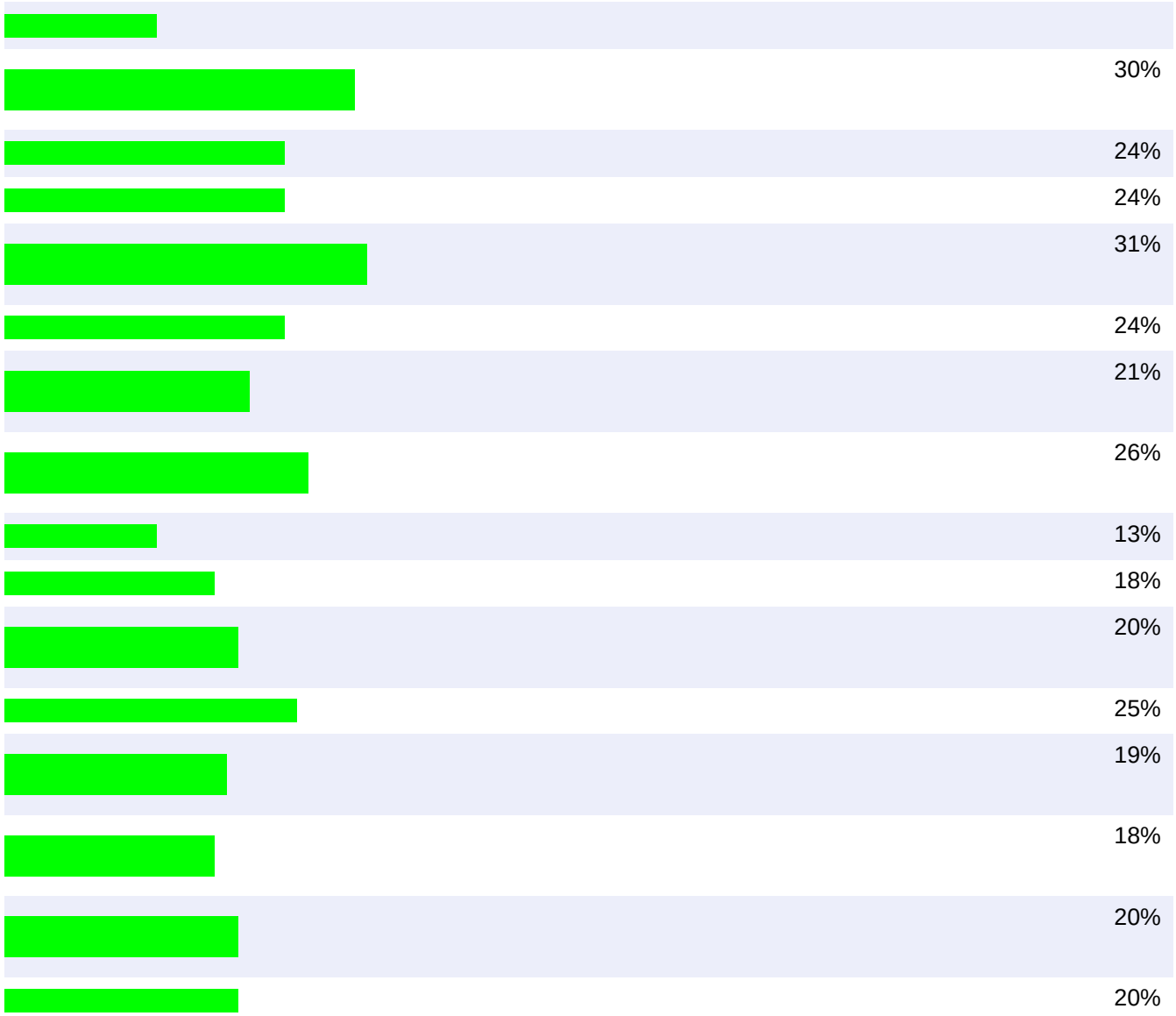

HCAHPS VHA WC March 2010

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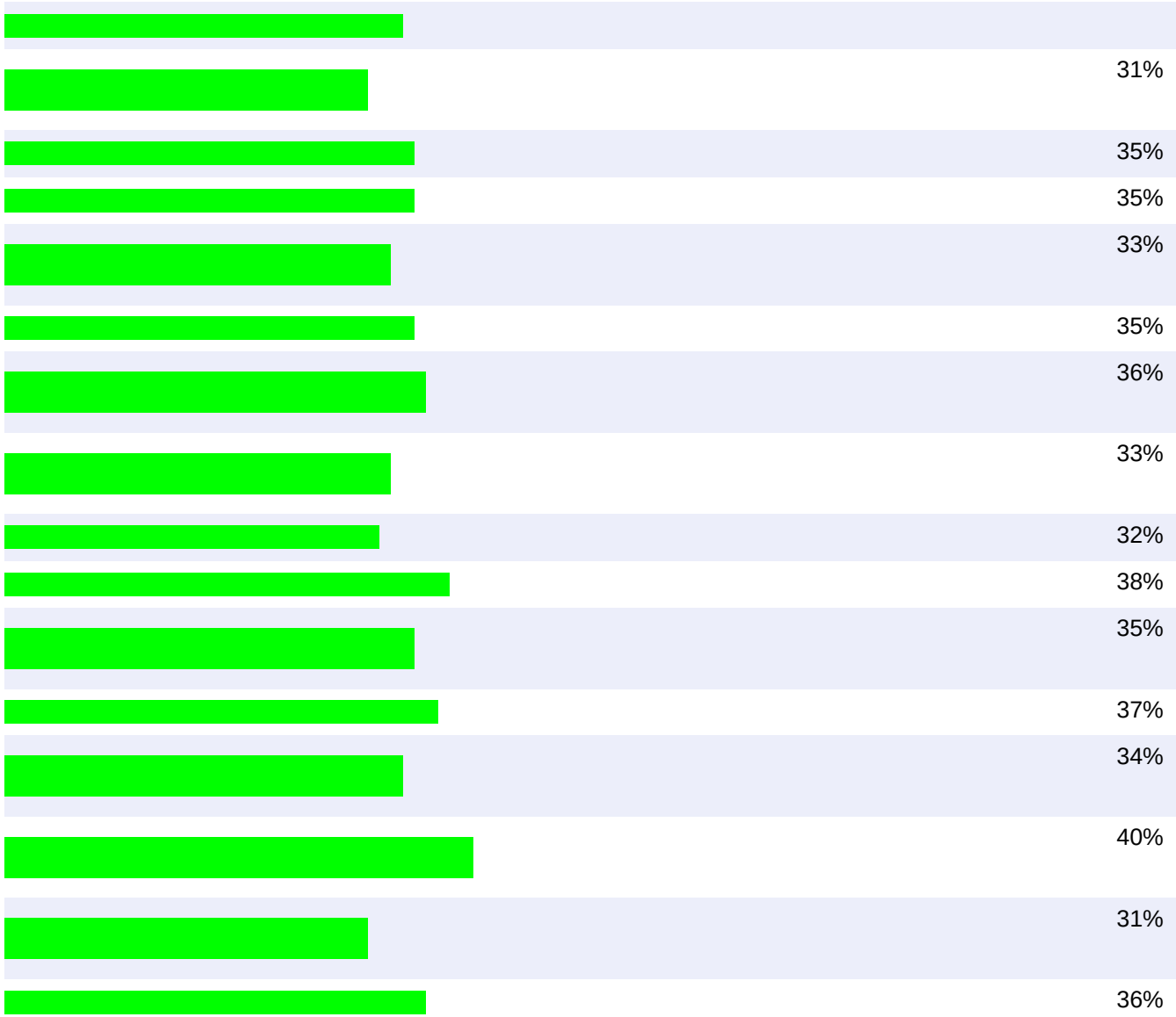

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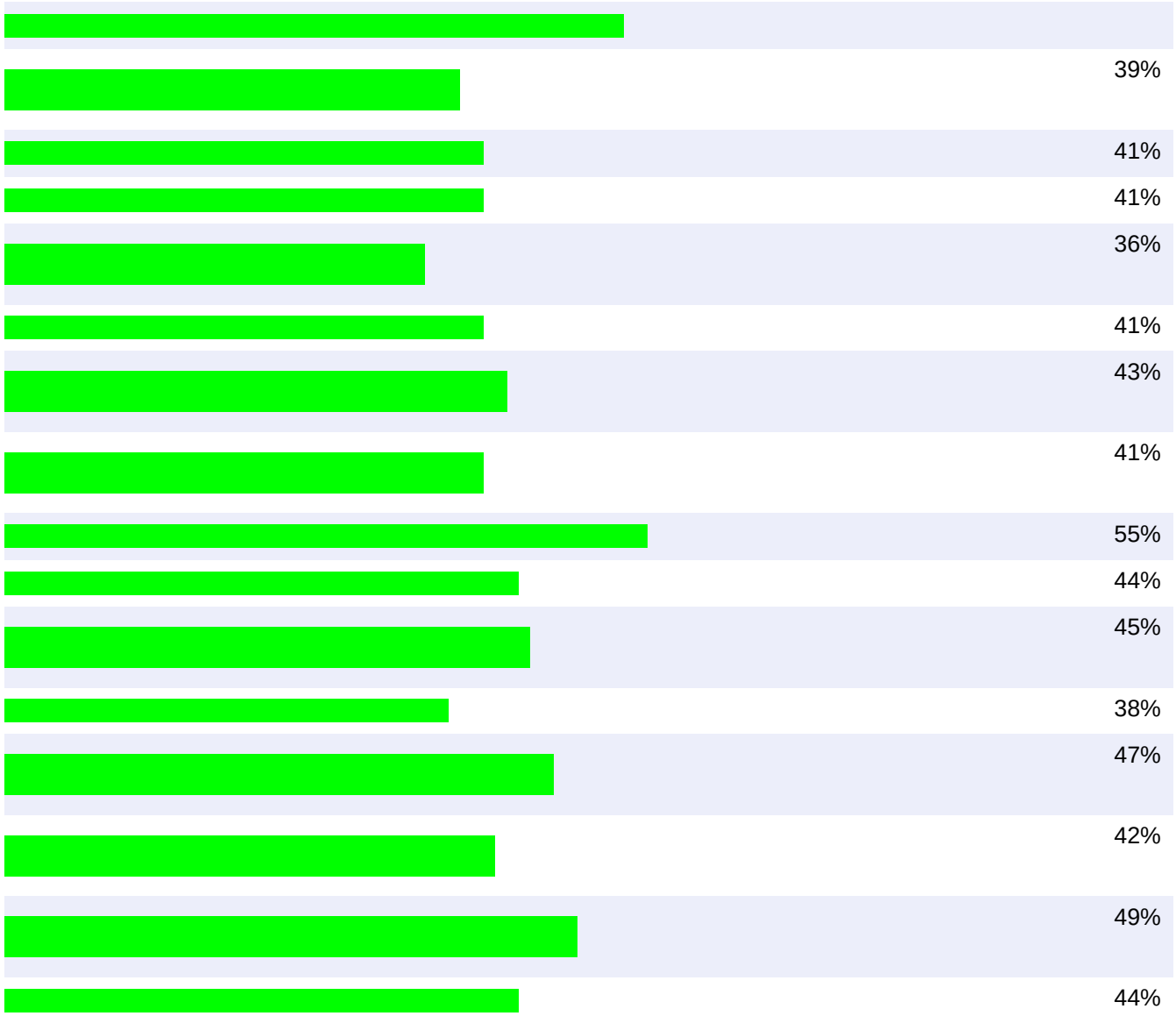

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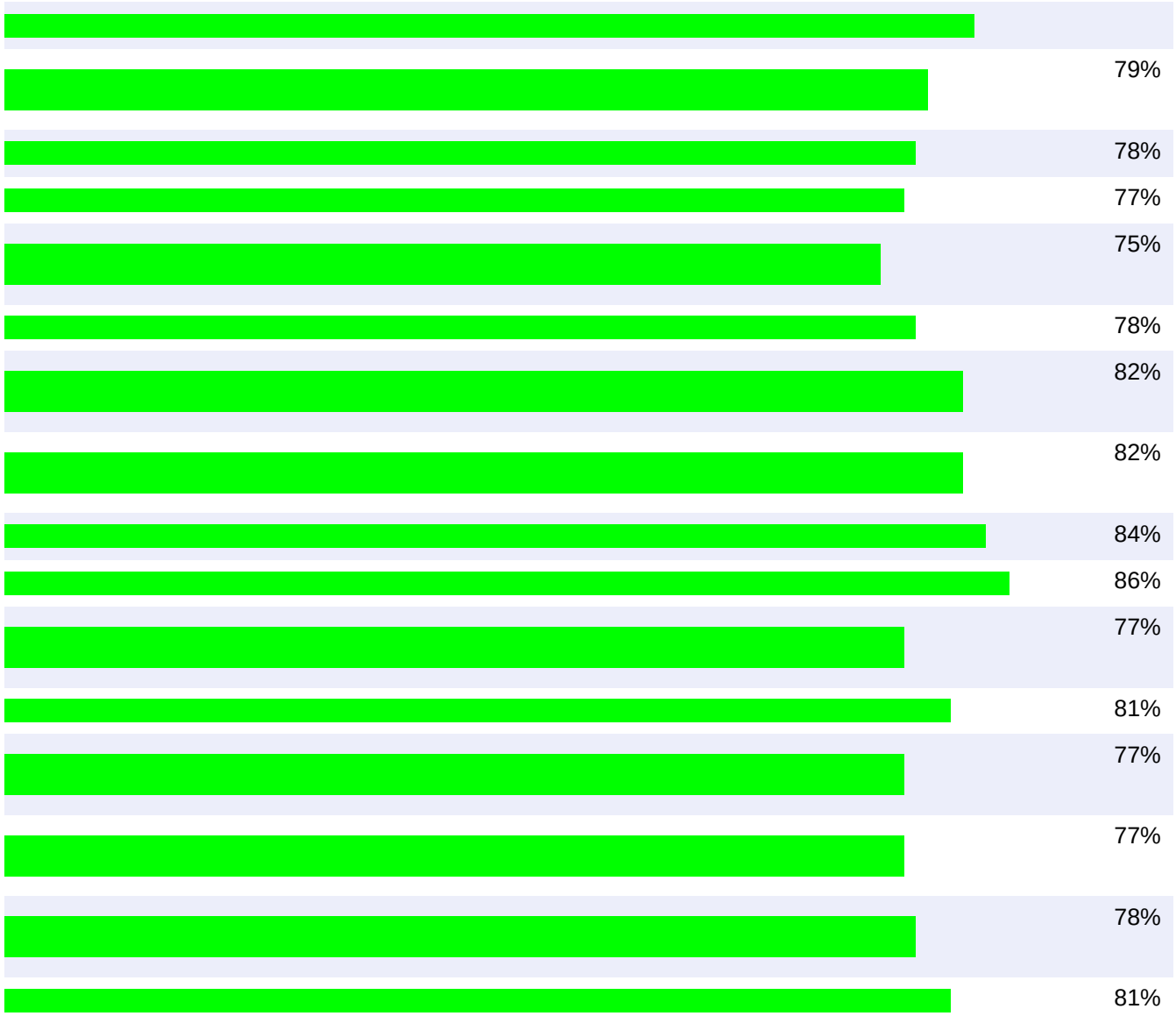

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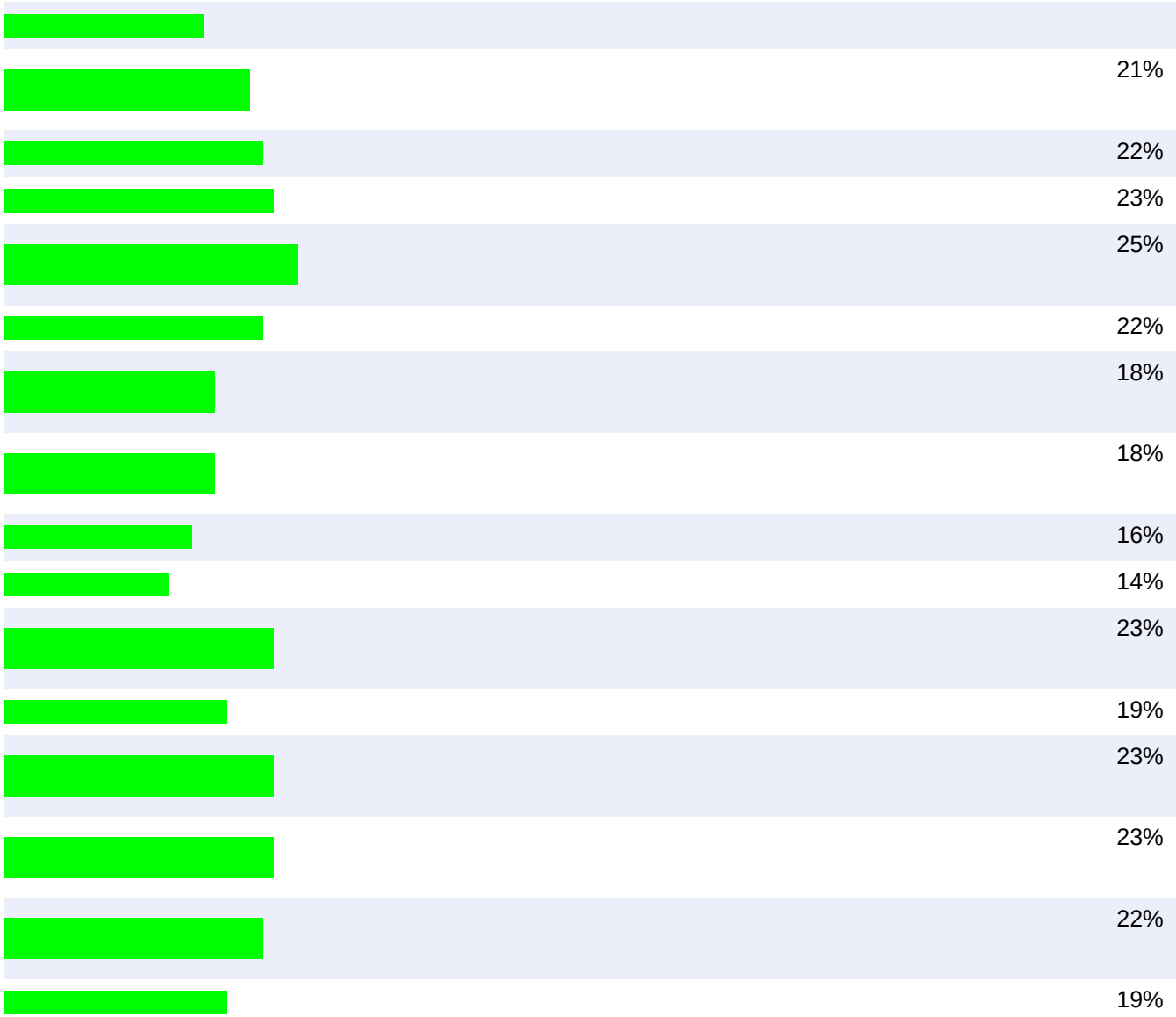

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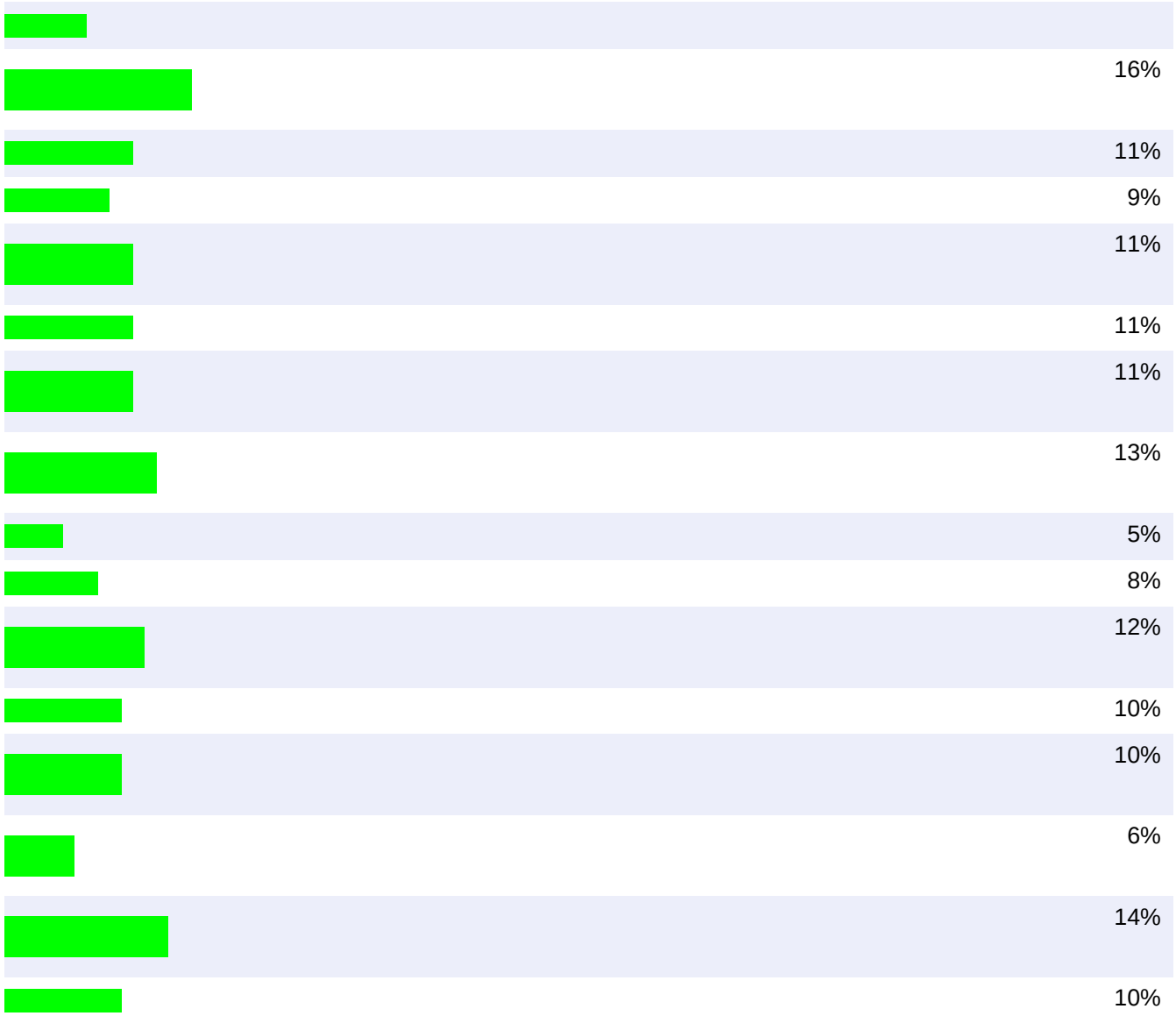

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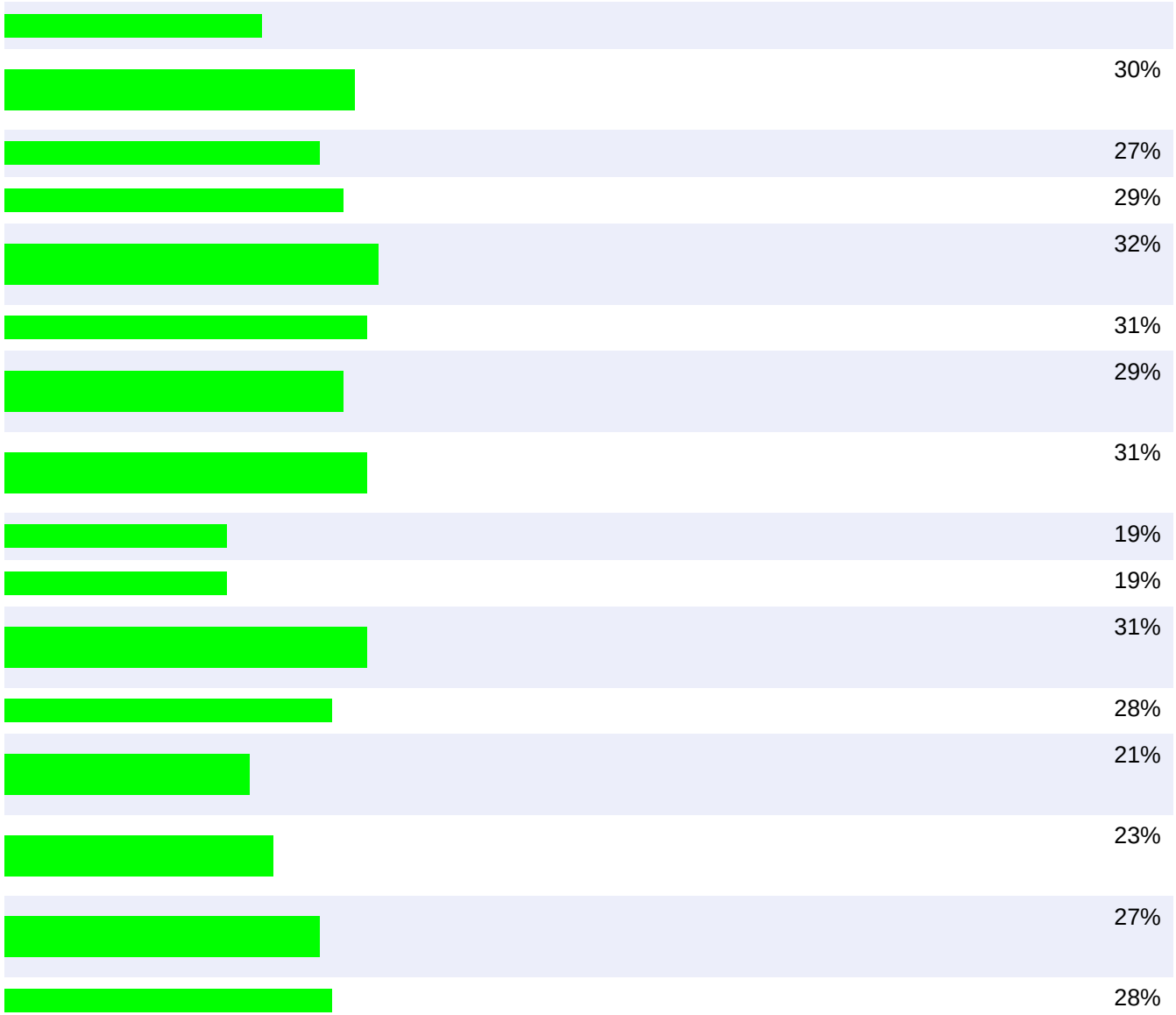

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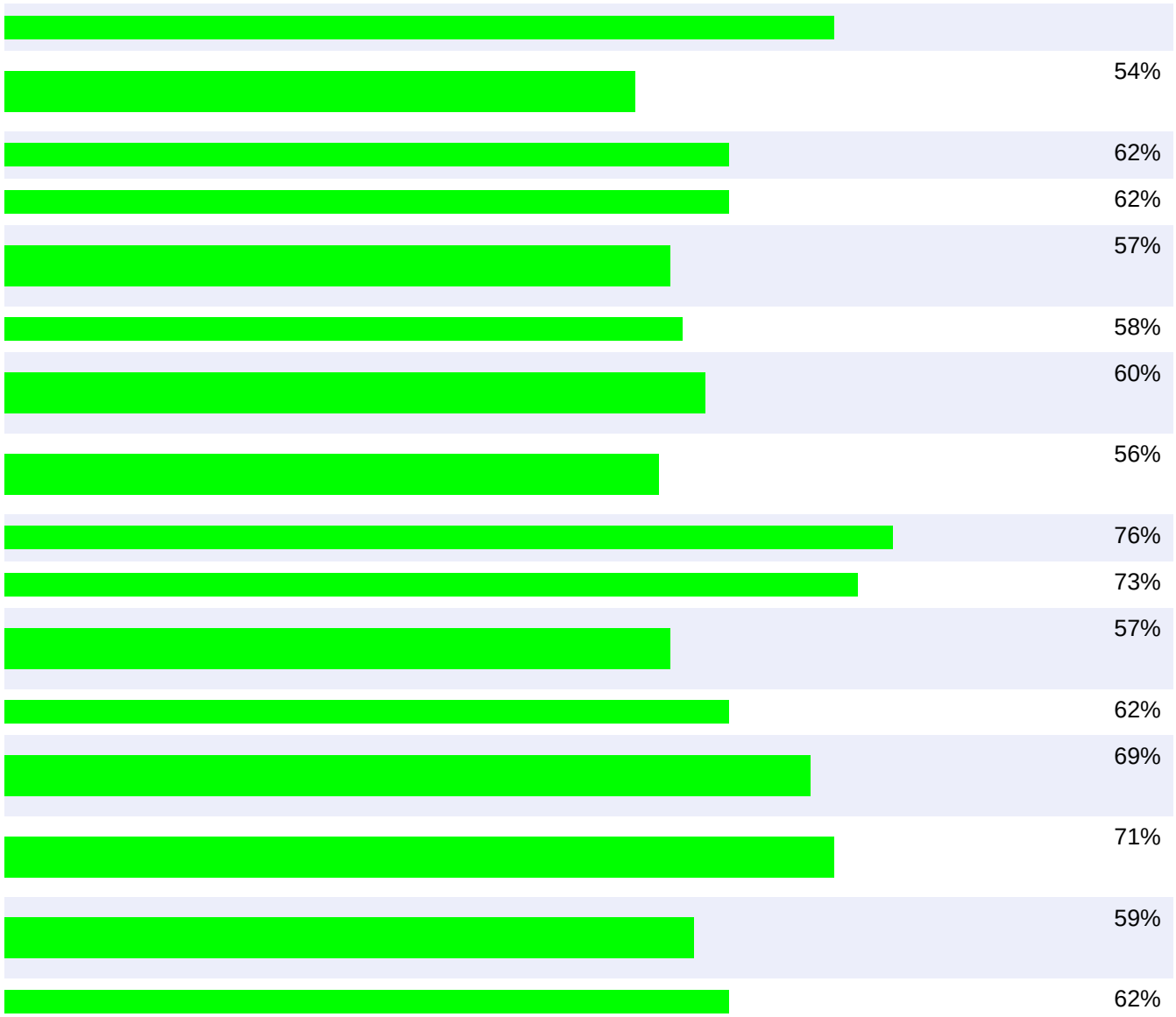

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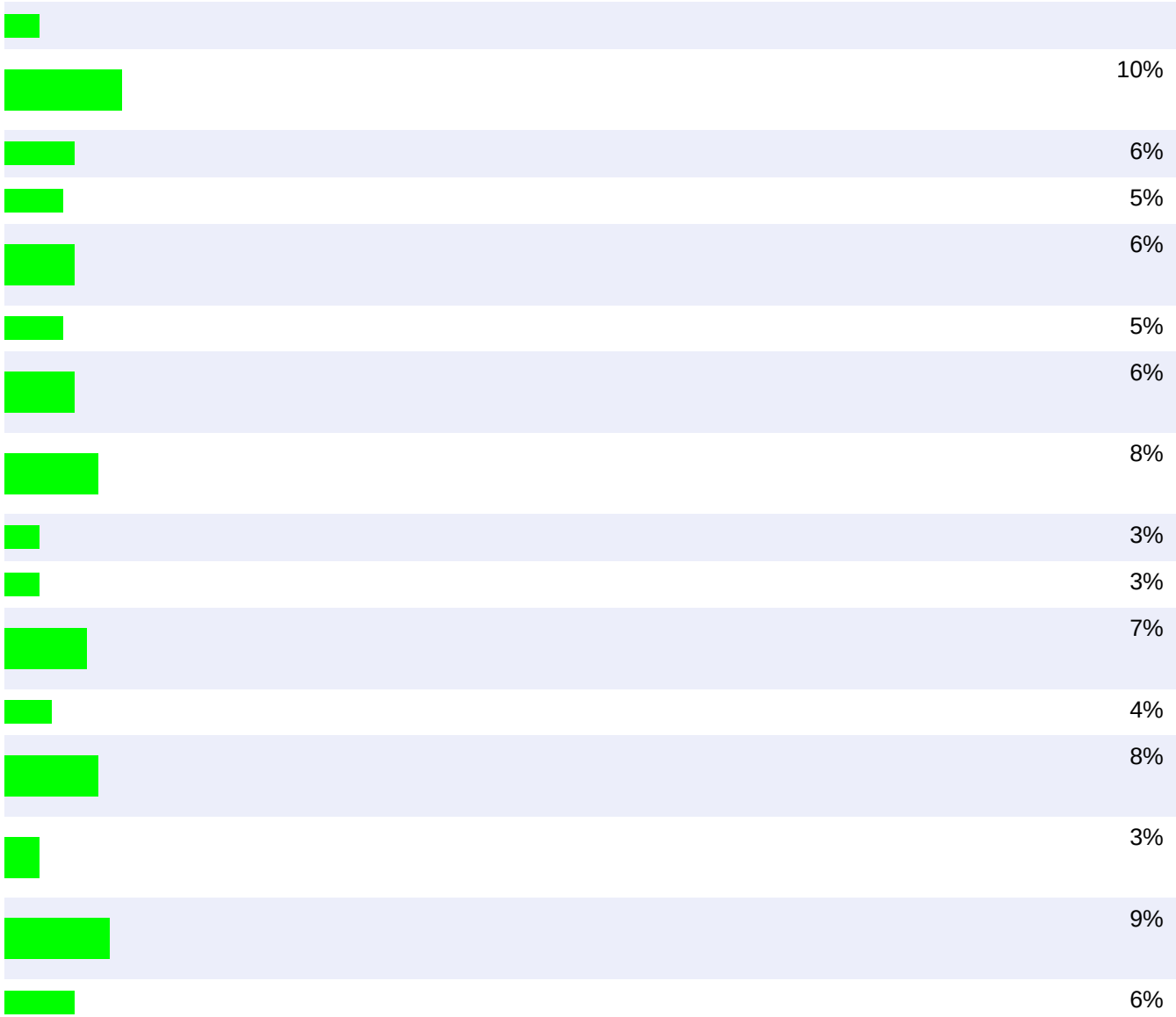

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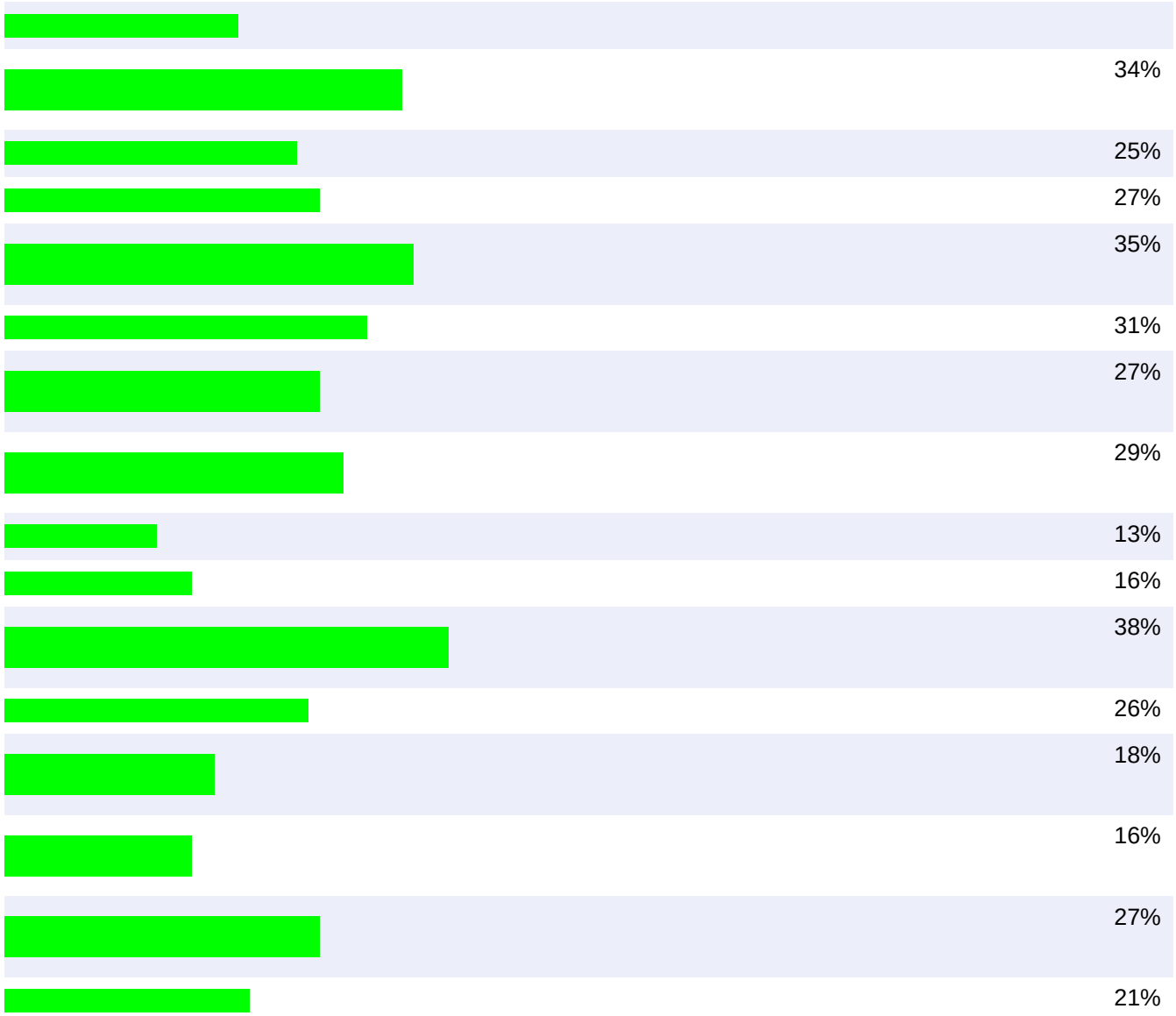

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more
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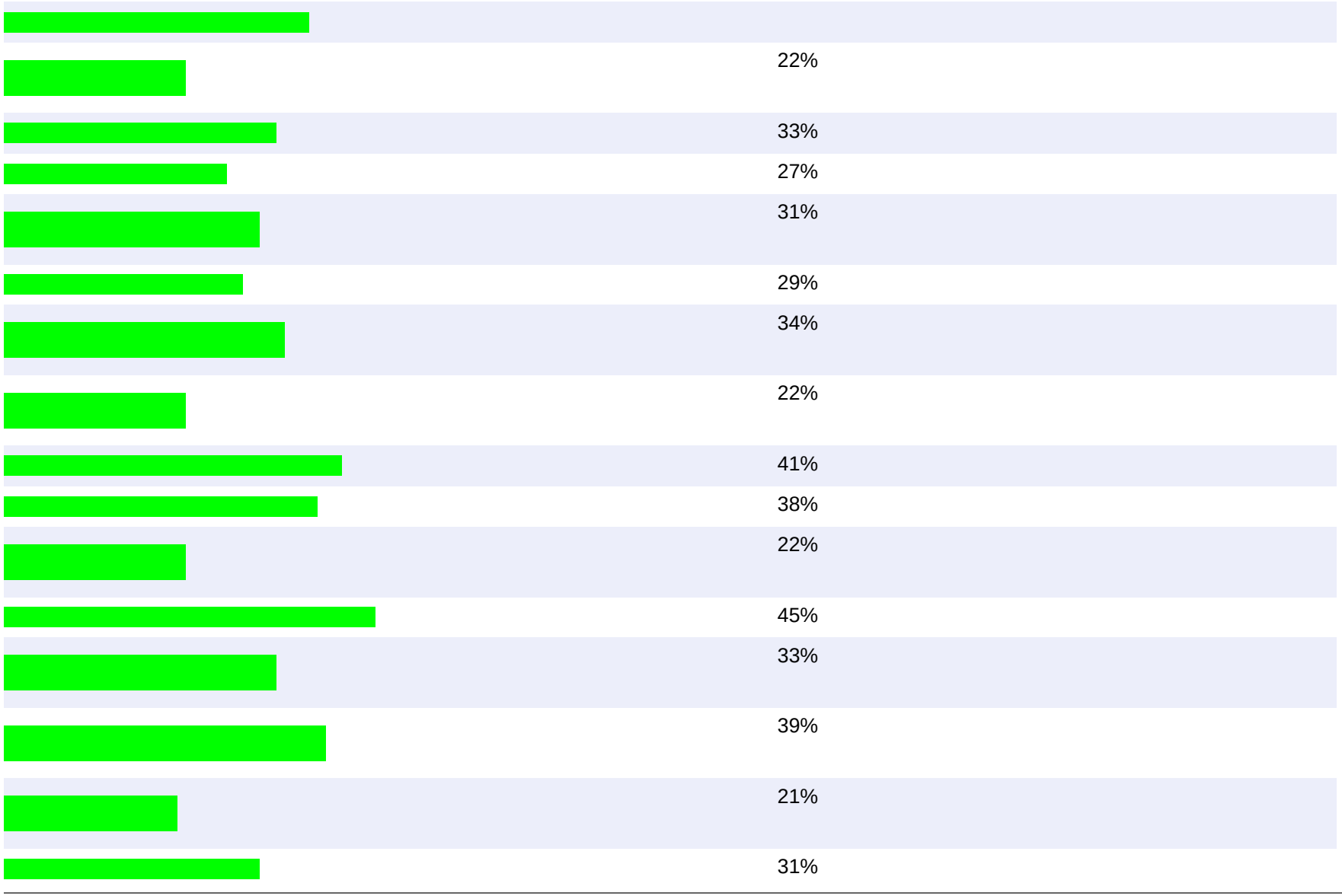

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

050668	LAGUNA HONDA HOSPITAL & REHABILITATION CENTER	375 LAGUNA HONDA BLVD
050152	SAINT FRANCIS MEMORIAL HOSPITAL	900 HYDE ST
050076	KAISER FOUNDATION HOSPITAL - SAN FRANCISCO	2425 GEARY BLVD
050360	MARIN GENERAL HOSPITAL	250 BON AIR ROAD, PO BOX 8010
050407	CHINESE HOSPITAL	845 JACKSON ST
500088	VALLEY MEDICAL CENTER	400 S 43RD ST
500014	PROVIDENCE REGIONAL MEDICAL CENTER EVERETT	1321 COLBY AVENUE
500026	SWEDISH EDMONDS HOSPITAL	21601 76TH AVENUE WEST
500051	OVERLAKE HOSPITAL MEDICAL CENTER	1035-116TH AVE NE
501338	SNOQUALMIE VALLEY HOSPITAL	9575 ETHAN WADE WAY SE
500124	EVERGREEN HOSPITAL MEDICAL CENTER	12040 NE 128TH STREET

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	SAN FRANCISCO	CA
	SAN FRANCISCO	CA
	SAN FRANCISCO	CA
	GREENBRAE	CA
	SAN FRANCISCO	CA
	RENTON	WA
	EVERETT	WA
	EDMONDS	WA
	BELLEVUE	WA
	SNOQUALMIE	WA
	KIRKLAND	WA

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

94116	SAN FRANCISCO	4157592300
94109	SAN FRANCISCO	4157754321
94115	SAN FRANCISCO	4158332646
94904	MARIN	4159257900
94133	SAN FRANCISCO	4159822400
98055	KING	4252283450
98201	SNOHOMISH	4252612000
98026	SNOHOMISH	4256404000
98004	KING	4256885000
98065	KING	4258312300
98034	KING	4258991000

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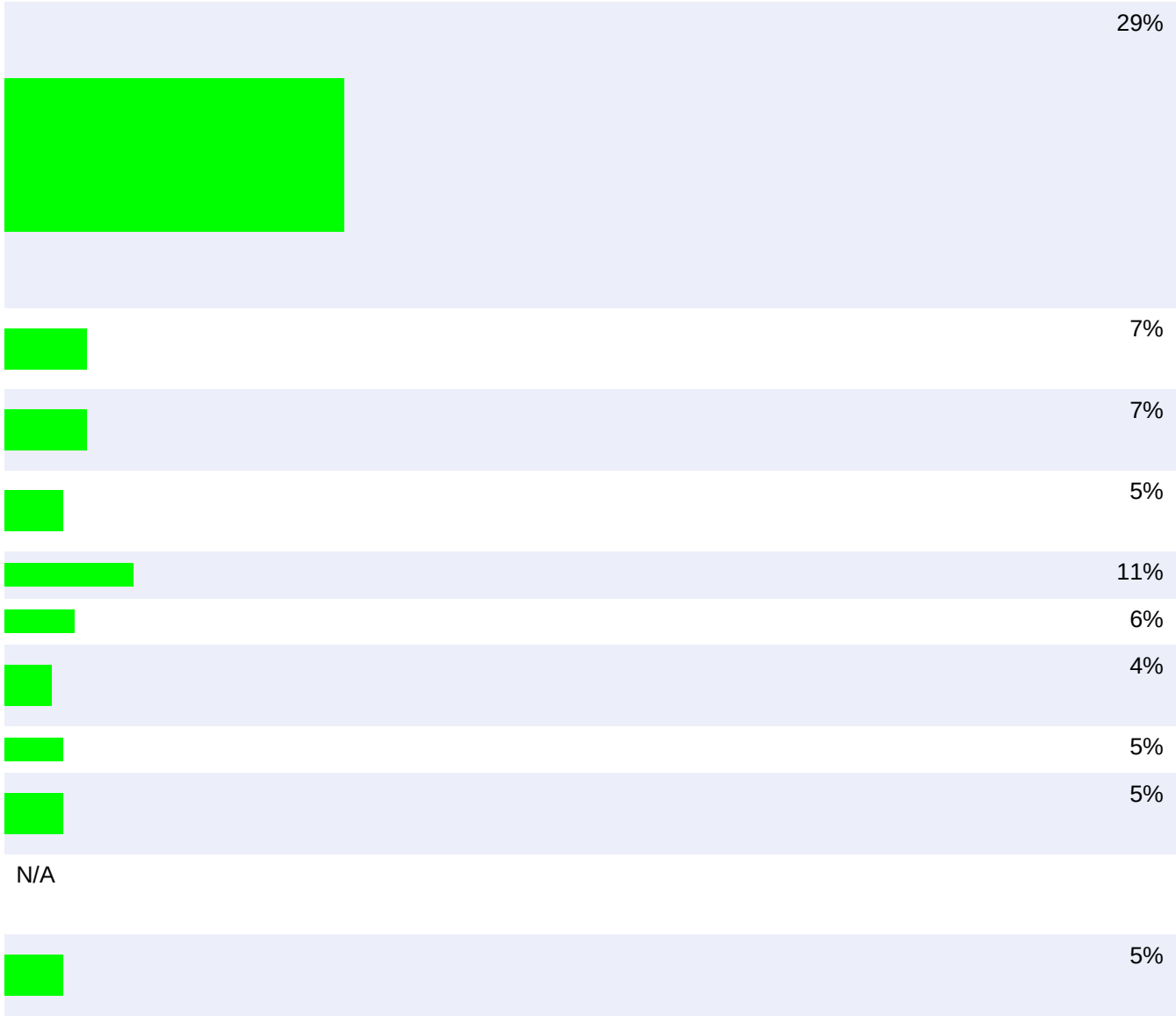

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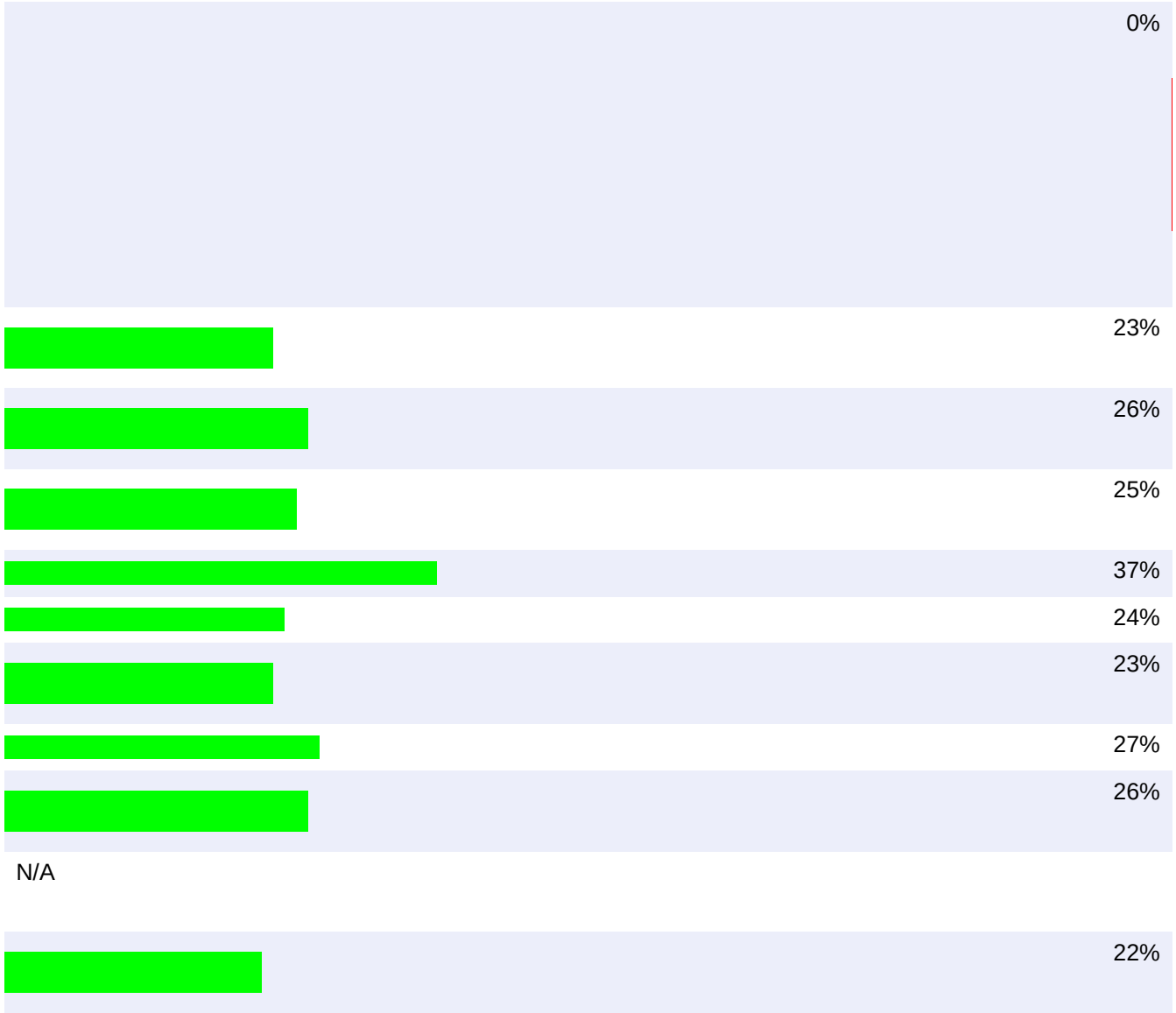

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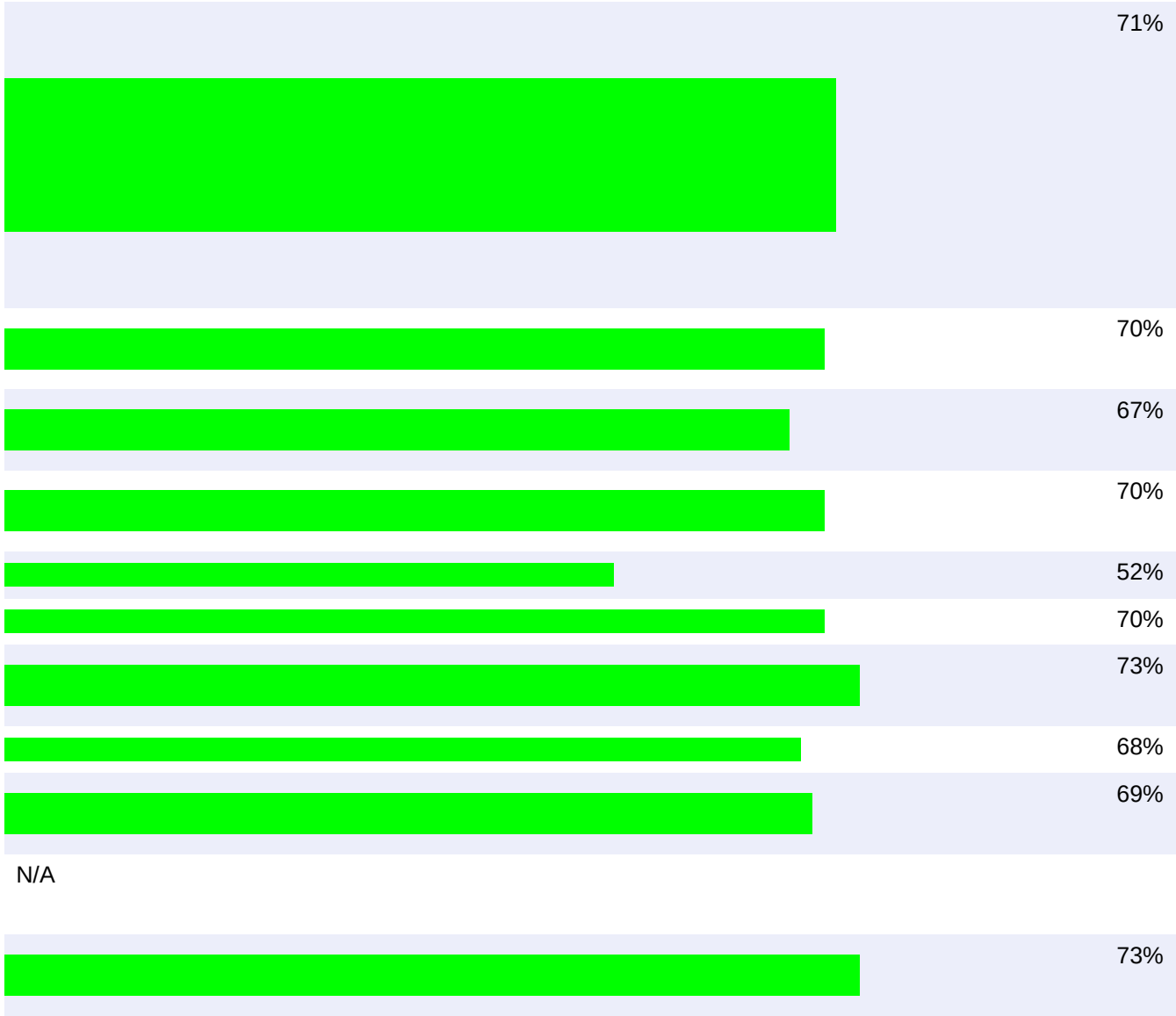

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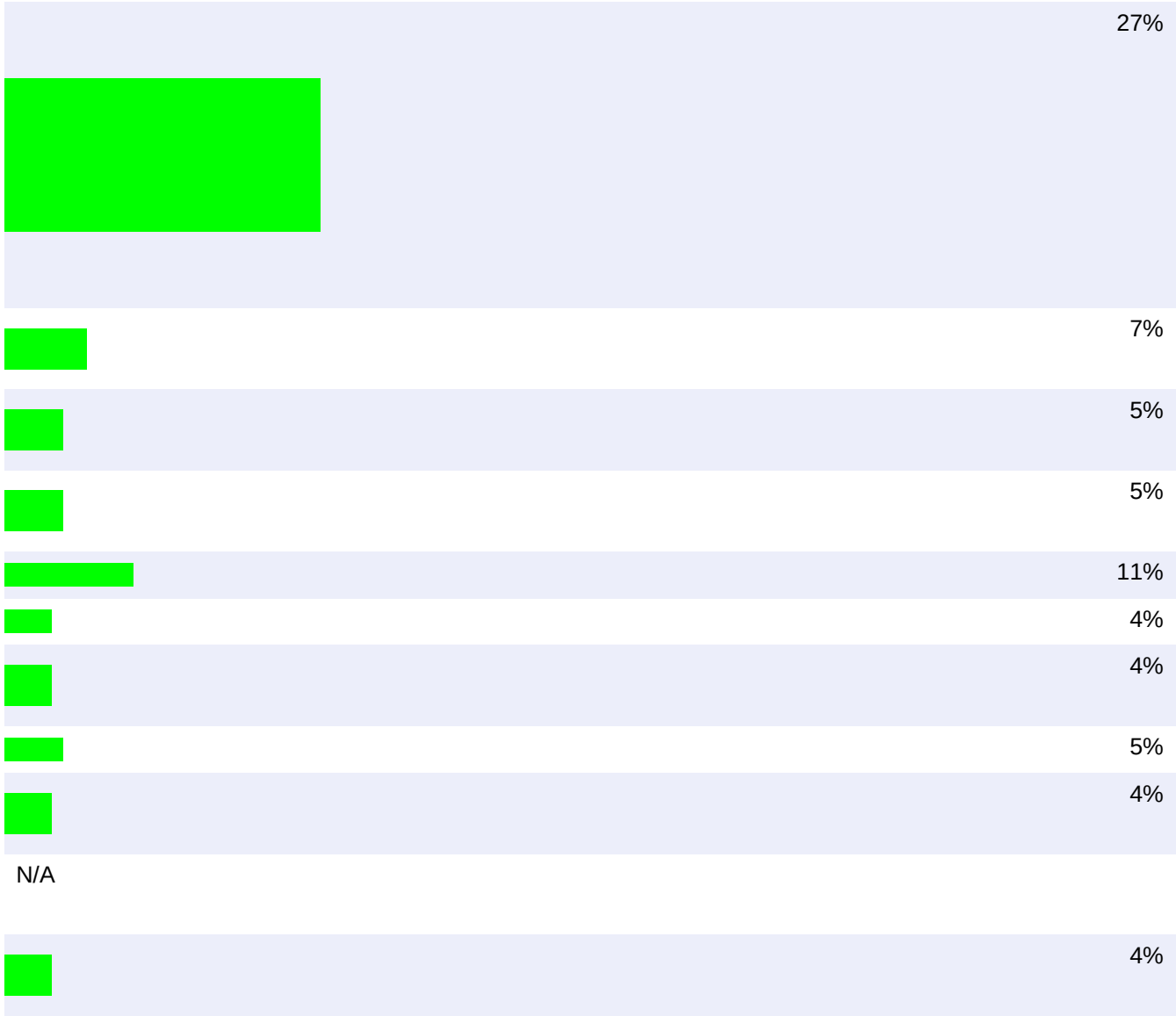

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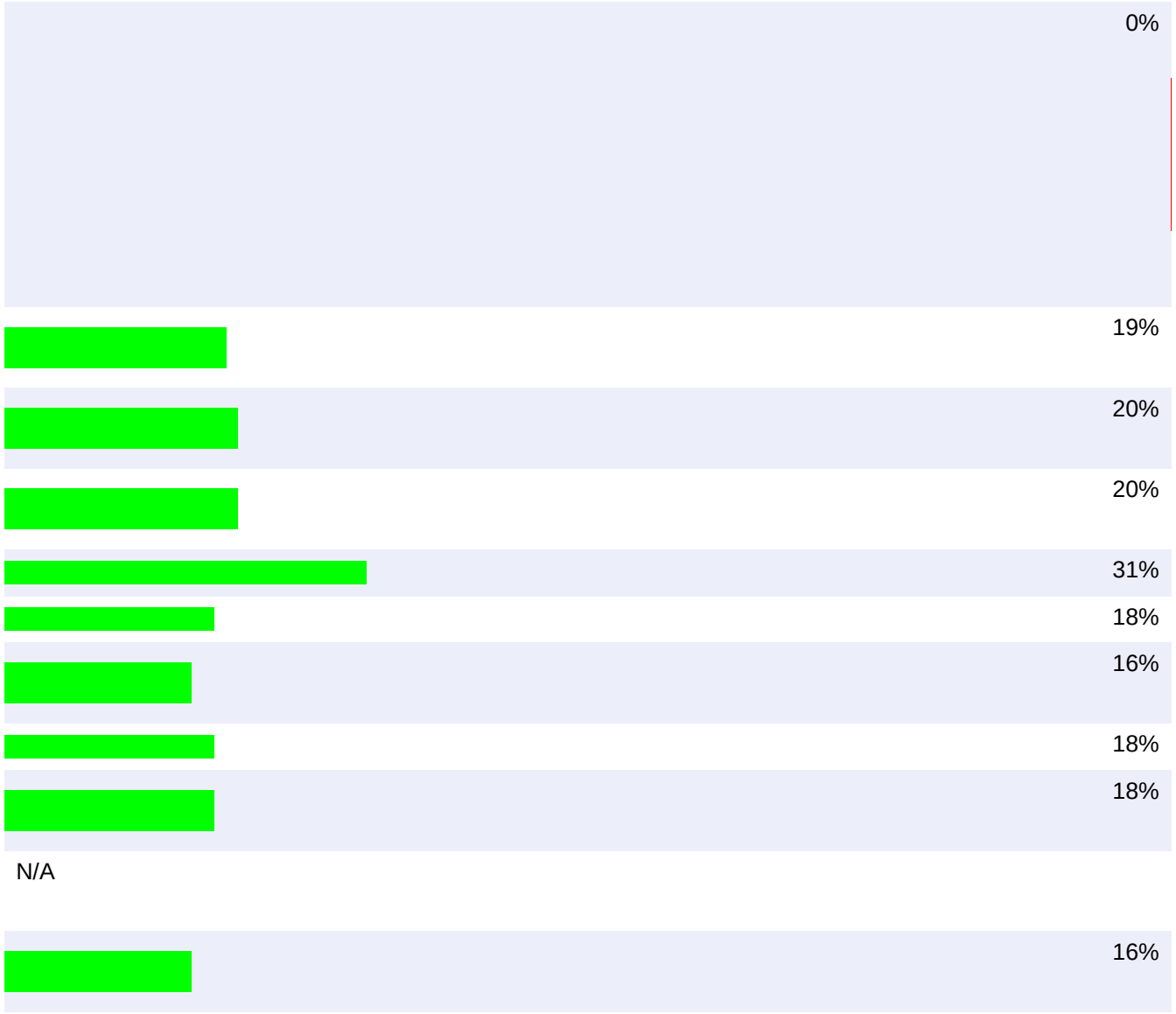

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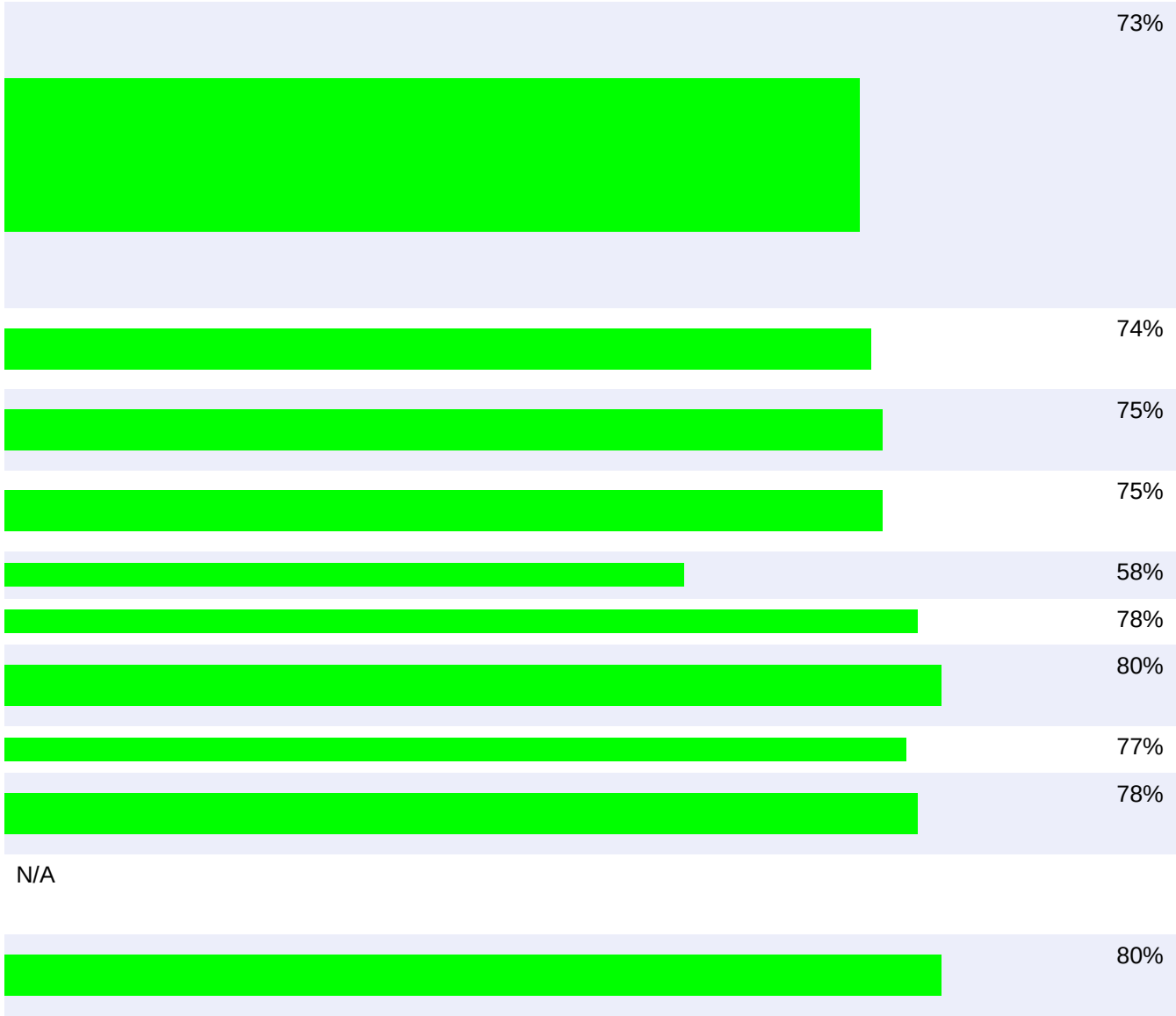

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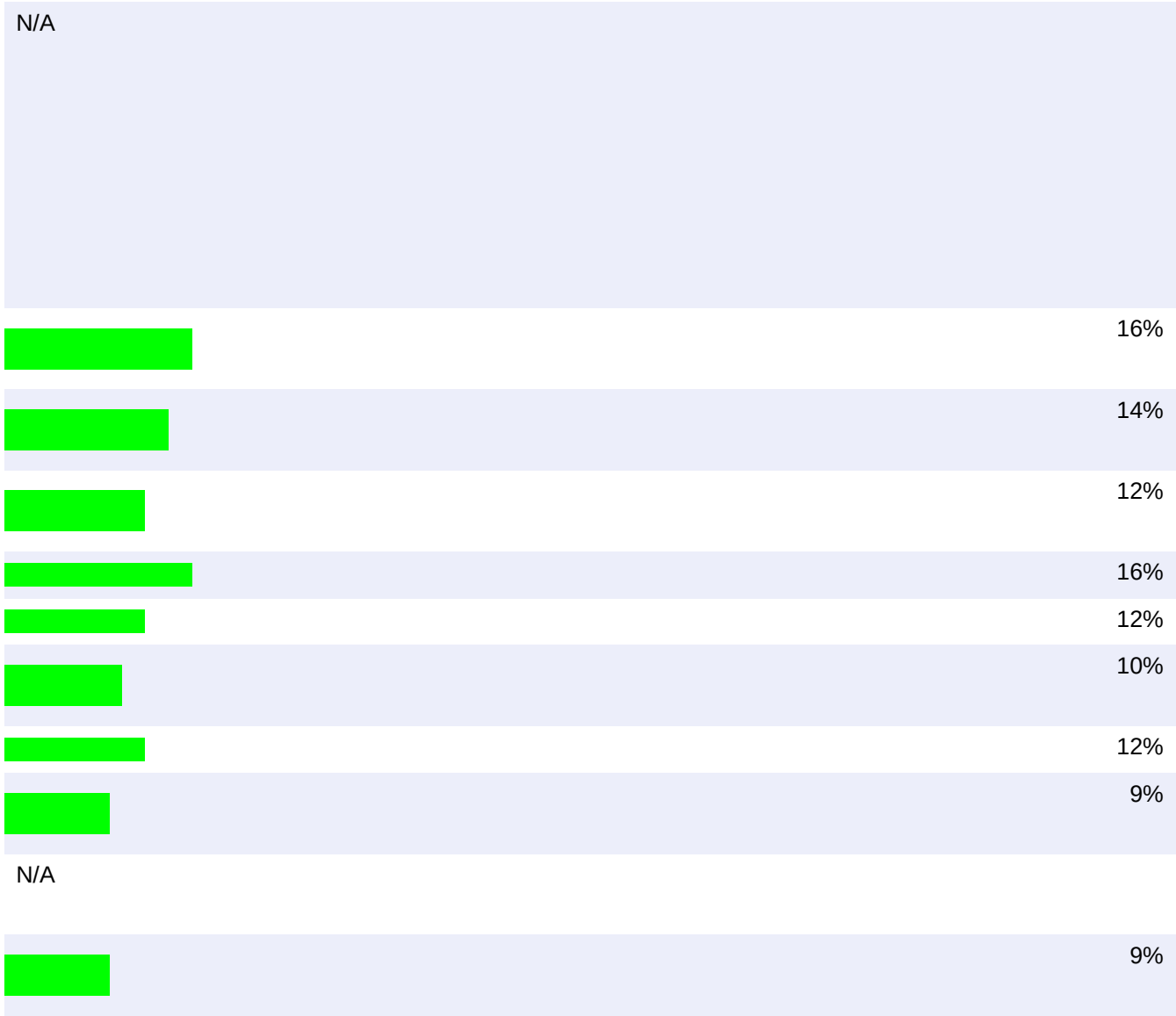

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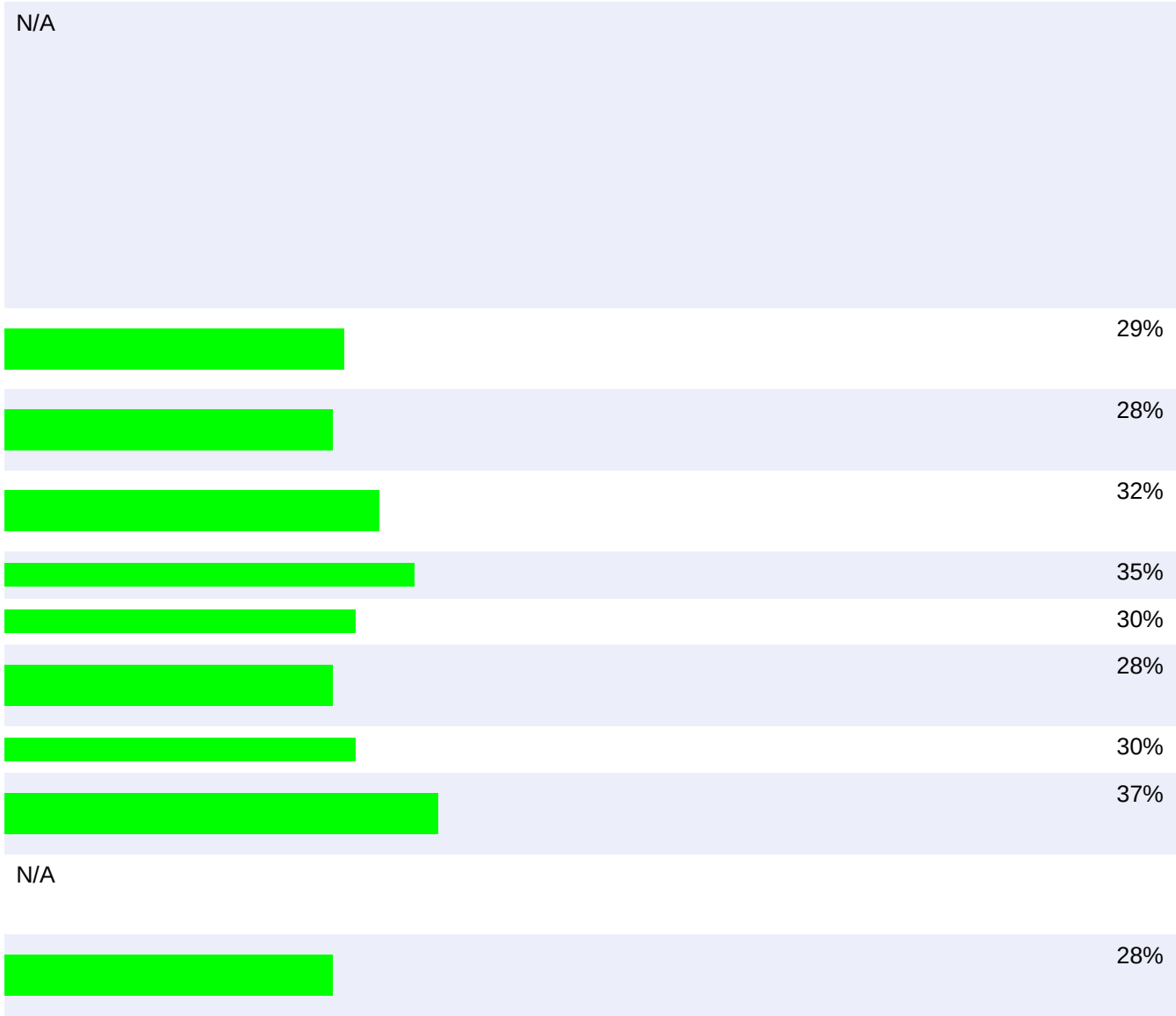

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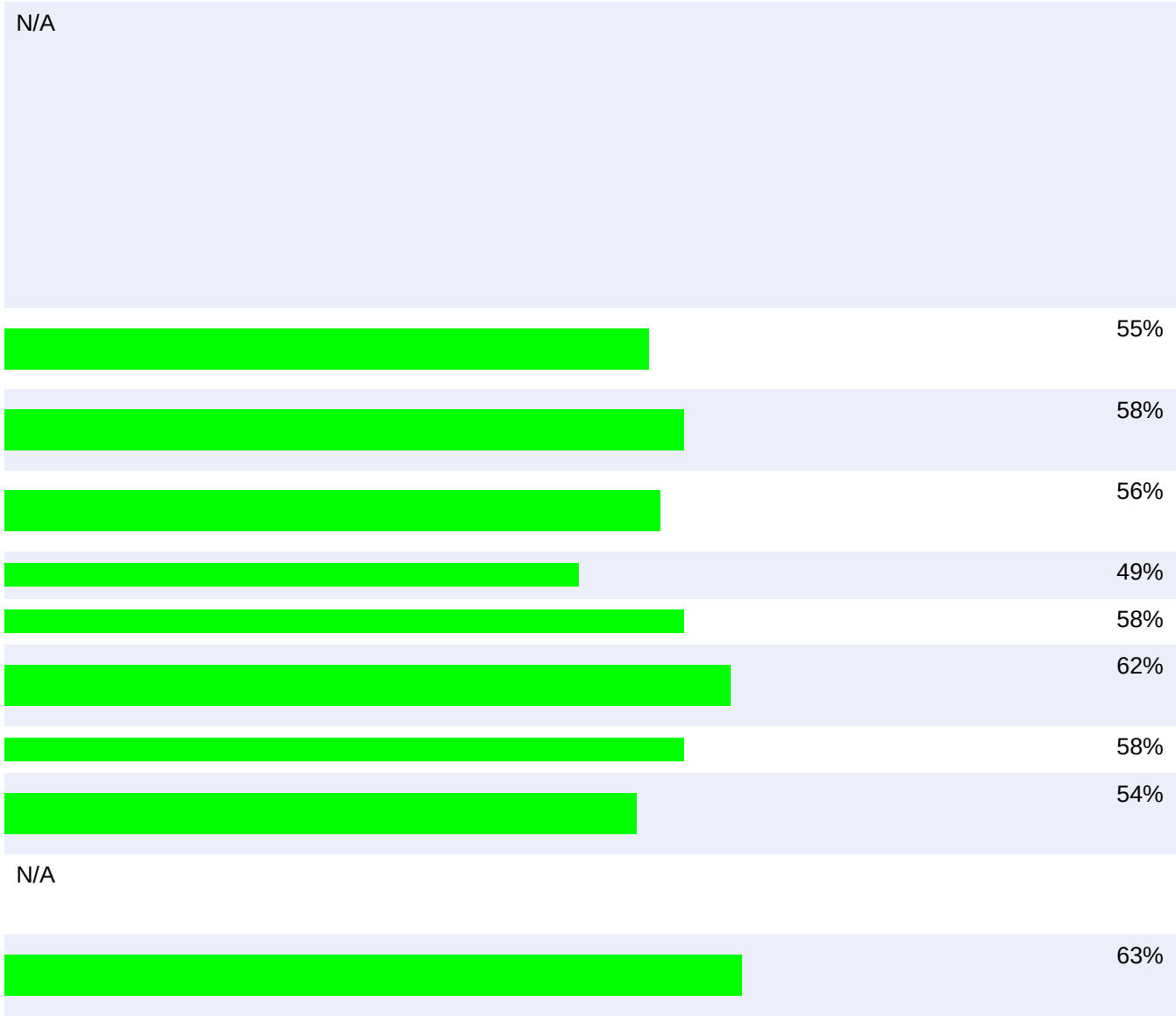

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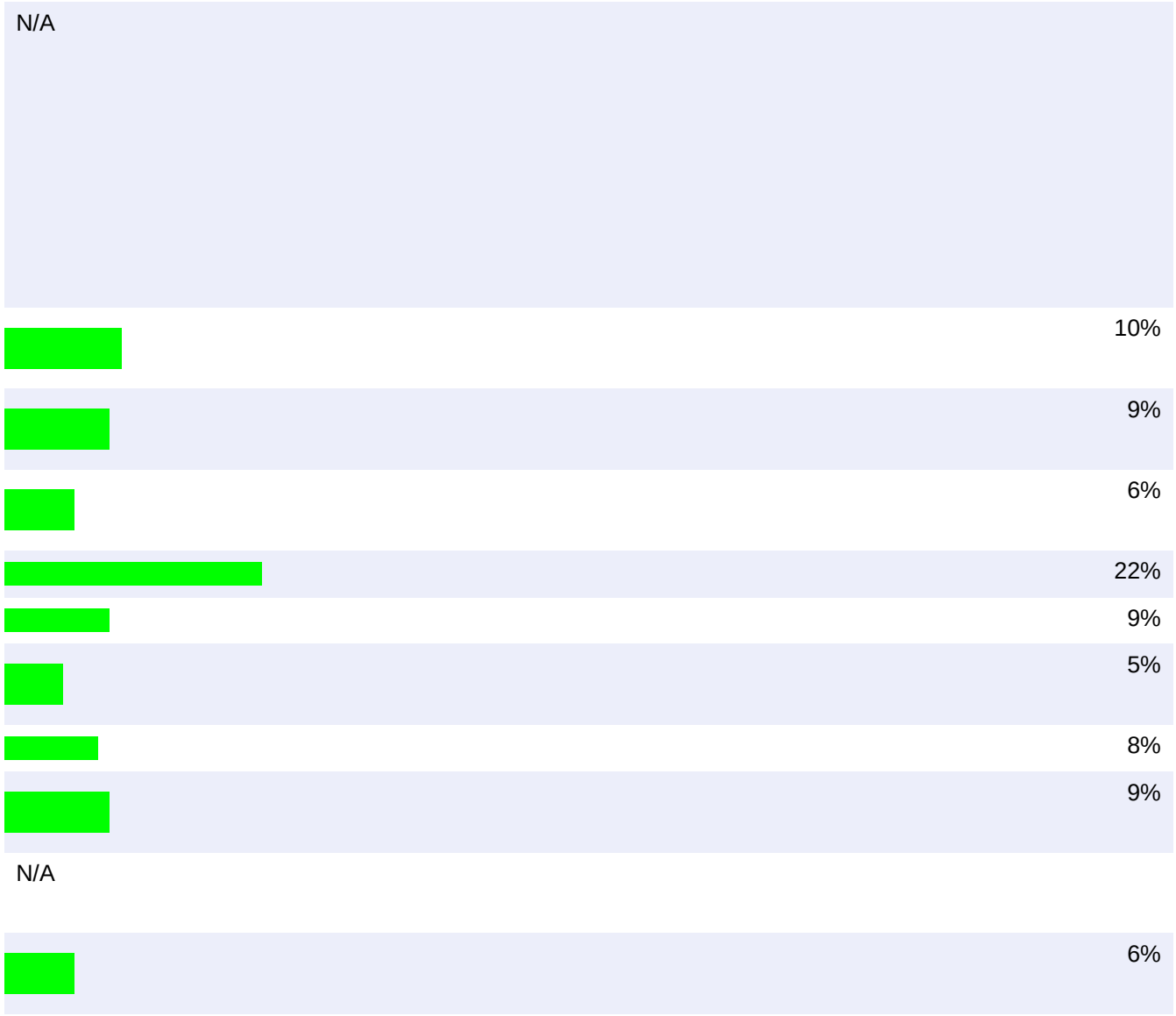

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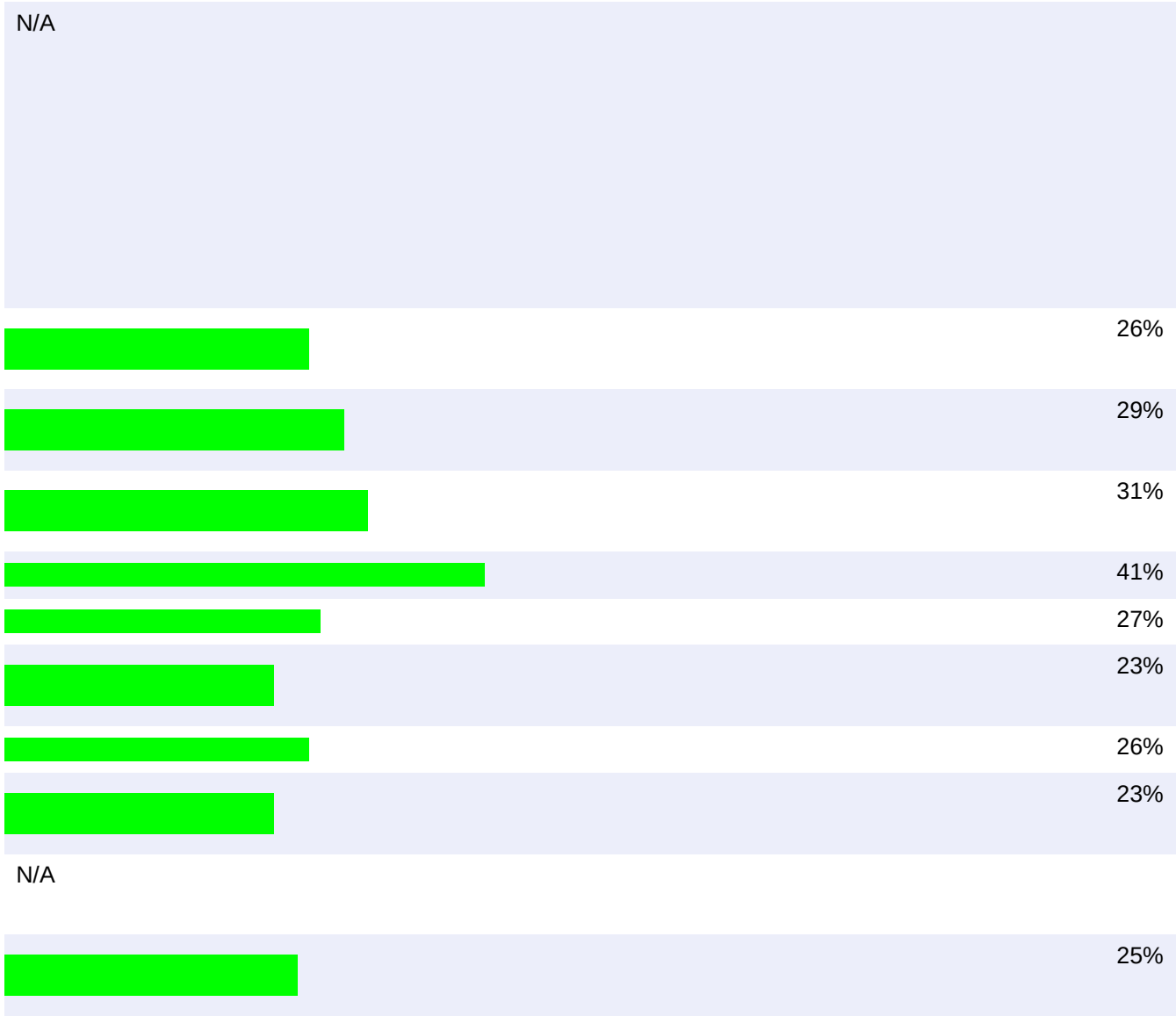

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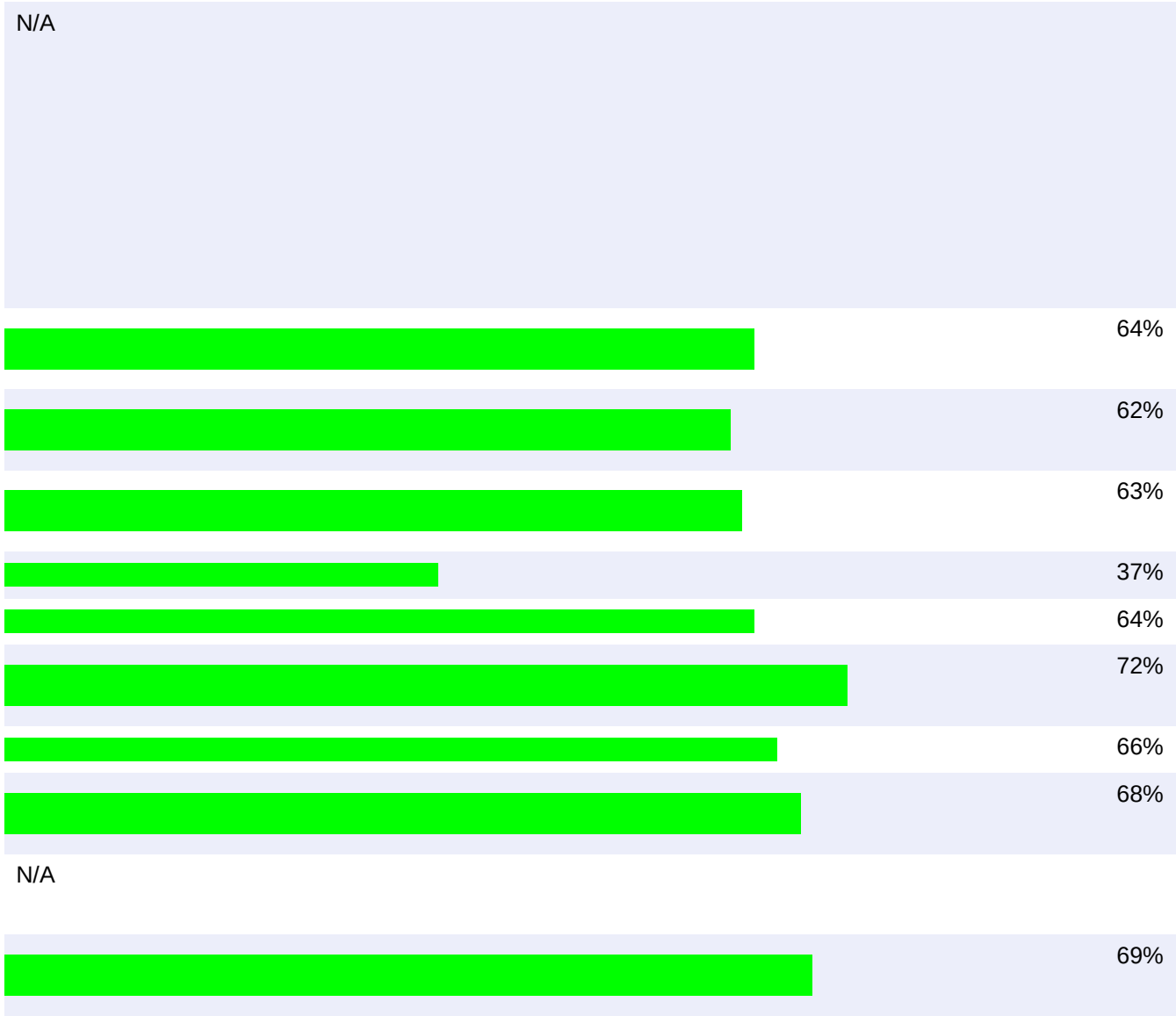

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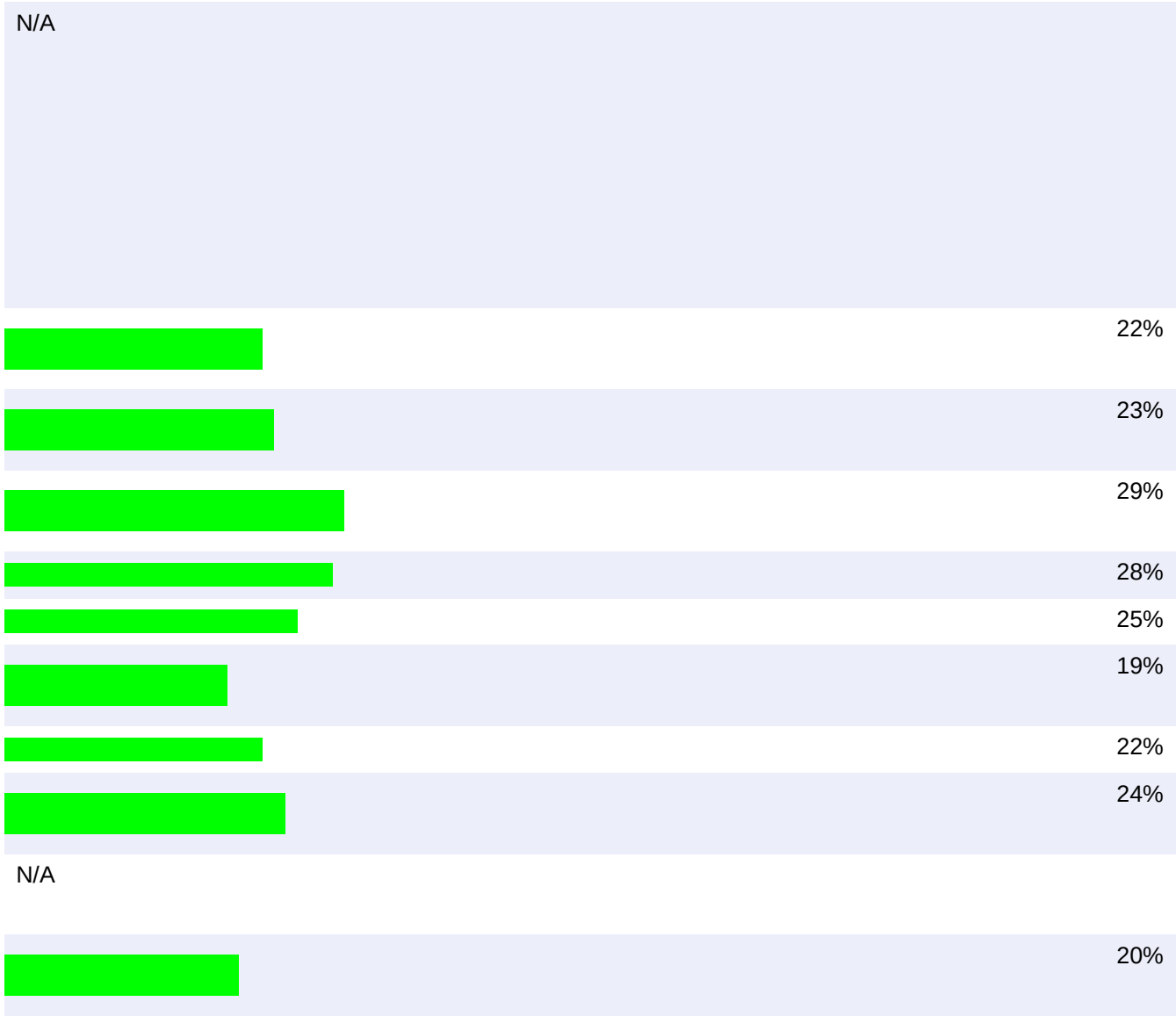

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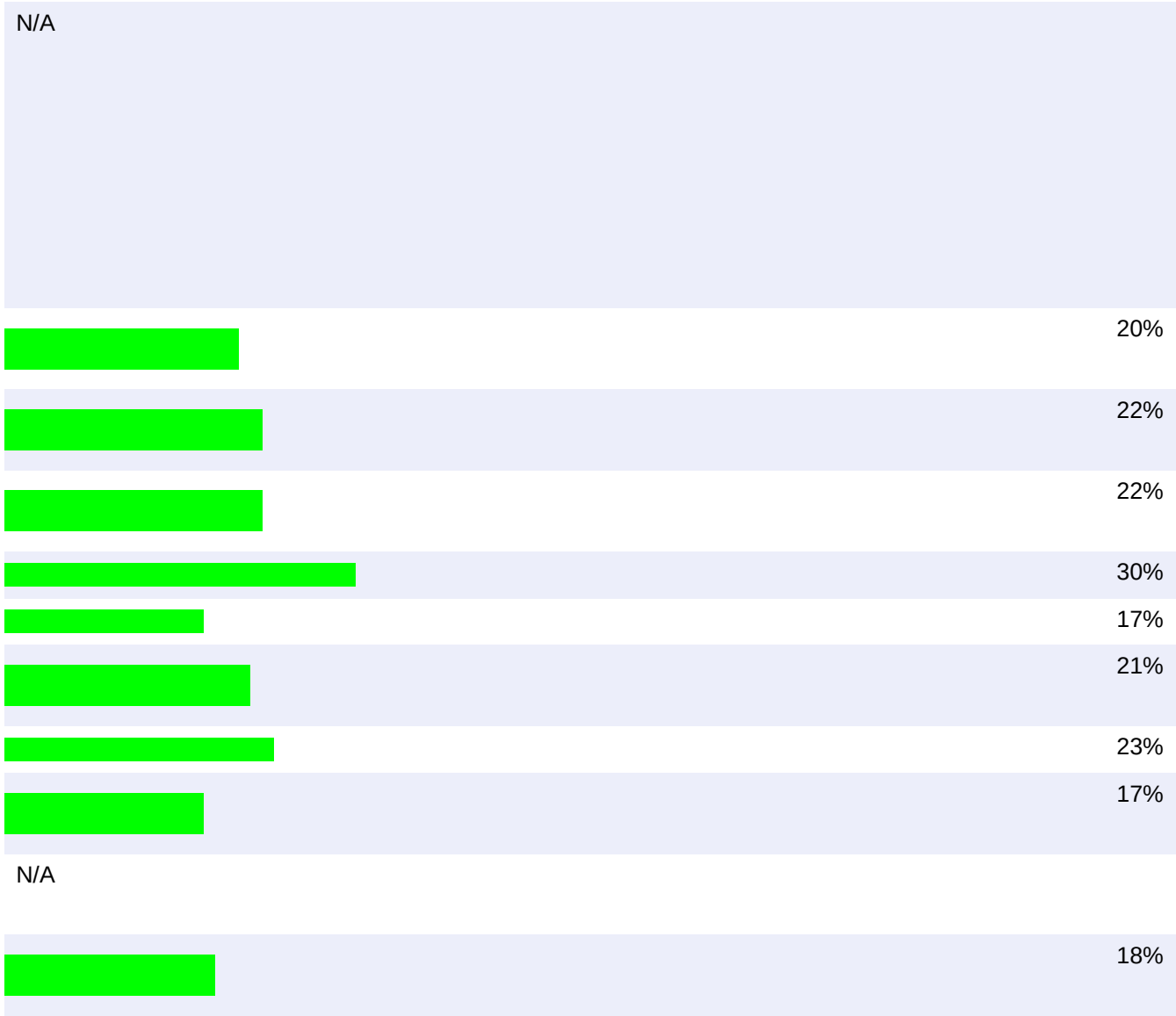

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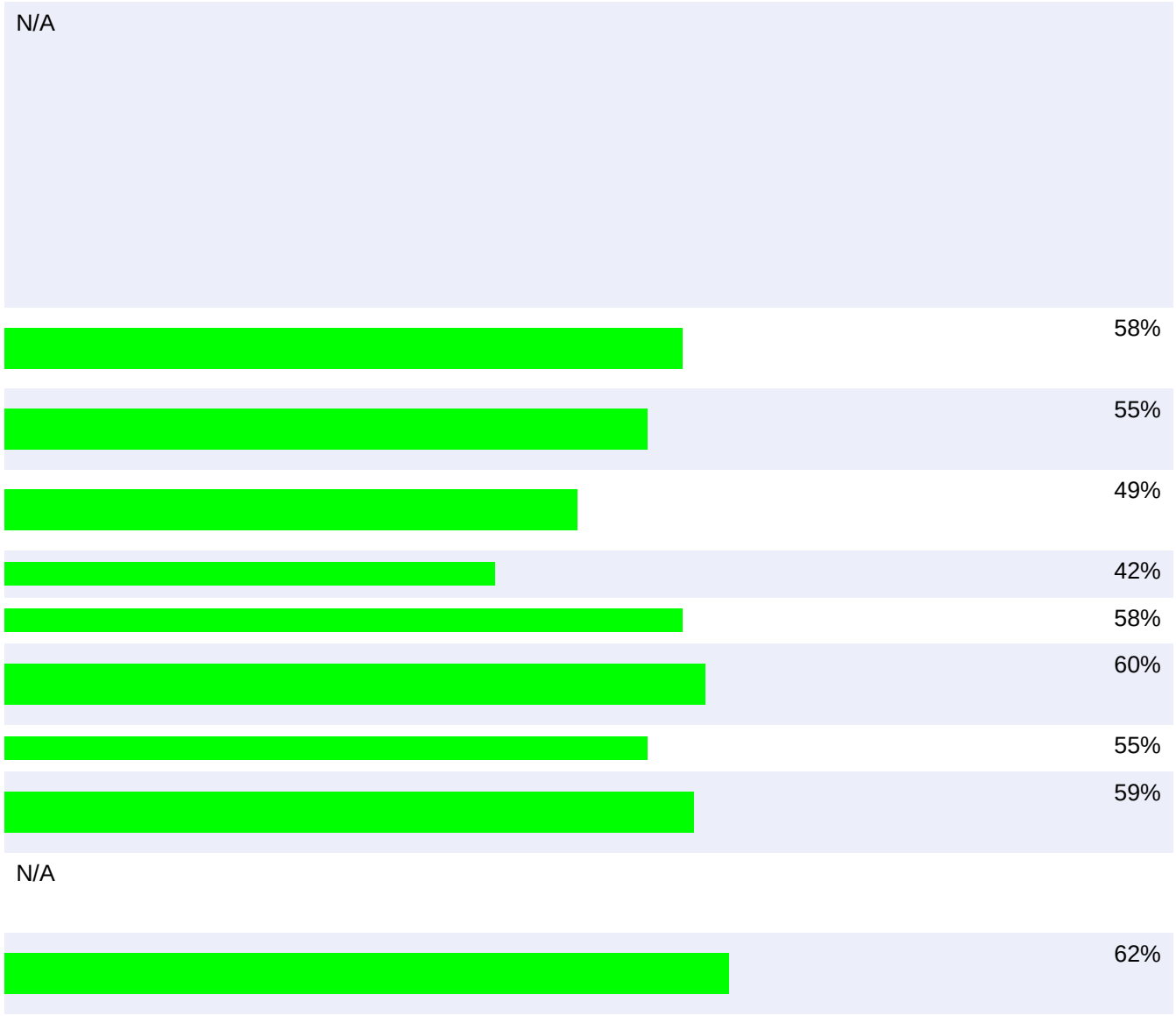

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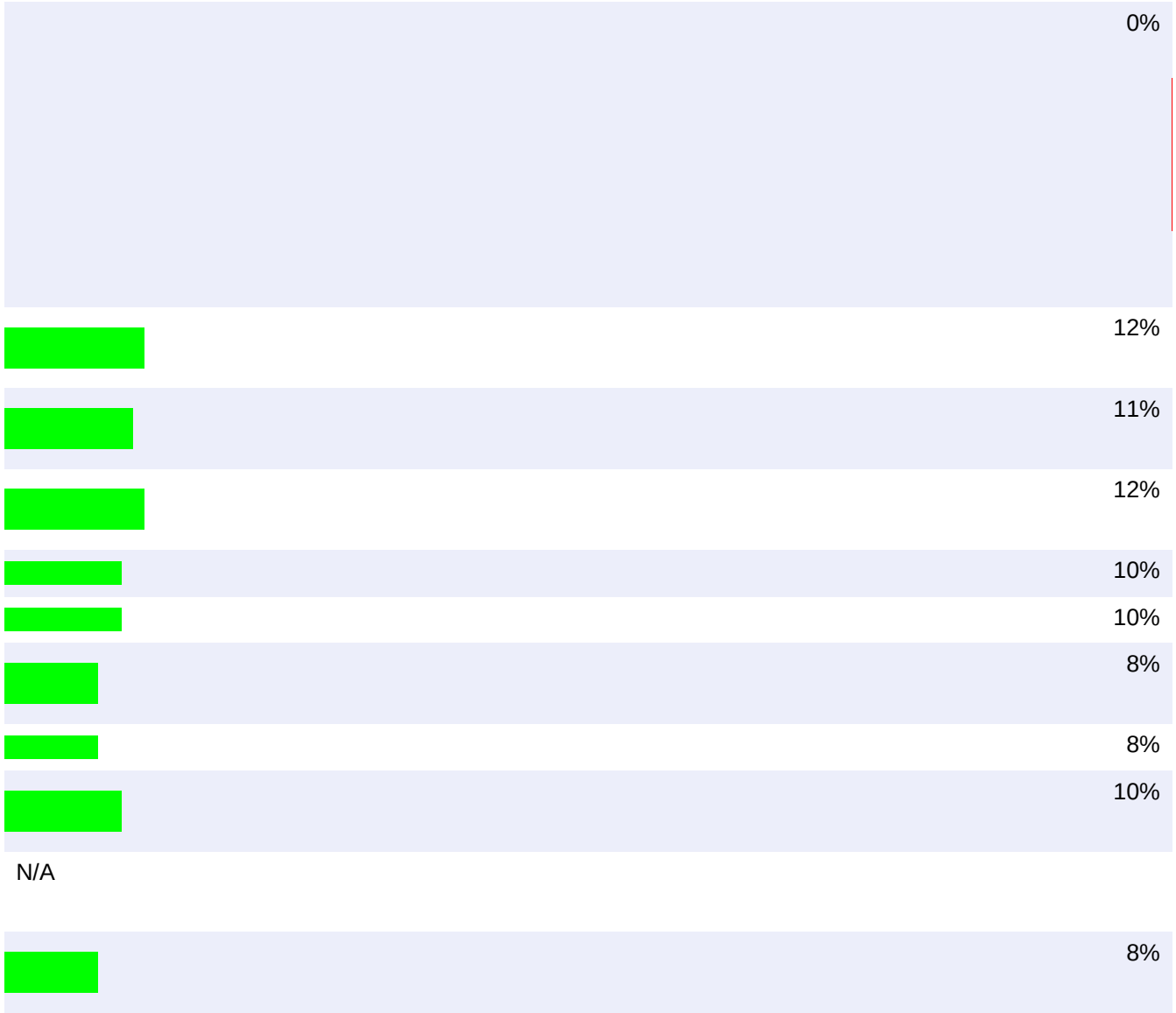

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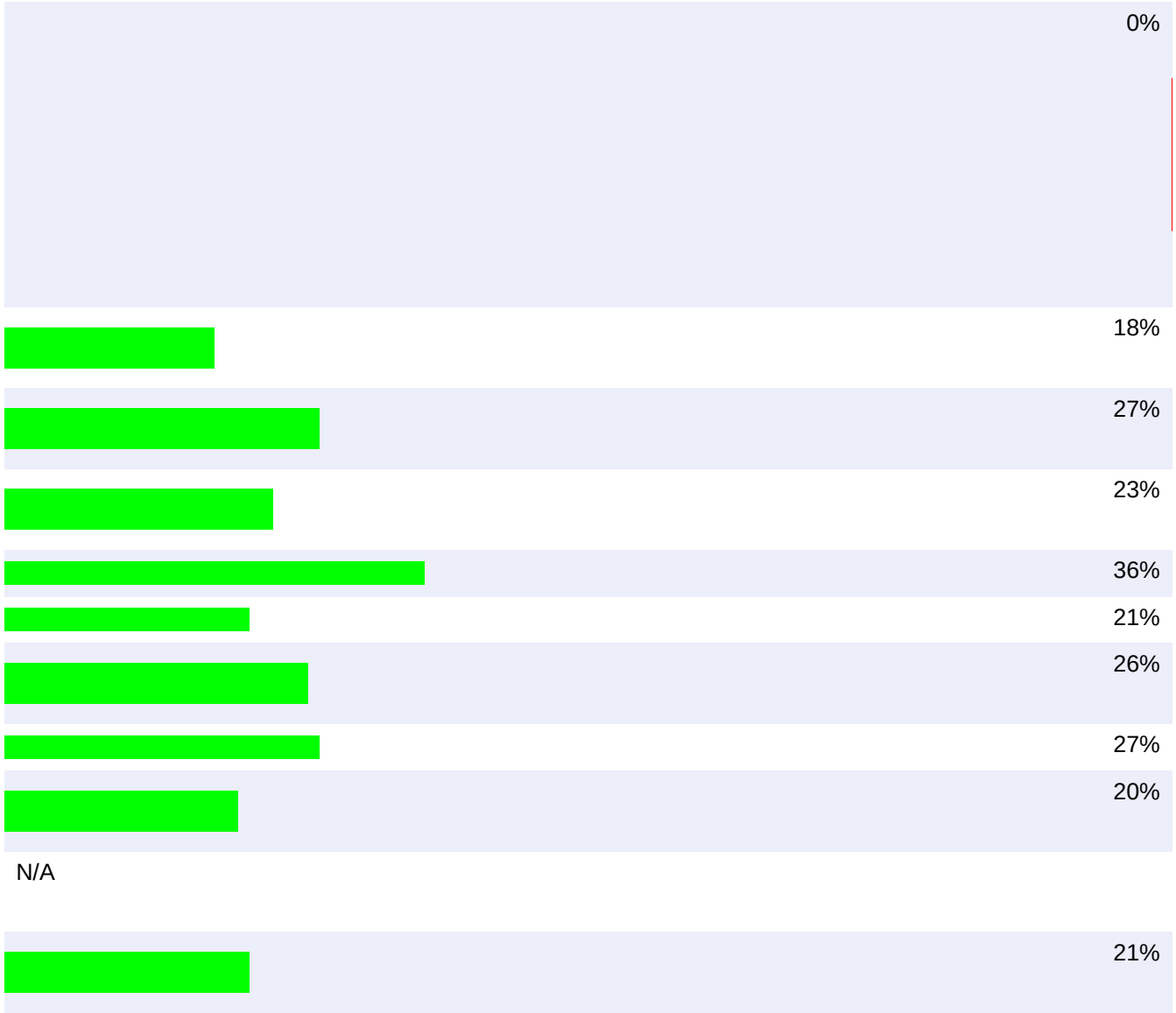

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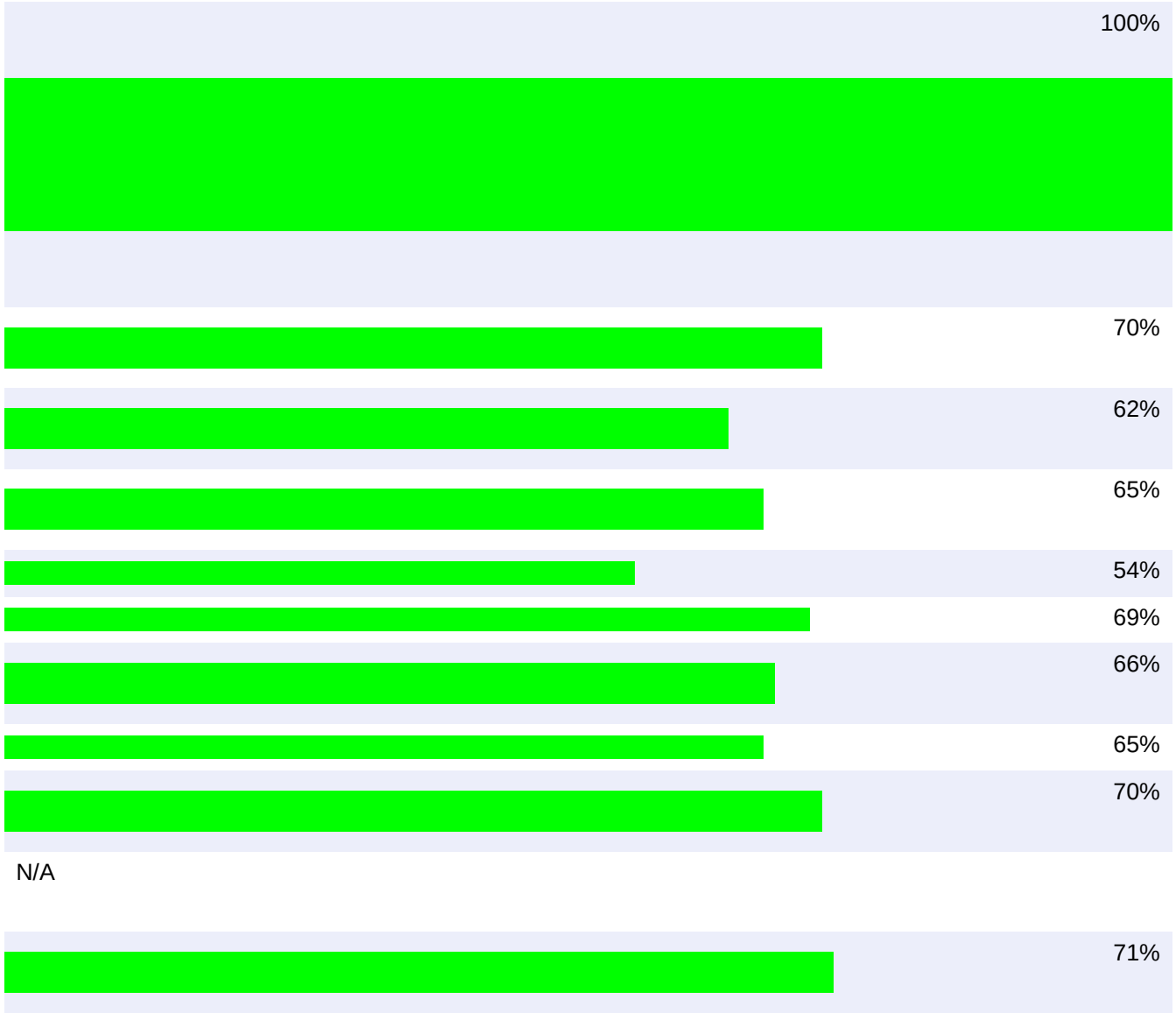

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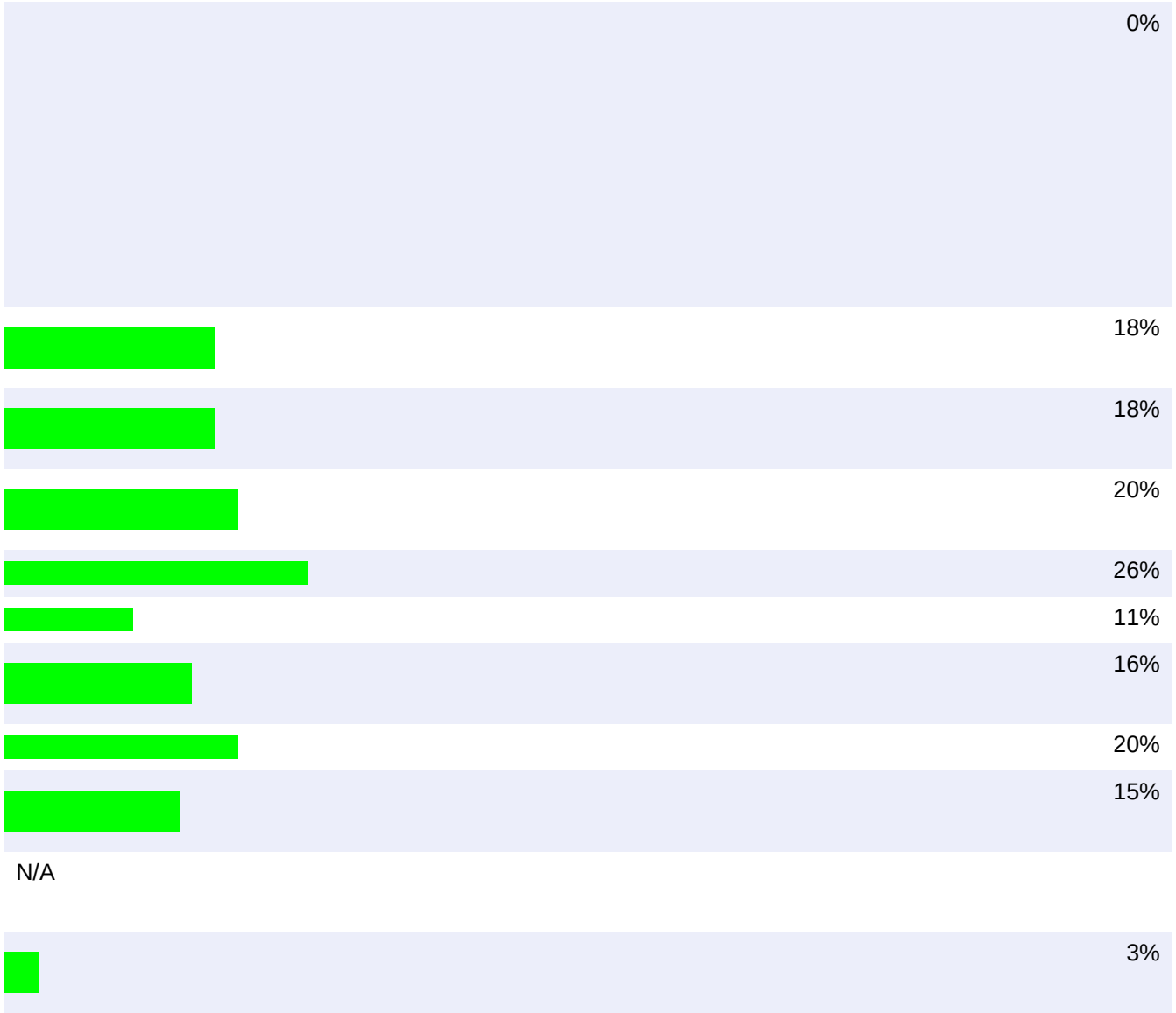

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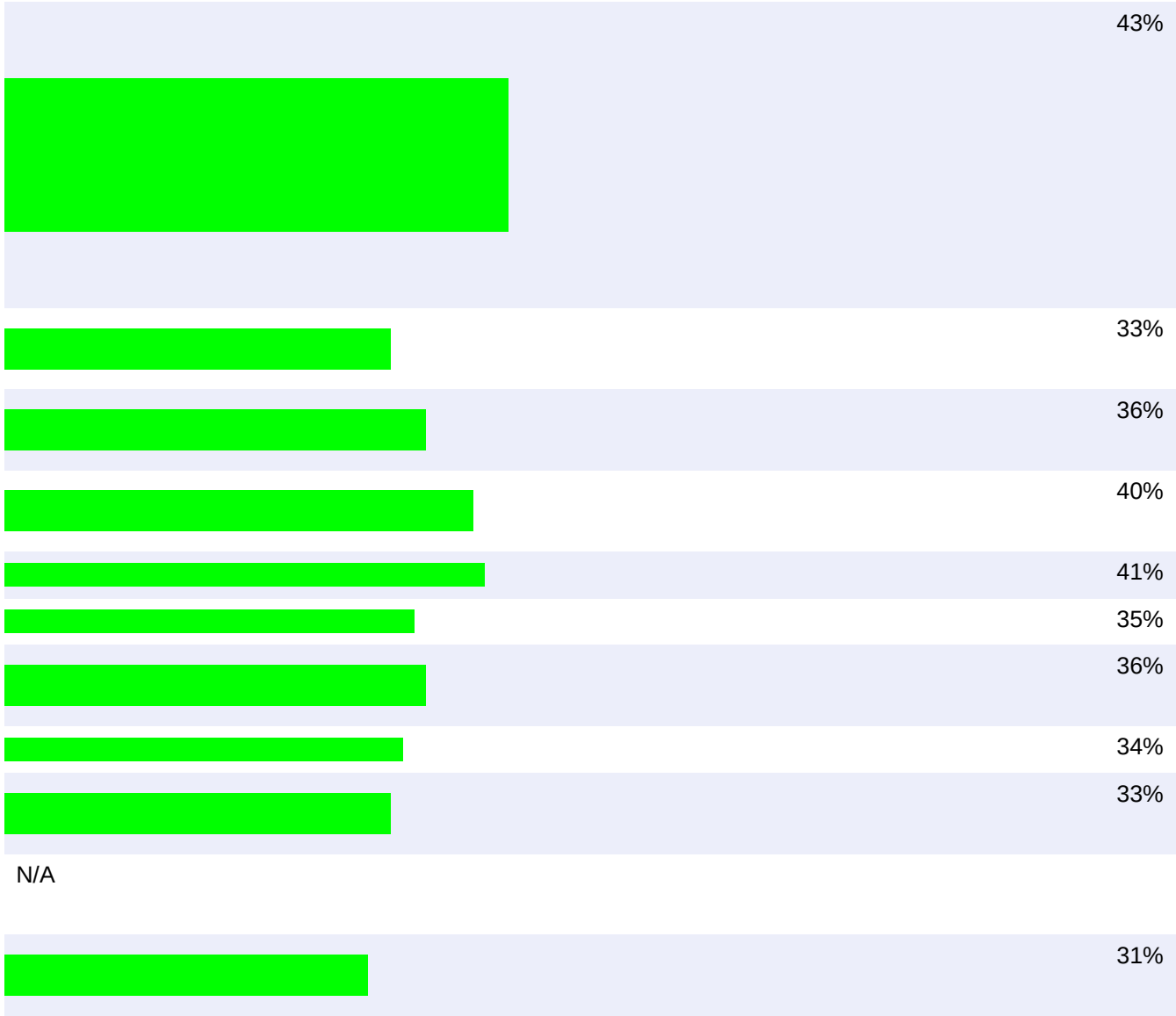

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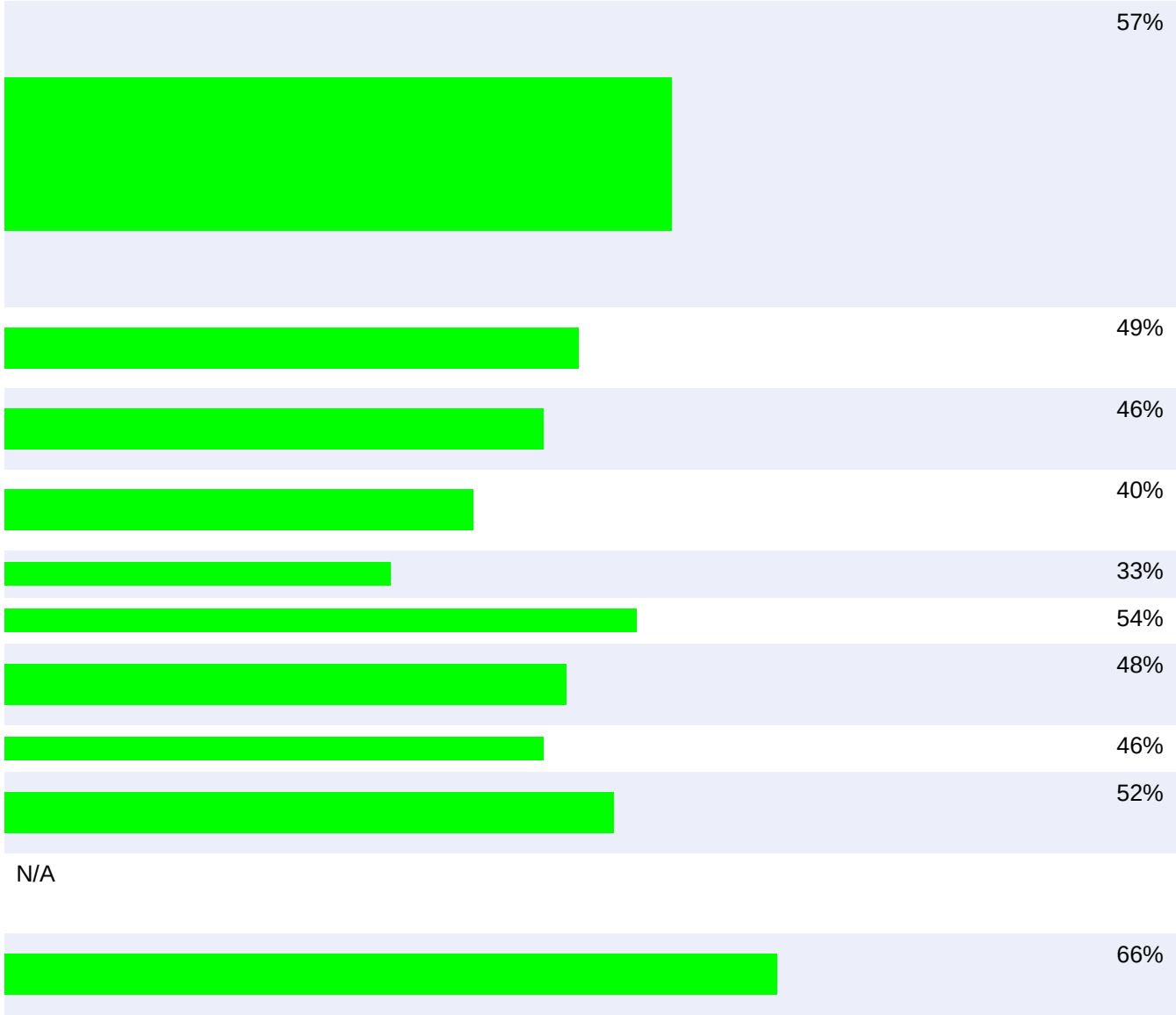

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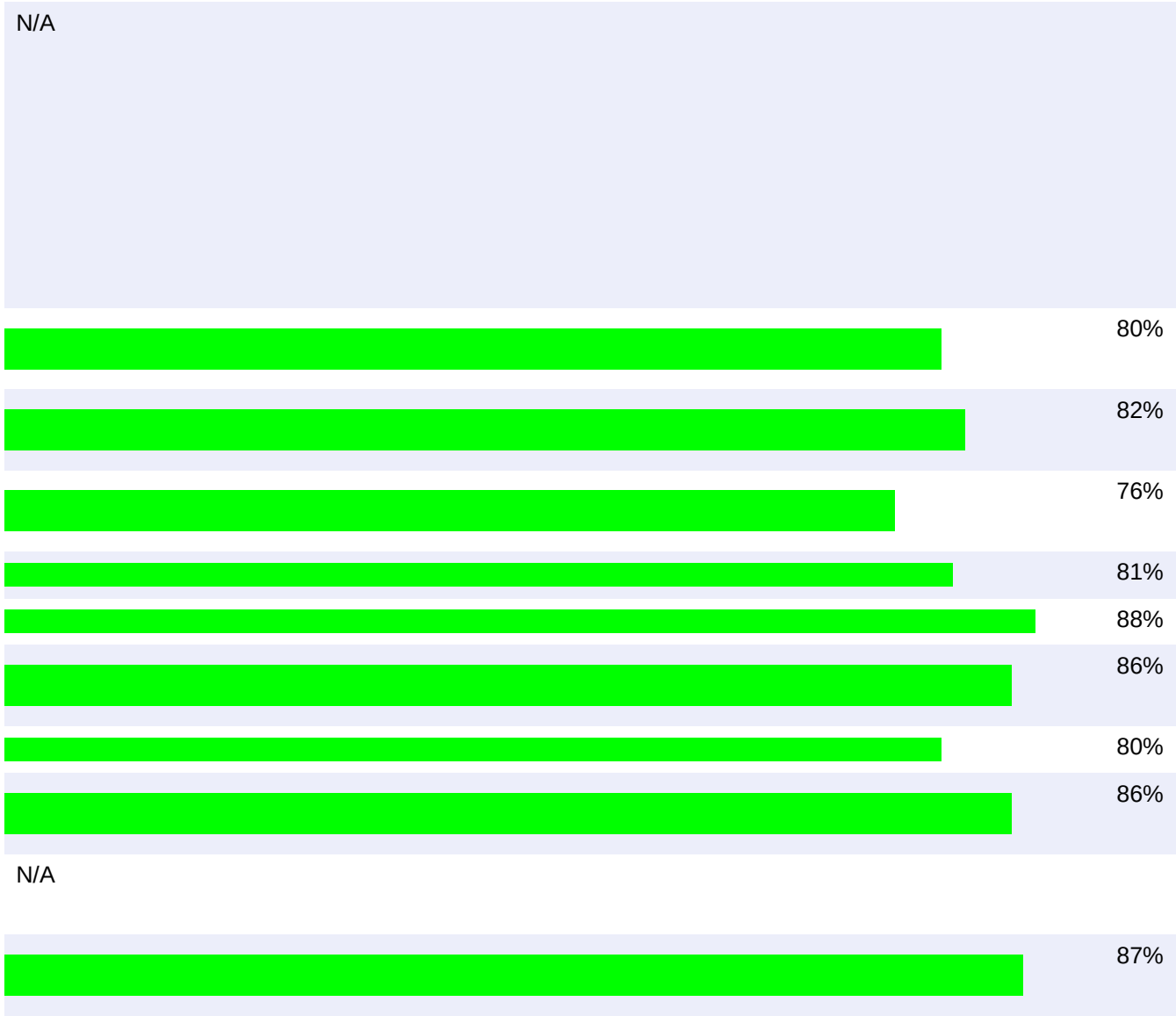

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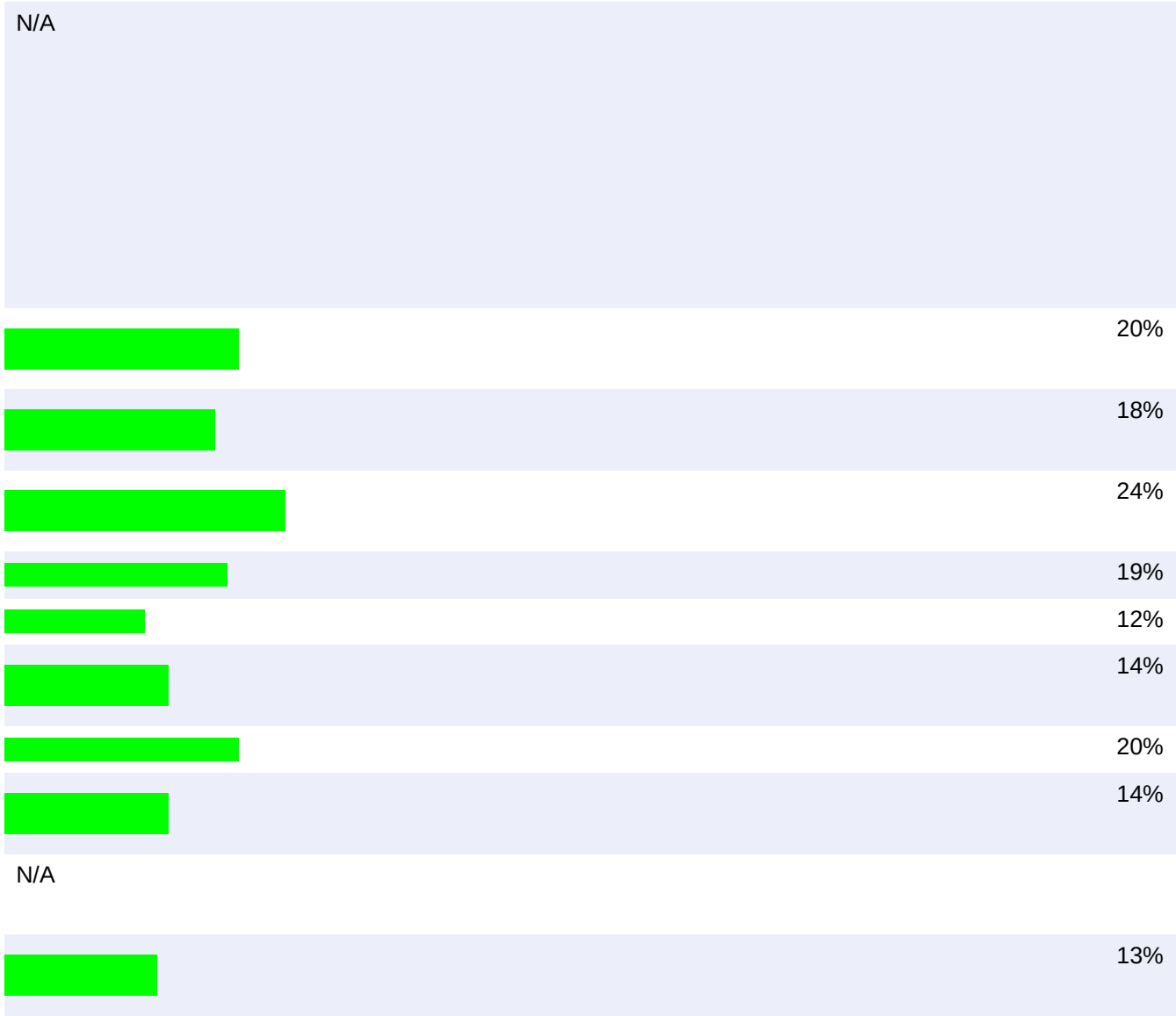

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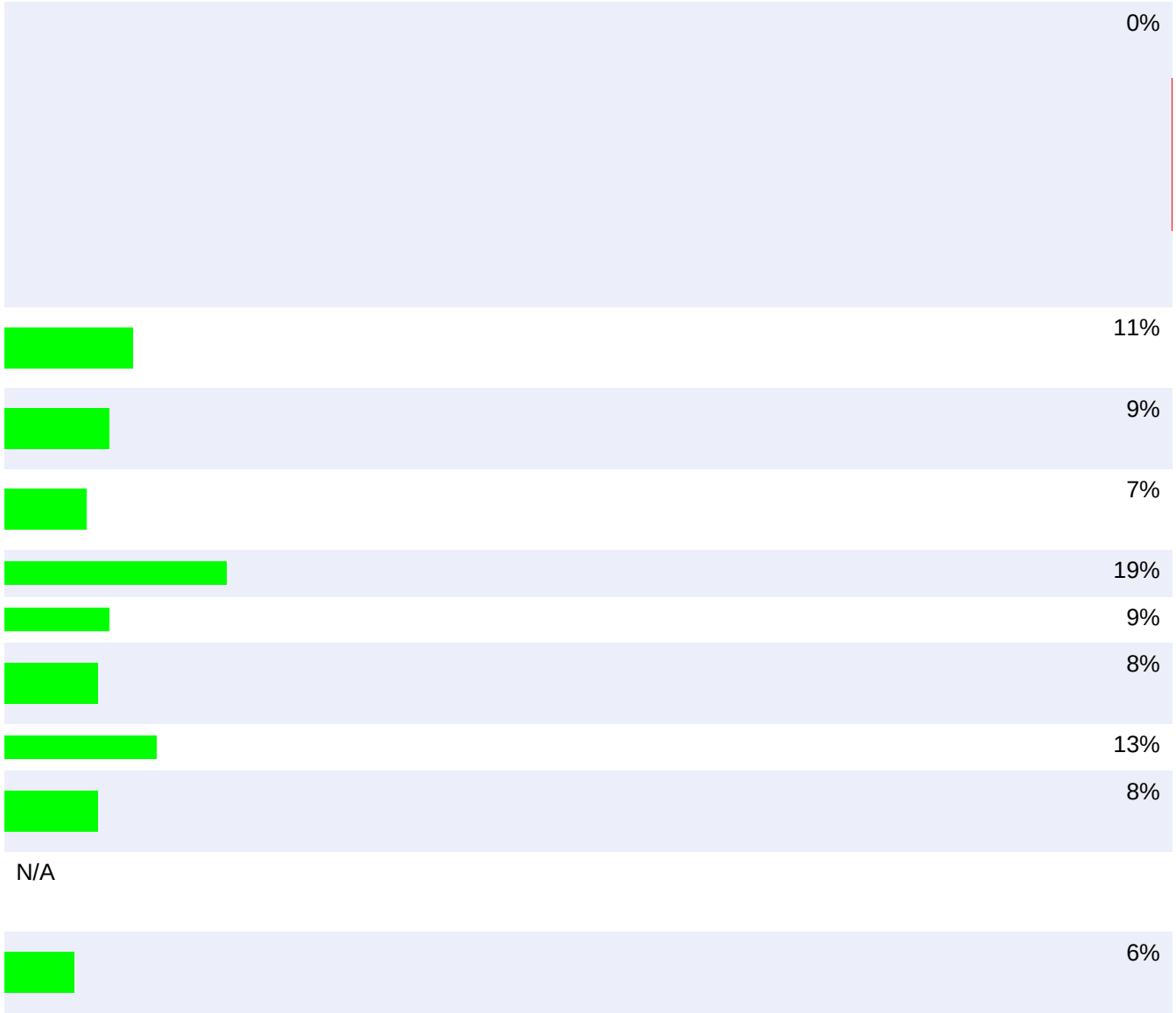

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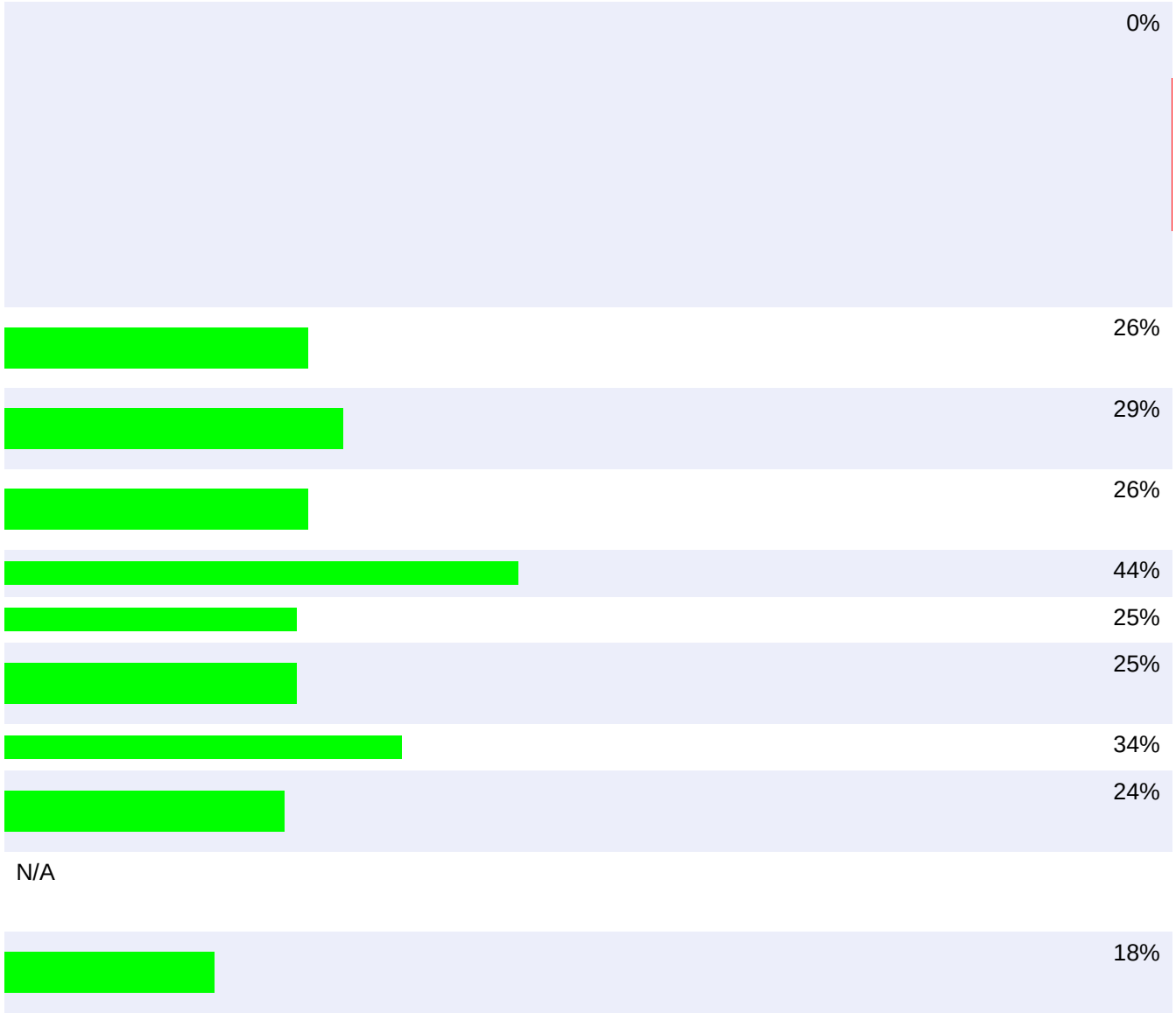

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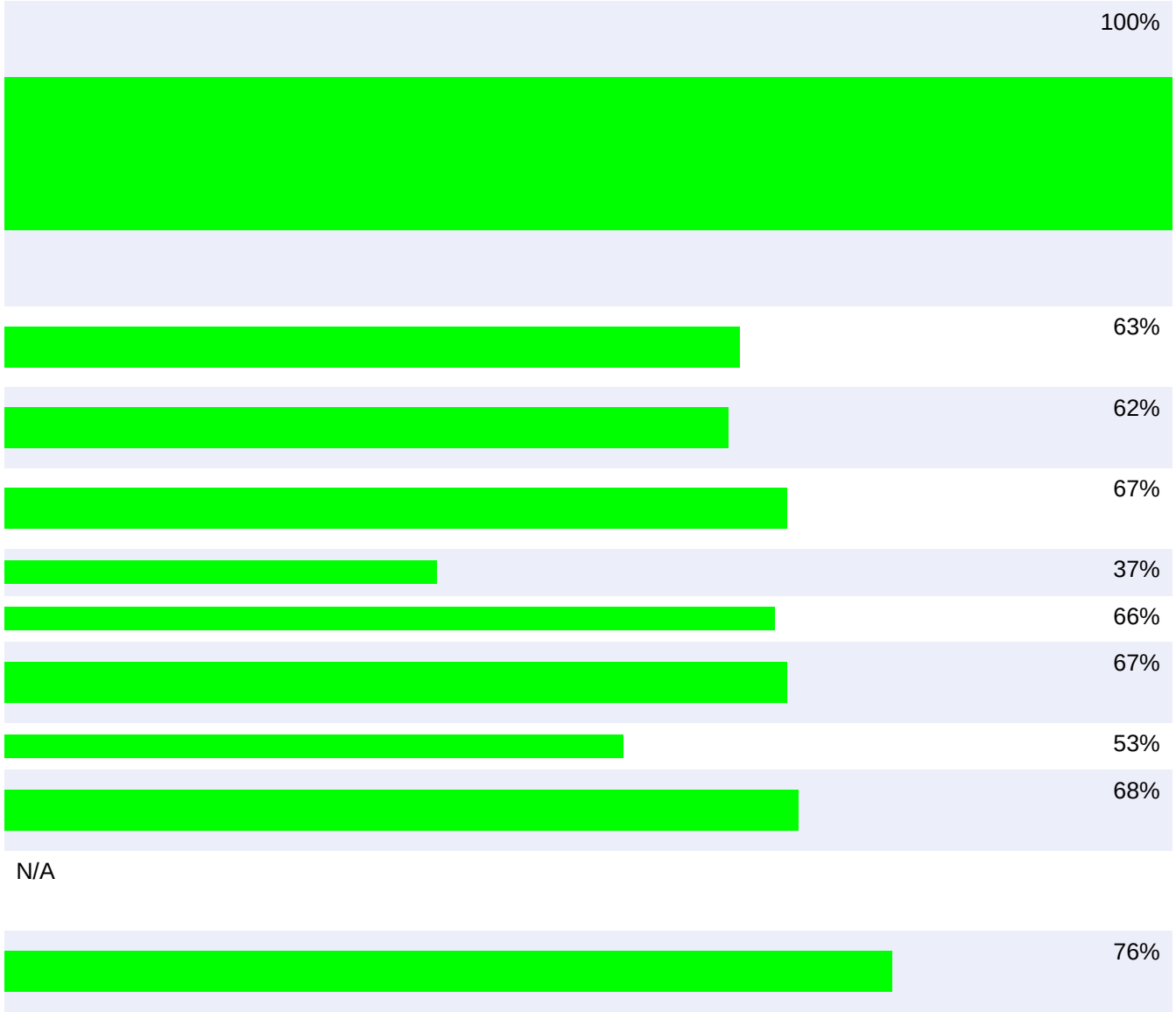

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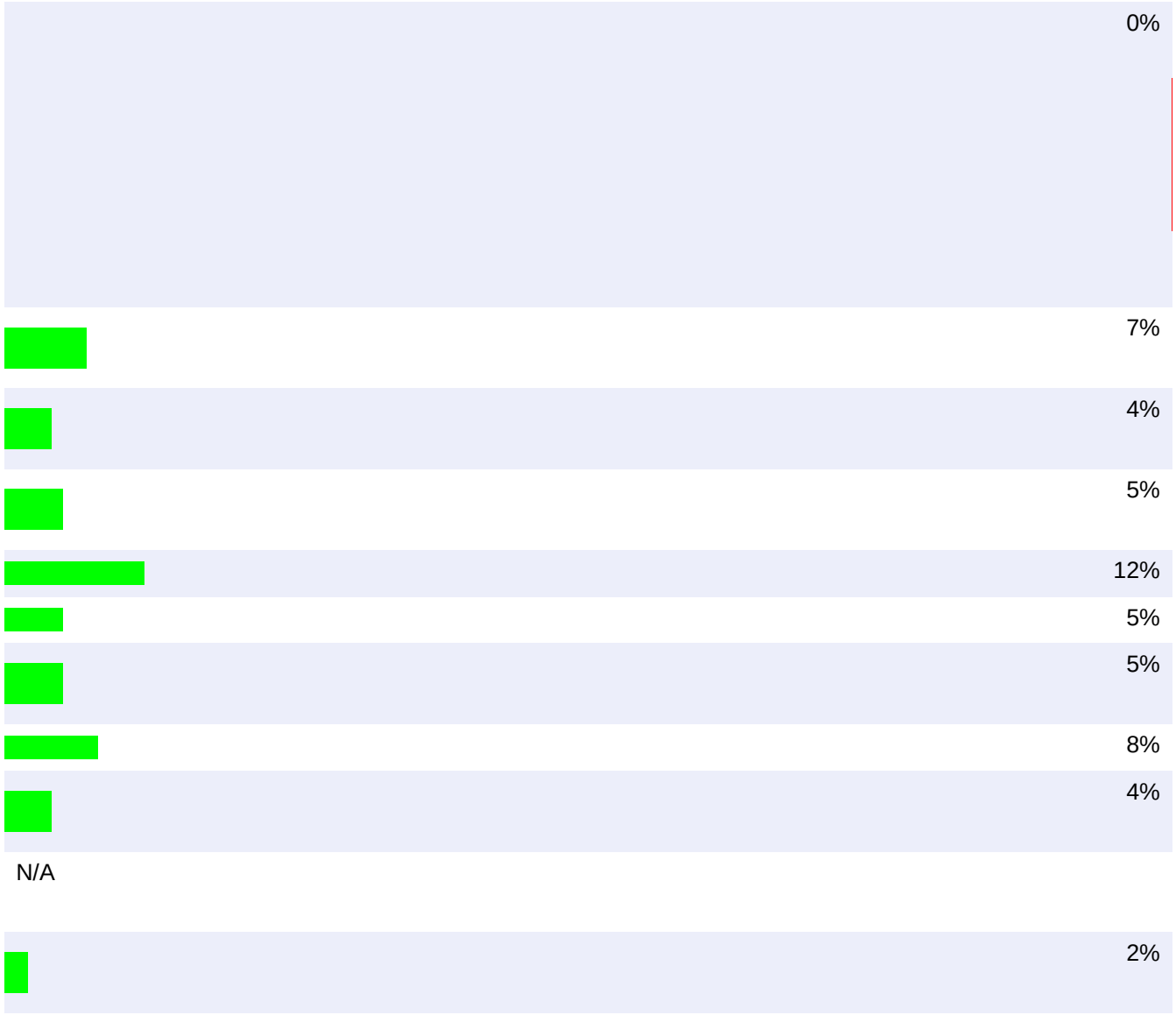

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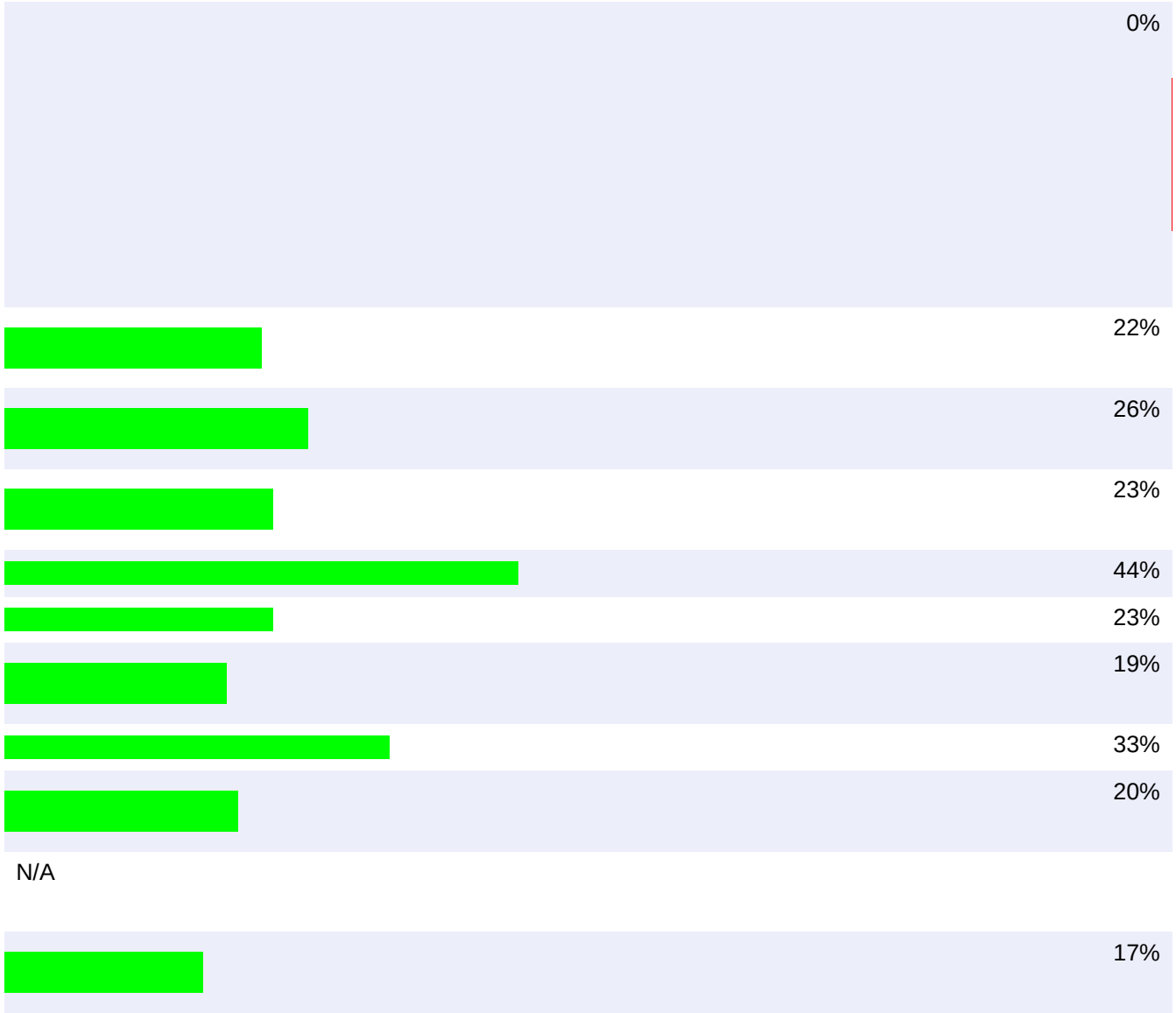

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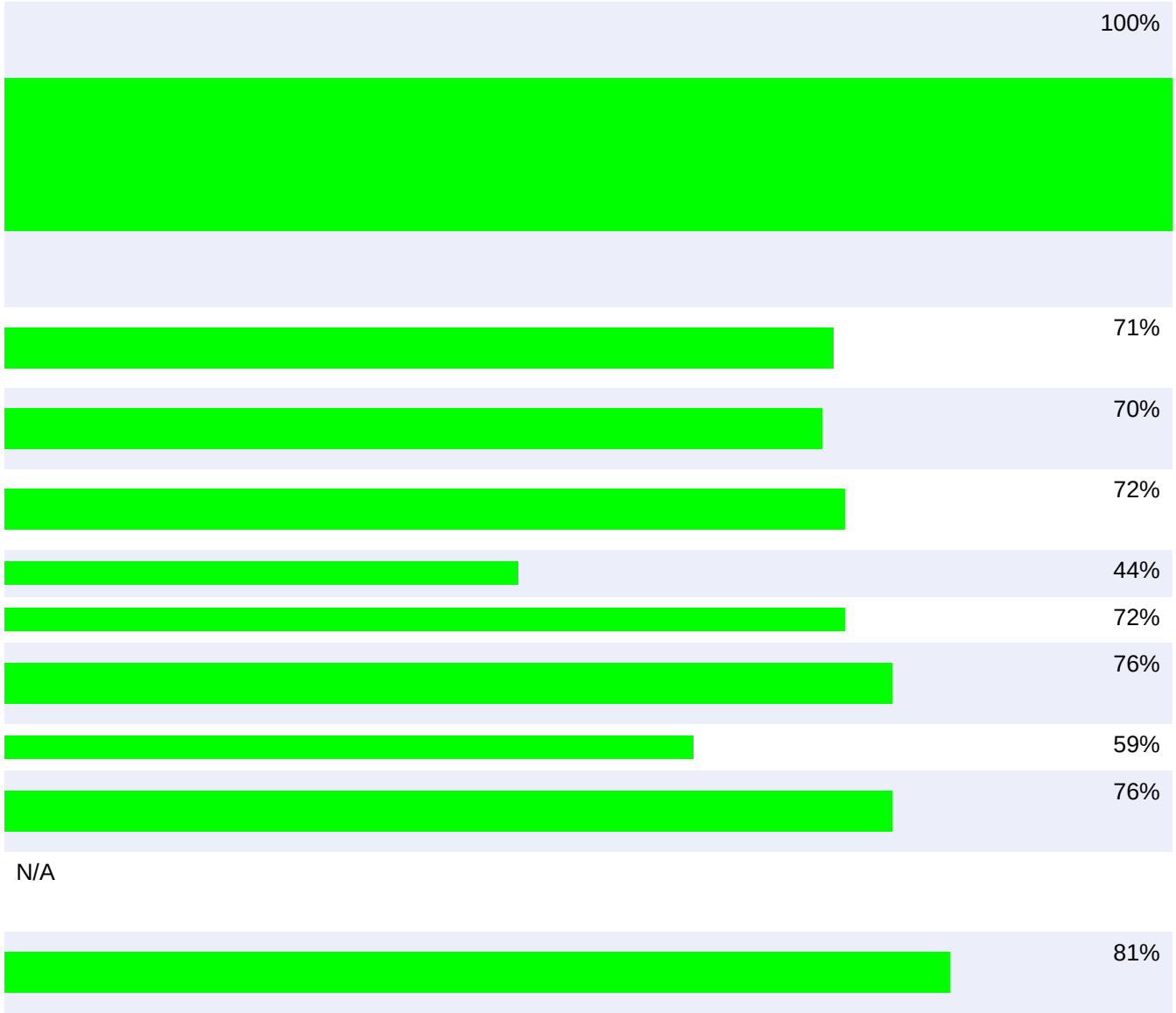

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Fewer than 100
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
N/A
300 or more

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	4%	Fewer than 100 Patients completed the HCAHPS survey. Use these rates with caution, as the number of surveys may be too low to reliably assess hospital performance., No or very few patients were eligible for the HCAHPS survey. The scores shown, if any, reflect a very small number of surveys
	24%	
	38%	
	36%	
	29%	
	31%	
	34%	
	22%	
	23%	
N/A		Survey results are not available for this reporting period
	31%	

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

030120	GILBERT HOSPITAL	5656 SOUTH POWER ROAD
030088	BANNER BAYWOOD MEDICAL CENTER	6644 EAST BAYWOOD AVENUE
030087	SCOTTSDALE HEALTHCARE-SHEA MEDICAL CENTER	9003 EAST SHEA BOULEVARD
030123	SCOTTSDALE HEALTHCARE-THOMPSON PEAK HOSPITAL	7400 EAST THOMPSON PEAK PARKWAY
030121	MOUNTAIN VISTA MEDICAL CENTER, LP	1301 SOUTH CRISMON ROAD
030065	BANNER DESERT MEDICAL CENTER	1400 SOUTH DOBSON ROAD
030103	MAYO CLINIC HOSPITAL	5777 EAST MAYO BOULEVARD
030122	BANNER GATEWAY MEDICAL CENTER	1900 NORTH HIGLEY ROAD
030112	ARIZONA ORTHOPEDIC SURGICAL HOSPITAL	2905 WEST WARNER ROAD
030119	MERCY GILBERT MEDICAL CENTER	3555 SOUTH VAL VISTA DRIVE
030107	ARIZONA SPINE AND JOINT HOSPITAL	4620 EAST BASELINE ROAD
030105	BANNER HEART HOSPITAL	6750 EAST BAYWOOD AVENUE
030038	SCOTTSDALE HEALTHCARE-OSBORN MEDICAL CENTER	7400 EAST OSBORN ROAD

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	GILBERT	AZ
	MESA	AZ
	SCOTTSDALE	AZ
	SCOTTSDALE	AZ
	MESA	AZ
	MESA	AZ
	PHOENIX	AZ
	GILBERT	AZ
	CHANDLER	AZ
	GILBERT	AZ
	MESA	AZ
	MESA	AZ
	SCOTTSDALE	AZ

85295	MARICOPA	4802795835
85206	MARICOPA	4803212000
85260	MARICOPA	4803233000
85255	MARICOPA	4803247004
85209	MARICOPA	4803586100
85202	MARICOPA	4804123000
85054	MARICOPA	4805156296
85234	MARICOPA	4805432000
85225	MARICOPA	4806039000
85296	MARICOPA	4807288327
85206	MARICOPA	4808324770
85206	MARICOPA	4808545050
85251	MARICOPA	4808824000

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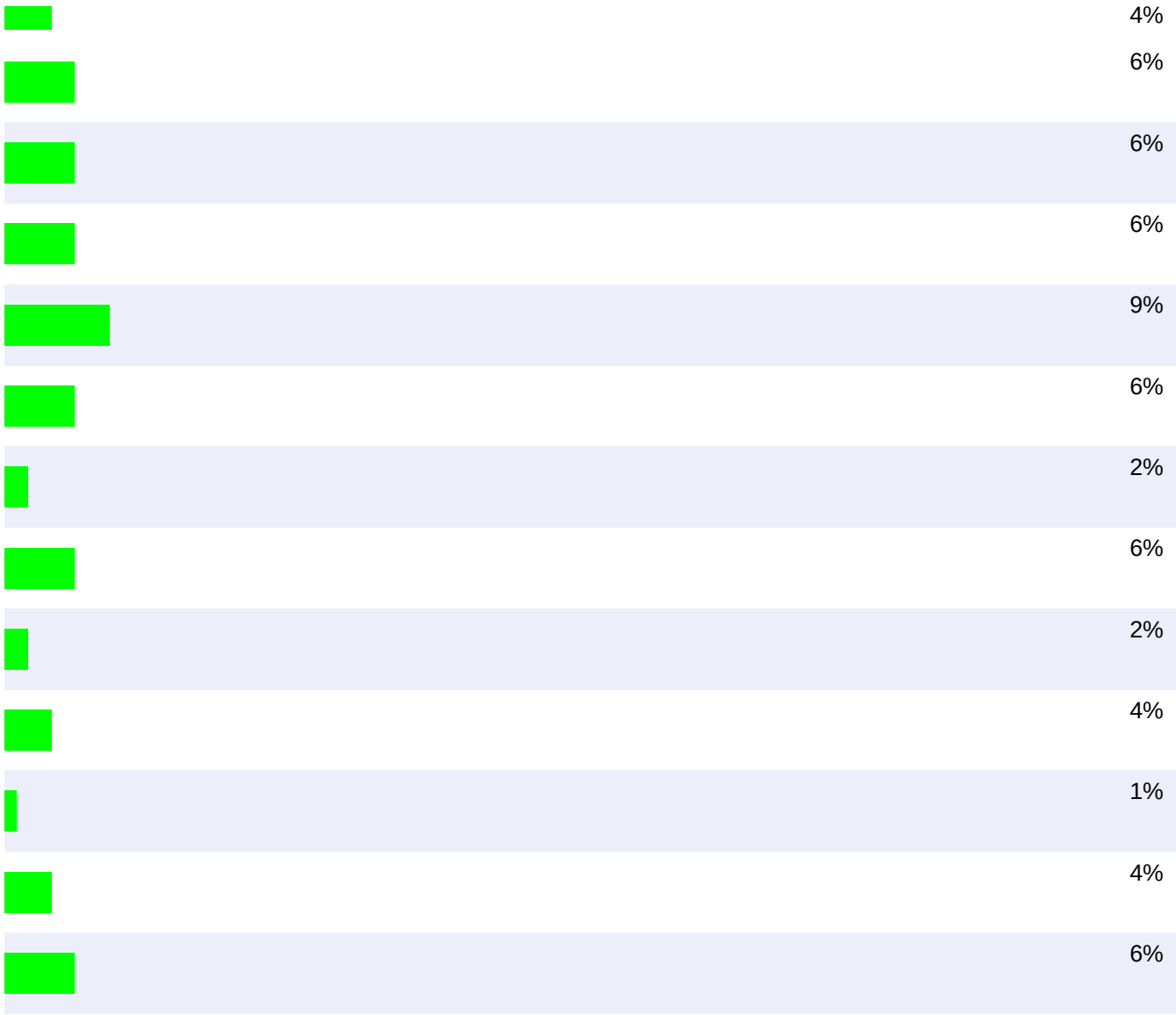

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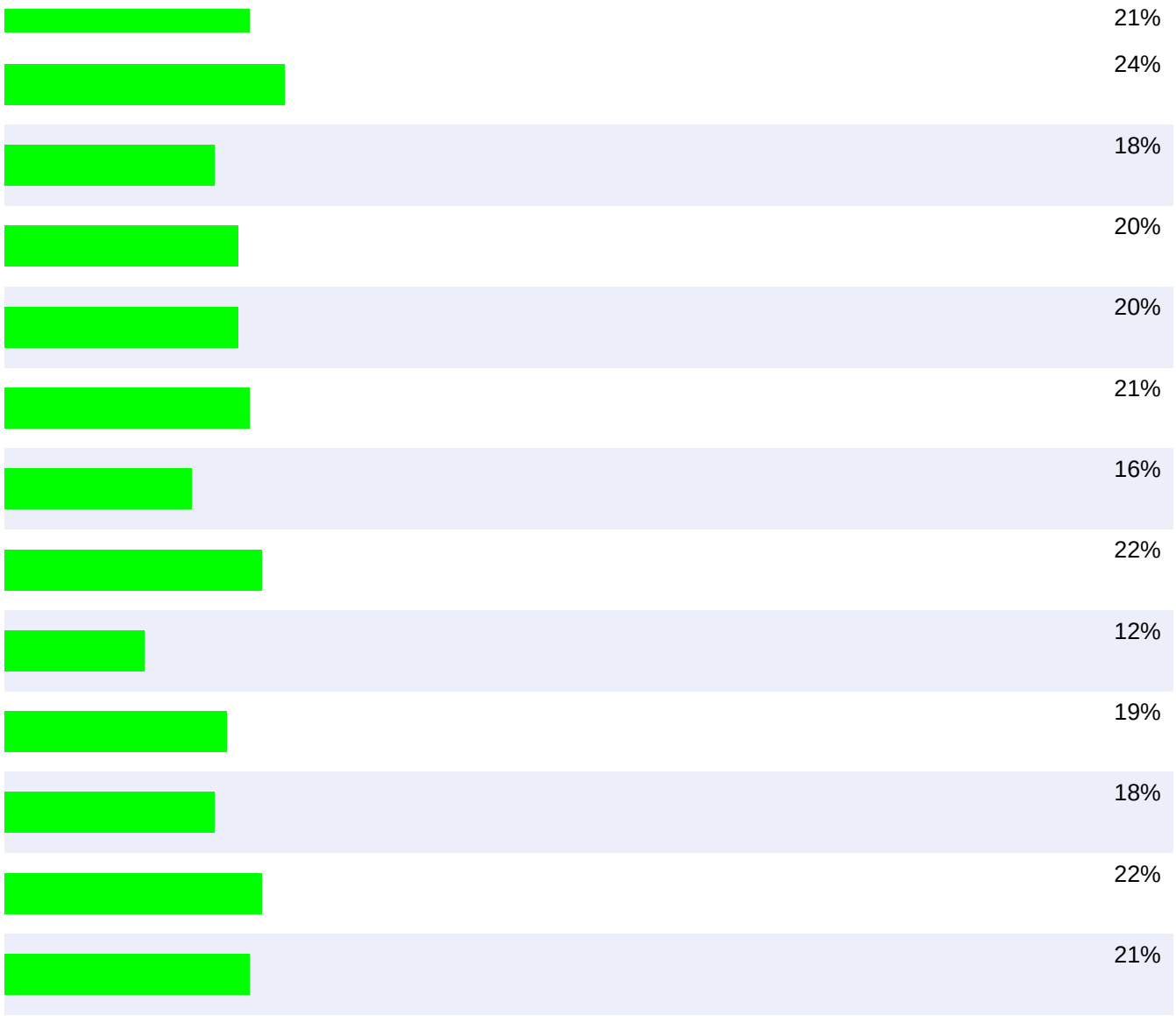

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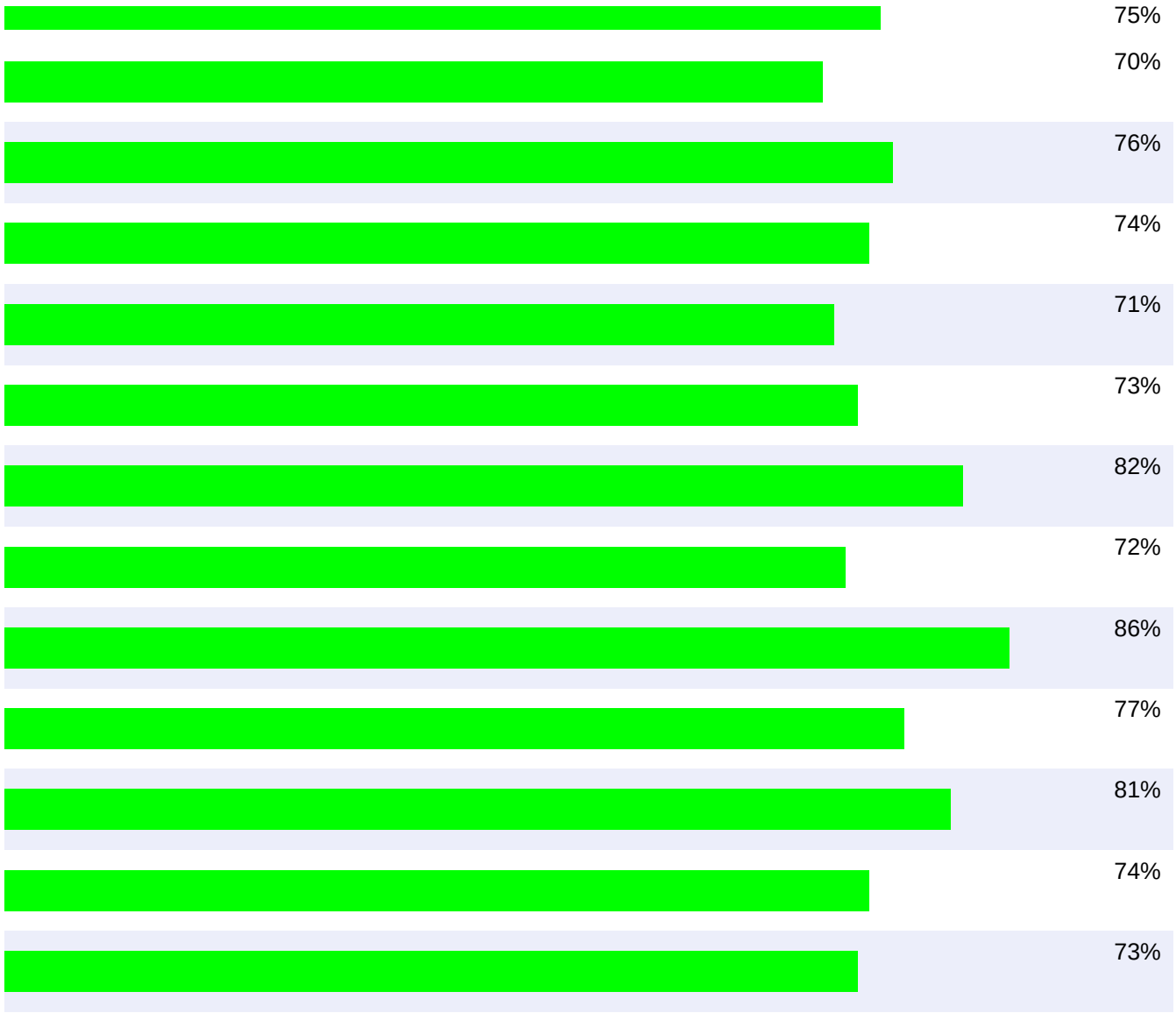

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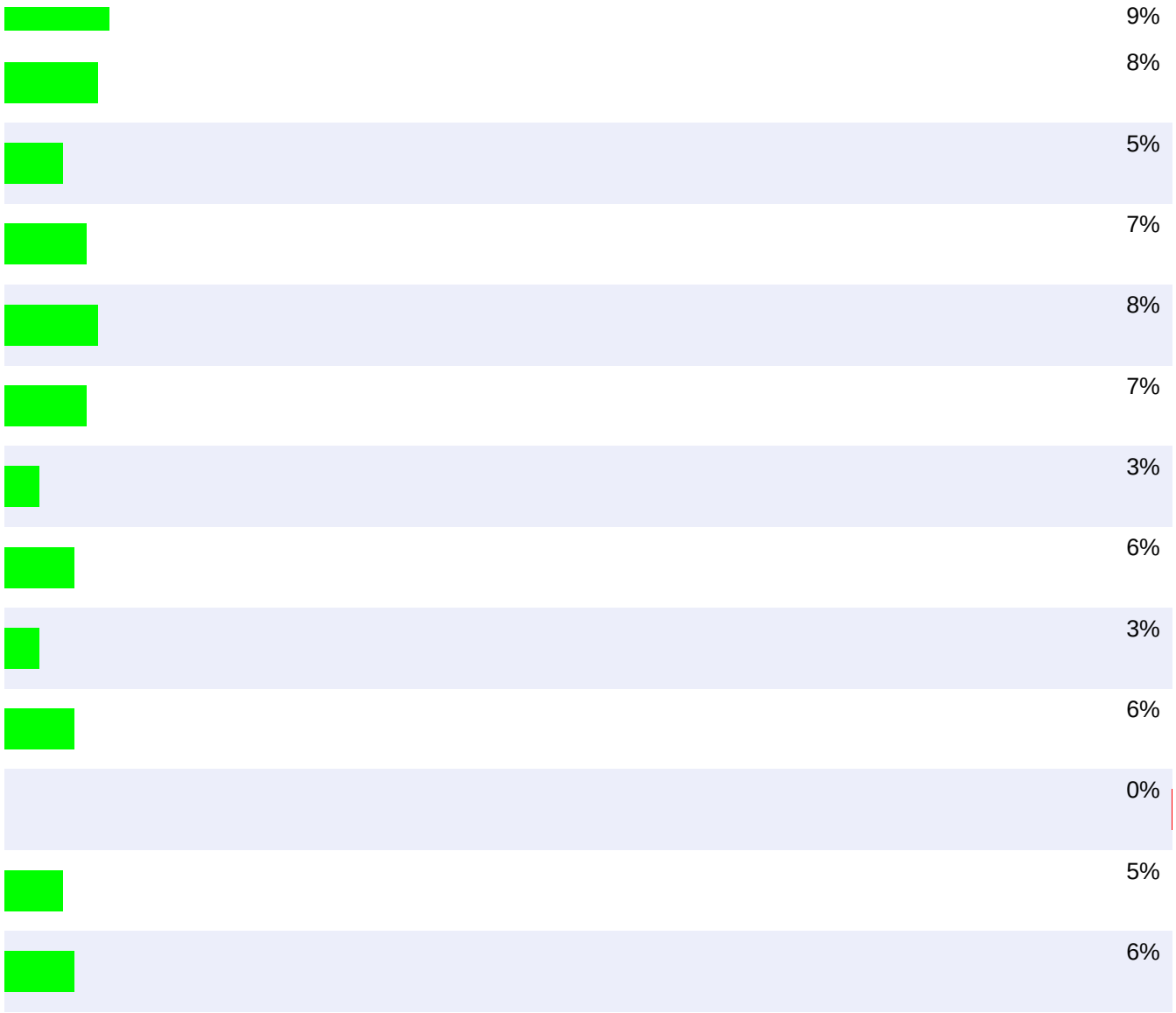

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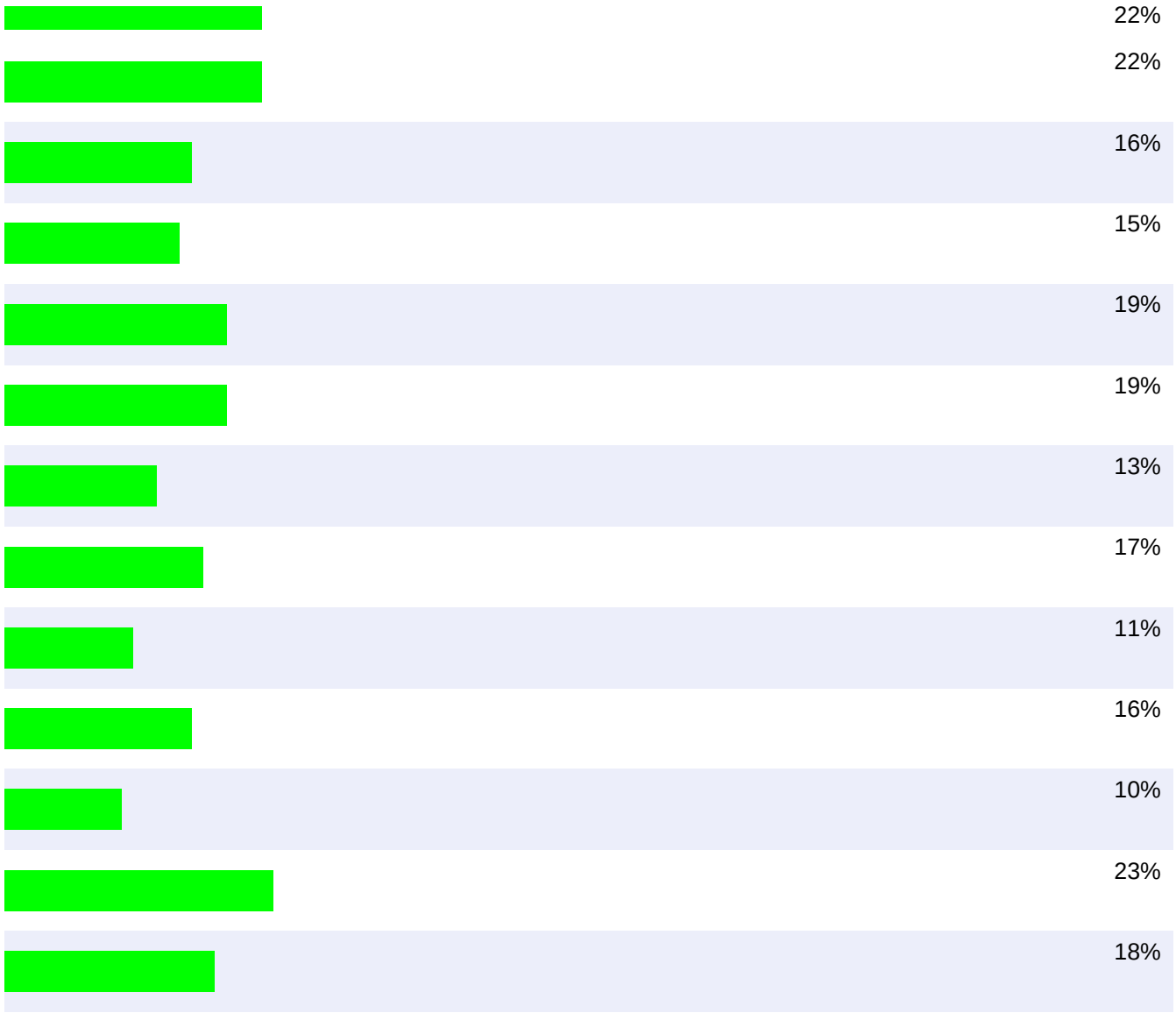

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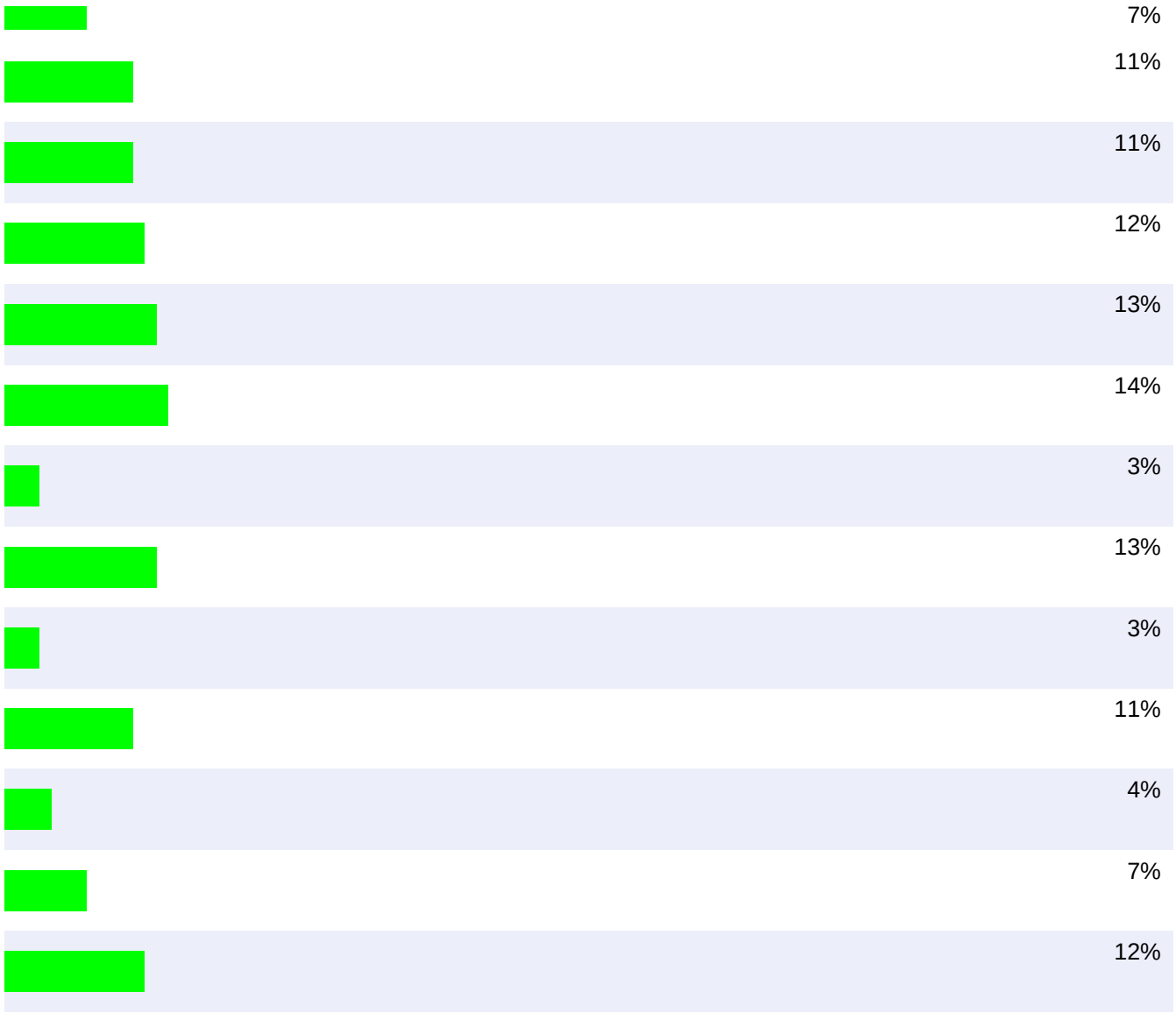

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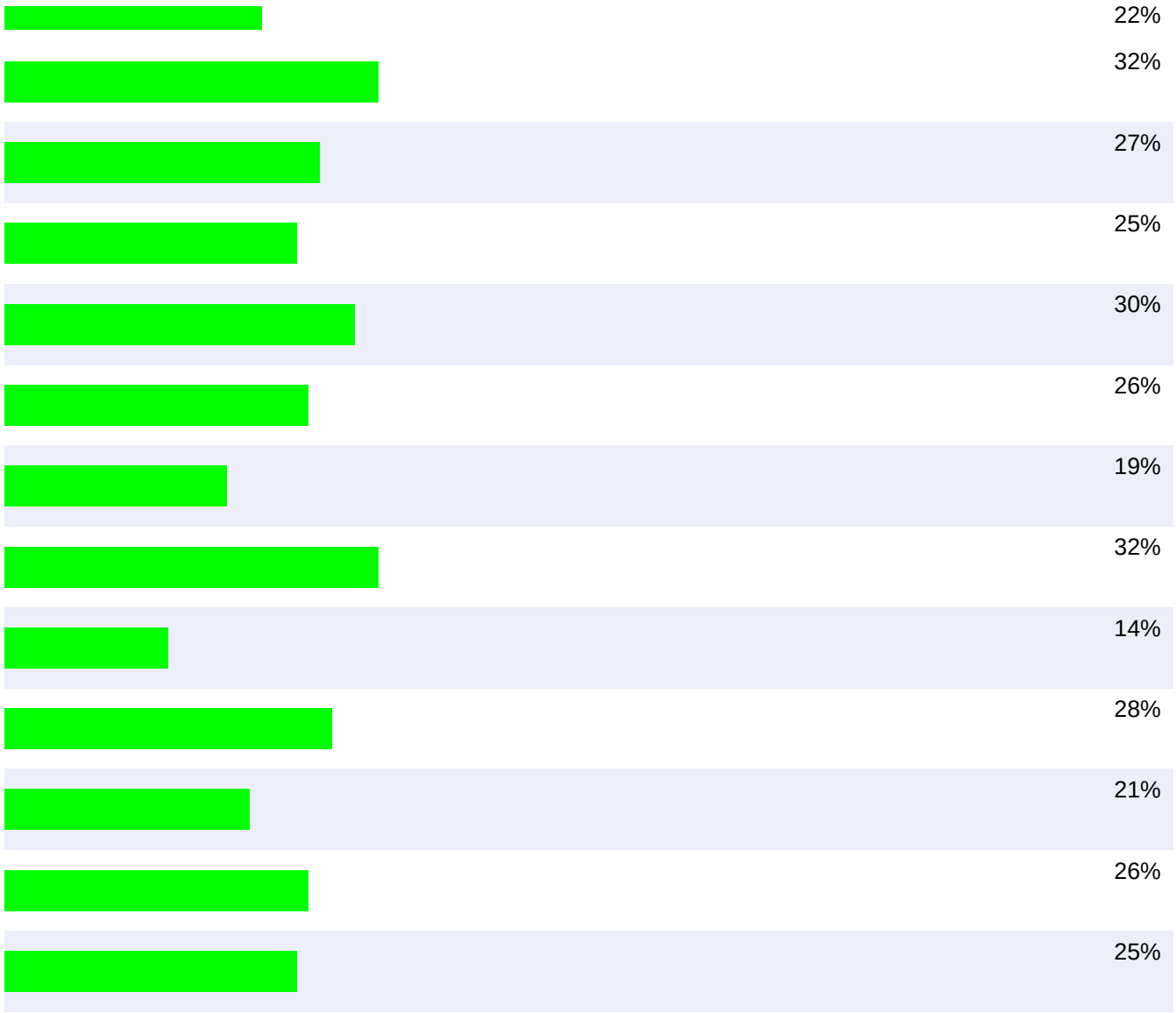

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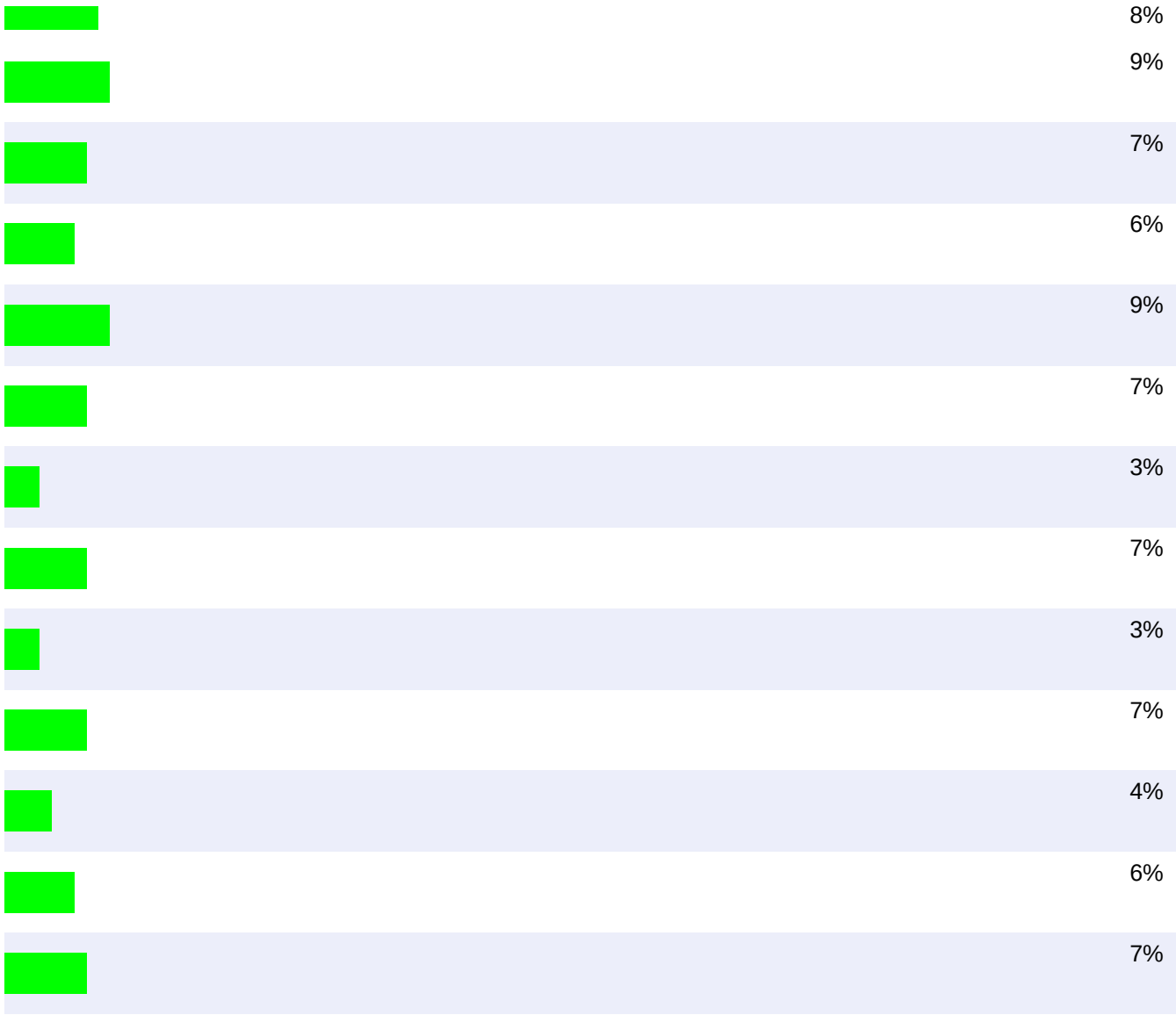

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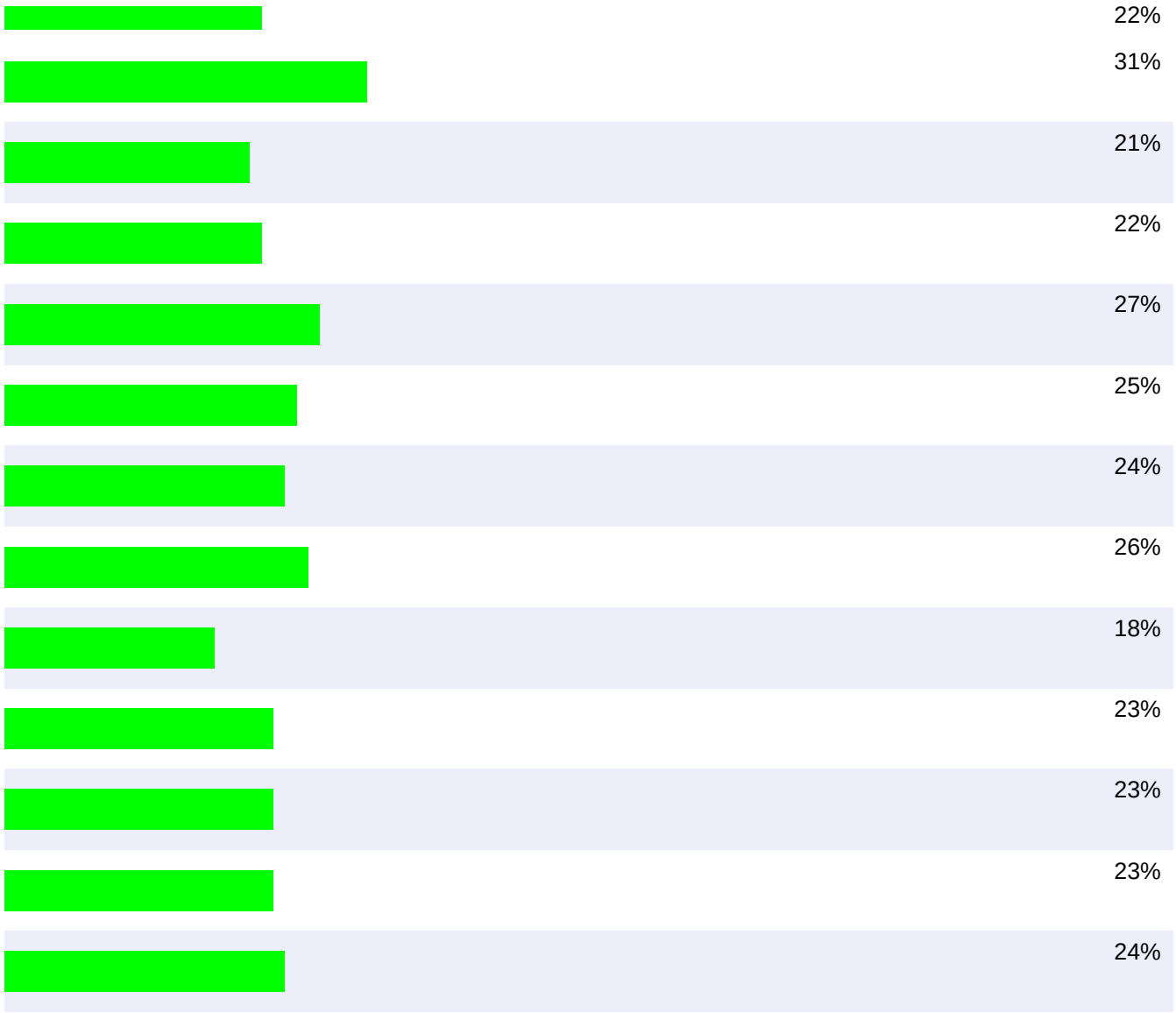

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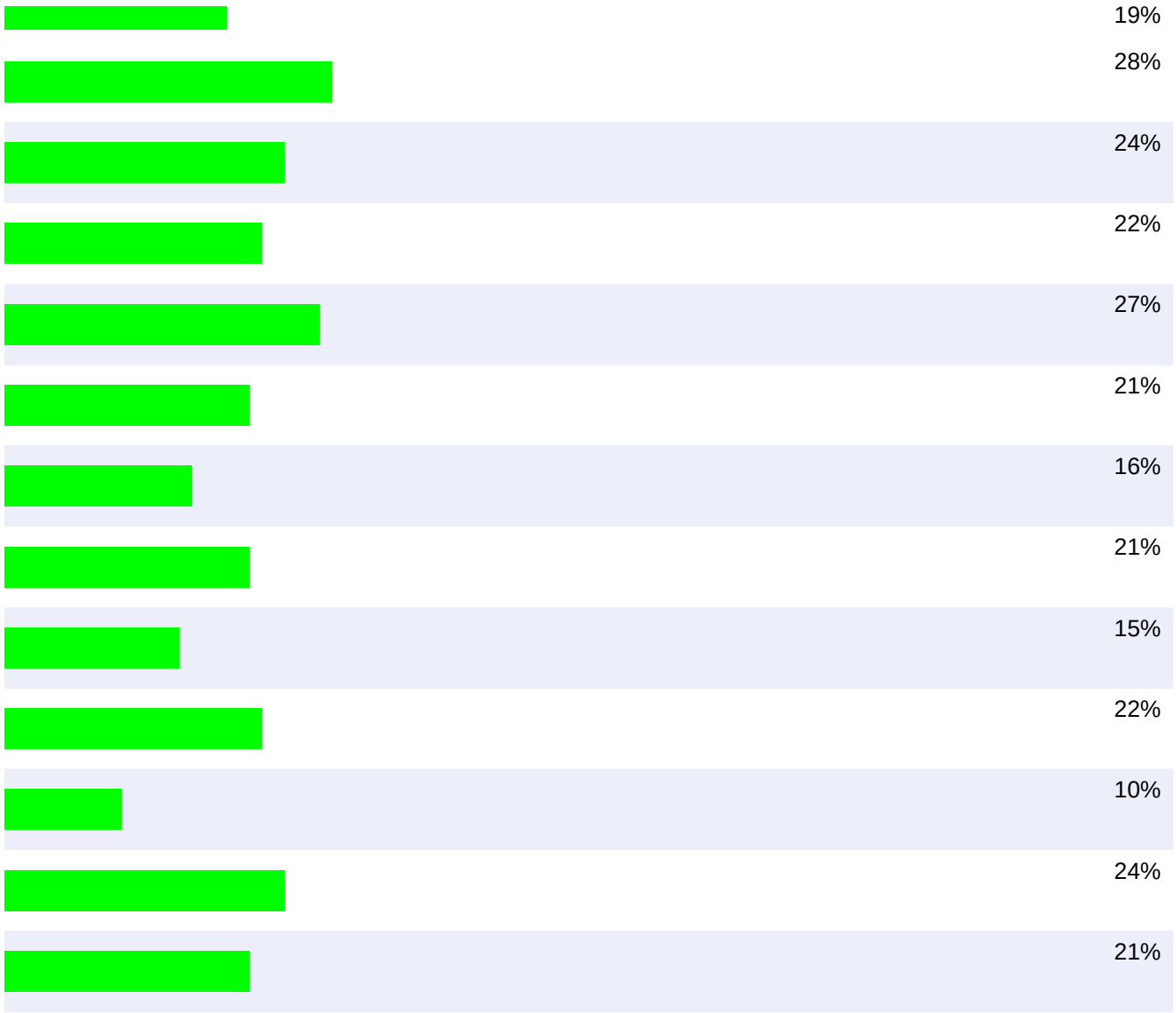

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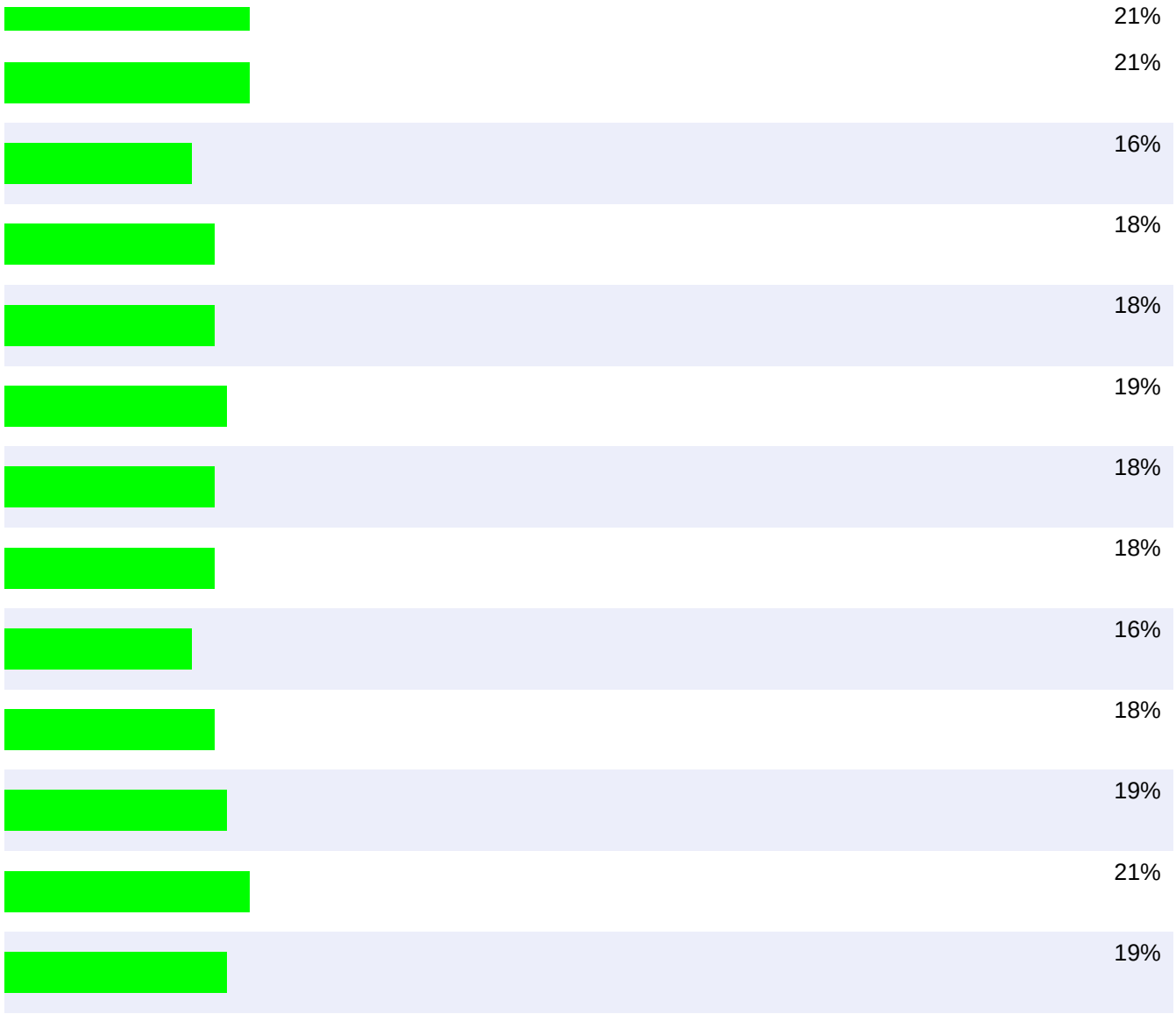

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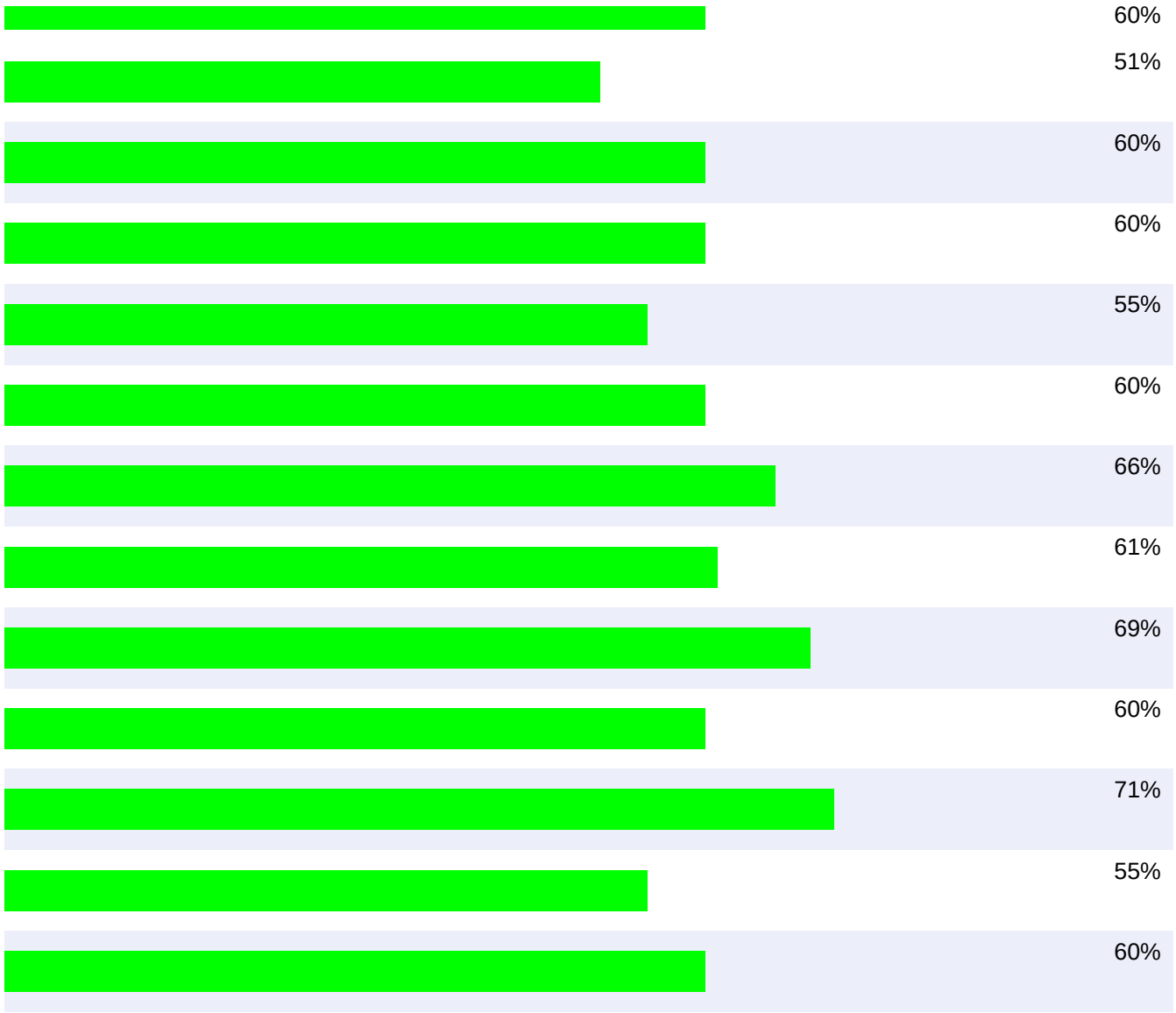

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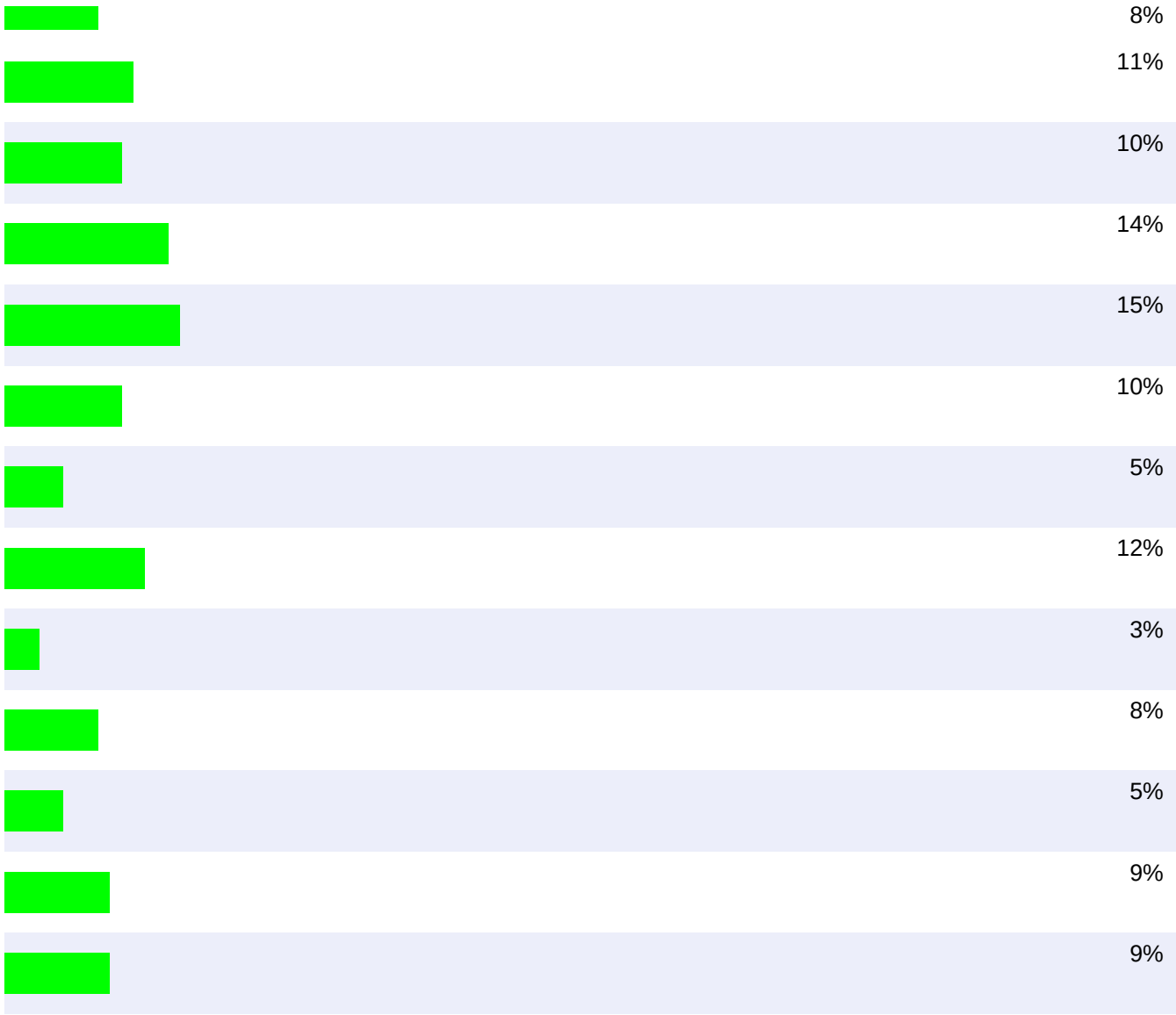

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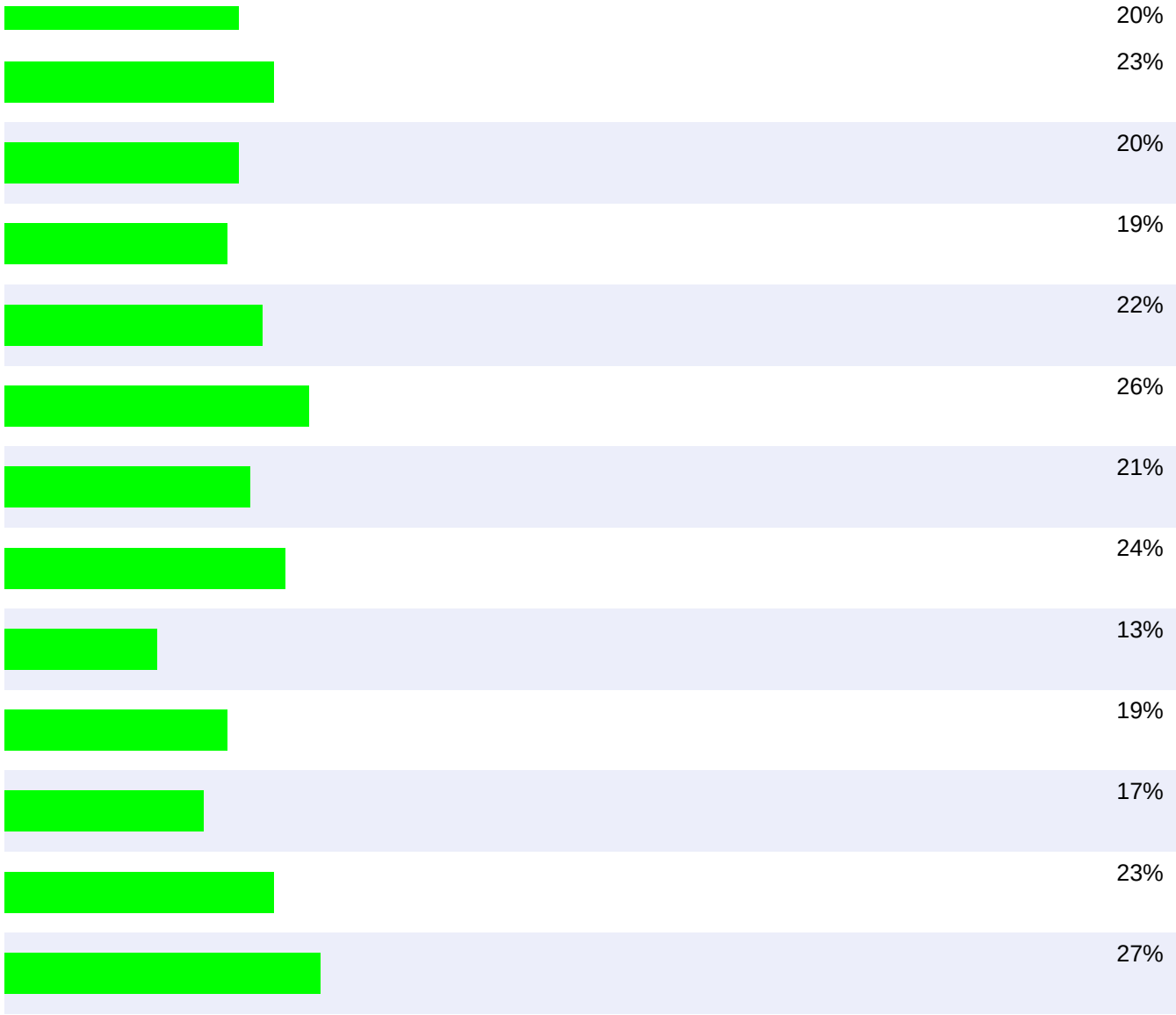

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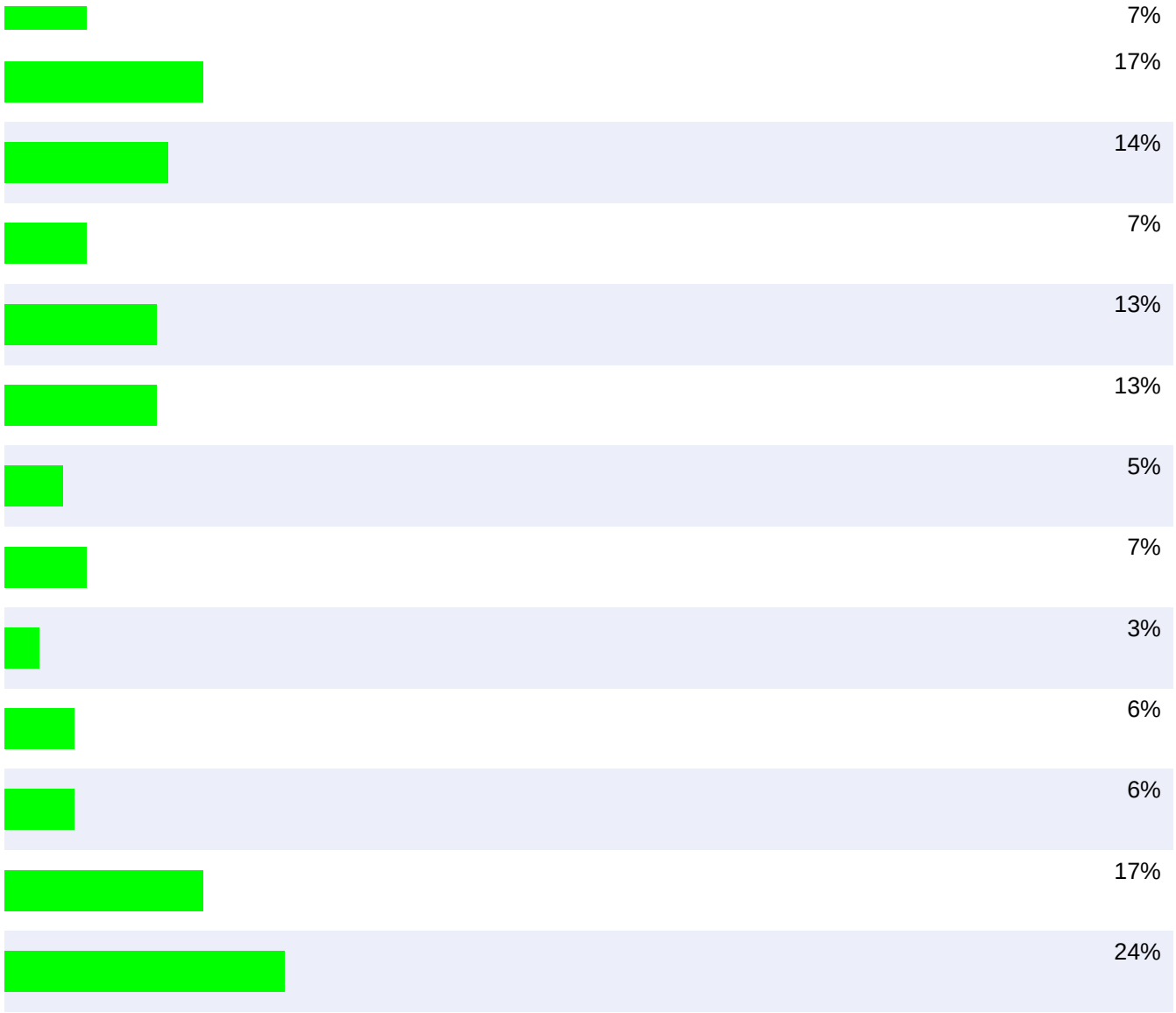

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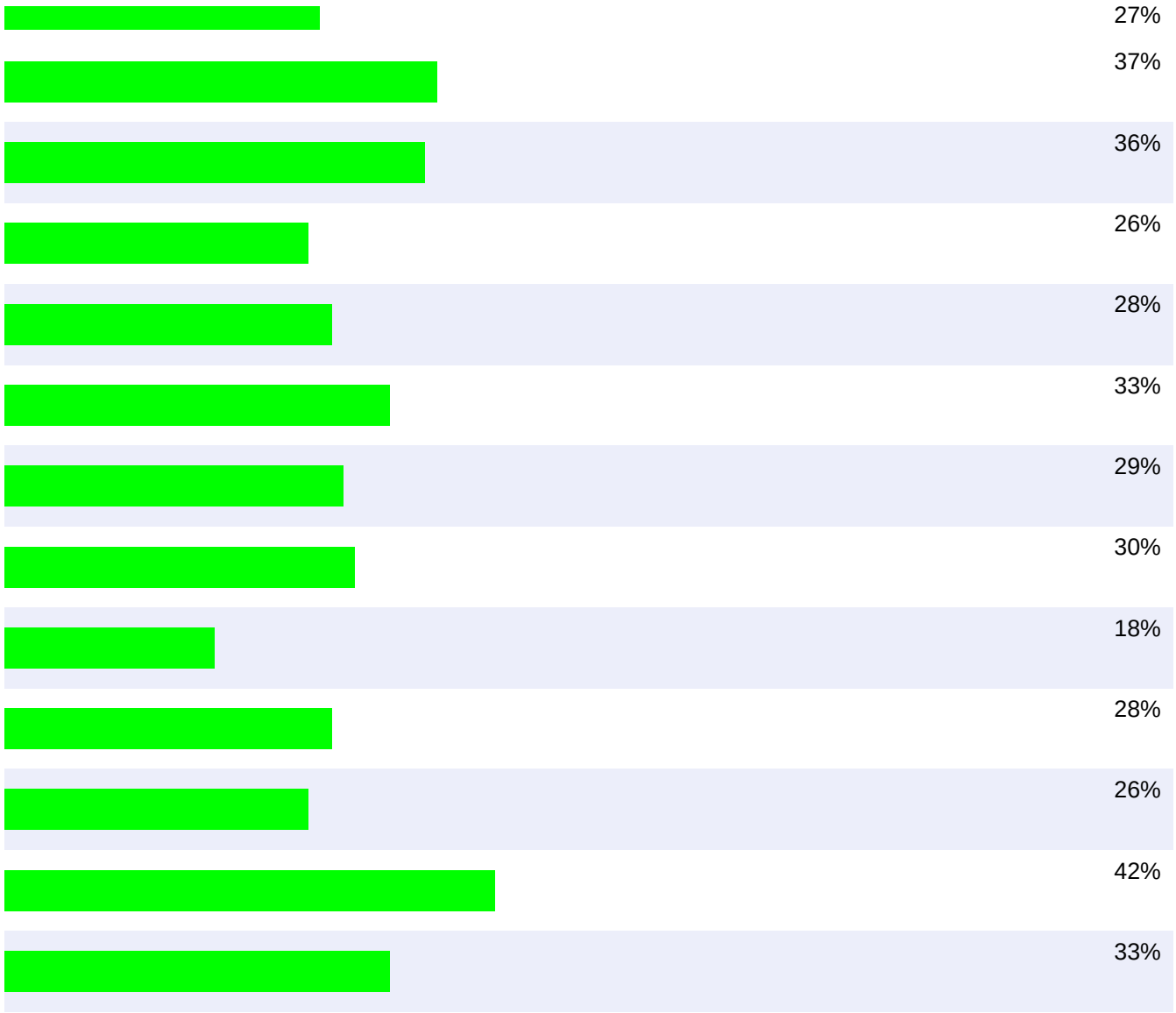

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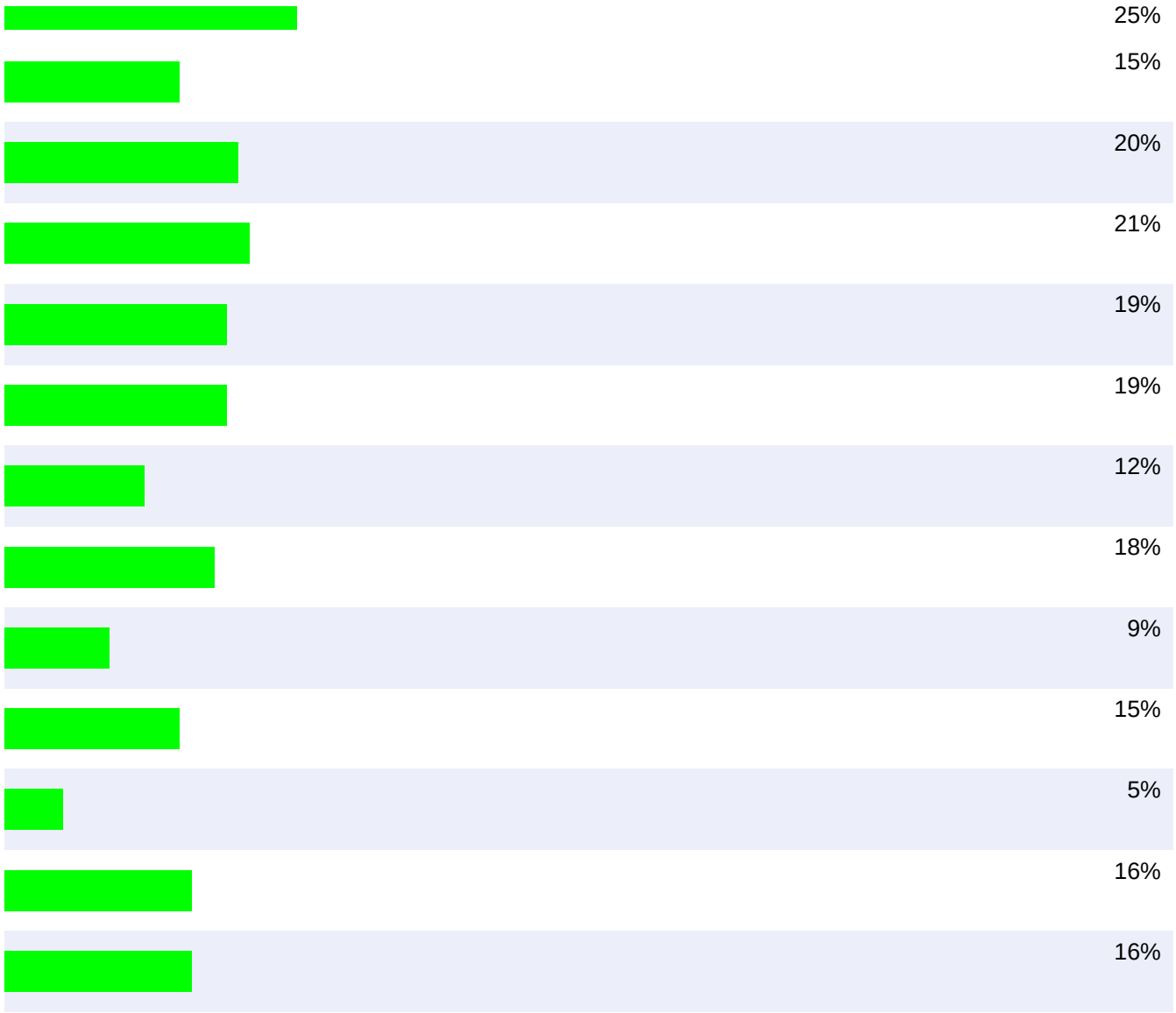

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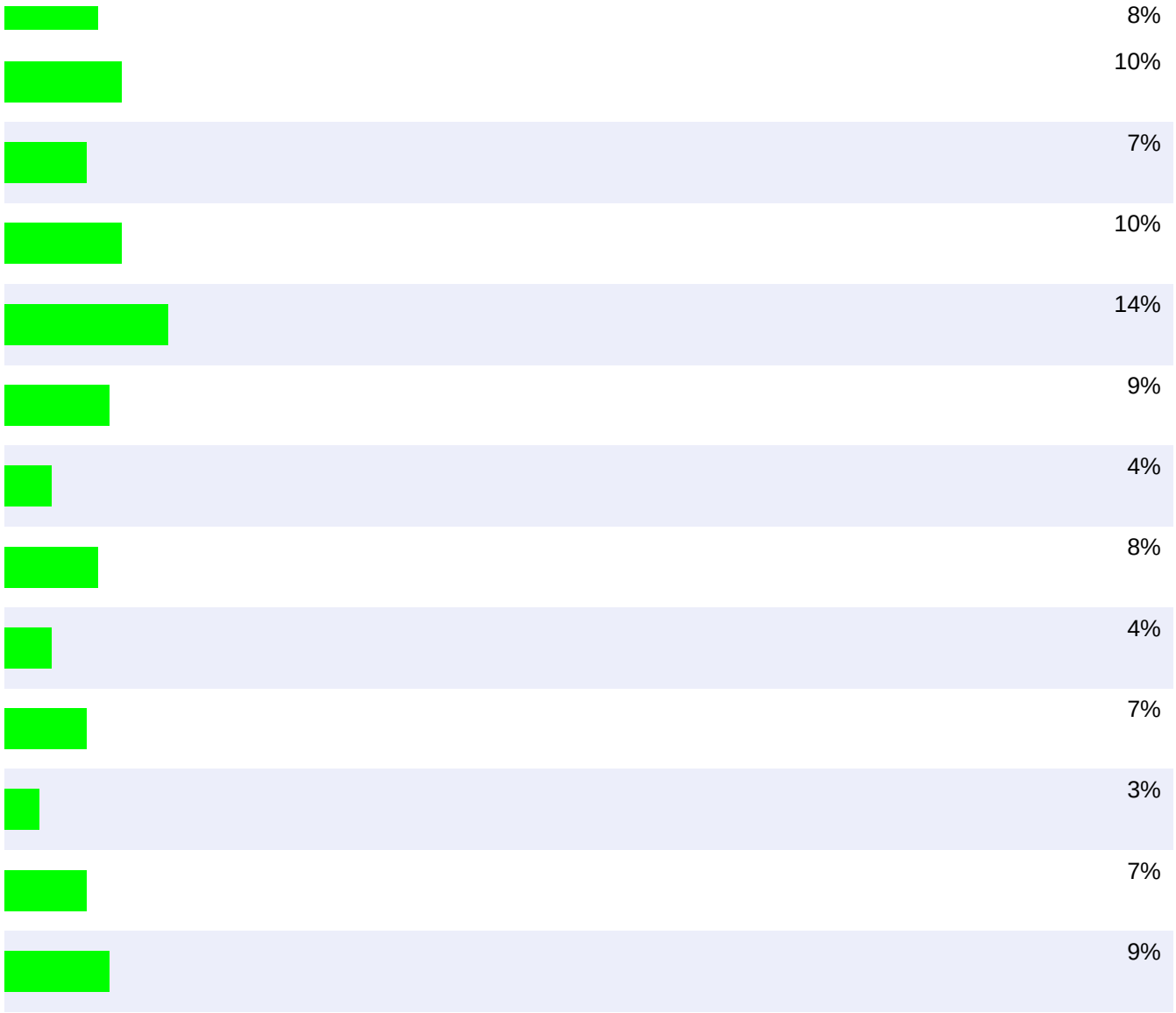

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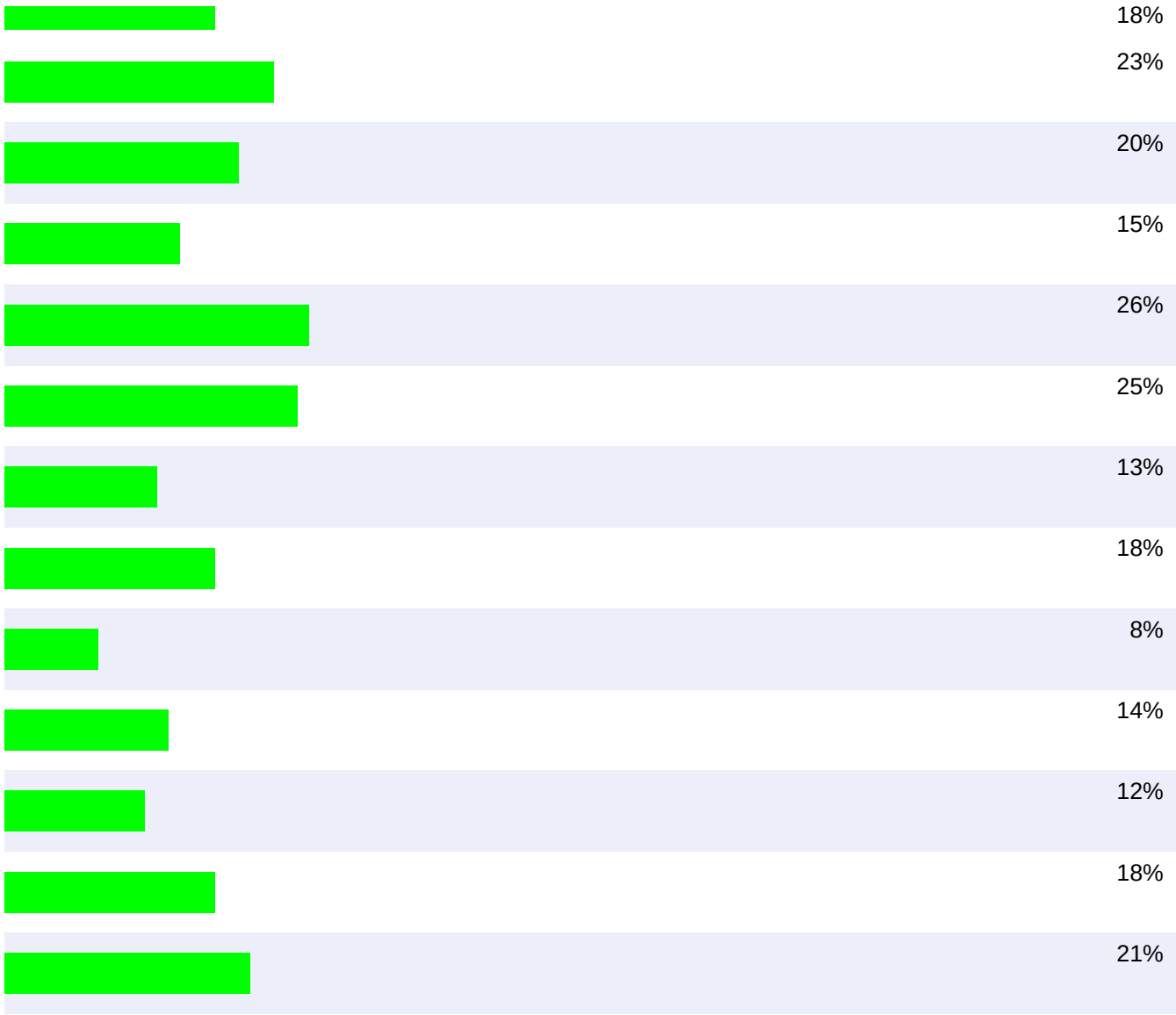

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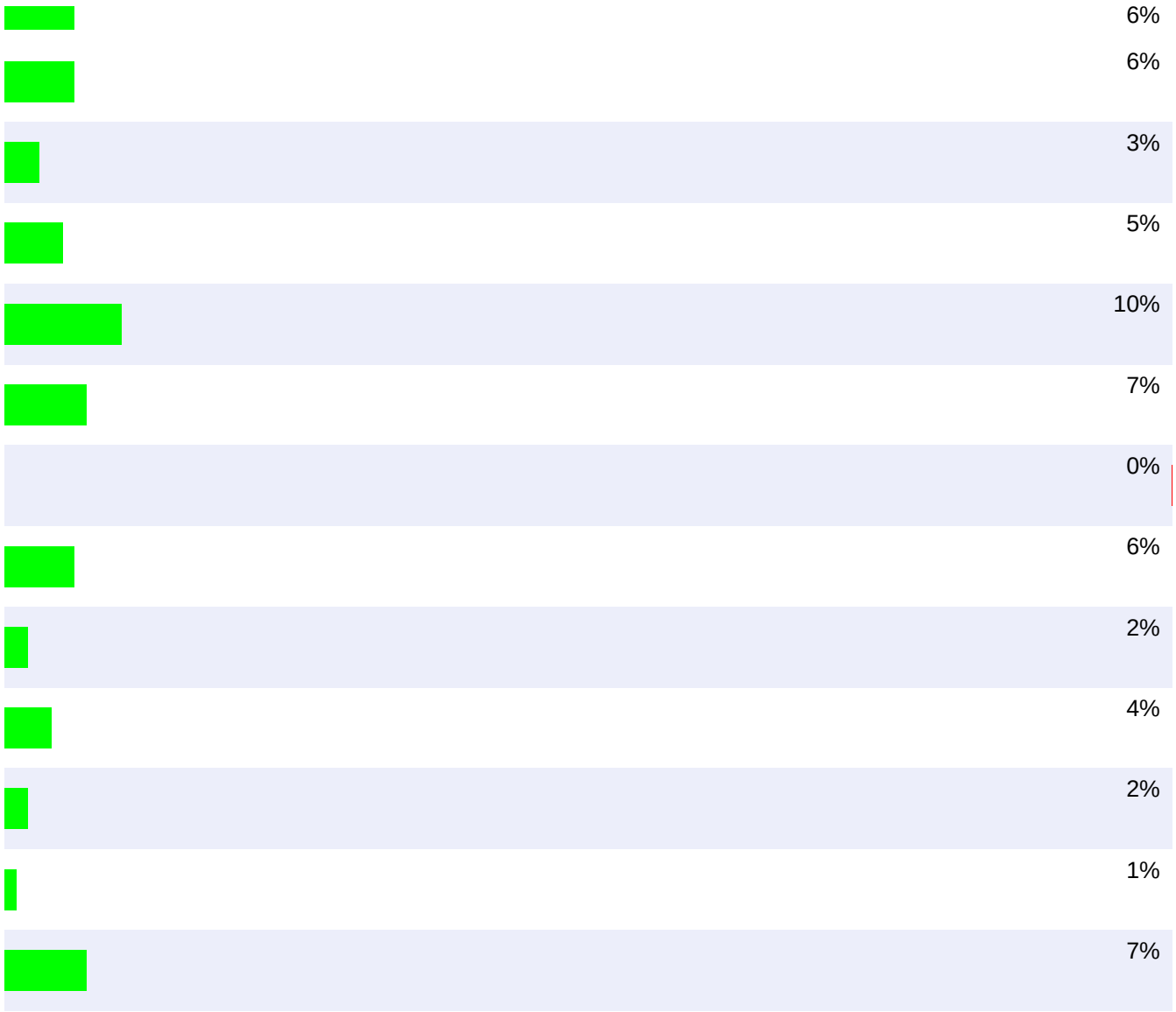

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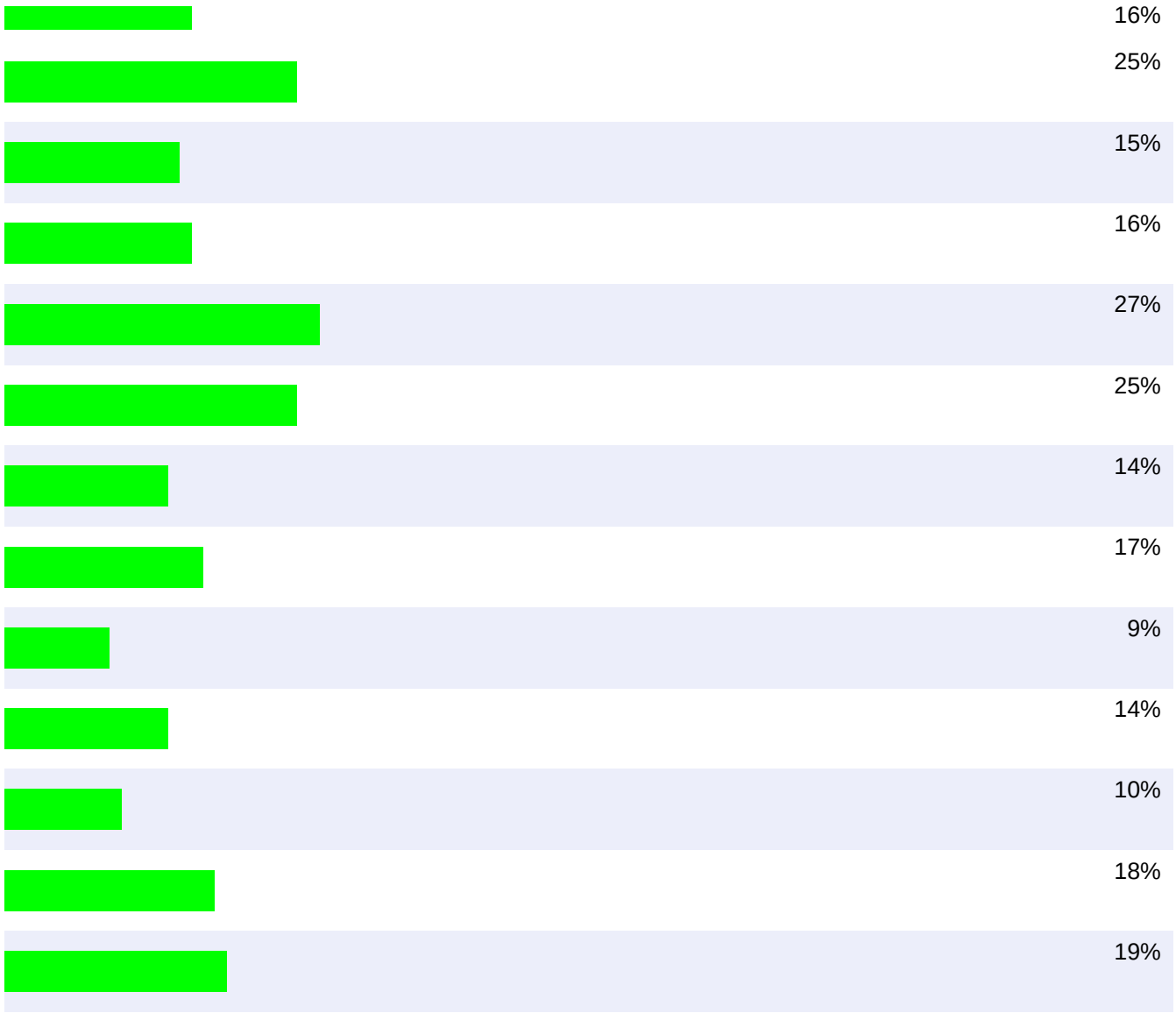

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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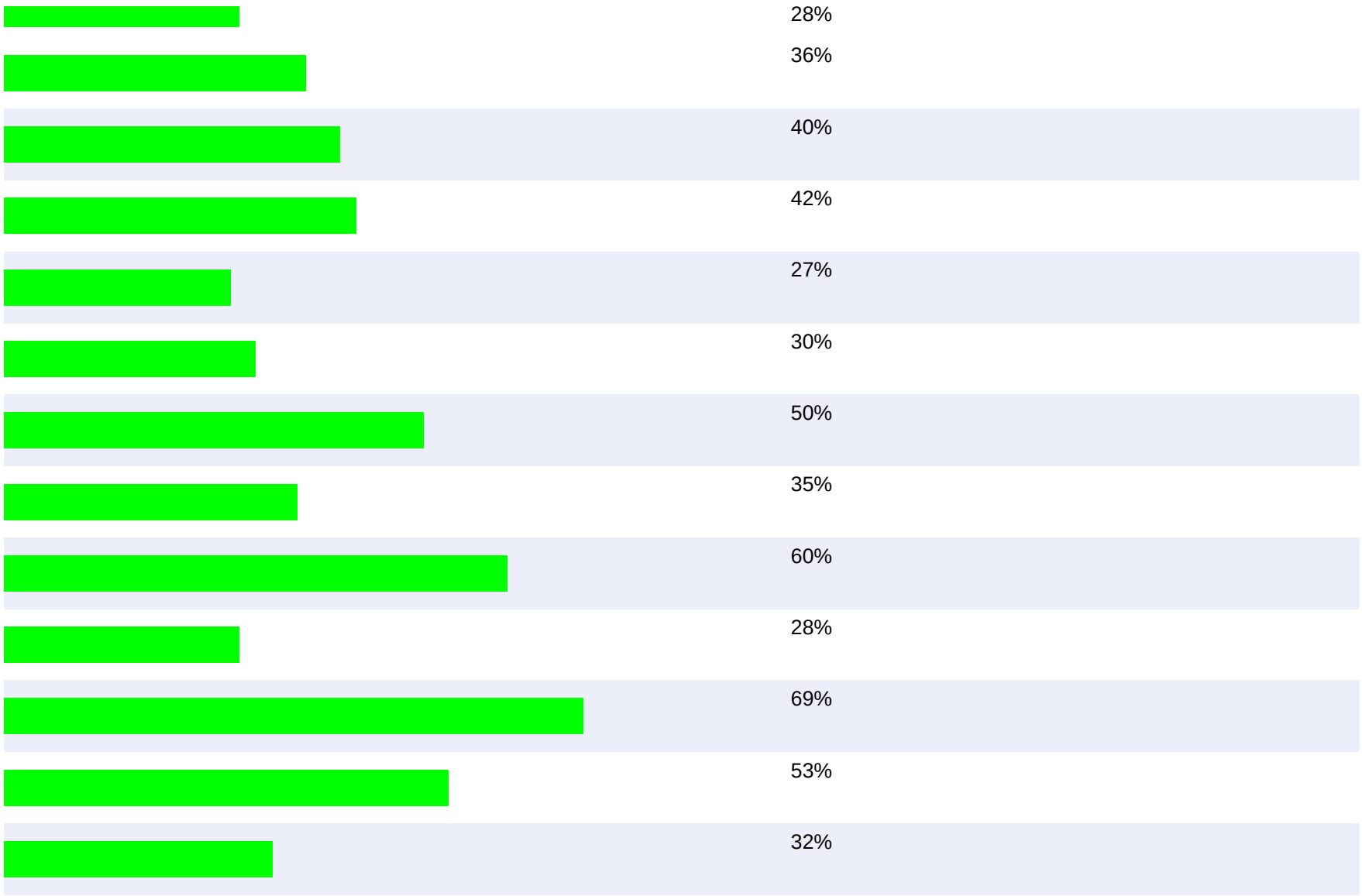

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030126	ARIZONA REGIONAL MEDICAL CENTER	515 NORTH MESA DRIVE
030036	CHANDLER REGIONAL MEDICAL CENTER	475 SOUTH DOBSON ROAD
380061	PROVIDENCE PORTLAND MEDICAL CENTER	4805 NE GLISAN STREET
380004	PROVIDENCE ST VINCENT MEDICAL CENTER	9205 SW BARNES ROAD
380060	ADVENTIST MEDICAL CENTER	10123 SE MARKET STREET
381320	COLUMBIA MEMORIAL HOSPITAL	2111 EXCHANGE STREET
380007	LEGACY EMANUEL MEDICAL CENTER	2801 N GANTENBEIN AVENUE
380017	LEGACY GOOD SAMARITAN MEDICAL CENTER	1015 NW 22ND AVENUE, W121
380071	WILLAMETTE VALLEY MEDICAL CENTER	2700 SE STRATUS AVE.
380009	OHSU HOSPITAL AND CLINICS	3181 SW SAM JACKSON PARK ROAD
380082	PROVIDENCE MILWAUKIE HOSPITAL	10150 SE 32ND AVENUE
380037	PROVIDENCE NEWBERG MEDICAL CENTER	1001 PROVIDENCE DRIVE
380051	SALEM HOSPITAL	890 OAK STREET, SE
381308	WEST VALLEY HOSPITAL	525 SE WASHINGTON STREET

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	MESA	AZ
	CHANDLER	AZ
	PORTLAND	OR
	PORTLAND	OR
	PORTLAND	OR
	ASTORIA	OR
	PORTLAND	OR
	PORTLAND	OR
	MCMINNVILLE	OR
	PORTLAND	OR
	MILWAUKIE	OR
	NEWBERG	OR
	SALEM	OR
	DALLAS	OR

85201	MARICOPA	4808983333
85224	MARICOPA	4809634561
97213	MULTNOMAH	5032151111
97225	WASHINGTON	5032161234
97216	MULTNOMAH	5032572500
97103	CLATSOP	5033254321
97227	MULTNOMAH	5034132200
97210	MULTNOMAH	5034137682
97128	YAMHILL	5034726131
97223	WASHINGTON	5034944036
97222	CLACKAMAS	5035138336
97132	YAMHILL	5035371555
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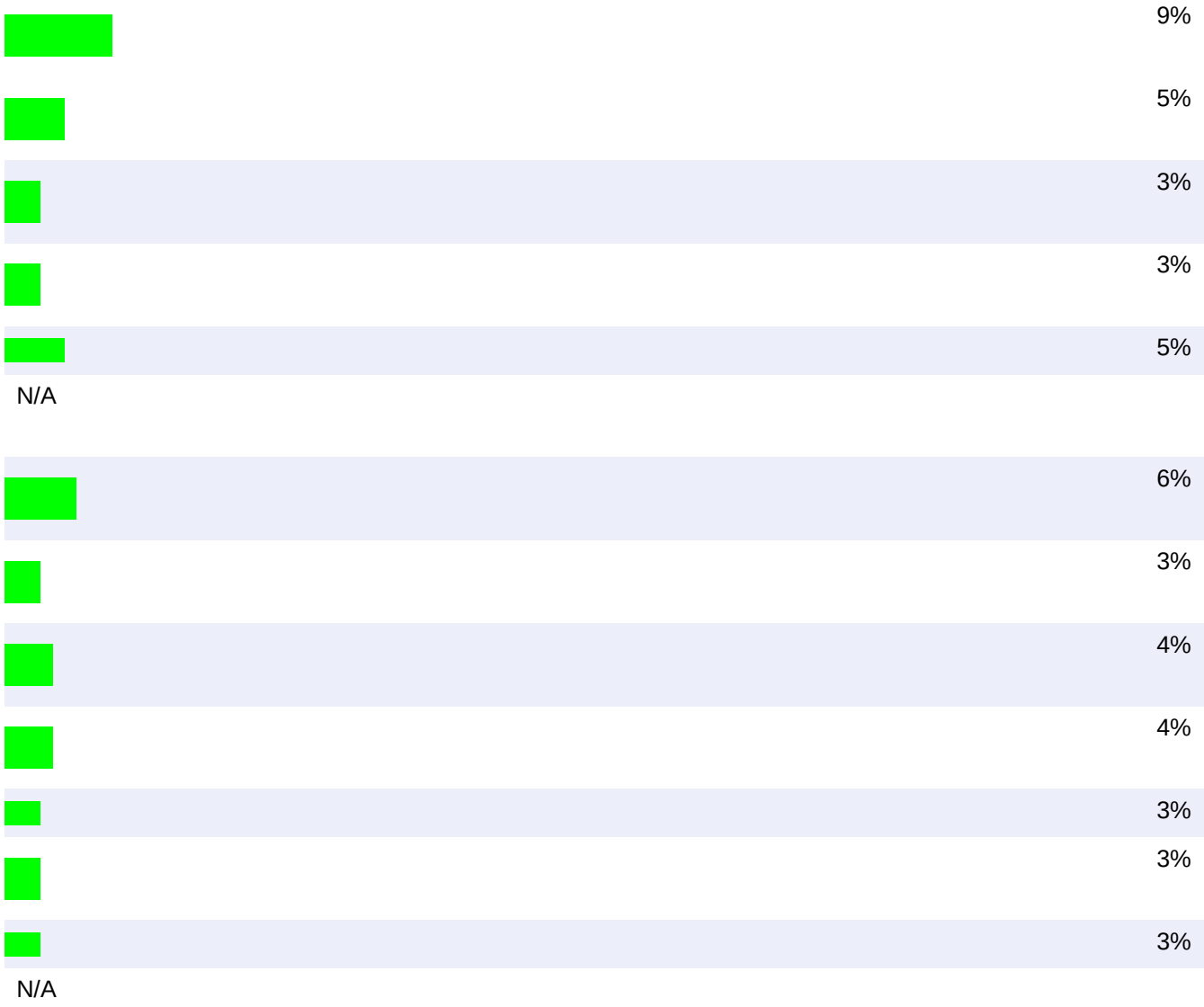

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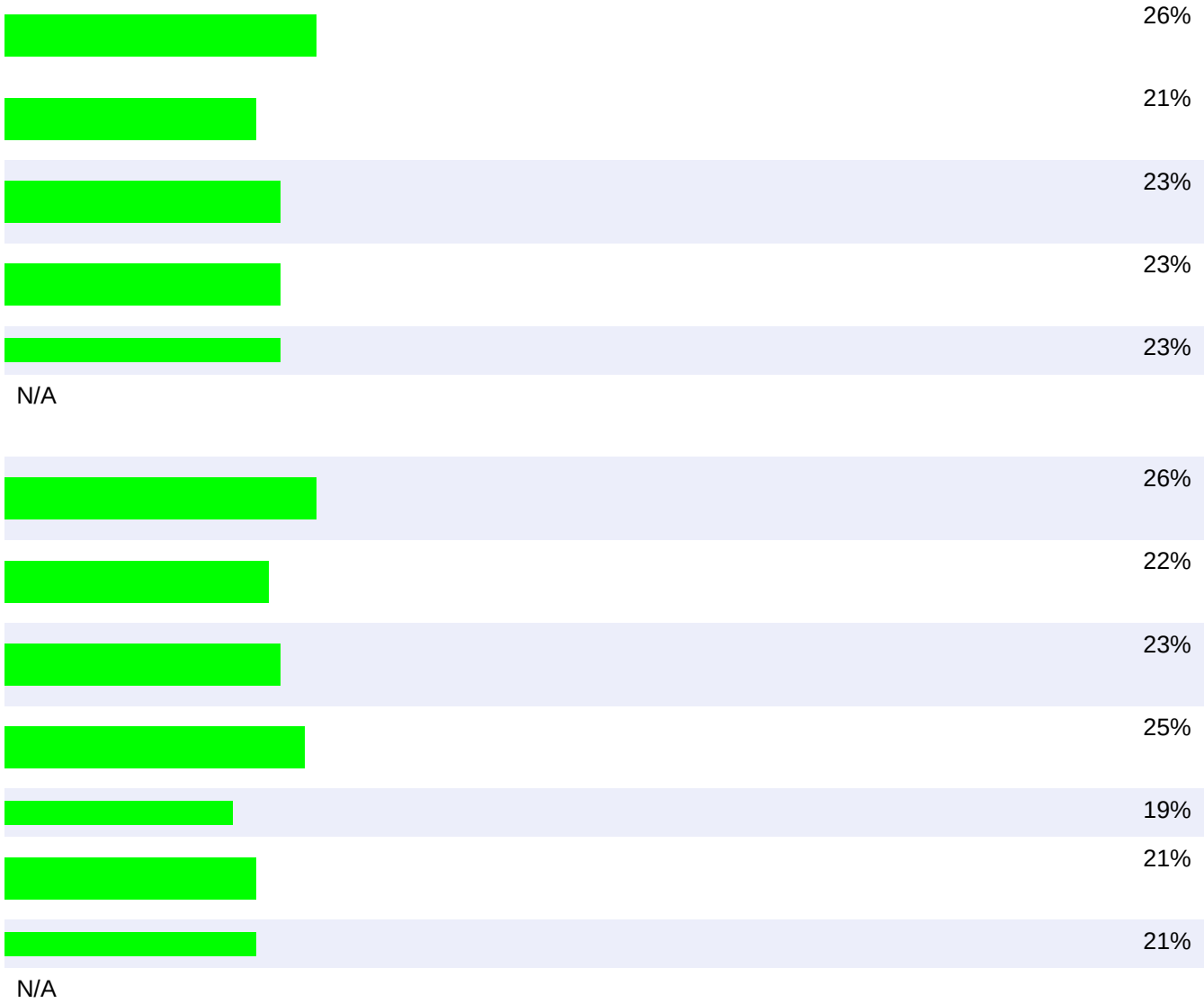

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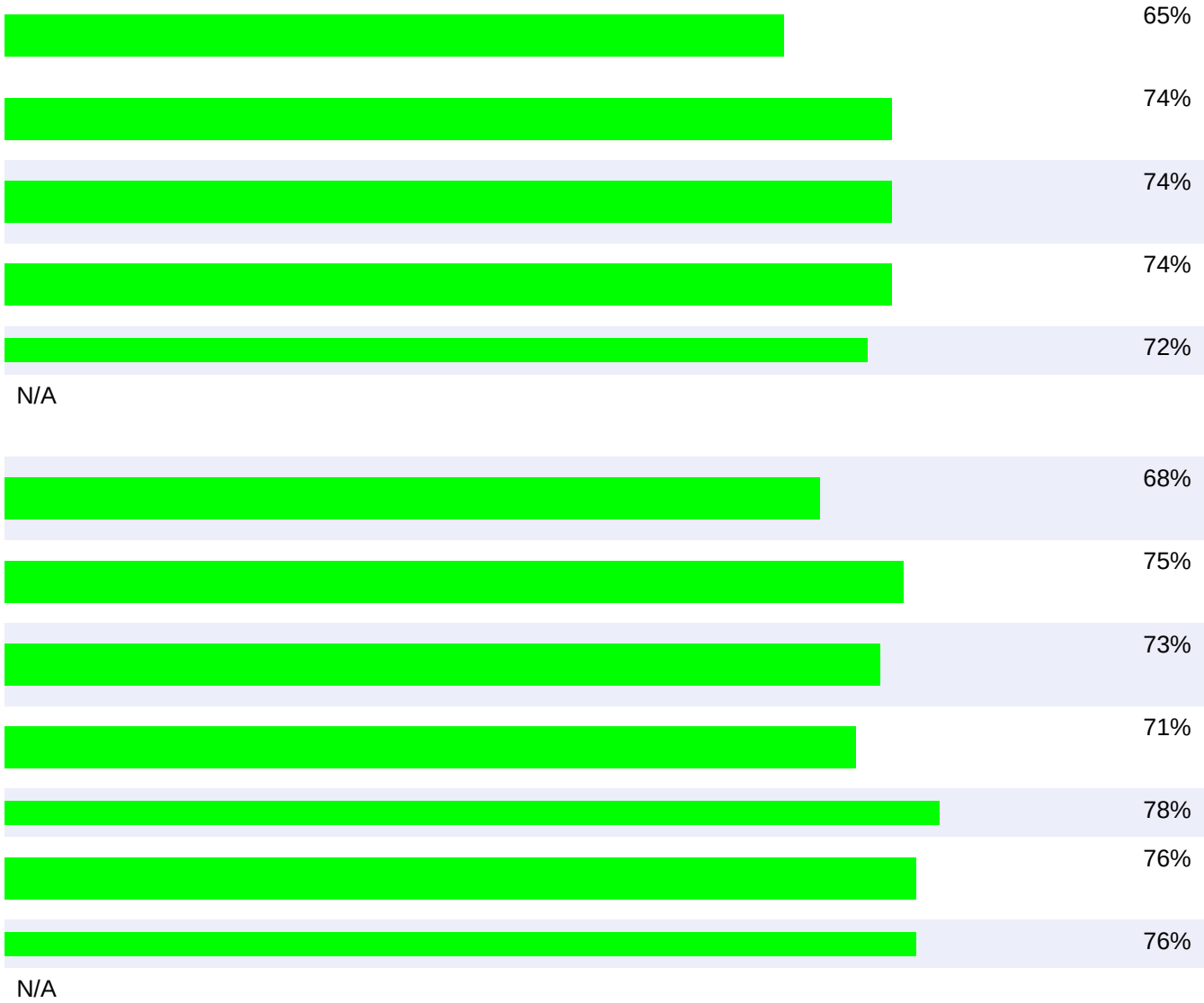

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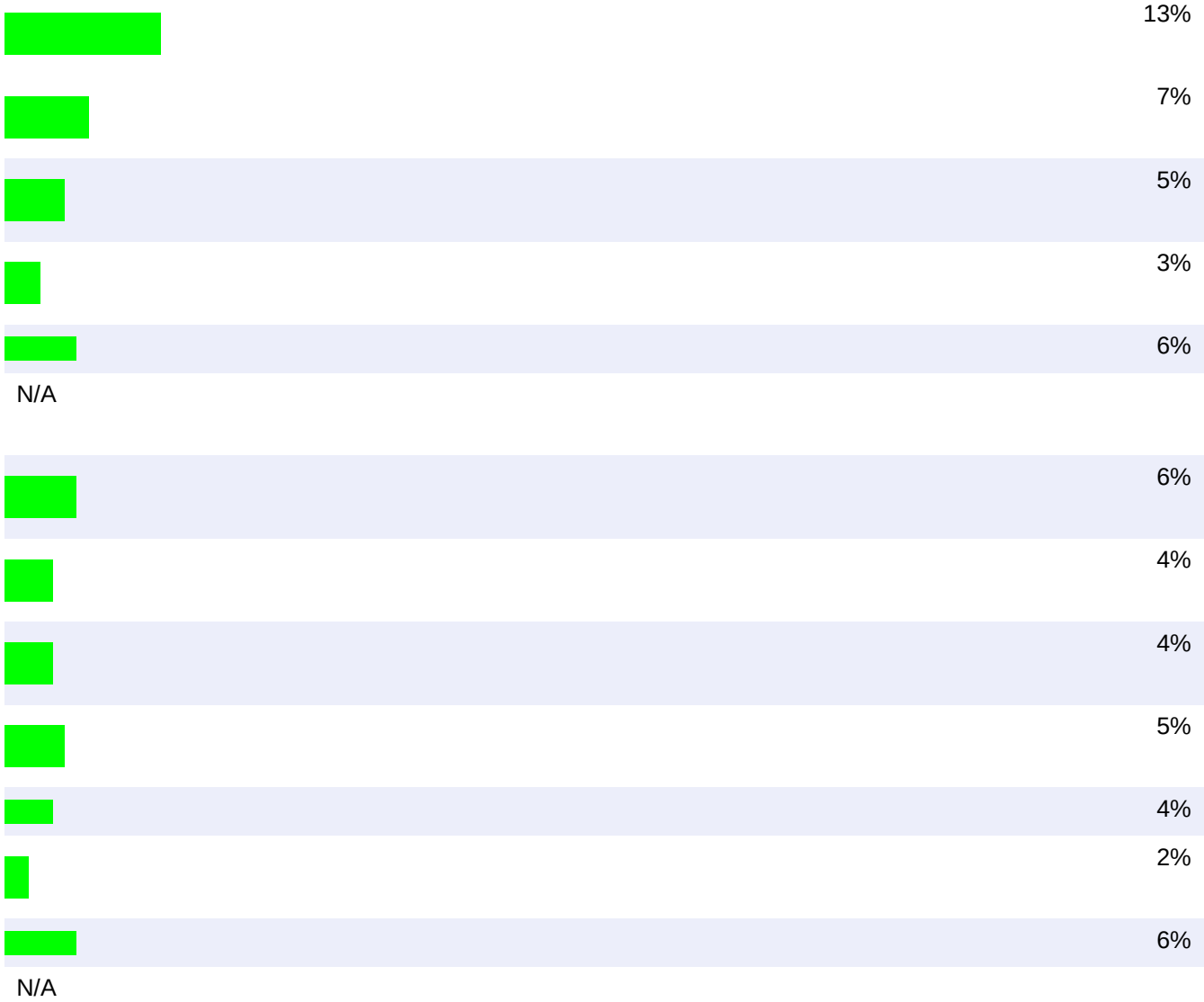

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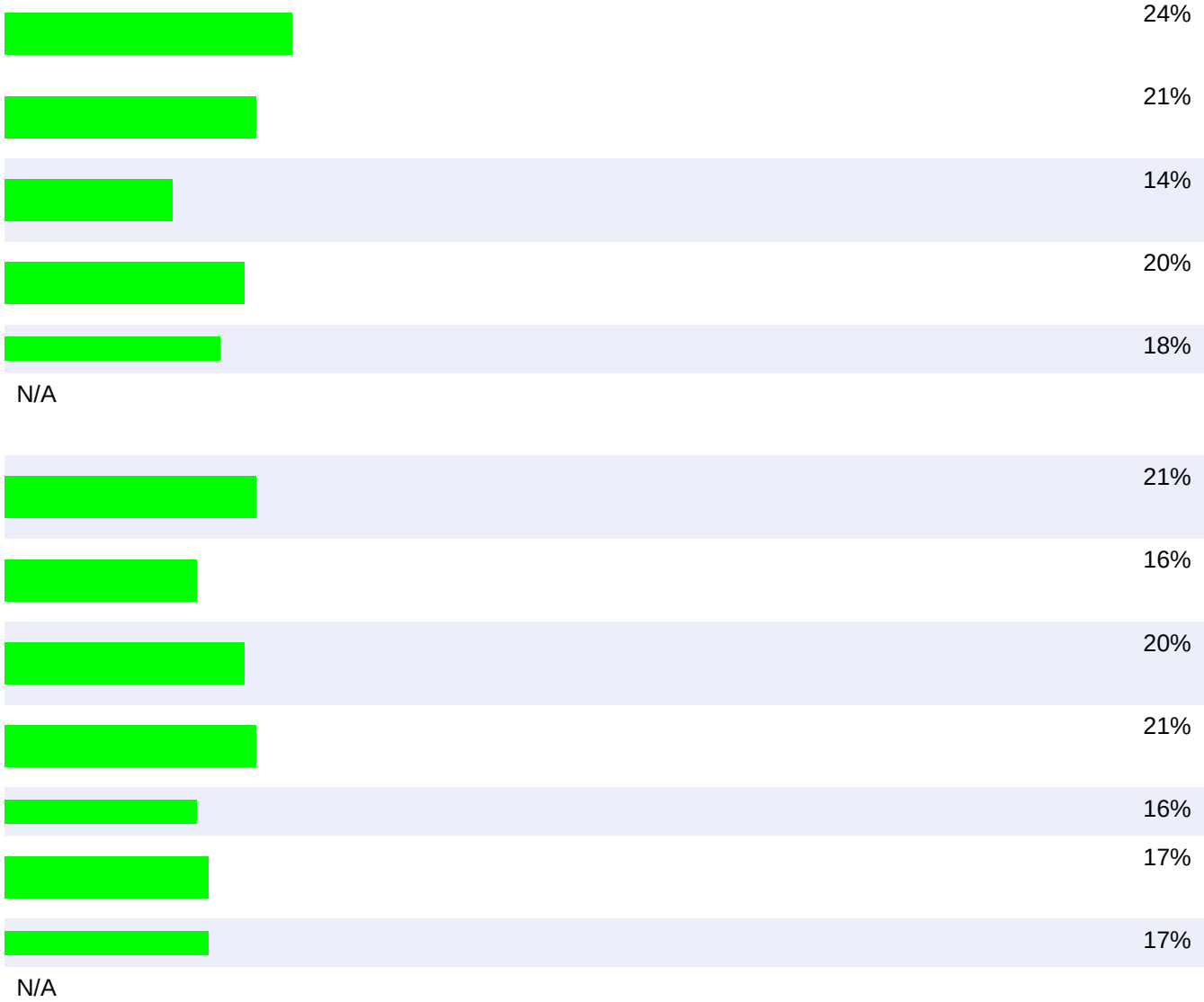

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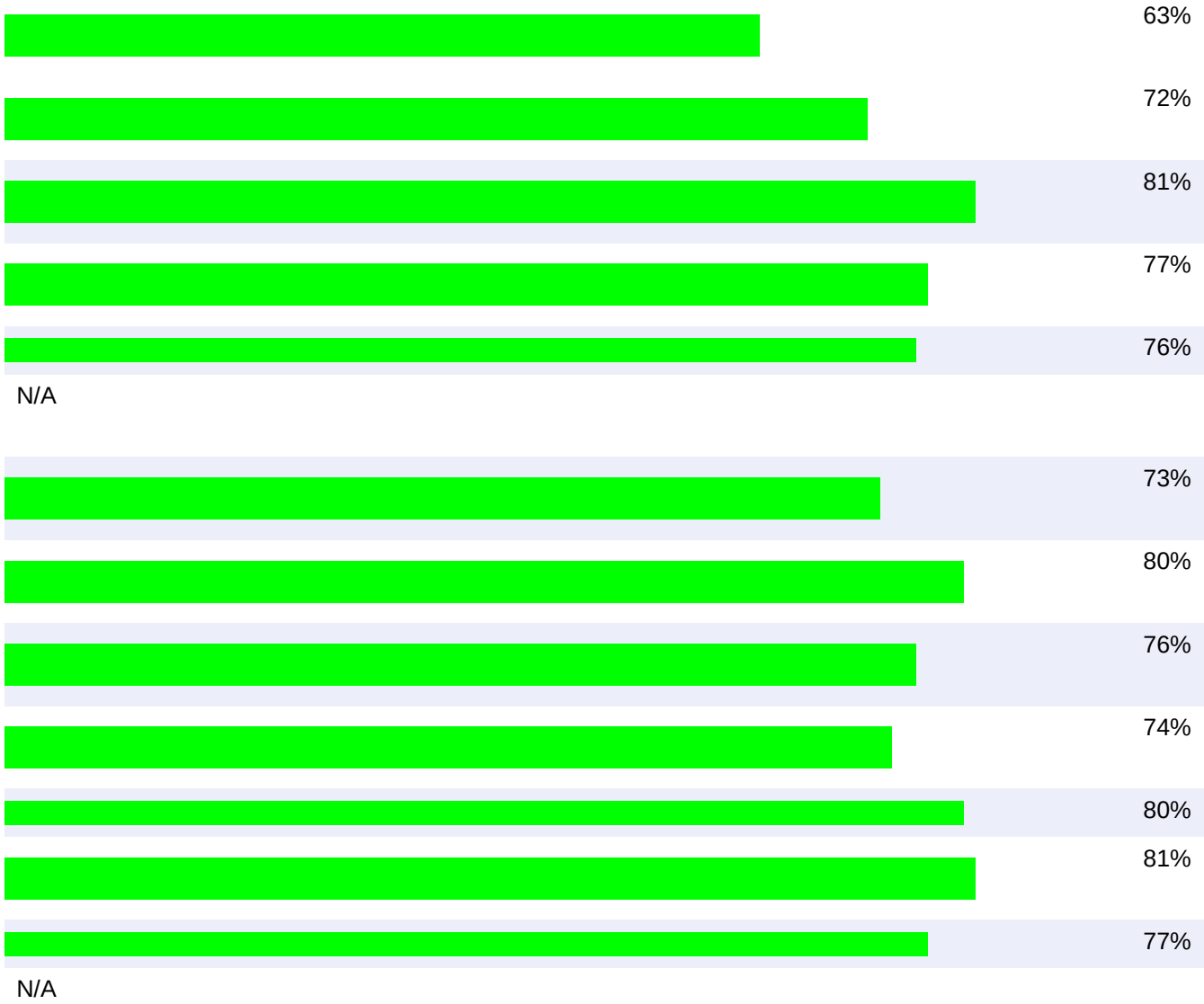

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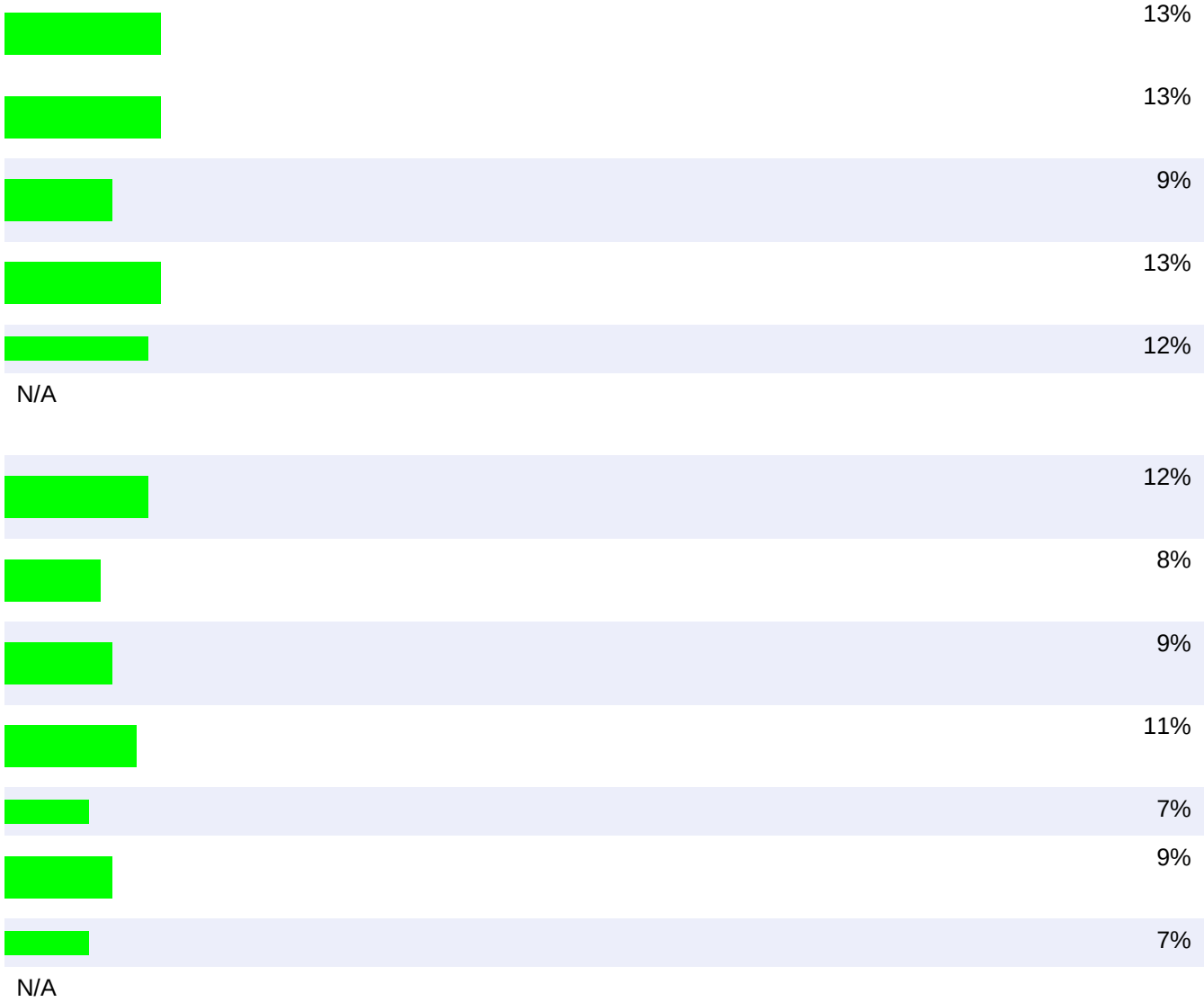

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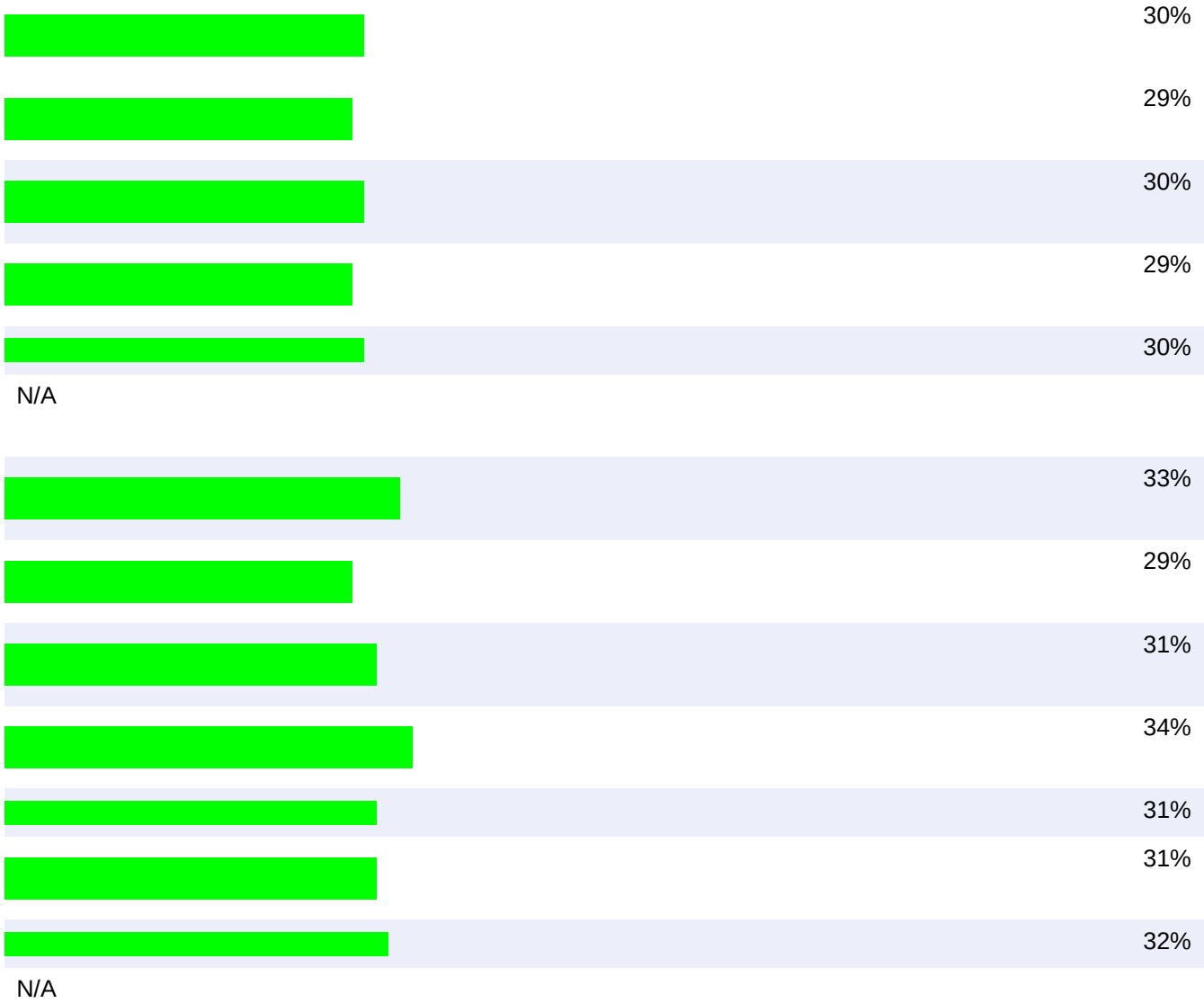

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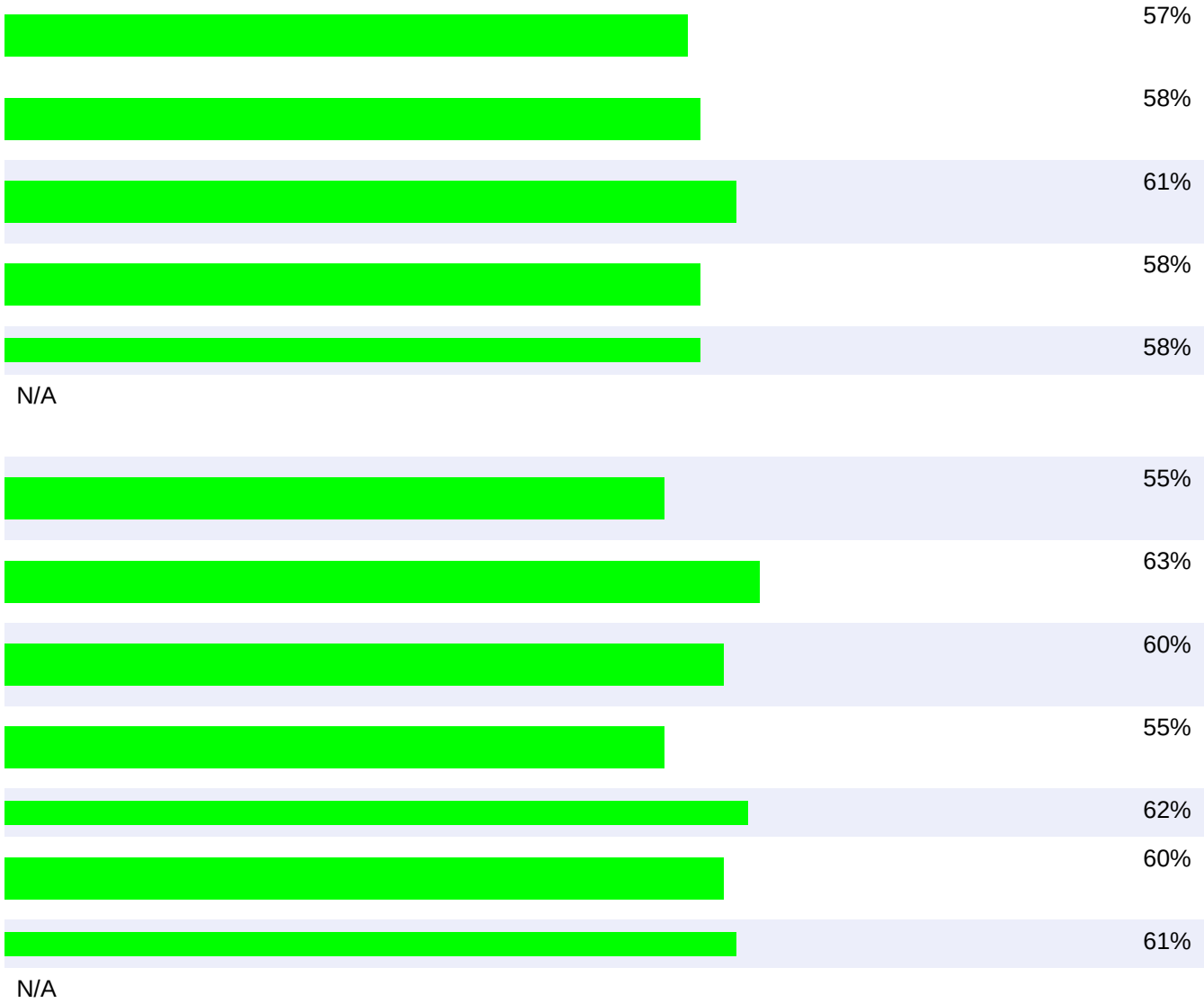

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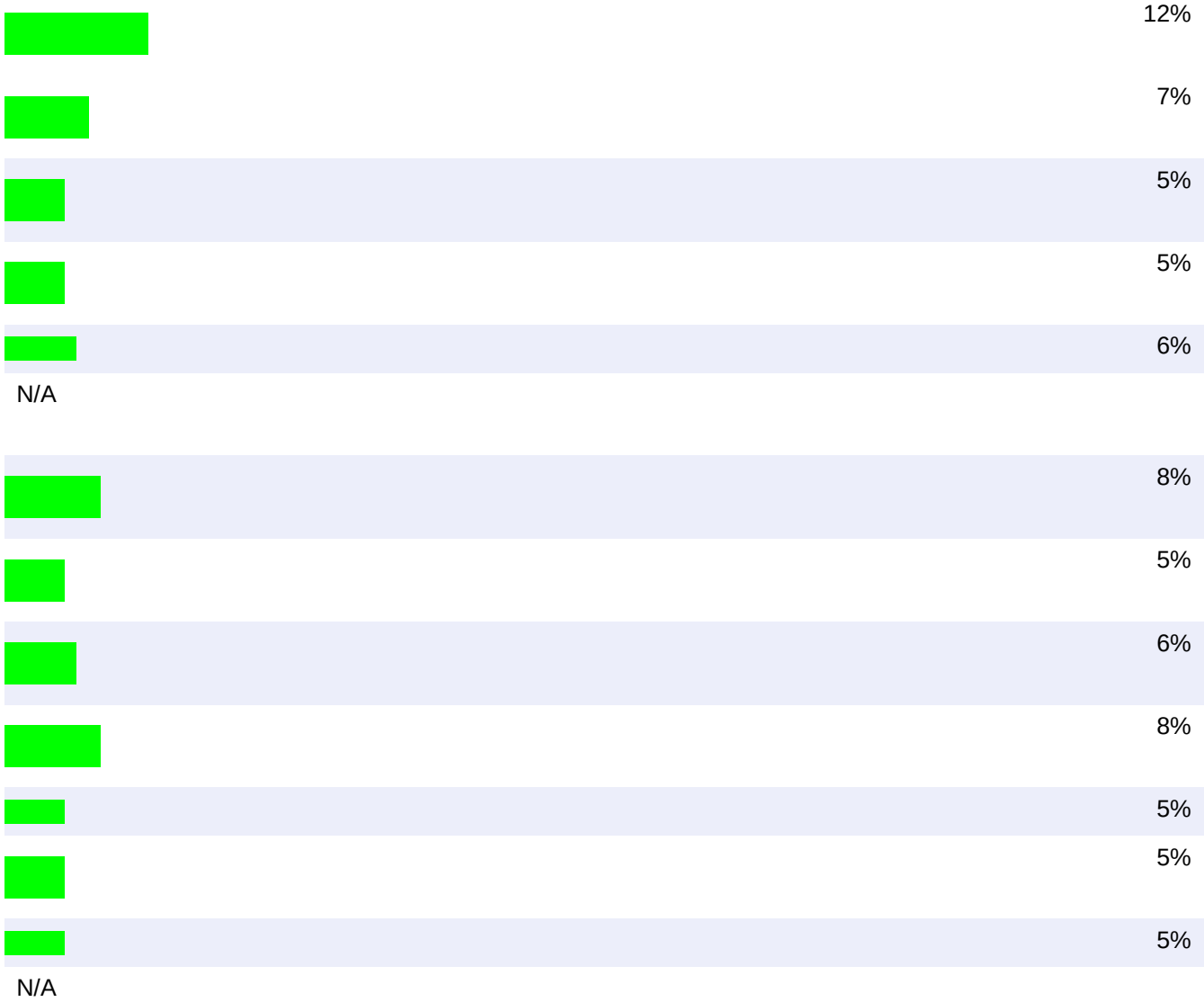

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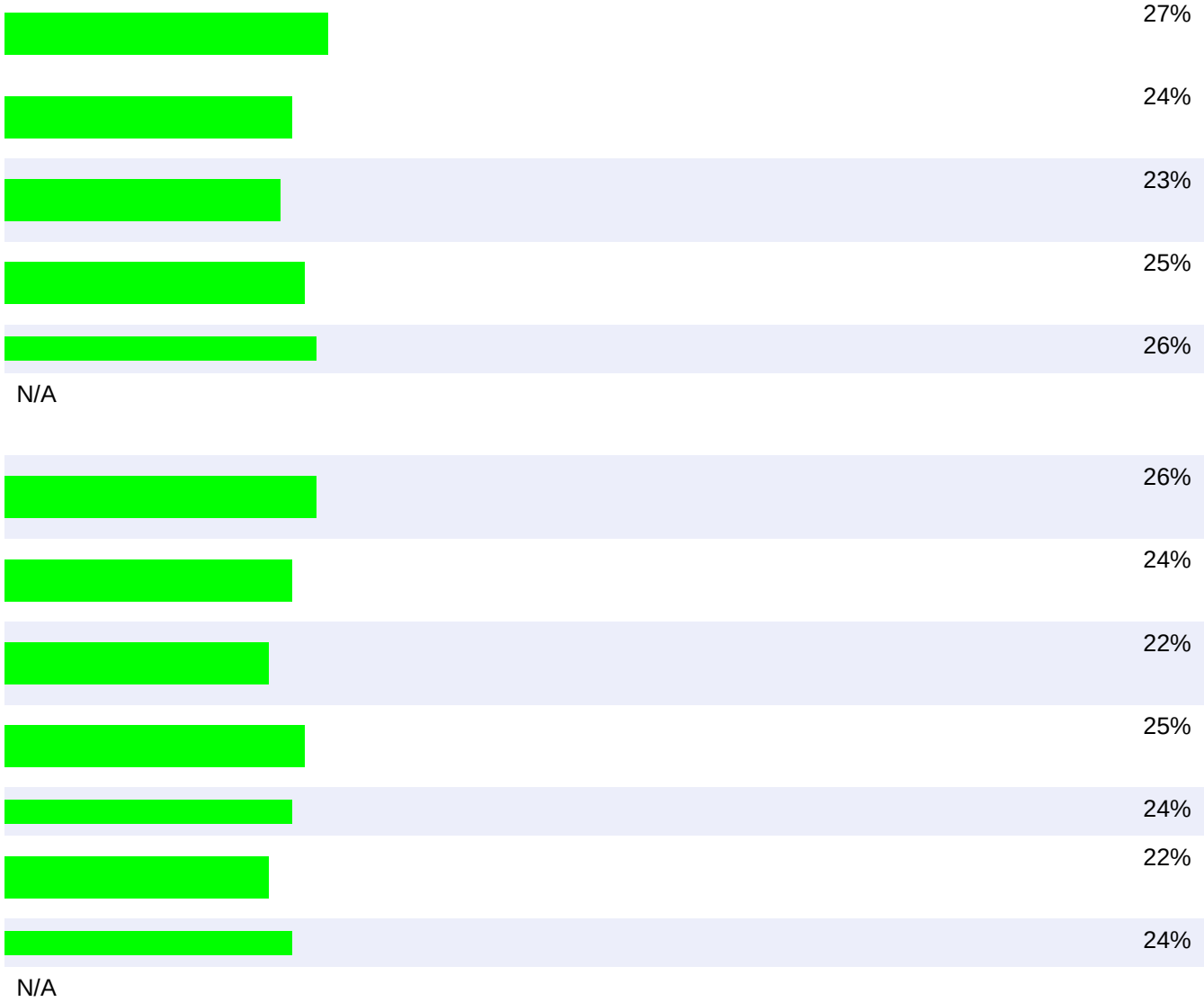

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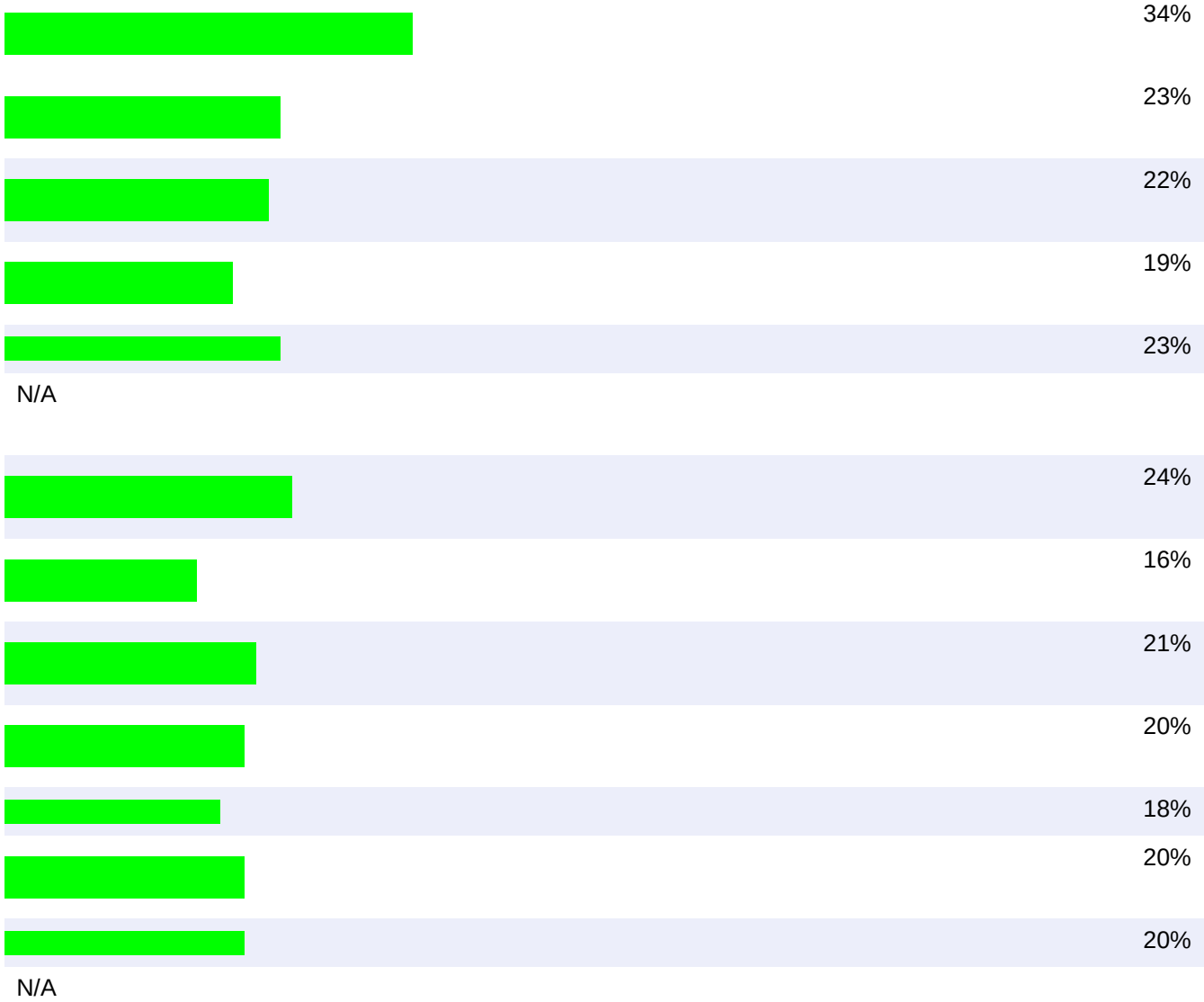

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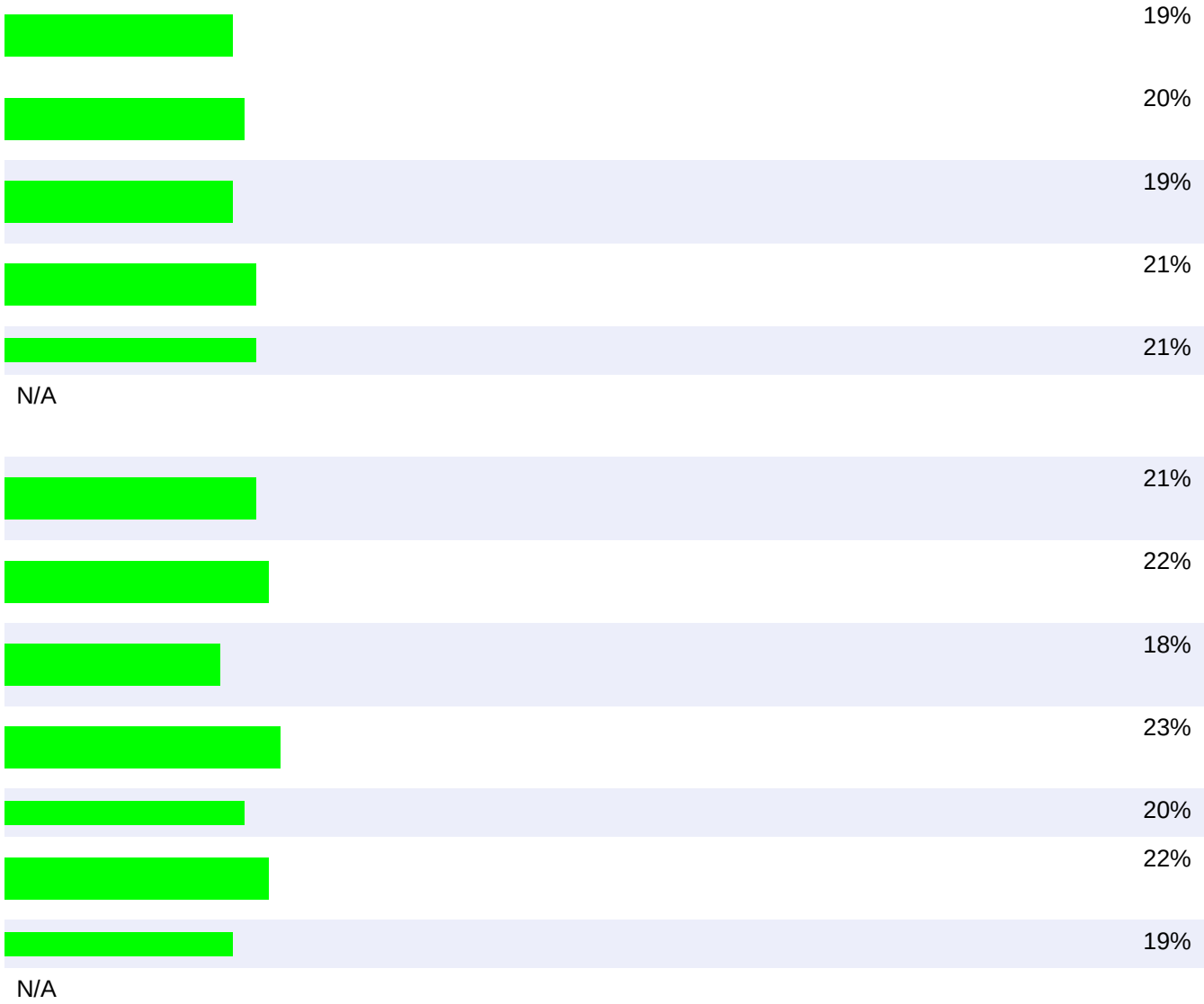

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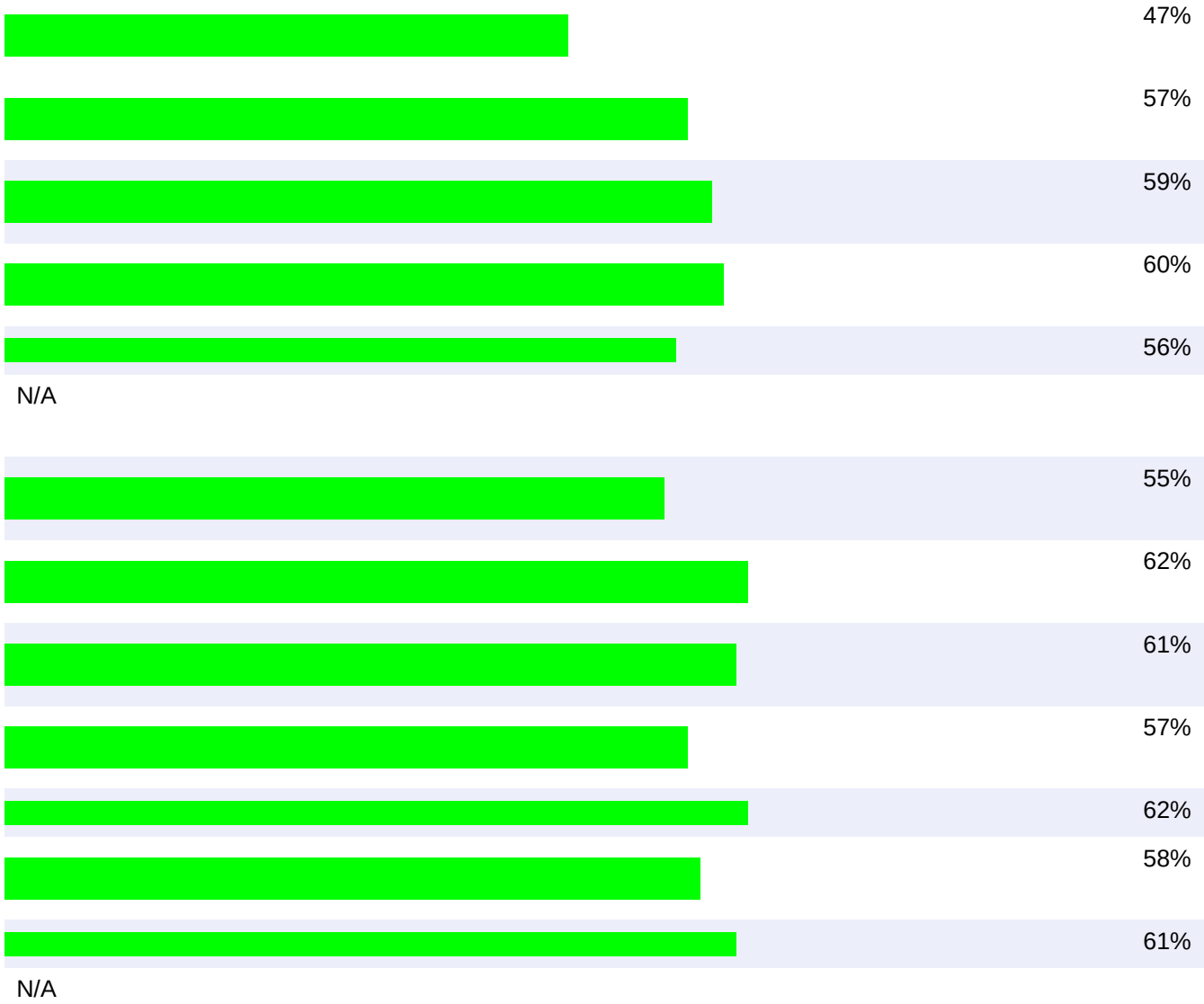

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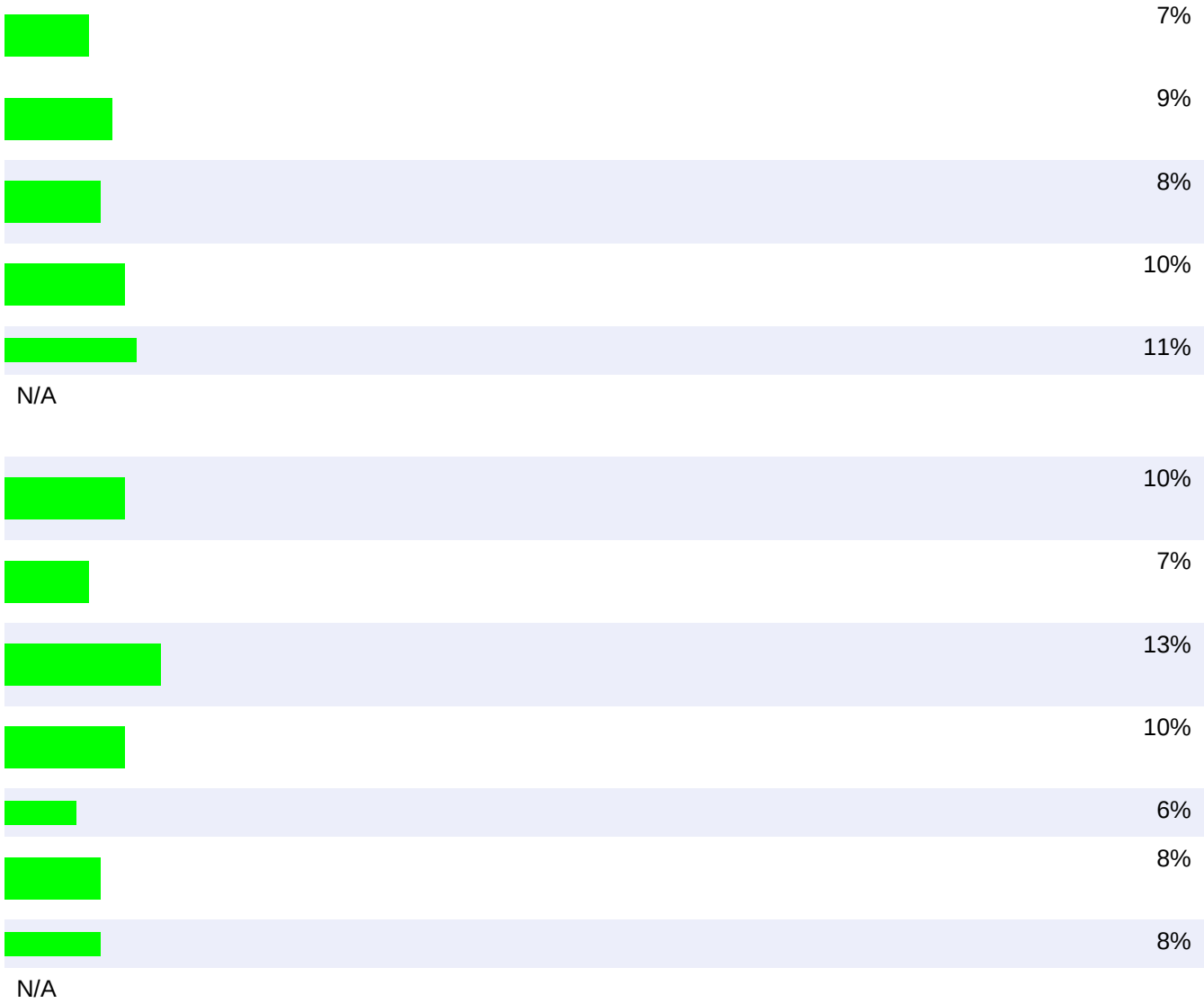

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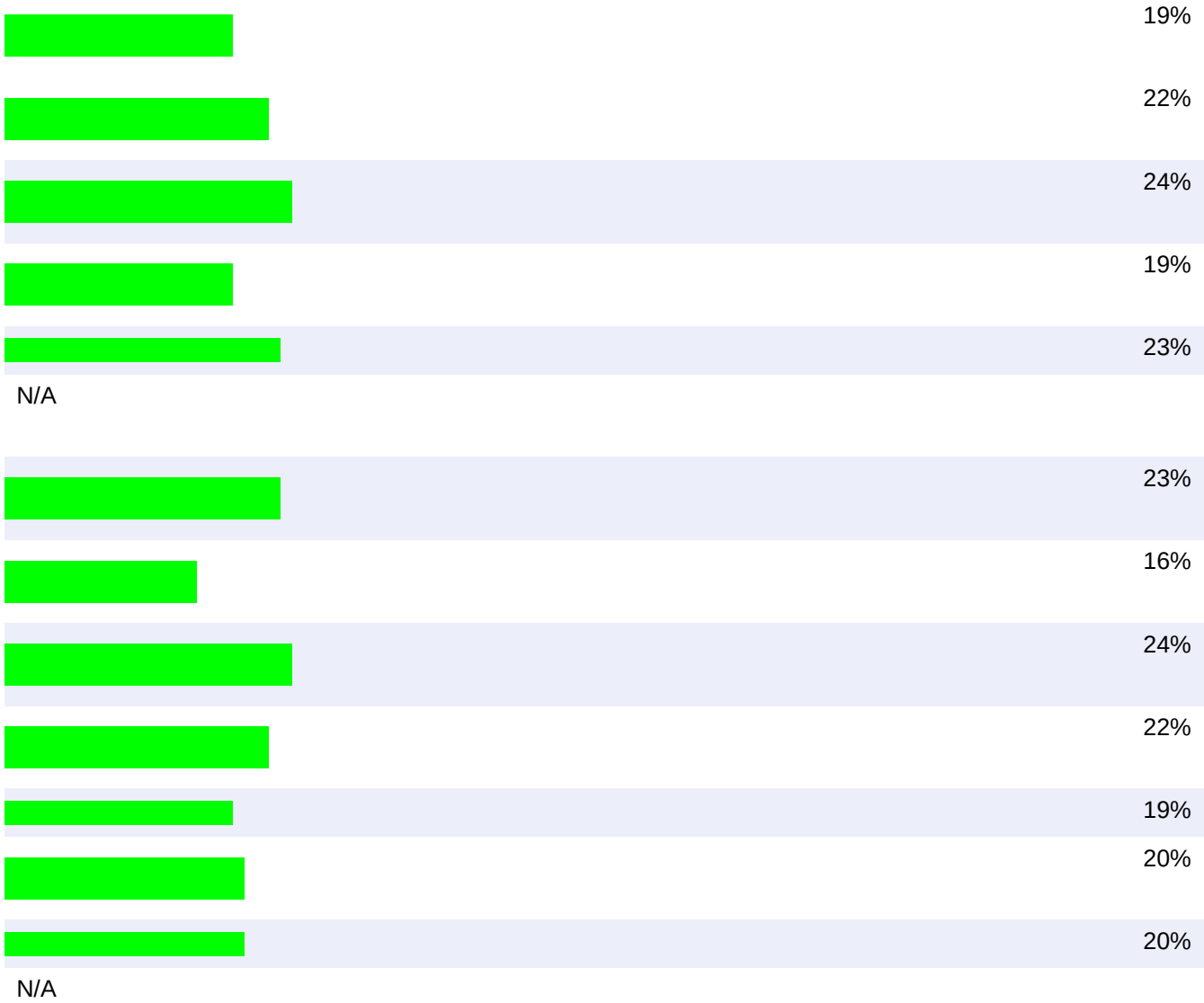

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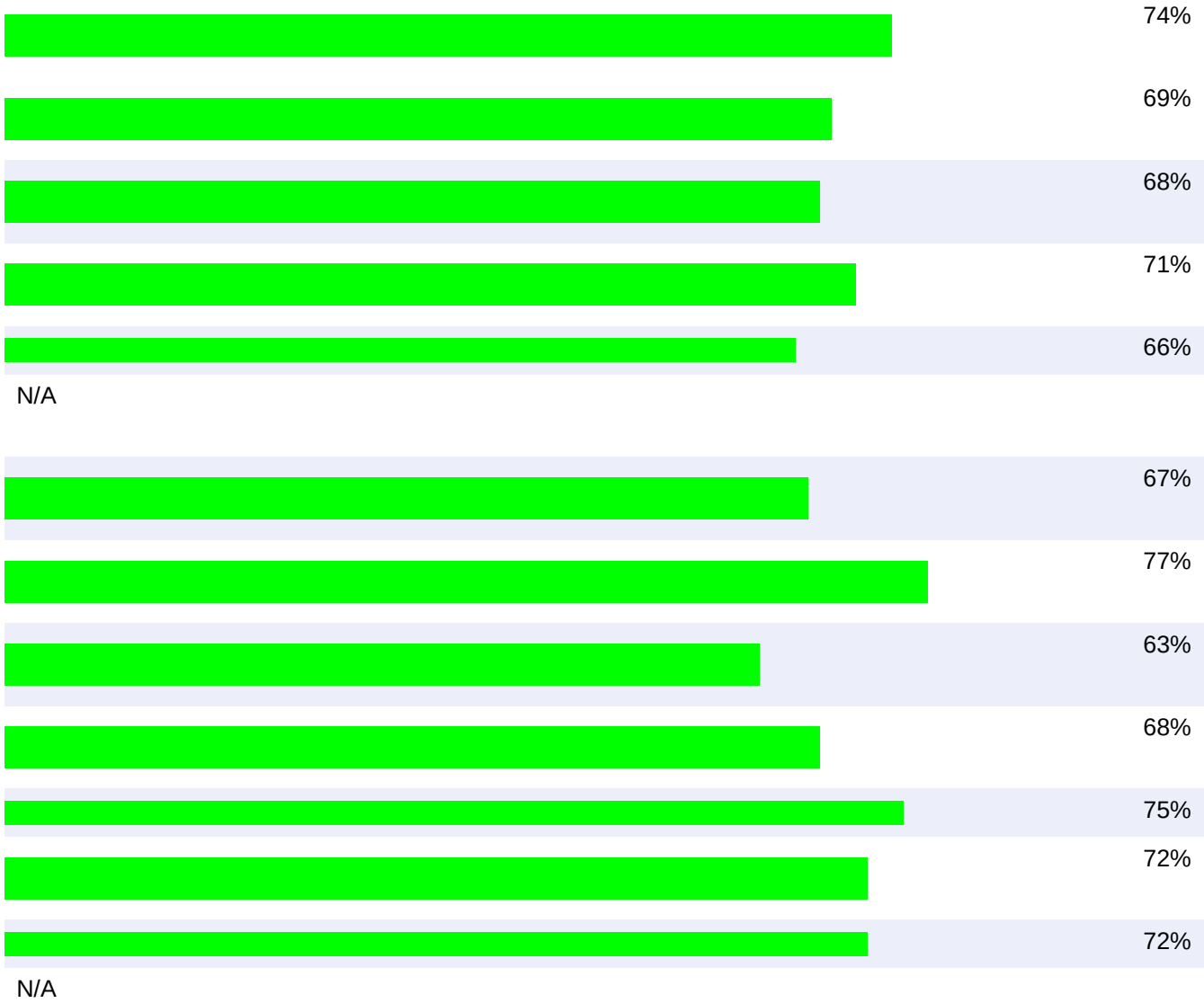

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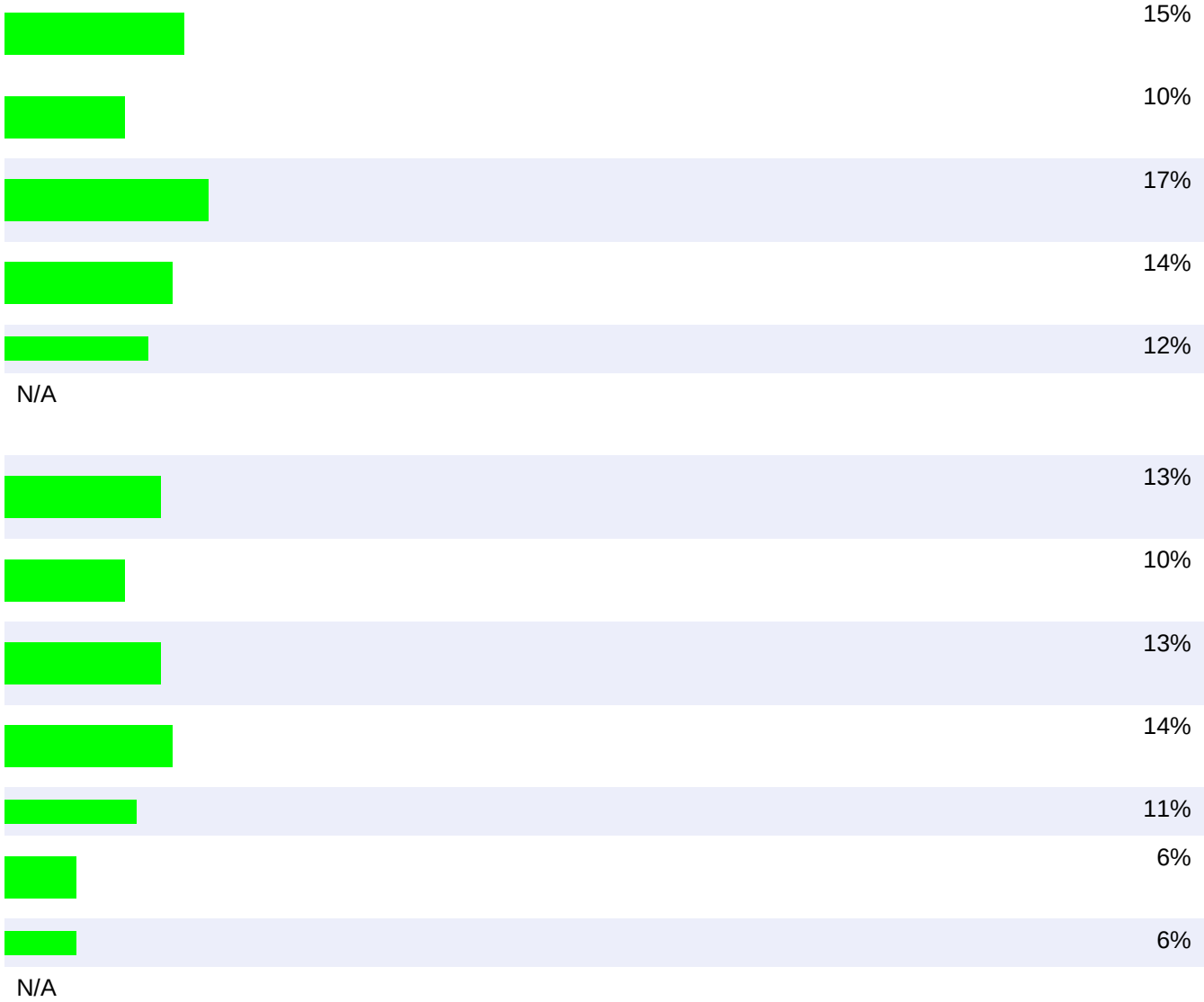

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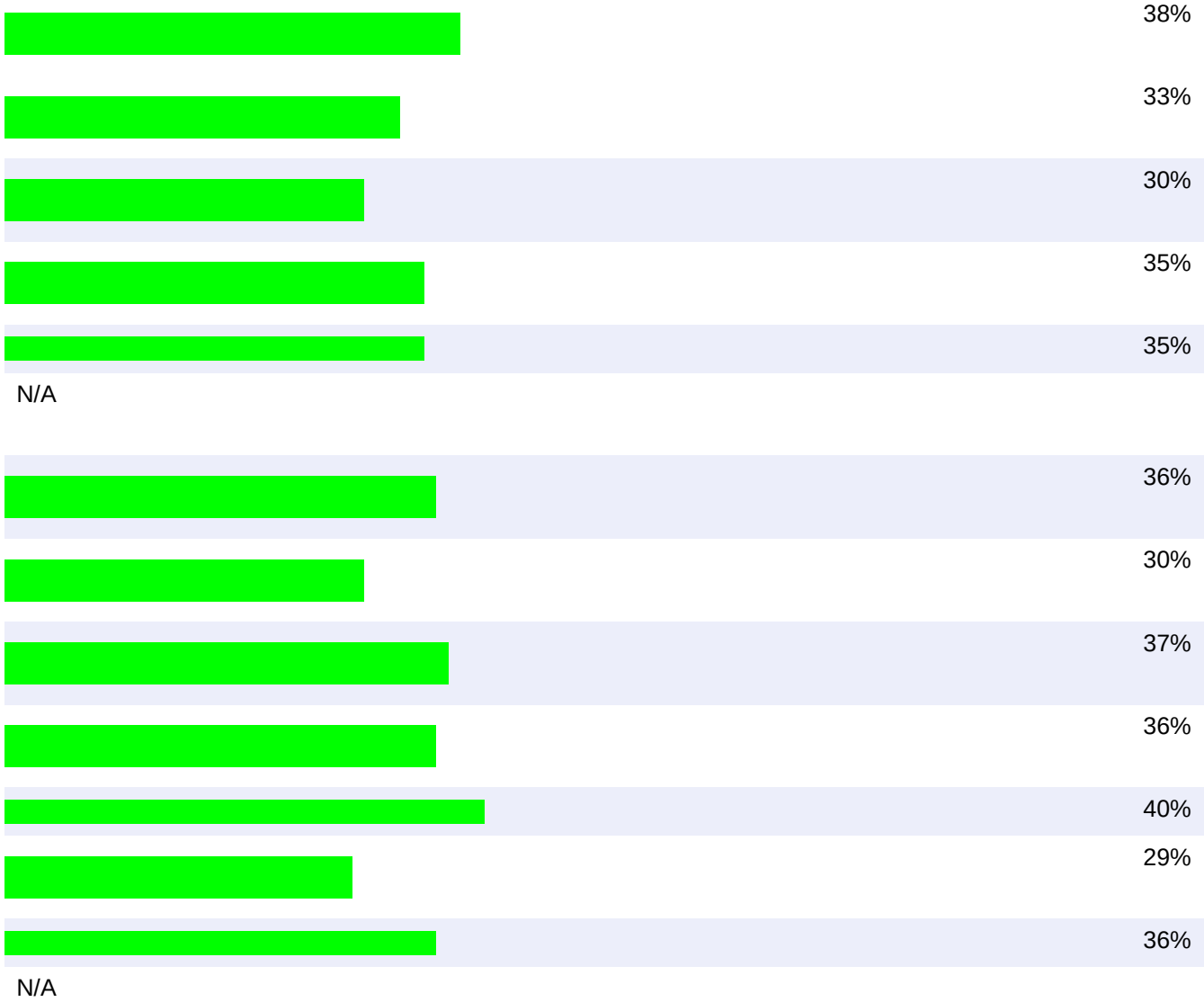

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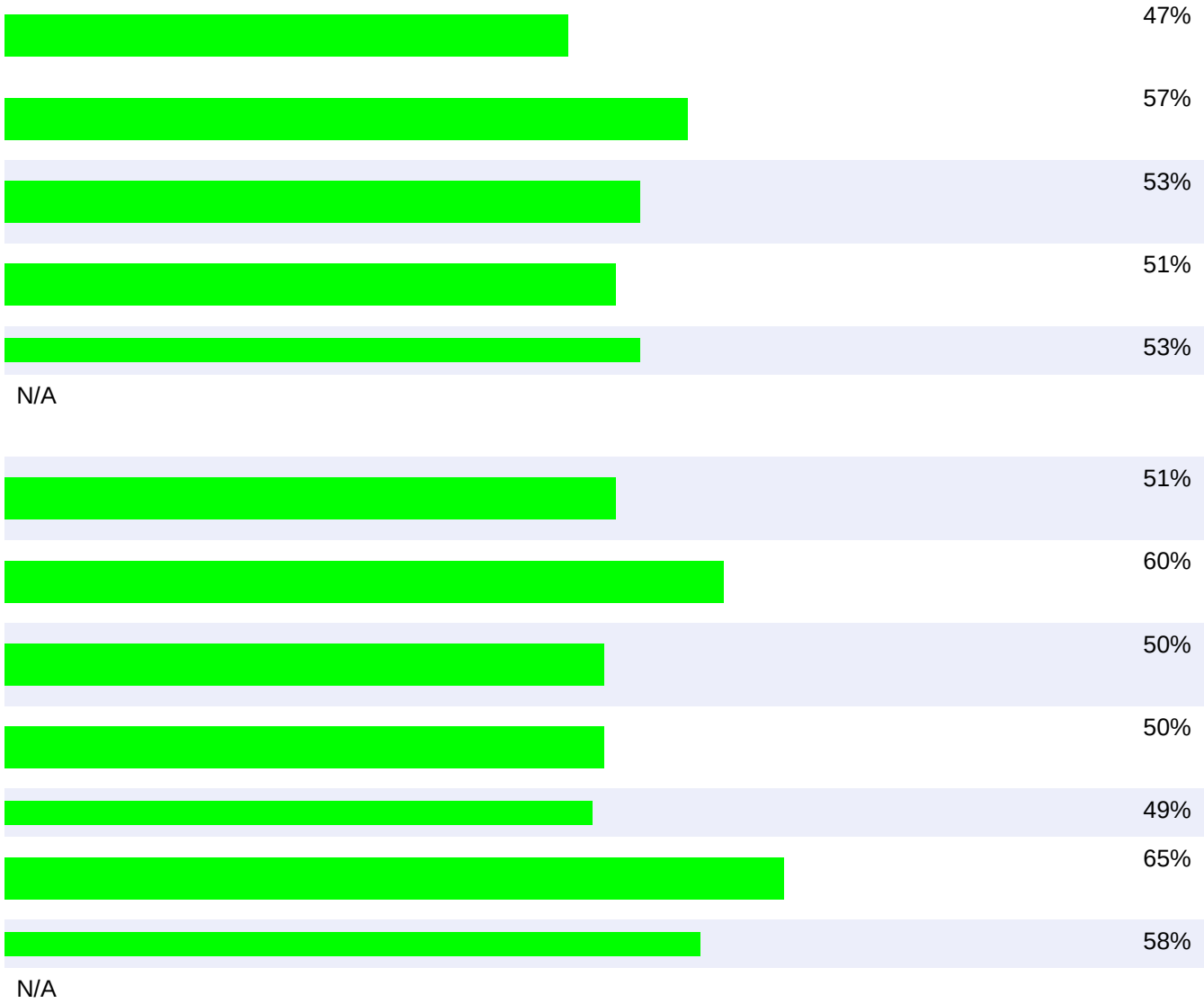

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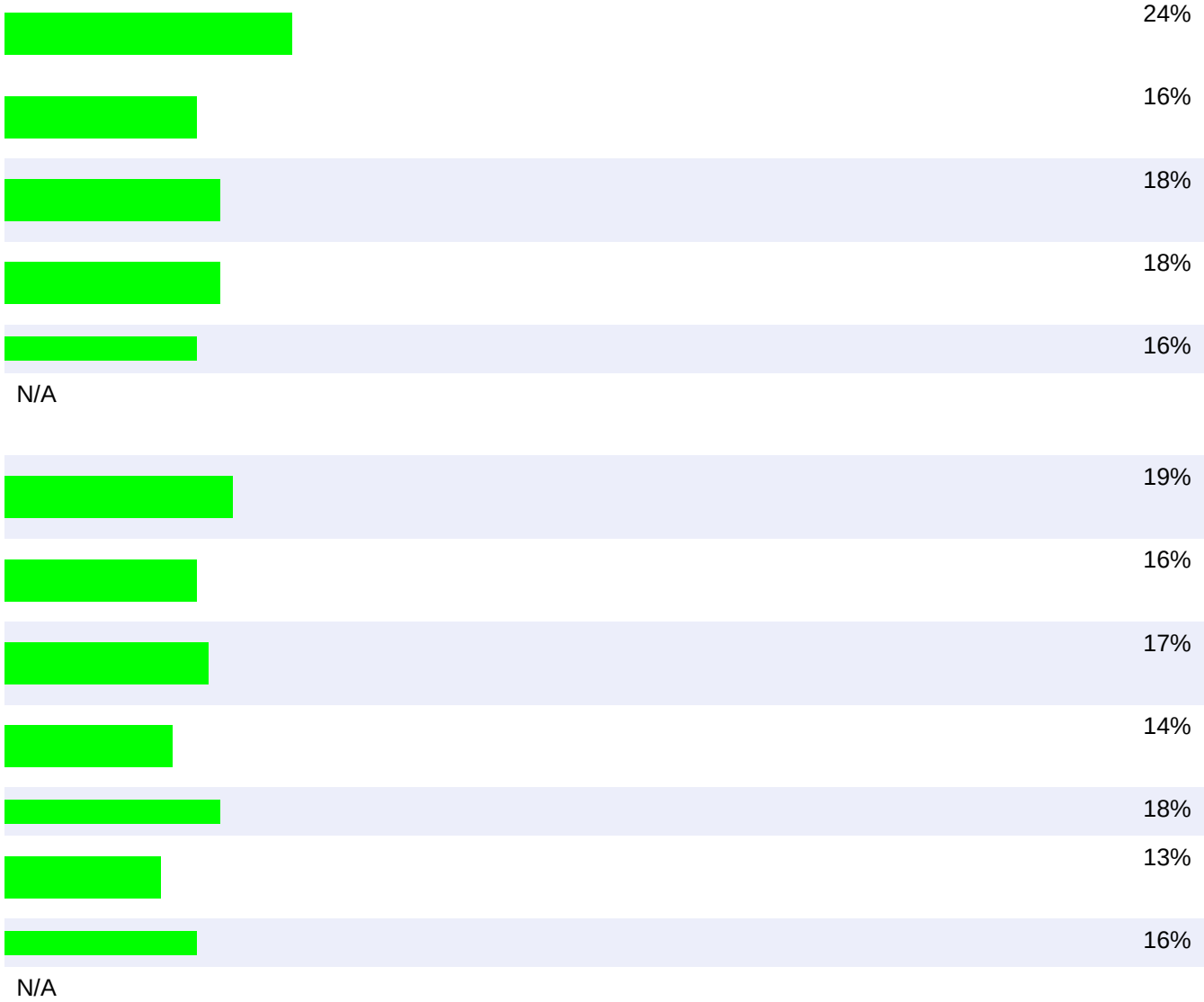

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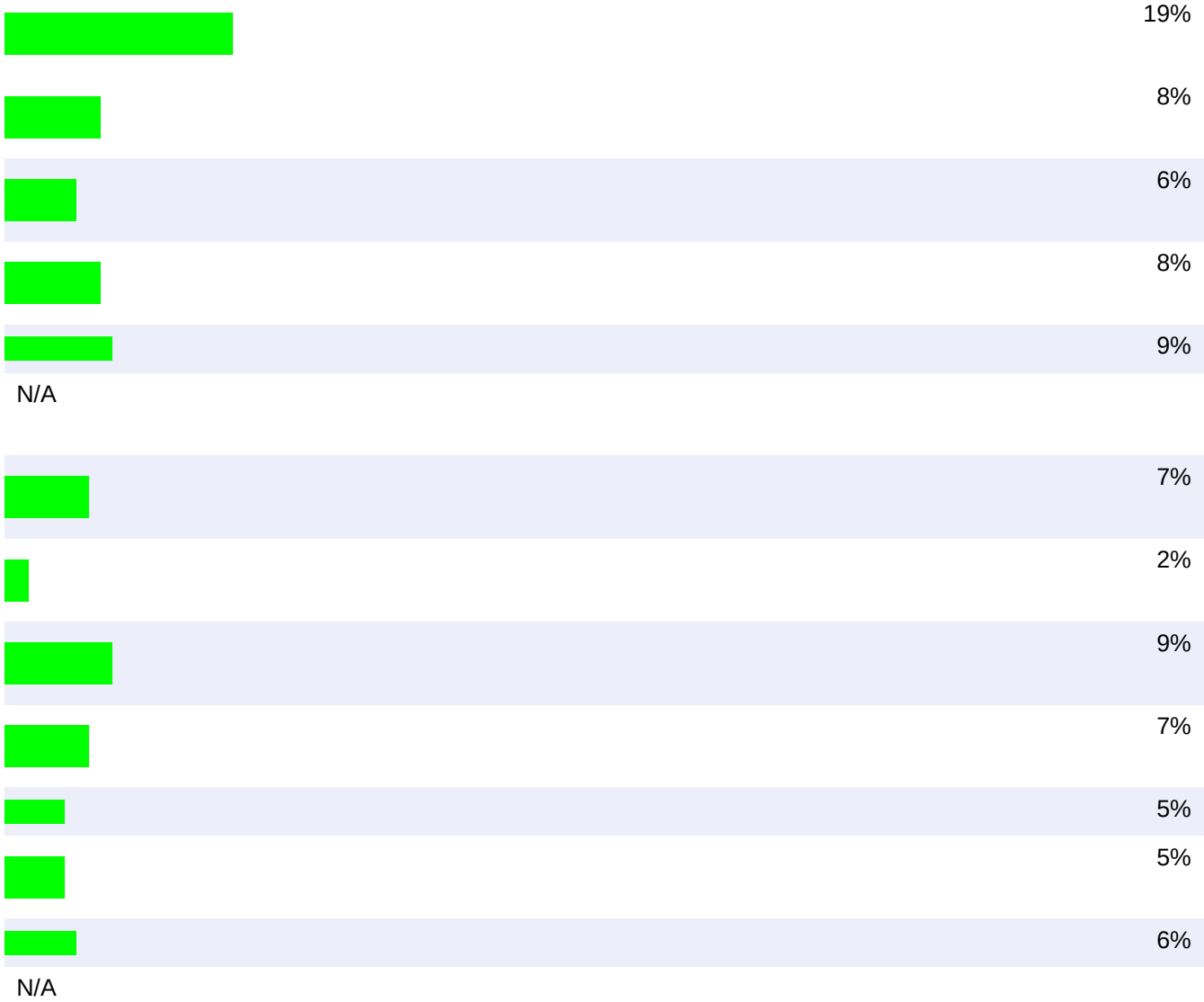

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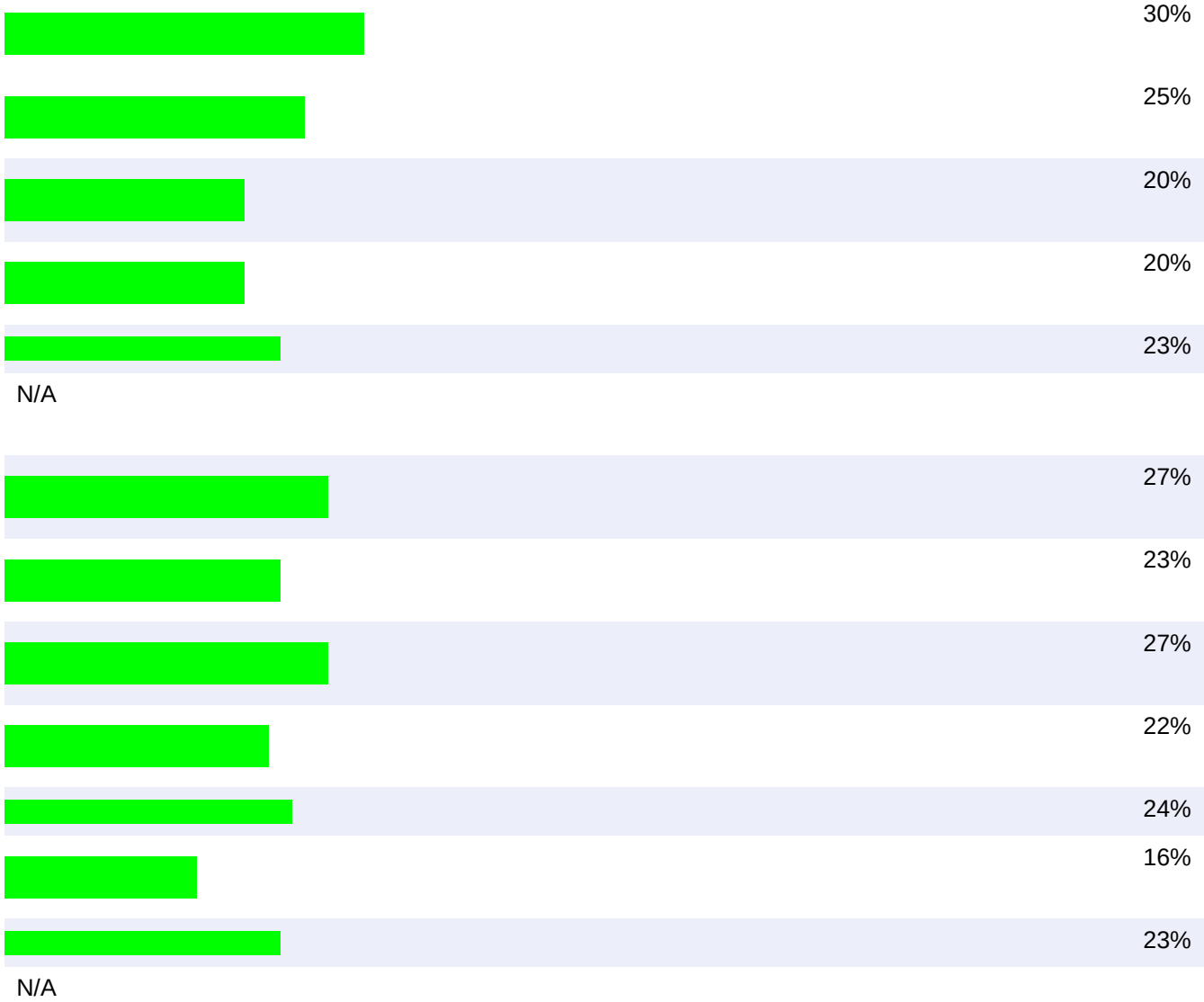

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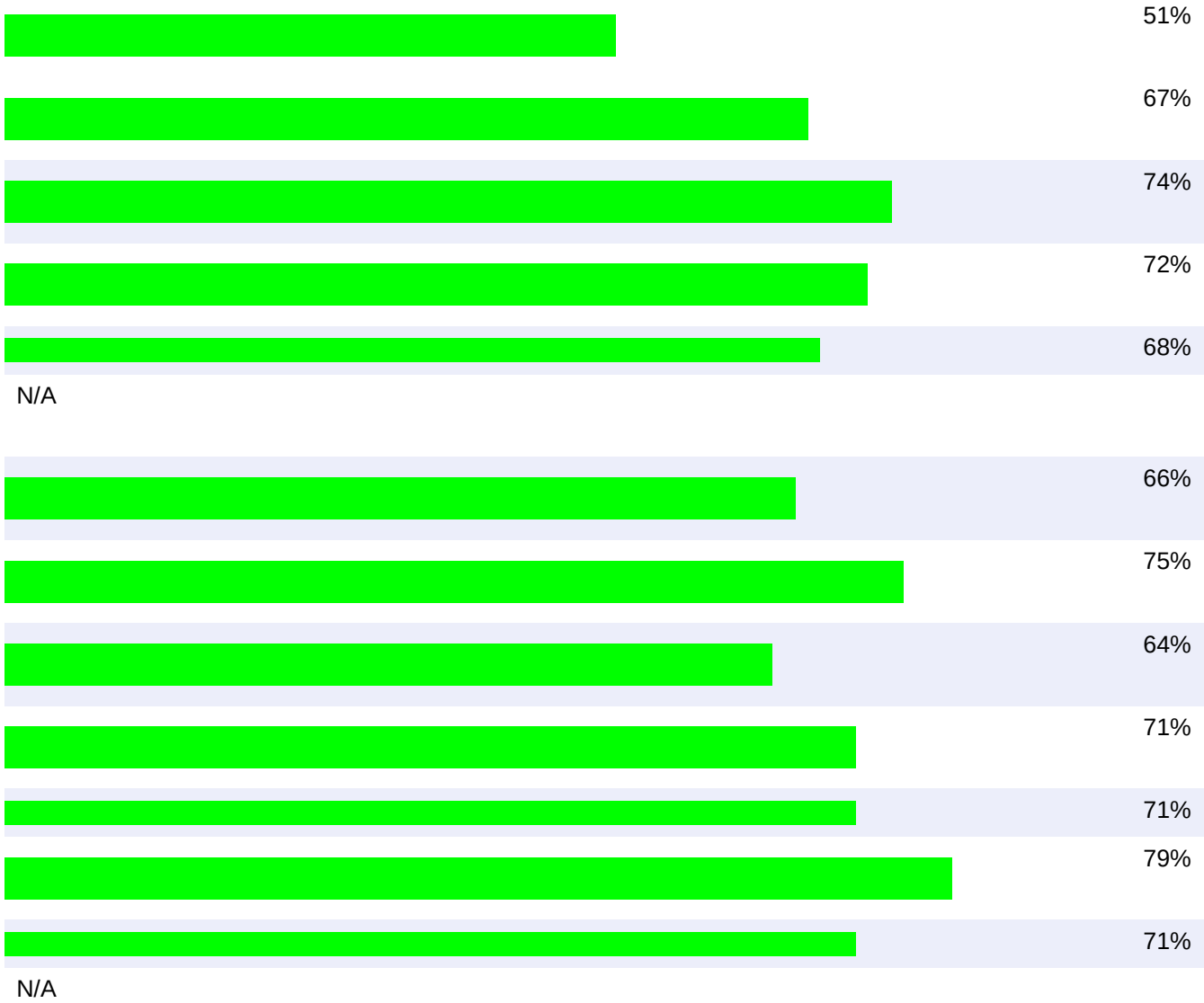
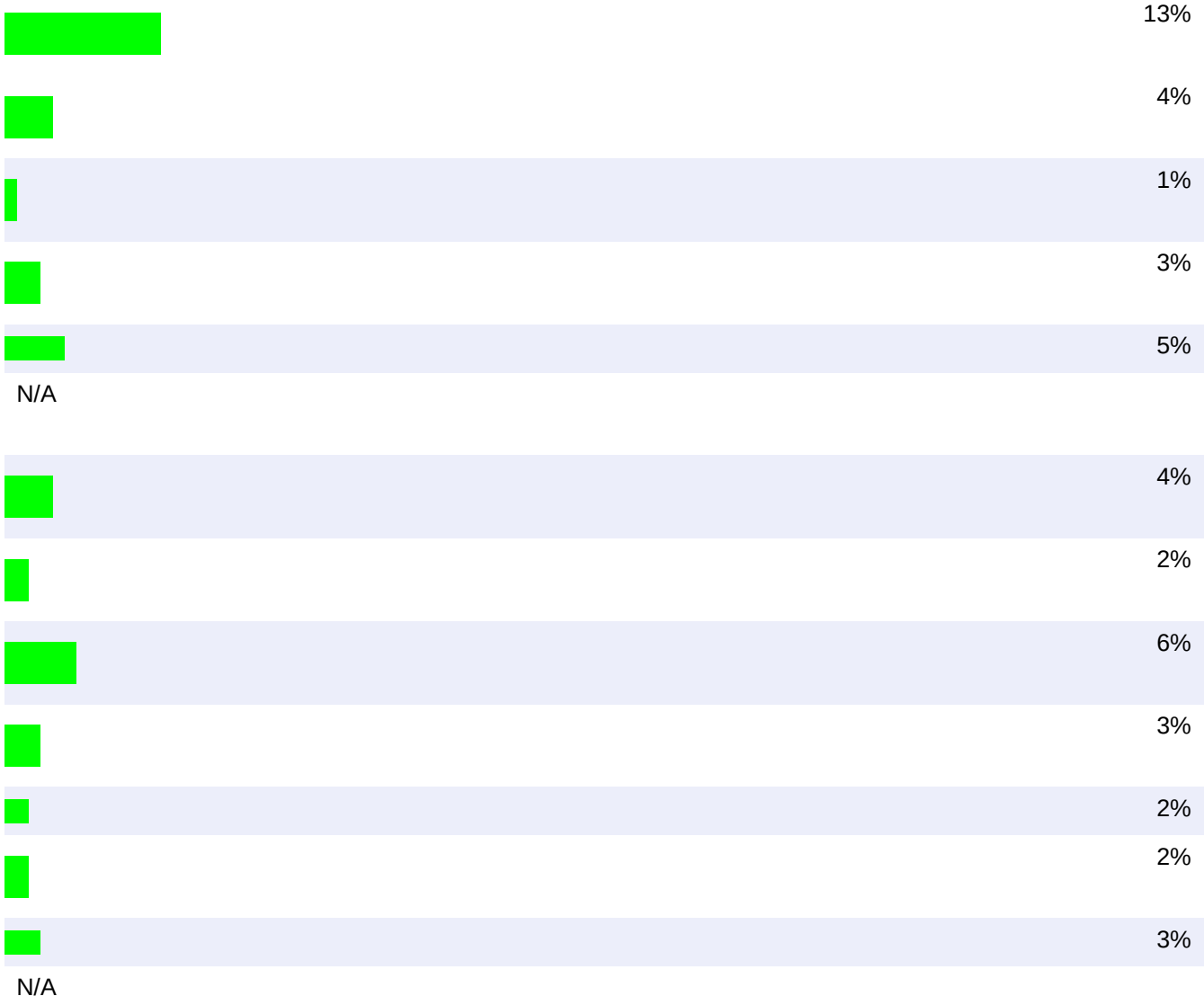


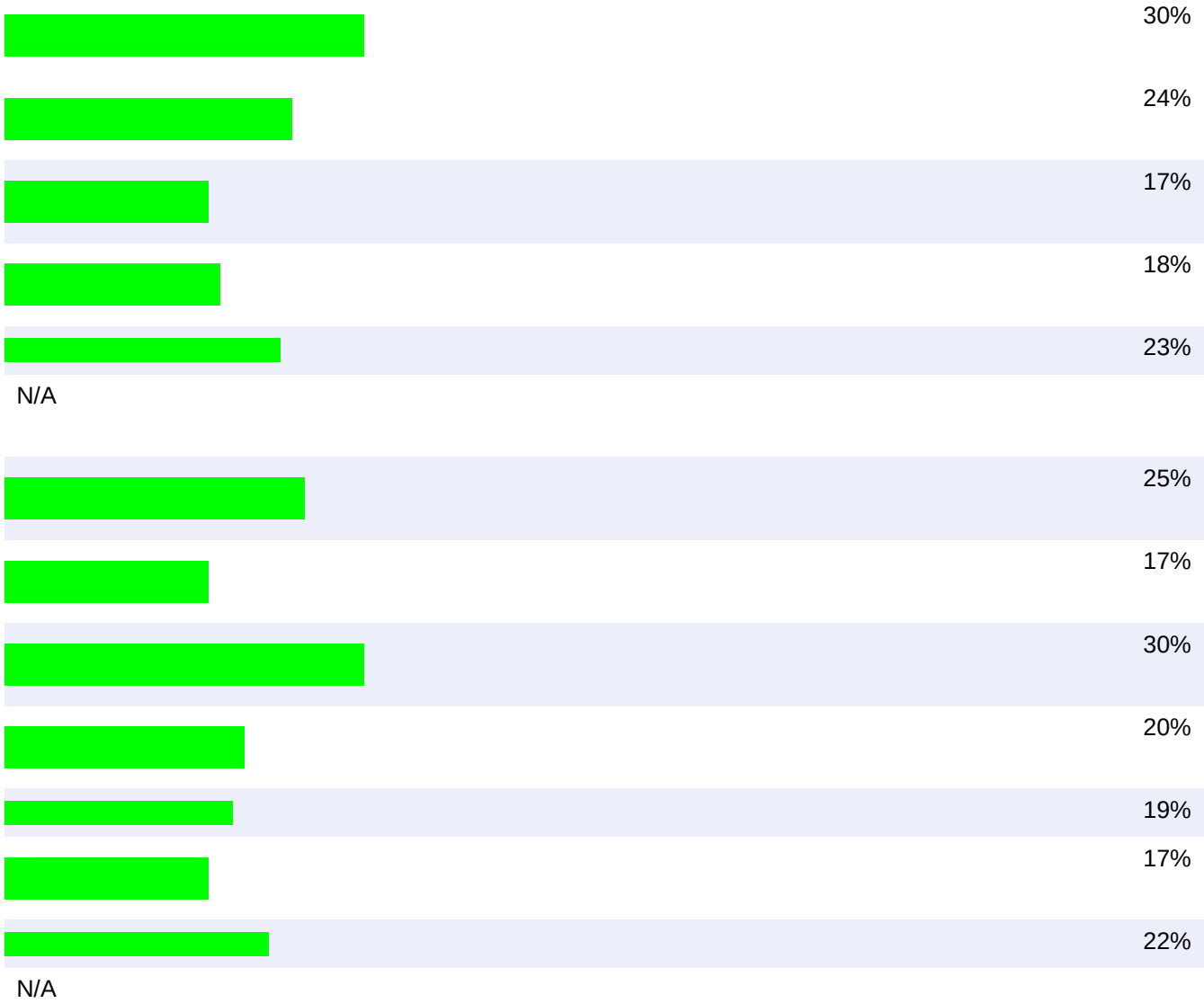
HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)



HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)



HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more
300 or more
300 or more
300 or more
300 or more
N/A
Between 100 and 299
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
N/A

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	29%	
	28%	
	36%	
	36%	
	32%	
N/A		Survey results are not available for this reporting period
	27%	
	42%	
	32%	
	32%	
	31%	
	35%	
	36%	
N/A		Survey results are not available for this reporting period

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

		STREET
380038	PROVIDENCE WILLAMETTE FALLS MEDICAL CENTER	1500 DIVISION STREET
380025	LEGACY MOUNT HOOD MEDICAL CENTER	24800 SE STARK STREET
380021	TUALITY COMMUNITY HOSPITAL	335 SE 8TH AVENUE
380089	LEGACY MERIDIAN PARK MEDICAL CENTER	19300 SW 65TH AVENUE
381303	PROVIDENCE SEASIDE HOSPITAL	725 S WAHANNA ROAD
380056	SANTIAM MEMORIAL HOSPITAL	1401 N 10TH AVENUE
380091	KAISER SUNNYSIDE MEDICAL CENTER	10180 SE SUNNYSIDE ROAD
381317	TILLAMOOK COUNTY GENERAL HOSPITAL	1000 THIRD STREET
380029	SILVERTON HOSPITAL NETWORK	342 FAIRVIEW STREET
501331	PULLMAN MEMORIAL HOSPITAL	1125 NE WASHINGTON AVENUE
500044	DEACONESS MEDICAL CENTER	W 800 FIFTH AVENUE
500054	PROVIDENCE SACRED HEART MEDICAL CENTER	101 WEST 8TH AVENUE
500077	PROVIDENCE HOLY FAMILY HOSPITAL	5633 NORTH LIDGERWOOD
501318	OTHELLO COMMUNITY HOSPITAL	315 NORTH 14TH AVENUE

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	OREGON CITY	OR
	GRESHAM	OR
	HILLSBORO	OR
	TUALATIN	OR
	SEASIDE	OR
	STAYTON	OR
	CLACKAMAS	OR
	TILLAMOOK	OR
	SILVERTON	OR
	PULLMAN	WA
	SPOKANE	WA
	SPOKANE	WA
	SPOKANE	WA
	OTHELLO	WA

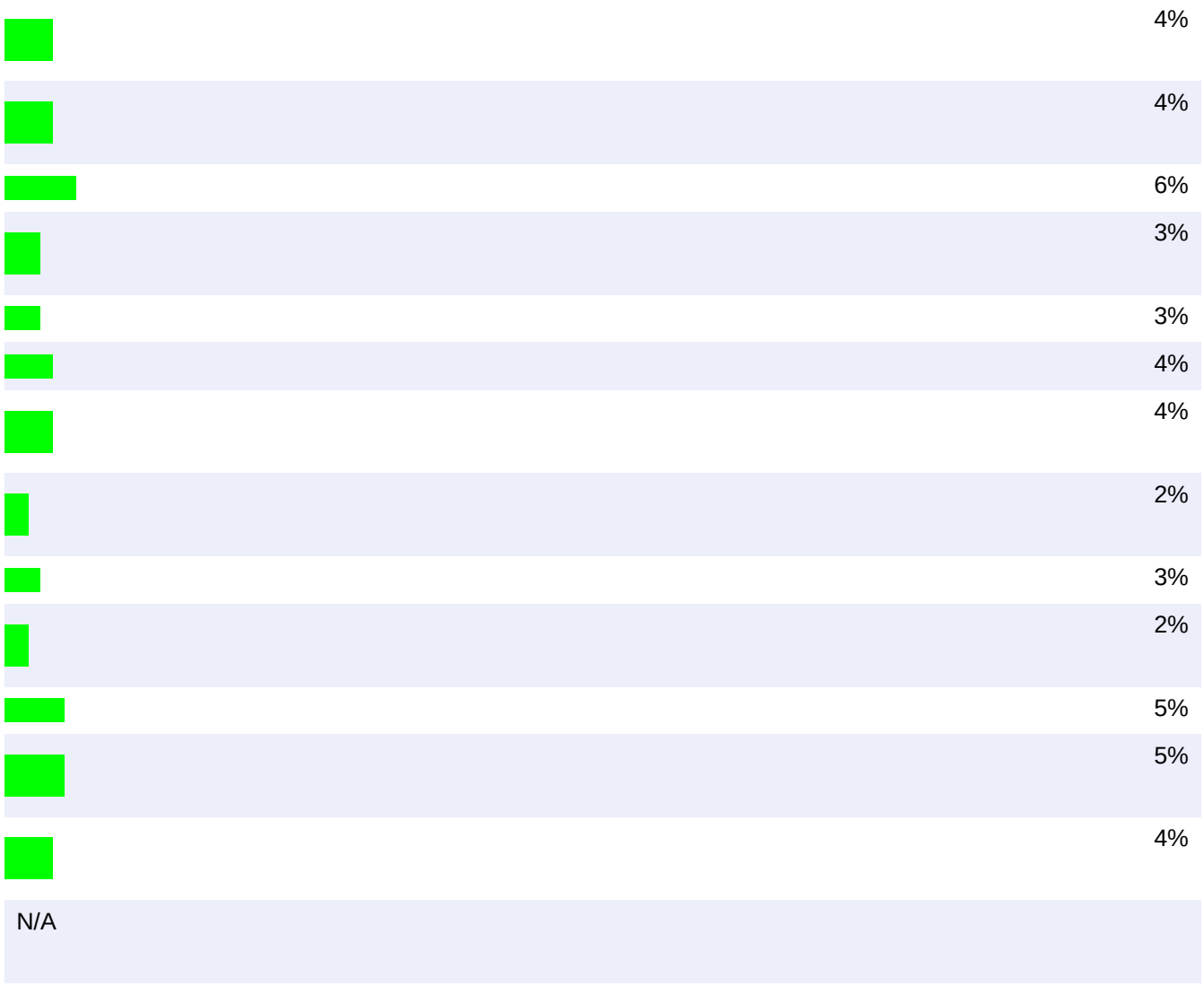
HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

97045	CLACKAMAS	5036576915
97030	MULTNOMAH	5036741122
97123	WASHINGTON	5036811111
97062	WASHINGTON	5036921212
97138	CLATSOP	5037177000
97383	MARION	5037692175
97015	CLACKAMAS	5038132000
97141	TILLAMOOK	5038424444
97381	MARION	5038731500
99163	WHITMAN	5093322541
99210	SPOKANE	5094735800
99204	SPOKANE	5094743040
99208	SPOKANE	5094822450
99344	ADAMS	5094882636

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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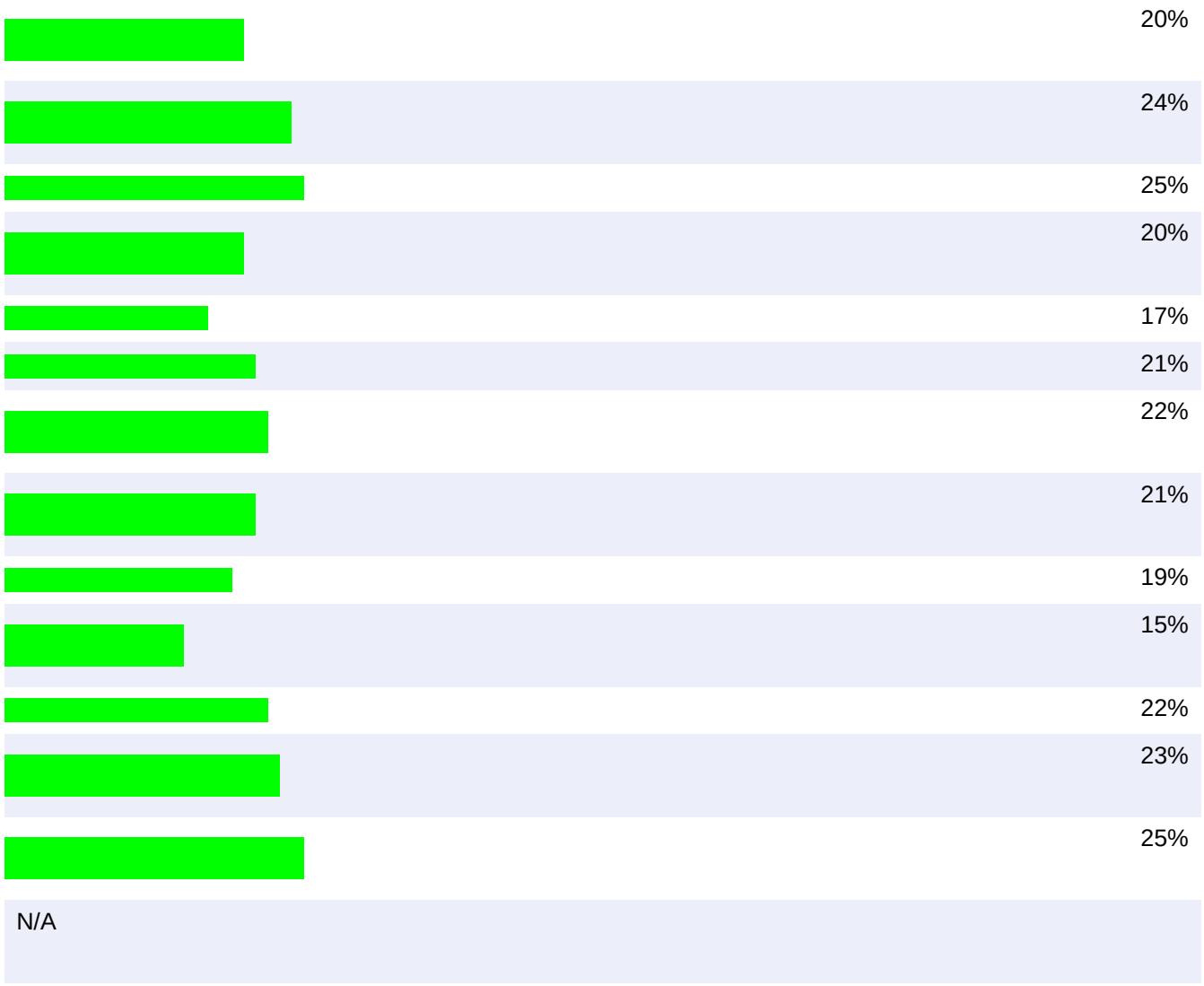

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

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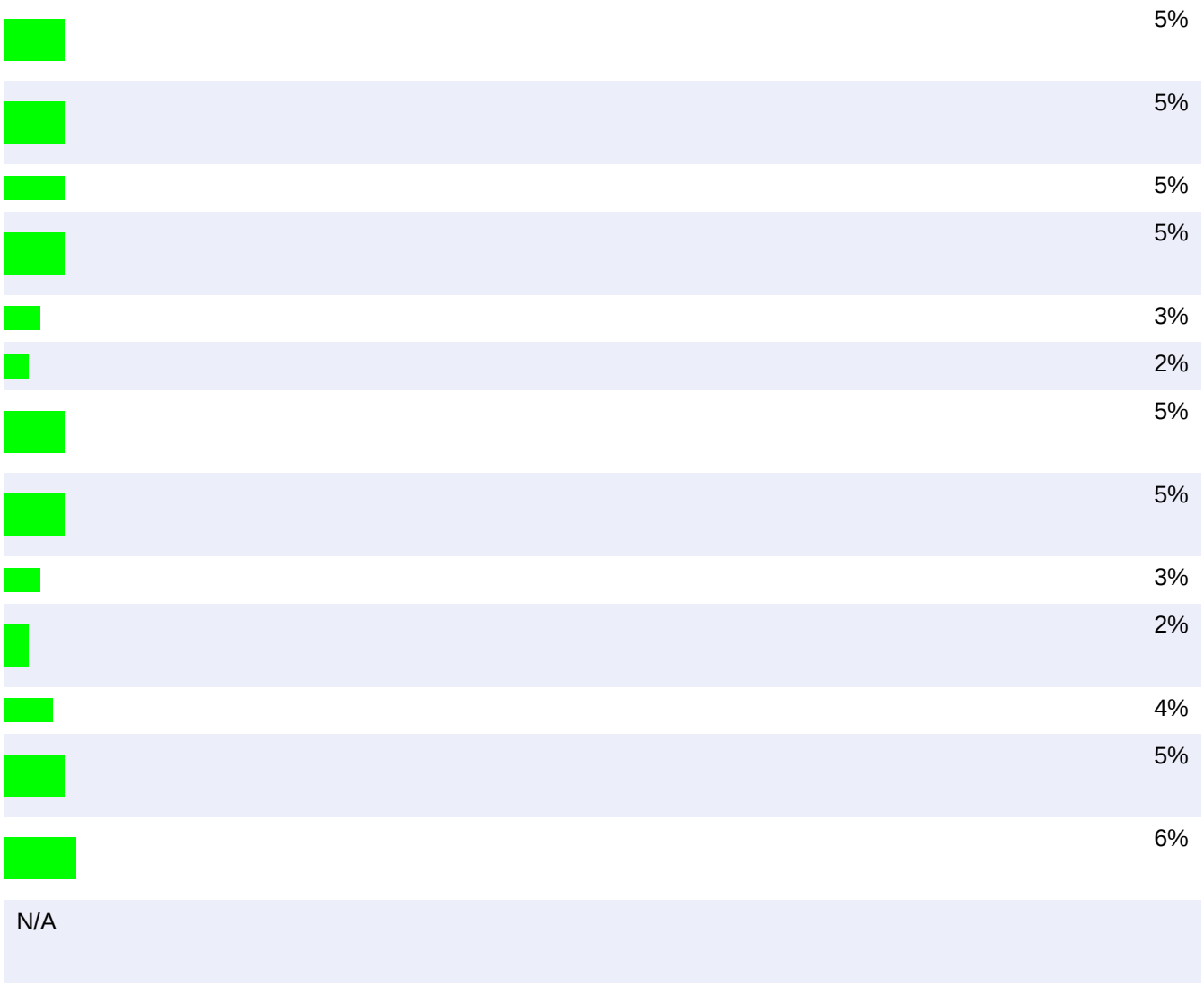

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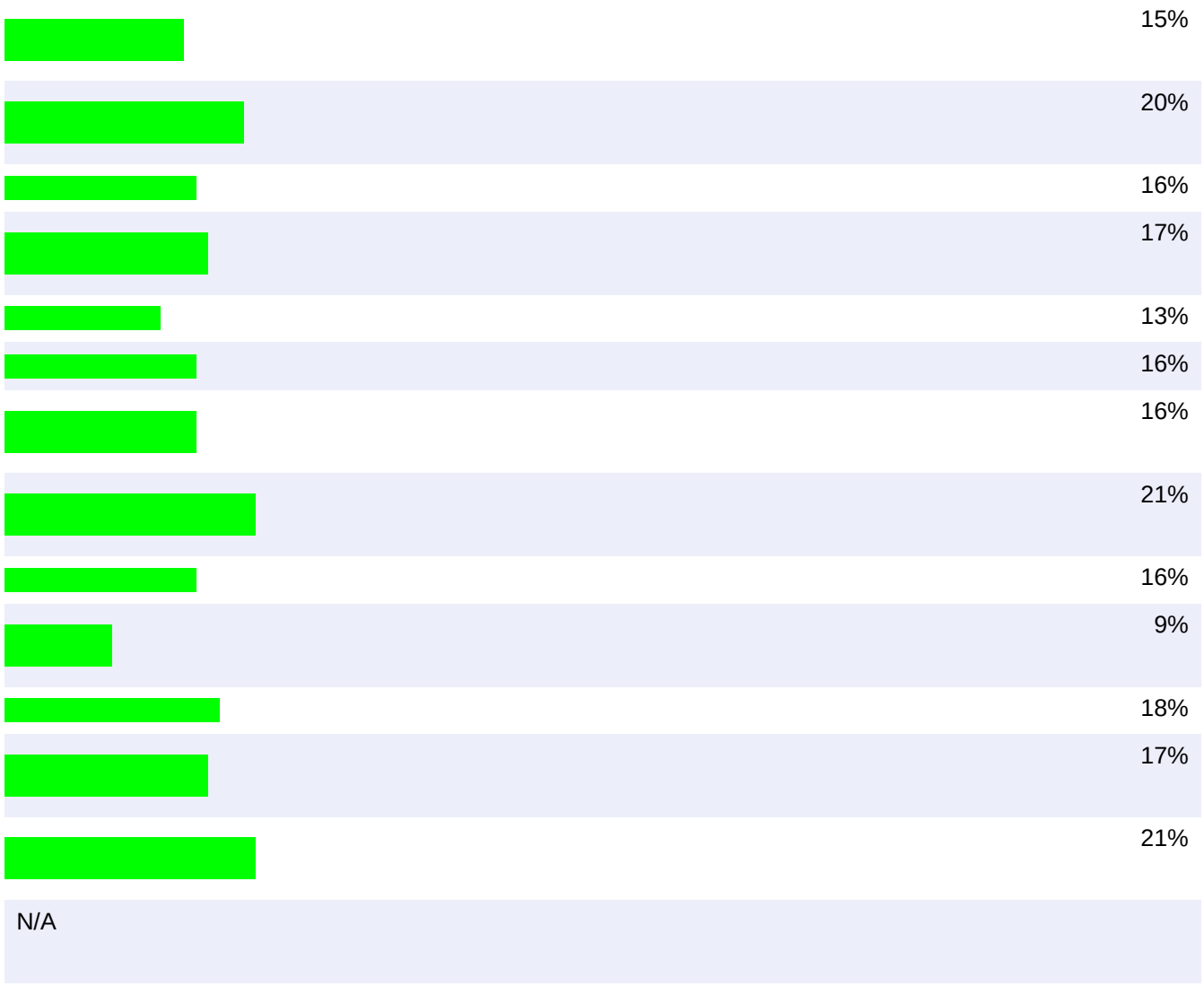

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

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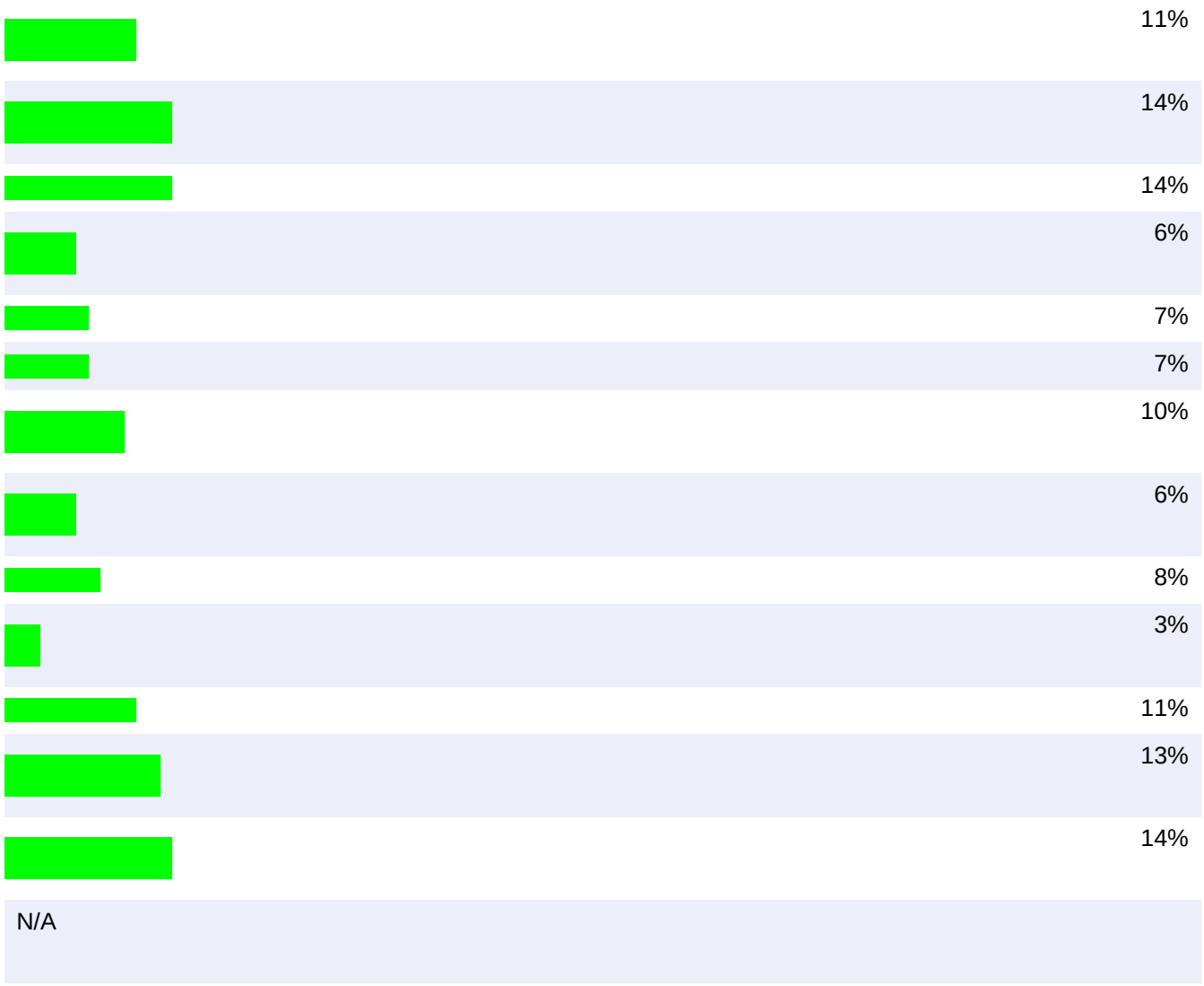
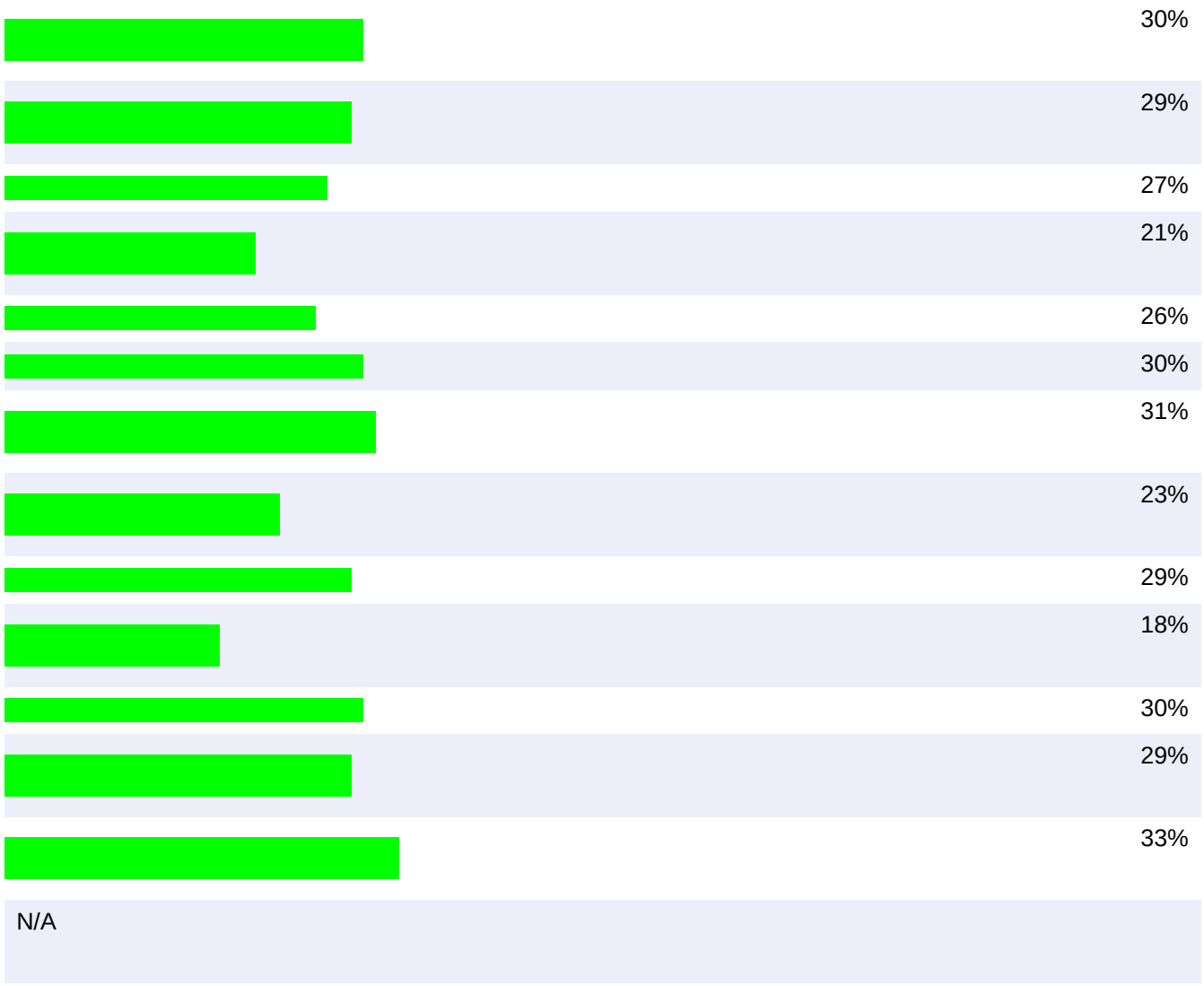


HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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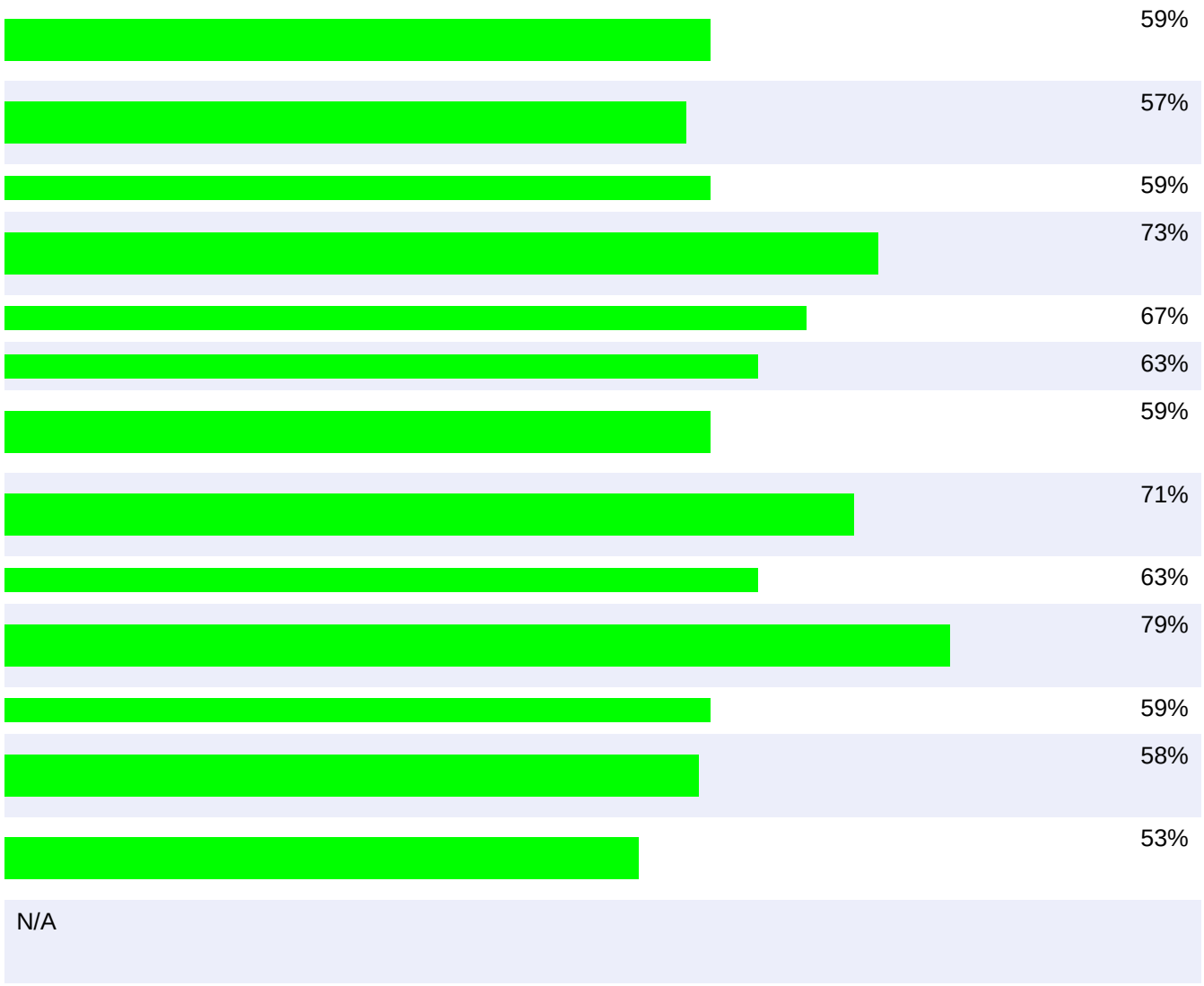

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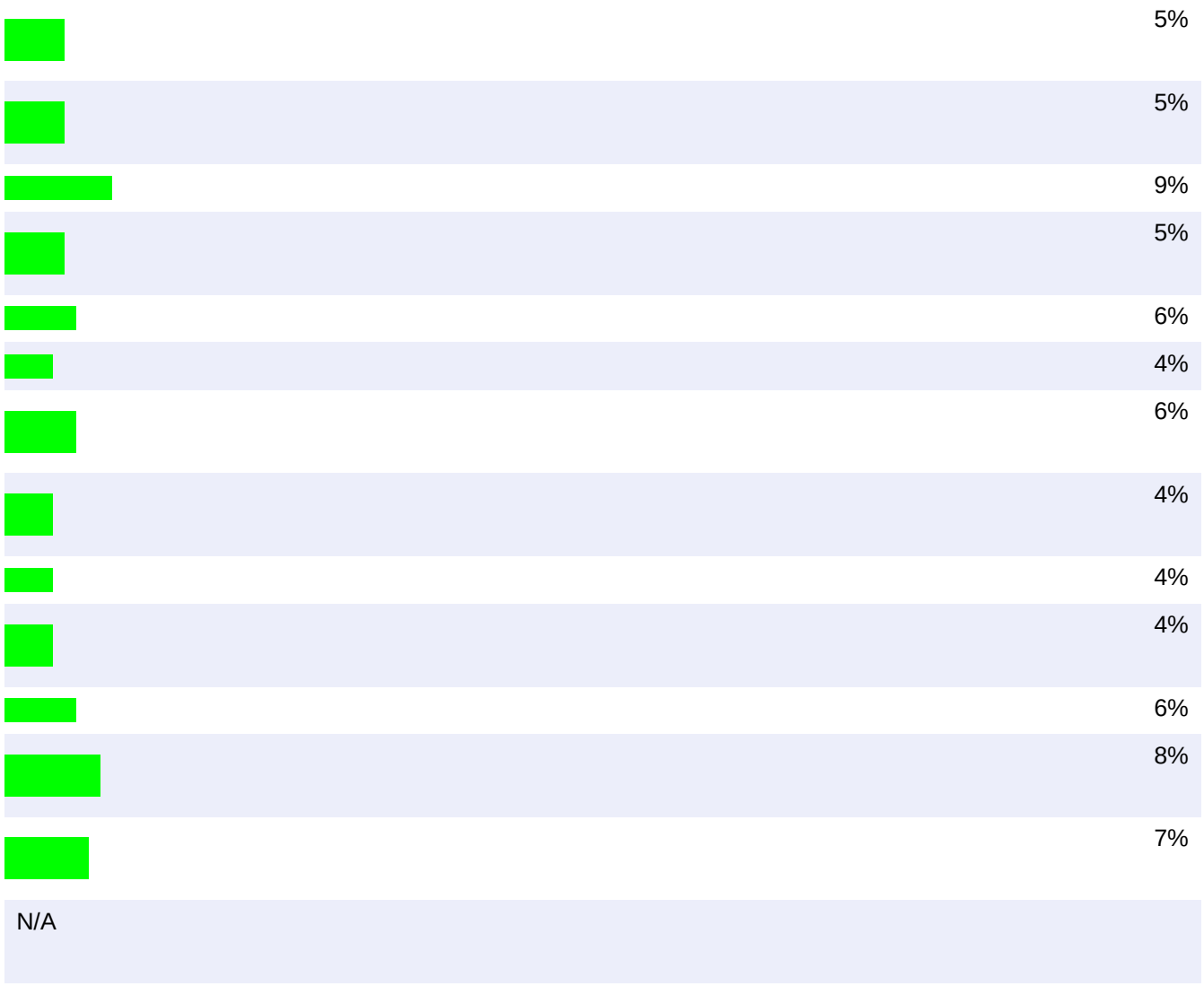
Based on Survey of Patients' Hospital Experiences (HCAHPS)



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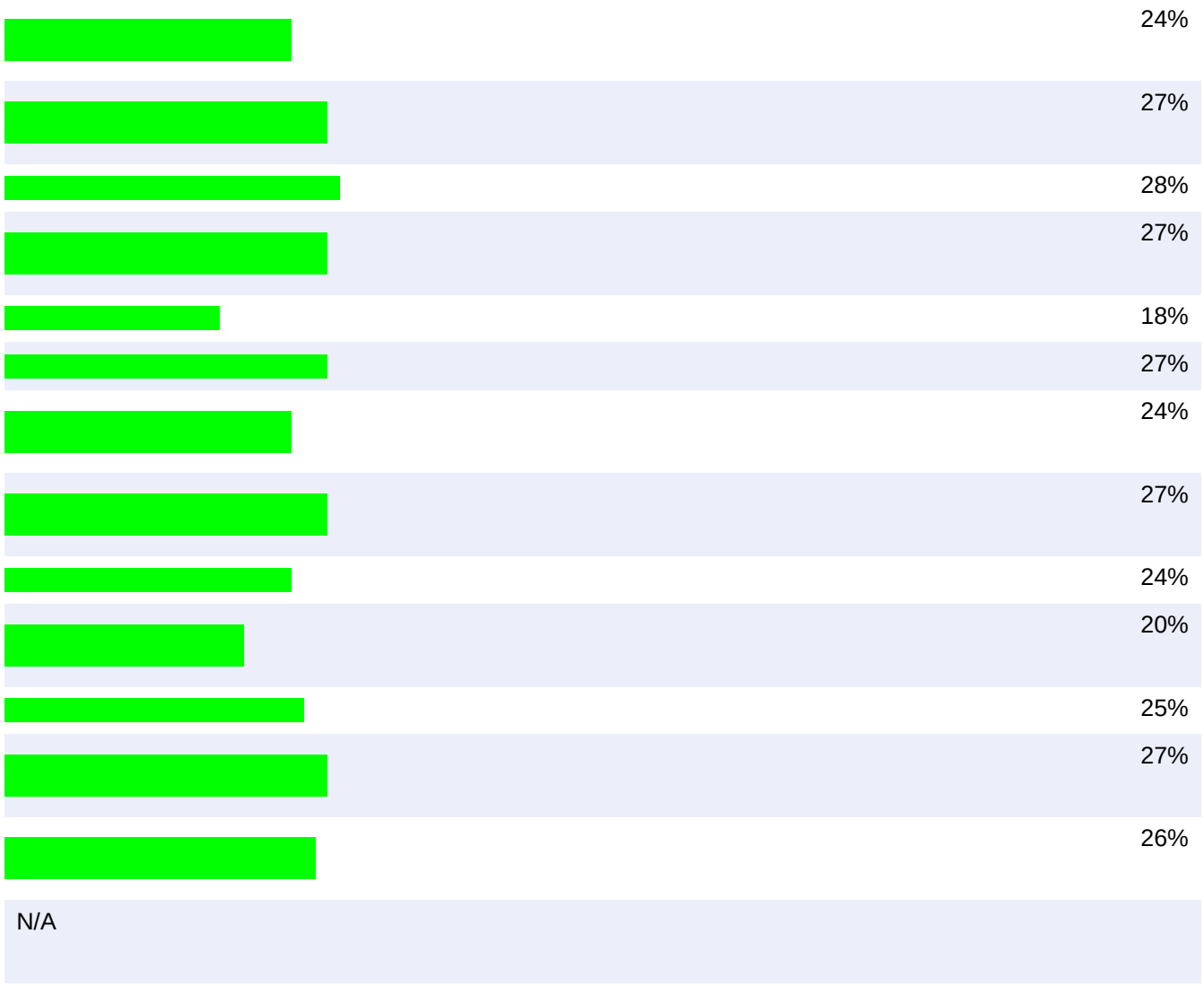

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

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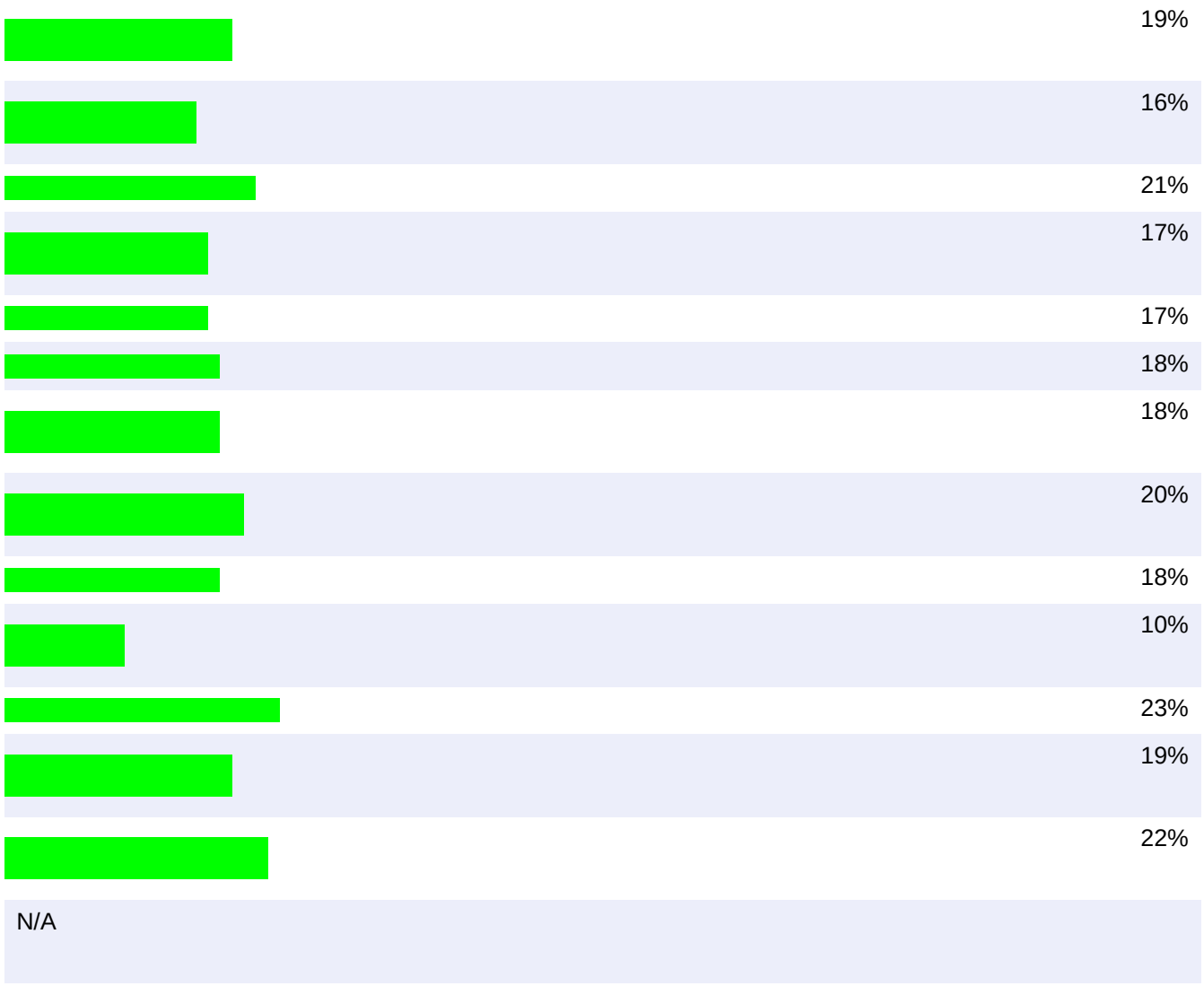

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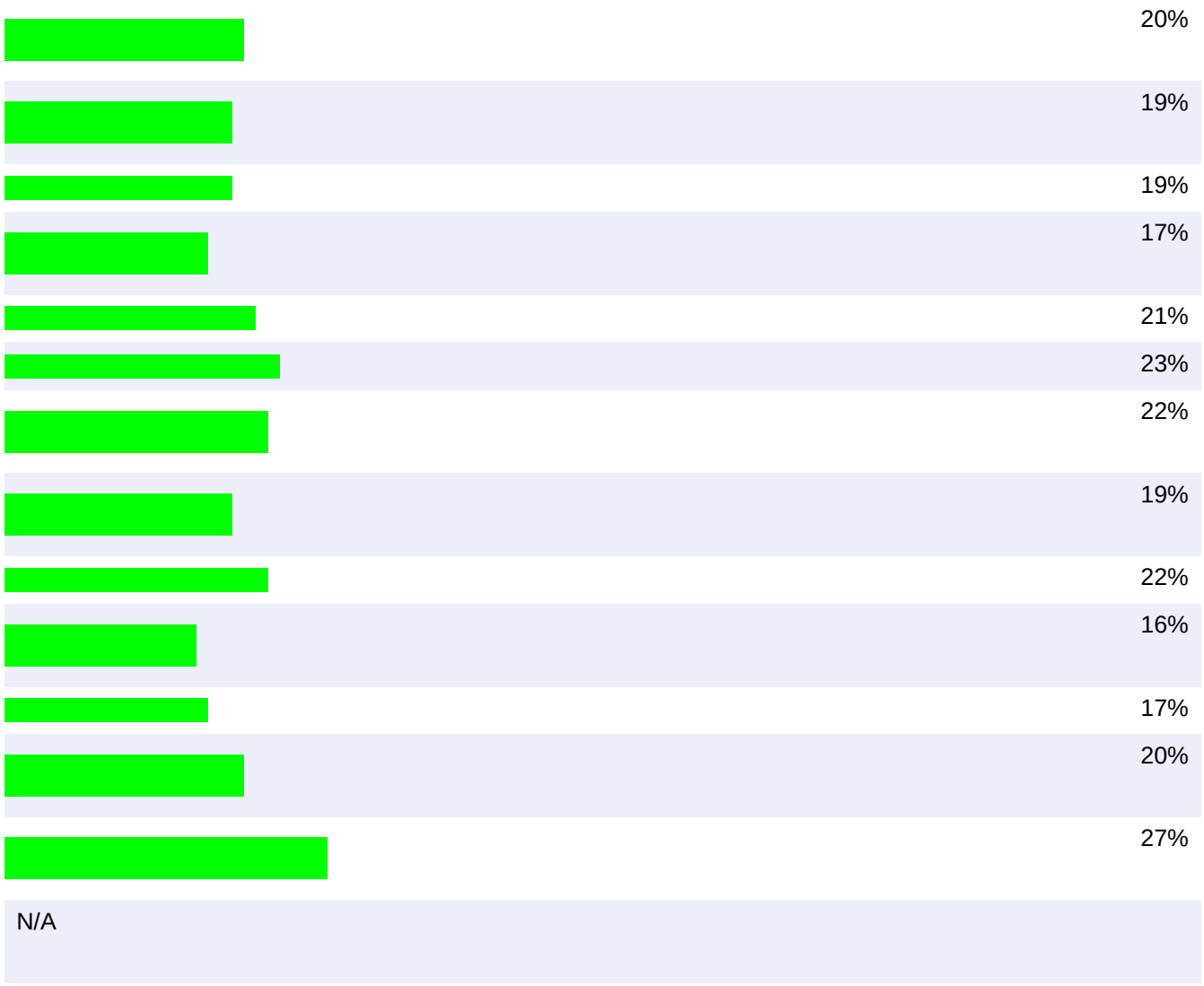

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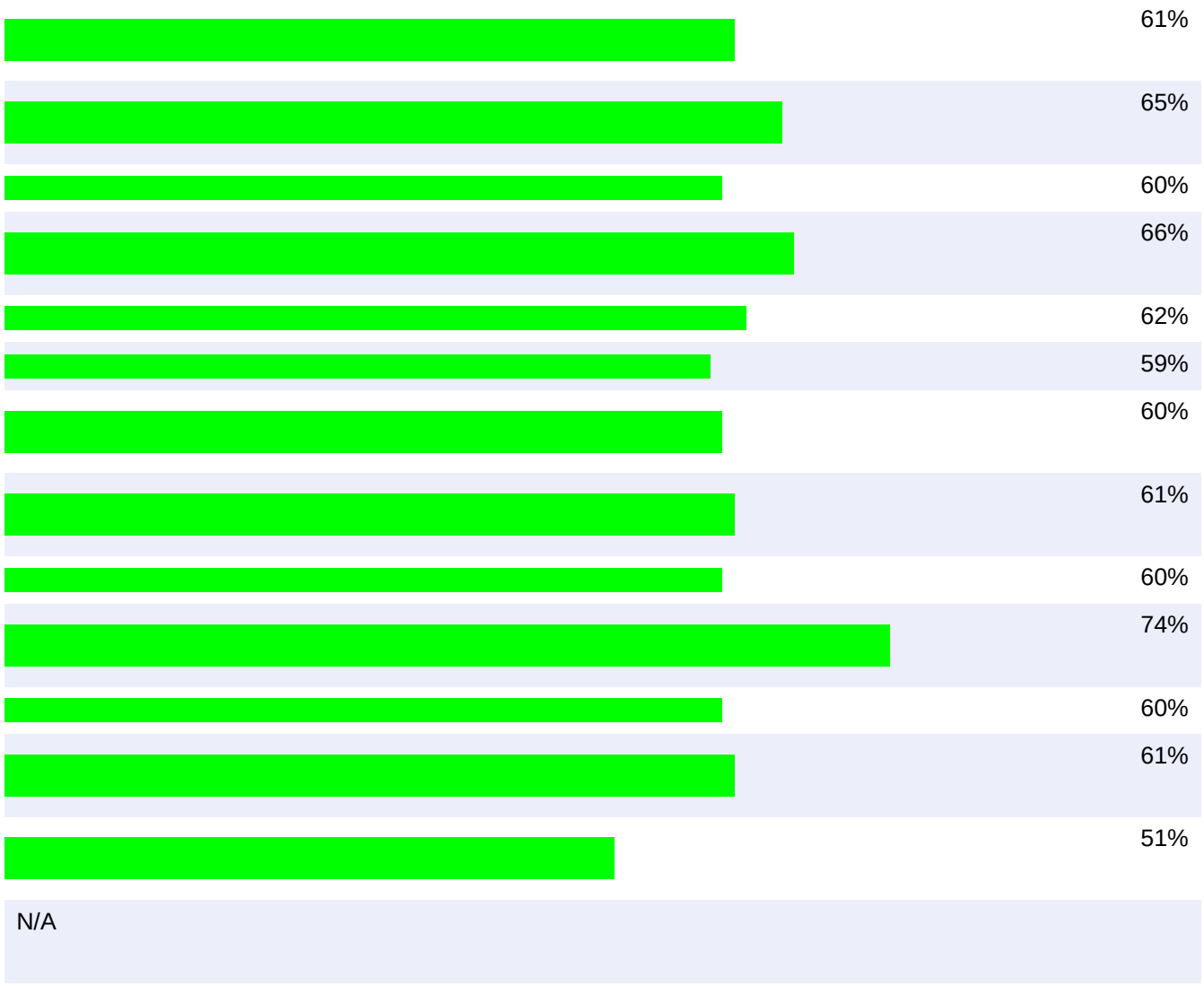

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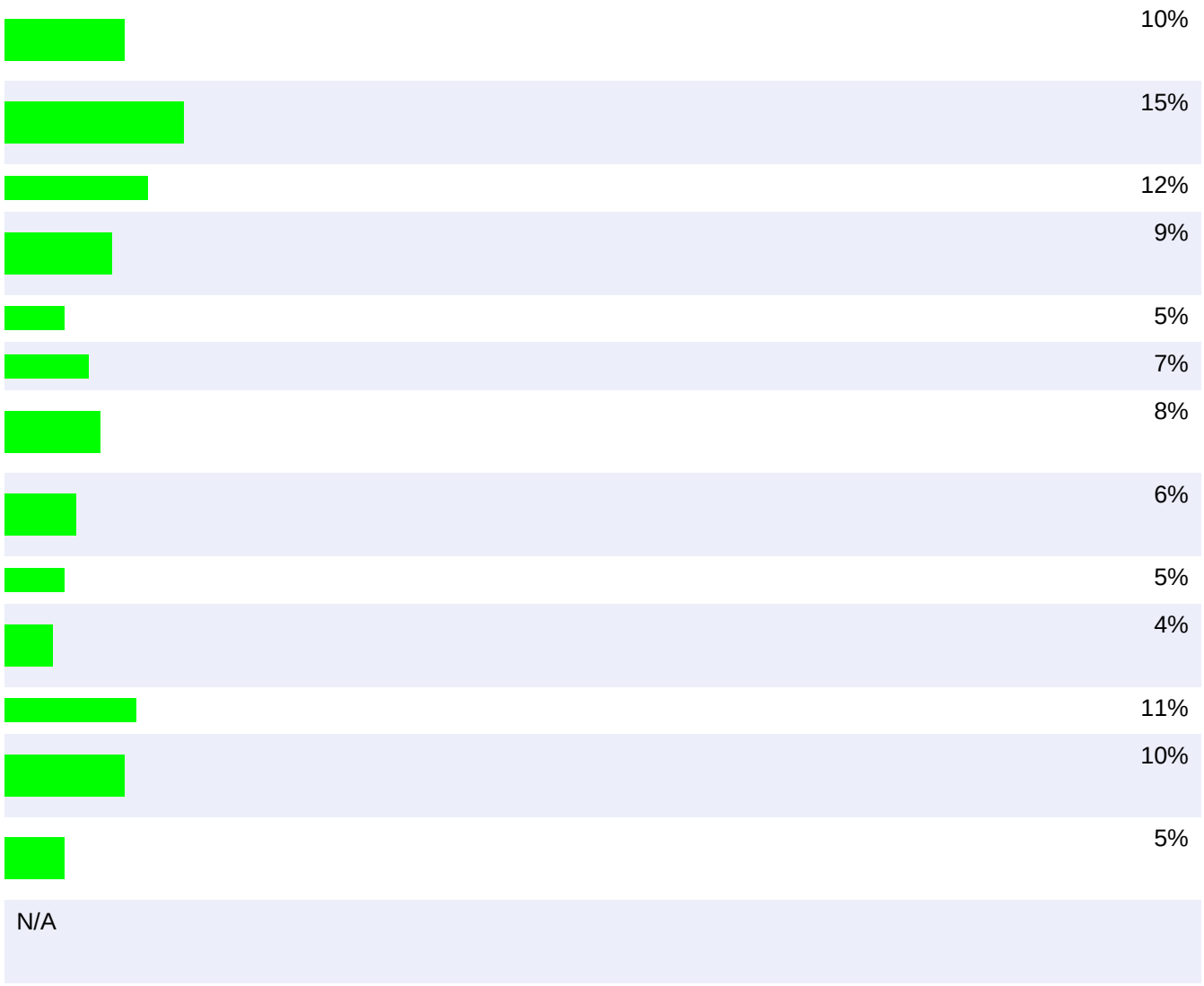

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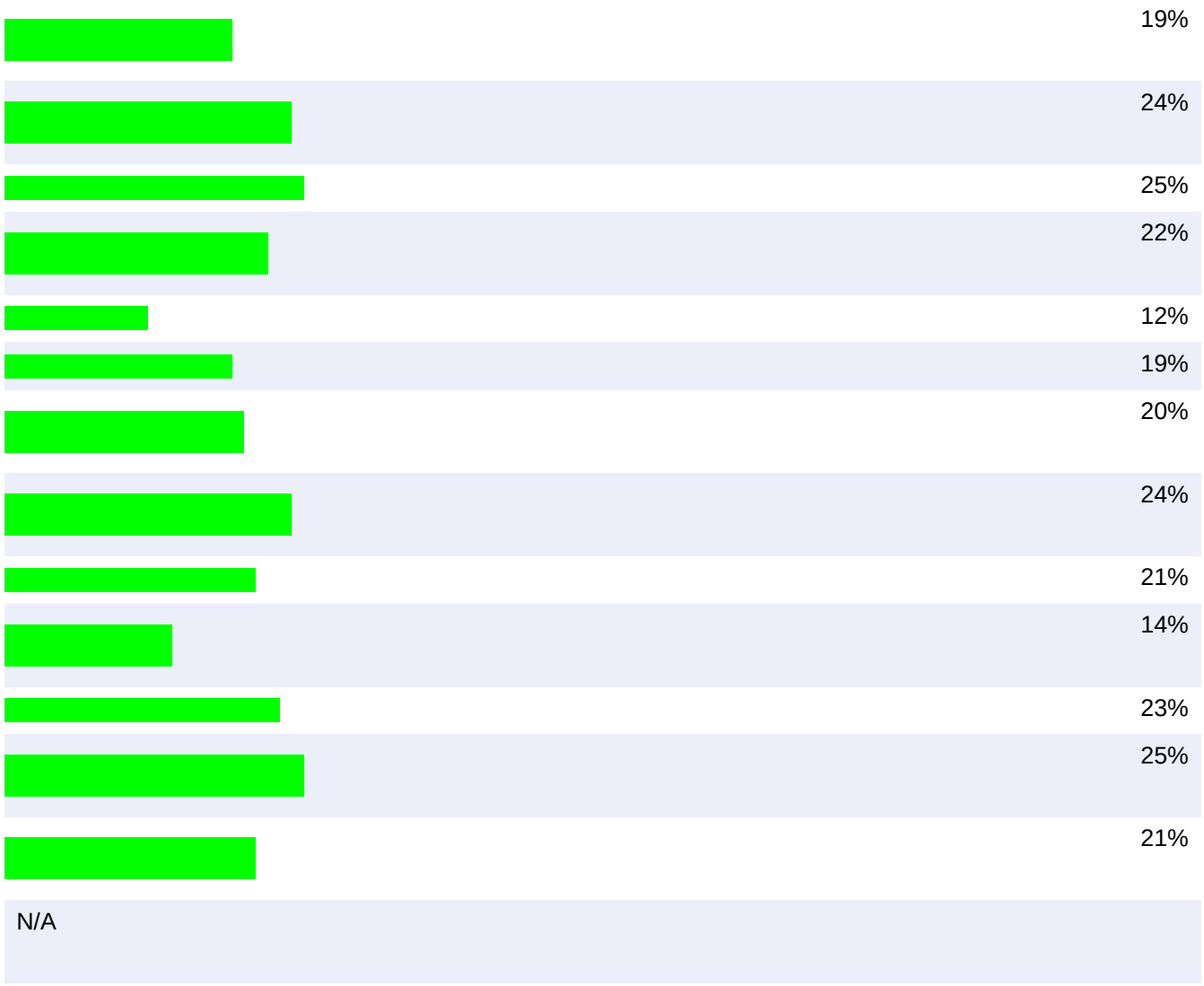

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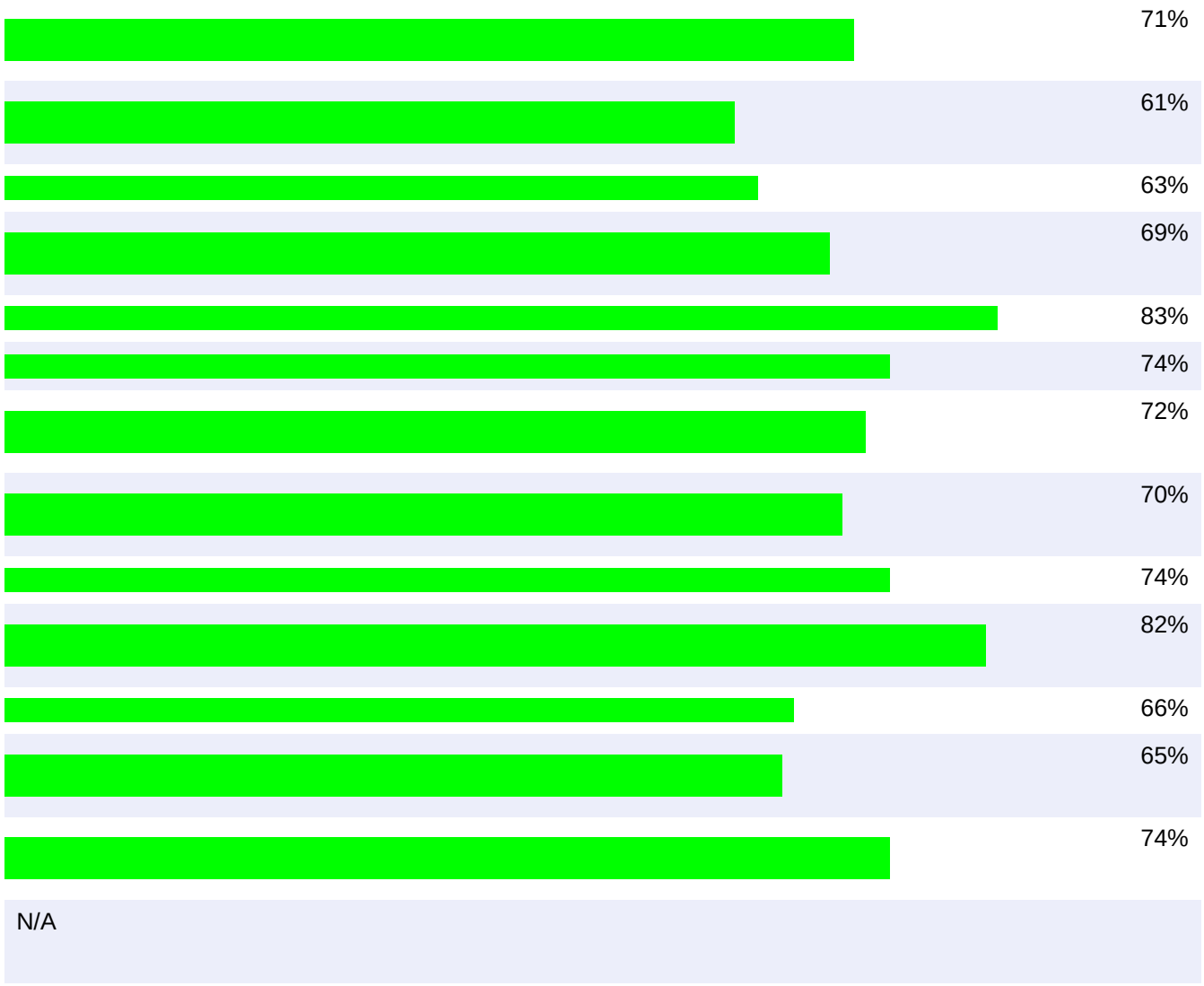

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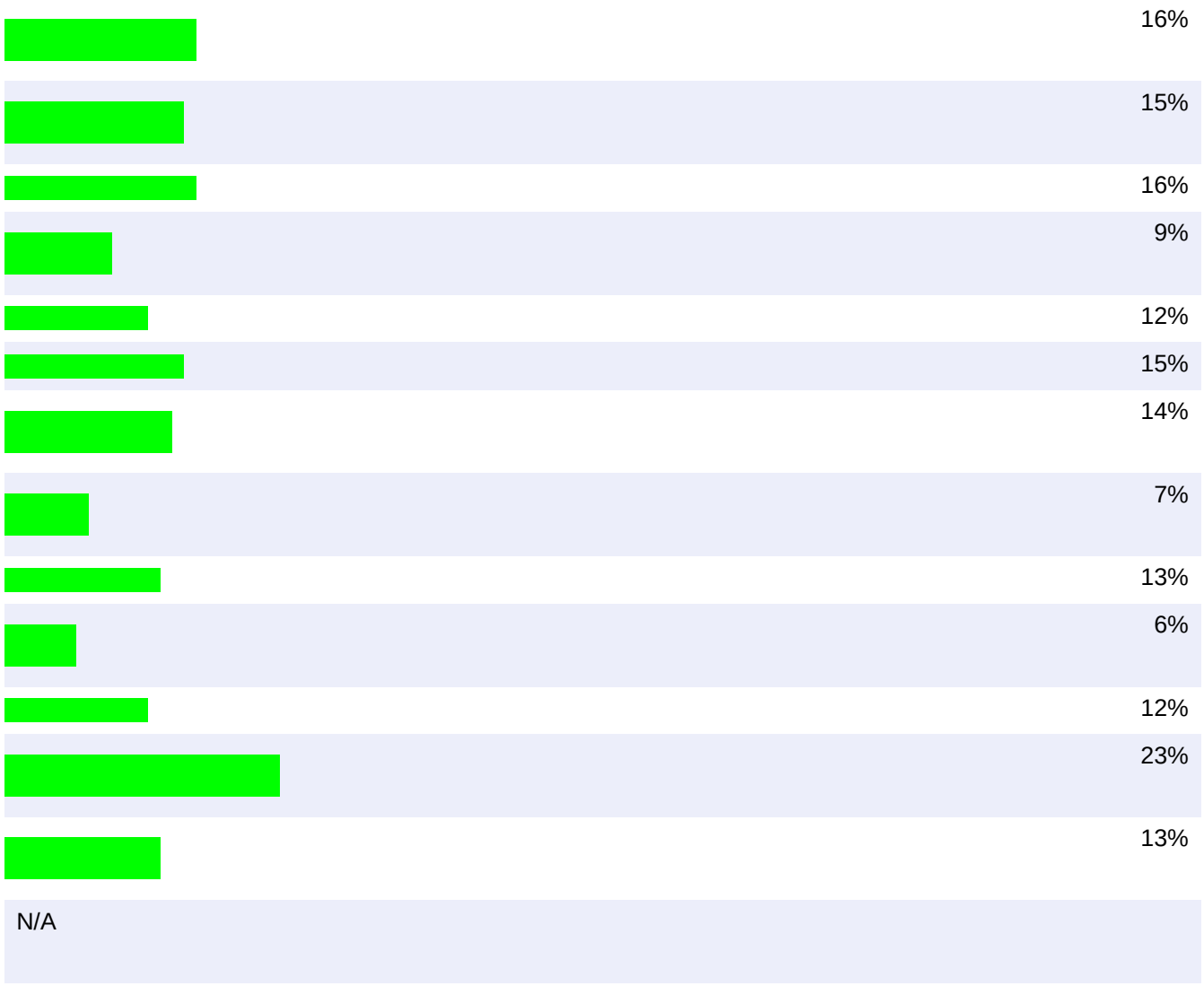

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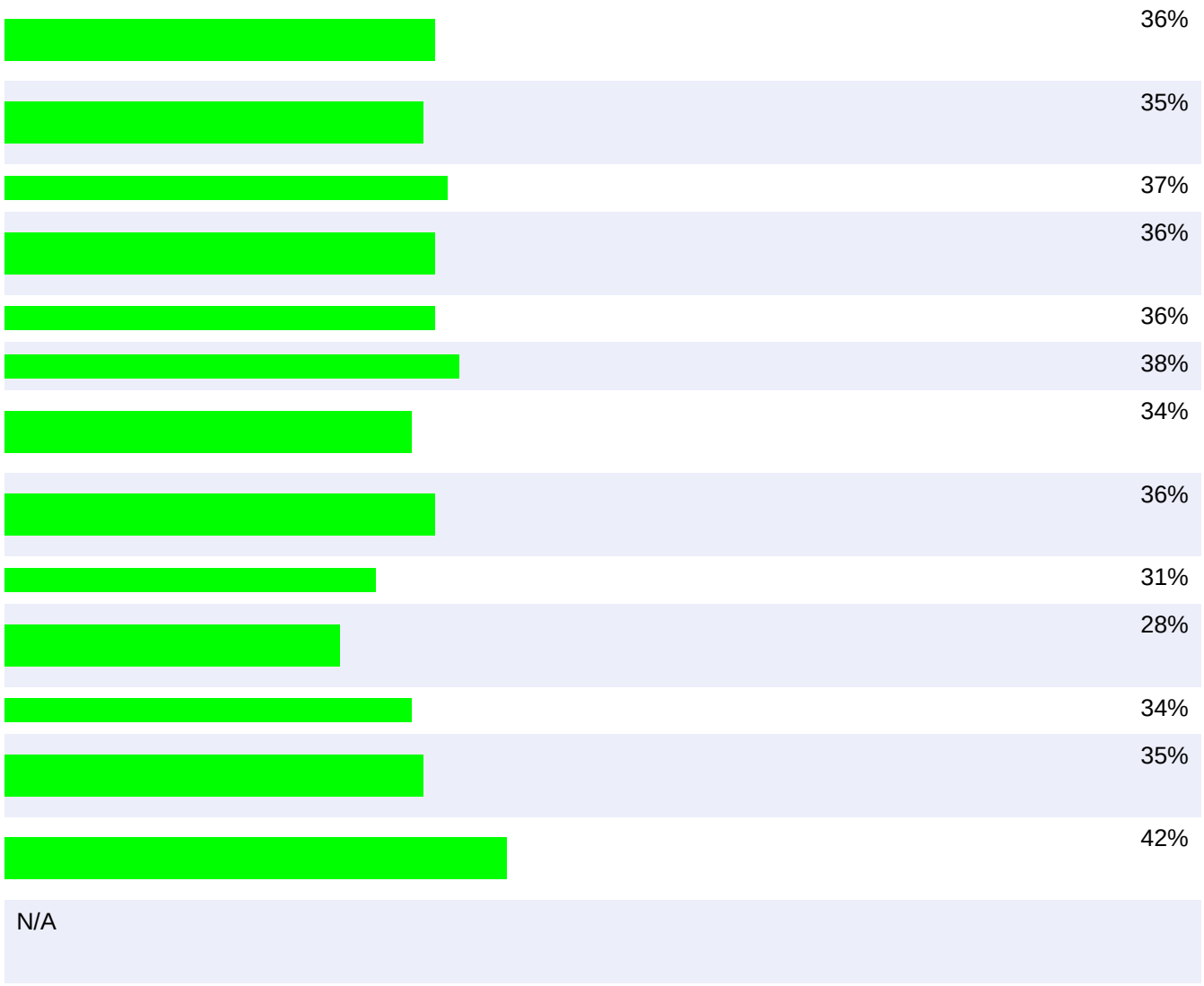

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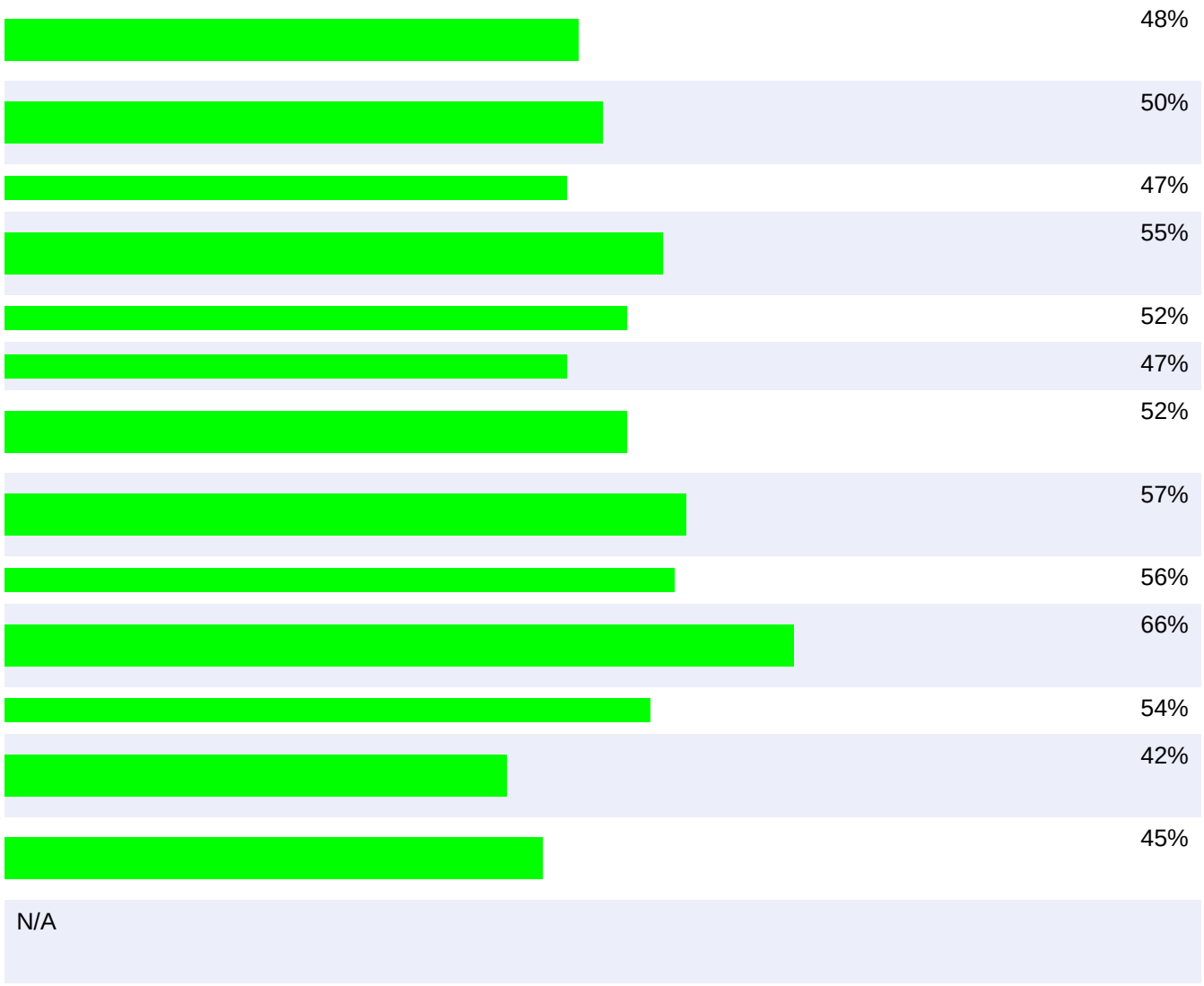

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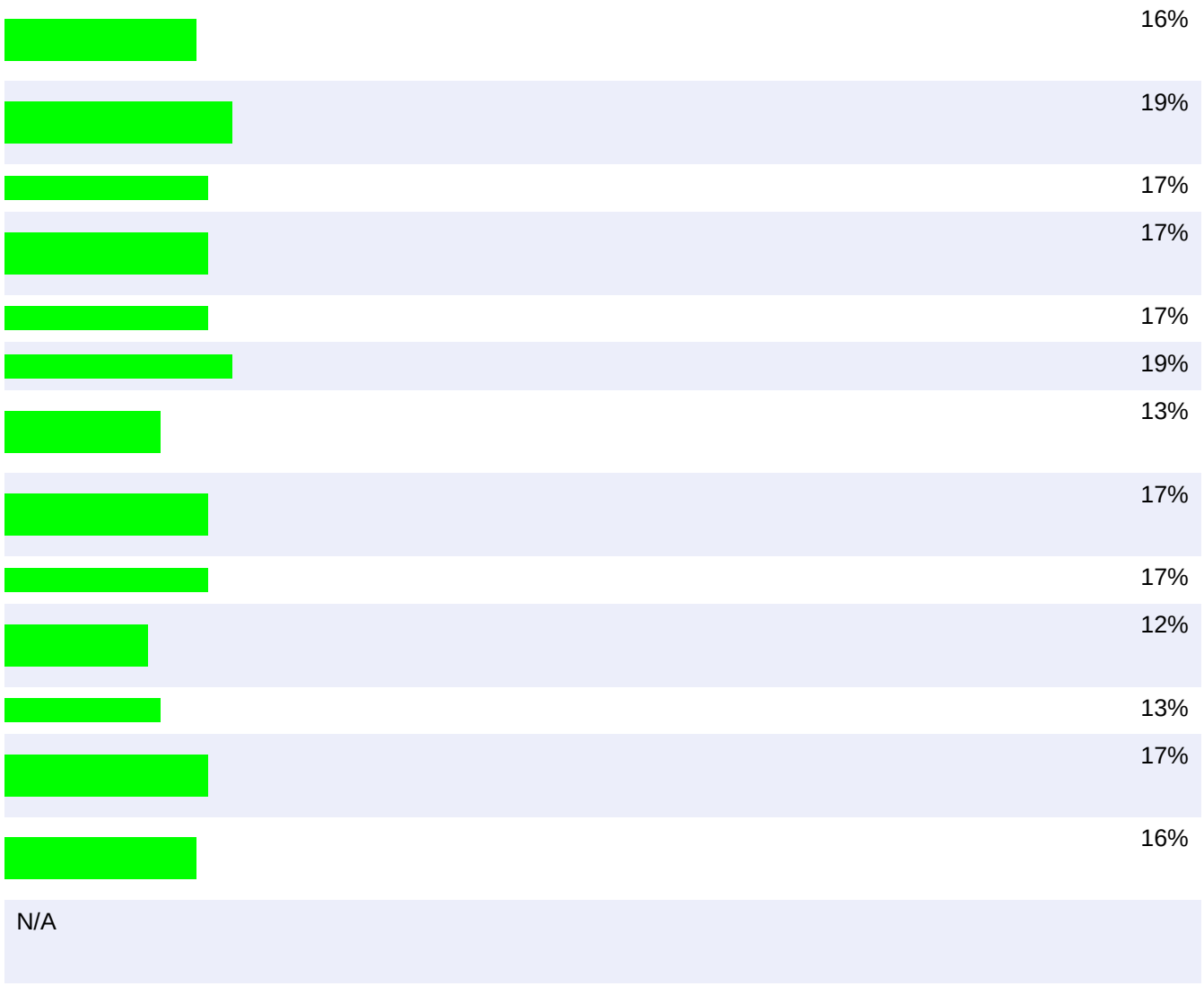

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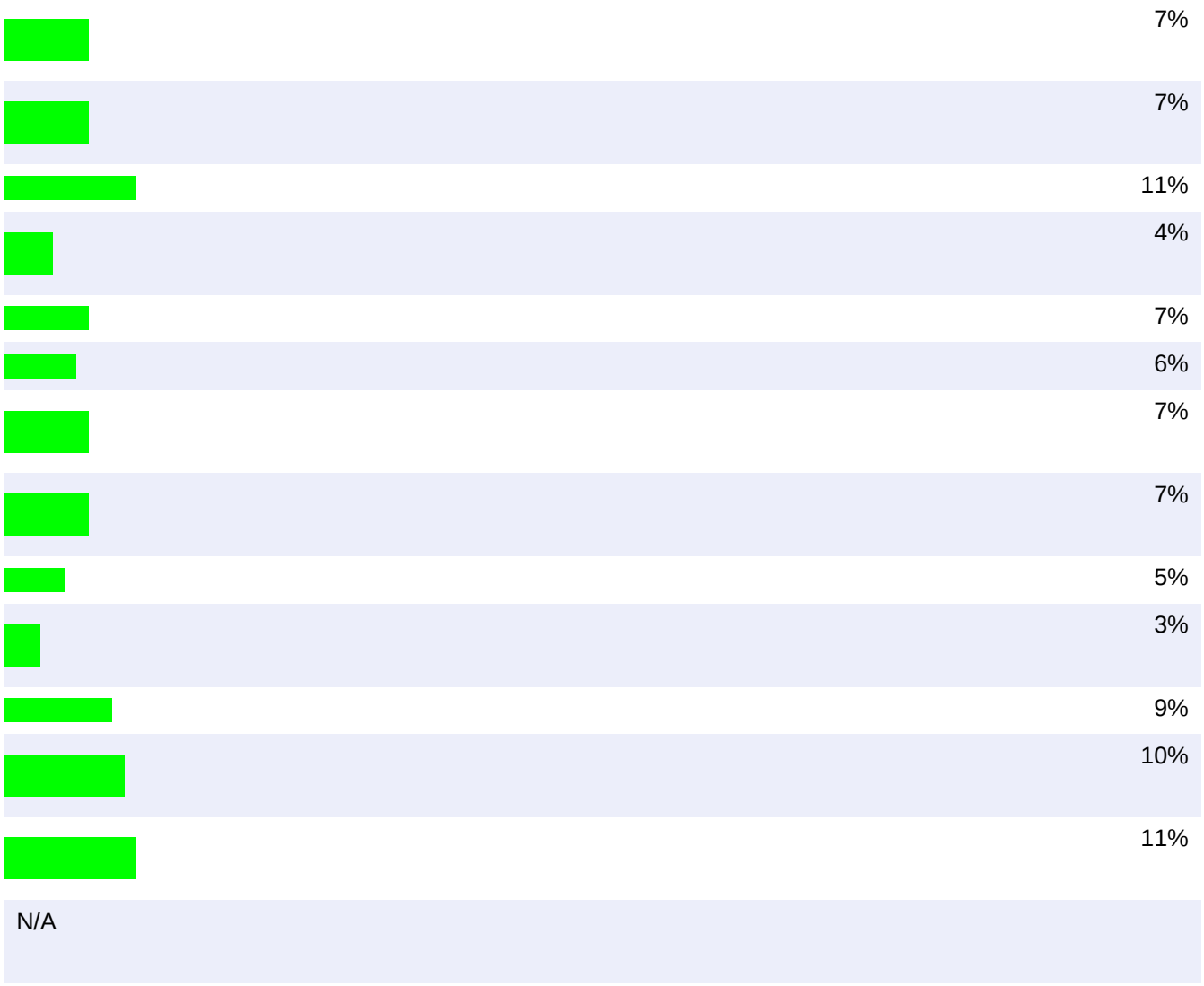

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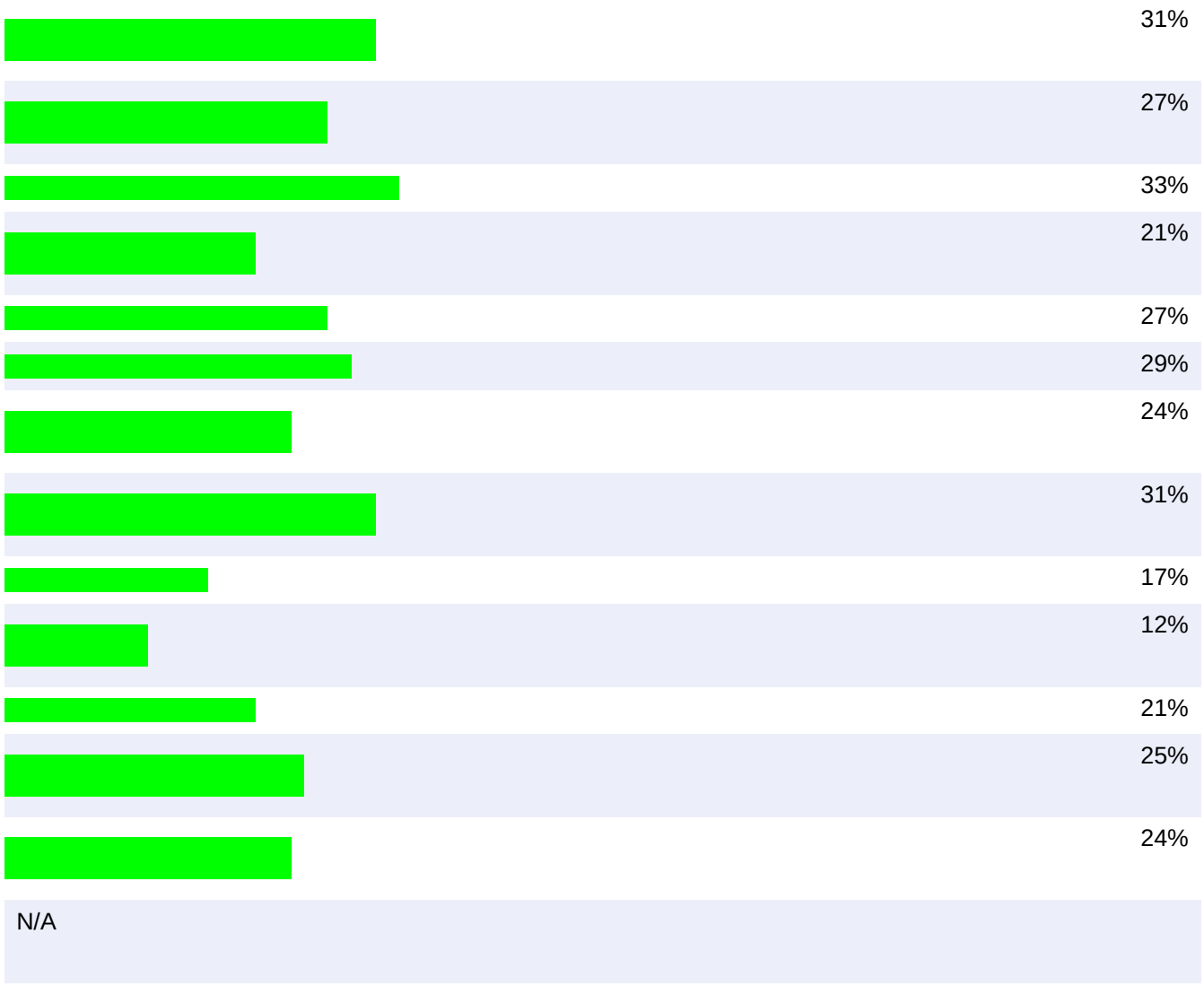

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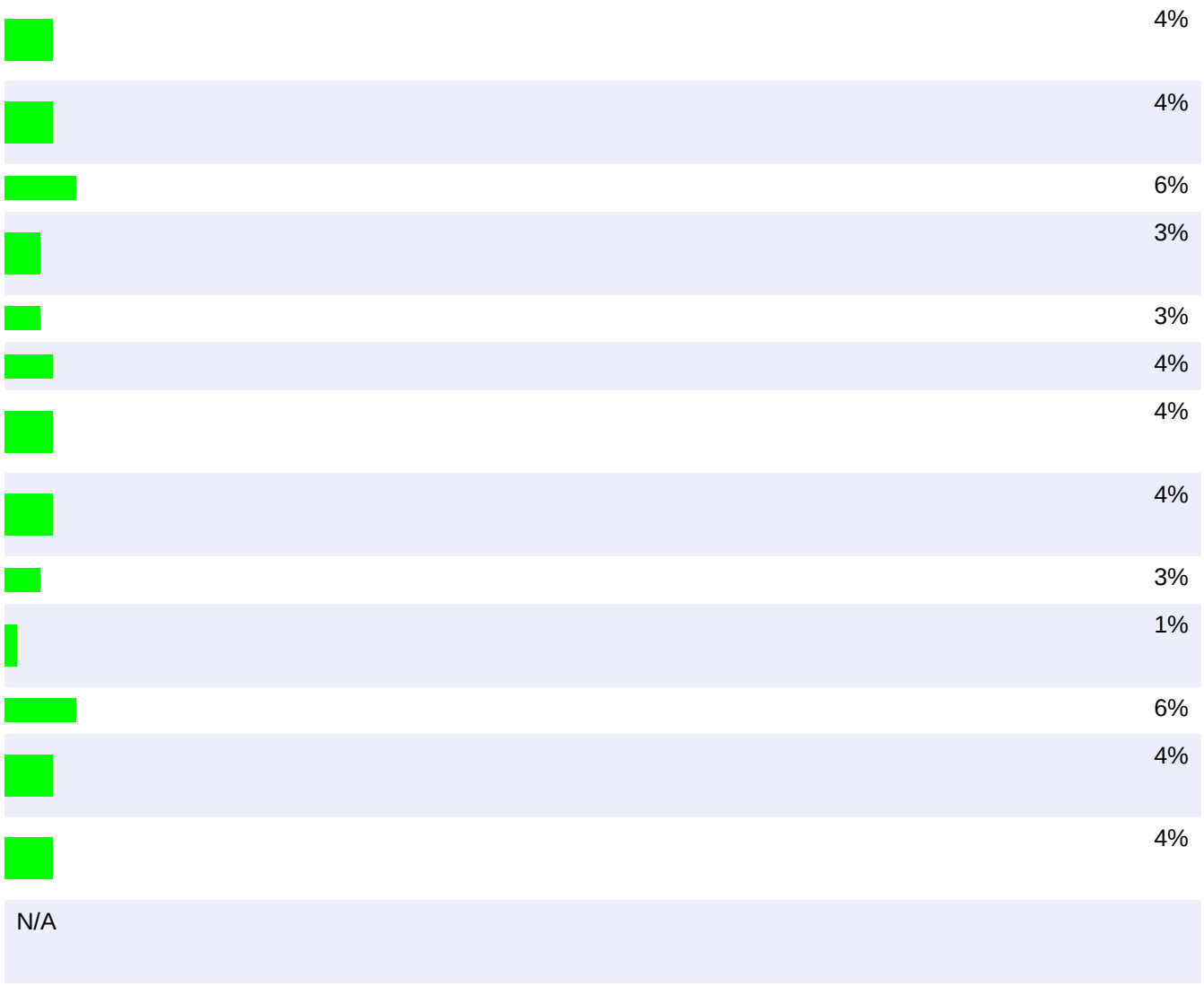

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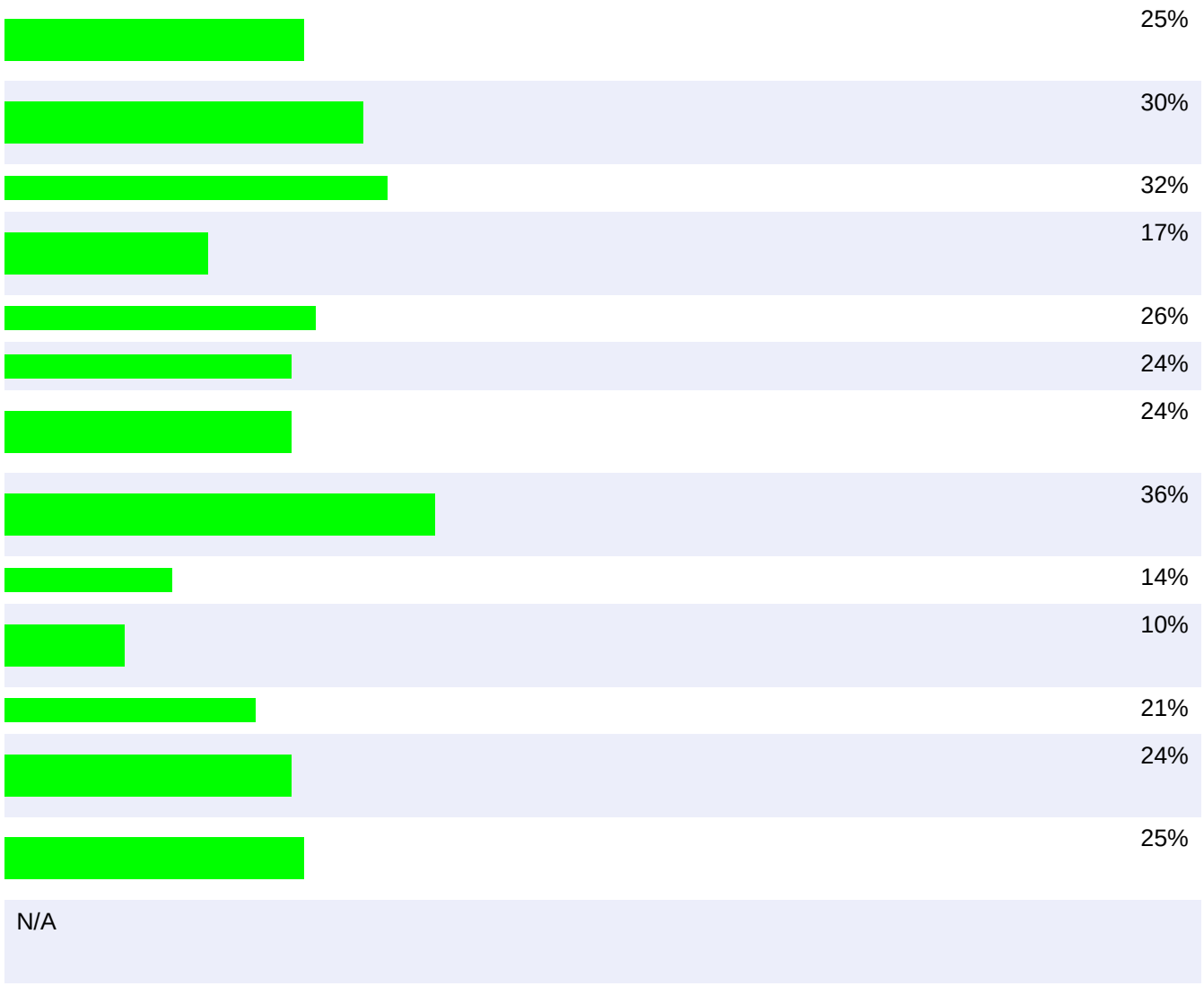


HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more
Between 100 and 299
300 or more
300 or more
Between 100 and 299
300 or more
300 or more
Between 100 and 299
300 or more
300 or more
300 or more
300 or more
300 or more
N/A

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	reporting period
36%	
28%	
32%	
44%	
27%	
38%	
31%	
34%	
36%	
45%	
32%	
40%	
36%	
N/A	Survey results are not available for this reporting period

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

501315	SKYLINE HOSPITAL	211 SKYLINE DRIVE
500002	PROVIDENCE ST MARY MEDICAL CENTER	401 W POPLAR ST
500049	WALLA WALLA GENERAL HOSPITAL	1025 S SECOND AVE
501337	LOURDES MEDICAL CENTER	520 N FOURTH AVENUE
500012	YAKIMA REGIONAL MEDICAL AND CARDIAC CENTER	110 SOUTH NINTH AVE
500036	YAKIMA VALLEY MEMORIAL HOSPITAL	2811 TIETON DRIVE
500053	KENNEWICK GENERAL HOSPITAL	900 SOUTH AUBURN STREET
501308	COULEE COMMUNITY HOSPITAL	411 FORTUYN ROAD
500016	CENTRAL WASHINGTON HOSPITAL	1201 SOUTH MILLER STREET
500148	WENATCHEE VALLEY HOSPITAL	820 NORTH CHELAN STREET
501334	LAKE CHELAN COMMUNITY HOSPITAL	503 EAST HIGHLAND
501326	PROVIDENCE MOUNT CARMEL HOSPITAL	982 EAST COLUMBIA
501305	LINCOLN HOSPITAL	10 NICHOLS STREET
501332	TRI-STATE MEMORIAL HOSPITAL	1221 HIGHLAND AVENUE

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

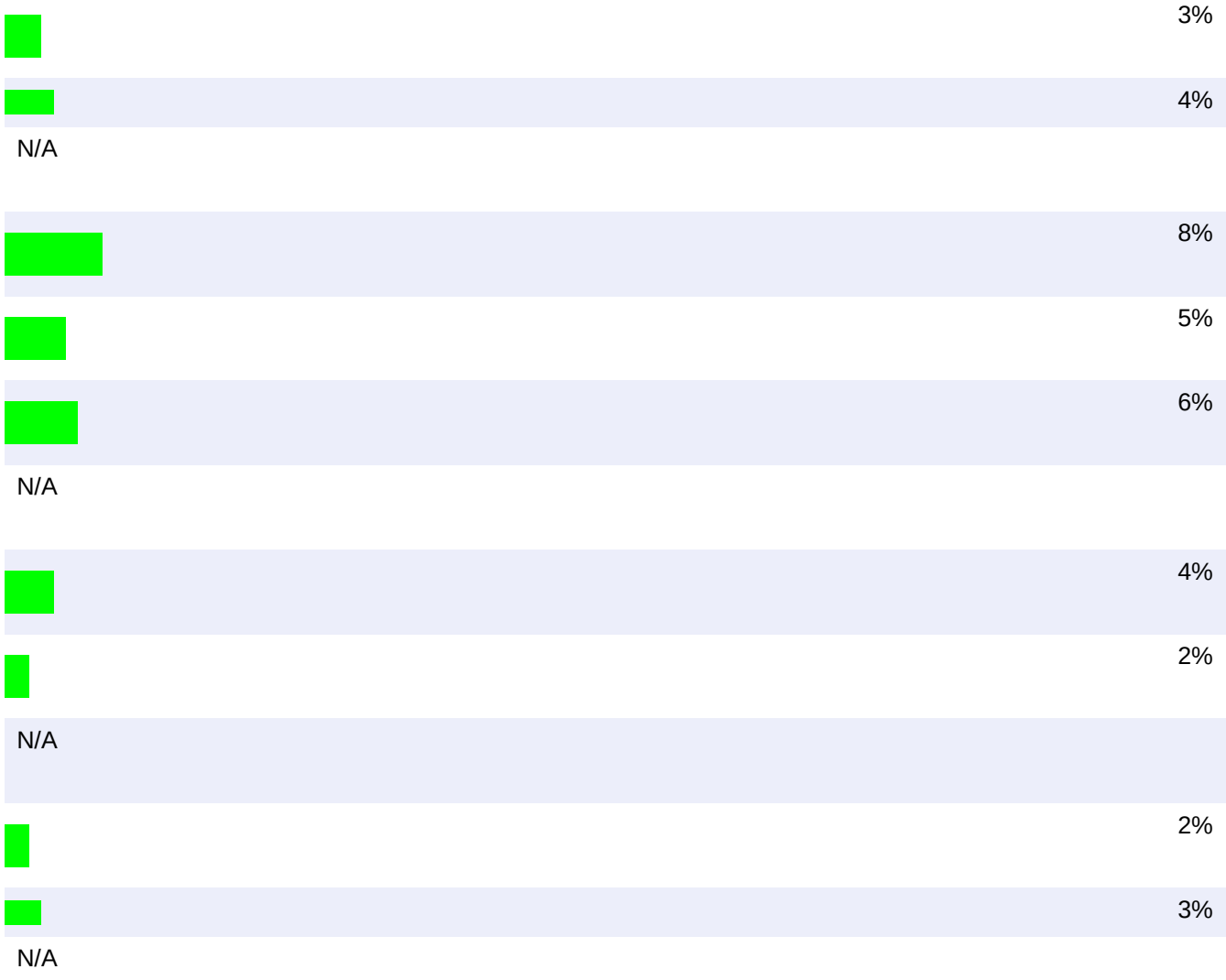
	WHITE SALMON	WA
	WALLA WALLA	WA
	WALLA WALLA	WA
	PASCO	WA
	YAKIMA	WA
	YAKIMA	WA
	KENNEWICK	WA
	GRAND COULEE	WA
	WENATCHEE	WA
	WENATCHEE	WA
	CHELAN	WA
	COLVILLE	WA
	DAVENPORT	WA
	CLARKSTON	WA

98672	KLICKITAT	5094911101
99362	WALLA WALLA	5095225900
99362	WALLA WALLA	5095250480
99301	FRANKLIN	5095462278
98902	YAKIMA	5095755102
98902	YAKIMA	5095758000
99336	BENTON	5095866111
99133	GRANT	5096331753
98807	CHELAN	5096621511
98801	CHELAN	5096638711
98816	CHELAN	5096823300
99114	STEVENS	5096842561
99122	LINCOLN	5097257101
99403	ASOTIN	5097585511

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A



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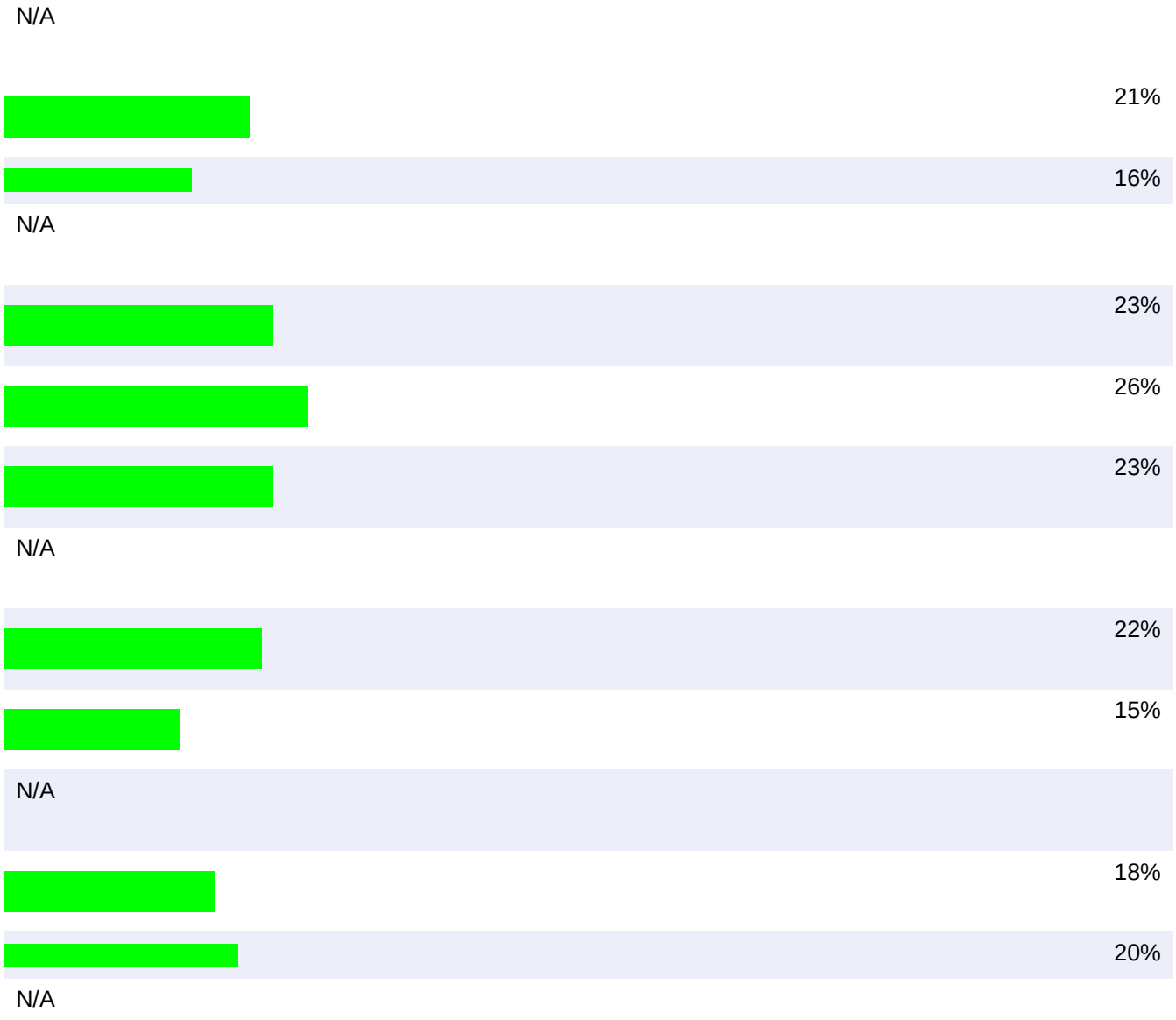

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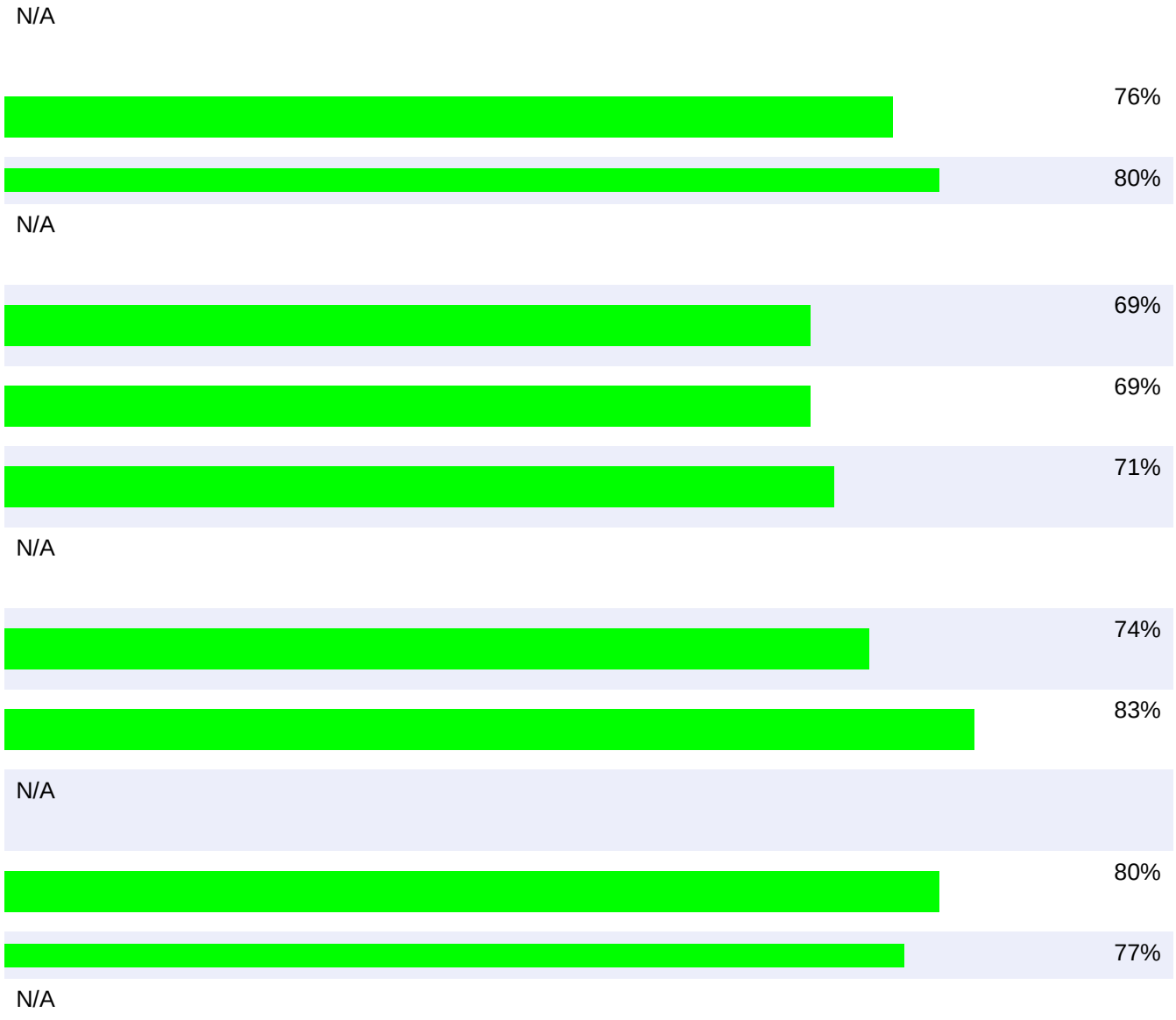

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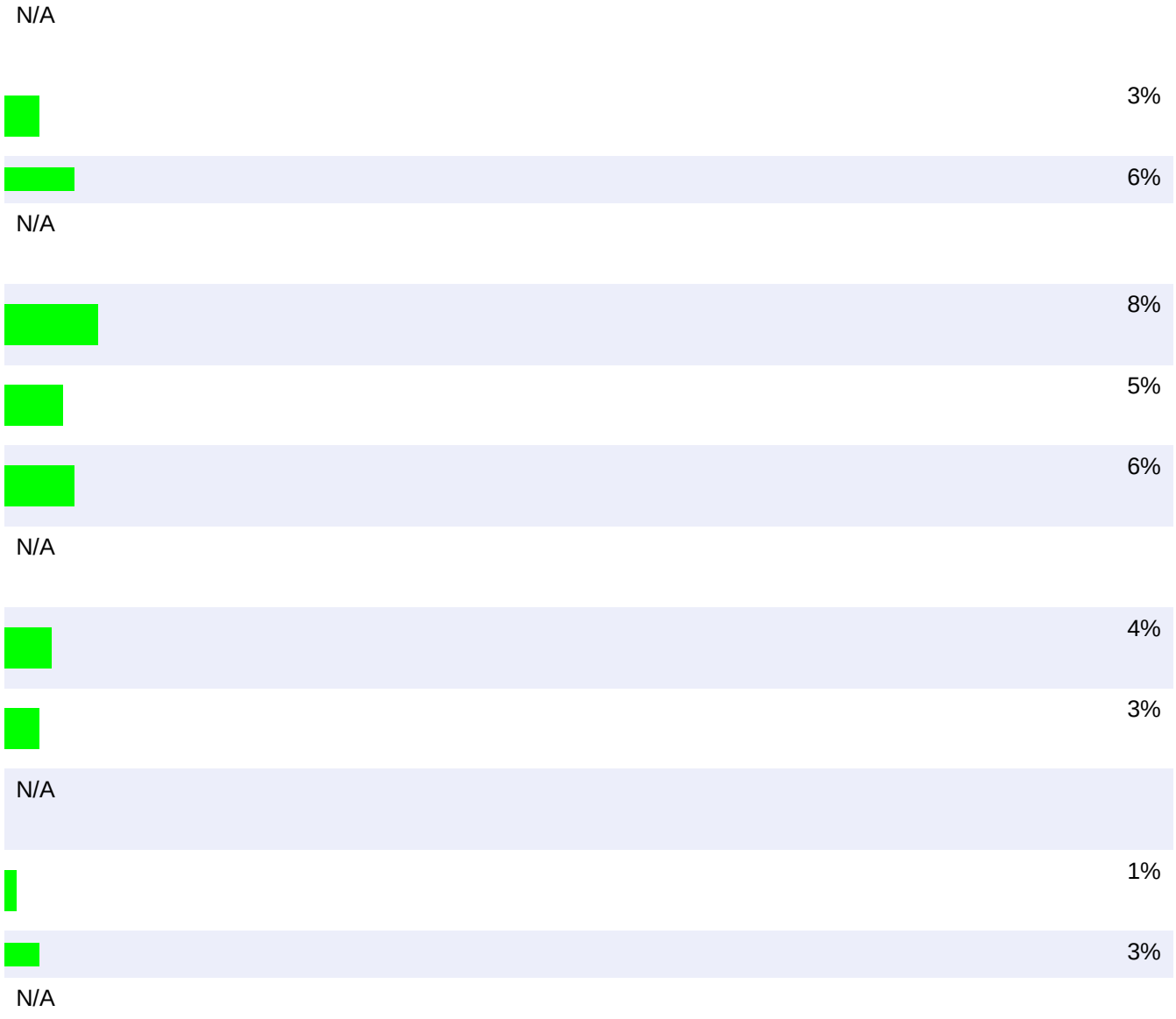

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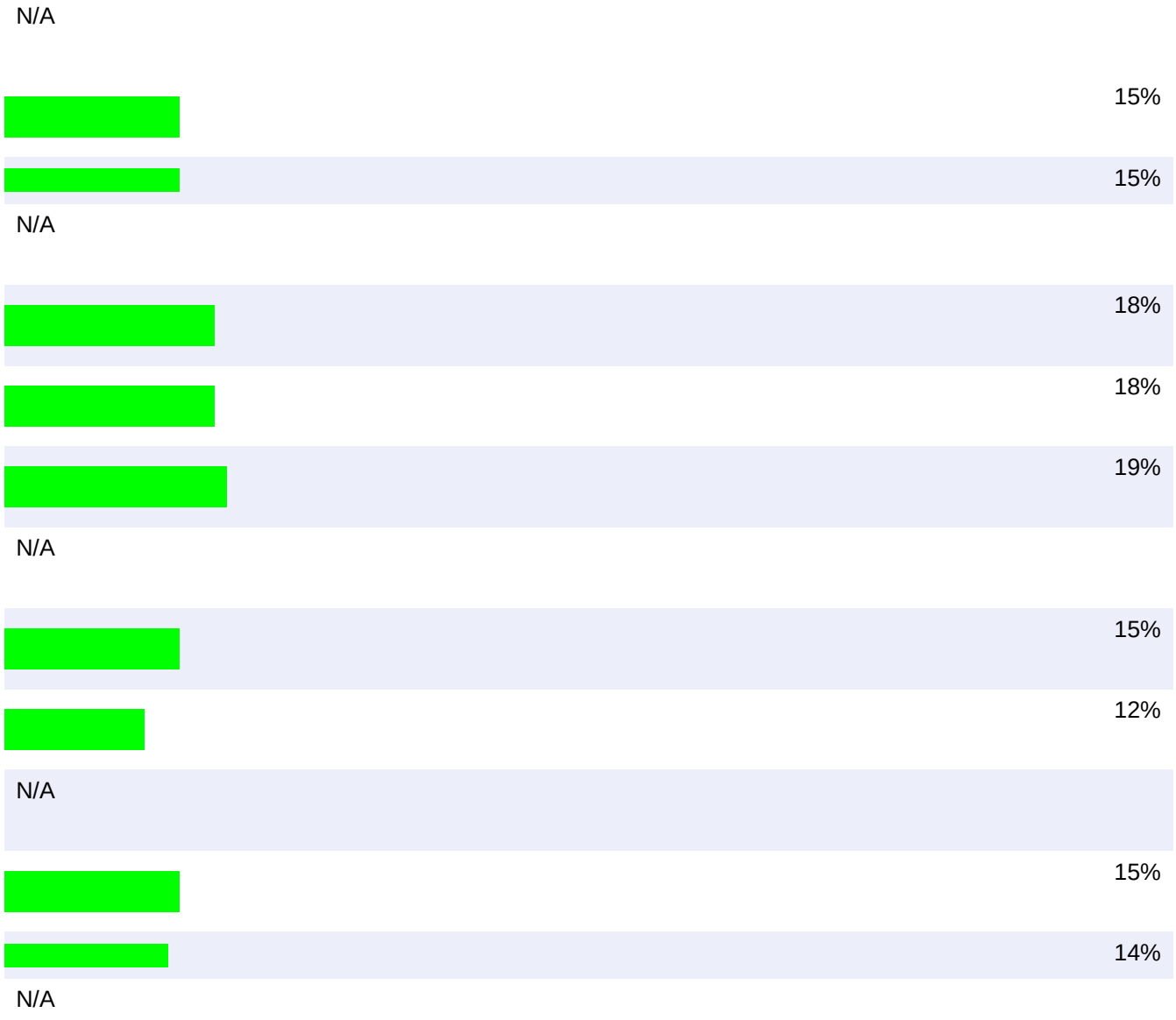

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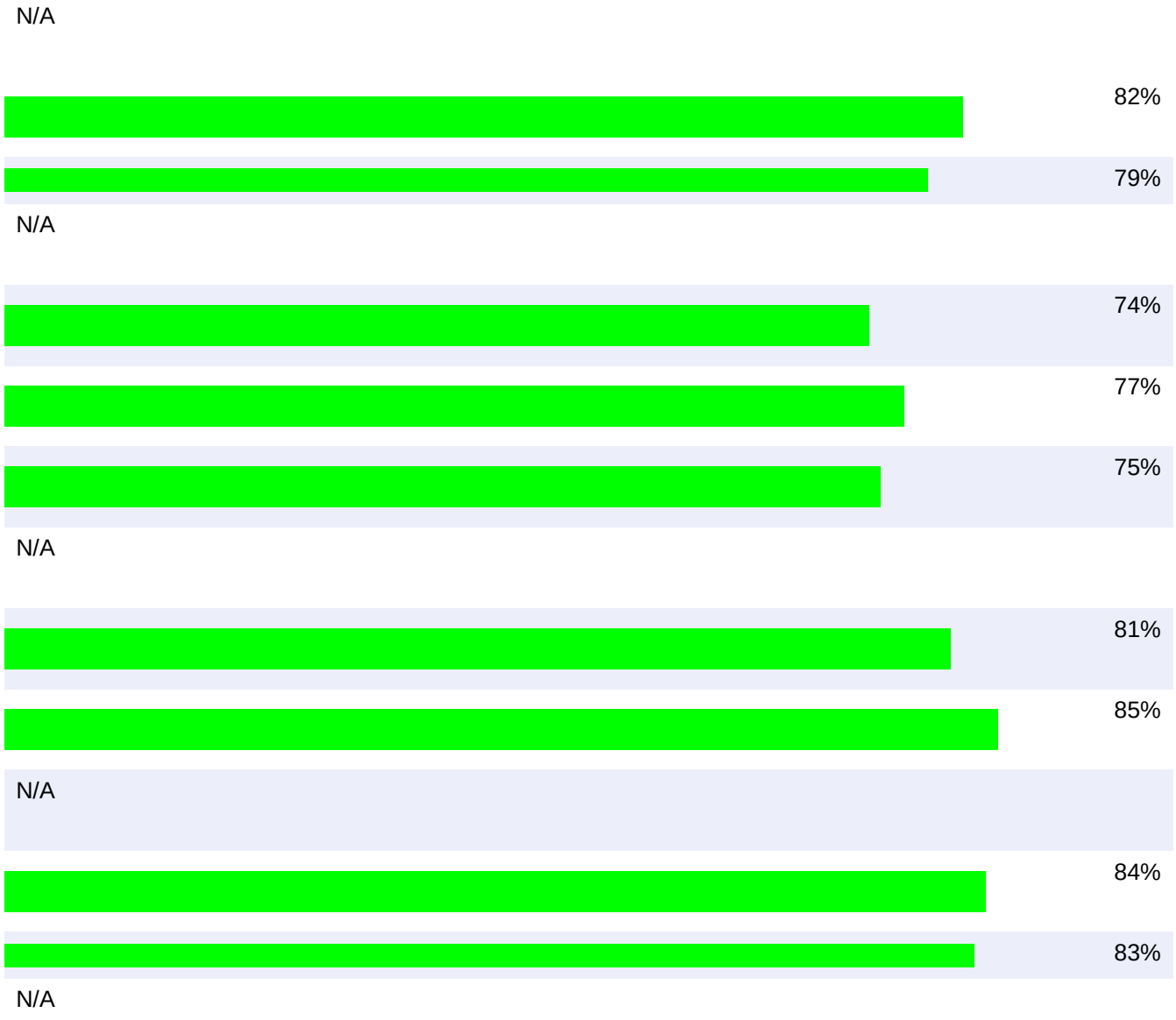

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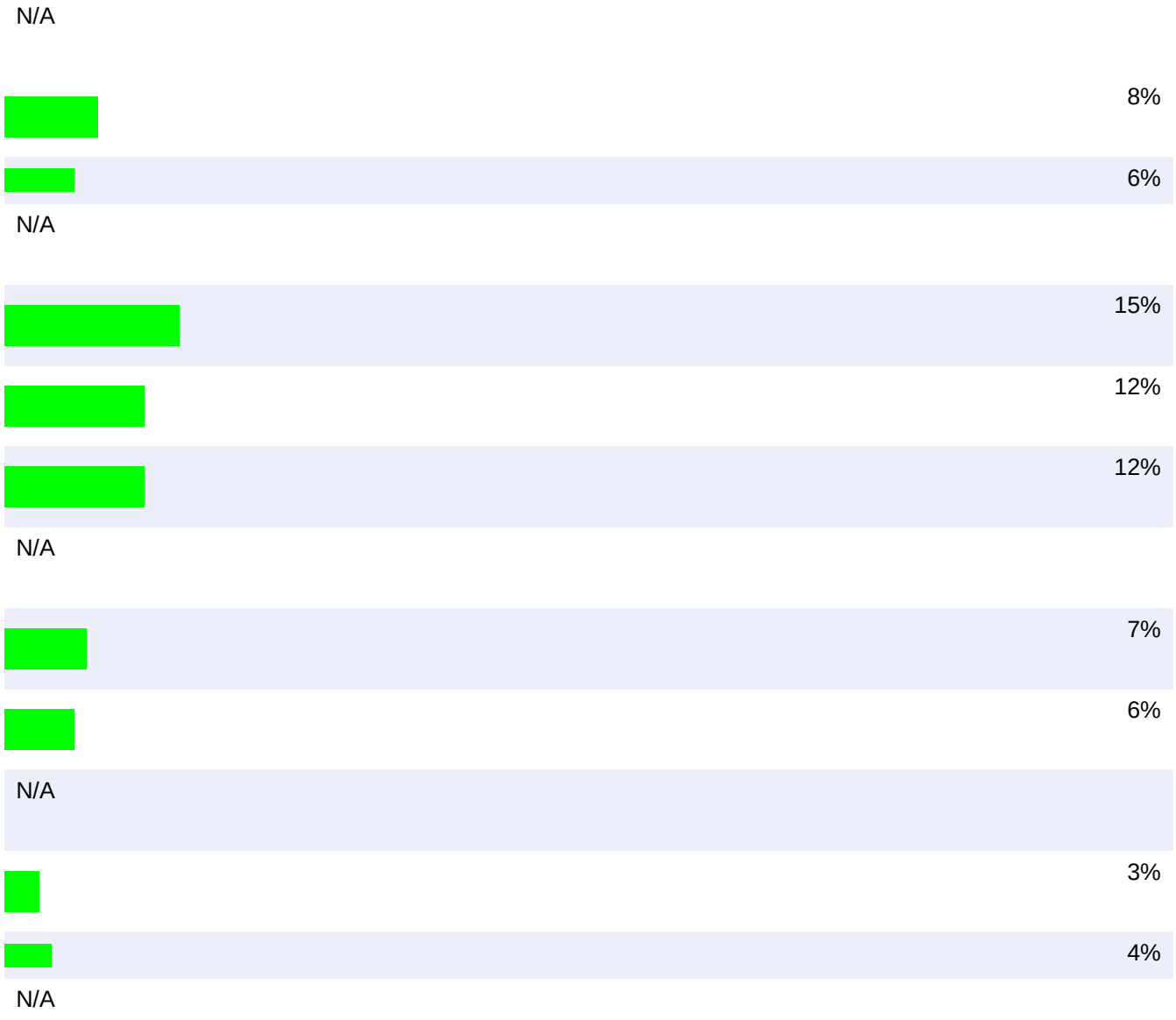

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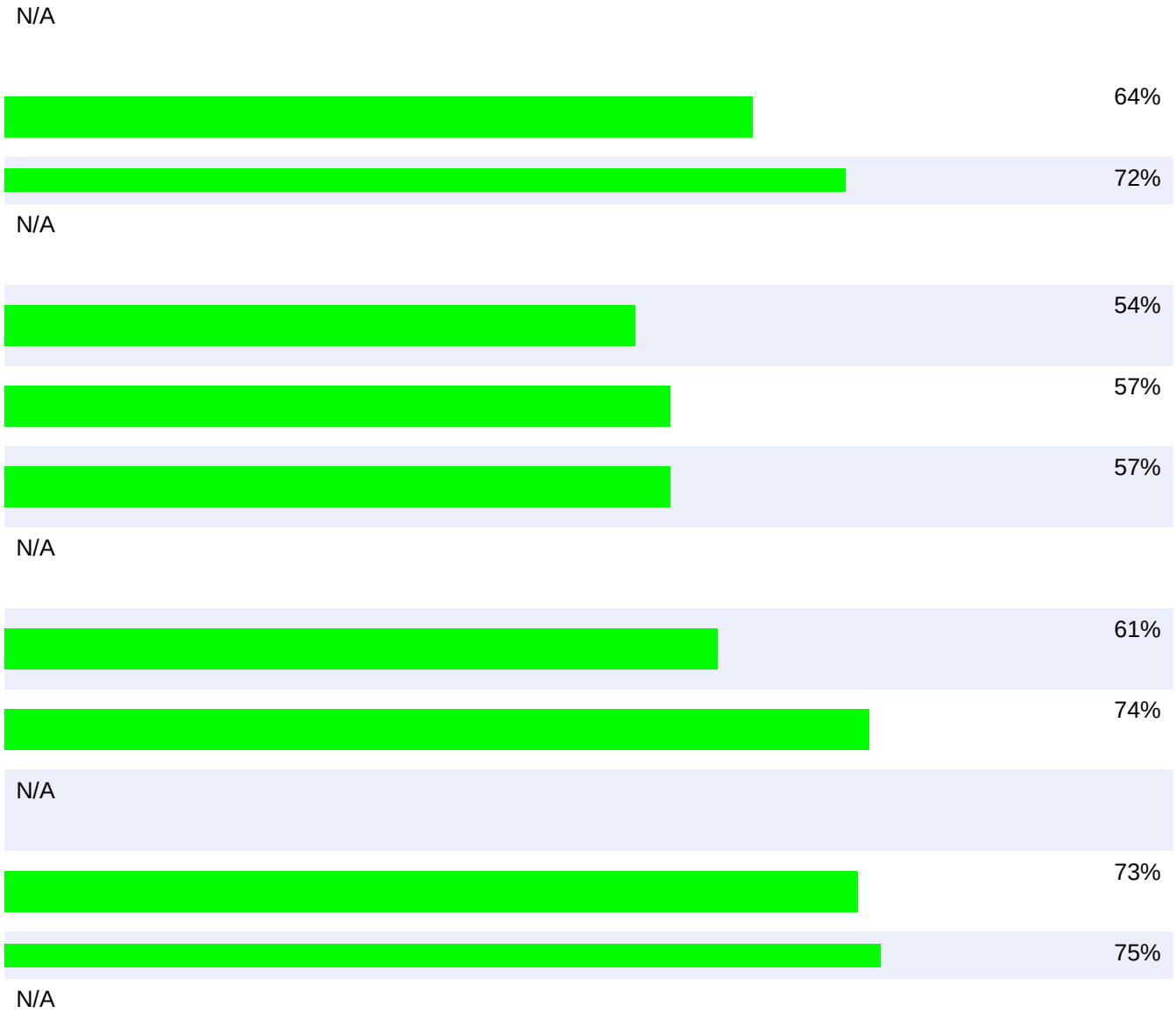

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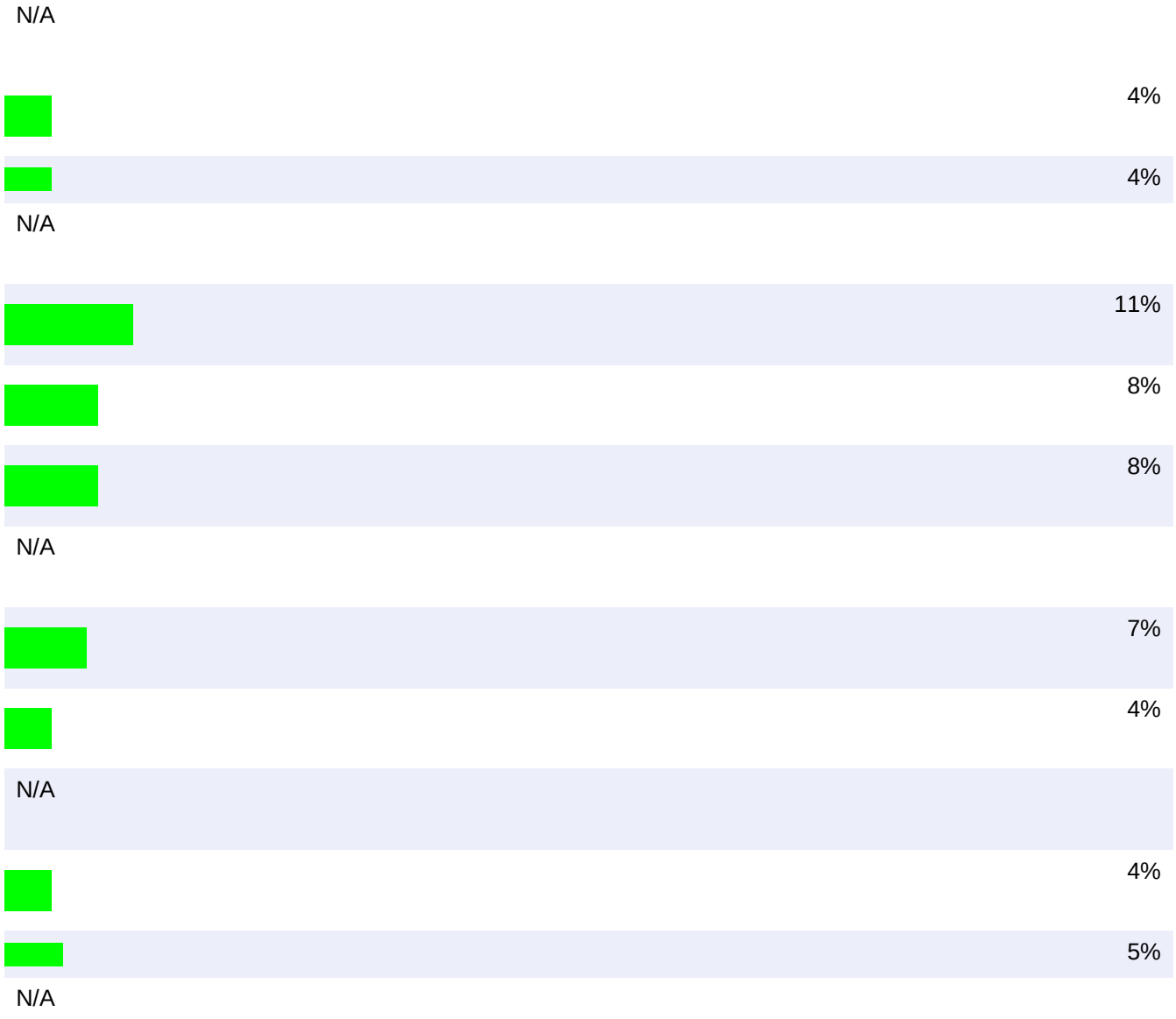

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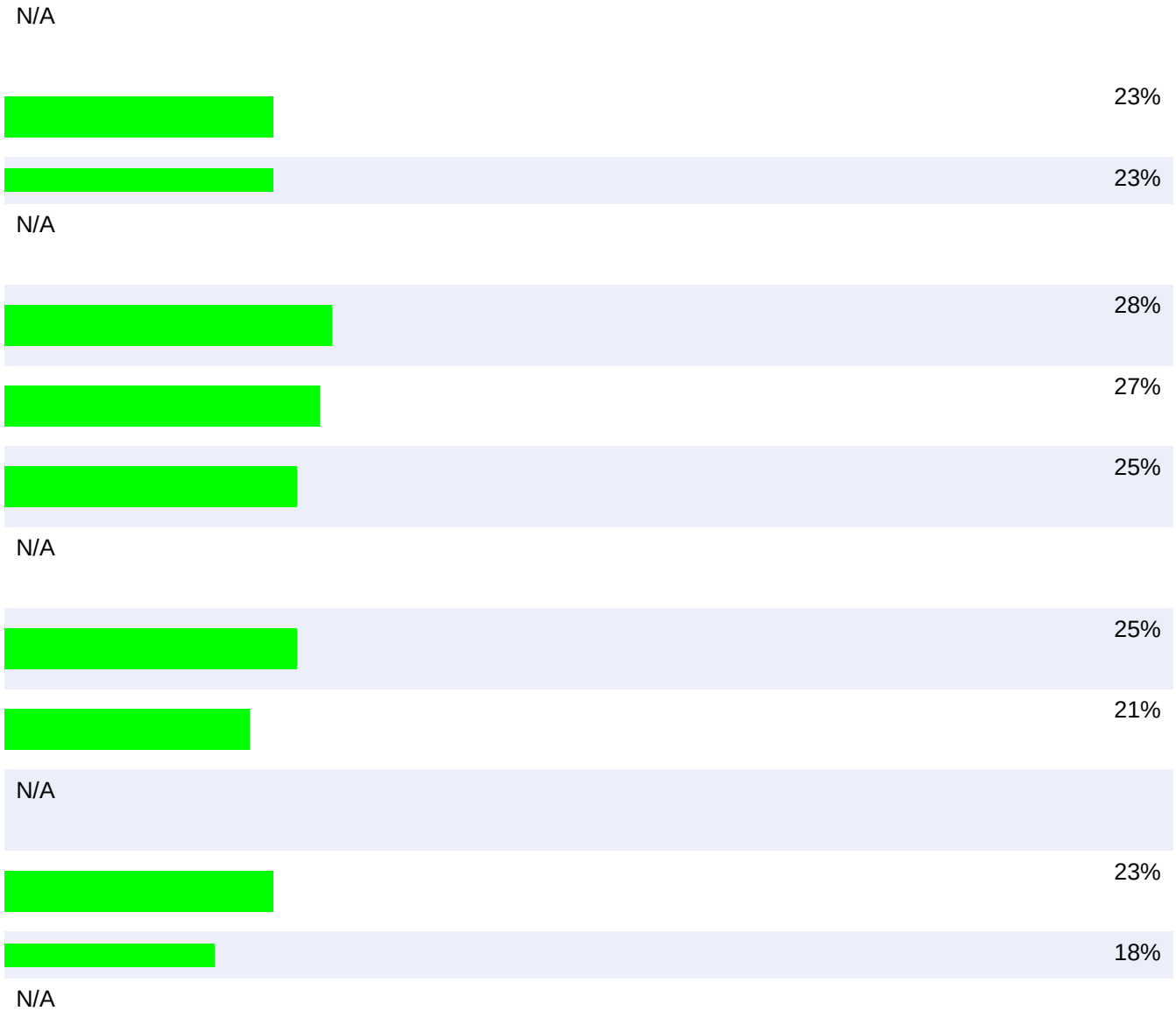

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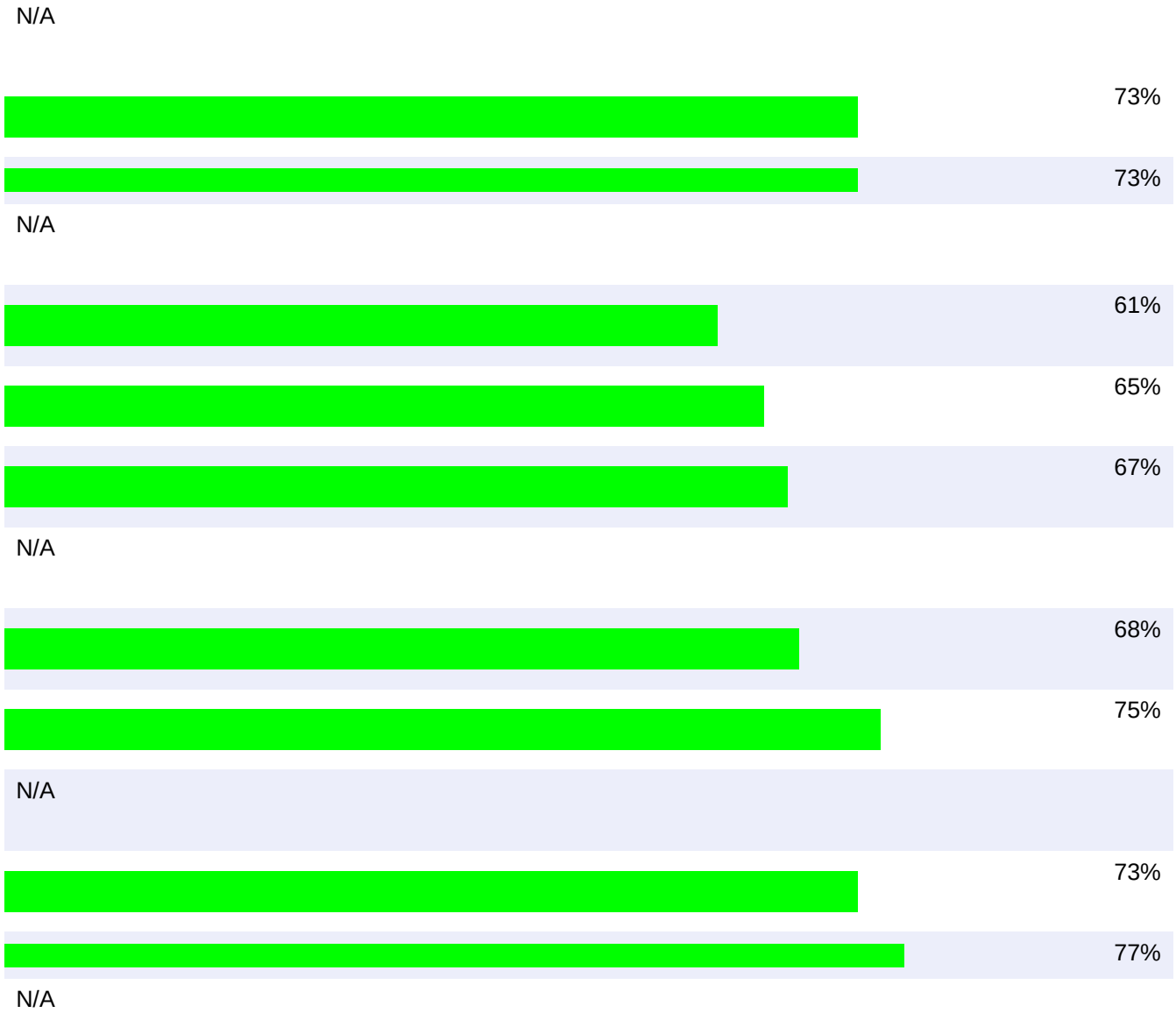

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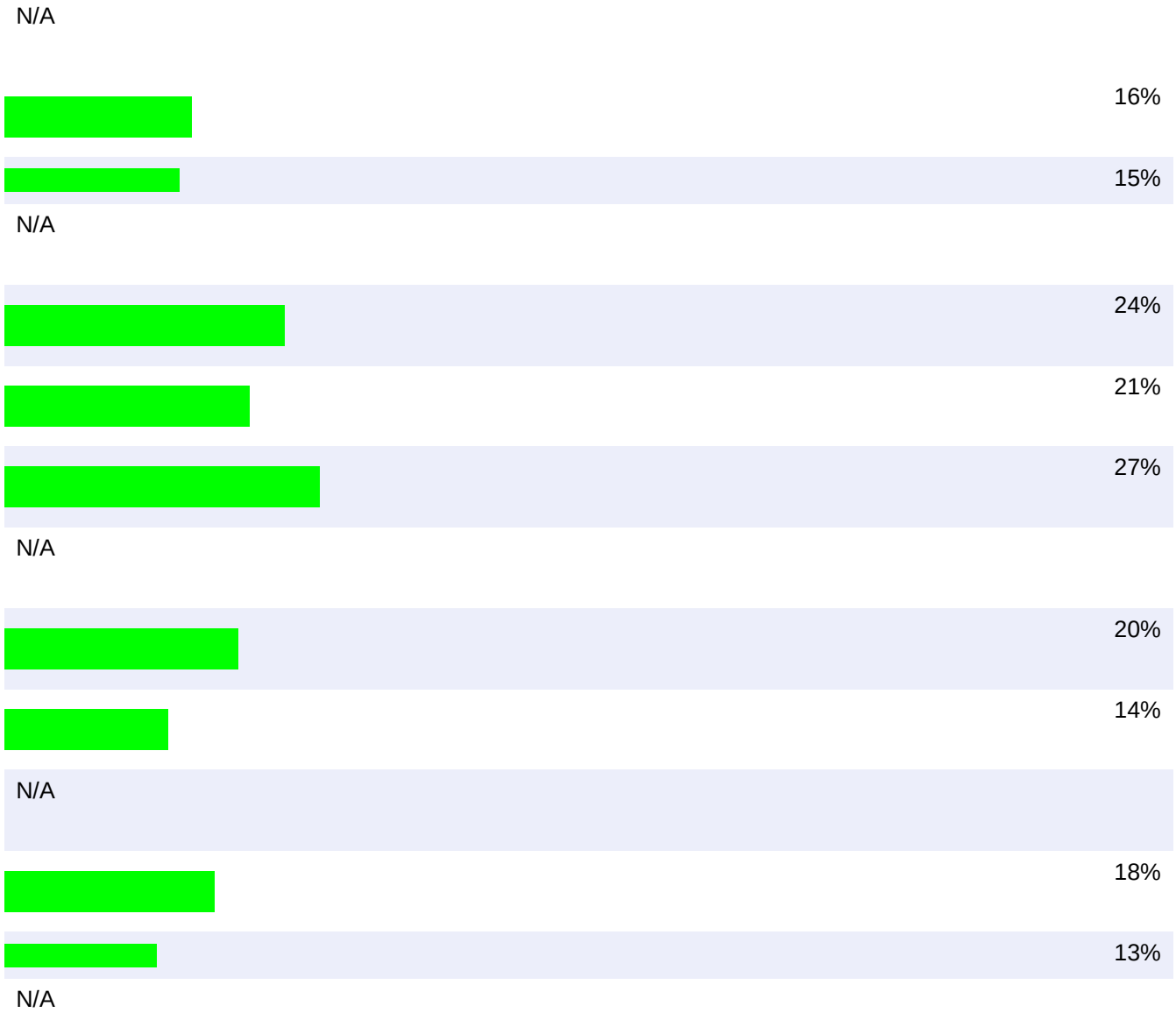
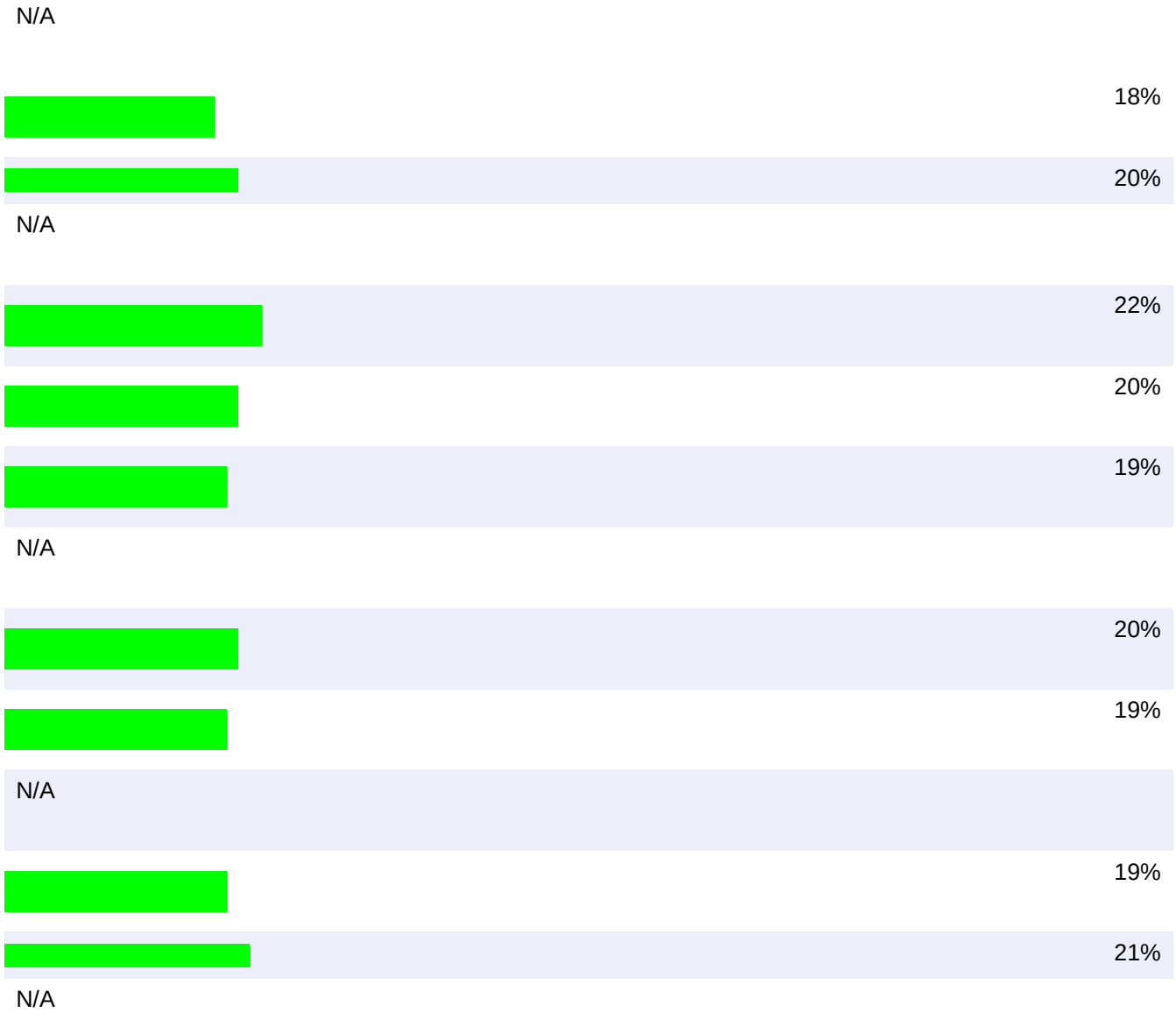


HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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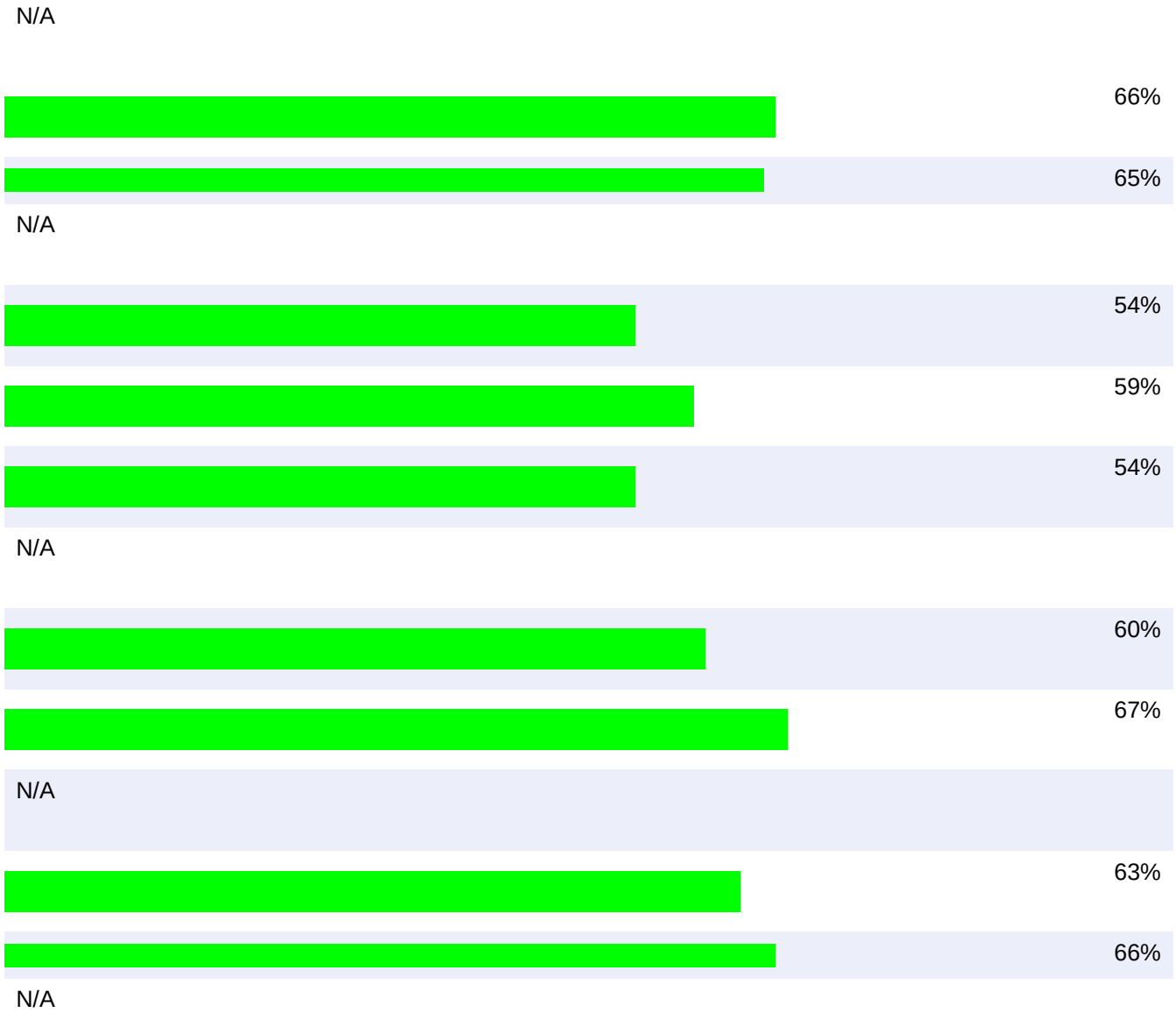
Based on Survey of Patients' Hospital Experiences (HCAHPS)



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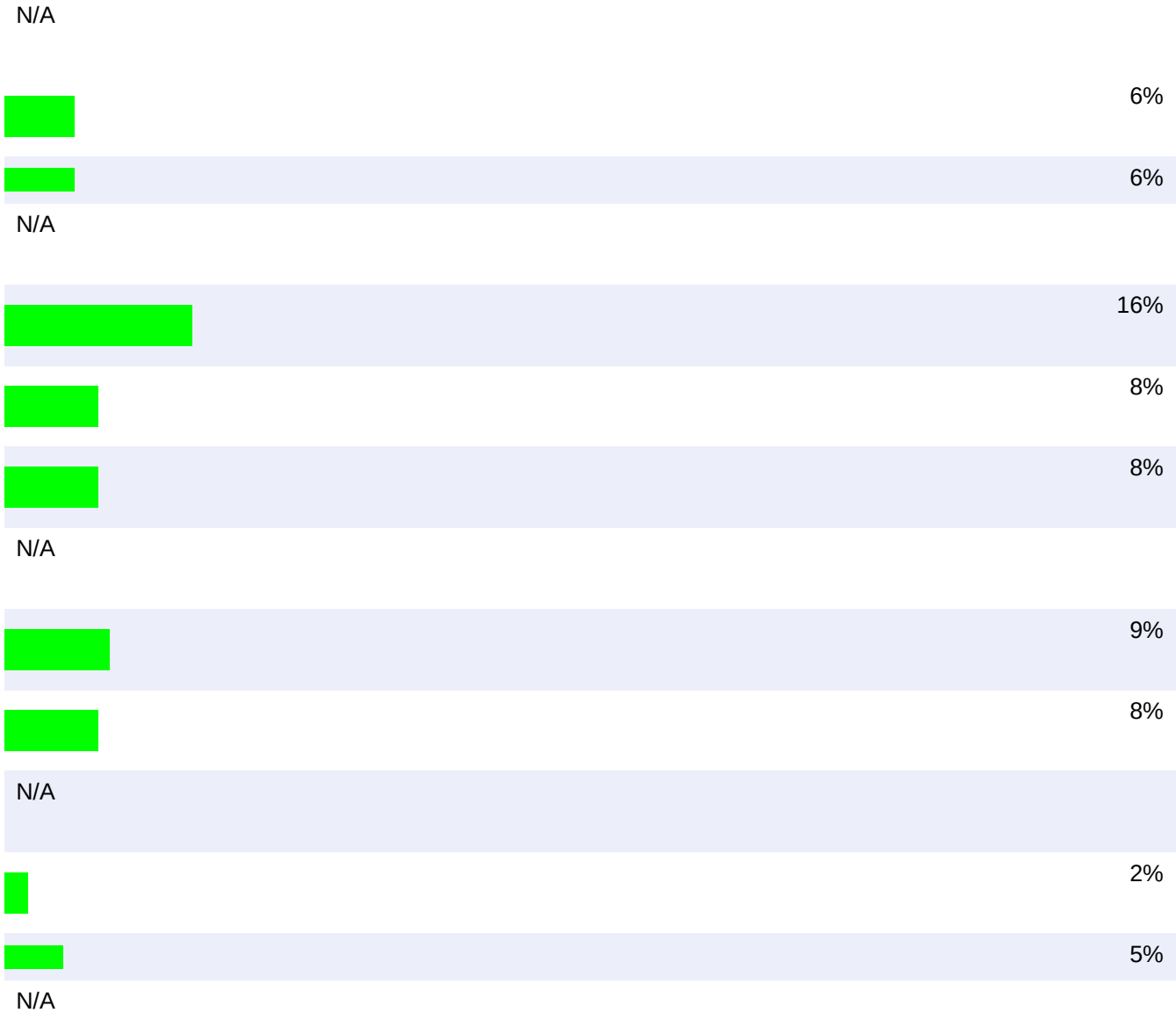

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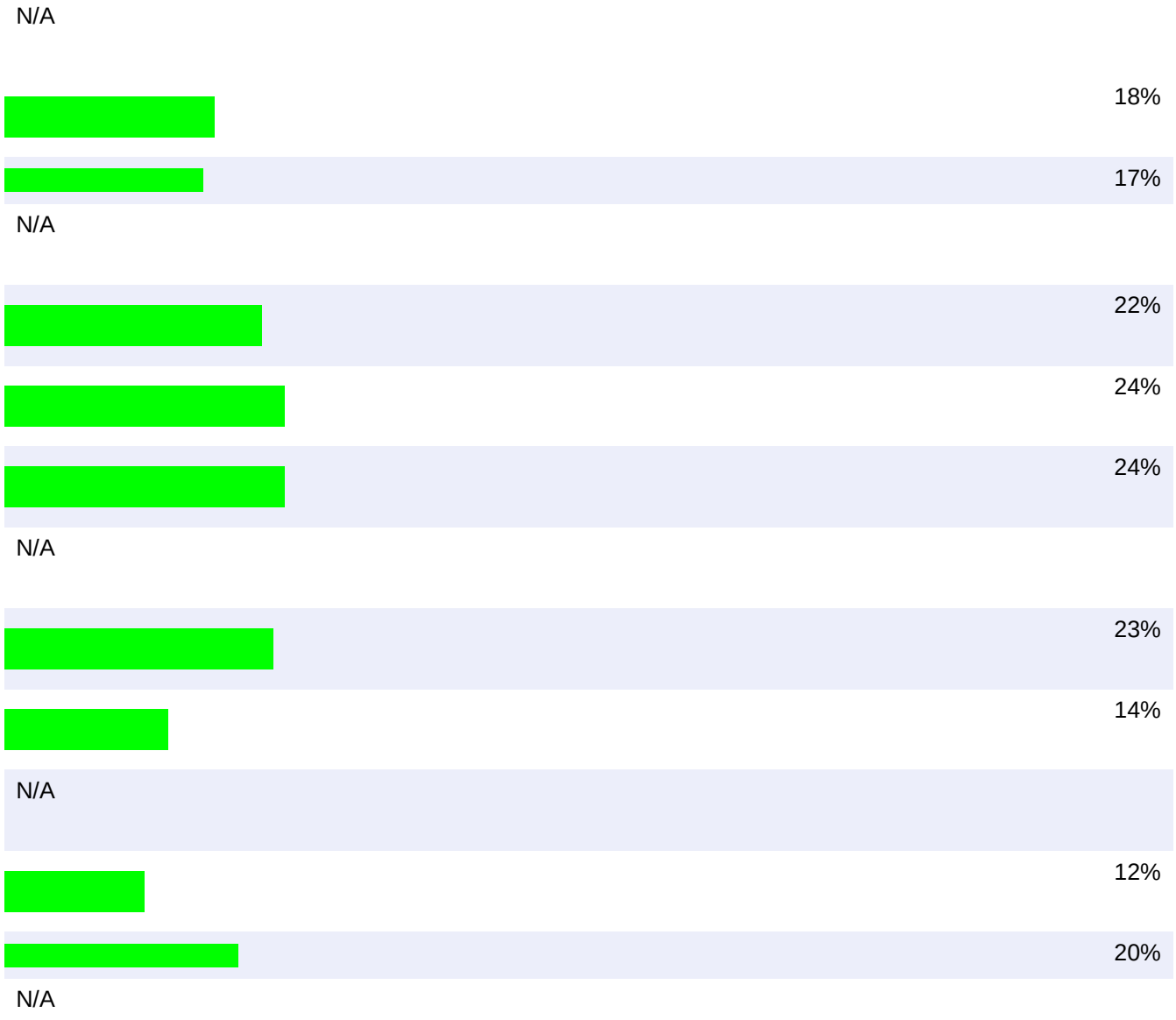

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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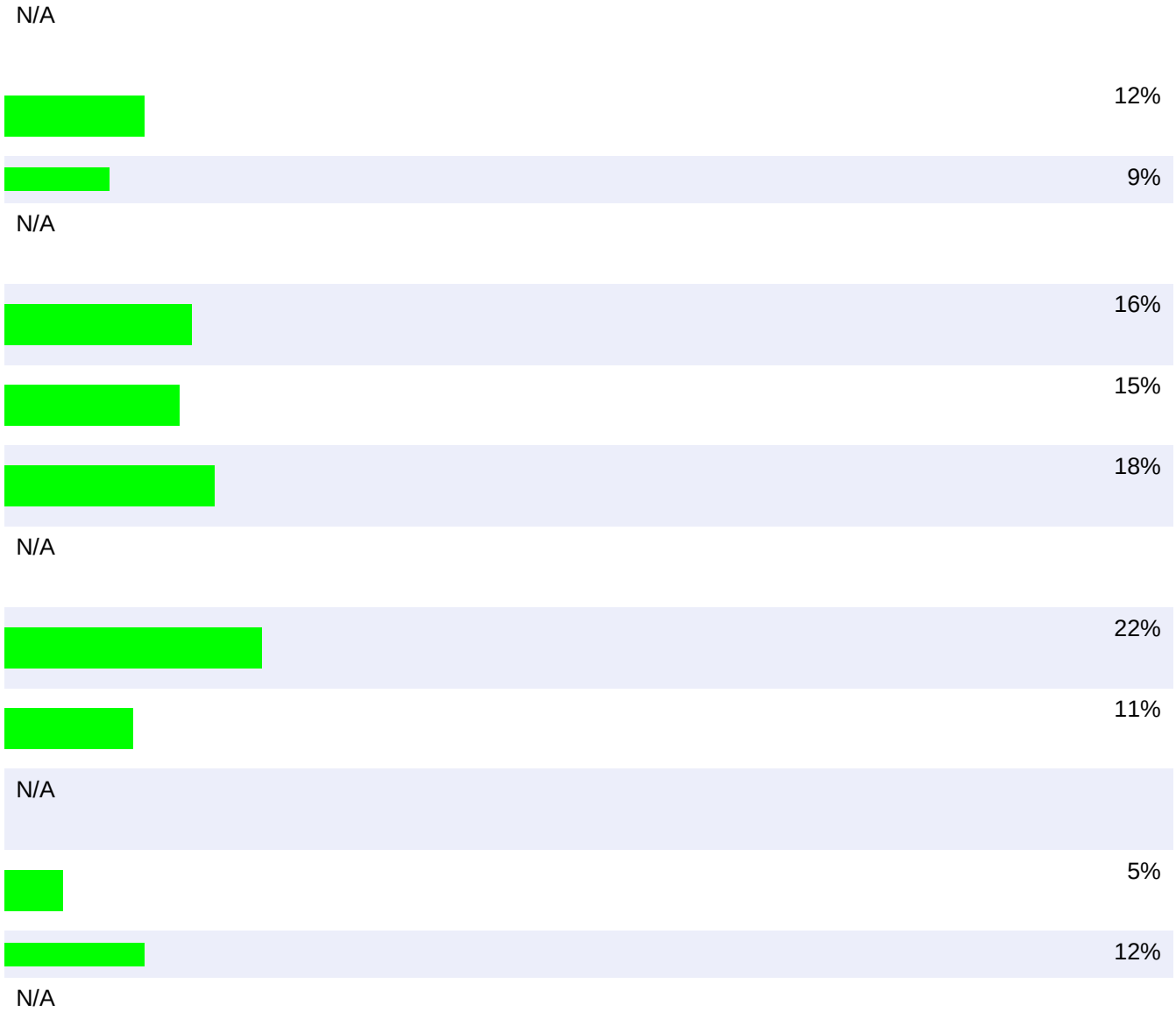

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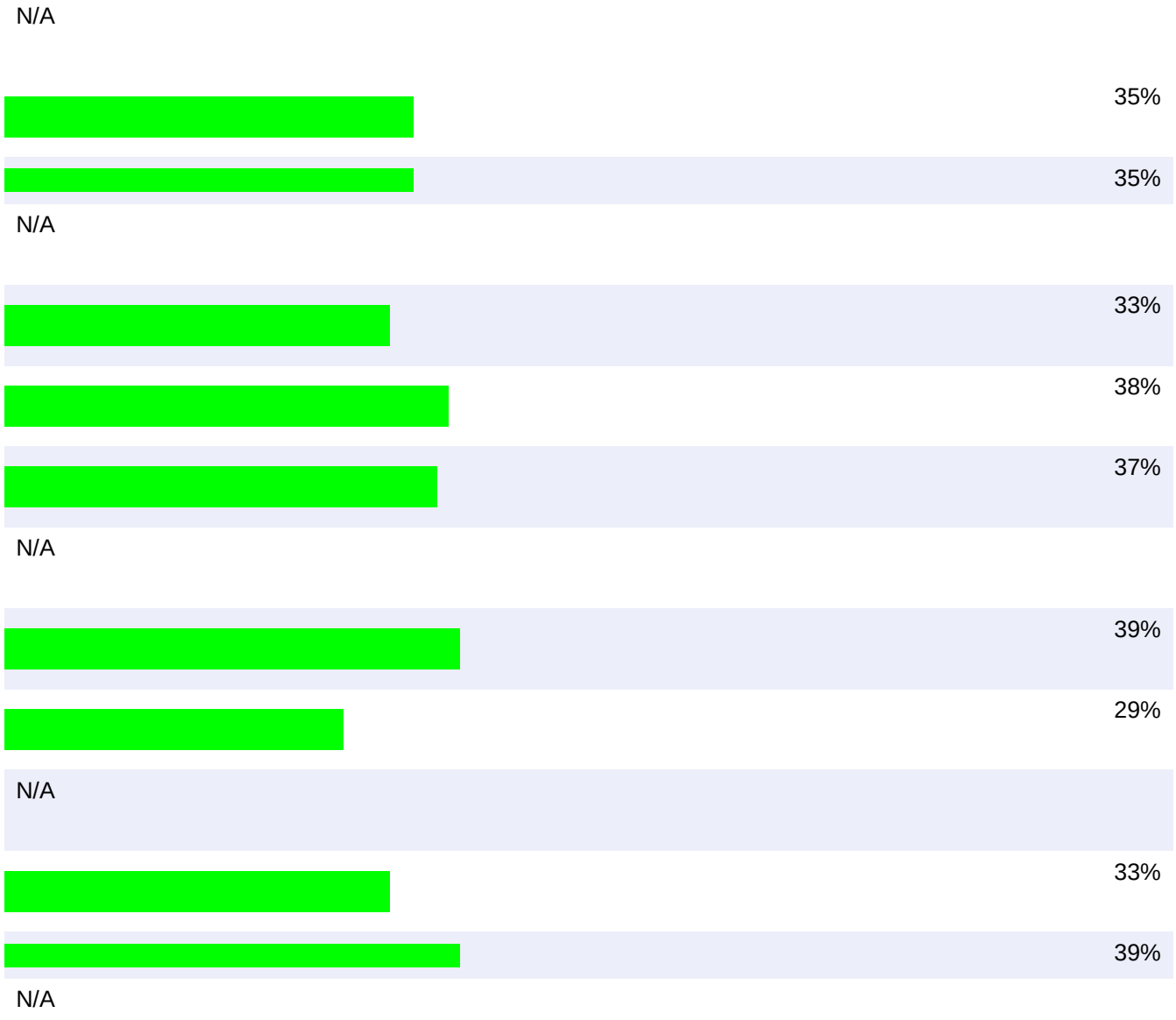

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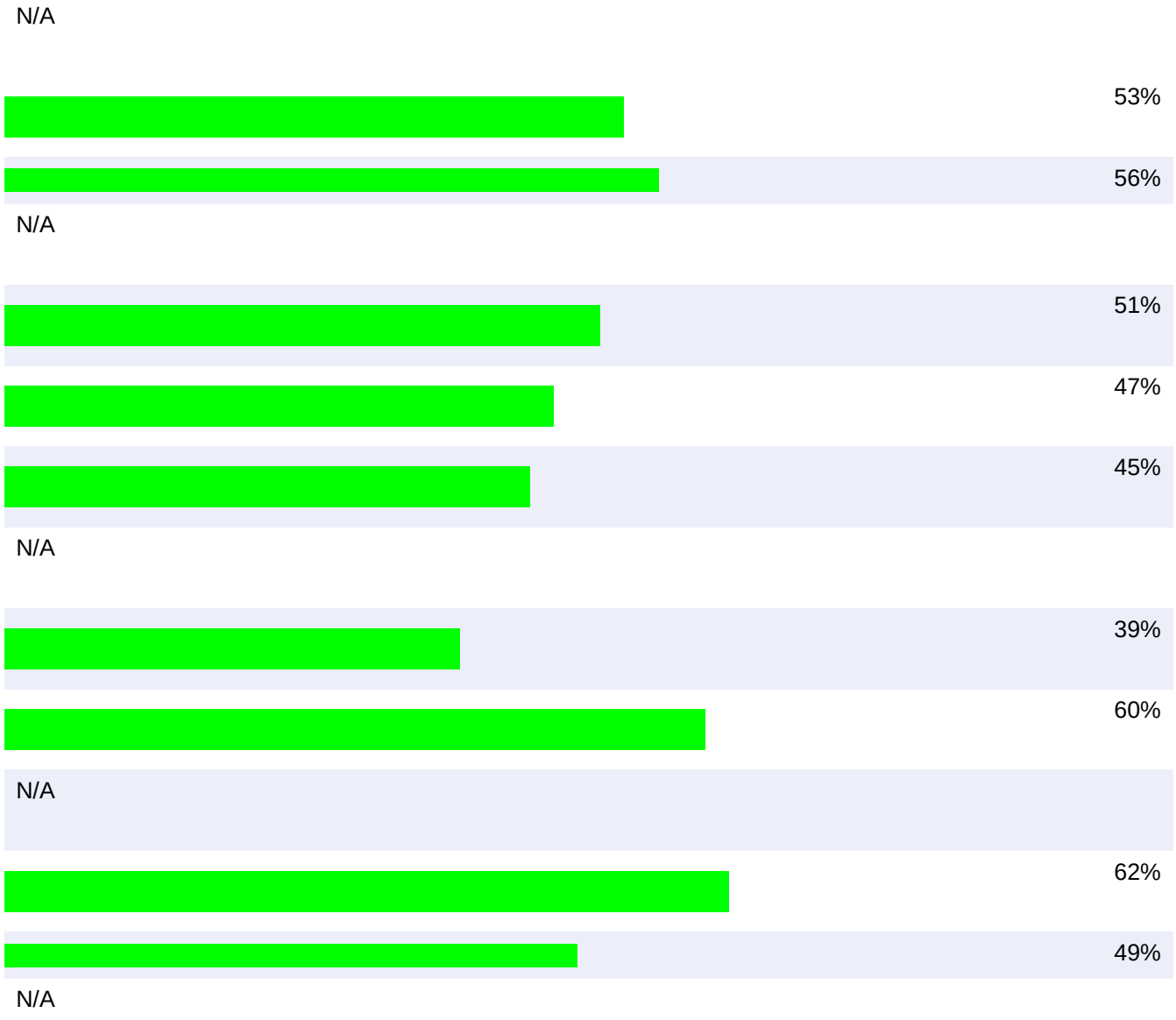

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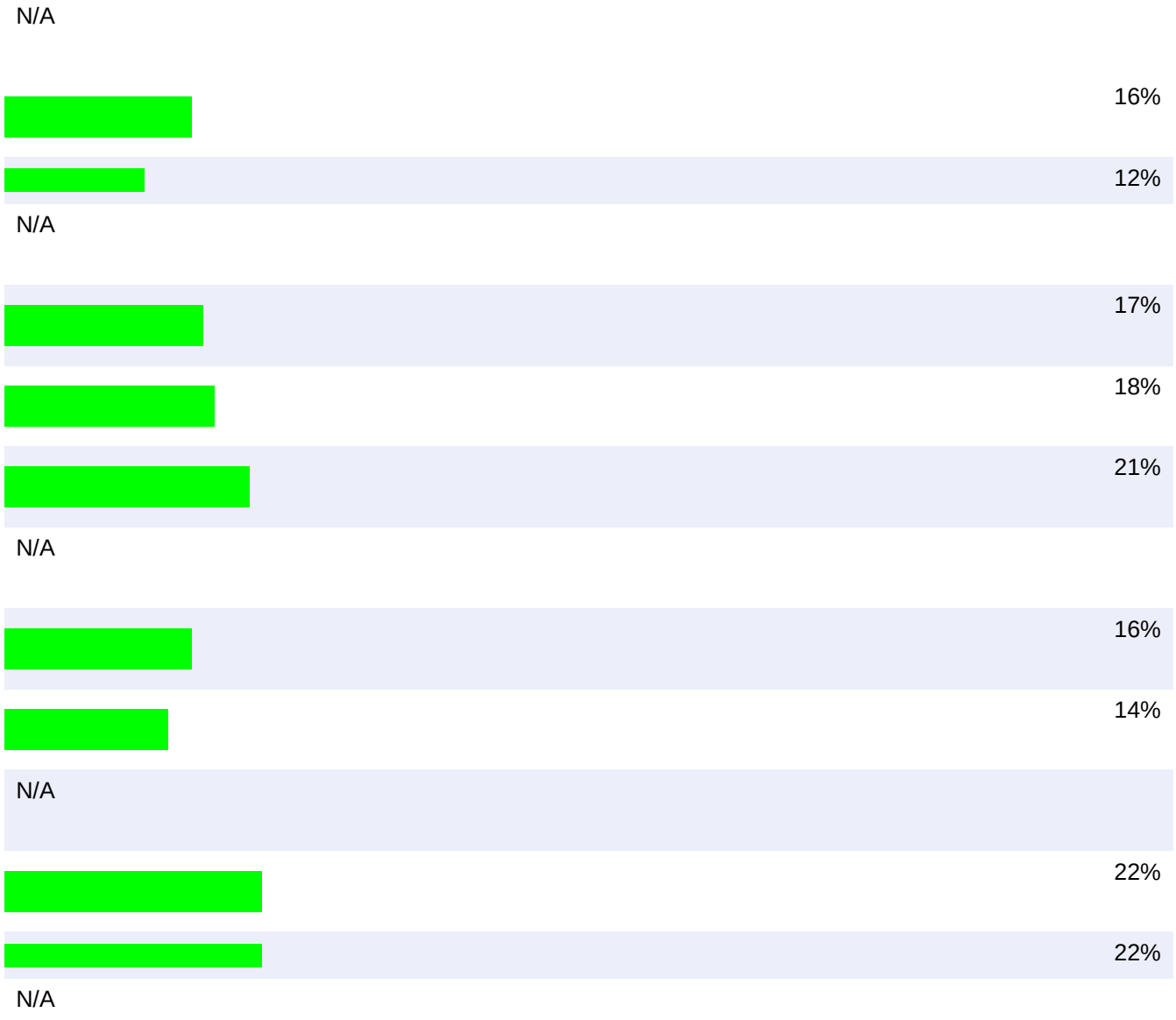

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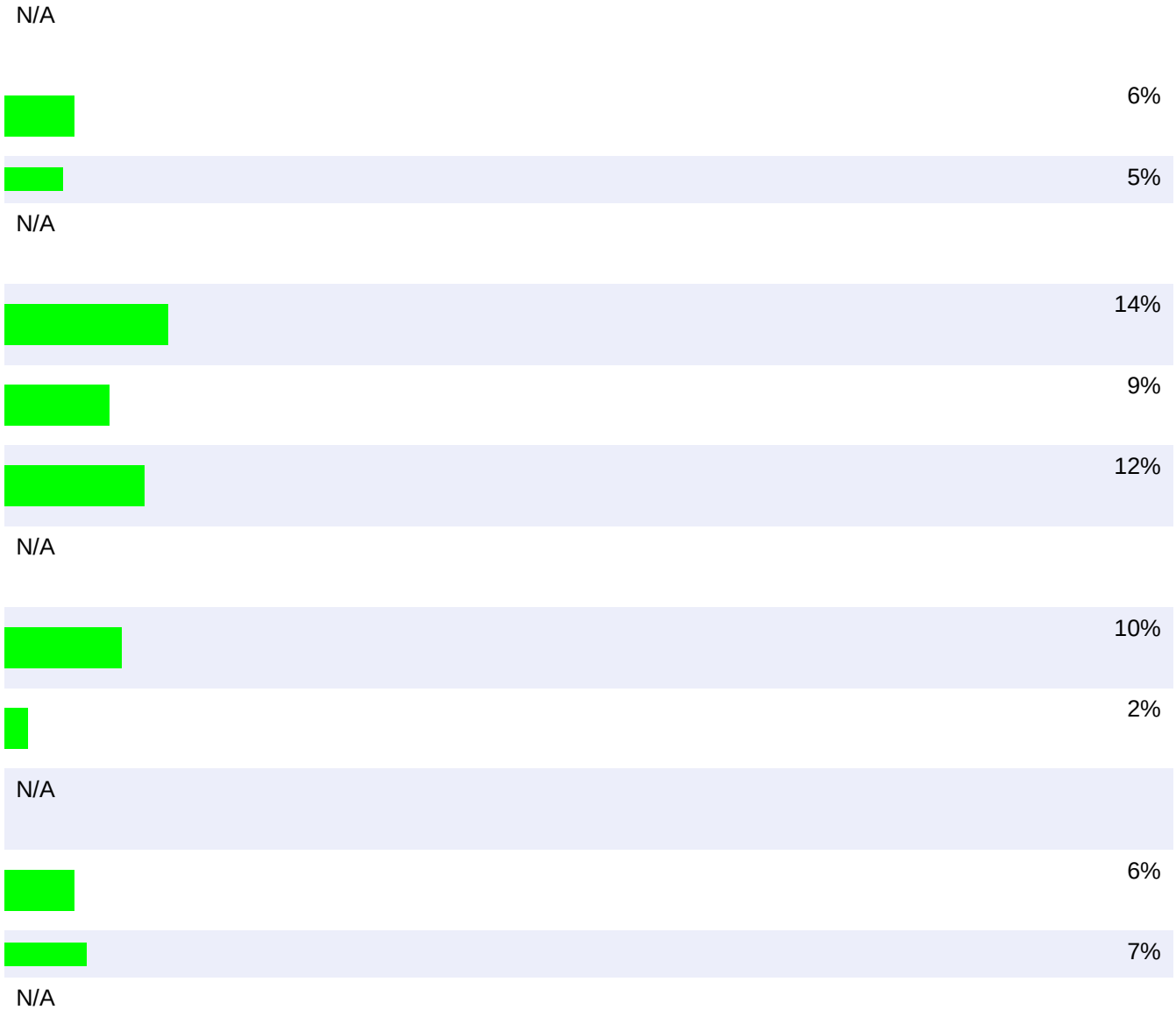

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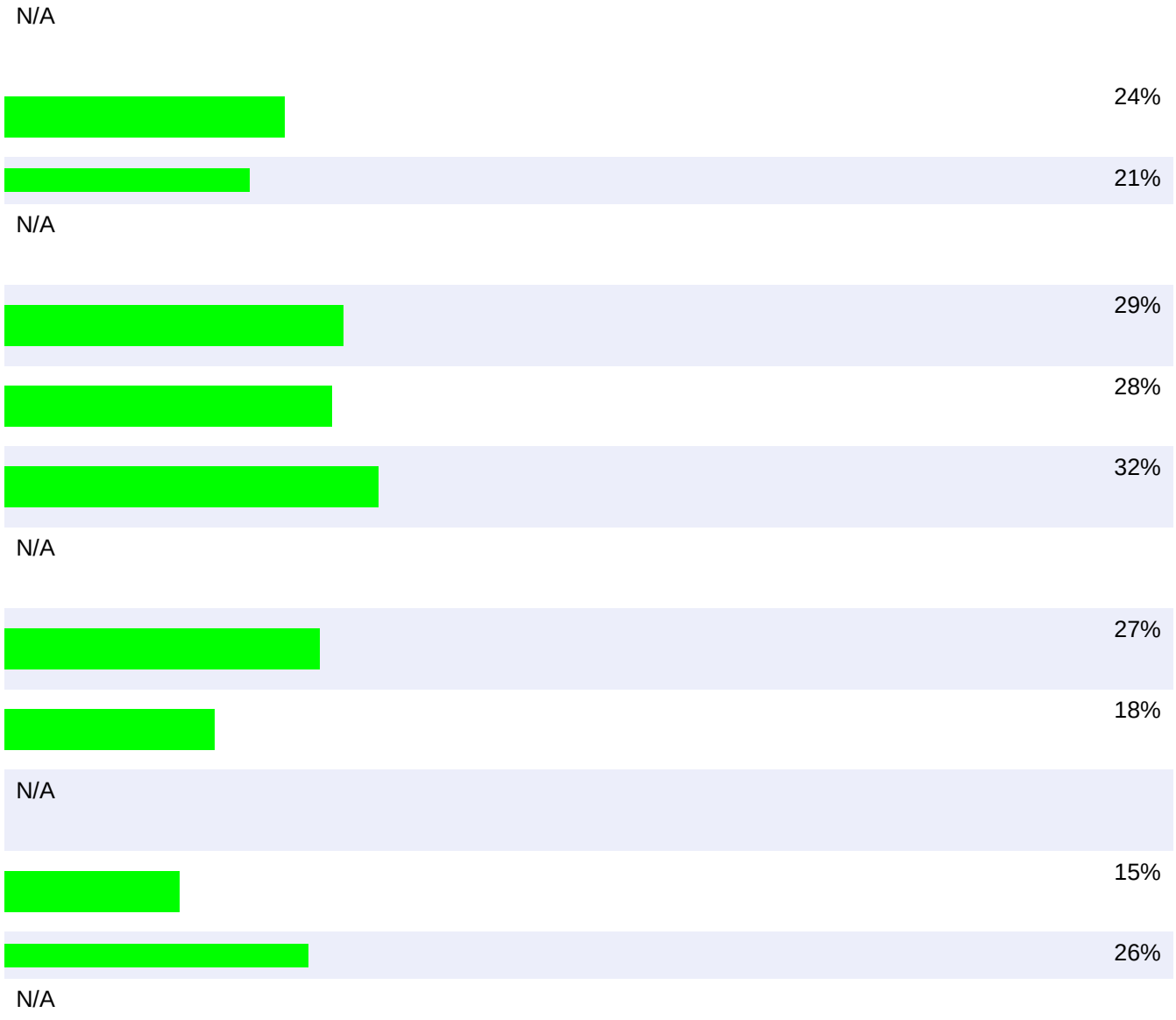

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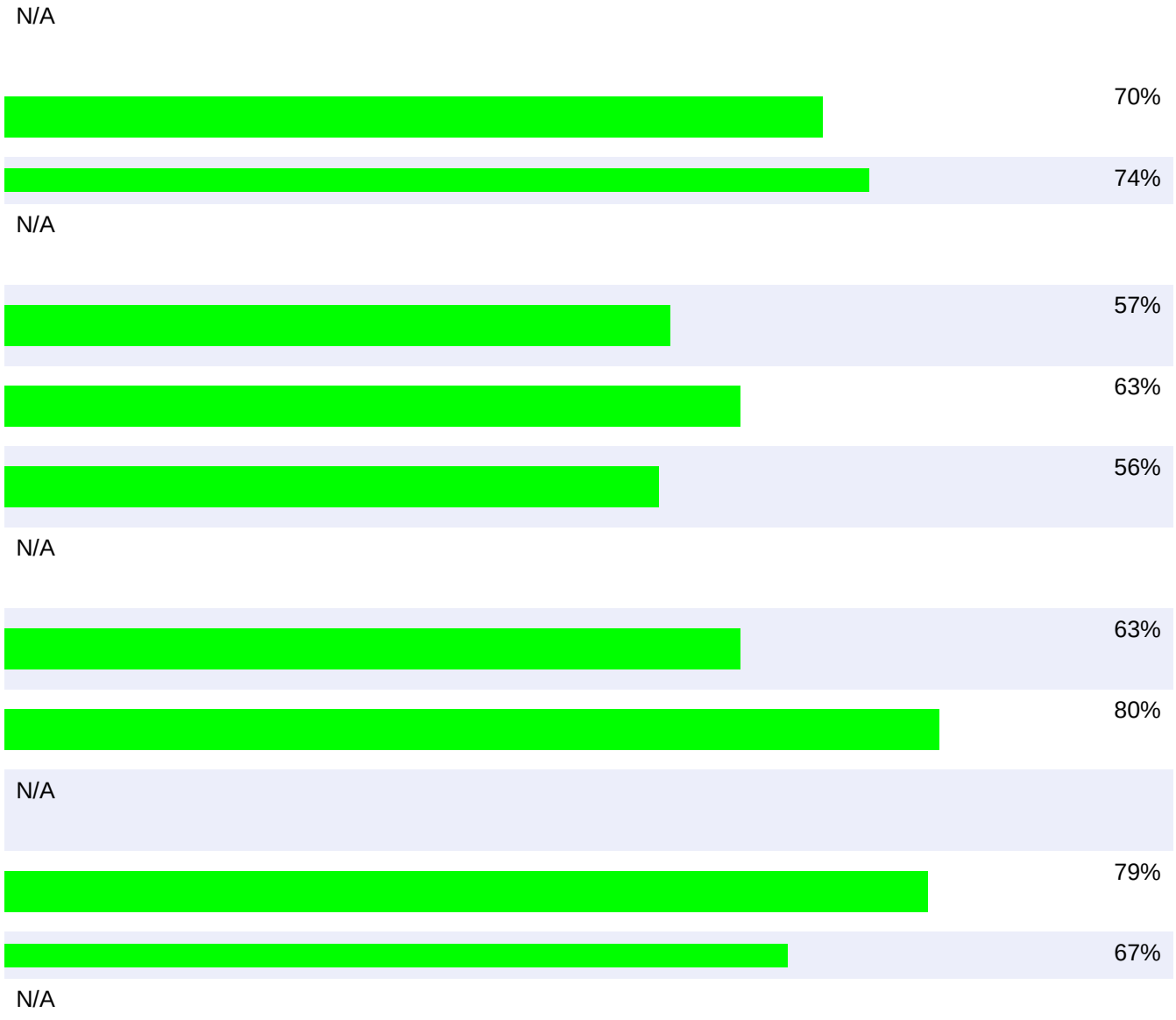

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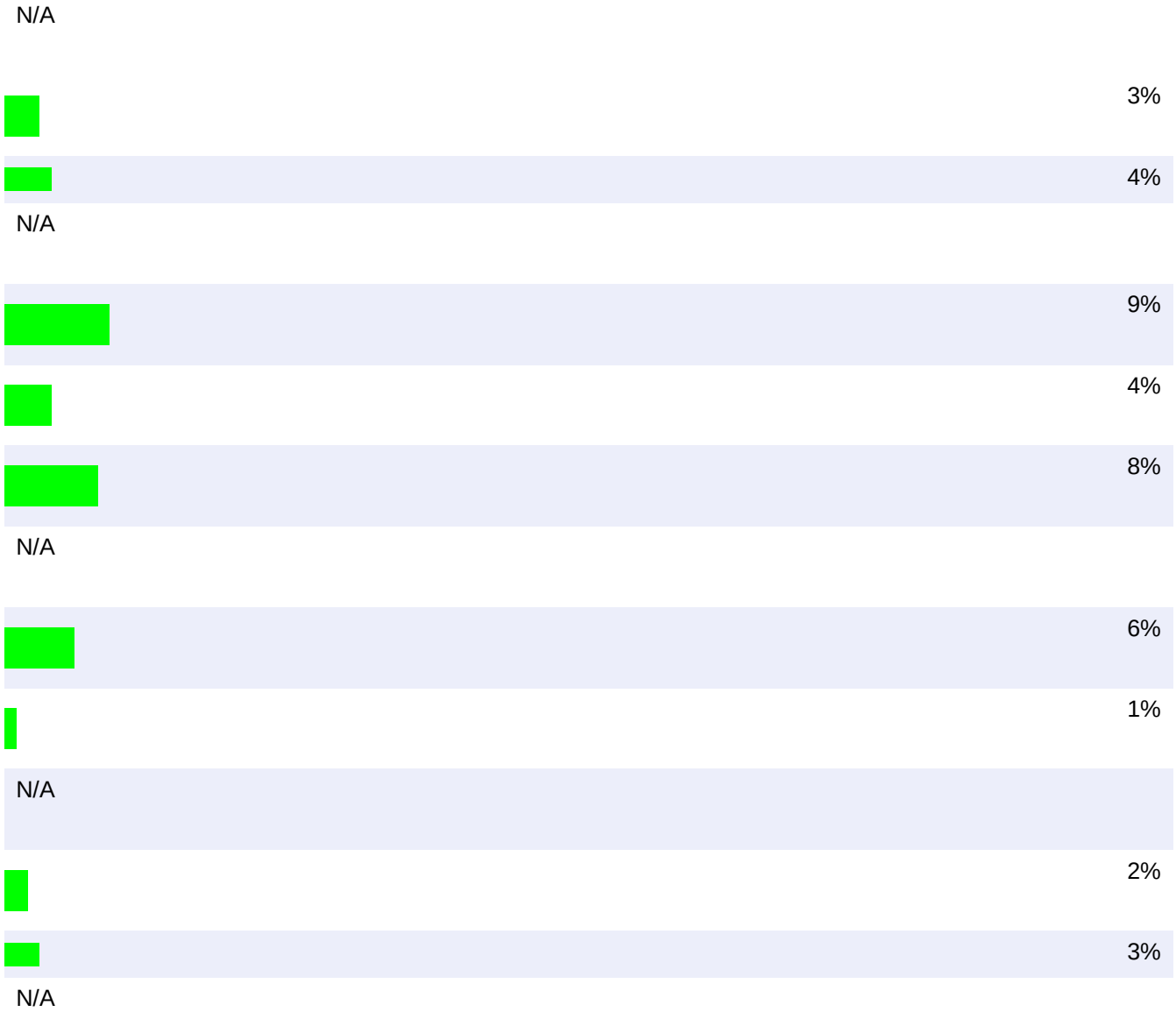

HCAHPS VHA WC March 2010

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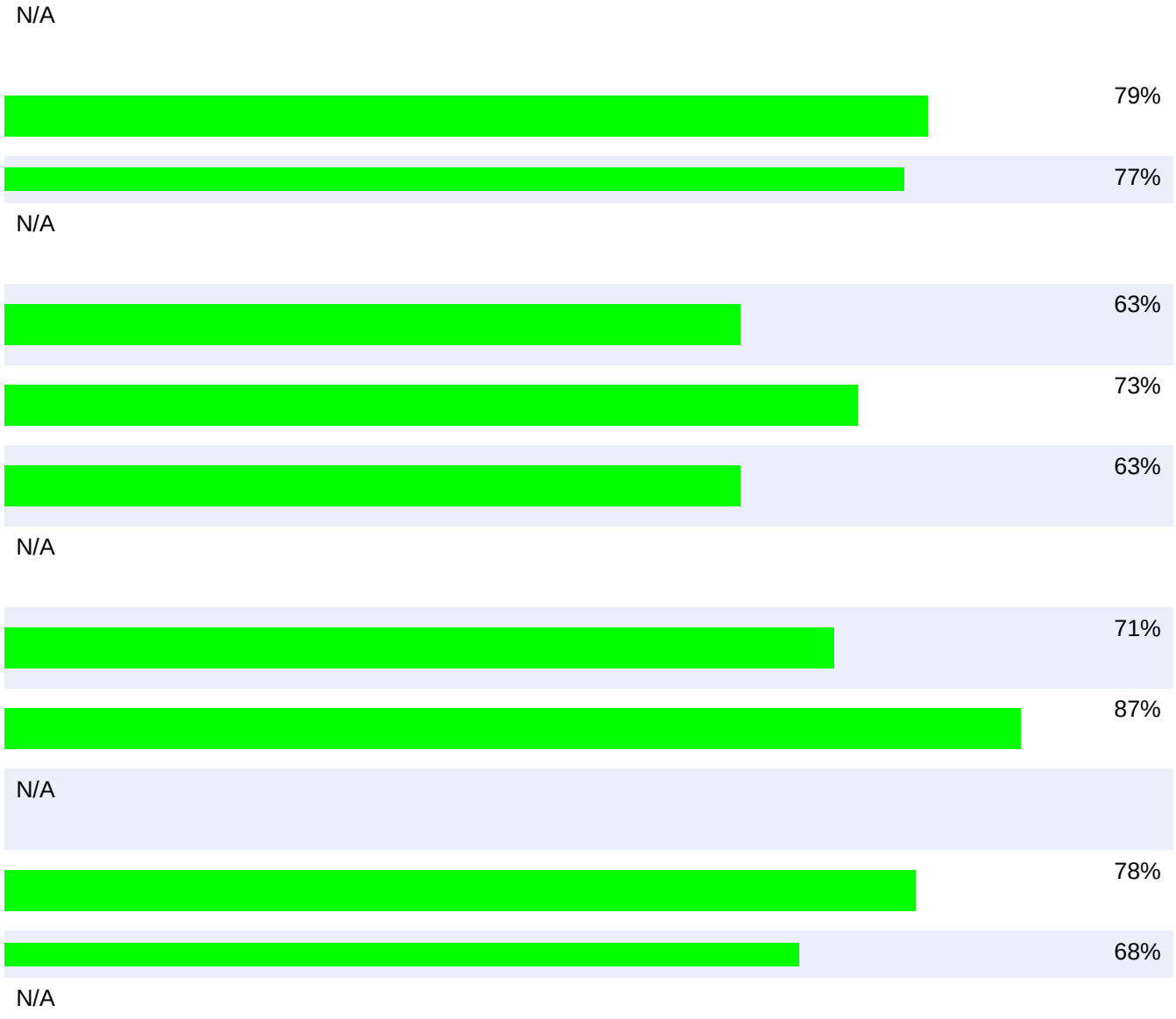


HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A
300 or more
300 or more
N/A
300 or more
300 or more
300 or more
N/A
300 or more
300 or more
N/A
300 or more
Between 100 and 299
N/A

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A		Survey results are not available for this reporting period
	38%	
	33%	
N/A		Survey results are not available for this reporting period
	34%	
	28%	
	28%	
N/A		Survey results are not available for this reporting period
	39%	
	53%	
N/A		Survey results are not available for this reporting period
	33%	
	37%	
N/A		Survey results are not available for this

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

501332	TRI-STATE MEMORIAL HOSPITAL	1221 HIGHLAND AVENUE
500033	SAMARITAN HOSPITAL	801 EAST WHEELER ROAD
501316	KLICKITAT VALLEY HOSPITAL	310 SOUTH ROOSEVELT
501312	PROSSER MEMORIAL HOSPITAL	723 MEMORIAL STREET
501330	SUNNYSIDE COMMUNITY HOSPITAL	1016 TACOMA AVENUE
500037	TOPPENISH COMMUNITY HOSPITAL	502 W FOURTH AVE
500119	VALLEY HOSPITAL & MEDICAL CENTER	12606 EAST MISSION AVENUE
501309	PROVIDENCE ST JOSEPH HOSPITAL	500 EAST WEBSTER
500058	KADLEC REGIONAL MEDICAL CENTER	888 SWIFT BLVD
501333	KITTITAS VALLEY COMMUNITY HOSPITAL	603 SOUTH CHESTNUT
050305	ALTA BATES SUMMIT MEDICAL CENTER - ALTA BATES CAMP	2450 ASHBY AVE
050211	ALAMEDA HOSPITAL	2070 CLINTON AVE
050095	LAUREL GROVE HOSPITAL	19933 LAKE CHABOT RD

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	CLARKSTON	WA
	MOSES LAKE	WA
	GOLDENDALE	WA
	PROSSER	WA
	SUNNYSIDE	WA
	TOPPENISH	WA
	SPOKANE	WA
	CHEWELAH	WA
	RICHLAND	WA
	ELLENSBURG	WA
	BERKELEY	CA
	ALAMEDA	CA
	CASTRO VALLEY	CA

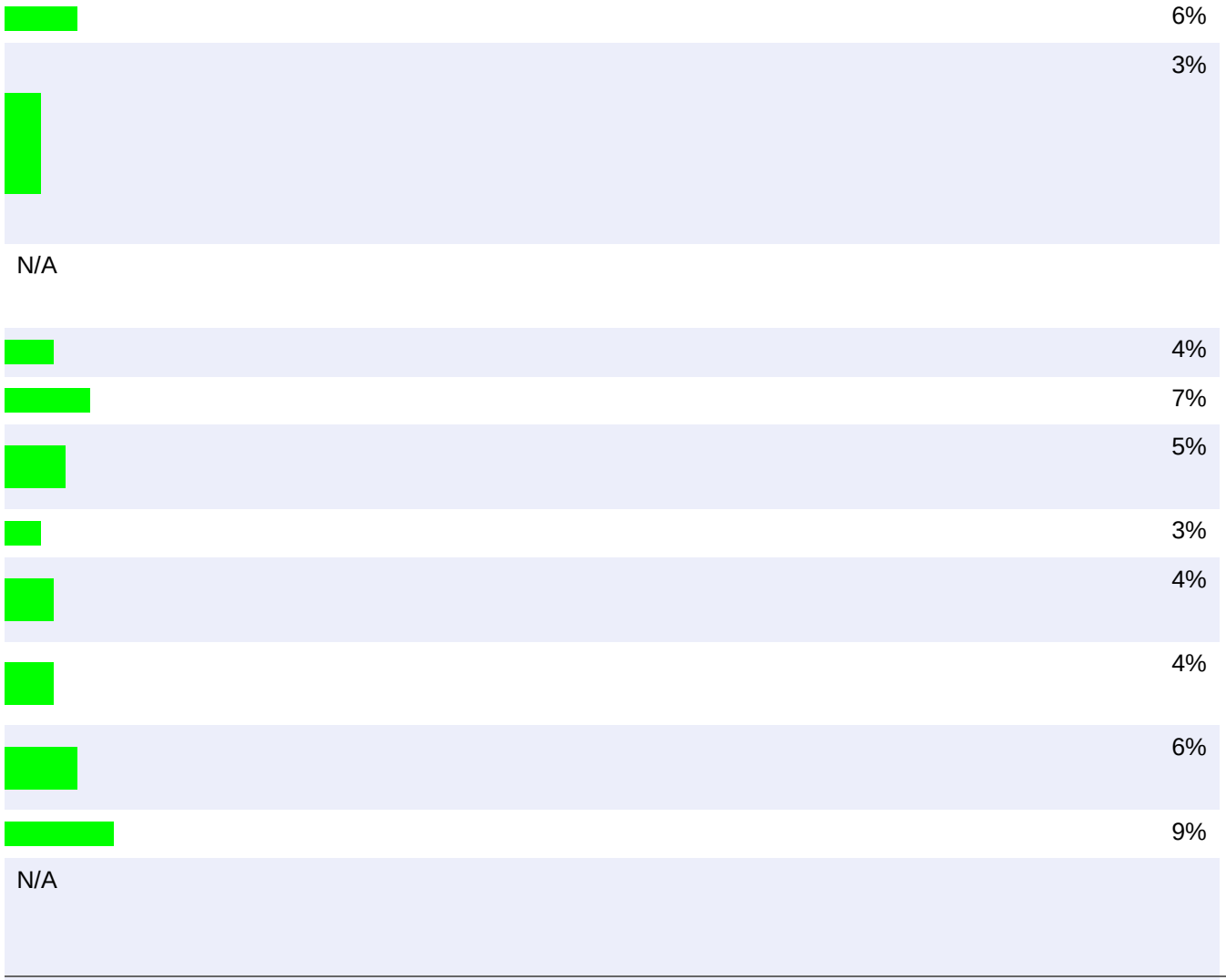
HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

99403	ASOTIN	5097585511
98837	GRANT	5097655606
98620	KLICKITAT	5097734022
99350	BENTON	5097862222
98944	YAKIMA	5098371500
98948	YAKIMA	5098651520
99216	SPOKANE	5099246650
99109	STEVENS	5099358211
99352	BENTON	5099464611
98926	KITTITAS	5099629841
94705	ALAMEDA	5102044444
94501	ALAMEDA	5105223700
94546	ALAMEDA	5105371234

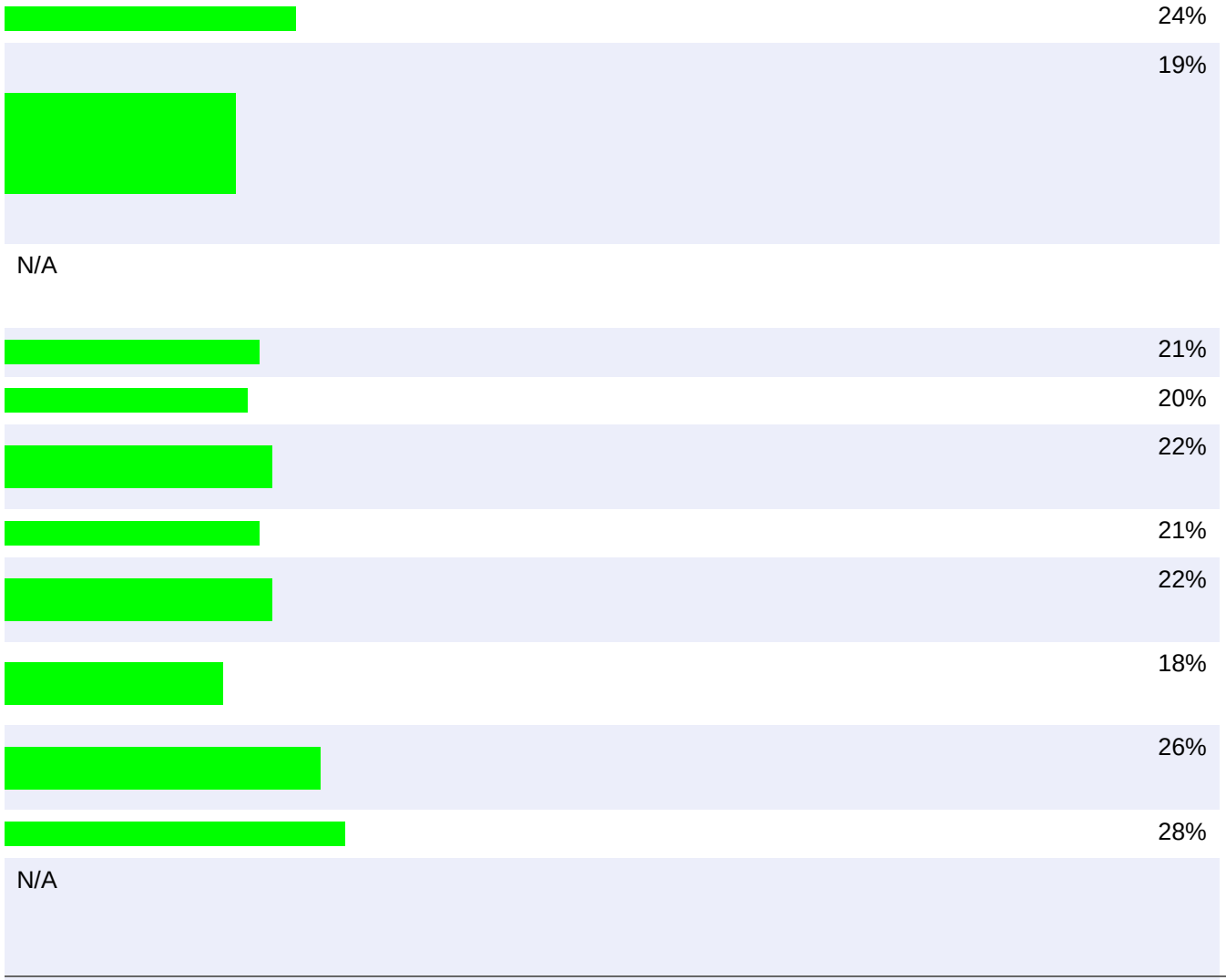
HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)



HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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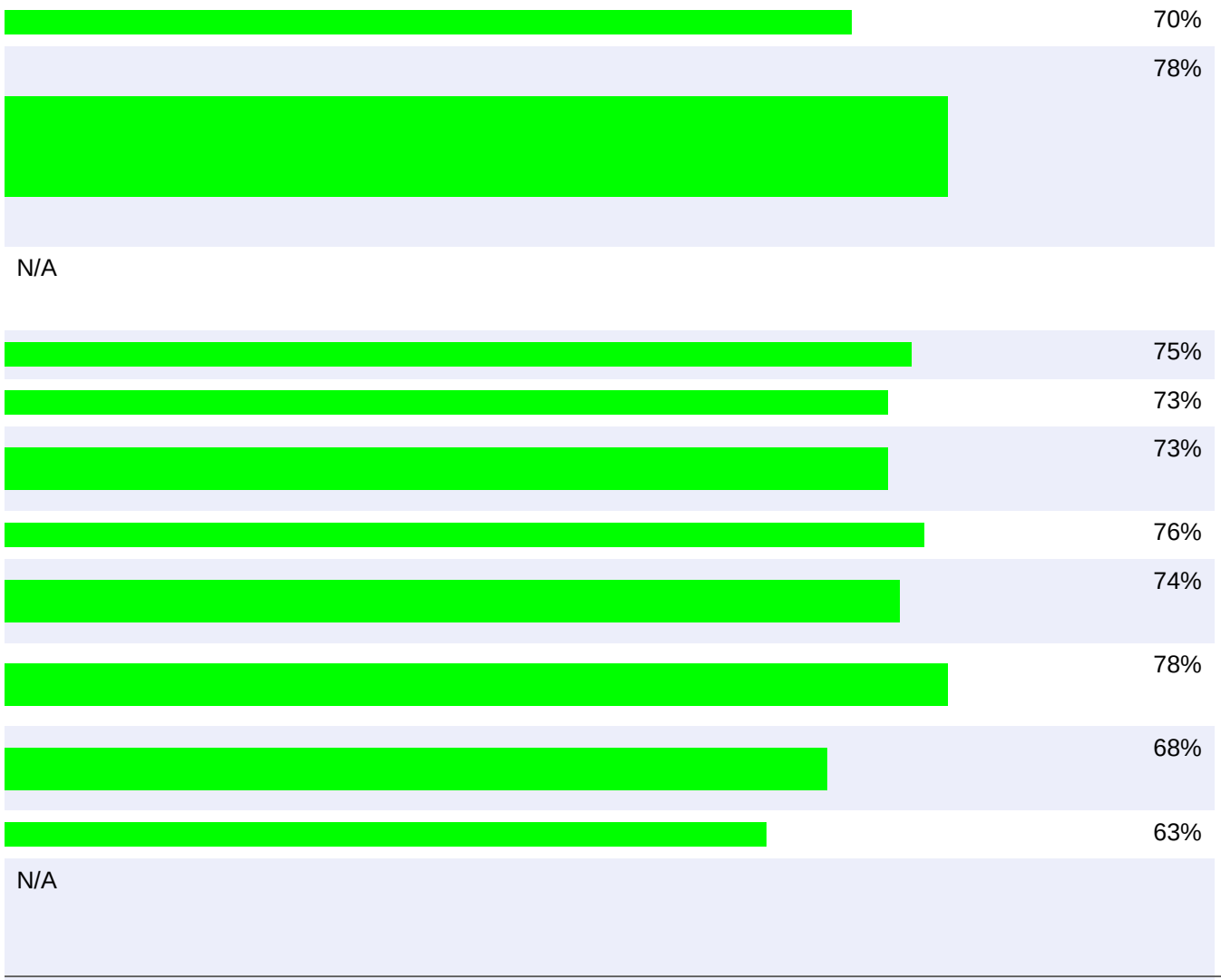

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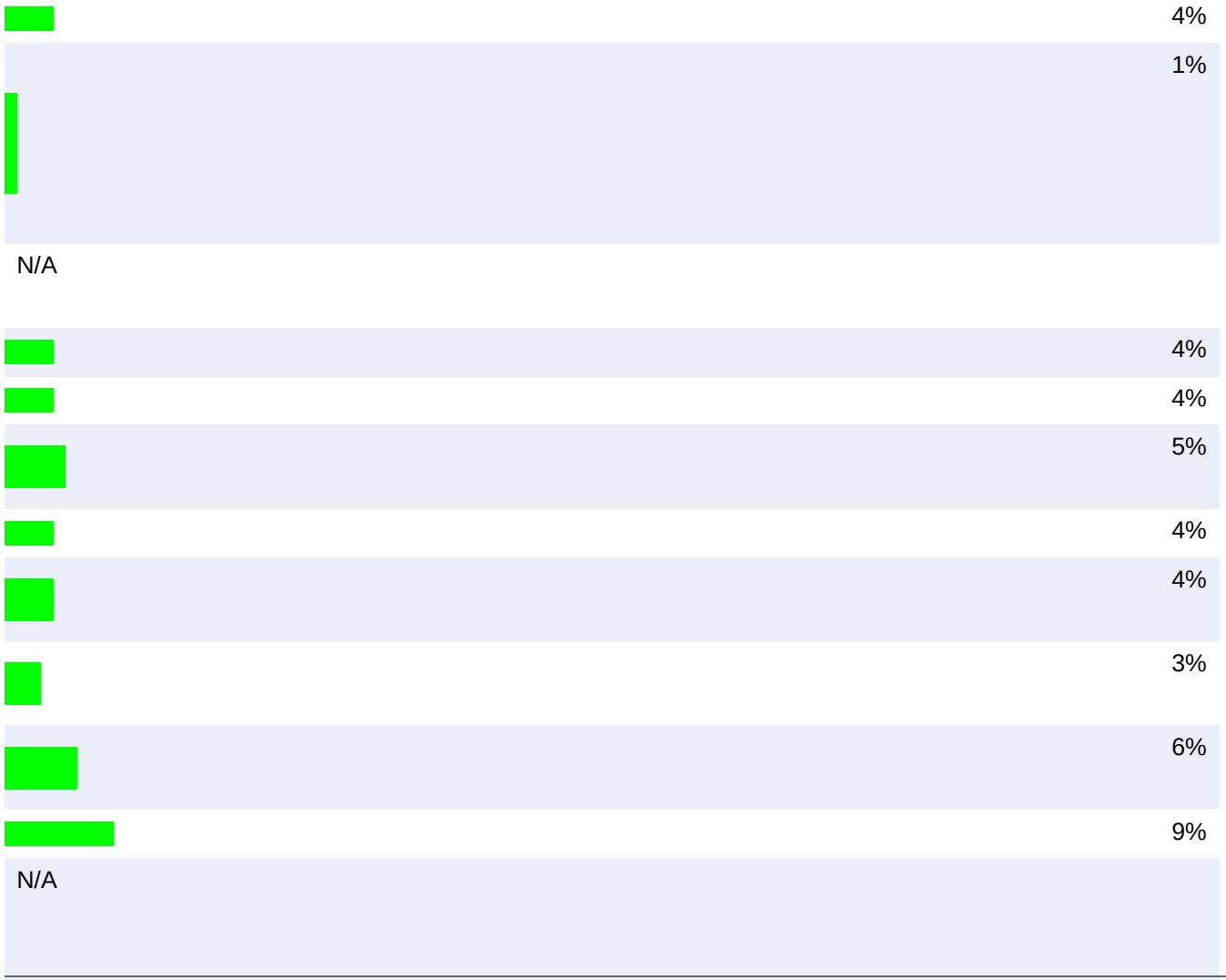

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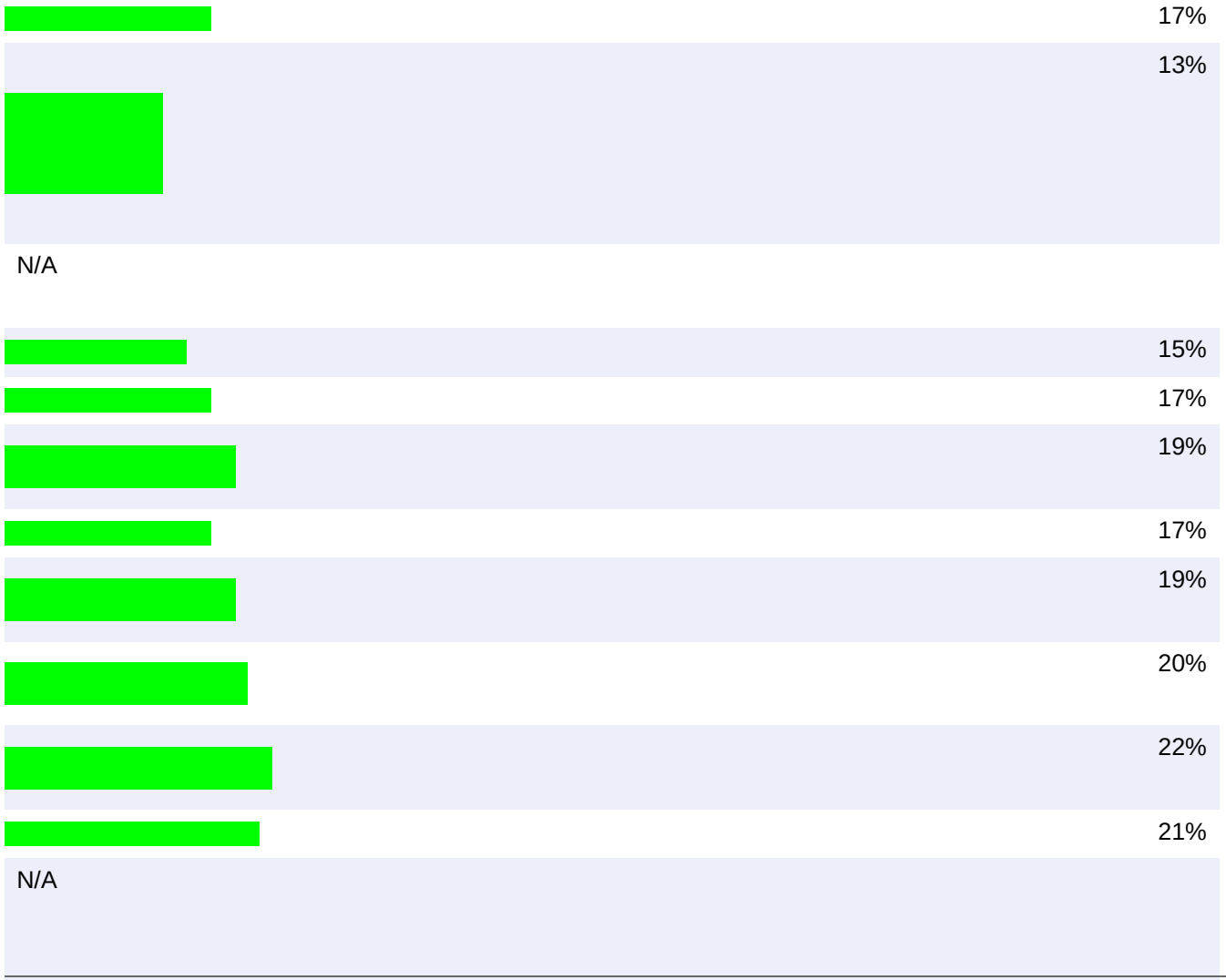

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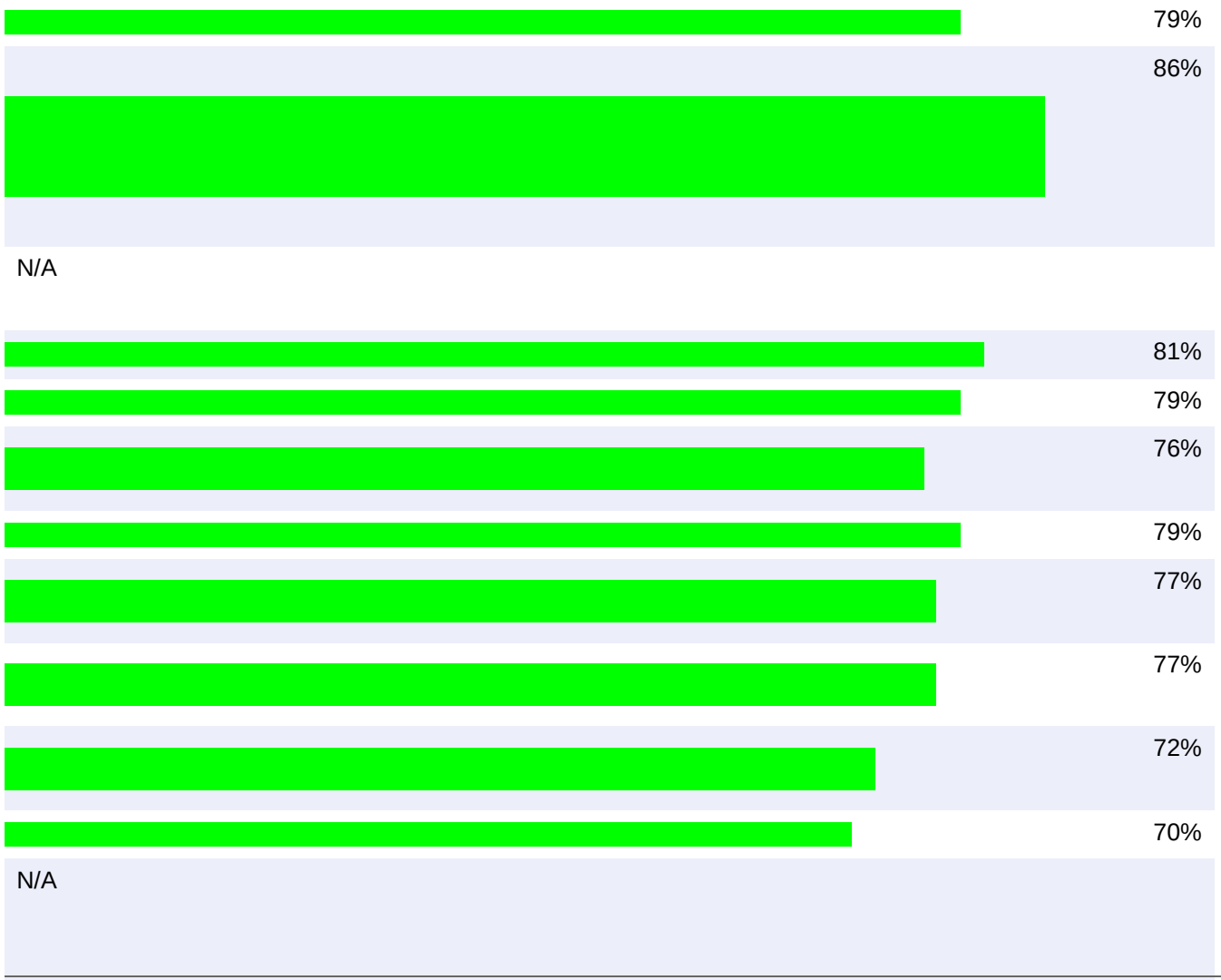
Based on Survey of Patients' Hospital Experiences (HCAHPS)



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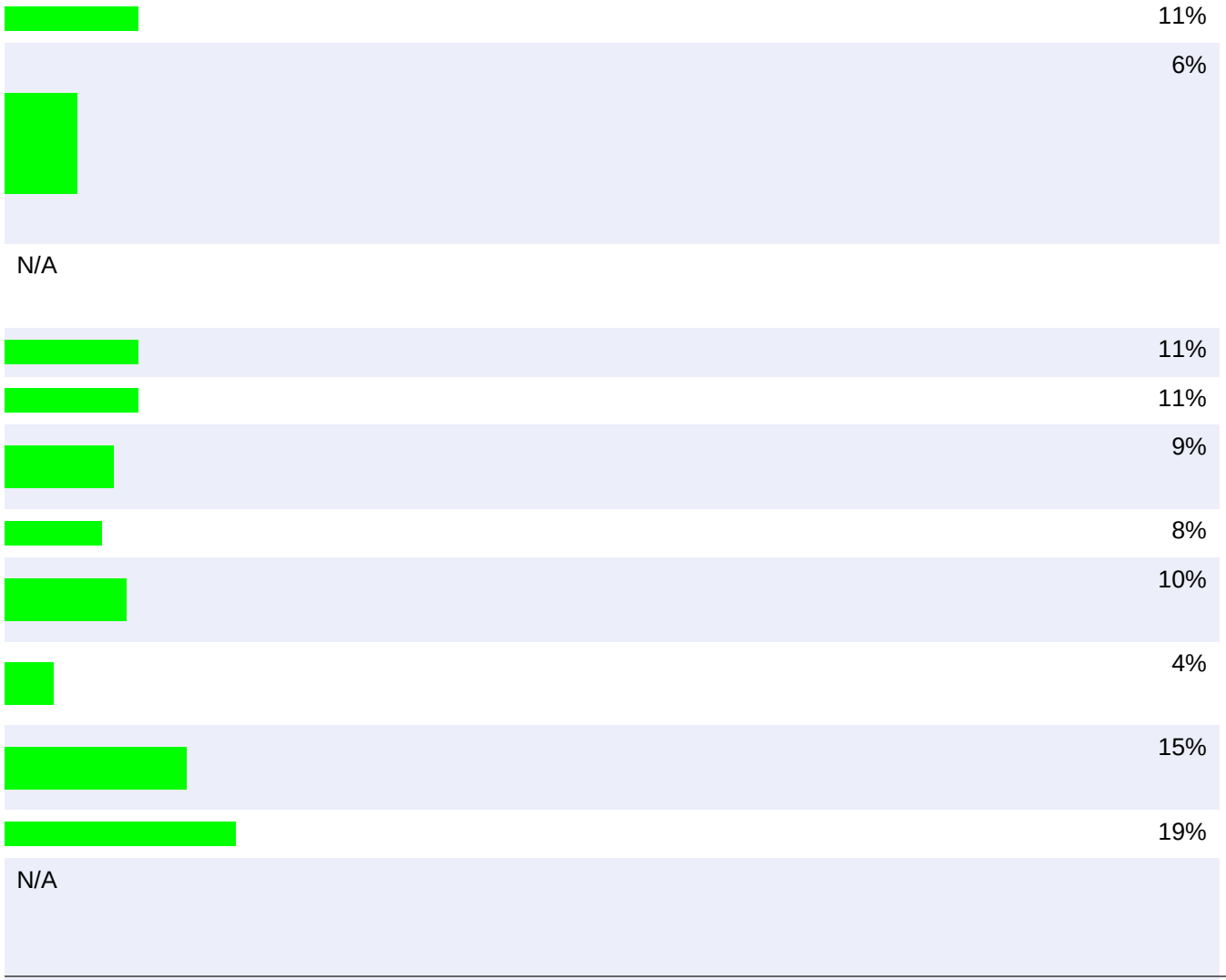

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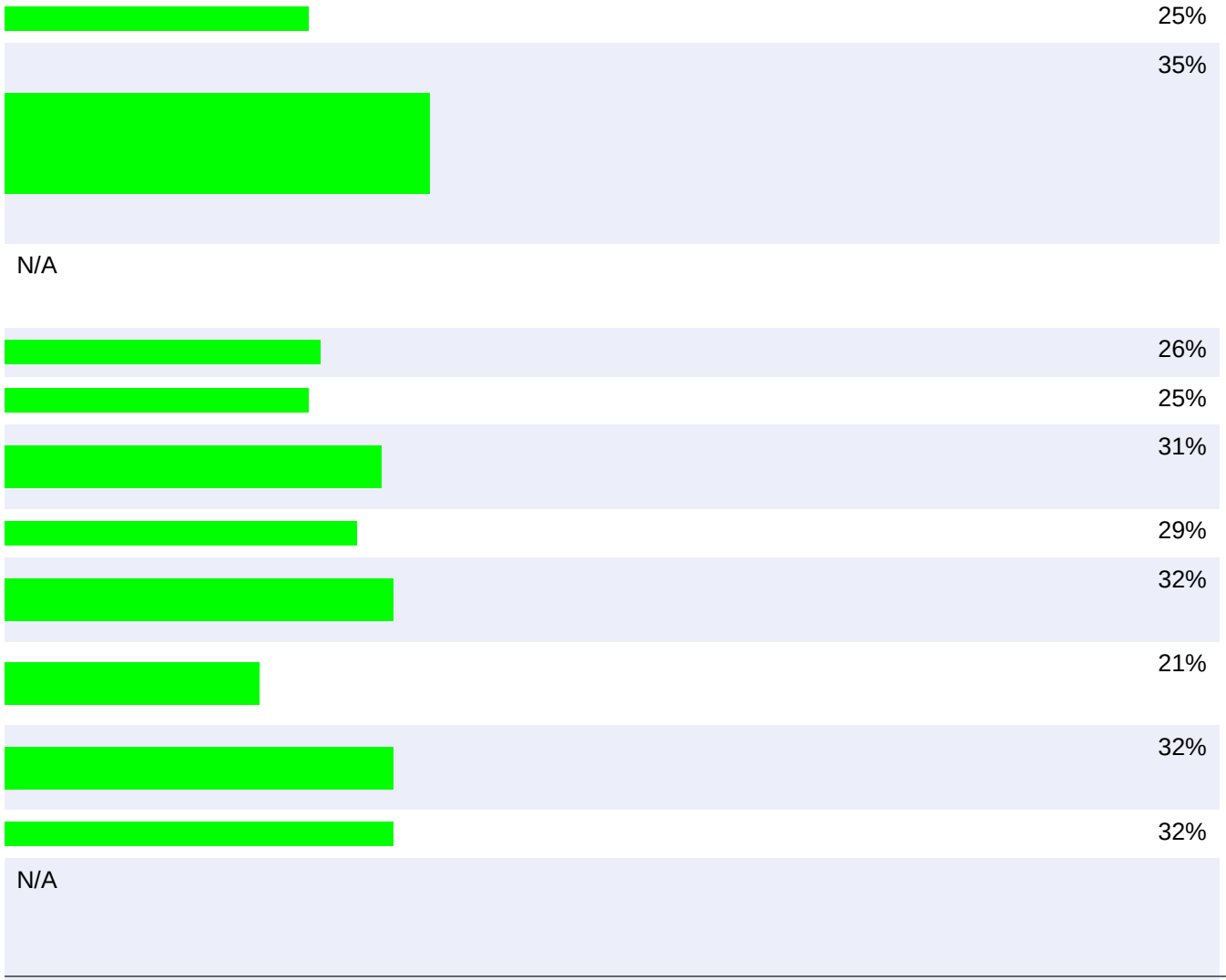
Based on Survey of Patients' Hospital Experiences (HCAHPS)



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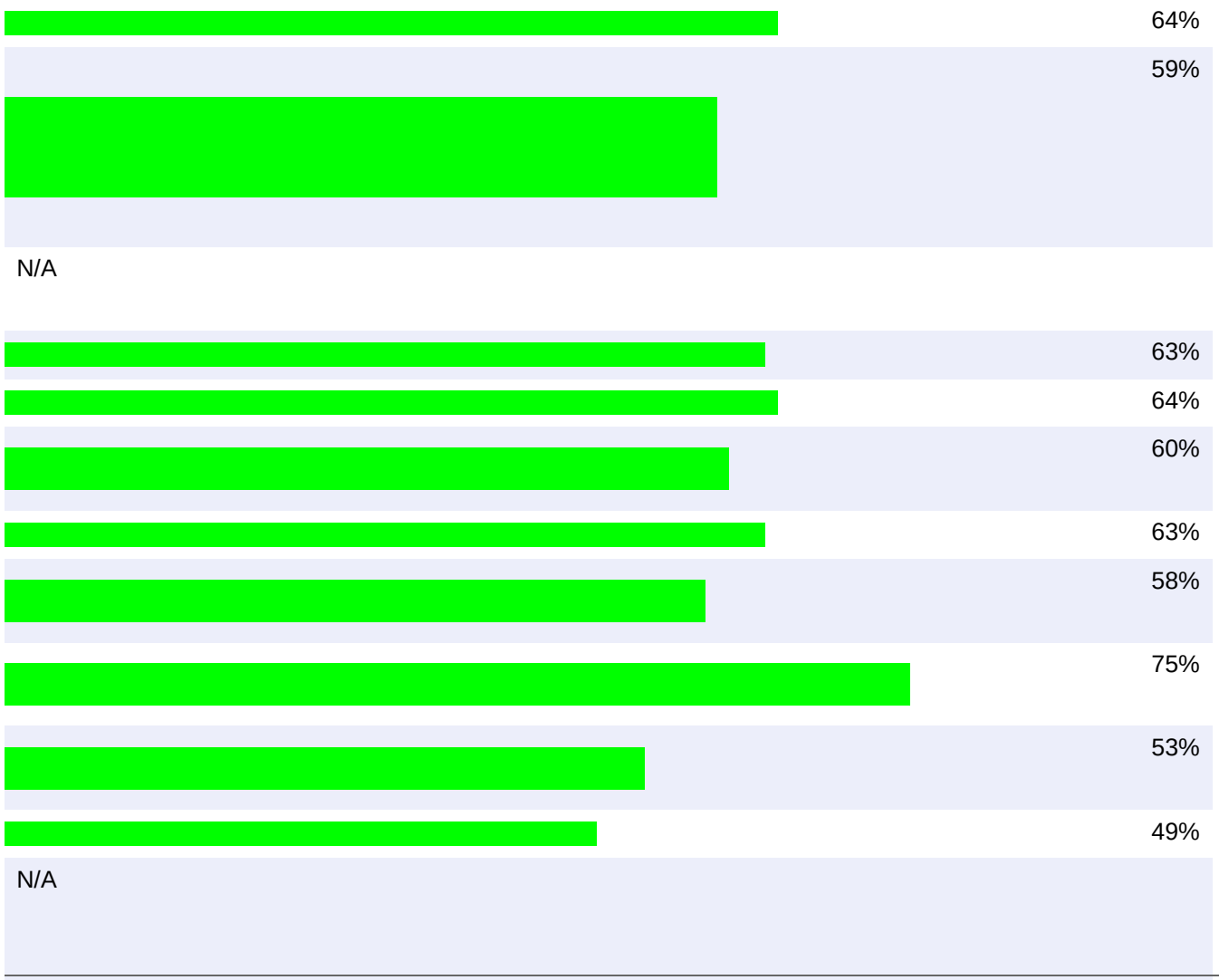
Based on Survey of Patients' Hospital Experiences (HCAHPS)



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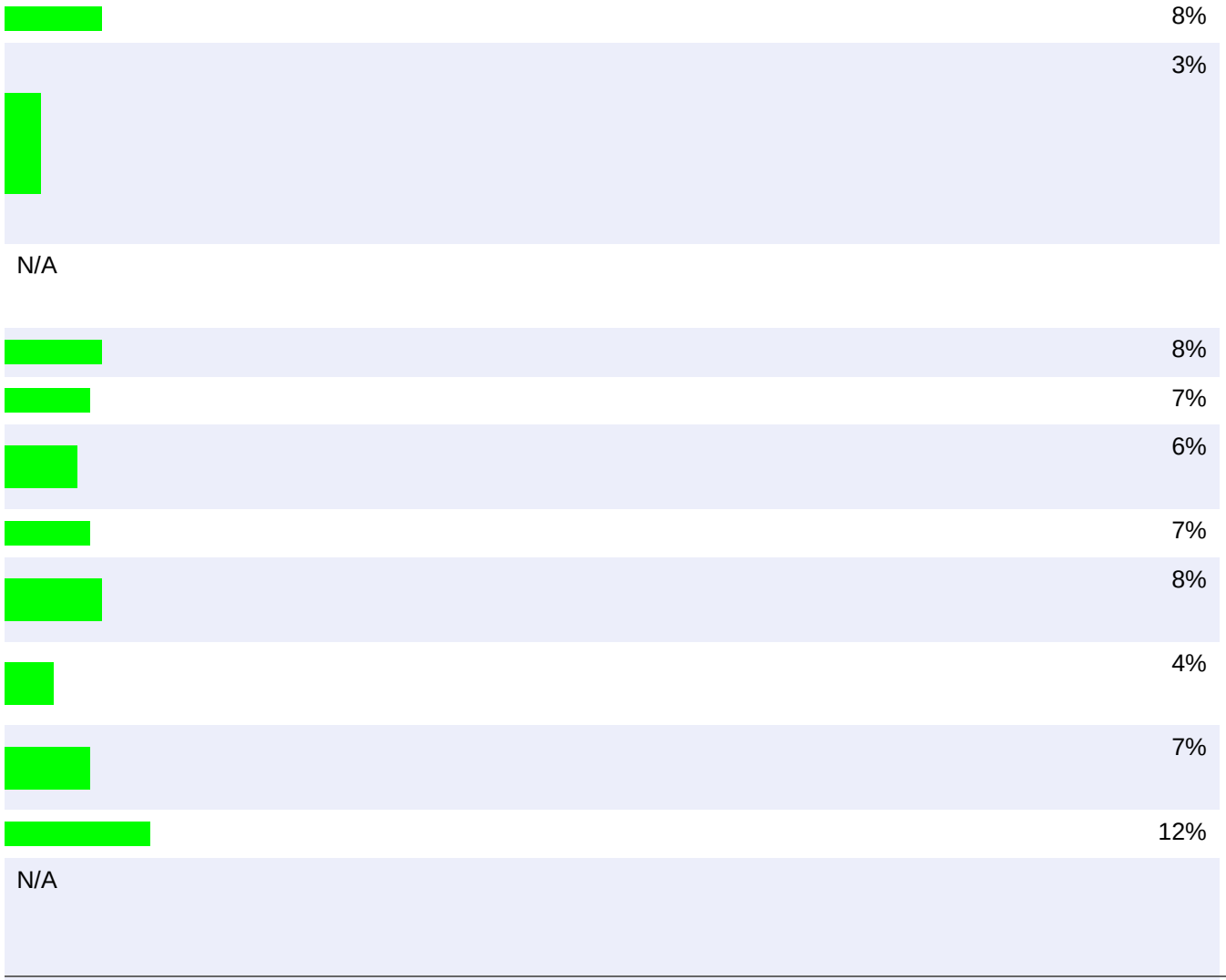

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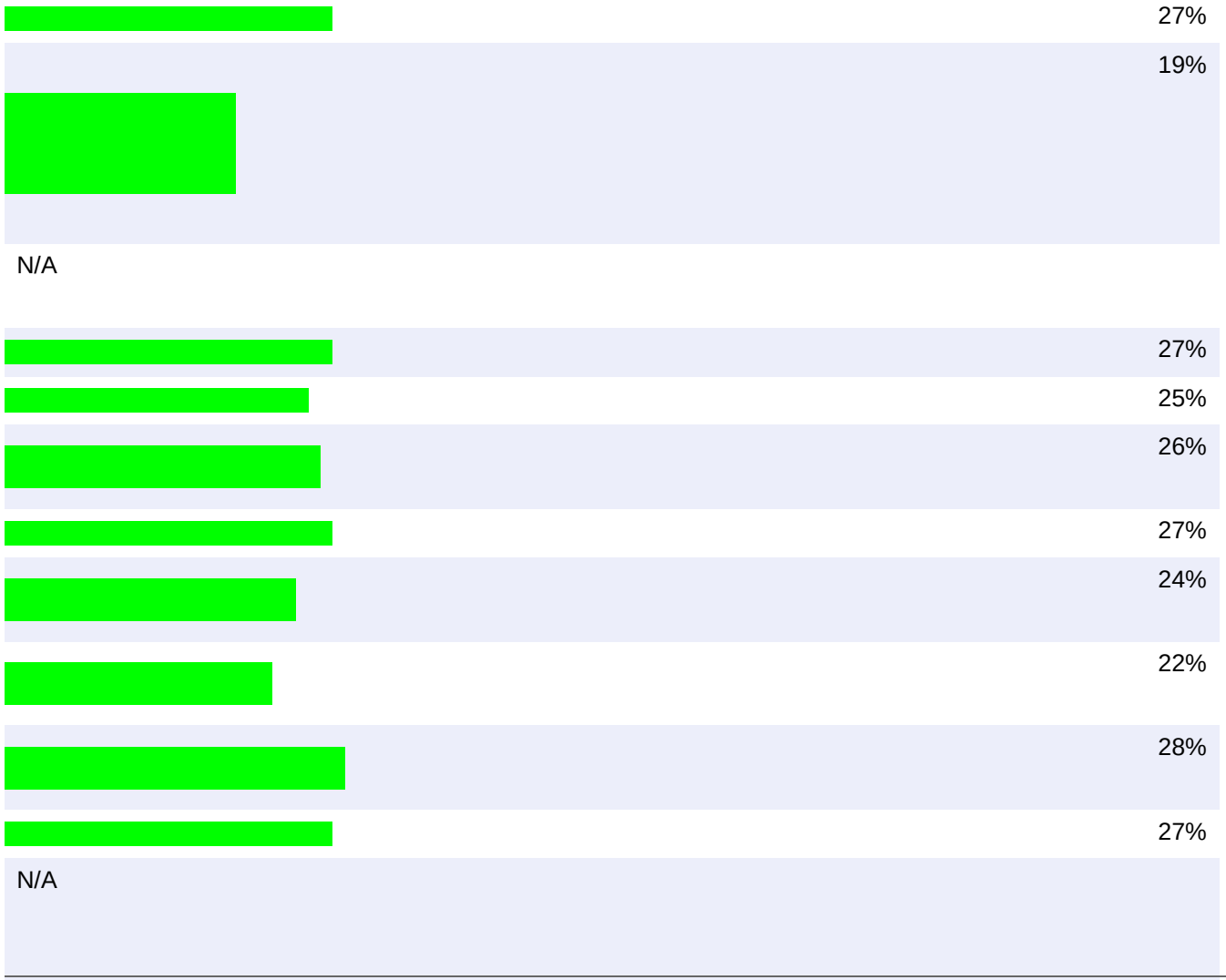

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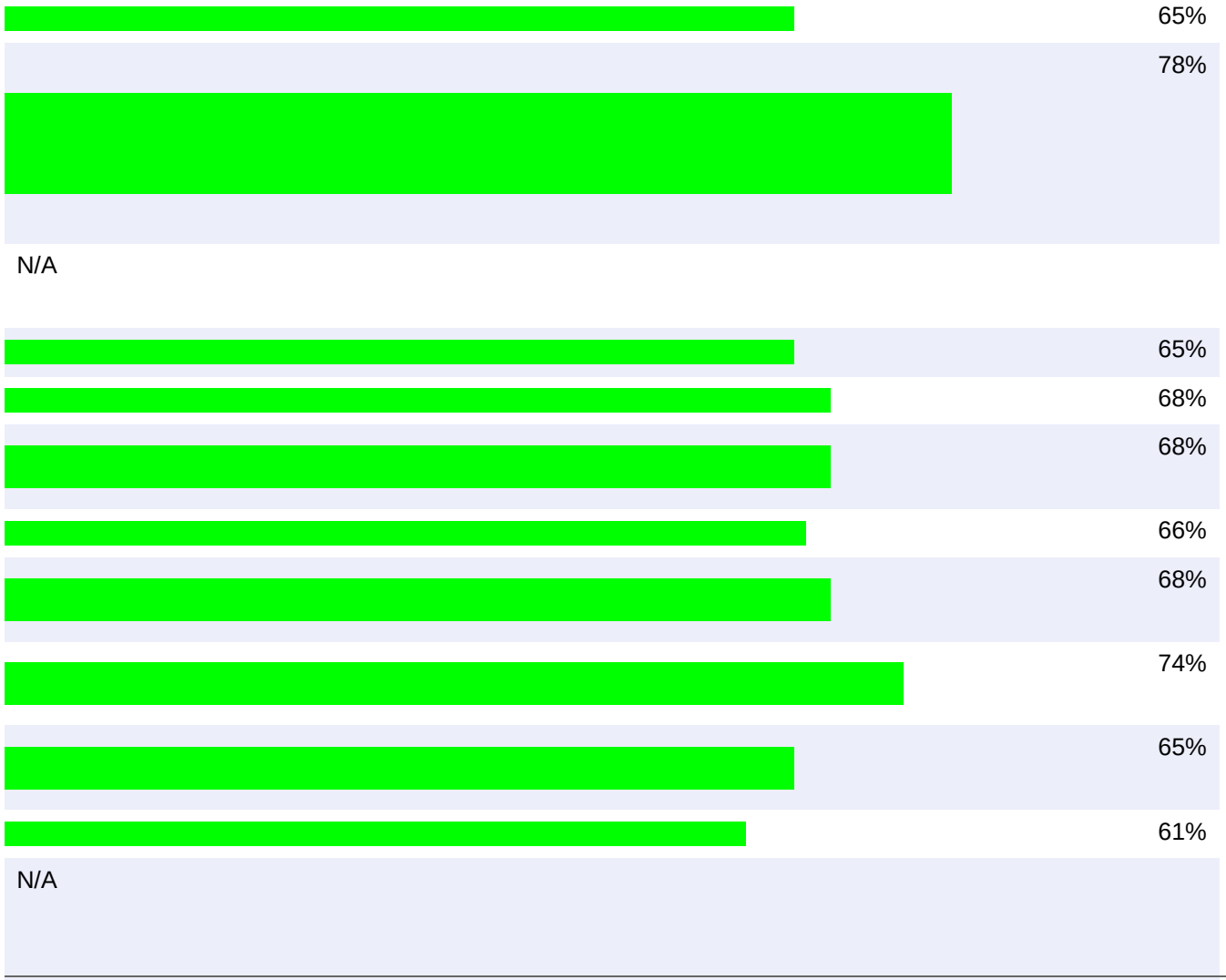

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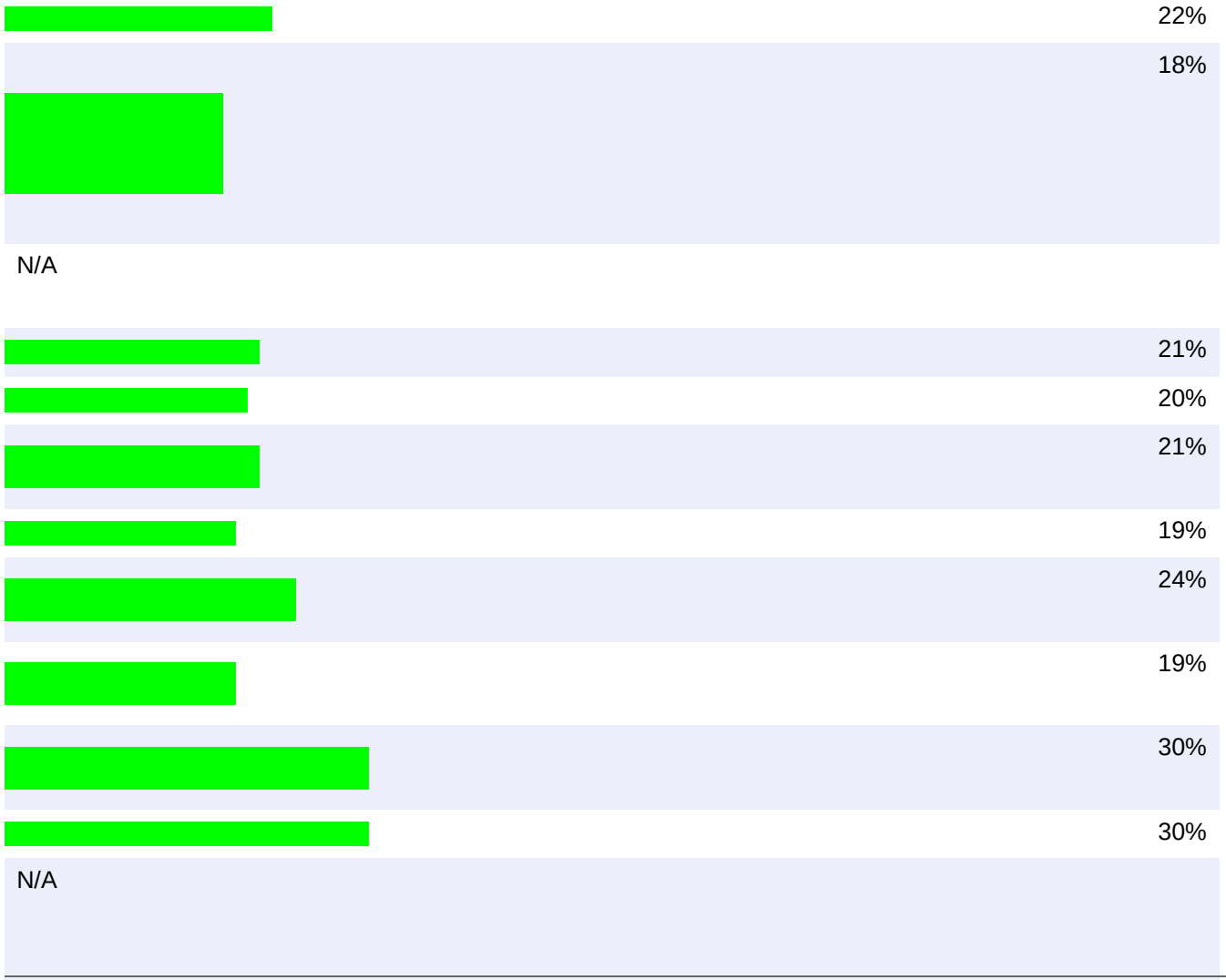

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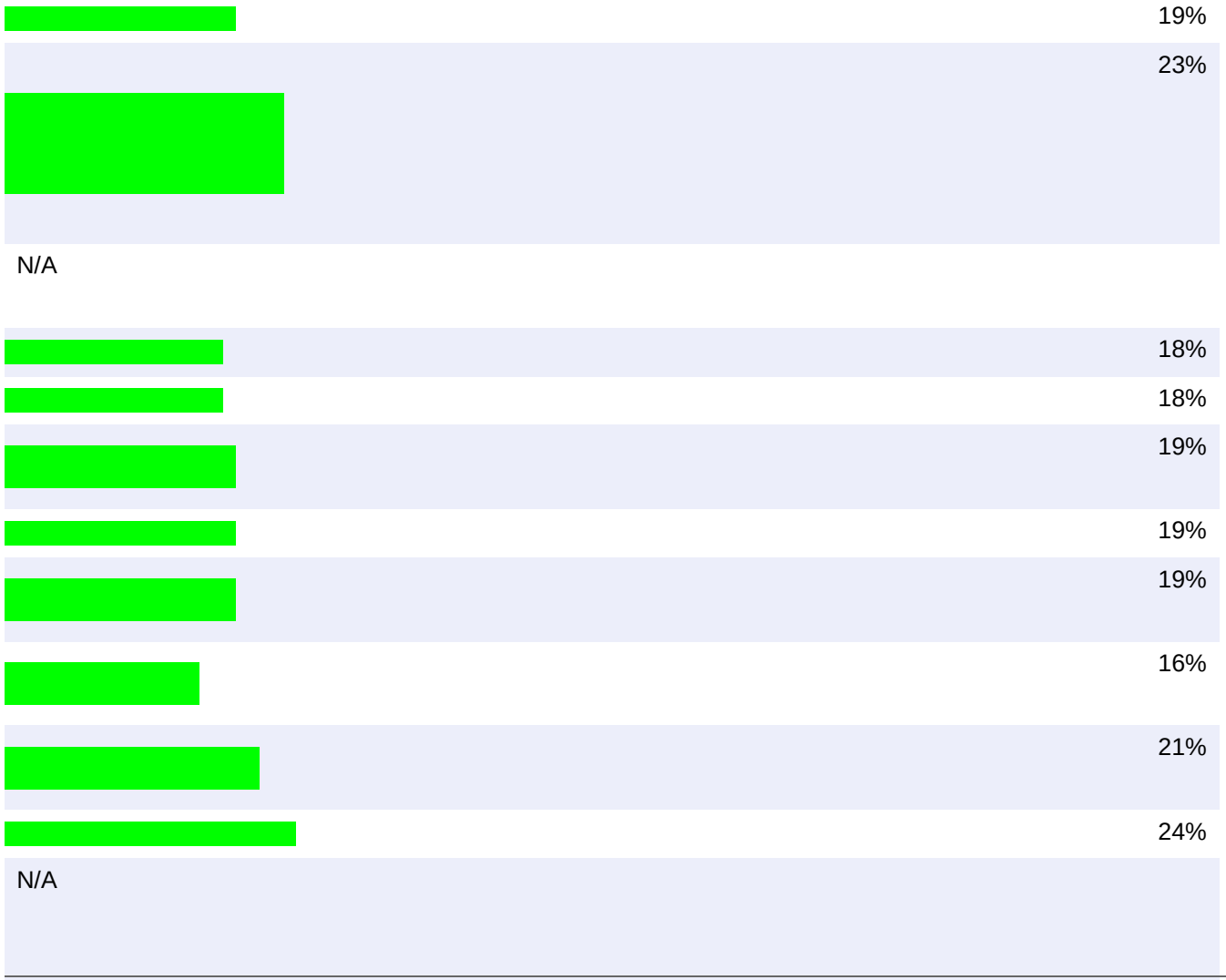

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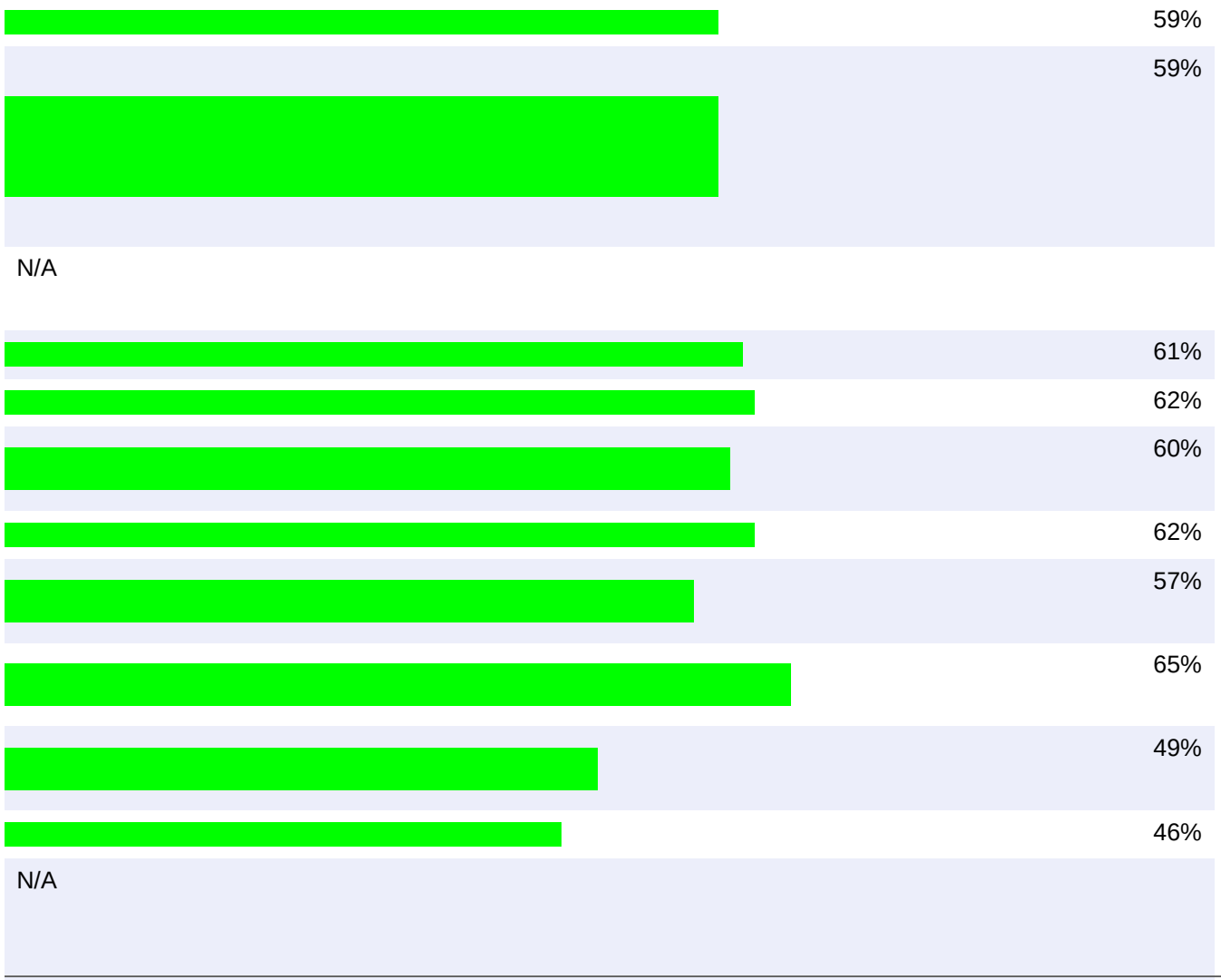

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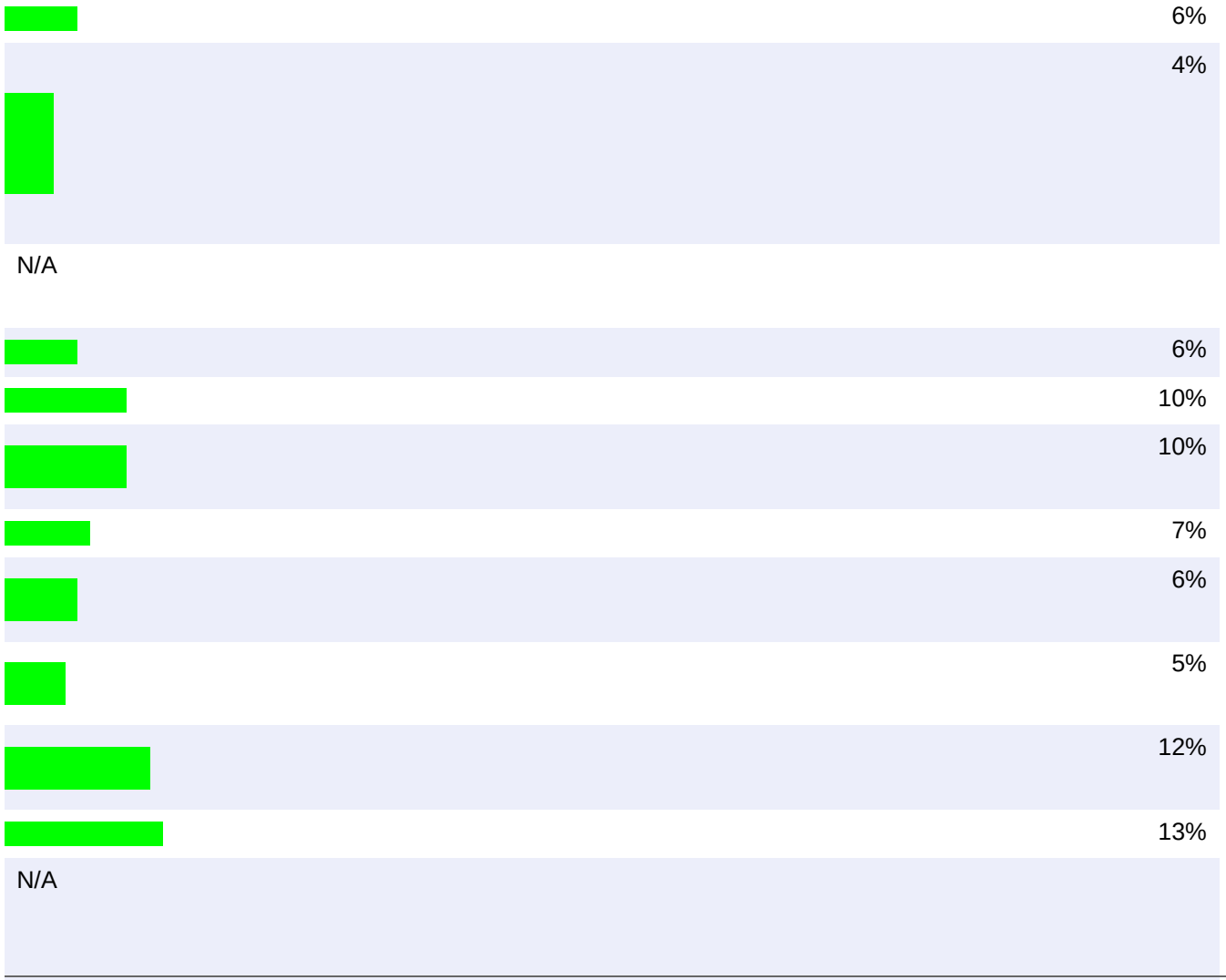

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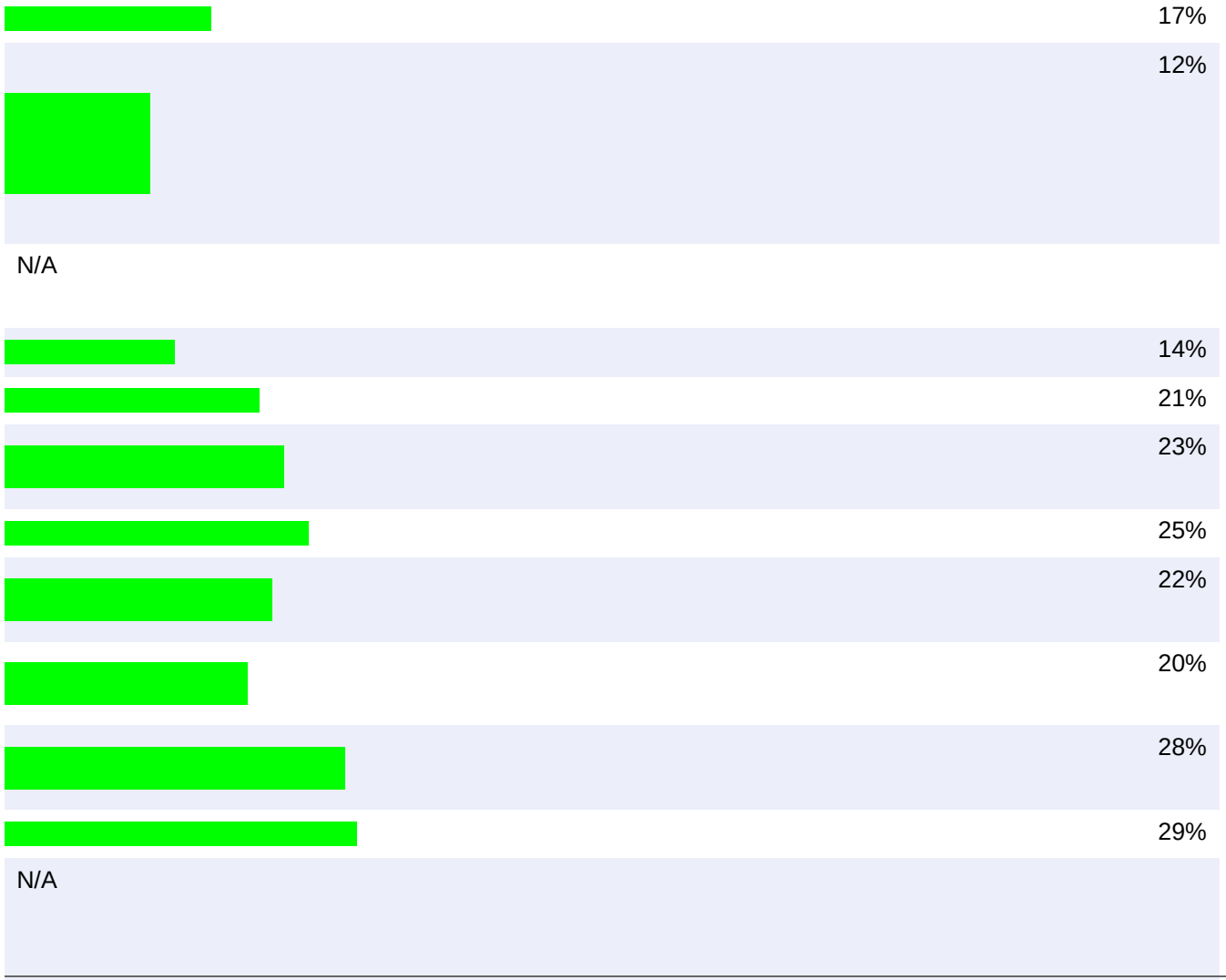

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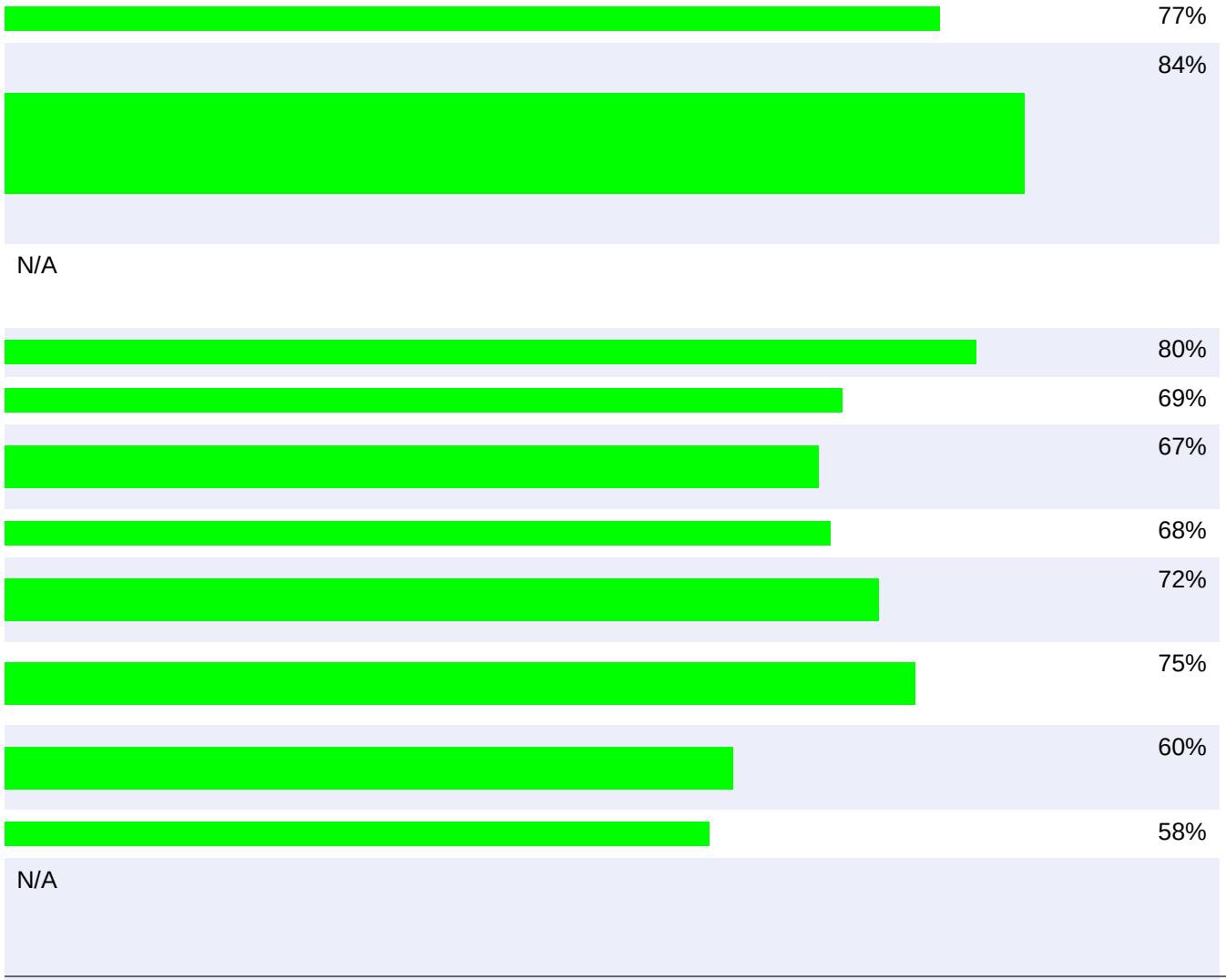

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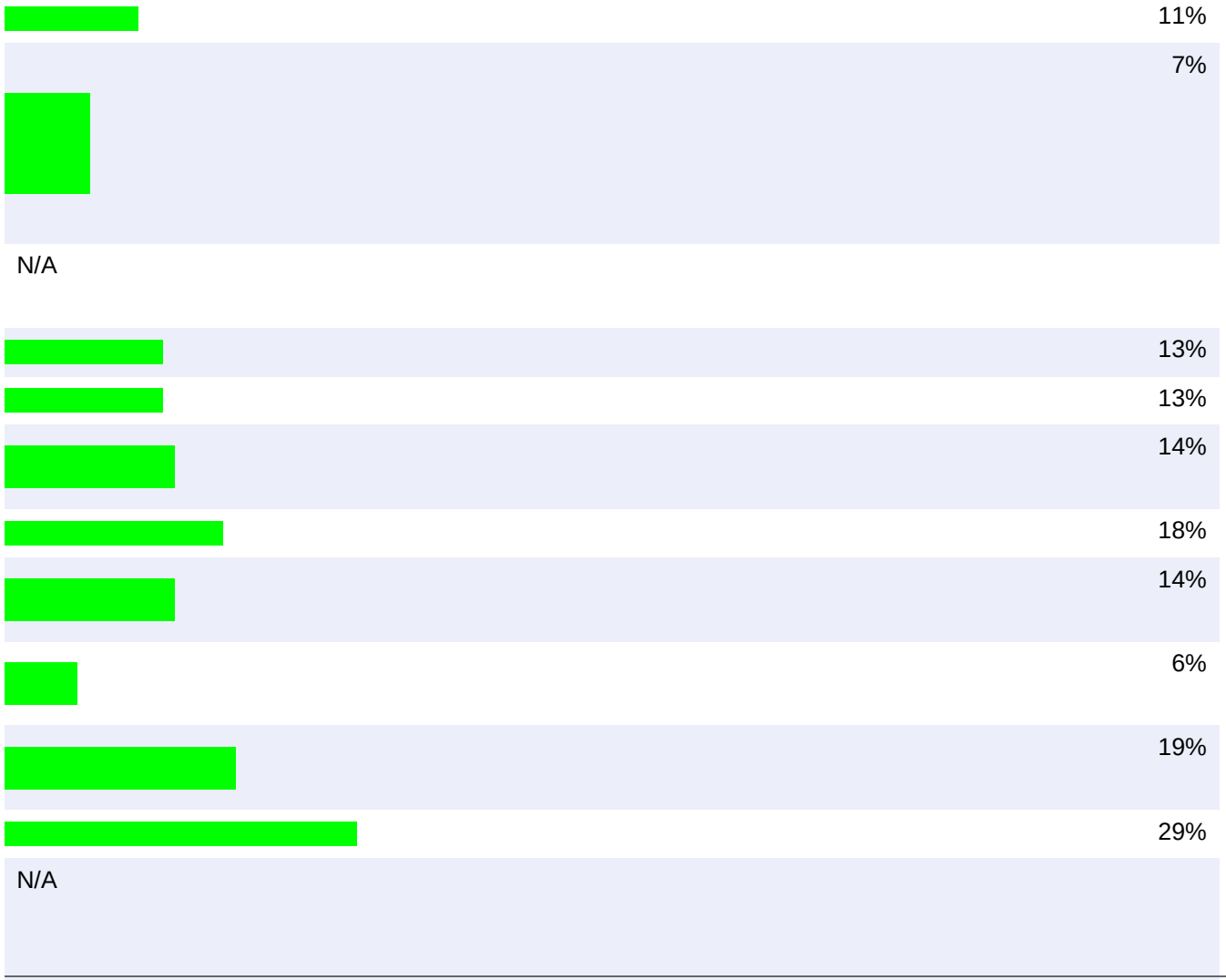

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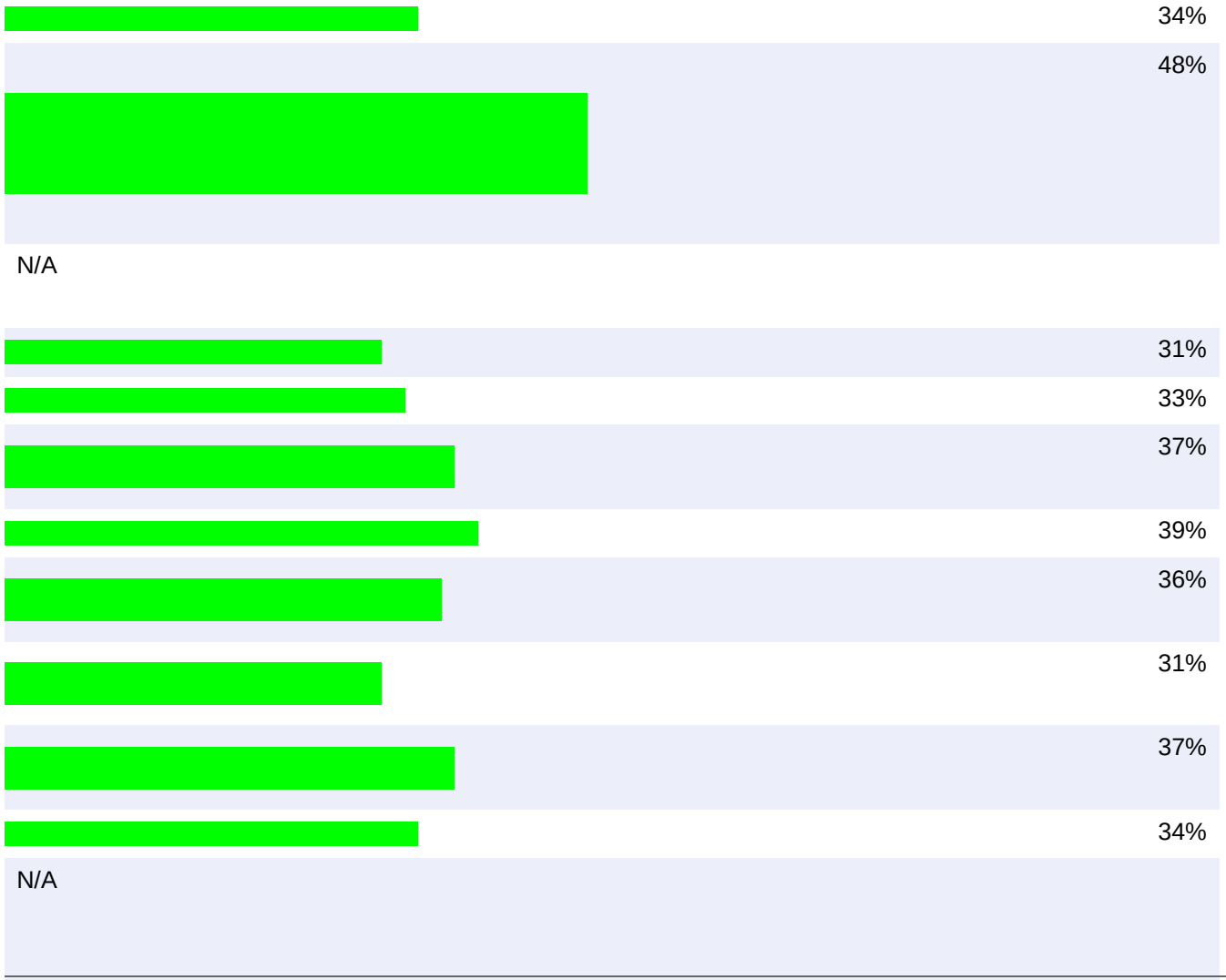

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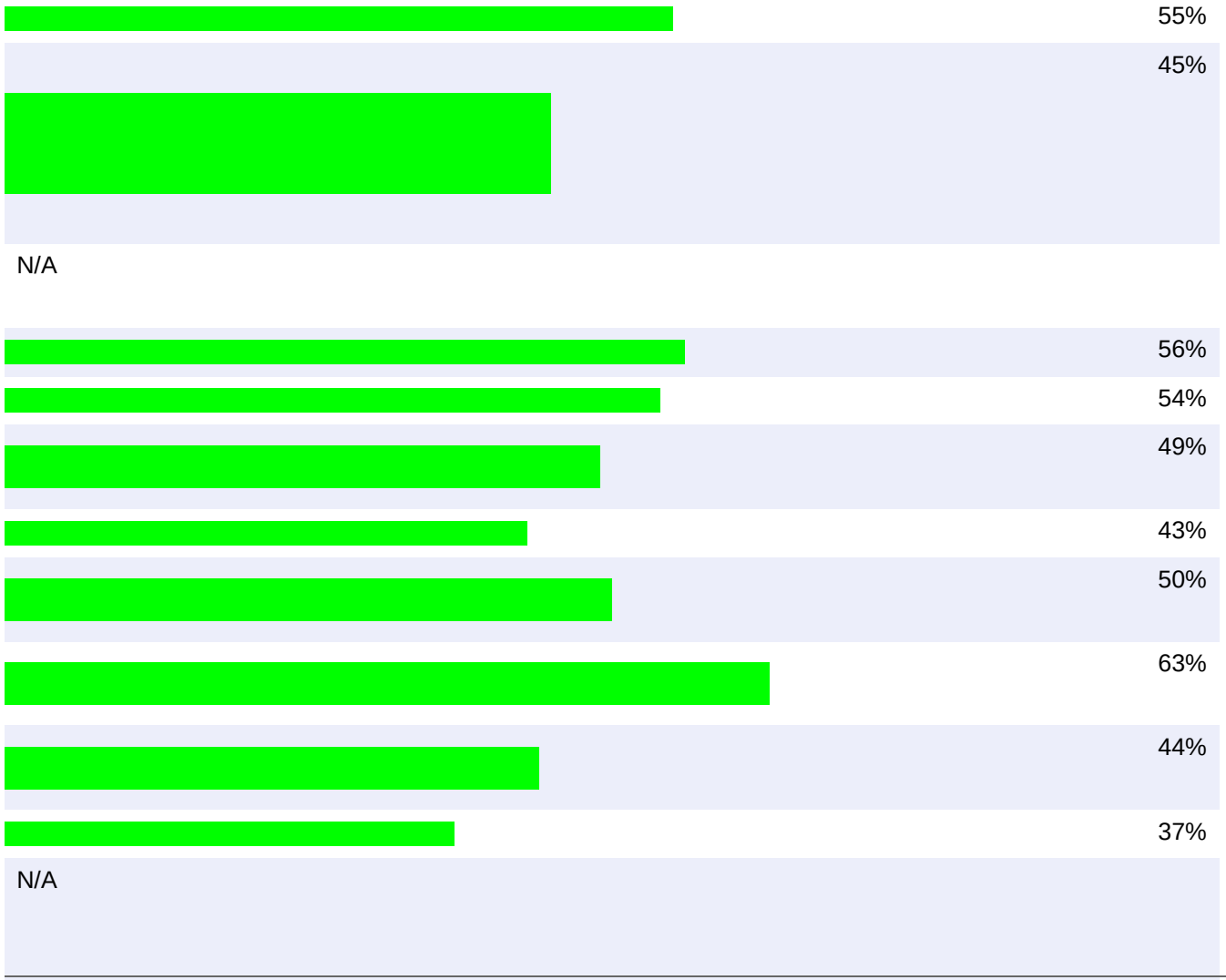

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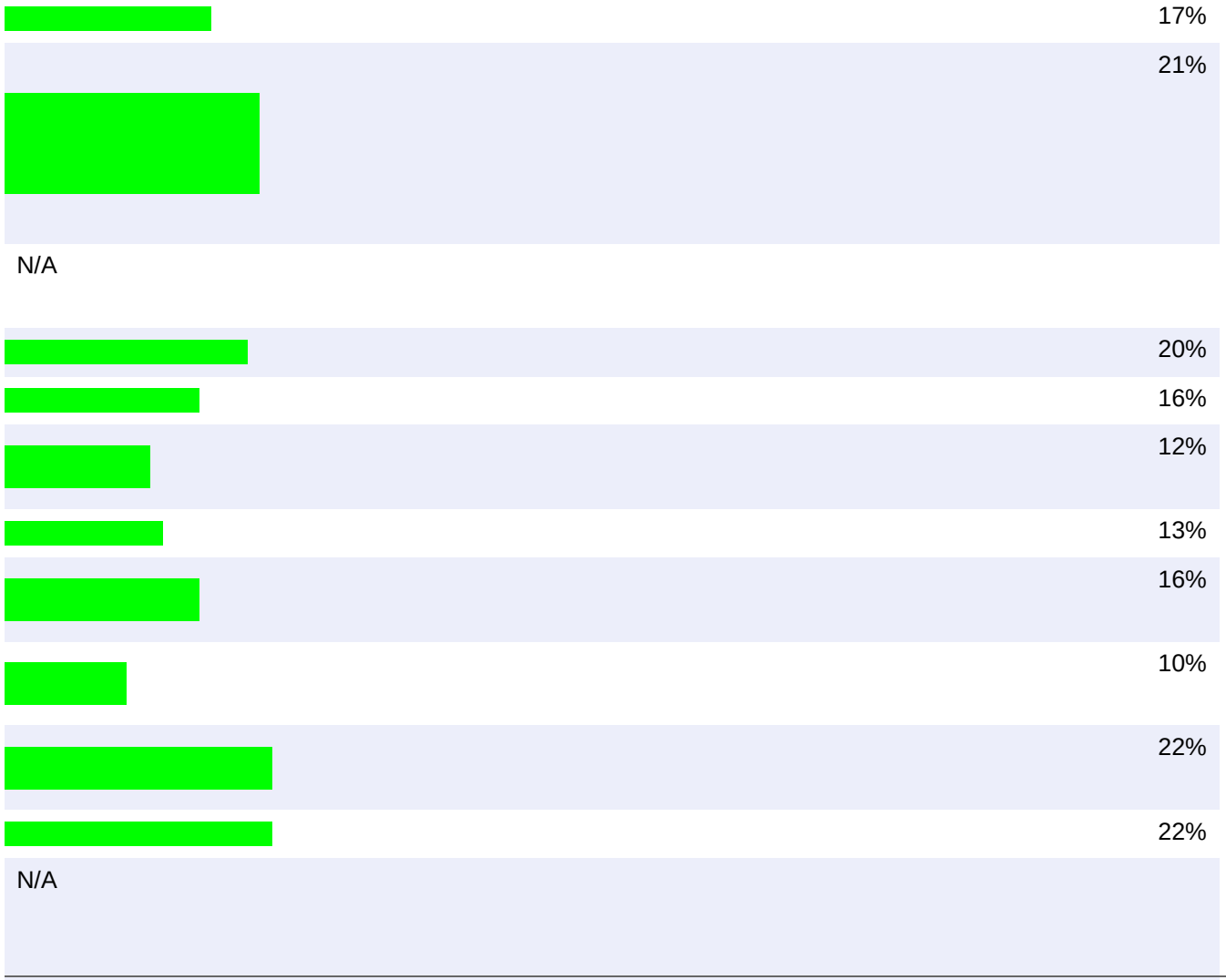

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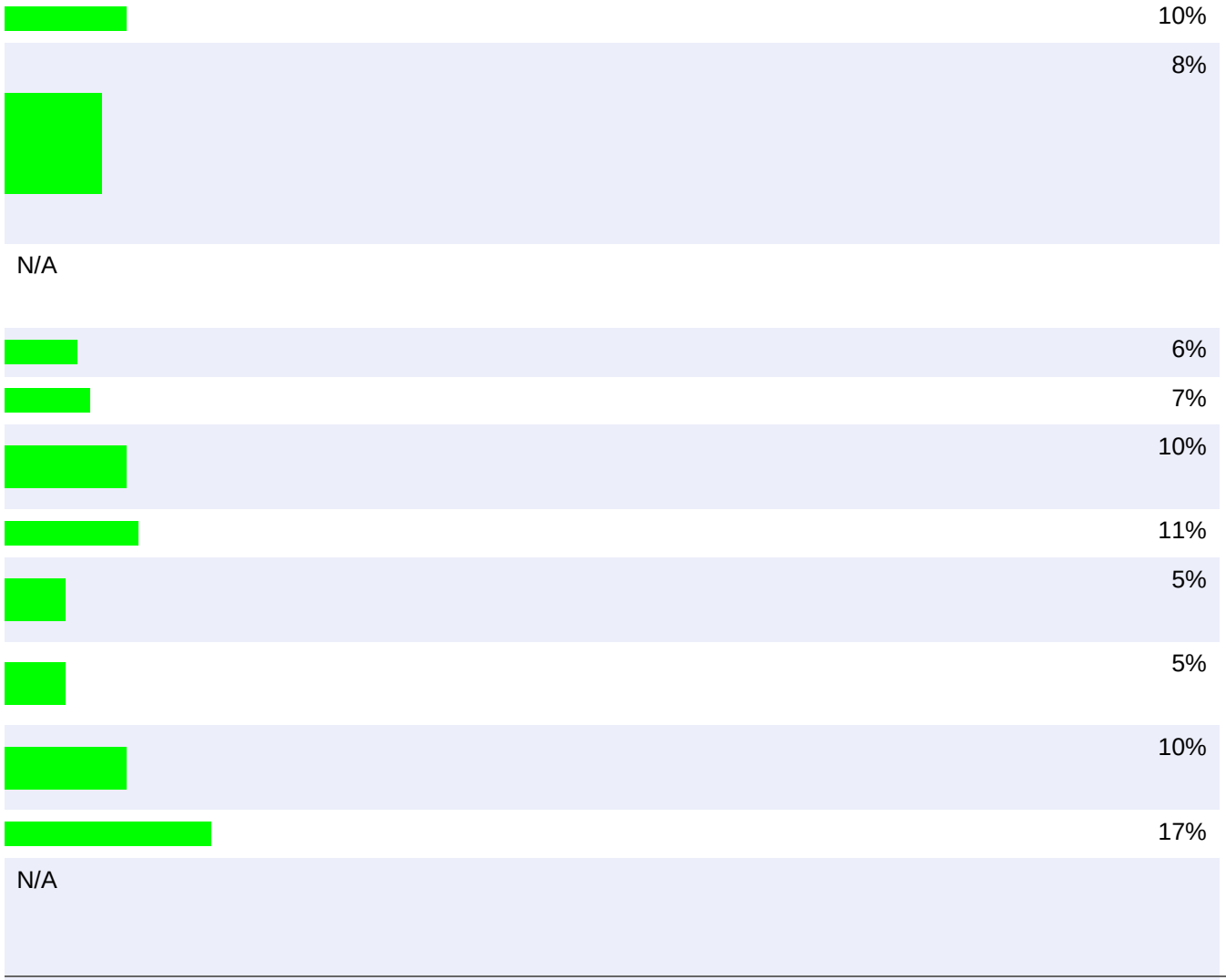

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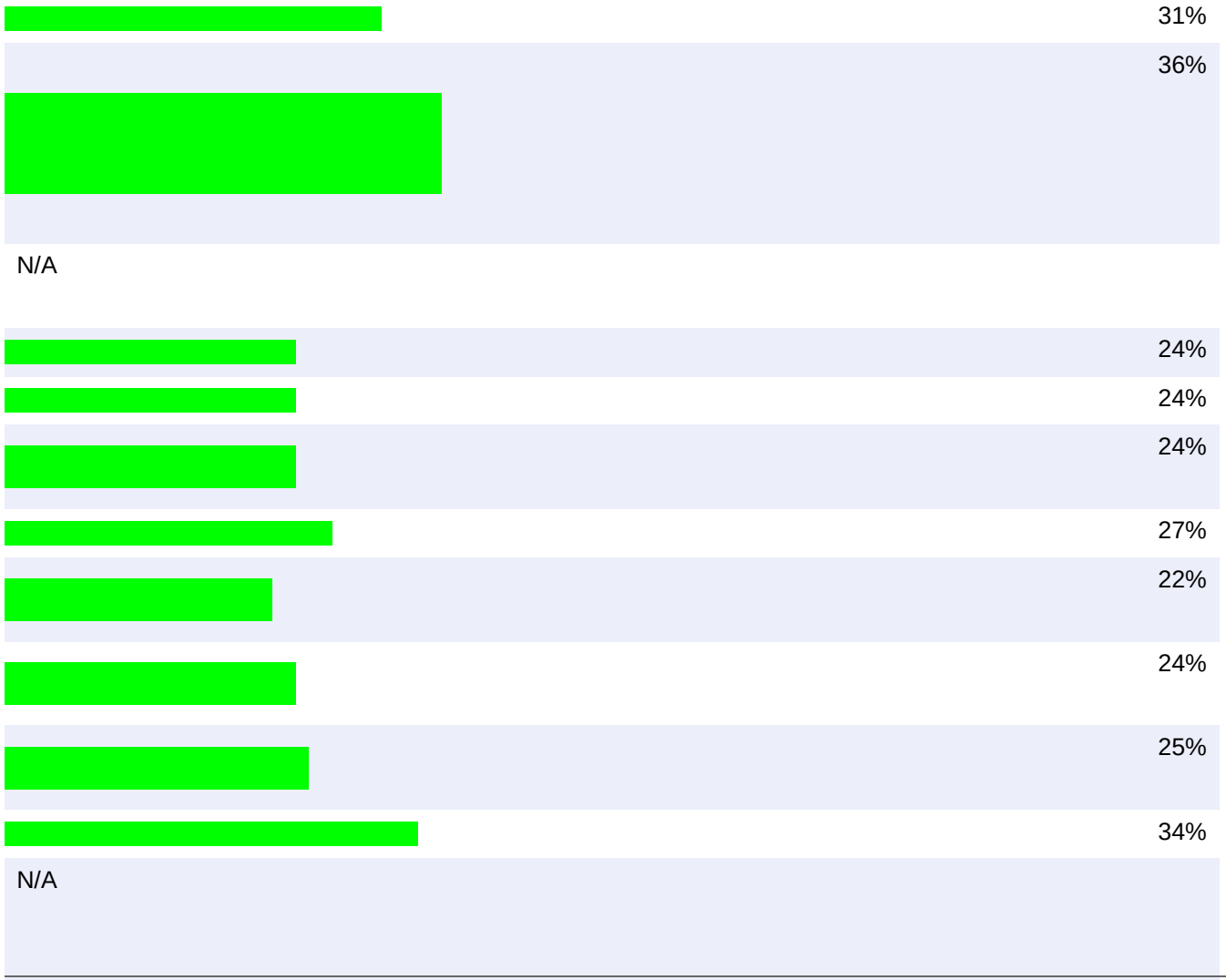

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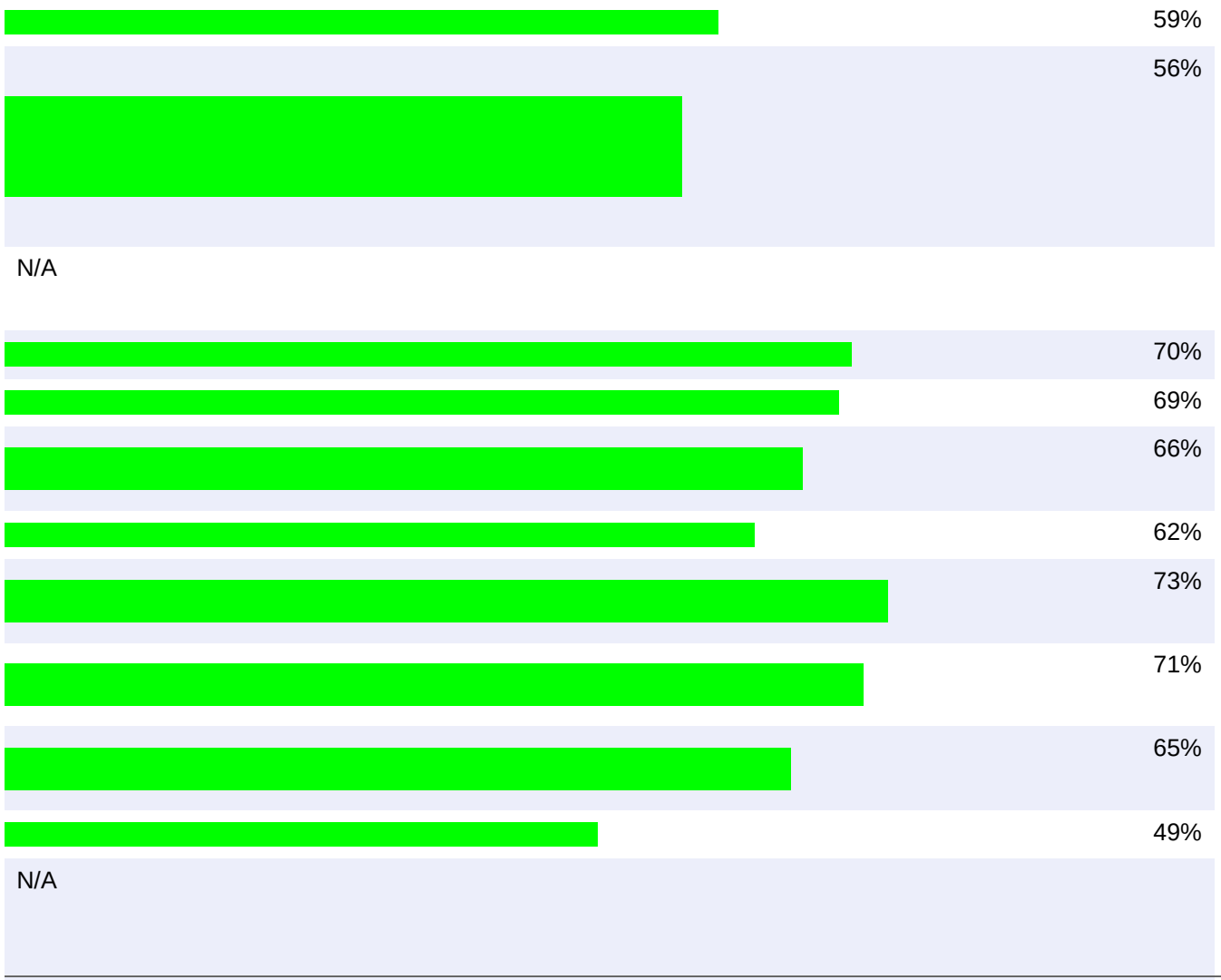

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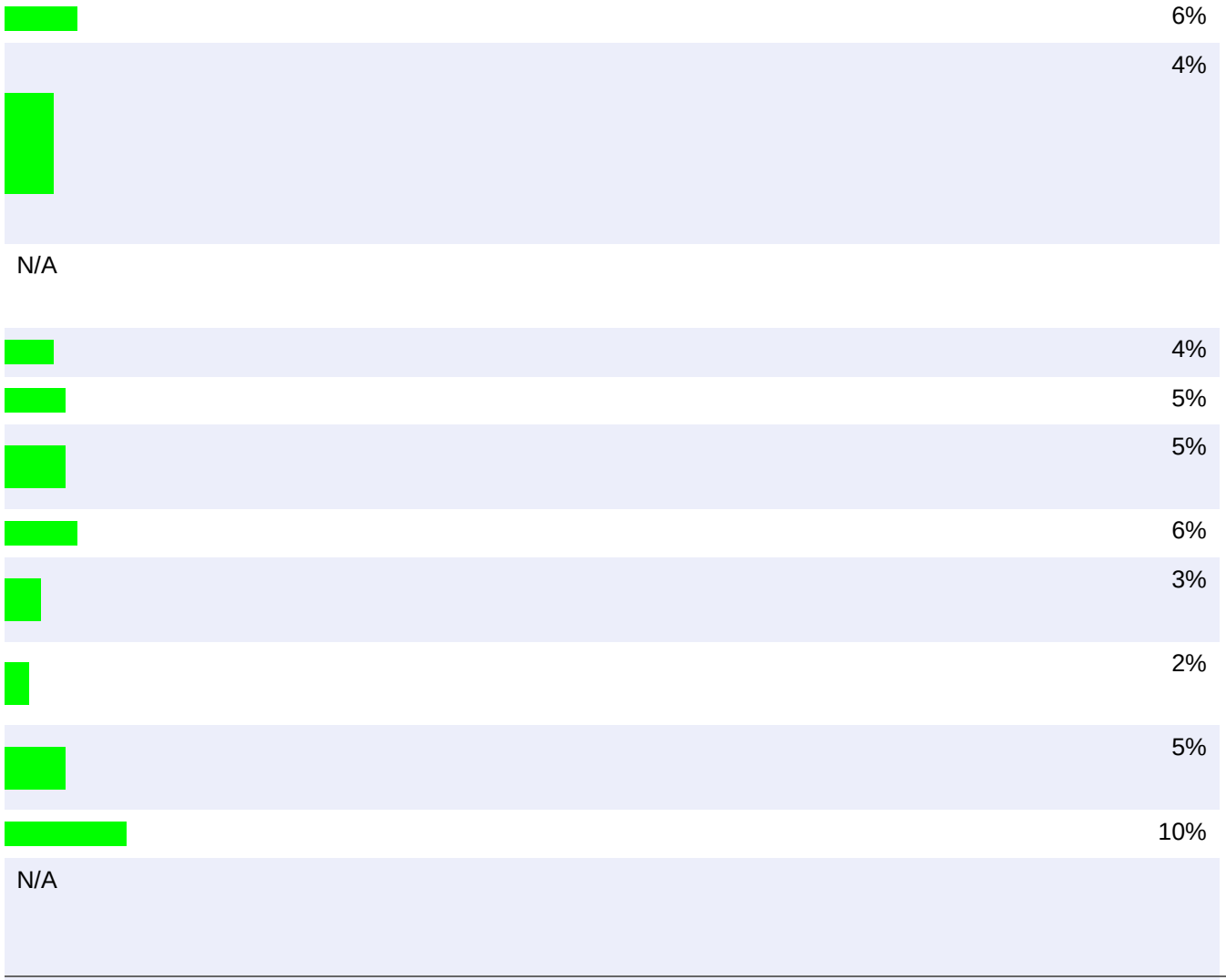

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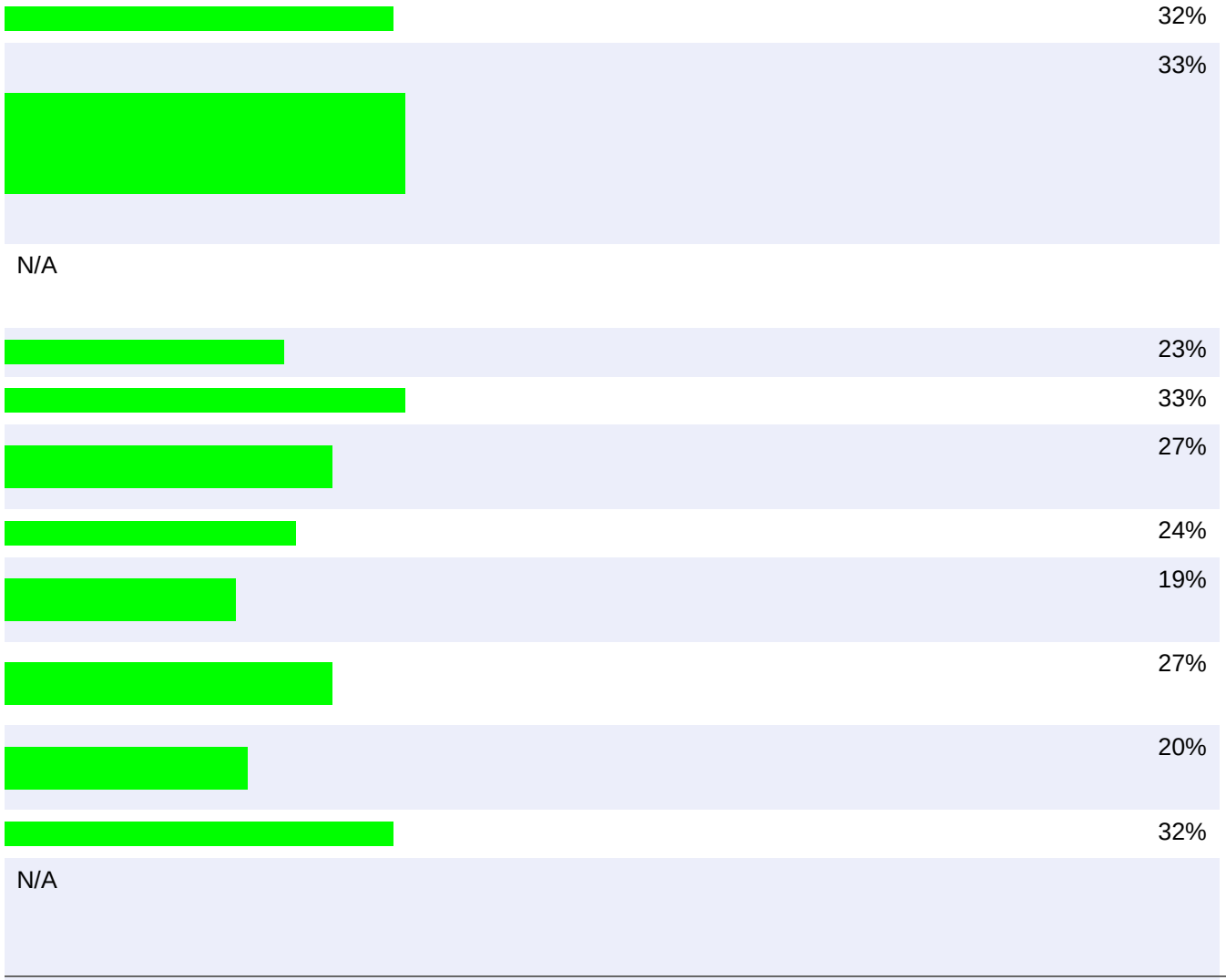

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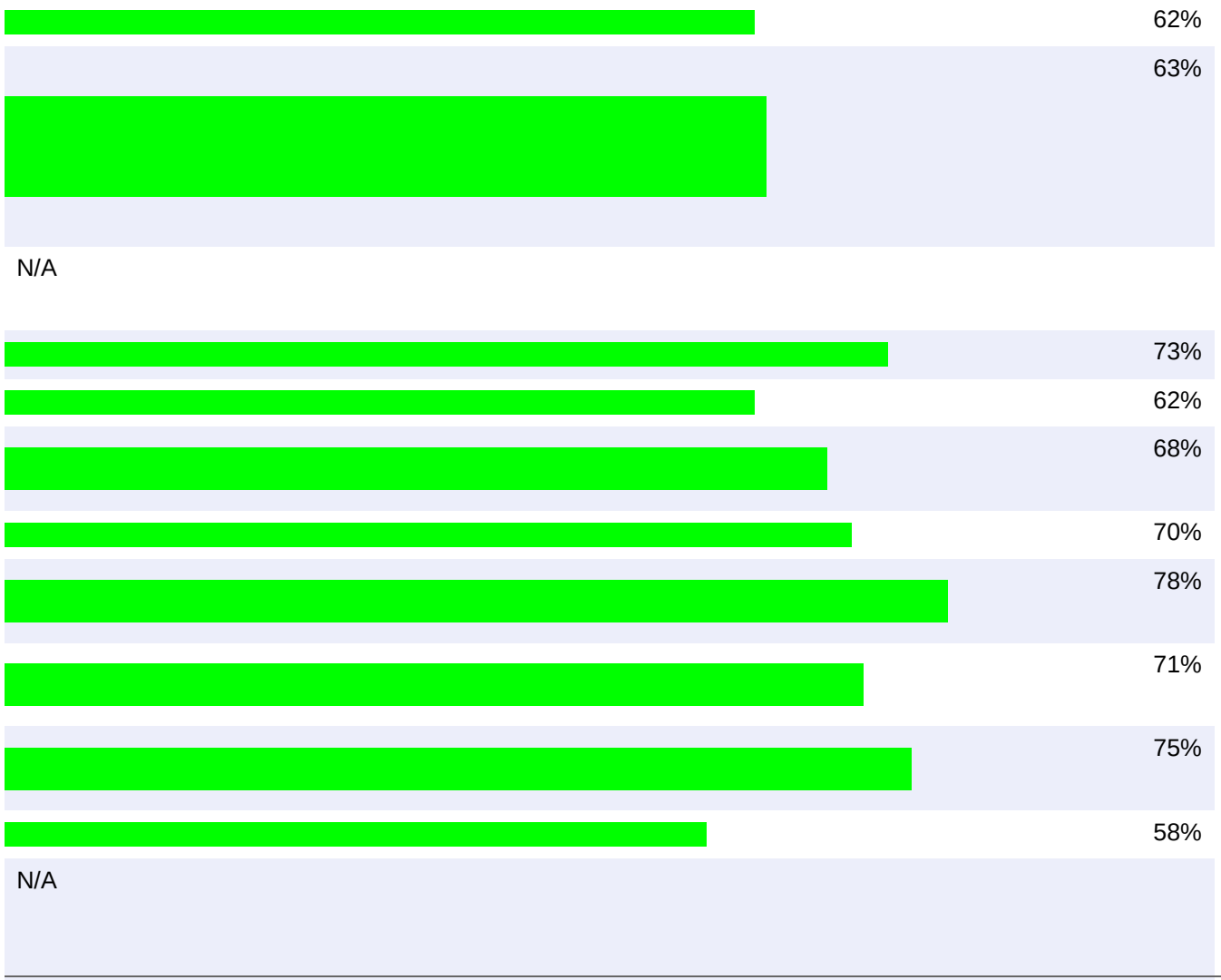


HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A	
300 or more	
Fewer than 100	
N/A	
Between 100 and 299	
Between 100 and 299	
300 or more	
Between 100 and 299	
300 or more	
300 or more	
300 or more	
300 or more	
N/A	

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

		Survey results are not available for this reporting period
	29%	
	30%	Fewer than 100 Patients completed the HCAHPS survey. Use these rates with caution, as the number of surveys may be too low to reliably assess hospital performance
N/A		Survey results are not available for this reporting period
	20%	
	19%	
	29%	
	29%	
	42%	
	33%	
	29%	
	25%	
N/A		No or very few patients were eligible for the HCAHPS survey. The scores shown, if any, reflect a very small number of surveys

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

050488	EDEN MEDICAL CENTER	20103 LAKE CHABOT ROAD
050043	ALTA BATES SUMMIT MEDICAL CENTER	350 HAWTHORNE AVENUE
050264	SAN LEANDRO HOSPITAL	13855 E 14TH STREET
050075	KAISER FOUNDATION HOSPITAL OAKLAND/RICHMOND	280 W MAC ARTHUR BLVD
050002	ST ROSE HOSPITAL	27200 CALAROGA AVE
050512	KAISER FOUNDATION HOSPITAL FREMONT/HAYWARD	27400 HESPERIAN BLVD
050195	WASHINGTON HOSPITAL	2000 MOWRY AVE
050079	DOCTORS MEDICAL CENTER-SAN PABLO	2000 VALE RD
031313	CARONDELET HOLY CROSS HOSPITAL	1171 WEST TARGET RANGE ROAD
030111	UNIVERSITY PHYSICIANS HEALTHCARE HOSPITAL AT KINO	2800 EAST AJO WAY
030006	TUCSON MEDICAL CENTER	5301 EAST GRANT ROAD
031303	SOUTHEAST ARIZONA MEDICAL CENTER	2174 WEST OAK AVENUE
030016	CASA GRANDE REGIONAL MEDICAL CENTER	1800 EAST FLORENCE BOULEVARD
030074	SELLS INDIAN HEALTH SERVICE HOSPITAL	PO BOX 548

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	CASTRO VALLEY	CA
	OAKLAND	CA
	SAN LEANDRO	CA
	OAKLAND	CA
	HAYWARD	CA
	HAYWARD	CA
	FREMONT	CA
	SAN PABLO	CA
	NOGALES	AZ
	TUCSON	AZ
	TUCSON	AZ
	DOUGLAS	AZ
	CASA GRANDE	AZ
	SELLS	AZ

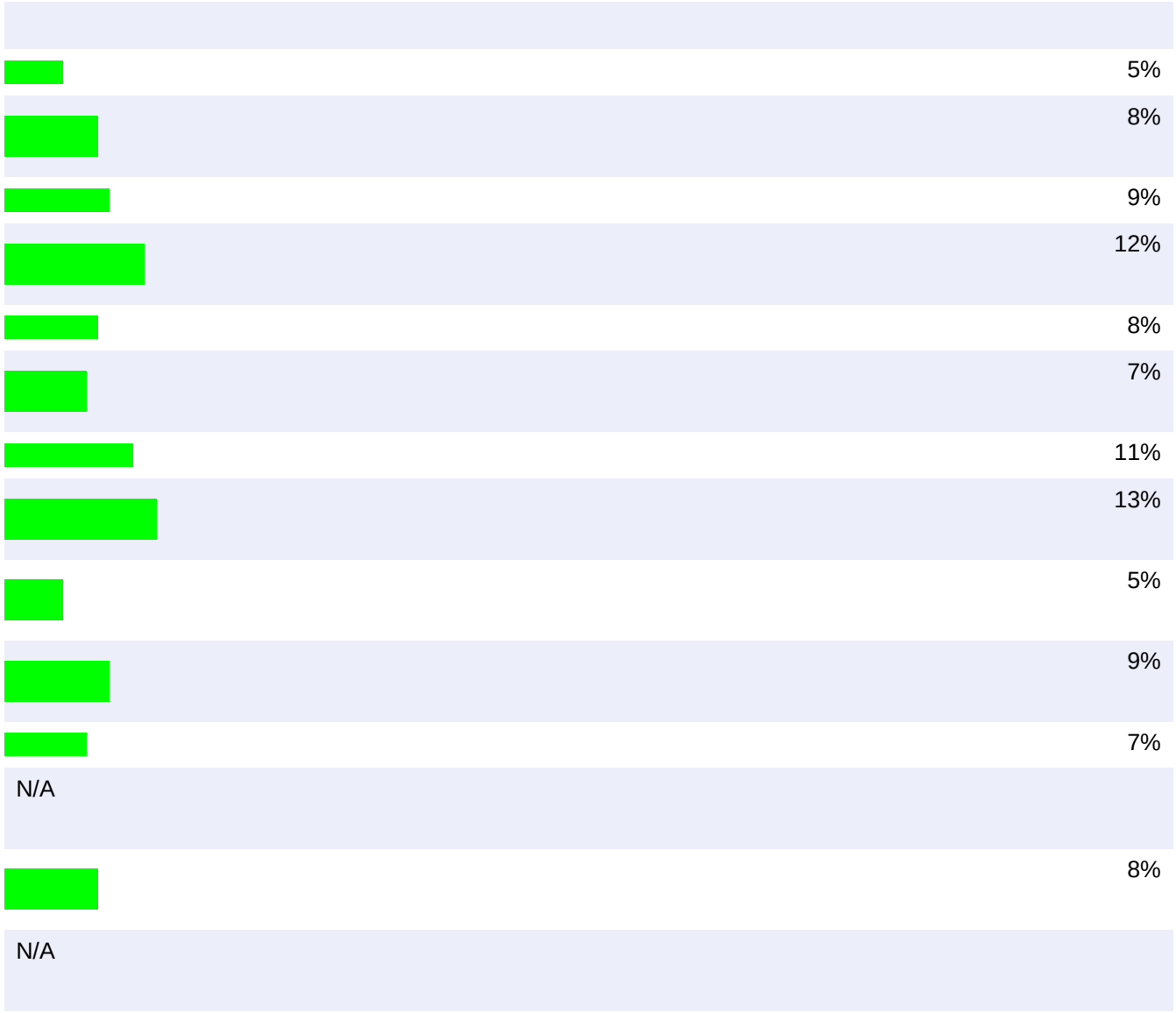
HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

94546	ALAMEDA	5105371234
94609	ALAMEDA	5106554000
94578	ALAMEDA	5106674510
94611	ALAMEDA	5107521000
94545	ALAMEDA	5107826200
94545	ALAMEDA	5107844000
94538	ALAMEDA	5107971111
94806	CONTRA COSTA	5109705000
85621	SANTA CRUZ	5202853000
85713	PIMA	5202944471
85712	PIMA	5203275461
85607	COCHISE	5203647931
85222	PINAL	5203816453
85634	PIMA	5203837200

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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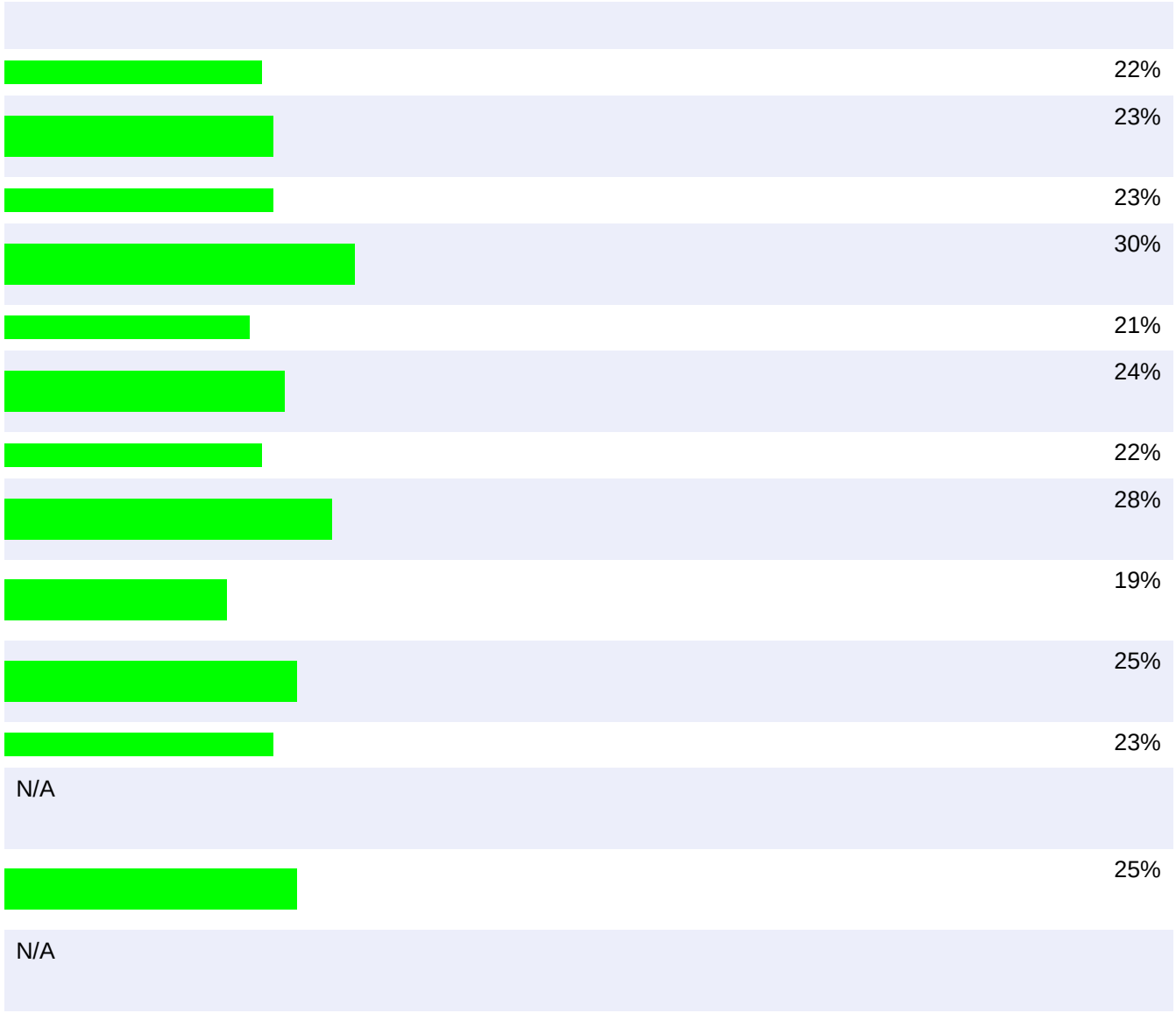

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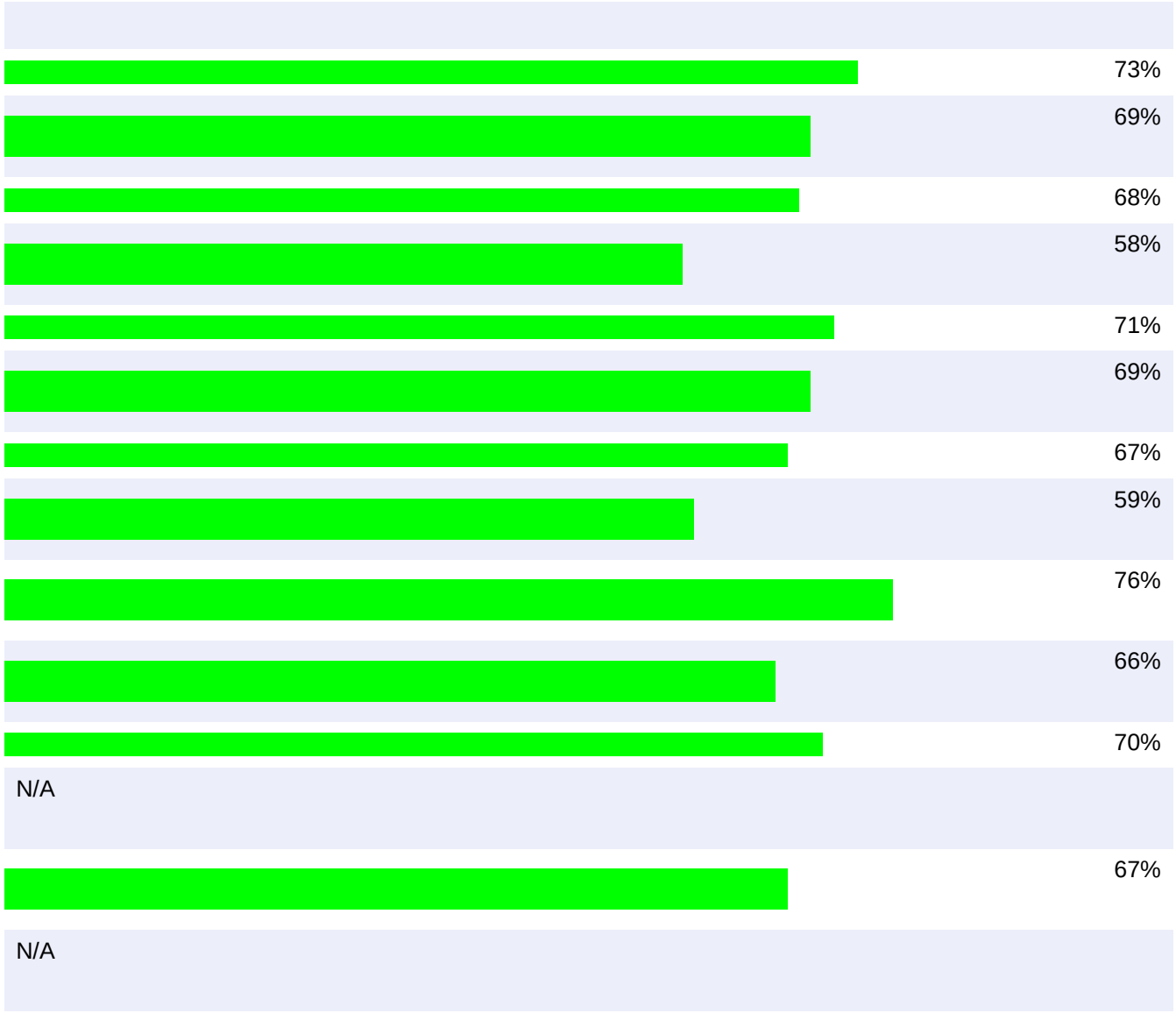

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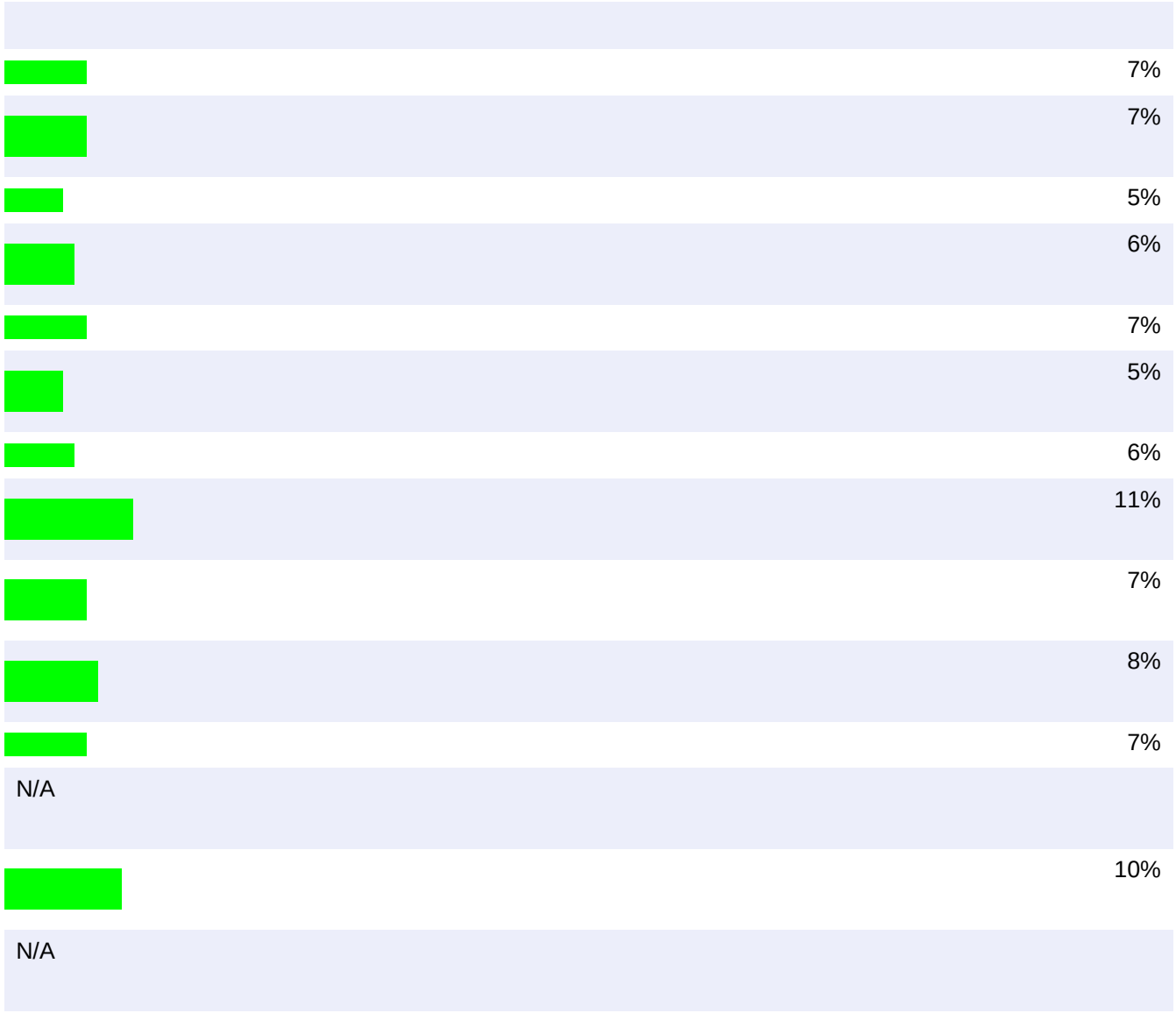

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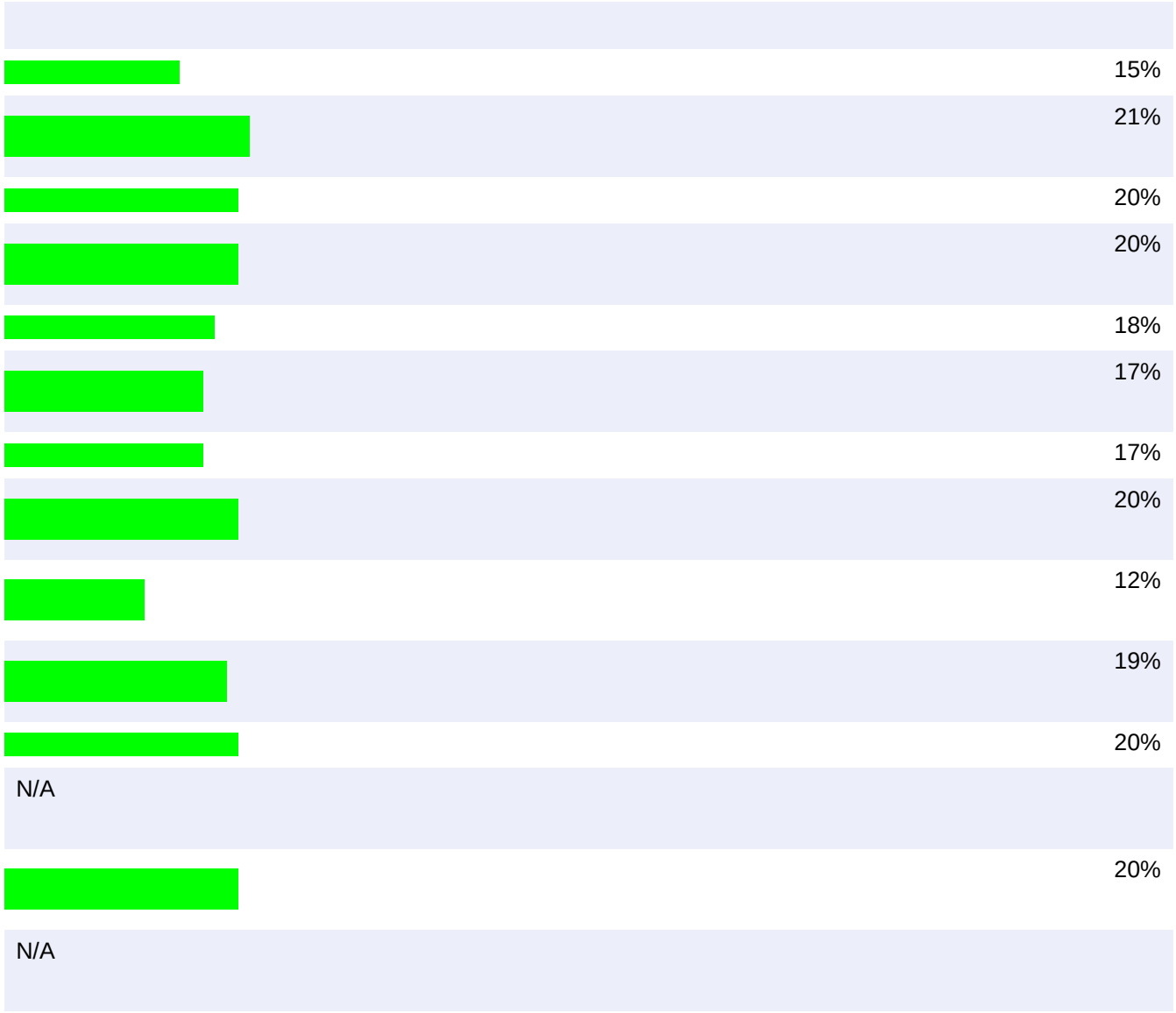

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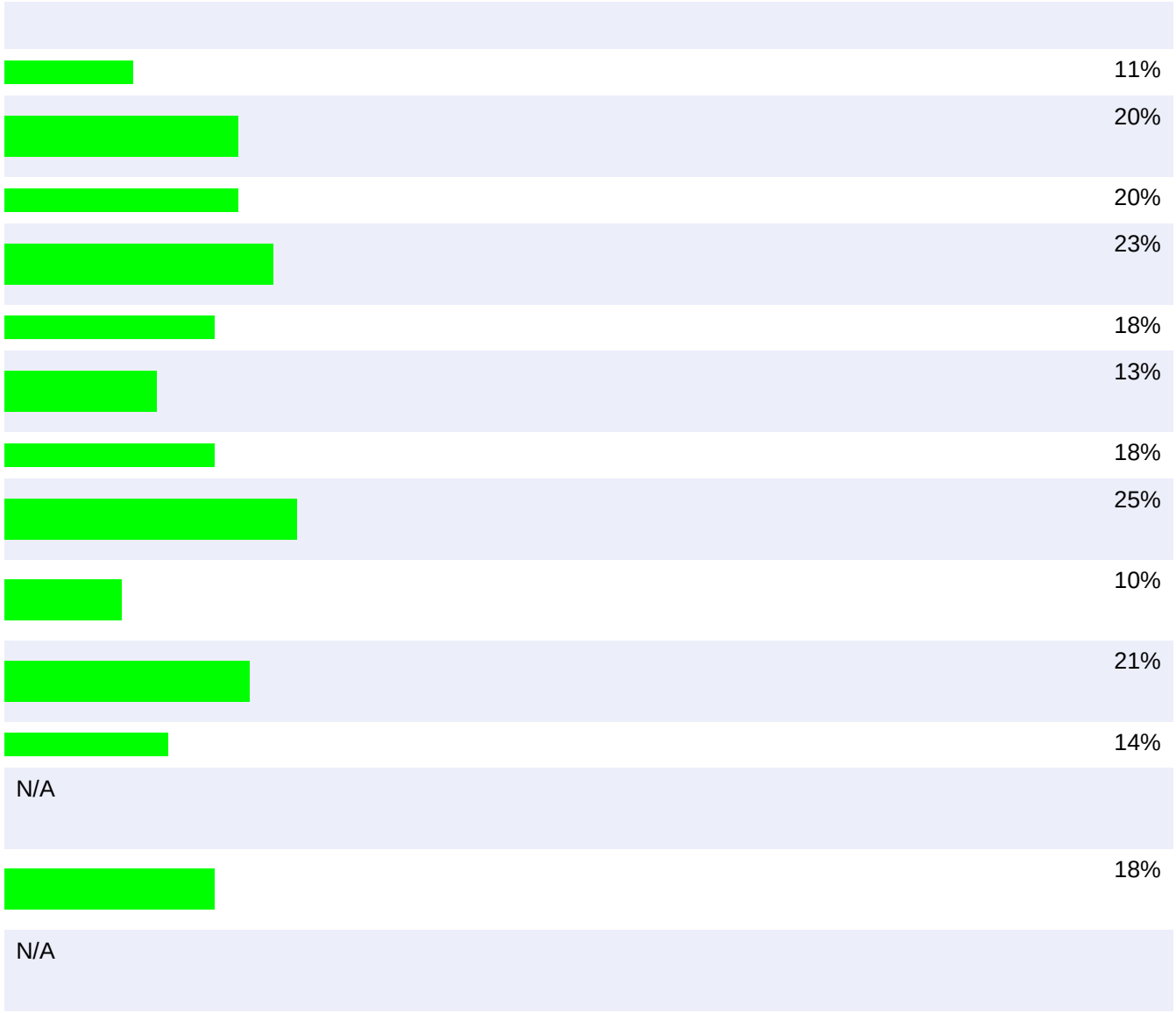

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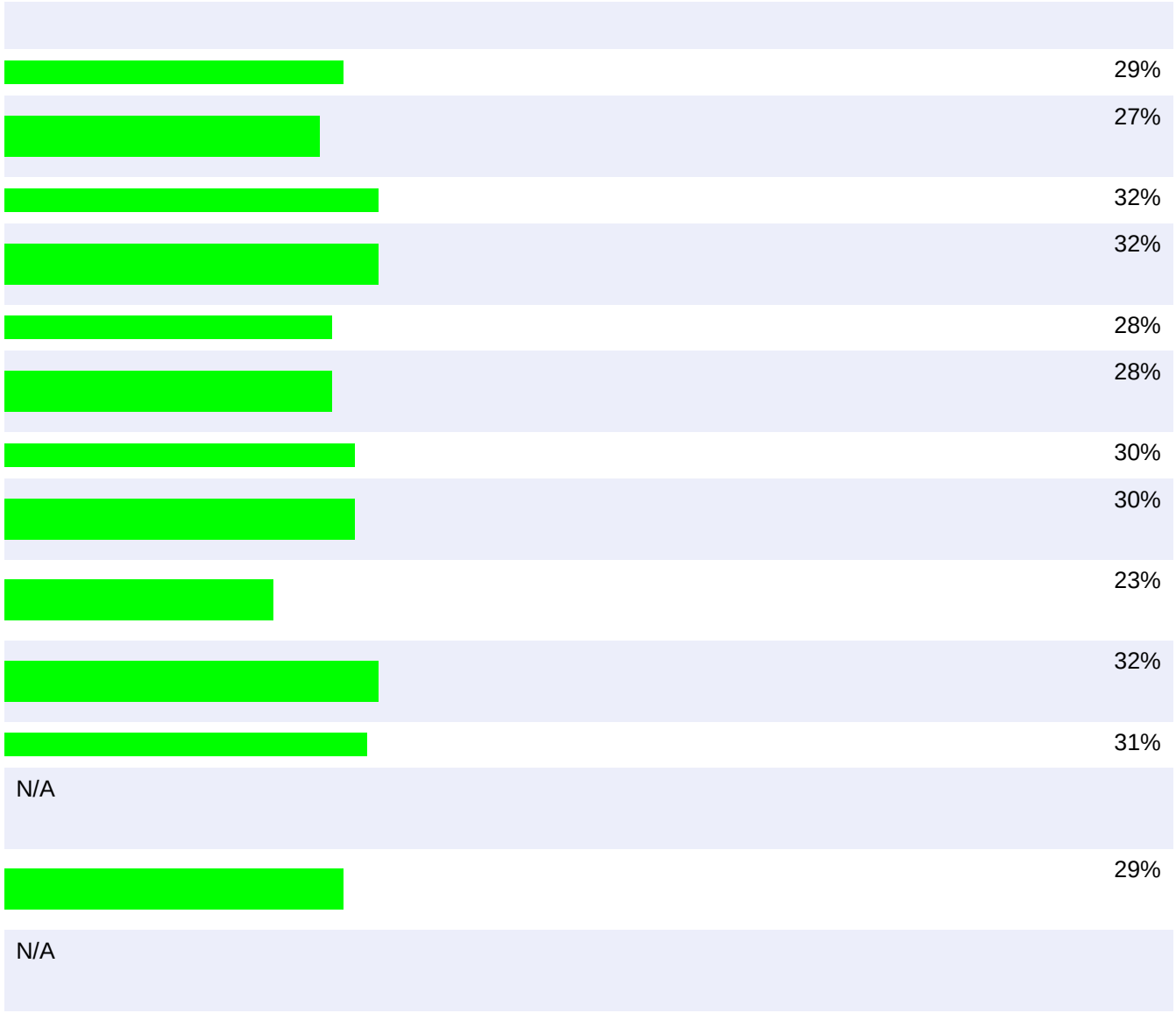

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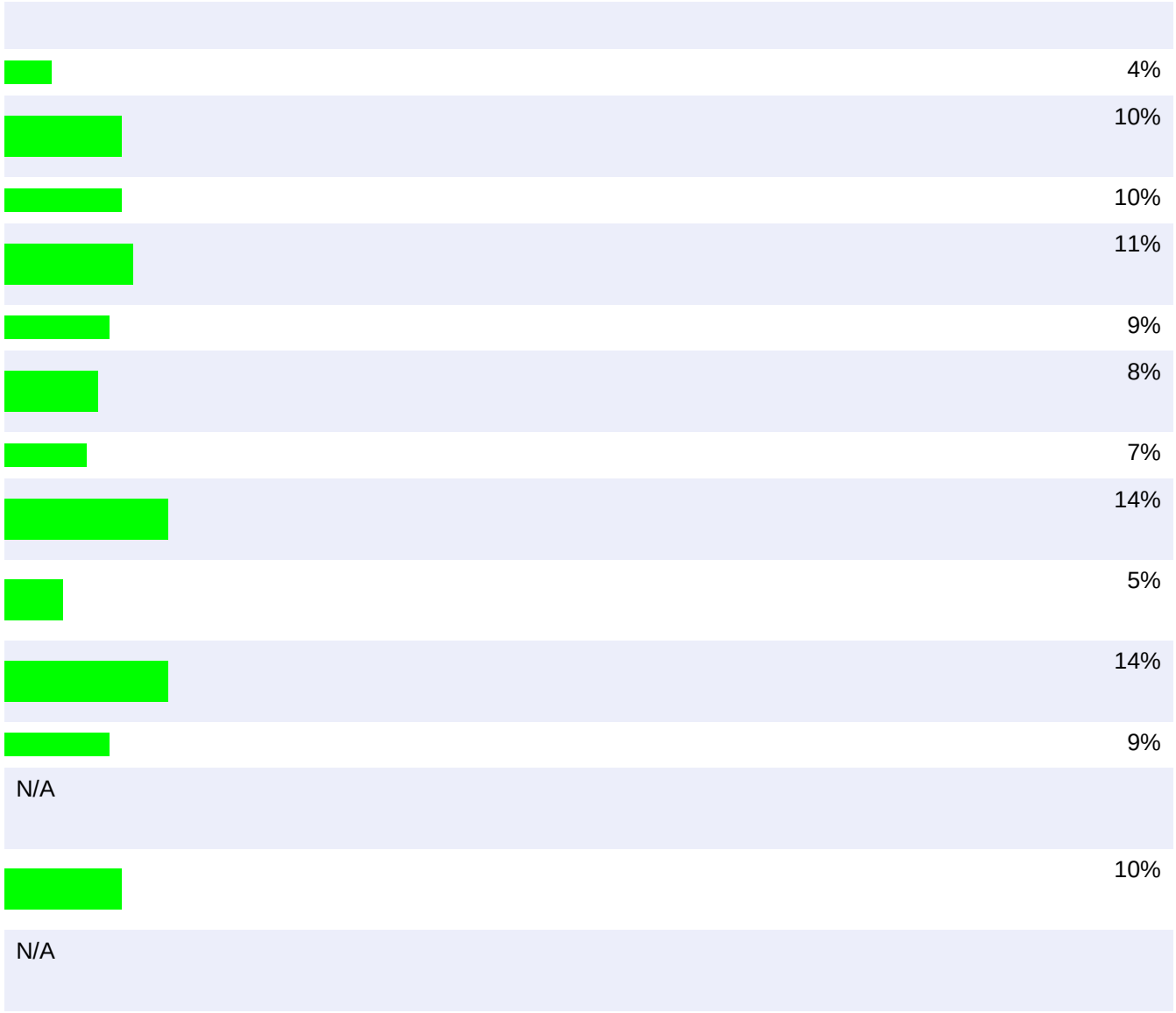

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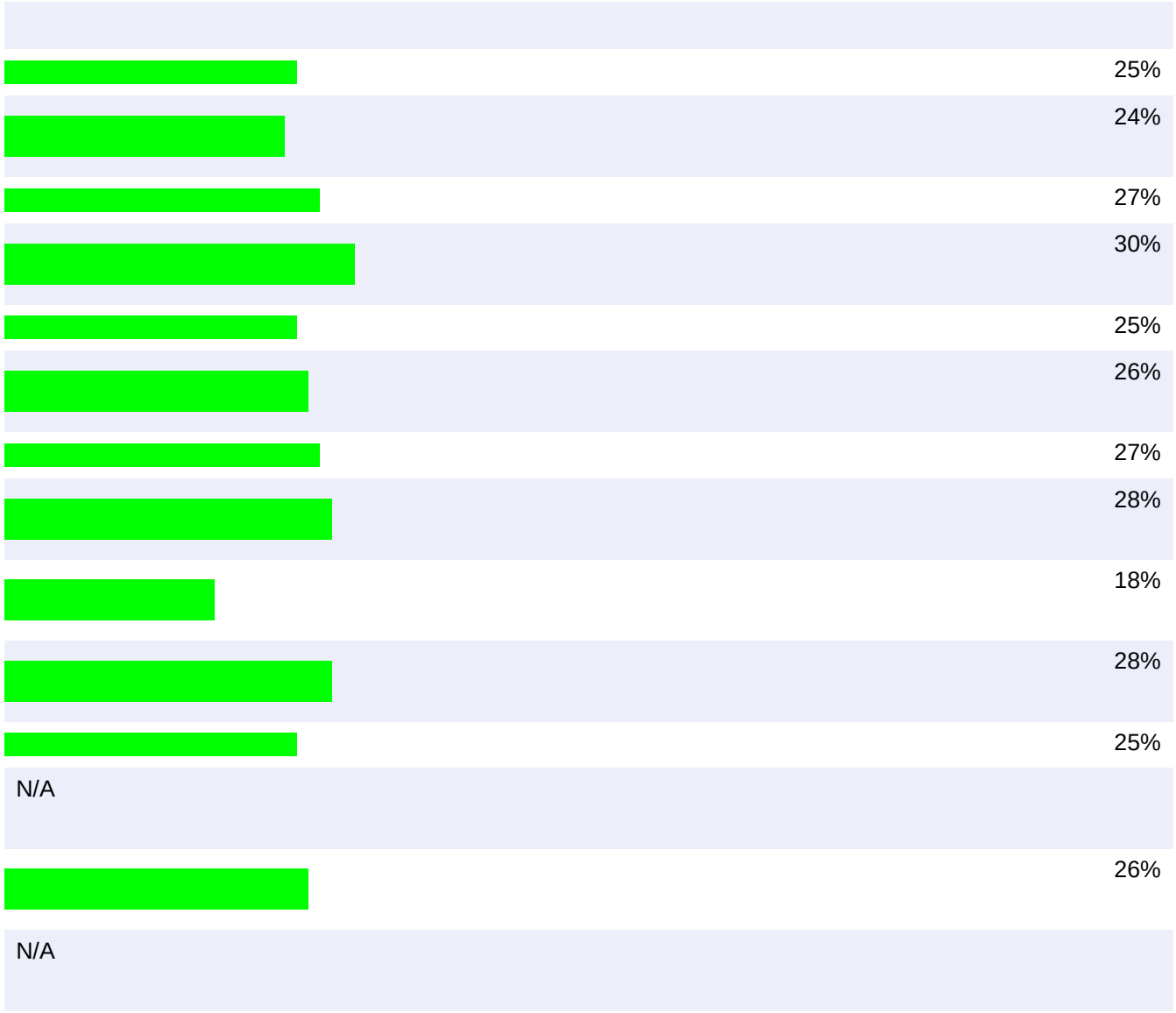

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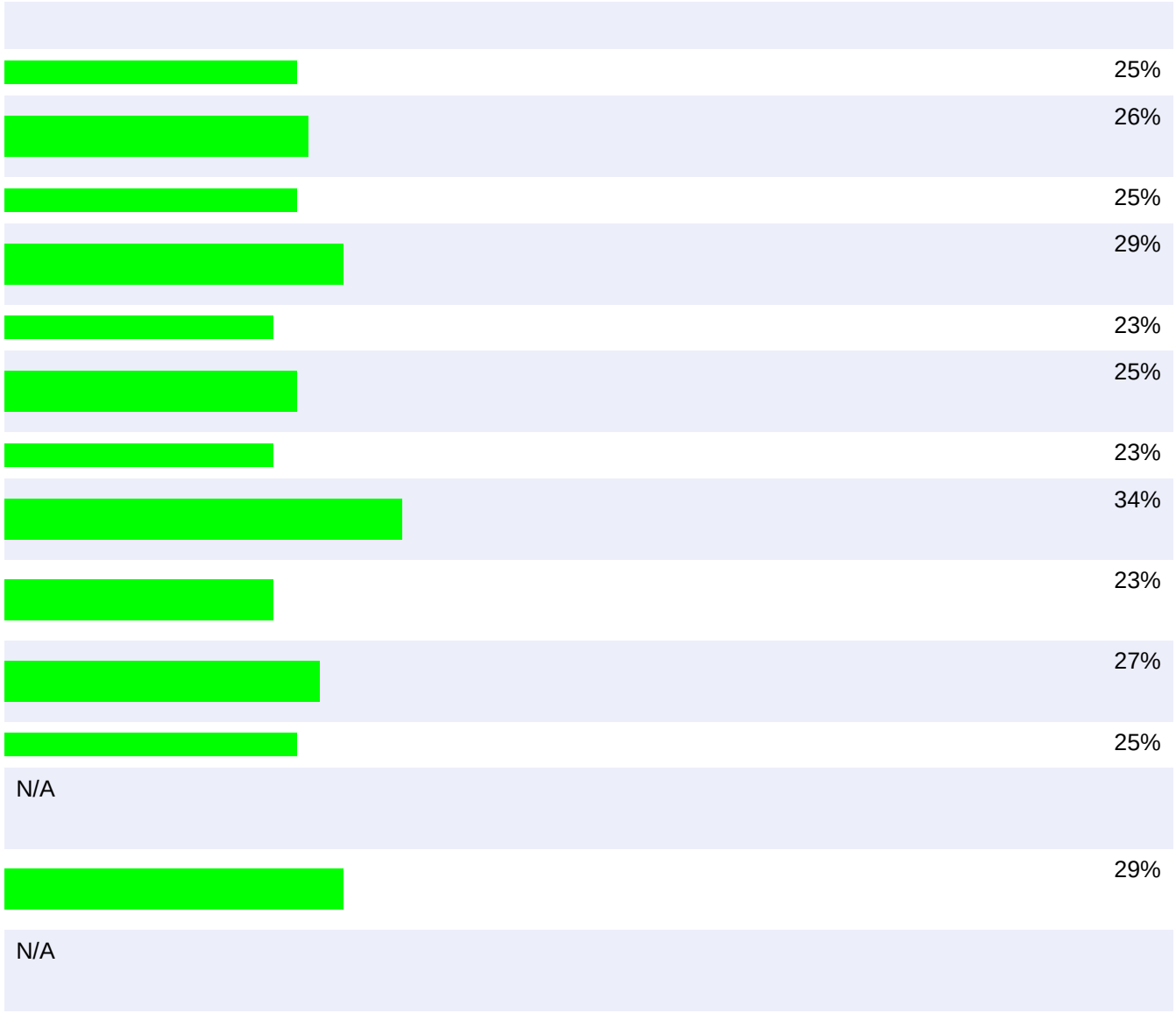

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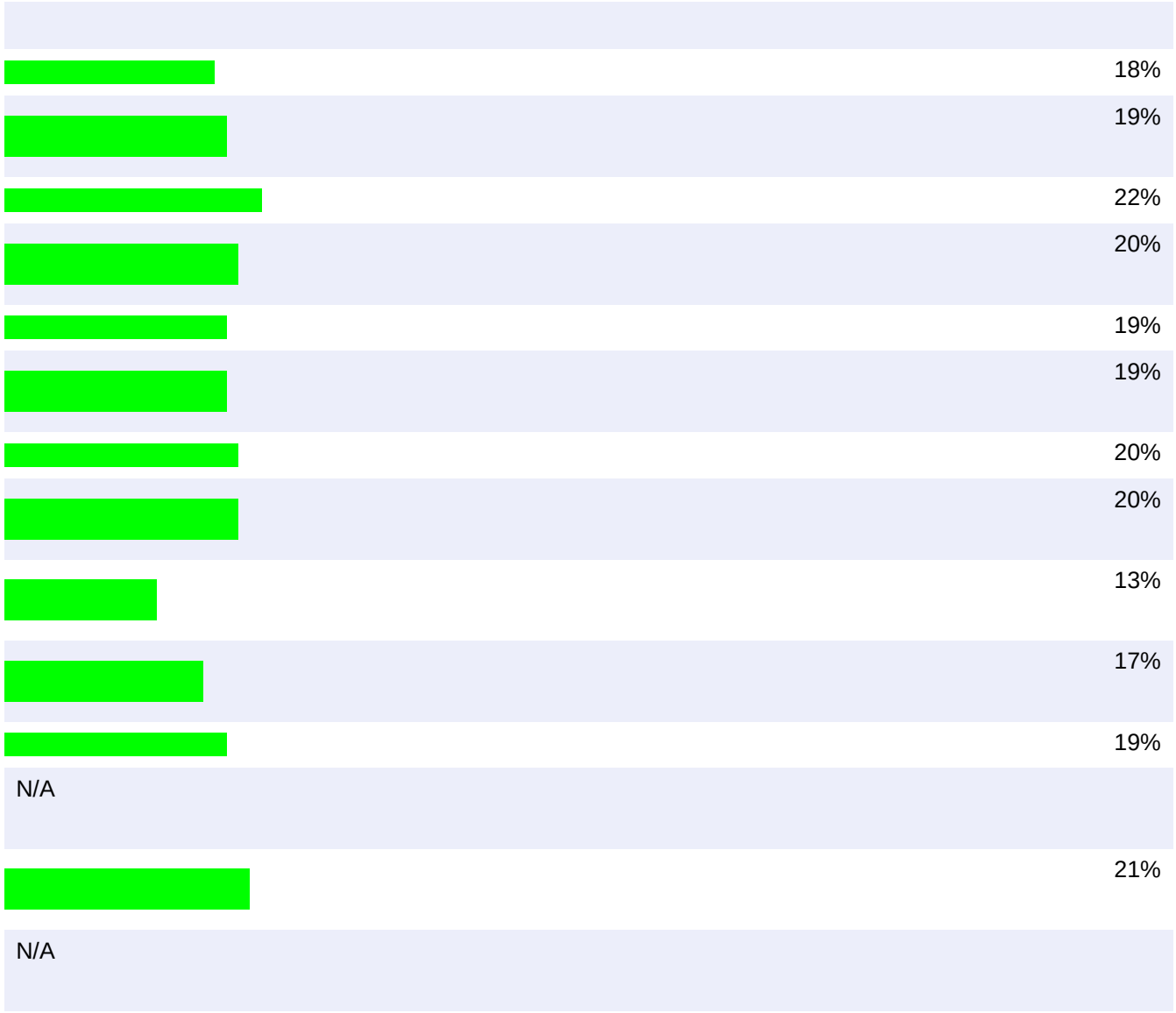

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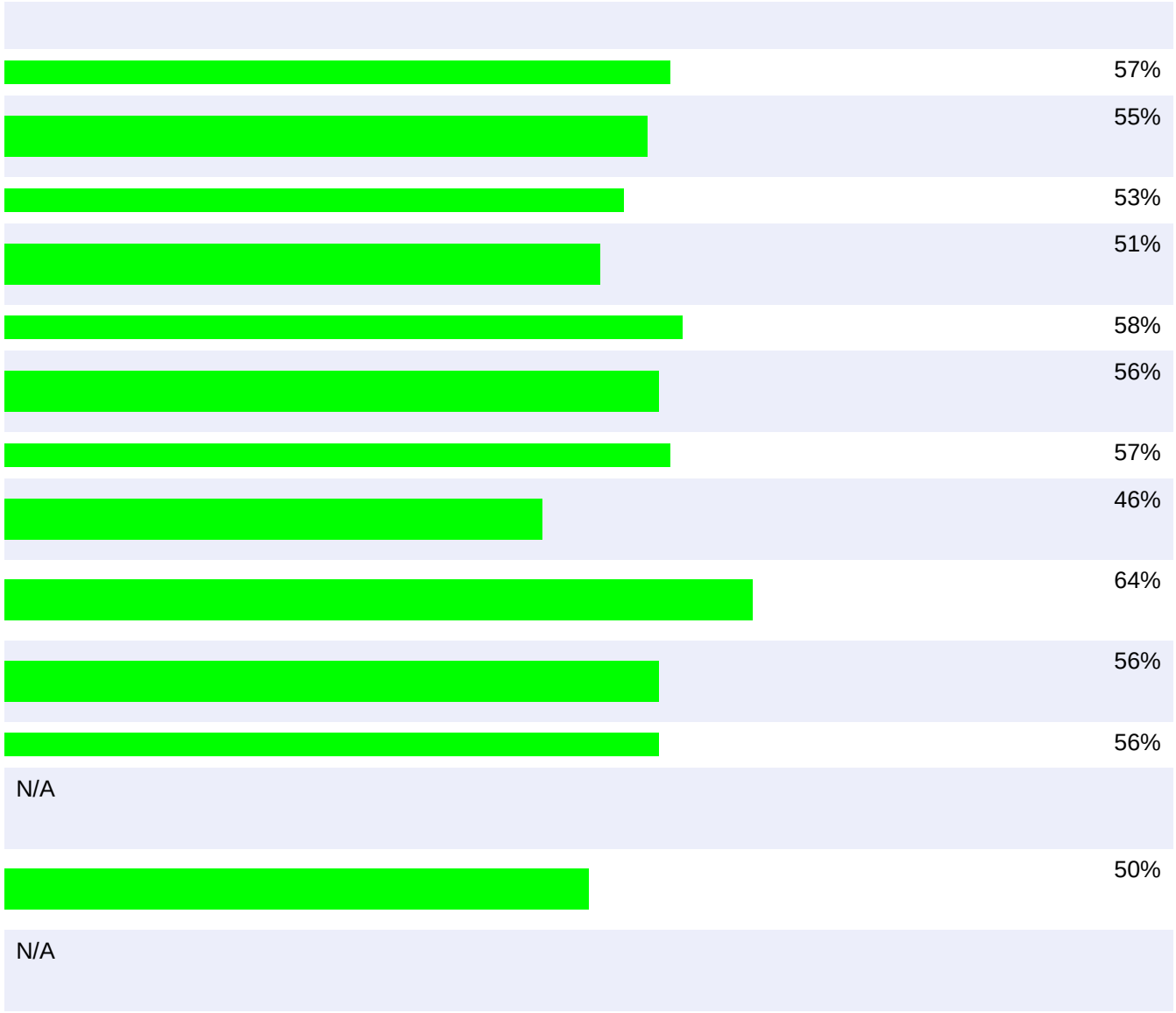

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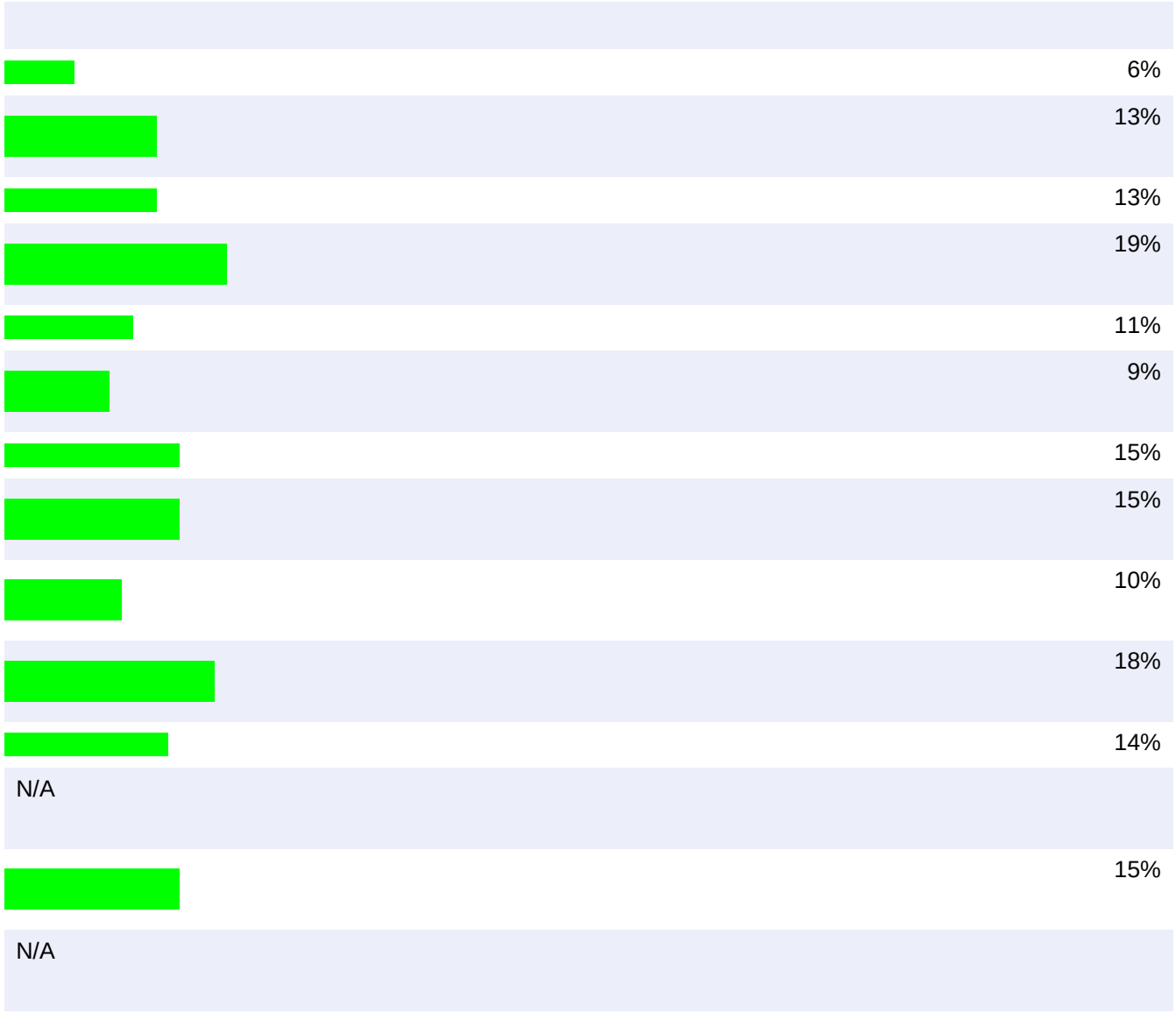

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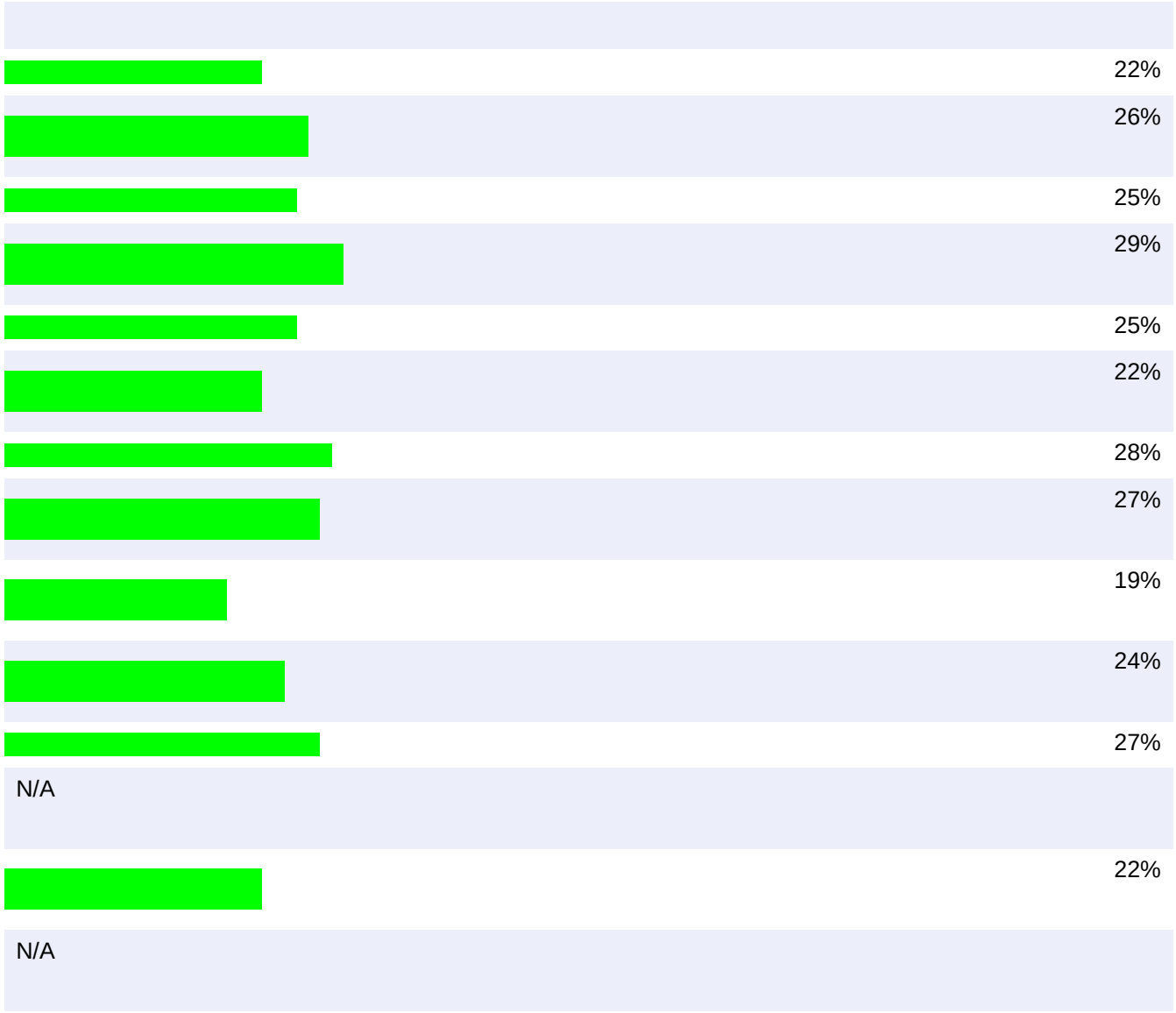

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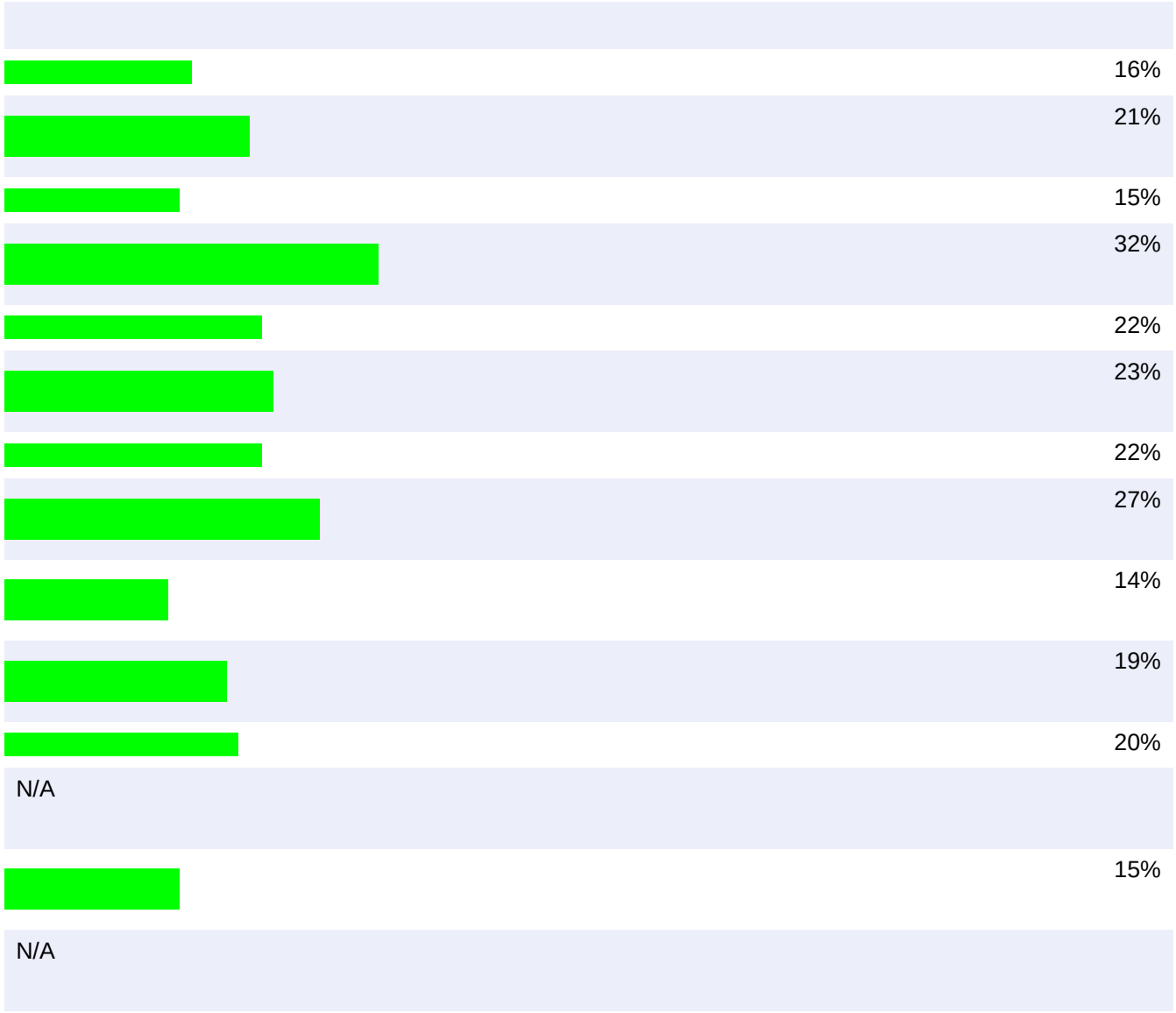

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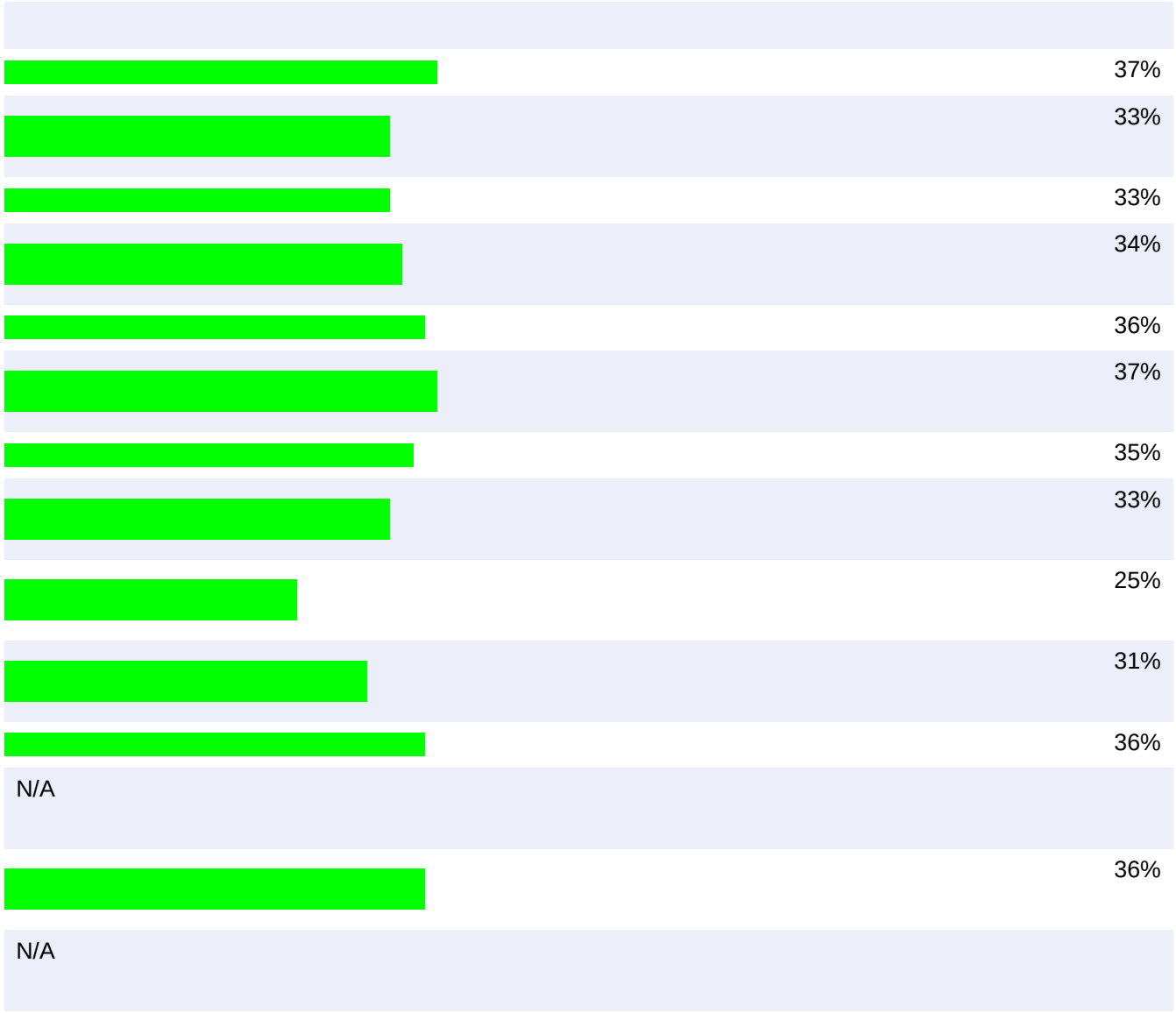

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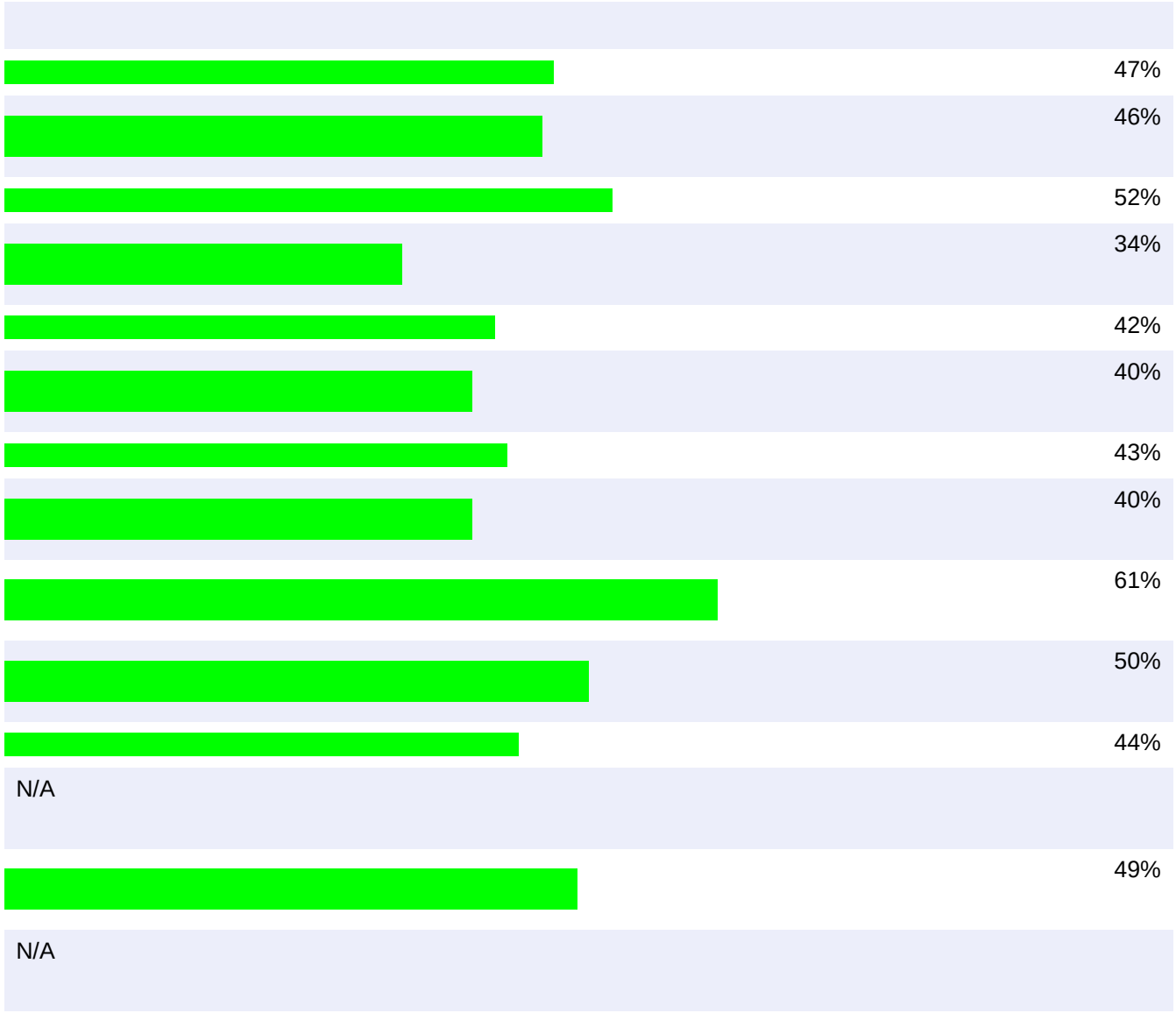

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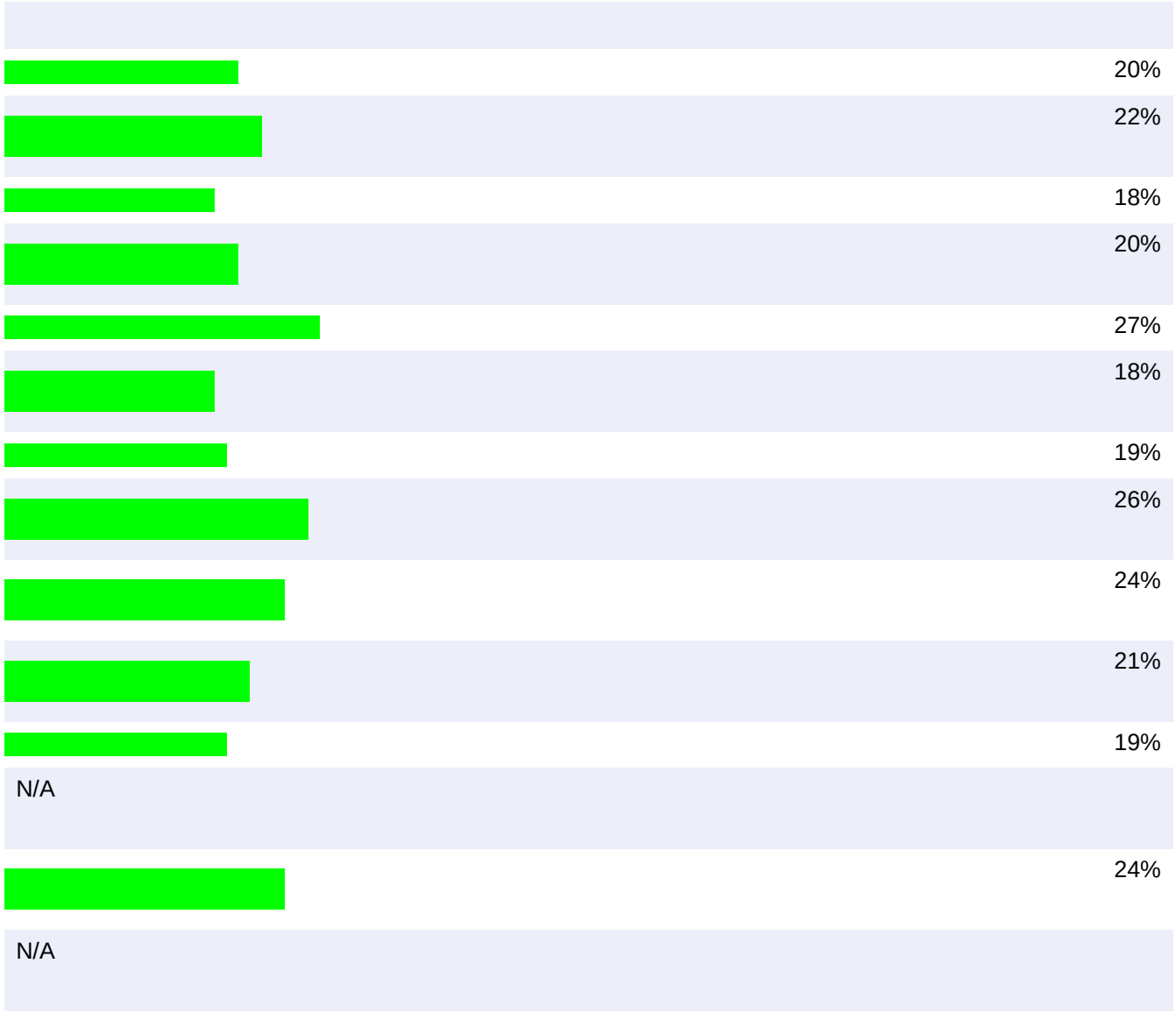

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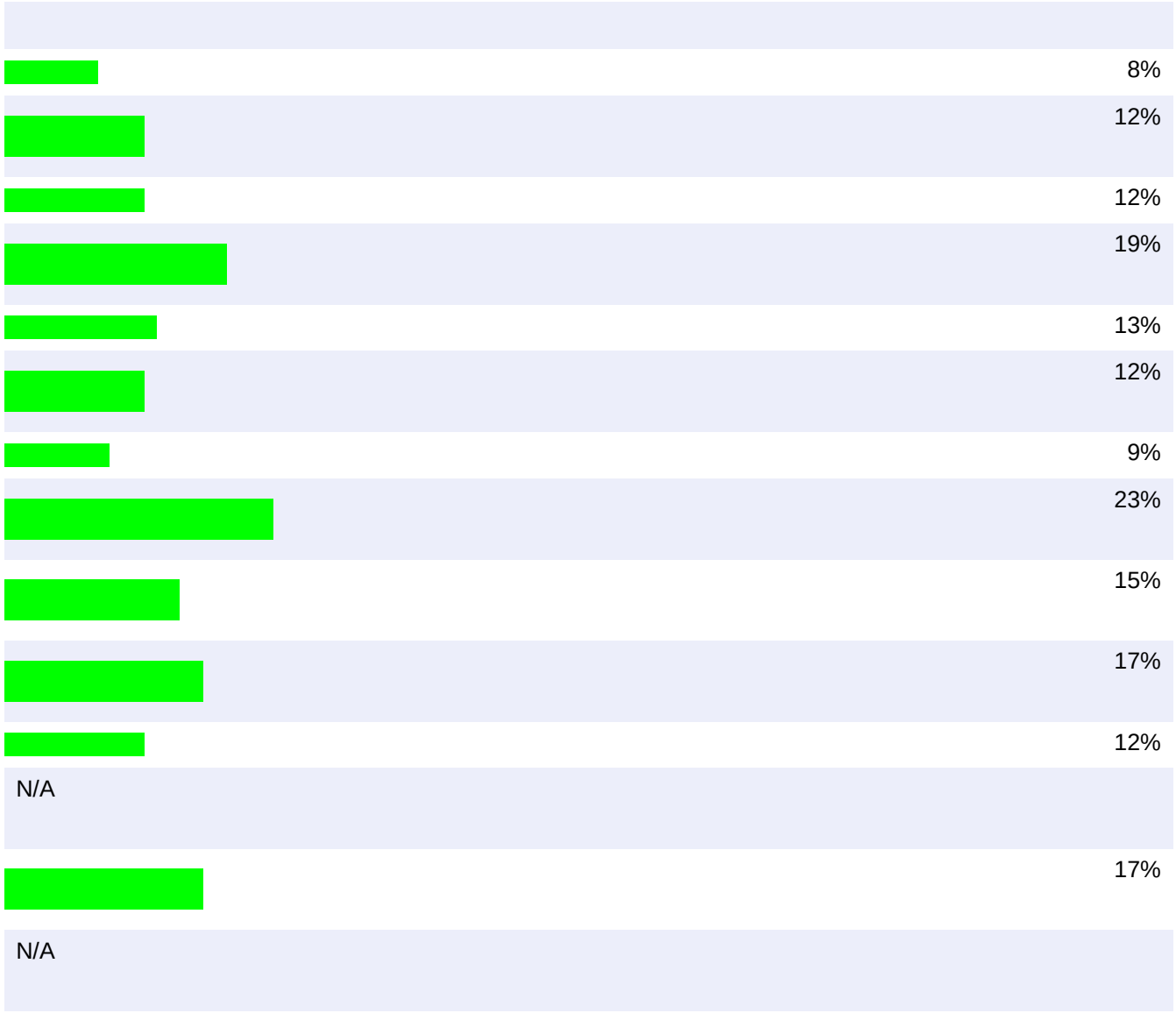

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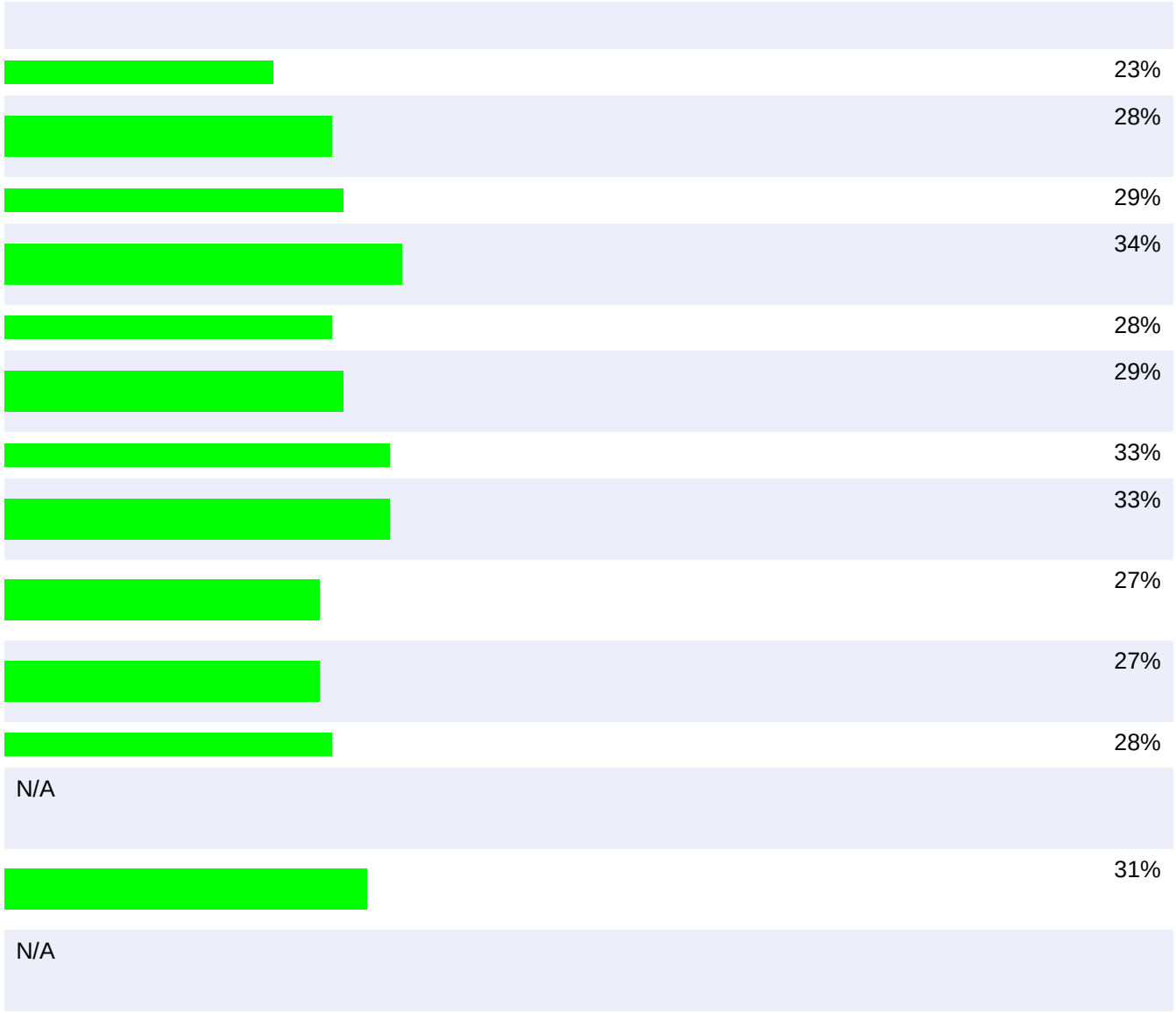

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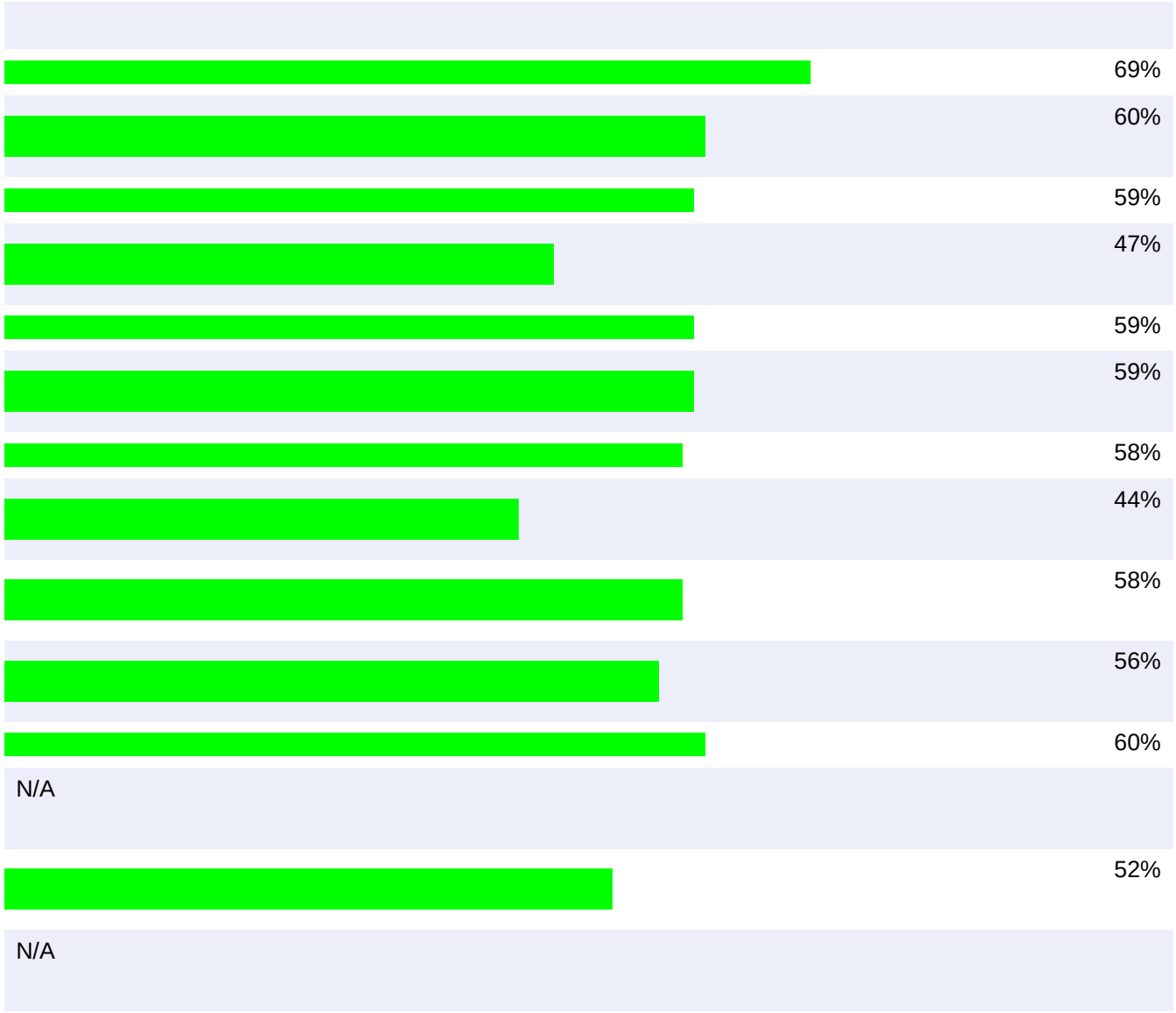

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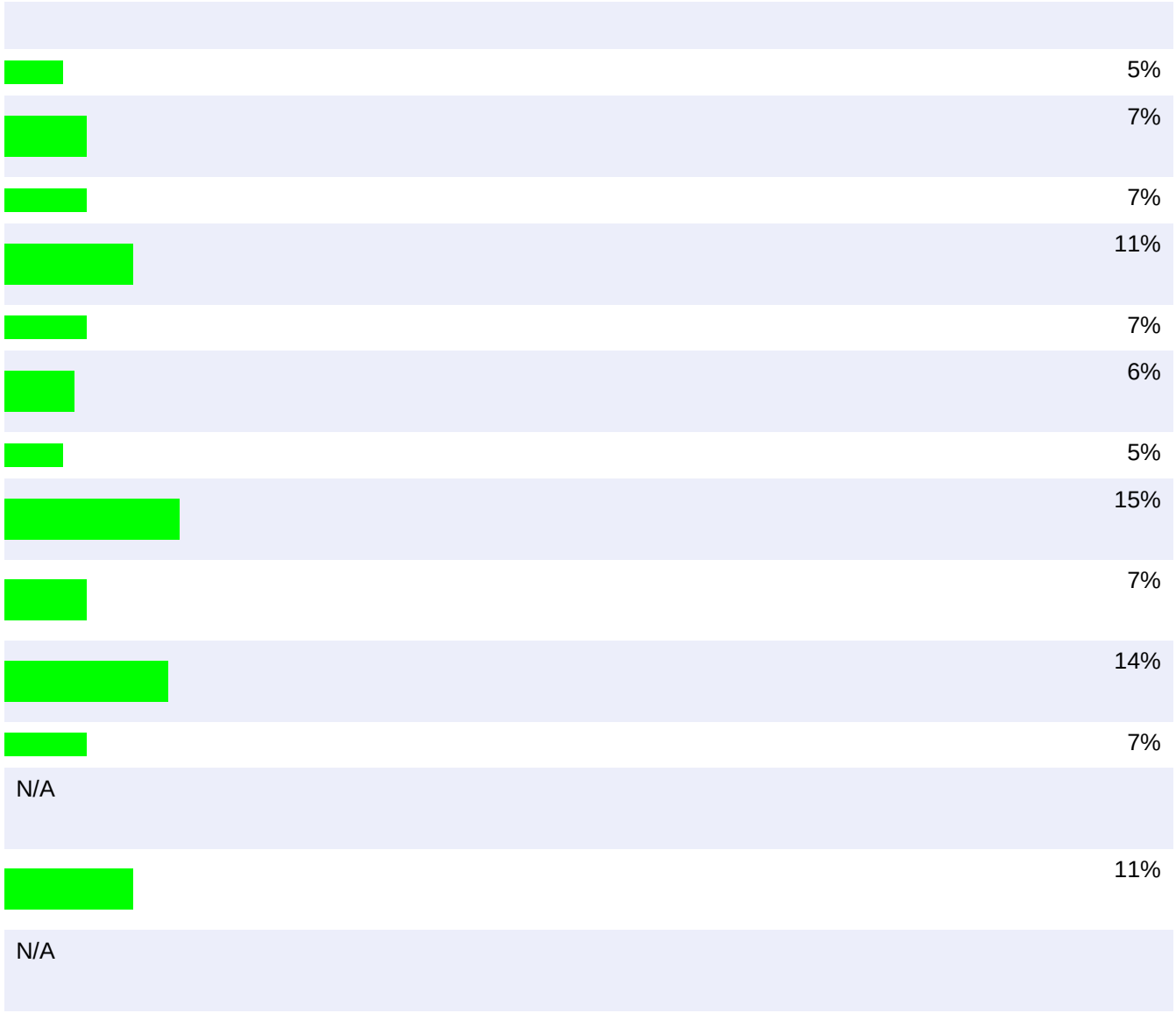

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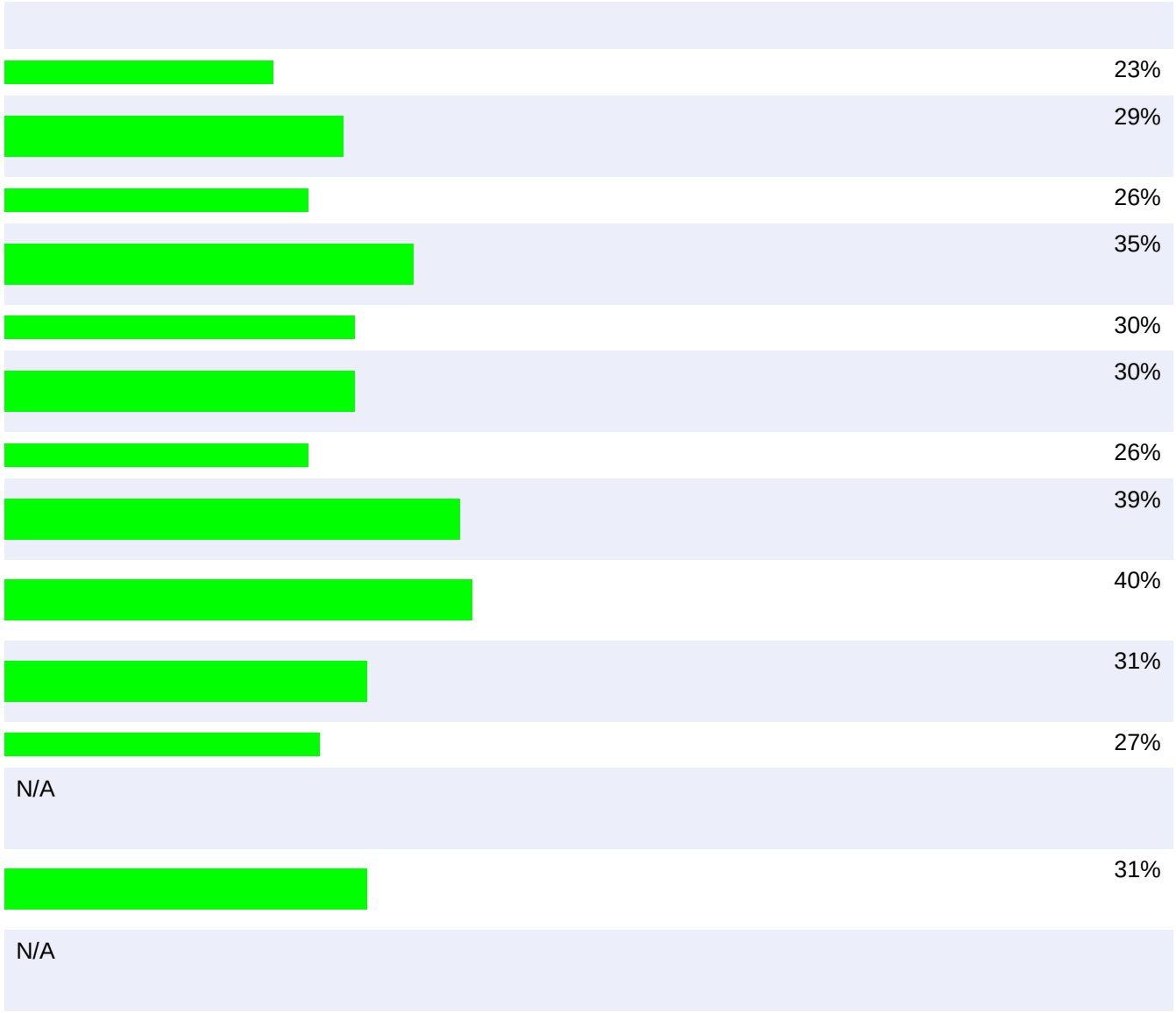

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
Between 100 and 299
300 or more
300 or more
N/A
300 or more
N/A

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

		reflect a very small number of surveys
	32%	
	29%	
	22%	
	32%	
	23%	
	32%	
	32%	
	23%	
	19%	
	24%	
	33%	
N/A		Survey results are not available for this reporting period
	22%	
N/A		Survey results are not available for this reporting period

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

031302	NORTHERN COCHISE COMMUNITY HOSPITAL	901 WEST REX ALLEN DRIVE
031312	COPPER QUEEN COMMUNITY HOSPITAL	101 COLE AVENUE
030043	SIERRA VISTA REGIONAL HEALTH CENTER INC	300 EL CAMINO REAL
031301	BENSON HOSPITAL	450 SOUTH OCOTILLO STREET
030064	UNIVERSITY MEDICAL CENTER	1501 NORTH CAMPBELL AVENUE
030100	CARONDELET HEART AND VASCULAR INSTITUTE	4888 NORTH STONE AVENUE
030085	NORTHWEST MEDICAL CENTER	6200 NORTH LA CHOLLA BOULEVARD
030010	CARONDELET ST MARYS HOSPITAL	1601 WEST ST MARY'S ROAD
030011	CARONDELET ST JOSEPHS HOSPITAL	350 NORTH WILMOT ROAD
030114	ORO VALLEY HOSPITAL	1551 EAST TANGERINE ROAD
050169	PRESBYTERIAN INTERCOMMUNITY HOSPITAL	12401 E WASHINGTON BLVD

	WILLCOX	AZ
	BISBEE	AZ
	SIERRA VISTA	AZ
	BENSON	AZ
	TUCSON	AZ
	TUCSON	AZ
	TUCSON	AZ
	TUCSON	AZ
	TUCSON	AZ
	ORO VALLEY	AZ
	WHITTIER	CA

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

85643	COCHISE	5203843541
85603	COCHISE	5204325383
85635	COCHISE	5204584641
85602	COCHISE	5205862261
85724	PIMA	5206940111
85704	PIMA	5206962328
85741	PIMA	5207429000
85745	PIMA	5208723000
85711	PIMA	5208733000
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90602	LOS ANGELES	5266980811

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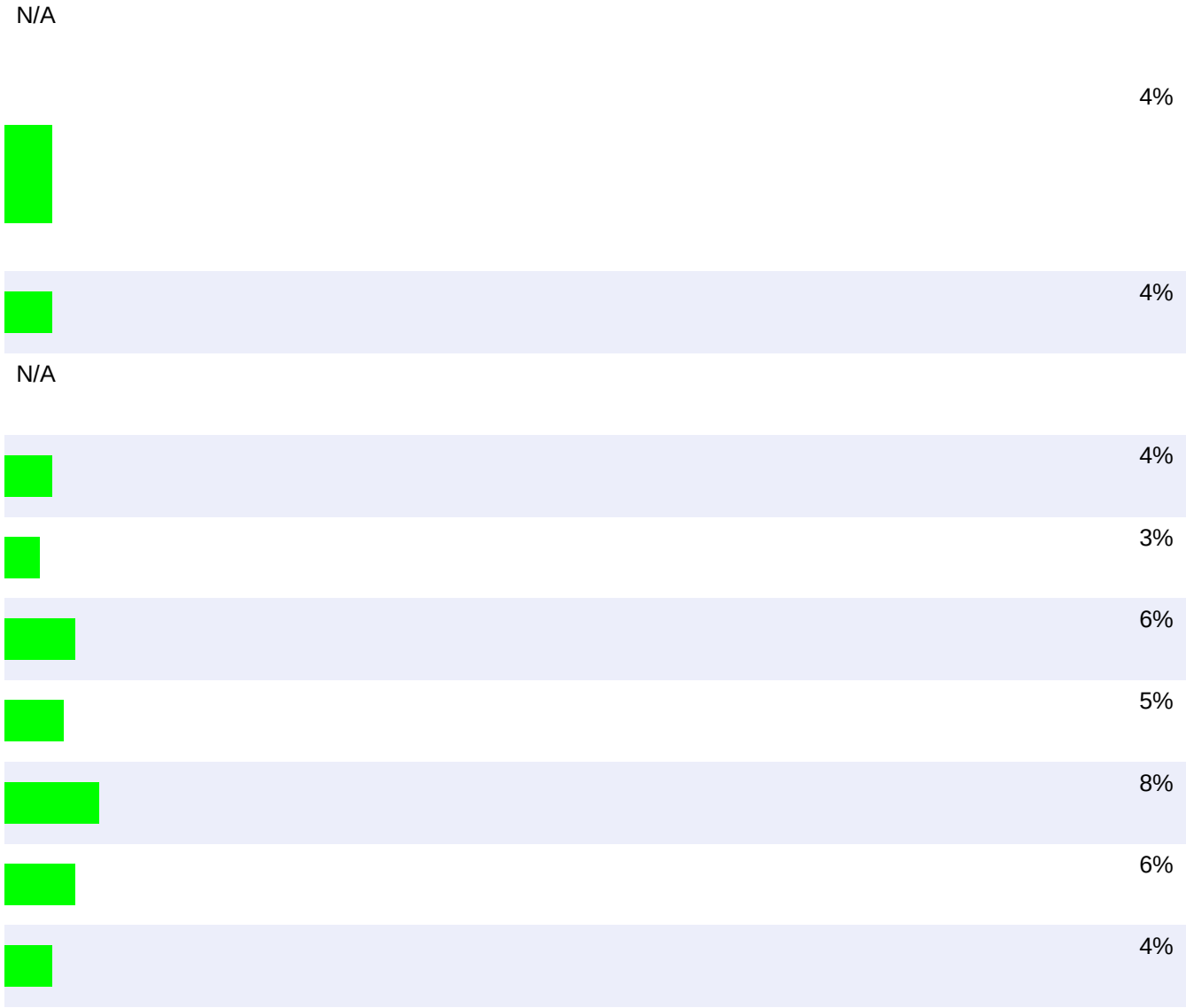

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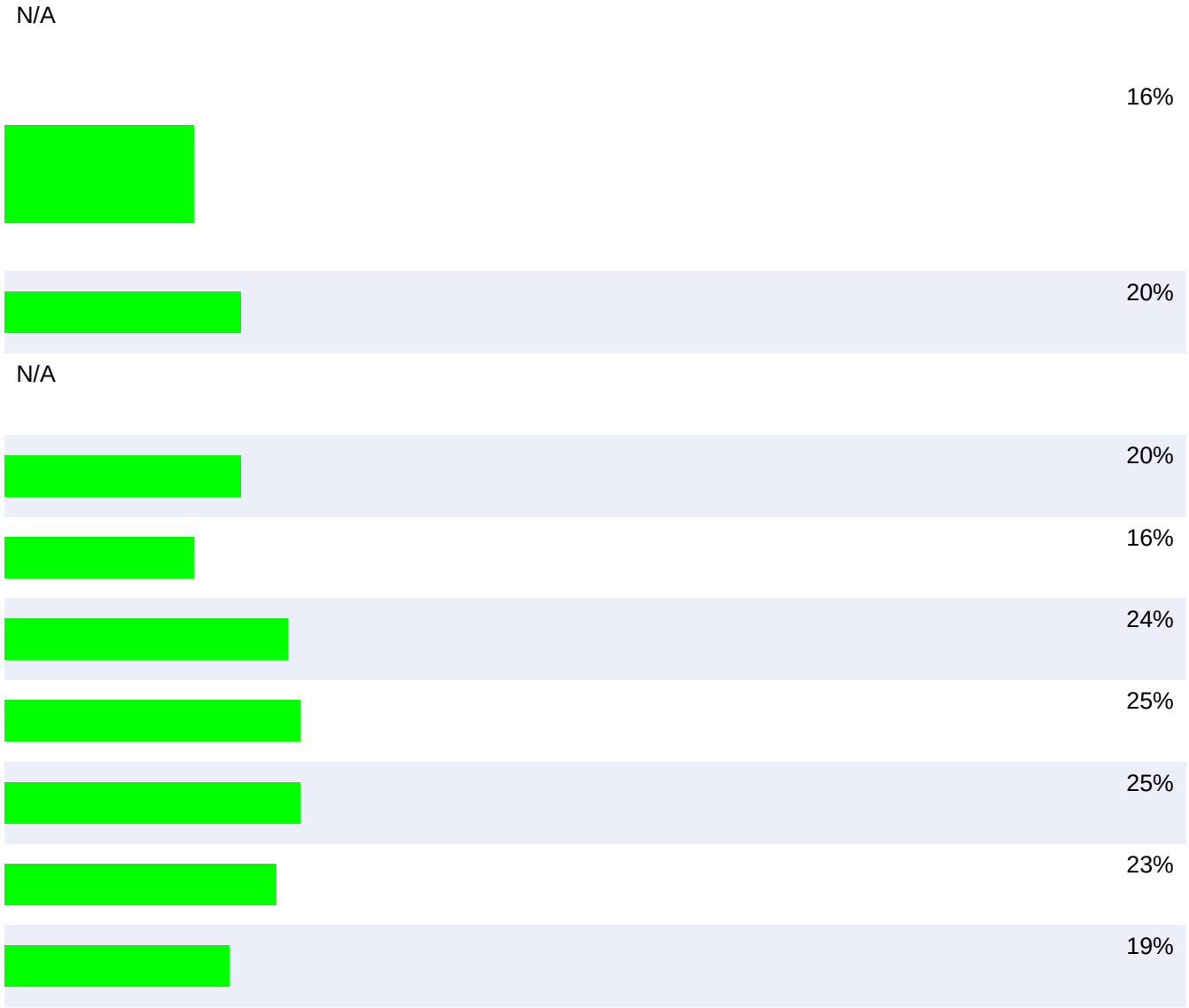

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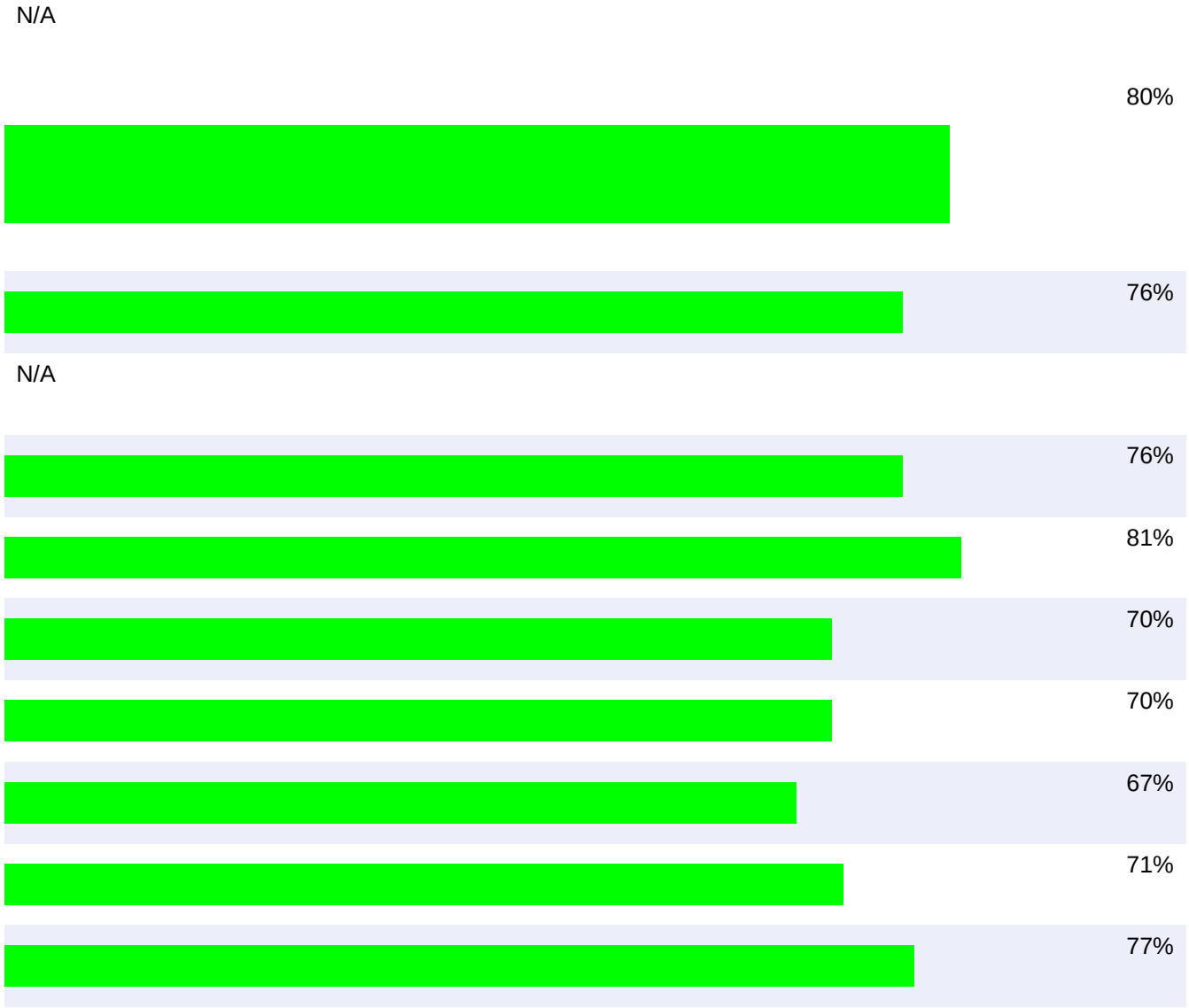

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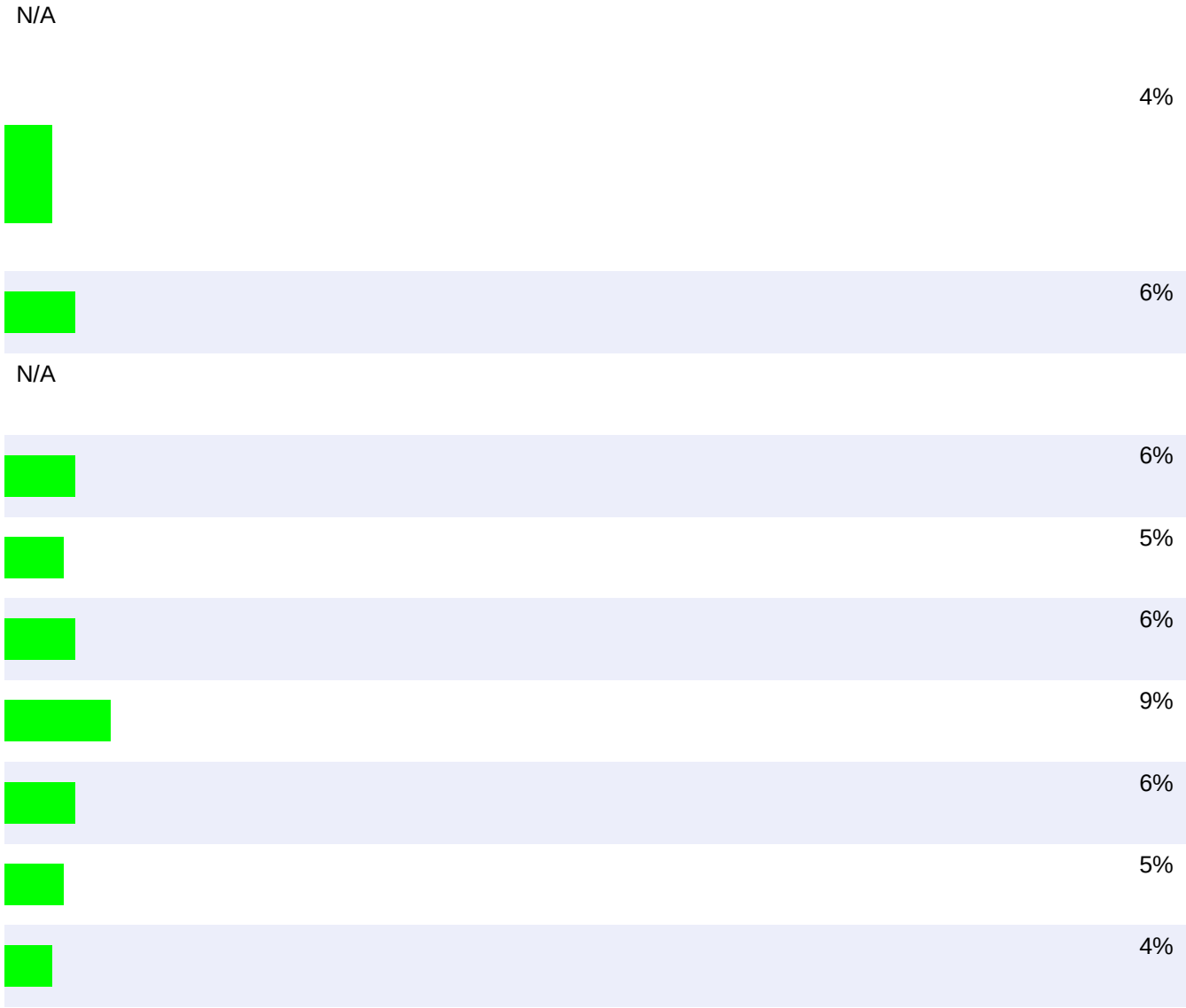

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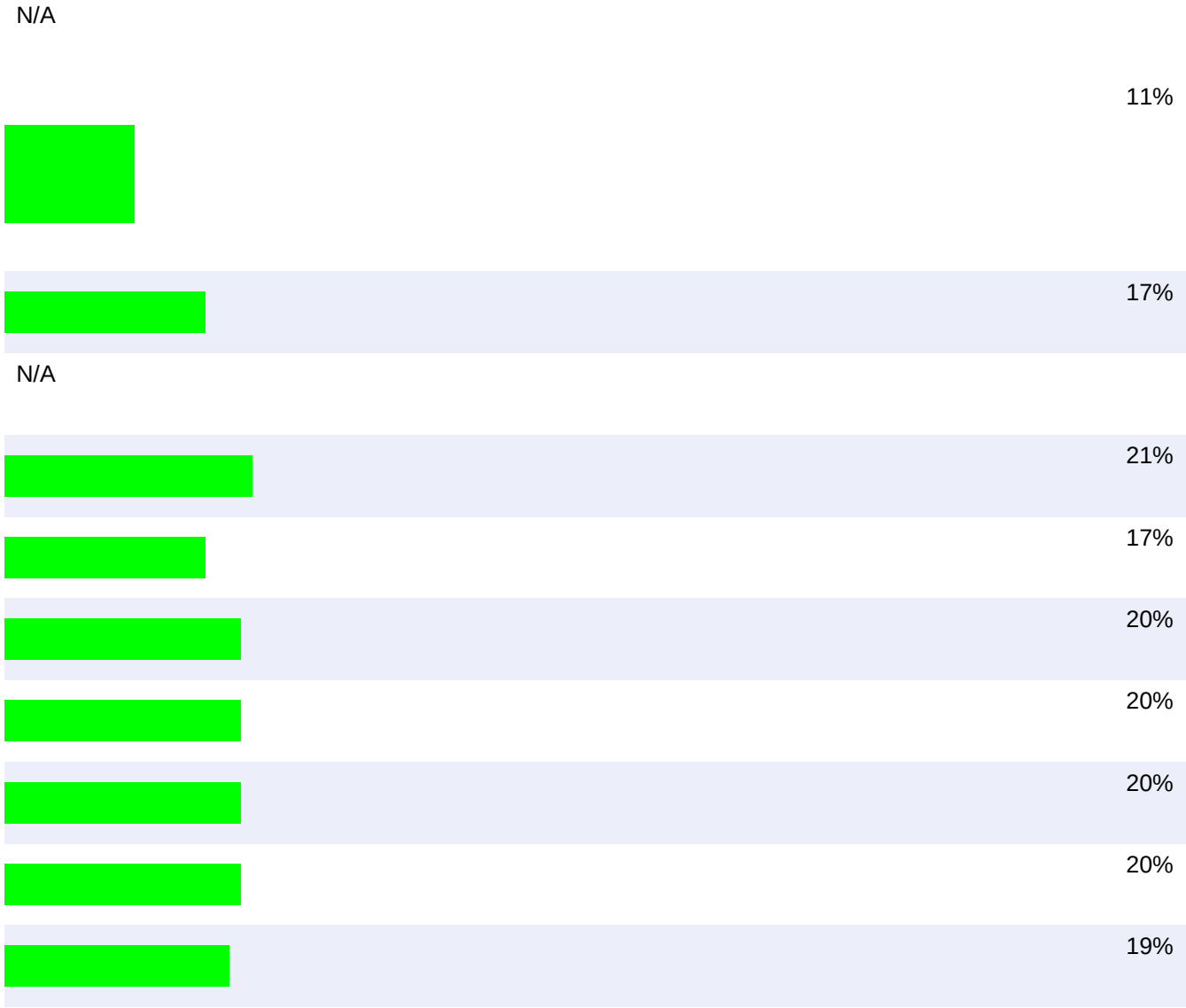

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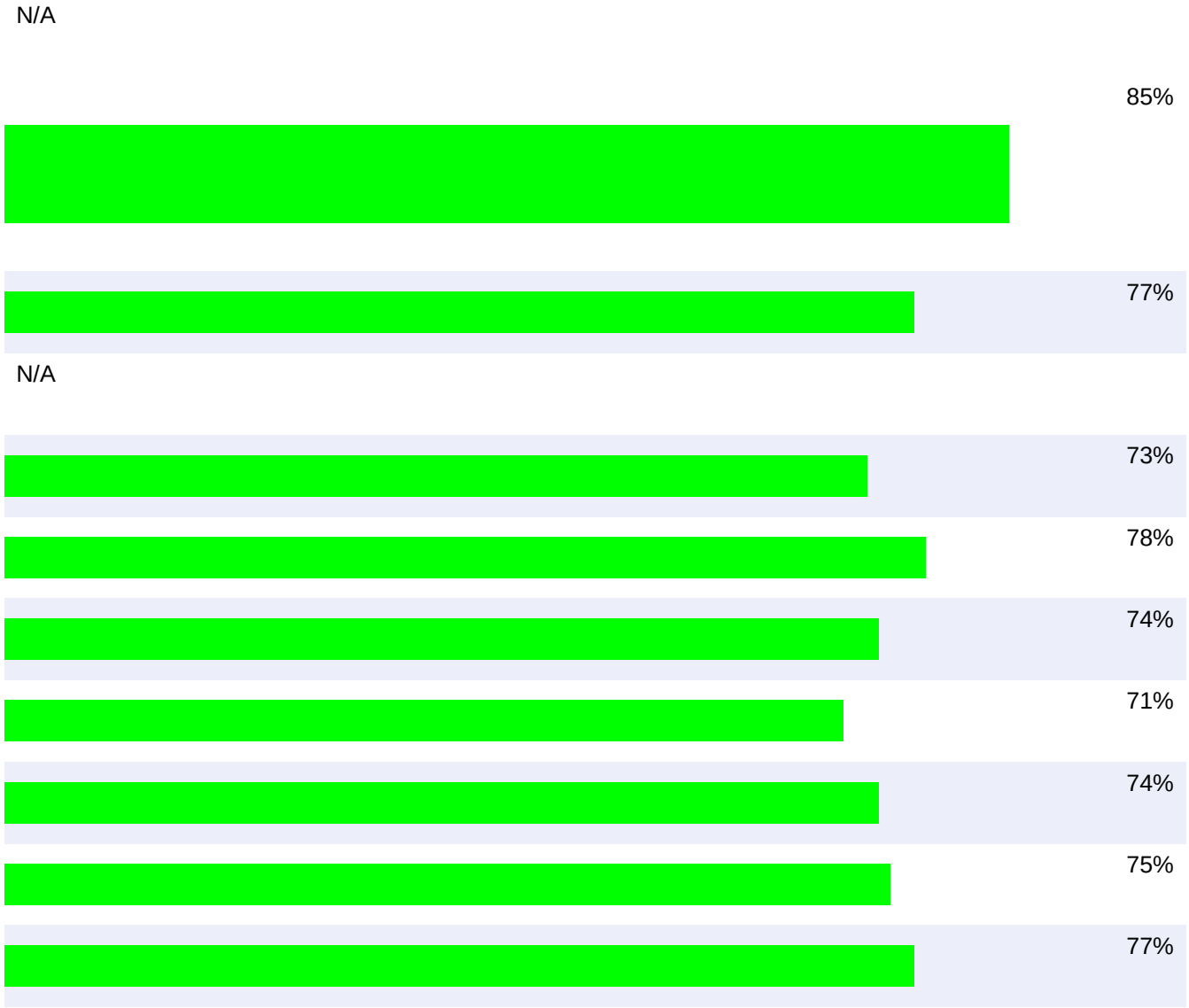

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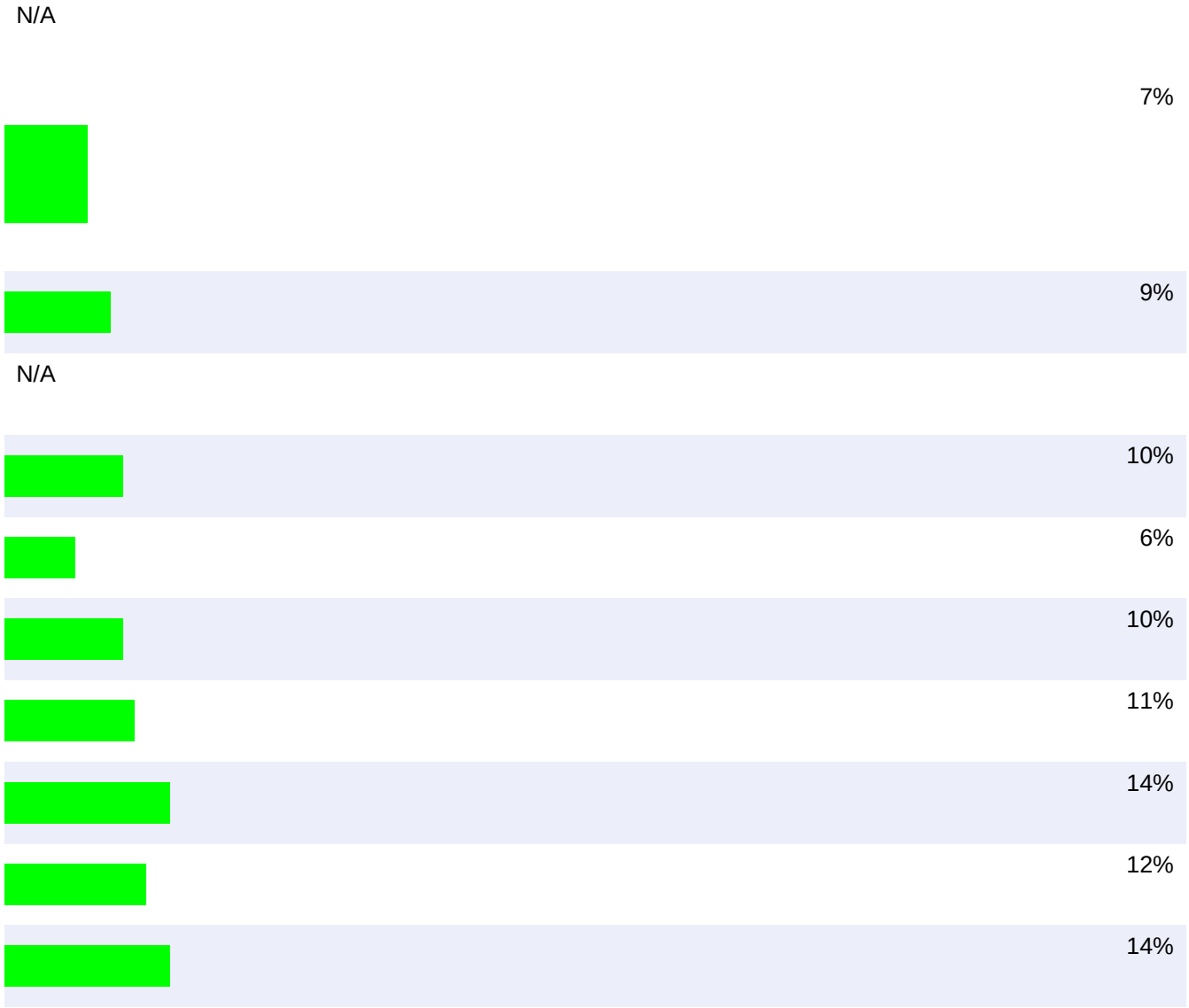

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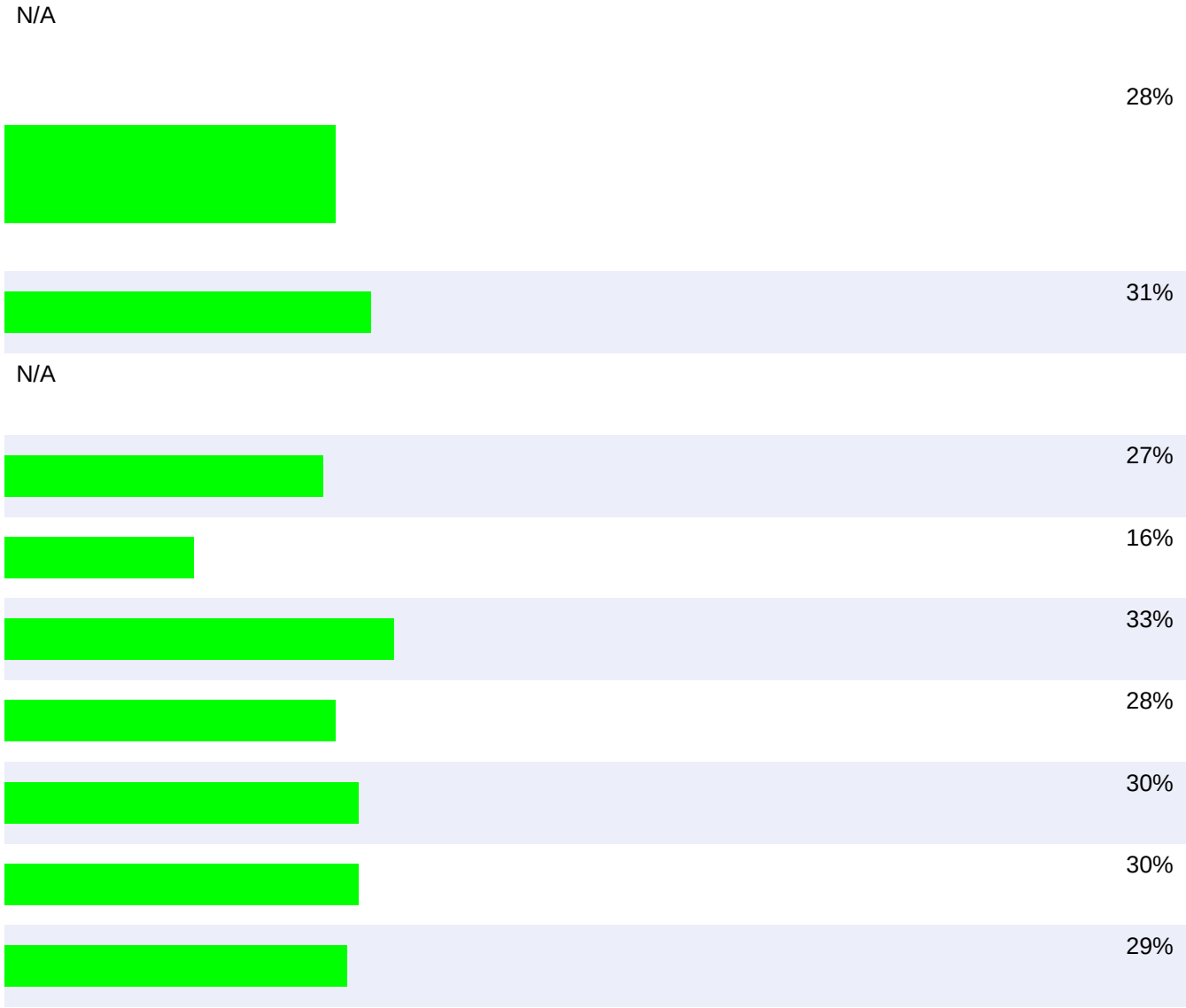

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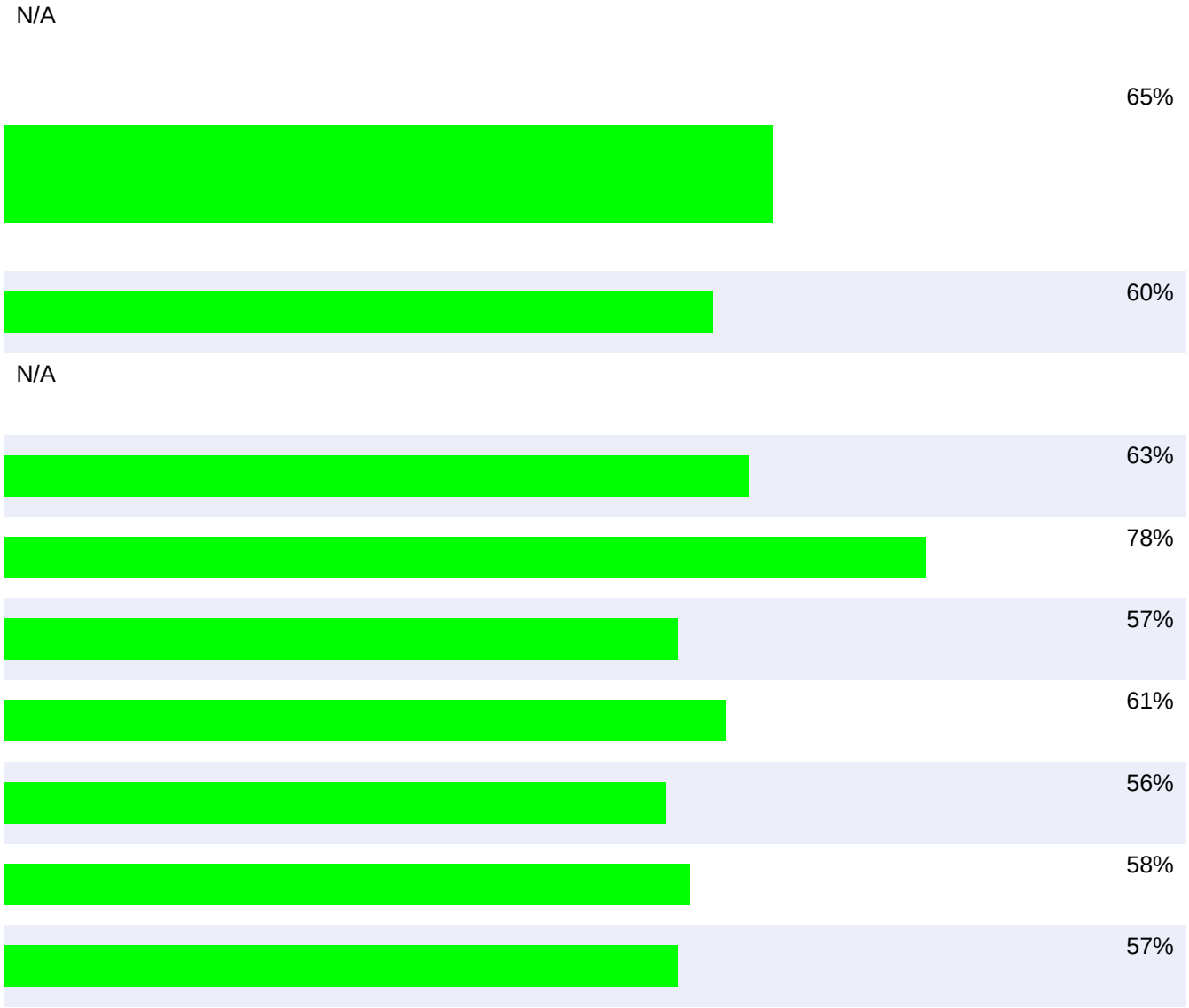

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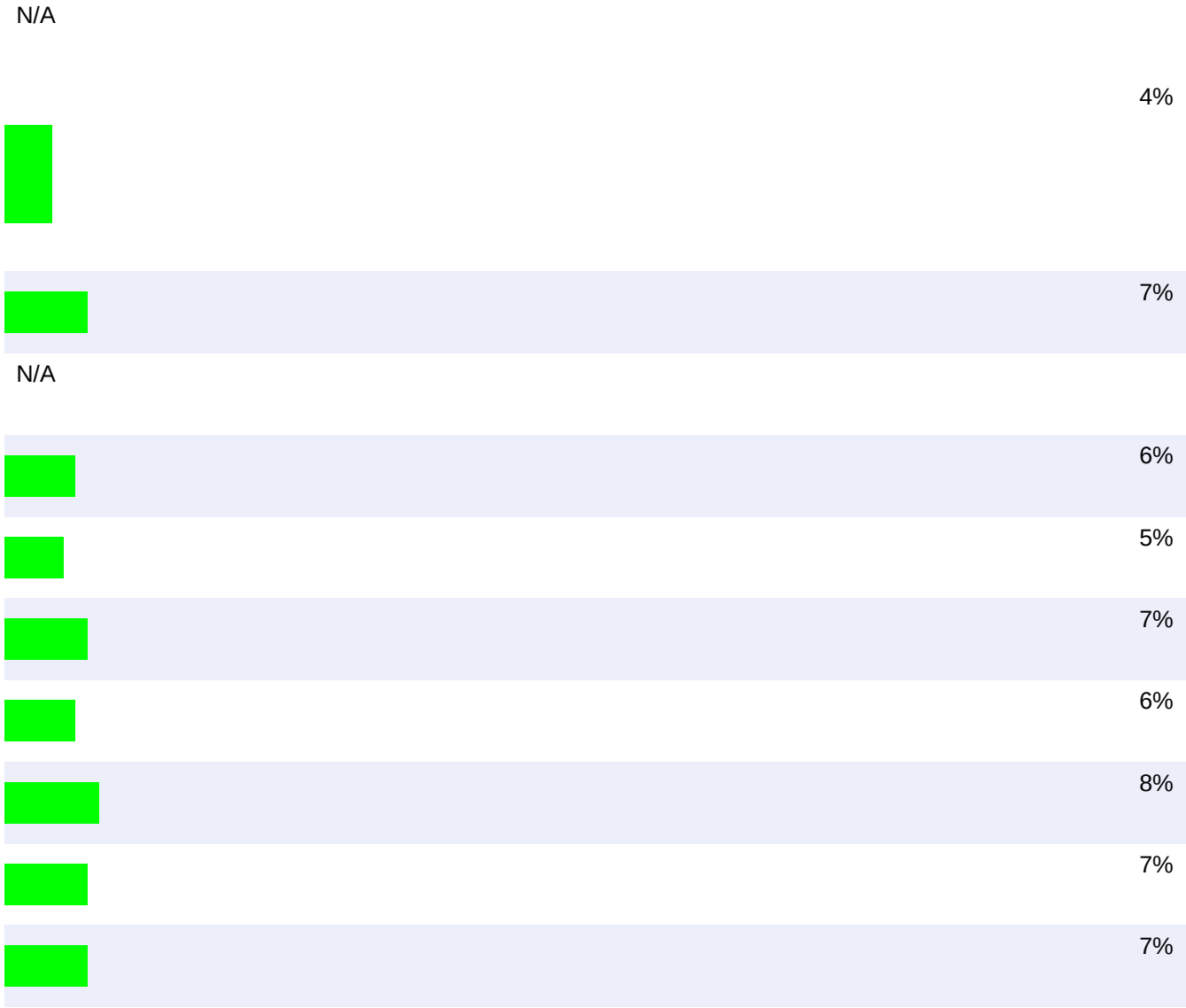

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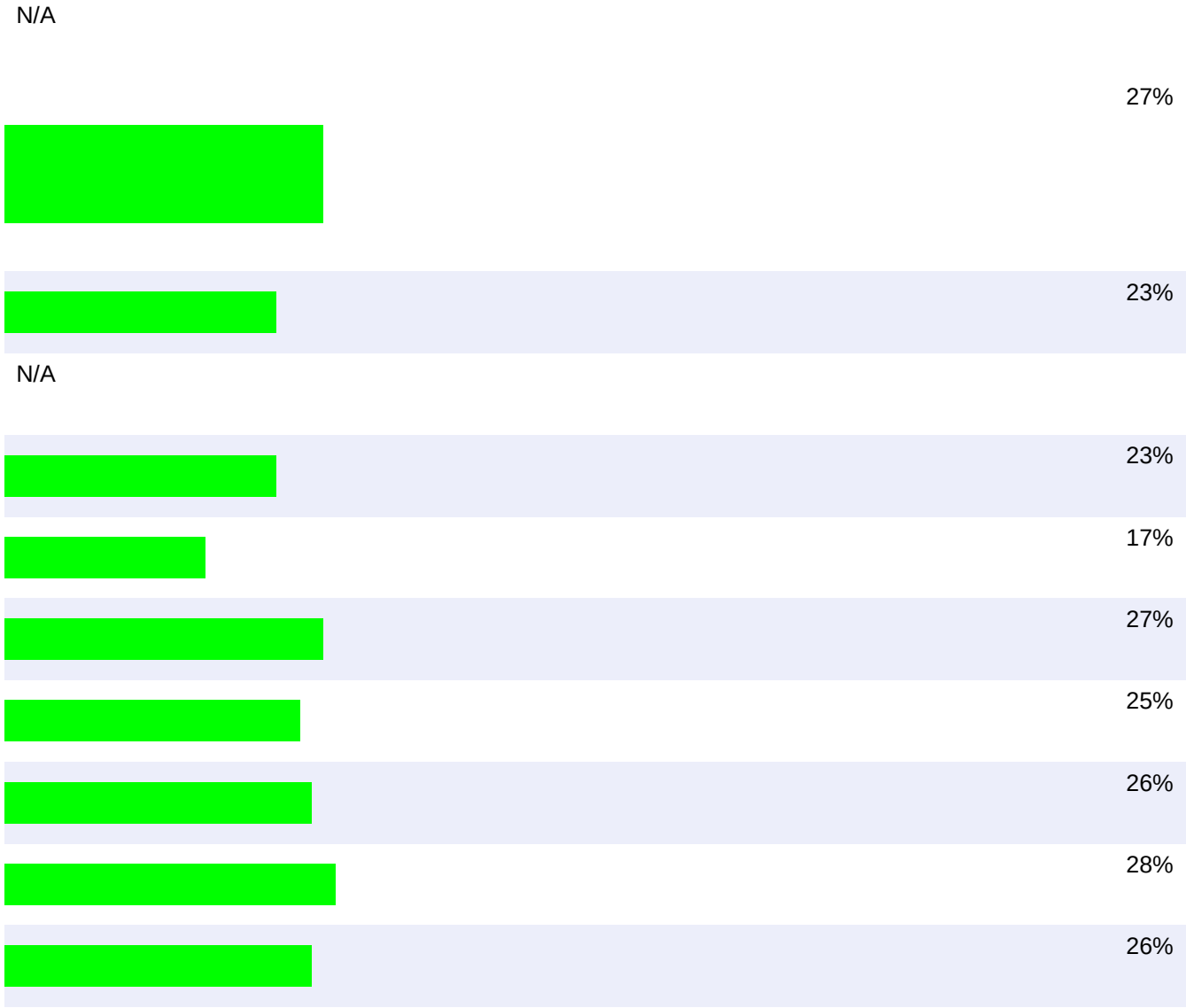

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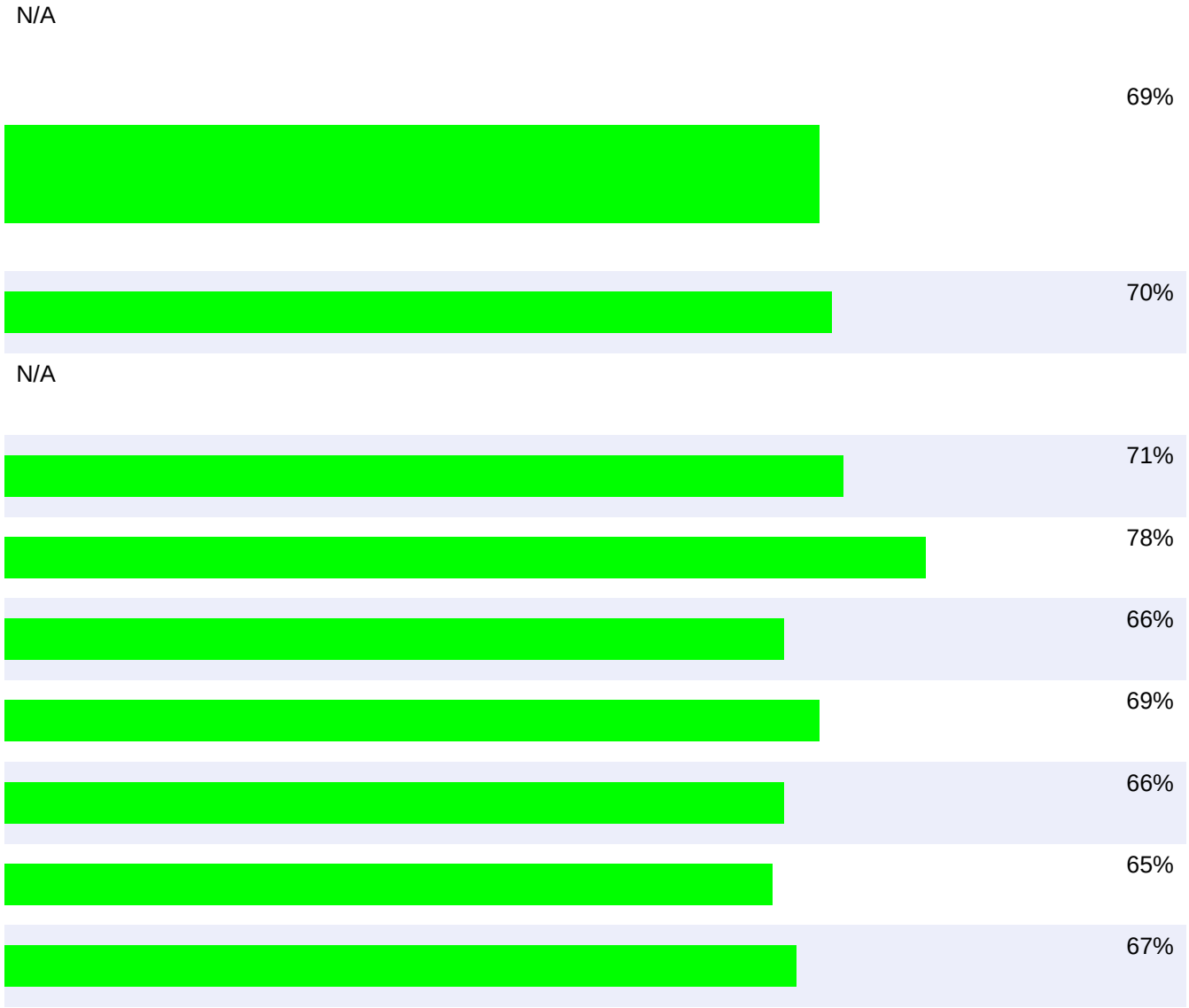

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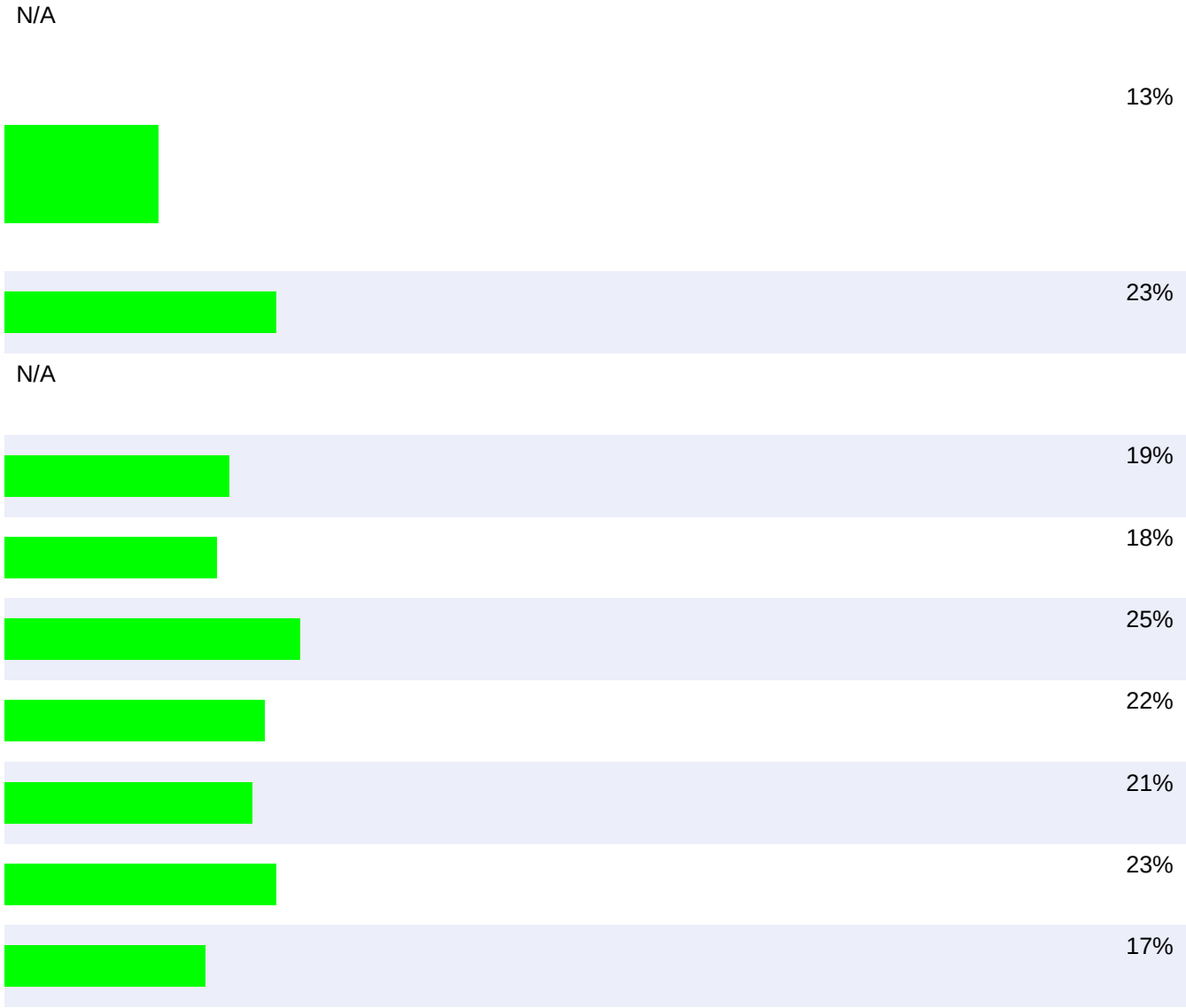

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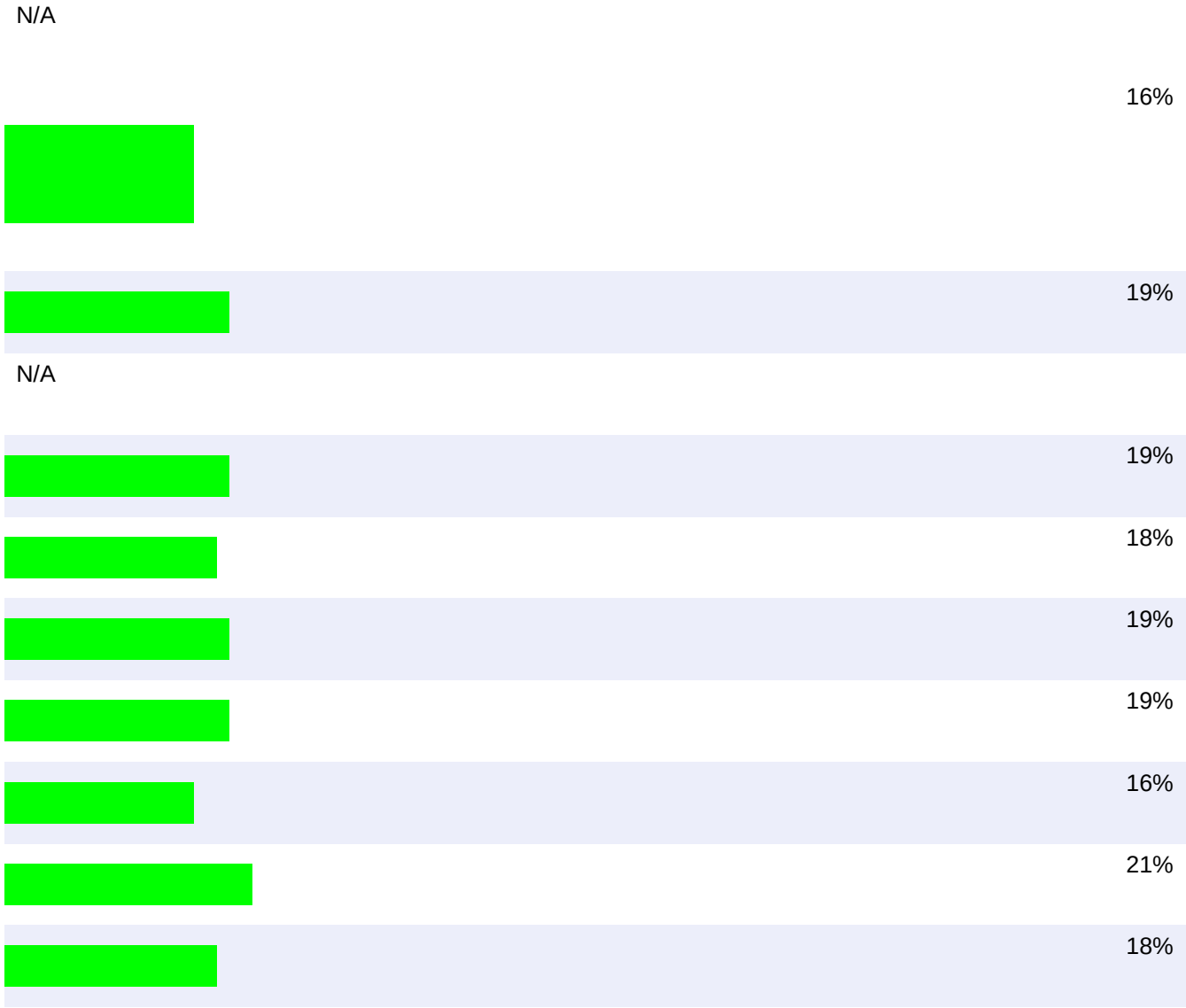

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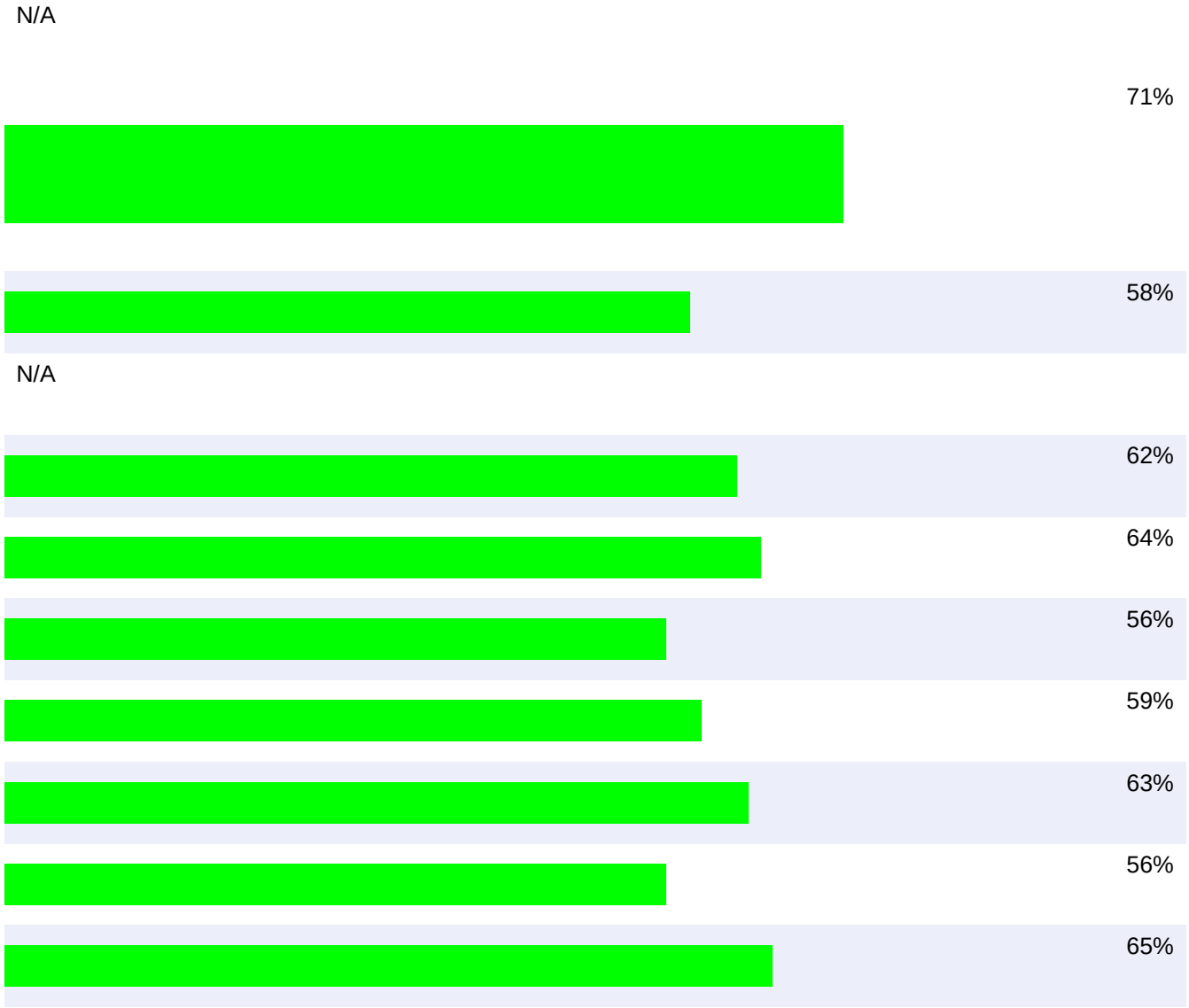

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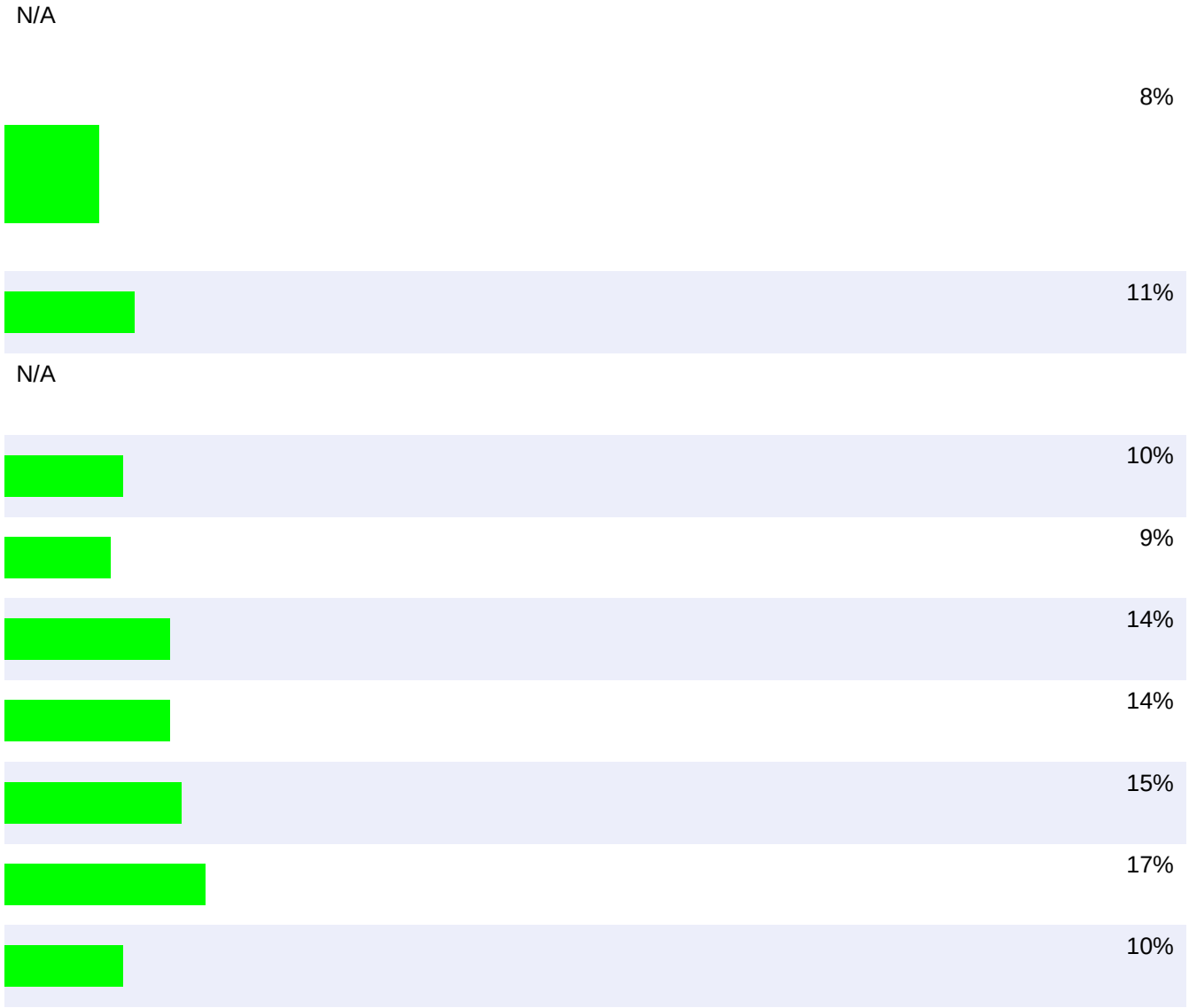

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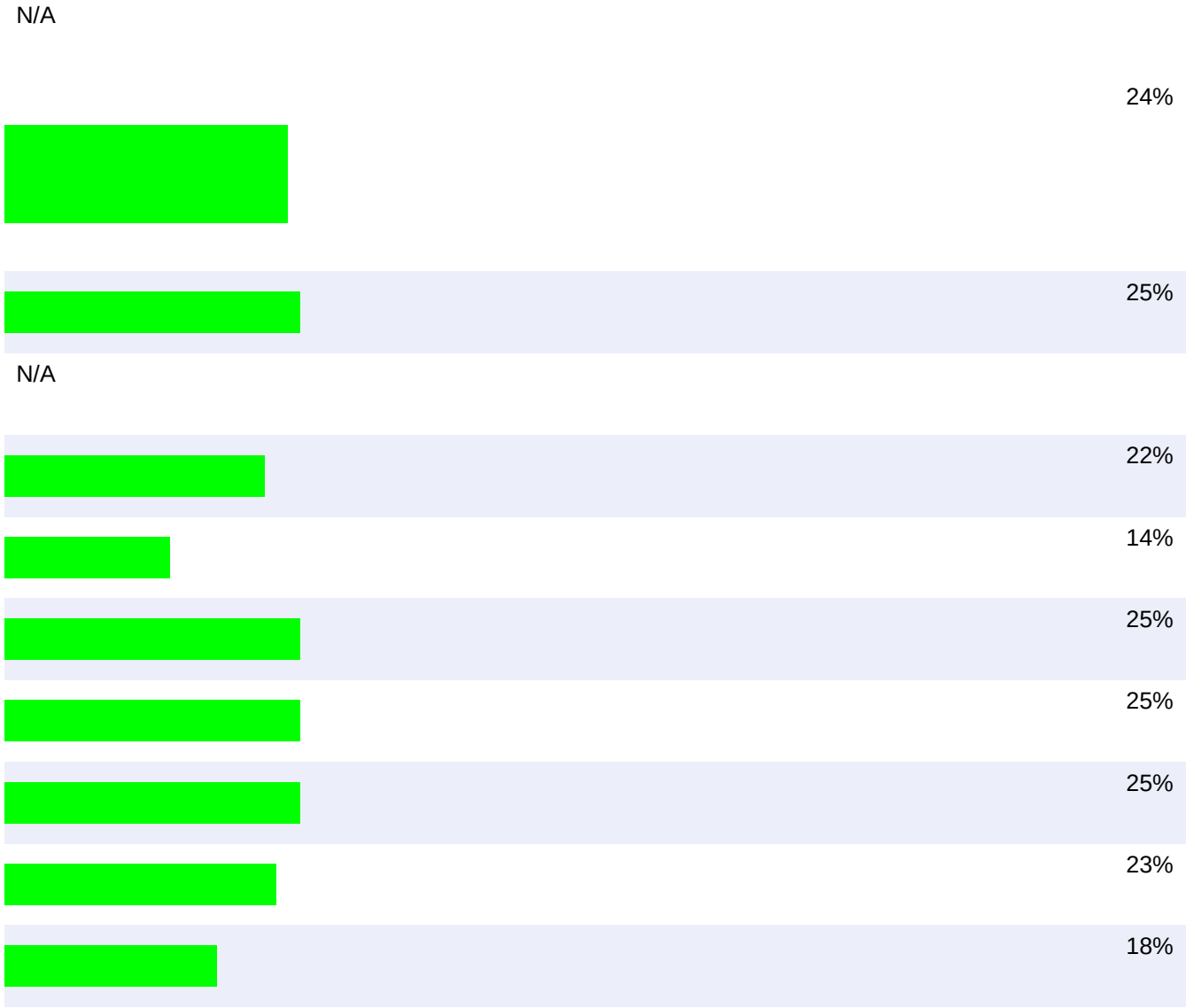

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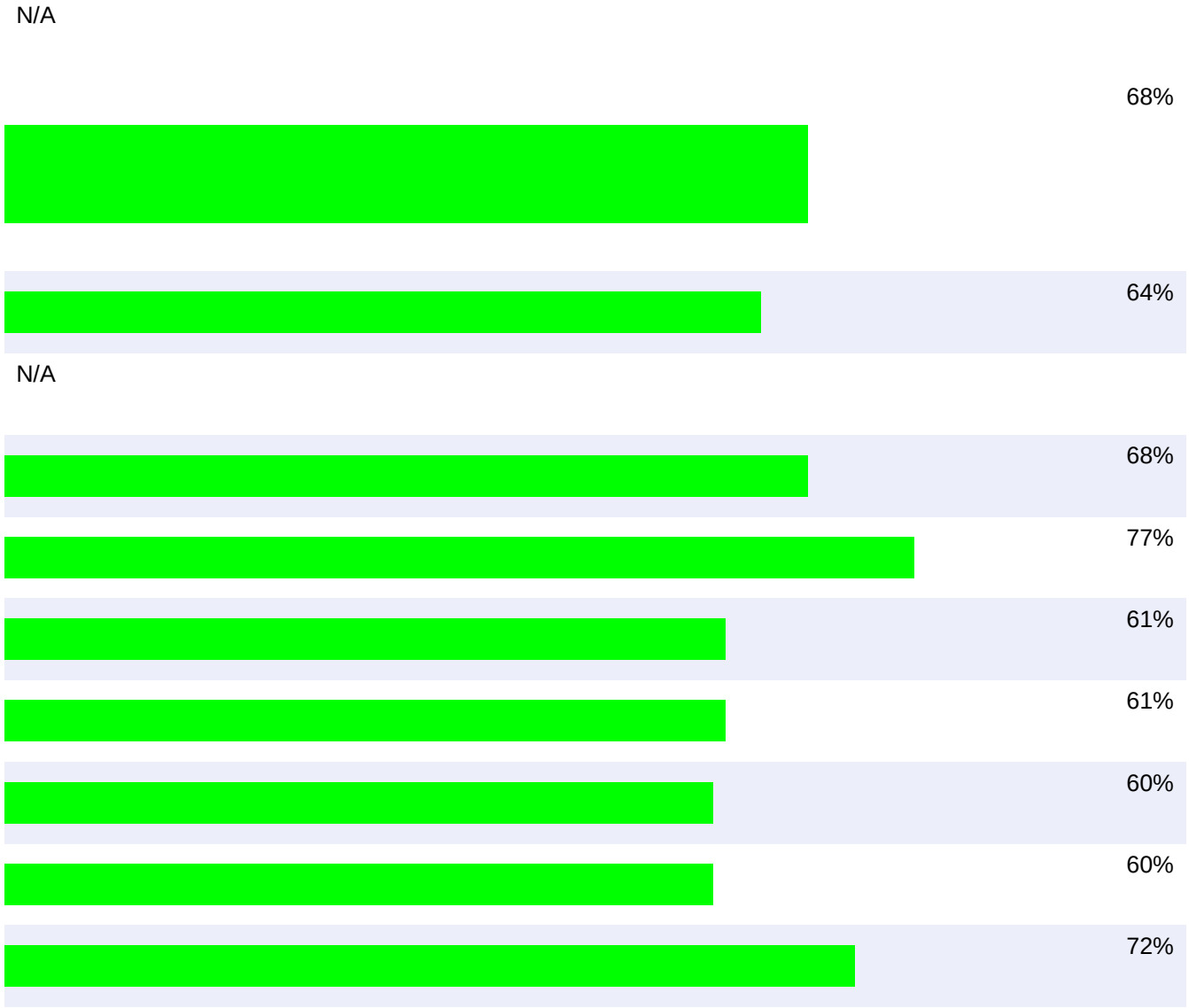

HCAHPS VHA WC March 2010

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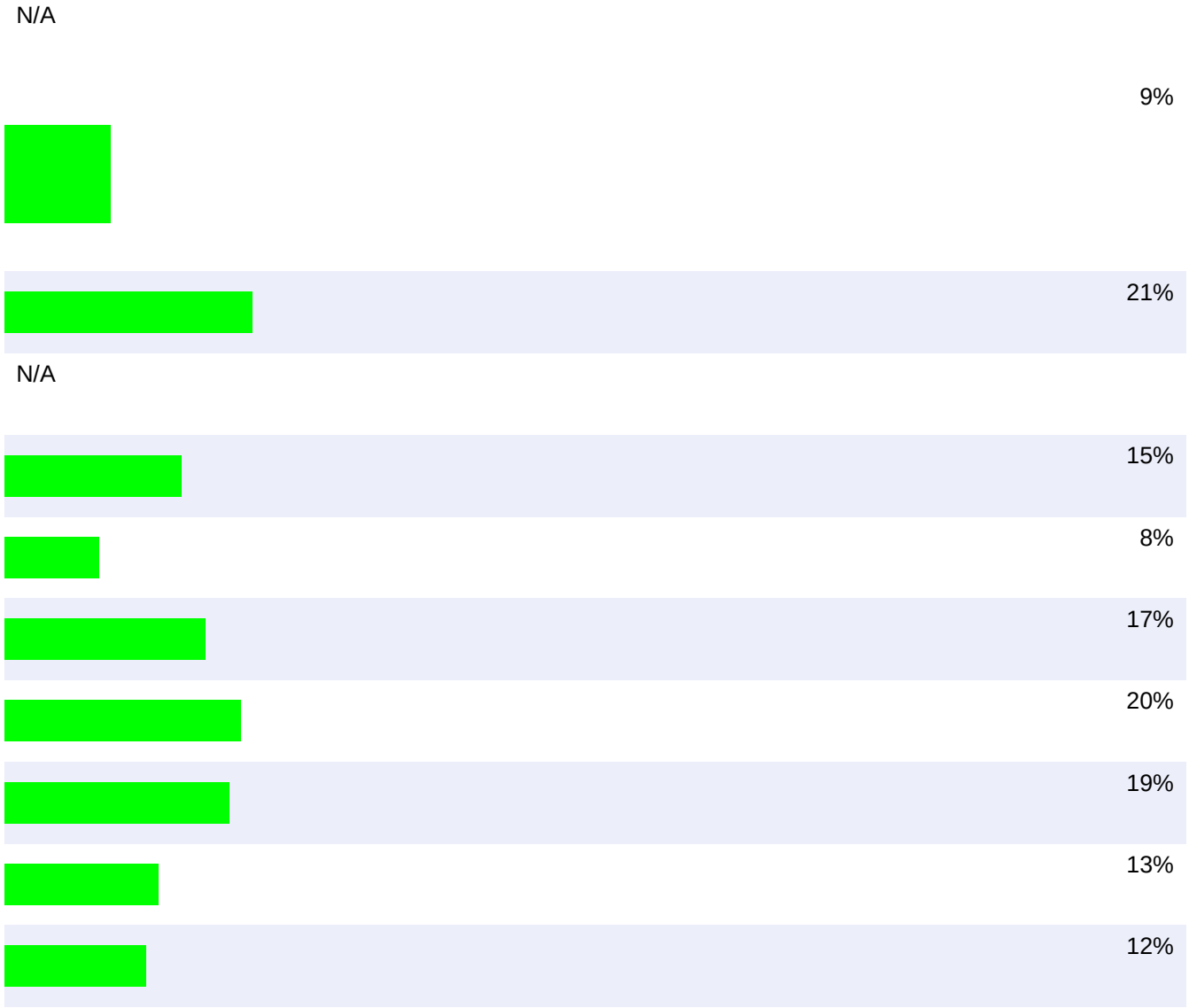
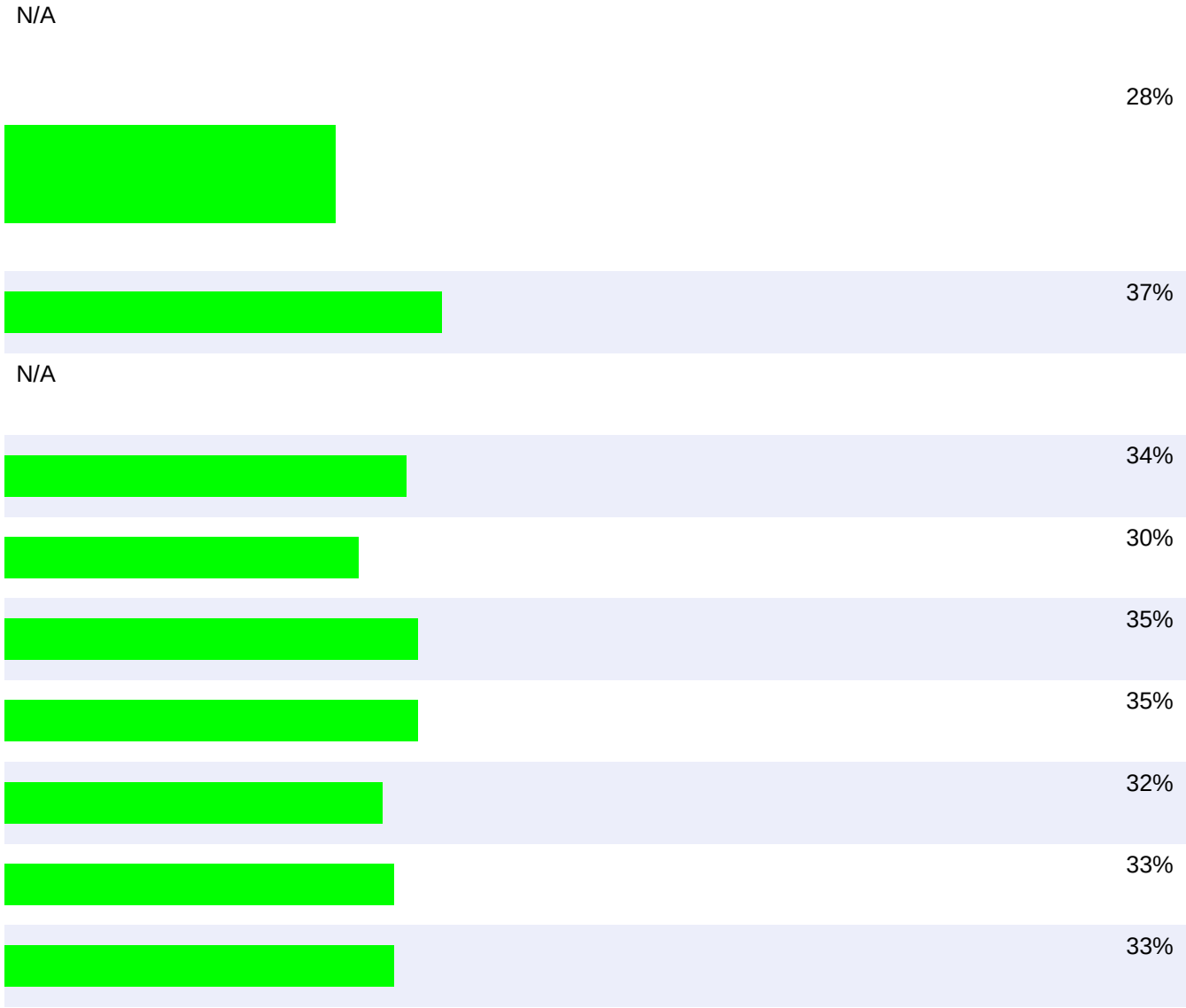


HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)



HCAHPS VHA WC March 2010

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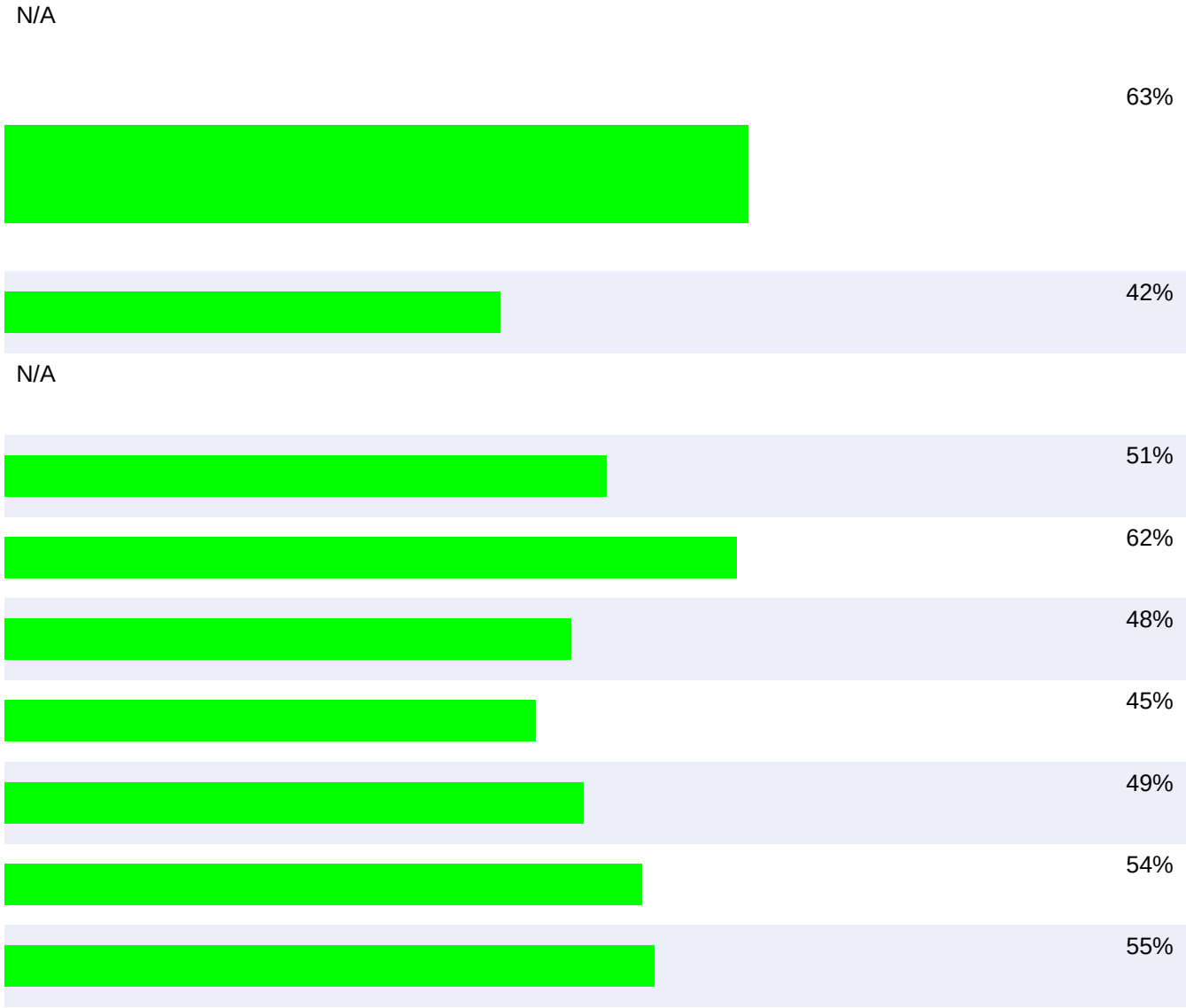

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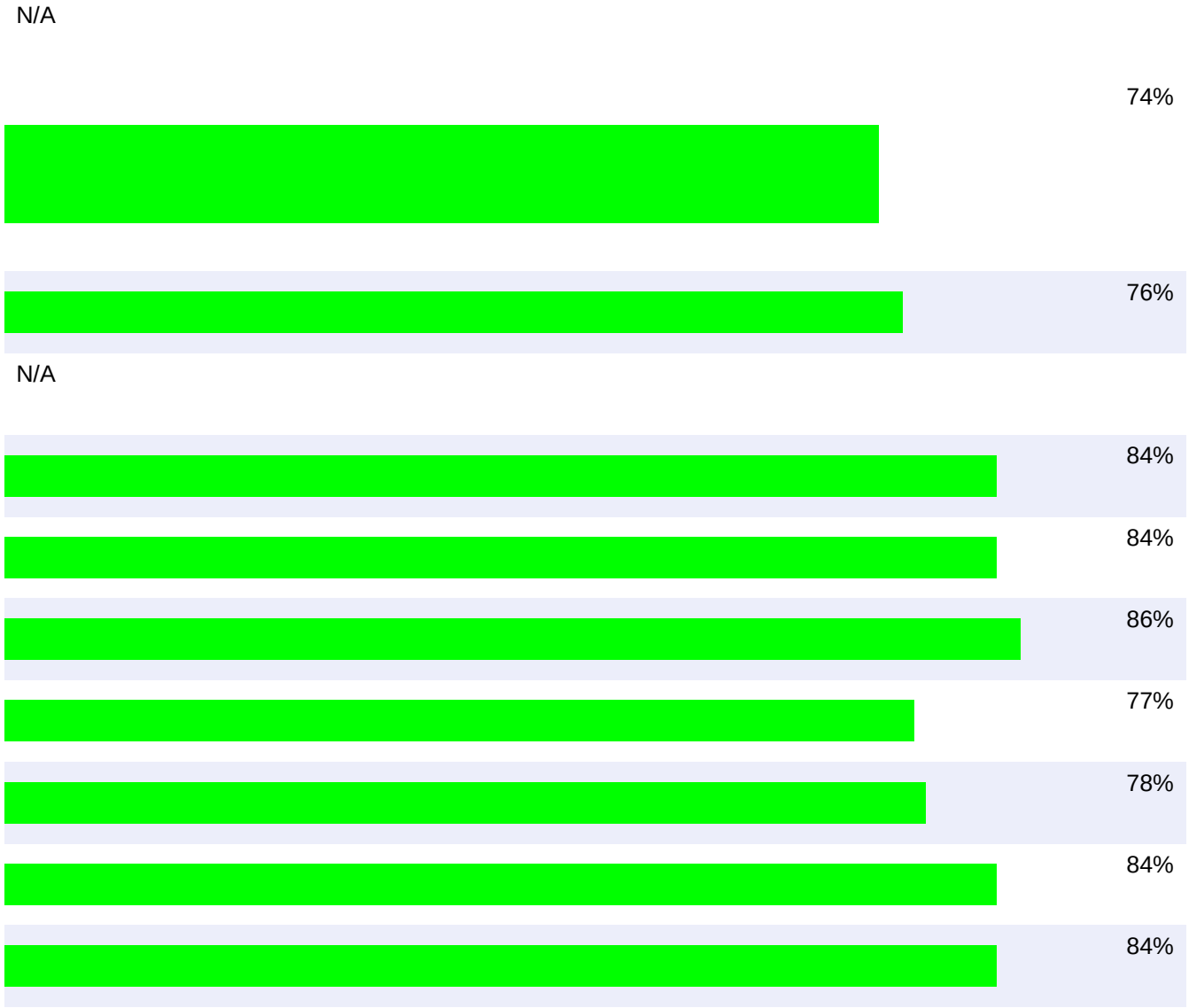

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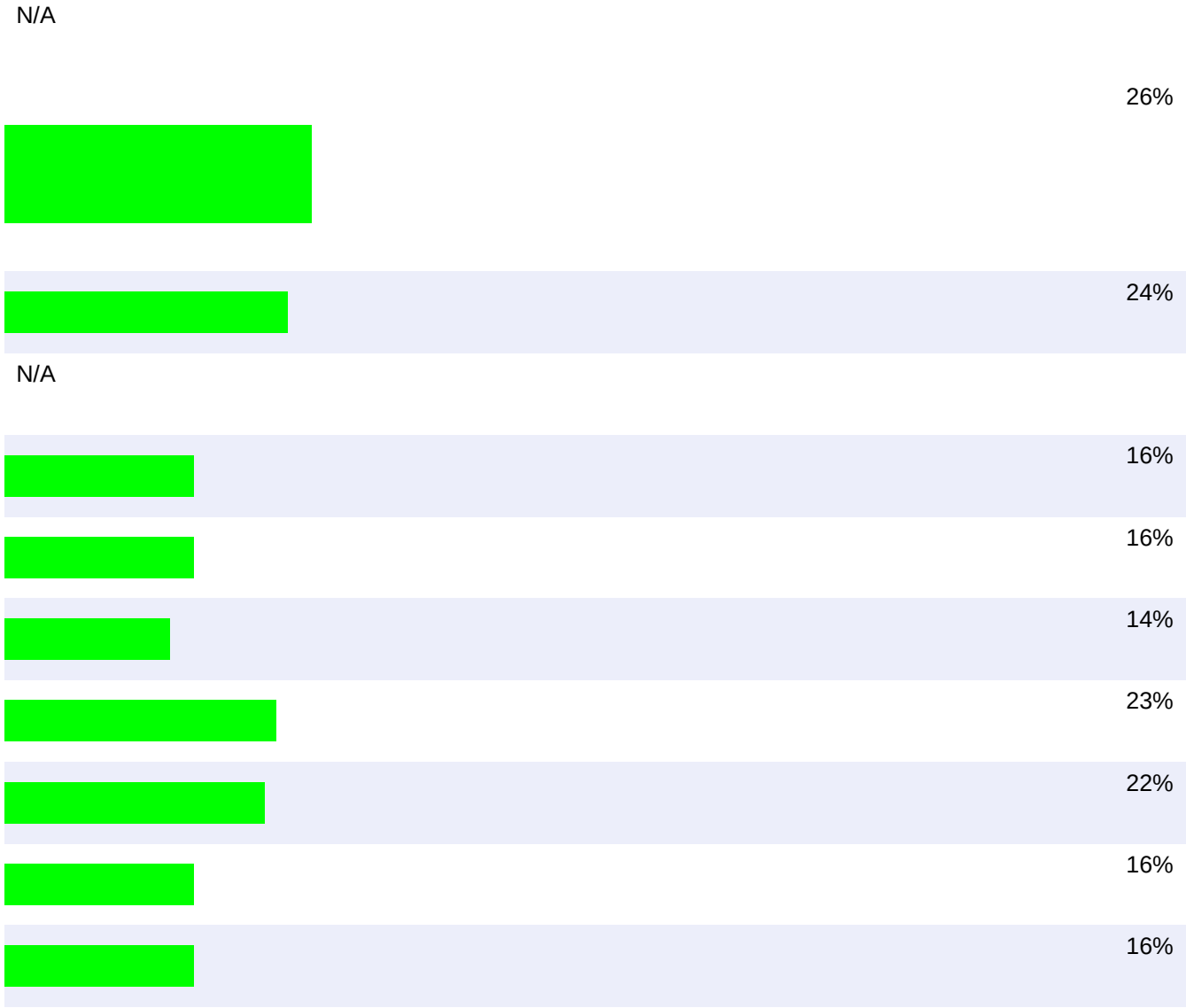

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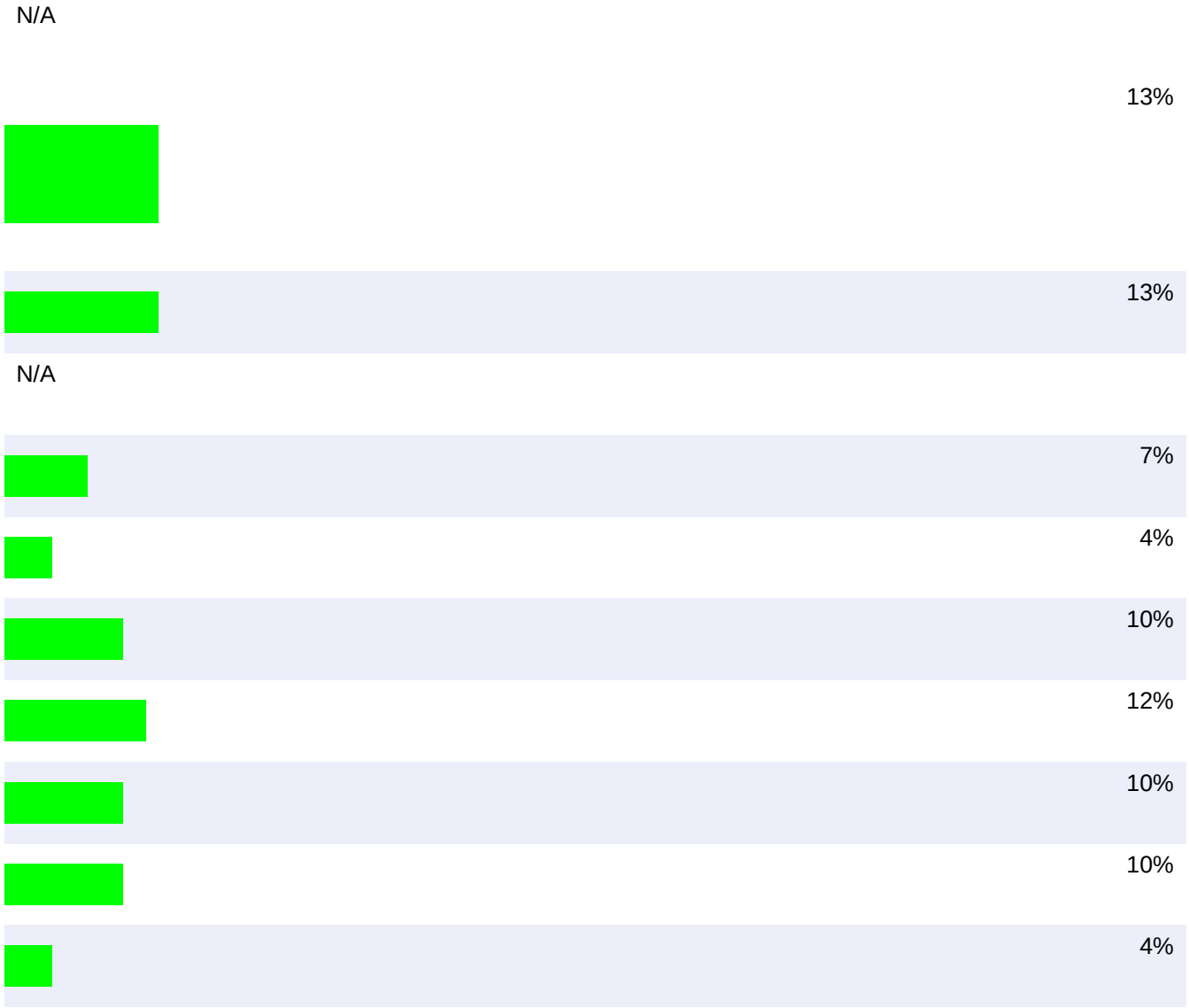

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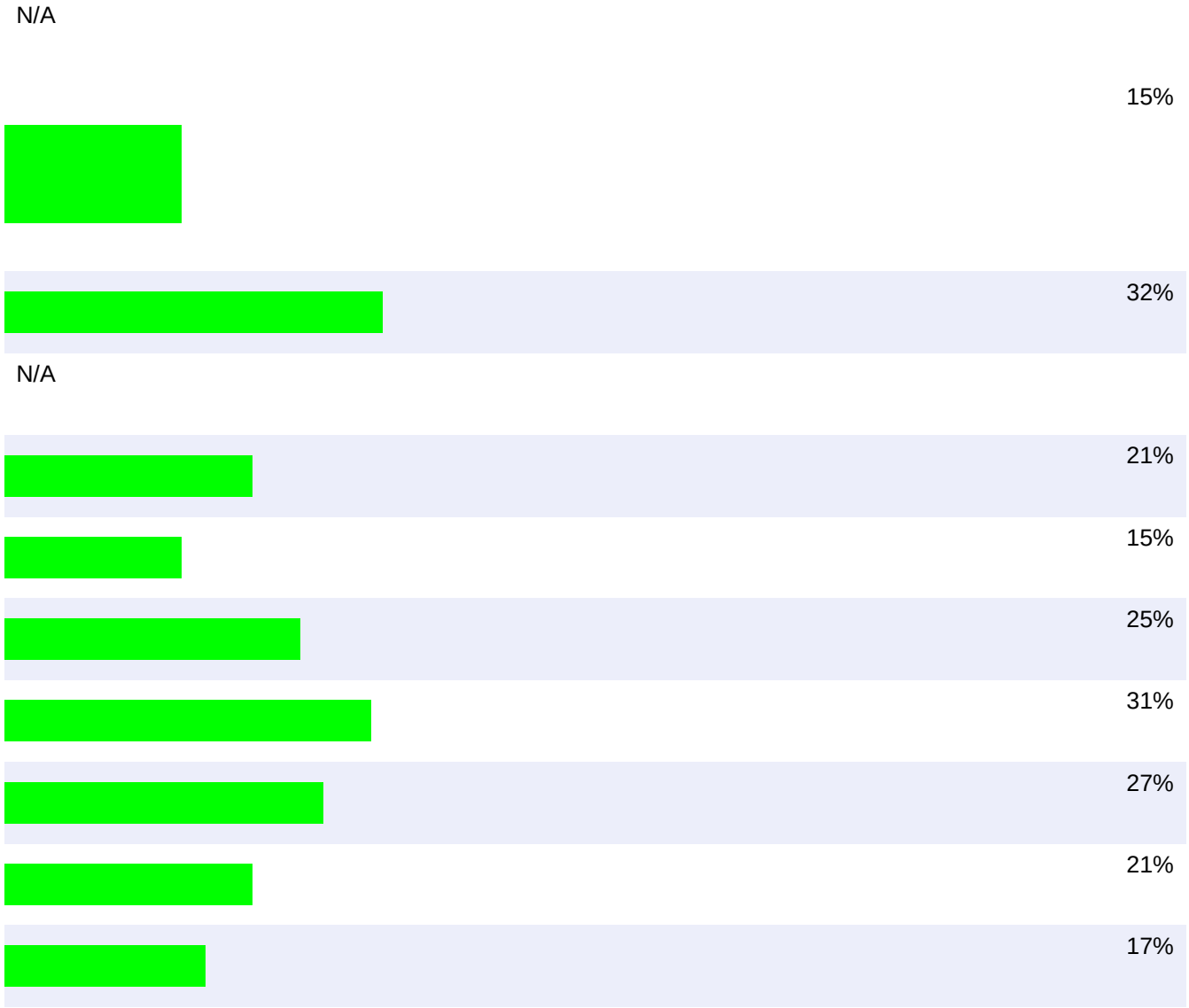

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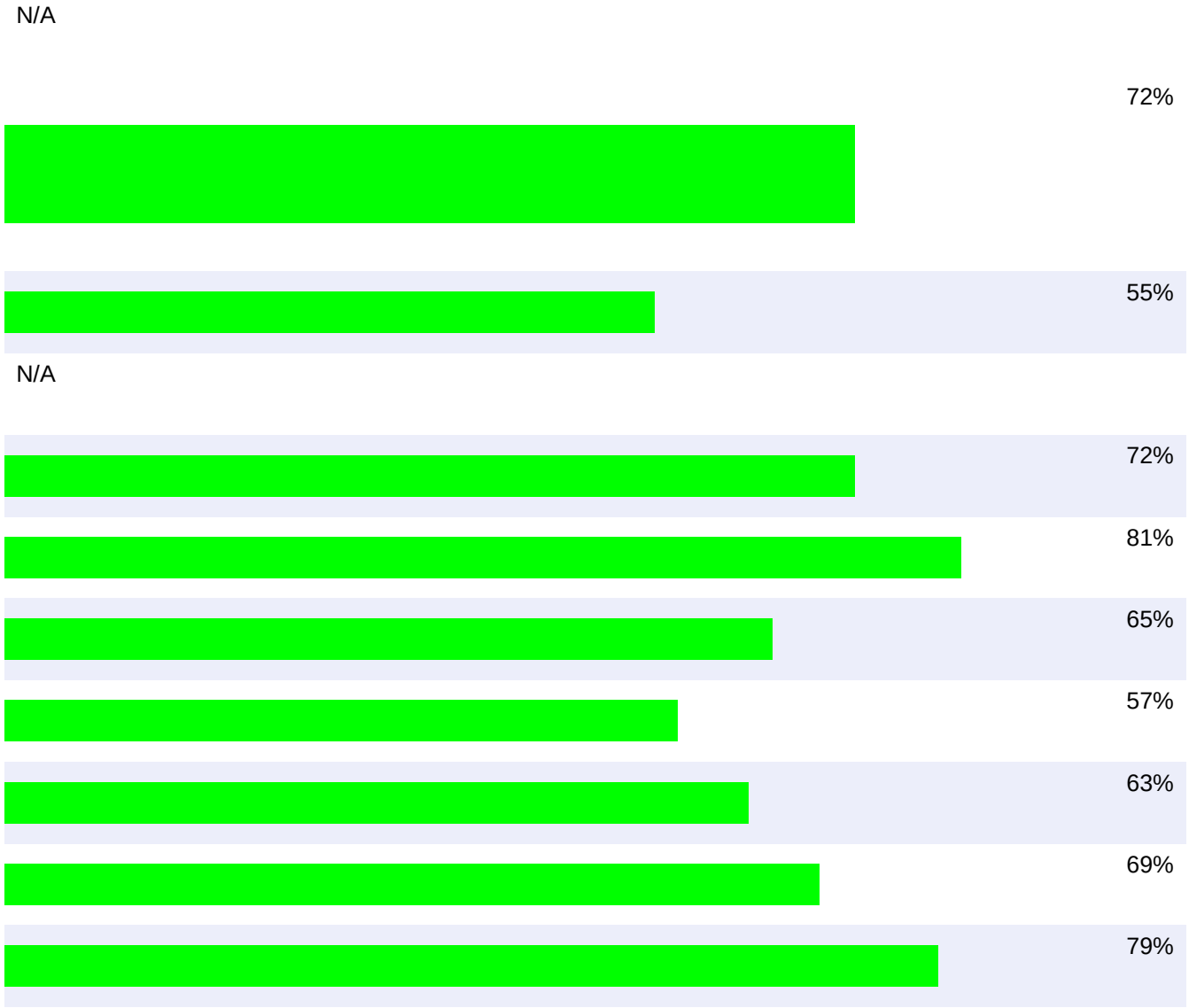

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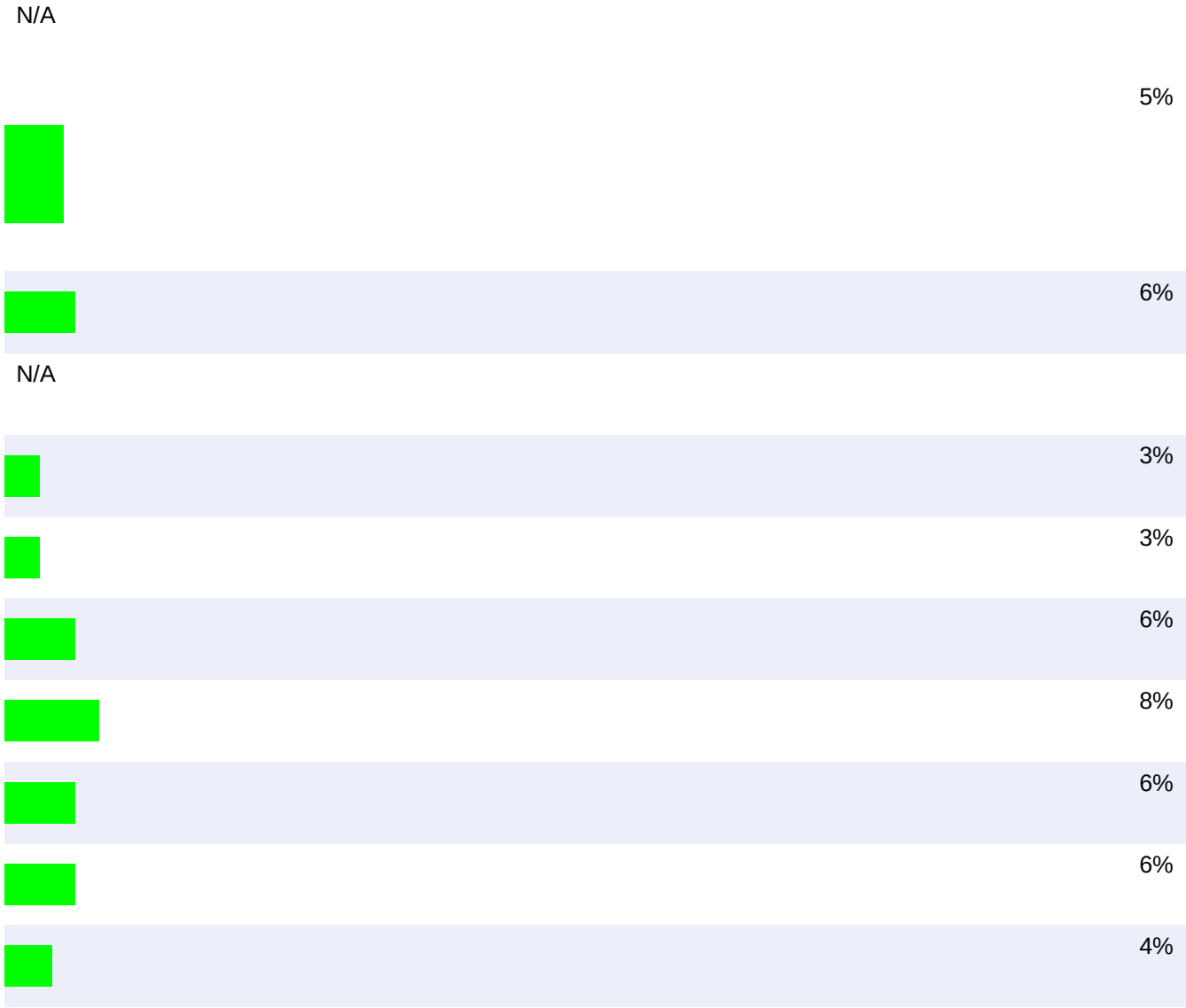

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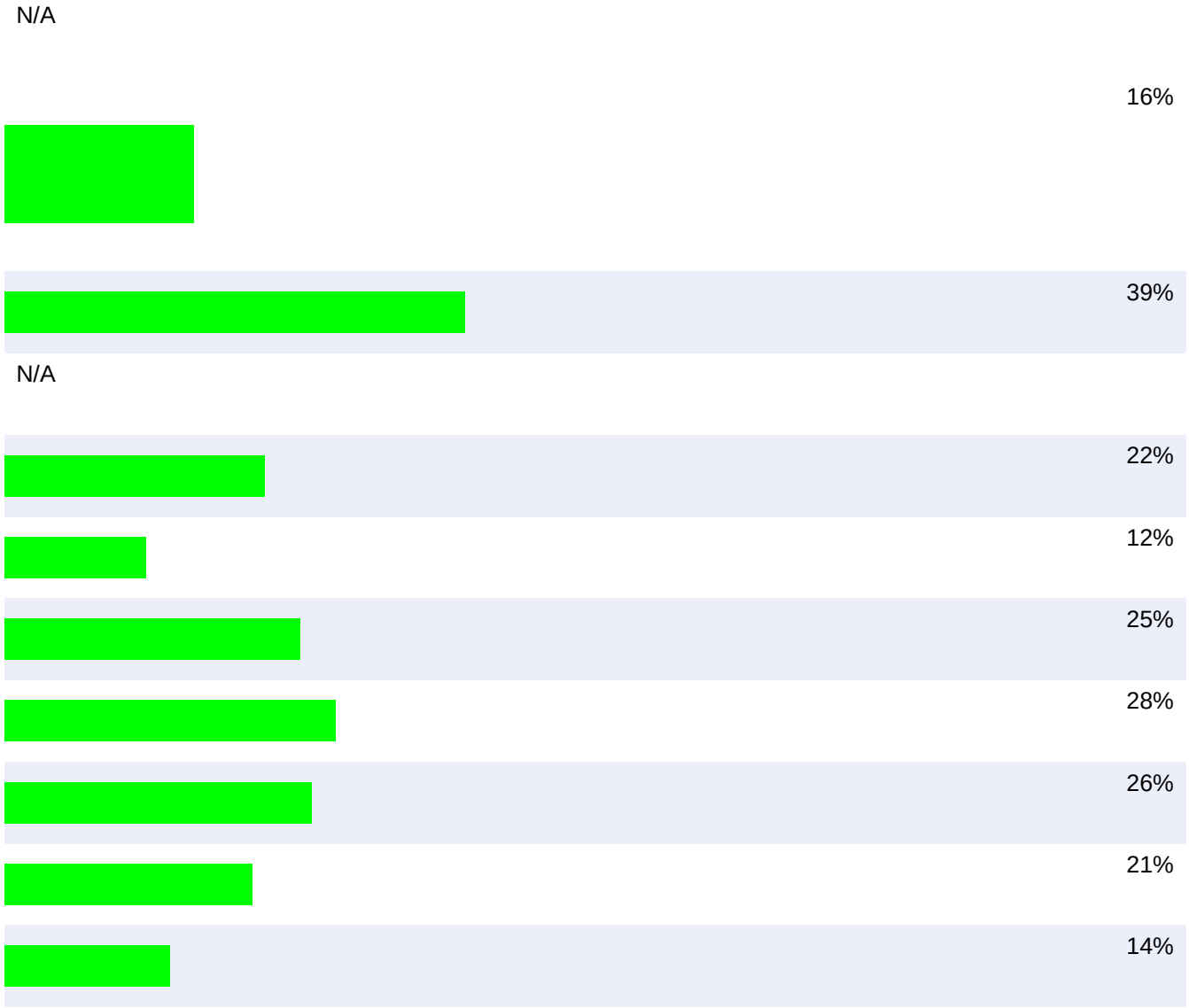

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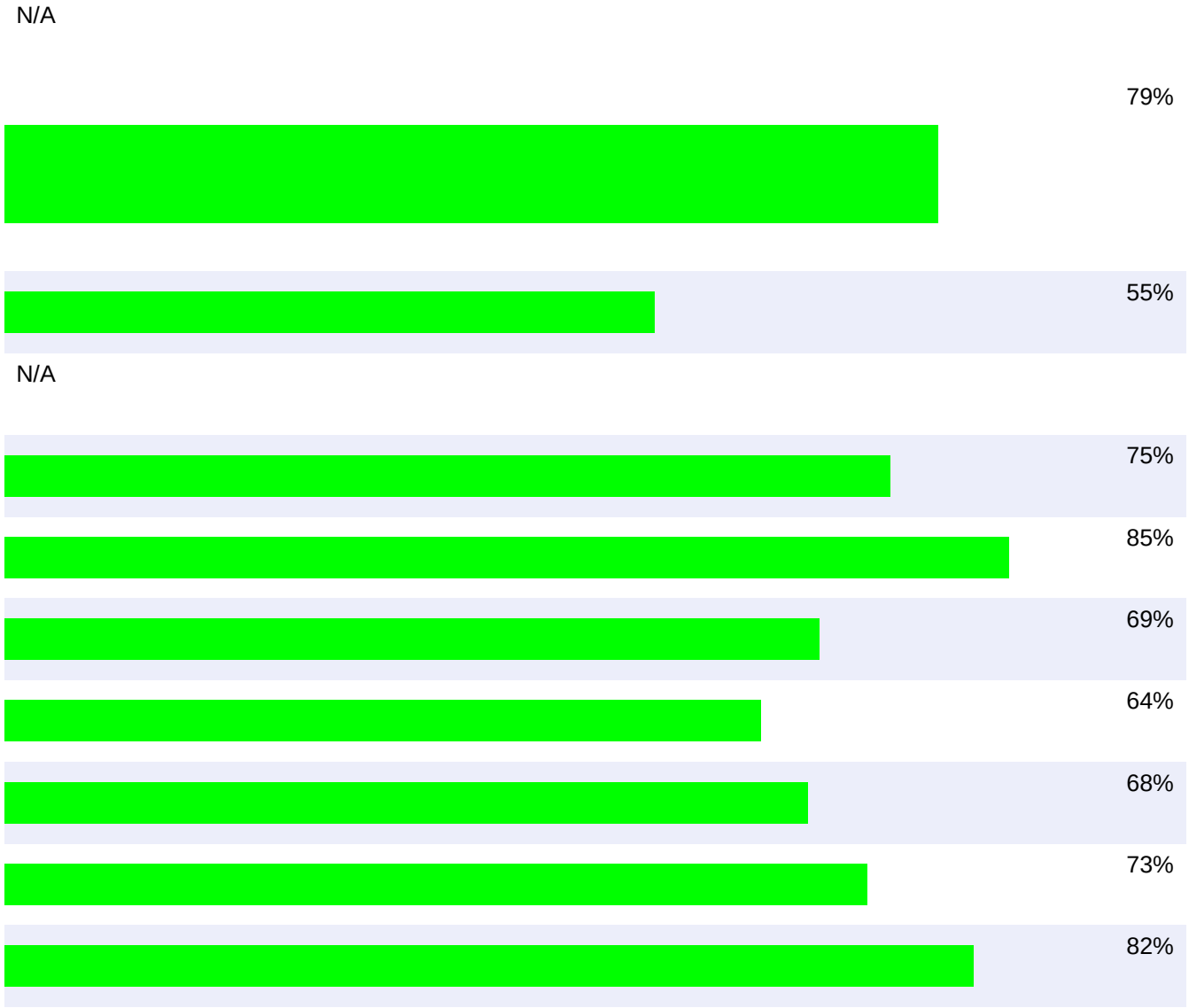


HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A

Fewer than 100

300 or more

N/A

300 or more

300 or more

300 or more

Between 100 and 299

Between 100 and 299

300 or more

300 or more

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A		Survey results are not available for this reporting period
	26%	Fewer than 100 Patients completed the HCAHPS survey. Use these rates with caution, as the number of surveys may be too low to reliably assess hospital performance
	32%	
N/A		Survey results are not available for this reporting period
	30%	
	49%	
	30%	
	33%	
	39%	
	35%	
	31%	

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

050393	DOWNEY REGIONAL MEDICAL CENTER	11500 BROOKSHIRE AVENUE
050280	MERCY MEDICAL CENTER REDDING	2175 ROSALINE AVE, CLAIRMONT HGTS
050697	PATIENTS' HOSPITAL OF REDDING	2900 EUREKA WAY
050764	SHASTA REGIONAL MEDICAL CENTER	1100 BUTTE ST
051320	BANNER LASSEN MEDICAL CENTER	1800 SPRING RIDGE DRIVE
050150	SIERRA NEVADA MEMORIAL HOSPITAL	155 GLASSON WAY
051308	SURPRISE VALLEY COMMUNITY HOSPITAL	MAIN & WASHINGTON STREETS
051326	PLUMAS DISTRICT HOSPITAL	1065 BUCKS LAKE ROAD
050039	ENLOE MEDICAL CENTER	1531 ESPLANADE
051305	MAYERS MEMORIAL HOSPITAL	43563 HWY 299 EAST
050434	COLUSA REGIONAL MEDICAL CENTER	199 EAST WEBSTER ST
050042	ST ELIZABETH COMMUNITY HOSPITAL	2550 SISTER MARY COLUMBA DRIVE
050030	OROVILLE HOSPITAL	2767 OLIVE HIGHWAY
050352	BARTON MEMORIAL HOSPITAL	2170 SOUTH AVENUE

HCAHPS VHA WC March 2010

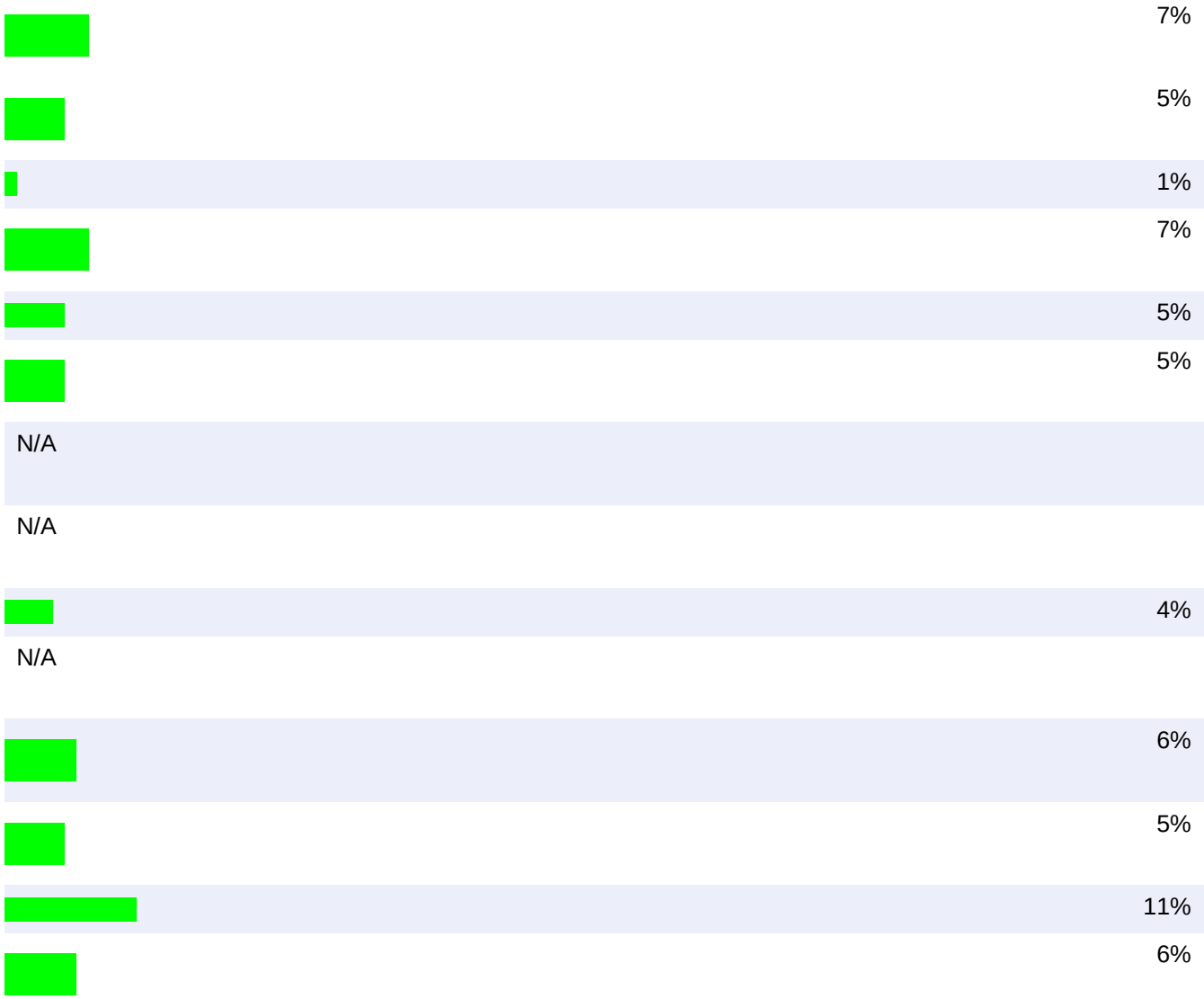
Based on Survey of Patients' Hospital Experiences (HCAHPS)

	DOWNEY	CA
	REDDING	CA
	REDDING	CA
	REDDING	CA
	SUSANVILLE	CA
	GRASS VALLEY	CA
	CEDARVILLE	CA
	QUINCY	CA
	CHICO	CA
	FALL RIVER MILLS	CA
	COLUSA	CA
	RED BLUFF	CA
	OROVILLE	CA
	SOUTH LAKE TAHOE	CA

90241	LOS ANGELES	5269045000
96001	SHASTA	5302256102
96001	SHASTA	5302258700
96001	SHASTA	5302445454
96130	LASSEN	5302522000
95945	NEVADA	5302746000
96104	MODOC	5302796111
95971	PLUMAS	5302832121
95926	BUTTE	5303327300
96028	SHASTA	5303365511
95932	COLUSA	5304585821
96080	TEHAMA	5305298012
95966	BUTTE	5305338500
96158	EL DORADO	5305413420

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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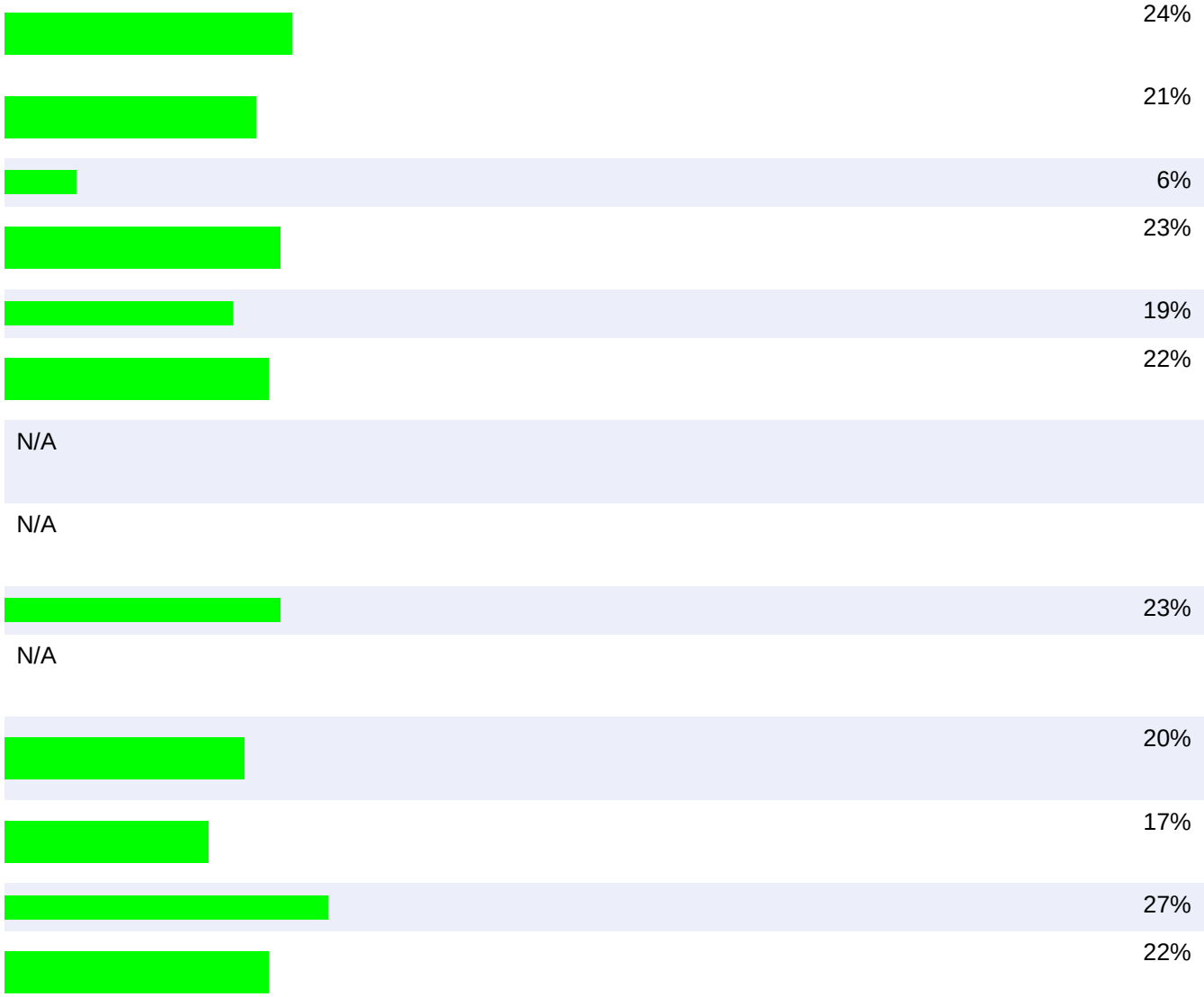

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

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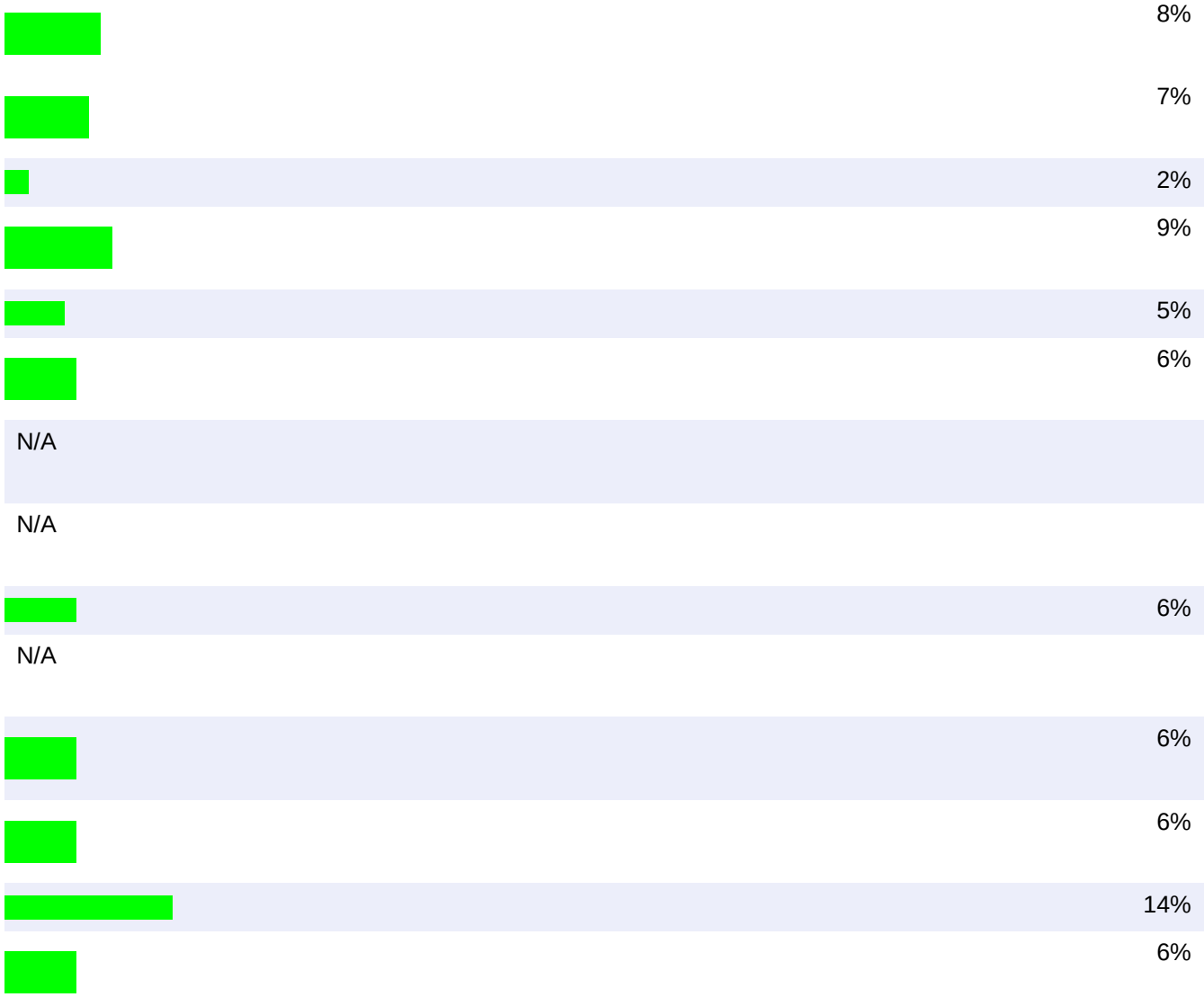
Based on Survey of Patients' Hospital Experiences (HCAHPS)



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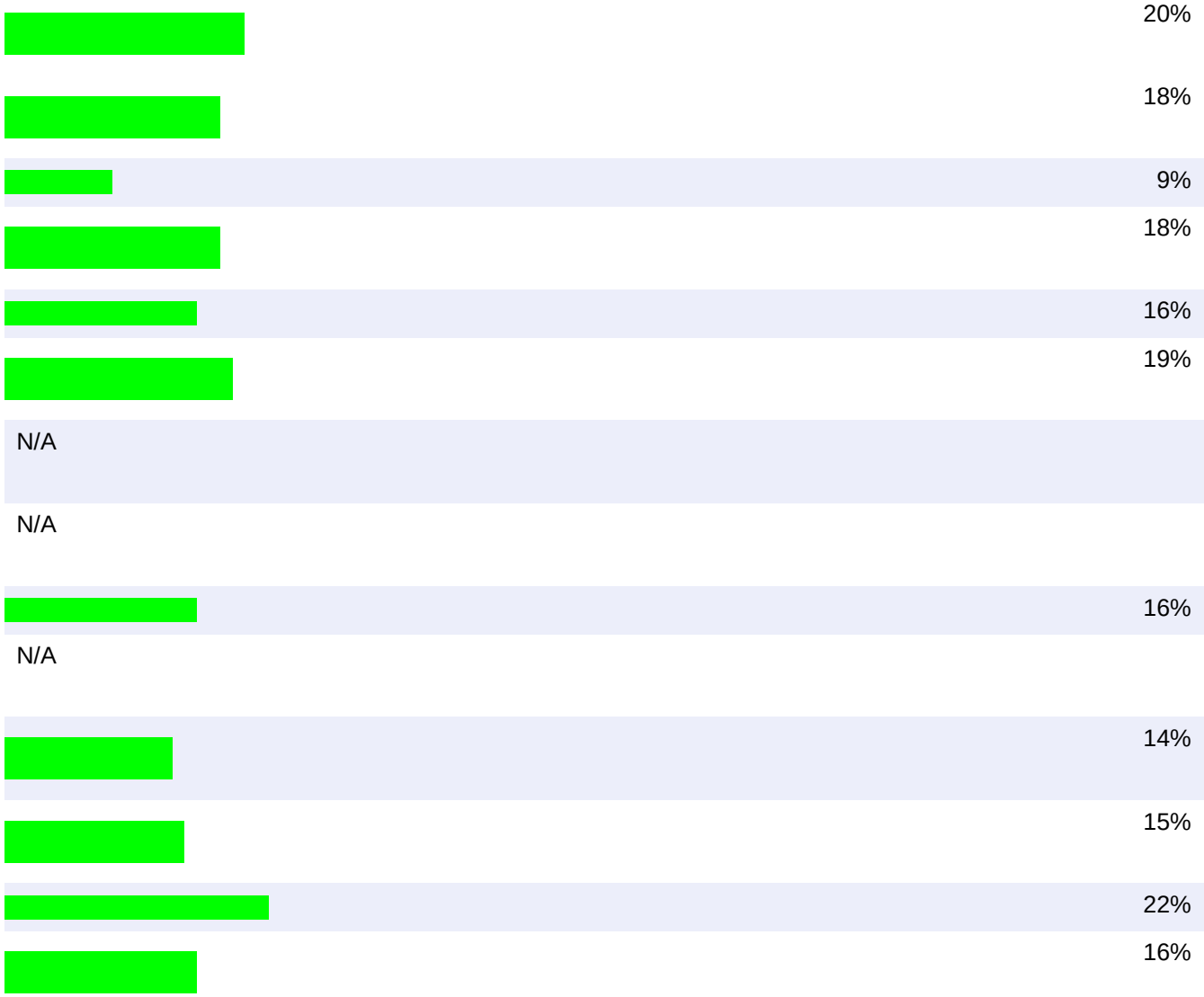
Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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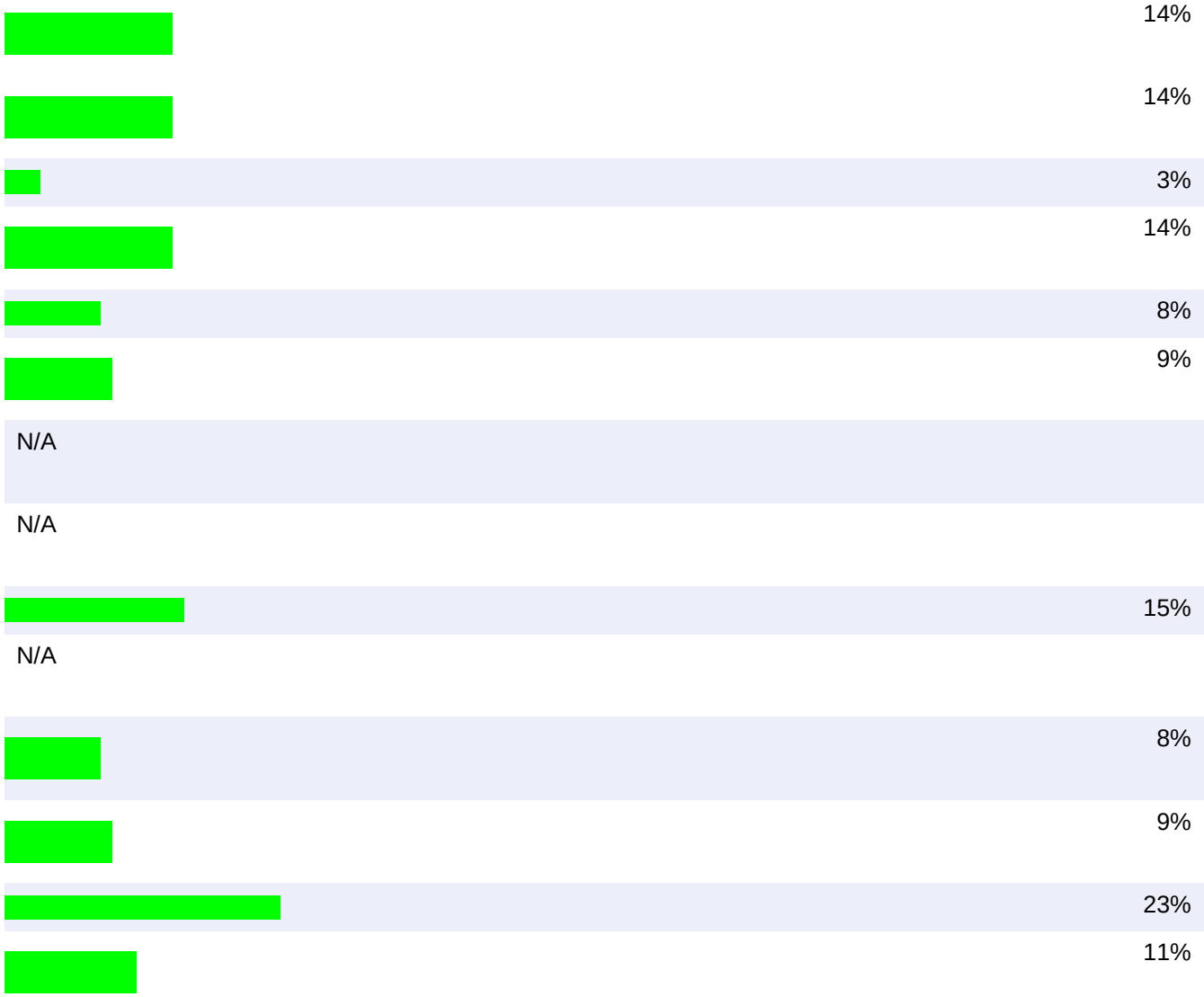

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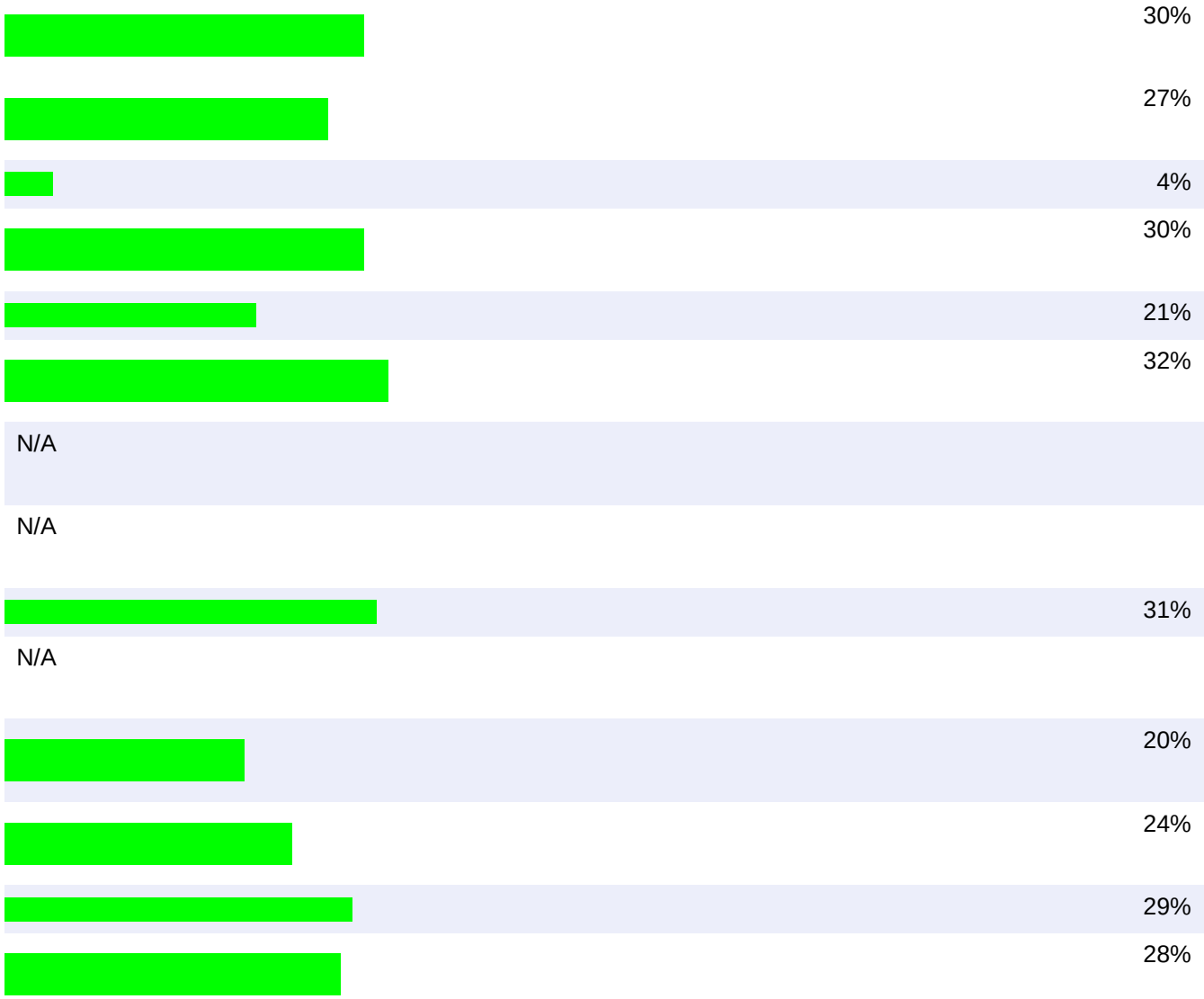

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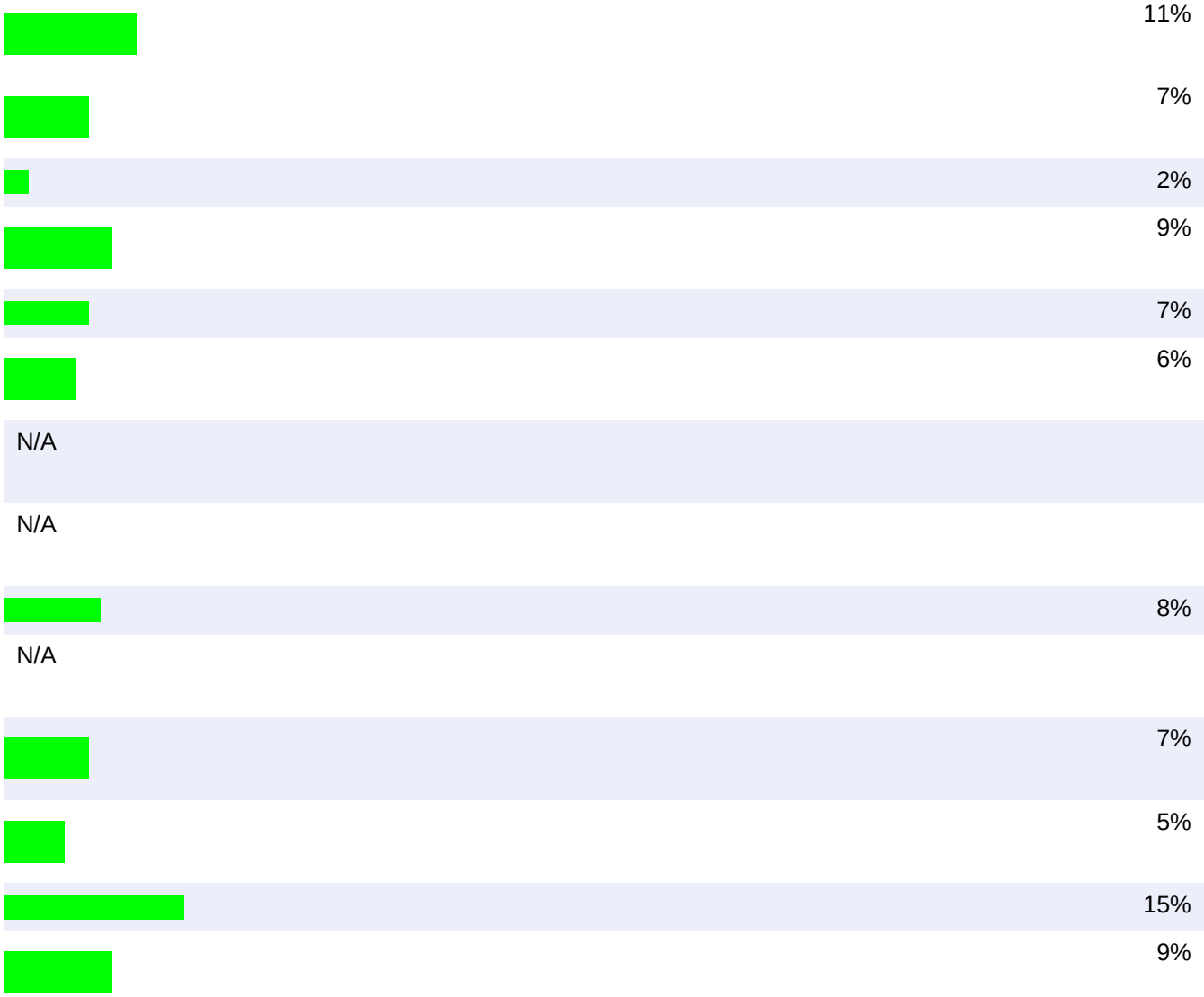

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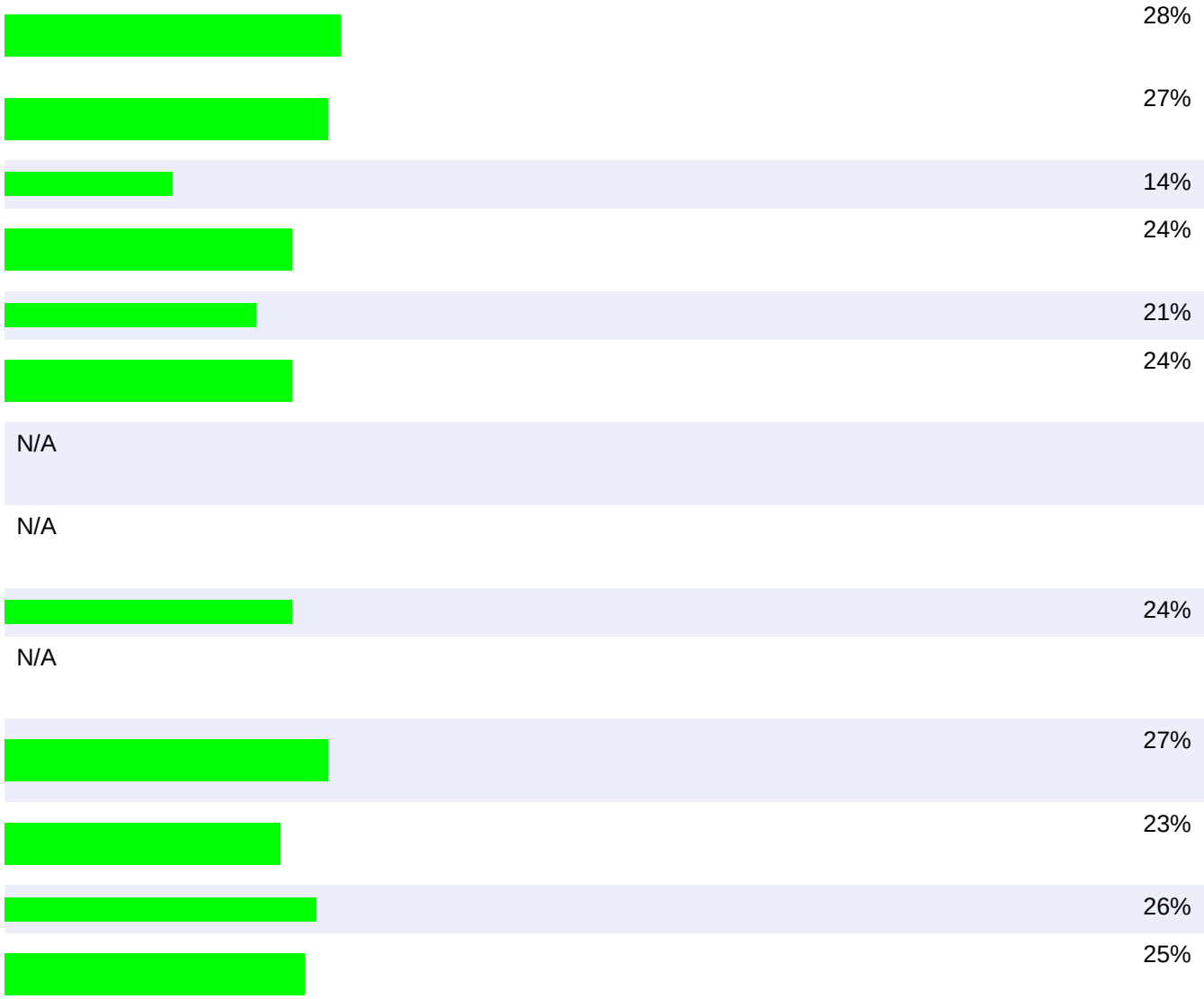

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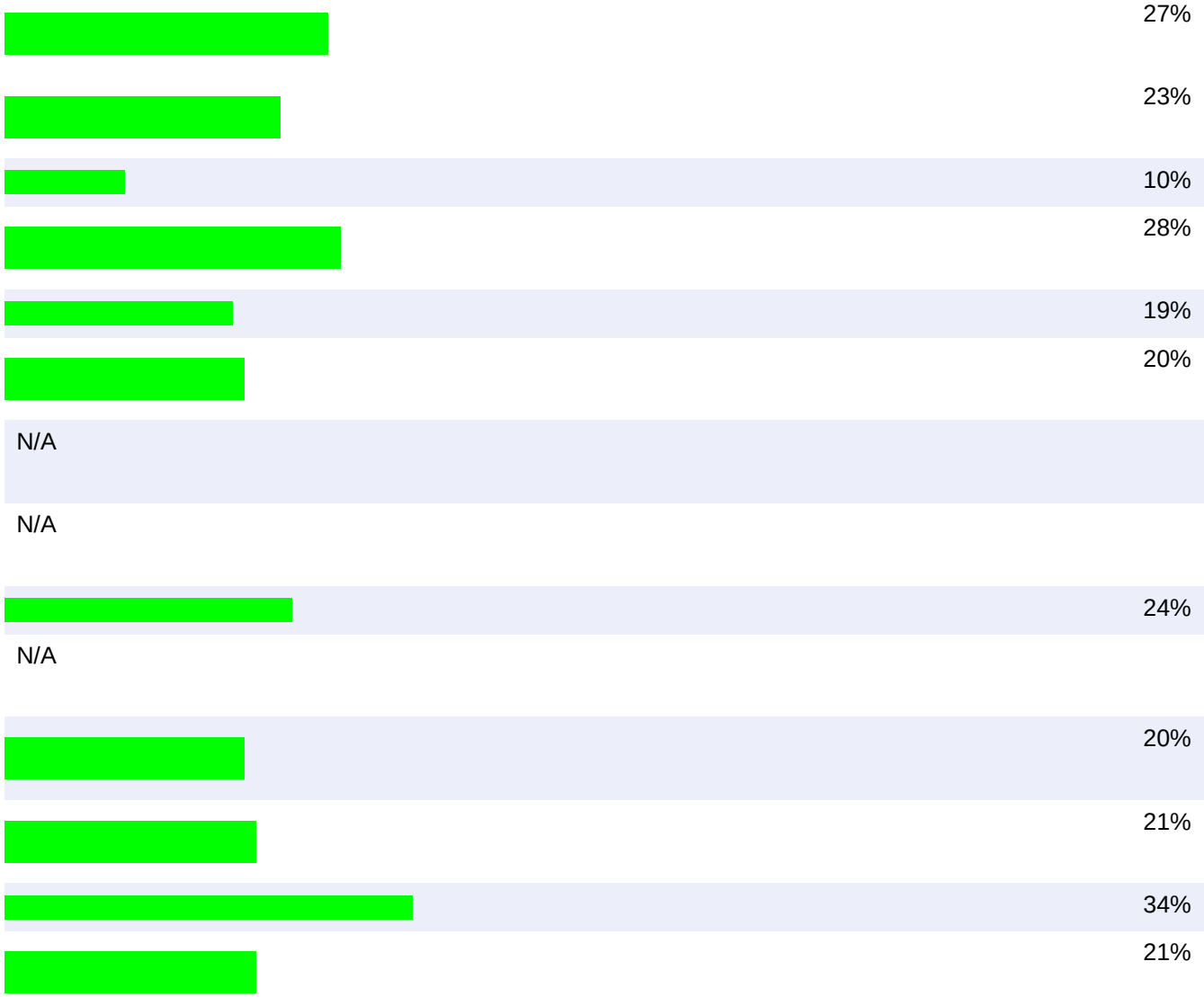

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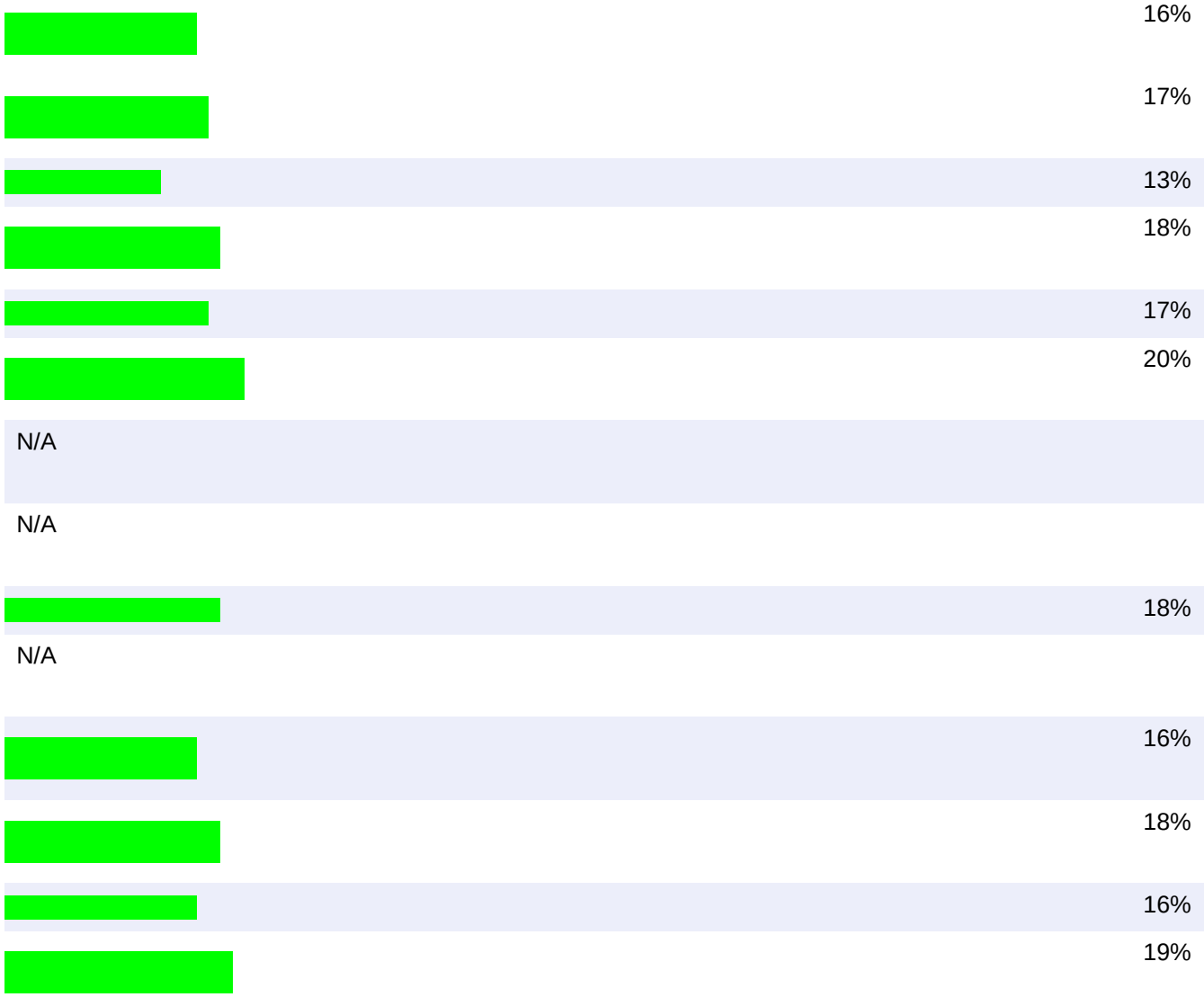

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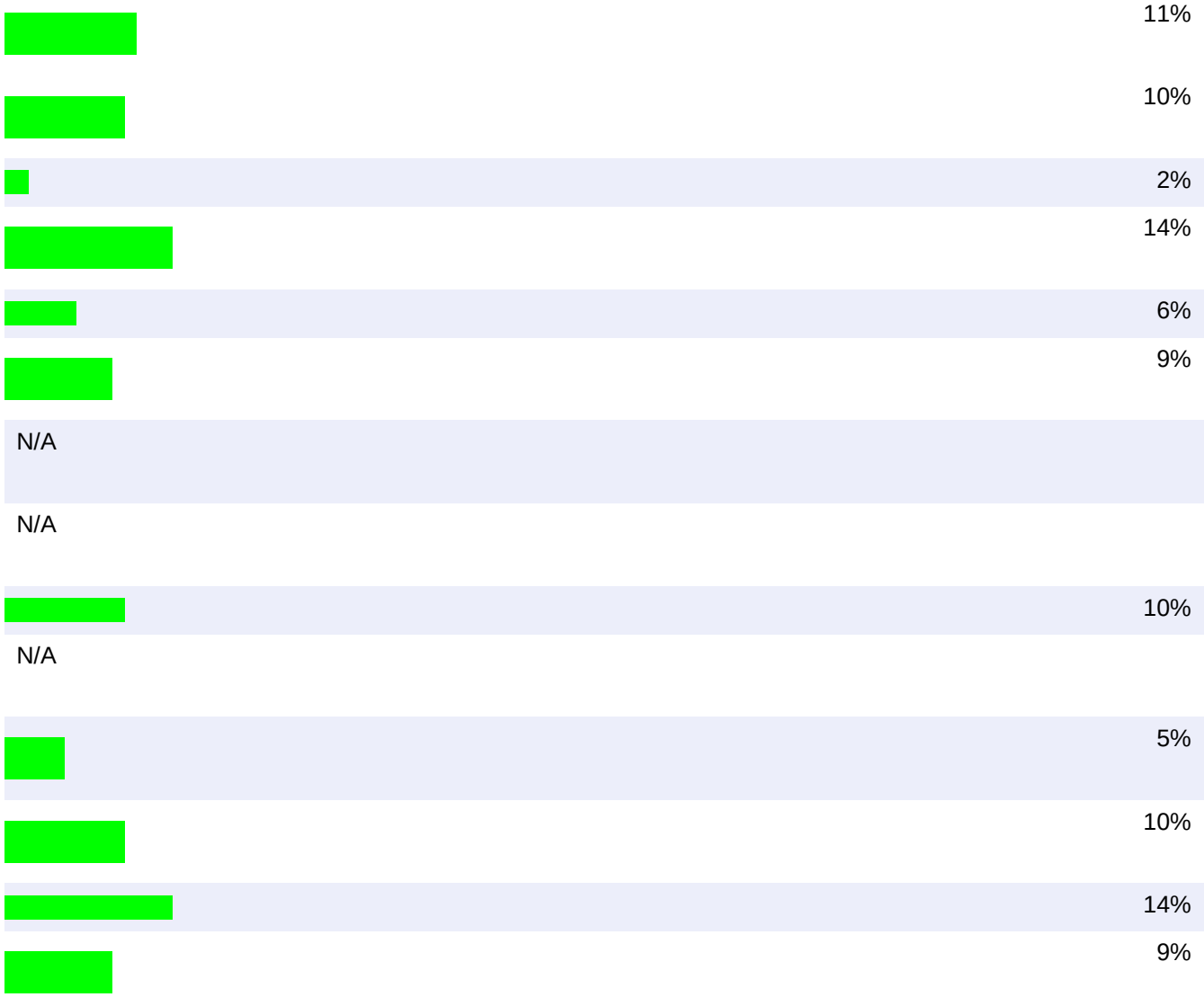

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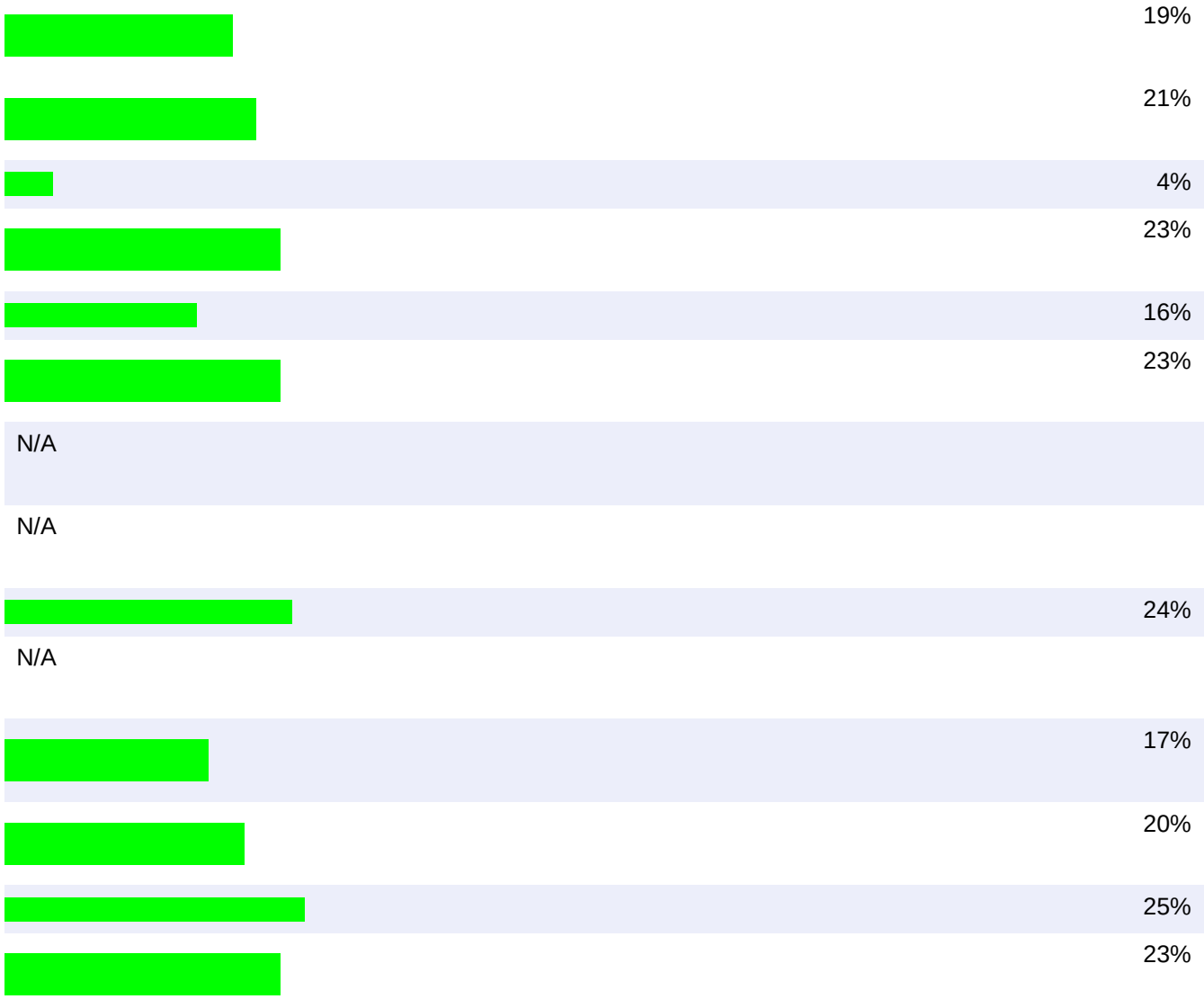

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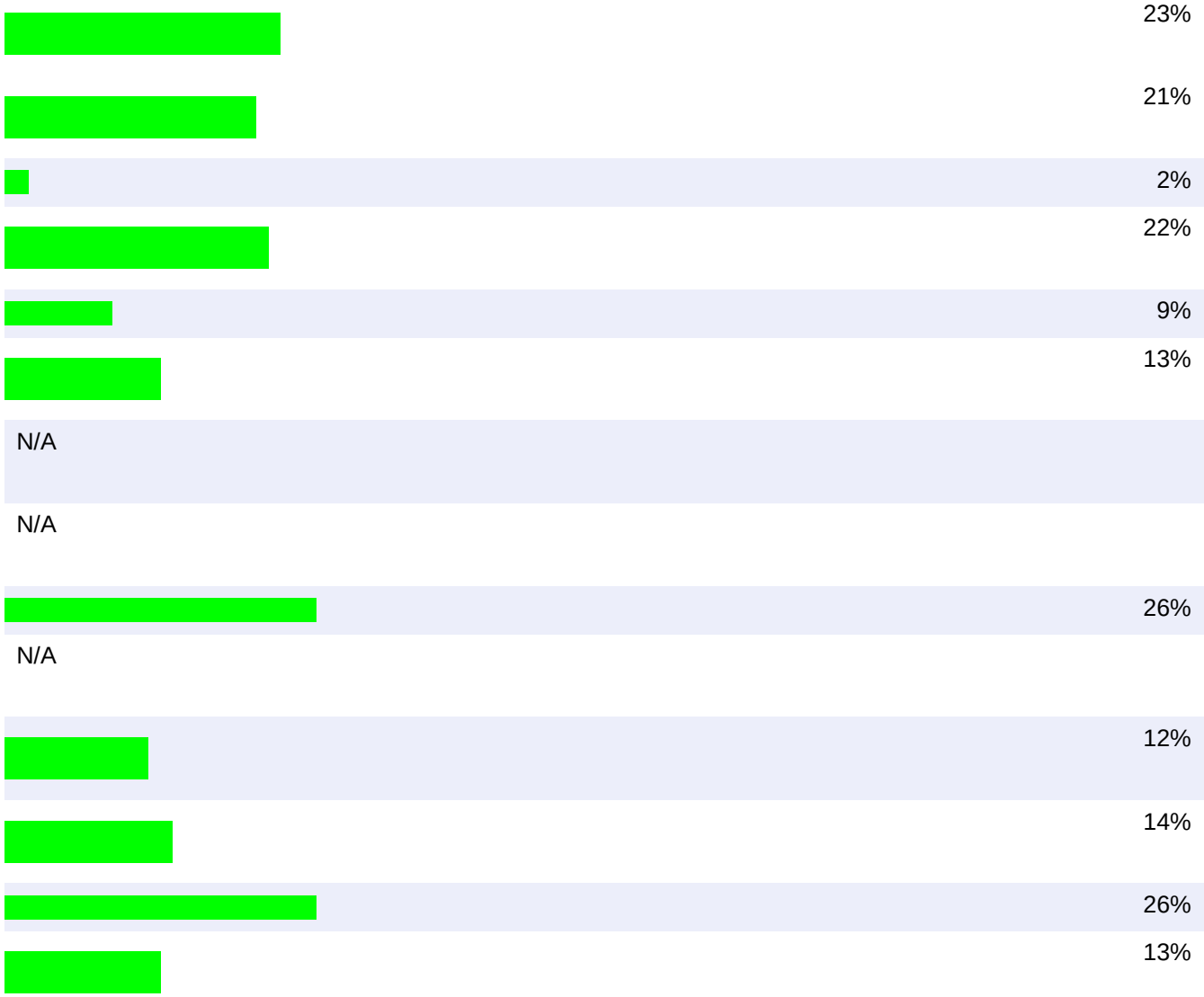

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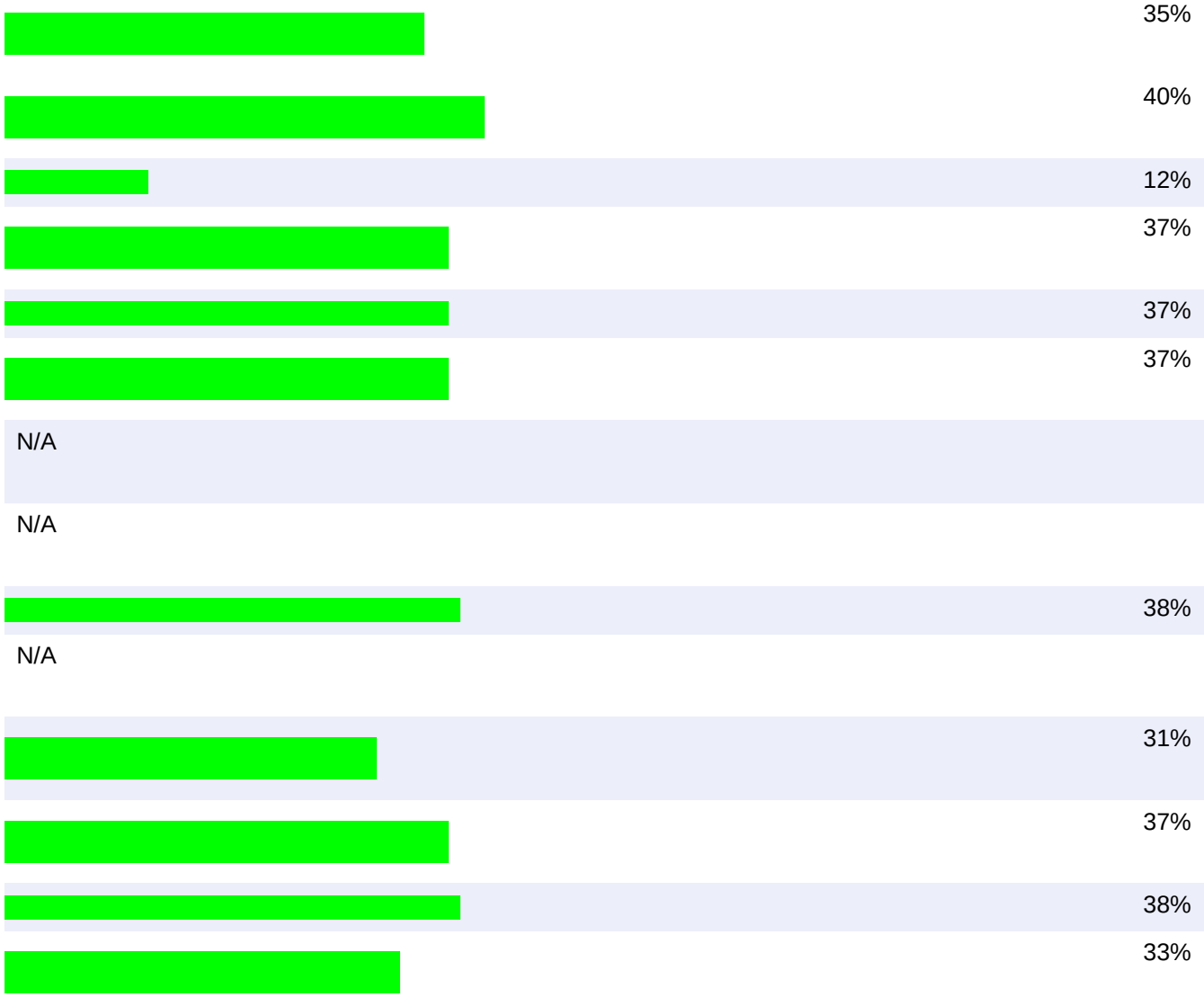

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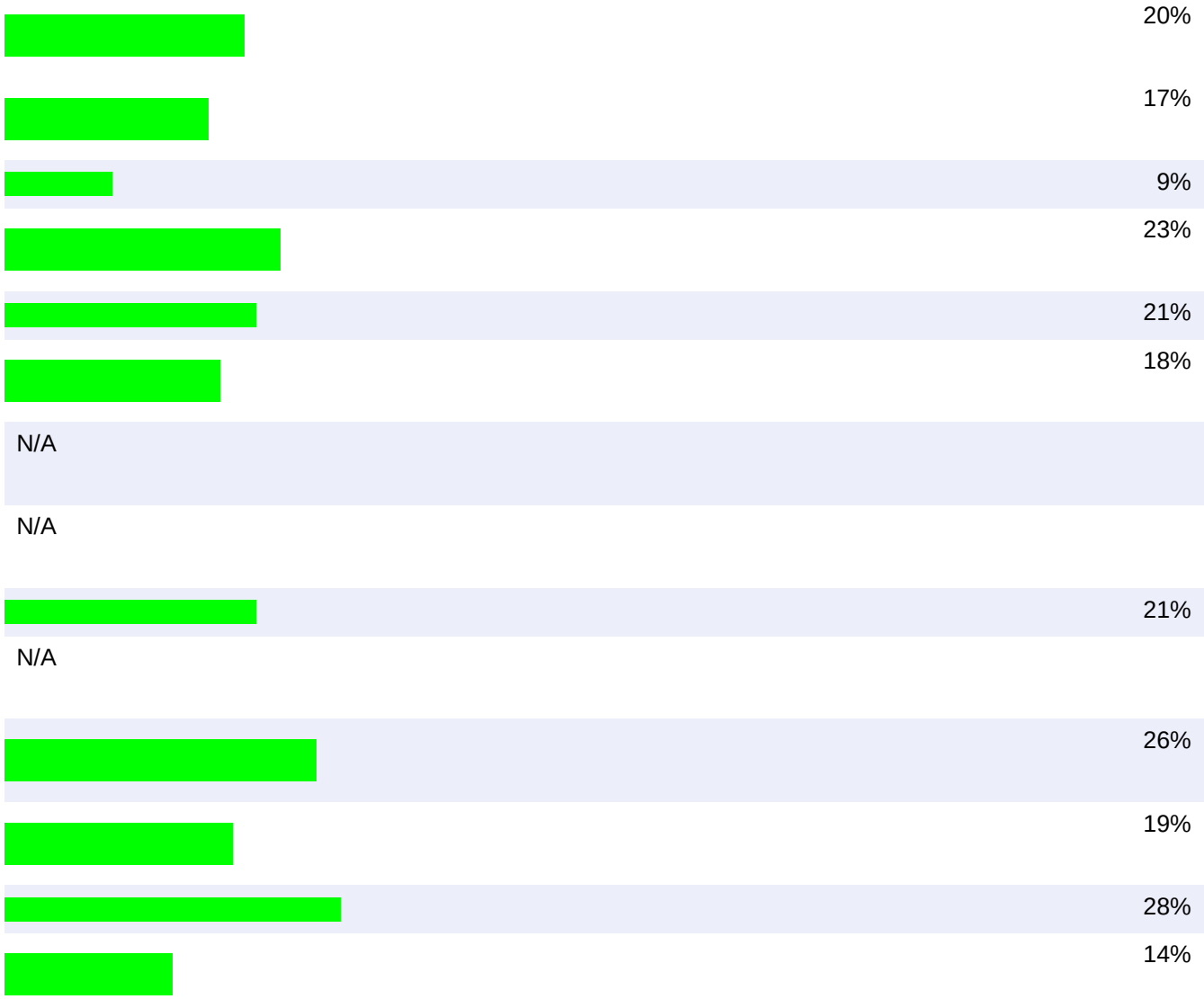

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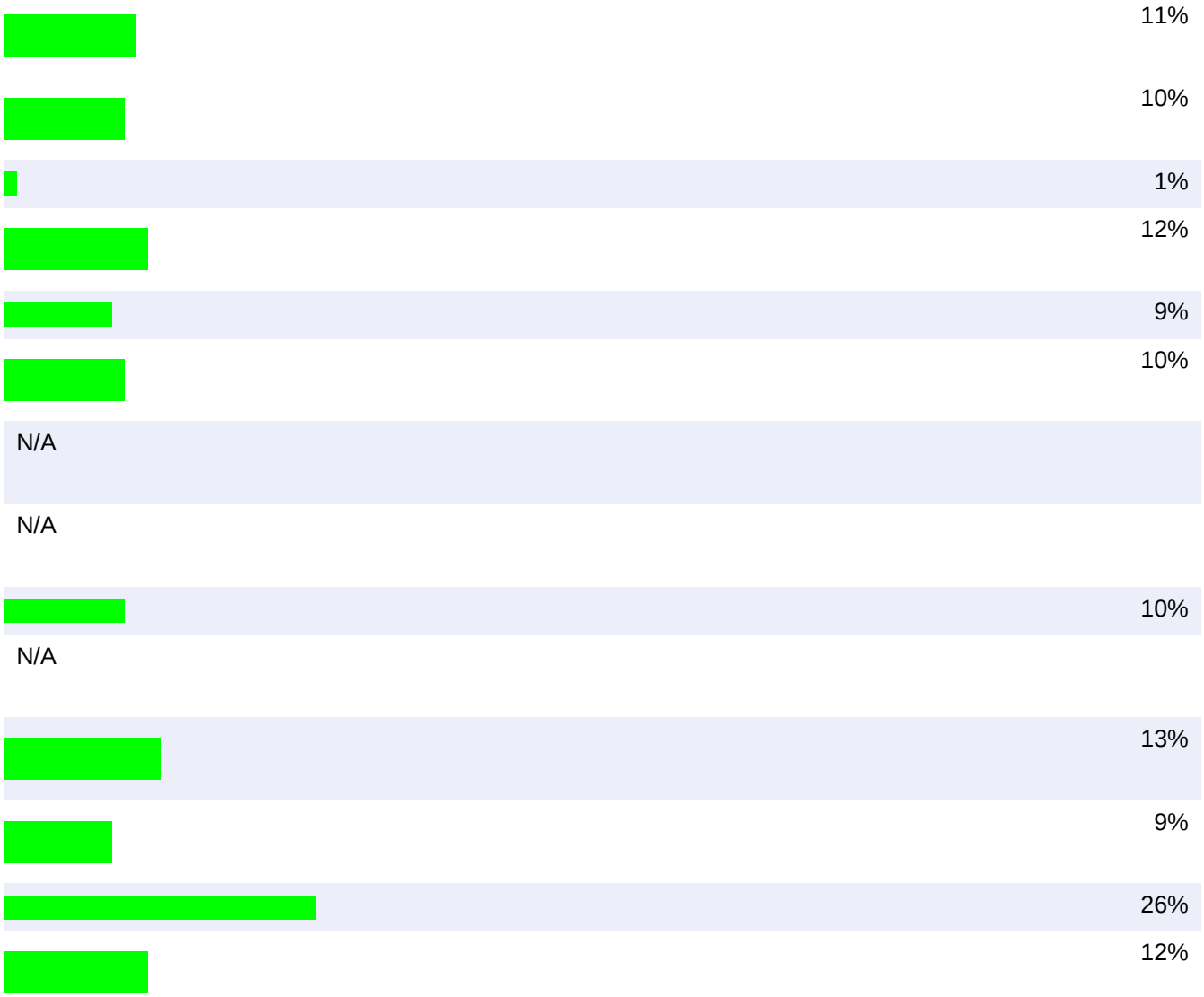

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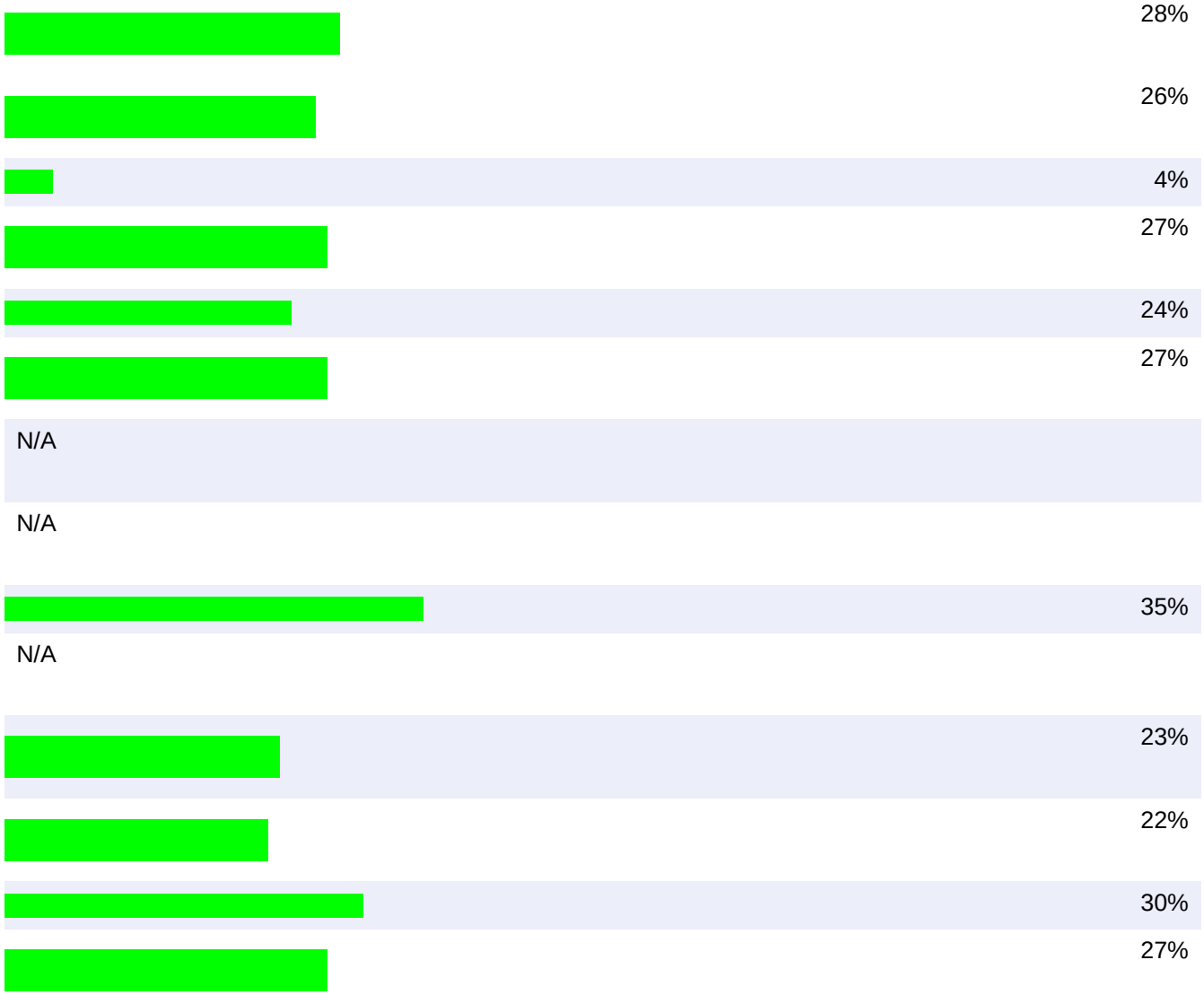

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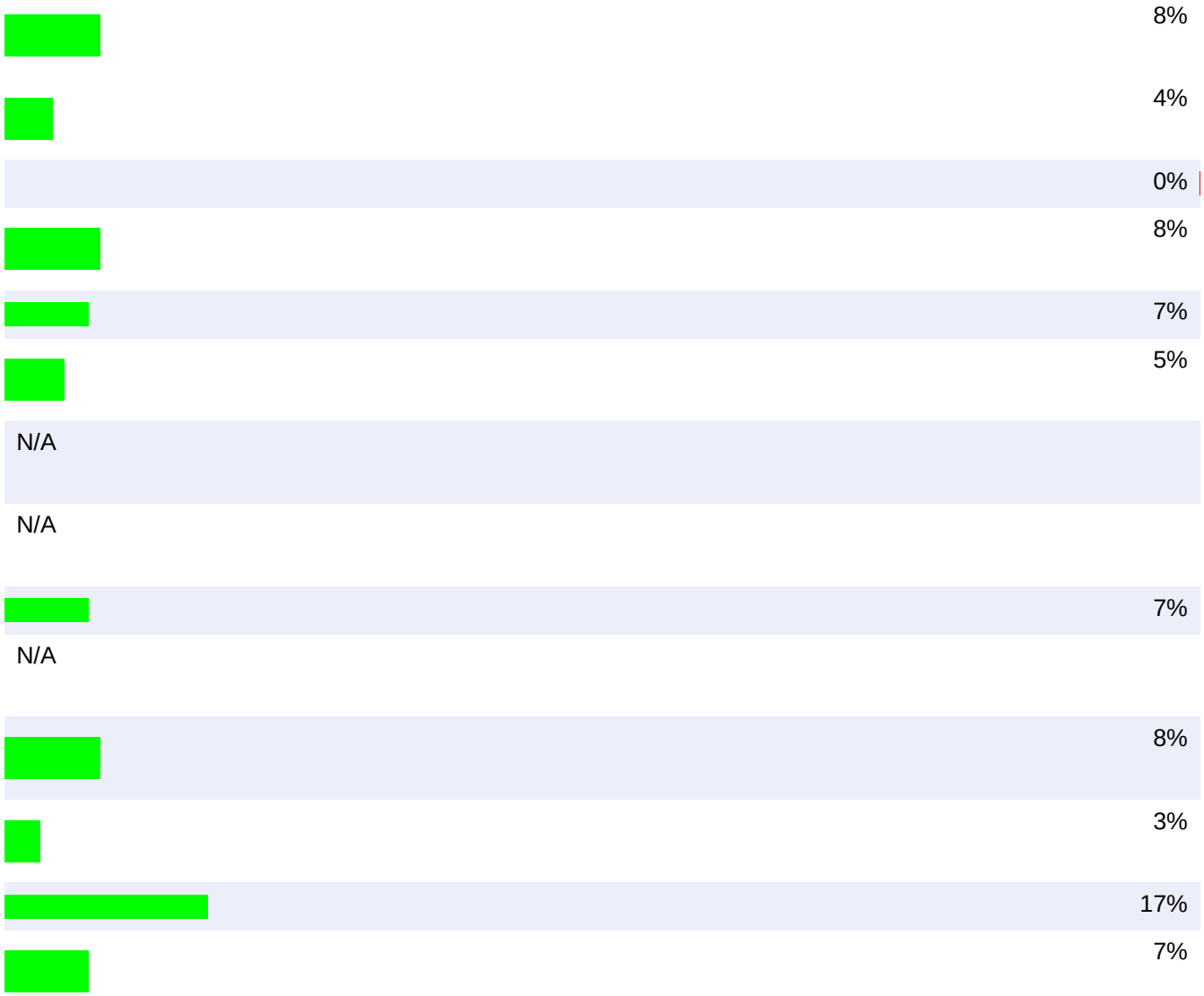

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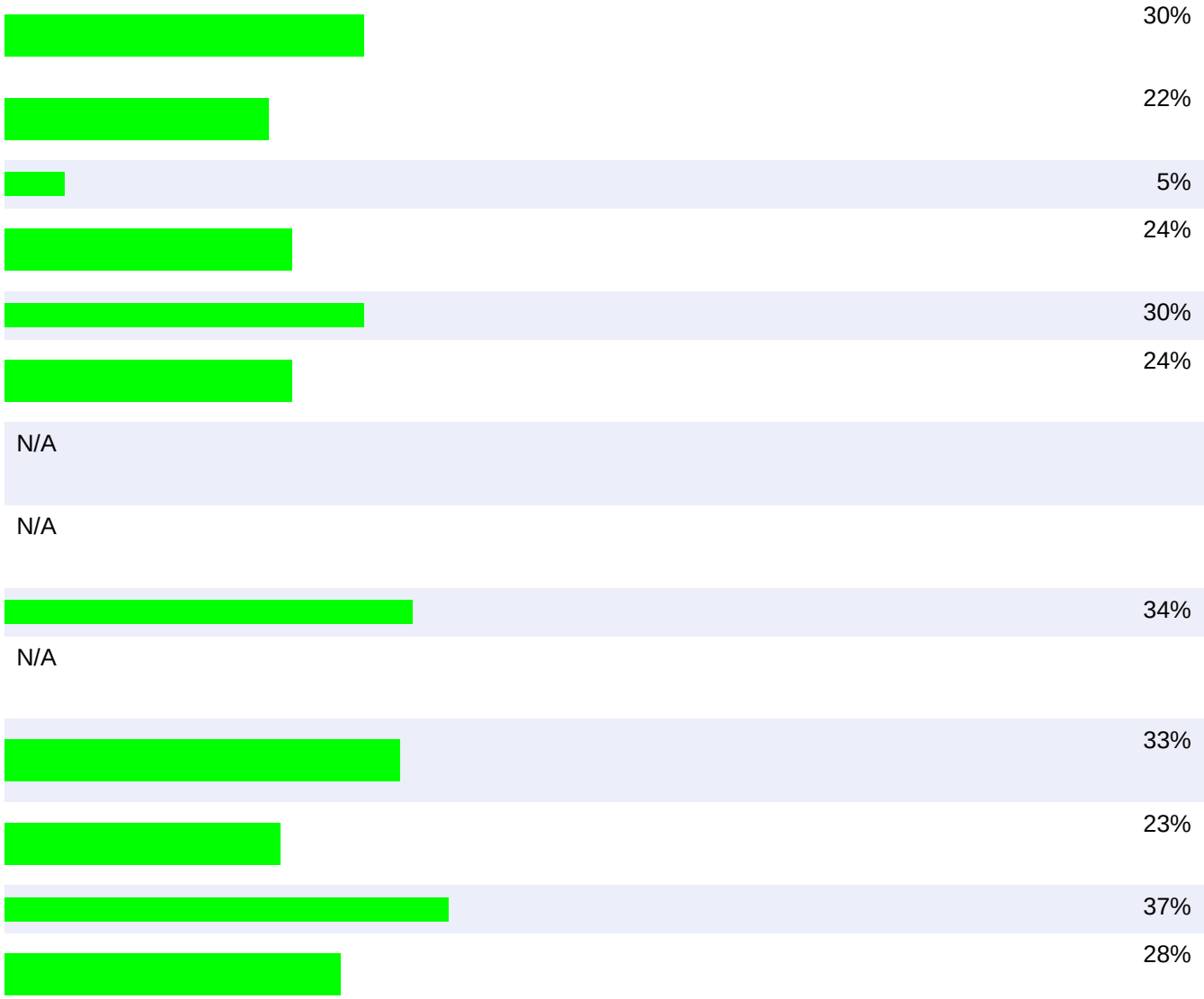


HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more

300 or more

Between 100 and 299

300 or more

Between 100 and 299

300 or more

N/A

N/A

300 or more

N/A

Between 100 and 299

300 or more

300 or more

300 or more

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	30%	
	32%	
	58%	
	32%	
	28%	
	33%	
N/A		Survey results are not available for this reporting period
N/A		Survey results are not available for this reporting period
	38%	
N/A		Survey results are not available for this reporting period
	30%	
	31%	
	32%	
	36%	

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

051328	TAHOE FOREST HOSPITAL	10121 PINE AVE
050254	MARSHALL MEDICAL CENTER (1-RH)	1100 MARSHALL WAY
051315	TRINITY HOSPITAL	60 EASTER AVENUE
050127	WOODLAND MEMORIAL HOSPITAL	1325 COTTONWOOD STREET
050133	RIDEOUT MEMORIAL HOSPITAL	726 4TH ST
050766	SUTTER SURGICAL HOSPITAL - NORTH VALLEY	455 PLUMAS BLVD
050537	SUTTER DAVIS HOSPITAL	2000 SUTTER PLACE
051300	EASTERN PLUMAS HOSPITAL - PORTOLA CAMPUS	500 FIRST AVENUE
051316	FAIRCHILD MEDICAL CENTER	444 BRUCE STREET
051311	BIGGS GRIDLEY MEMORIAL HOSPITAL	240 SPRUCE STREET
050225	FEATHER RIVER HOSPITAL	5974 PENTZ ROAD
050498	SUTTER AUBURN FAITH HOSPITAL	11815 EDUCATION STREET
051319	MERCY MEDICAL CENTER MT SHASTA	914 PINE STREET
051306	GLENN MEDICAL CENTER	1133 W SYCAMORE ST
380005	ASHLAND COMMUNITY HOSPITAL	280 MAPLE STREET
380102	SACRED HEART MEDICAL CENTER - RIVERBEND	3333 RIVERBEND DRIVE

	TRUCKEE	CA
	PLACERVILLE	CA
	WEAVERVILLE	CA
	WOODLAND	CA
	MARYSVILLE	CA
	YUBA CITY	CA
	DAVIS	CA
	PORTOLA	CA
	YREKA	CA
	GRIDLEY	CA
	PARADISE	CA
	AUBURN	CA
	MOUNT SHASTA	CA
	WILLOWS	CA
	ASHLAND	OR
	SPRINGFIELD	OR

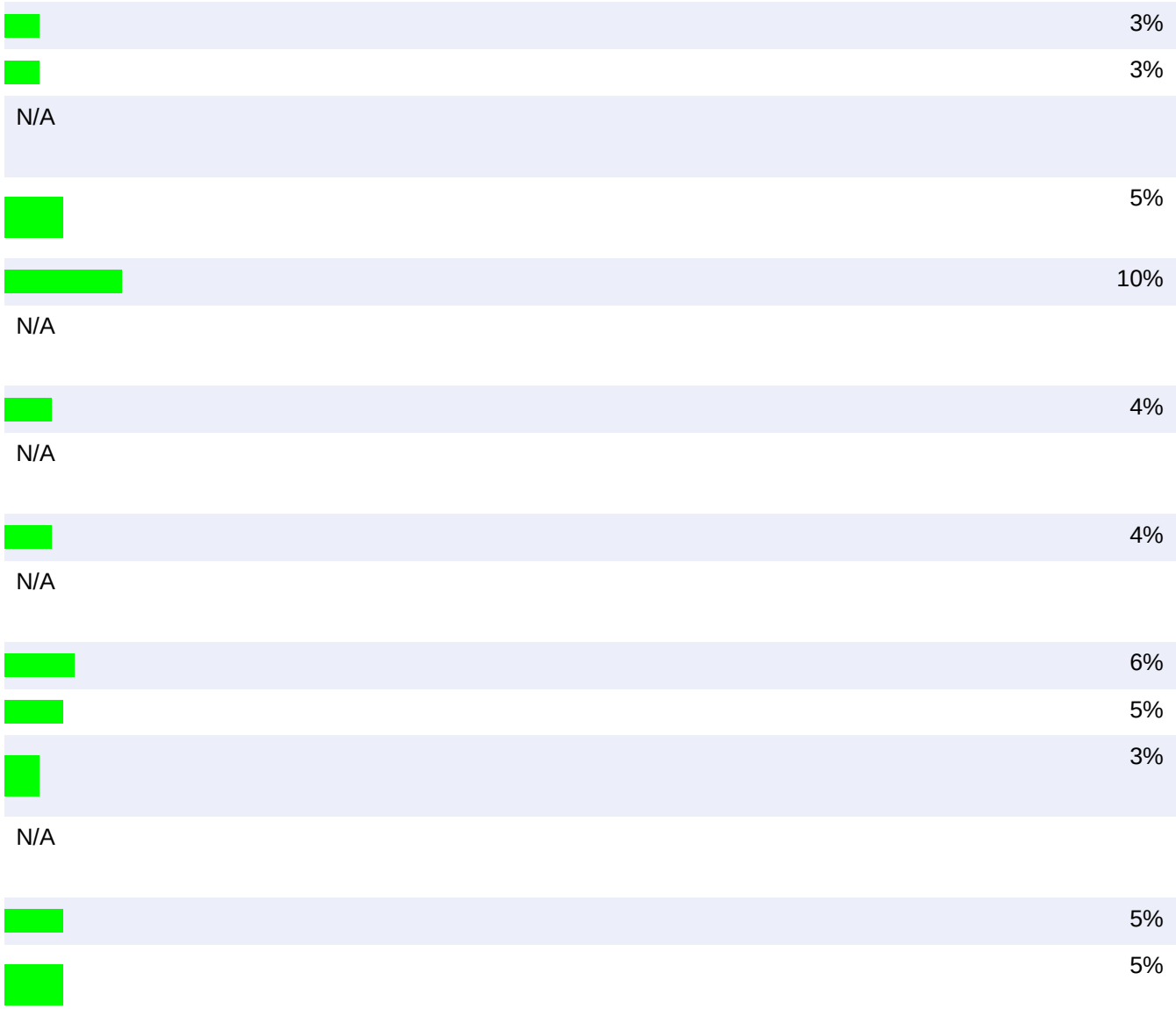
HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

96161	NEVADA	5305876011
95667	EL DORADO	5306221441
96093	TRINITY	5306235541
95695	YOLO	5306623961
95901	YUBA	5307494300
95991	SUTTER	5307495700
95616	YOLO	5307566440
96122	PLUMAS	5308324277
96097	SISKIYOU	5308424121
95948	BUTTE	5308465671
95969	BUTTE	5308779361
95603	PLACER	5308884500
96067	SISKIYOU	5309266111
95988	GLENN	5309341818
97520	JACKSON	5412014000
97477	LANE	5412222000

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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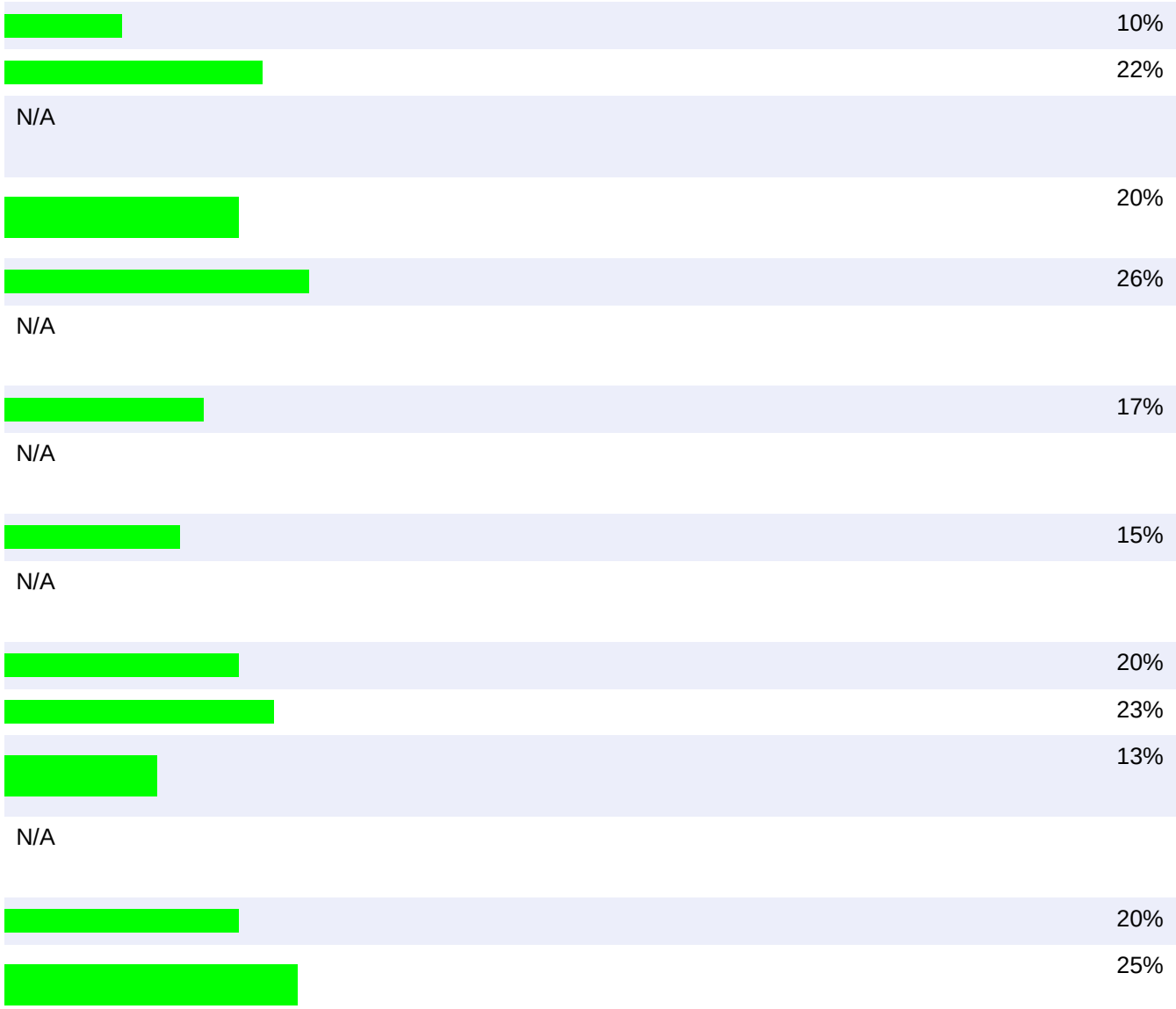

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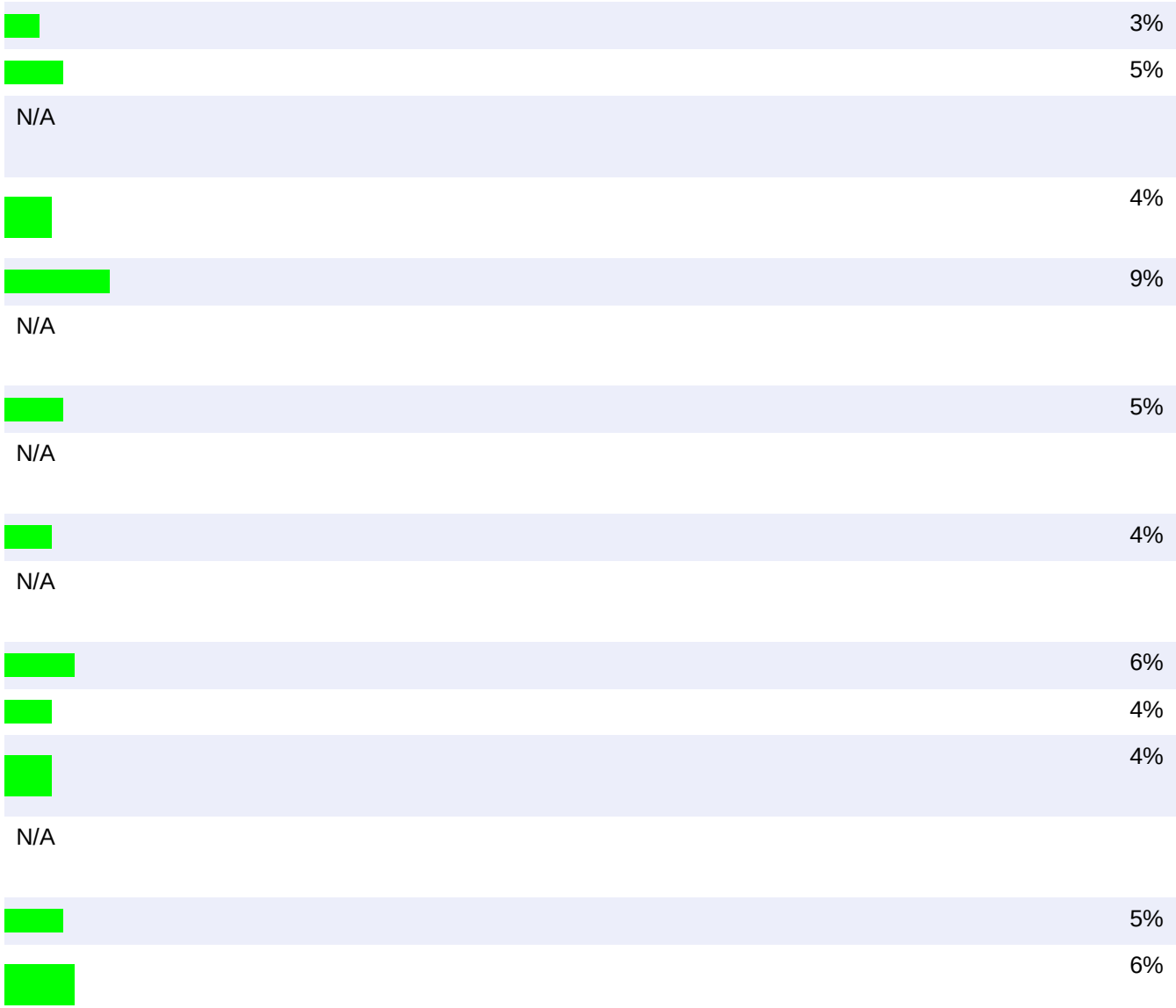

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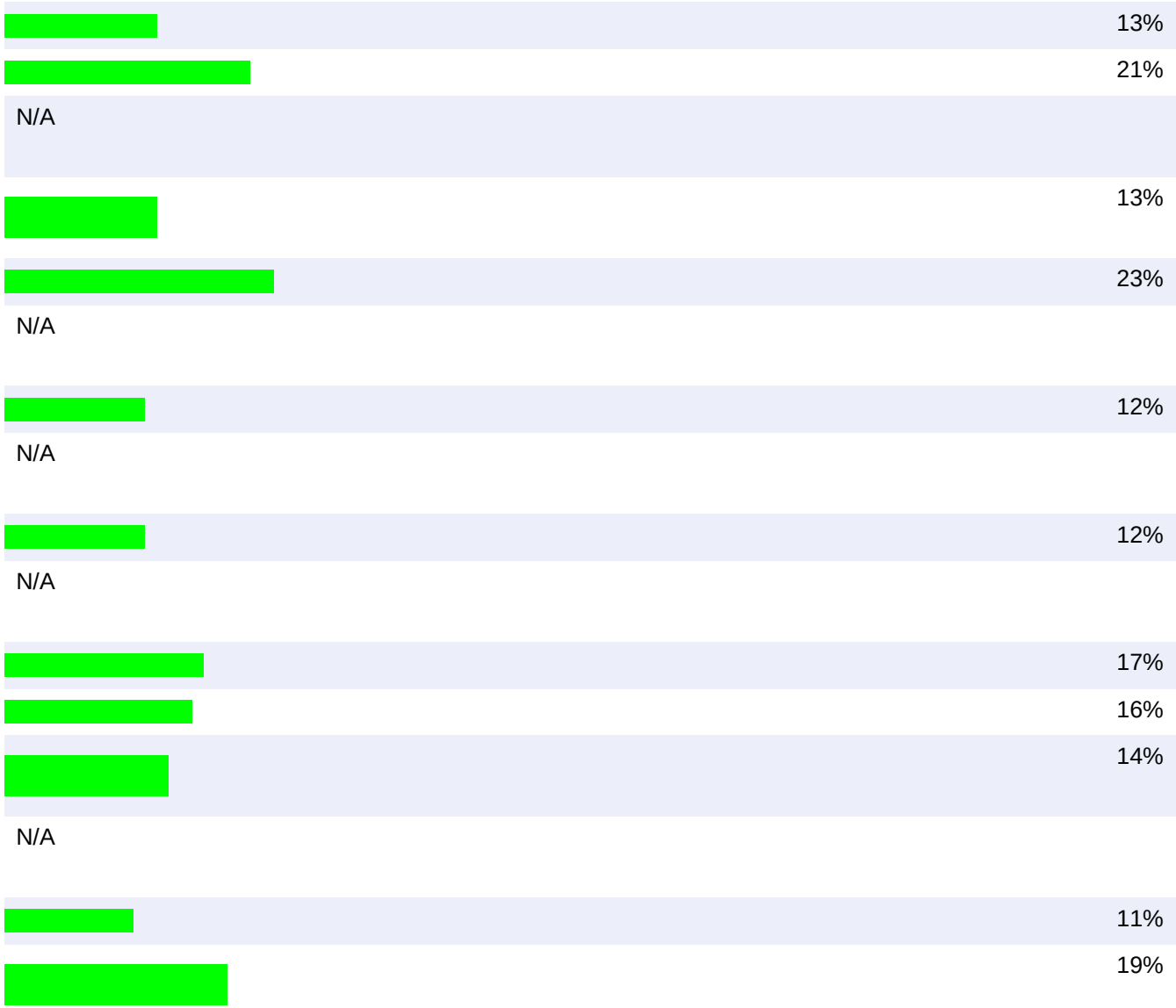

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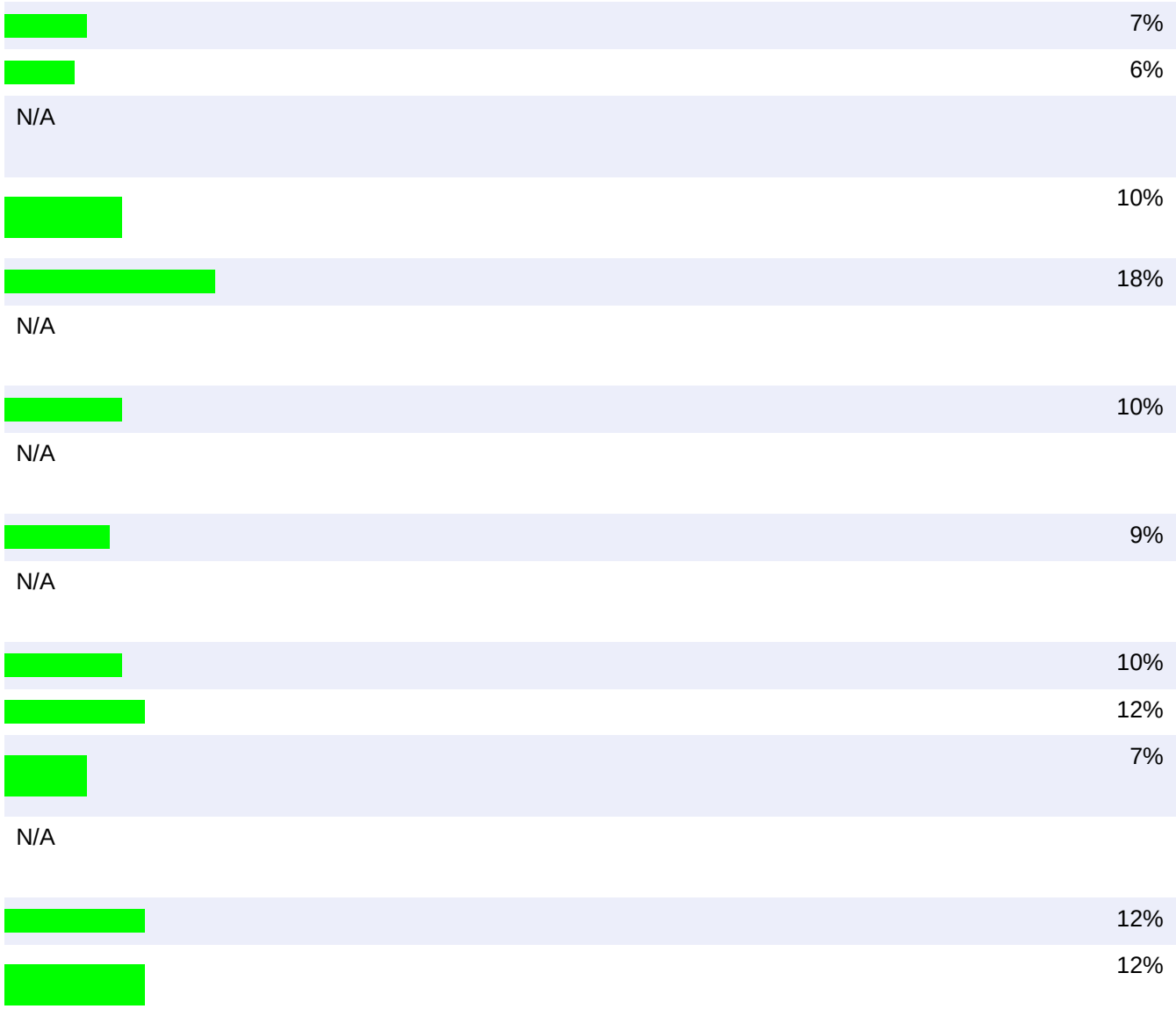

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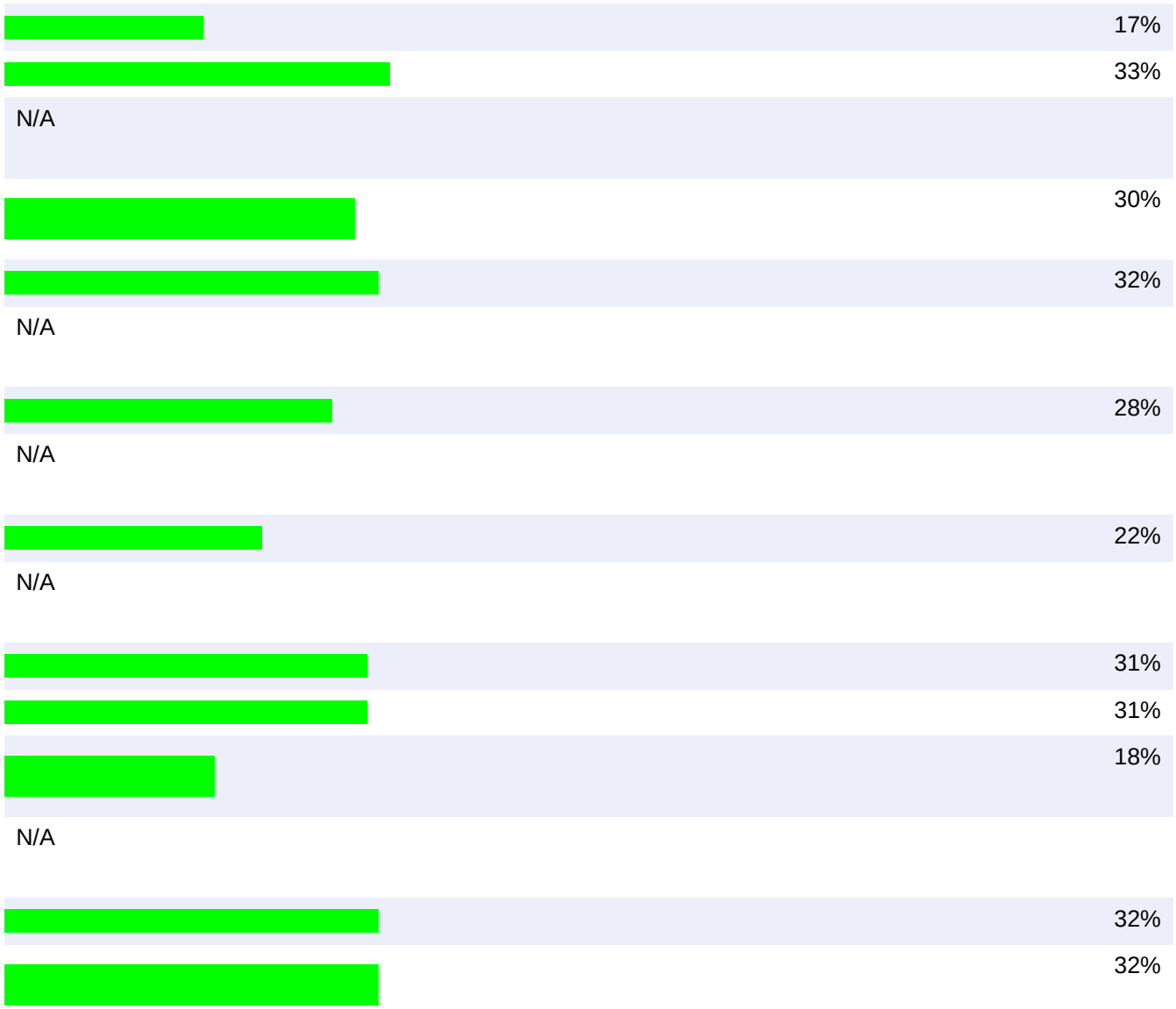

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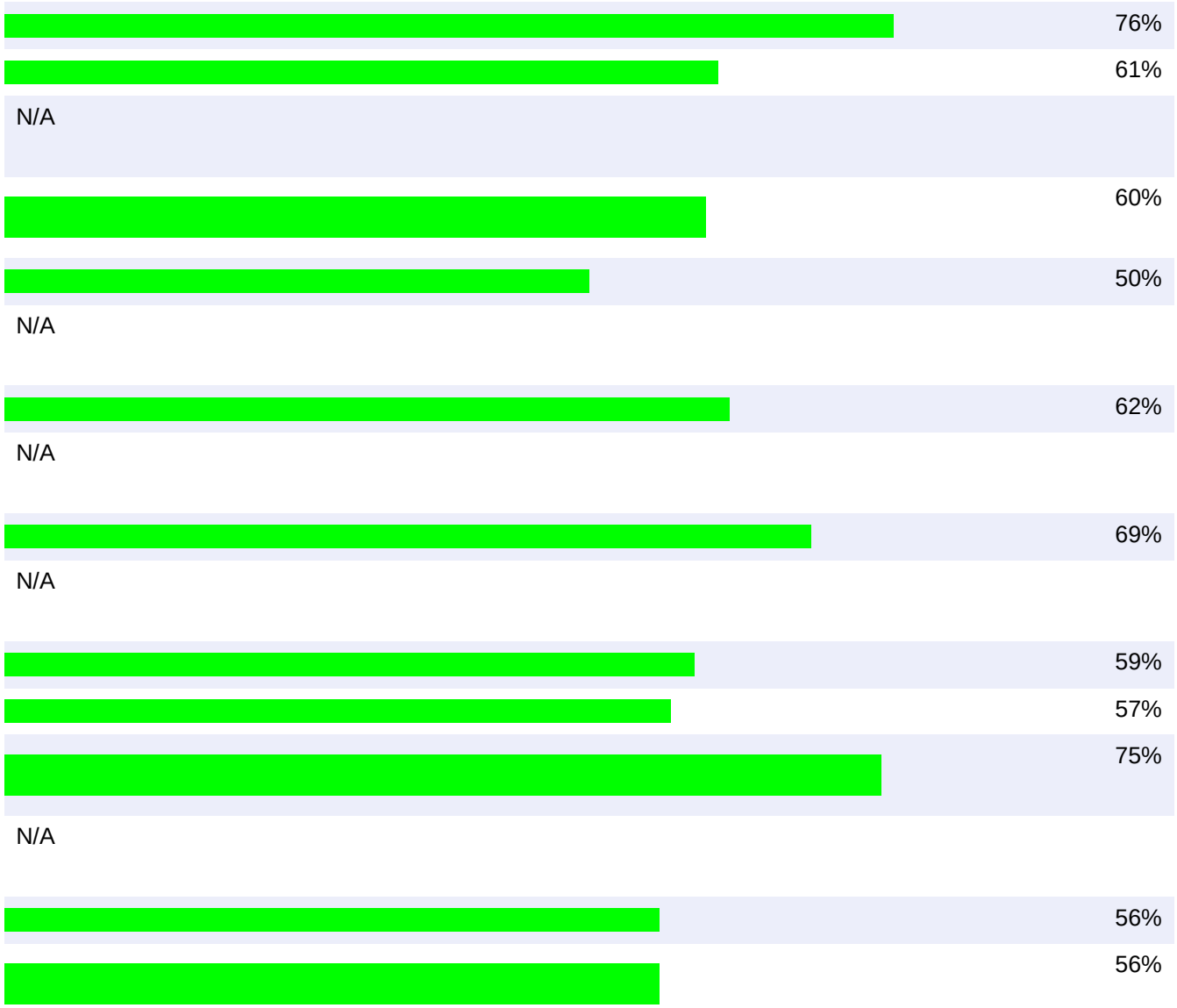
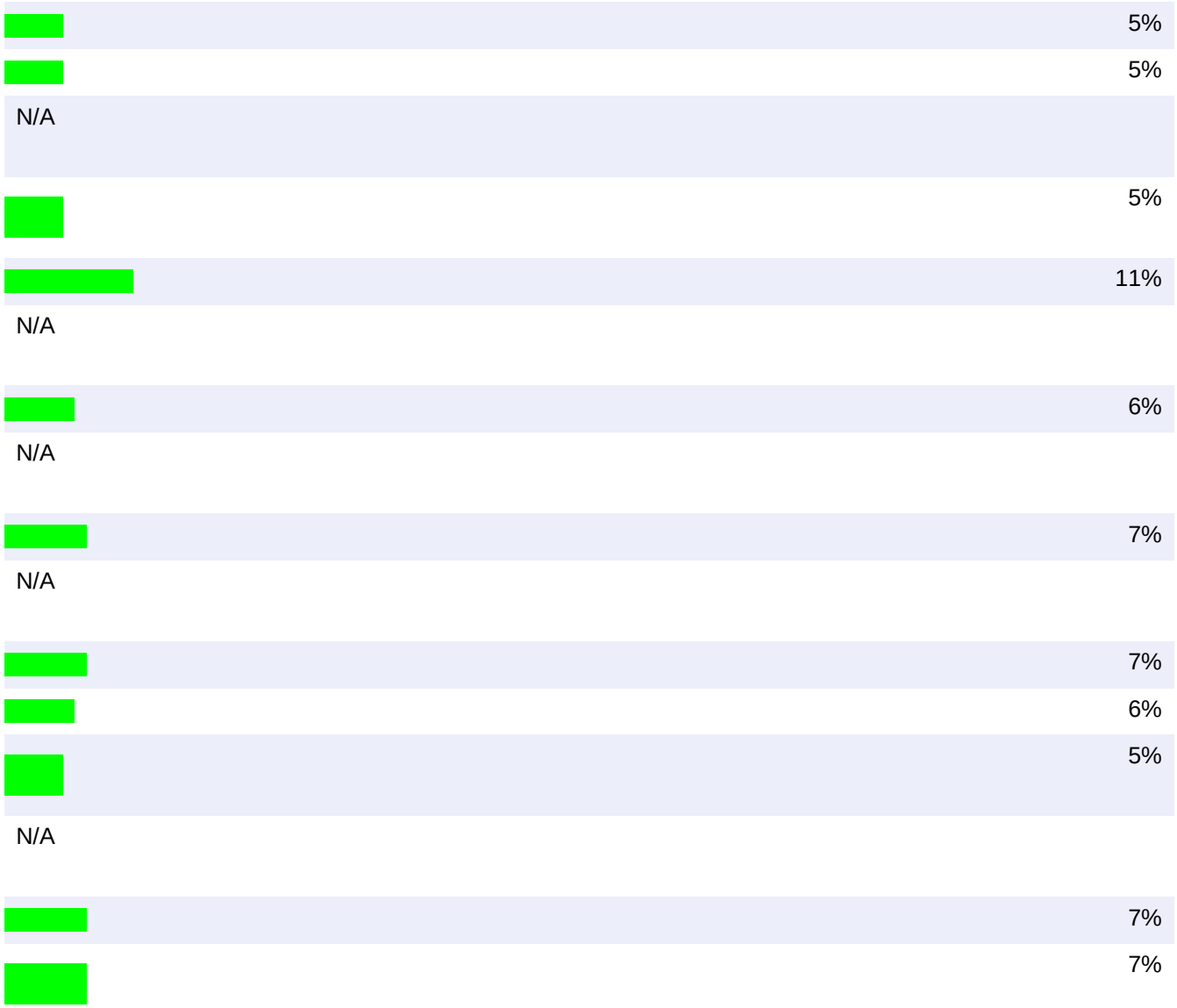


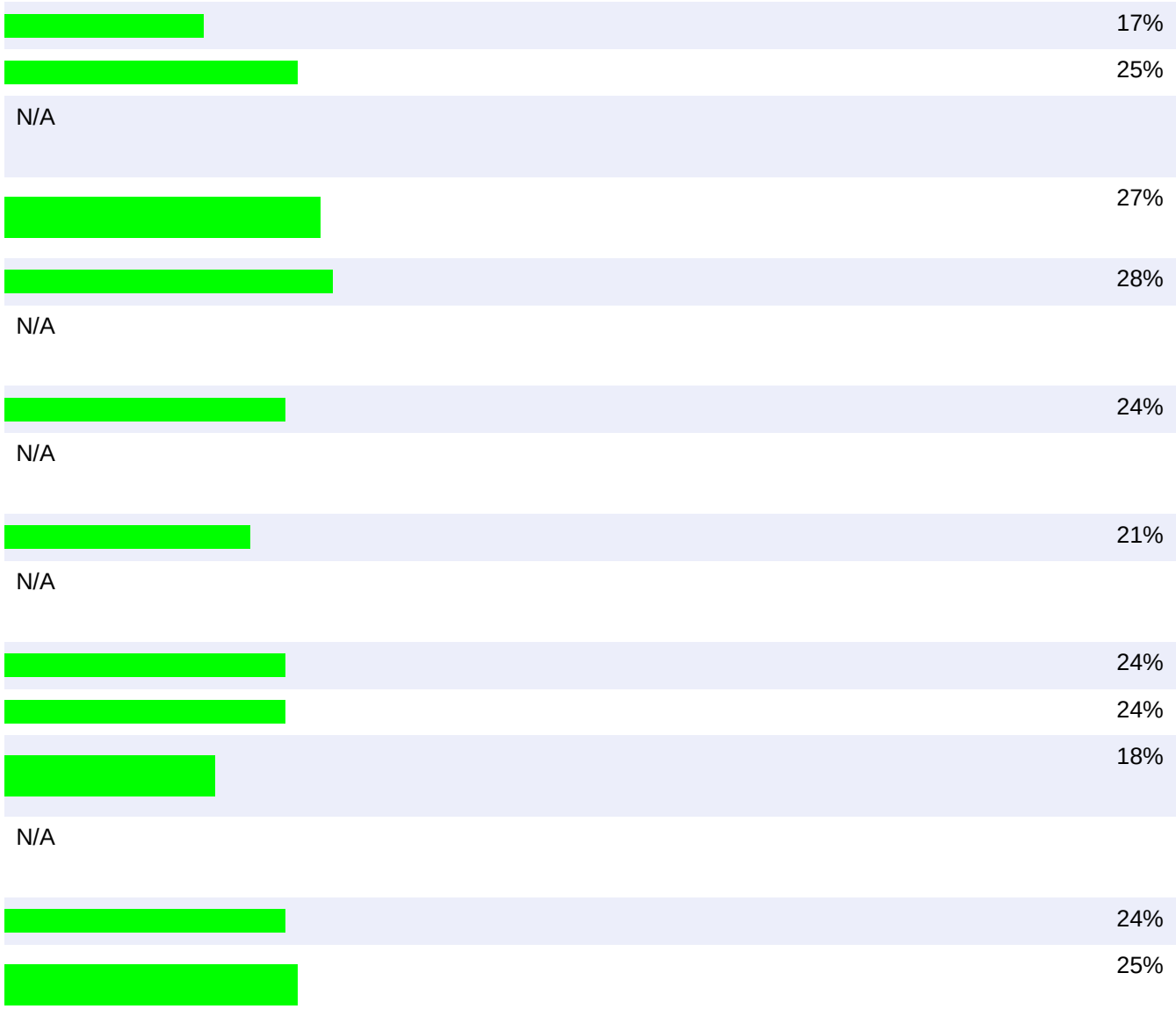
HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)



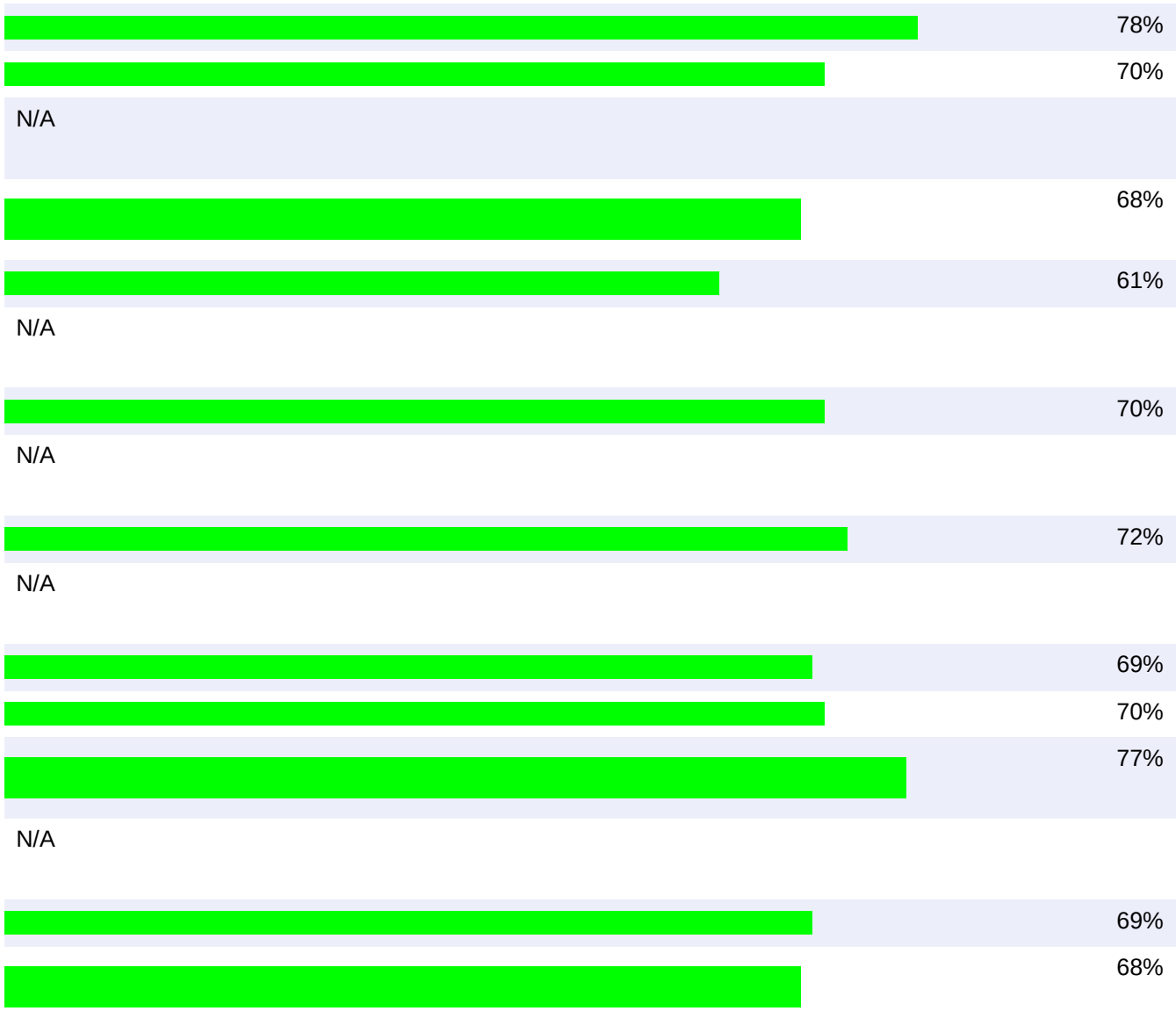
HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)



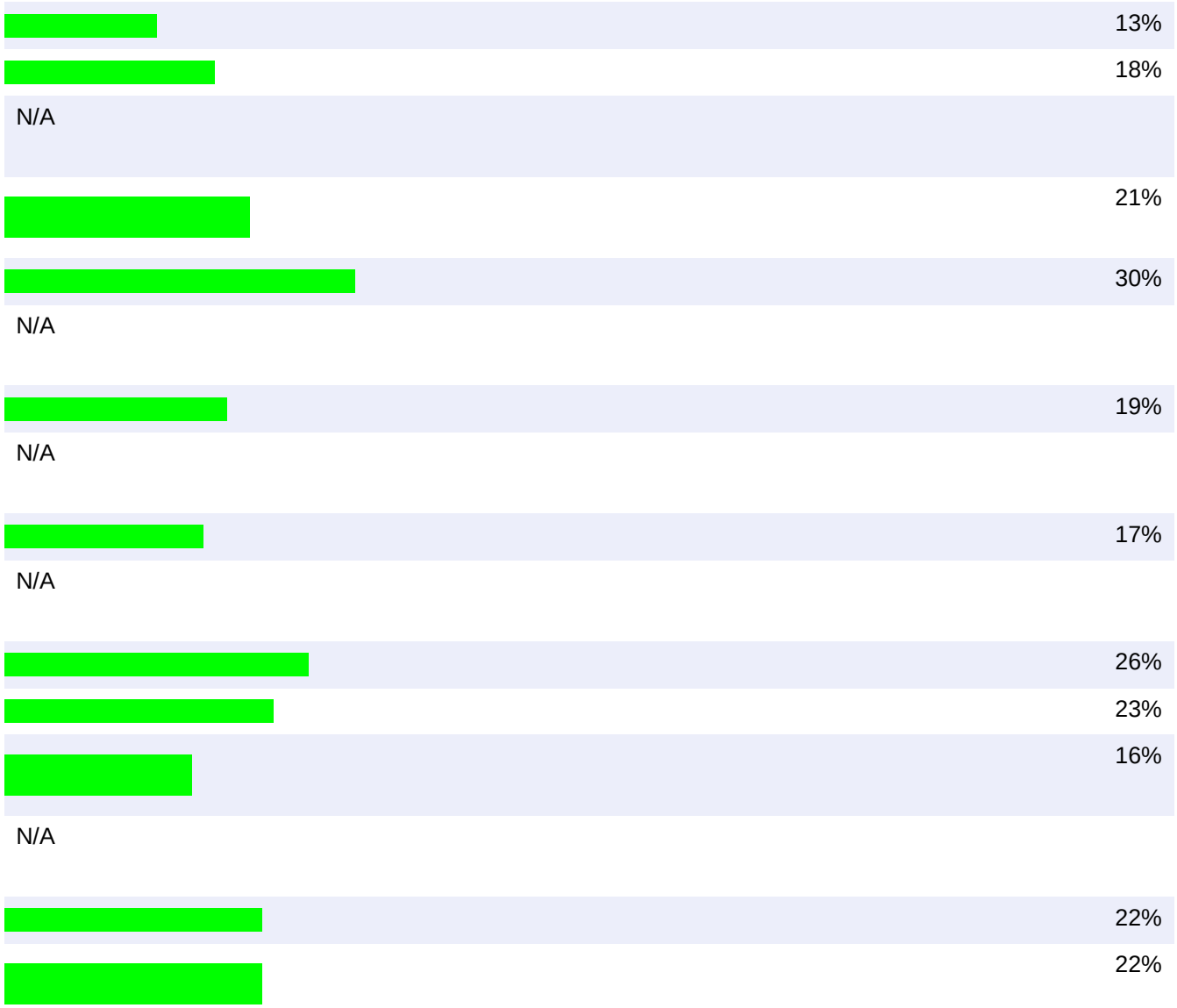
HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)



HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)



HCAHPS VHA WC March 2010

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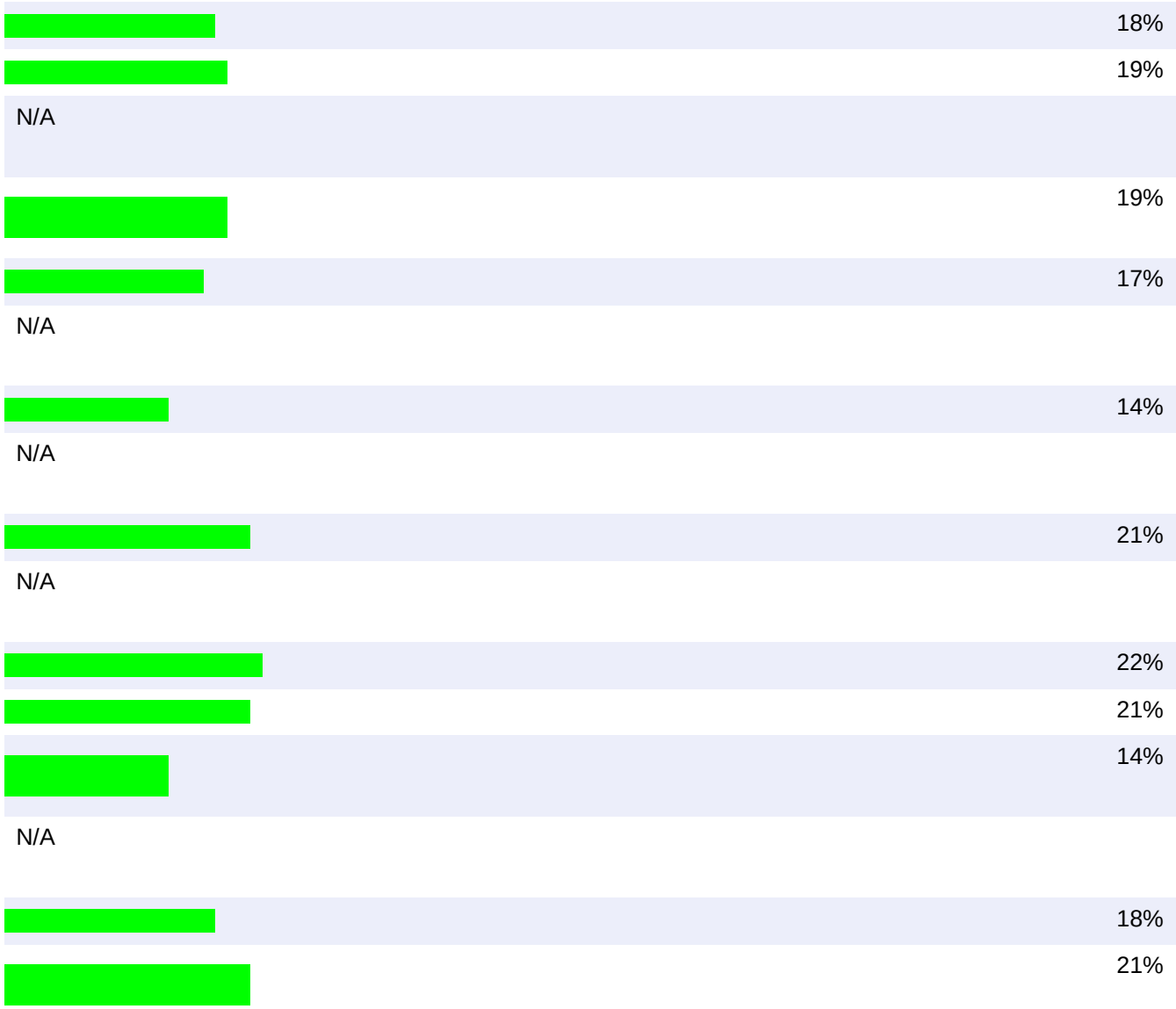

HCAHPS VHA WC March 2010

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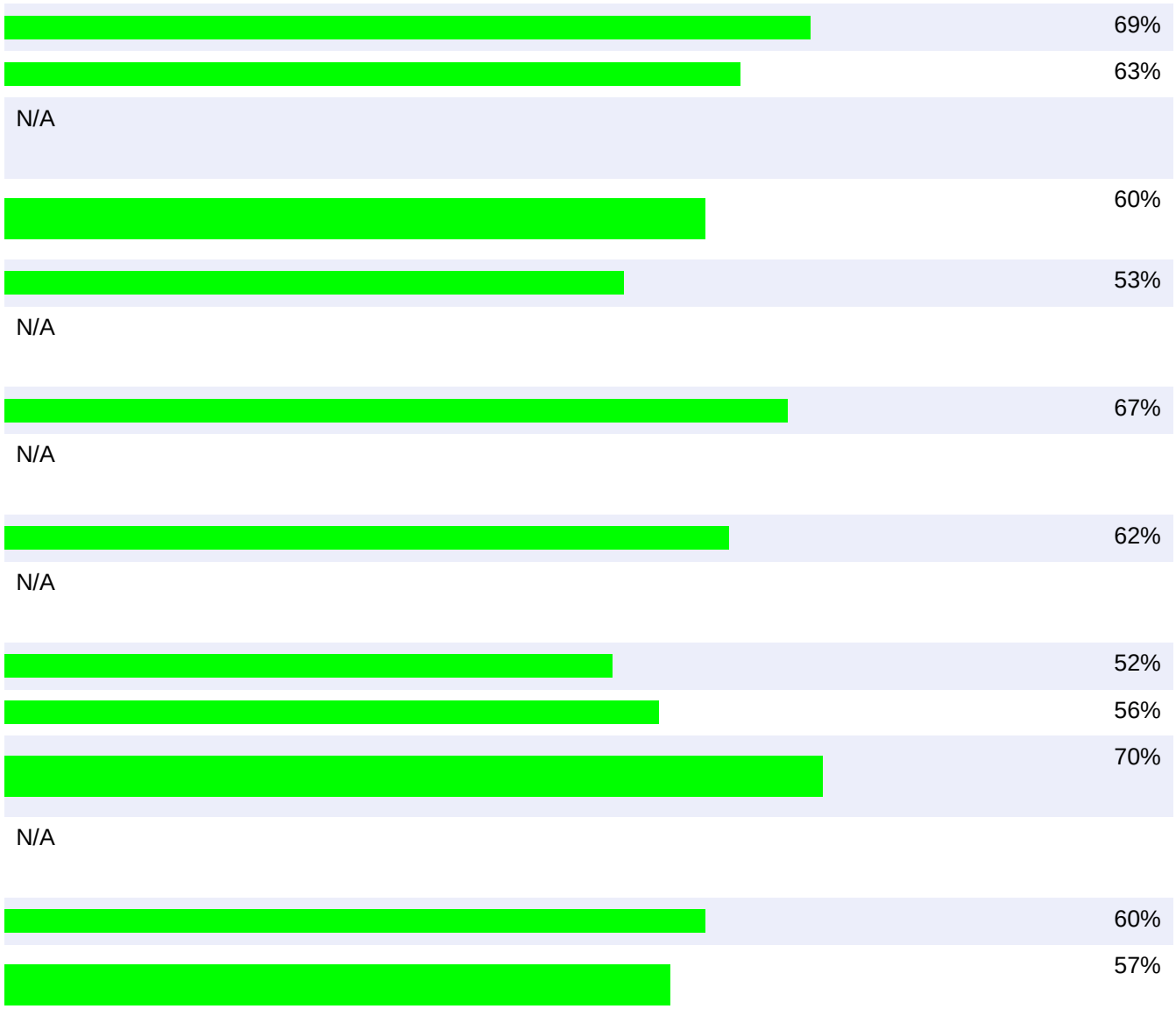

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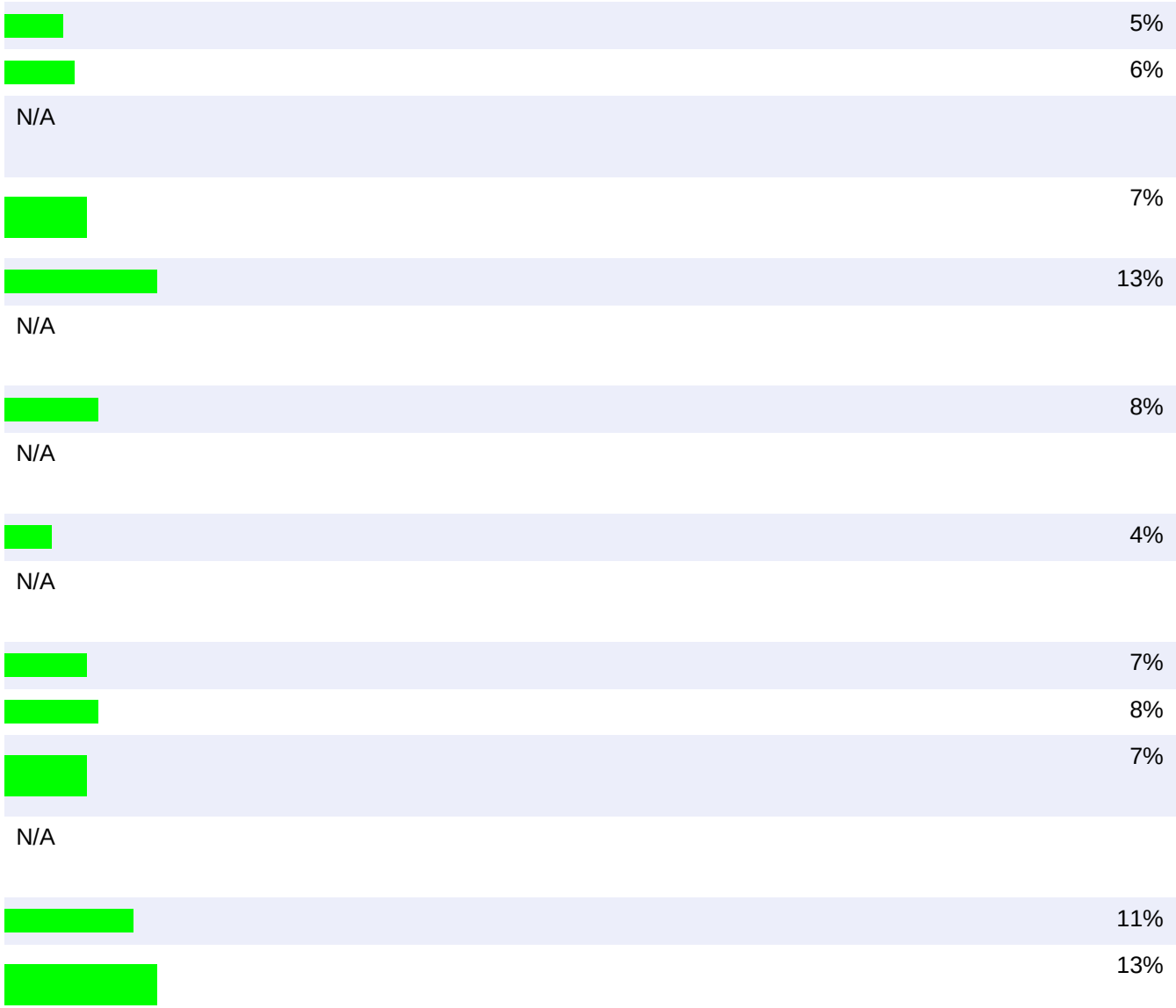

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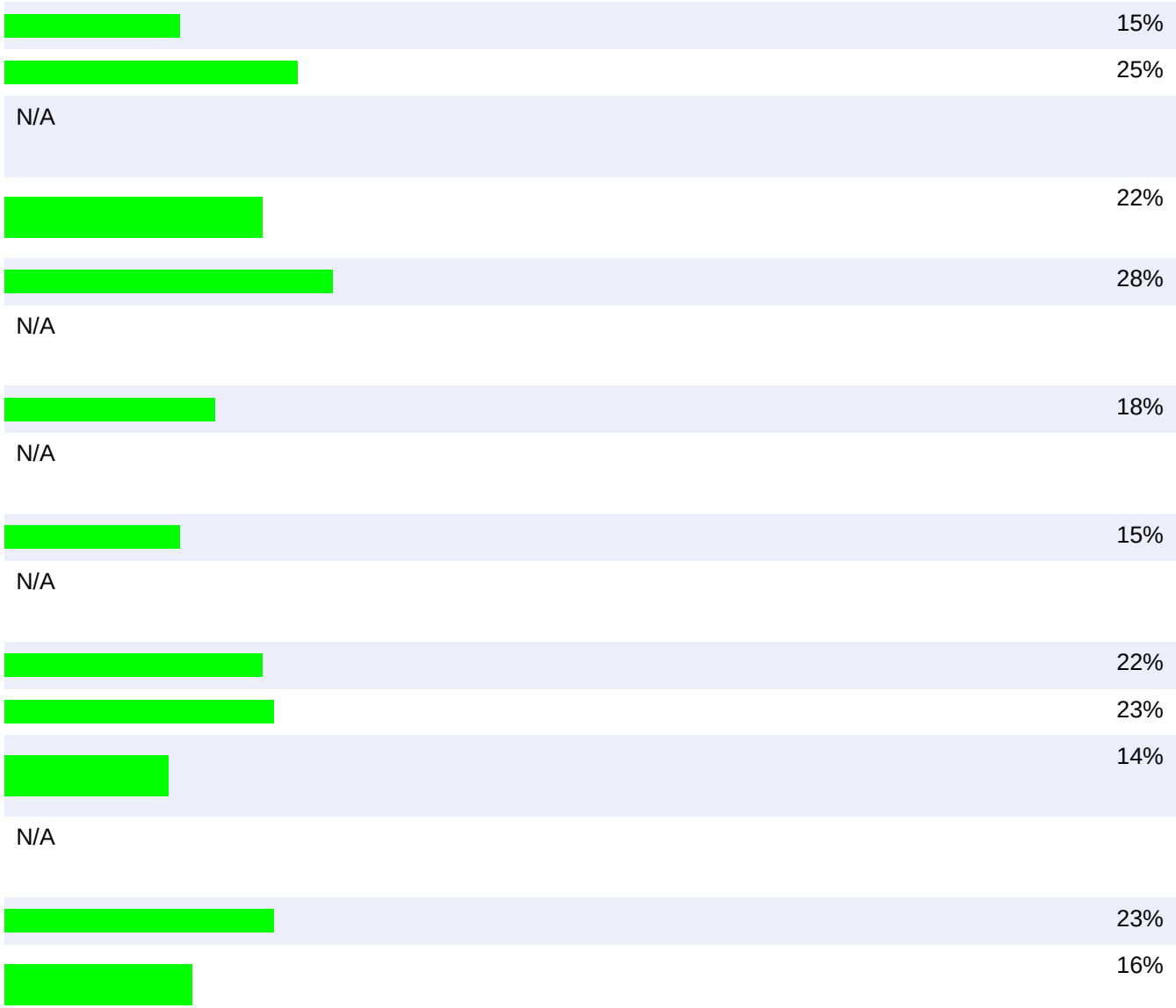

HCAHPS VHA WC March 2010

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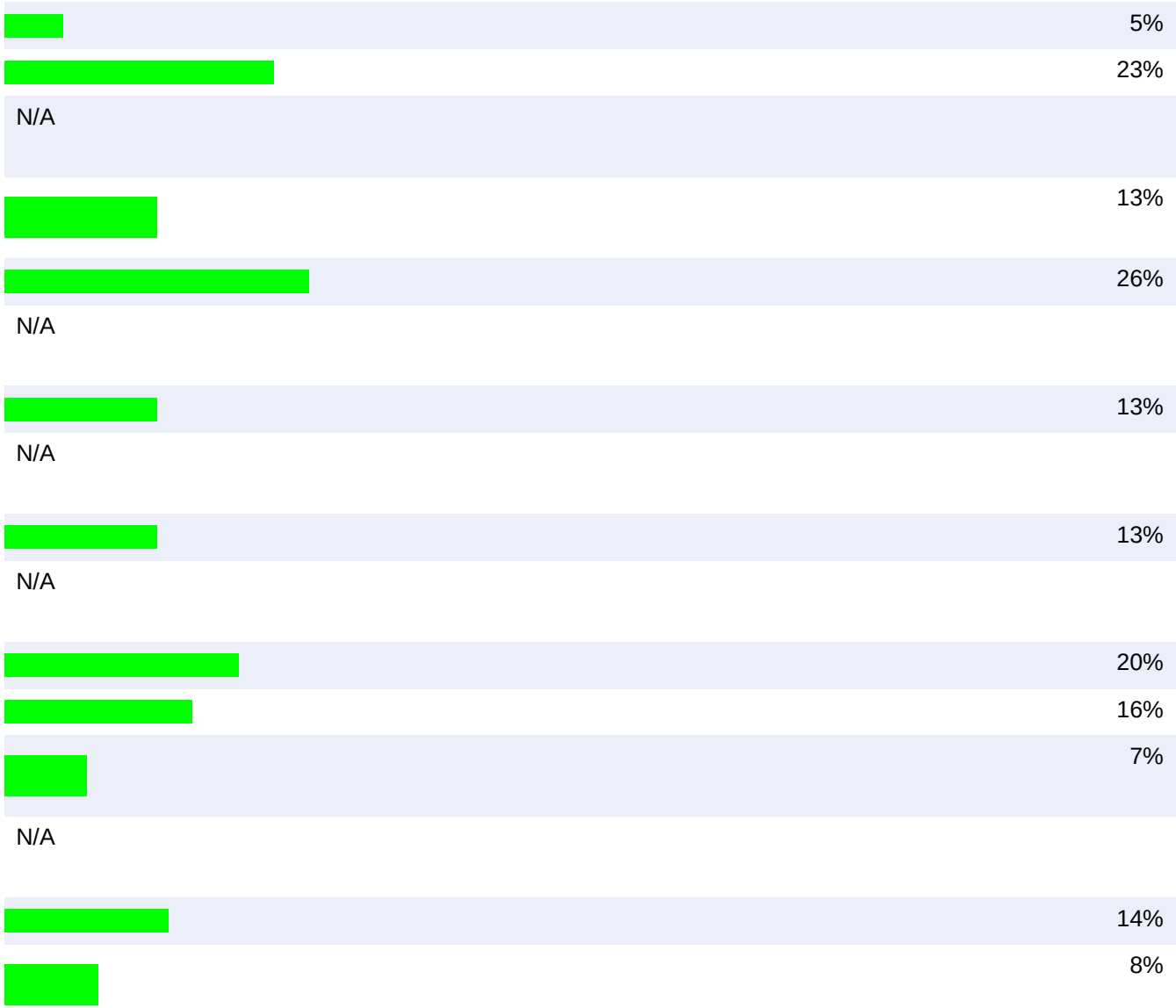
HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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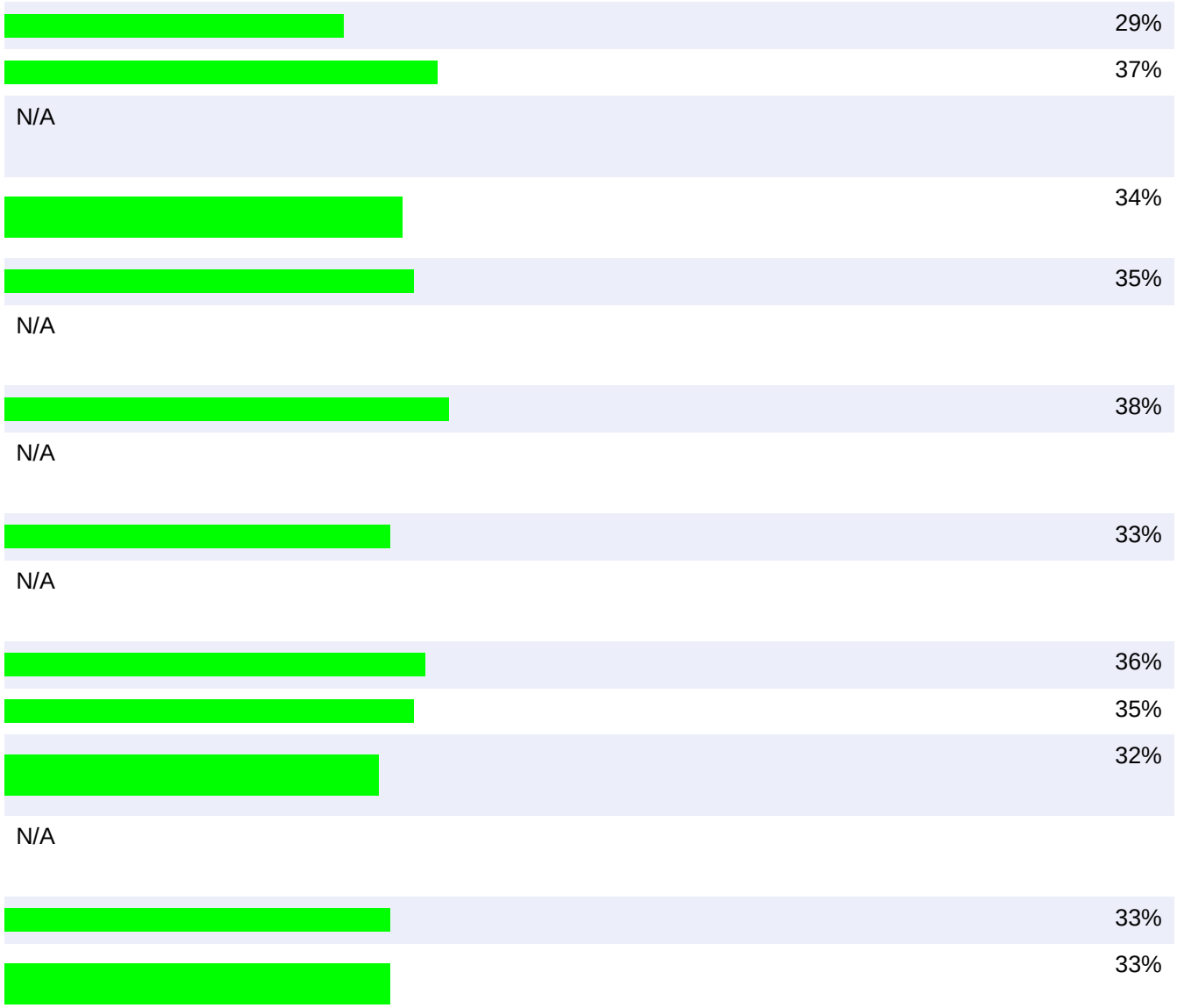

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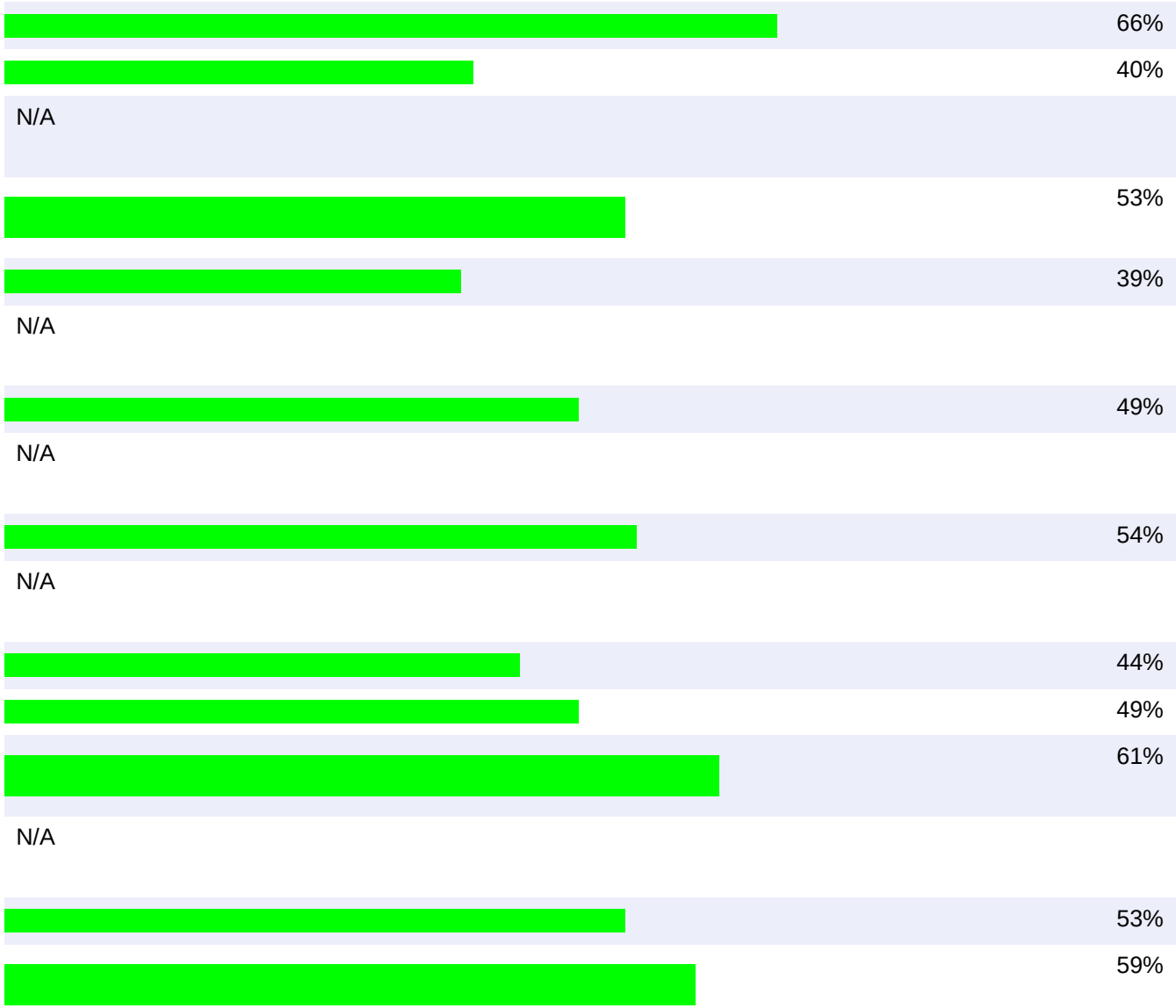

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

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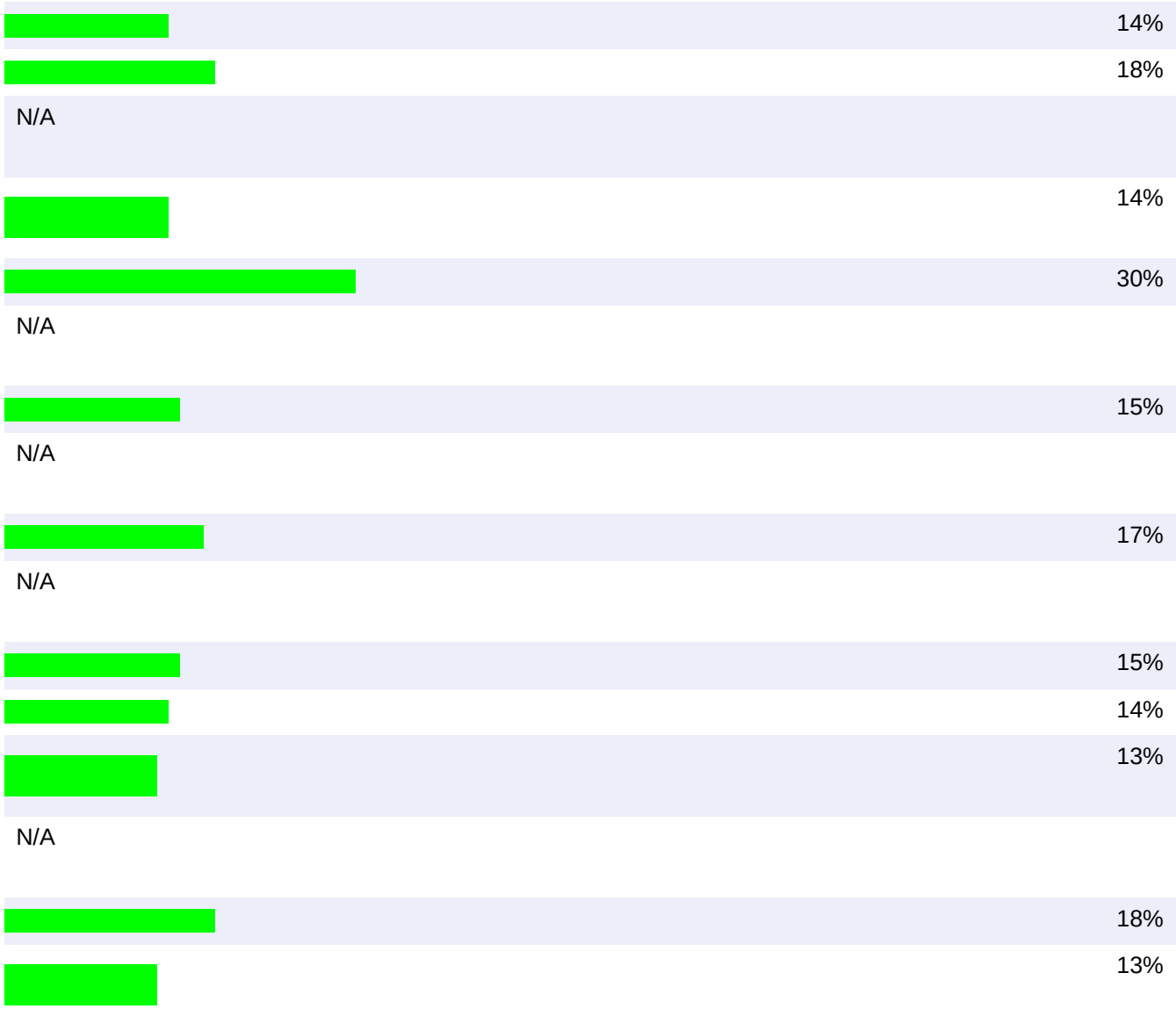

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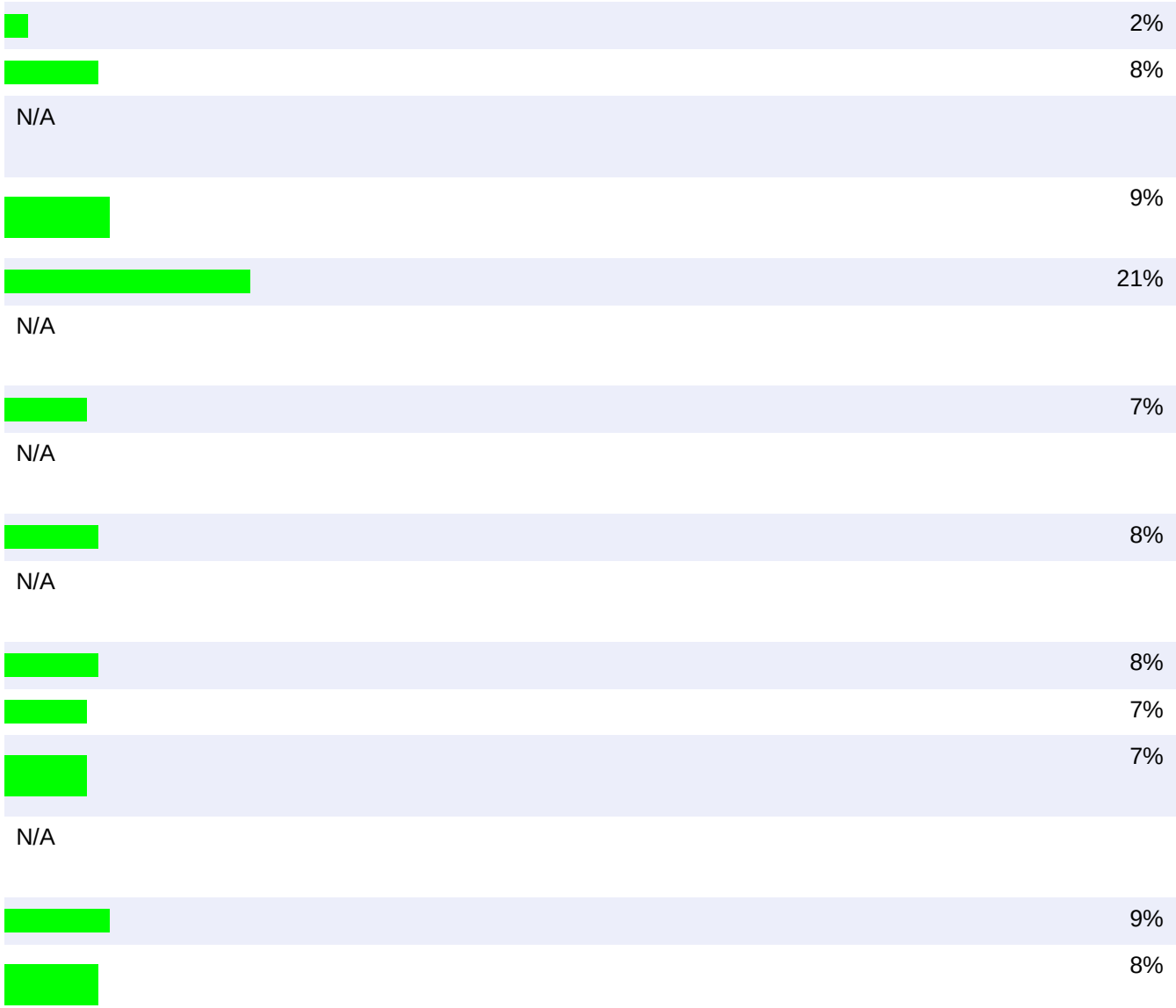

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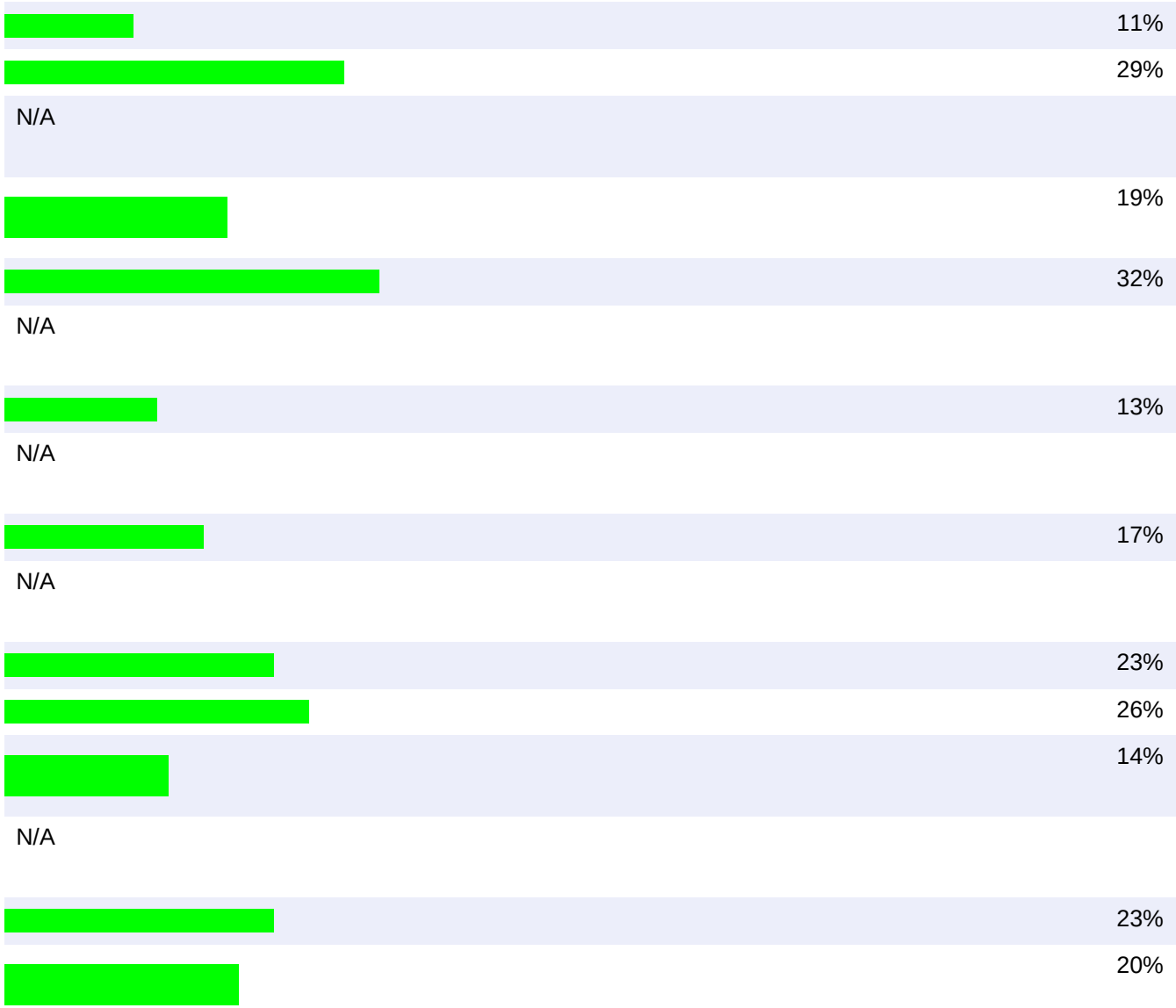

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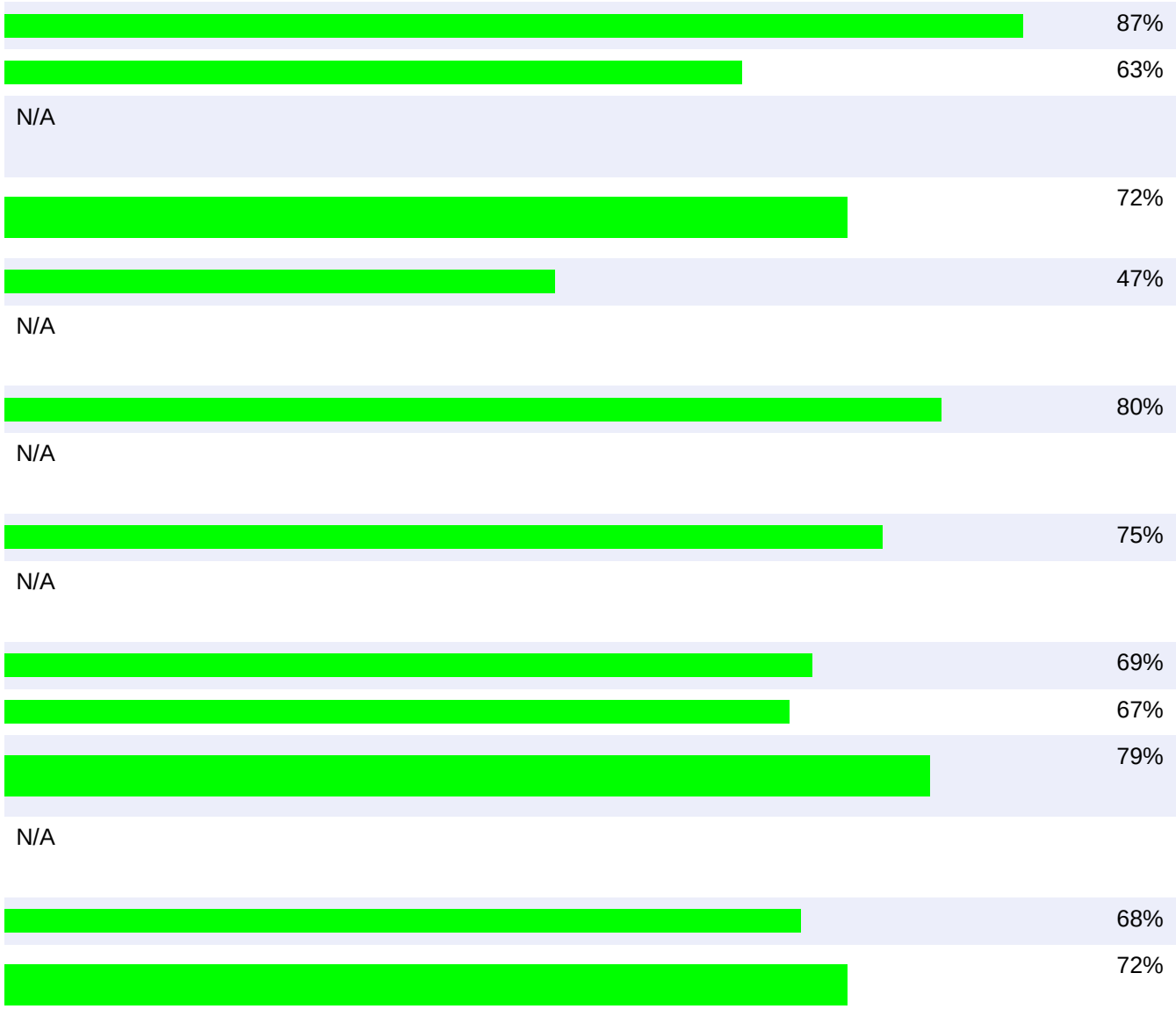

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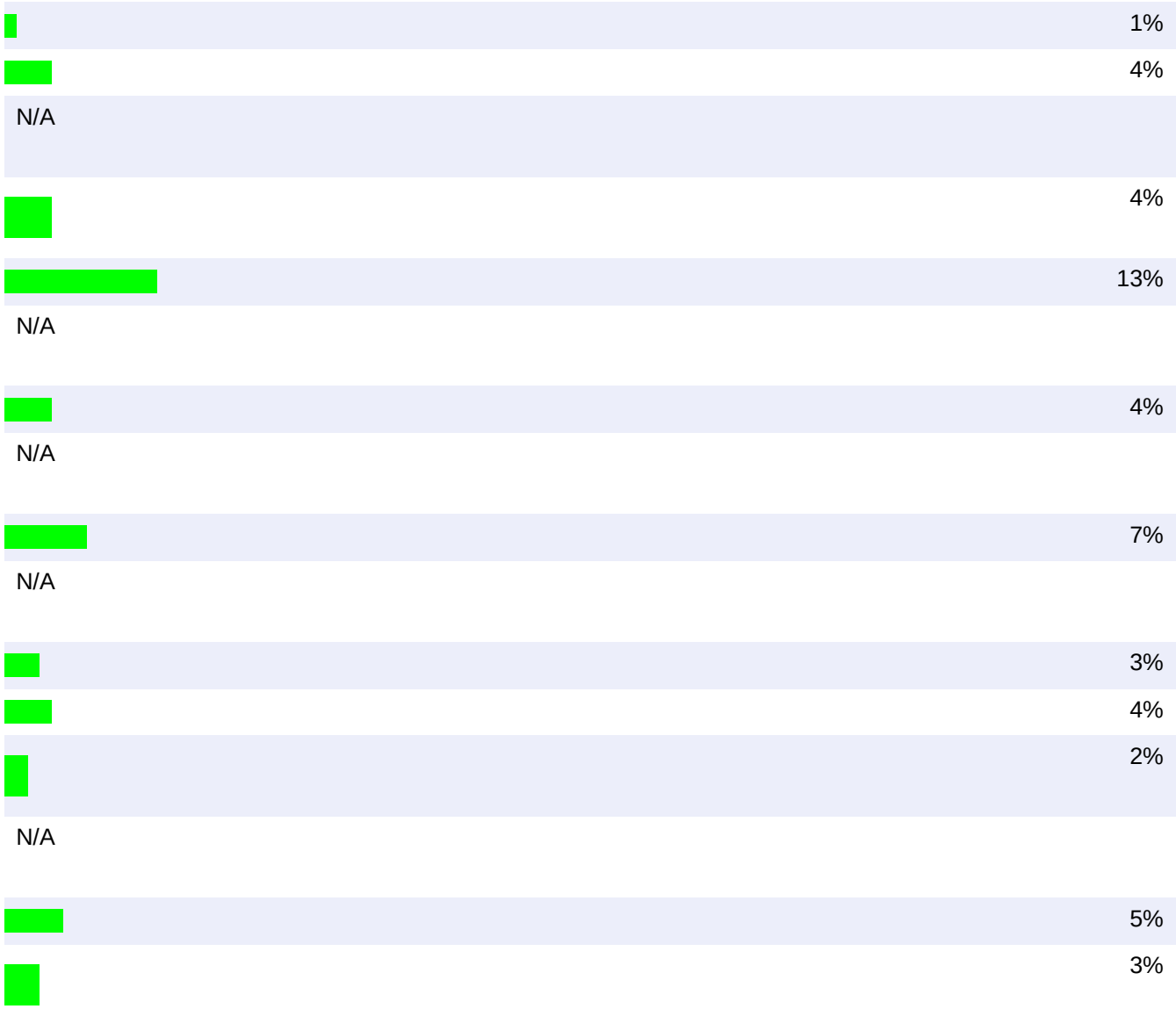
Based on Survey of Patients' Hospital Experiences (HCAHPS)



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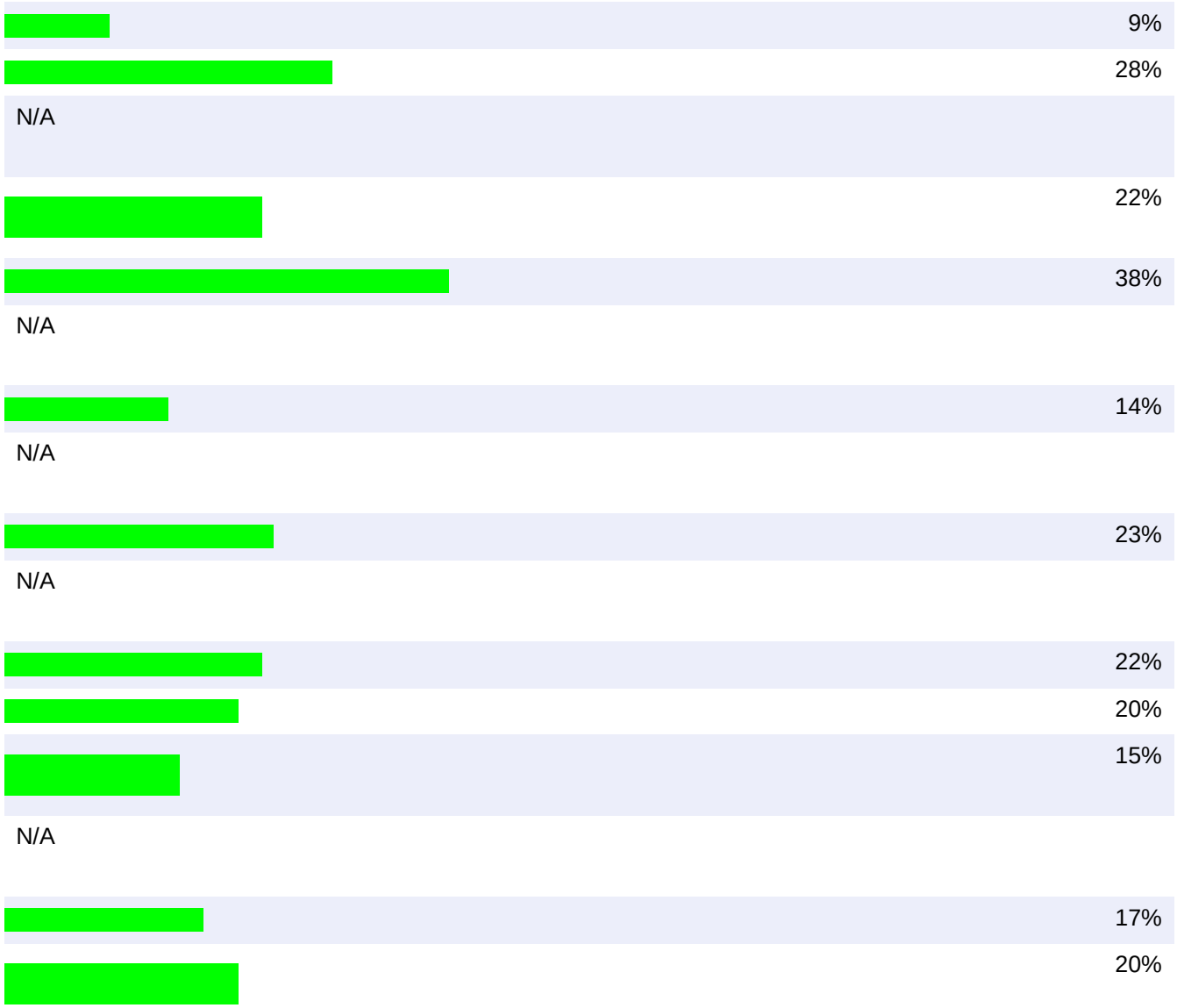
Based on Survey of Patients' Hospital Experiences (HCAHPS)



HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more
300 or more
N/A
300 or more
300 or more
N/A
300 or more
N/A
Between 100 and 299
N/A
300 or more
300 or more
300 or more
N/A
300 or more
300 or more

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	42%	
	36%	
N/A		Survey results are not available for this reporting period
	28%	
	21%	
N/A		Survey results are not available for this reporting period
	38%	
N/A		Survey results are not available for this reporting period
	37%	
N/A		Survey results are not available for this reporting period
	36%	
	39%	
	33%	
N/A		Survey results are not available for this reporting period
	39%	
	41%	

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

381322	CURRY GENERAL HOSPITAL	94220 FOURTH STREET
381323	SAMARITAN LEBANON COMMUNITY HOSPITAL	525 N SANTIAM HIGHWAY
381314	SAMARITAN PACIFIC COMMUNITIES HOSPITAL	930 SW ABBEY STREET
380090	BAY AREA HOSPITAL	1775 THOMPSON ROAD
381311	LOWER UMPQUA HOSPITAL DISTRICT	600 RANCH ROAD
380050	SKY LAKES MEDICAL CENTER	2865 DAGGETT STREET
381319	ST ANTHONY HOSPITAL	1601 SE COURT AVENUE
380001	MID-COLUMBIA MEDICAL CENTER	1700 E 19TH STREET
381304	SOUTHERN COOS HOSPITAL & HEALTH CENTER	900 11TH STREET SE
380047	ST CHARLES MEDICAL CENTER - BEND	2500 NE NEFF ROAD
381318	PROVIDENCE HOOD RIVER MEMORIAL HOSPITAL	810 12TH STREET
381312	COQUILLE VALLEY HOSPITAL DISTRICT	940 EAST 5TH STREET
381306	WALLOWA MEMORIAL HOSPITAL	601 MEDICAL PARKWAY
381313	PIONEER MEMORIAL HOSPITAL	1201 NE ELM STREET

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	GOLD BEACH	OR
	LEBANON	OR
	NEWPORT	OR
	COOS BAY	OR
	REEDSPORT	OR
	KLAMATH FALLS	OR
	PENDLETON	OR
	THE DALLES	OR
	BANDON	OR
	BEND	OR
	HOOD RIVER	OR
	COQUILLE	OR
	ENTERPRISE	OR
	PRINEVILLE	OR

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

97444	CURRY	5412473000
97355	LINN	5412582101
97365	LINCOLN	5412652244
97420	COOS	5412698111
97467	DOUGLAS	5412712171
97601	KLAMATH	5412746150
97801	UMATILLA	5412765121
97058	WASCO	5412961111
97411	COOS	5413472426
97701	DESCHUTES	5413824321
97031	HOOD RIVER	5413863911
97423	COOS	5413963101
97828	WALLOWA	5414263111
97754	CROOK	5414476254

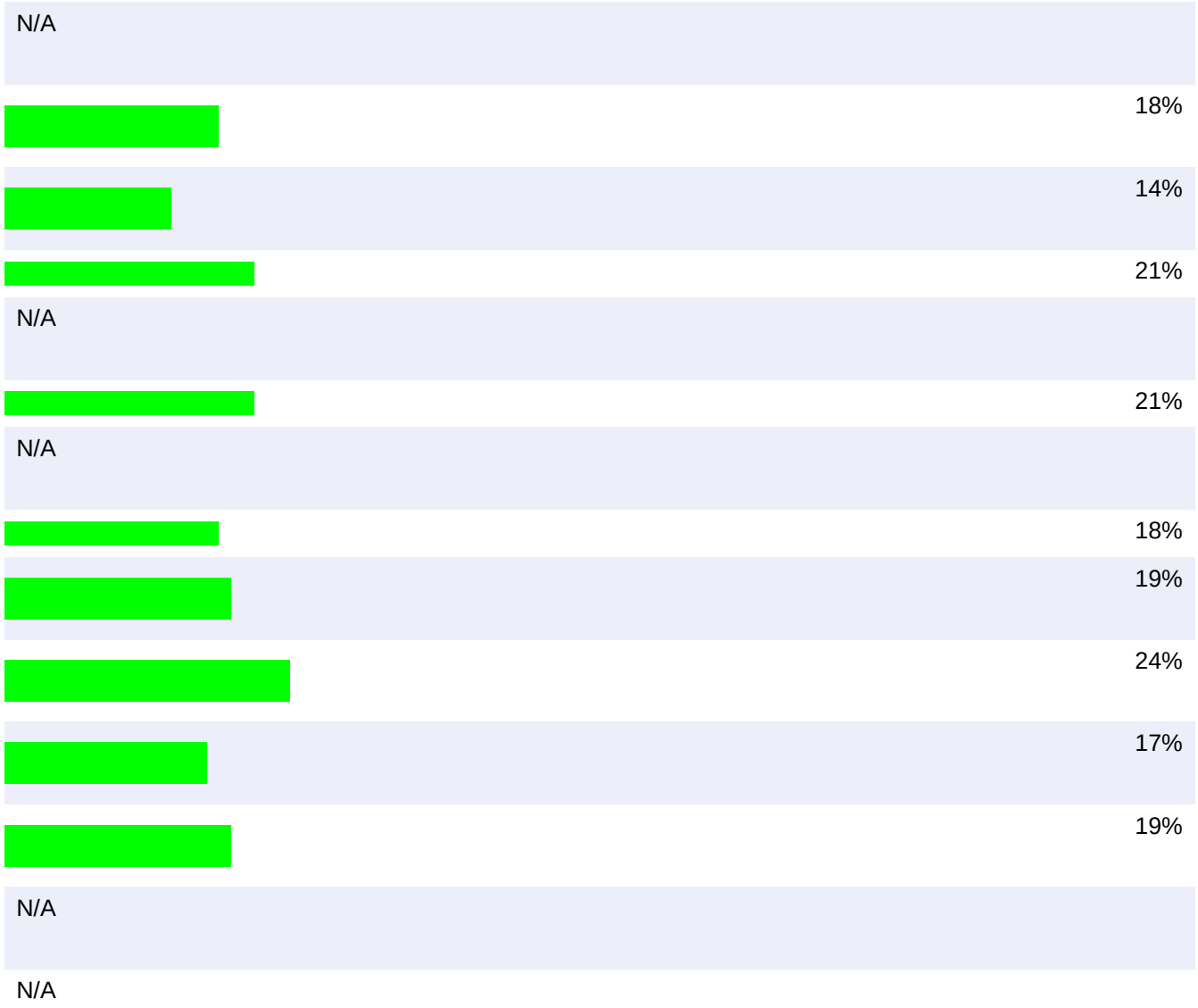
HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A	
	4%
	3%
	4%
N/A	
	5%
N/A	
	3%
	1%
	6%
	3%
	3%
N/A	
N/A	

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)



HCAHPS VHA WC March 2010

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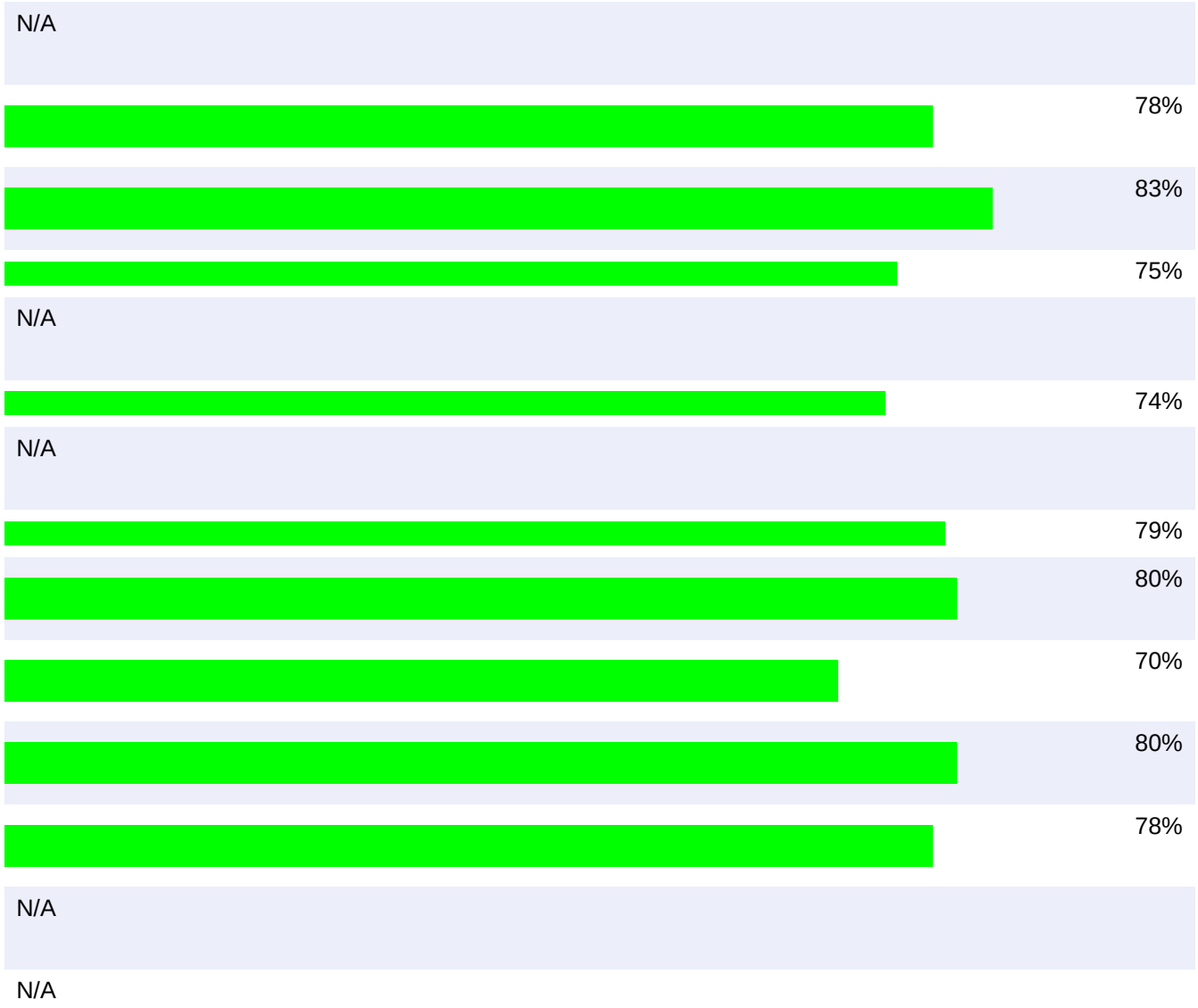


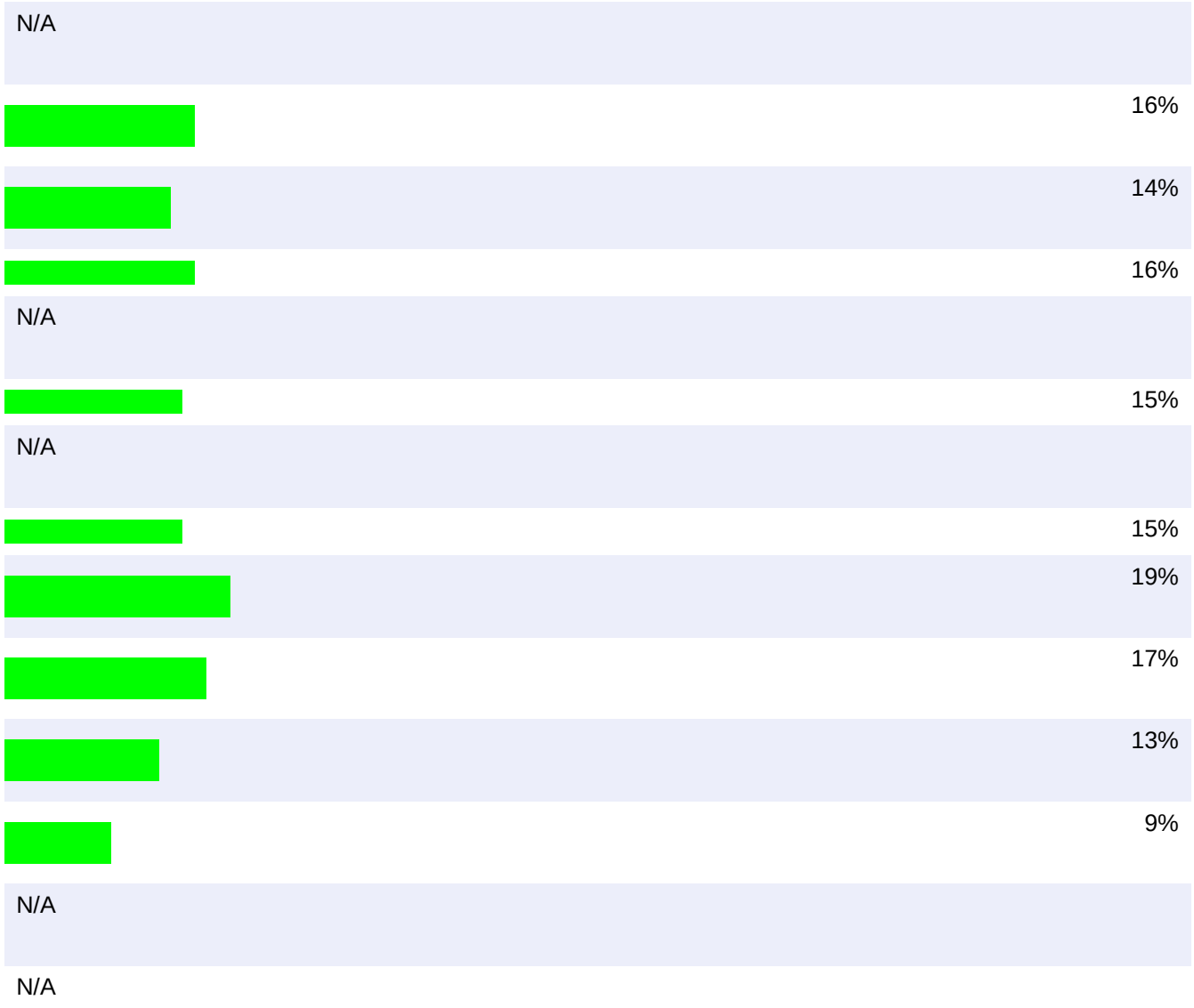
HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A	
	4%
	3%
	4%
N/A	
	5%
N/A	
	2%
	3%
	7%
	3%
	2%
N/A	
N/A	

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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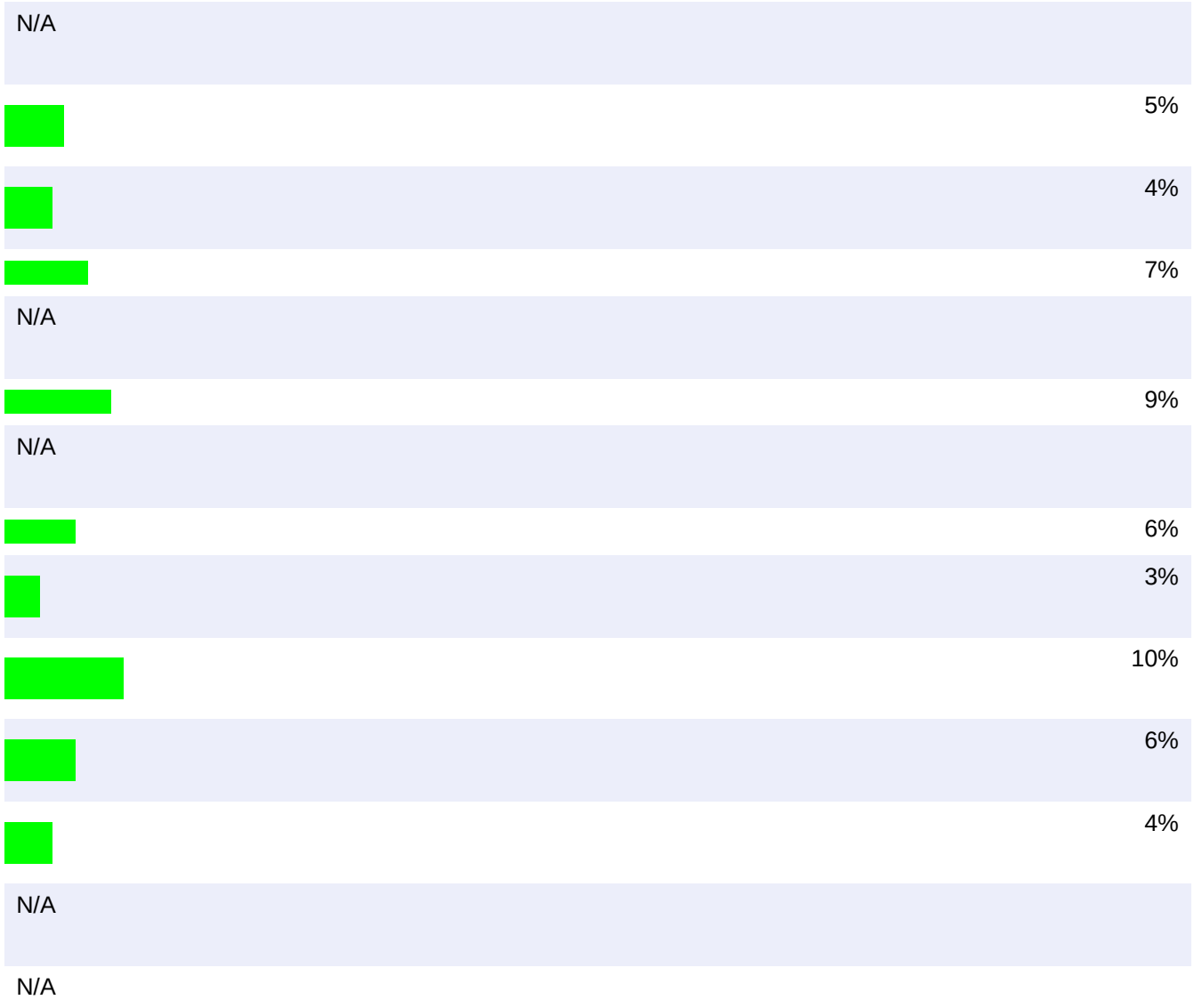

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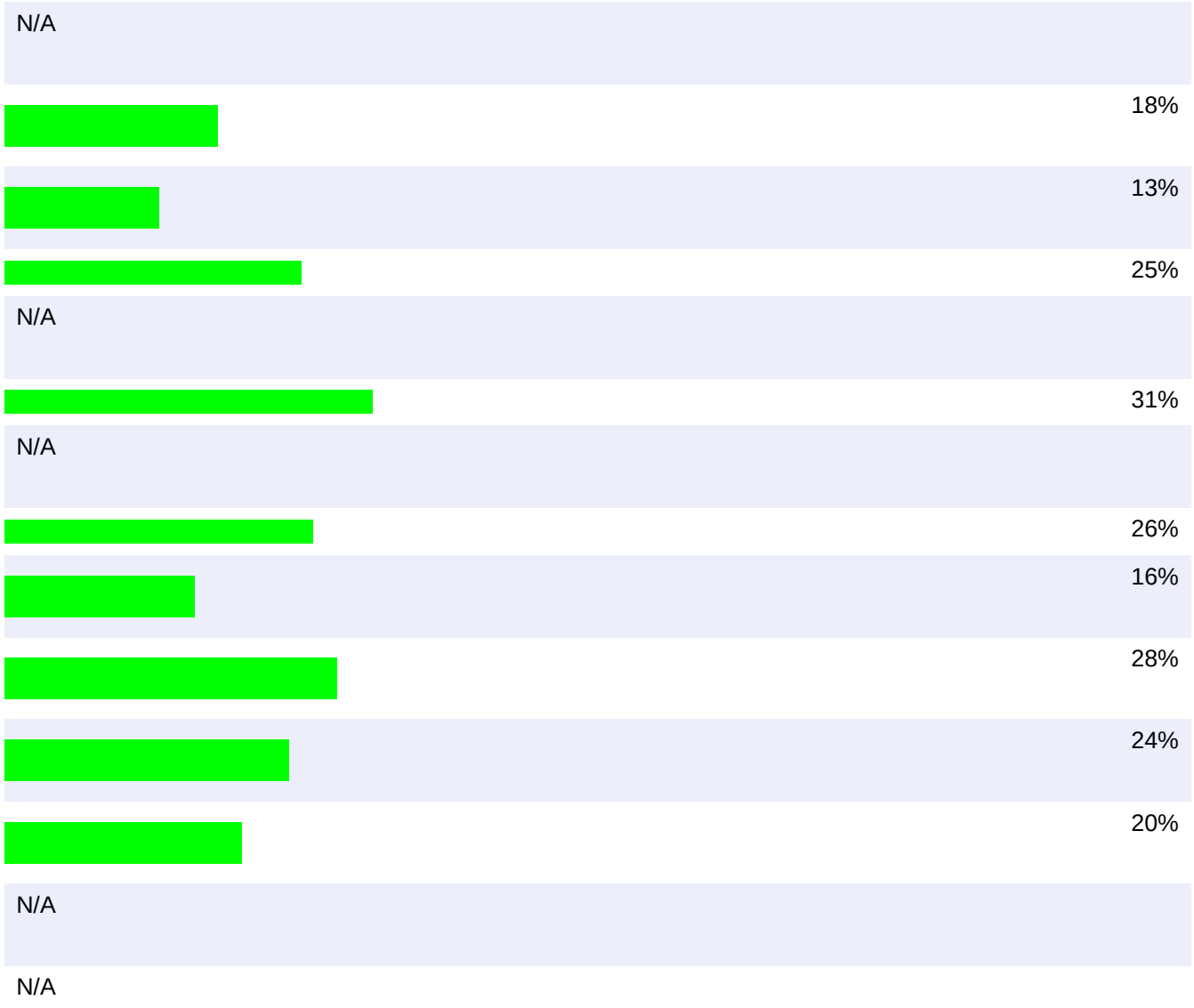

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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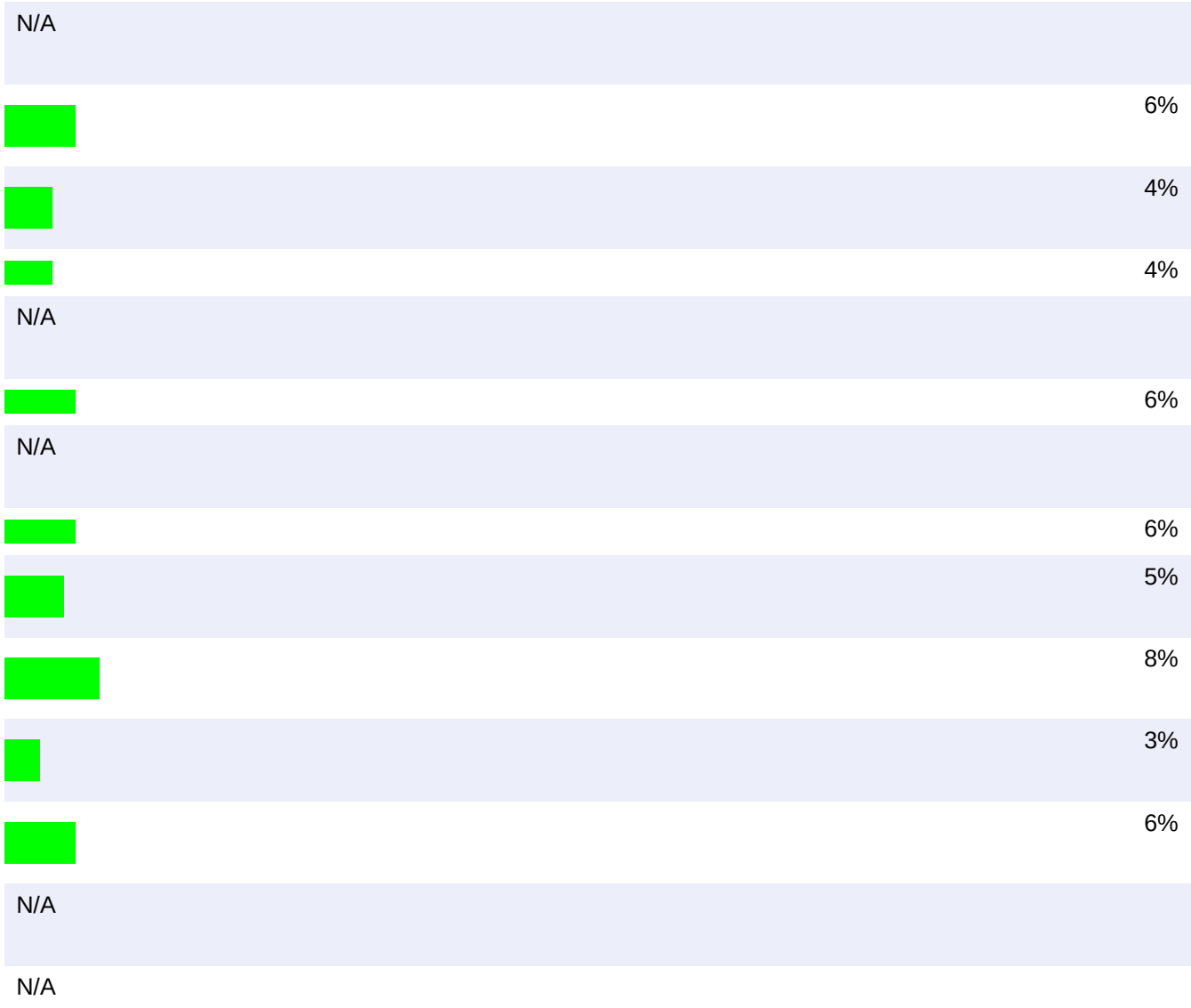
Based on Survey of Patients' Hospital Experiences (HCAHPS)



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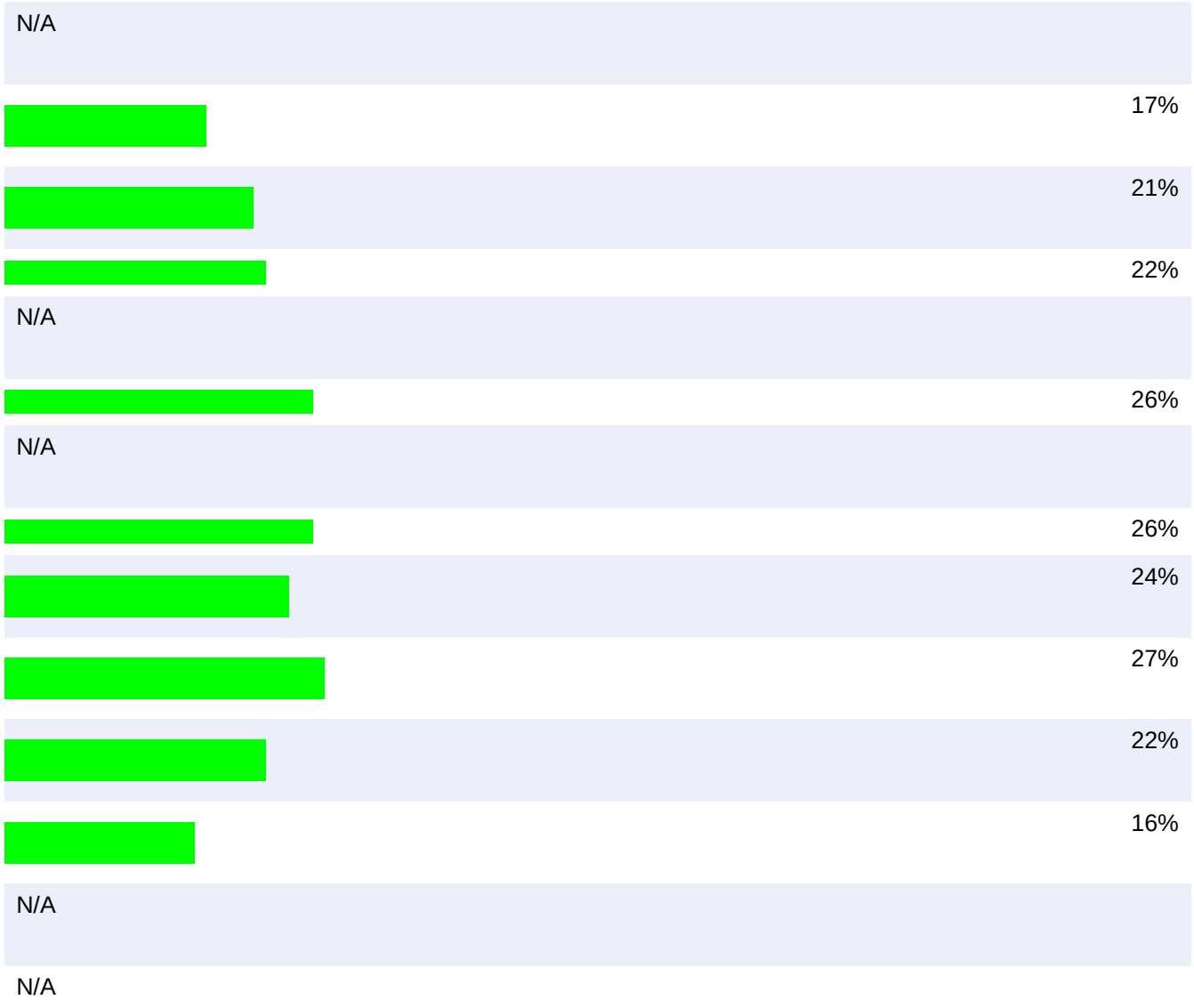
Based on Survey of Patients' Hospital Experiences (HCAHPS)



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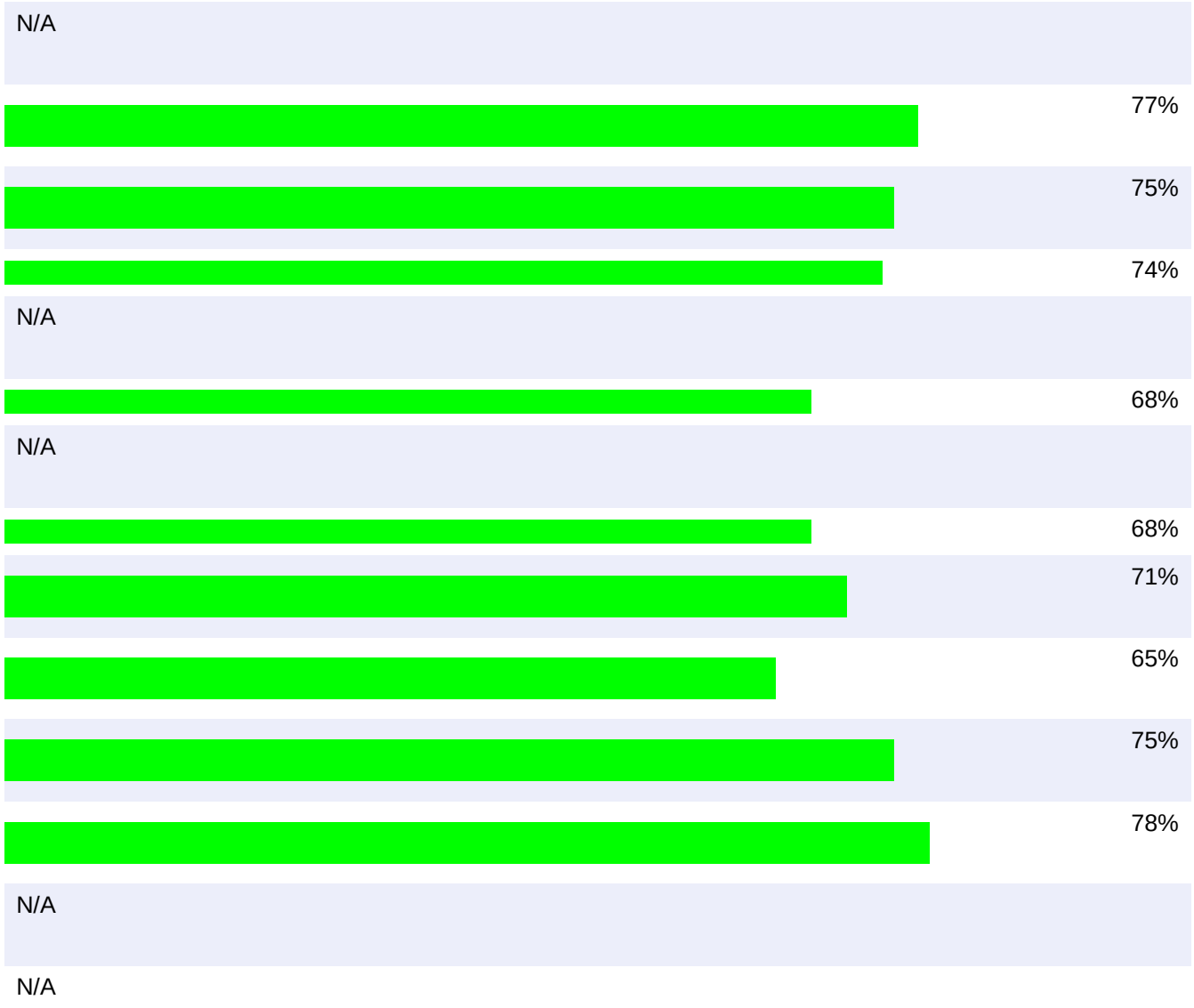

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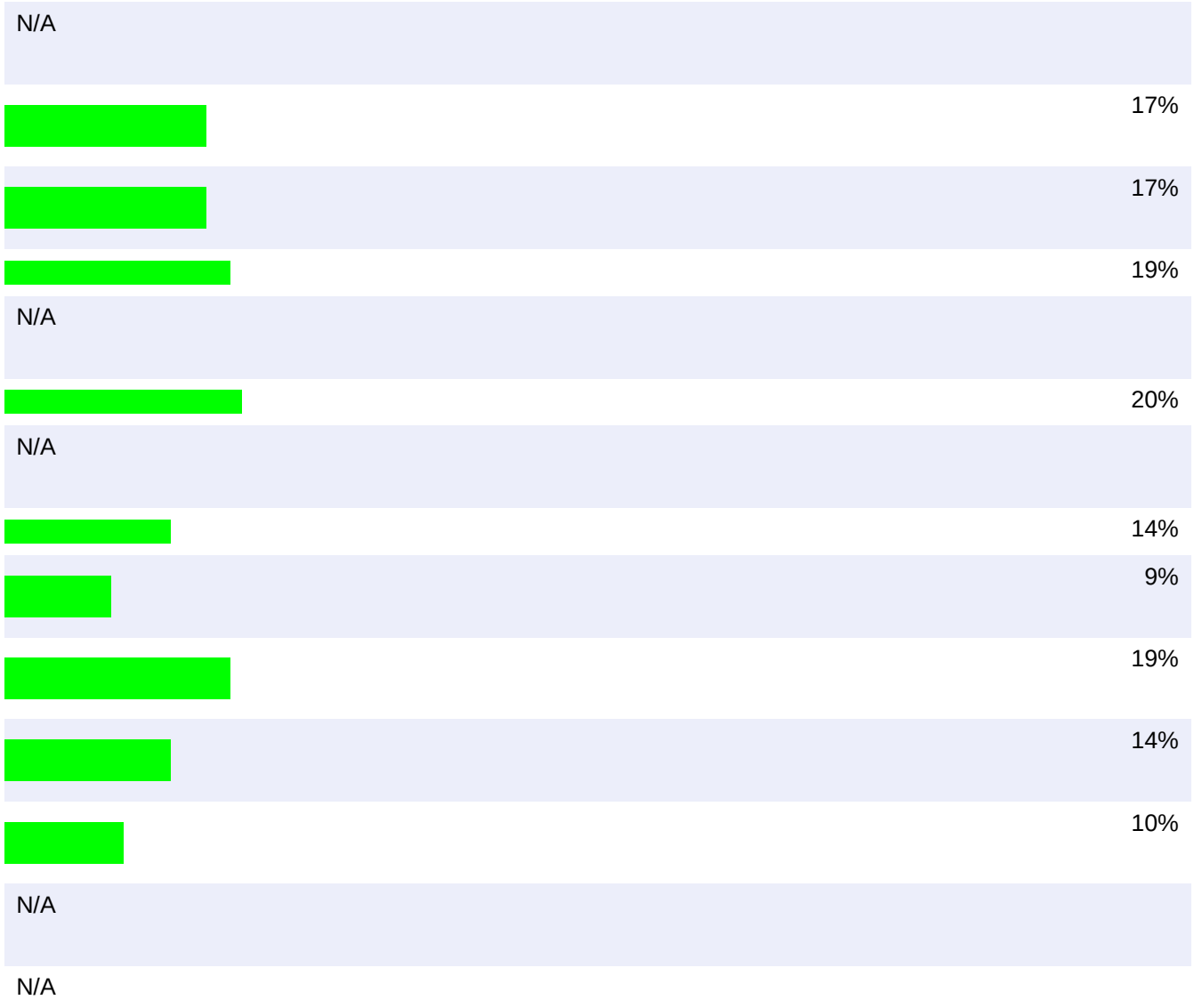

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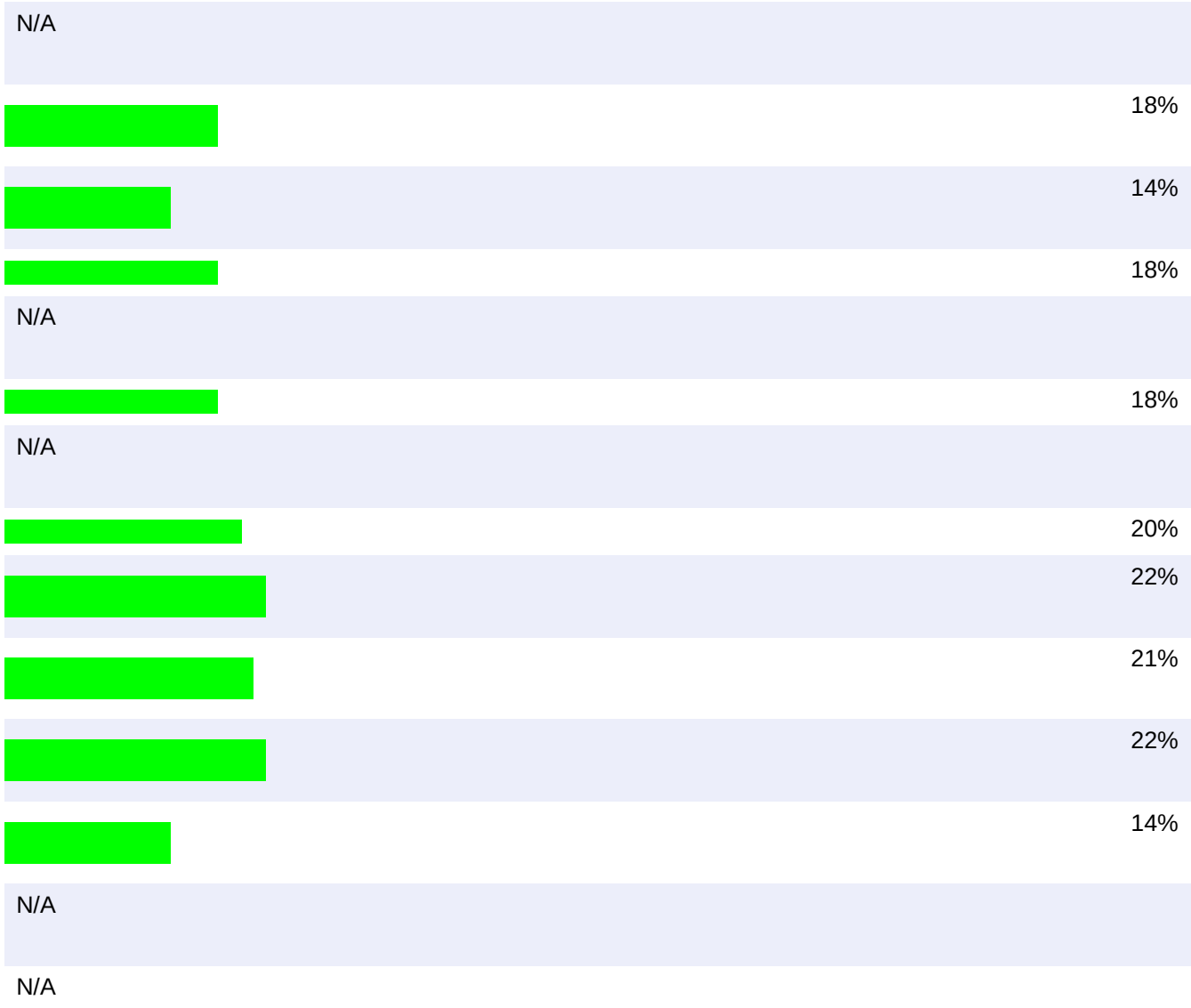

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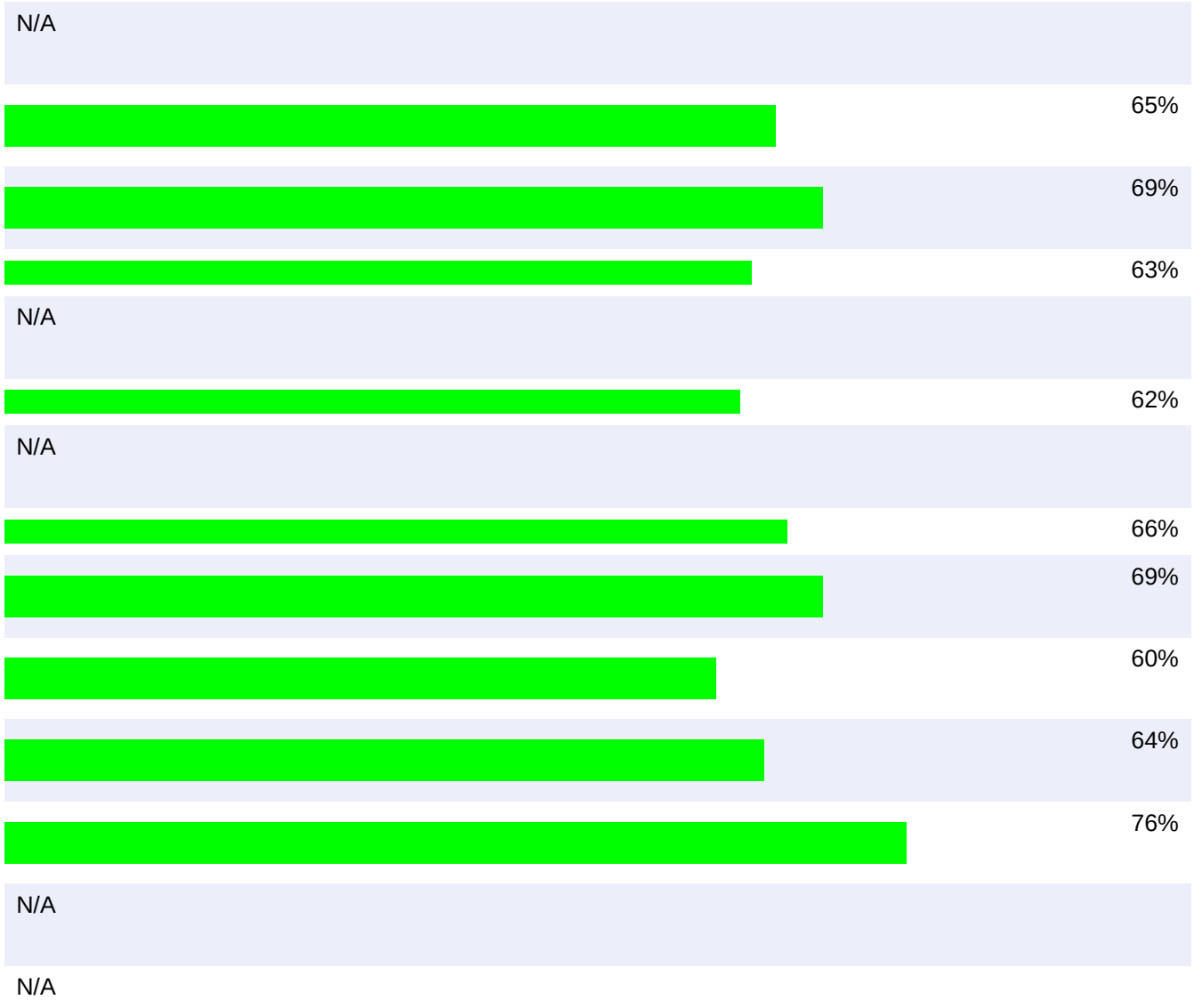

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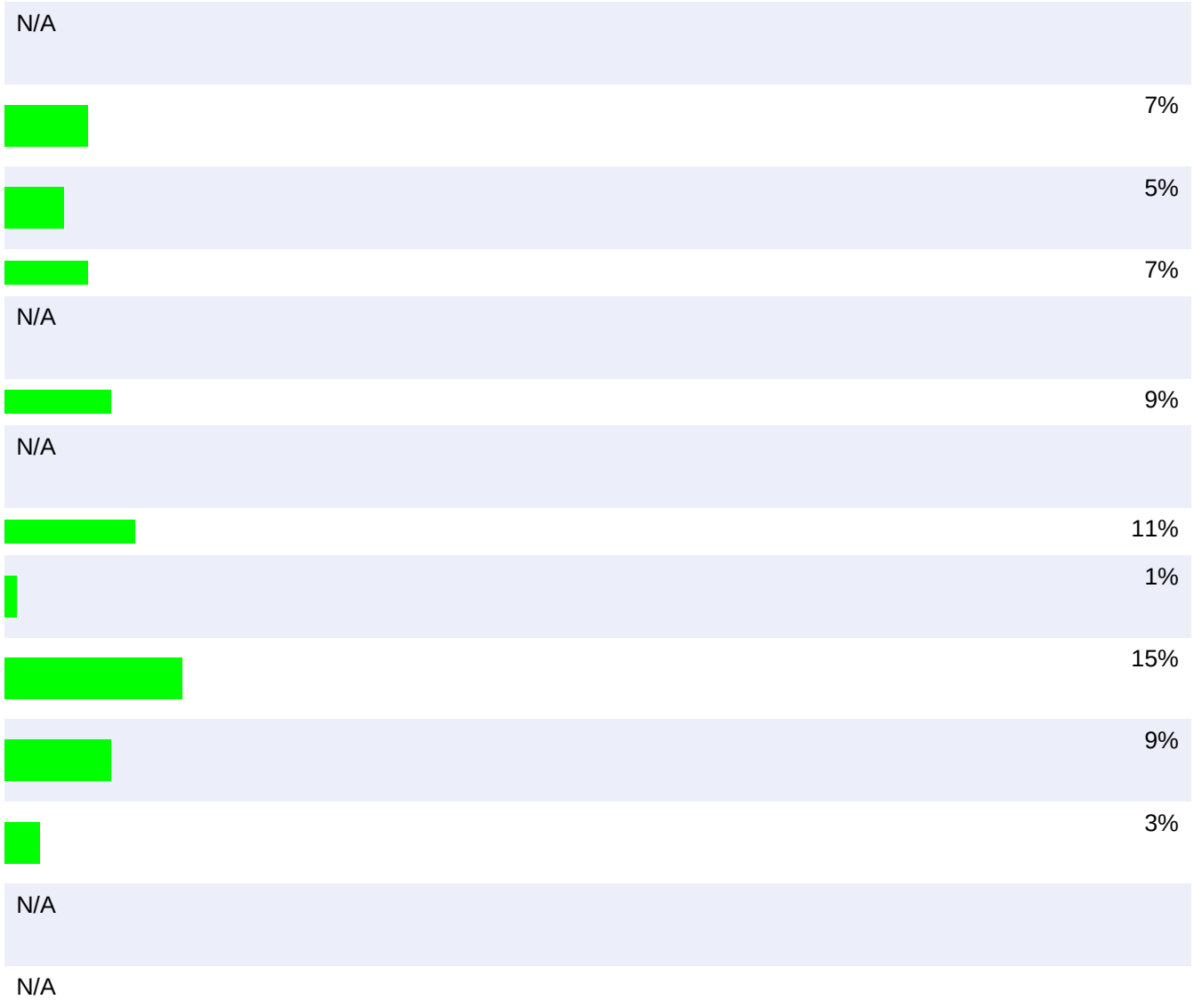

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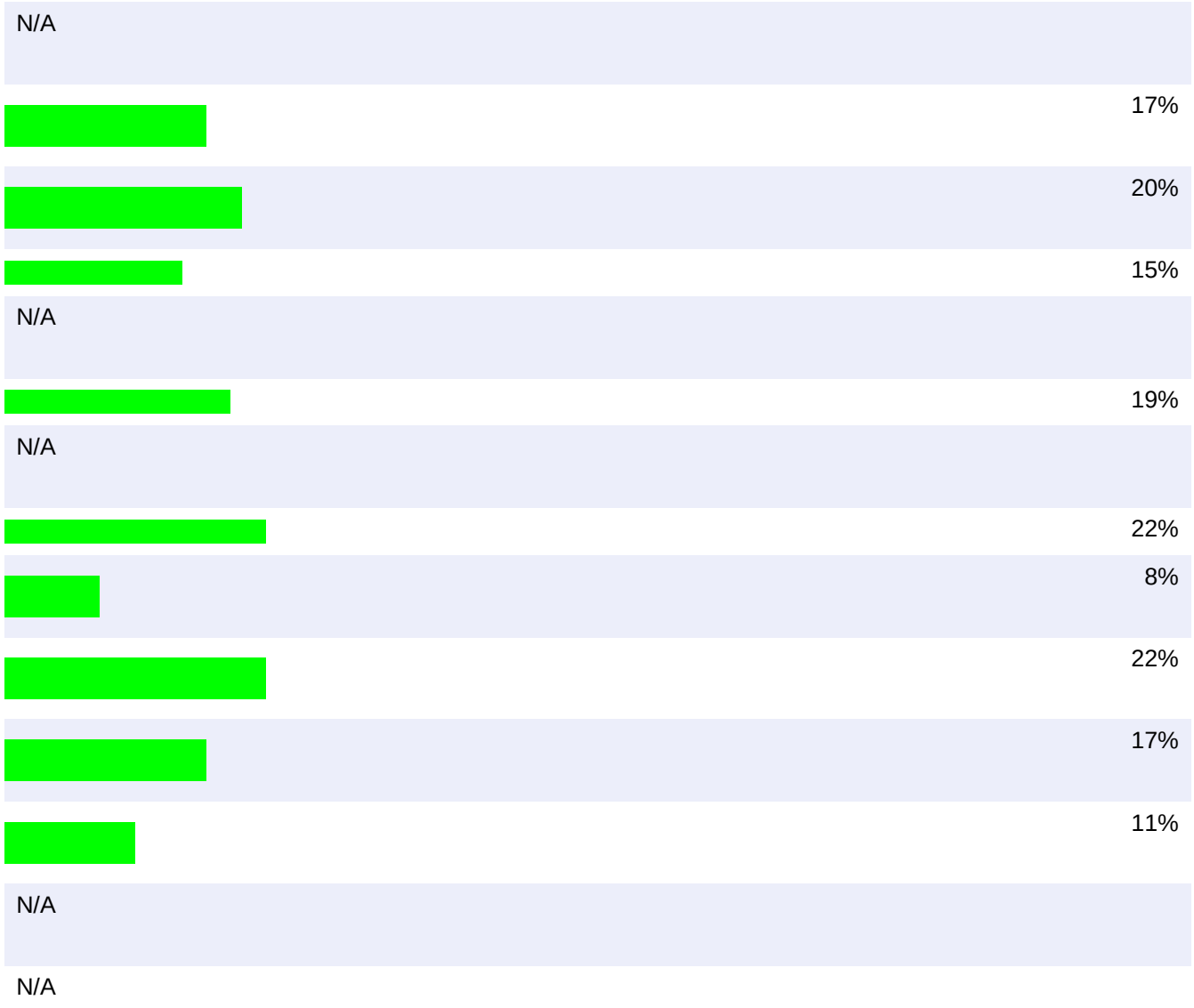

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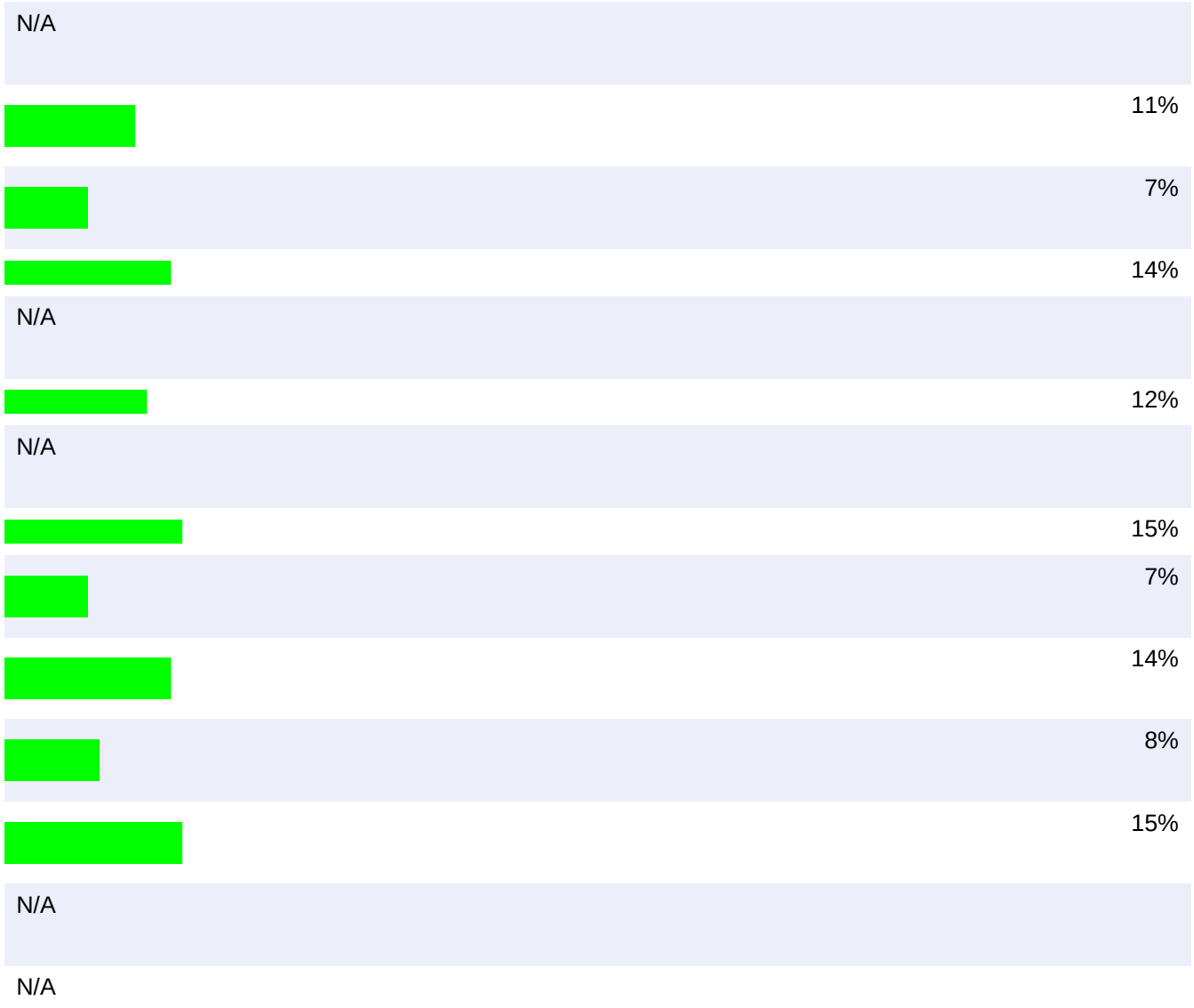

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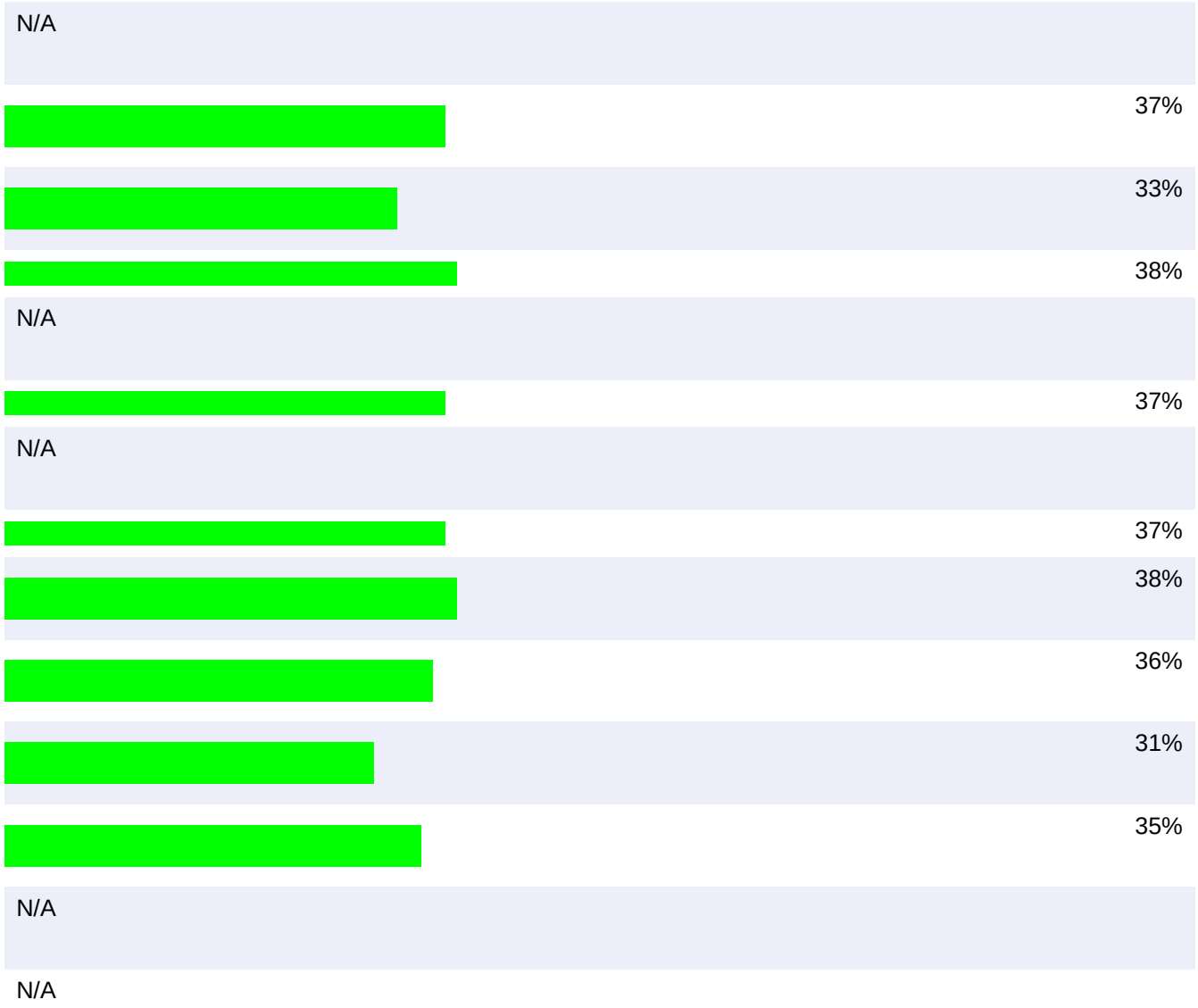

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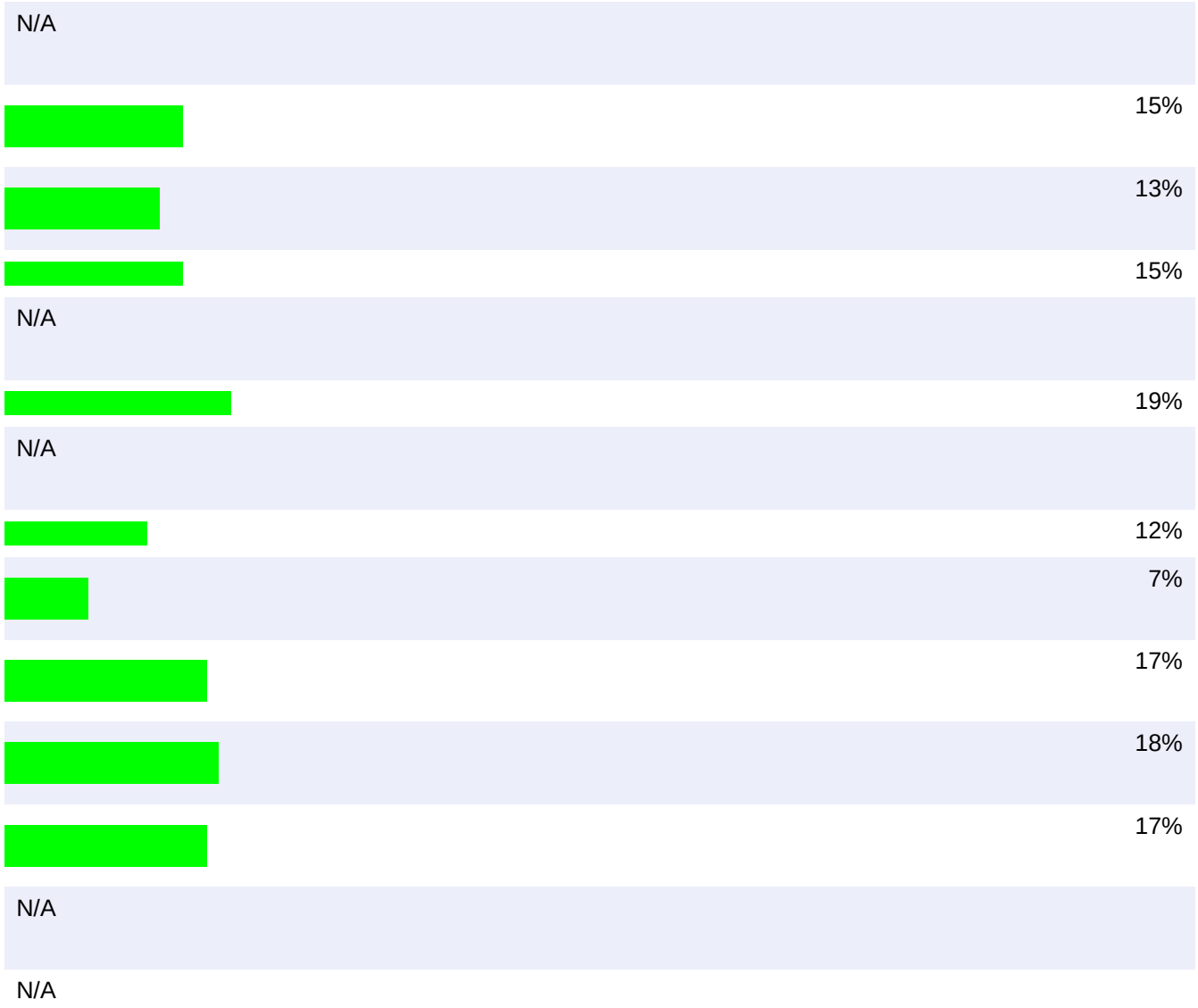

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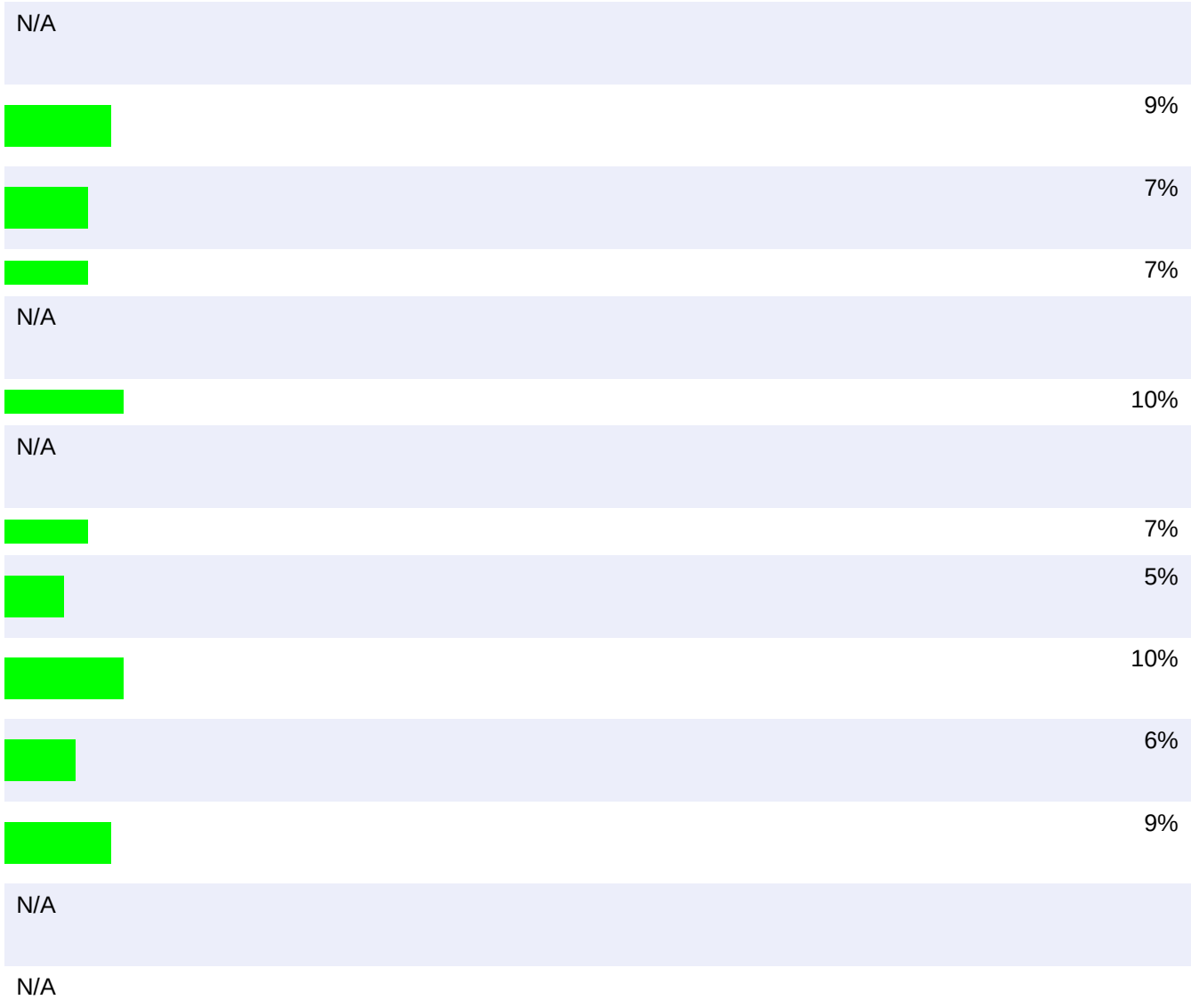

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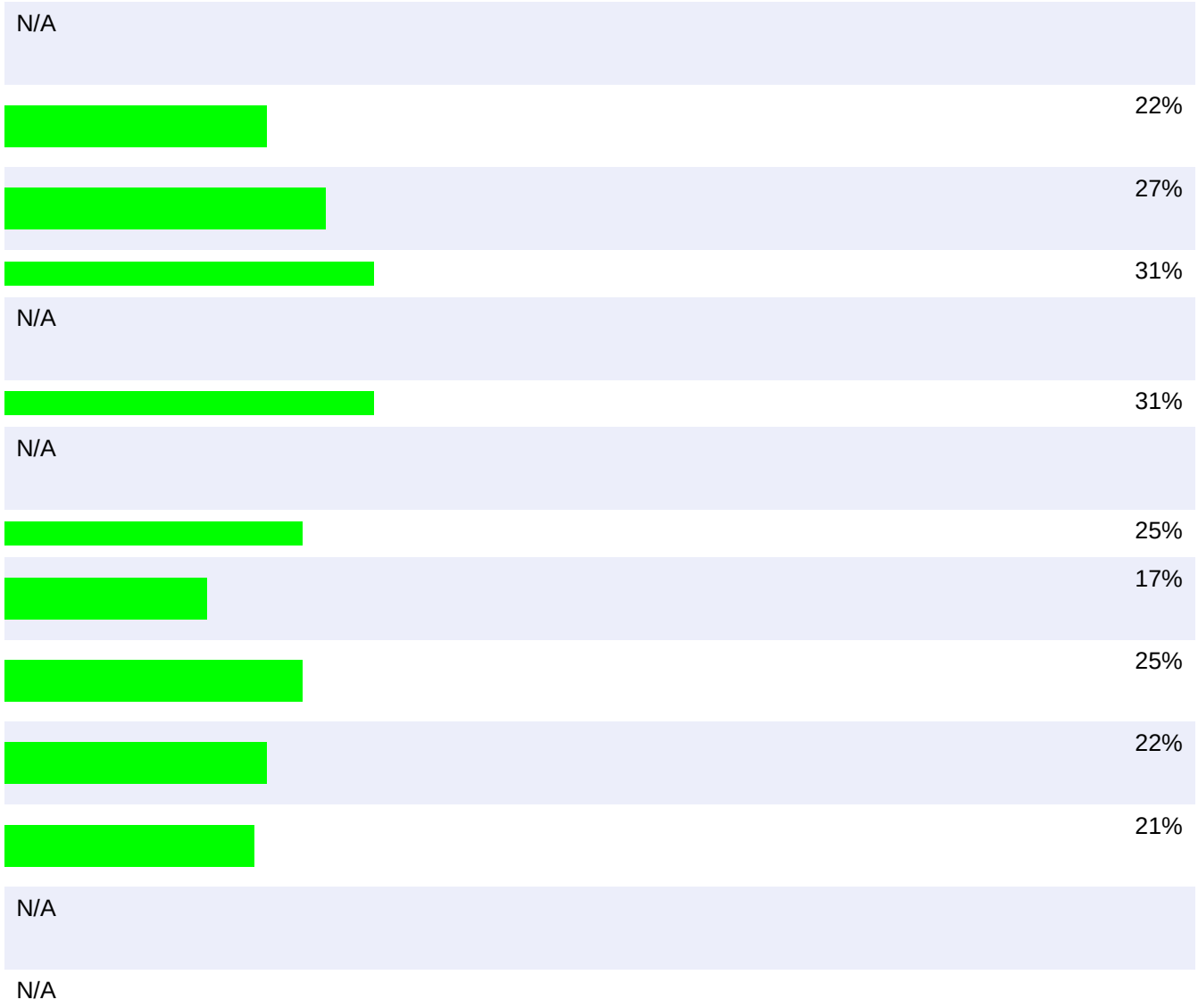

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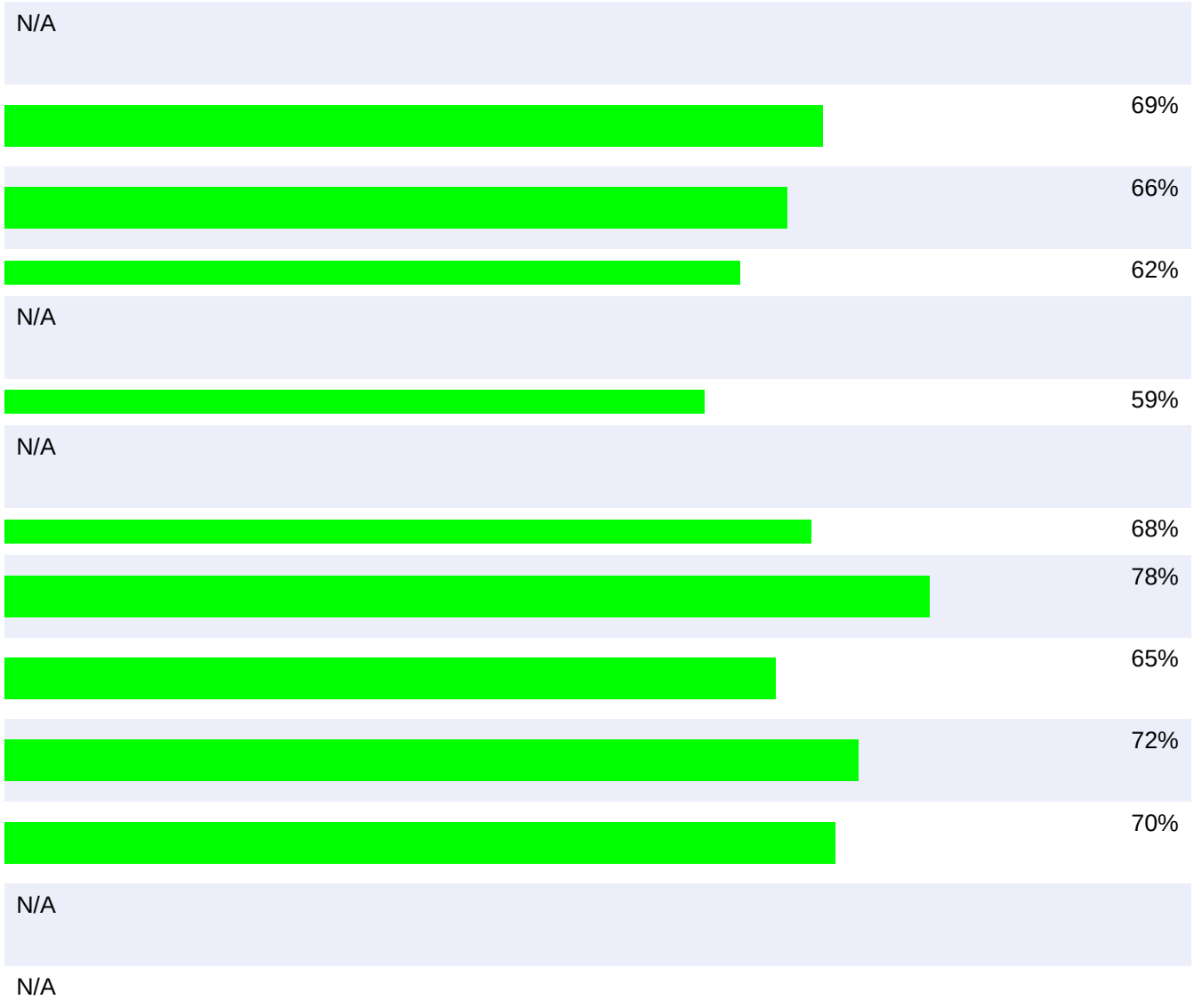


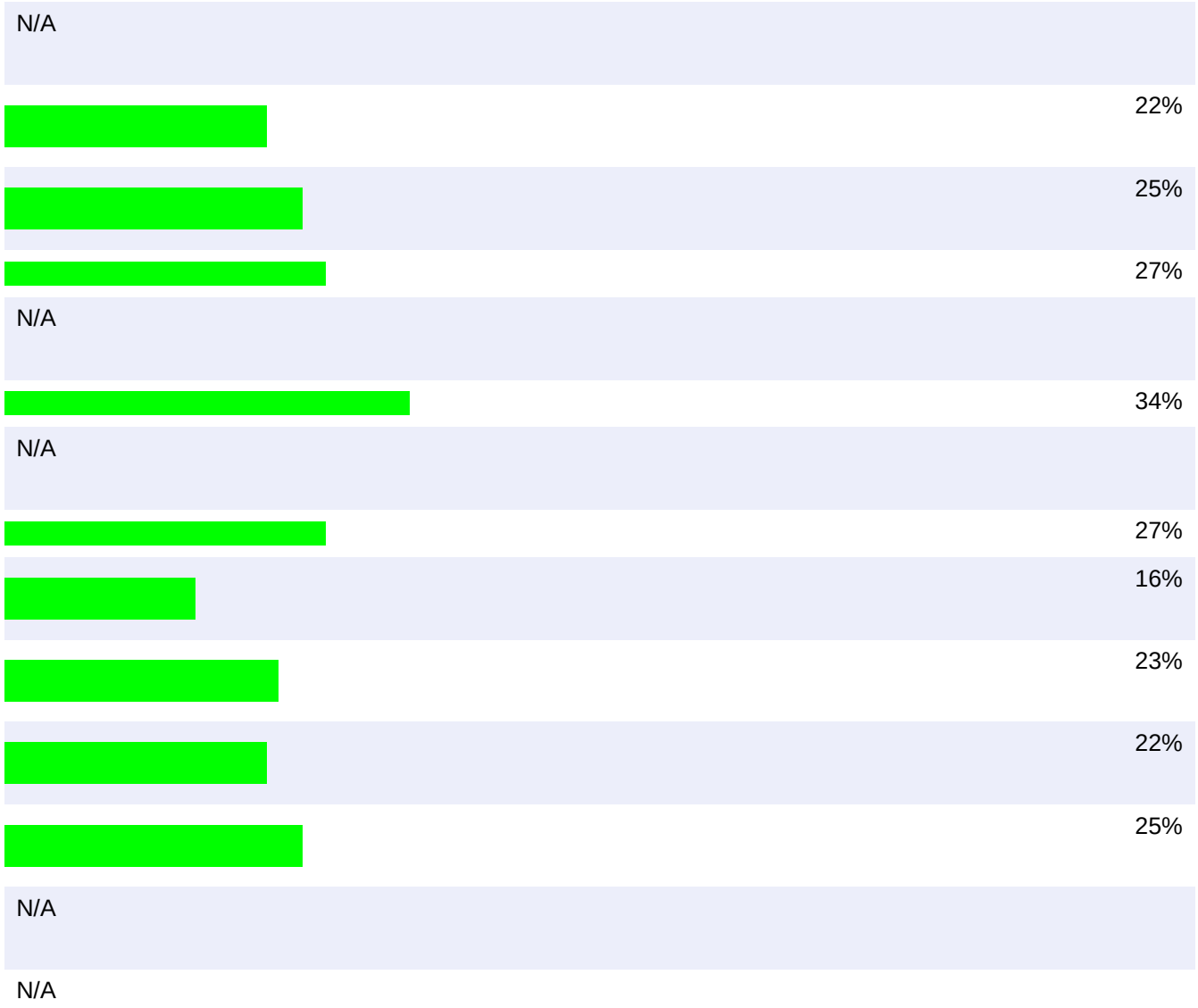
HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A	
	6%
	4%
	4%
N/A	
	5%
N/A	
	4%
	2%
	4%
	2%
	4%
N/A	
N/A	

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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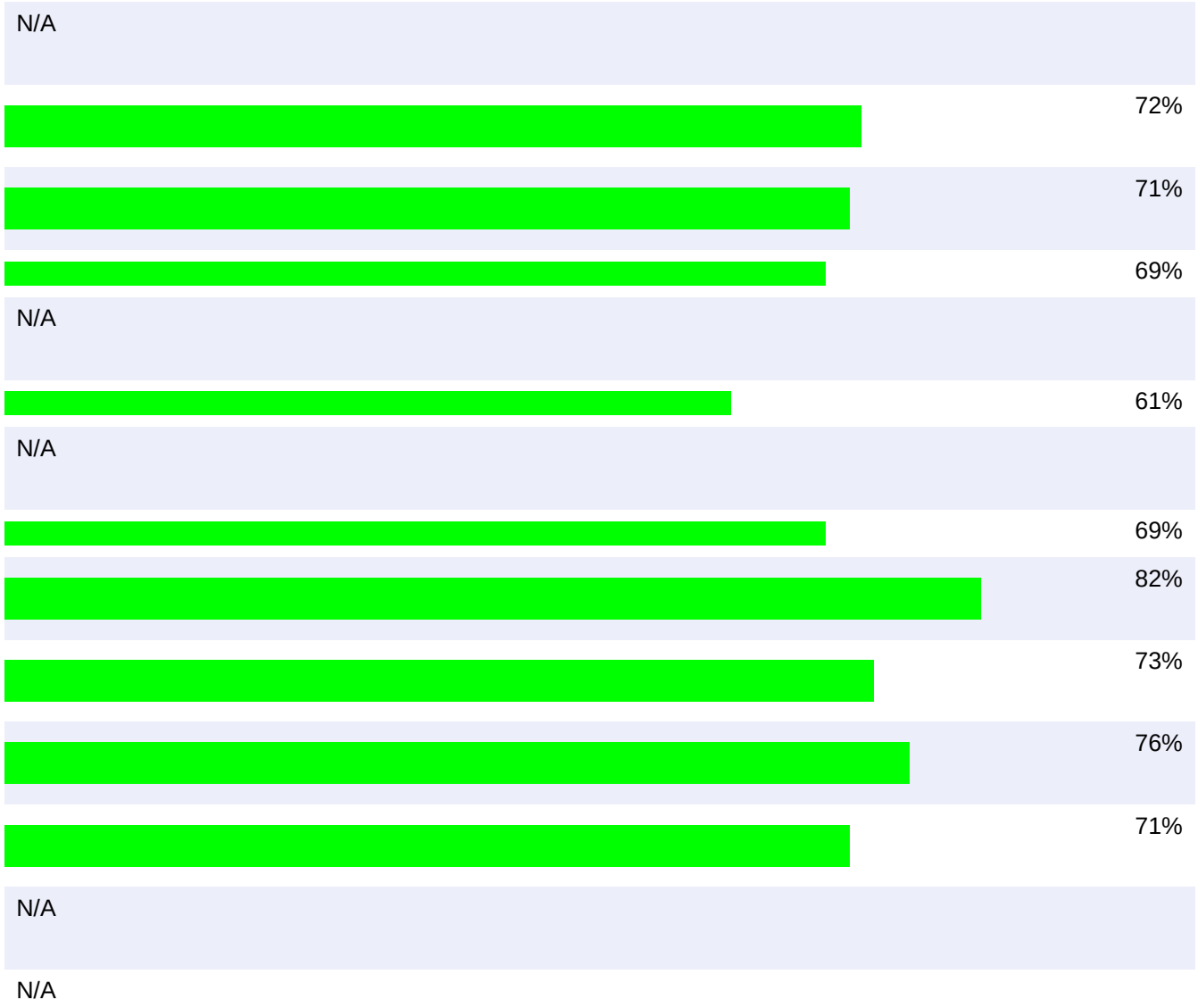
Based on Survey of Patients' Hospital Experiences (HCAHPS)



HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A
300 or more
300 or more
300 or more
N/A
300 or more
N/A
300 or more
Between 100 and 299
300 or more
Between 100 and 299
Between 100 and 299
N/A
N/A

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A		Survey results are not available for this reporting period
	33%	
	34%	
	33%	
N/A		Survey results are not available for this reporting period
	36%	
N/A		Survey results are not available for this reporting period
	36%	
	45%	
	39%	
	31%	
	33%	
N/A		Survey results are not available for this reporting period
N/A		Survey results are not available for this reporting period

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

381324	MOUNTAIN VIEW HOSPITAL DISTRICT	470 NE A STREET
380002	THREE RIVERS COMMUNITY HOSPITAL	500 SW RAMSEY AVENUE
381315	ST ALPHONSUS MEDICAL CENTER - BAKER CITY, INC	3325 POCAHONTAS ROAD
380040	ST CHARLES MEDICAL CENTER - REDMOND	1253 N CANAL BLVD
381307	HARNEY DISTRICT HOSPITAL	557 W WASHINGTON STREET
381305	BLUE MOUNTAIN HOSPITAL	170 FORD ROAD
381325	GOOD SHEPHERD MEDICAL CENTER	610 NW 11TH STREET
381310	PIONEER MEMORIAL HOSPITAL	564 E PIONEER DRIVE
380027	MERCY MEDICAL CENTER	2700 STEWART PARKWAY
380033	SACRED HEART MEDICAL CENTER - UNIVERSITY DISTRICT	770 EAST 11TH AVENUE
380020	MCKENZIE-WILLAMETTE MEDICAL CENTER	1460 G STREET
380075	PROVIDENCE MEDFORD MEDICAL CENTER	1111 CRATER LAKE AVENUE
380014	GOOD SAMARITAN REGIONAL MEDICAL CENTER	3600 NW SAMARITAN DRIVE

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	MADRAS	OR
	GRANTS PASS	OR
	BAKER CITY	OR
	REDMOND	OR
	BURNS	OR
	JOHN DAY	OR
	HERMISTON	OR
	HEPPNER	OR
	ROSEBURG	OR
	EUGENE	OR
	SPRINGFIELD	OR
	MEDFORD	OR
	CORVALLIS	OR

HCAHPS VHA WC March 2010

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97741	JEFFERSON	5414604200
97527	JOSEPHINE	5414727000
97814	BAKER	5415236461
97756	DESCHUTES	5415488131
97720	HARNEY	5415737281
97845	GRANT	5415751311
97838	UMATILLA	5416673400
97836	MORROW	5416769133
97471	DOUGLAS	5416773362
97401	LANE	5416867274
97477	LANE	5417264400
97504	JACKSON	5417325196
97330	BENTON	5417685111

HCAHPS VHA WC March 2010

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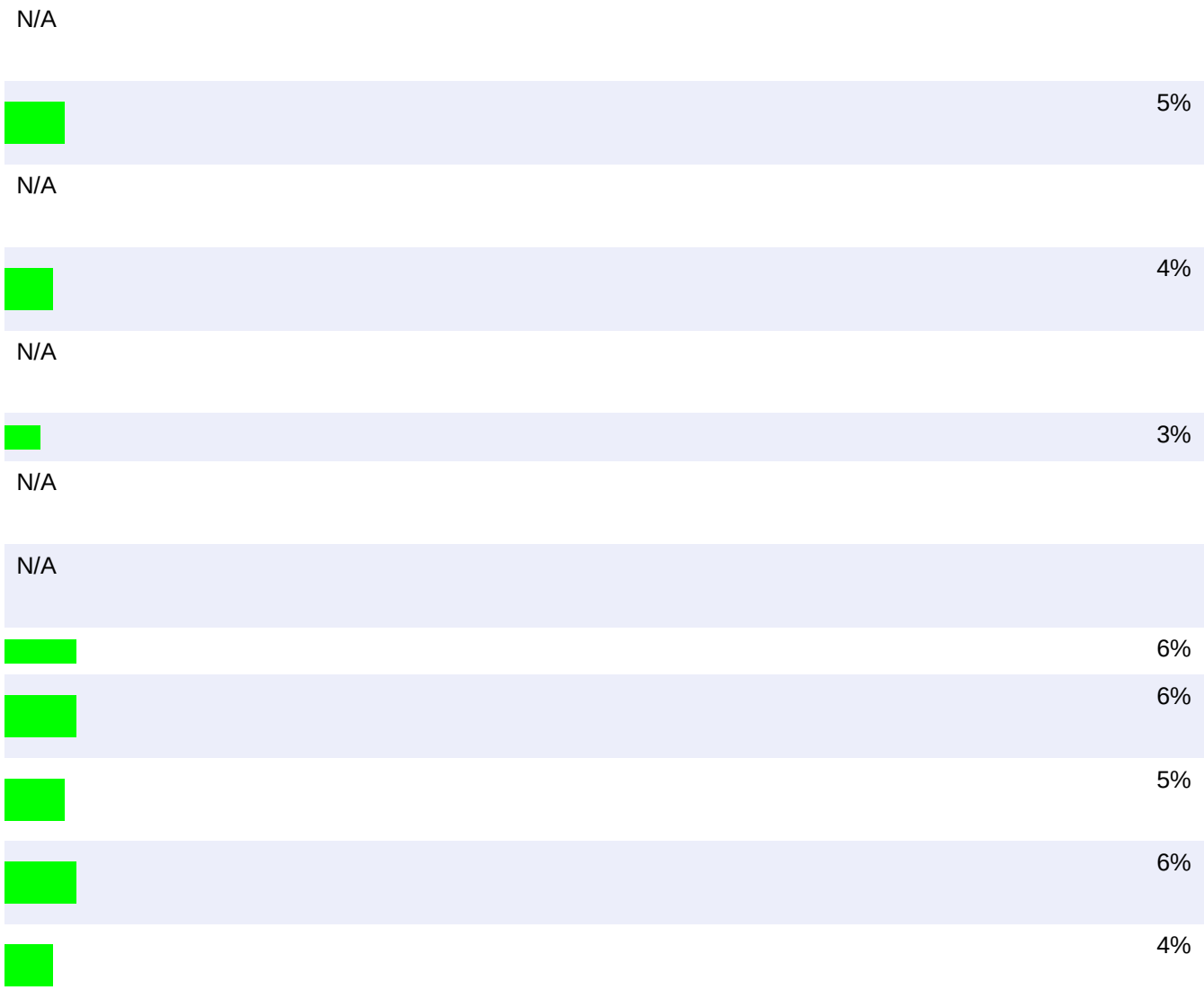

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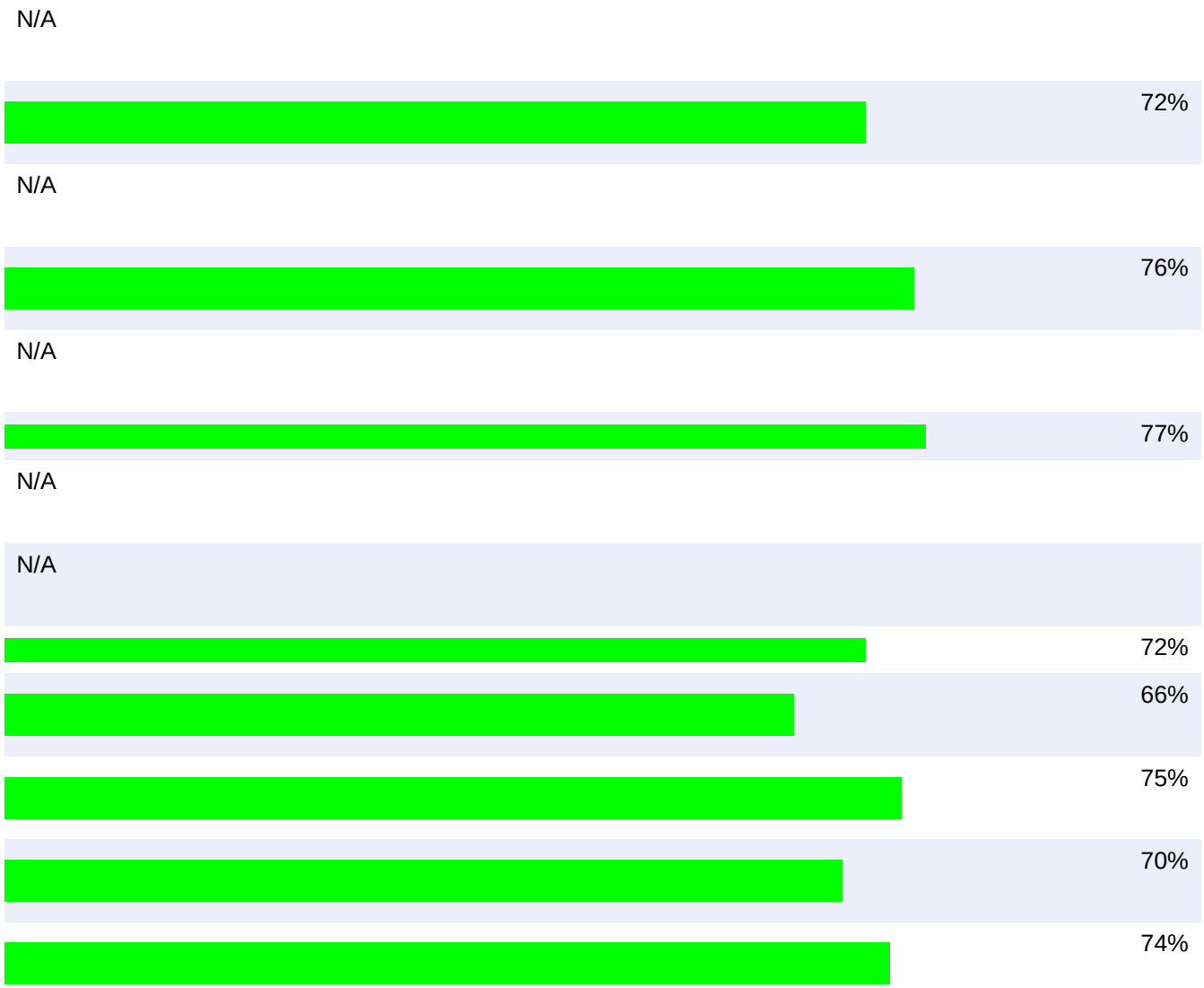

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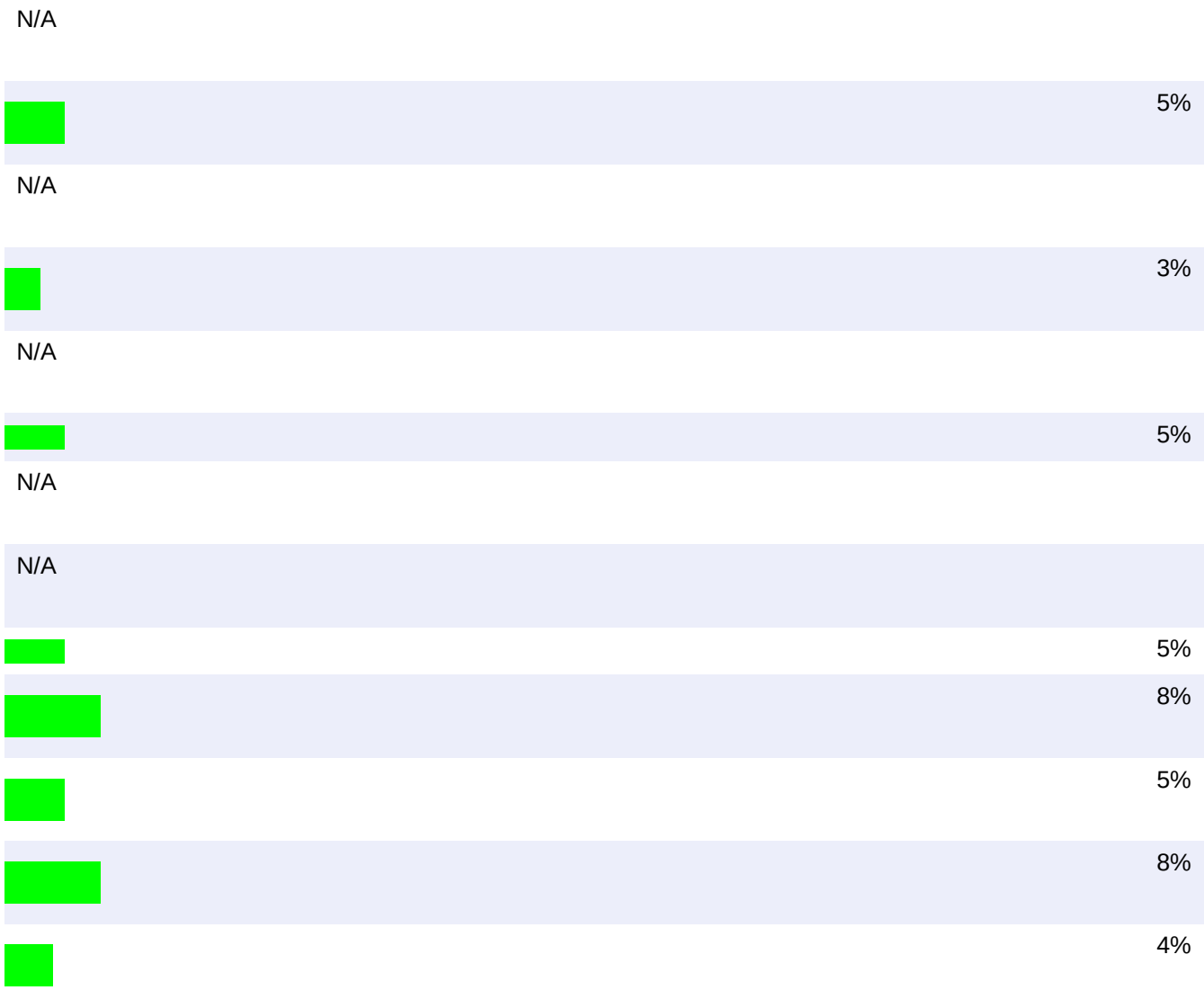

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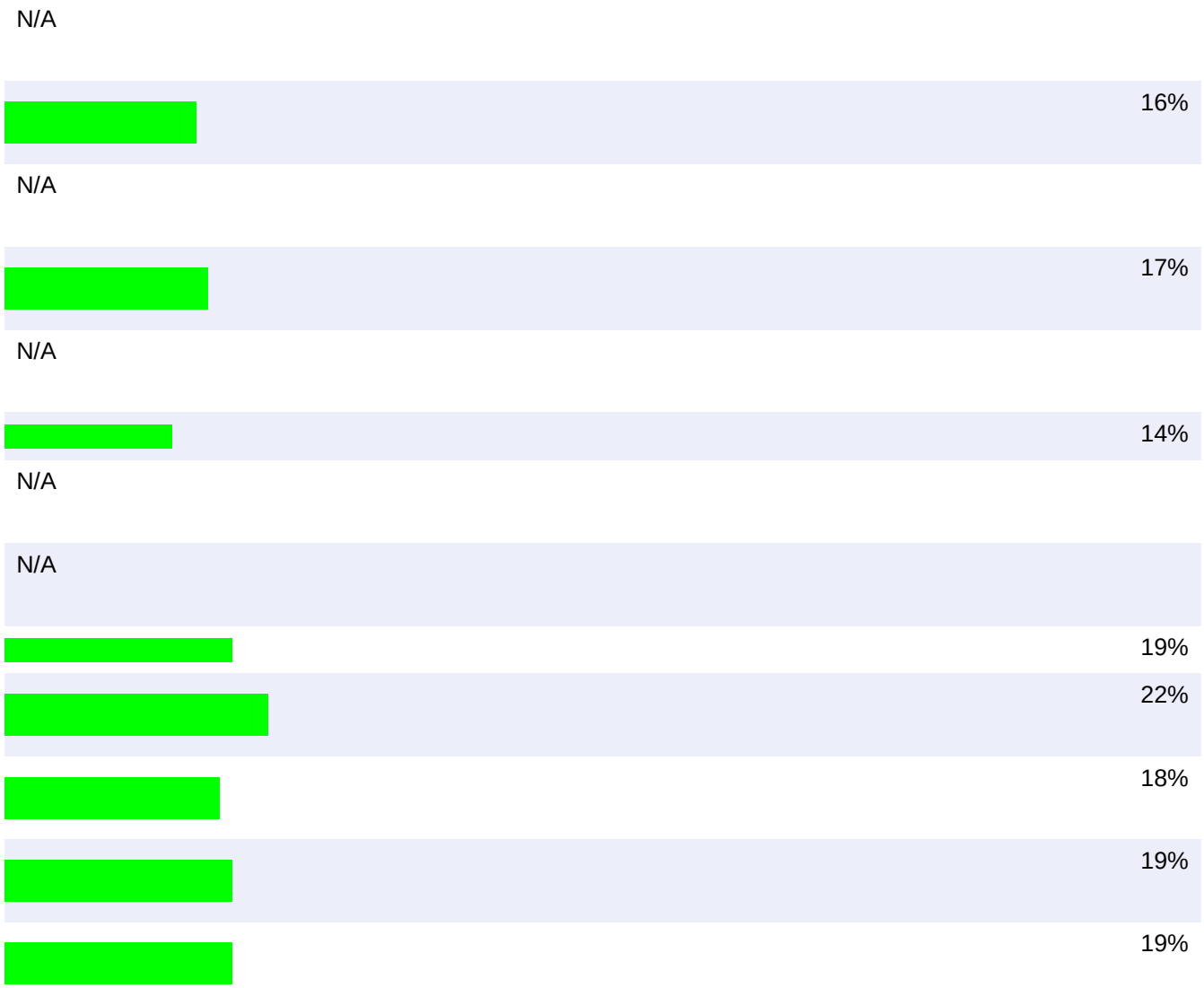

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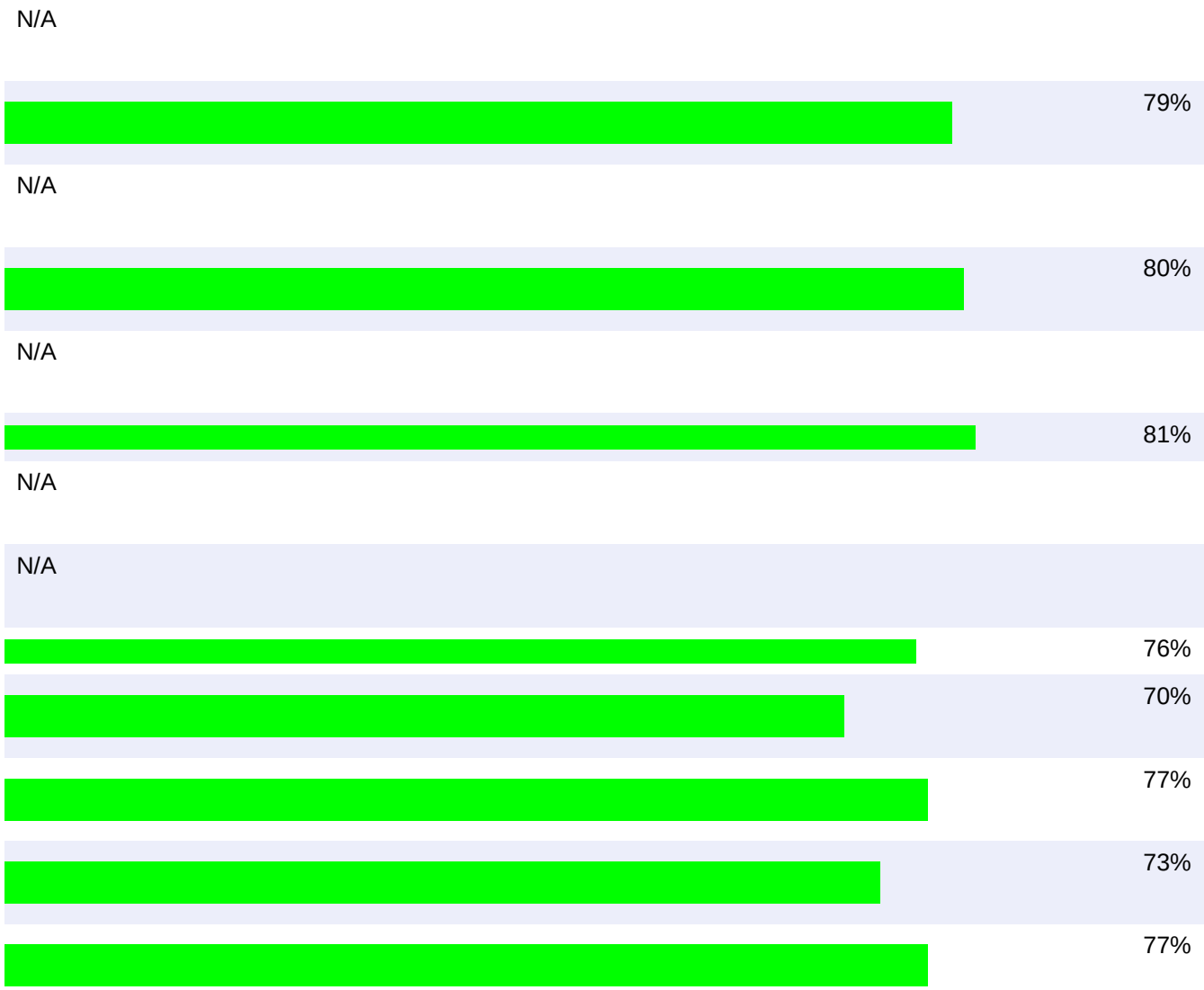

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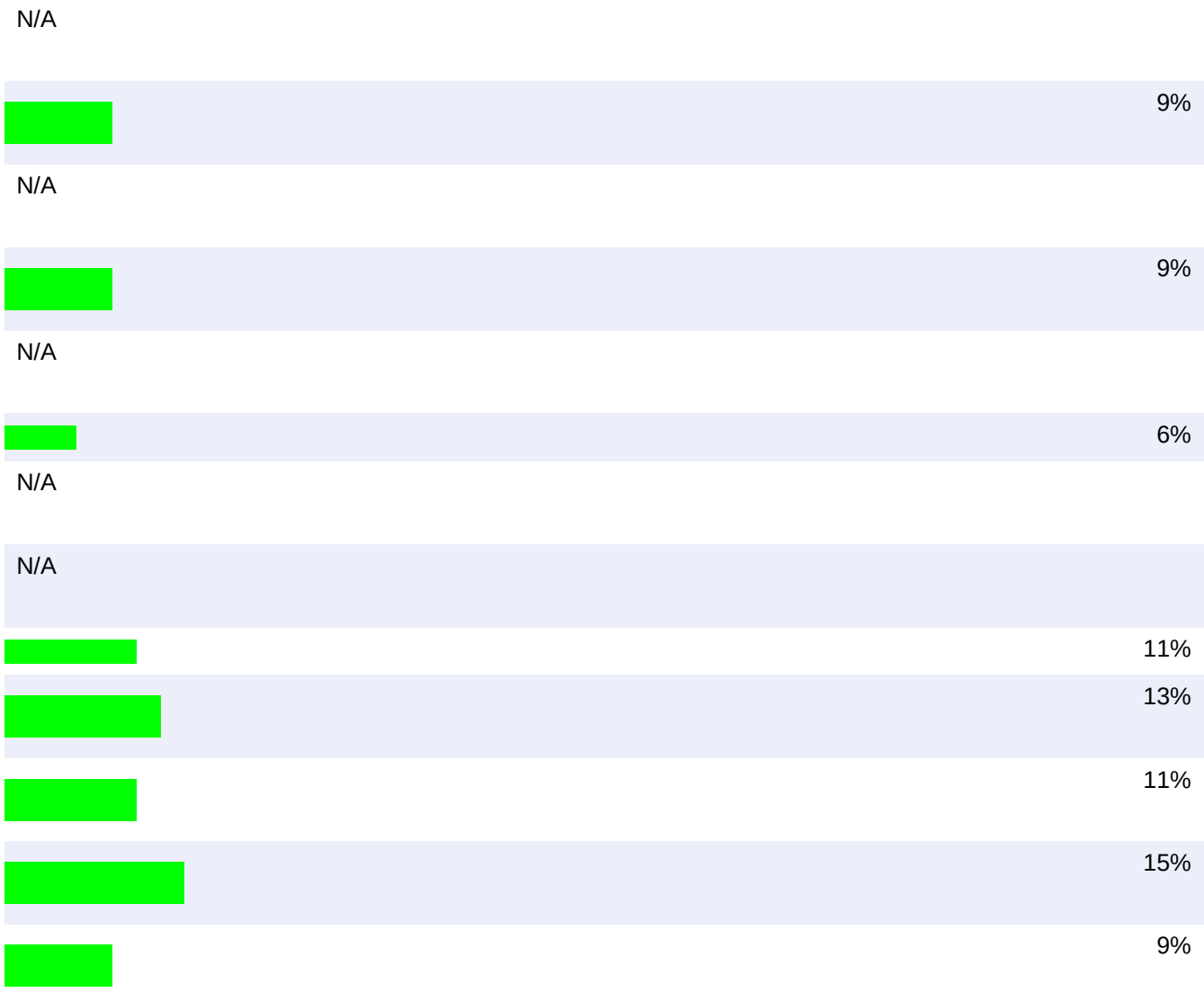

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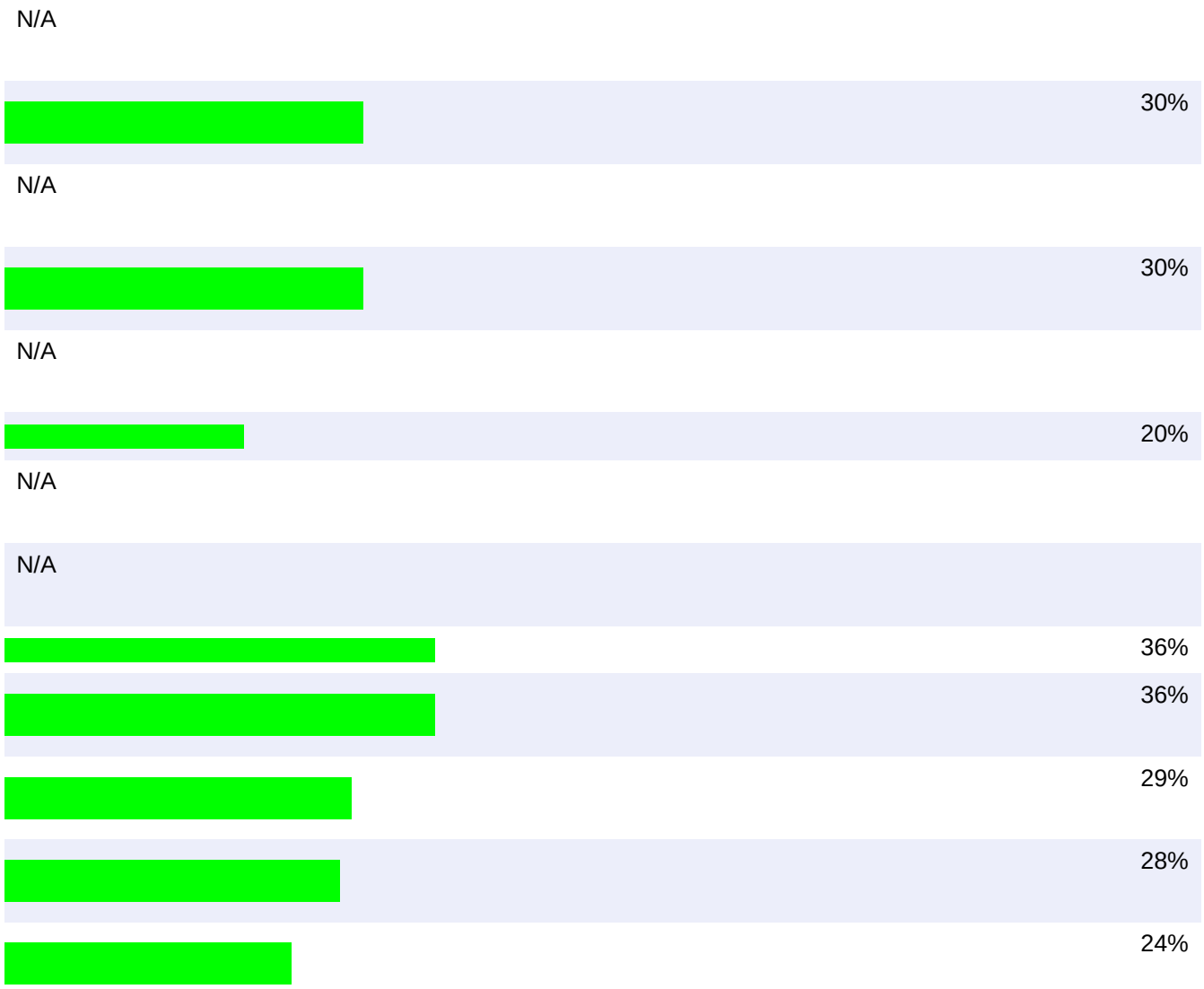

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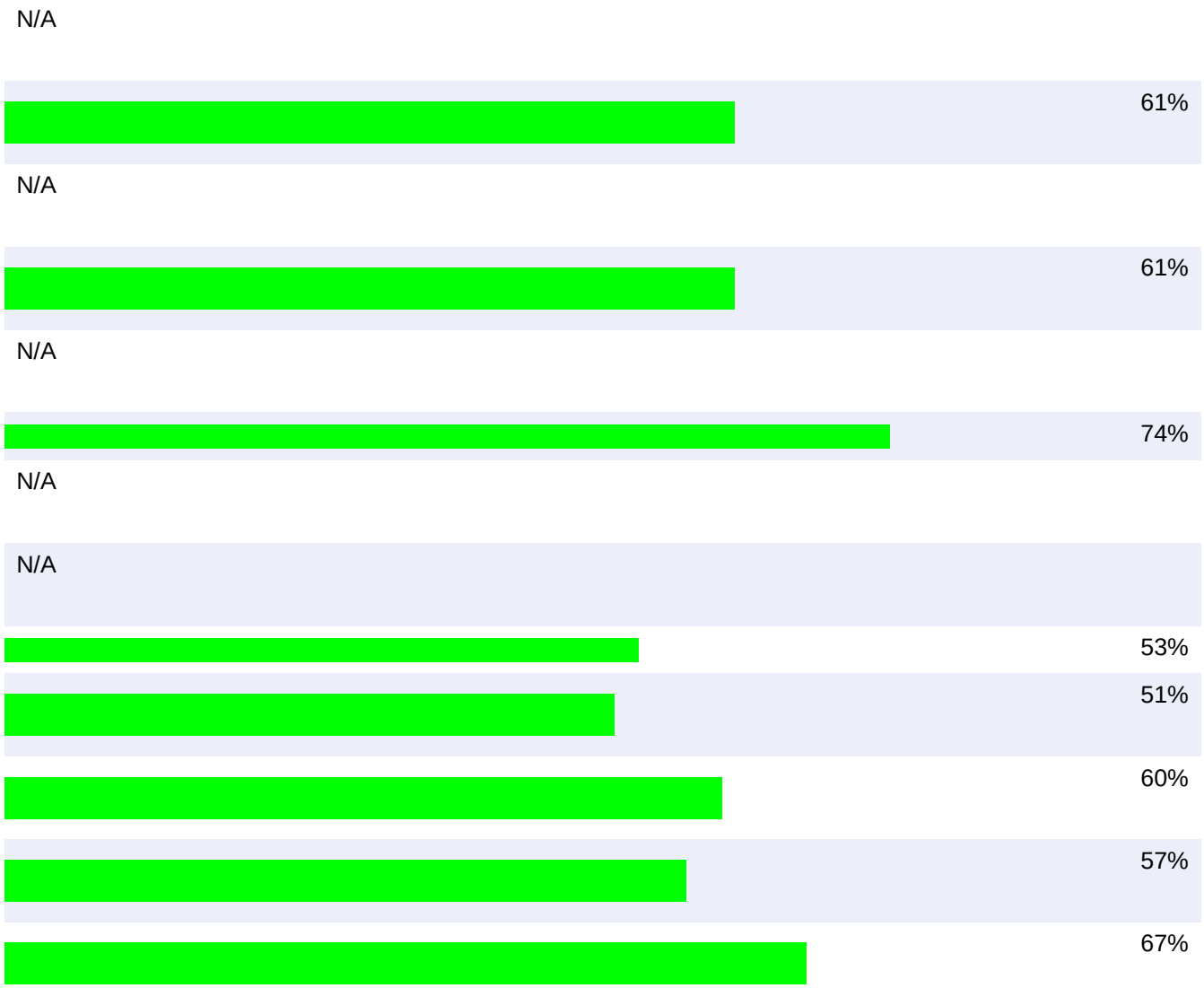

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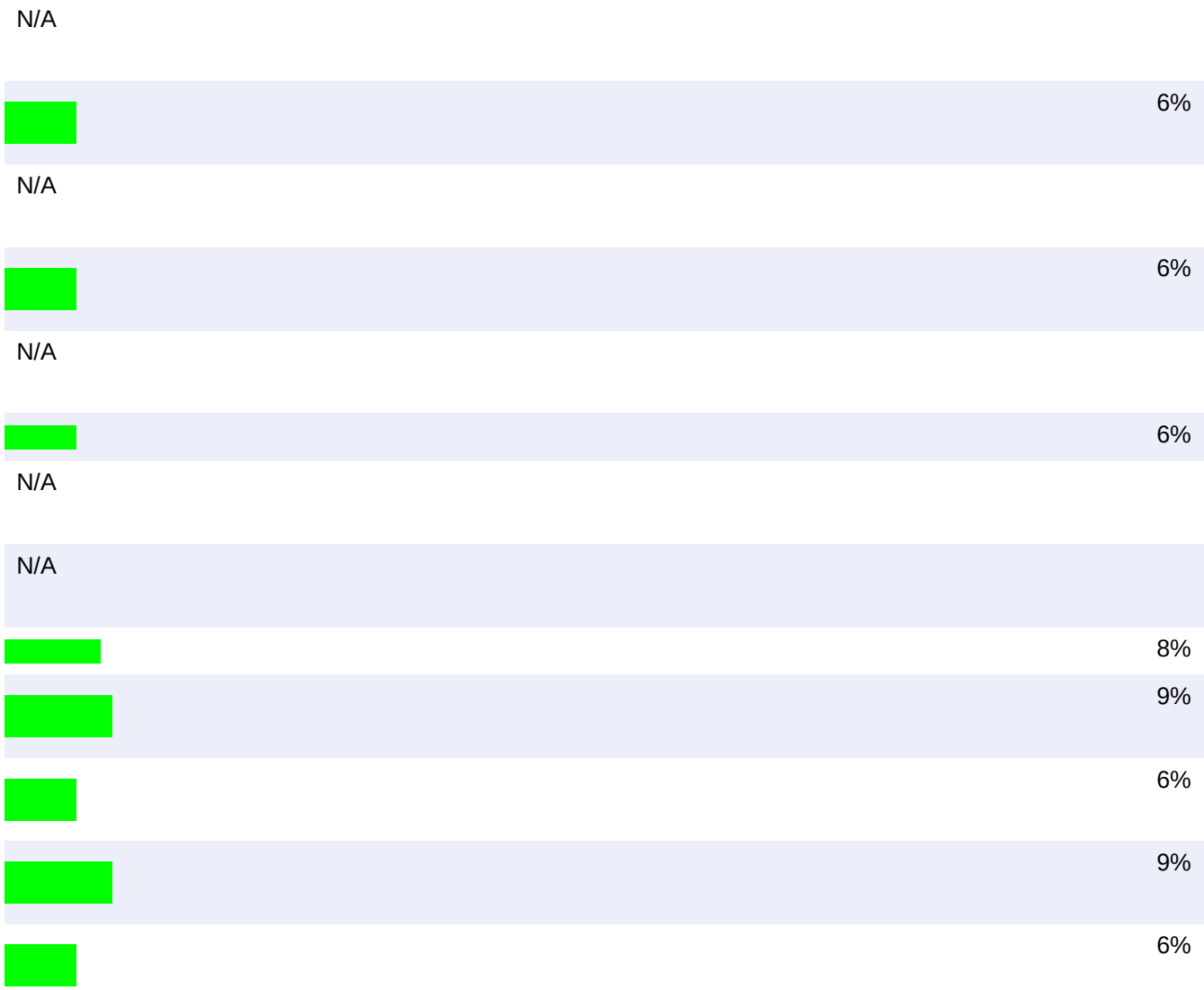

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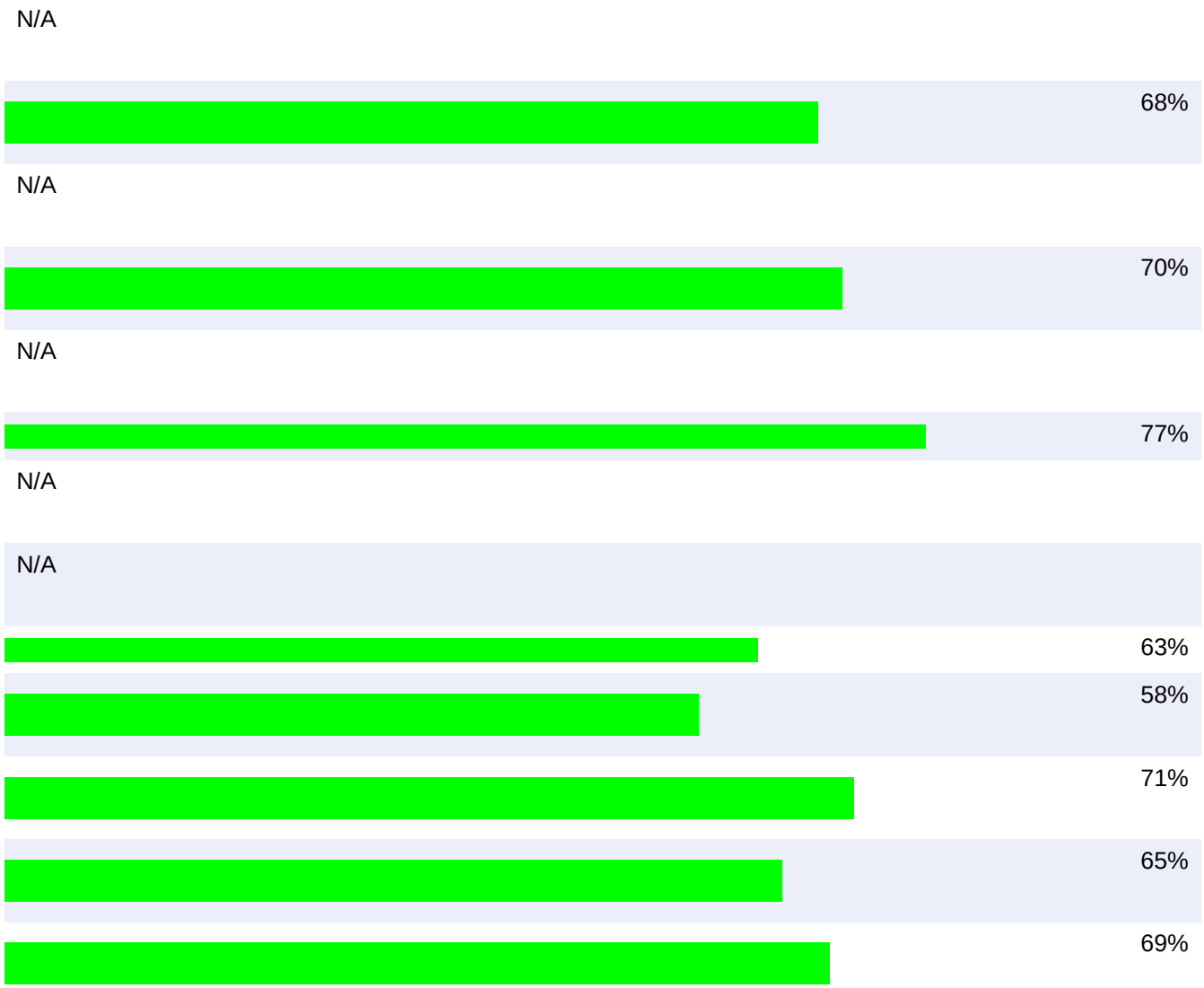

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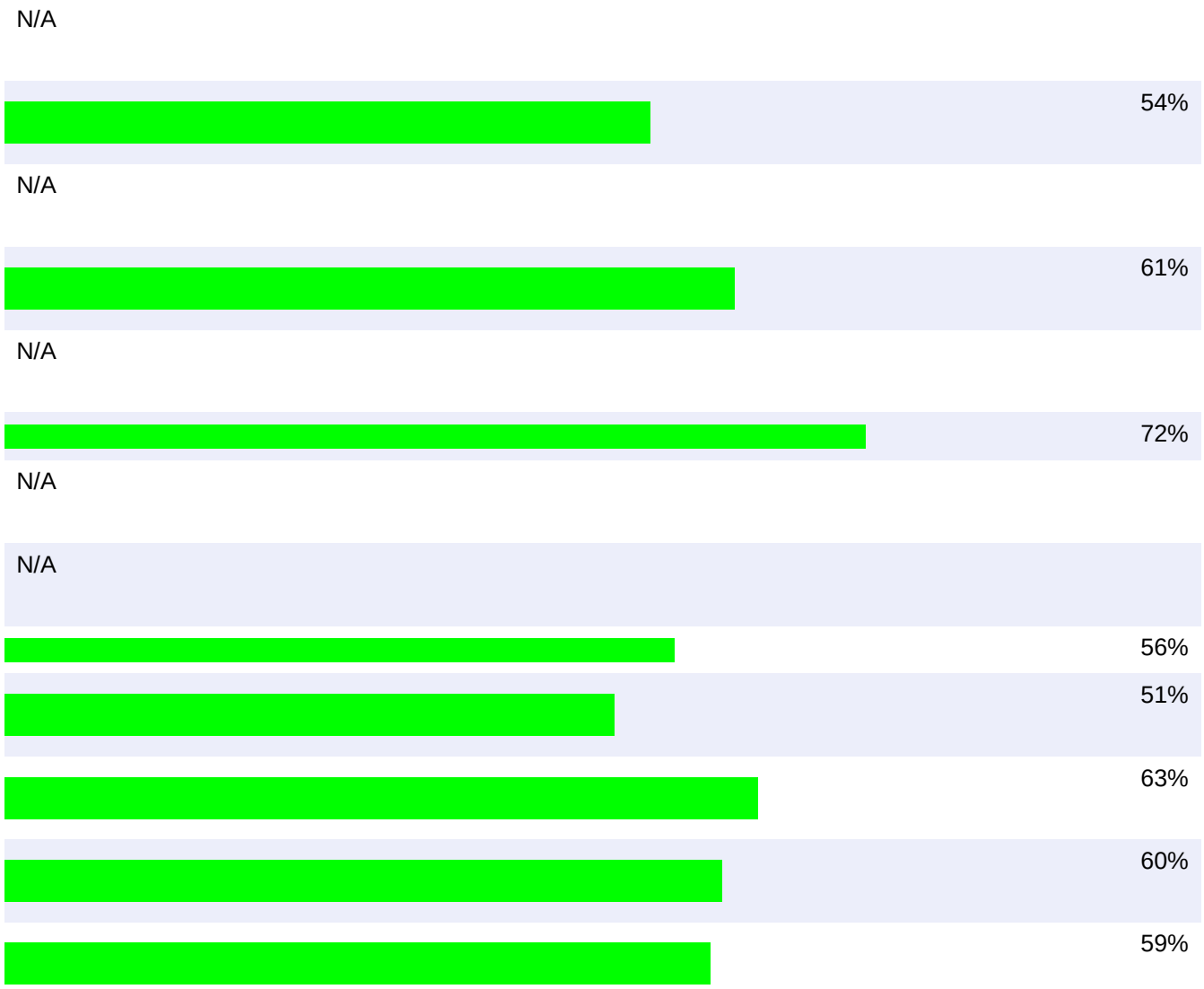

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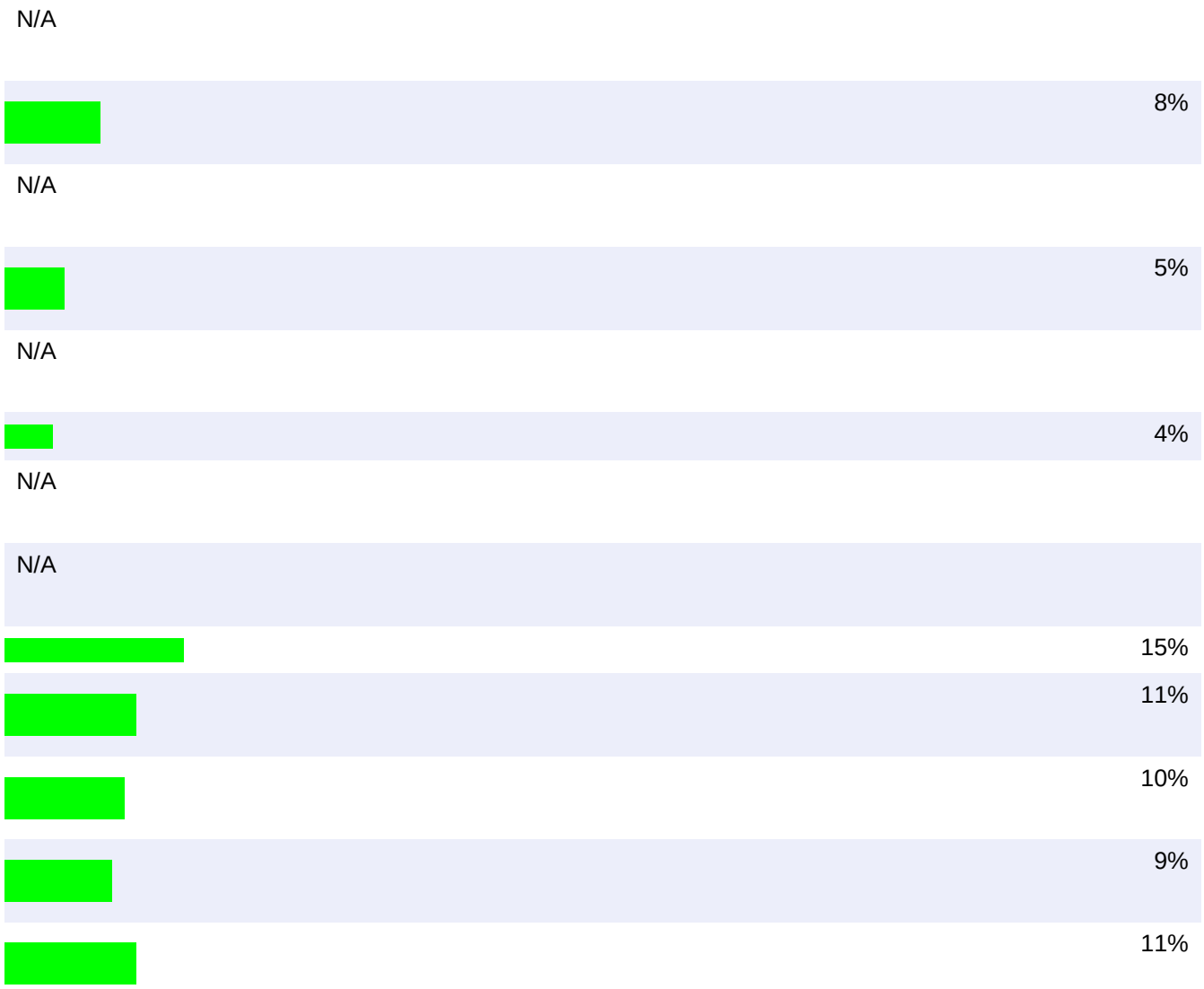

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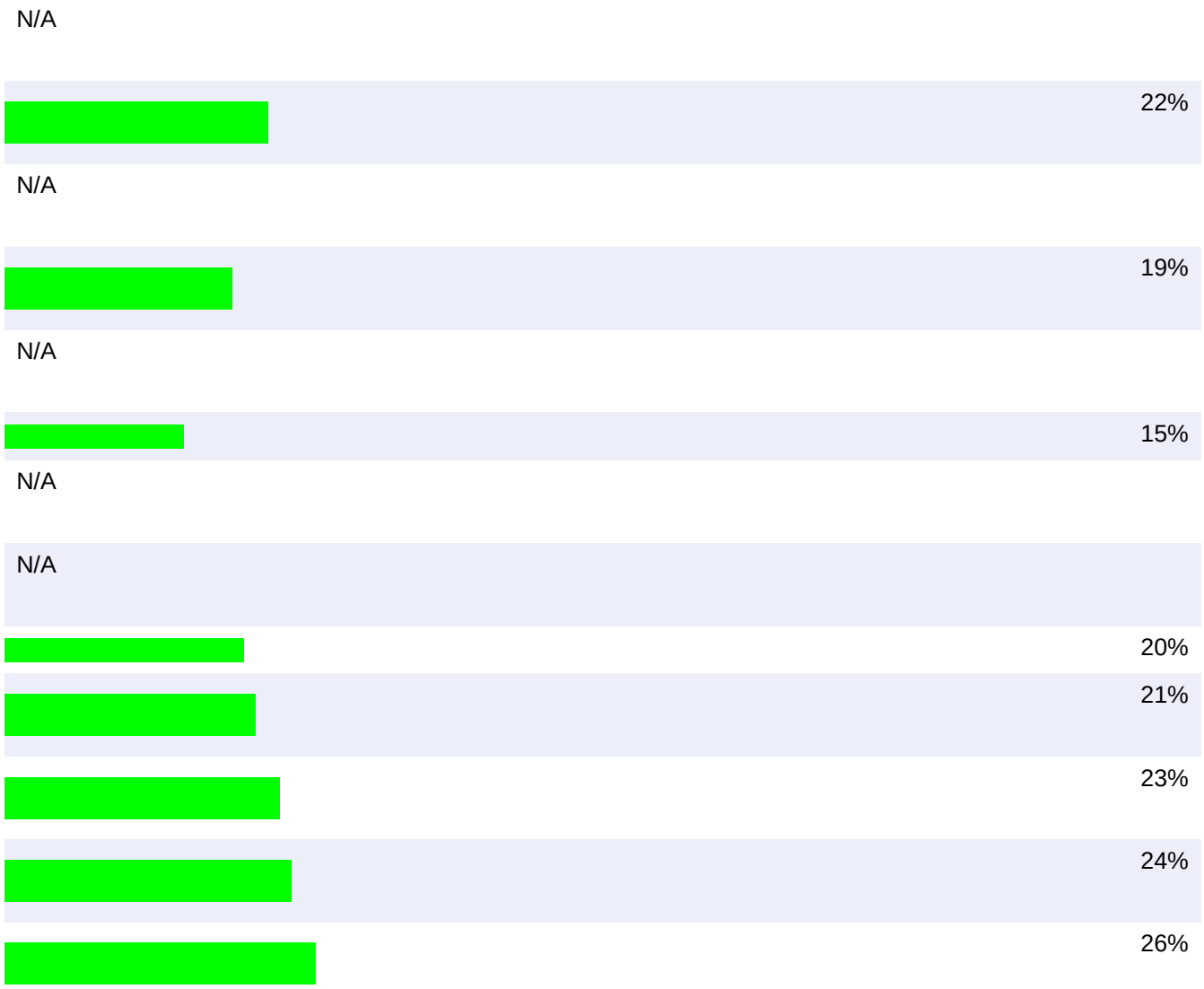

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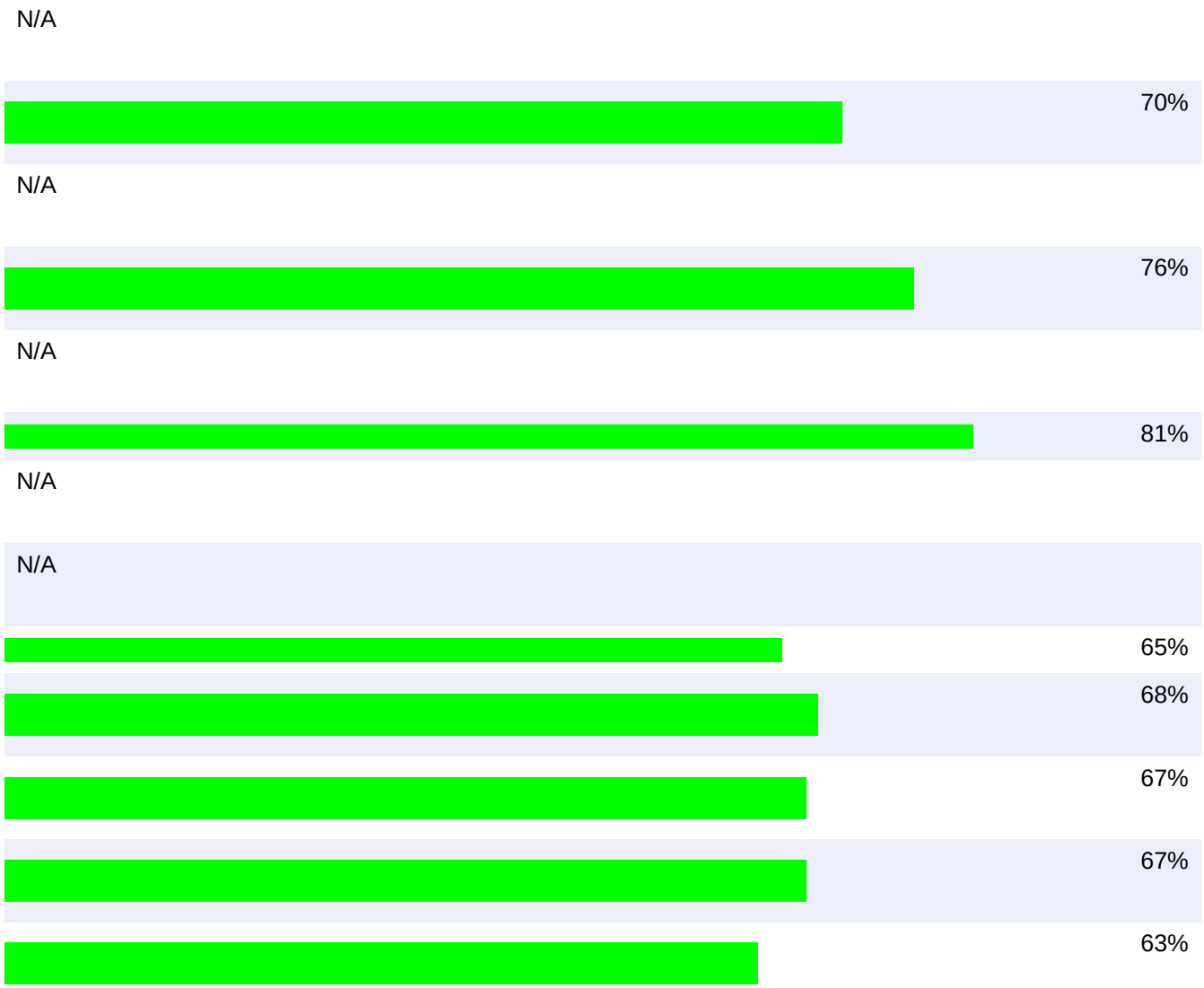

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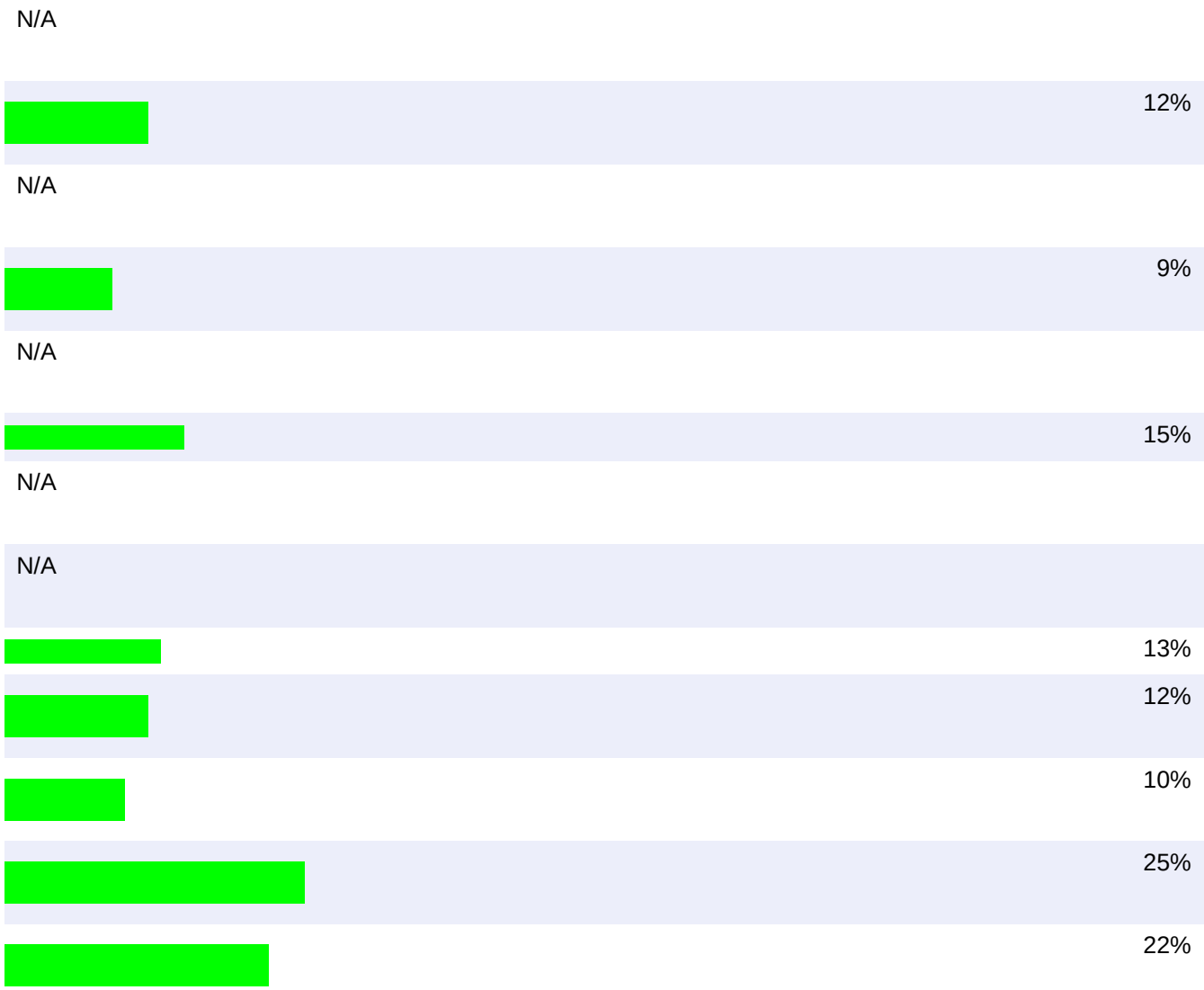

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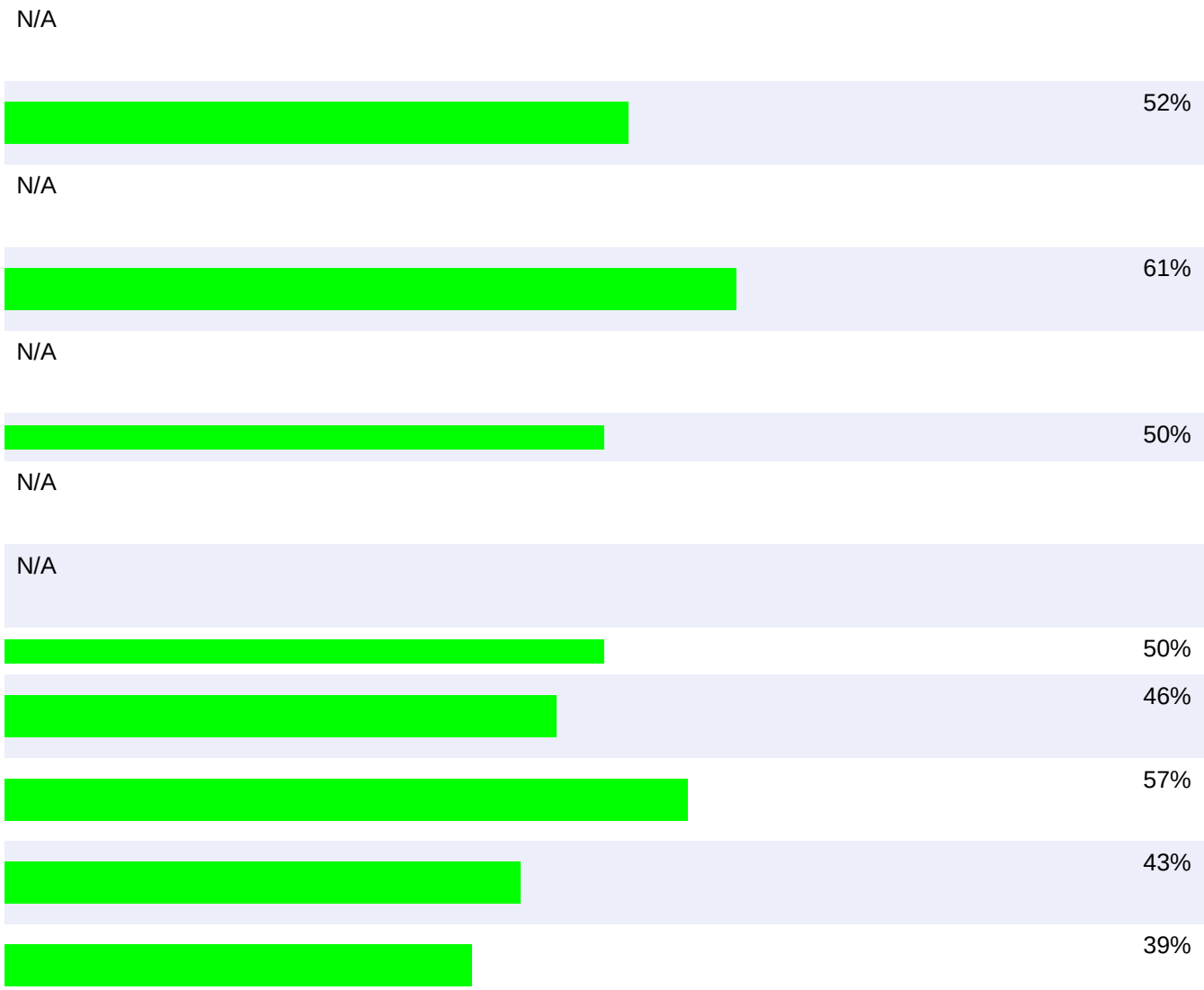

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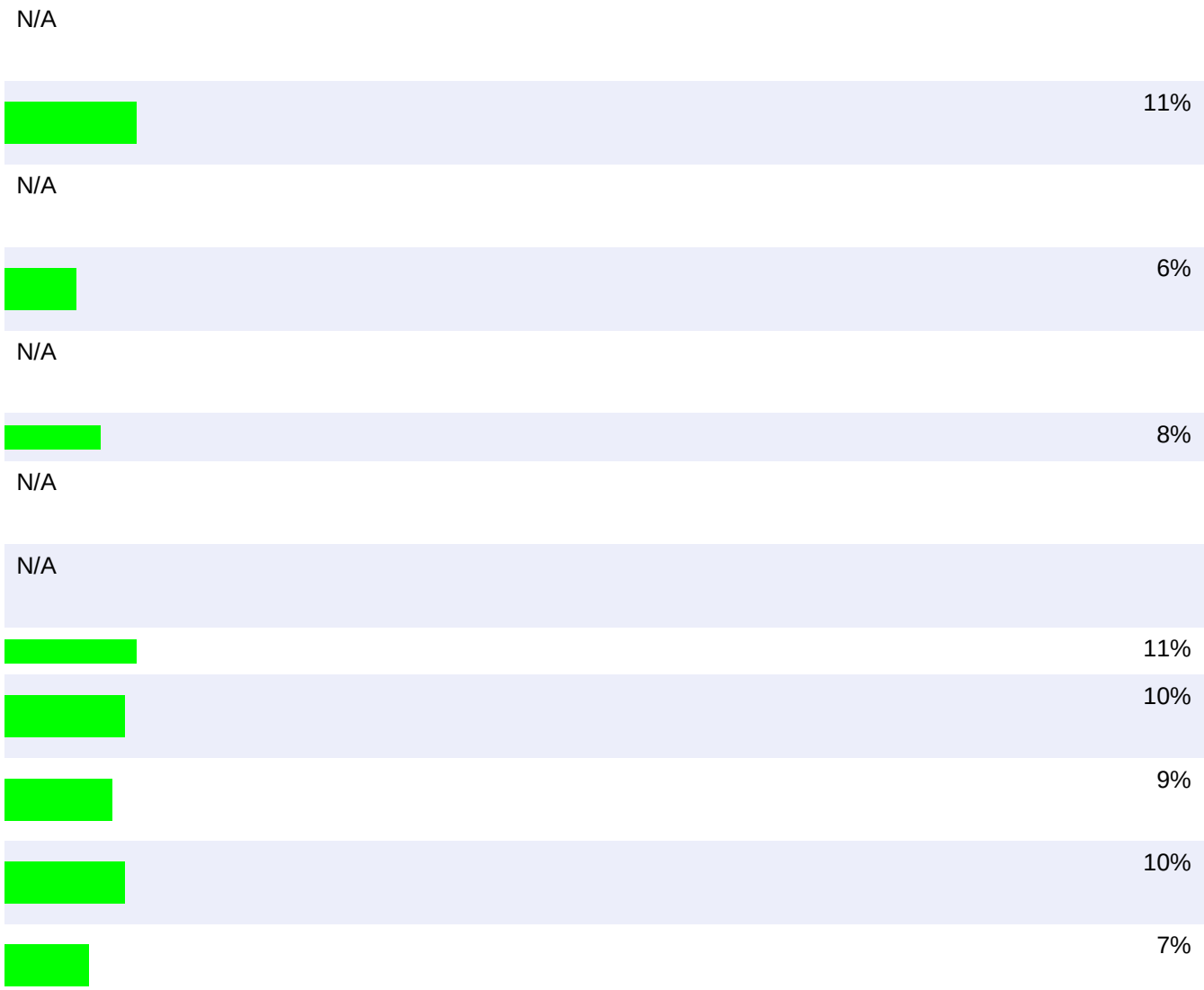

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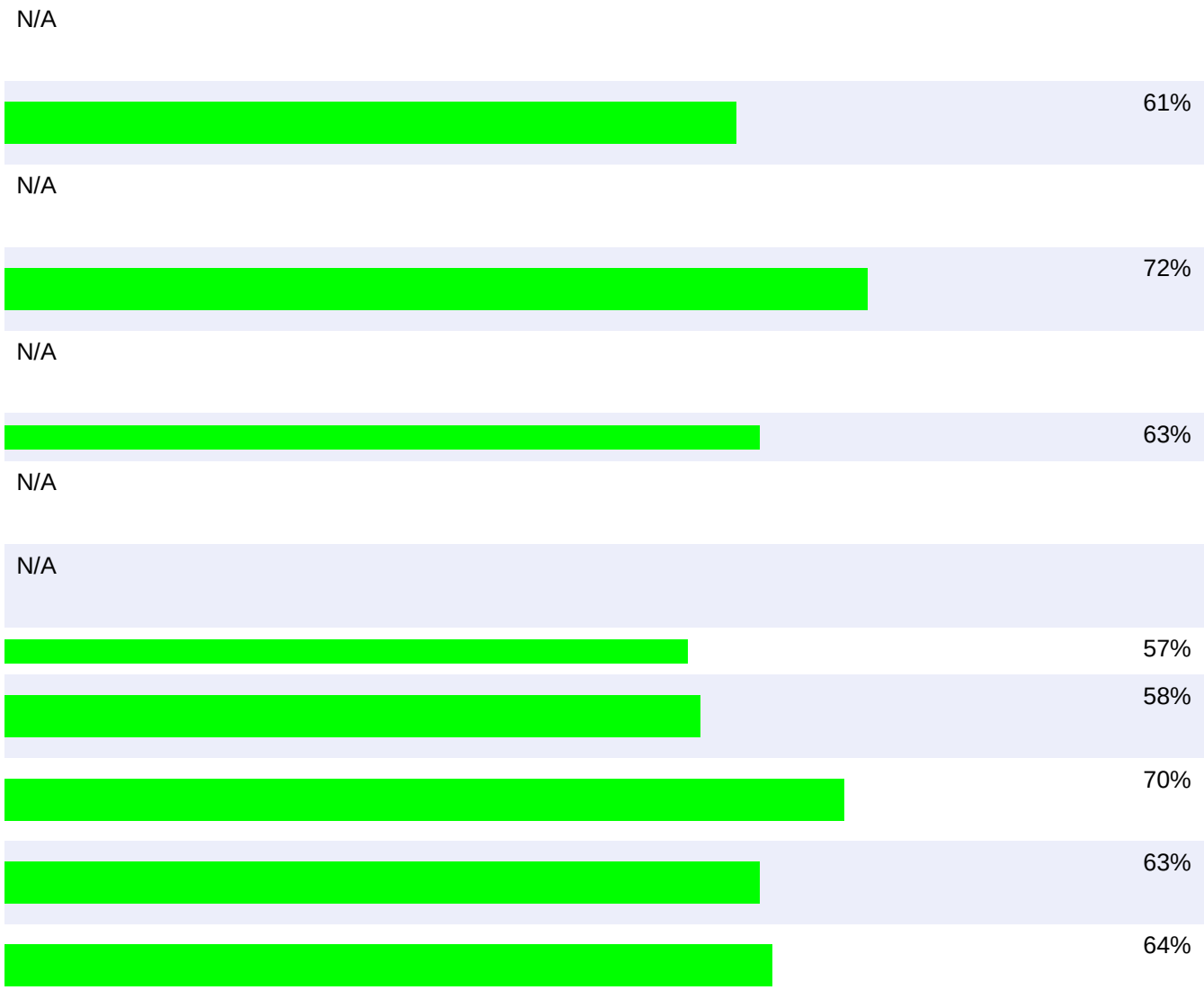

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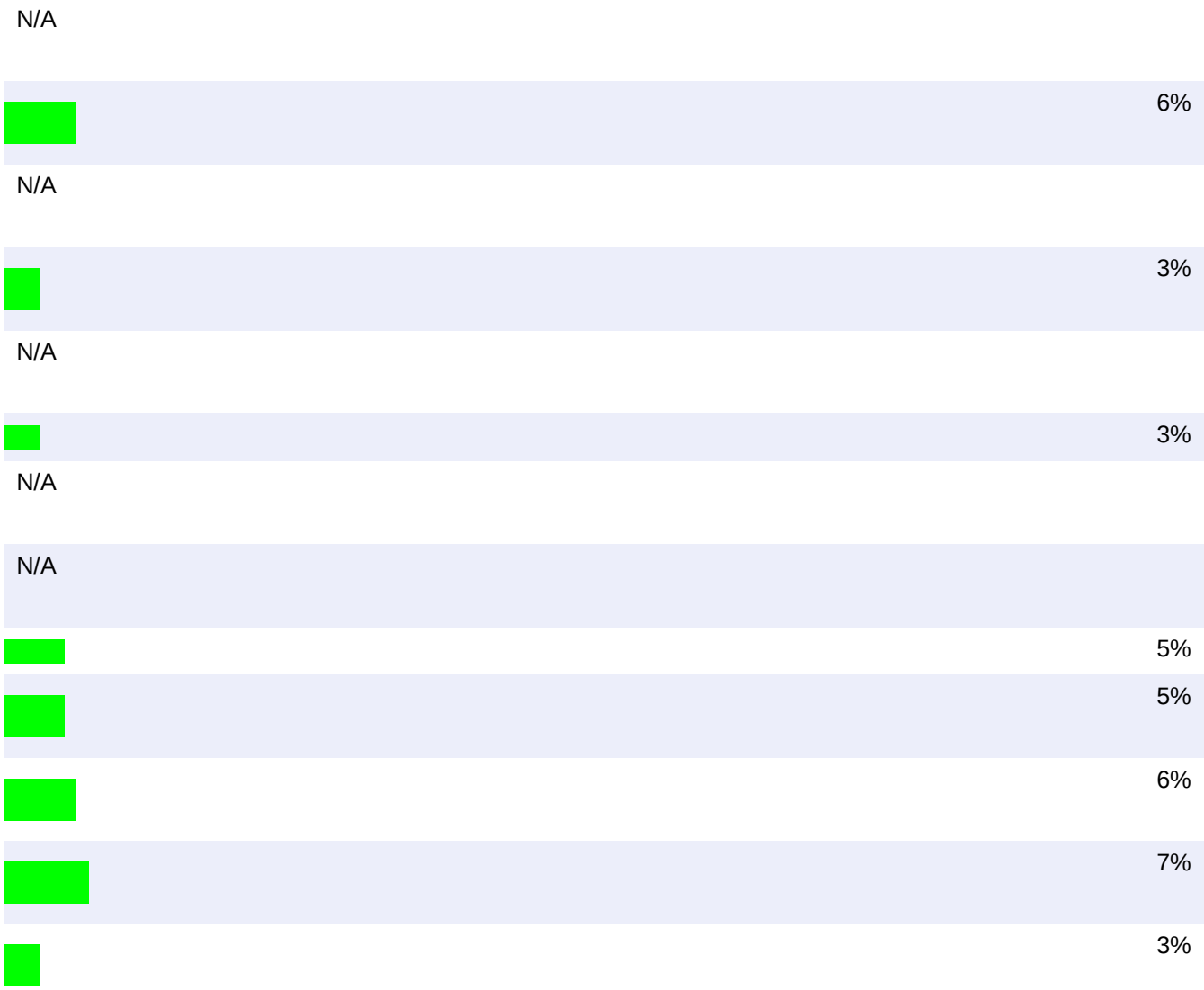

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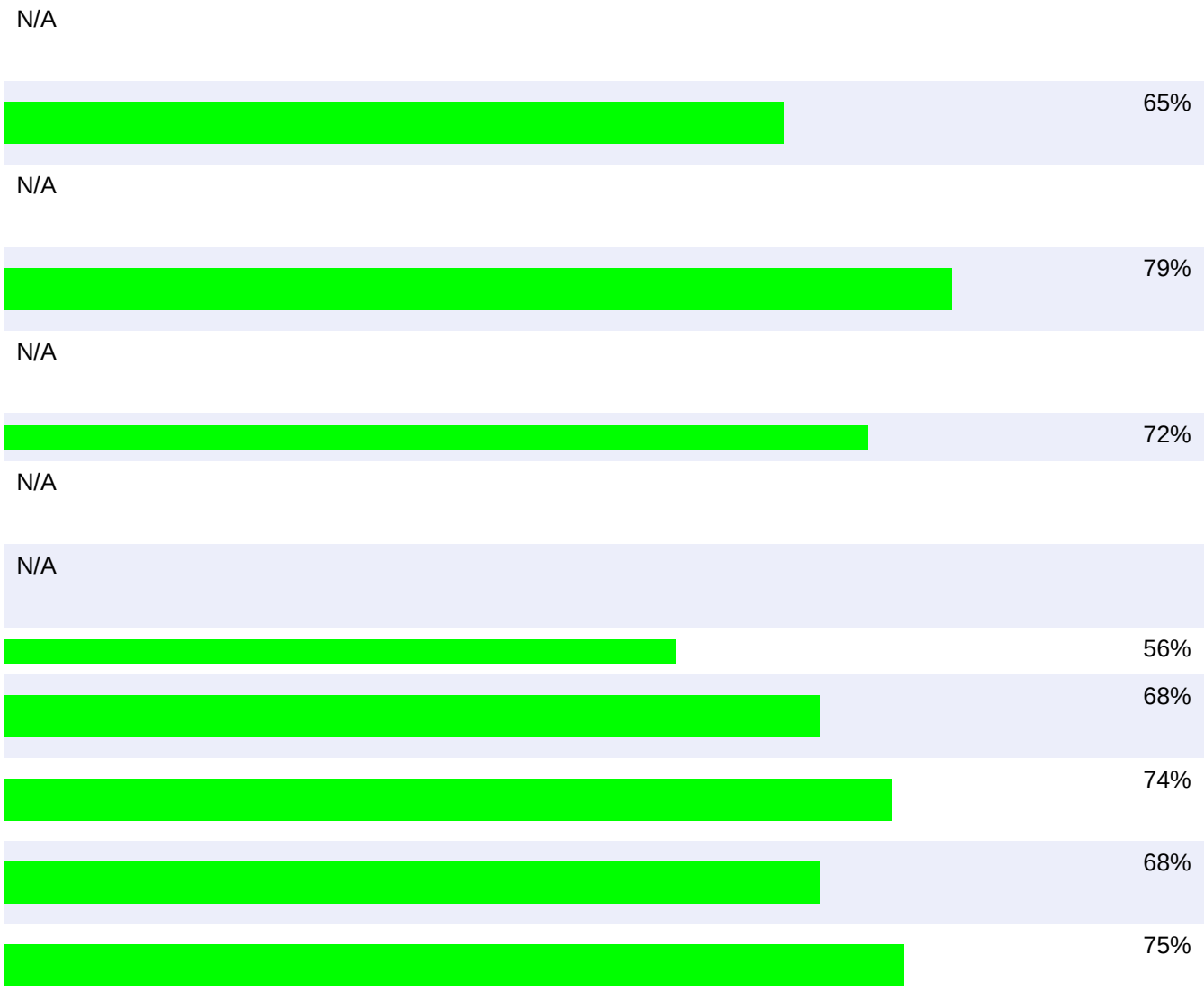

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A
300 or more
N/A
300 or more
N/A
Between 100 and 299
N/A
N/A
300 or more
Between 100 and 299
300 or more
300 or more
300 or more

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

		reporting period
N/A		Survey results are not available for this reporting period
	36%	
N/A		Survey results are not available for this reporting period
	37%	
N/A		Survey results are not available for this reporting period
	39%	
N/A		Survey results are not available for this reporting period
N/A		Survey results are not available for this reporting period
	30%	
	30%	
	35%	
	29%	
	41%	

HCAHPS VHA WC March 2010

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HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	MEDICAL CENTER	
380018	ROGUE VALLEY MEDICAL CENTER	2825 E BARNETT ROAD
380022	SAMARITAN ALBANY GENERAL HOSPITAL	1046 6TH AVENUE SW
380052	ST ALPHONSUS MEDICAL CENTER - ONTARIO, INC	351 SW 9TH STREET
381301	COTTAGE GROVE COMMUNITY HOSPITAL	1515 VILLAGE DRIVE
381309	LAKE DISTRICT HOSPITAL	700 SOUTH J STREET
381321	GRANDE RONDE HOSPITAL	900 SUNSET DRIVE
381302	SAMARITAN NORTH LINCOLN HOSPITAL	3043 NE 28TH STREET
381316	PEACE HARBOR HOSPITAL	400 9TH STREET
050492	CLOVIS COMMUNITY MEDICAL CENTER	2755 HERNDON AVE
050708	FRESNO SURGICAL HOSPITAL	6125 NORTH FRESNO ST
050732	FRESNO HEART AND SURGICAL HOSPITAL	15 EAST AUDUBON DRIVE
050710	KAISER FOUNDATION HOSPITAL - FRESNO	7300 NORTH FRESNO ST
050093	SAINT AGNES MEDICAL CENTER	1303 E HERNDON AVE
050060	COMMUNITY REGIONAL MEDICAL	2823 FRESNO STREET

HCAHPS VHA WC March 2010

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	MEDFORD	OR
	ALBANY	OR
	ONTARIO	OR
	COTTAGE GROVE	OR
	LAKEVIEW	OR
	LA GRANDE	OR
	LINCOLN CITY	OR
	FLORENCE	OR
	CLOVIS	CA
	FRESNO	CA
	FRESNO	CA
	FRESNO	CA
	FRESNO	CA
	FRESNO	CA

HCAHPS VHA WC March 2010

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97504	JACKSON	5417897000
97321	LINN	5418124000
97914	MALHEUR	5418817000
97424	LANE	5419420511
97630	LAKE	5419472114
97850	UNION	5419638421
97367	LINCOLN	5419943661
97439	LANE	5419978412
93611	FRESNO	5593244000
93710	FRESNO	5594318000
93720	FRESNO	5594338000
93720	FRESNO	5594484500
93710	FRESNO	5594503000
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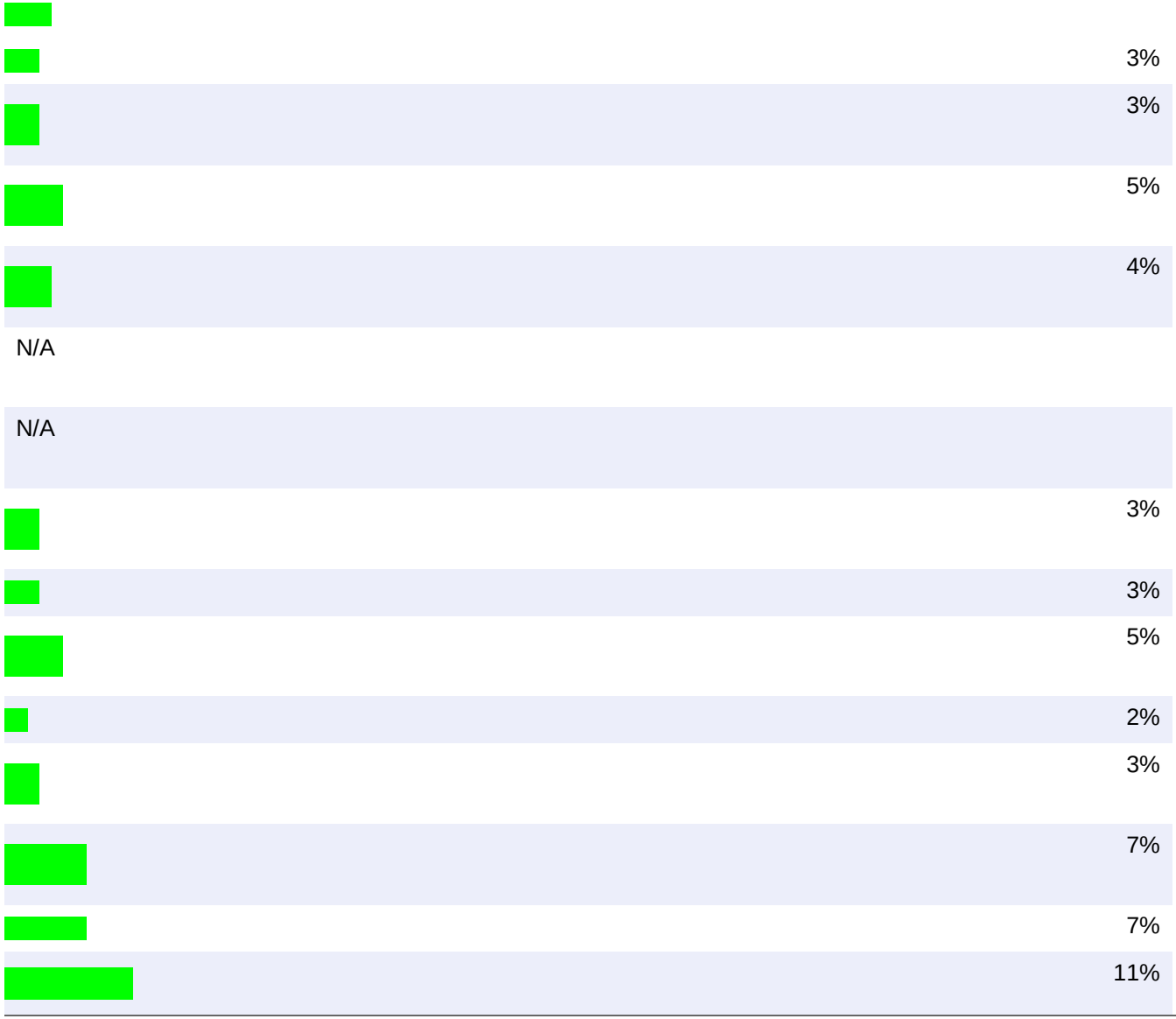

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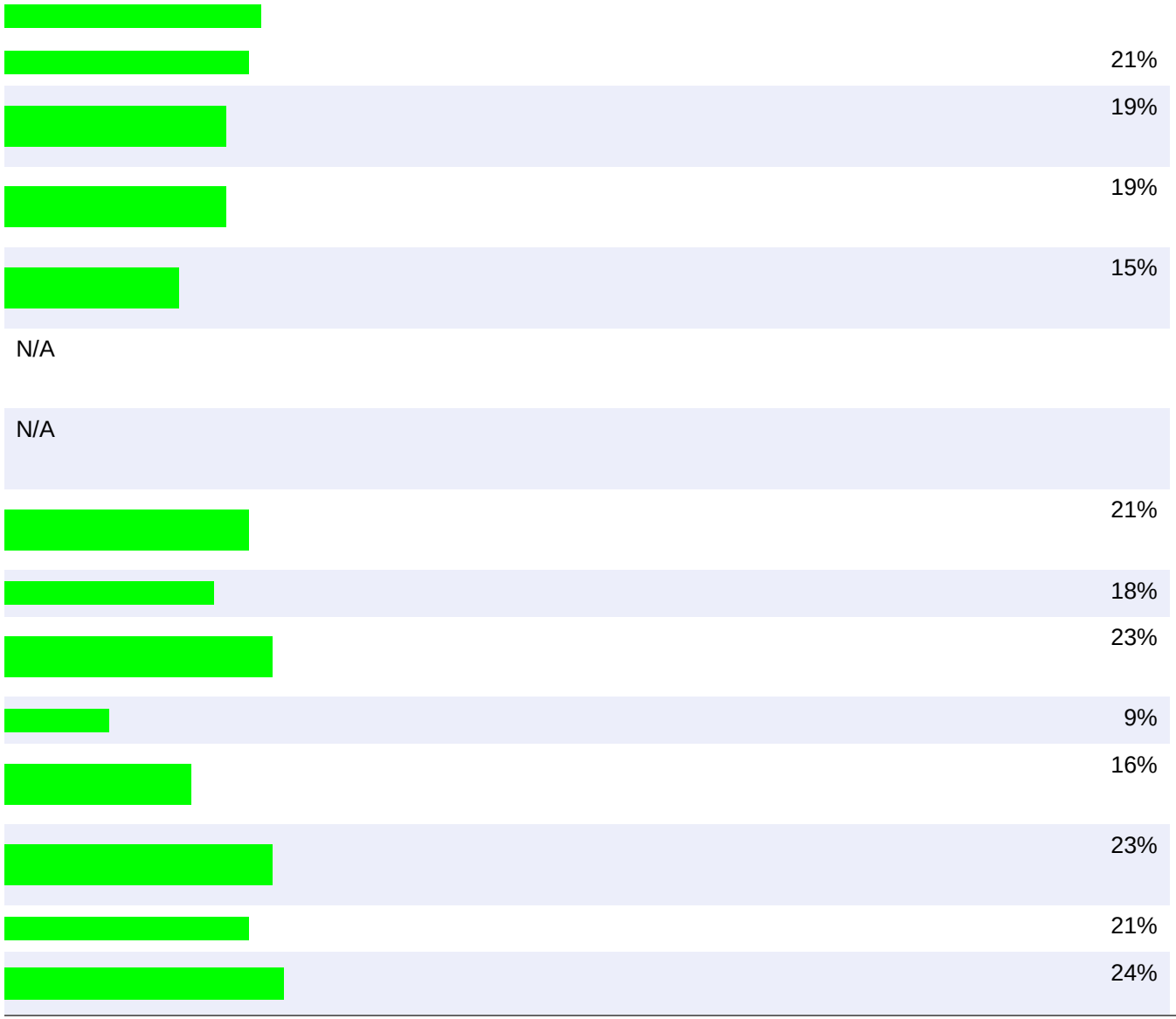

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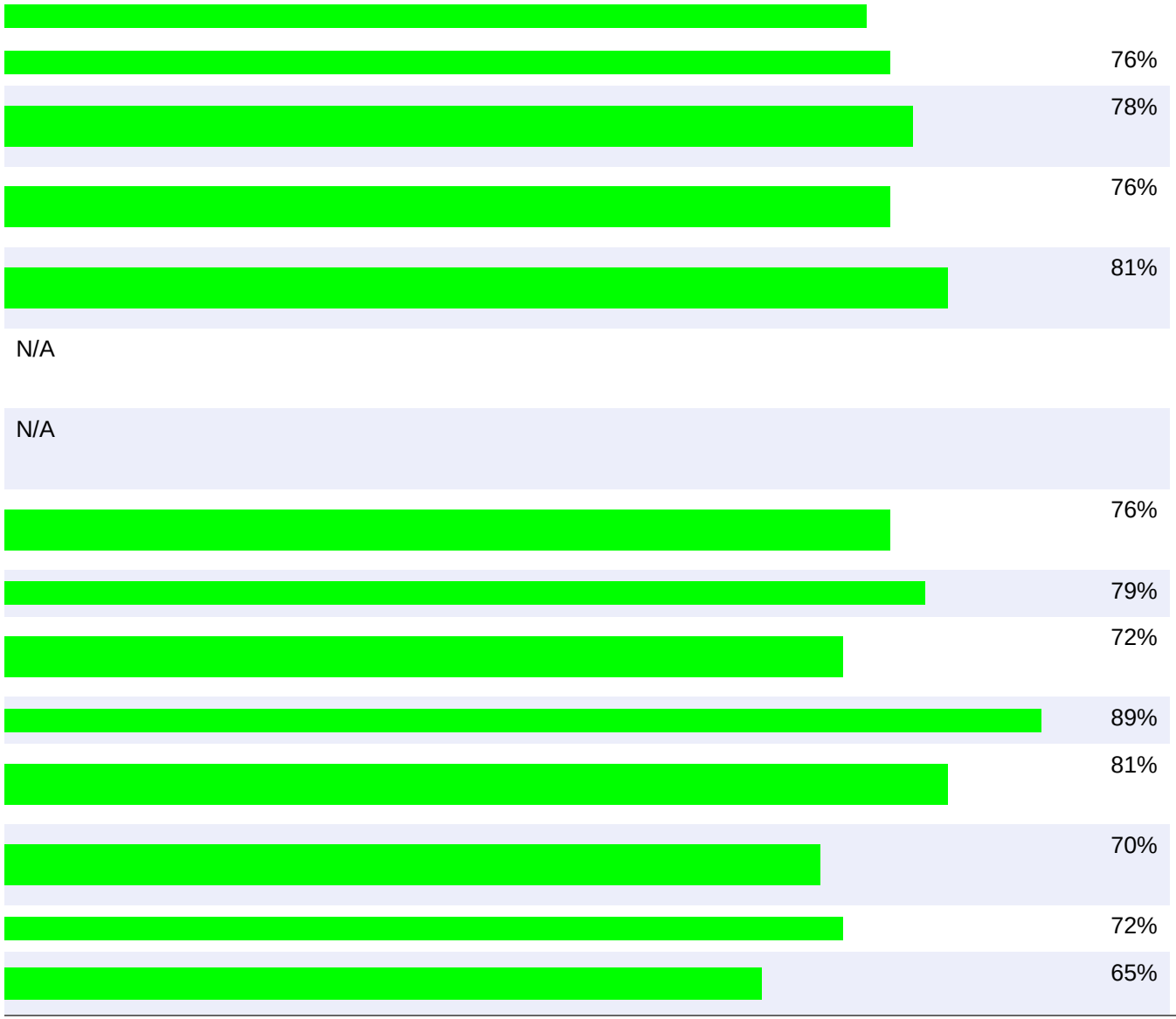

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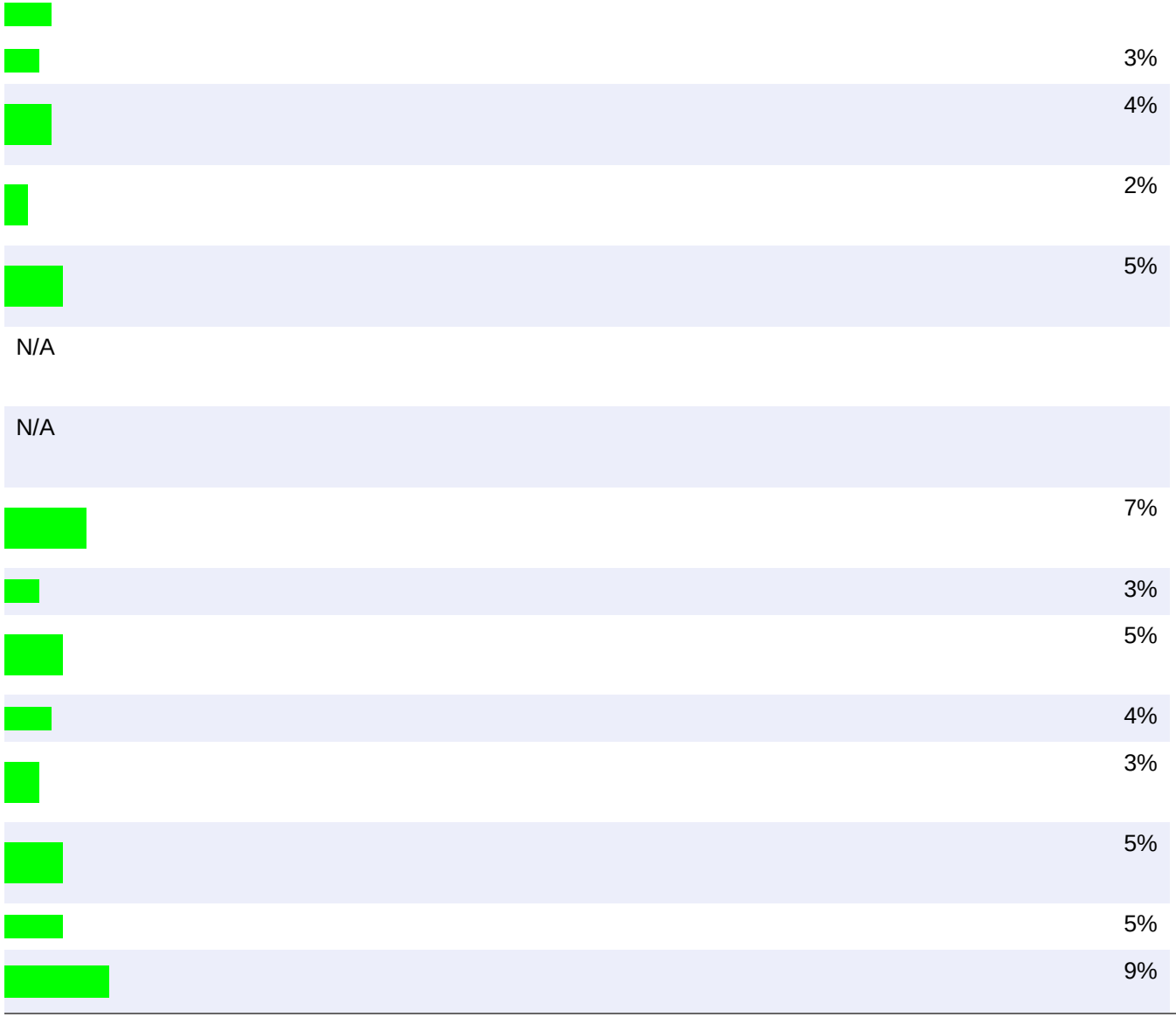

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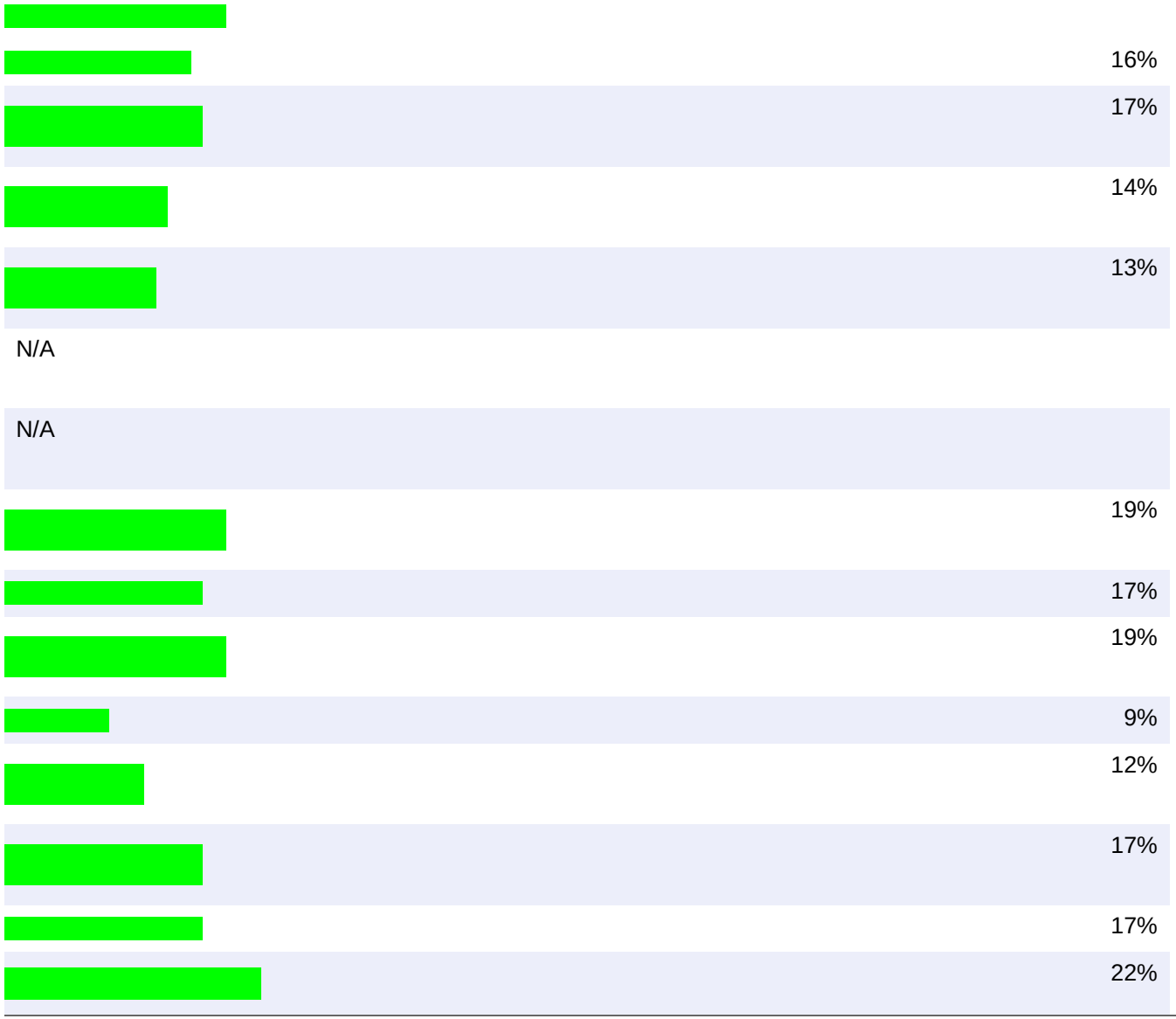

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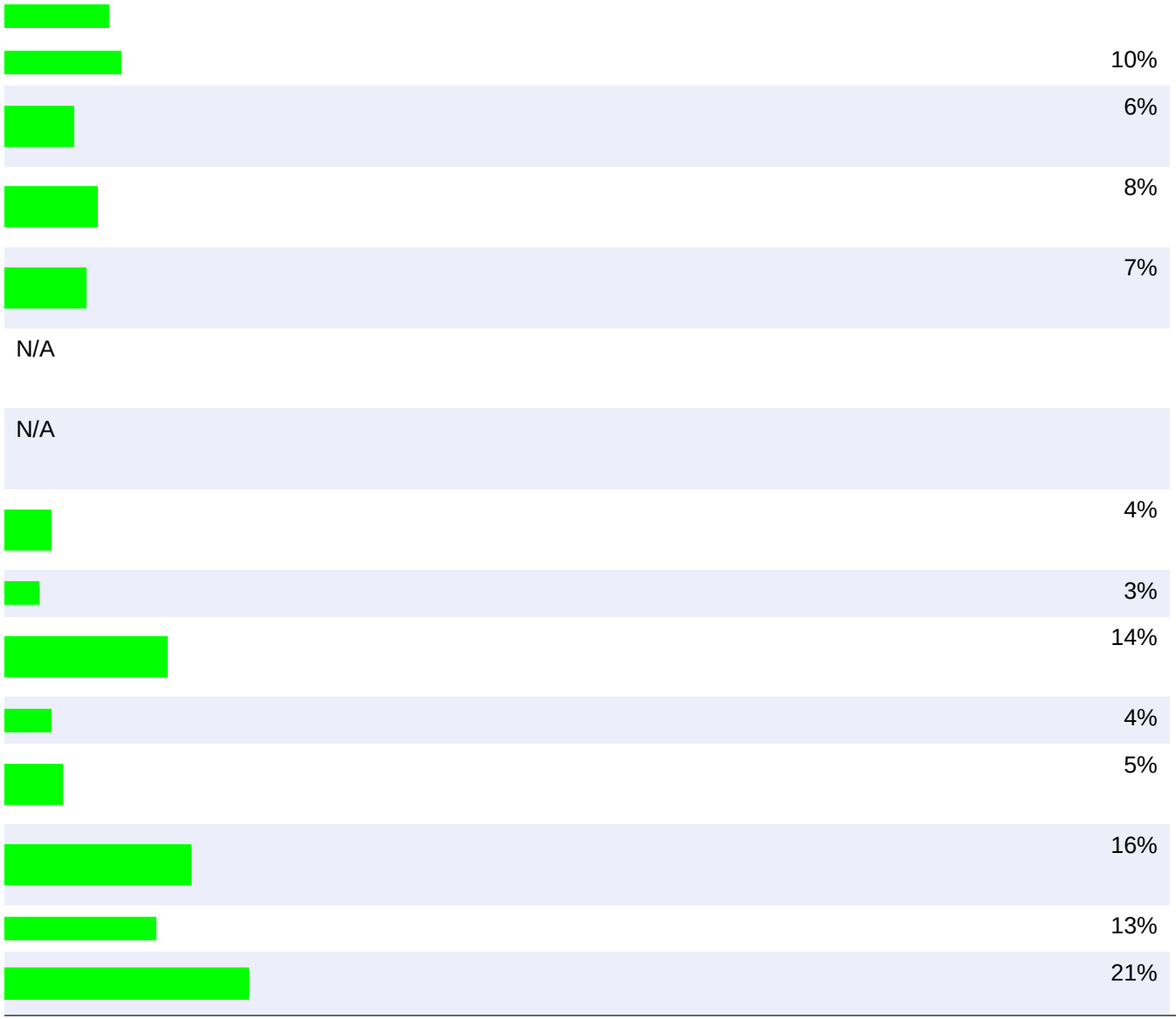

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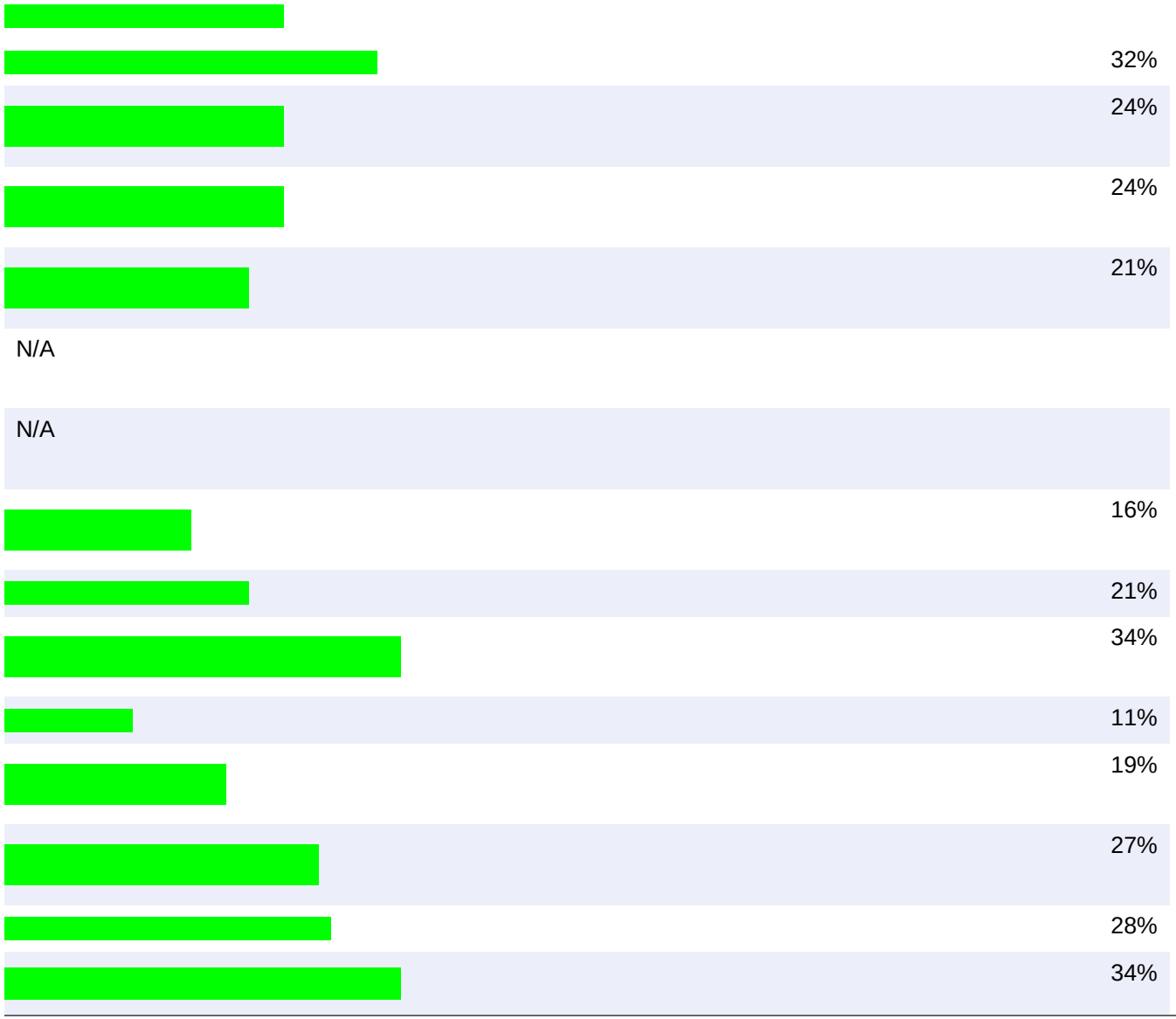

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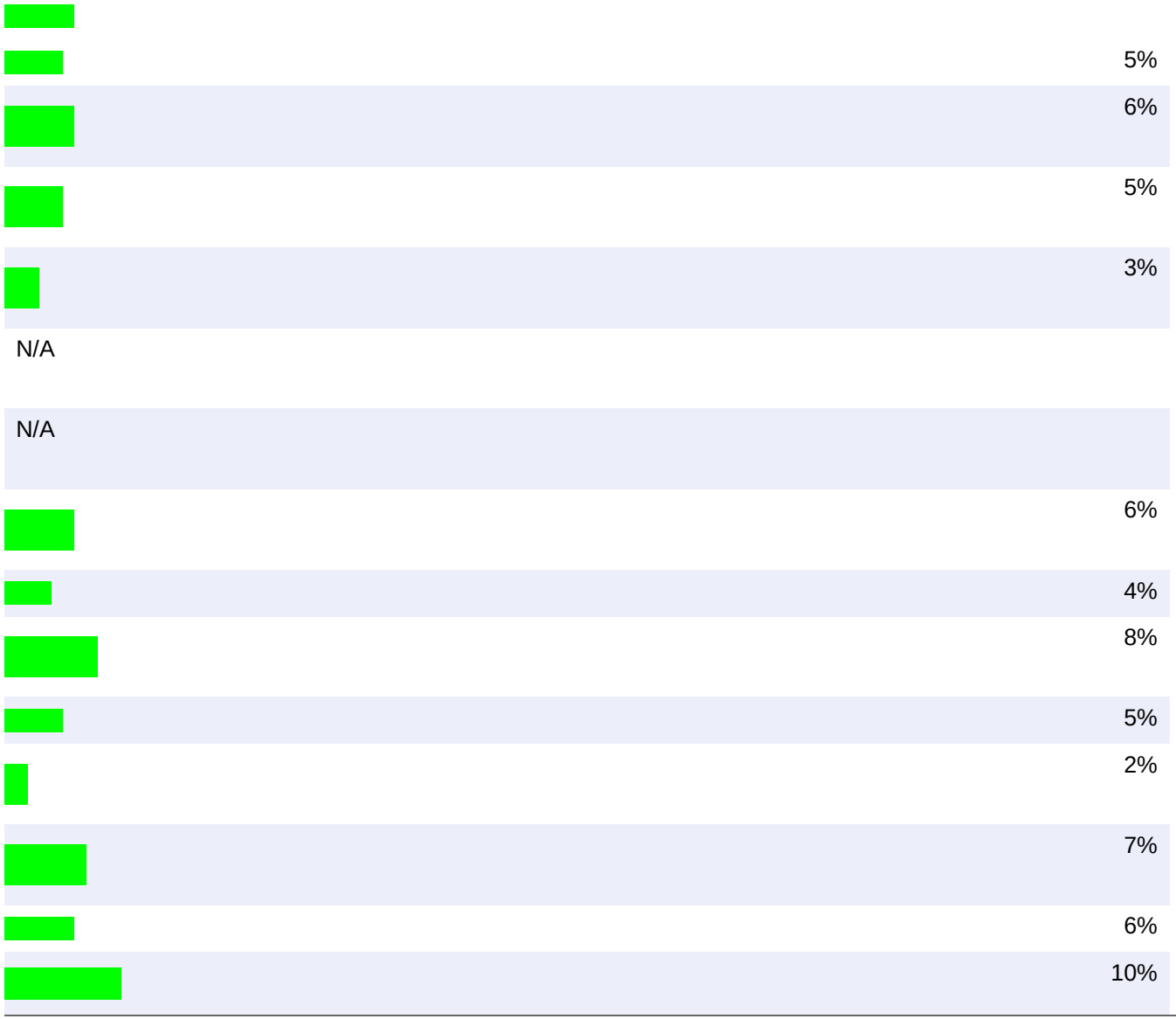

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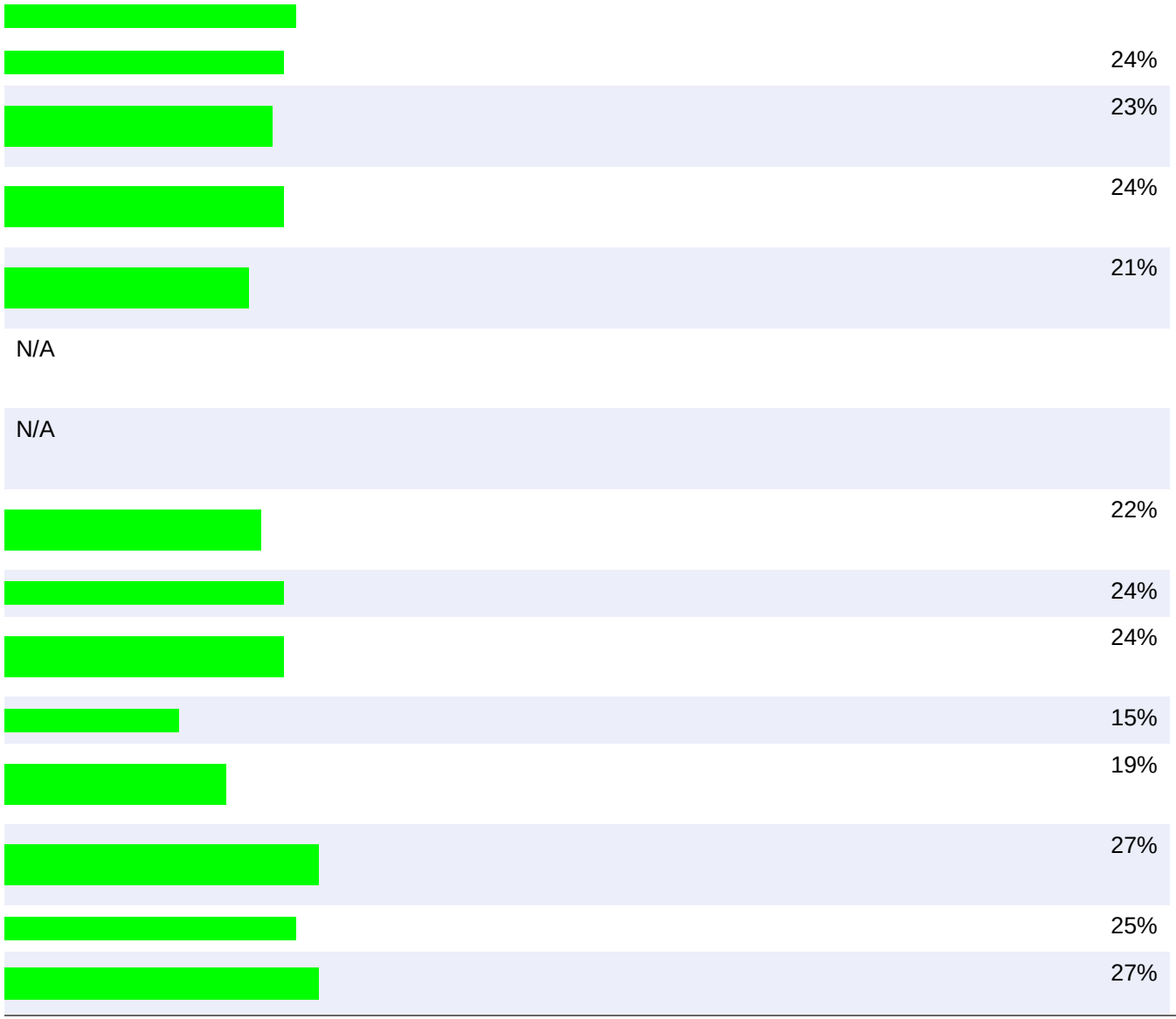

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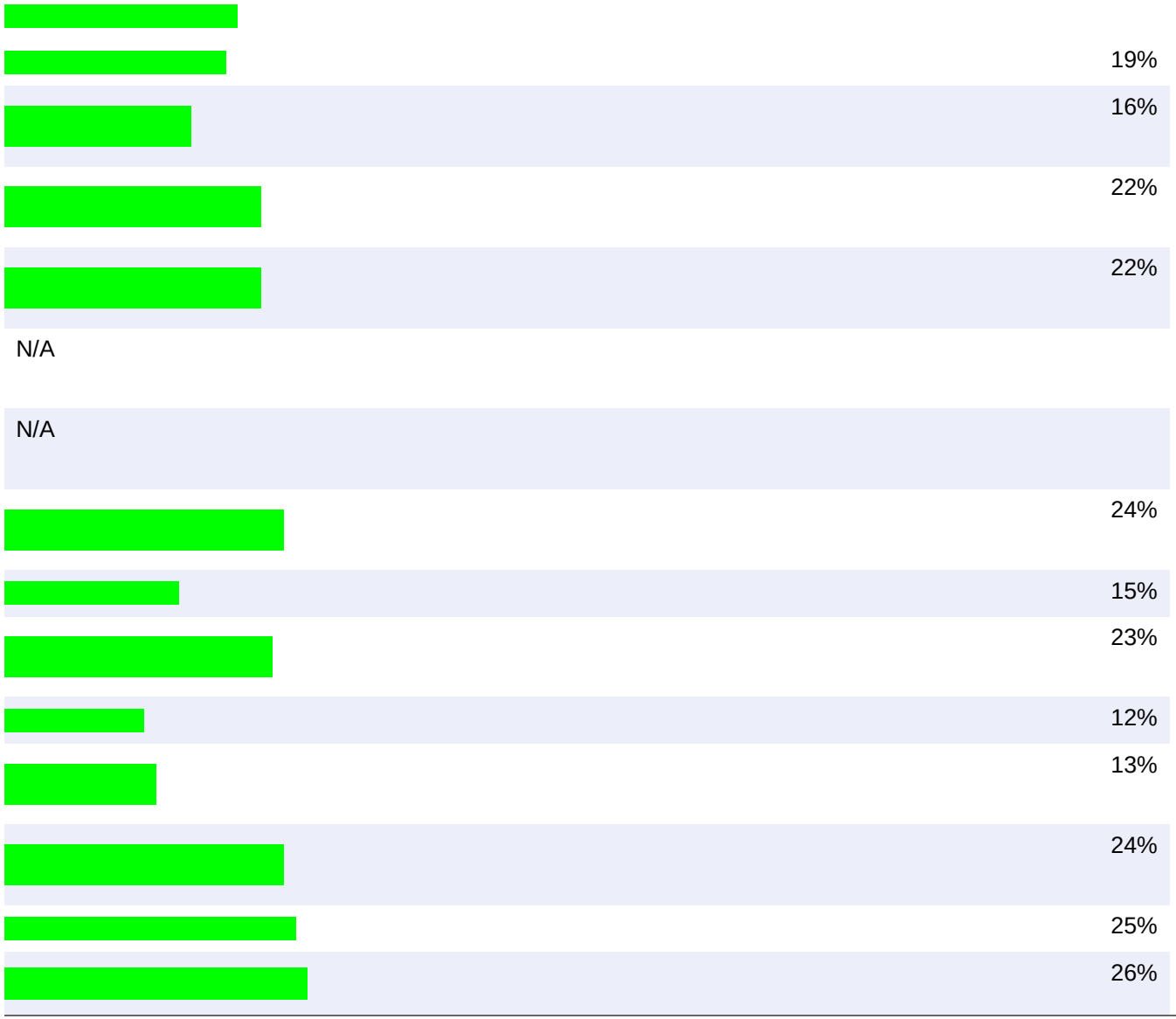

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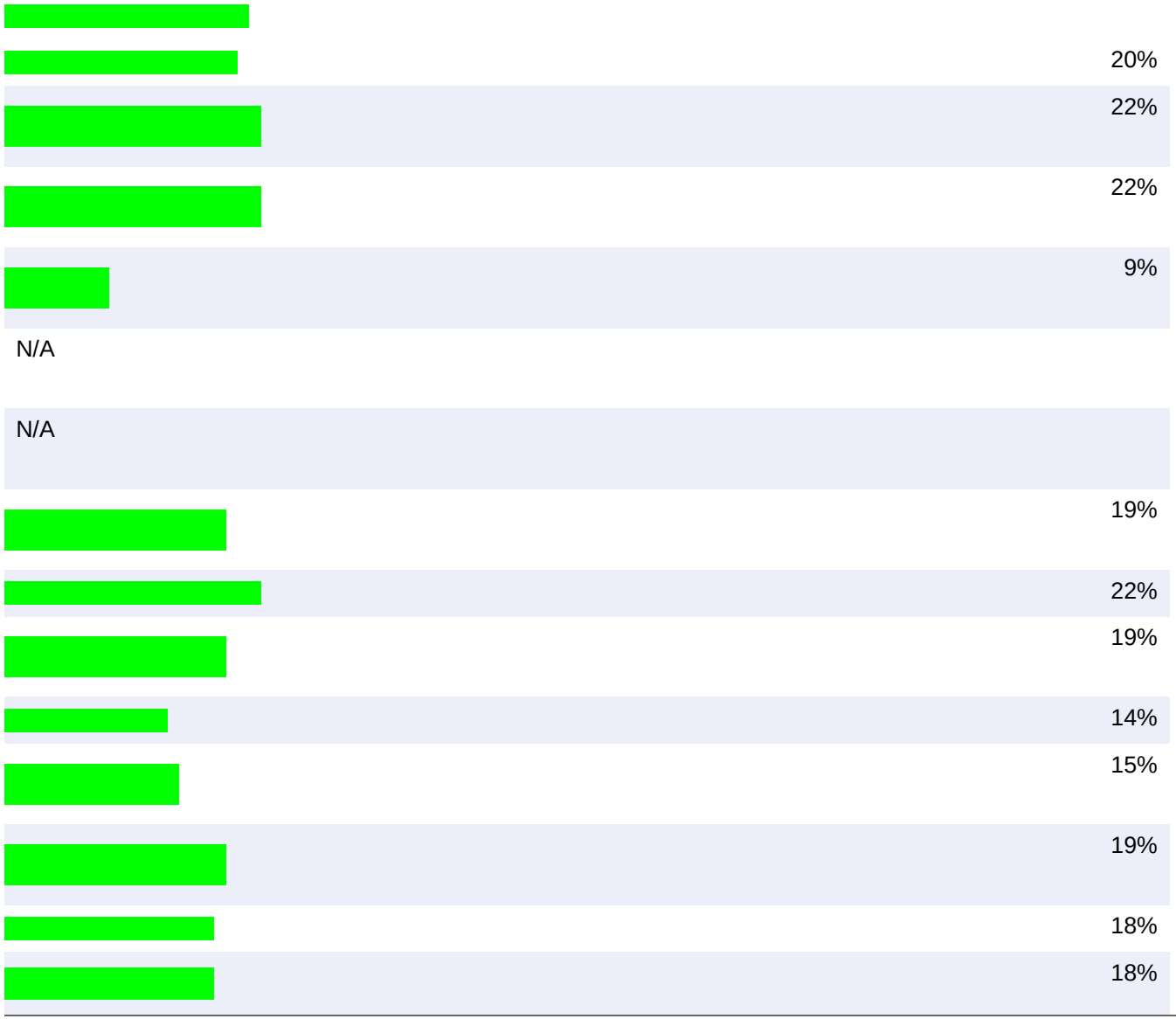

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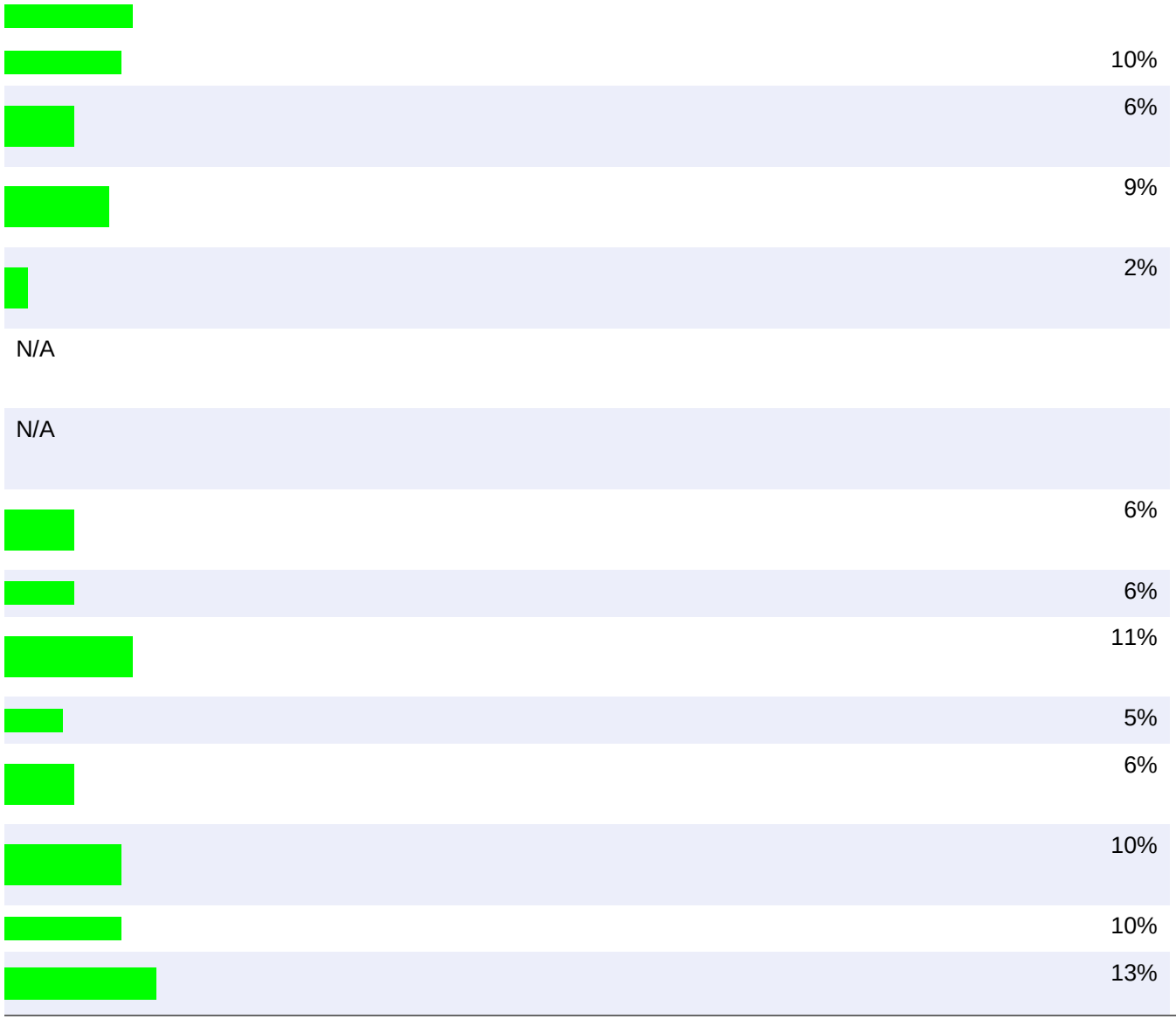

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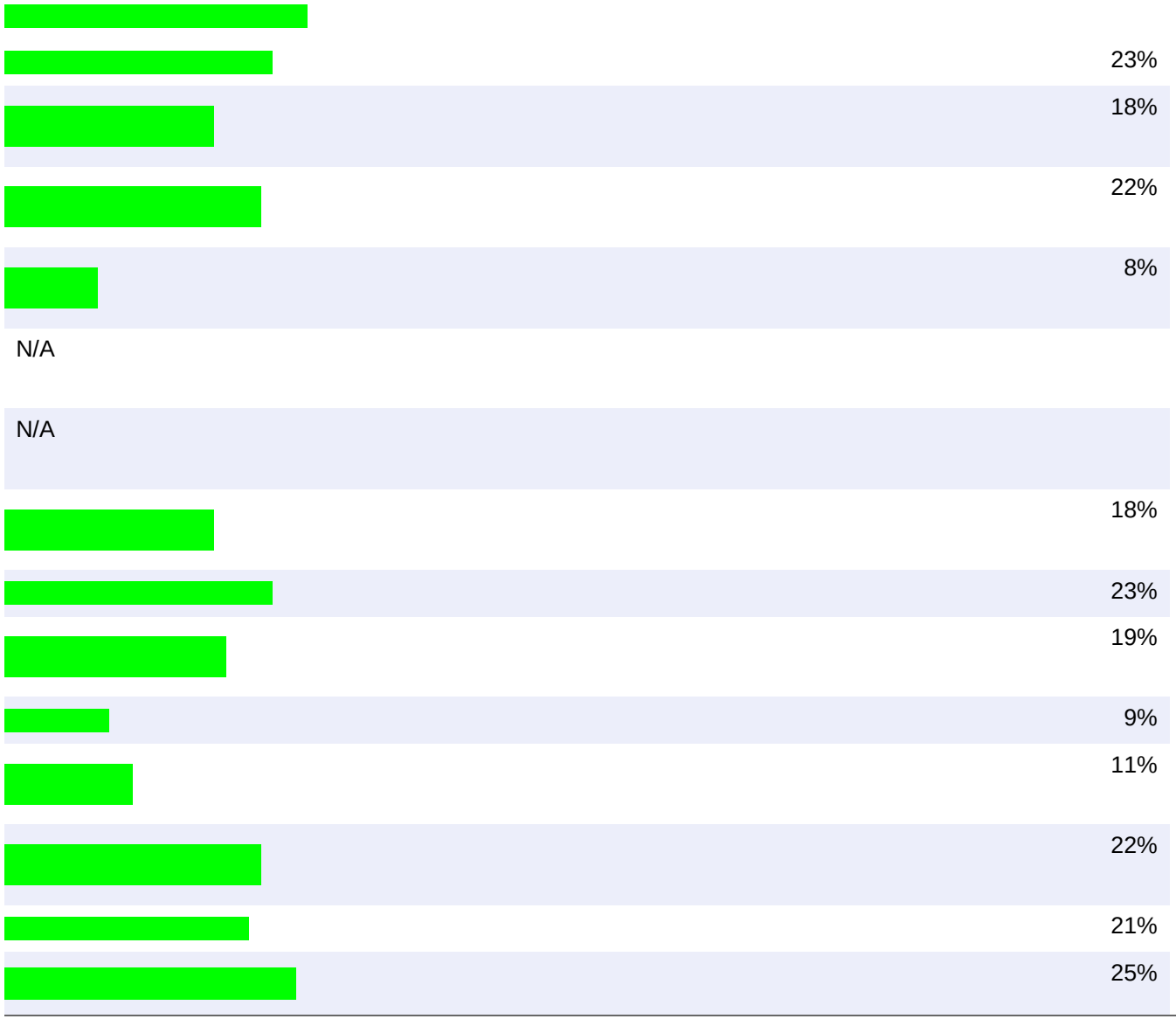

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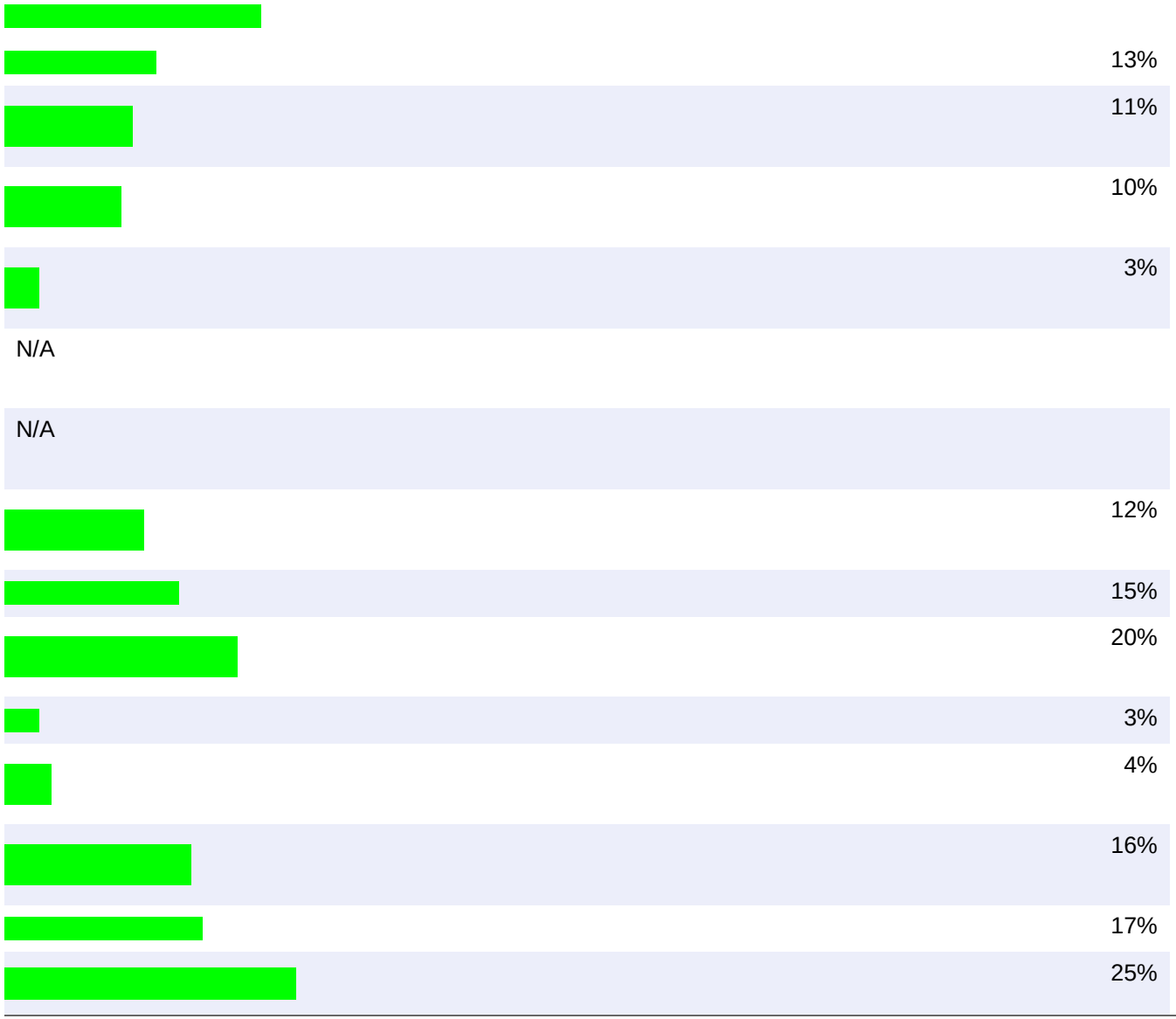

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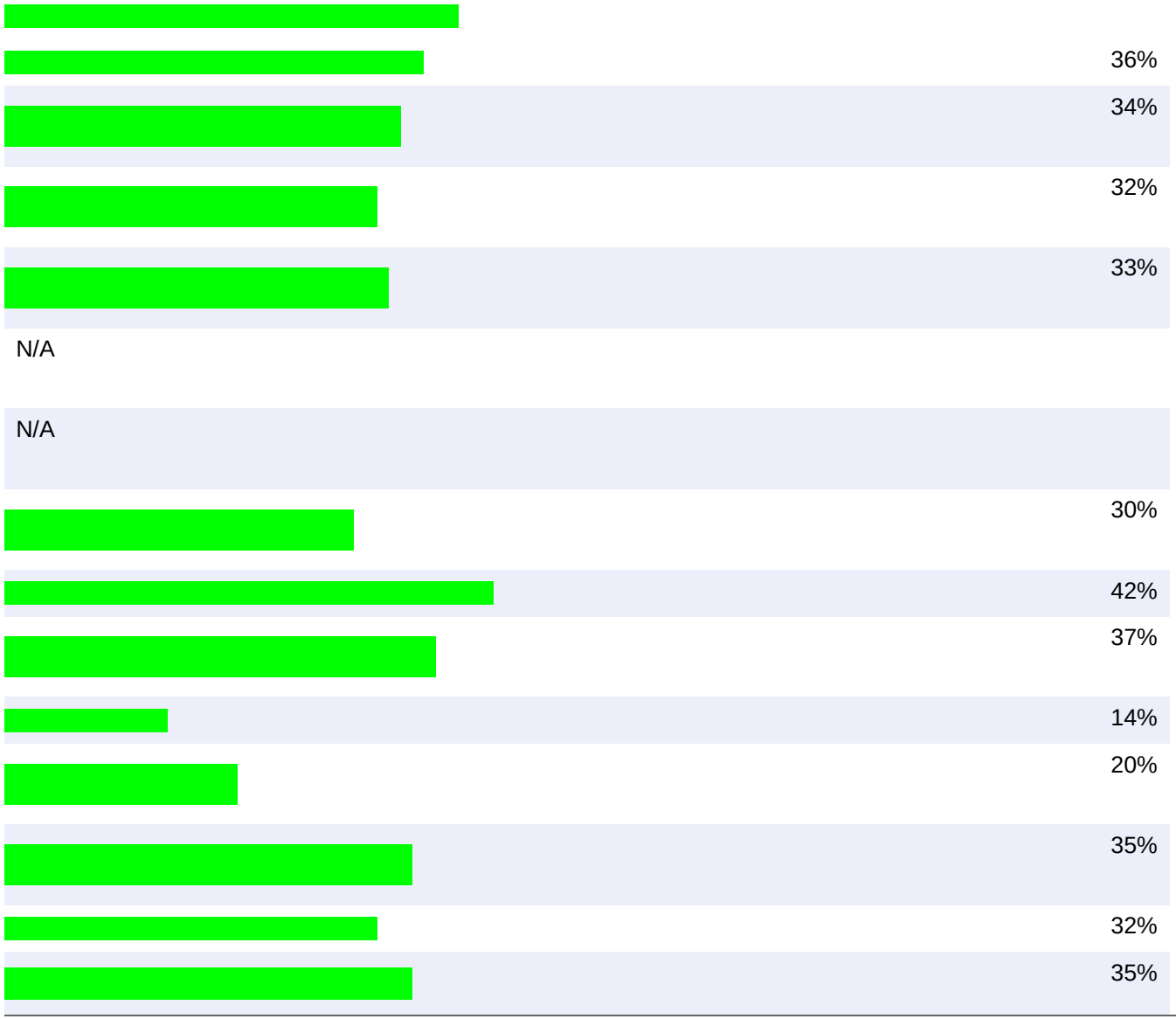

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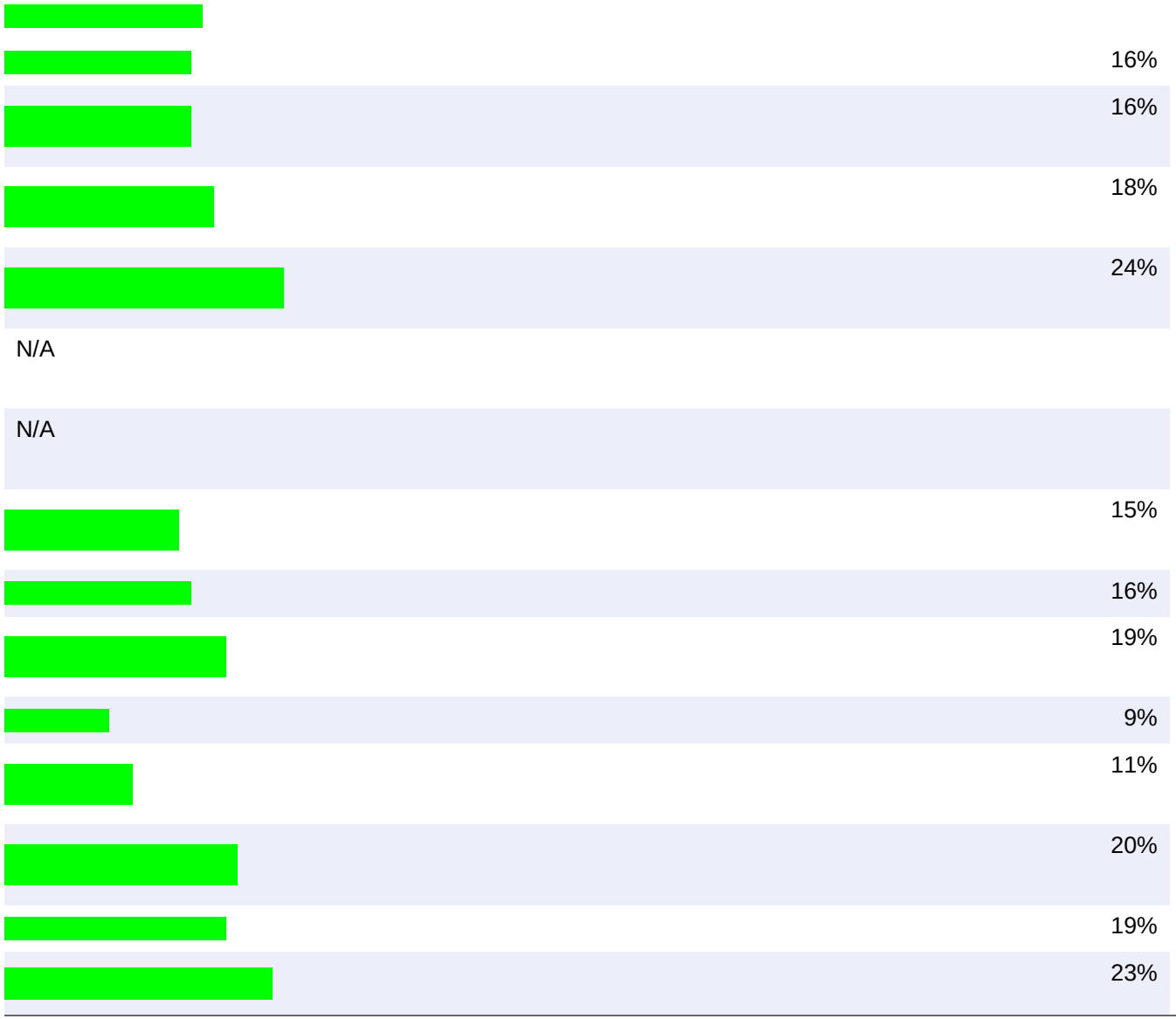

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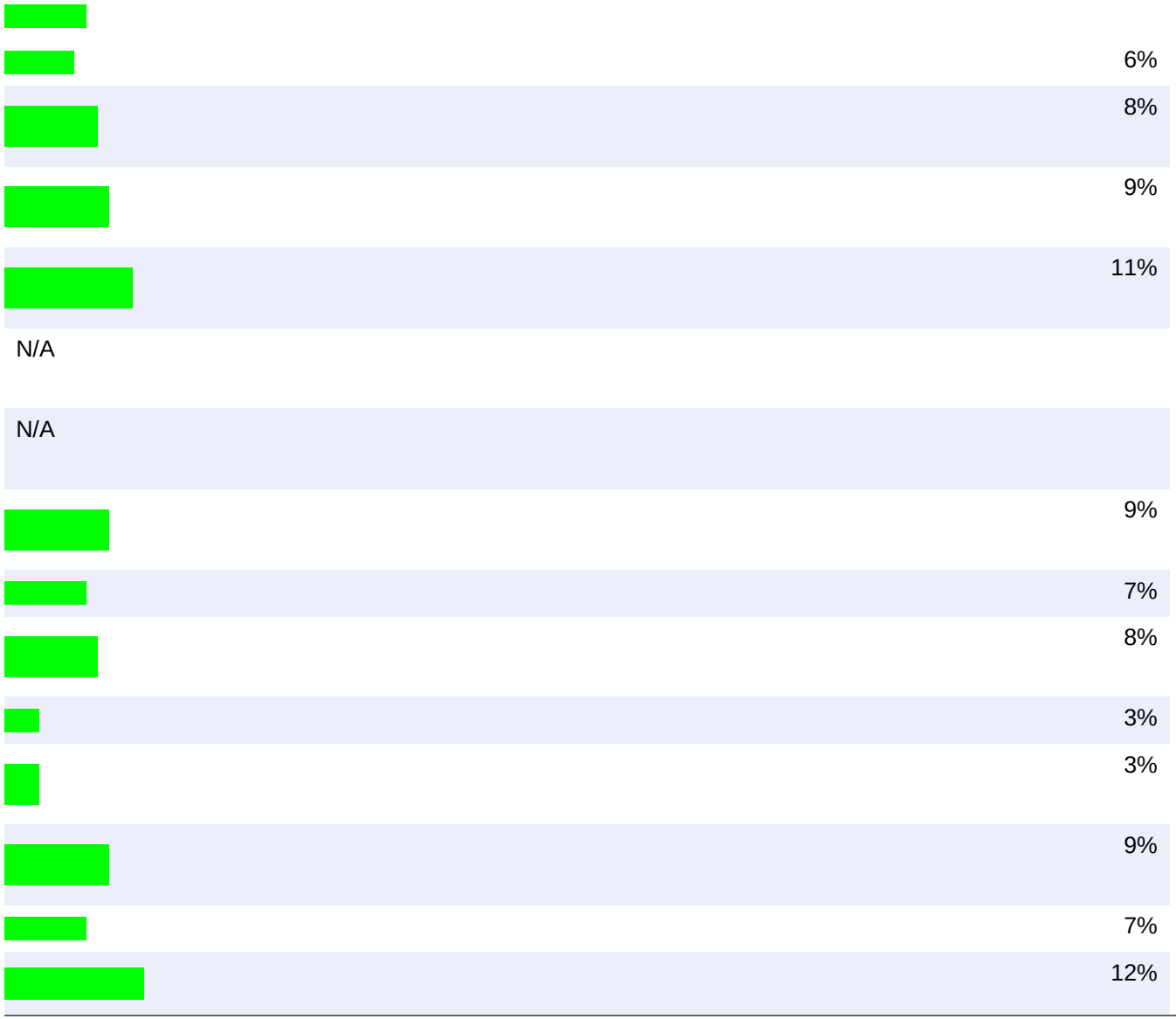

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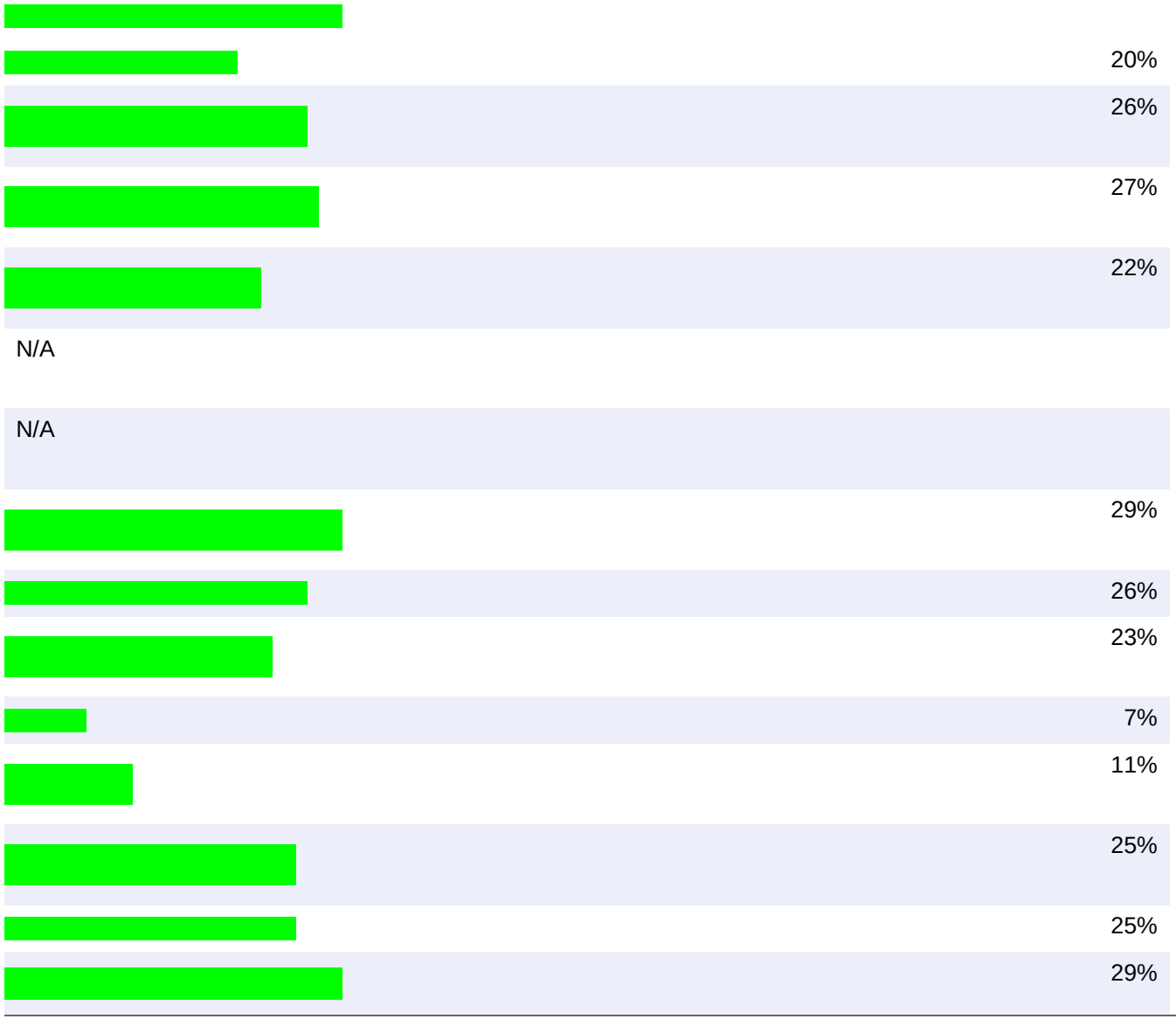

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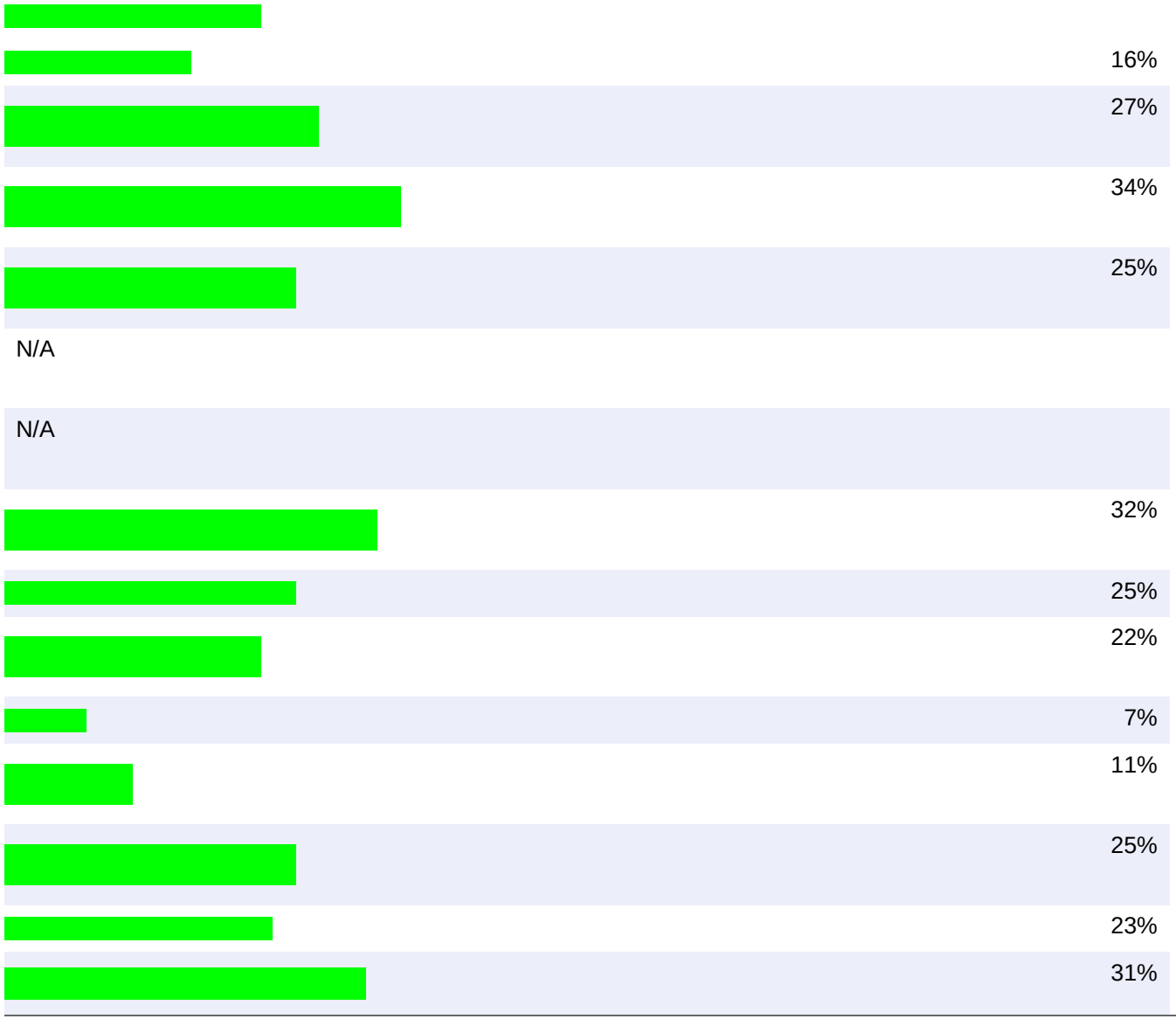

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300 or more
300 or more
300 or more
Between 100 and 299
N/A
N/A
Between 100 and 299
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
Between 100 and 299

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	40%	
	36%	
	32%	
	37%	
N/A		Survey results are not available for this reporting period
N/A		Survey results are not available for this reporting period
	35%	
	44%	
	29%	
	68%	
	39%	
	37%	
	36%	
	23%	

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	CENTER	
050121	HANFORD COMMUNITY MEDICAL CENTER	450 GREENFIELD AVE
050196	CENTRAL VALLEY GENERAL HOSPITAL	1025 N DOUTY ST
050057	KAWEAH DELTA MEDICAL CENTER	400 W MINERAL KING AVE
050192	SIERRA KINGS DISTRICT HOSPITAL	372 W CYPRESS AVE
050568	MADERA COMMUNITY HOSPITAL	1250 E ALMOND AVE
050359	TULARE REGIONAL MEDICAL CENTER	869 CHERRY AVENUE
050261	SIERRA VIEW DISTRICT HOSPITAL	465 W PUTNAM AVE
050682	KINGSBURG MEDICAL CENTER	1200 SMITH ST
050397	COALINGA REGIONAL MEDICAL CENTER	1191 PHELPS AVENUE
050349	CORCORAN DISTRICT HOSPITAL	1310 HANNA AVE
050717	LAC/RANCHO LOS AMIGOS NATIONAL REHABILITATION CTR	7601 EAST IMPERIAL HIGHWAY

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	HANFORD	CA
	HANFORD	CA
	VISALIA	CA
	REEDLEY	CA
	MADERA	CA
	TULARE	CA
	PORTERVILLE	CA
	KINGSBURG	CA
	COALINGA	CA
	CORCORAN	CA
	DOWNEY	CA

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

93230	KINGS	5595829000
93230	KINGS	5595832100
93291	TULARE	5596242000
93654	FRESNO	5596388155
93637	MADERA	5596755555
93274	TULARE	5596880821
93257	TULARE	5597841110
93631	FRESNO	5598975841
93210	FRESNO	5599356400
93212	KINGS	5599925051
90242	ORANGE	5624017022

HCAHPS VHA WC March 2010

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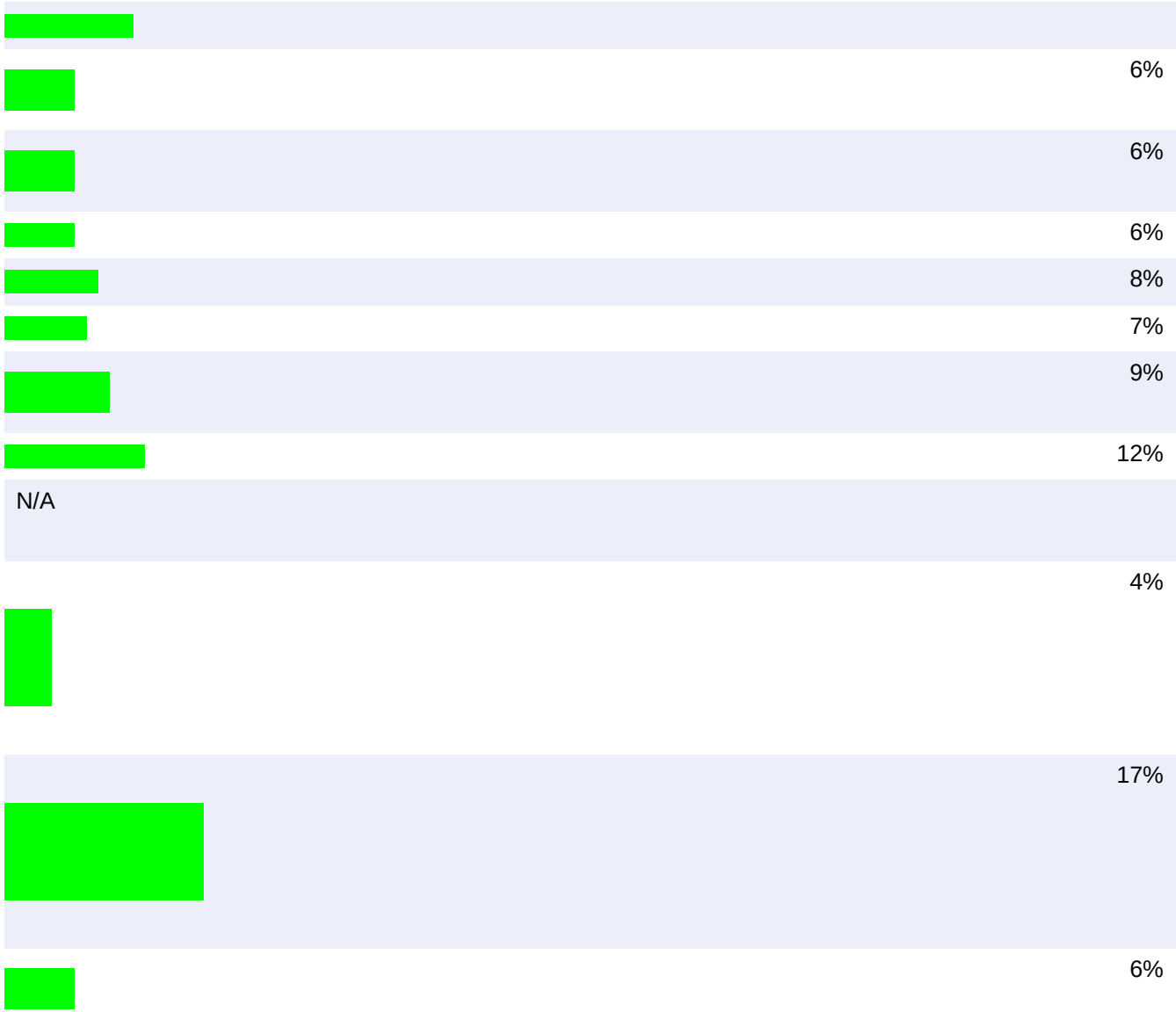

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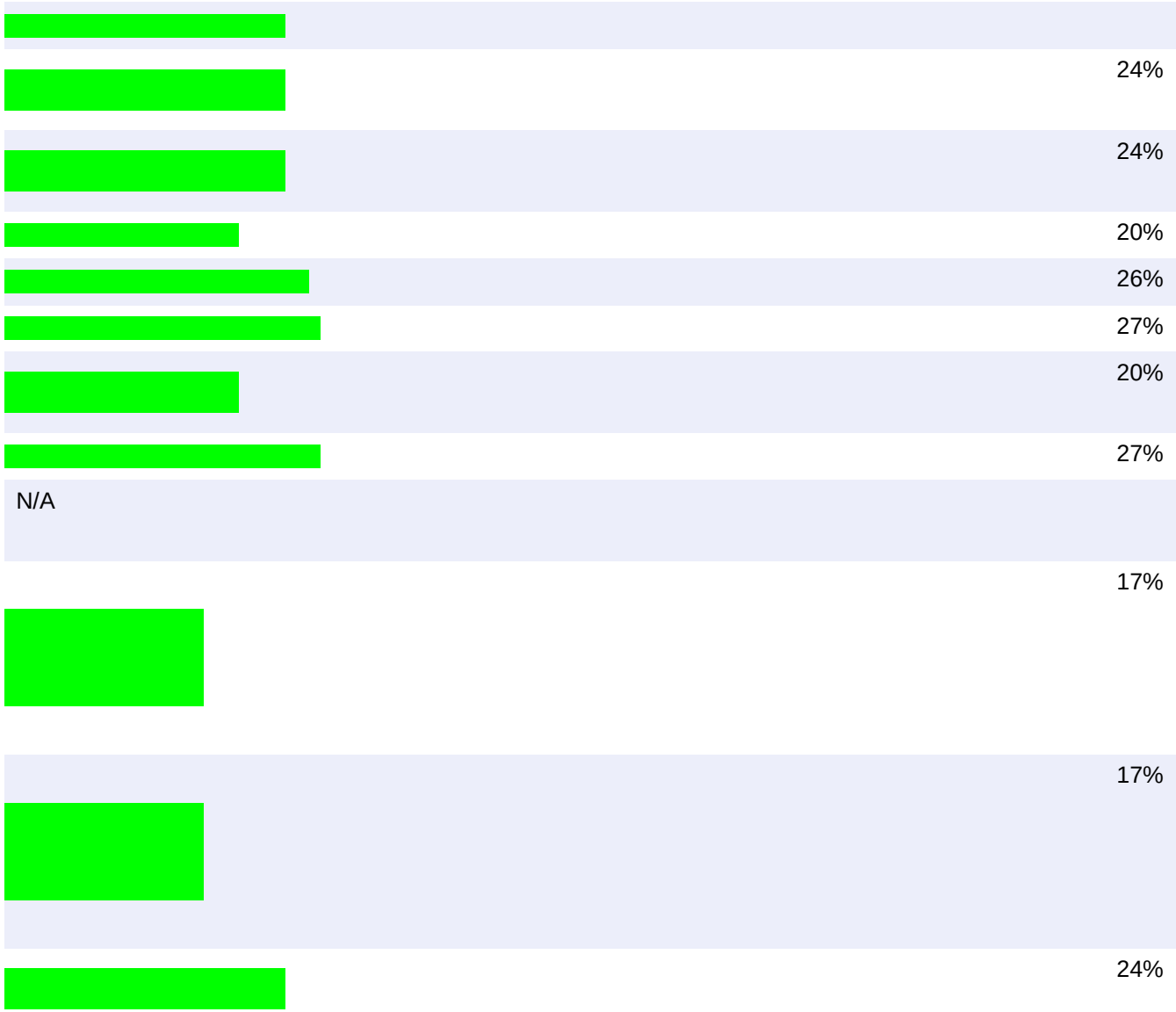

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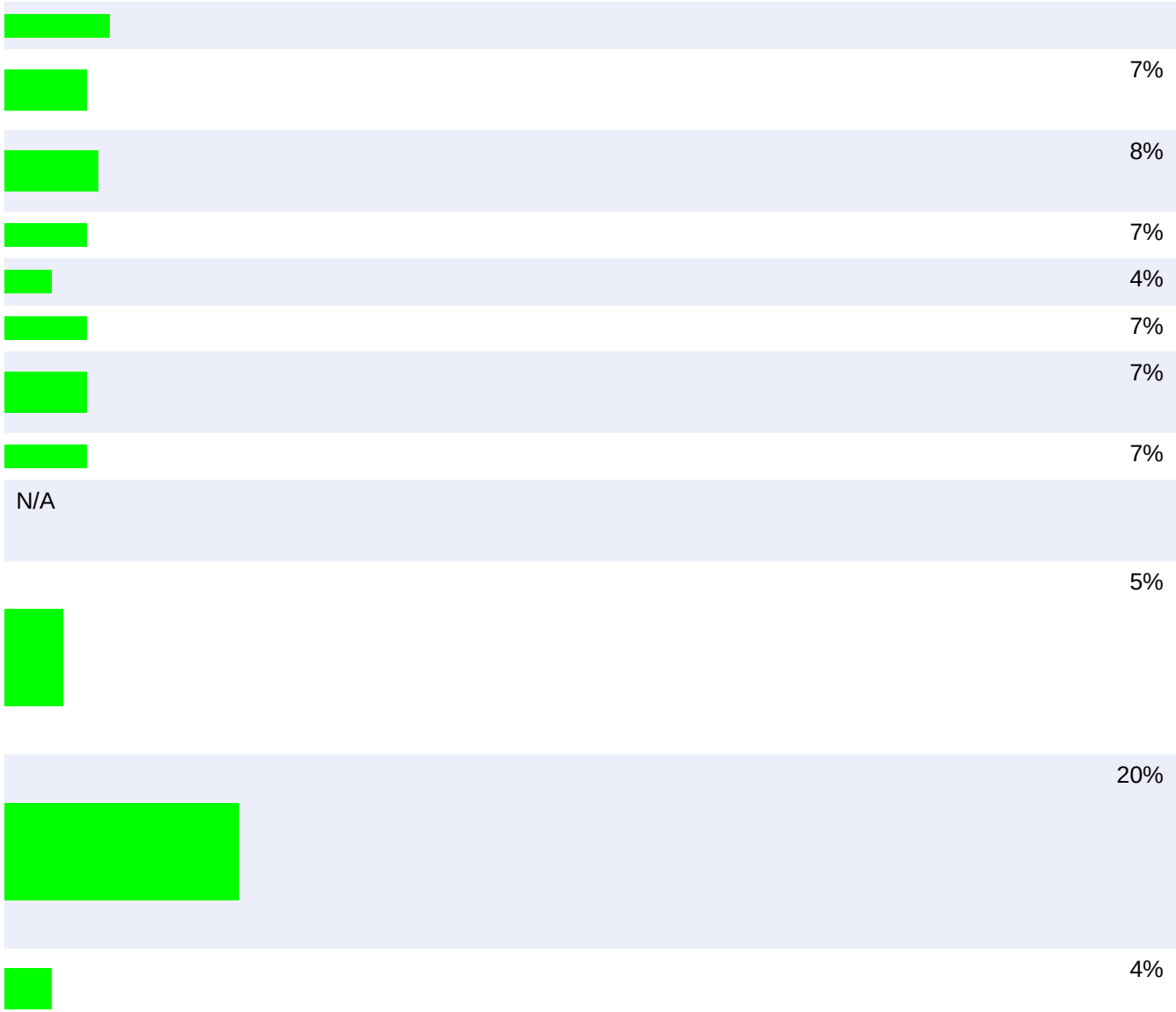

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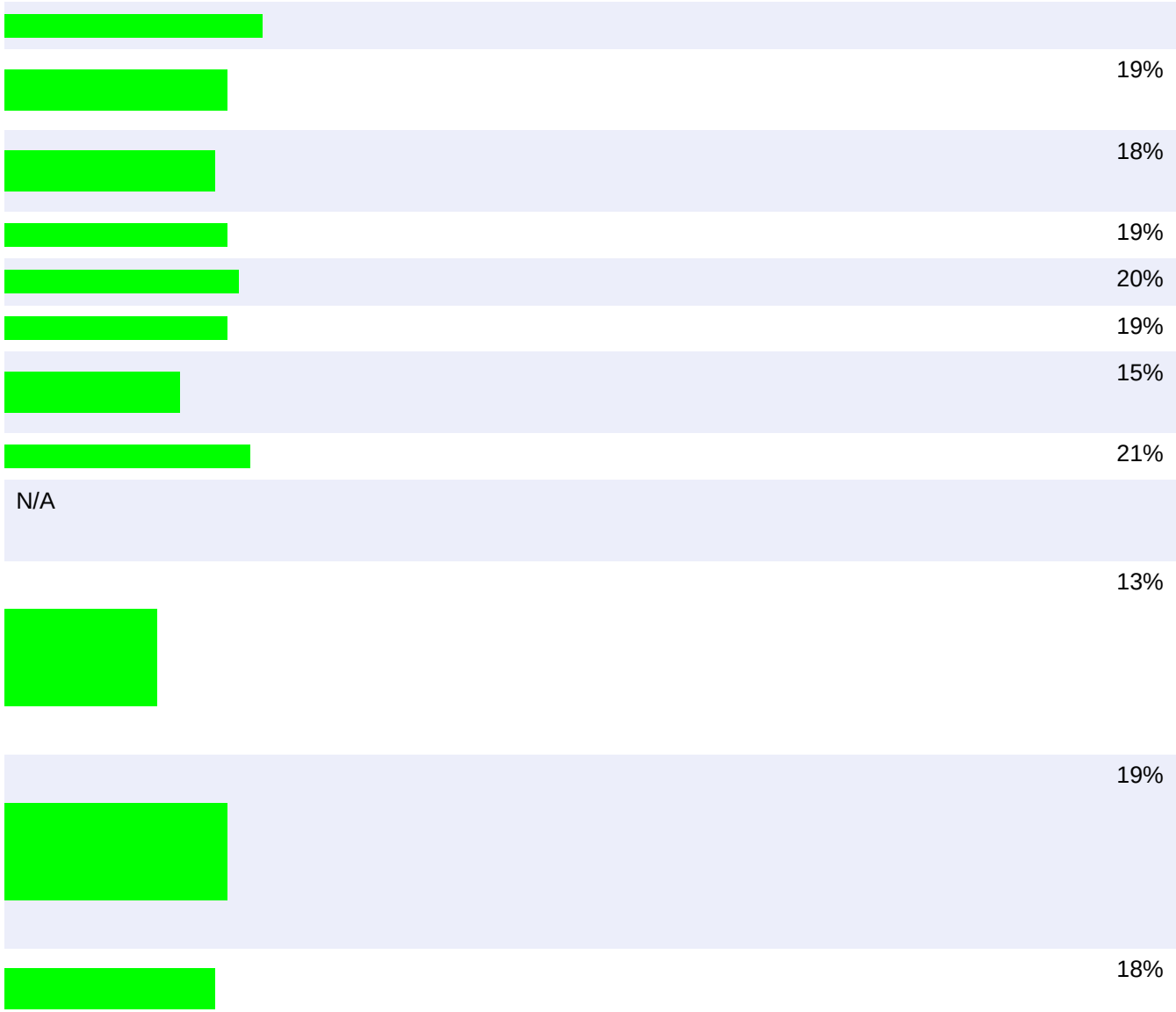

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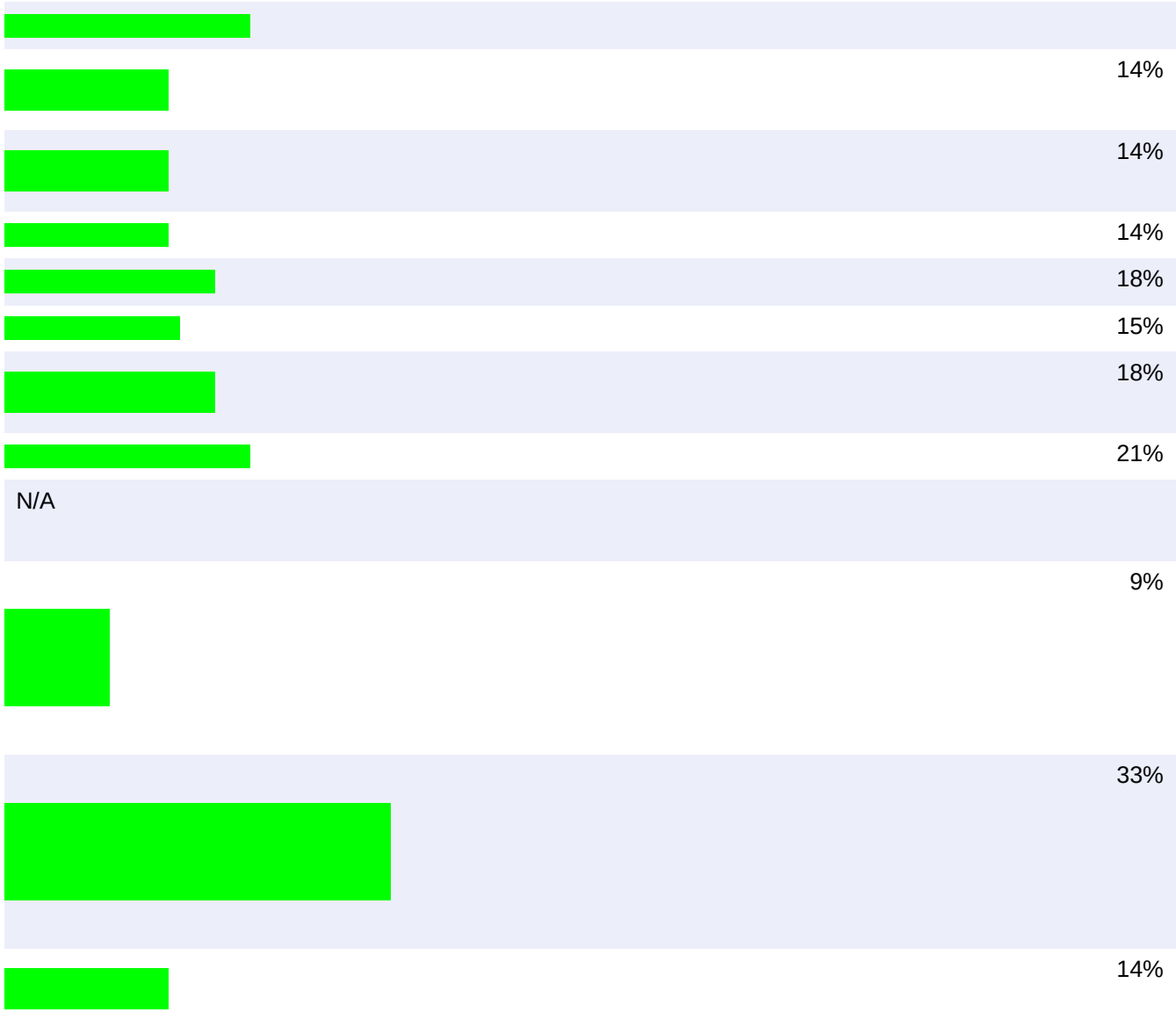

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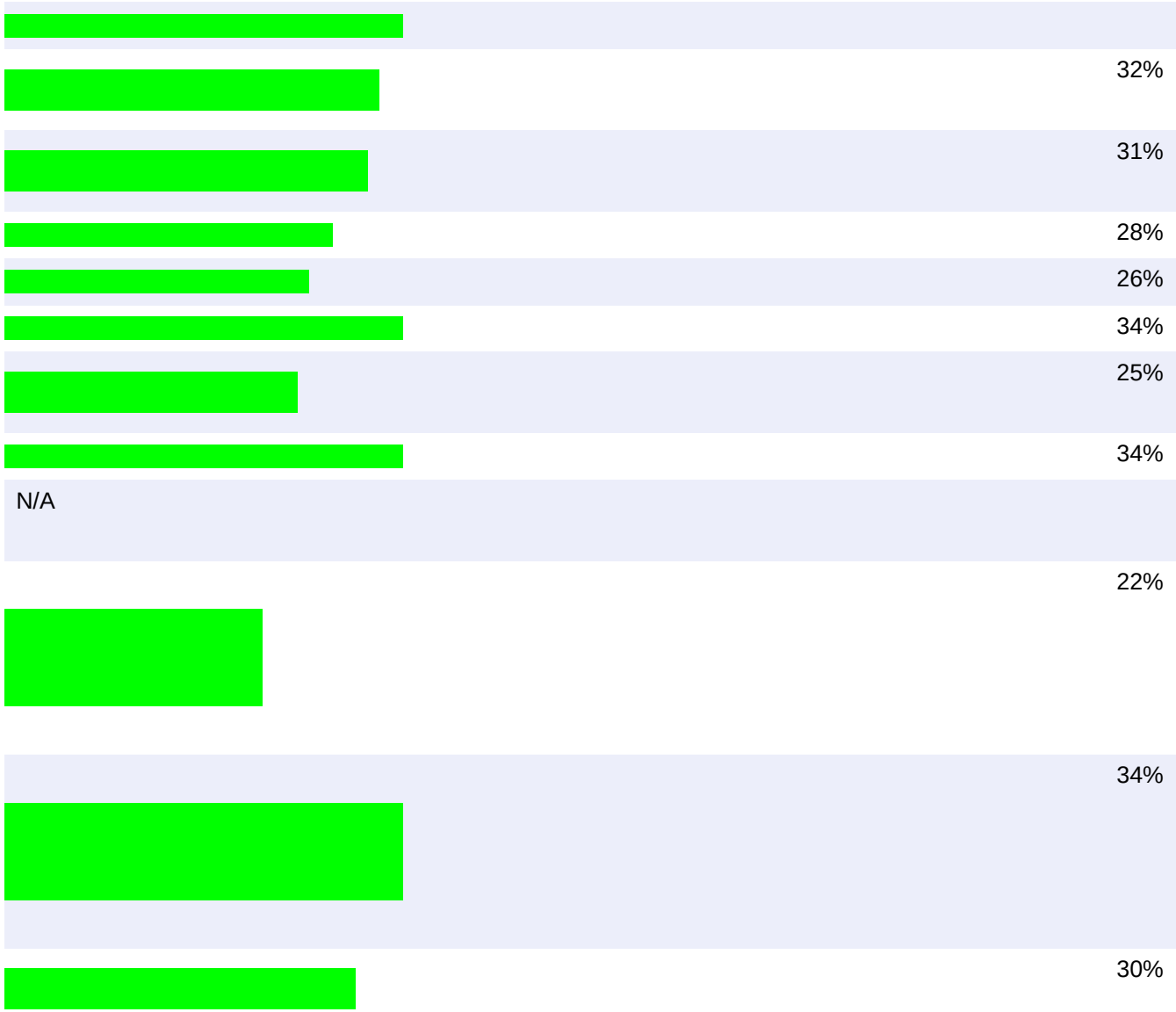

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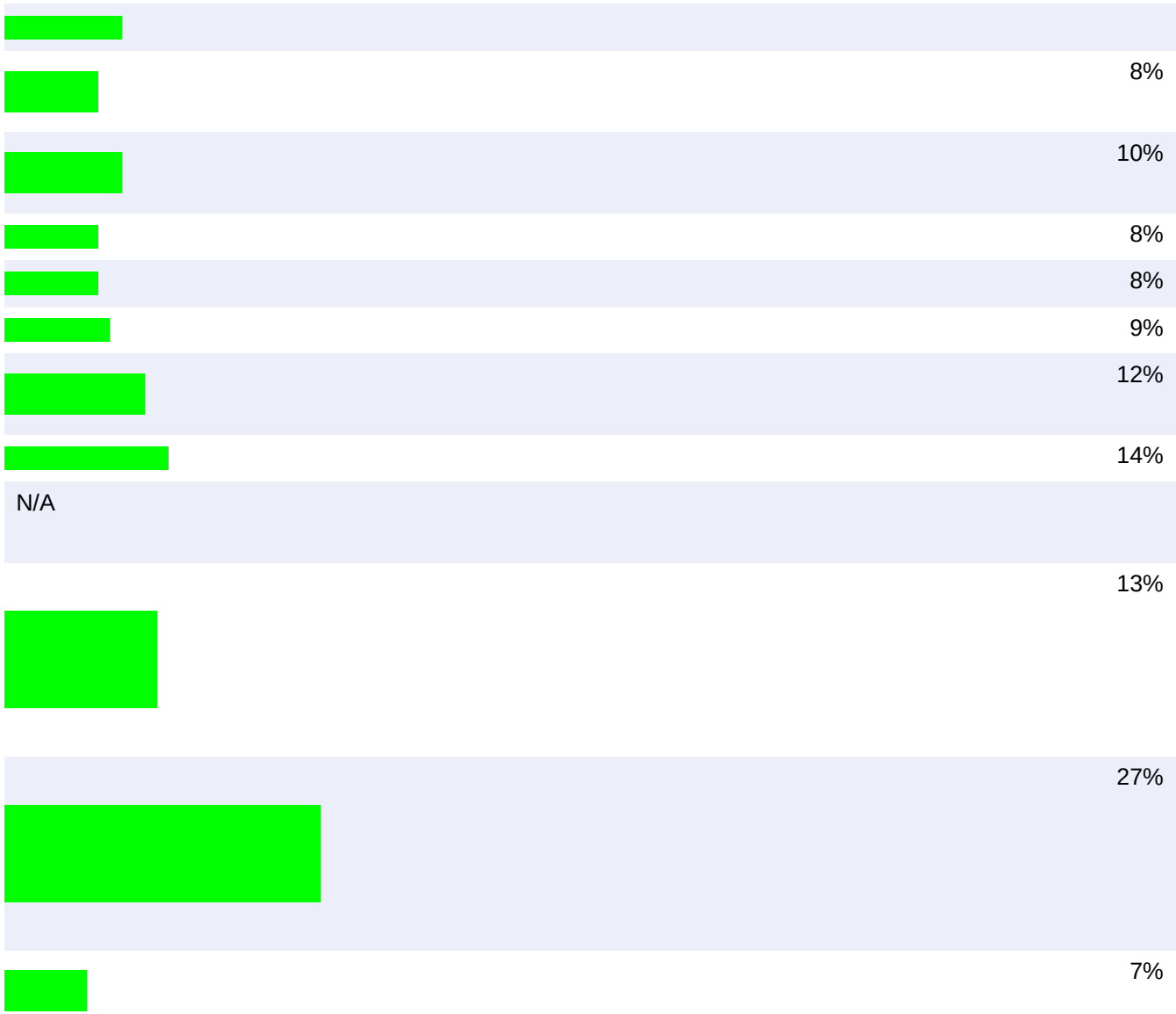

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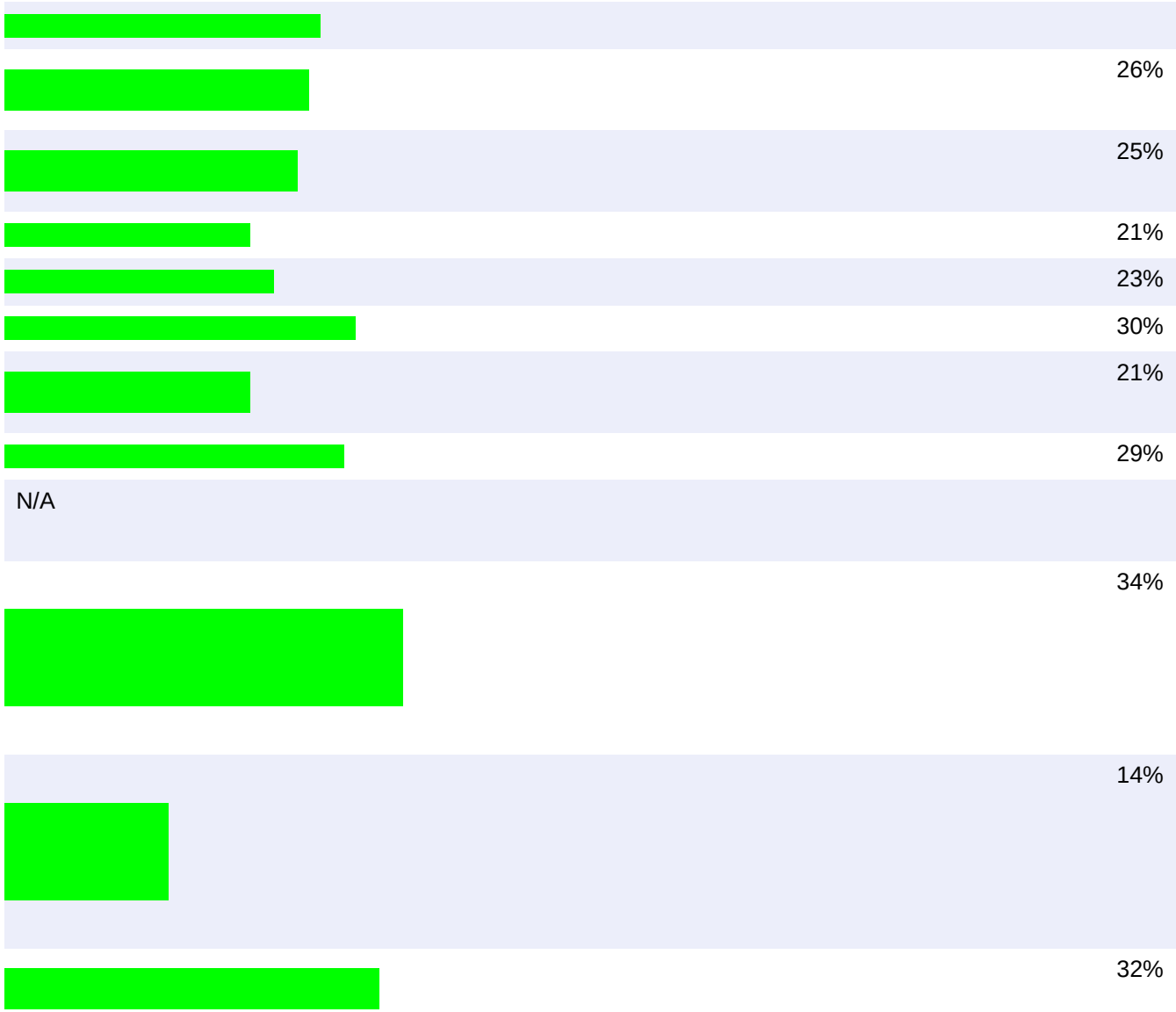

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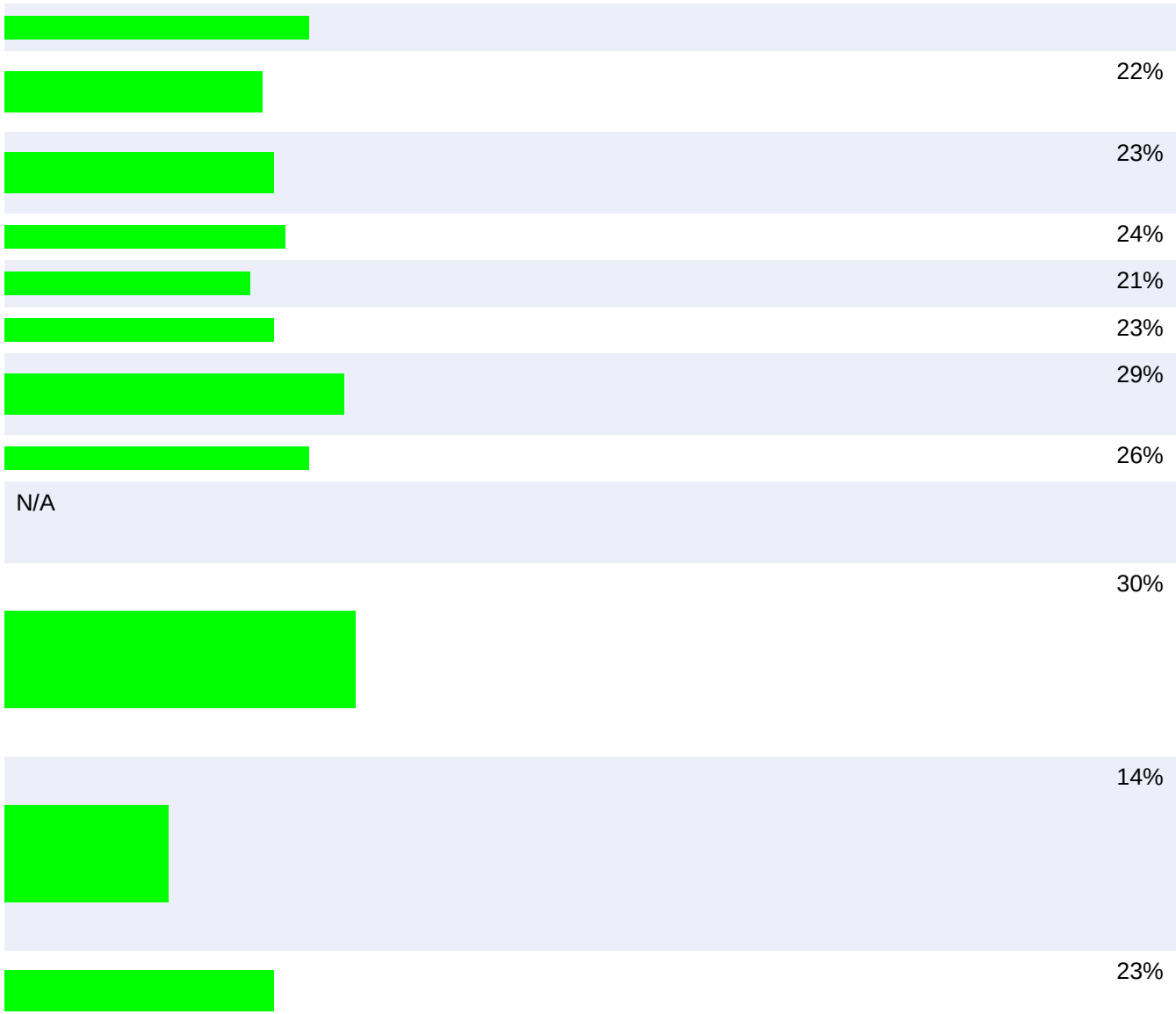

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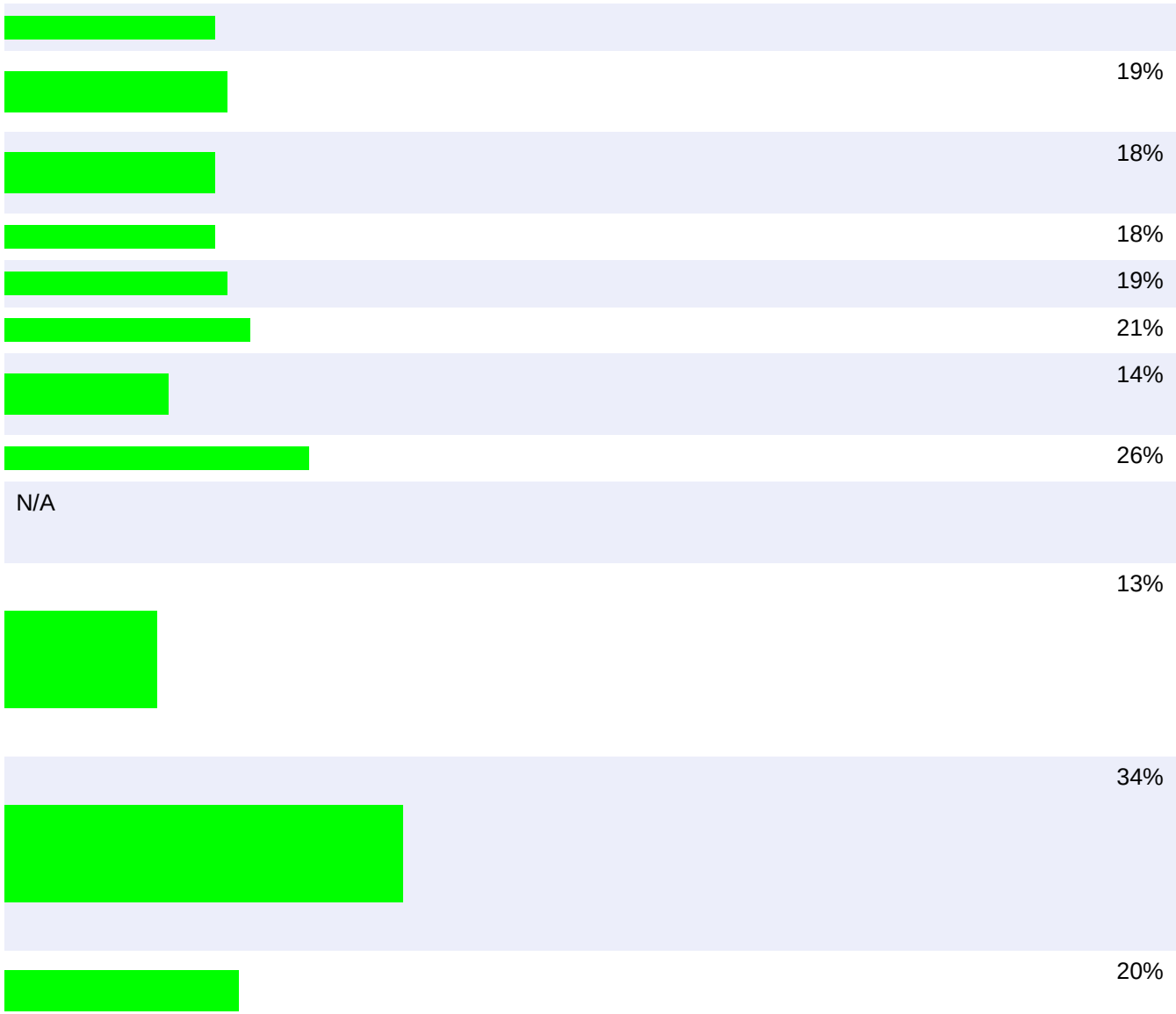

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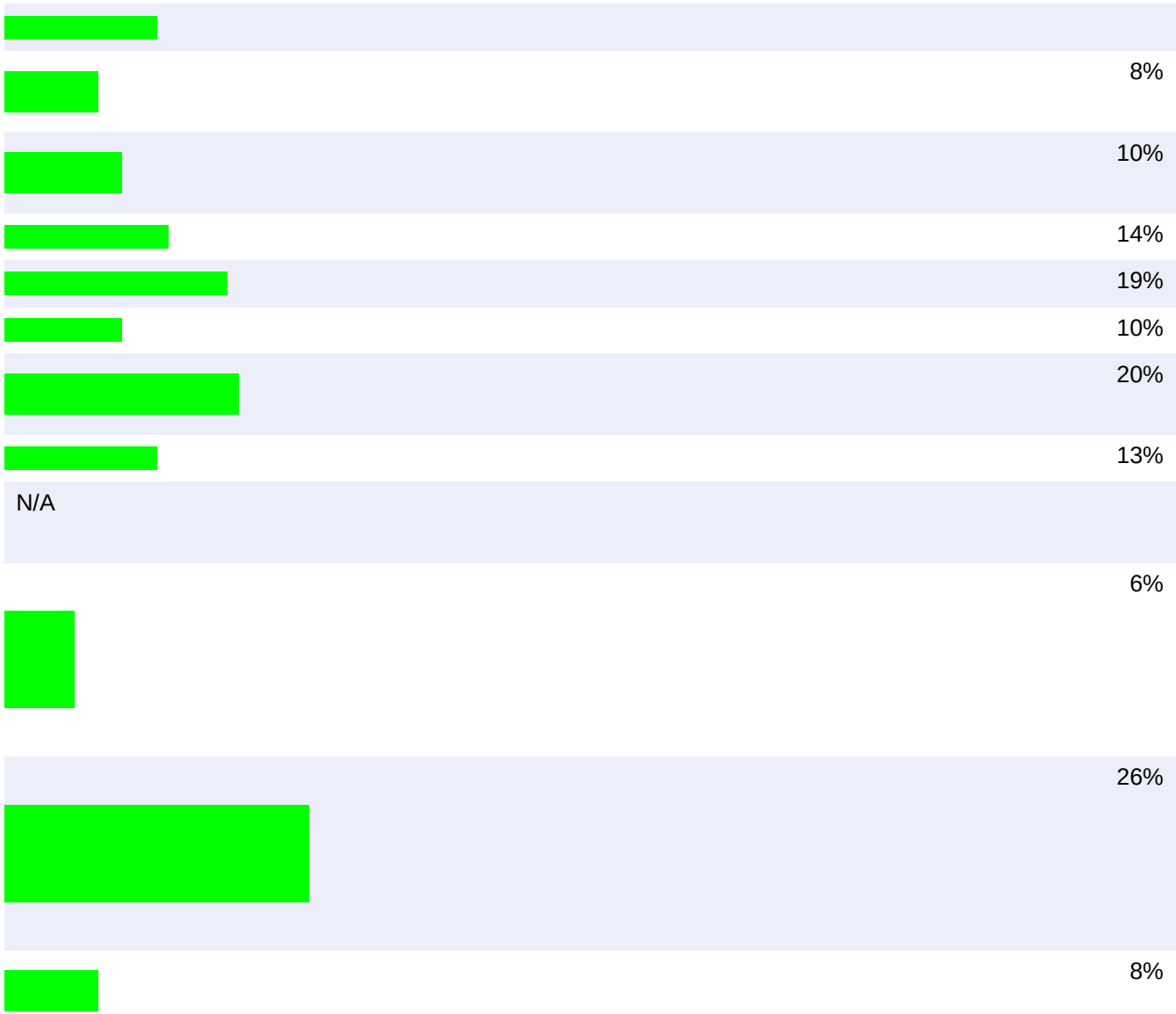

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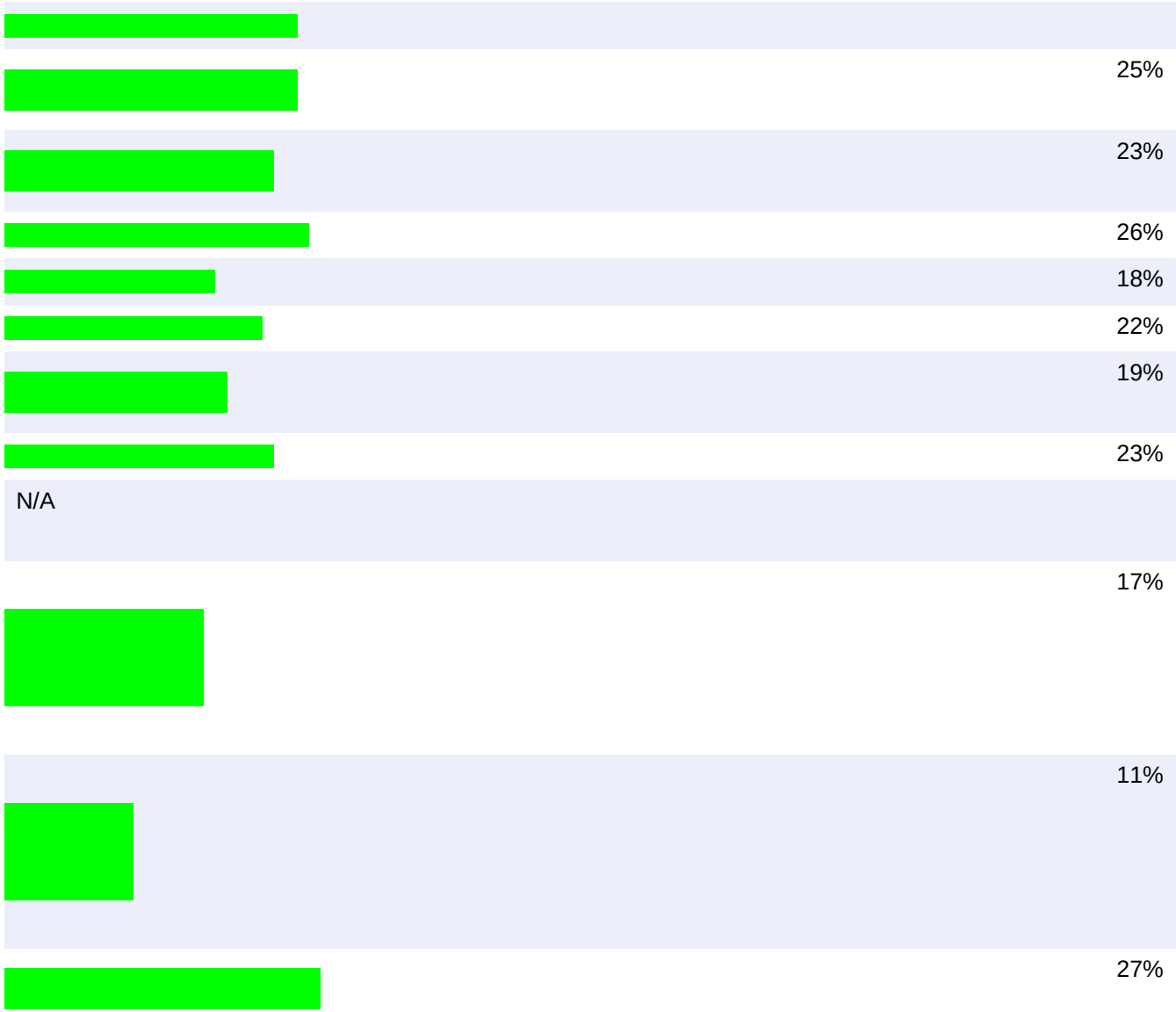

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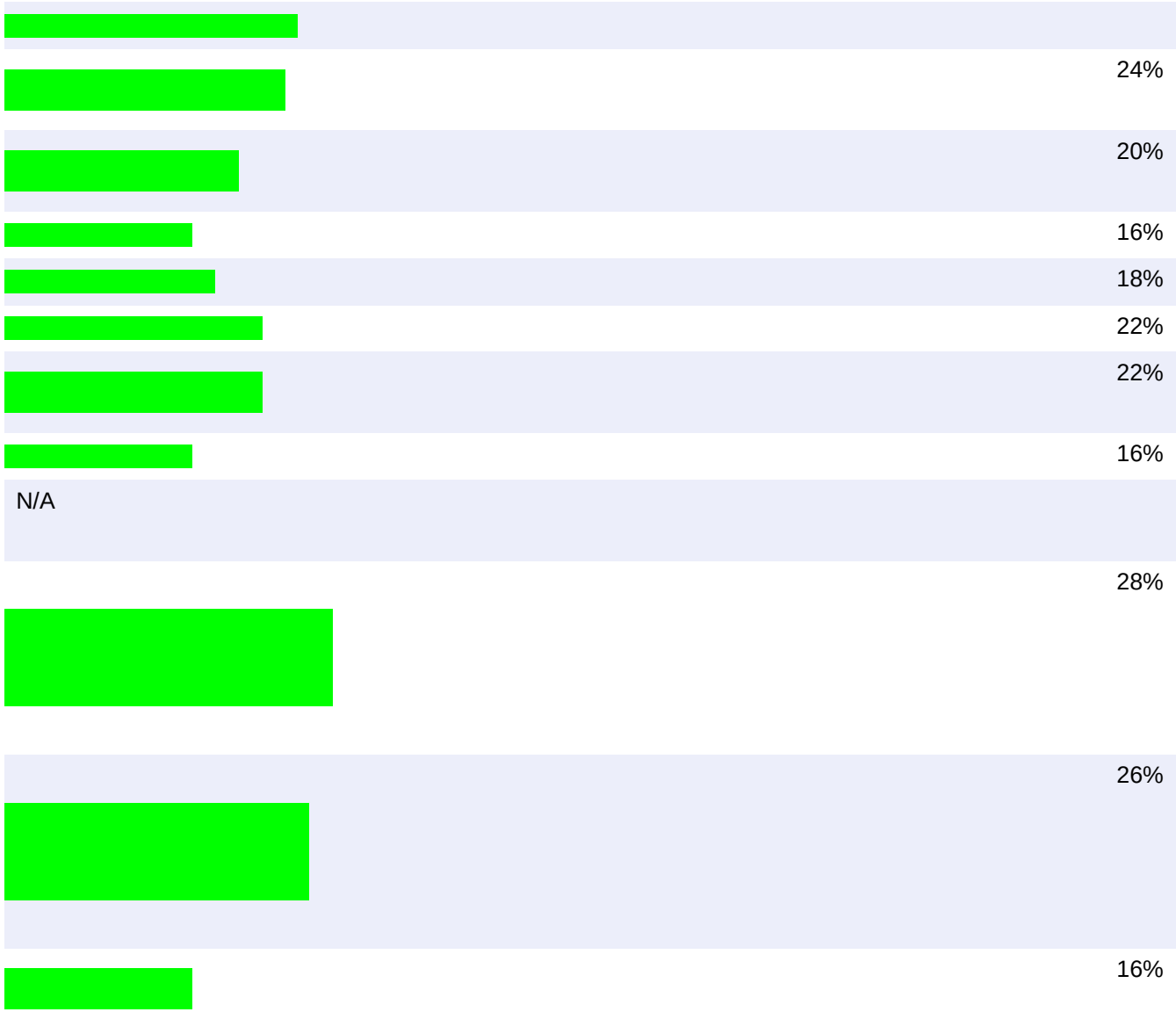

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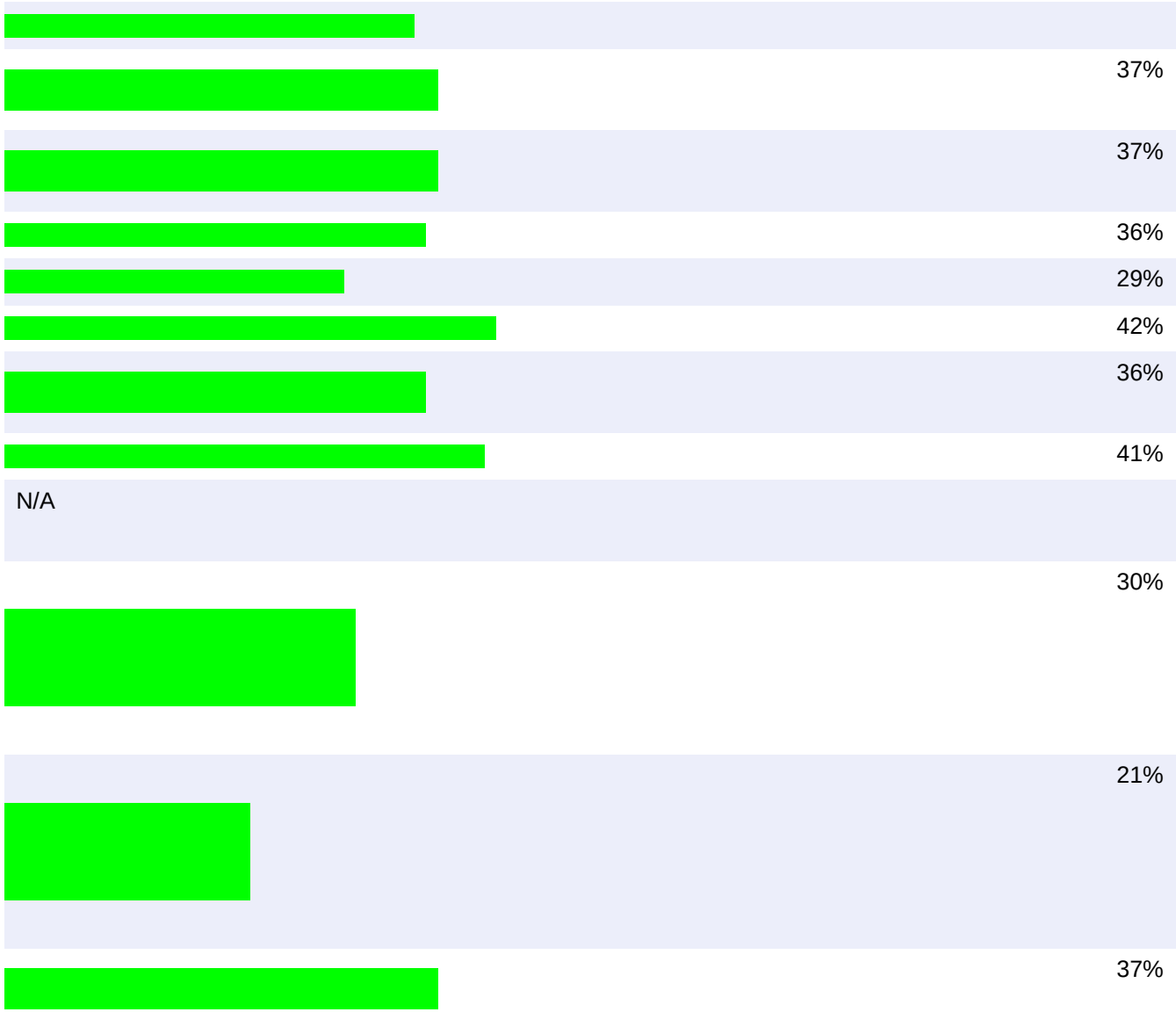

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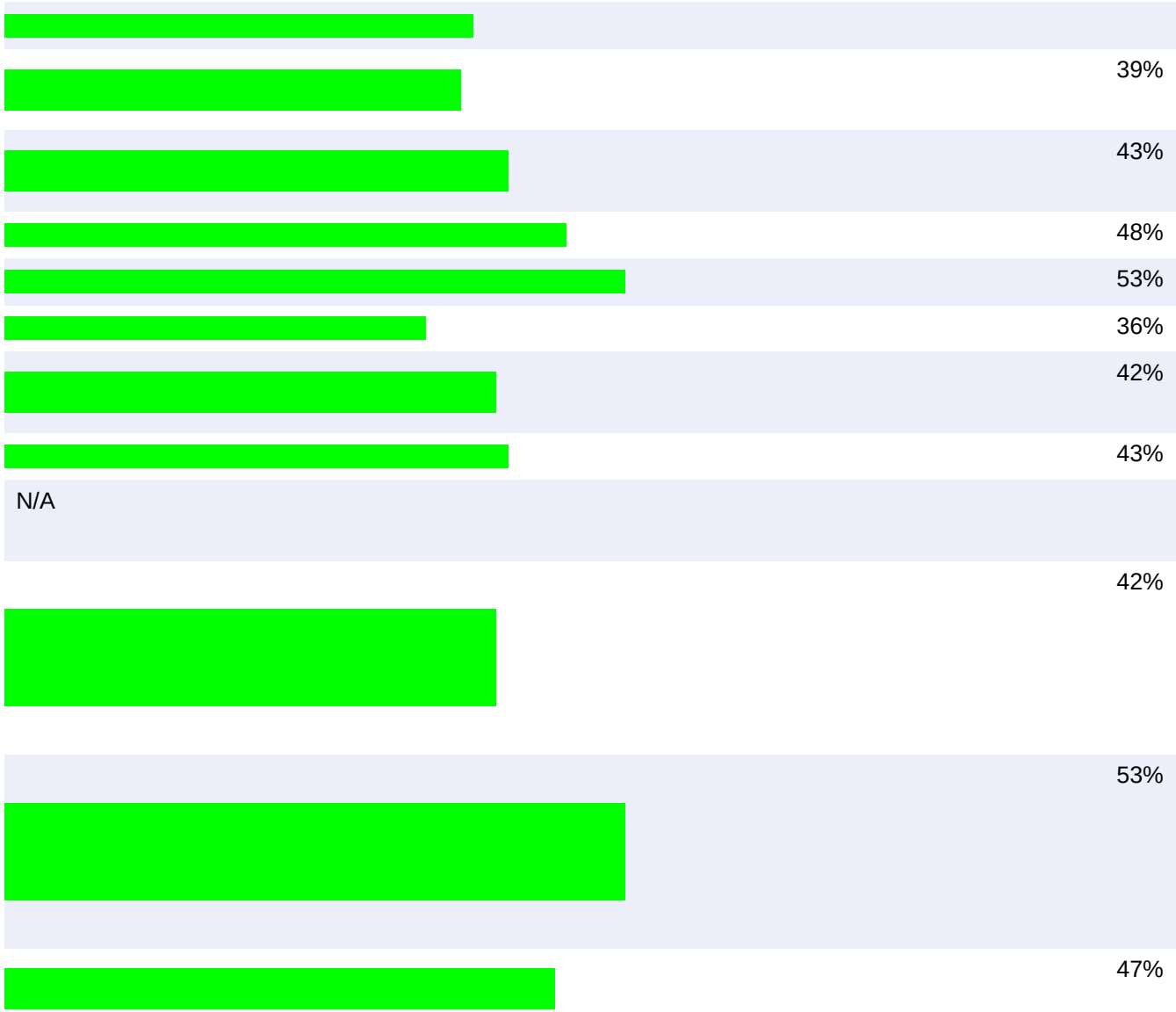

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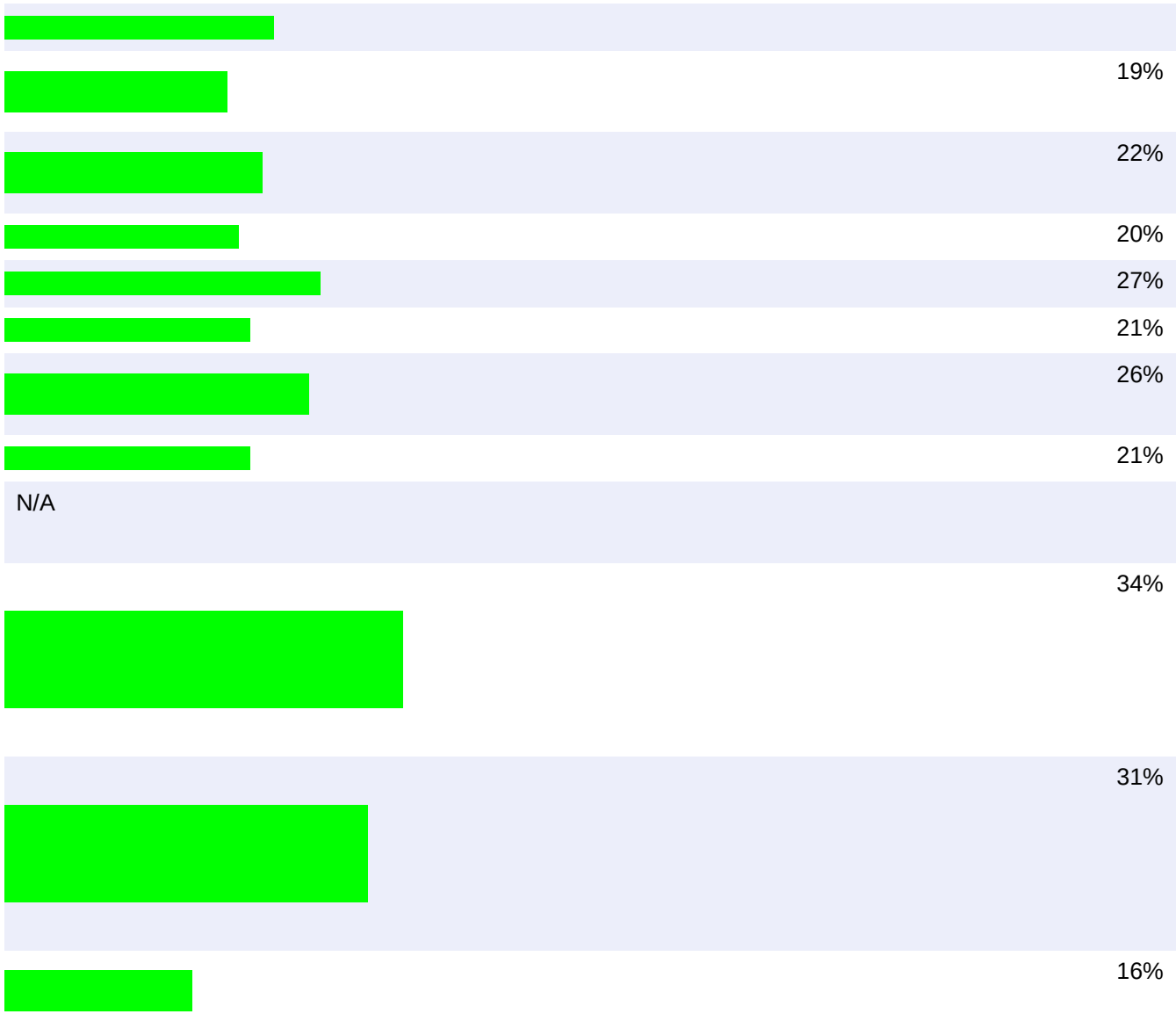

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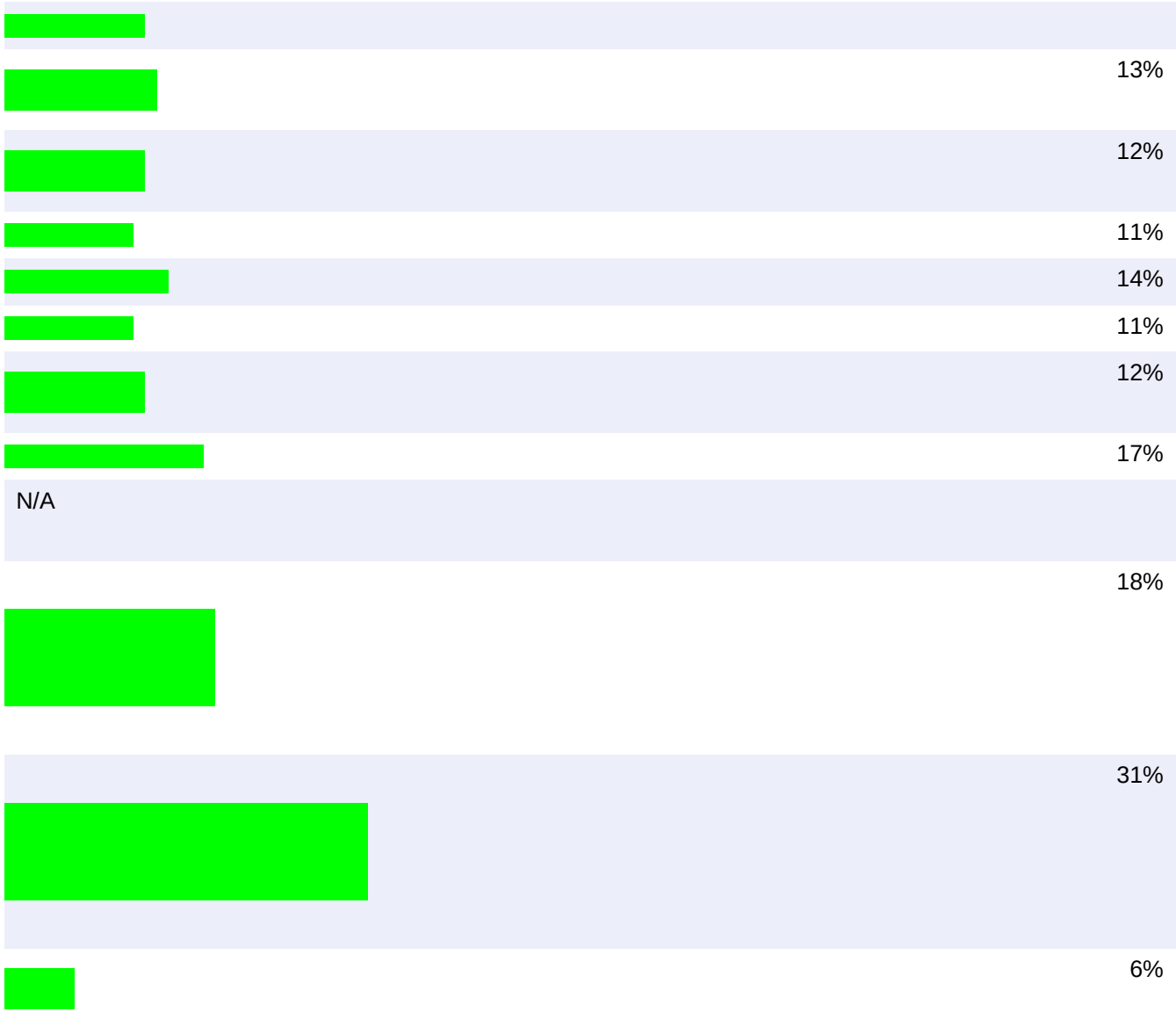

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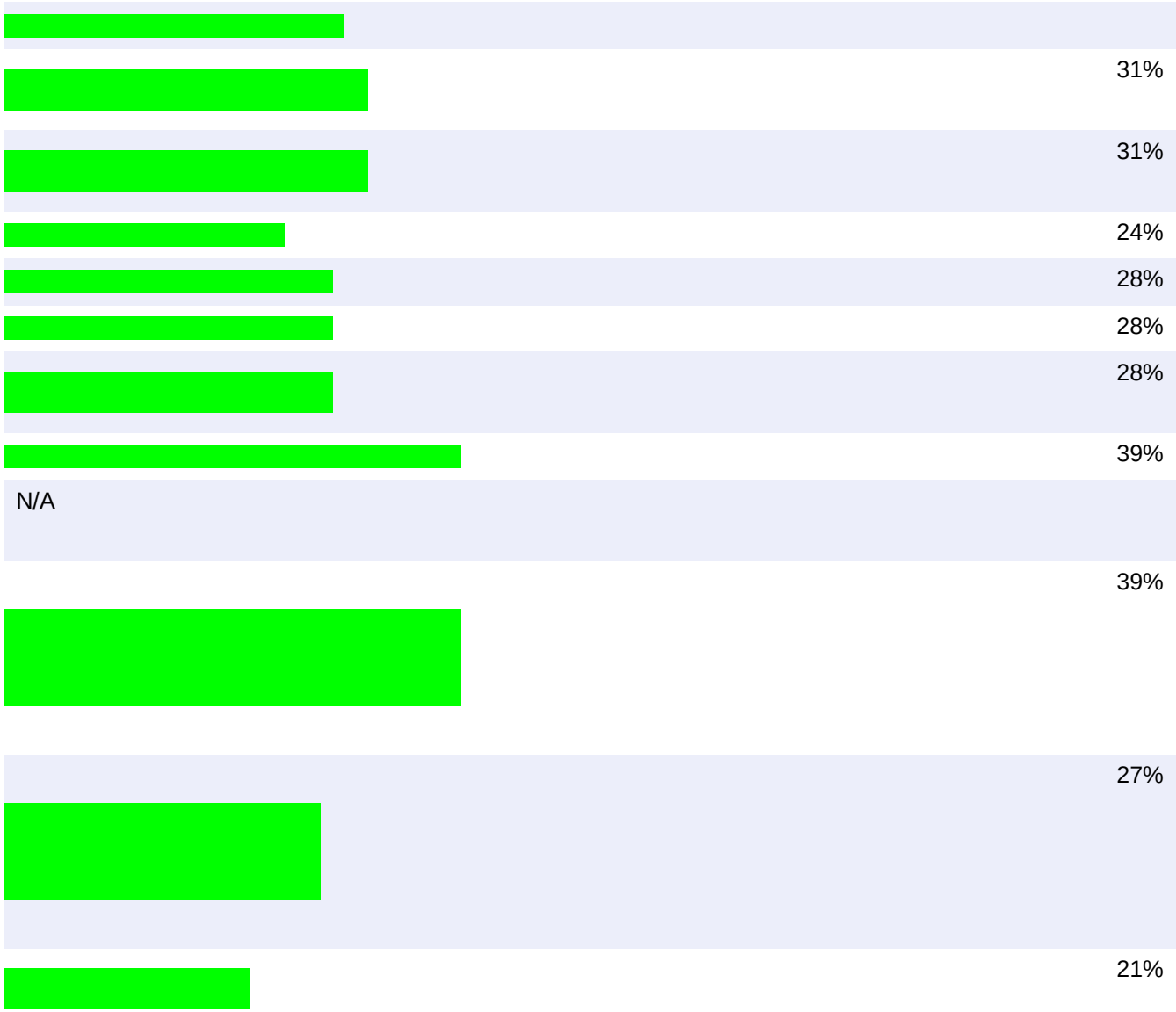

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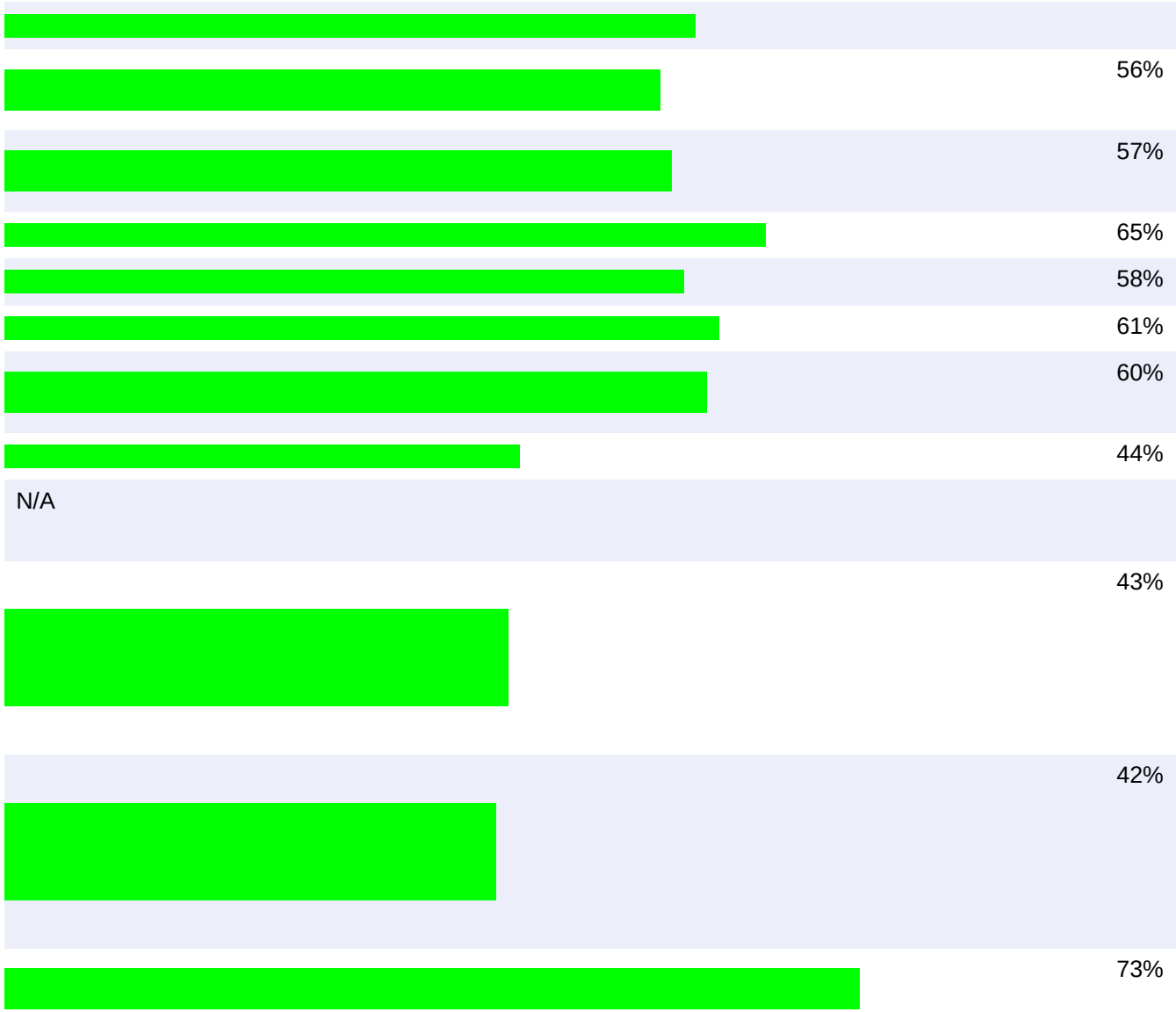

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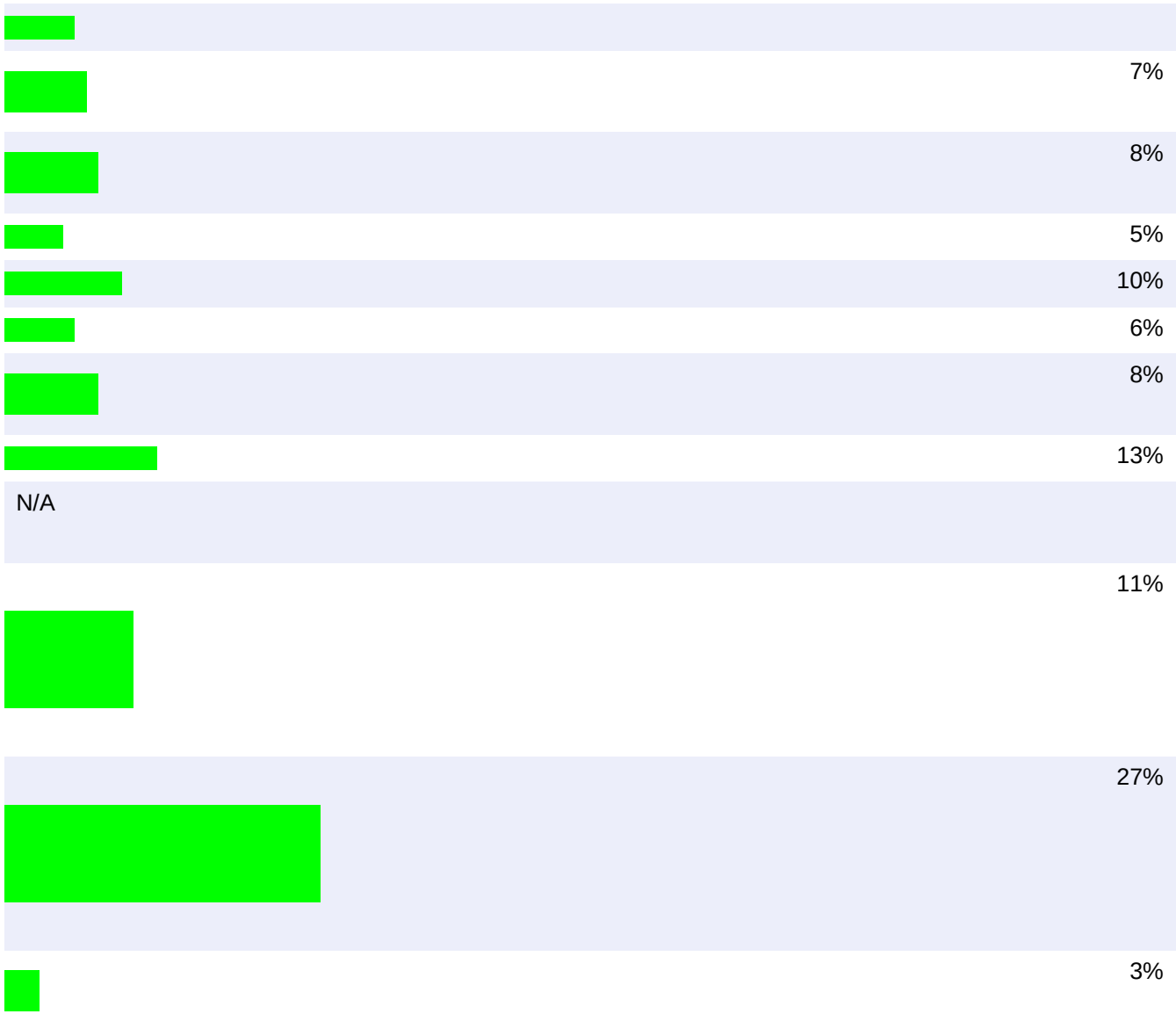

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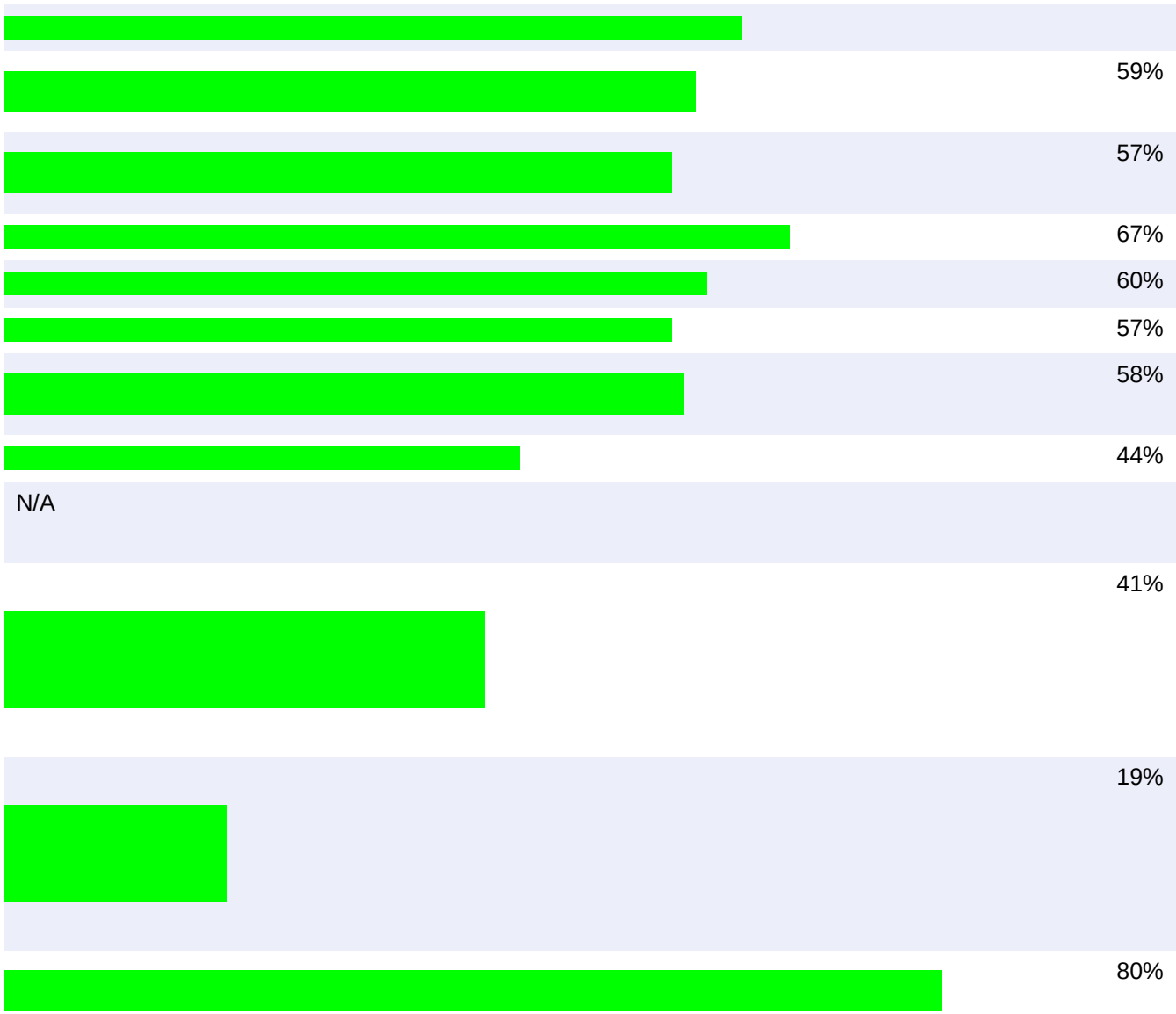

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more
Between 100 and 299
300 or more
Between 100 and 299
300 or more
300 or more
300 or more
N/A
Fewer than 100
Fewer than 100
300 or more

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	25%	
	19%	
	30%	
	25%	
	28%	
	27%	
	19%	
N/A		Survey results are not available for this reporting period
	20%	Fewer than 100 Patients completed the HCAHPS survey. Use these rates with caution, as the number of surveys may be too low to reliably assess hospital performance
	11%	Fewer than 100 Patients completed the HCAHPS survey. Use these rates with caution, as the number of surveys may be too low to reliably assess hospital performance
	27%	

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

050139	KAISER FOUNDATION HOSPITAL - DOWNEY	9333 IMPERIAL HIGHWAY
050191	ST MARY MEDICAL CENTER	1050 LINDEN AVE
050727	COMMUNITY HOSPITAL OF LONG BEACH	1720 TERMINO AVENUE
050277	PACIFIC HOSPITAL OF LONG BEACH	2776 PACIFIC AVE
050581	LAKEWOOD REGIONAL MEDICAL CENTER	3700 E SOUTH ST
050551	LOS ALAMITOS MEDICAL CENTER	3751 KATELLA AVENUE
050575	TRI-CITY REGIONAL MEDICAL CENTER	21530 S PIONEER BLVD
050219	COAST PLAZA HOSPITAL	13100 STUDEBAKER RD
050531	BELLFLOWER MEDICAL CENTER	9542 E ARTESIA BLVD
050485	LONG BEACH MEMORIAL MEDICAL CENTER	2801 ATLANTIC AVE
050735	WHITTIER HOSPITAL MEDICAL CENTER	9080 COLIMA RD
030002	BANNER GOOD SAMARITAN MEDICAL CENTER	1111 EAST MCDOWELL ROAD
030030	PHOENIX BAPTIST HOSPITAL	2000 WEST BETHANY HOME ROAD
030037	ST LUKES MEDICAL CENTER	1800 EAST VAN BUREN STREET
030078	PHOENIX INDIAN MEDICAL CENTER	4212 N 16TH ST

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	DOWNEY	CA
	LONG BEACH	CA
	LONG BEACH	CA
	LONG BEACH	CA
	LAKEWOOD	CA
	LOS ALAMITOS	CA
	HAWAIIAN GARDENS	CA
	NORWALK	CA
	BELLFLOWER	CA
	LONG BEACH	CA
	WHITTIER	CA
	PHOENIX	AZ
	PHOENIX	AZ
	PHOENIX	AZ
	PHOENIX	AZ

90242	LOS ANGELES	5624616007
90813	LOS ANGELES	5624919000
90804	LOS ANGELES	5624940600
90806	LOS ANGELES	5625951911
90712	LOS ANGELES	5626026751
90720	ORANGE	5627993220
90716	LOS ANGELES	5628600401
90650	LOS ANGELES	5628683751
90706	LOS ANGELES	5629258355
90806	LOS ANGELES	5629332000
90605	LOS ANGELES	5629453561
85006	MARICOPA	6022392000
85015	MARICOPA	6022490212
85006	MARICOPA	6022518156
85016	MARICOPA	6022631200

HCAHPS VHA WC March 2010

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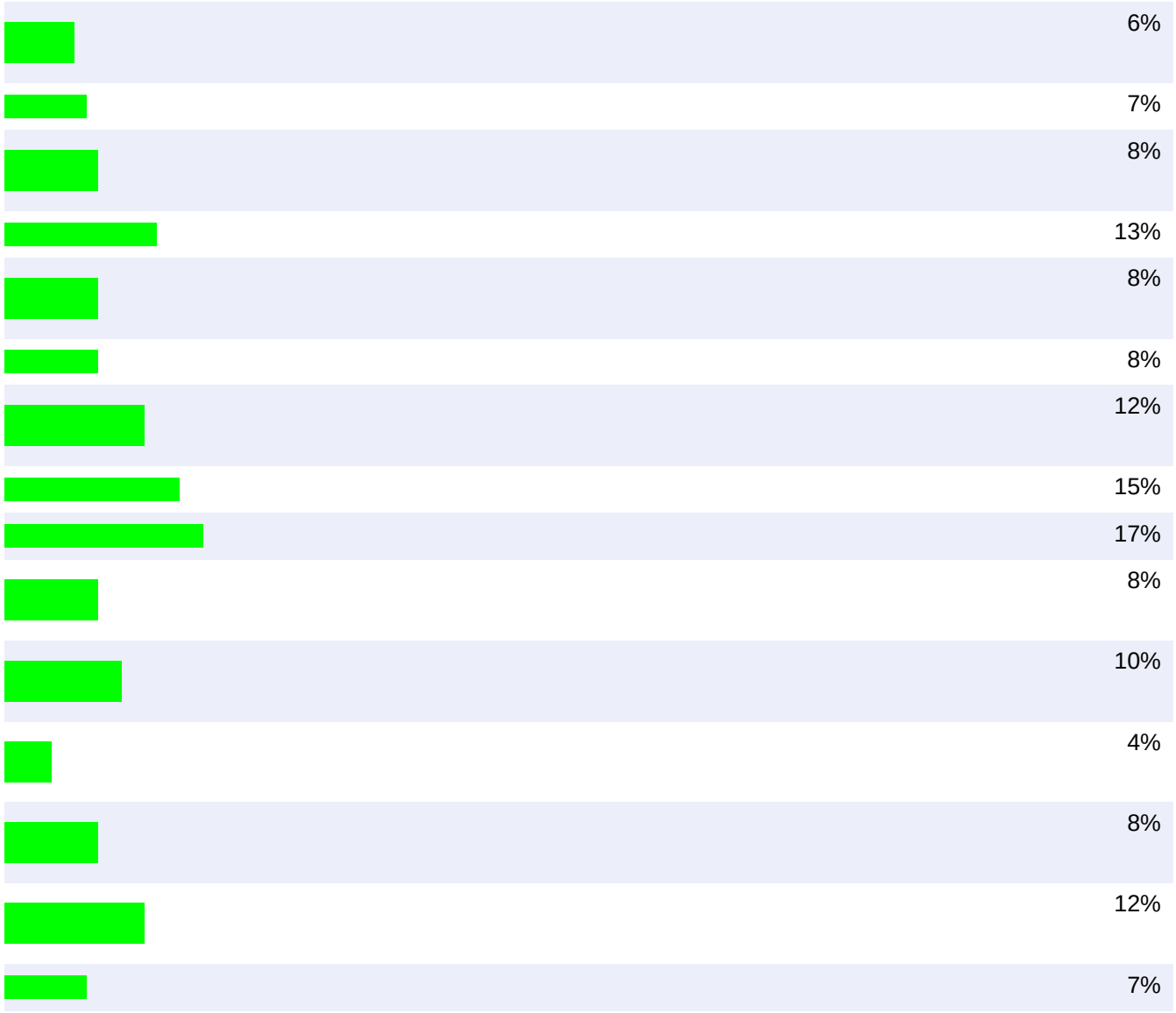

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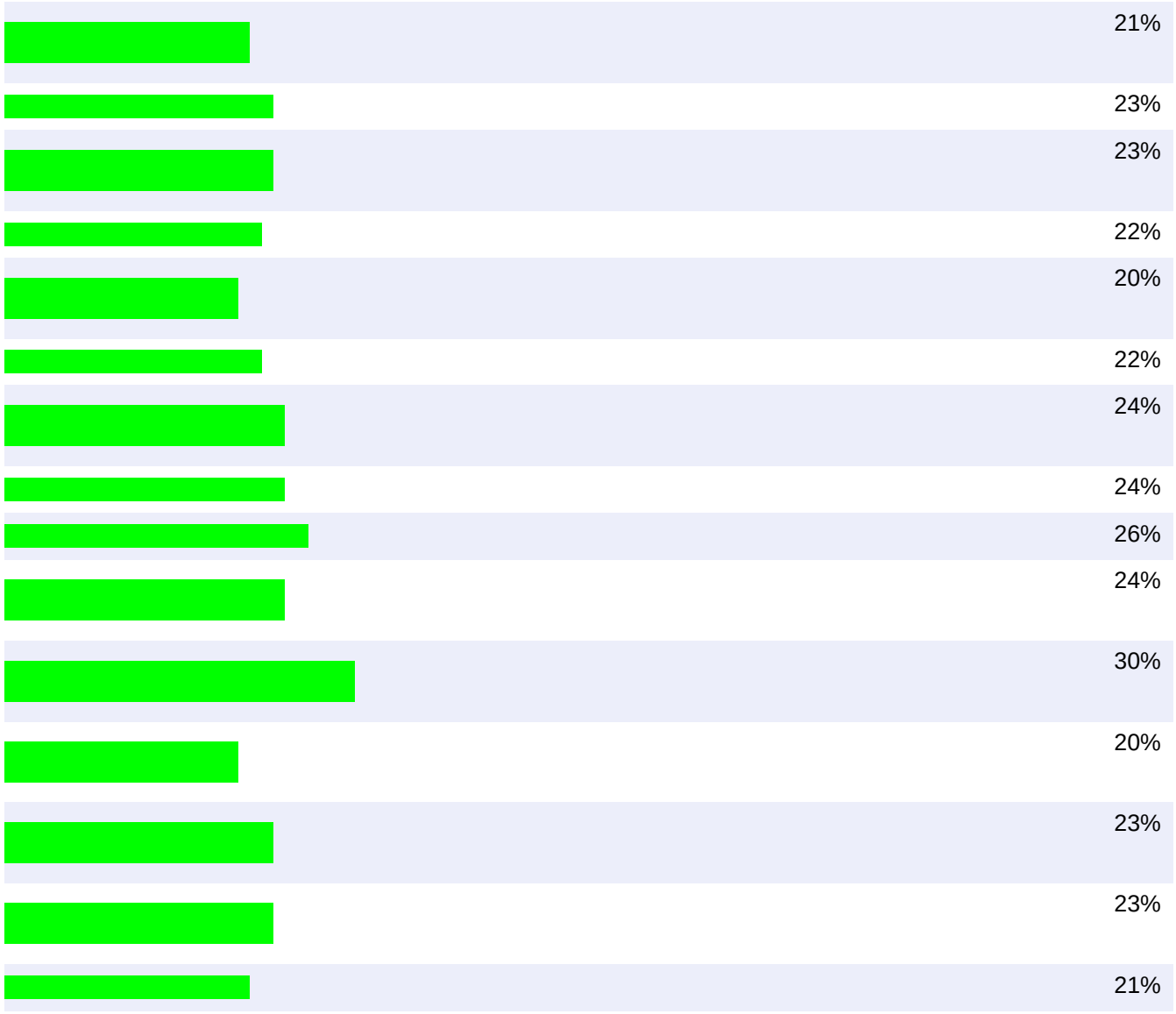

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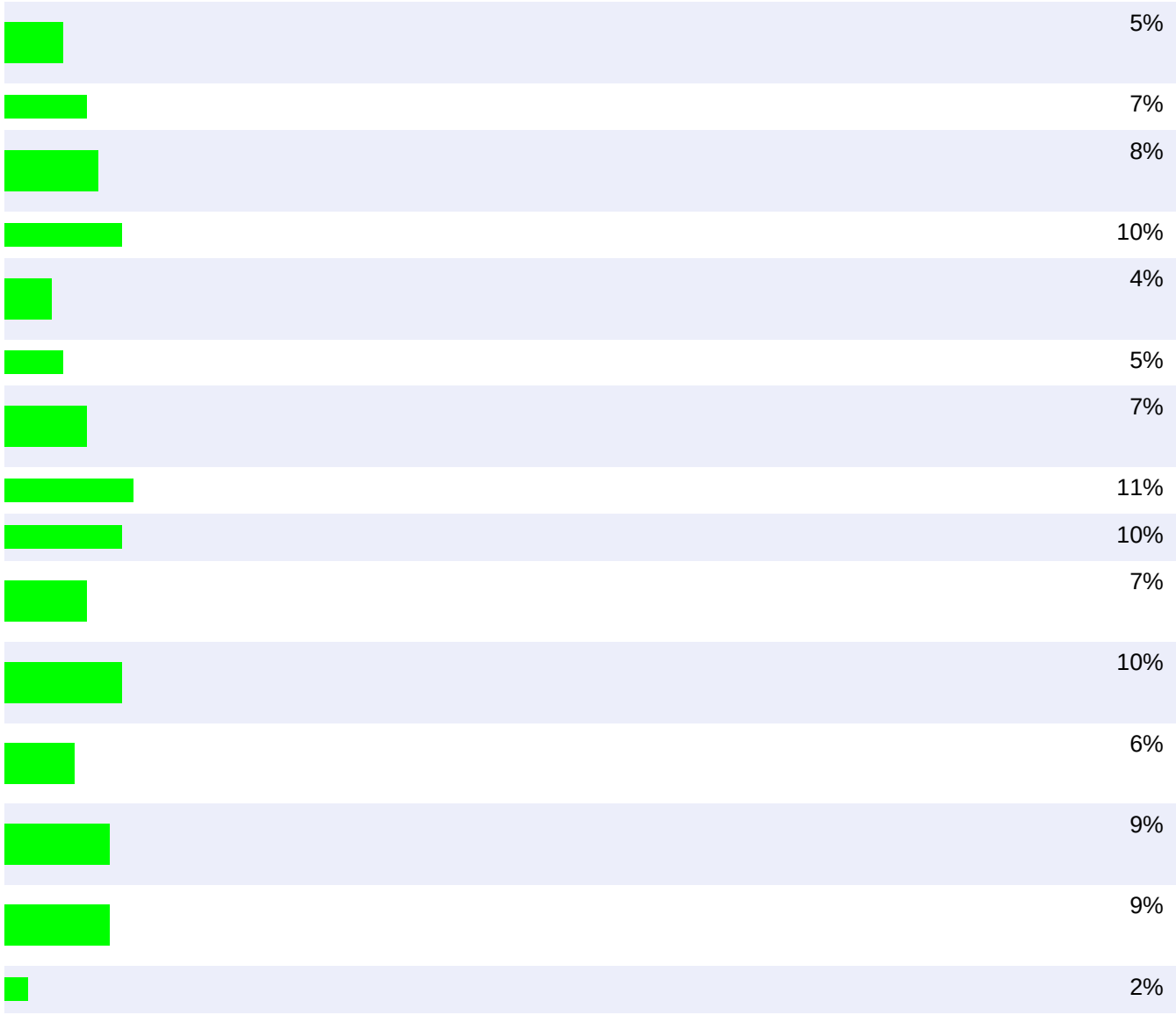

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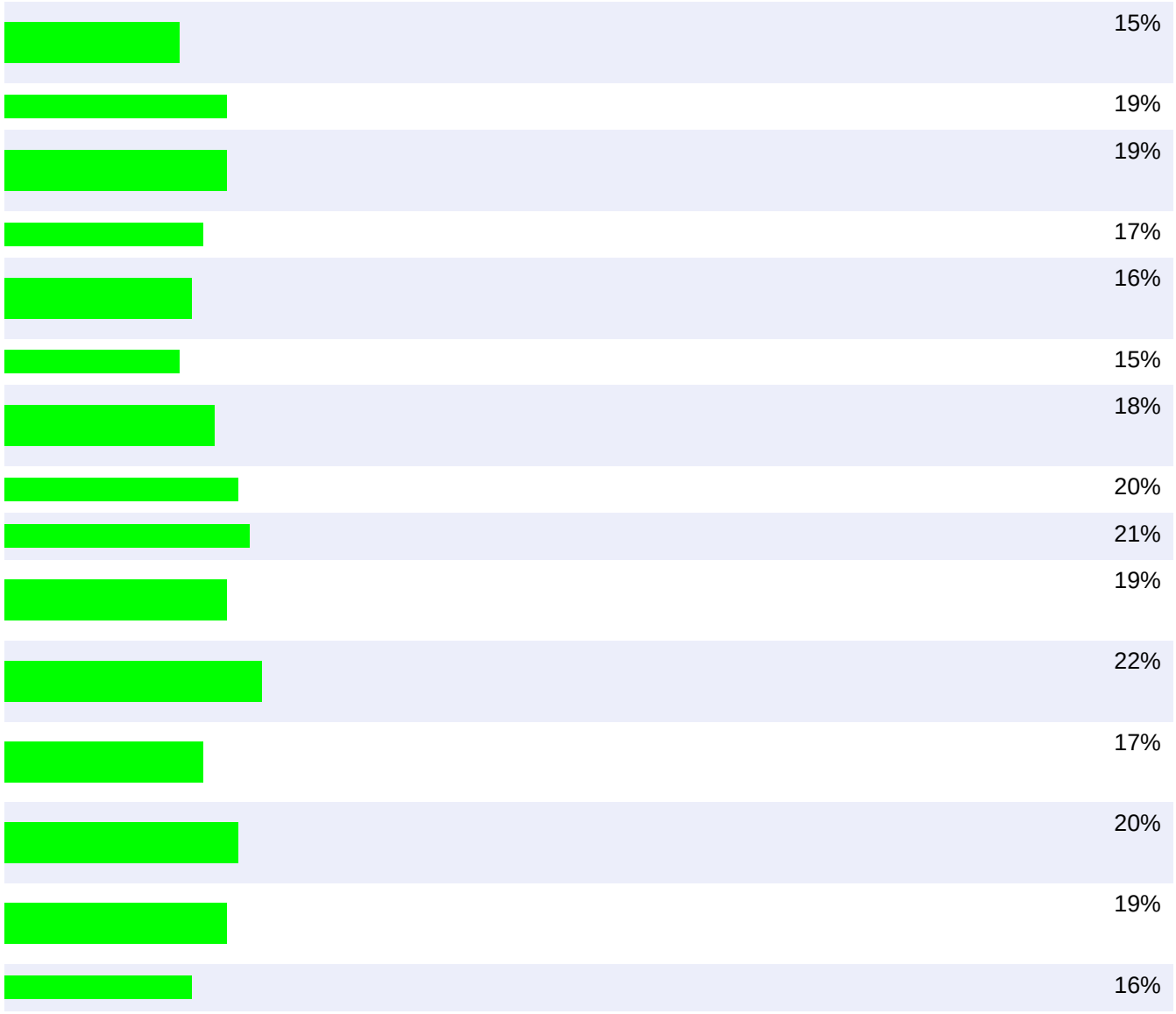

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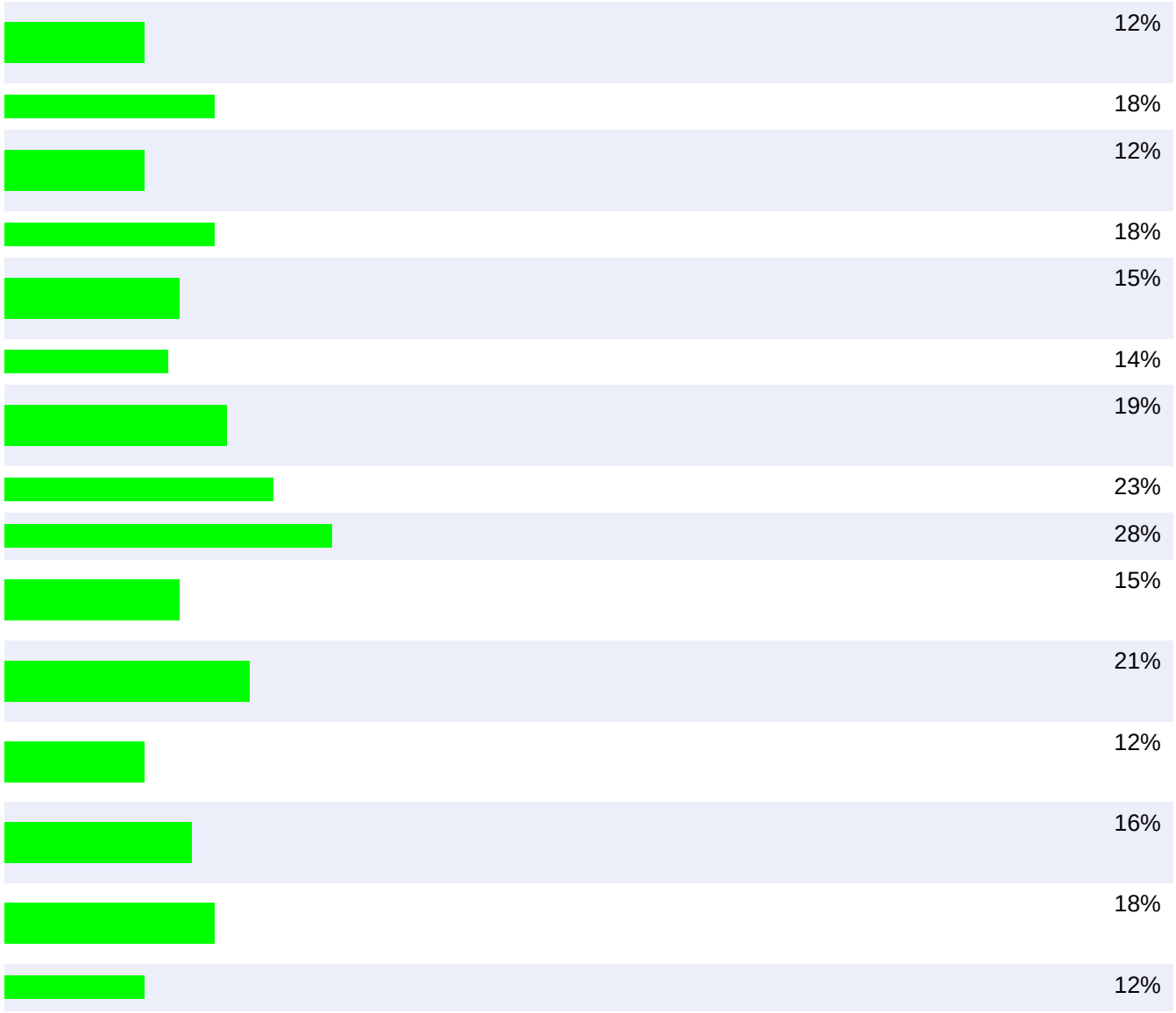

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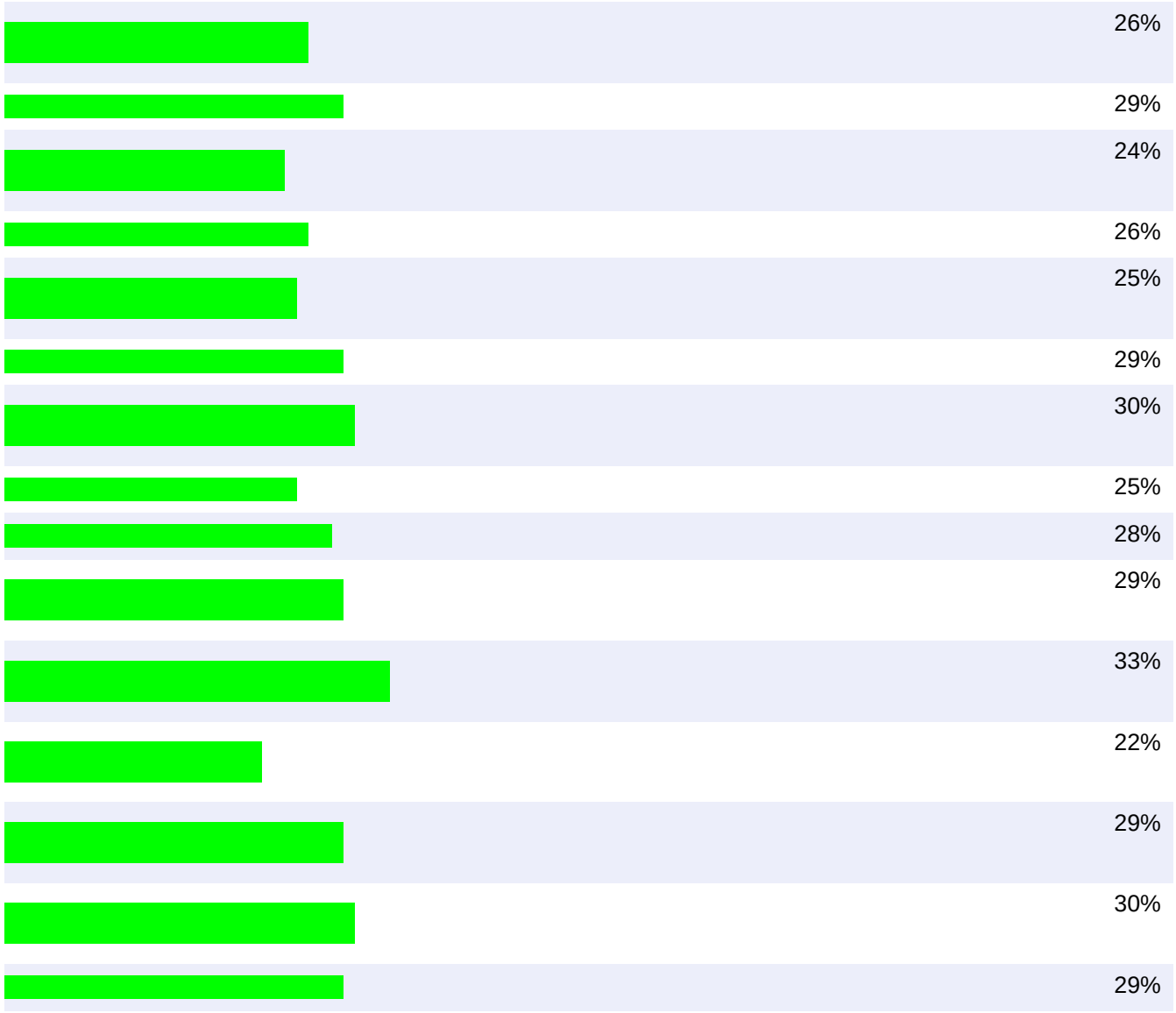

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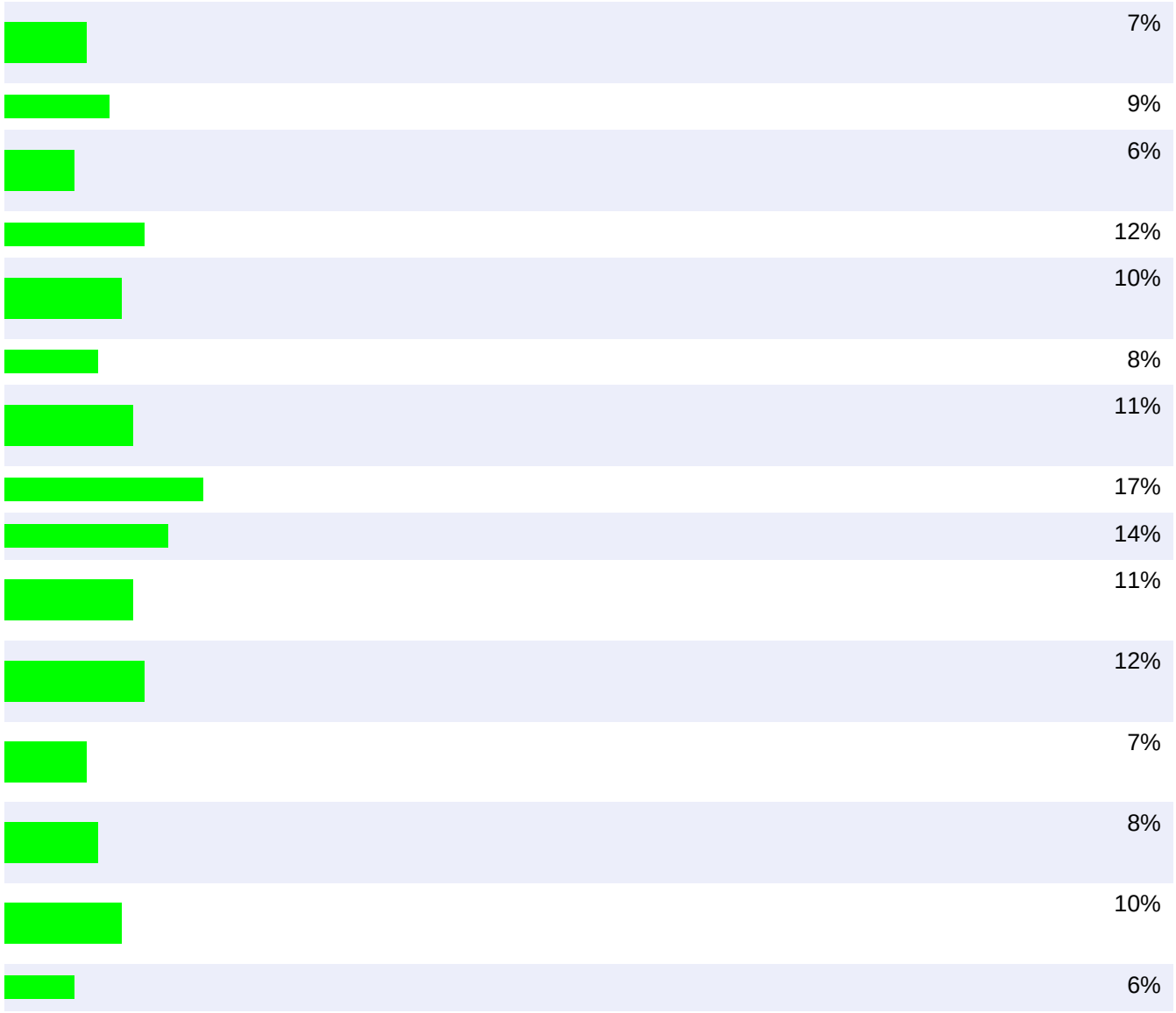

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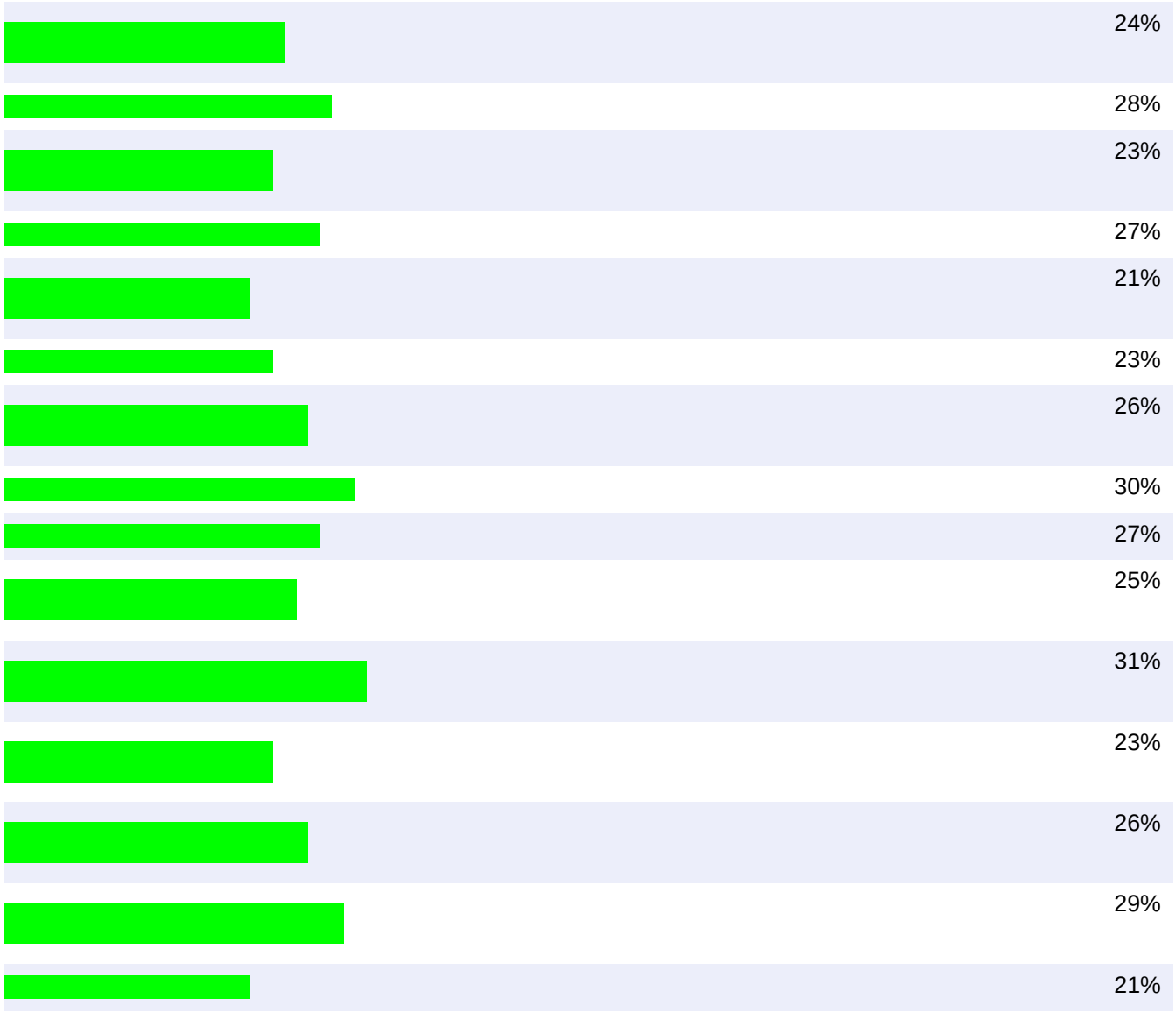

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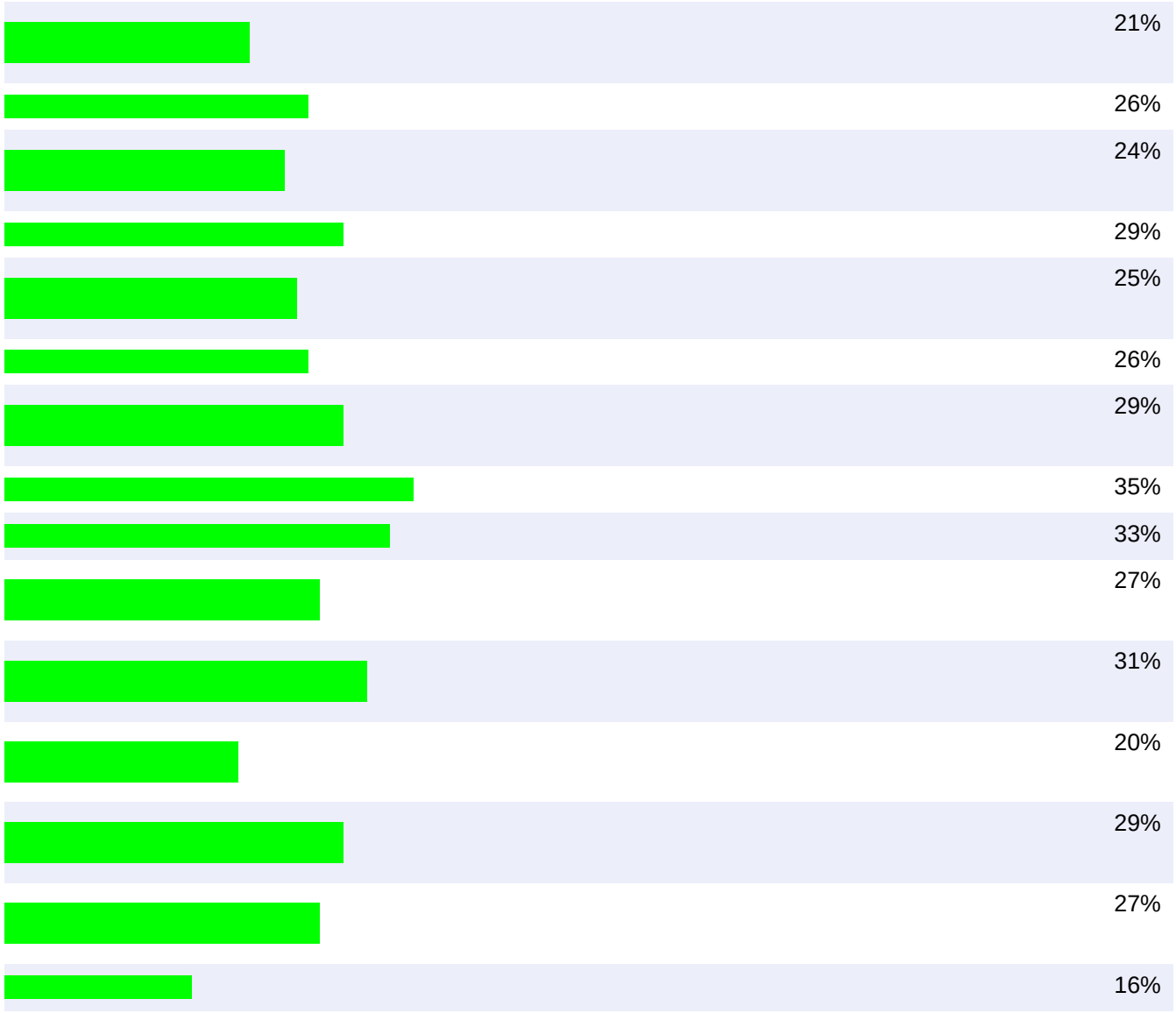

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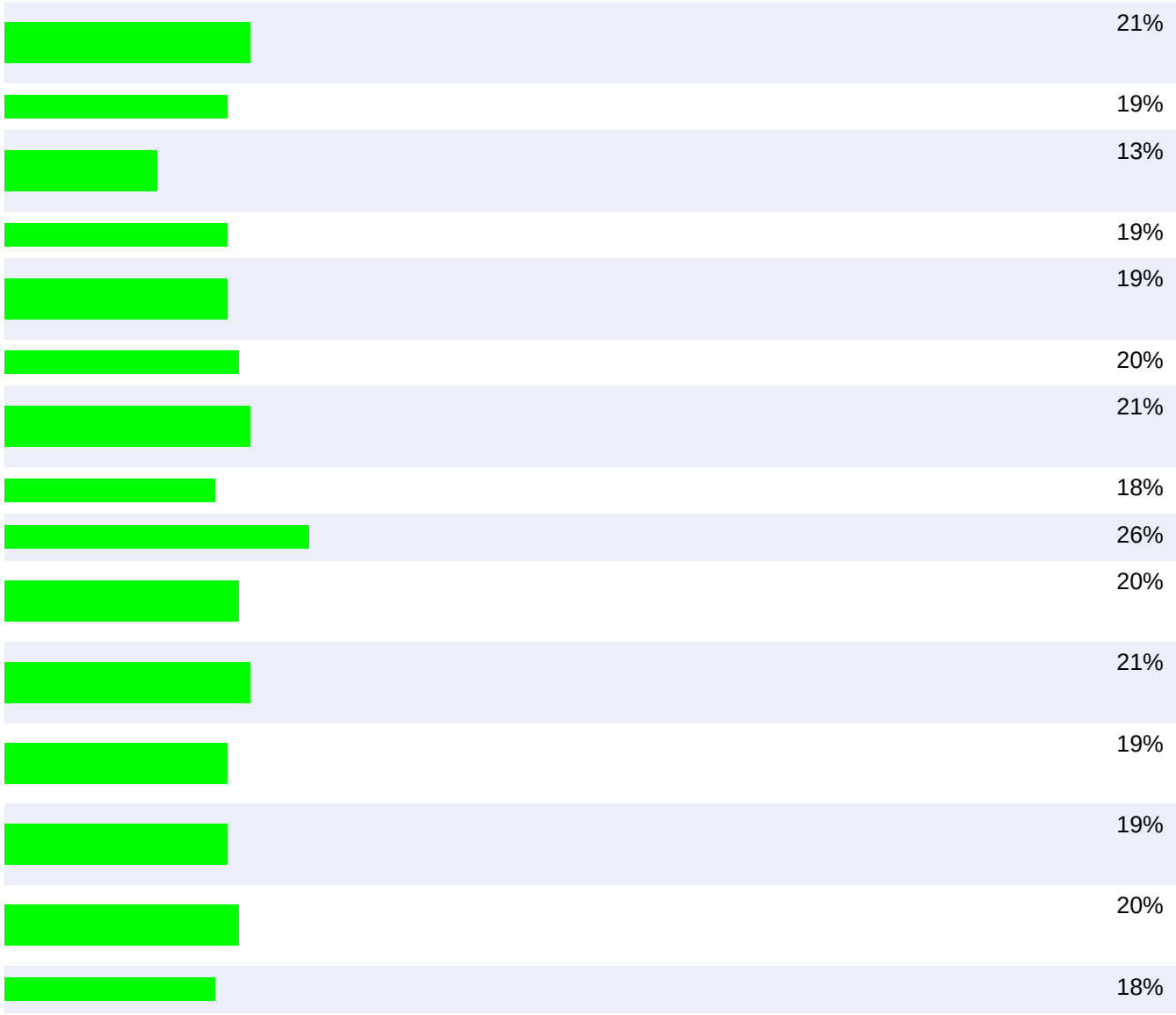

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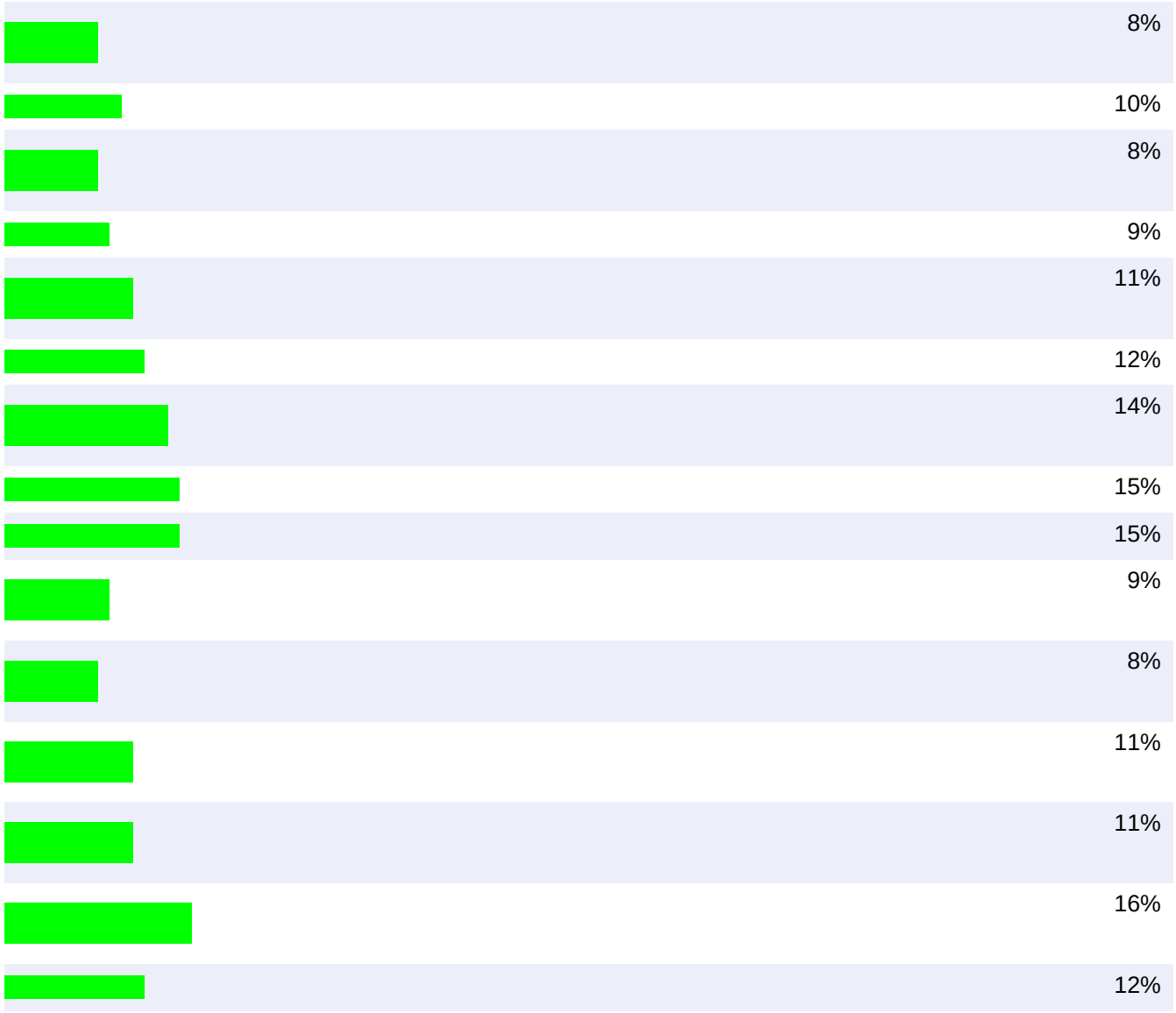

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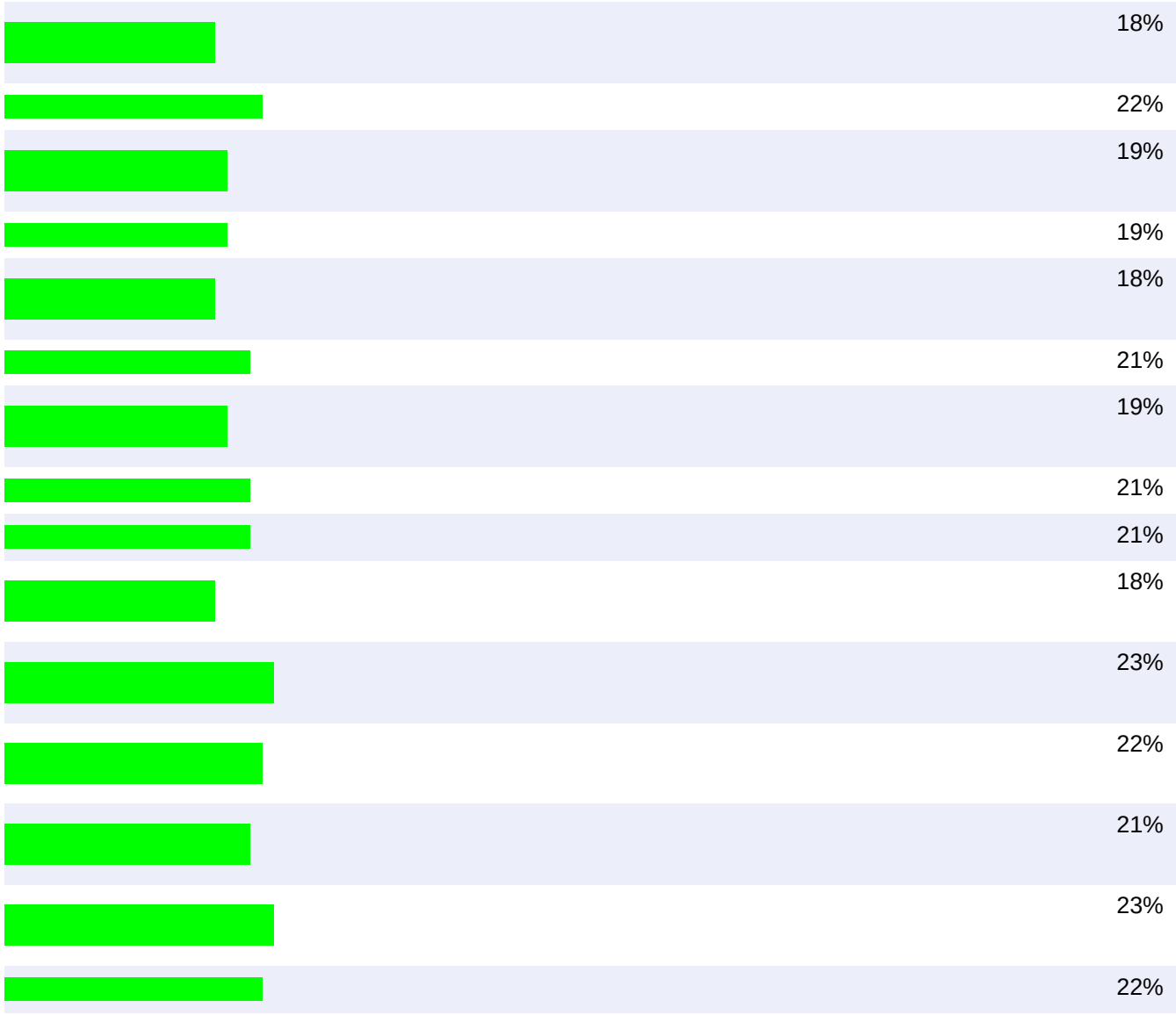

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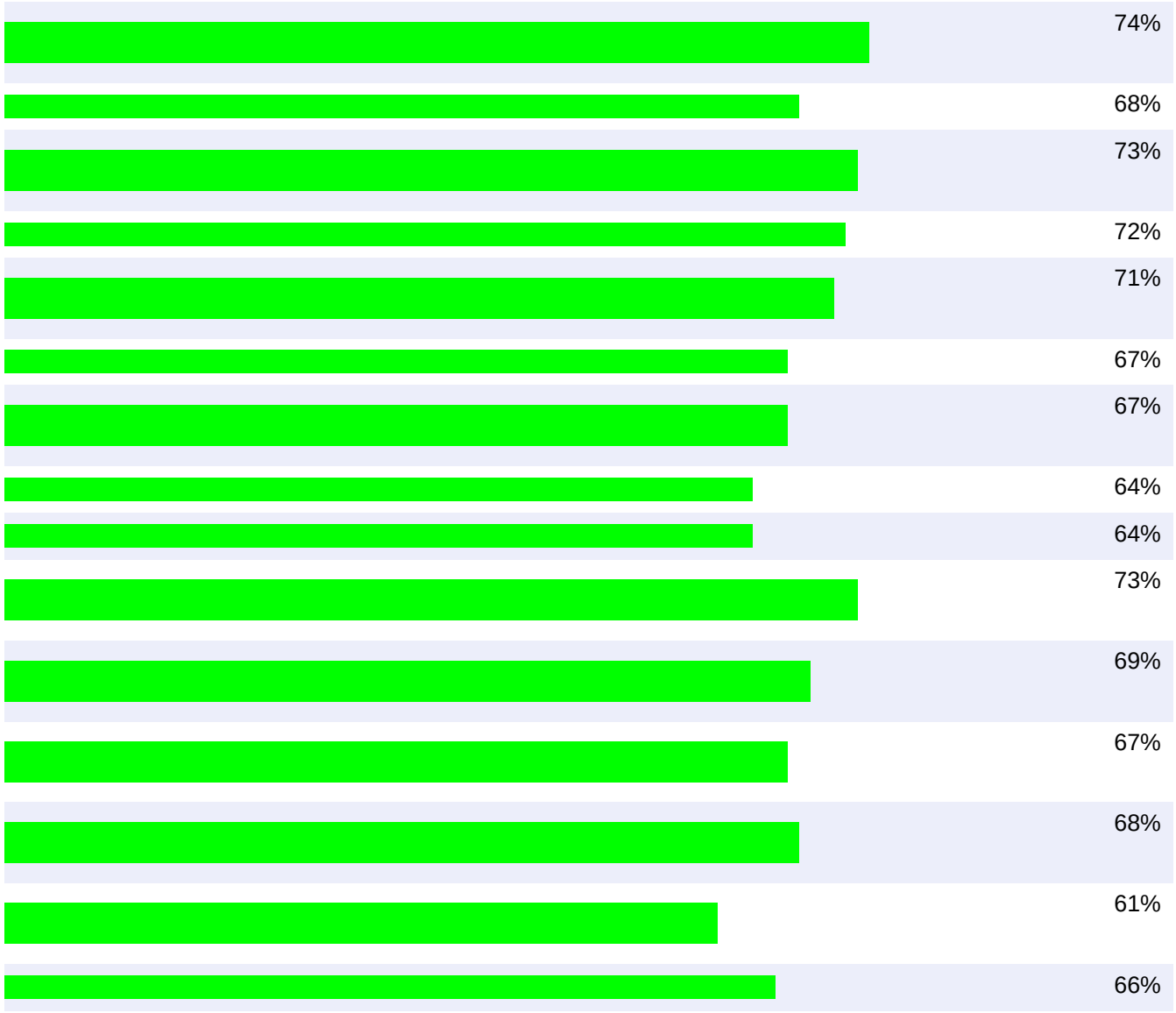

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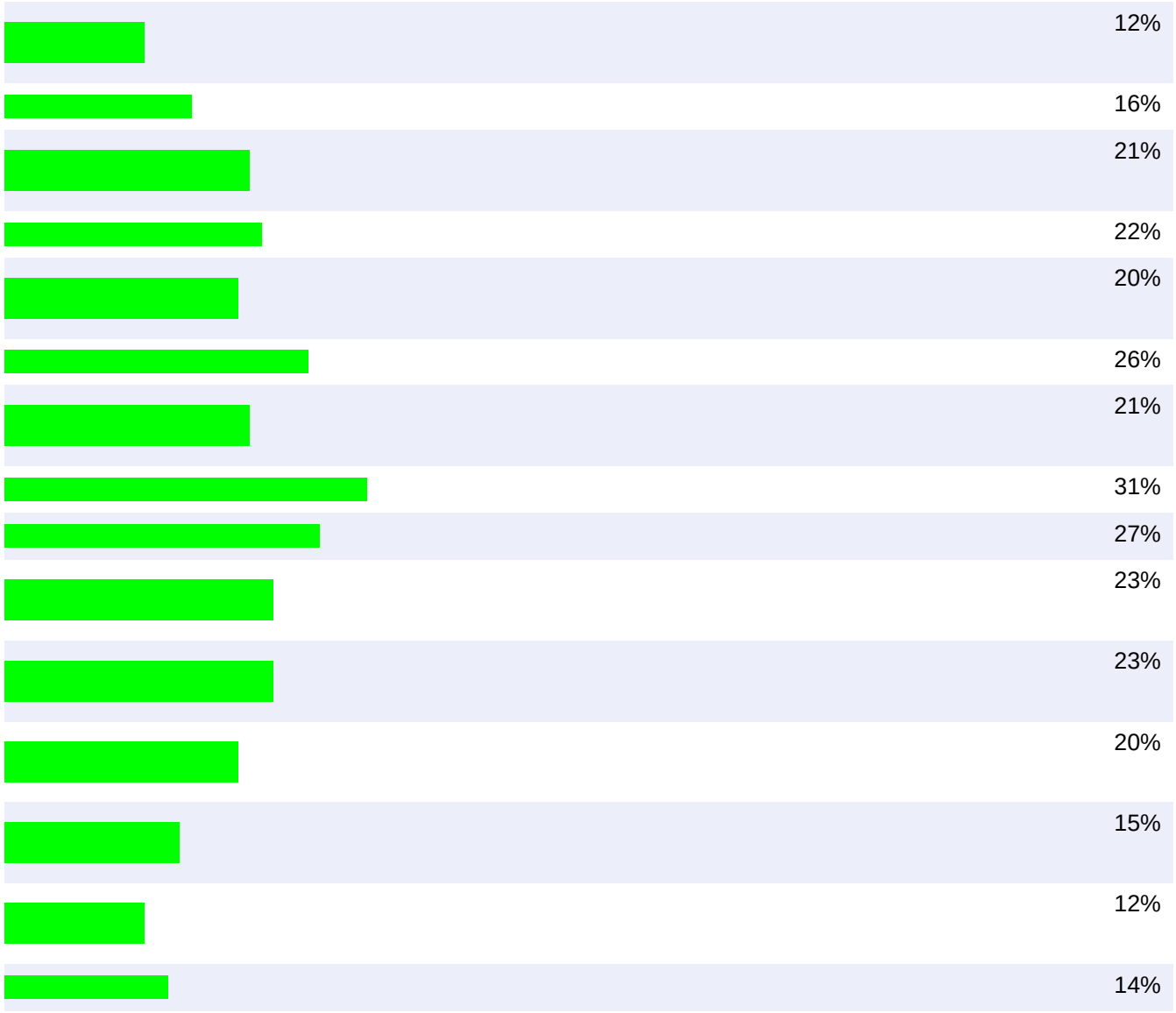

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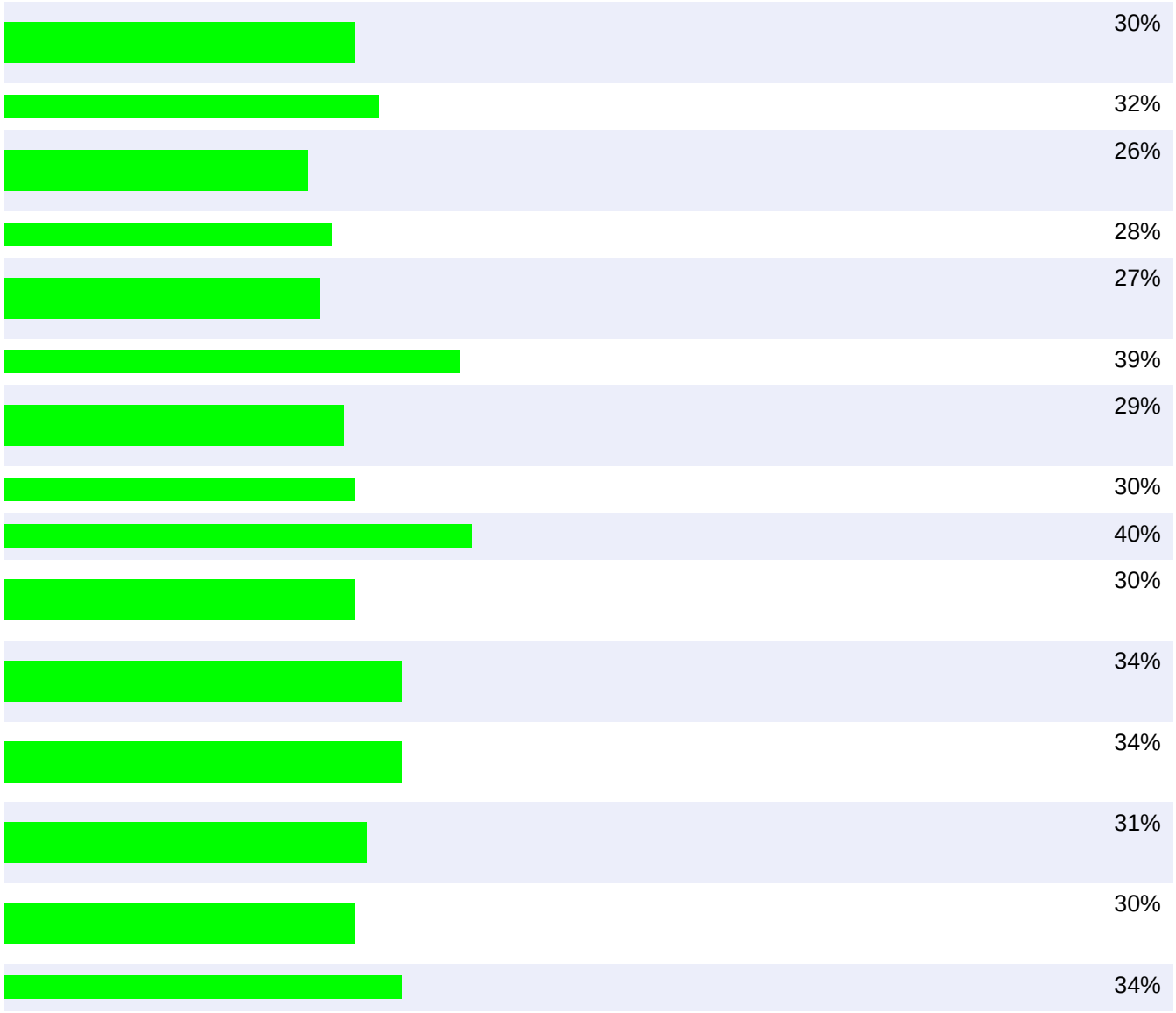

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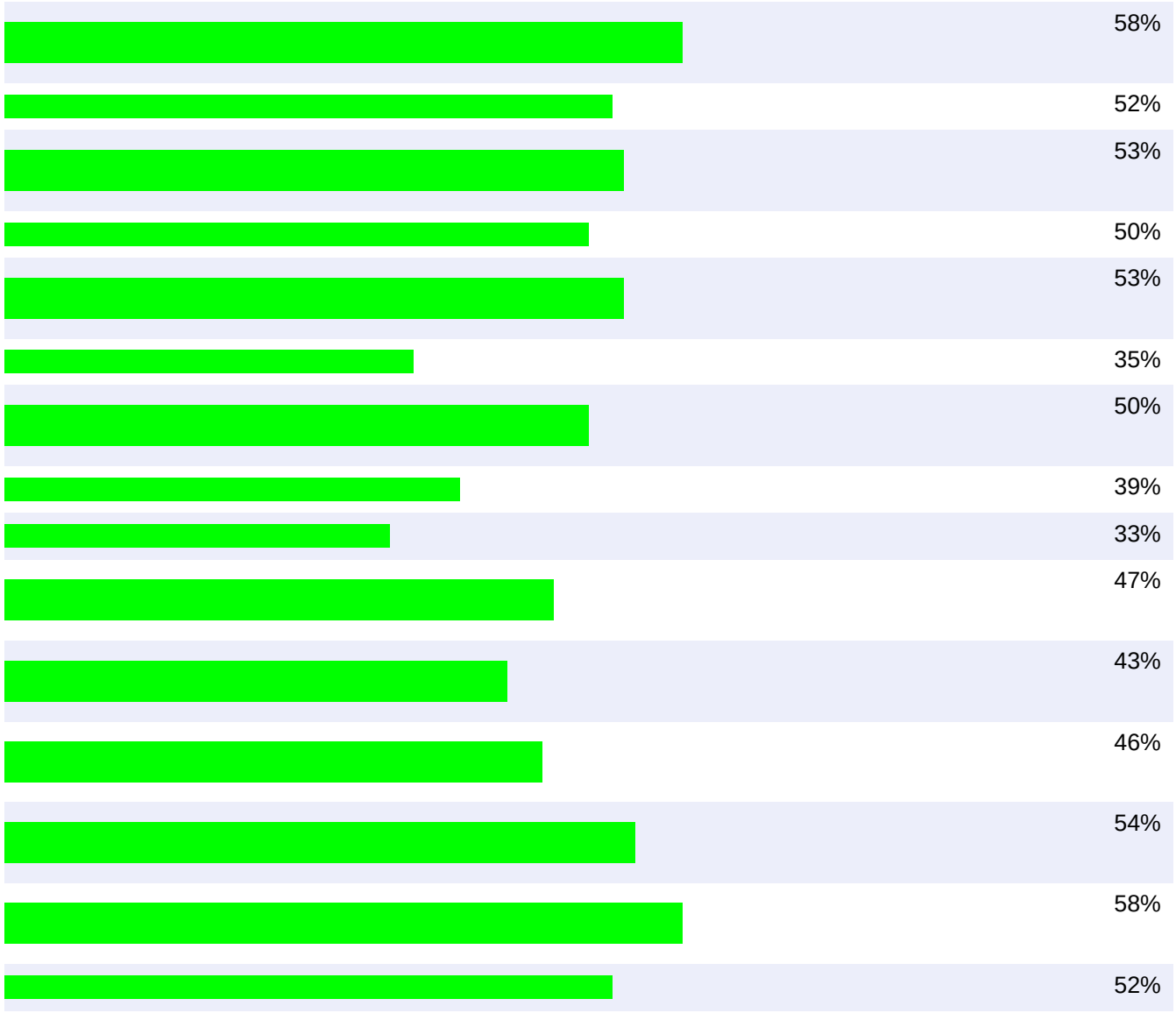

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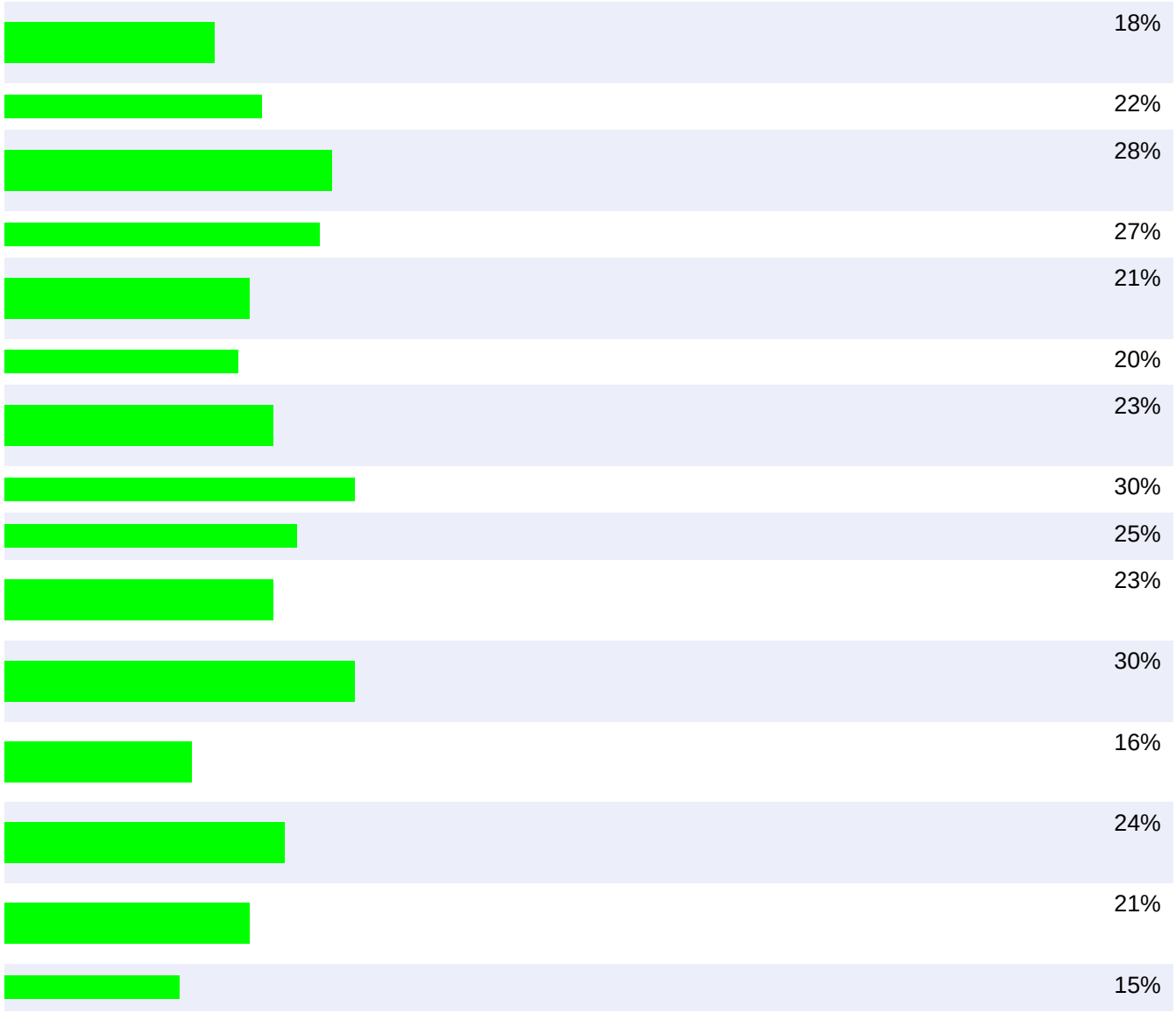

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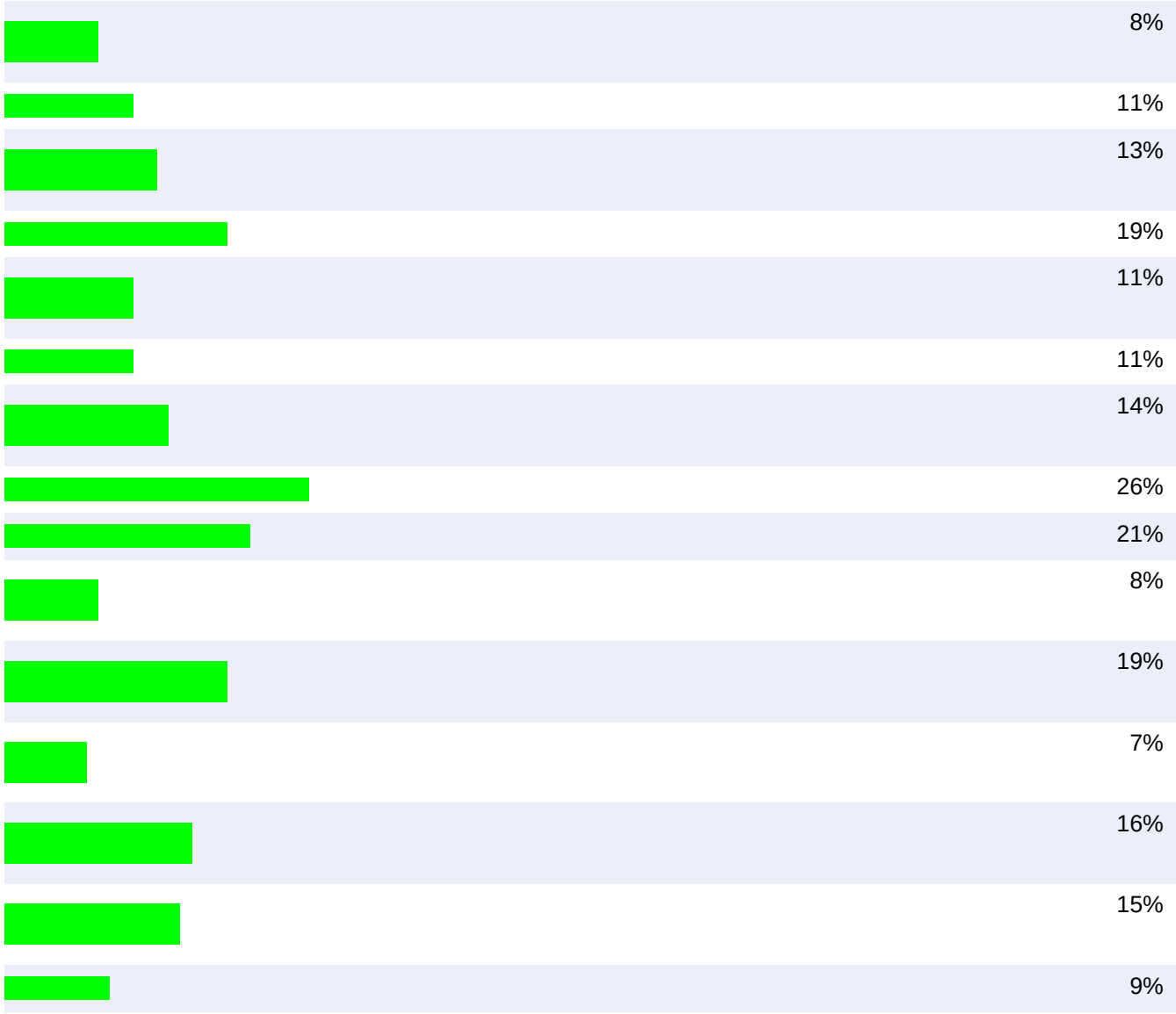

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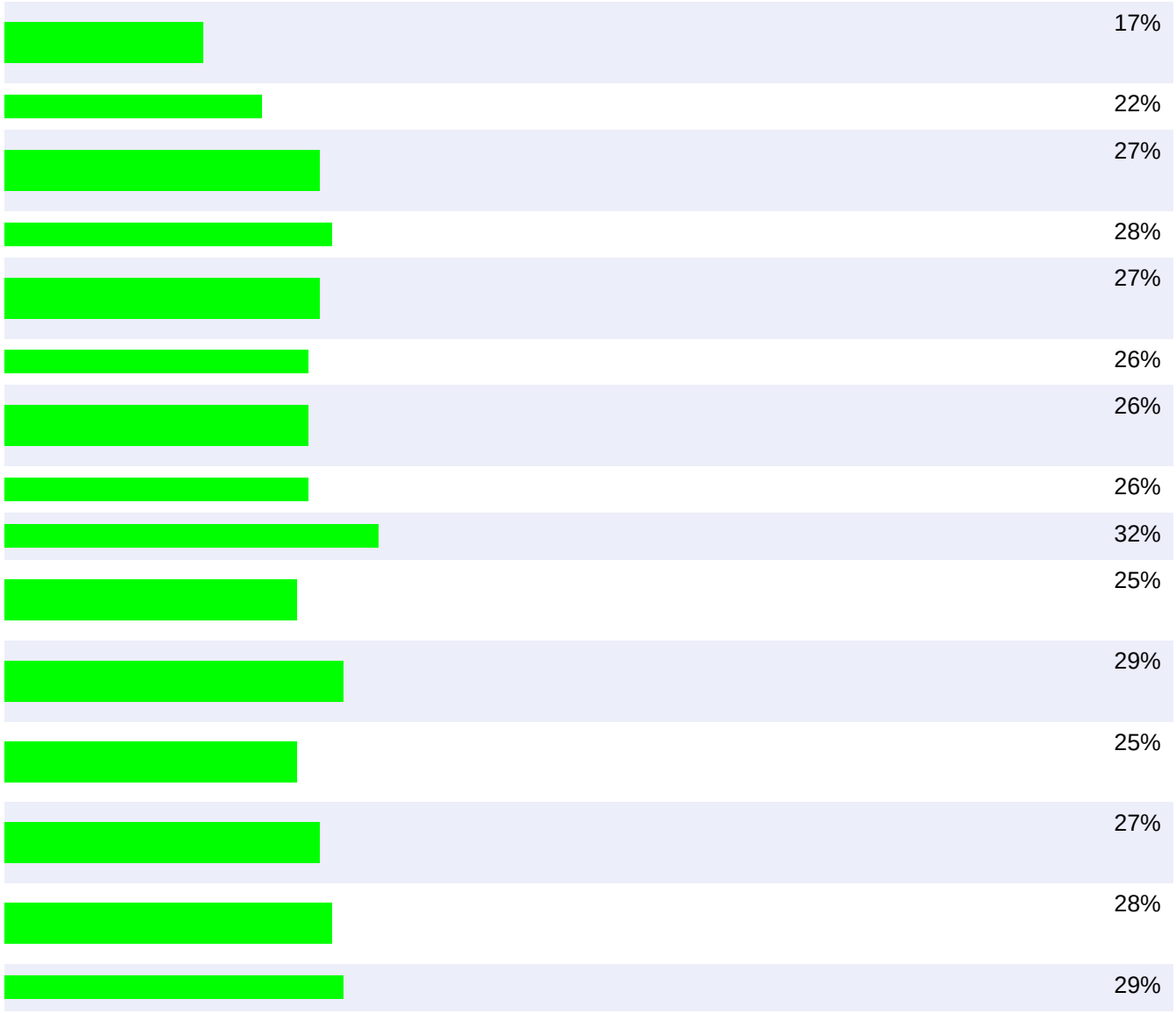

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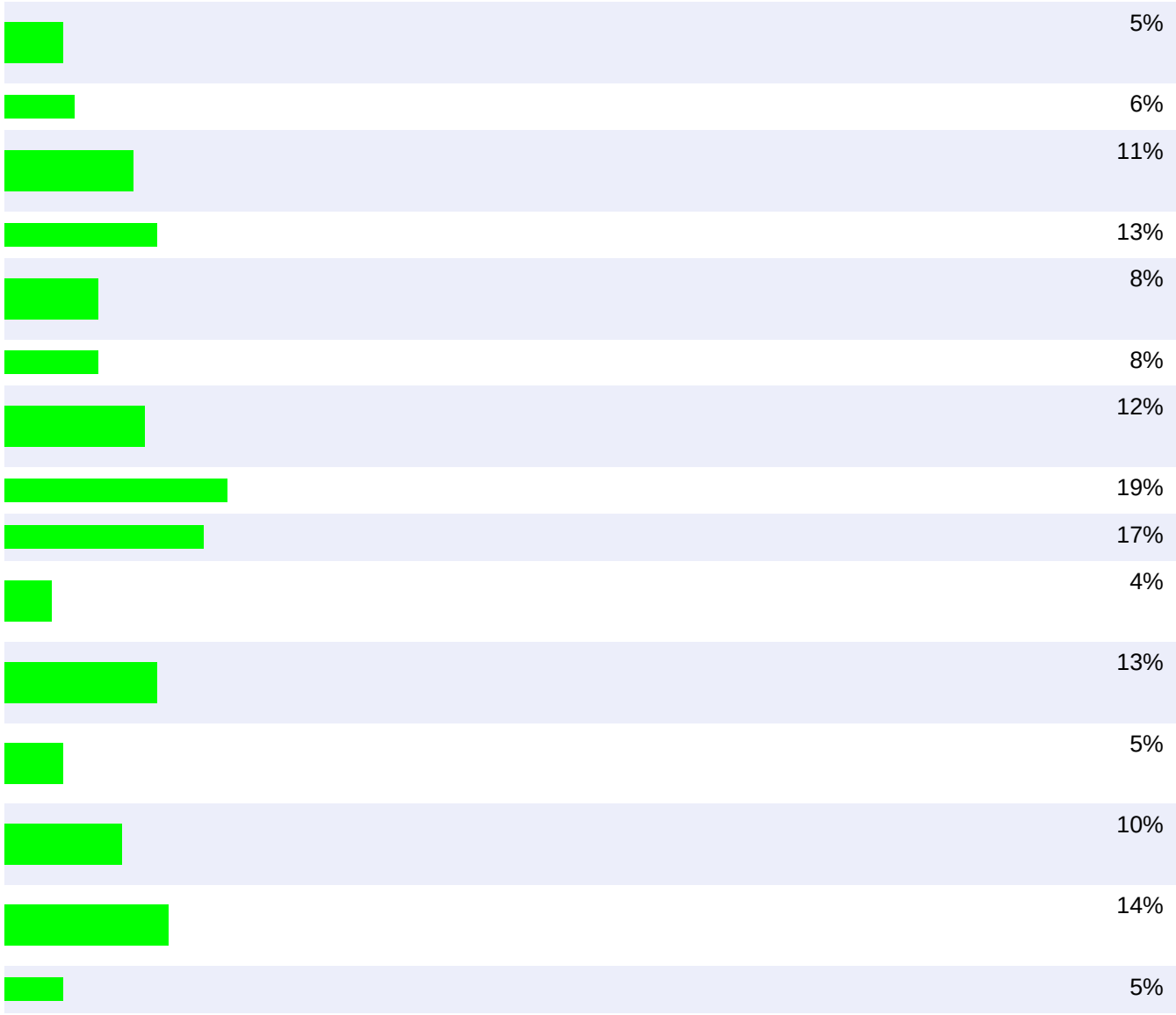

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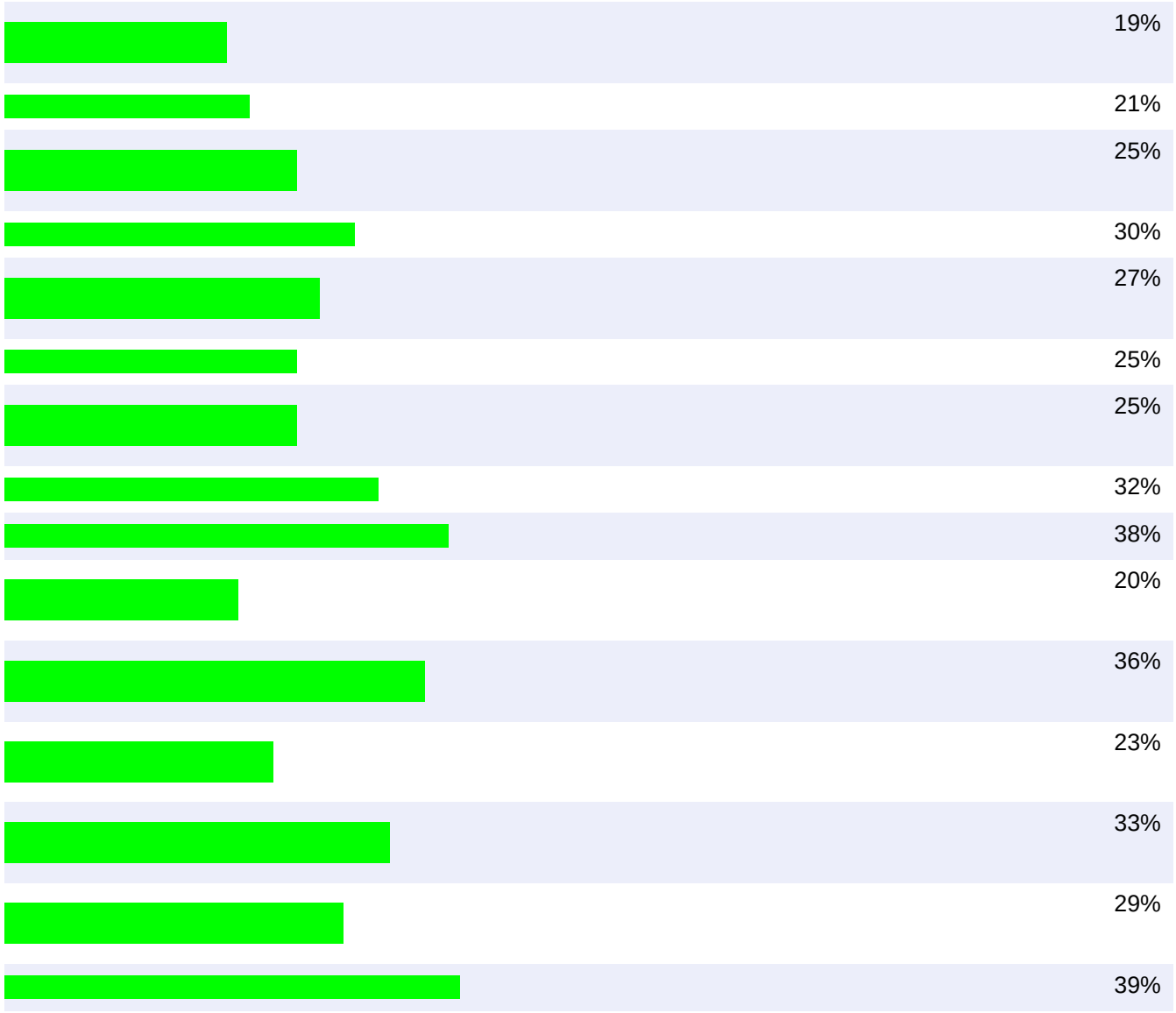

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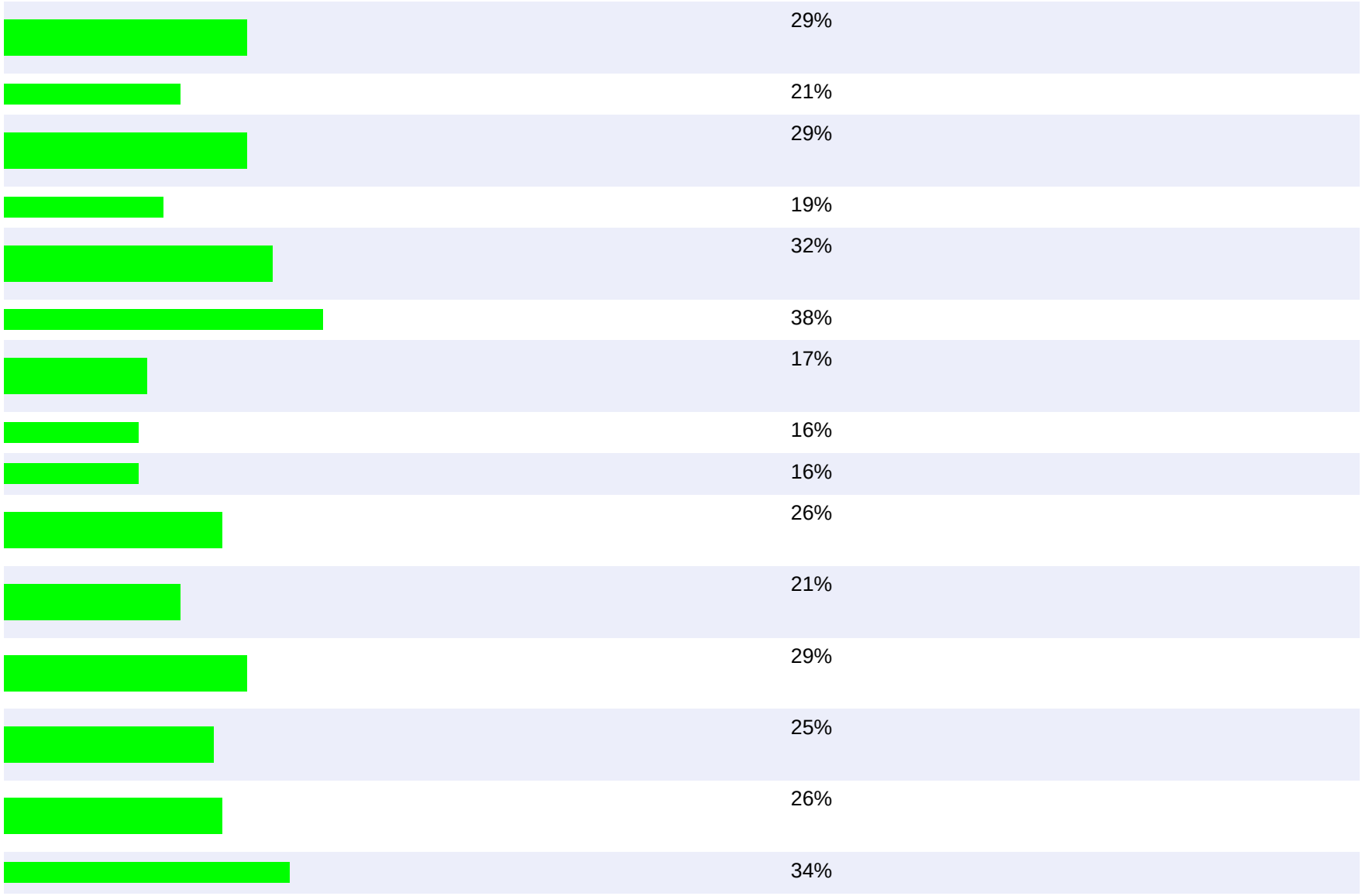

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030022	MARICOPA MEDICAL CENTER	2601 EAST ROOSEVELT STREET
030024	ST JOSEPH'S HOSPITAL AND MEDICAL CENTER	350 WEST THOMAS ROAD
030102	ARIZONA HEART HOSPITAL	1930 EAST THOMAS ROAD
030108	SURGICAL SPECIALTY HOSPITAL OF ARIZONA	6501 NORTH 19TH AVENUE
030089	BANNER THUNDERBIRD MEDICAL CENTER	5555 WEST THUNDERBIRD ROAD
030014	JOHN C LINCOLN NORTH MOUNTAIN HOSPITAL	250 EAST DUNLAP AVENUE
030083	PARADISE VALLEY HOSPITAL	3929 EAST BELL ROAD
050757	ALVARADO HOSPITAL	6655 ALVARADO ROAD
050077	SCRIPPS MERCY HOSPITAL	4077 5TH AVE
050234	SHARP CORONADO HOSPITAL AND HLTHCR CTR	250 PROSPECT PLACE
050026	GROSSMONT HOSPITAL	5555 GROSSMONT CENTER DRIVE BOX 58
050024	PARADISE VALLEY HOSPITAL	2400 EAST FOURTH STREET
050222	SHARP CHULA VISTA MEDICAL CENTER	751 MEDICAL CENTER COURT
050515	KAISER FOUNDATION HOSPITAL - SAN DIEGO	4647 ZION AVE
050025	UNIVERSITY OF CALIFORNIA SAN	200 WEST ARBOR DRIVE

	PHOENIX	AZ
	PHOENIX	AZ
	PHOENIX	AZ
	PHOENIX	AZ
	GLENDALE	AZ
	PHOENIX	AZ
	PHOENIX	AZ
	SAN DIEGO	CA
	SAN DIEGO	CA
	CORONADO	CA
	LA MESA	CA
	NATIONAL CITY	CA
	CHULA VISTA	CA
	SAN DIEGO	CA
	SAN DIEGO	CA

85008	MARICOPA	6023445011
85013	MARICOPA	6024063000
85016	MARICOPA	6025321000
85015	MARICOPA	6027956020
85306	MARICOPA	6028655555
85020	MARICOPA	6028706060
85032	MARICOPA	6029235000
92120	SAN DIEGO	6192293172
92103	SAN DIEGO	6192948111
92118	SAN DIEGO	6194356251
91942	SAN DIEGO	6194650711
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91911	SAN DIEGO	6195025800
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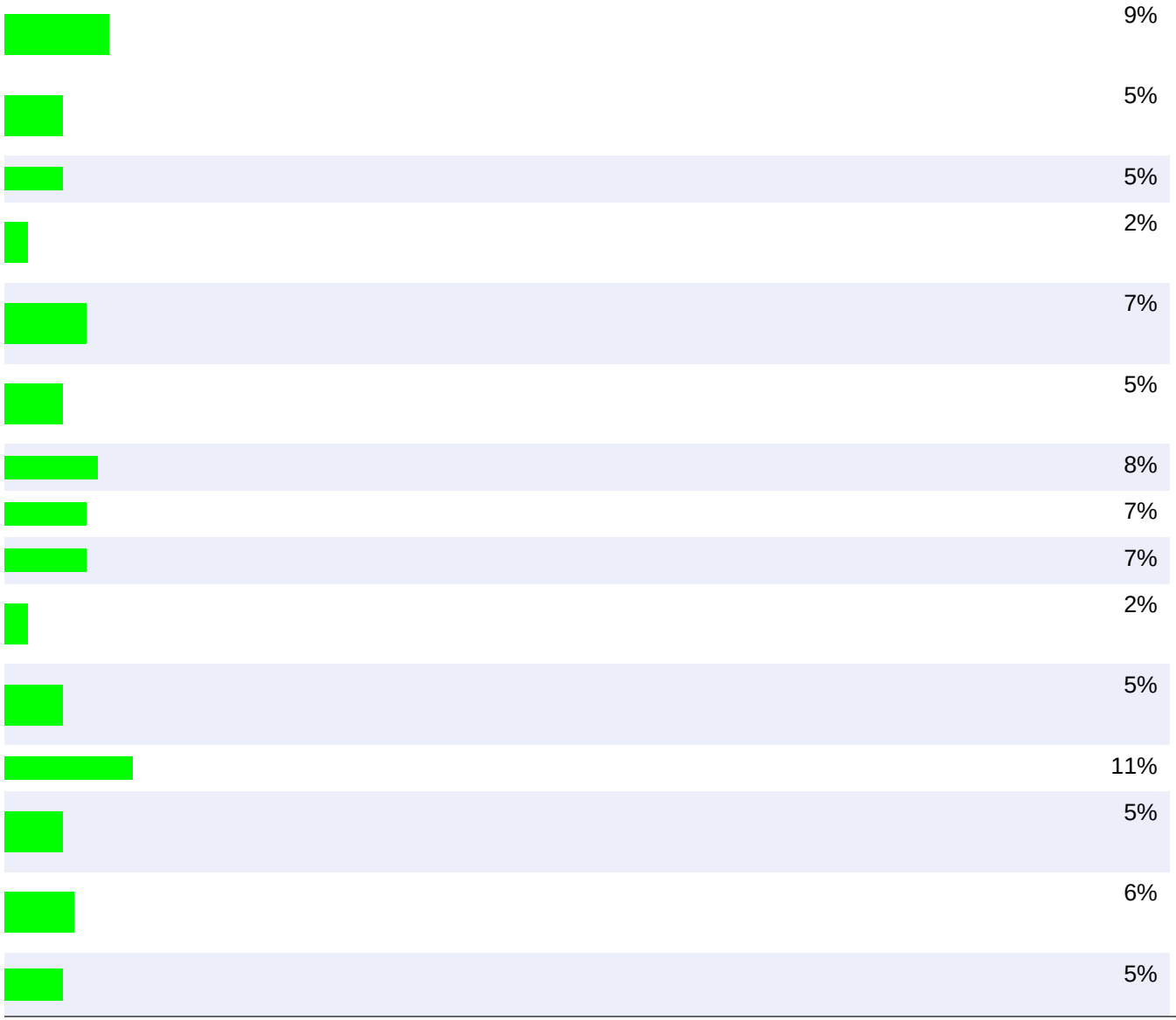

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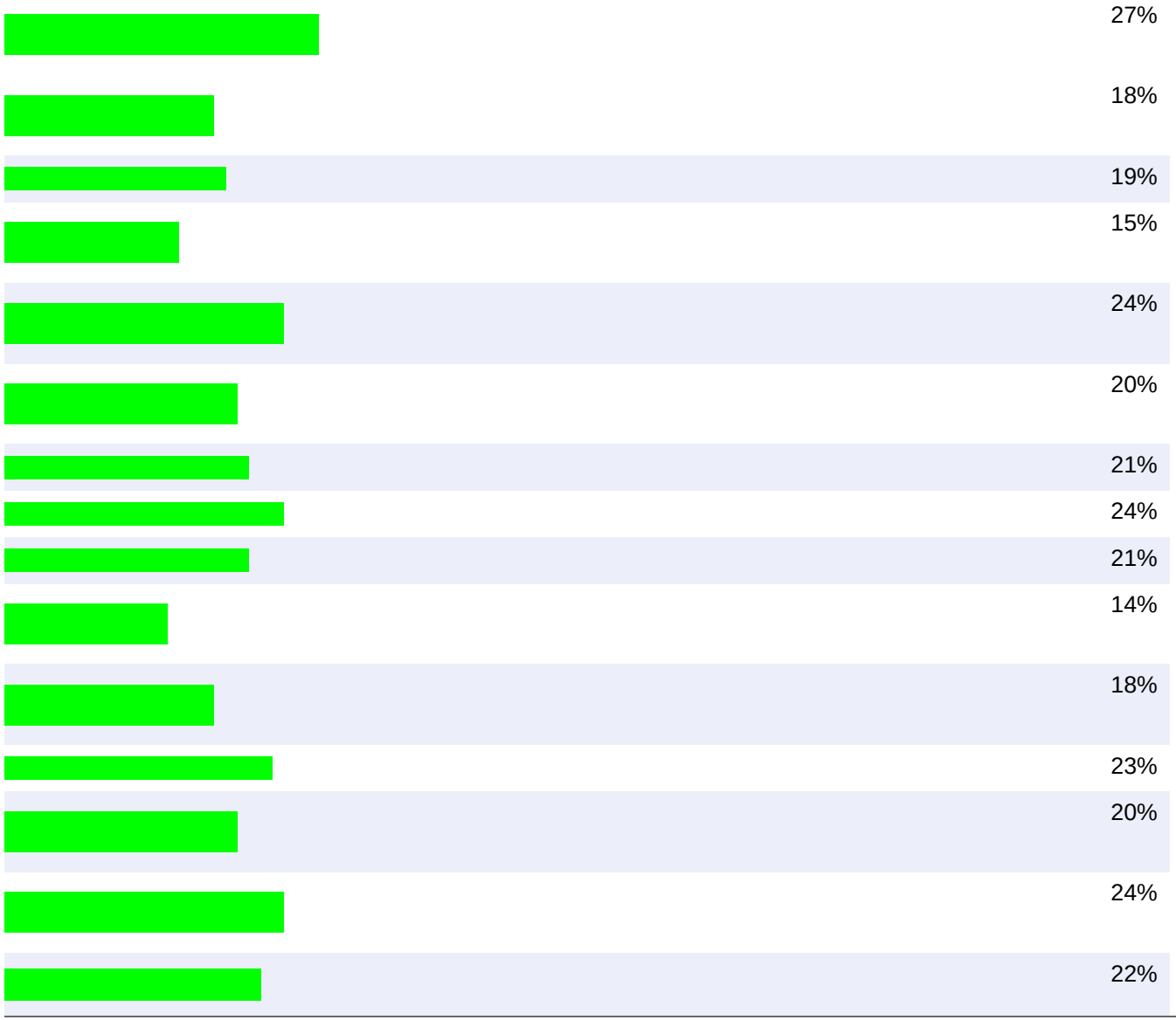

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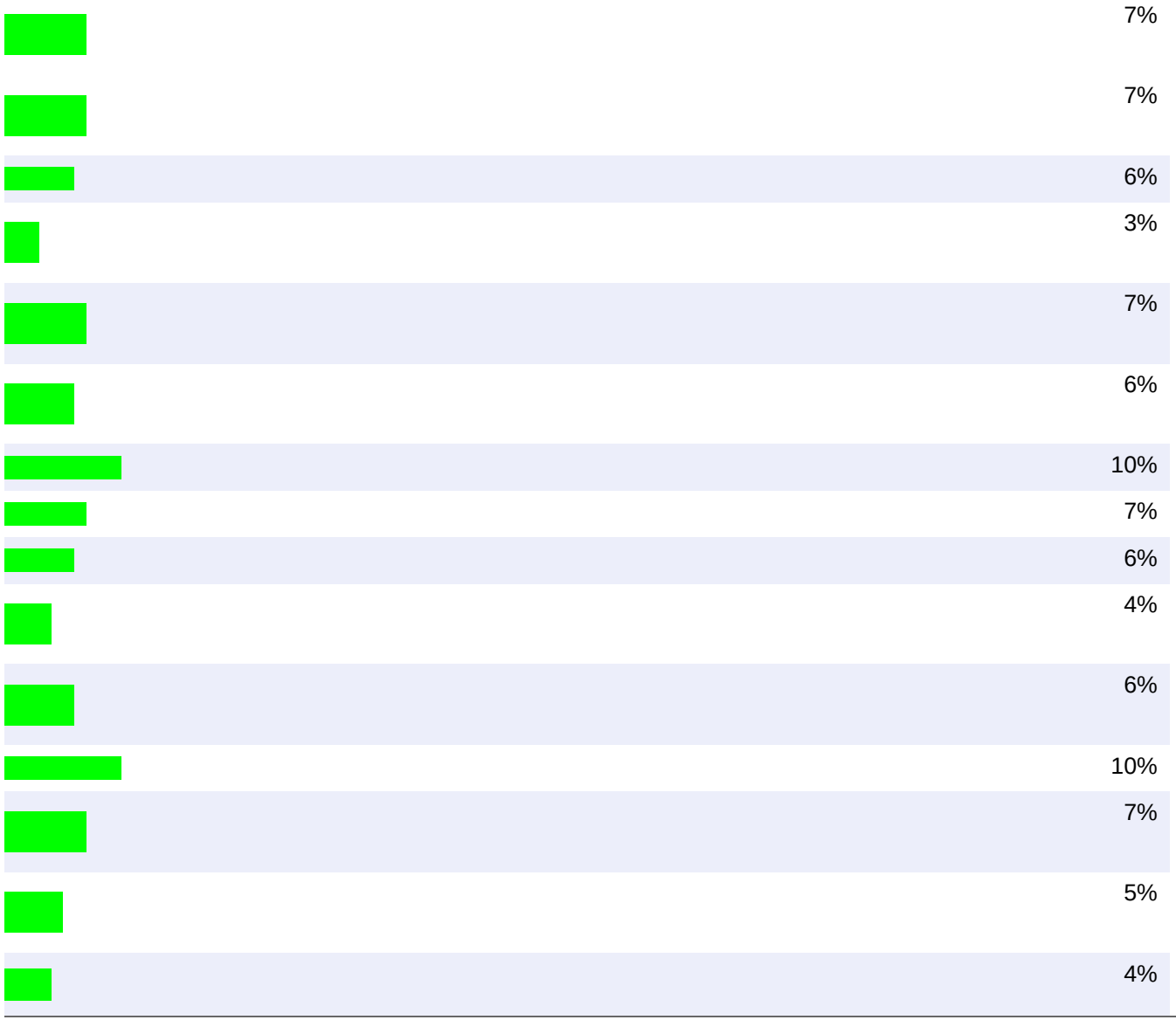

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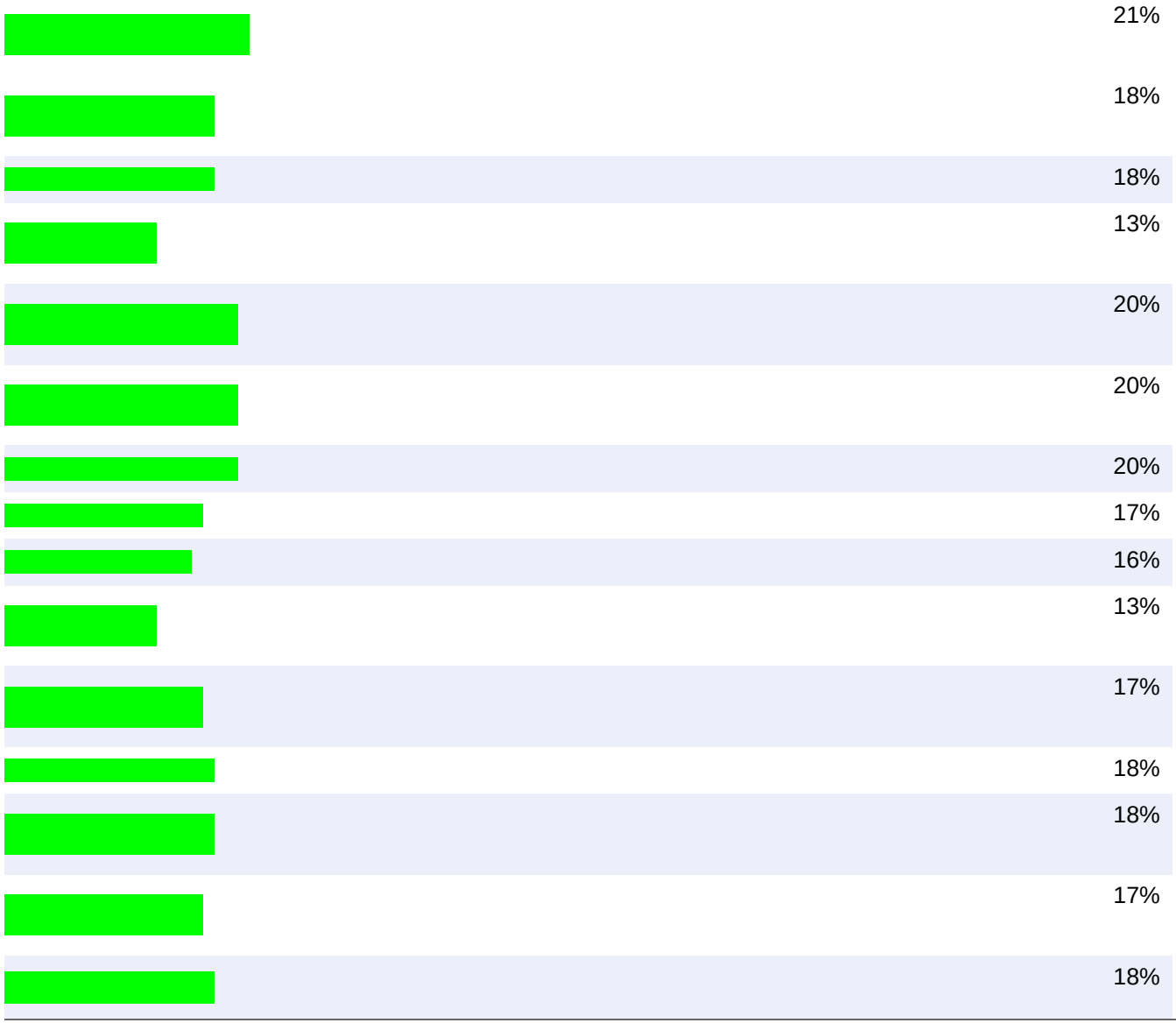

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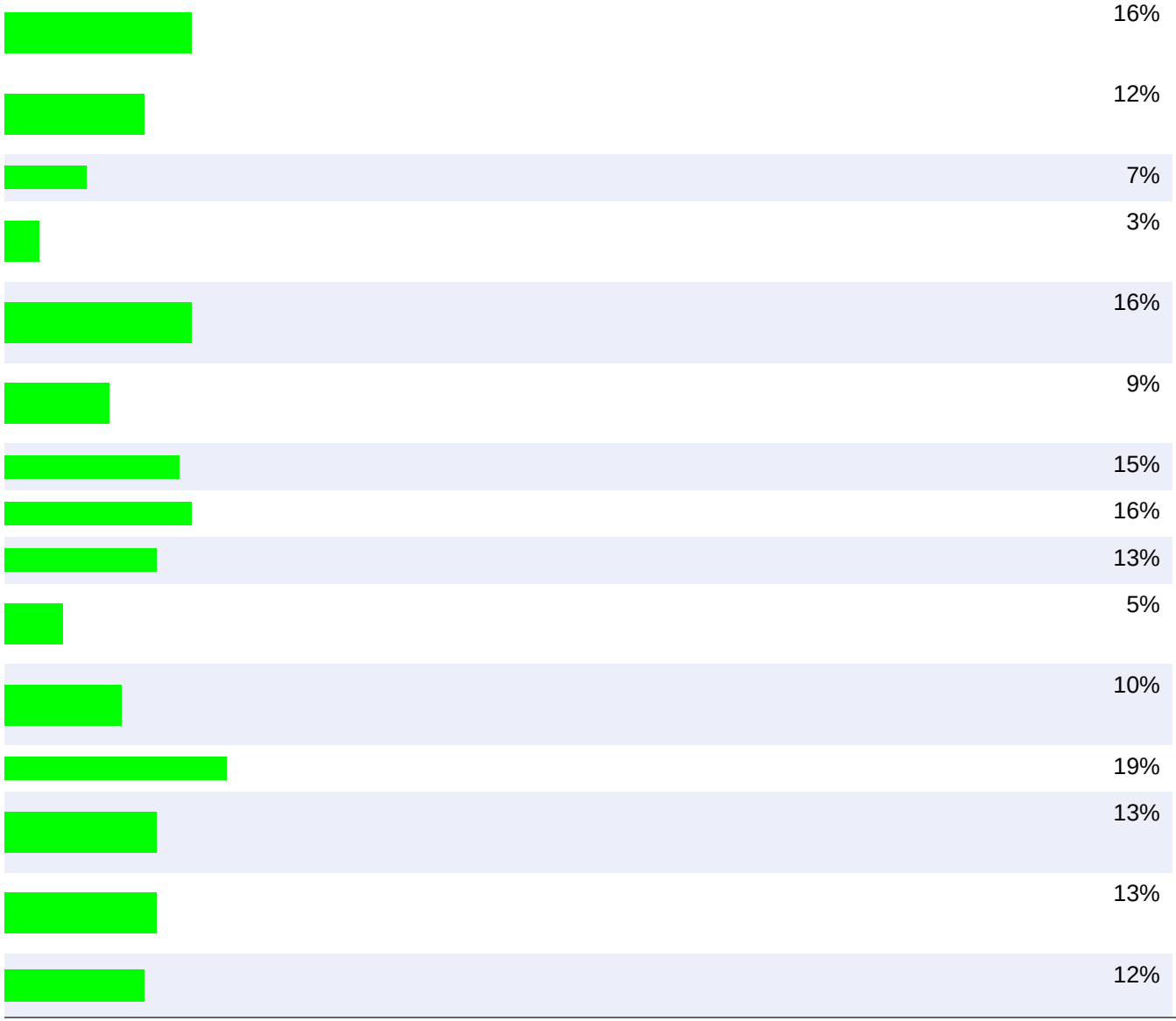

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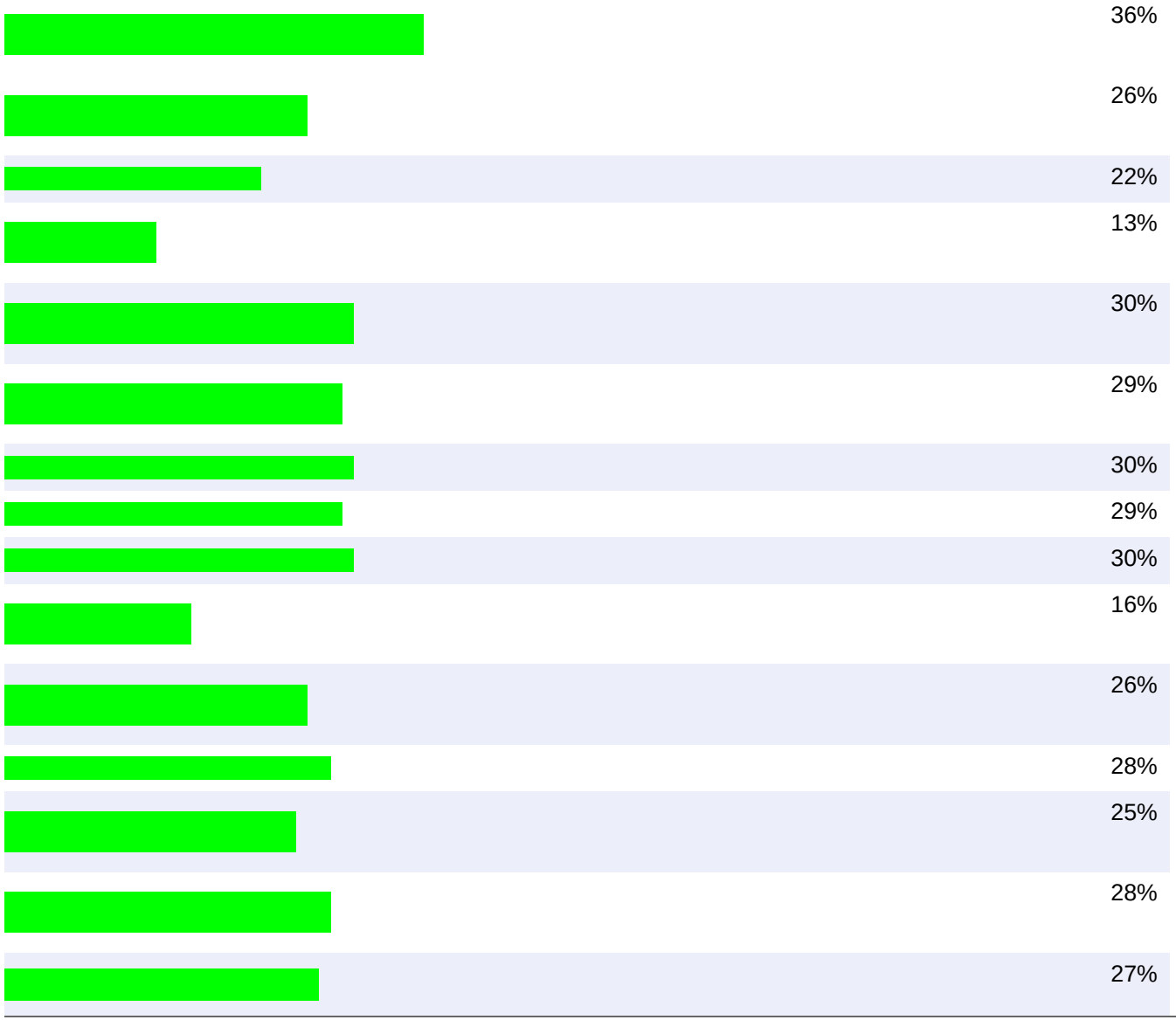

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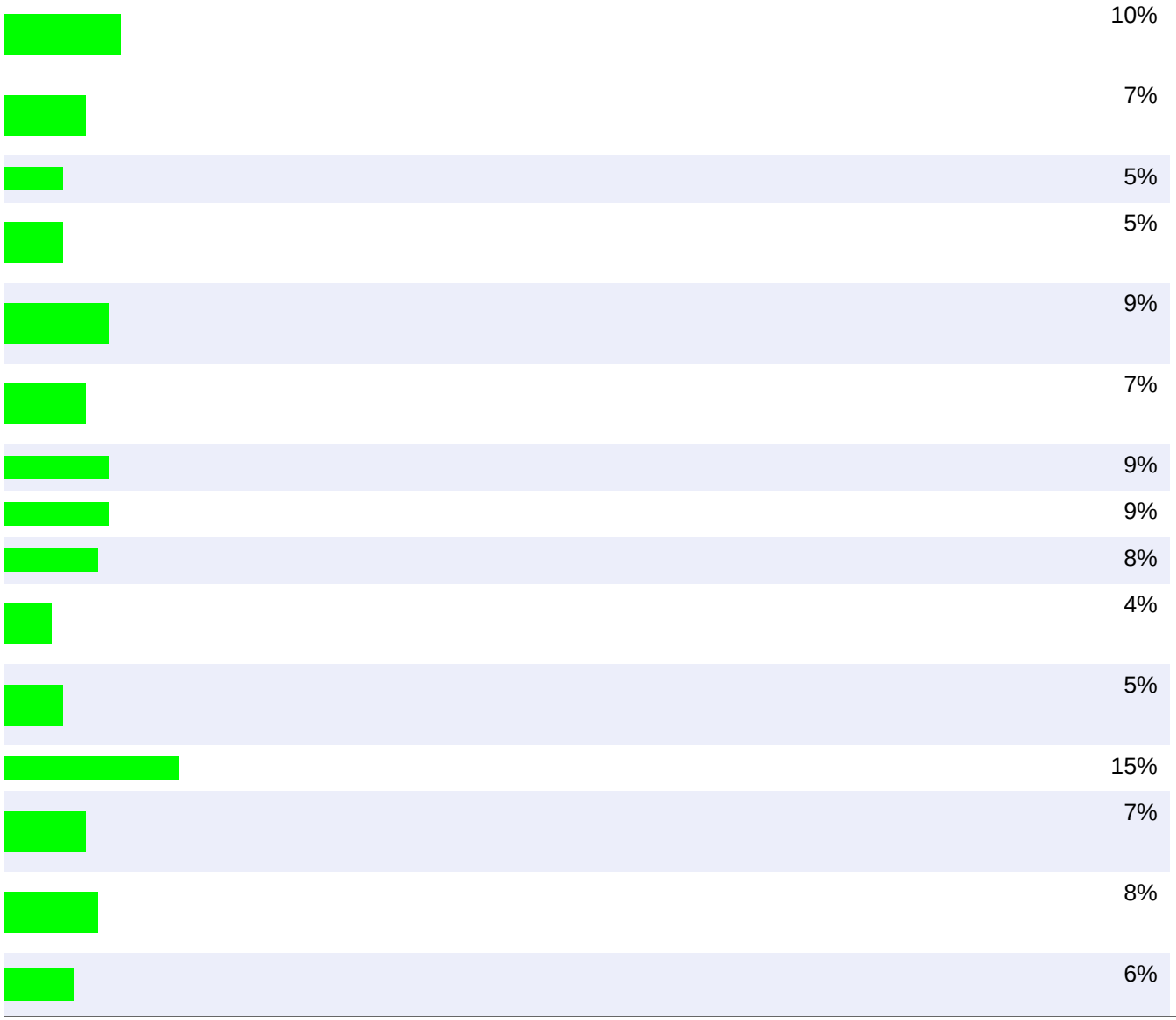

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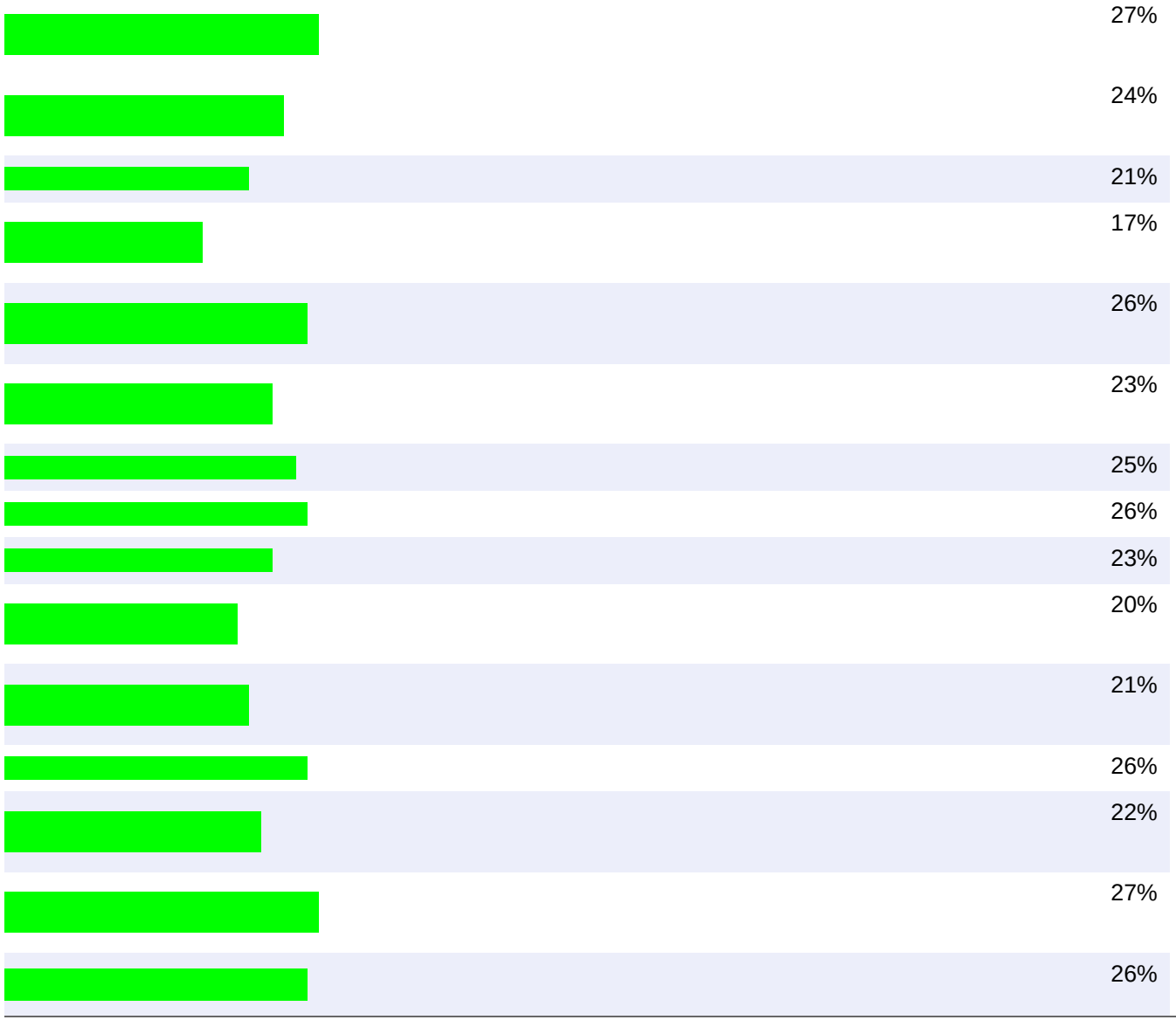

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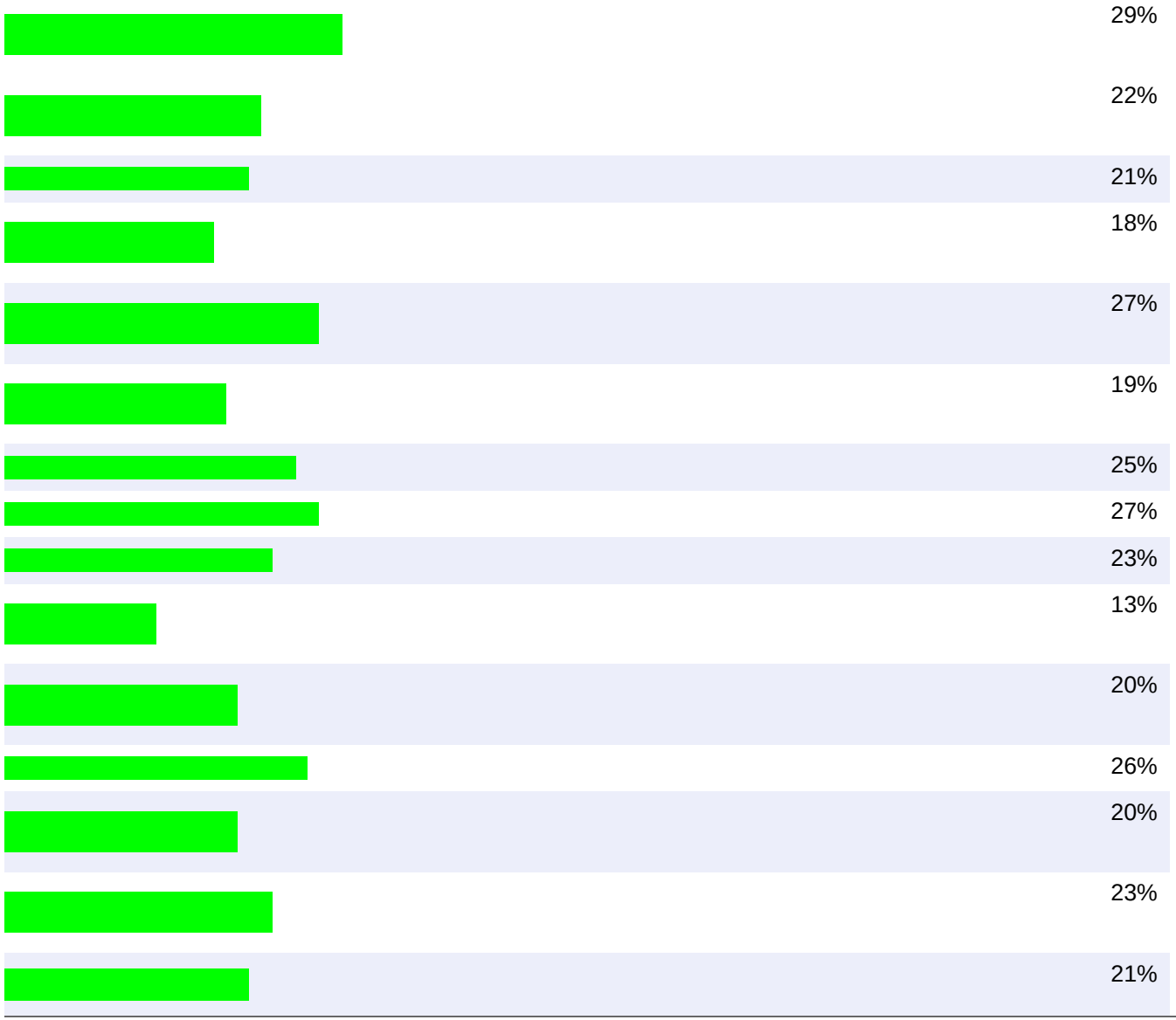

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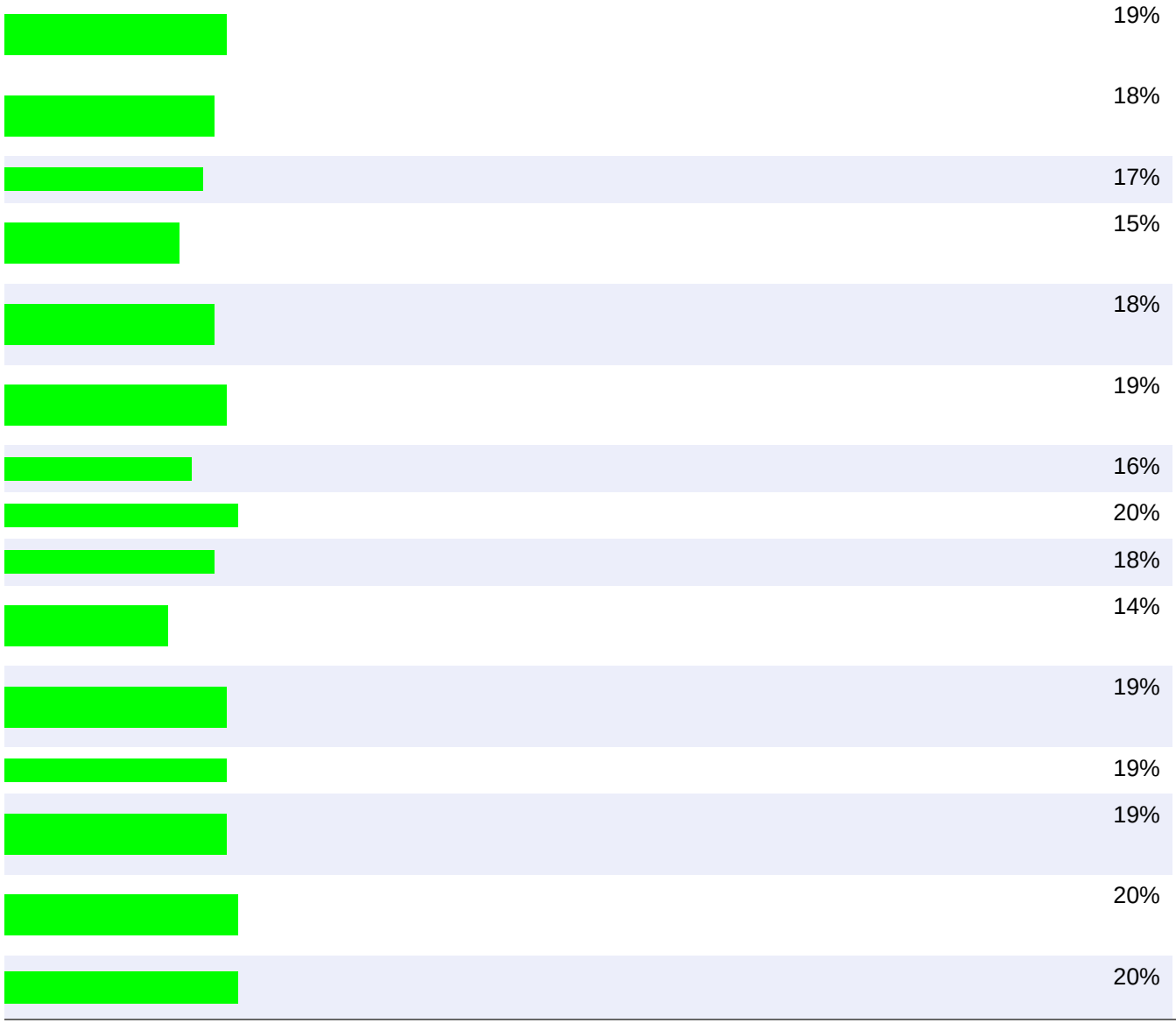

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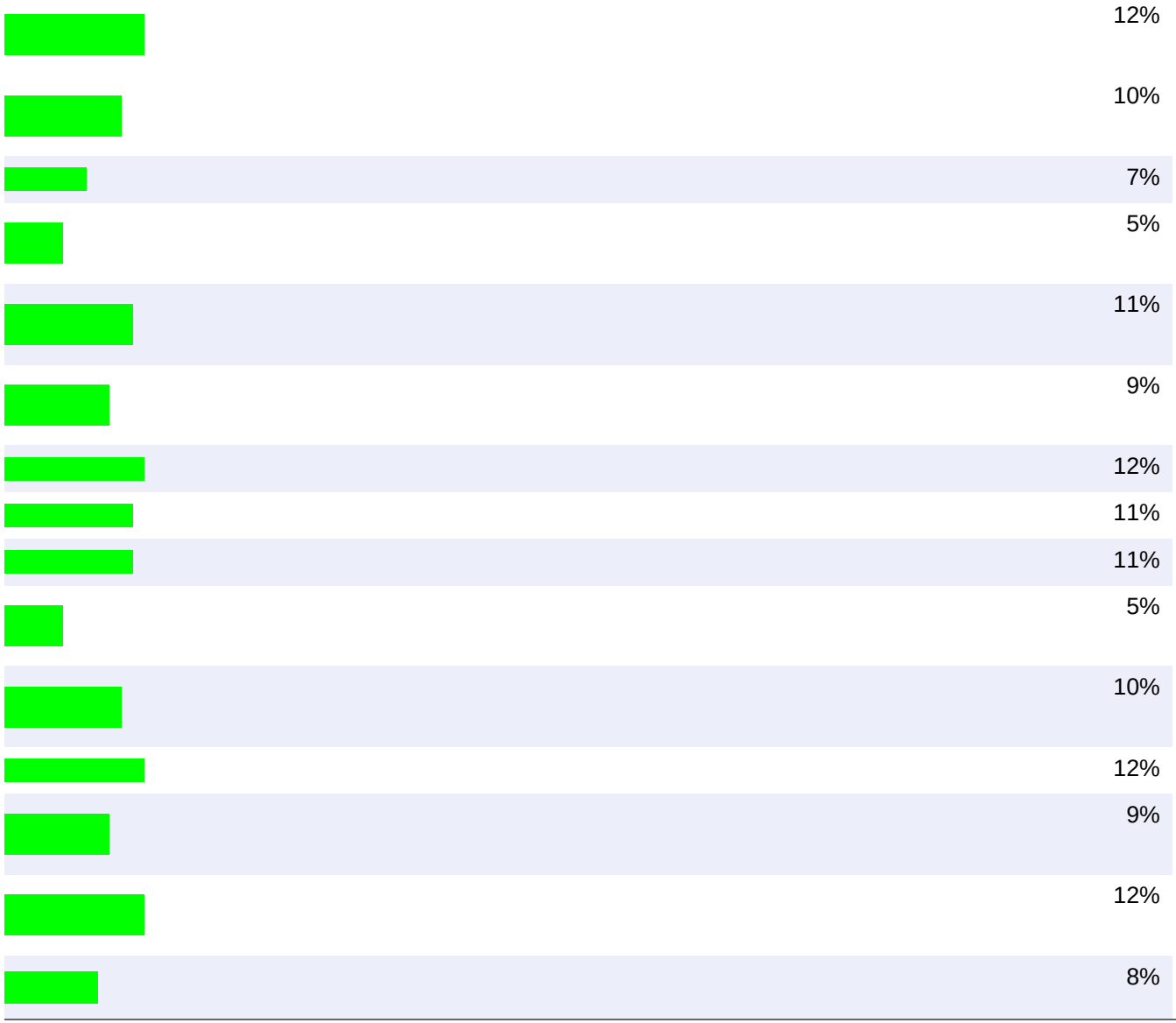

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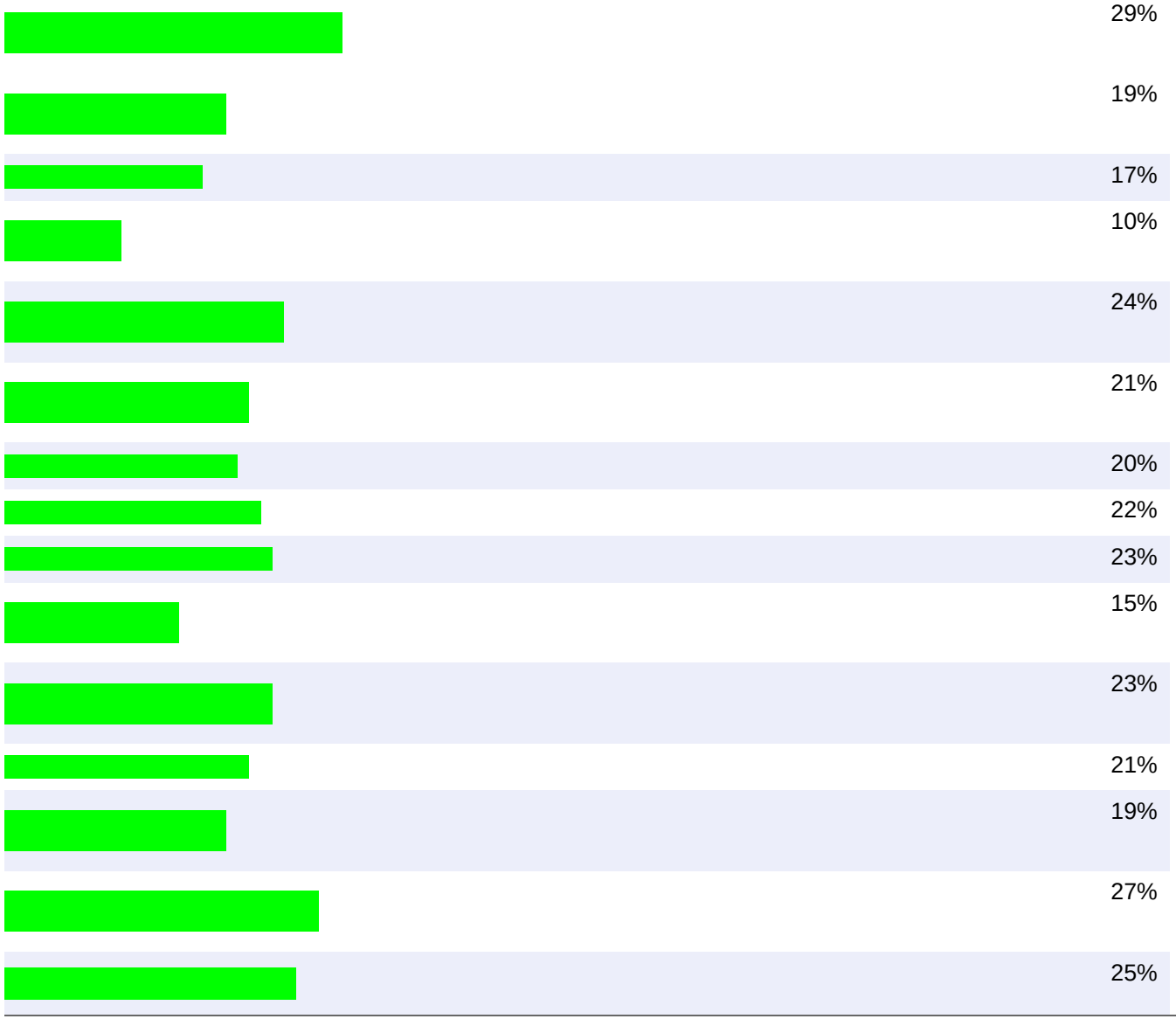

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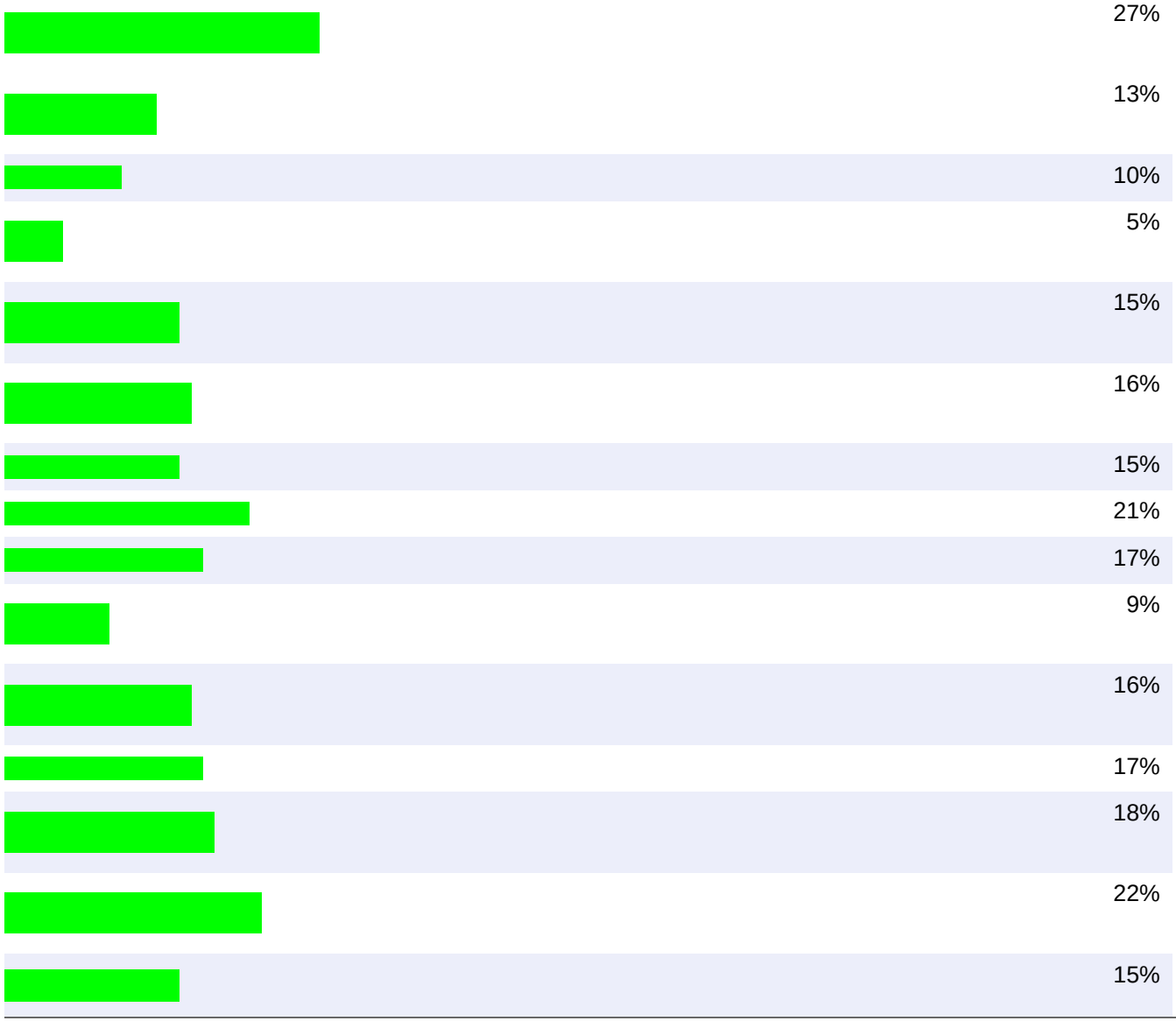

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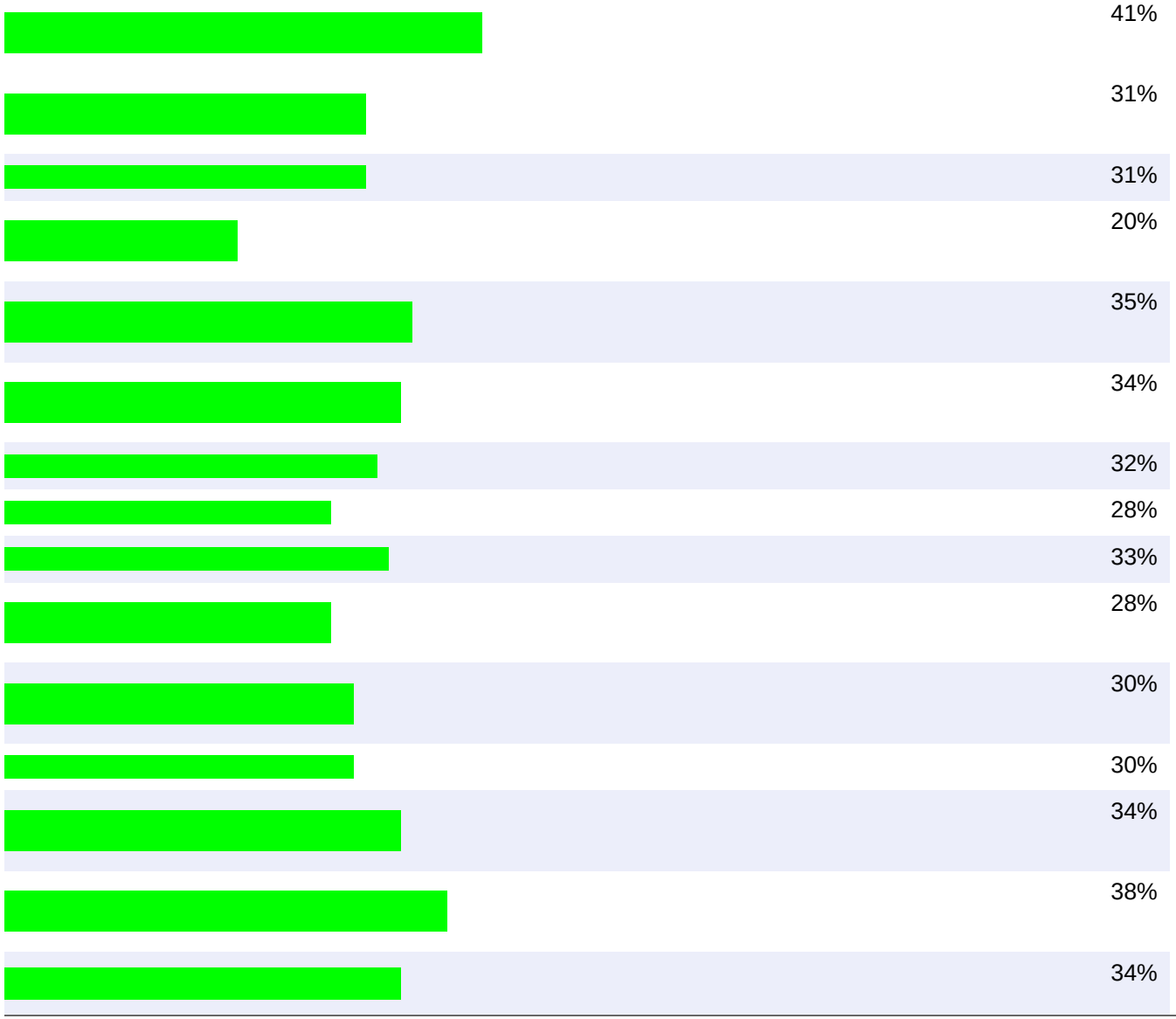

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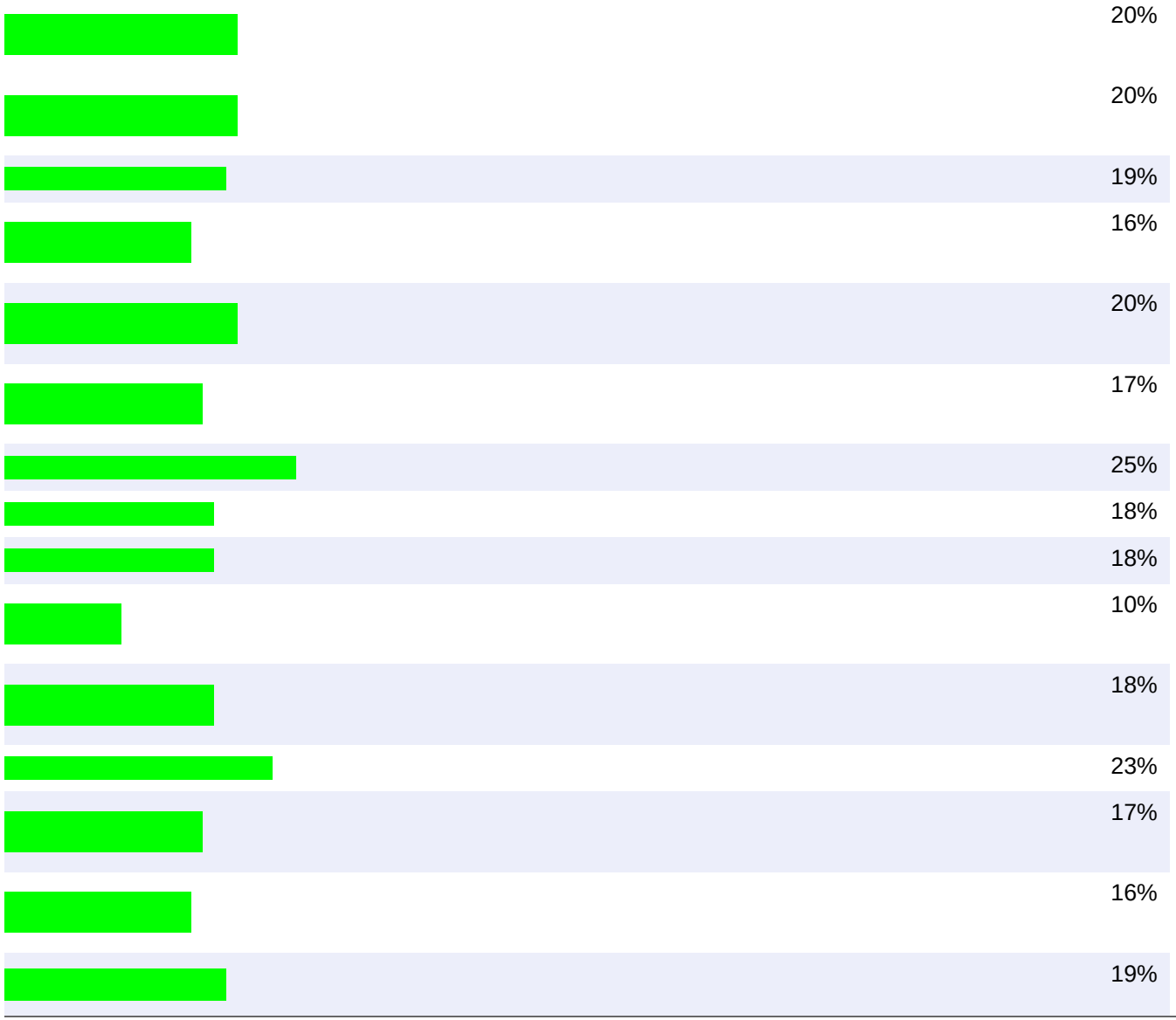

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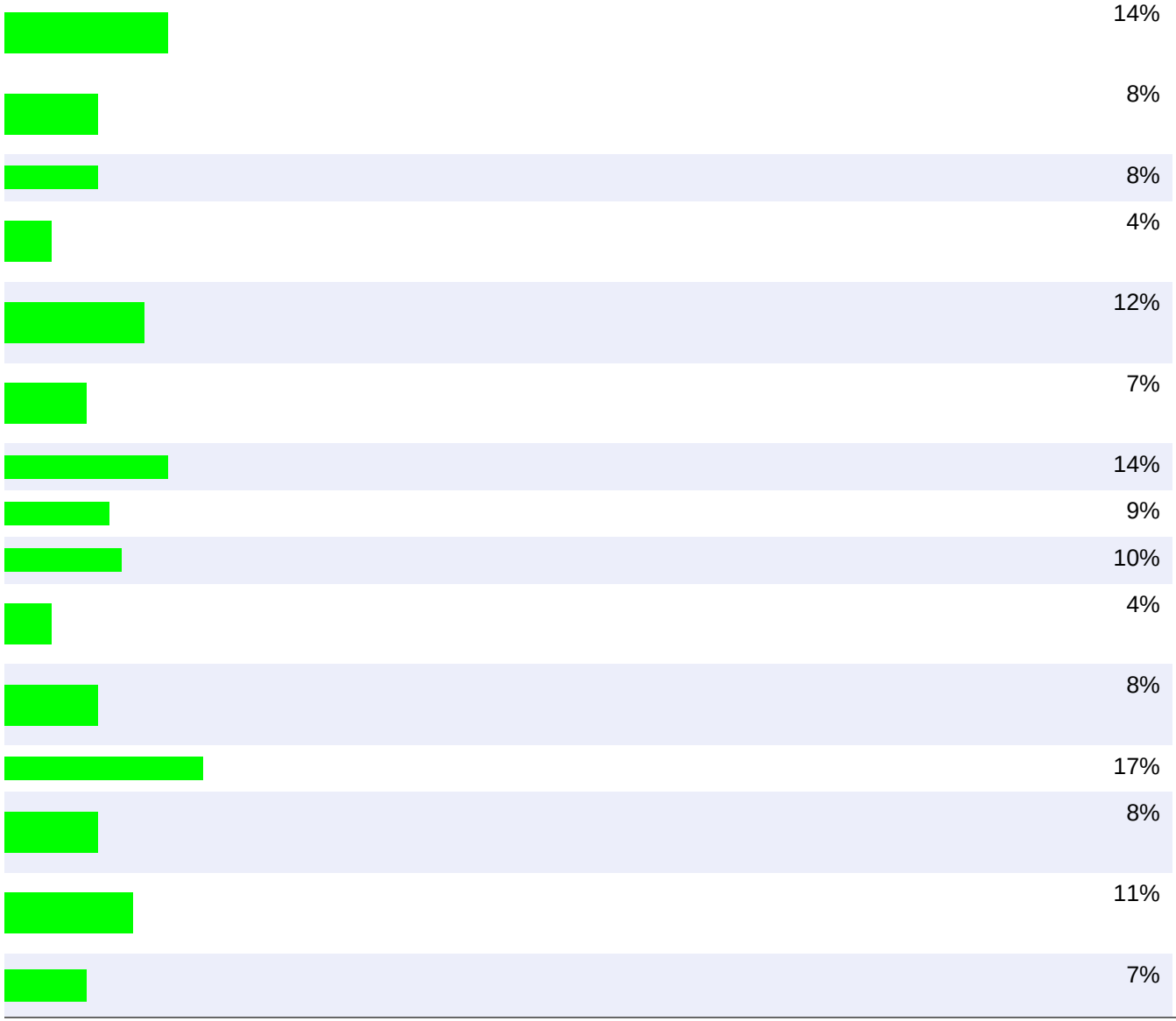

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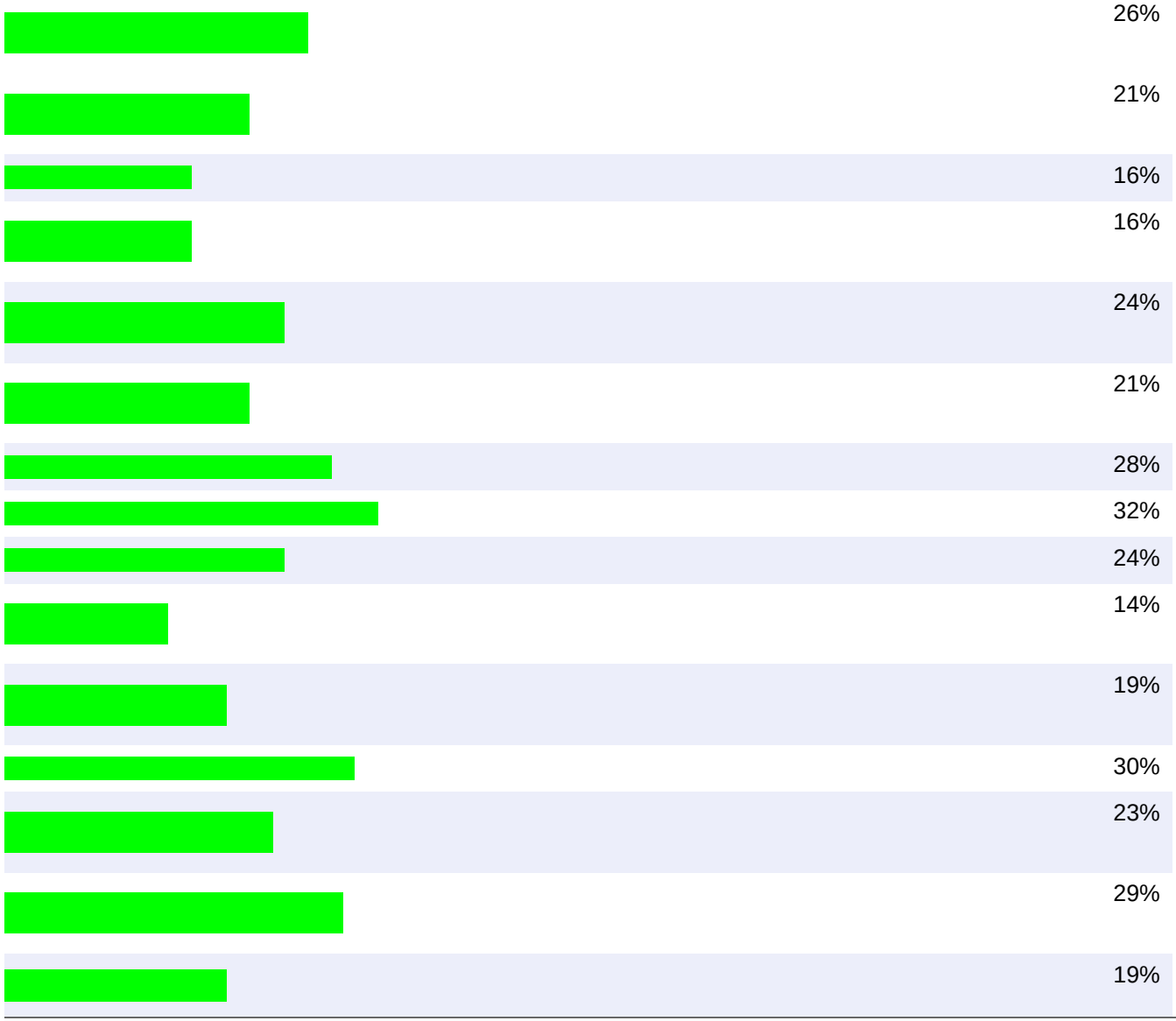

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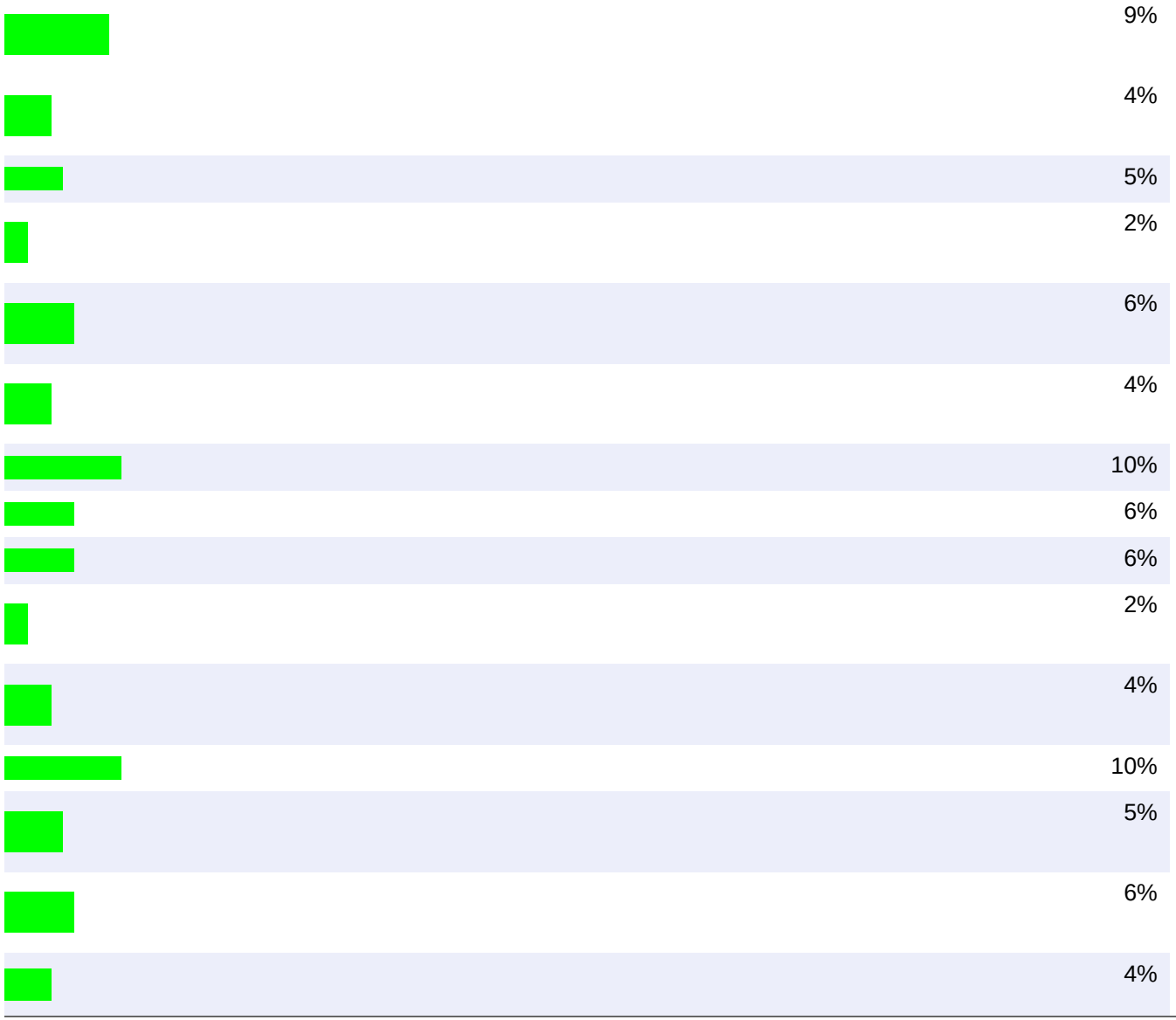

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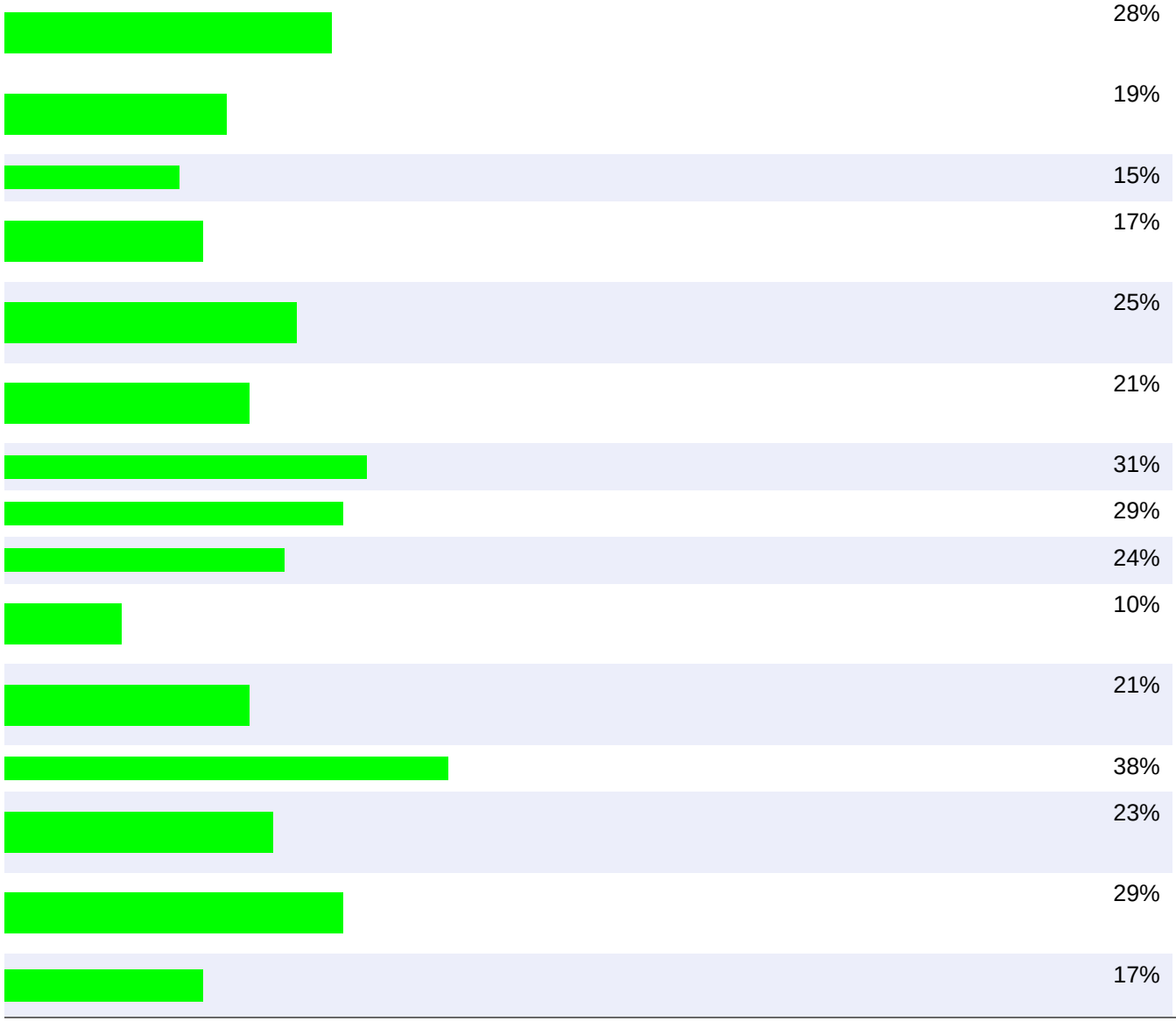

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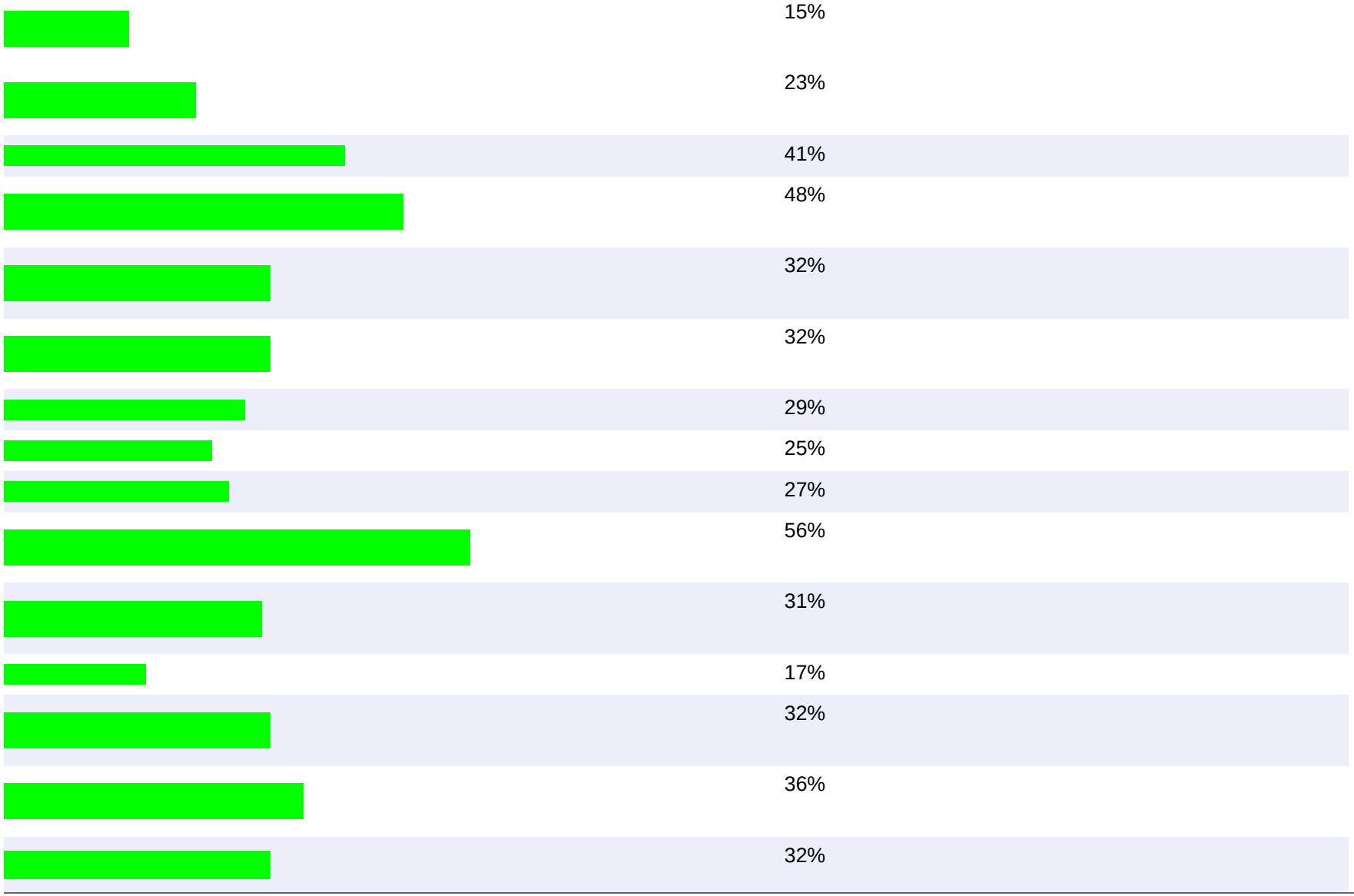

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	DIEGO MEDICAL CENTER	
030093	BANNER DEL E WEBB MEDICAL CENTER	14502 WEST MEEKER BOULEVARD
030115	BANNER ESTRELLA MEDICAL CENTER	9201 WEST THOMAS ROAD
030094	ARROWHEAD HOSPITAL	18701 NORTH 67TH AVENUE
030001	MARYVALE HOSPITAL	5102 WEST CAMPBELL AVENUE
030092	JOHN C LINCOLN DEER VALLEY HOSPITAL	19829 NORTH 27TH AVENUE
030110	WEST VALLEY HOSPITAL	13677 WEST MCDOWELL ROAD
030061	BANNER BOSWELL MEDICAL CENTER	10401 WEST THUNDERBIRD BOULEVARD
050132	SAN GABRIEL VALLEY MEDICAL CENTER	438 W LAS TUNAS DRIVE
050205	EAST VALLEY HOSPITAL MEDICAL CENTER	150 WEST ROUTE 66
050096	DOCTORS HOSPITAL OF WEST COVINA, INC	725 S ORANGE AVE
050738	GREATER EL MONTE COMMUNITY HOSPITAL	1701 SANTA ANITA AVE

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	SUN CITY WEST	AZ
	PHOENIX	AZ
	GLENDALE	AZ
	PHOENIX	AZ
	PHOENIX	AZ
	GOODYEAR	AZ
	SUN CITY	AZ
	SAN GABRIEL	CA
	GLENDORA	CA
	WEST COVINA	CA
	SOUTH EL MONTE	CA

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85375	MARICOPA	6232144000
85037	MARICOPA	6233274000
85308	MARICOPA	6235611000
85031	MARICOPA	6238485000
85027	MARICOPA	6238795574
85338	MARICOPA	6238821500
85351	MARICOPA	6239777211
91778	LOS ANGELES	6262895454
91740	LOS ANGELES	6263350231
91790	LOS ANGELES	6263388481
91733	LOS ANGELES	6263507975

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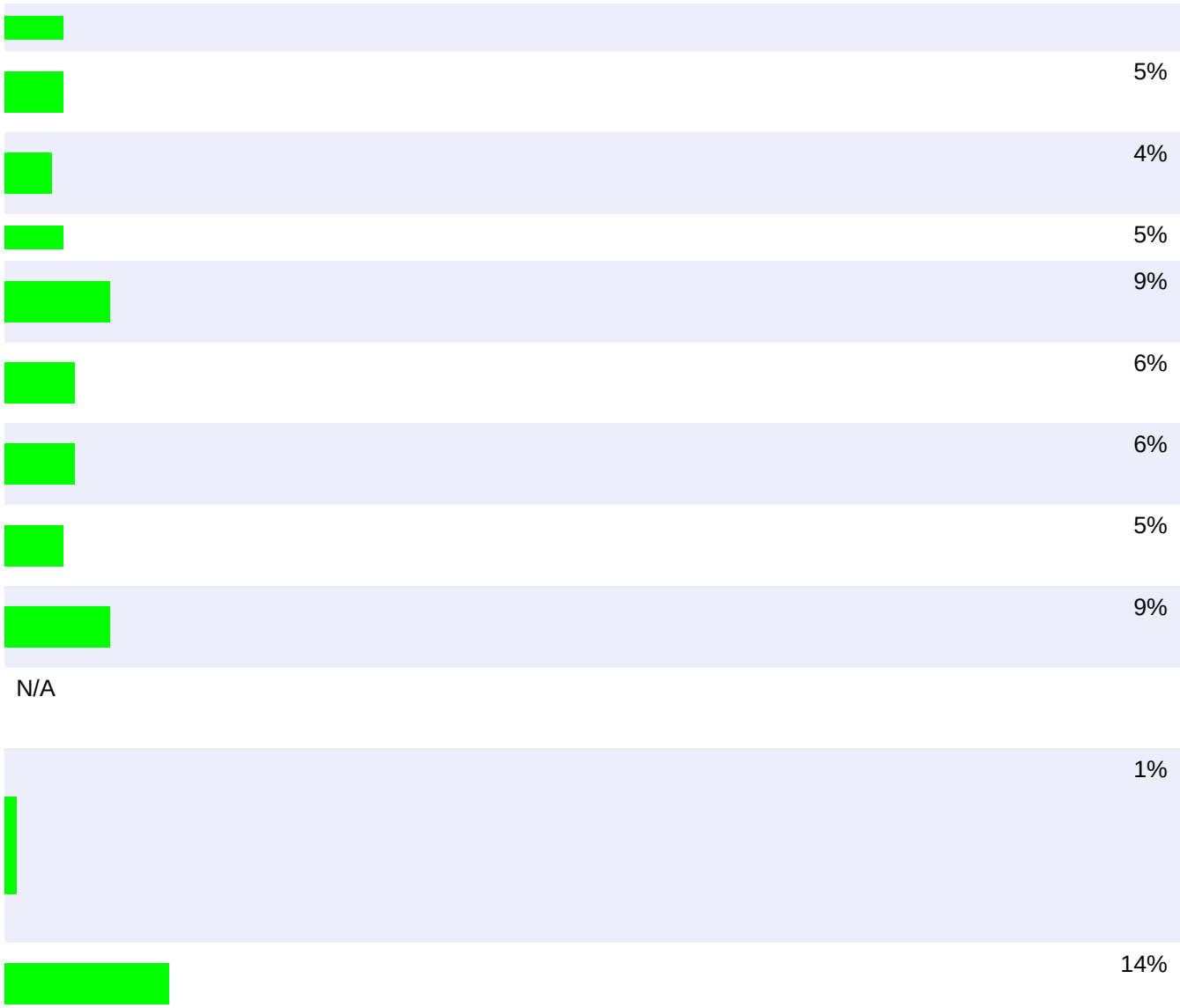

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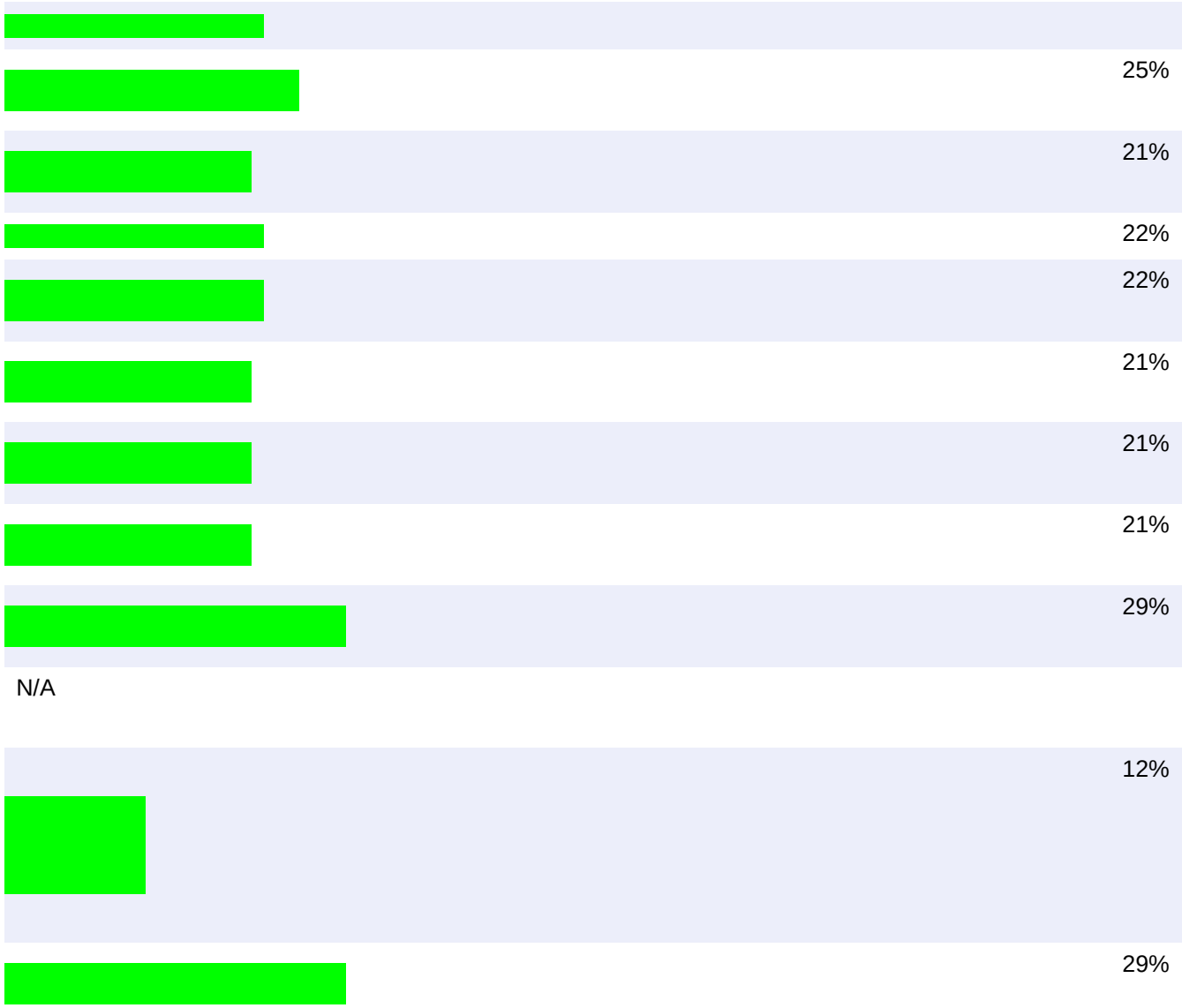

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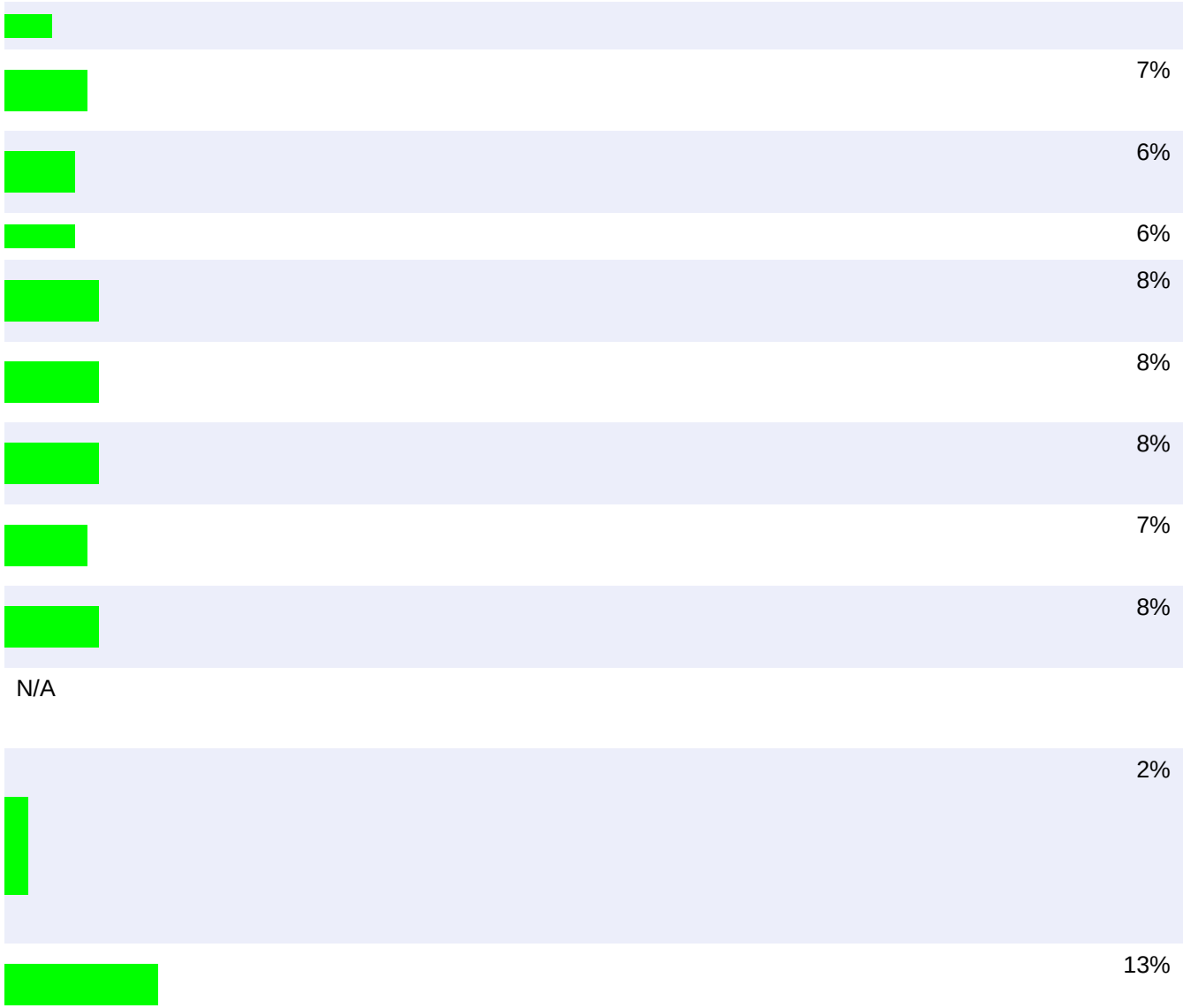

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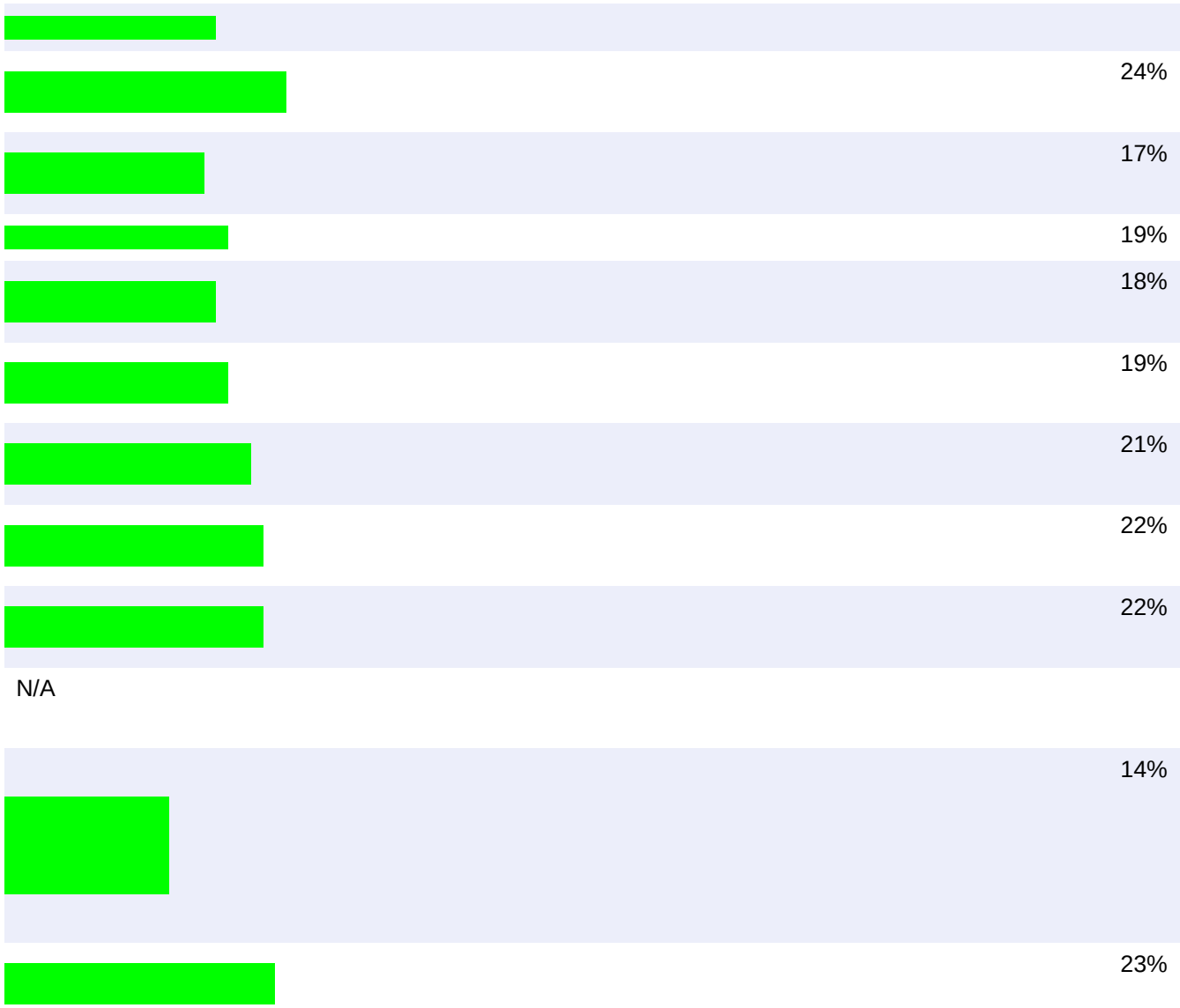

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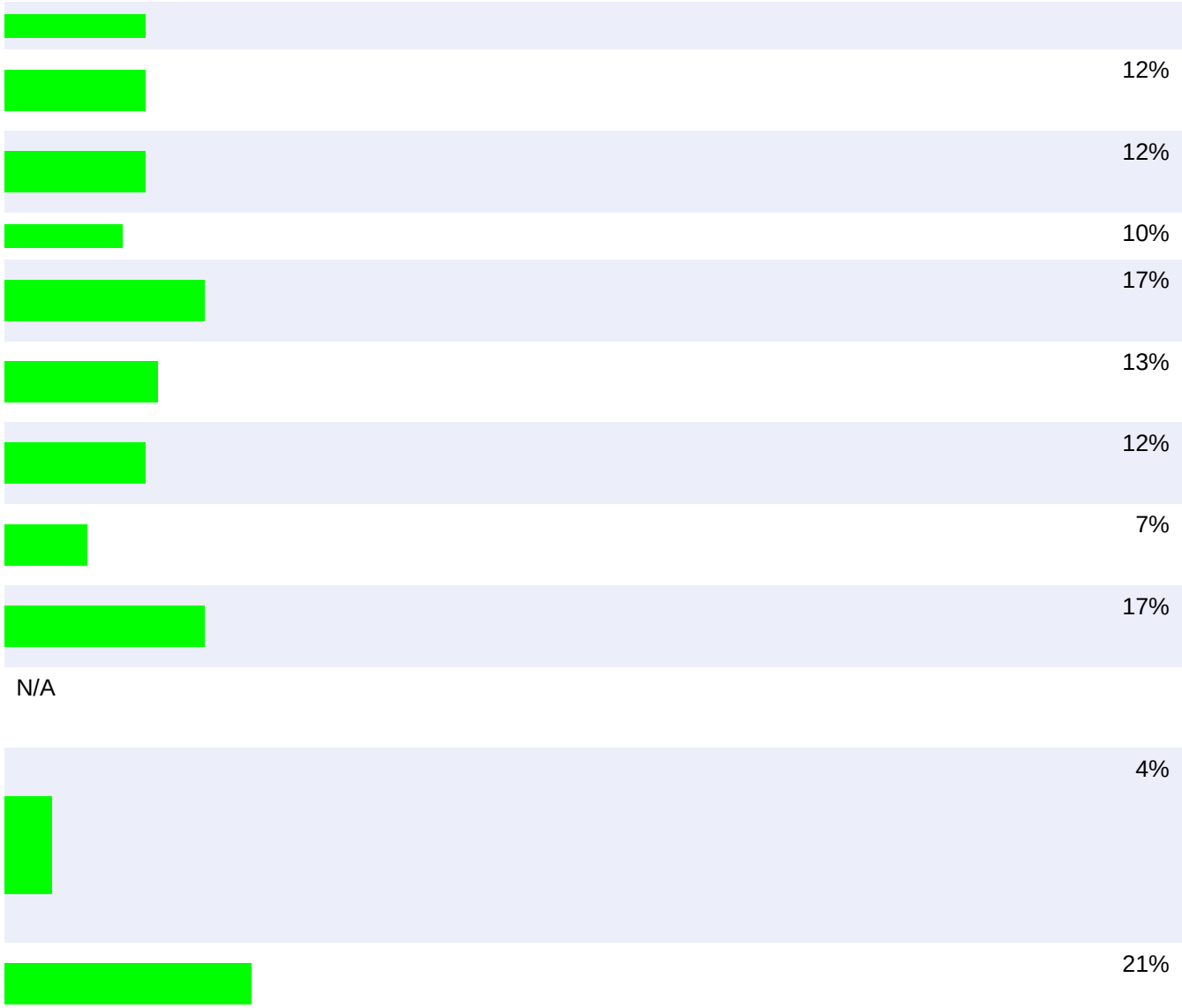

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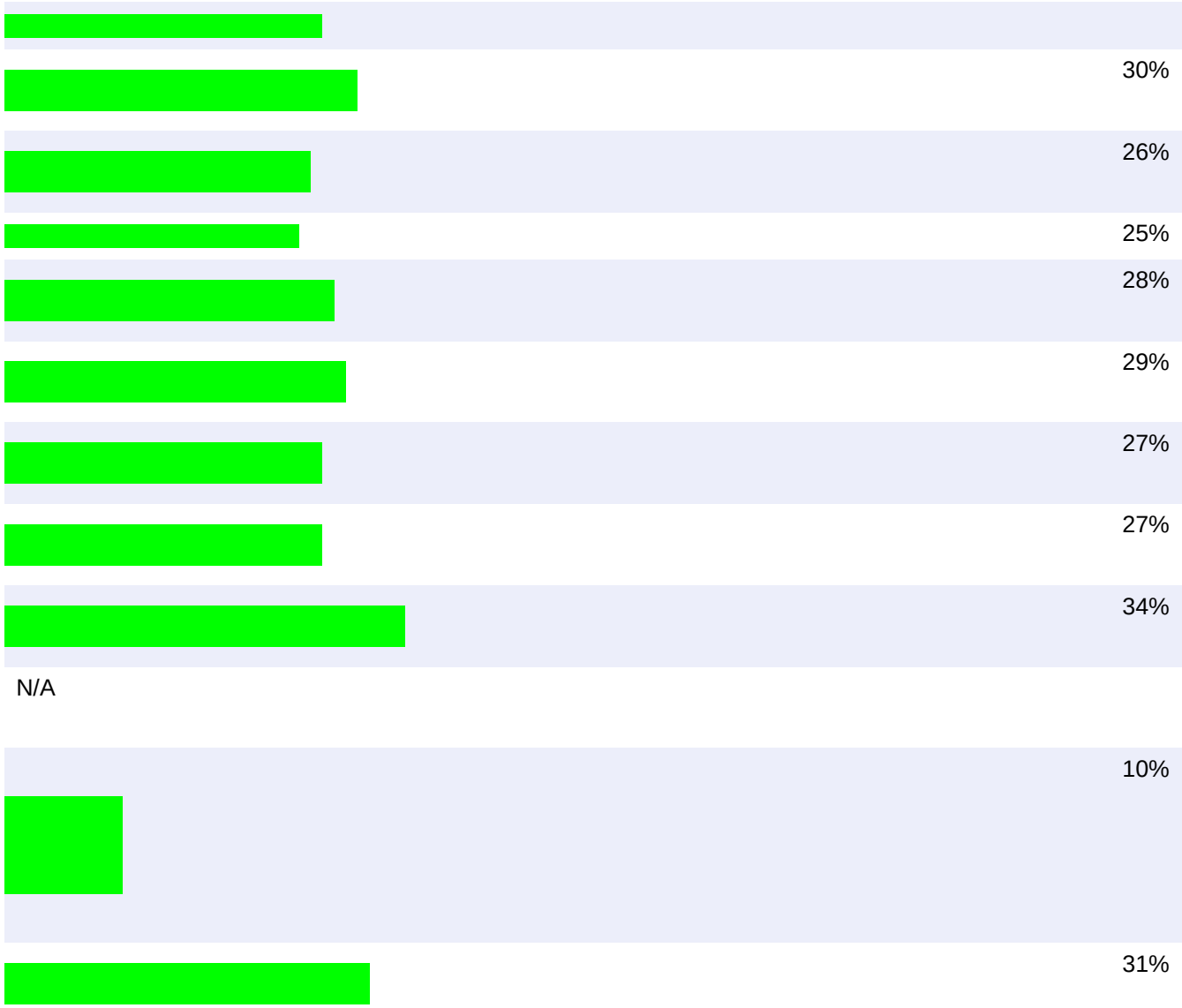

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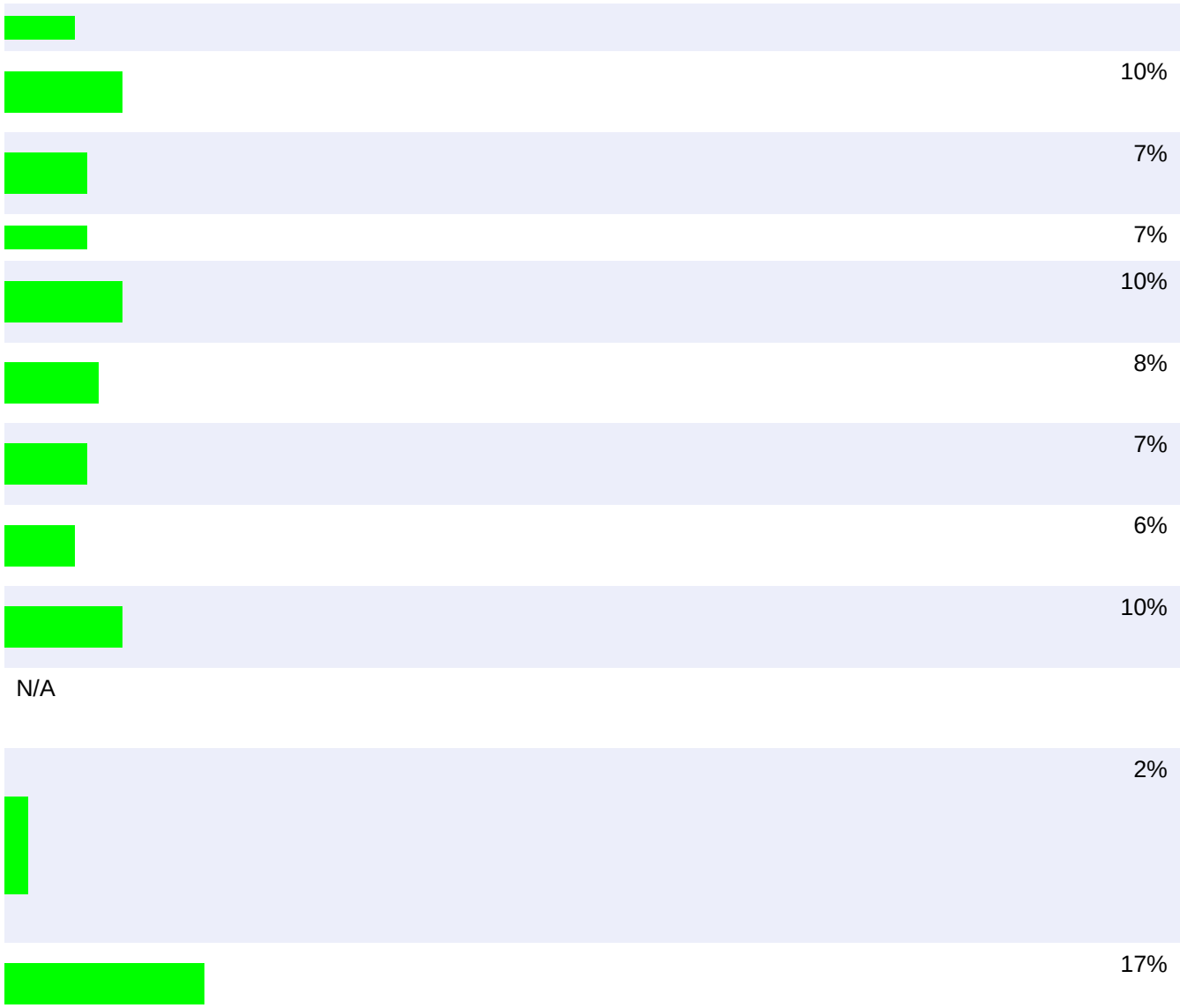

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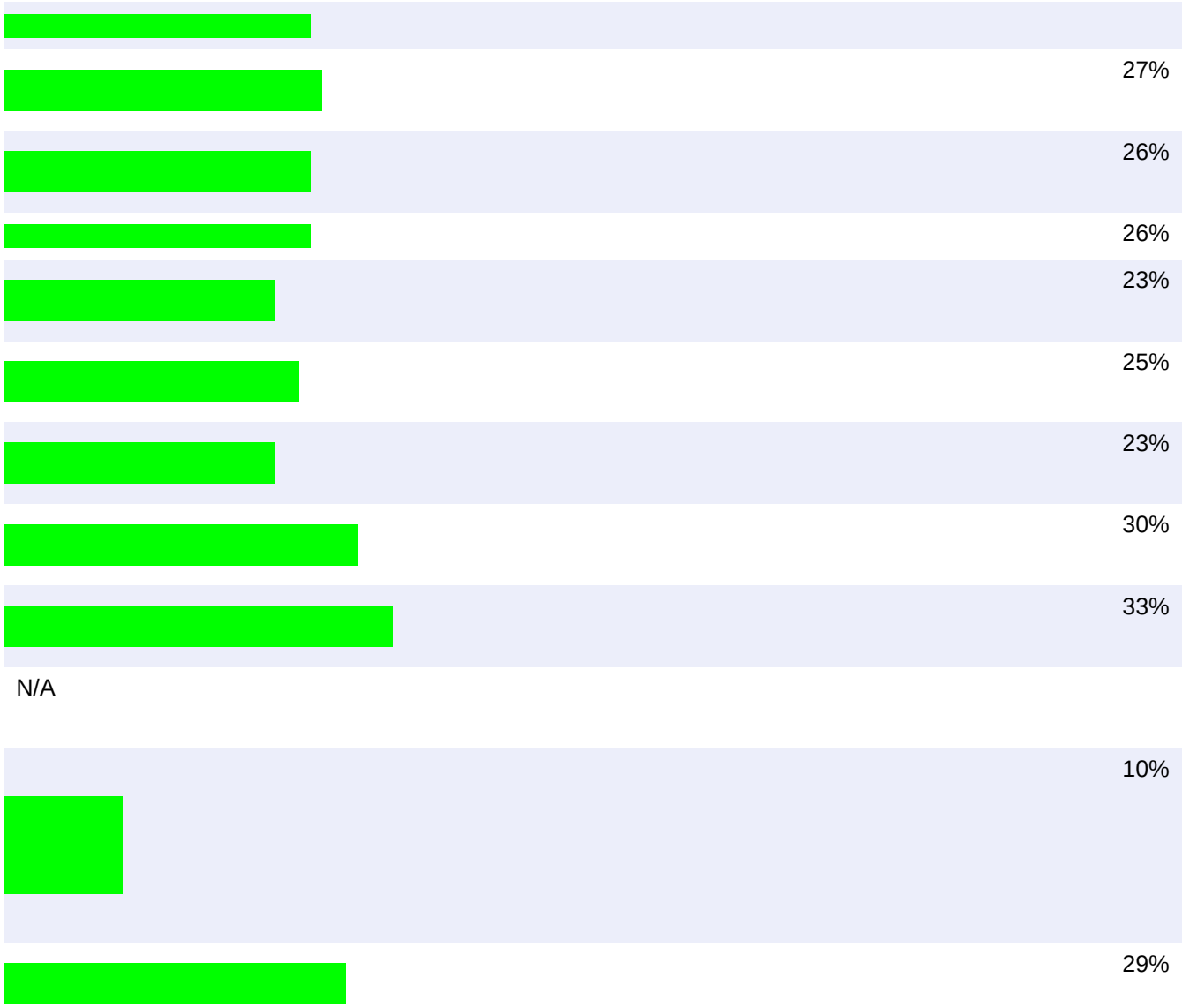

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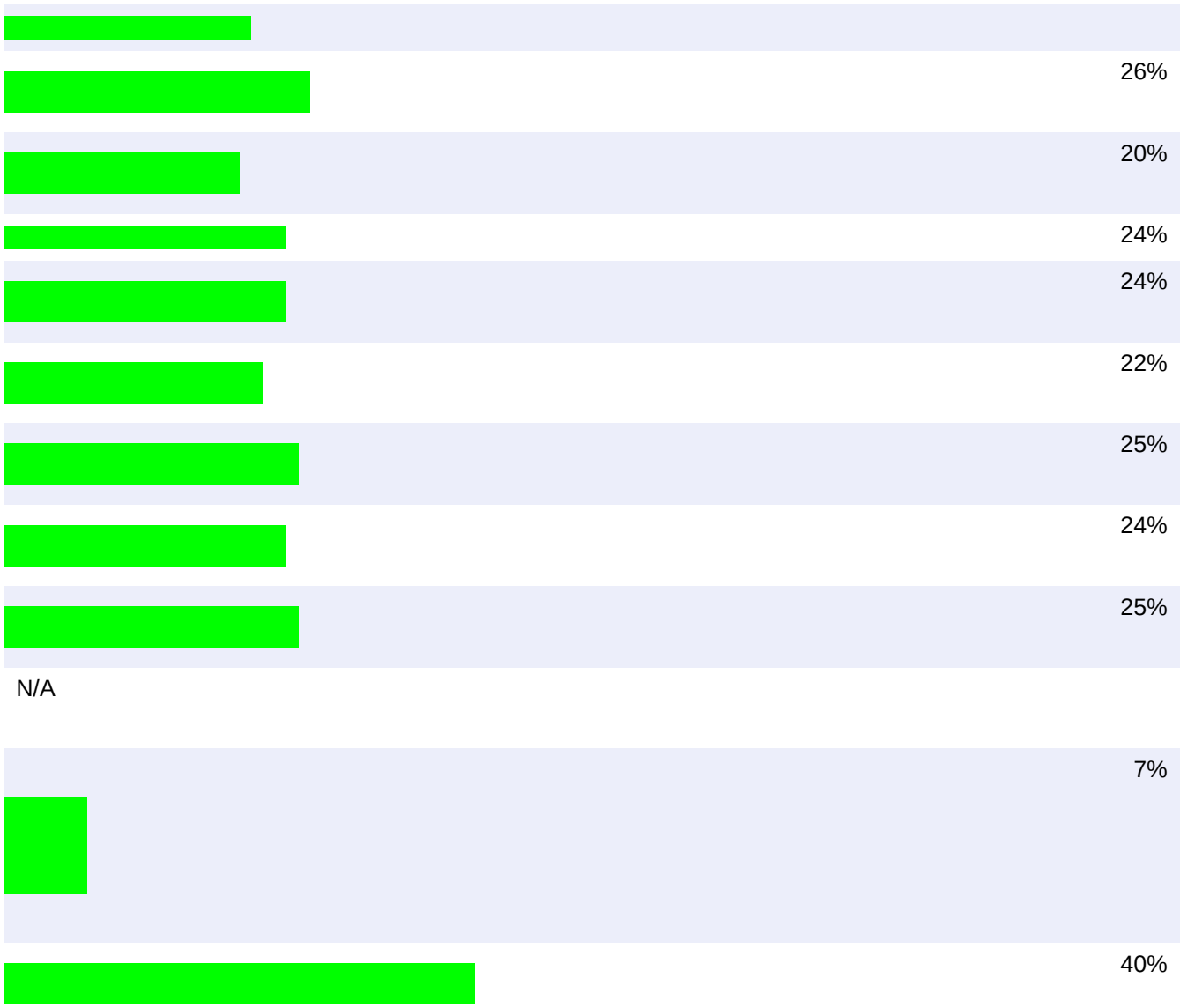

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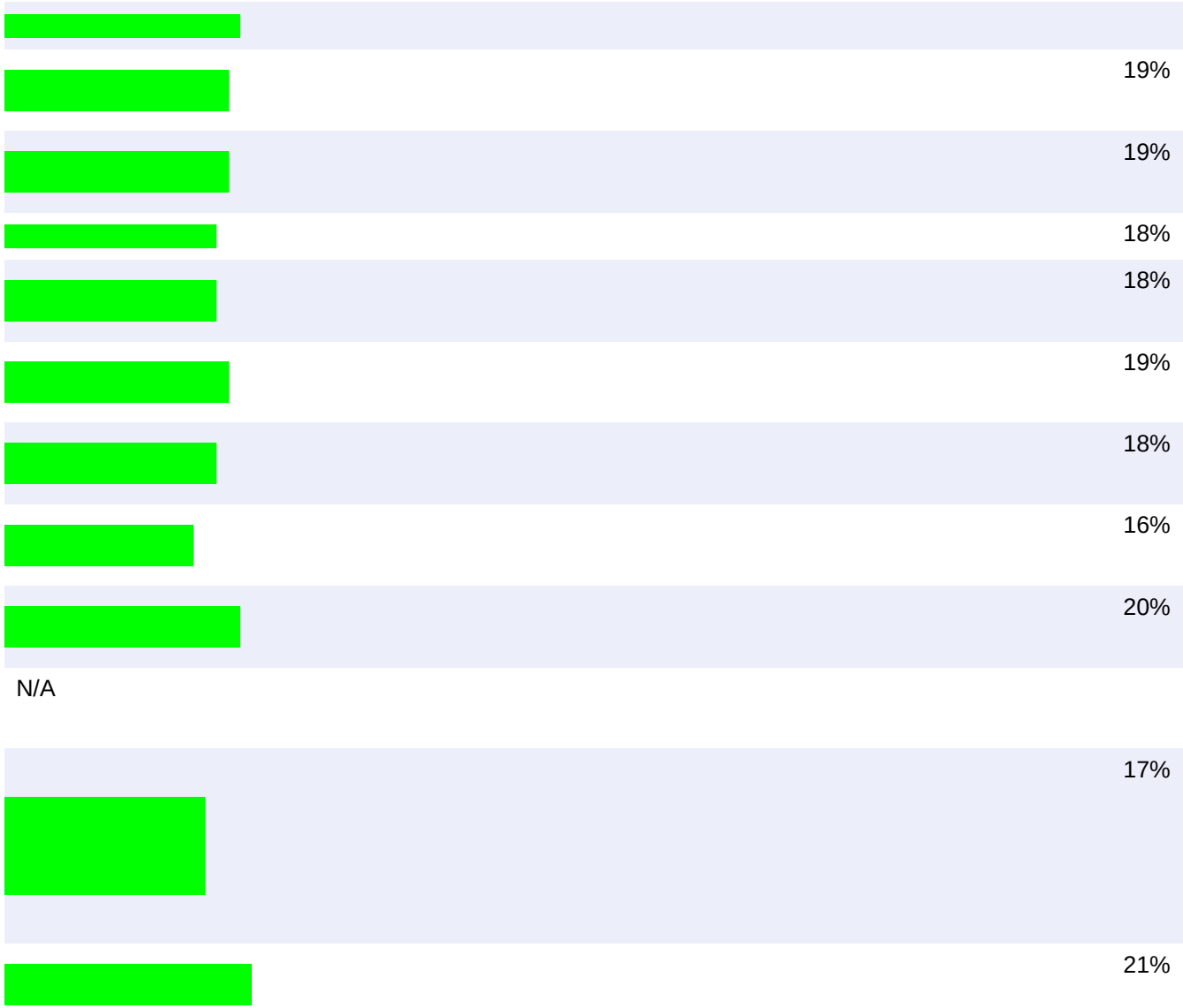

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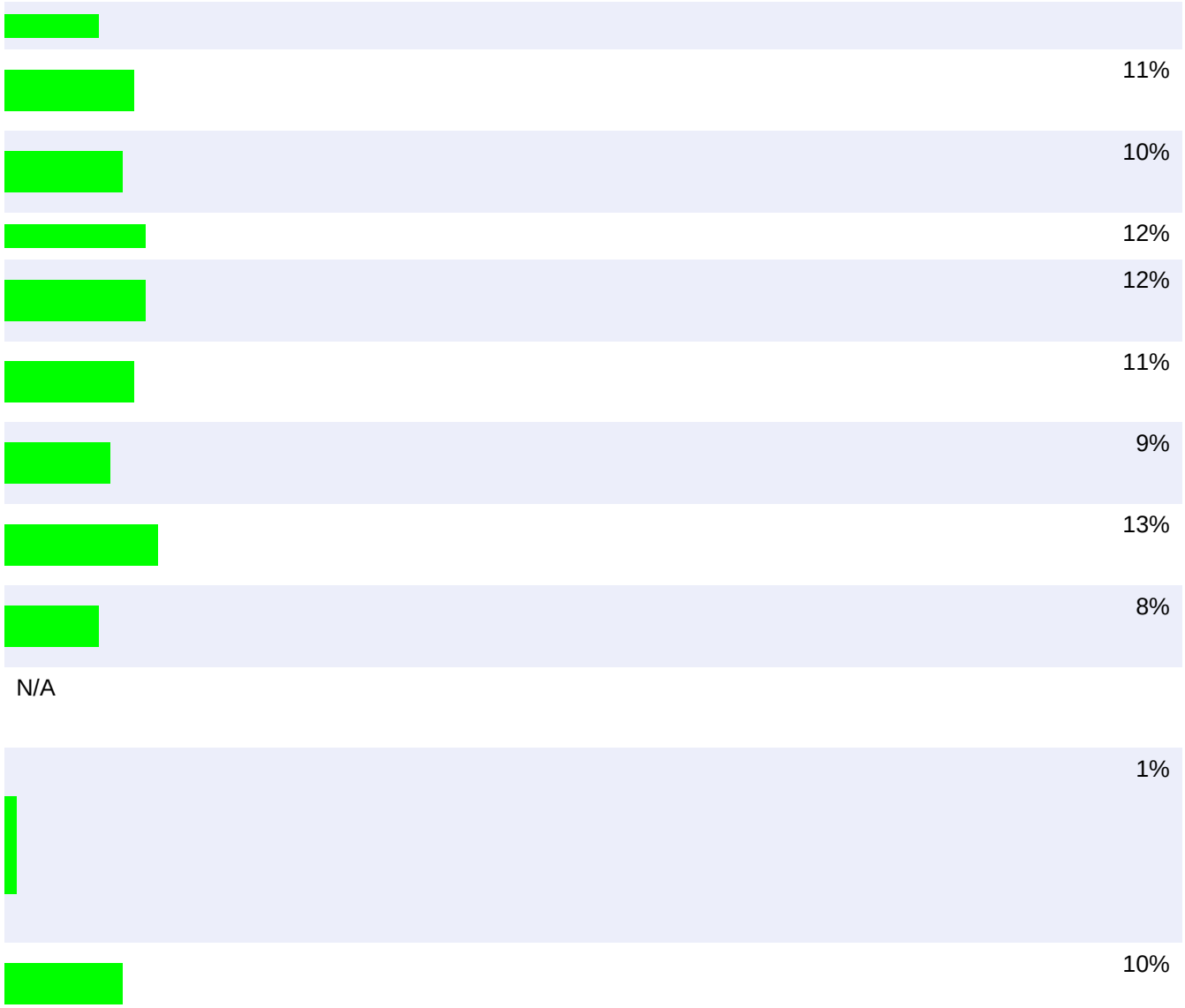

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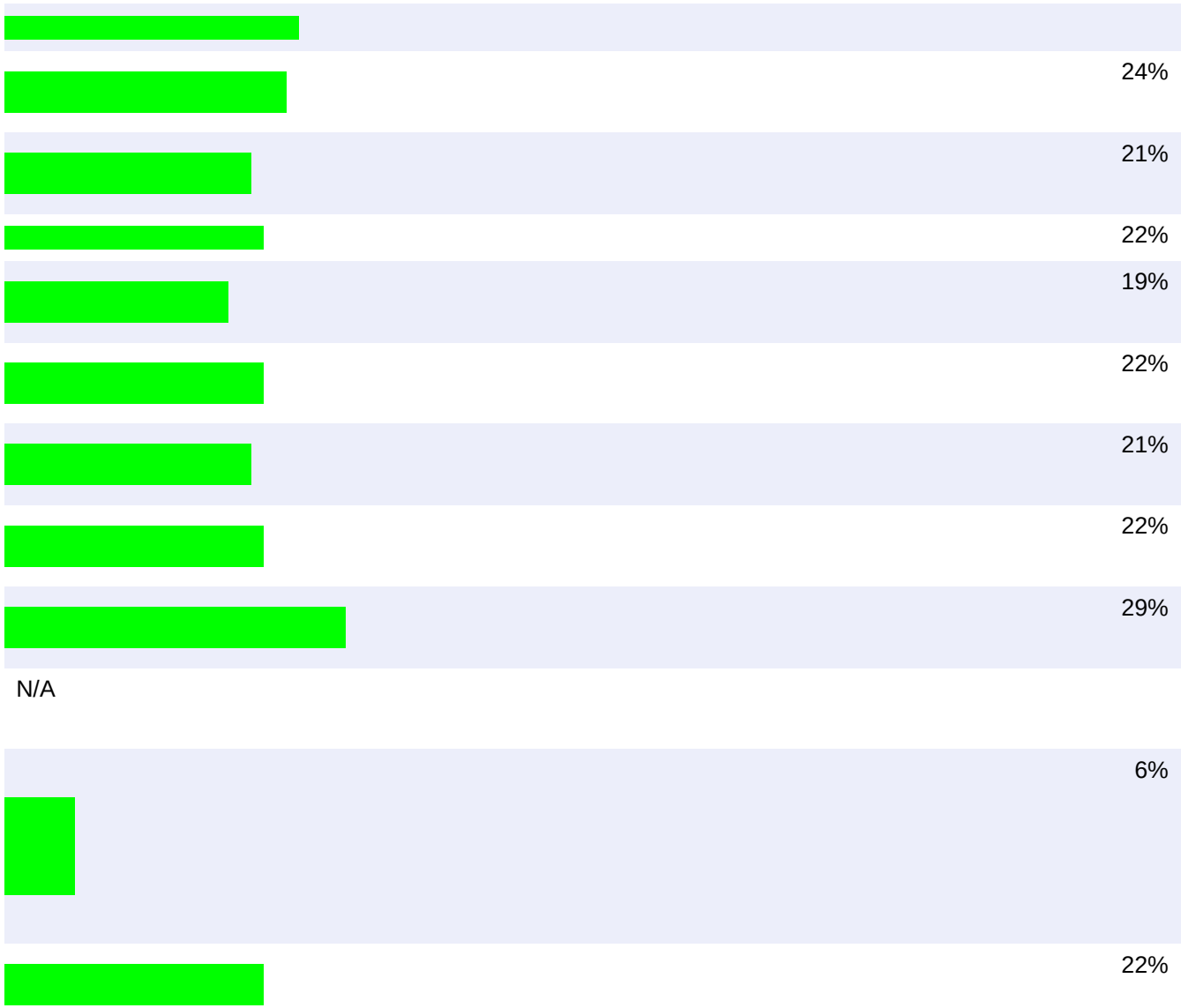

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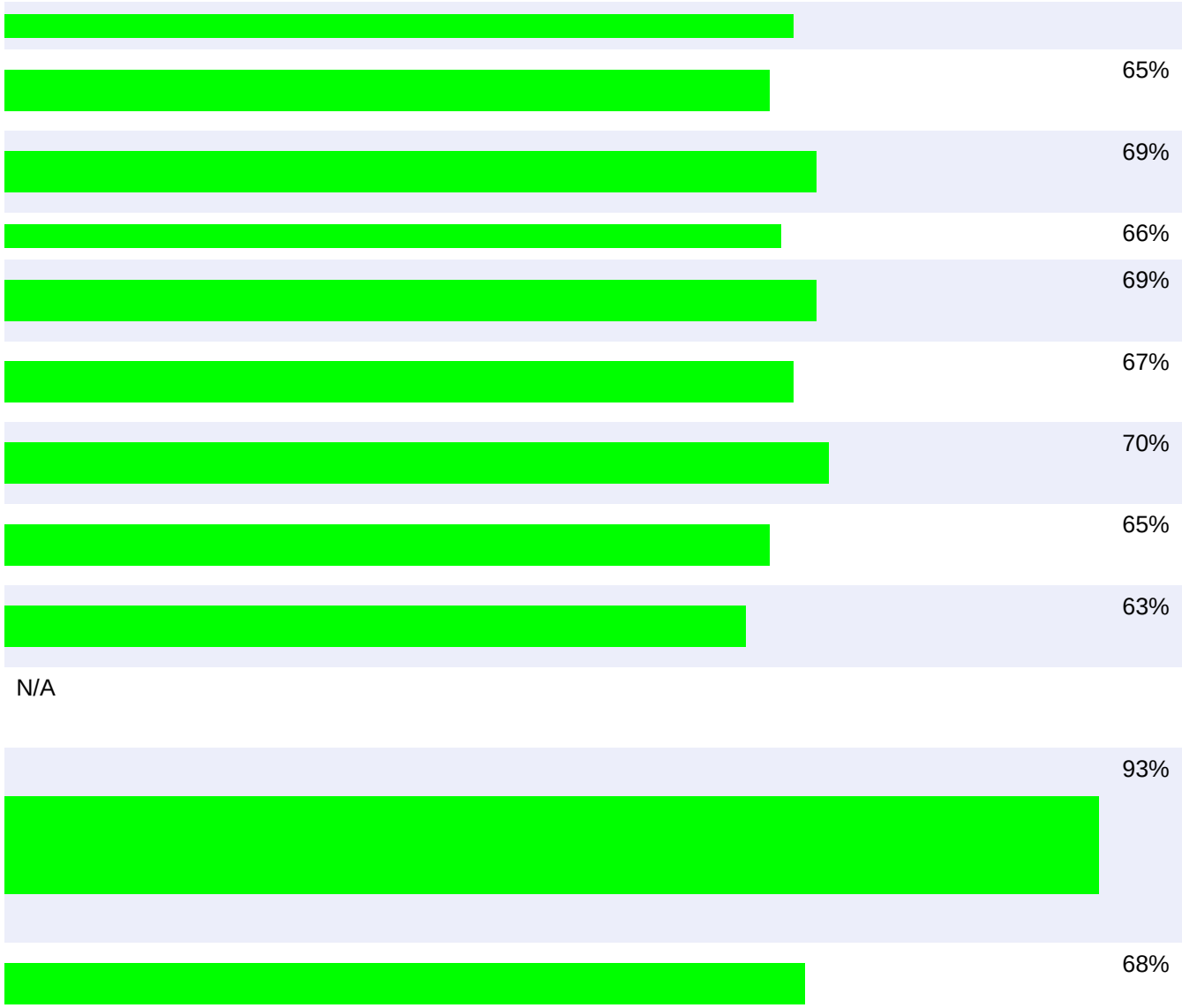

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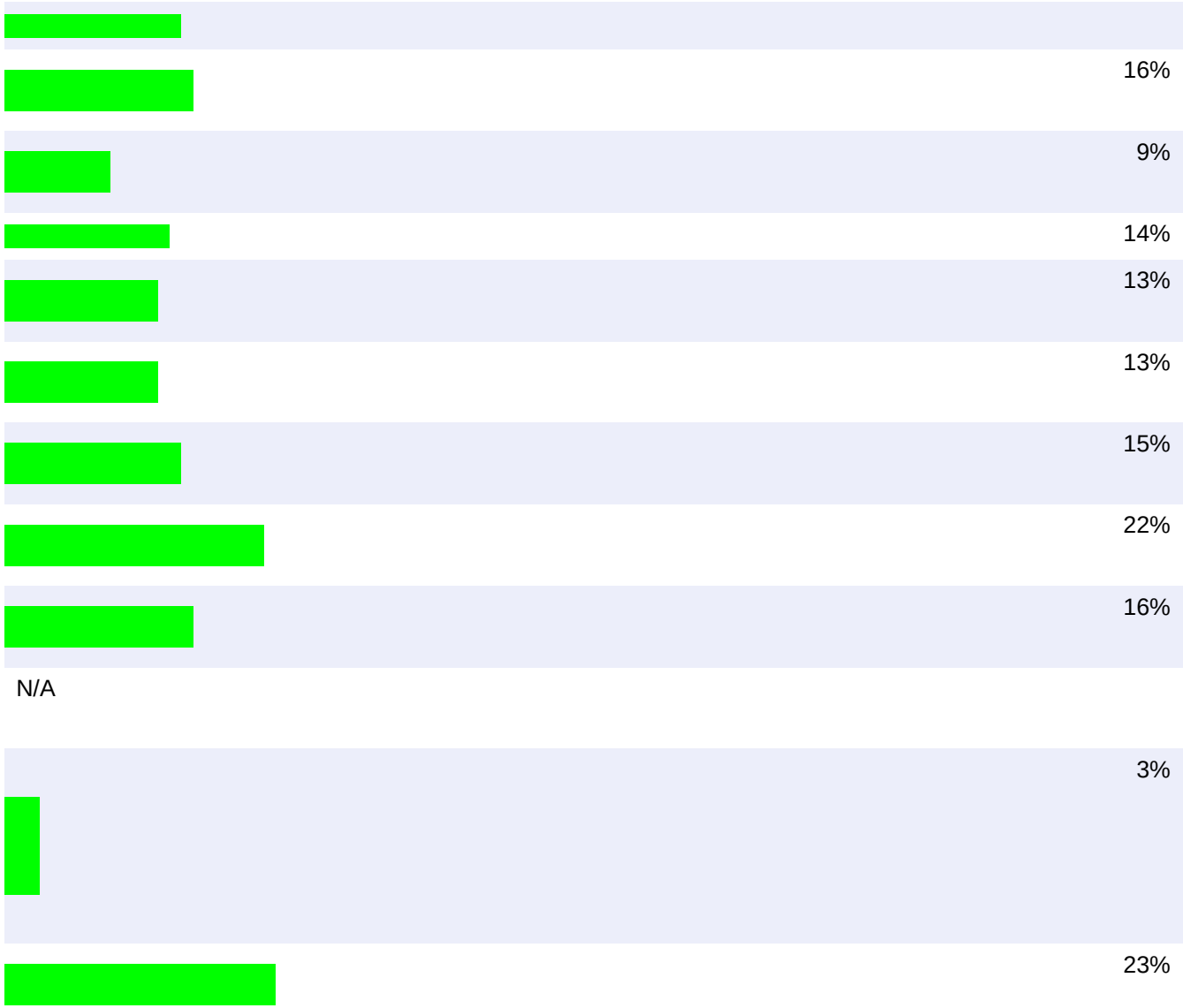

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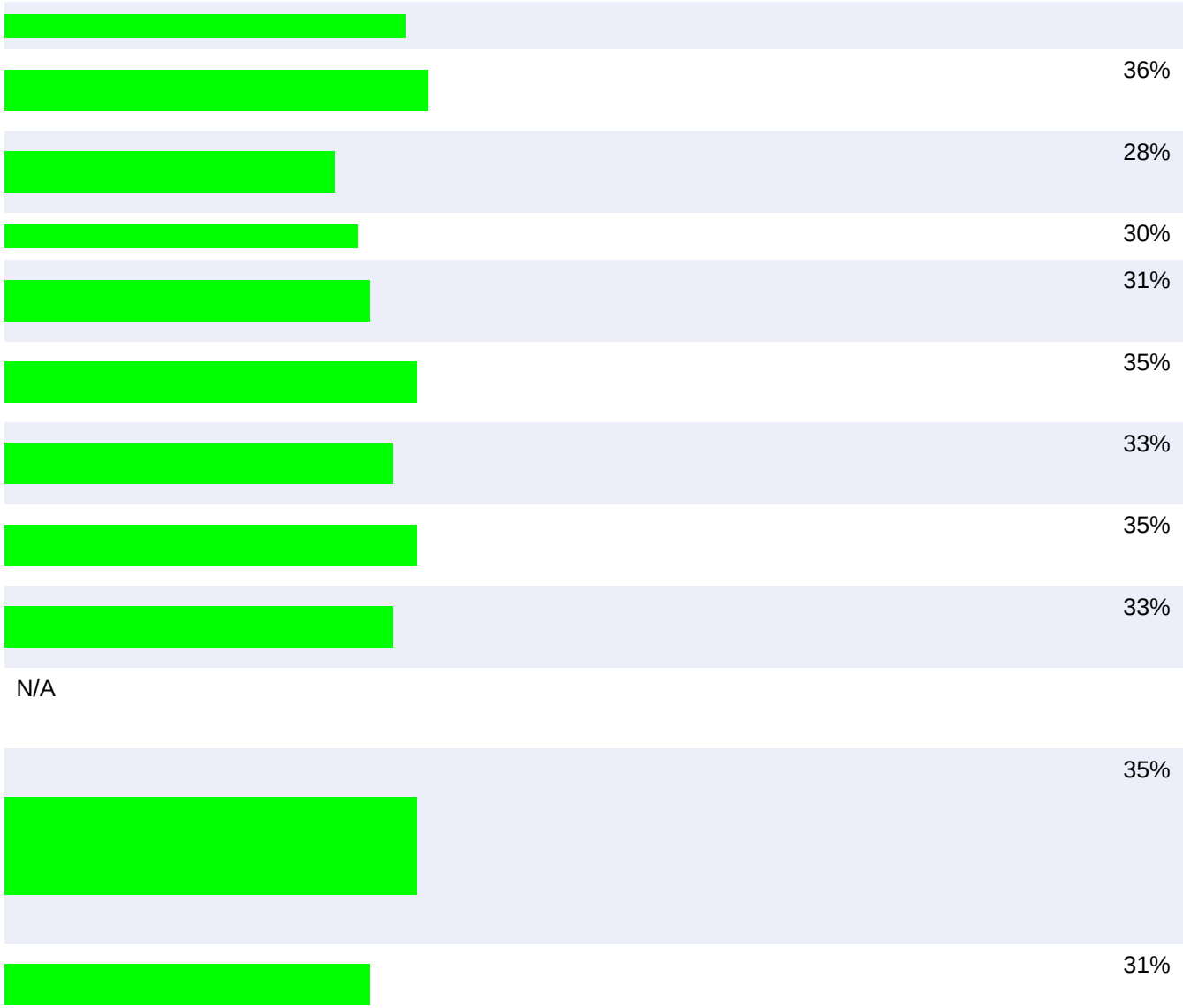

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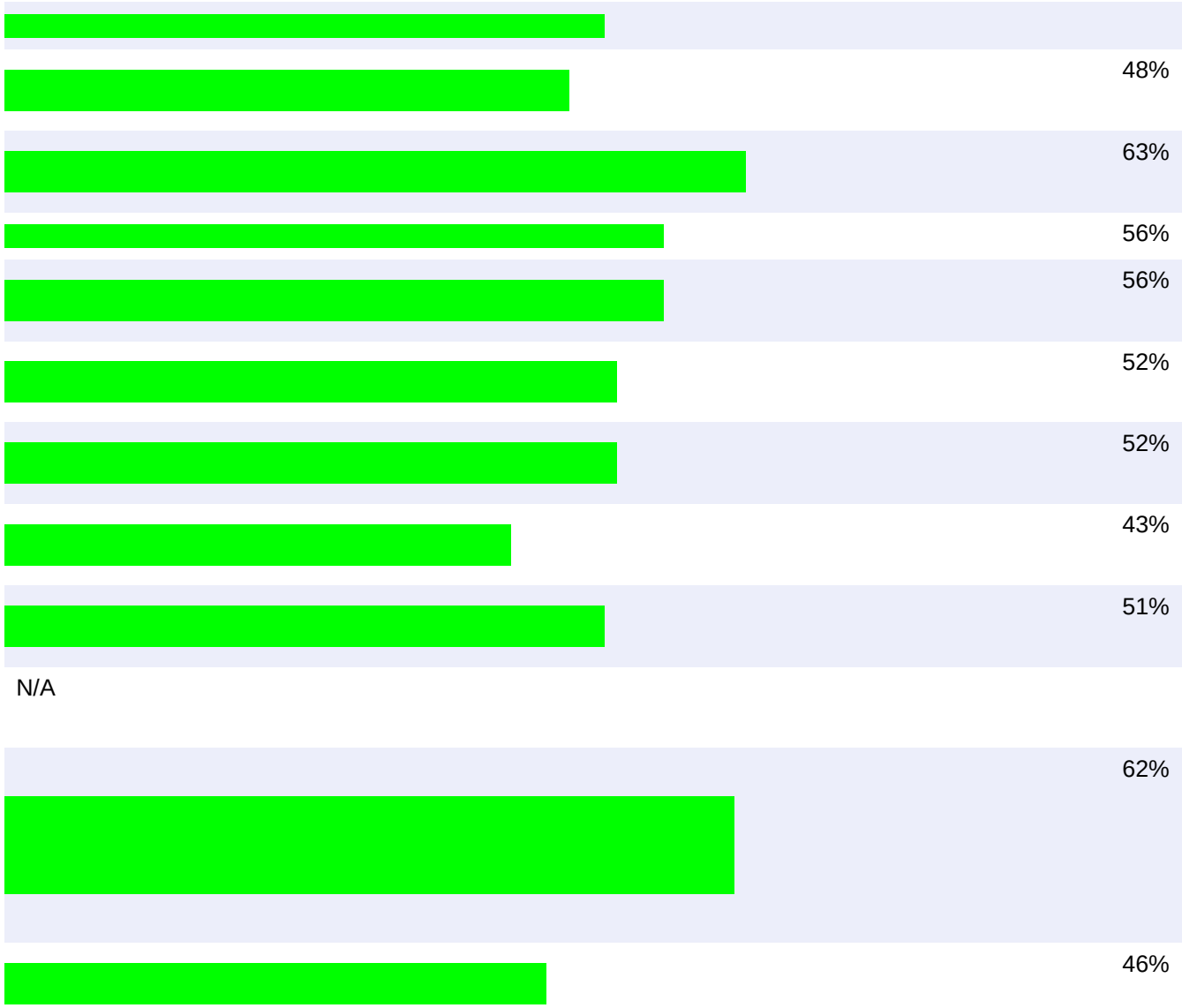

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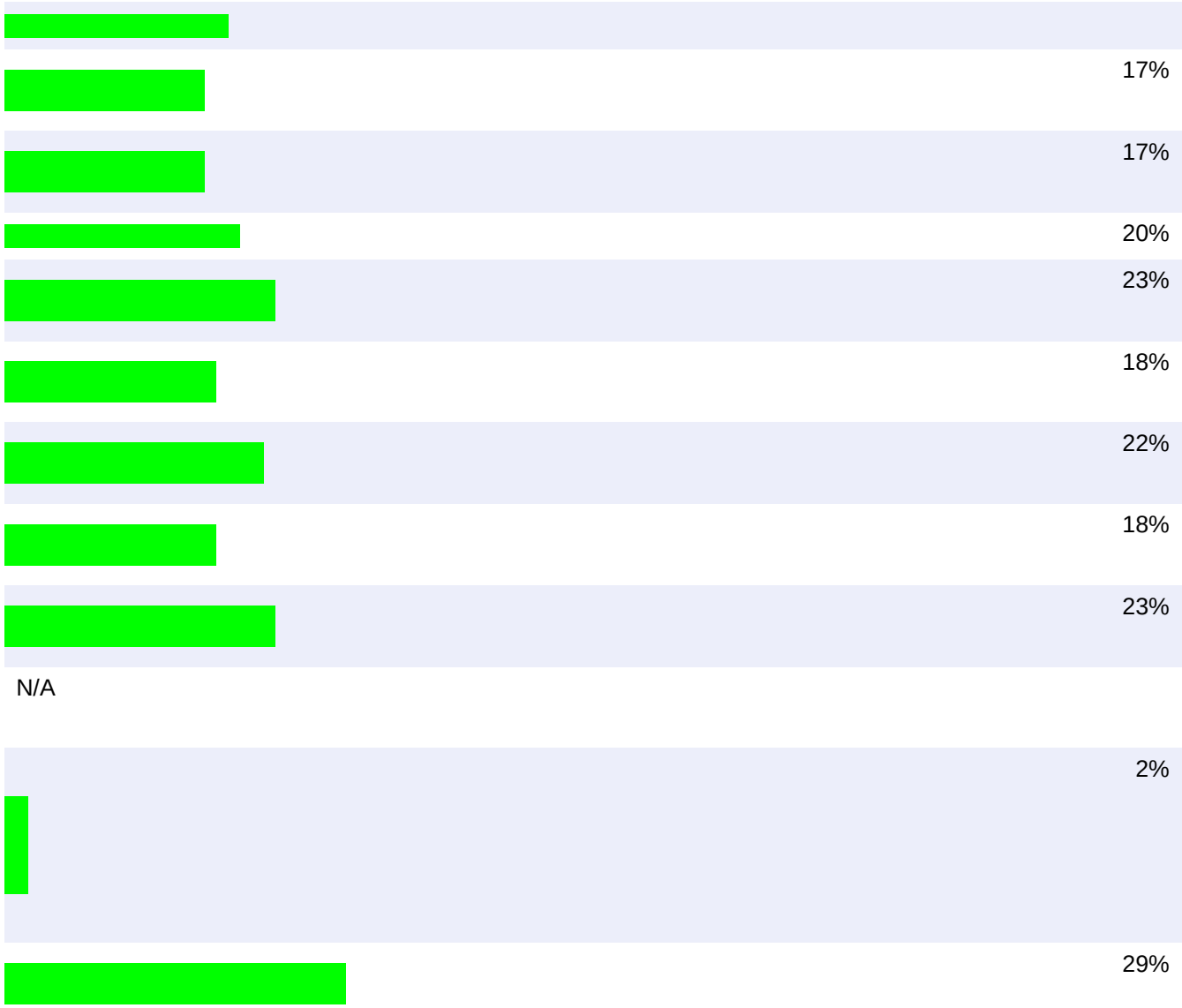

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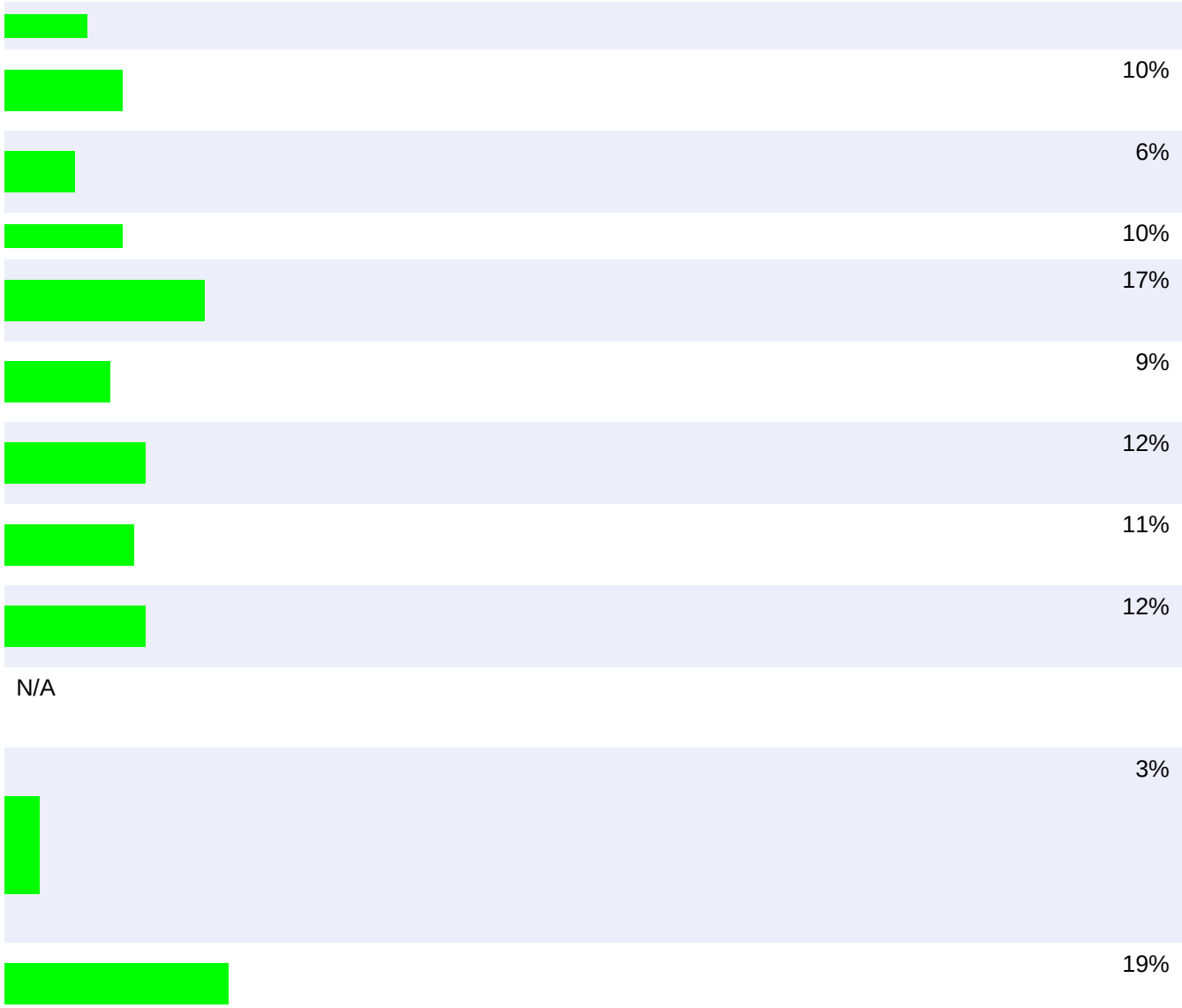

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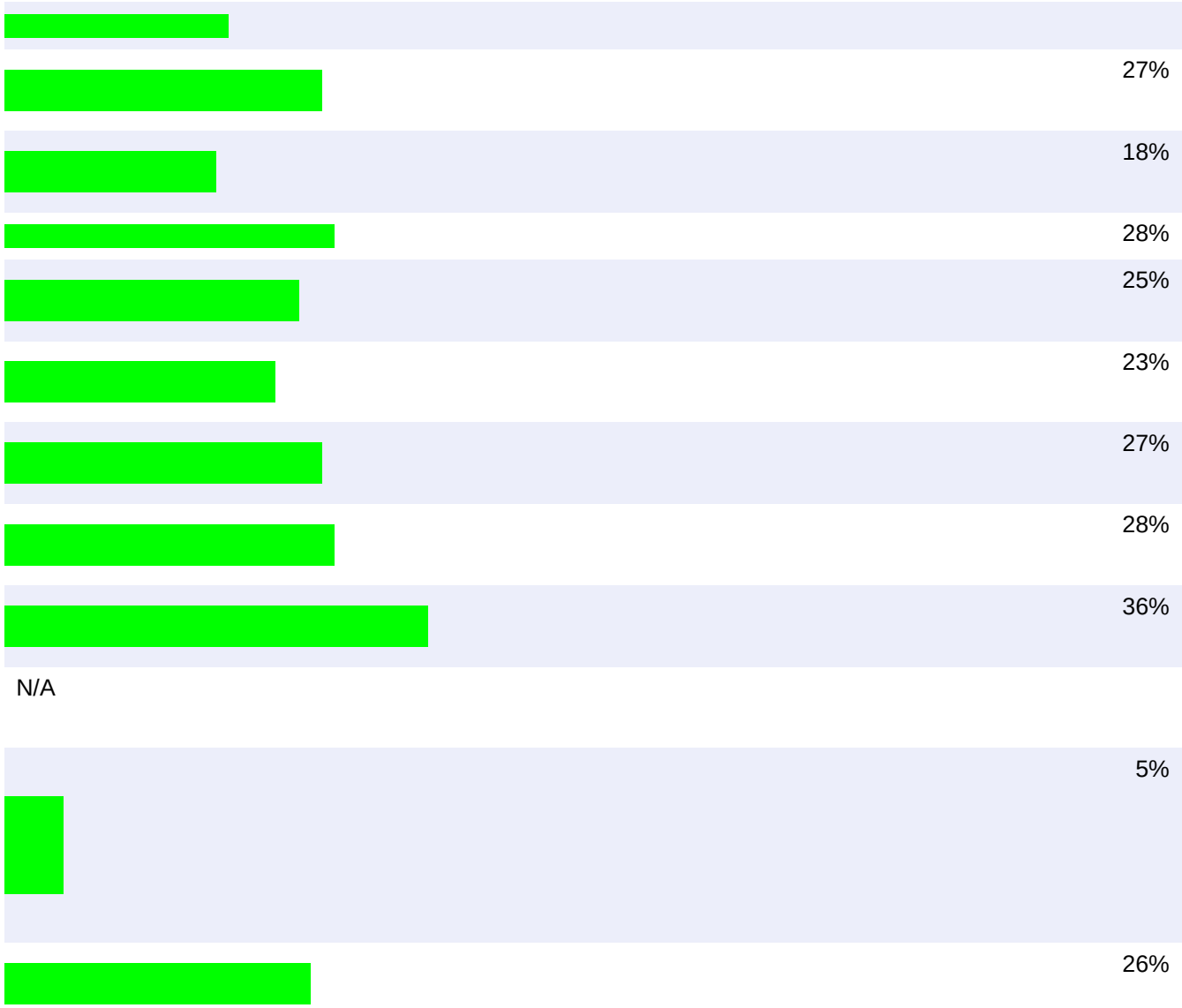

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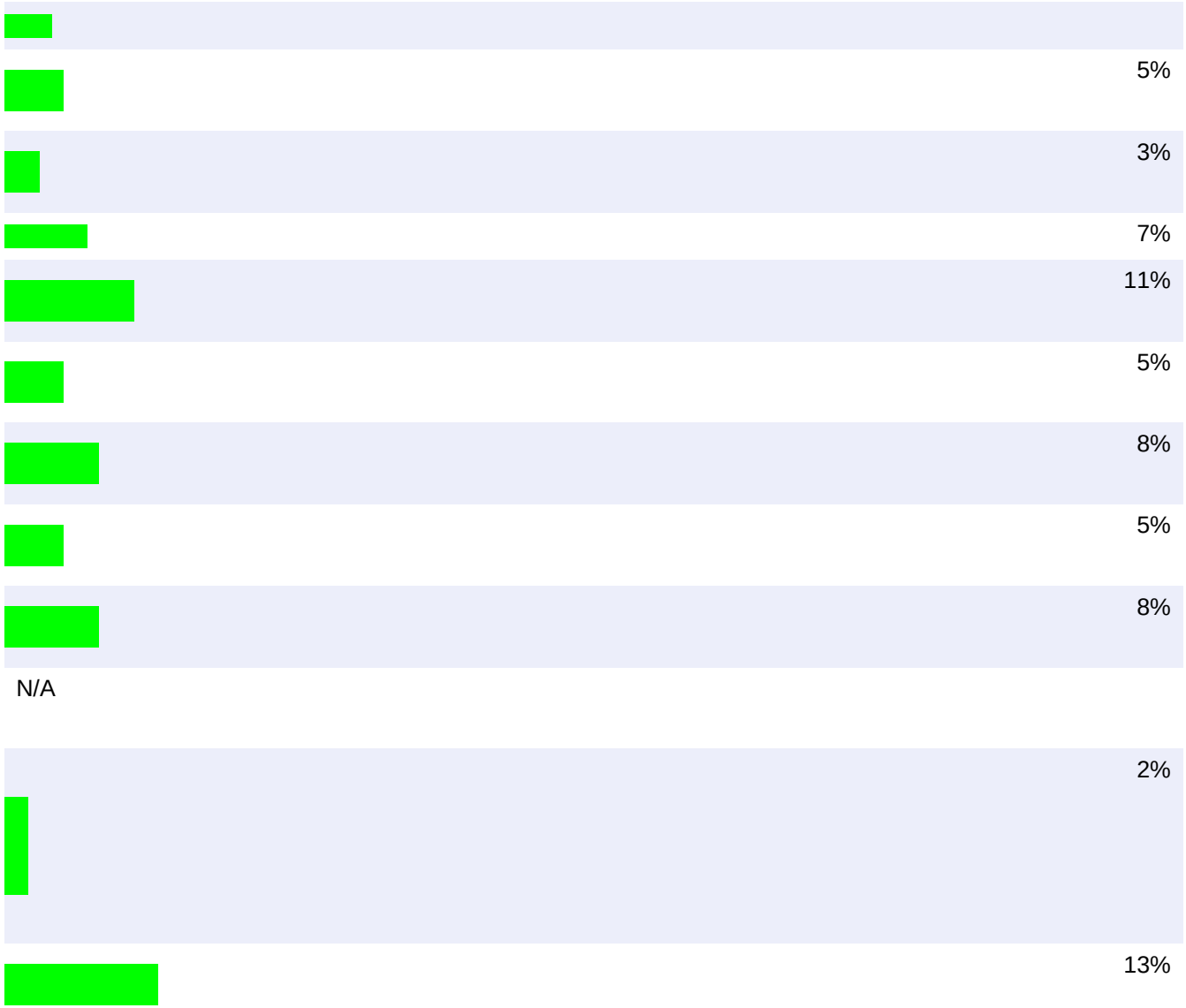

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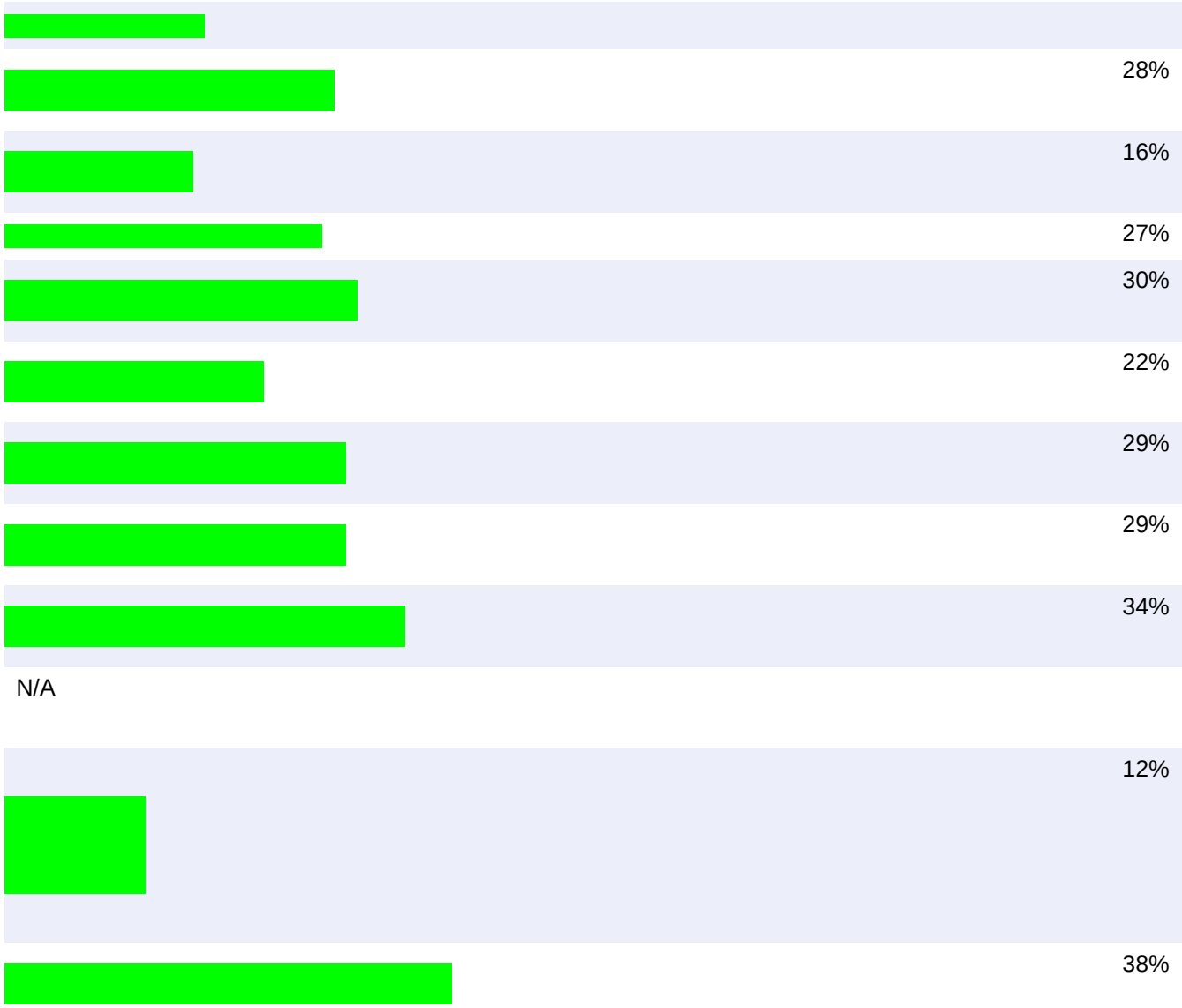


HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

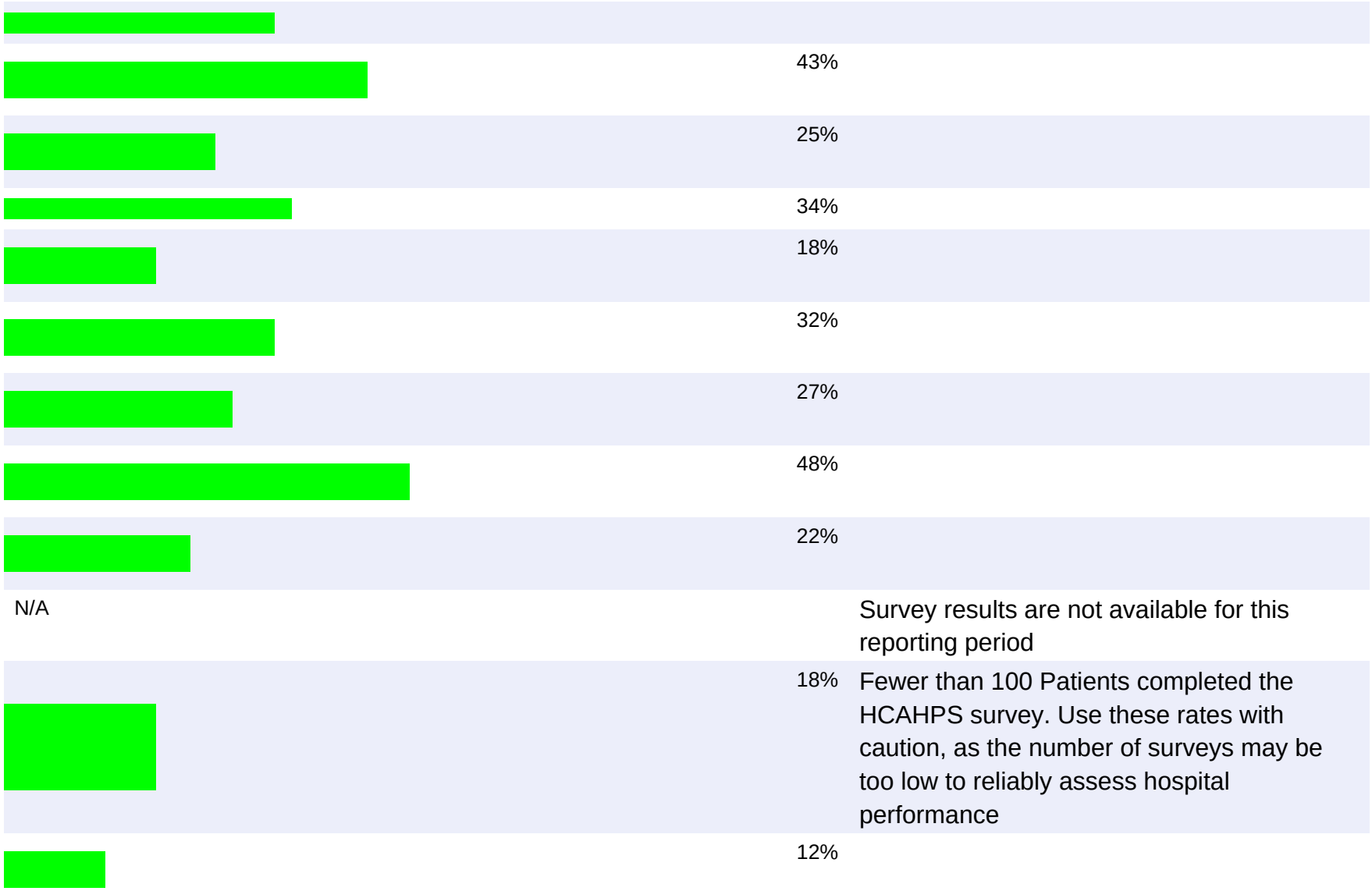
HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
N/A
Fewer than 100
Between 100 and 299

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)



HCAHPS VHA WC March 2010

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HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

050438	HUNTINGTON MEMORIAL HOSPITAL	100 W CALIFORNIA BLVD
050238	METHODIST HOSPITAL OF SOUTHERN CA	300 W HUNTINGTON DR
050281	ALHAMBRA HOSPITAL MEDICAL CENTER	100 S RAYMOND AVE
050736	MONTEREY PARK HOSPITAL	900 S ATLANTIC BLVD
050737	GARFIELD MEDICAL CENTER	525 N GARFIELD AVE
050382	CITRUS VALLEY MEDICAL CENTER-IC CAMPUS	210 W SAN BERNARDINO ROAD
050723	KAISER FOUNDATION HOSPITAL - BALDWIN PARK	1011 BALDWIN PARK BLVD
050597	FOOTHILL PRESBYTERIAN HOSPITAL	250 S GRAND AVE
031304	PAGE HOSPITAL	501 NORTH NAVAJO DRIVE
050541	KAISER FOUNDATION HOSPITAL - REDWOOD CITY	1150 VETERANS BLVD
050754	MENLO PARK SURGICAL HOSPITAL	570 WILLOW ROAD
050197	SEQUOIA HOSPITAL	170 ALAMEDA DE LAS PULGAS
050113	SAN MATEO MEDICAL CENTER	222 W 39TH AVE
050007	PENINSULA MEDICAL CENTER	1501 TROUSDALE DRIVE
050441	STANFORD HOSPITAL	300 PASTEUR DRIVE
050070	KAISER FOUNDATION HOSPITAL - SOUTH SAN FRANCISCO	1200 EL CAMINO REAL

	PASADENA	CA
	ARCADIA	CA
	ALHAMBRA	CA
	MONTEREY PARK	CA
	MONTEREY PARK	CA
	COVINA	CA
	BALDWIN PARK	CA
	GLENDORA	CA
	PAGE	AZ
	REDWOOD CITY	CA
	MENLO PARK	CA
	REDWOOD CITY	CA
	SAN MATEO	CA
	BURLINGAME	CA
	STANFORD	CA
	SOUTH SAN FRANCISCO	CA

HCAHPS VHA WC March 2010

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91109	LOS ANGELES	6263975000
91006	LOS ANGELES	6264454441
91801	LOS ANGELES	6265701606
91754	LOS ANGELES	6265709000
91754	LOS ANGELES	6265732222
91723	LOS ANGELES	6268142468
91706	LOS ANGELES	6268511011
91740	LOS ANGELES	6269638411
86040	COCONINO	6286452424
94063	SAN MATEO	6502992000
94025	SAN MATEO	6503248500
94062	SAN MATEO	6503675551
94403	SAN MATEO	6505732222
94010	SAN MATEO	6506965270
94305	SANTA CLARA	6507235708
94080	SAN MATEO	6507423200

HCAHPS VHA WC March 2010

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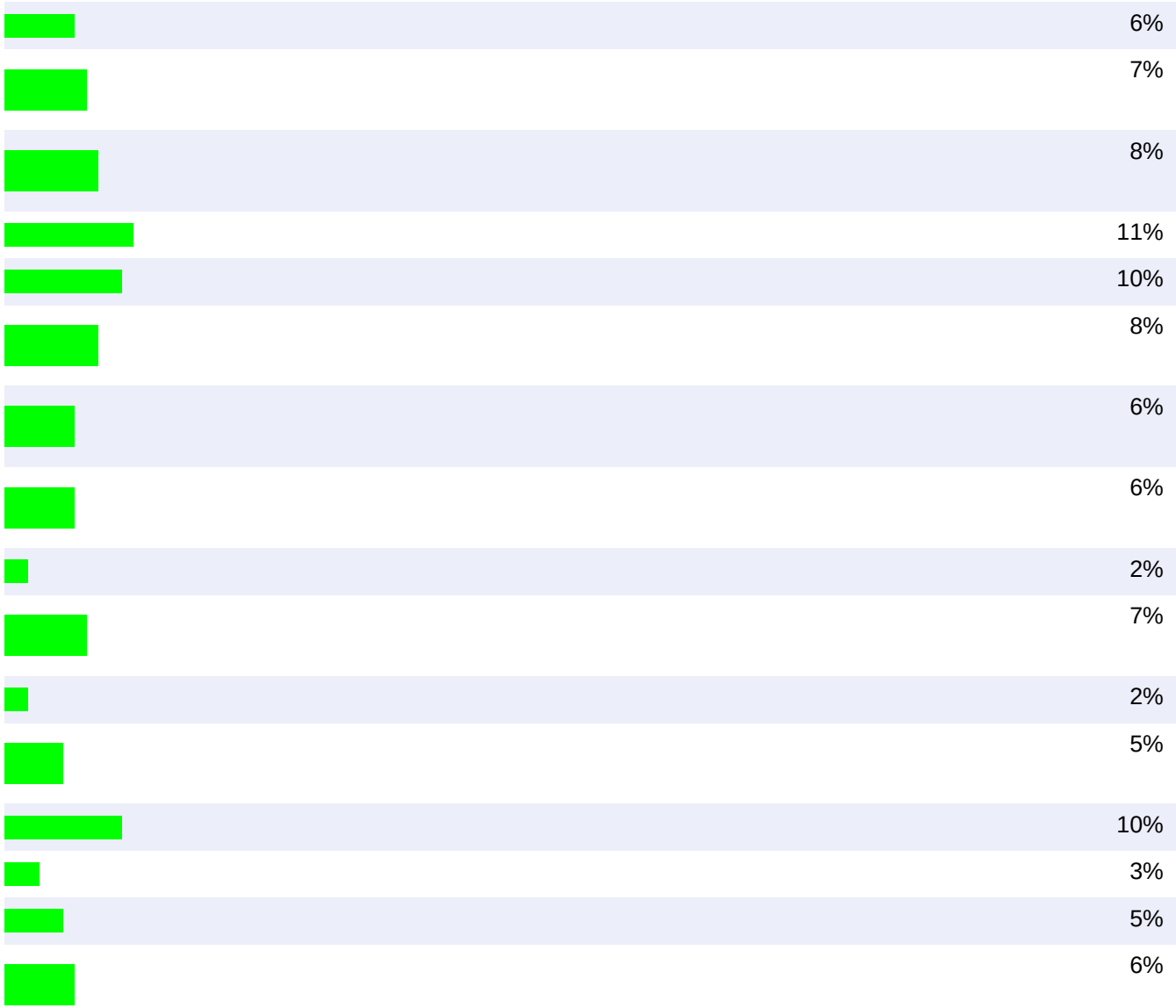

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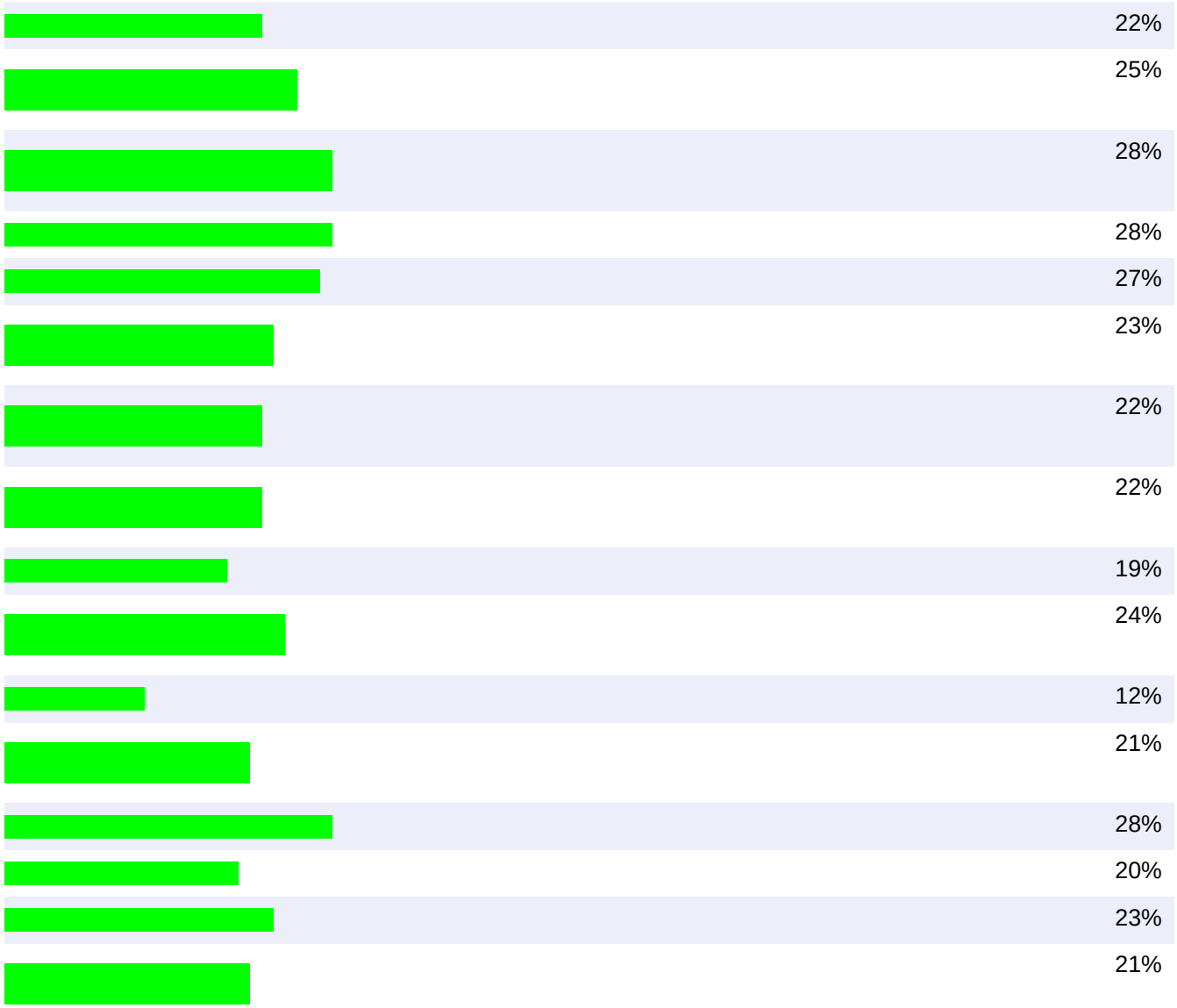

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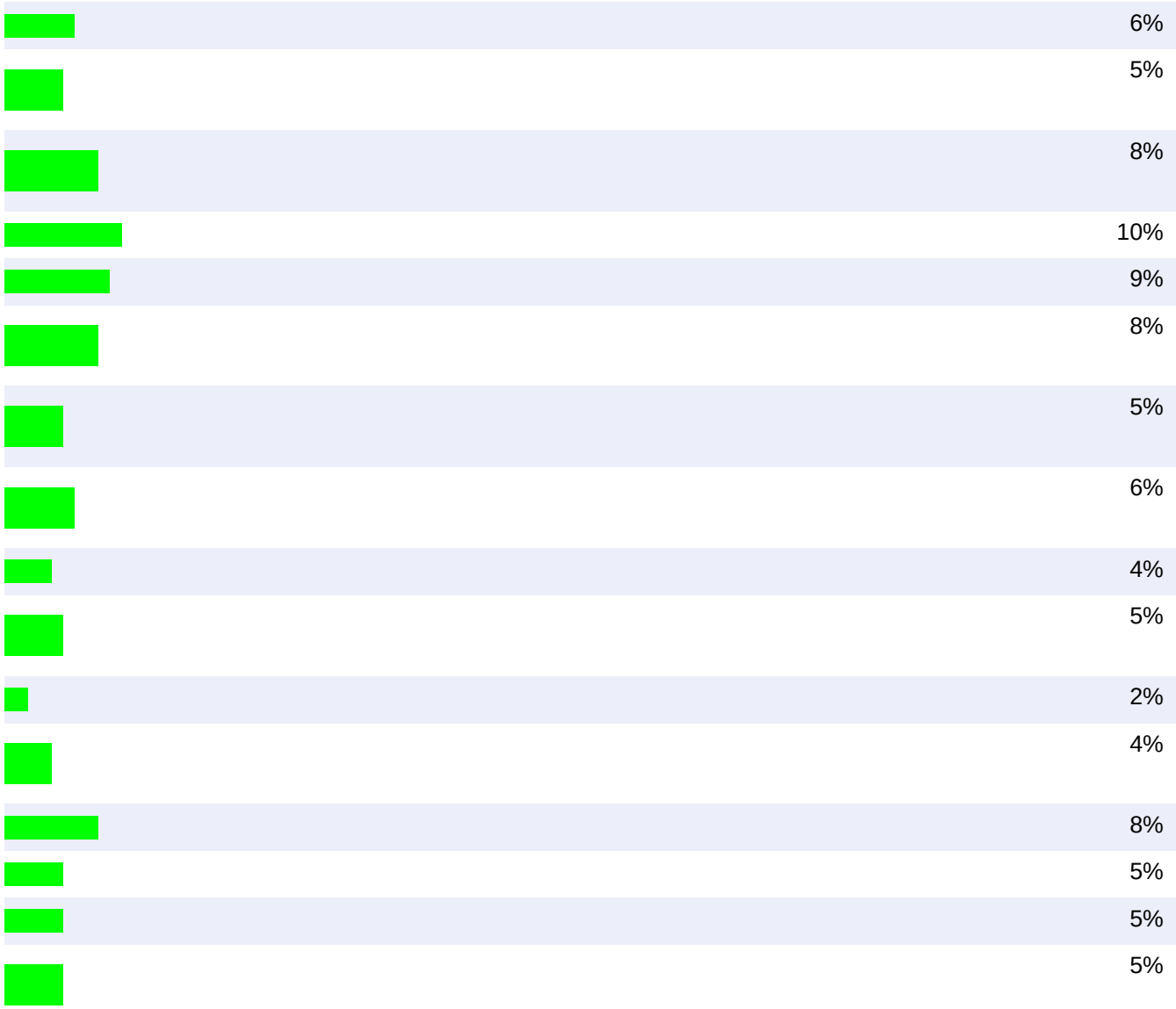

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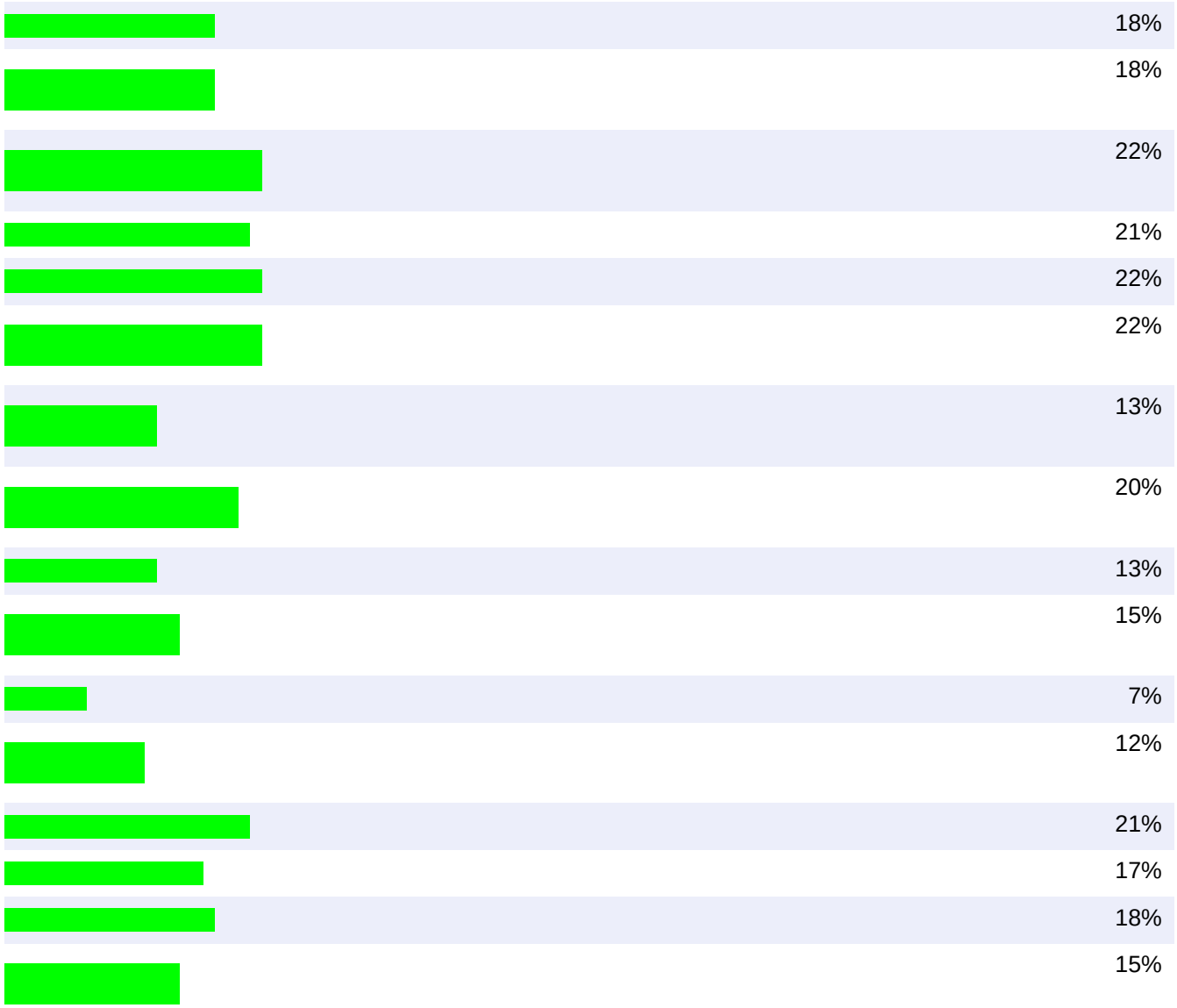

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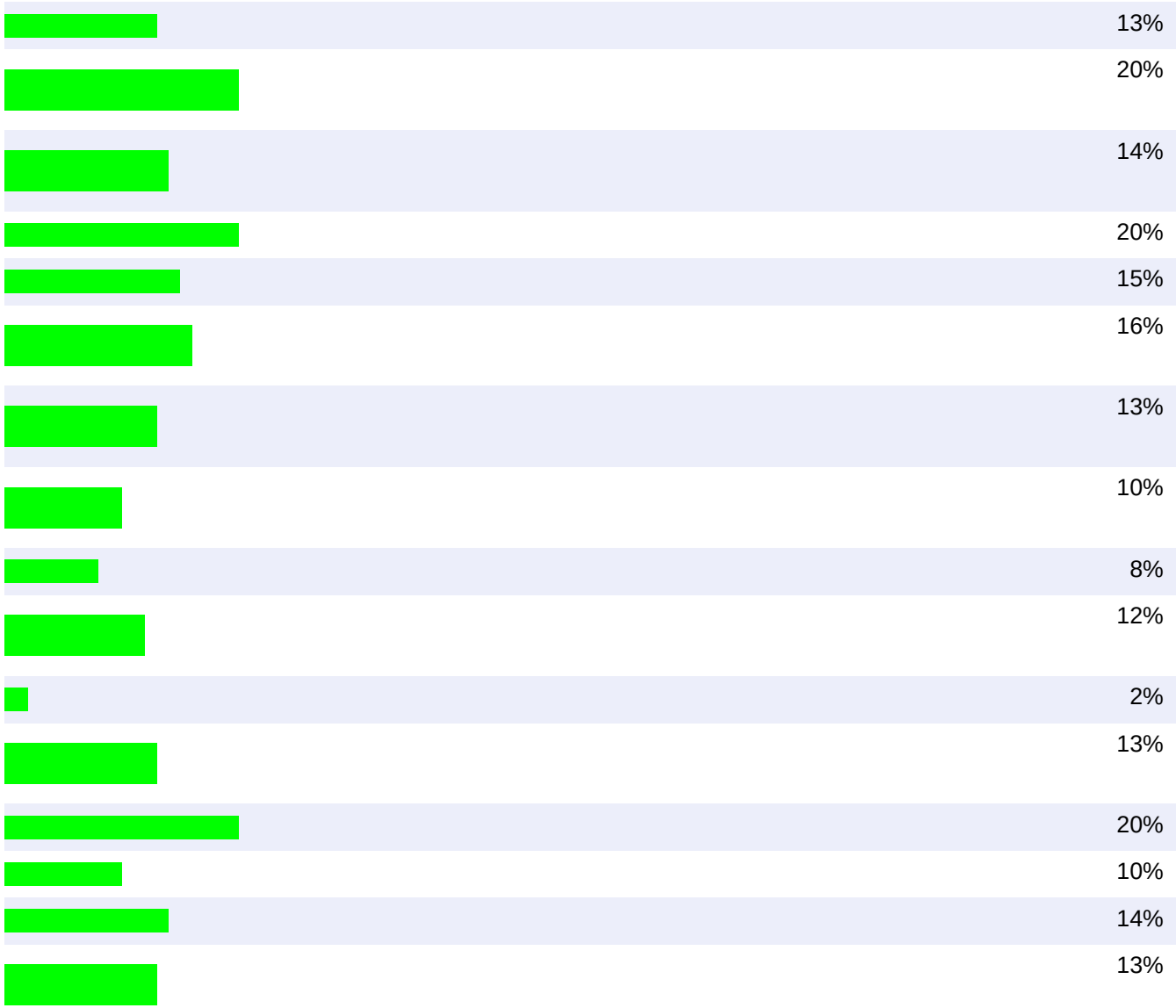

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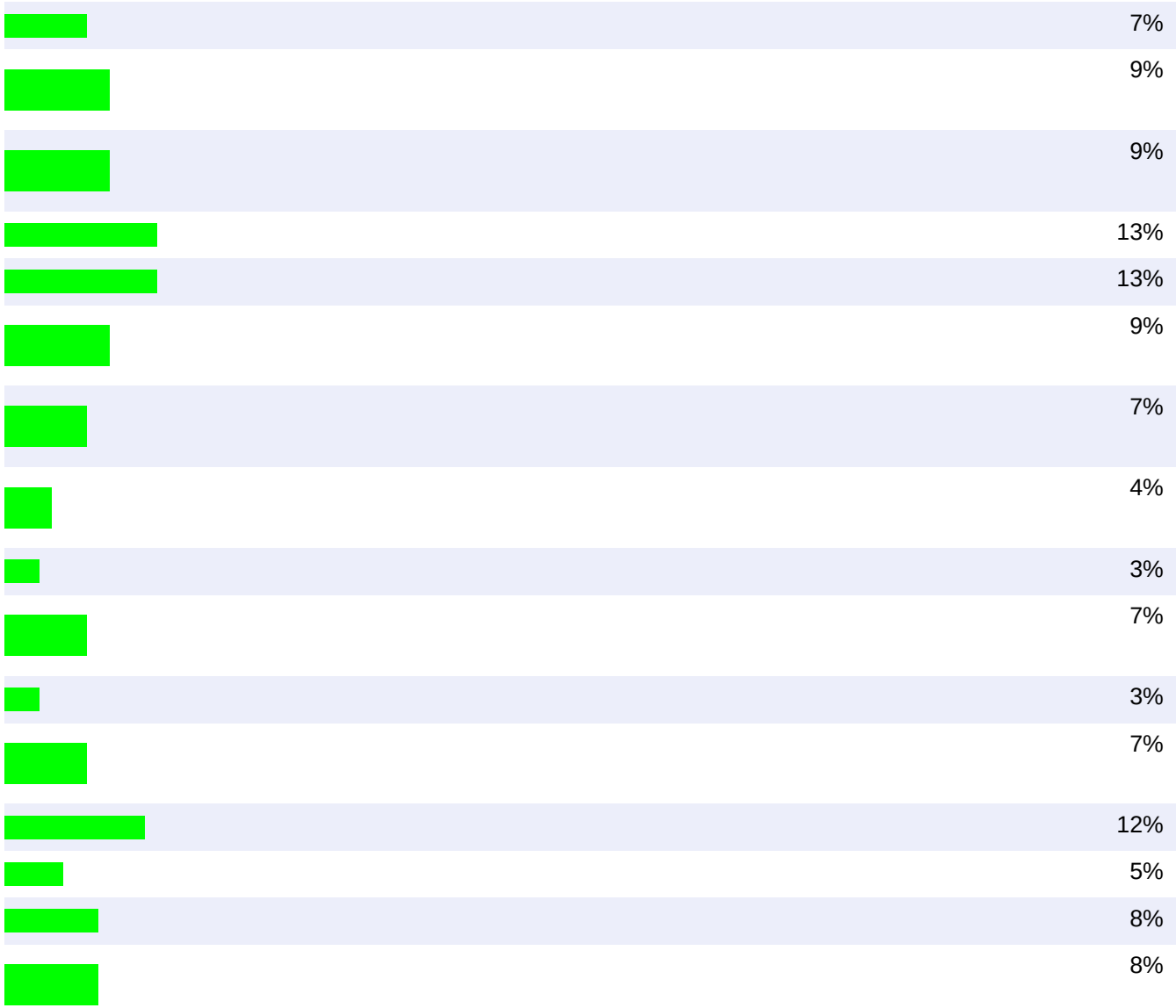

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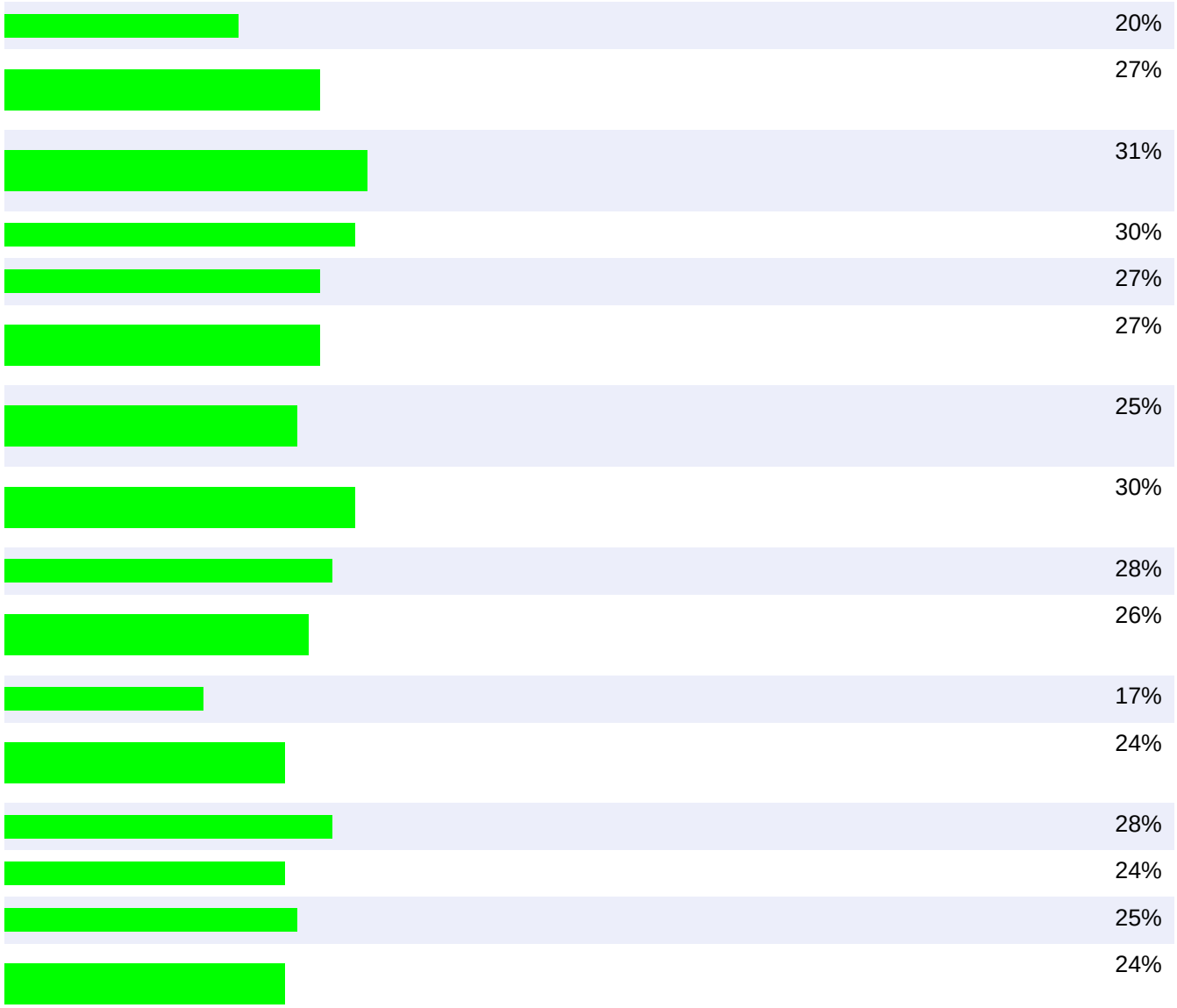

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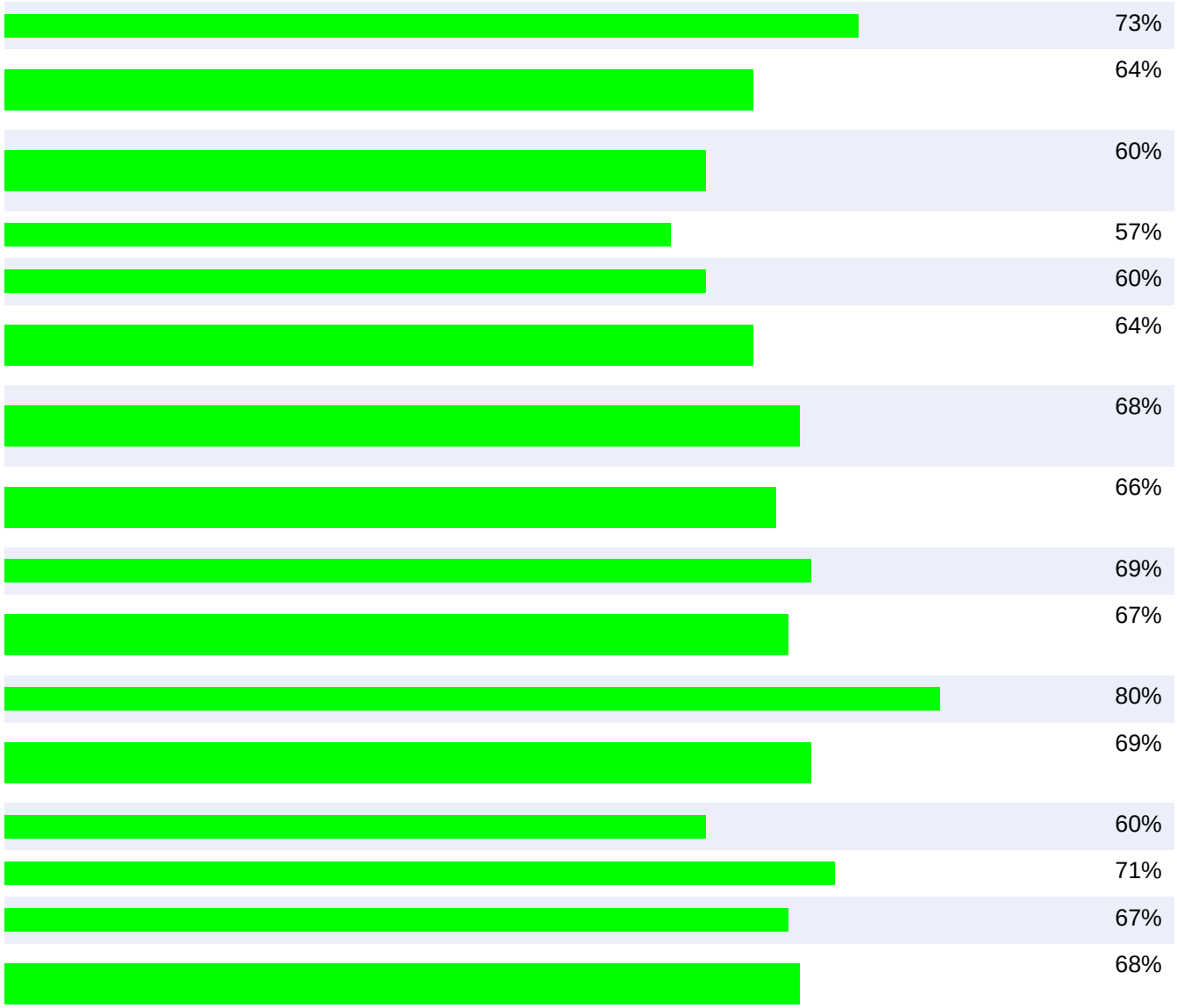

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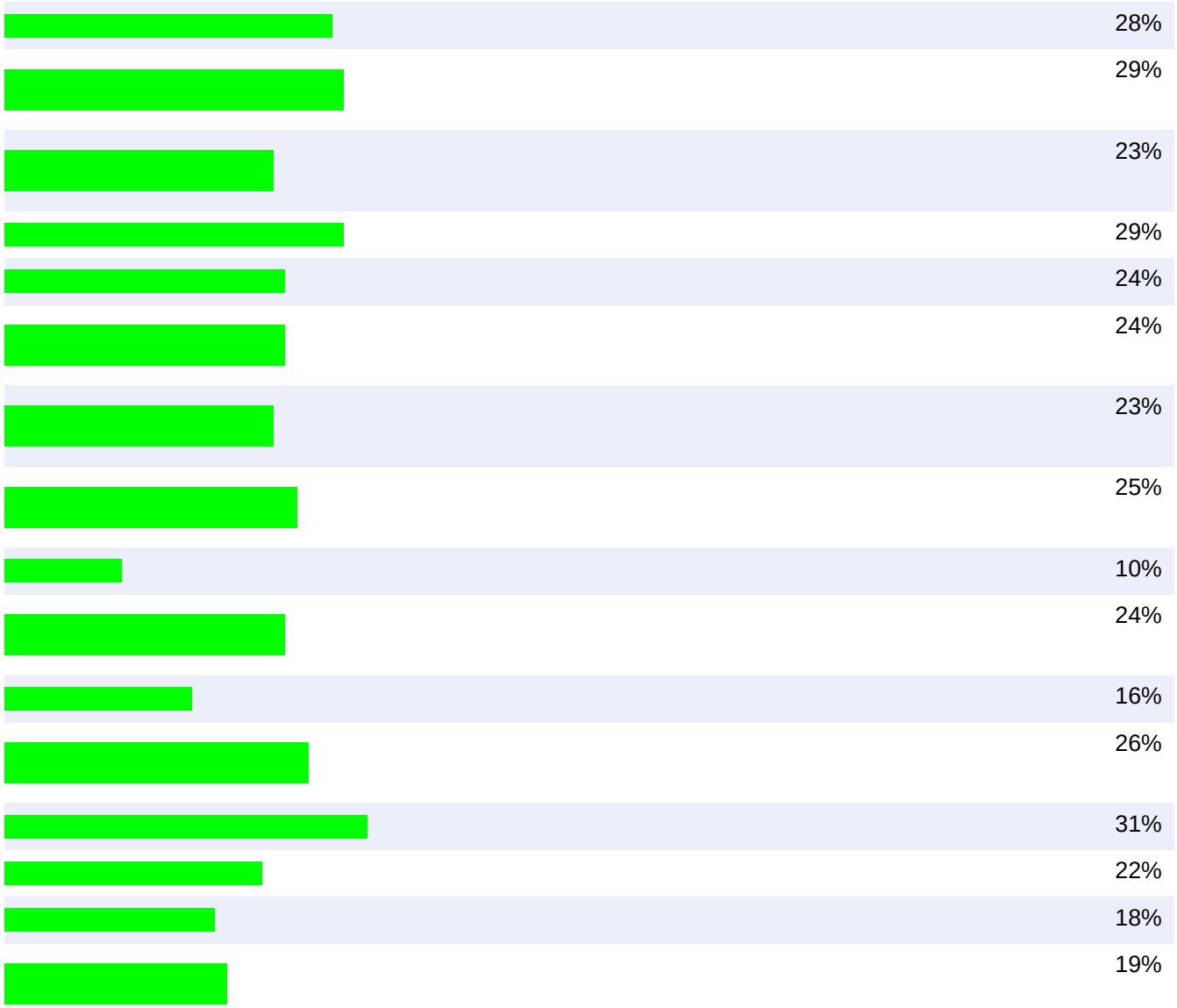

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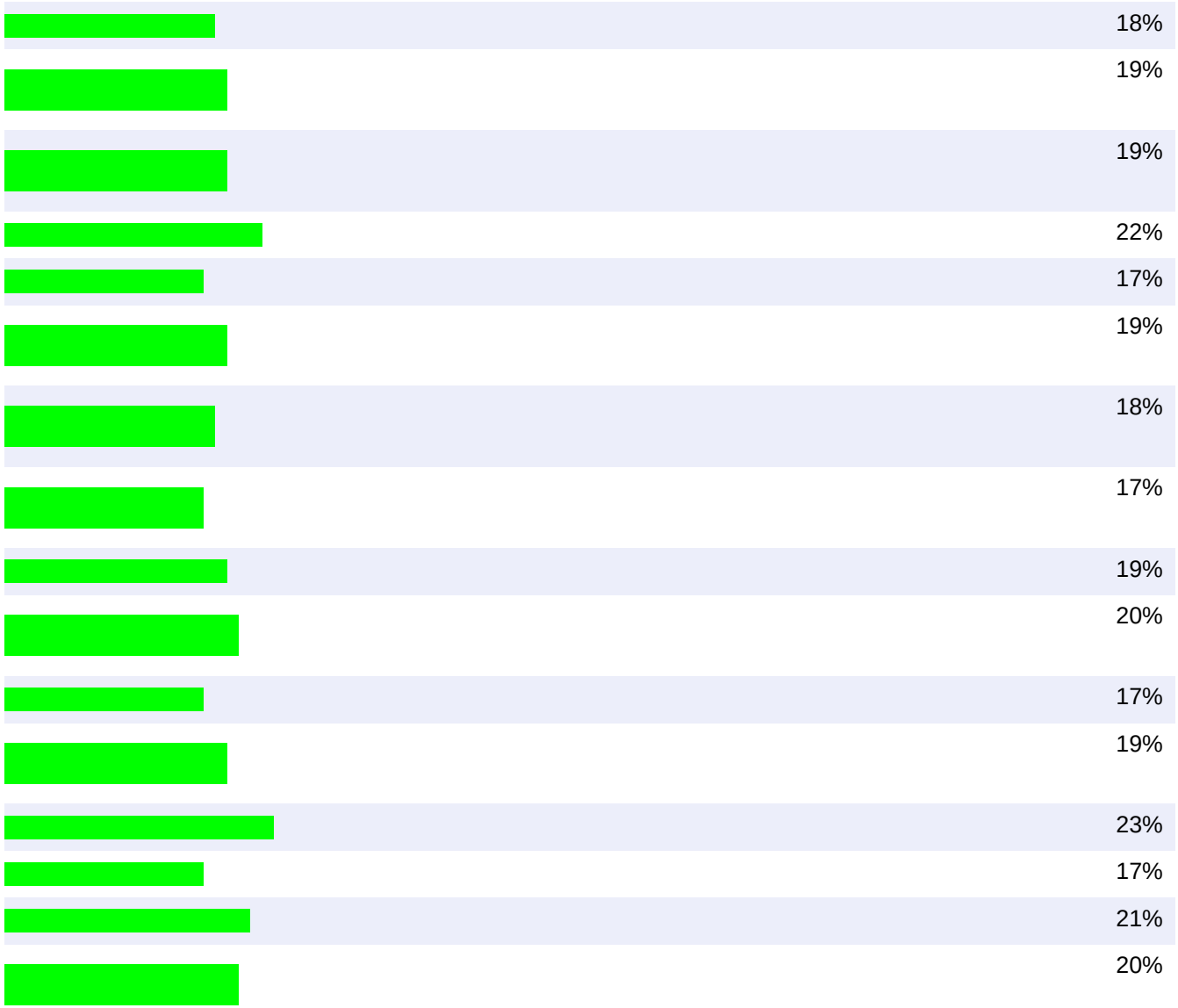

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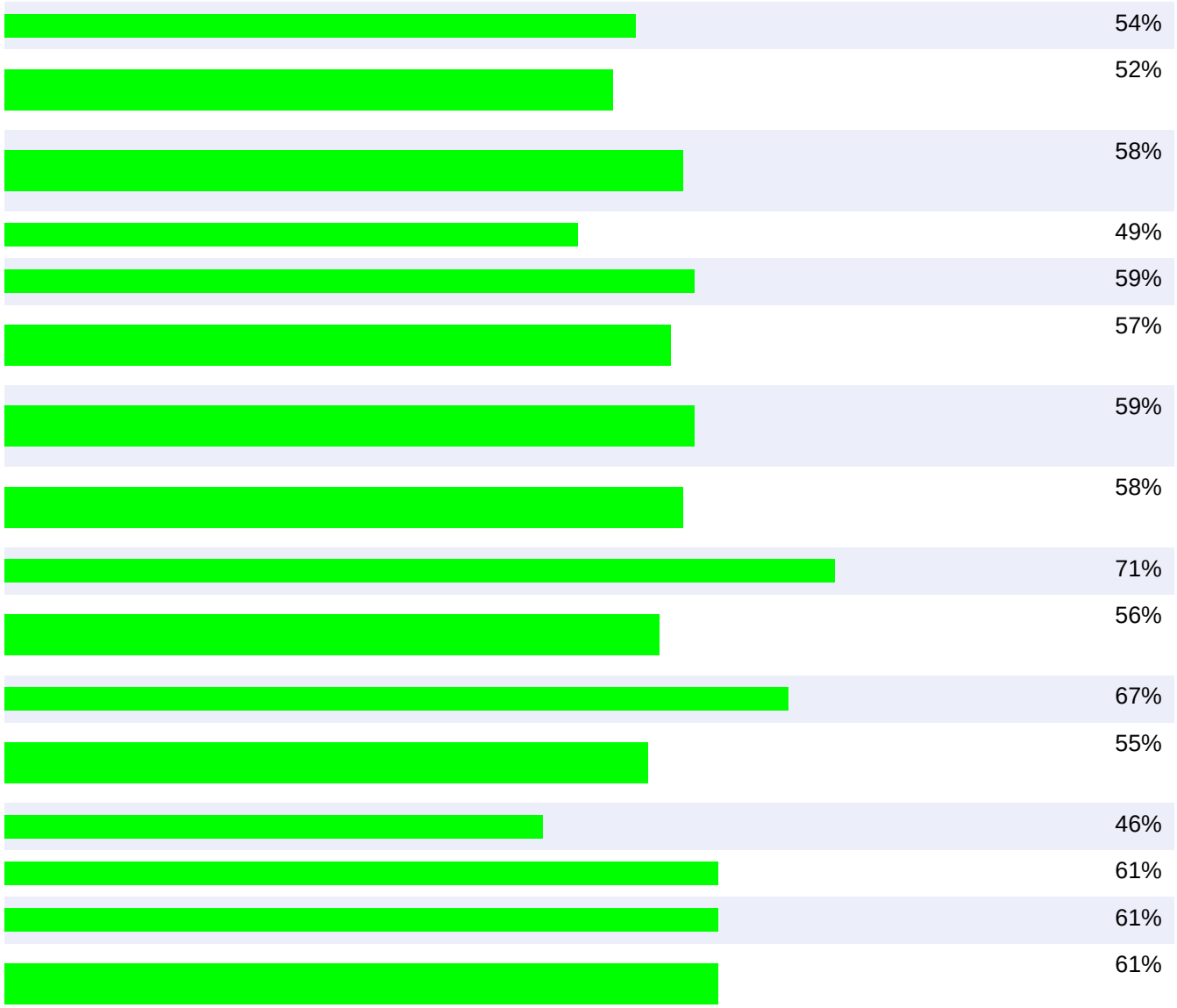

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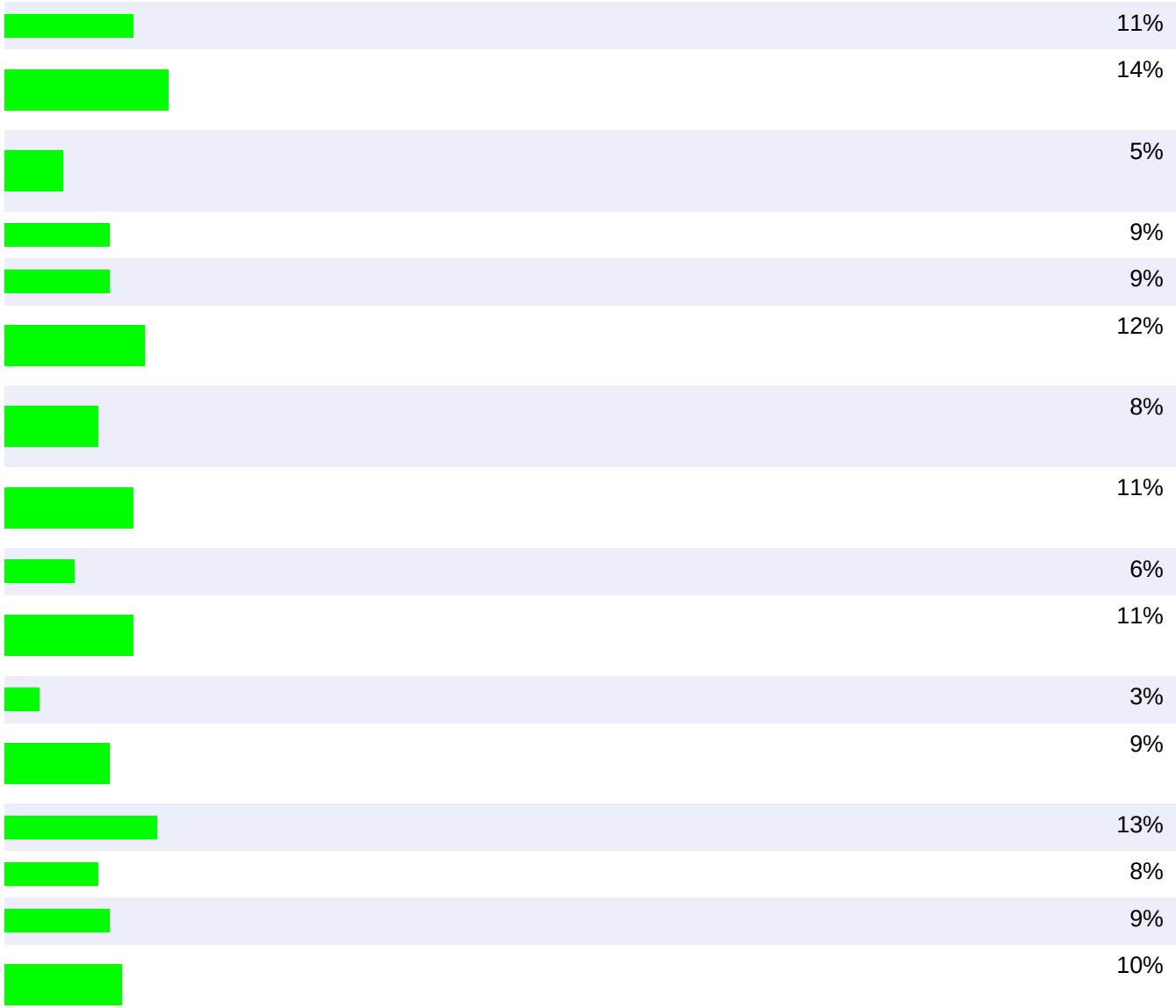

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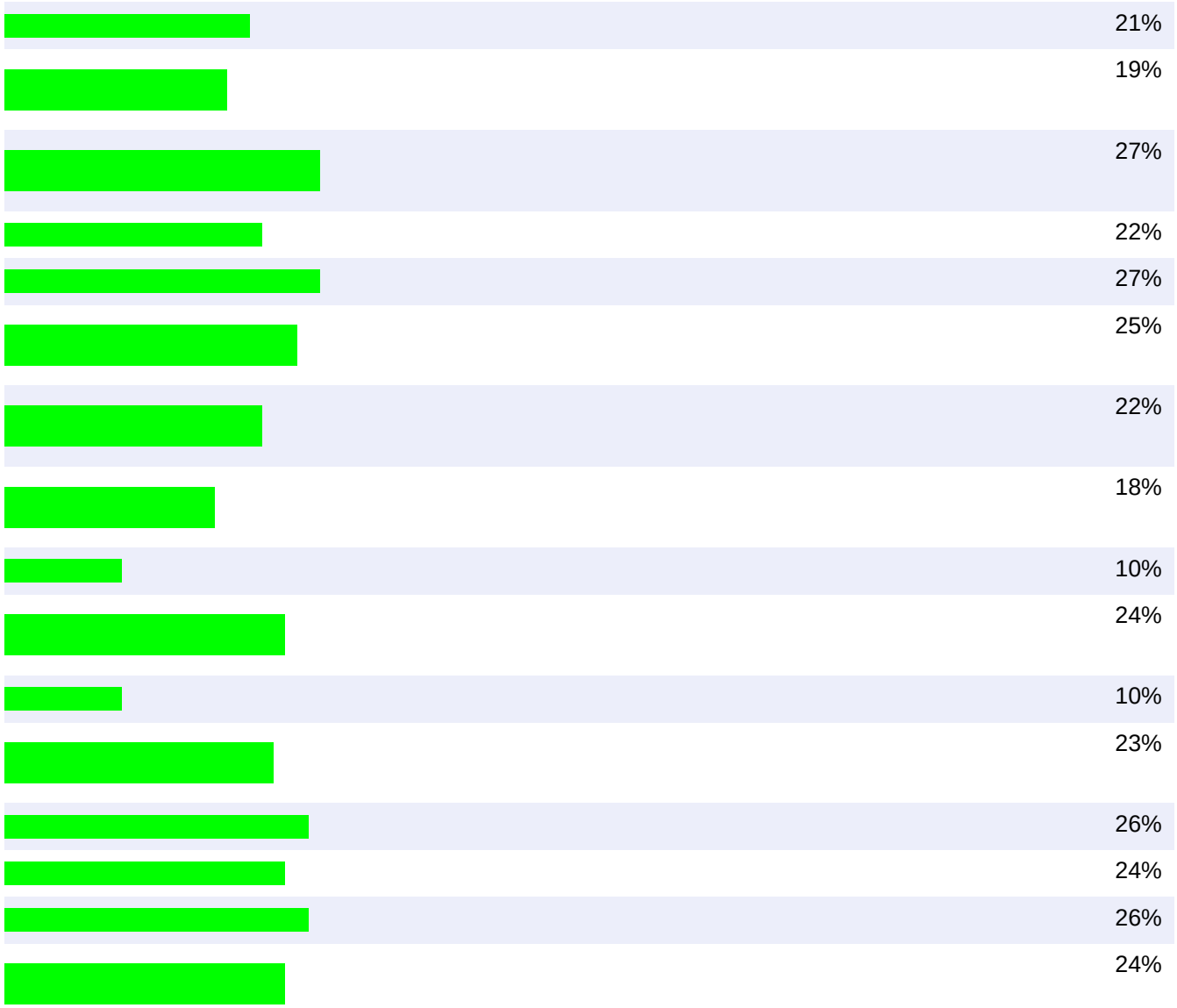

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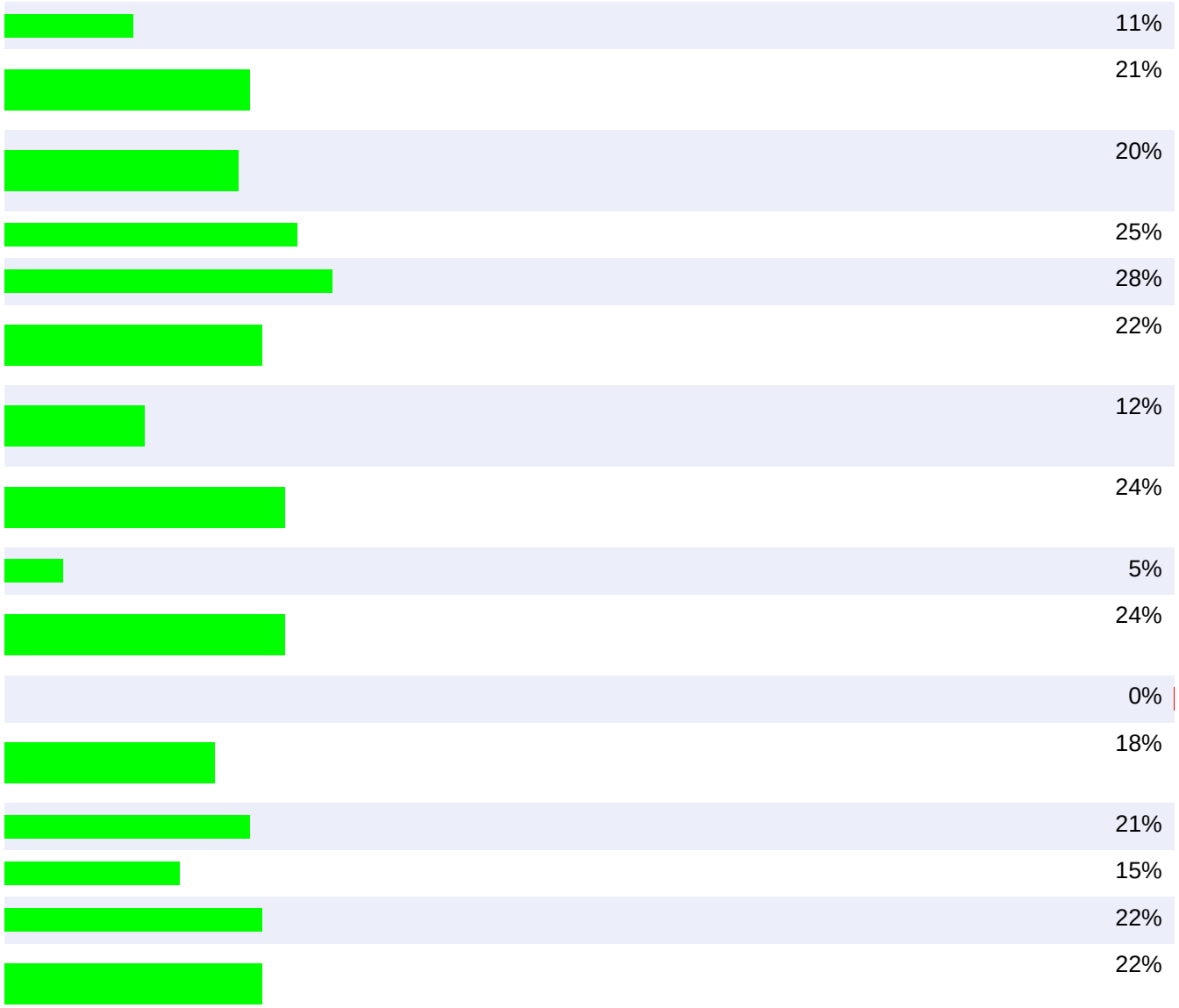

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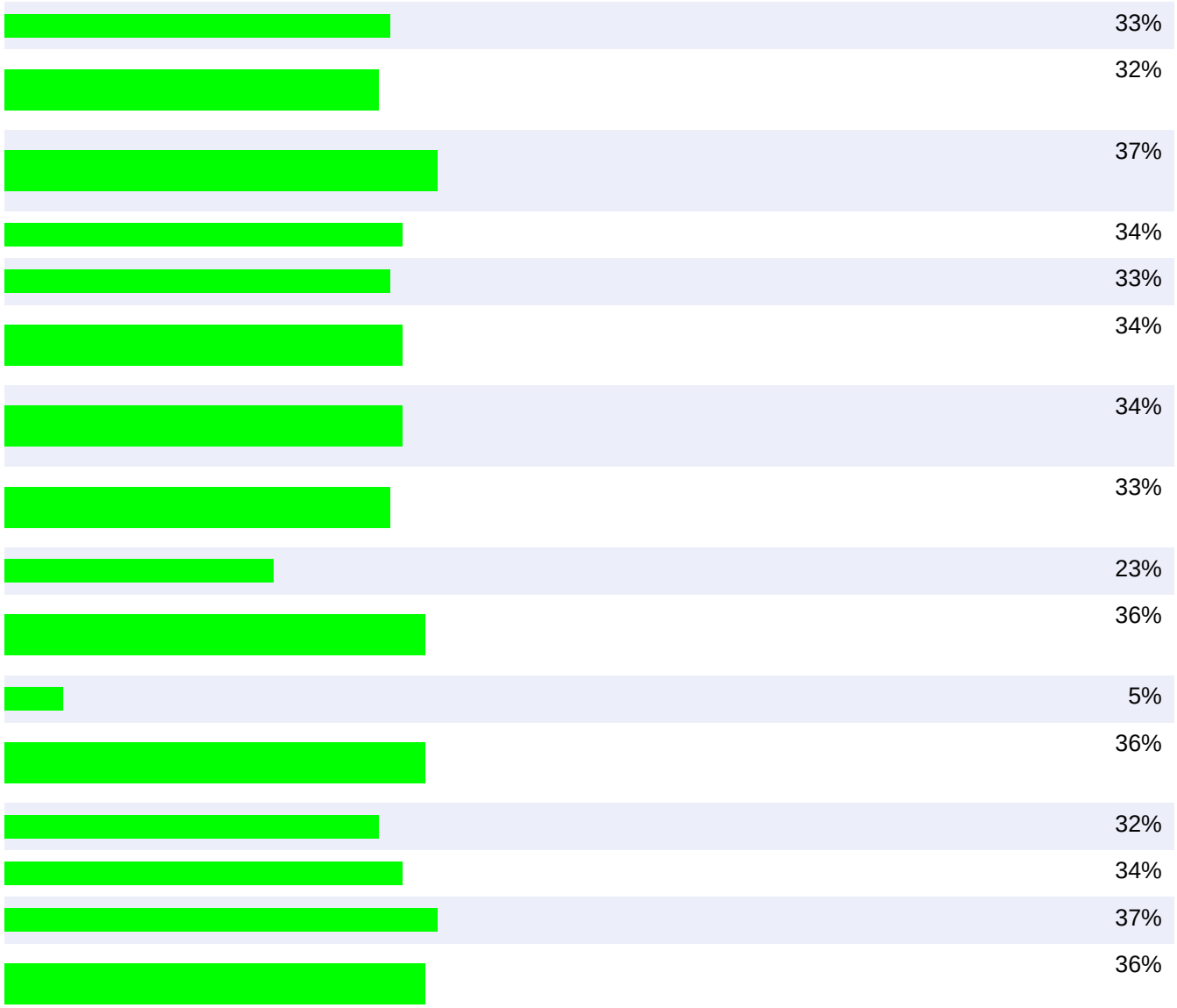

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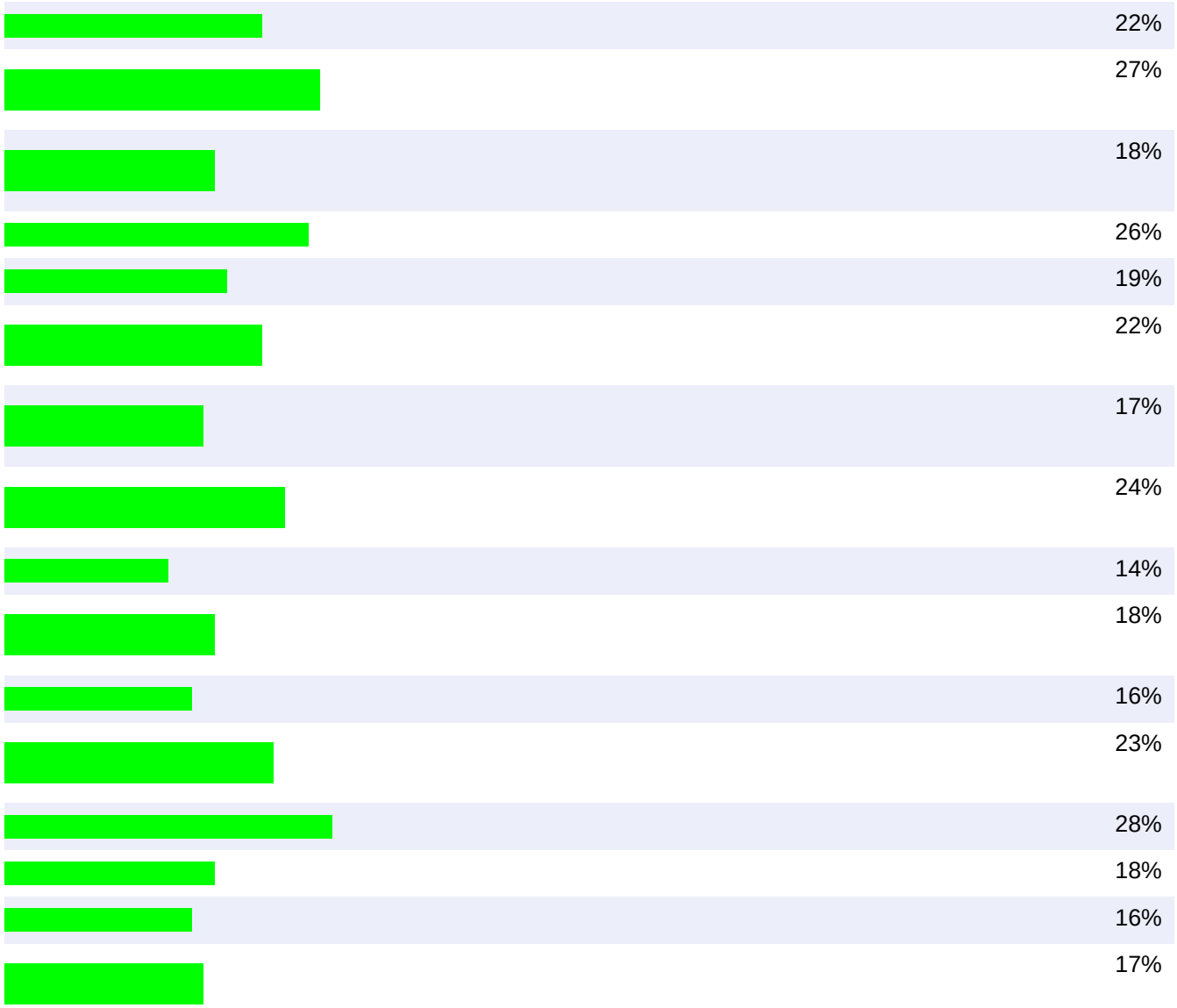

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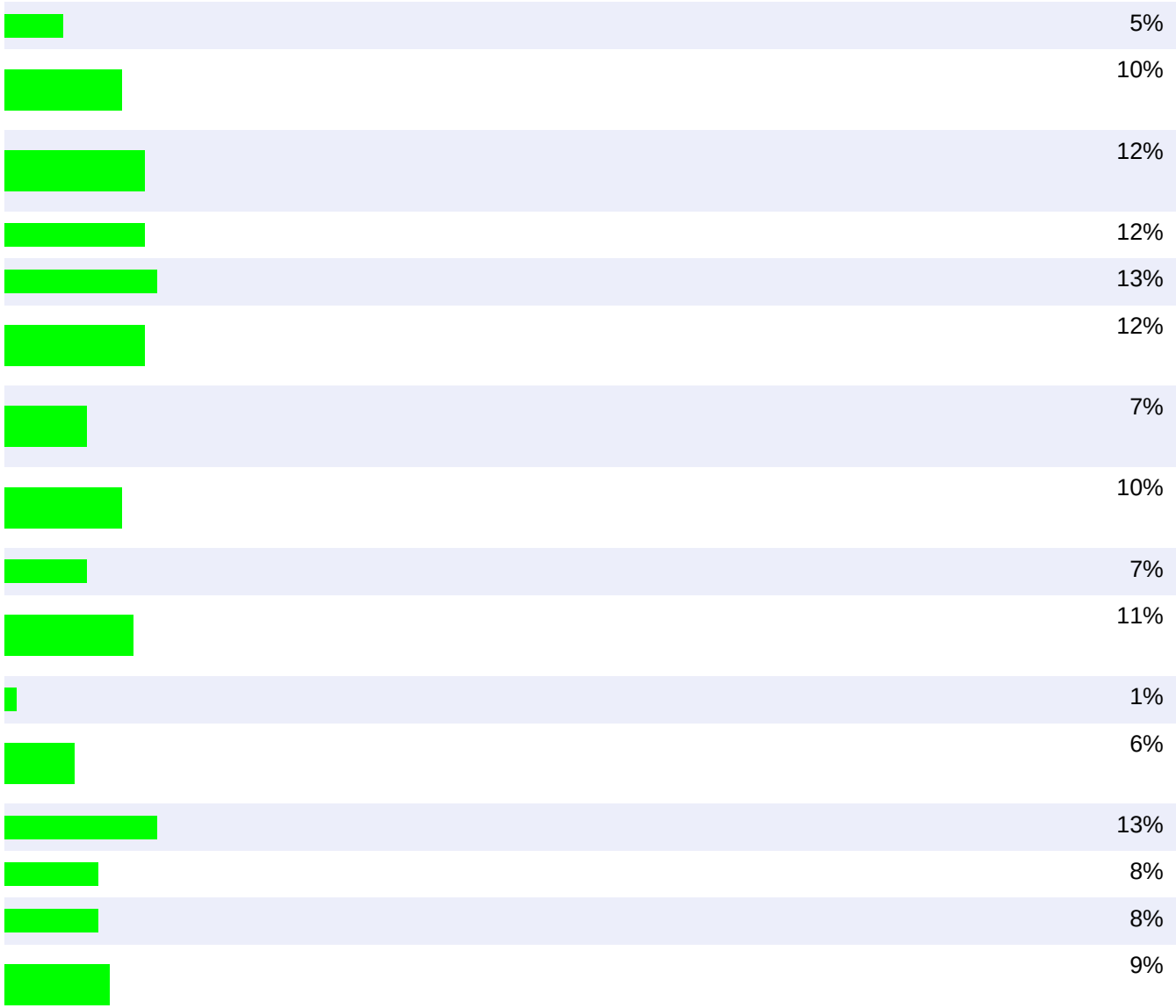

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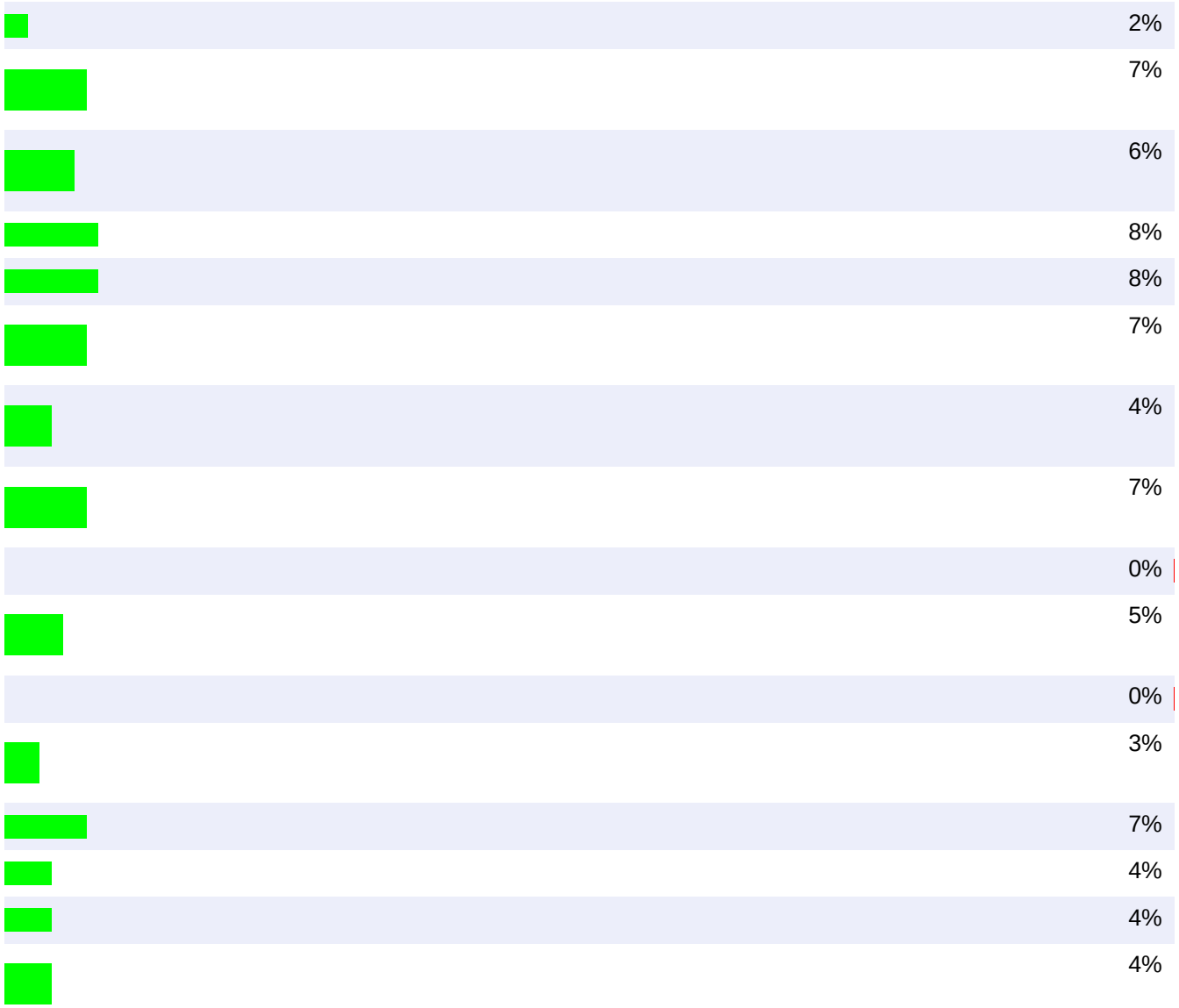

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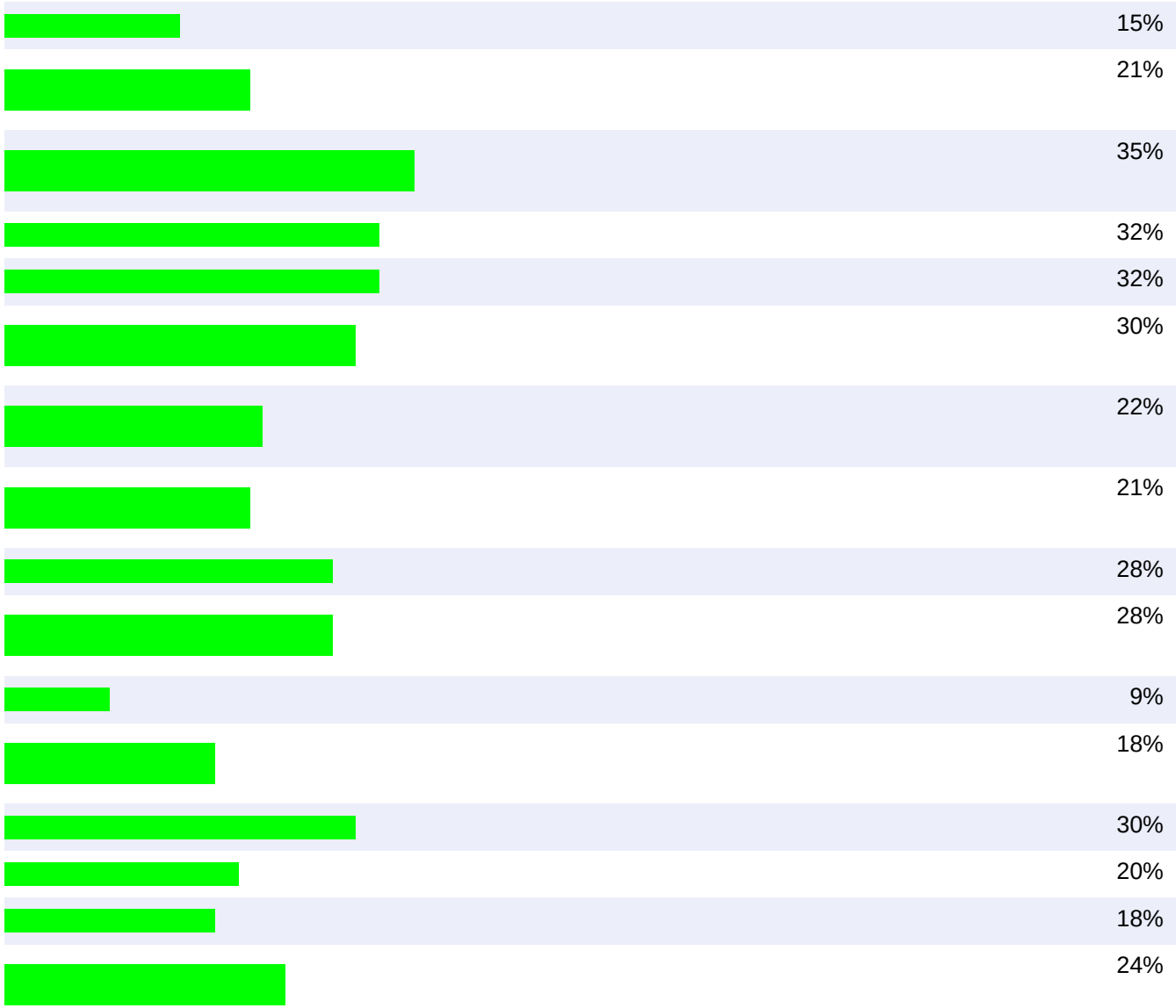

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300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
Between 100 and 299
300 or more
Between 100 and 299
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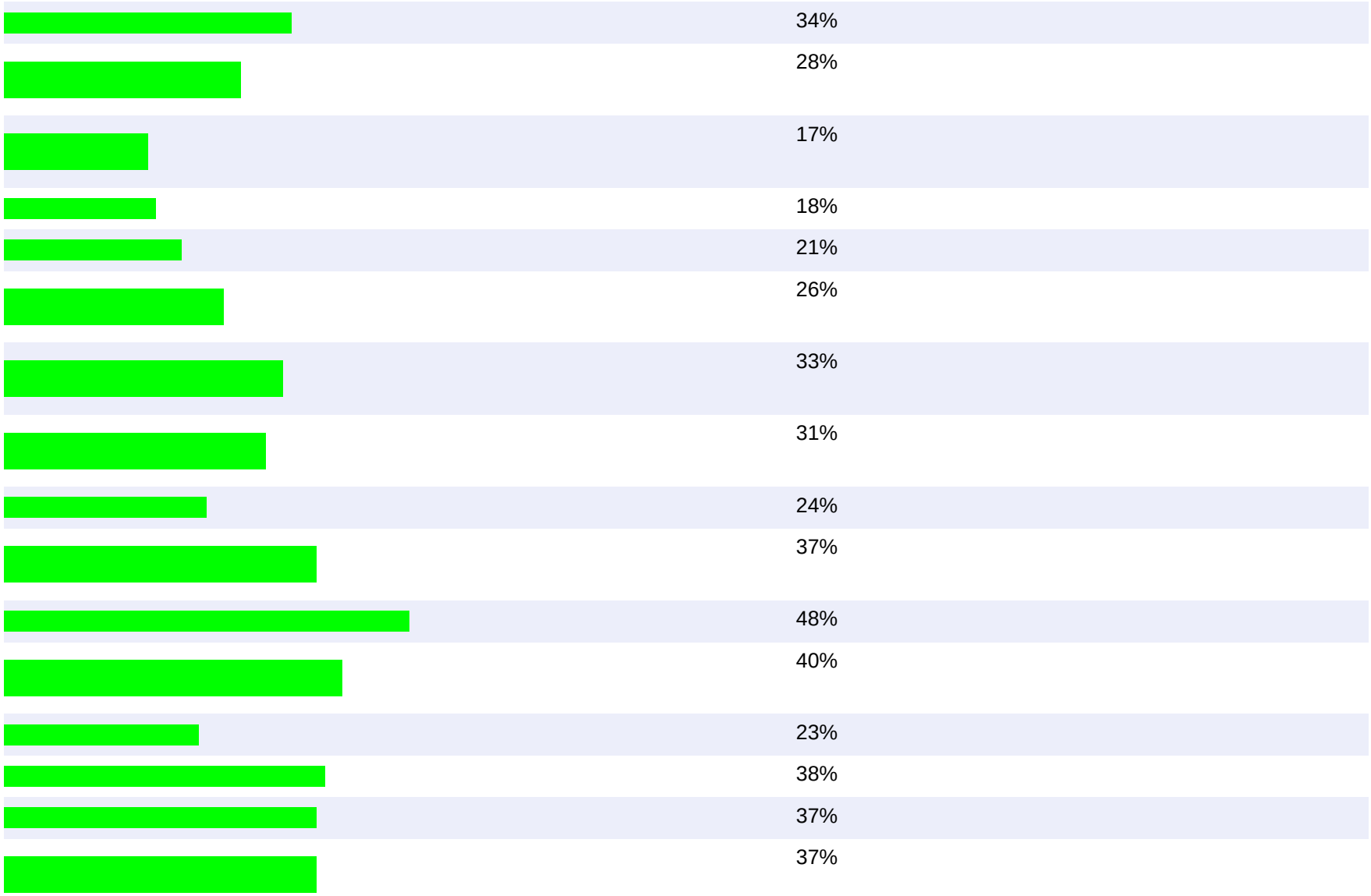

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HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

050308	EL CAMINO HOSPITAL	2500 GRANT ROAD
050289	SETON MEDICAL CENTER	1900 SULLIVAN AVENUE
050624	HENRY MAYO NEWHALL MEMORIAL HOSPITAL	23845 W MCBEAN PKWY
050724	BAKERSFIELD HEART HOSPITAL	3001 SILLECT AVENUE
050315	KERN MEDICAL CENTER	1700 MOUNT VERNON AVENUE
050036	BAKERSFIELD MEMORIAL HOSPITAL	420 34TH ST BOX 1888
050204	PALMDALE REGIONAL MEDICAL CENTER	38600 MEDICAL CENTER DRIVE
050455	SAN JOAQUIN COMMUNITY HOSPITAL	2615 CHESTER AVENUE
050257	GOOD SAMARITAN HOSPITAL	901 OLIVE DRIVE
050295	MERCY HOSPITAL	2215 TRUXTUN AVENUE
050608	DELANO REGIONAL MEDICAL CENTER	1401 GARCES HIGHWAY
051301	TEHACHAPI HOSPITAL	115 WEST E STREET
050056	ANTELOPE VALLEY HOSPITAL MED CENTER	1600 W AVE J
050009	QUEEN OF THE VALLEY MEDICAL CENTER	1000 TRANCAS ST
051329	SUTTER LAKESIDE HOSPITAL	5176 HILL ROAD EAST
050367	NORTHBAY MEDICAL CENTER	1200 B GALE WILSON BLVD

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	MOUNTAIN VIEW	CA
	DALY CITY	CA
	VALENCIA	CA
	BAKERSFIELD	CA
	BAKERSFIELD	CA
	BAKERSFIELD	CA
	PALMDALE	CA
	BAKERSFIELD	CA
	BAKERSFIELD	CA
	BAKERSFIELD	CA
	DELANO	CA
	TEHACHAPI	CA
	LANCASTER	CA
	NAPA	CA
	LAKEPORT	CA
	FAIRFIELD	CA

HCAHPS VHA WC March 2010

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94040	SANTA CLARA	6509407000
94015	SAN MATEO	6509924000
91355	LOS ANGELES	6612538000
93308	KERN	6613166000
93306	KERN	6613262000
93301	KERN	6613271792
93552	LOS ANGELES	6613825000
93301	KERN	6613953000
93308	KERN	6613994461
93301	KERN	6616325000
93215	KERN	6617254800
93561	KERN	6618223241
93534	LOS ANGELES	6619495501
94558	NAPA	7072524411
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94533	SOLANO	7074293600

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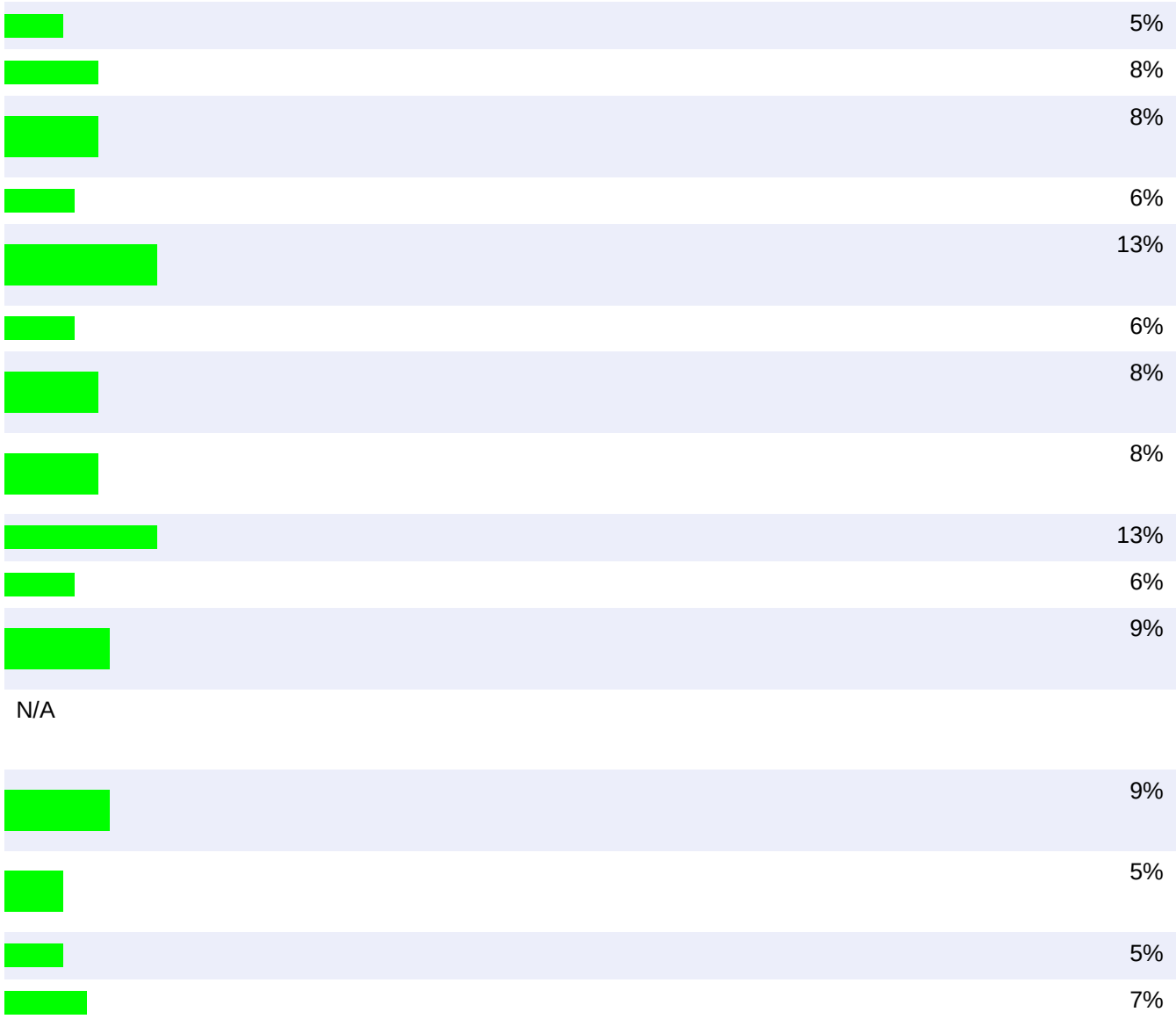

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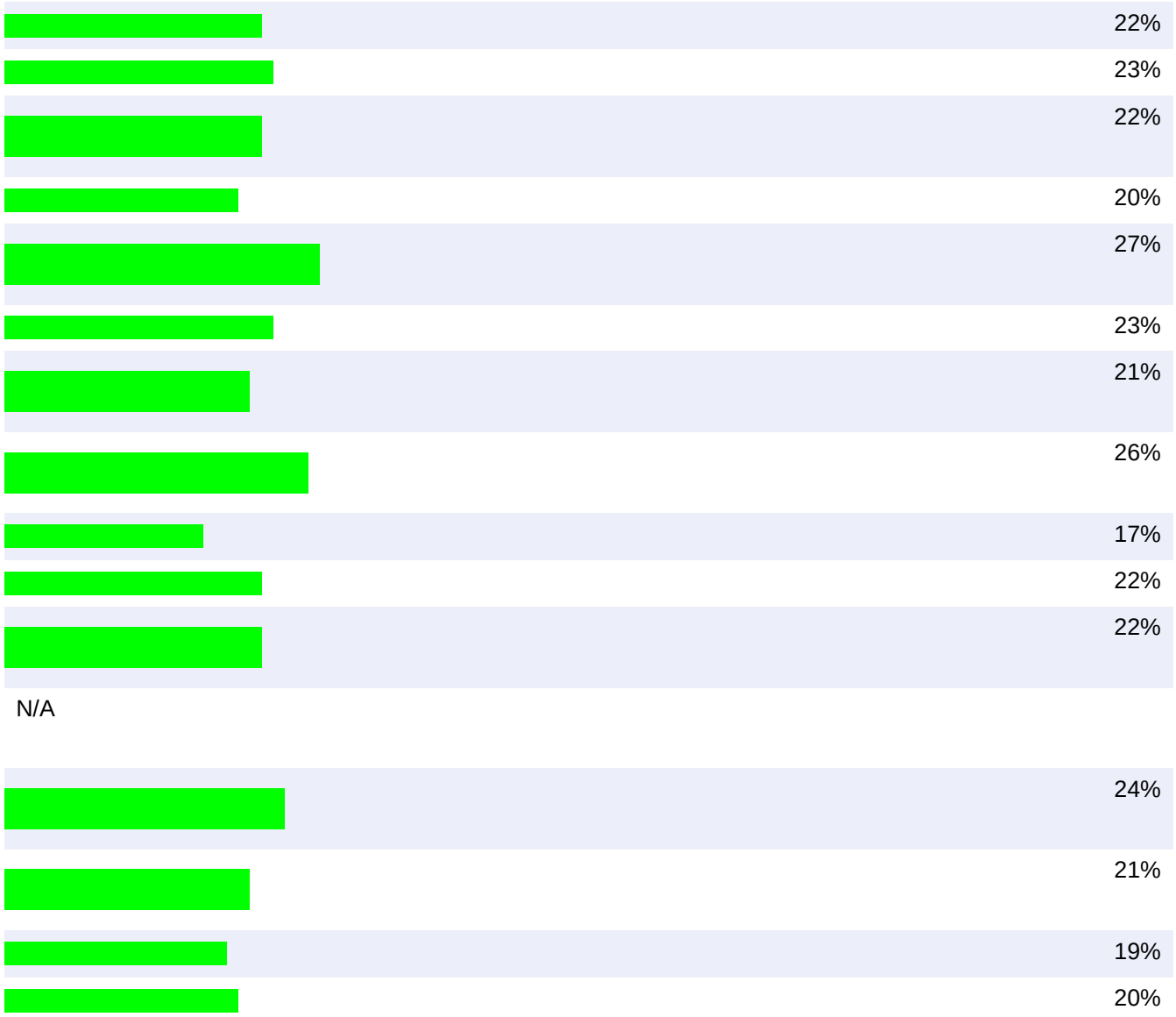

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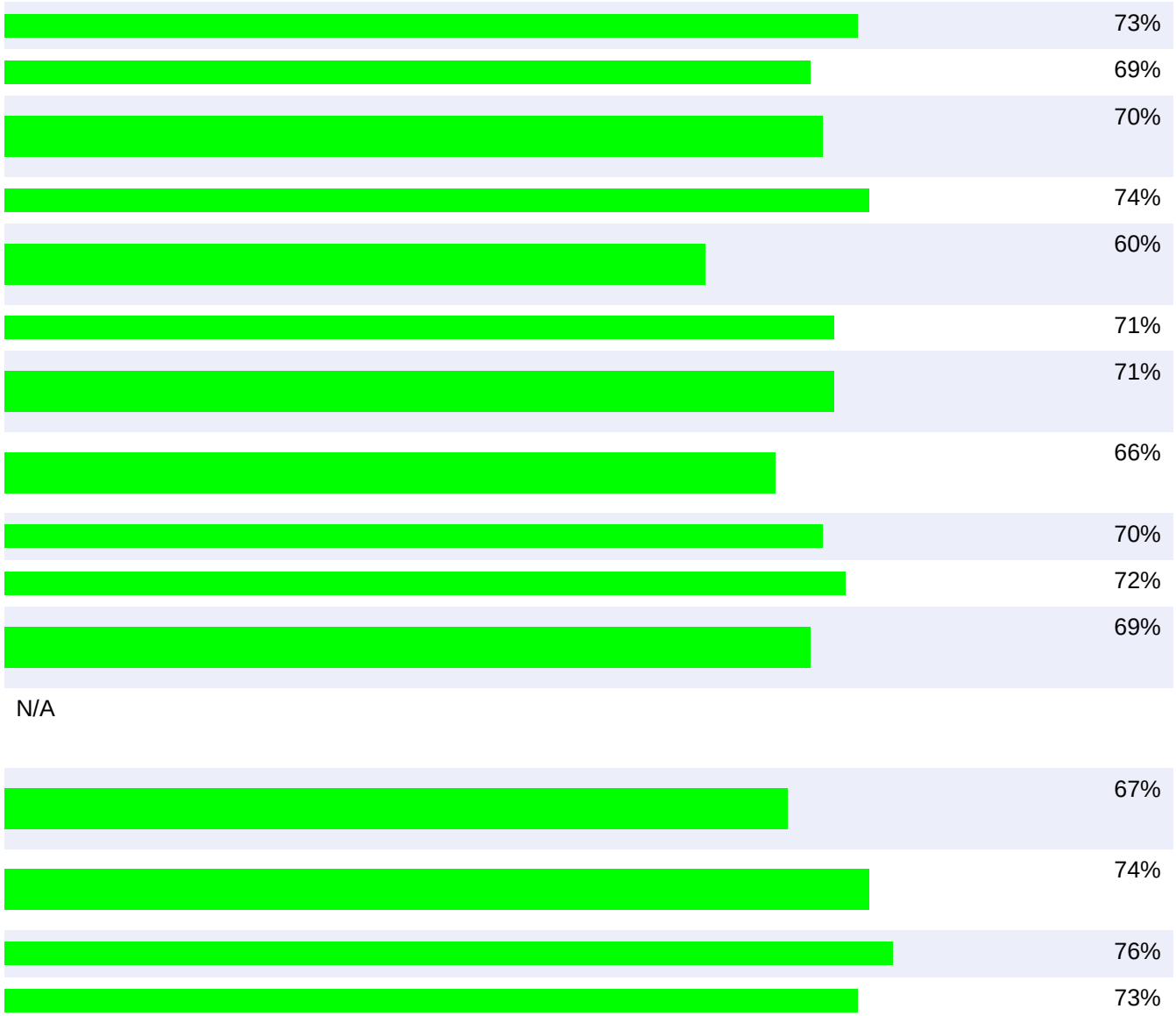

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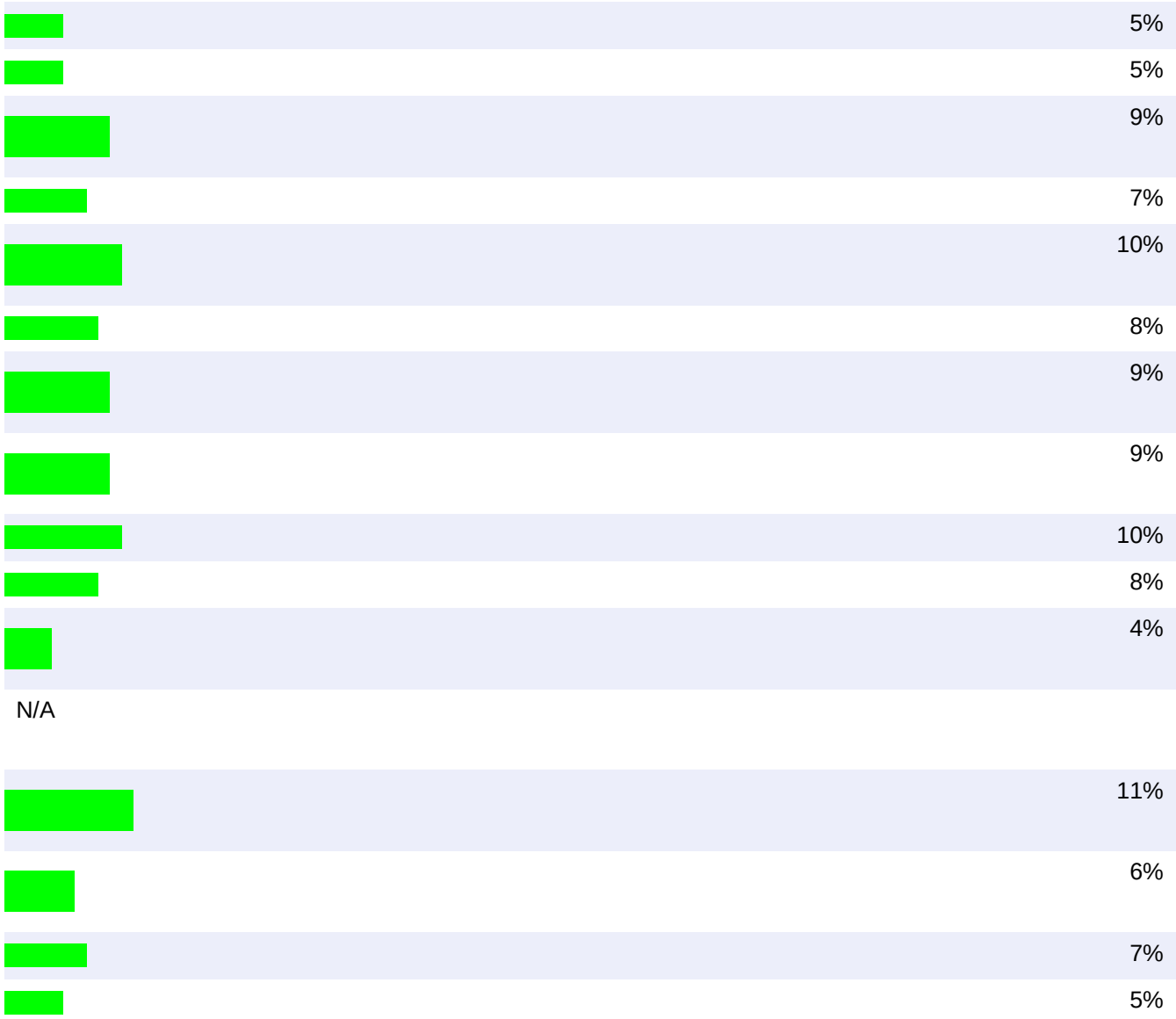

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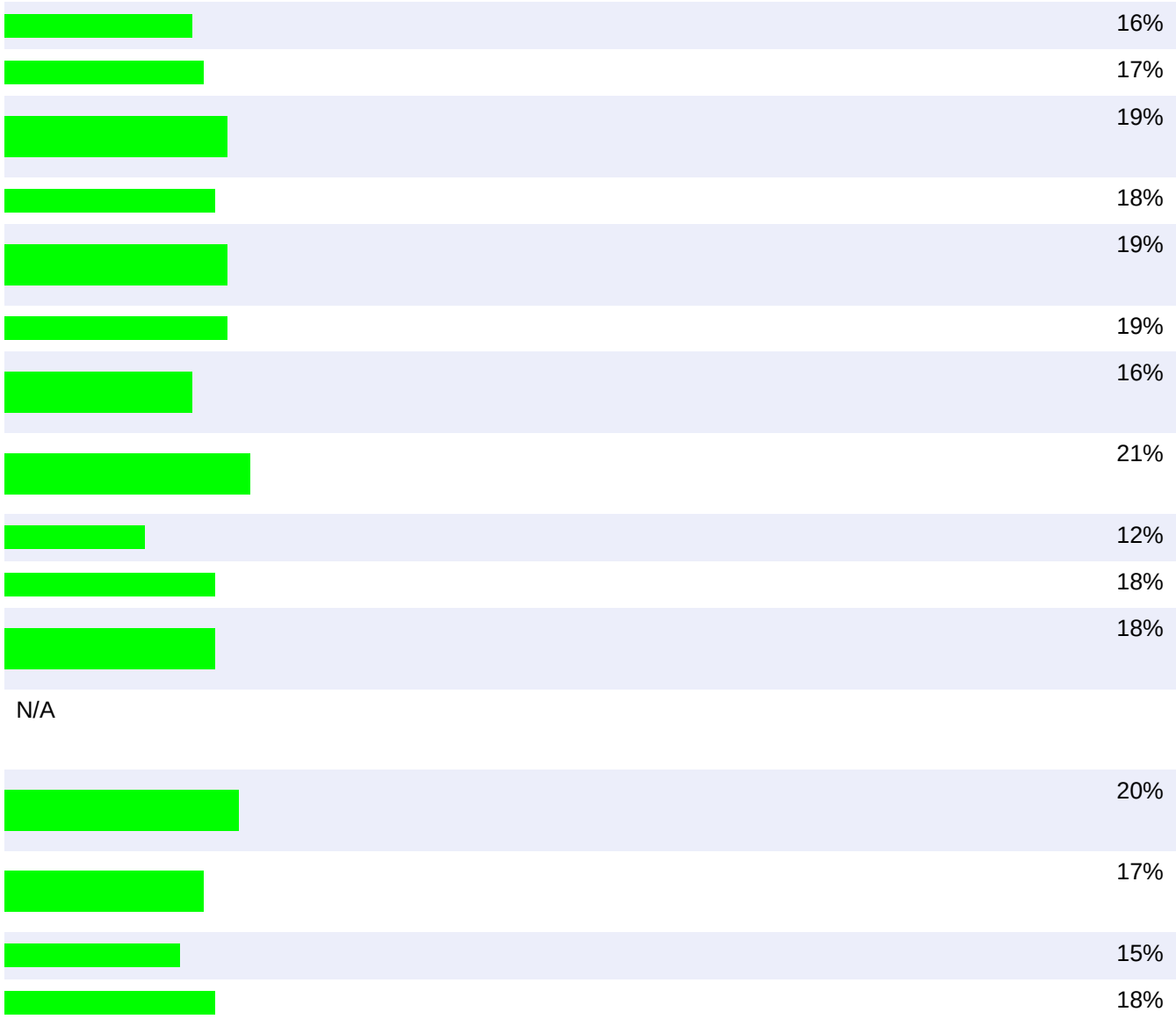

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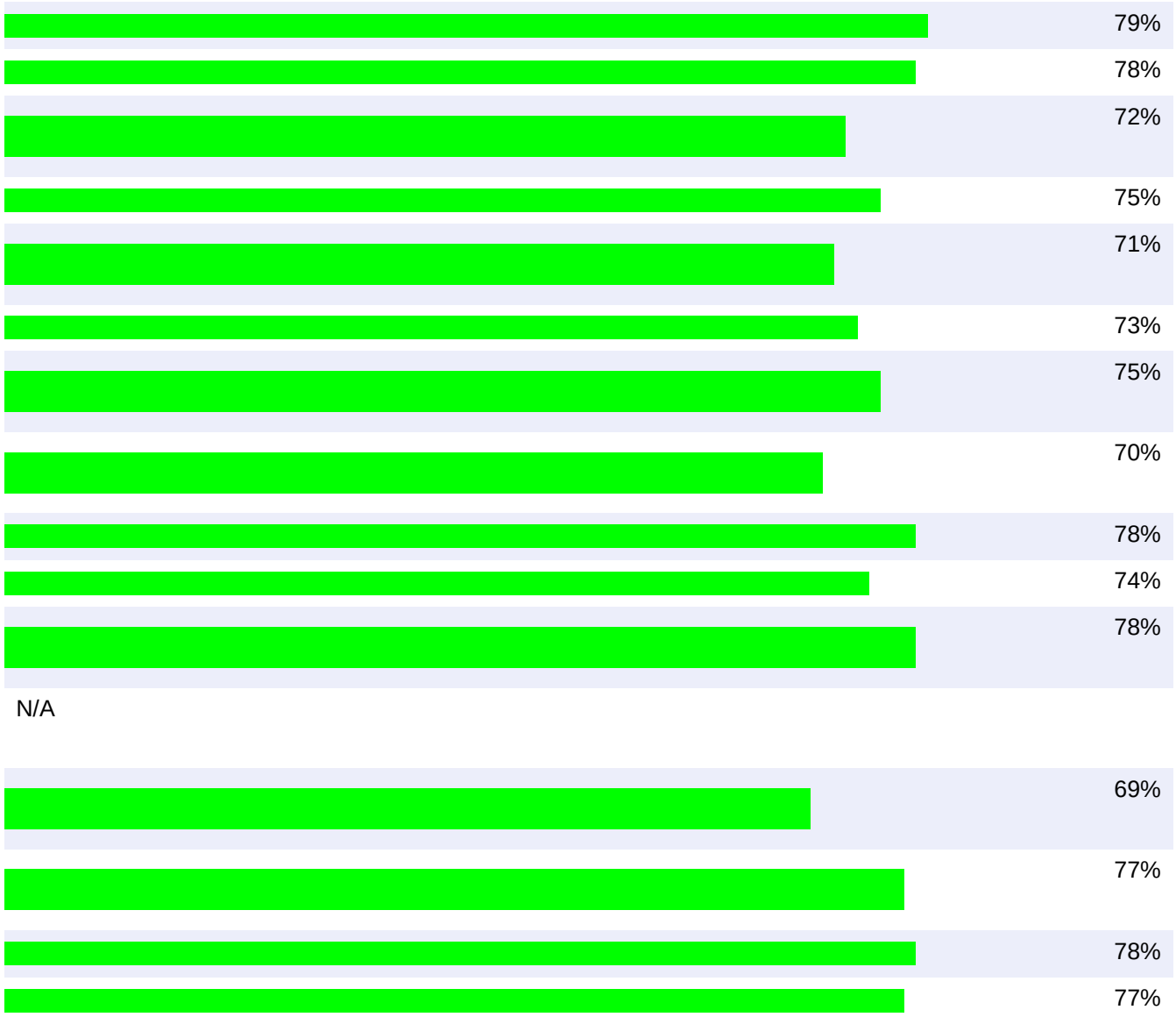

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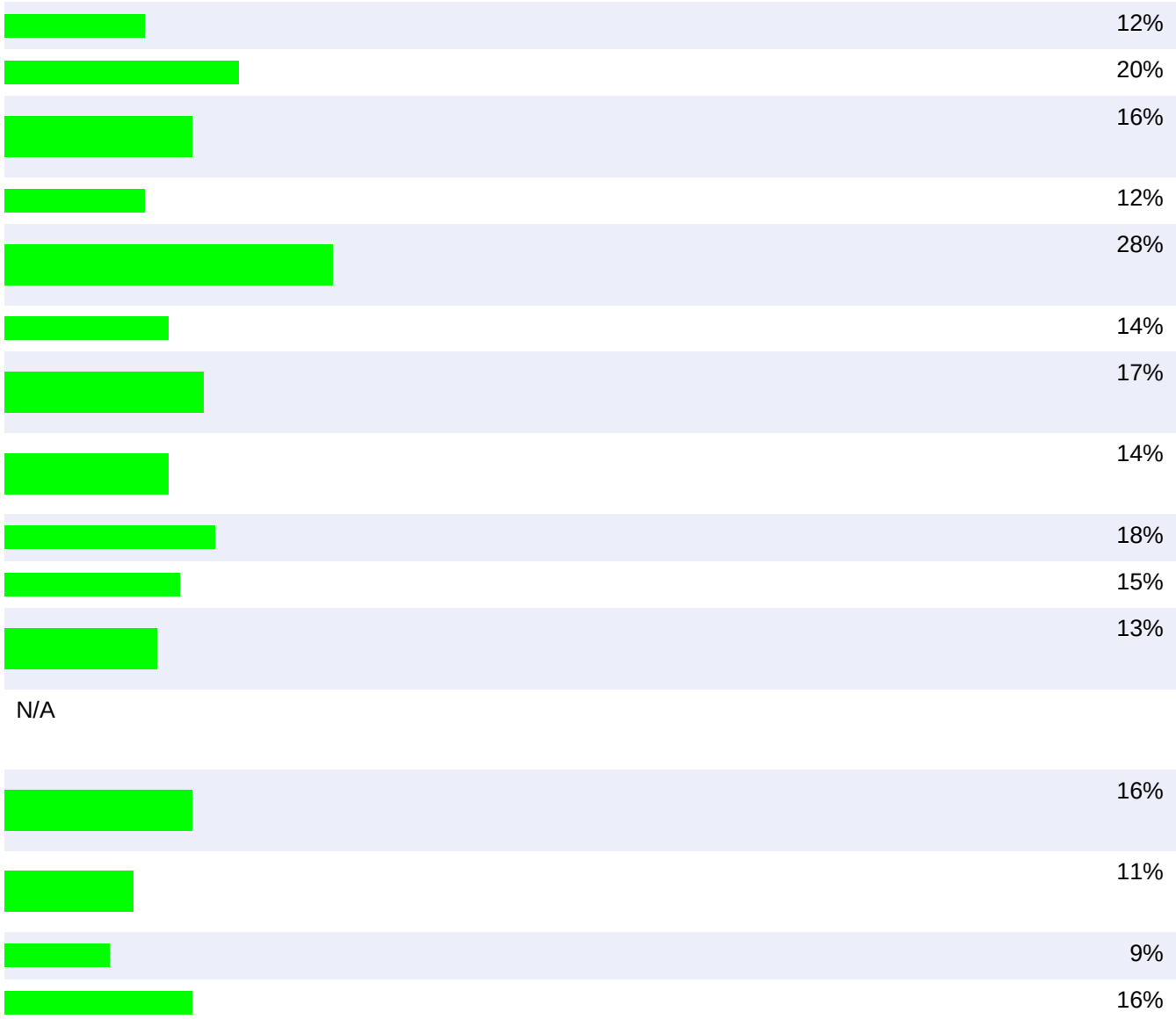

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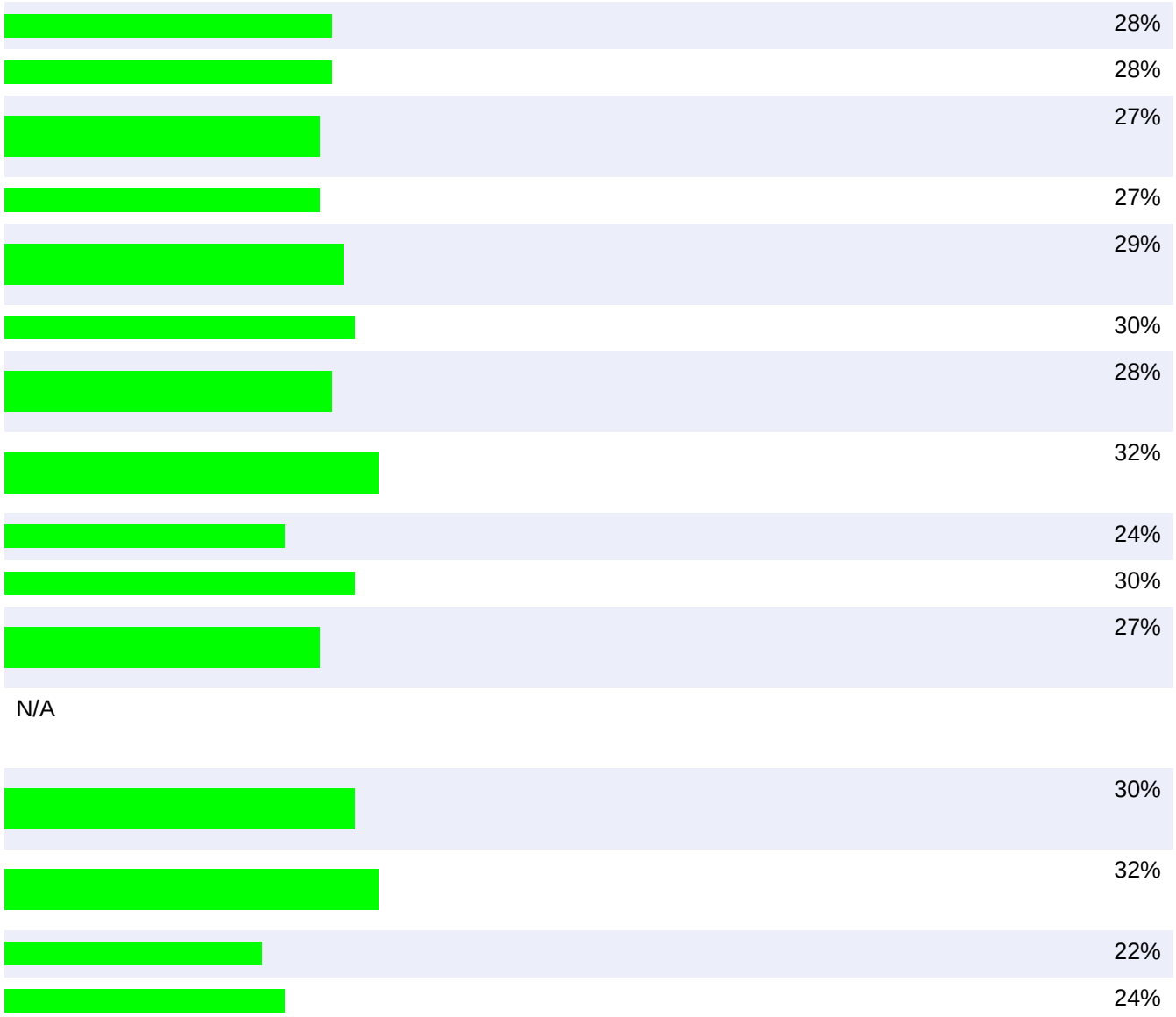

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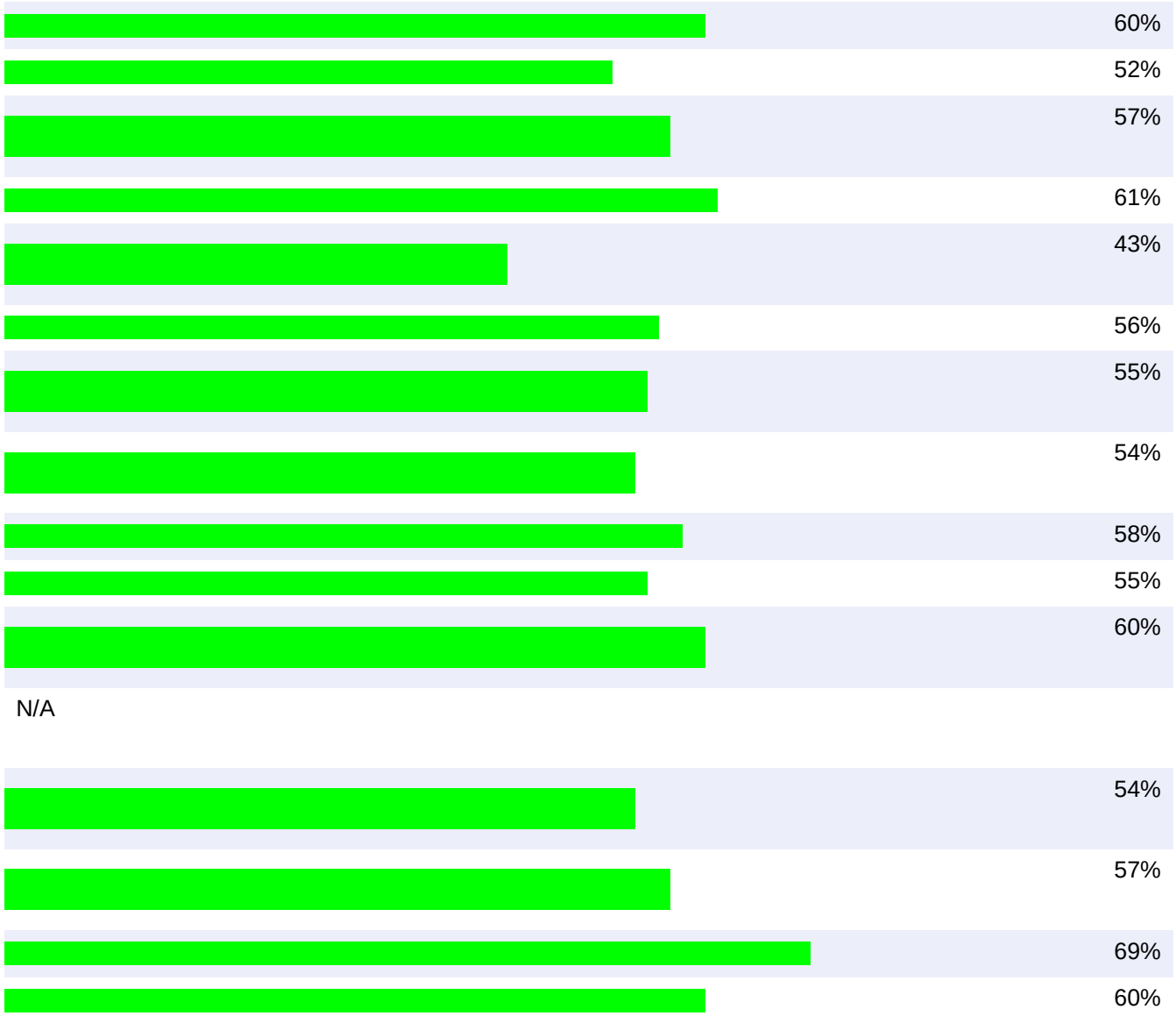

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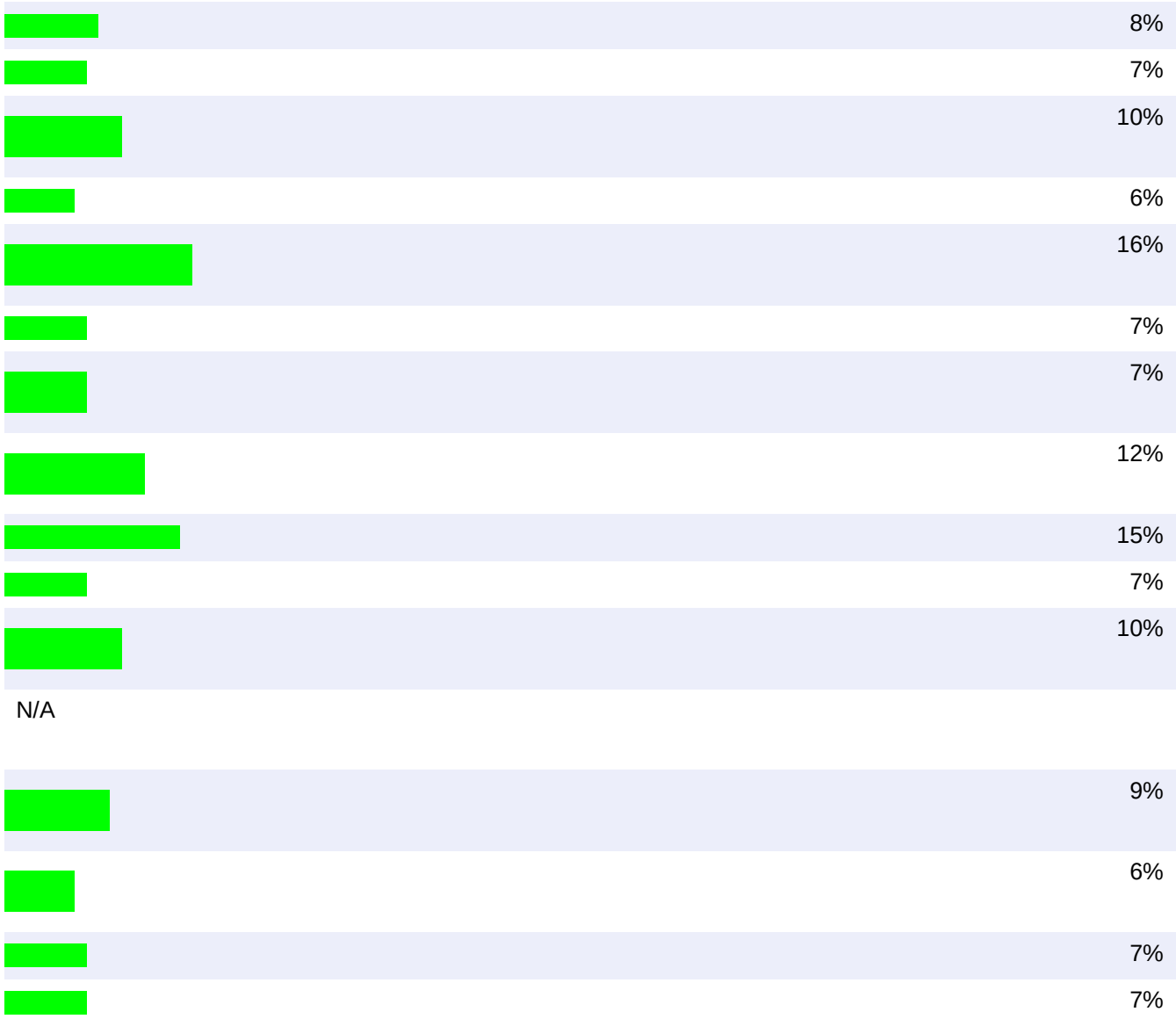

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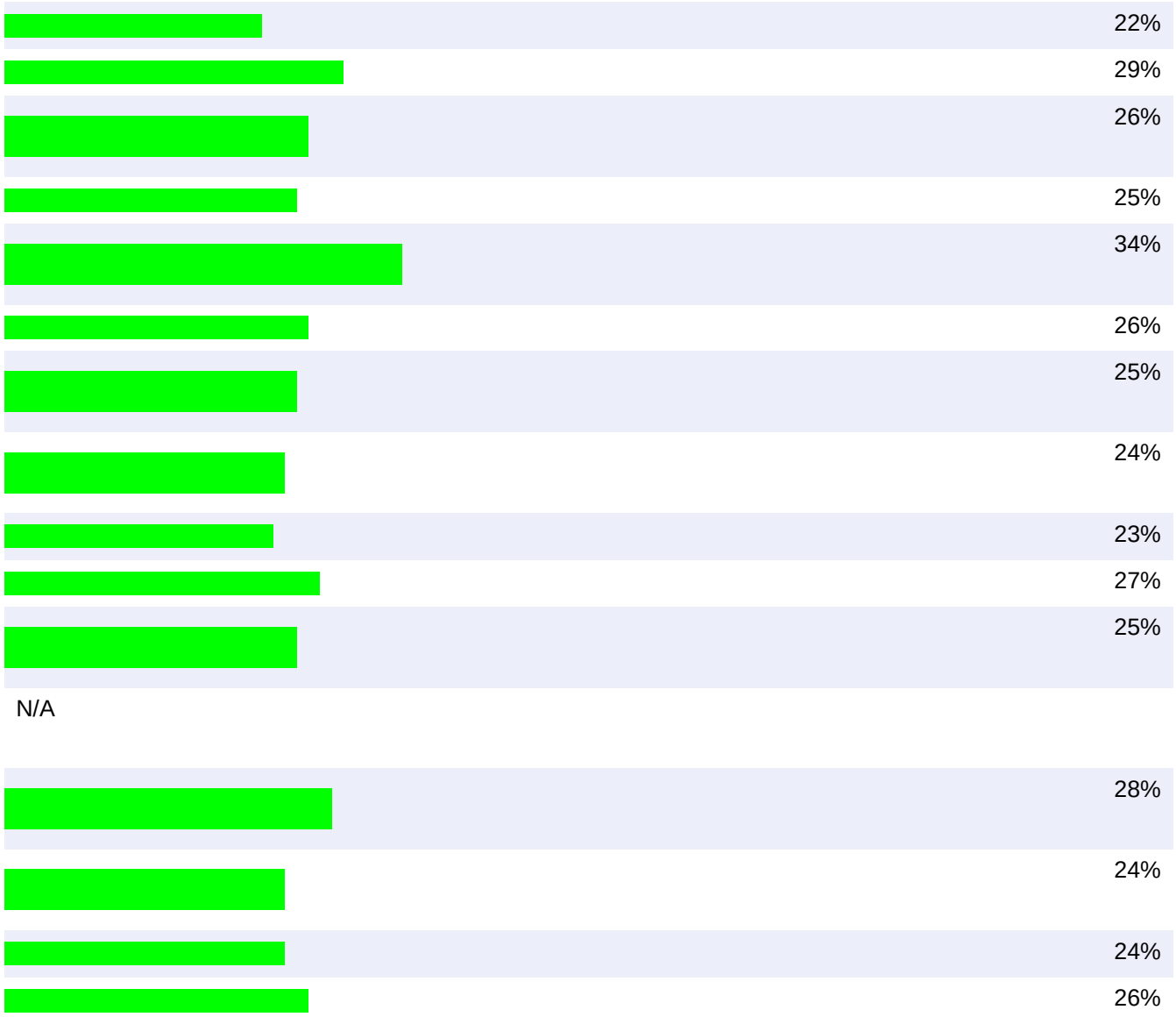

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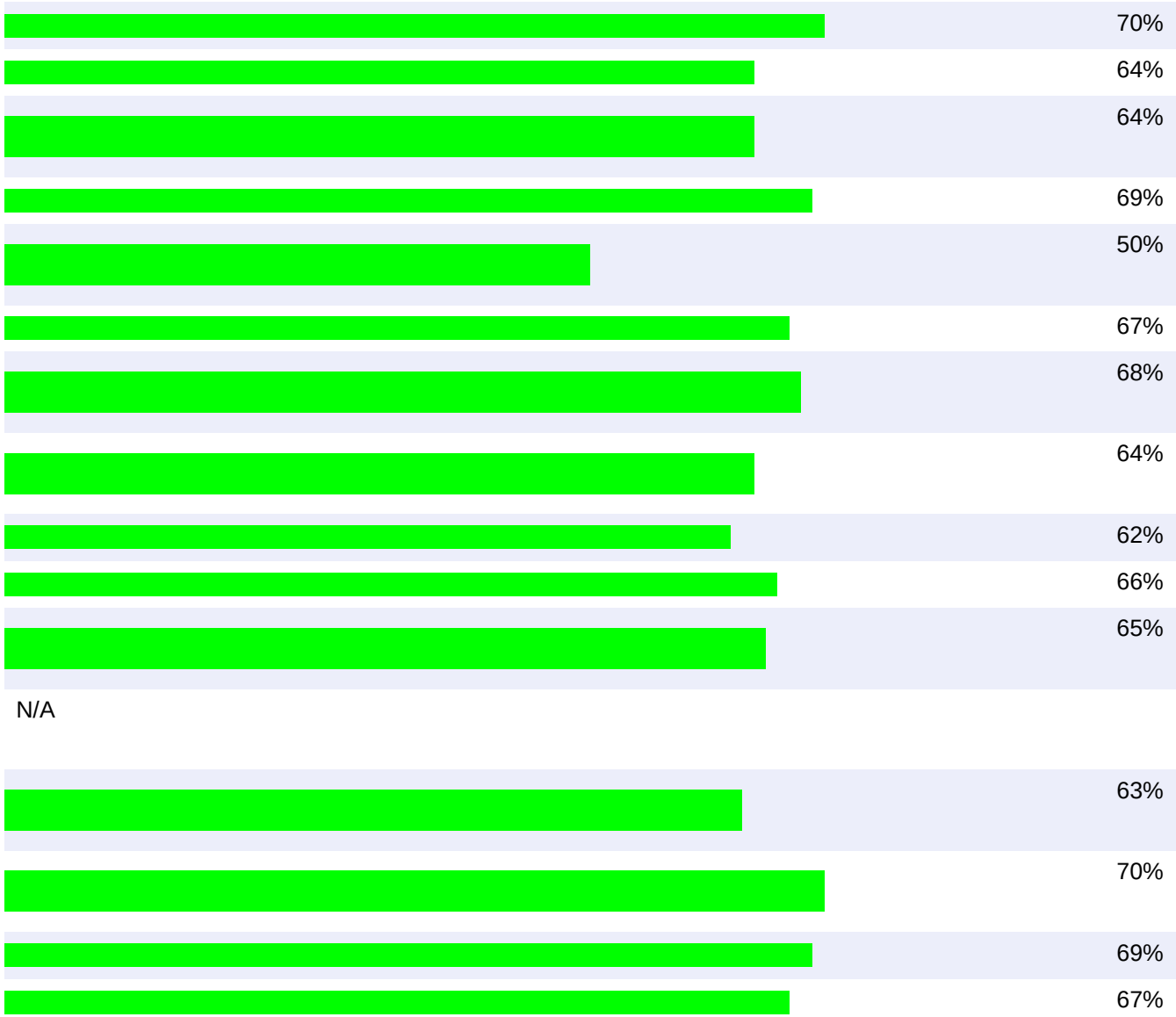

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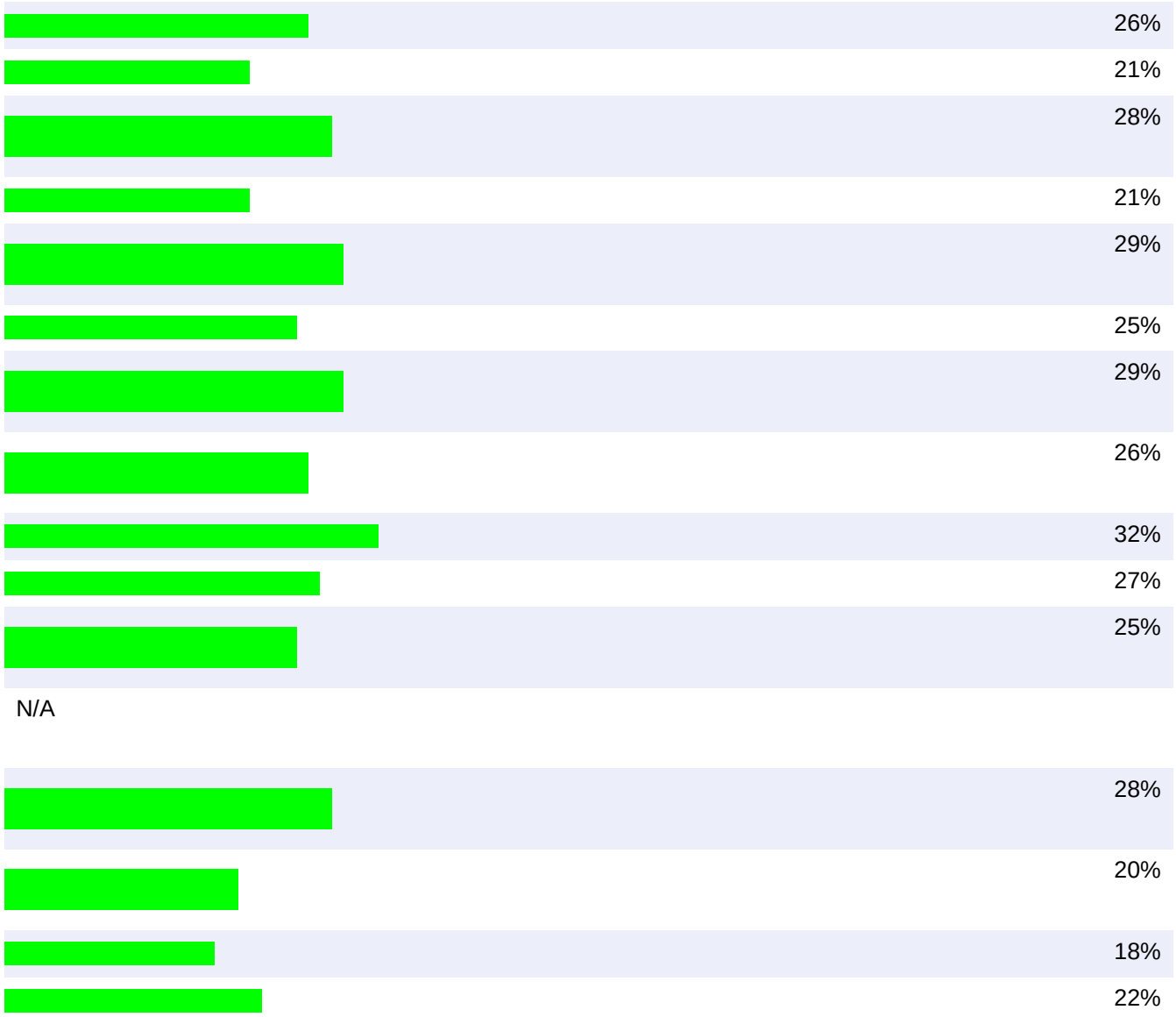

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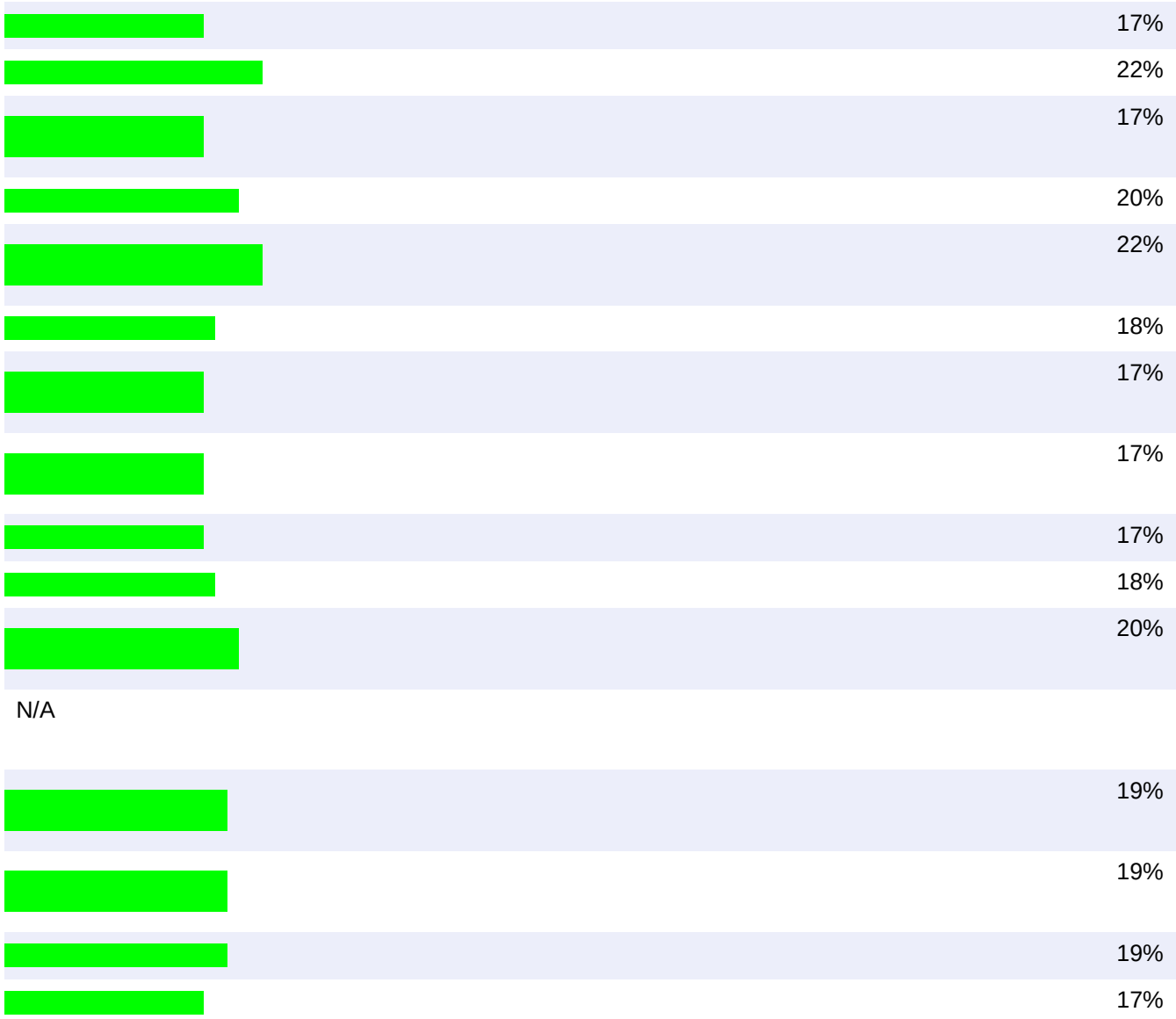

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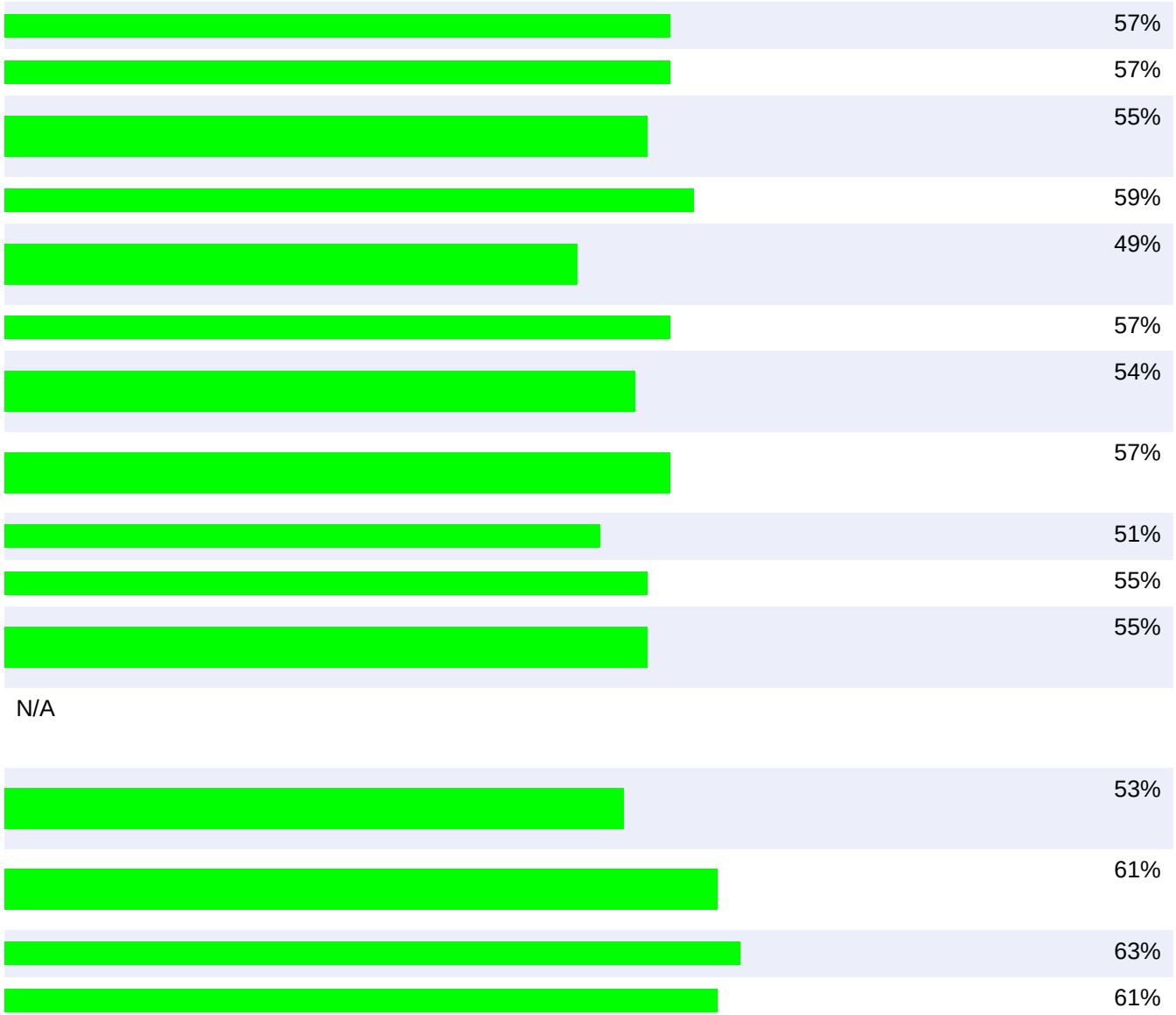

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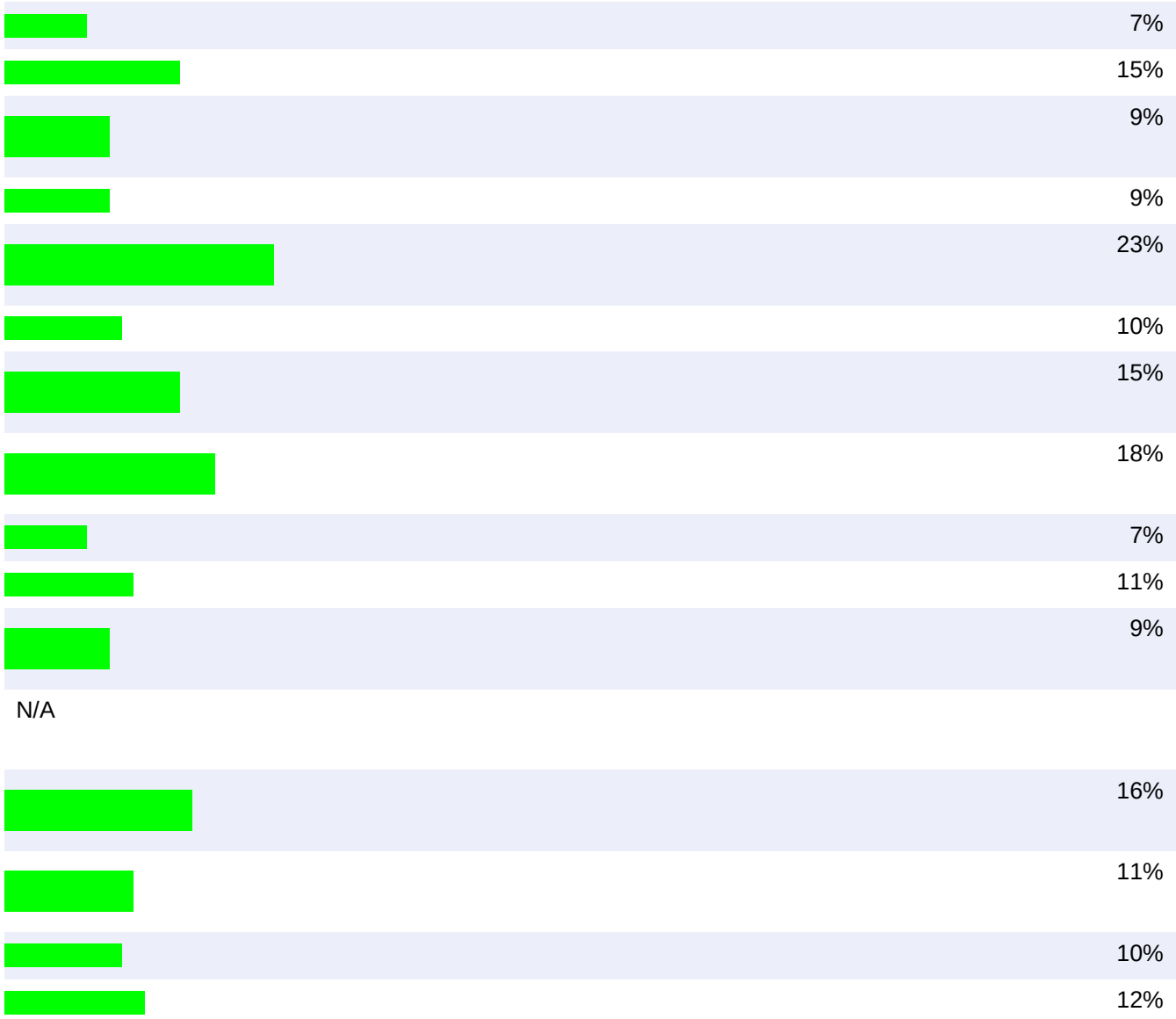

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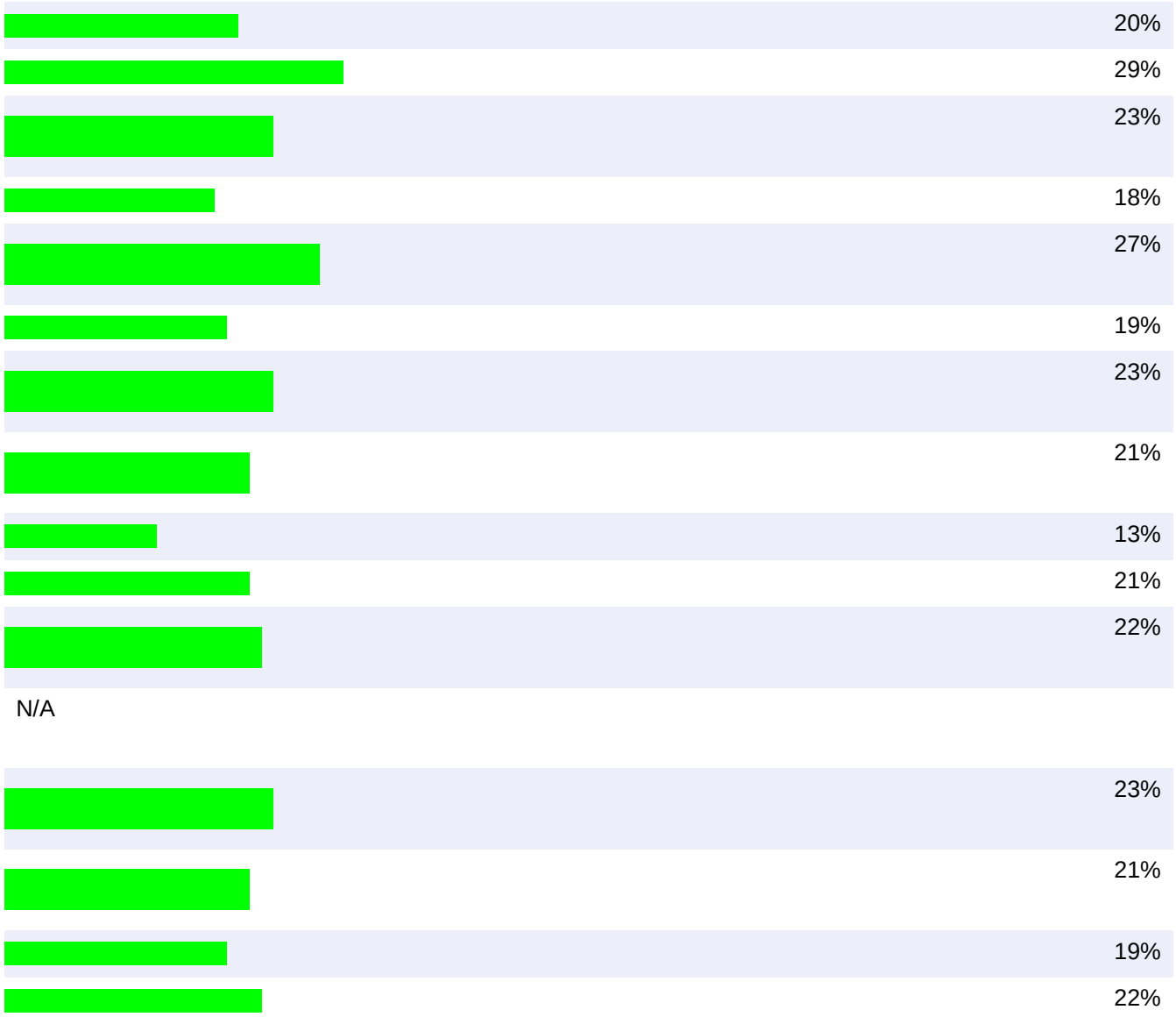

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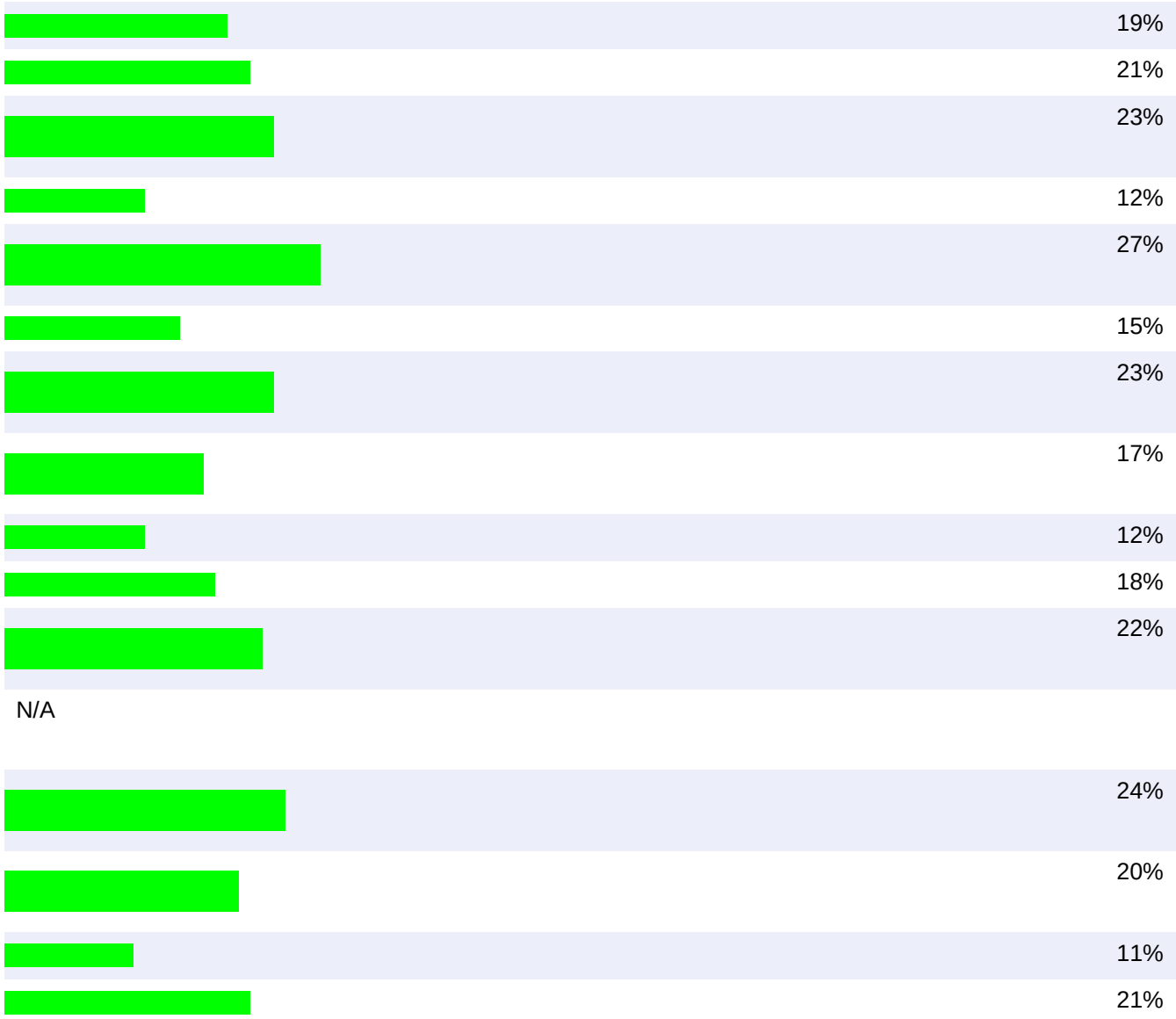

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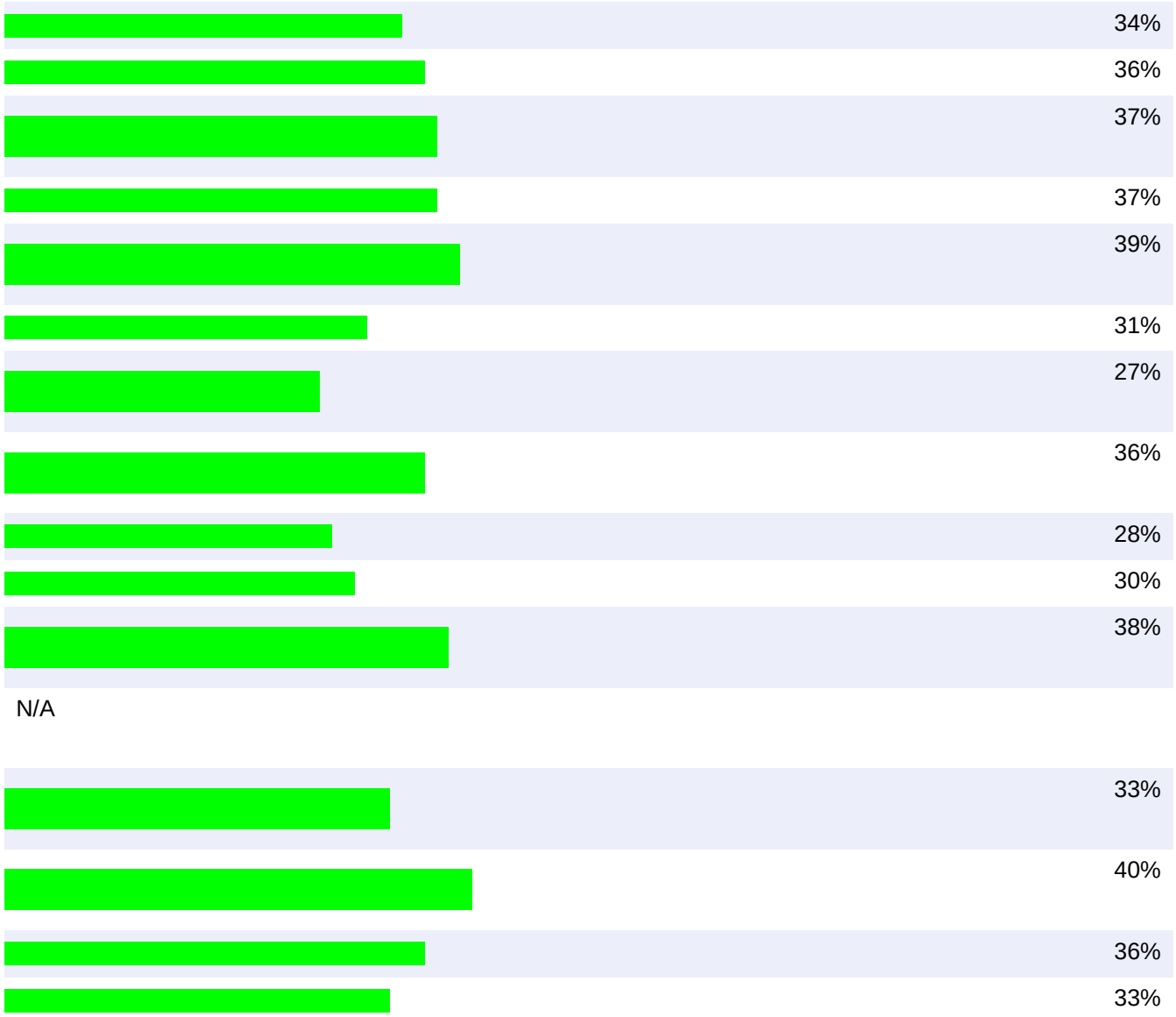

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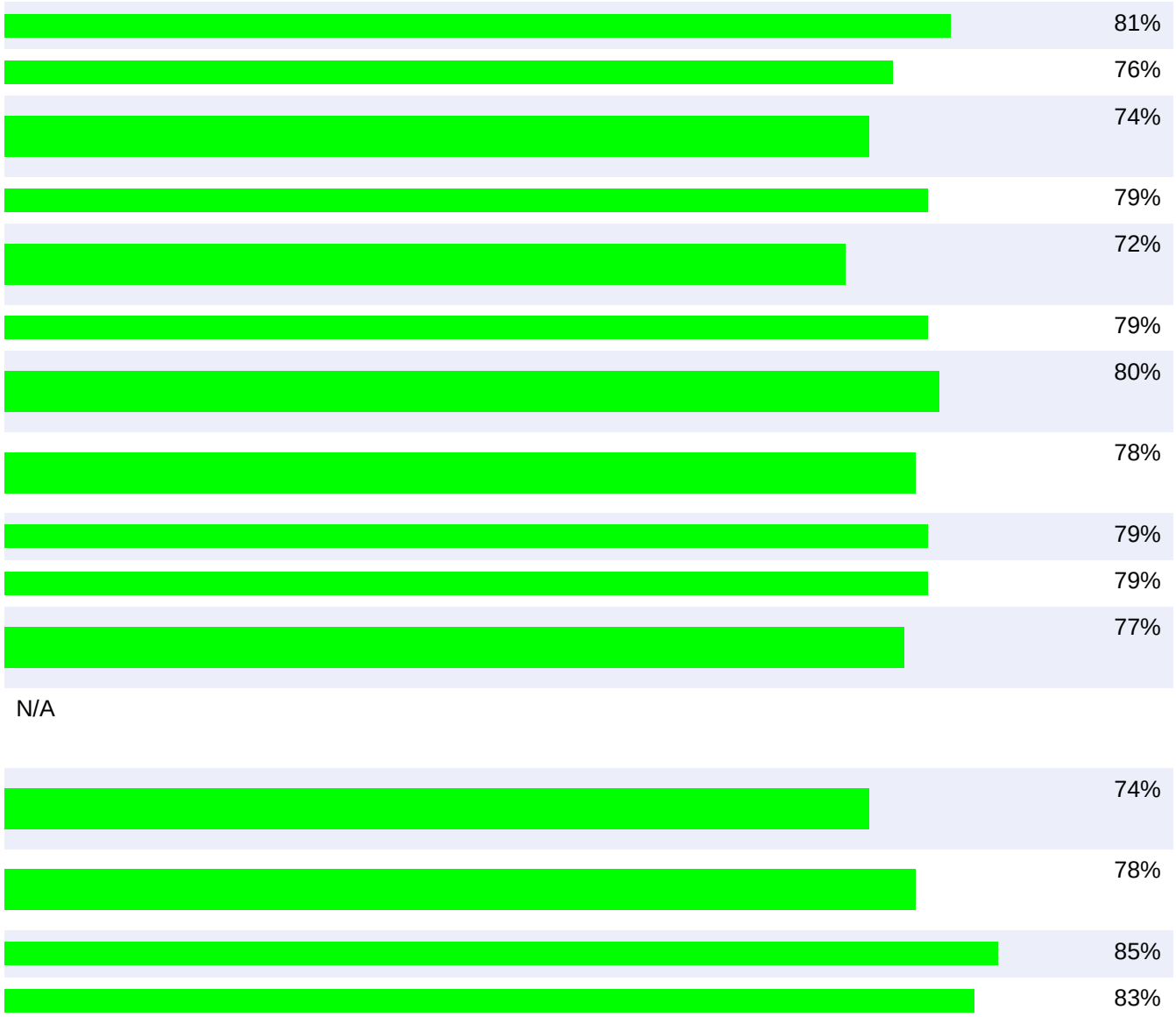

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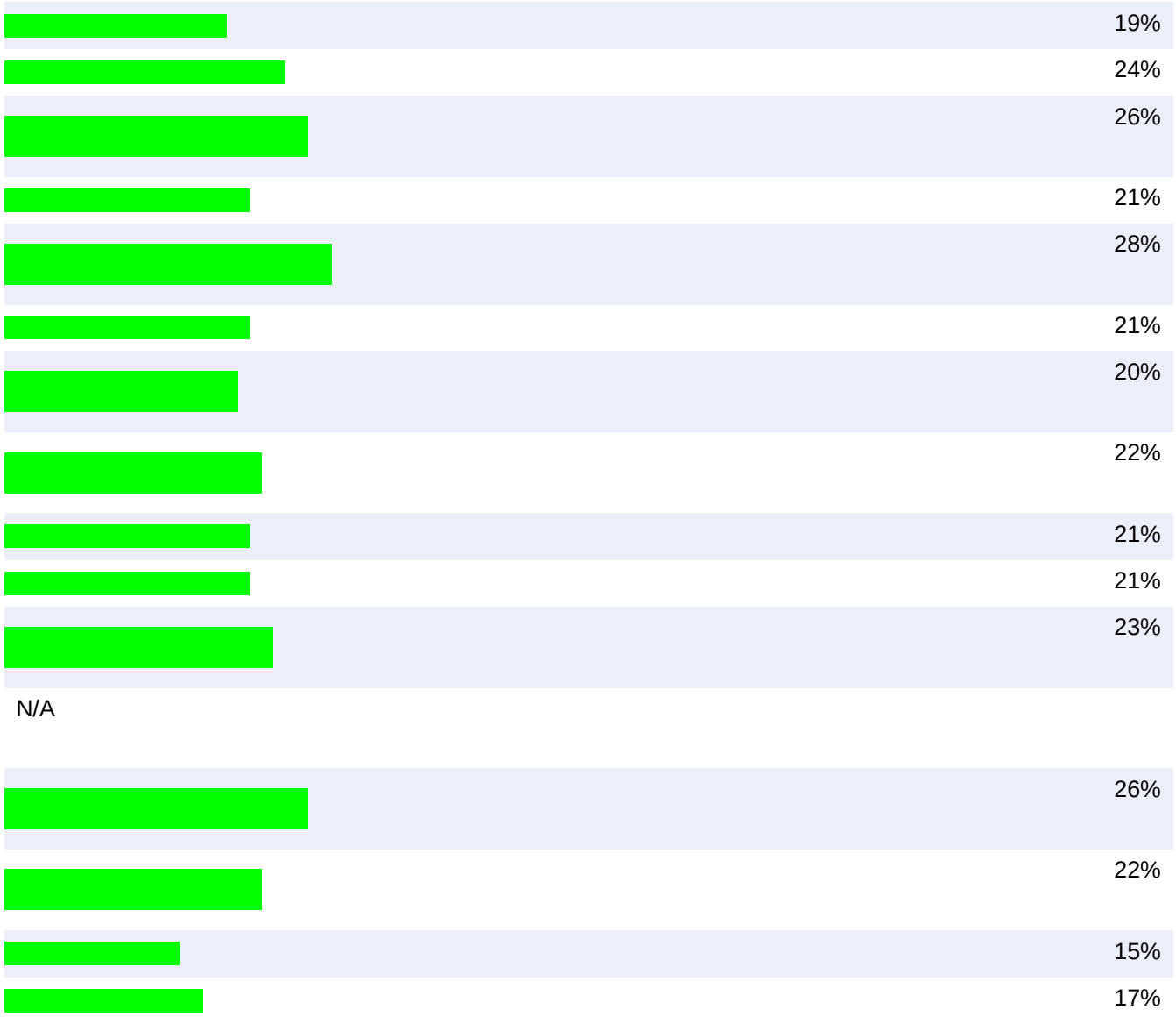

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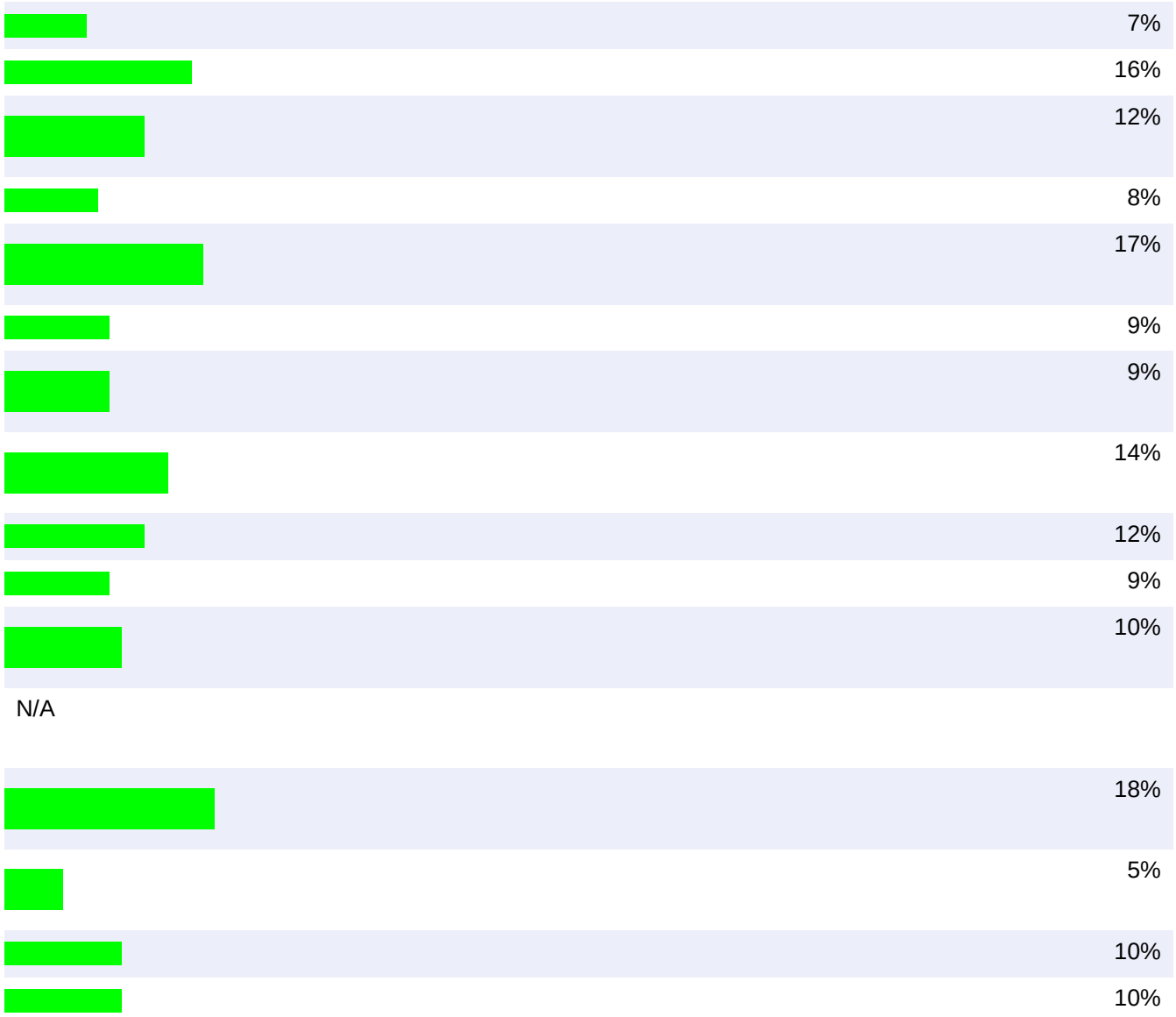

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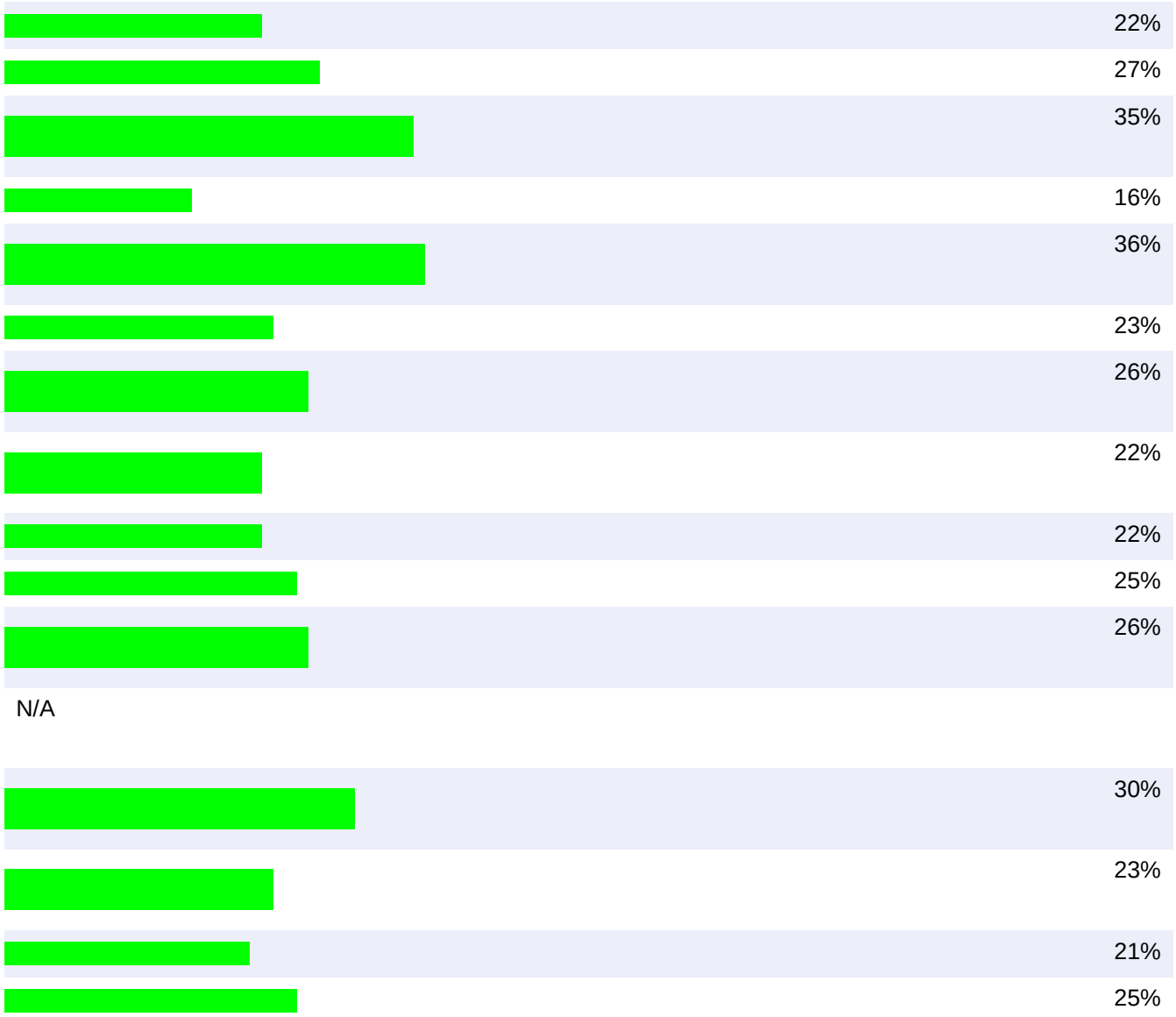

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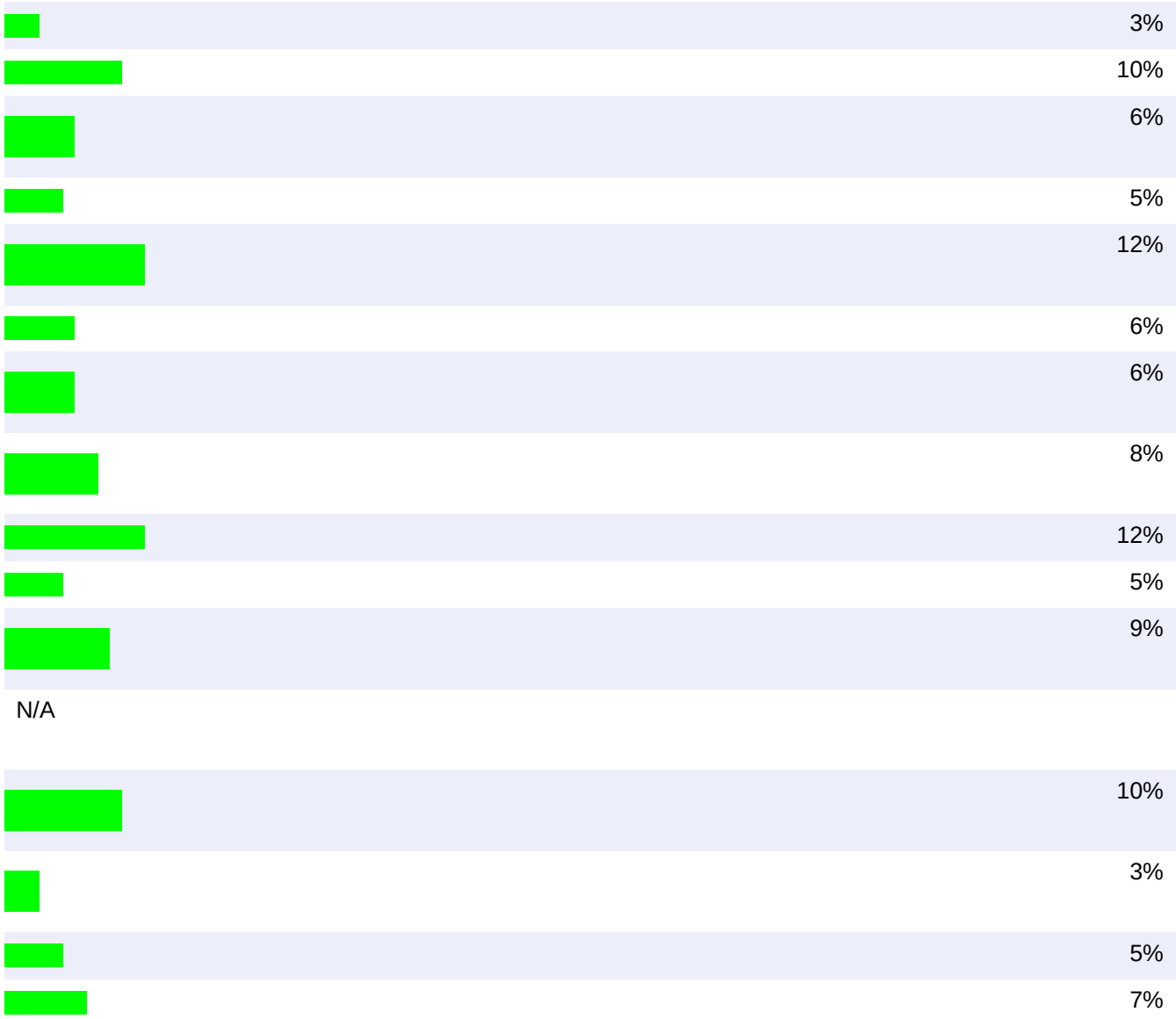

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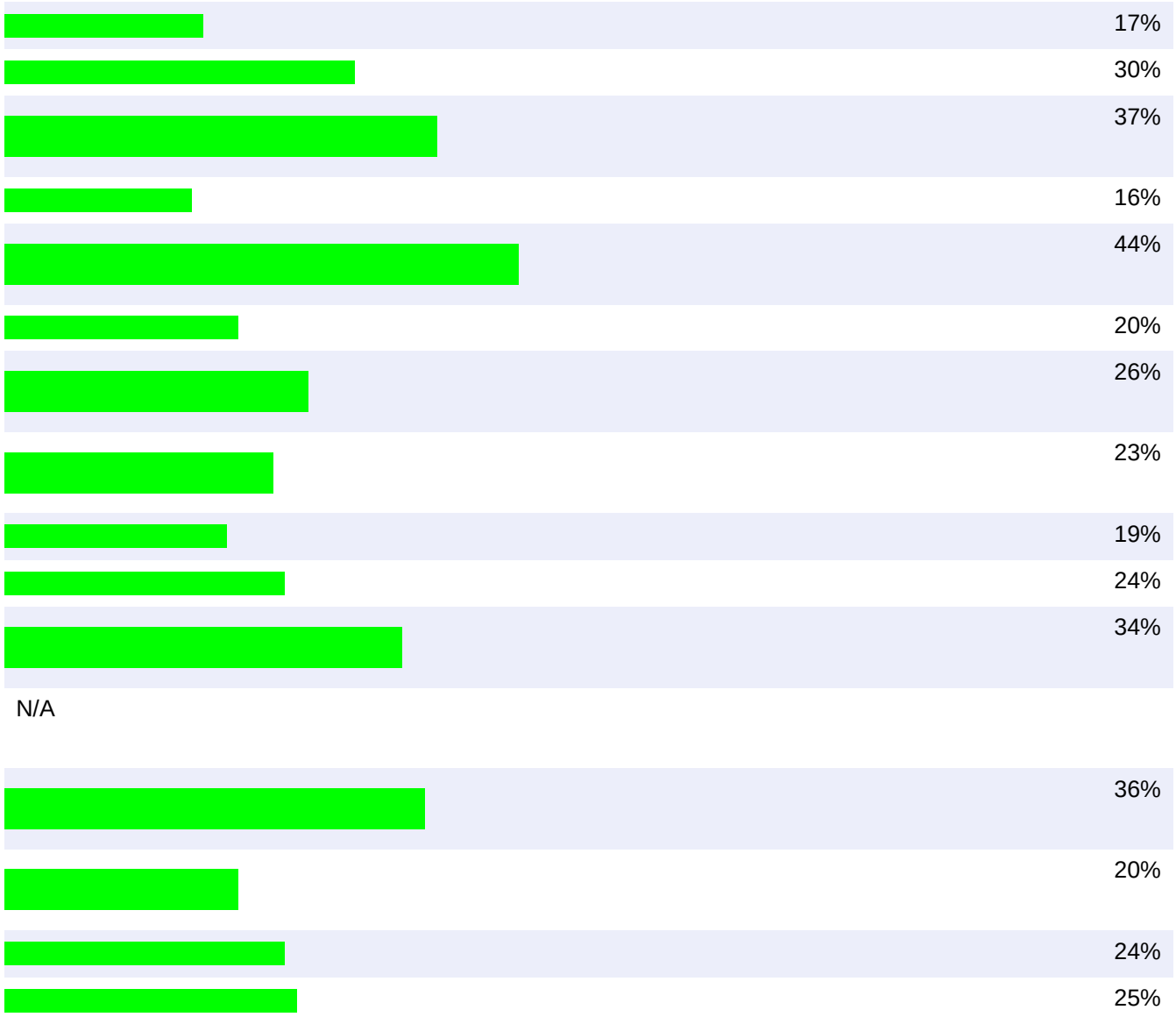

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
N/A
300 or more
300 or more
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300 or more

HCAHPS VHA WC March 2010

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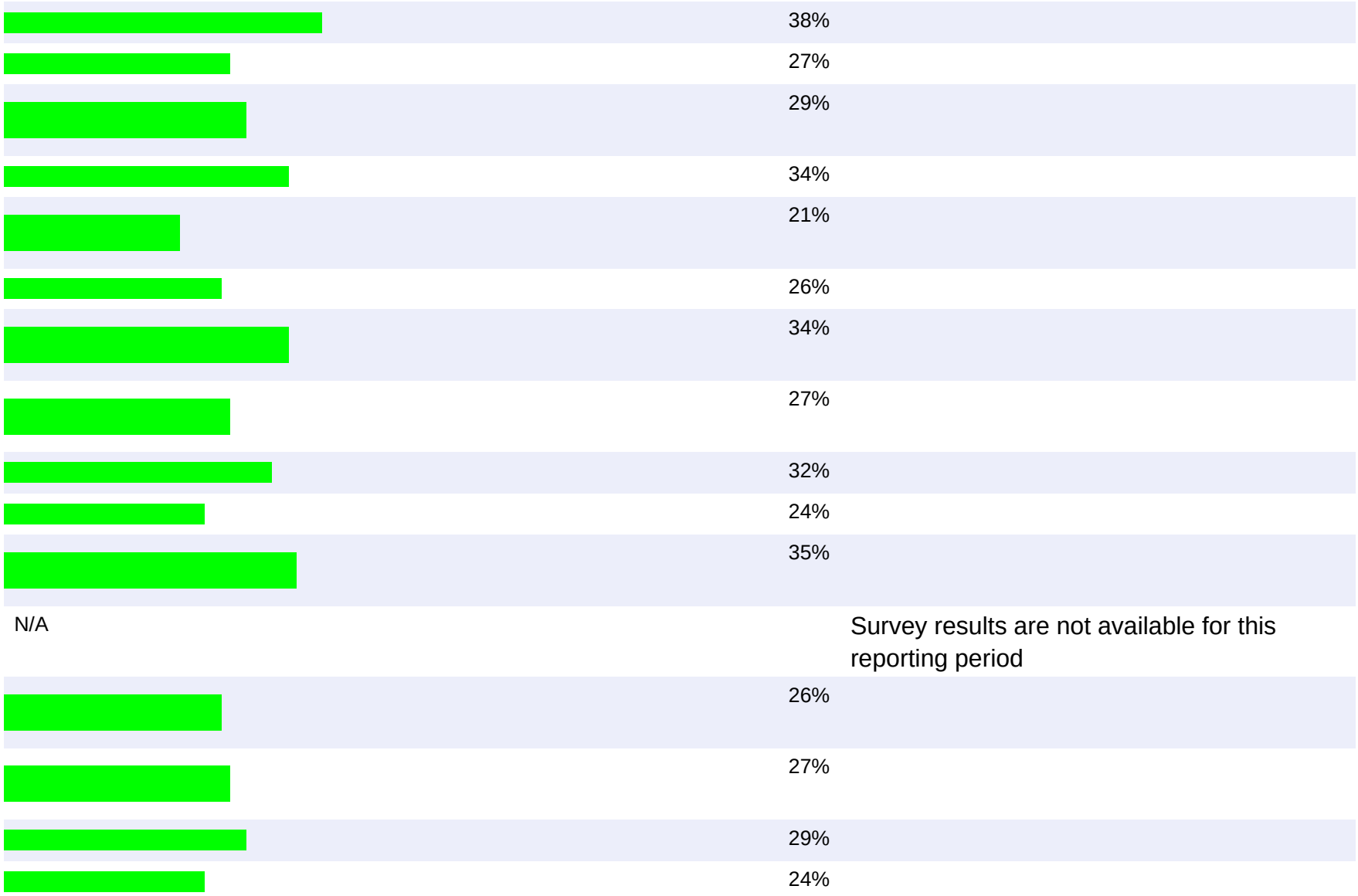

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

051321	HEALDSBURG DISTRICT HOSPITAL	1375 UNIVERSITY AVENUE
050006	ST JOSEPH HOSPITAL	2700 DOLBEER ST
051318	REDWOOD MEMORIAL HOSPITAL	3300 RENNER DRIVE
050680	NORTHBAY VACAVALLEY HOSPITAL	1000 NUT TREE ROAD
051310	FRANK R HOWARD MEMORIAL HOSPITAL	1 MADRONE STREET
050301	UKIAH VALLEY MEDICAL CENTER/HOSPITAL D	275 HOSPITAL DRIVE
050417	SUTTER COAST HOSPITAL	800 E WASHINGTON BLVD
050174	SANTA ROSA MEMORIAL HOSPITAL	1165 MONTGOMERY DR
050101	SUTTER SOLANO MEDICAL CENTER	300 HOSPITAL DR
050690	KAISER FOUNDATION HOSPITAL-SANTA ROSA	401 BICENTENNIAL WAY
050291	SUTTER MEDICAL CENTER OF SANTA ROSA	3325 CHANATE RD
050767	KAISER FOUNDATION HOSPITAL - VACAVILLE	1 QUALITY DRIVE
050073	KAISER FOUNDATION HOSPITAL AND REHAB CENTER	975 SERENO DR
050136	PETALUMA VALLEY HOSPITAL	400 N MCDOWELL BLVD
050028	MAD RIVER COMMUNITY HOSPITAL	3800 JANES RD
050385	PALM DRIVE HOSPITAL	501 PETALUMA AVE

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	HEALDSBURG	CA
	EUREKA	CA
	FORTUNA	CA
	VACAVILLE	CA
	WILLITS	CA
	UKIAH	CA
	CRESCENT CITY	CA
	SANTA ROSA	CA
	VALLEJO	CA
	SANTA ROSA	CA
	SANTA ROSA	CA
	VACAVILLE	CA
	VALLEJO	CA
	PETALUMA	CA
	ARCATA	CA
	SEBASTOPOL	CA

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

95448	SONOMA	7074316500
95501	HUMBOLDT	7074438051
95540	HUMBOLDT	7074458121
95688	SOLANO	7074464000
95490	MENDOCINO	7074596801
95482	MENDOCINO	7074623111
95531	DEL NORTE	7074648860
95405	SONOMA	7075255300
94589	SOLANO	7075545280
95403	SONOMA	7075714000
95404	SONOMA	7075764000
95688	SOLANO	7076244000
94589	SOLANO	7076511000
94954	SONOMA	7077781111
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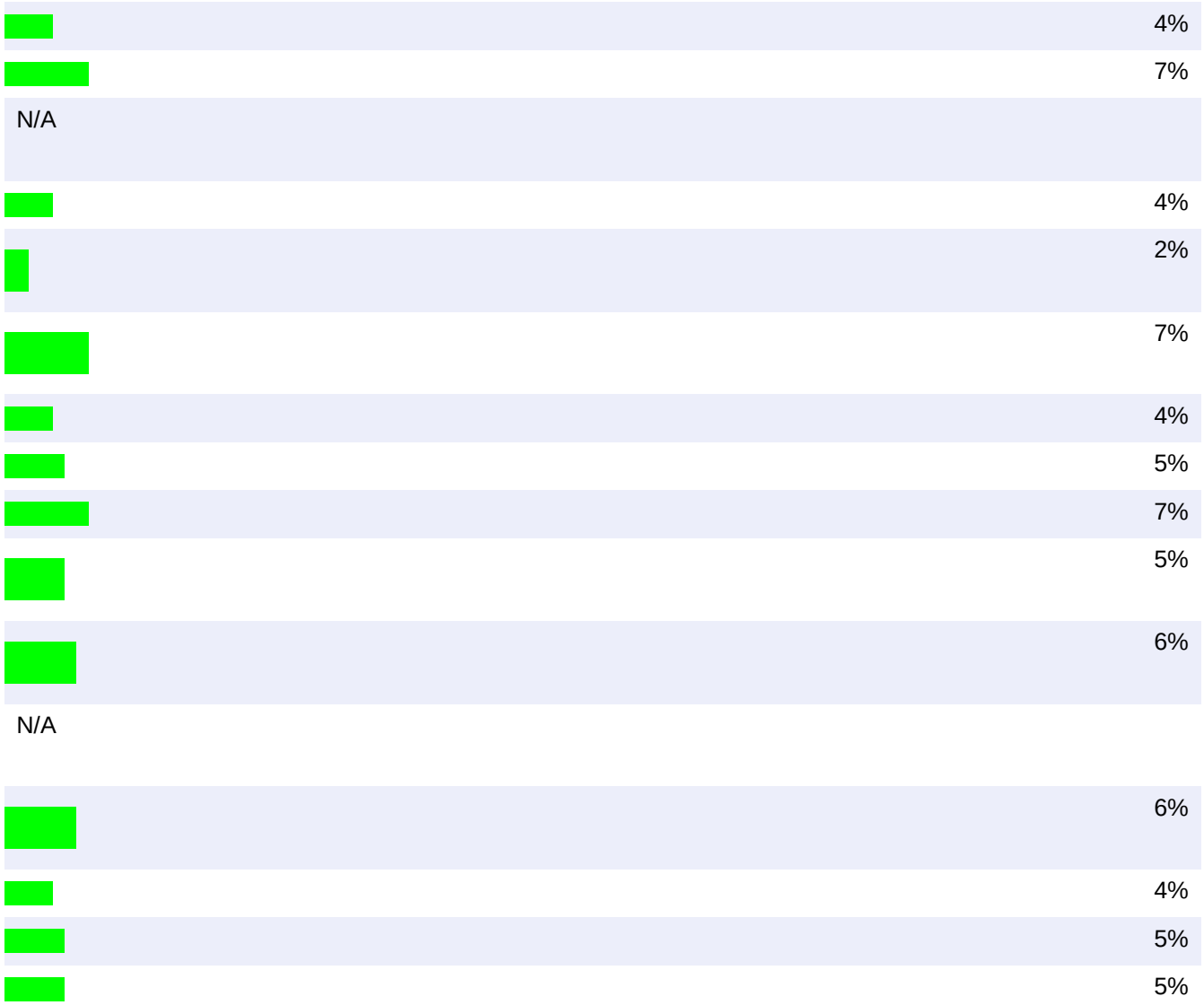

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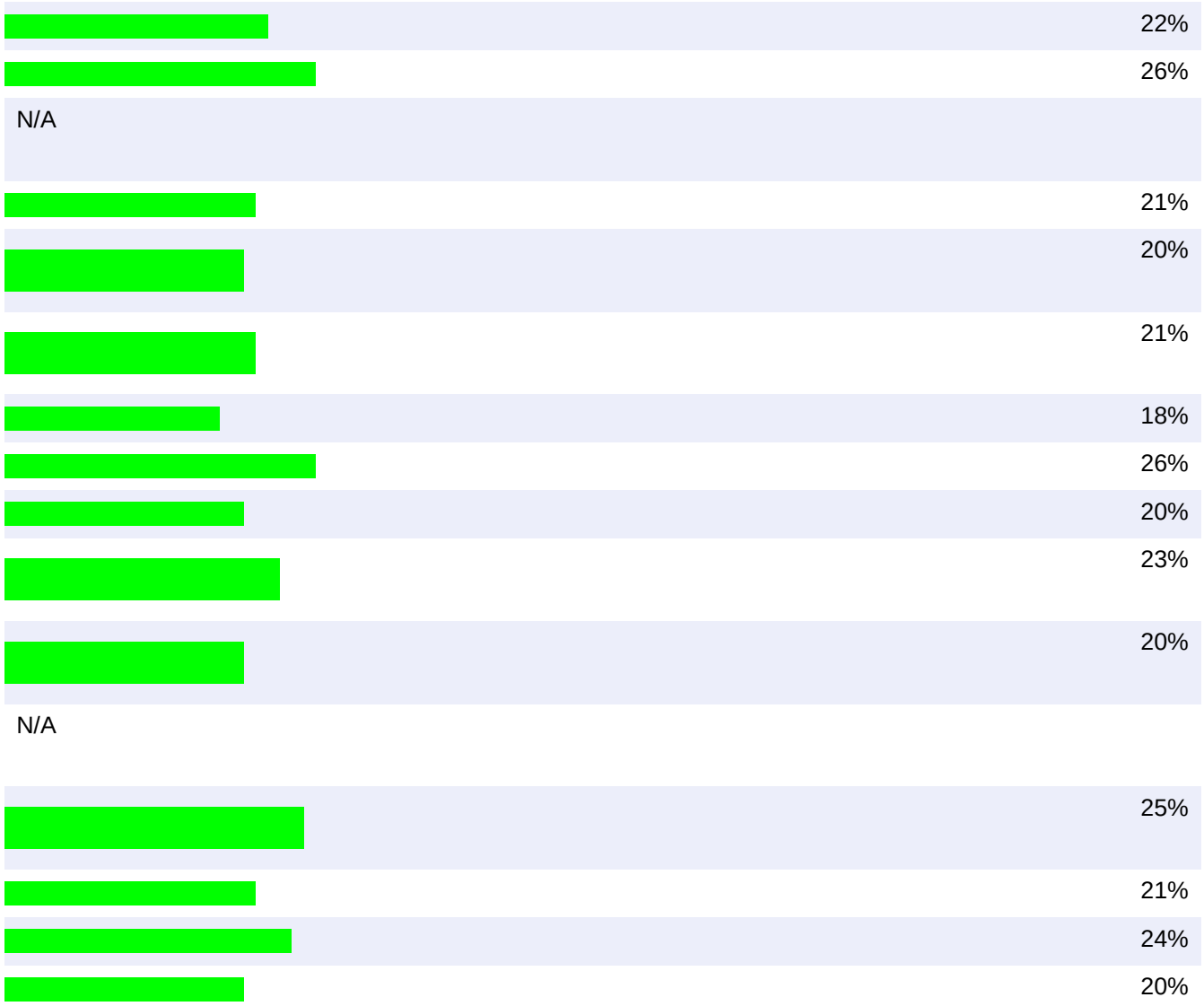

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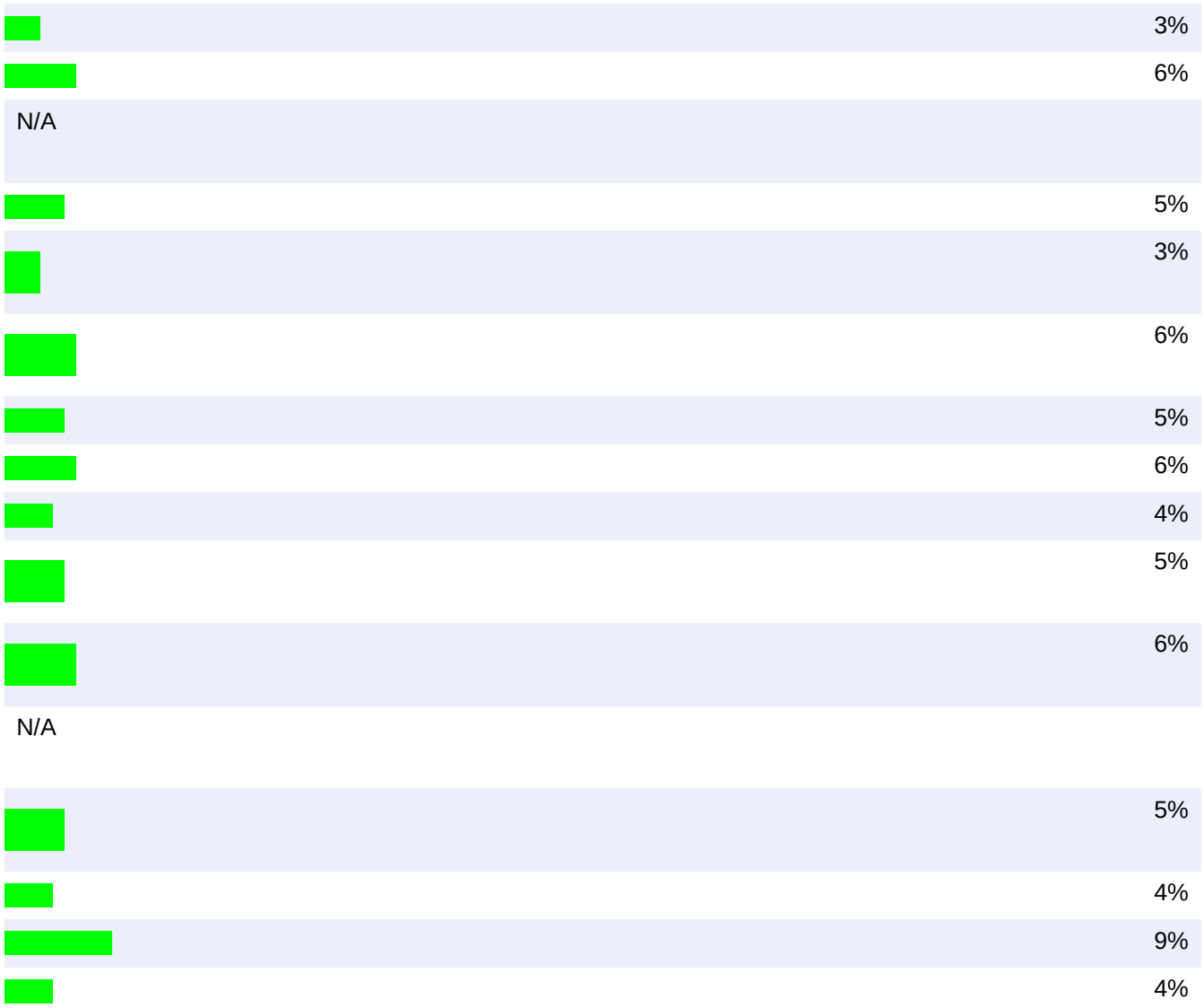

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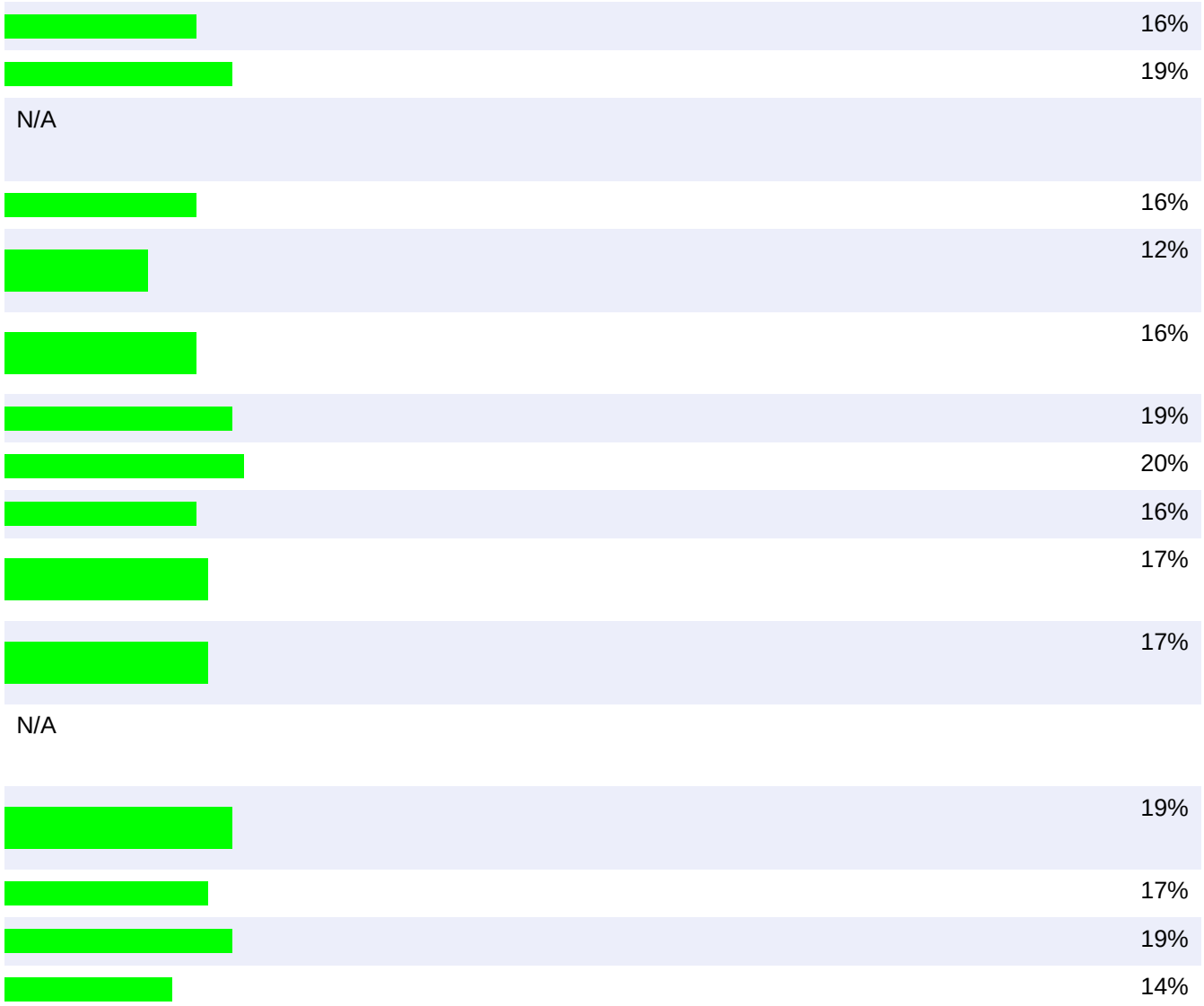

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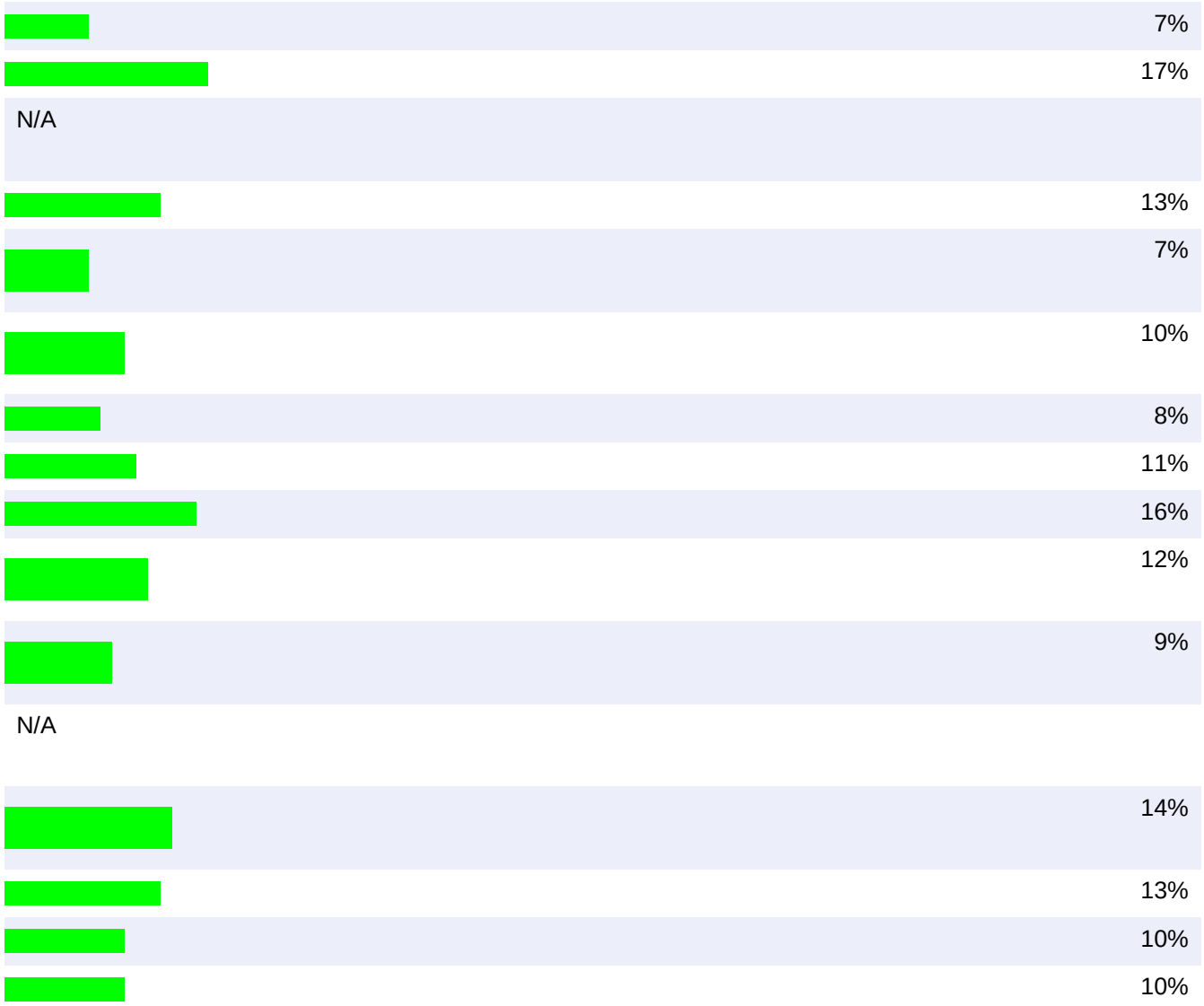

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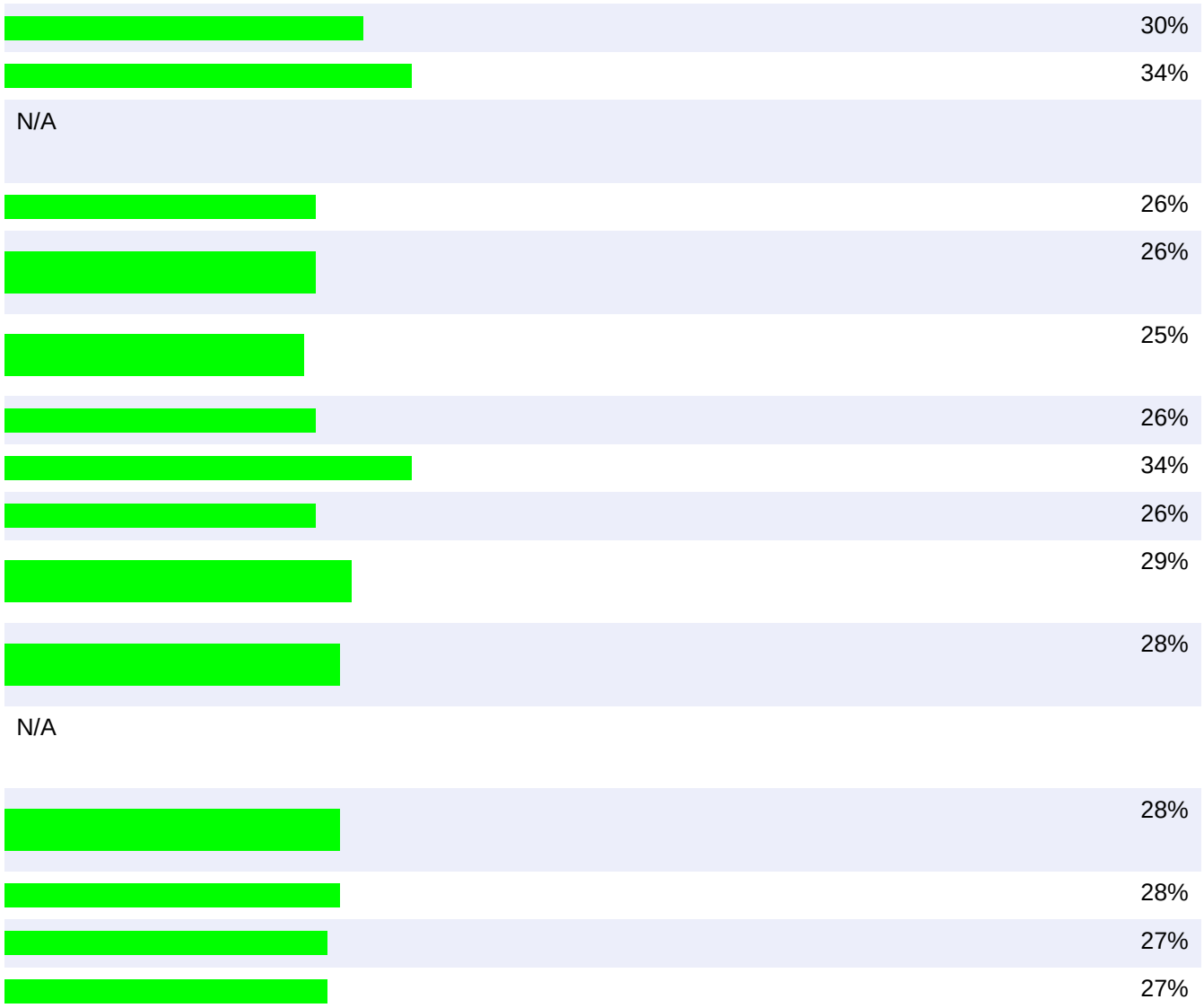

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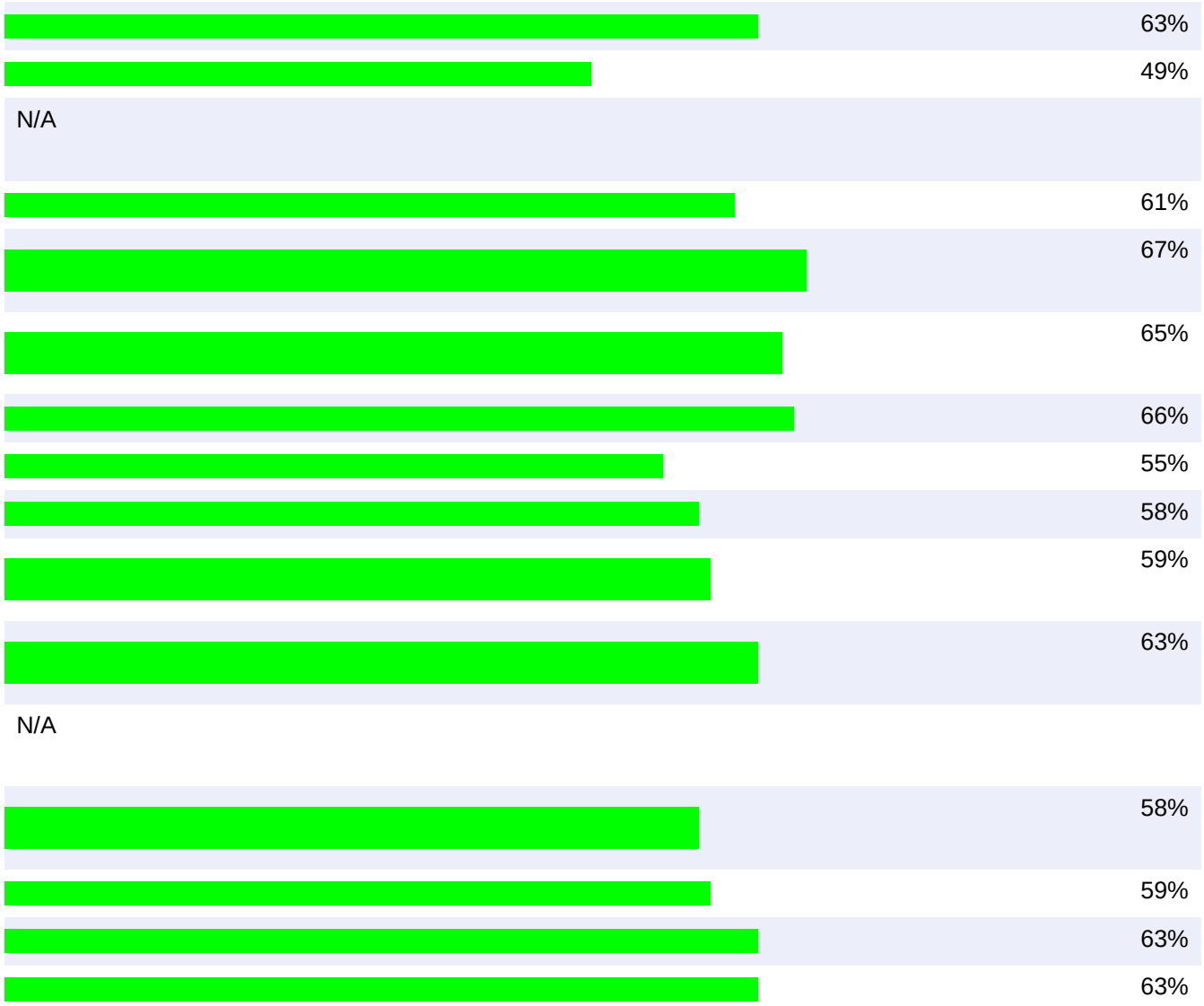

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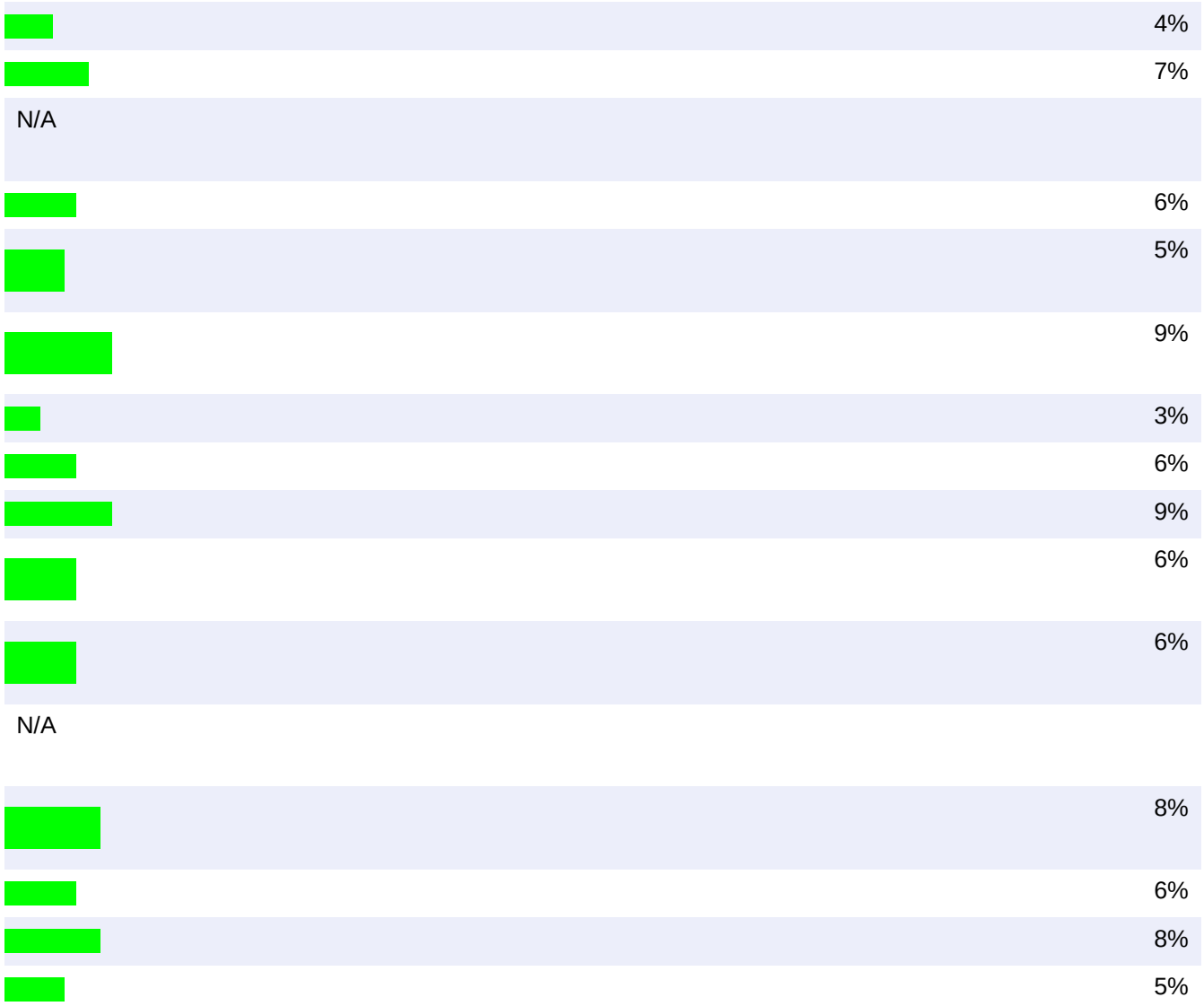

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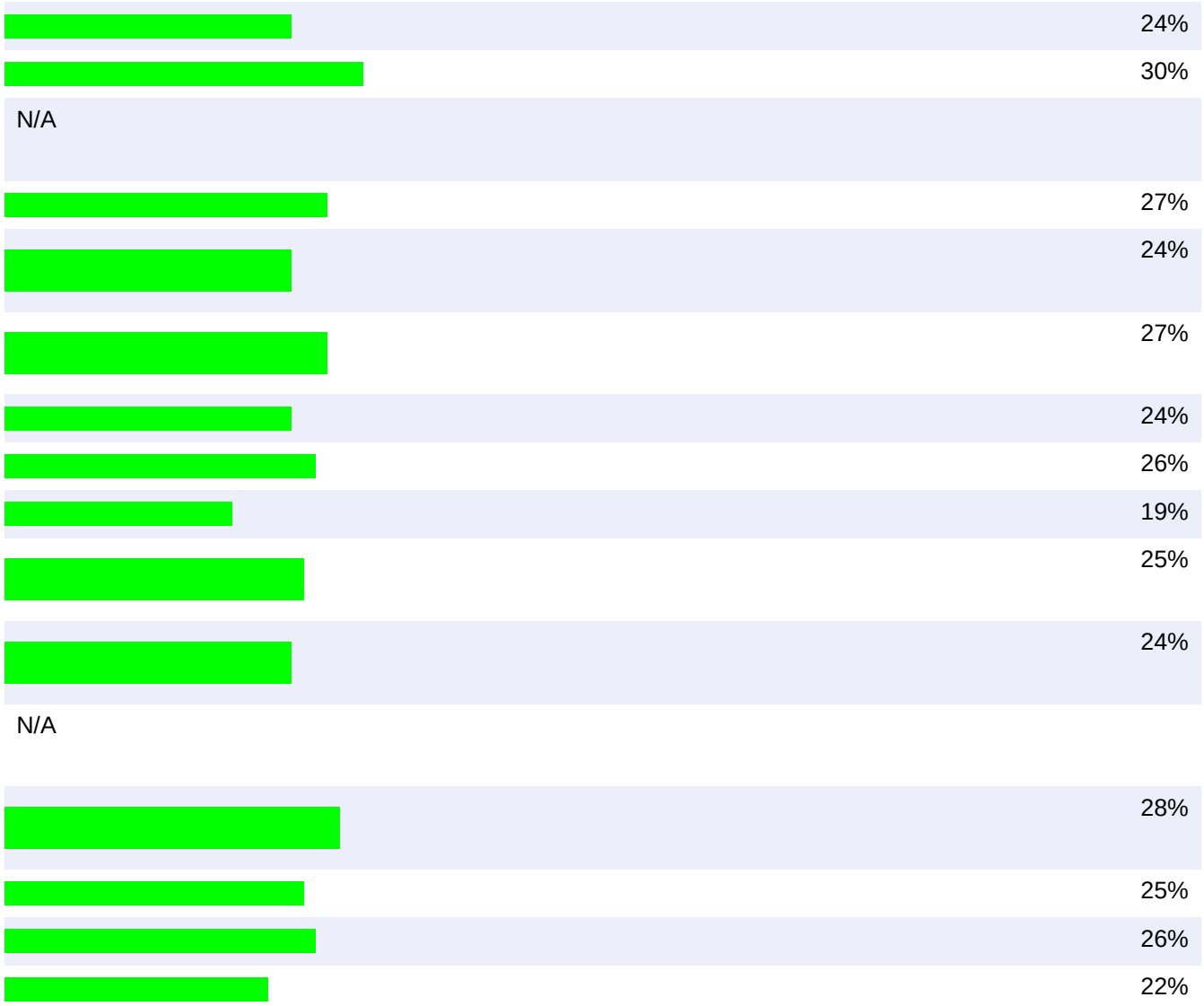

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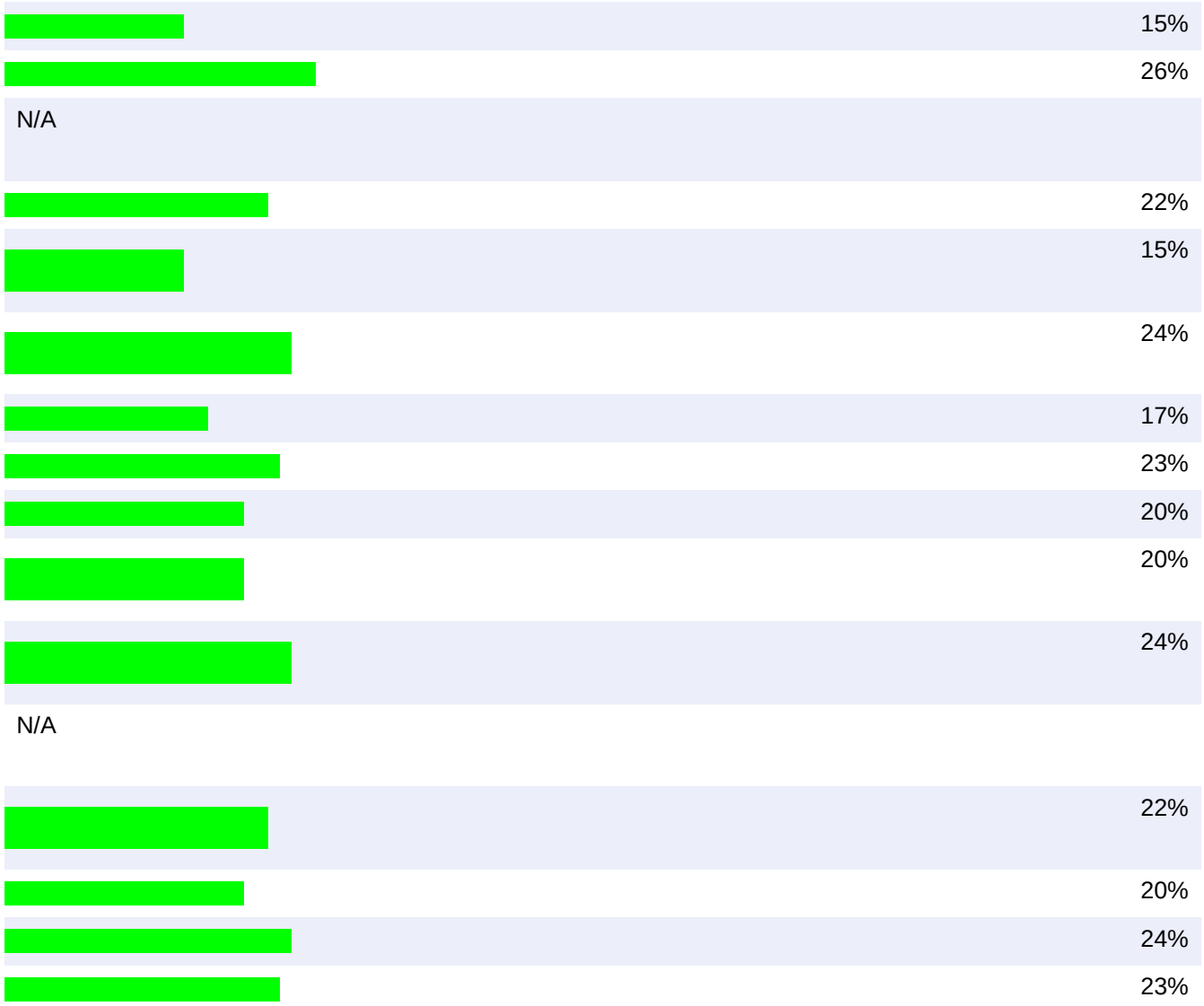

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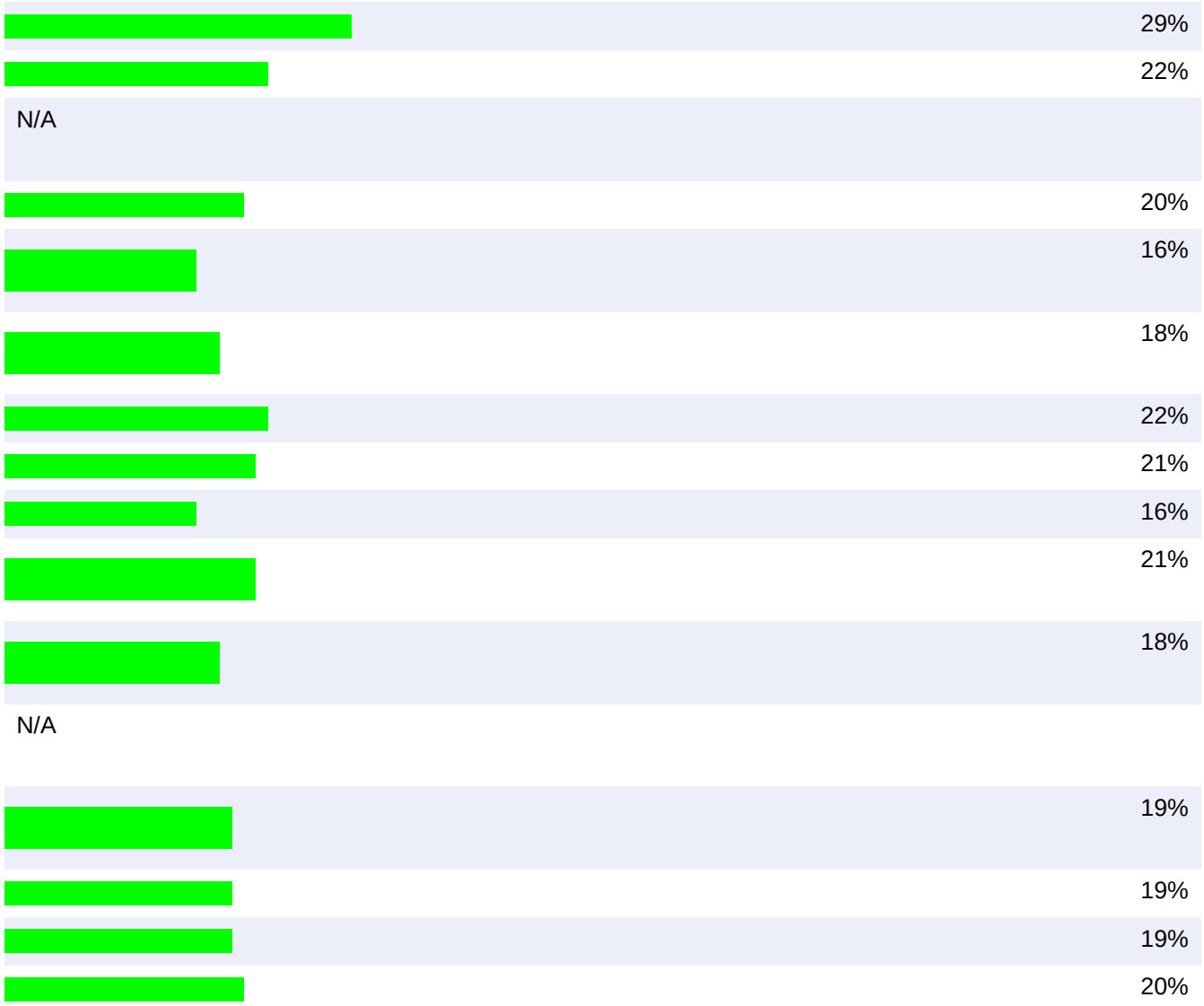

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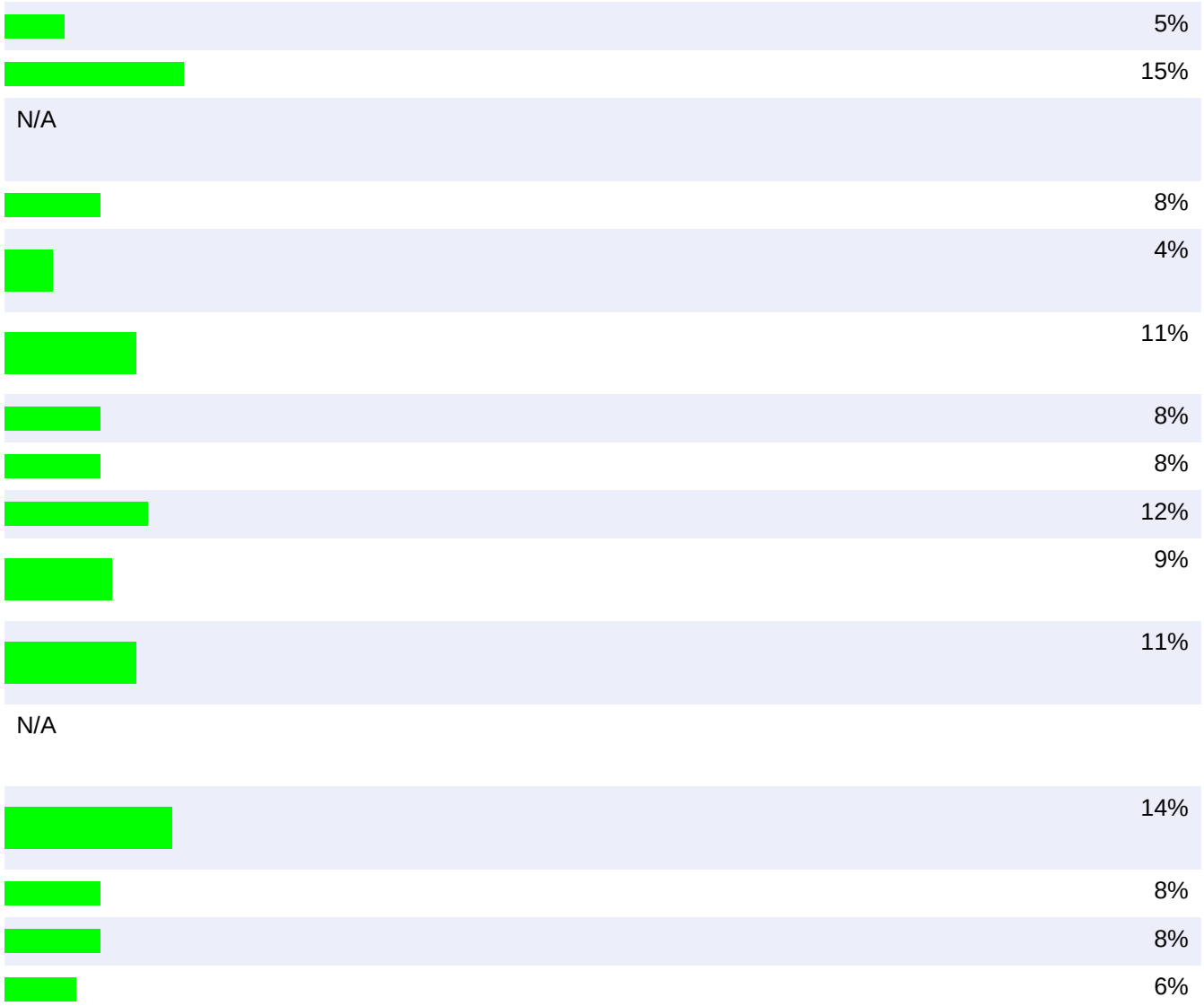

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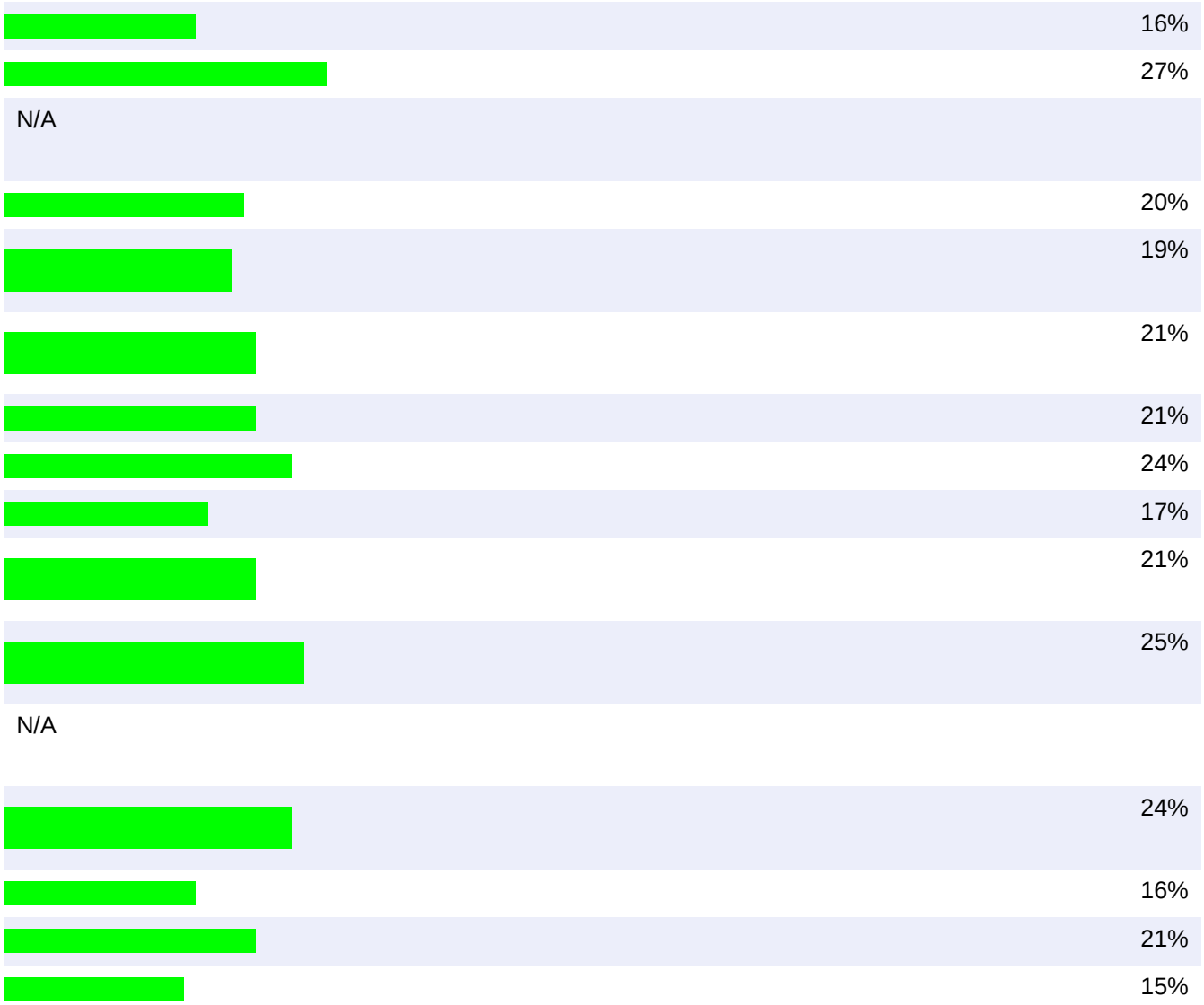

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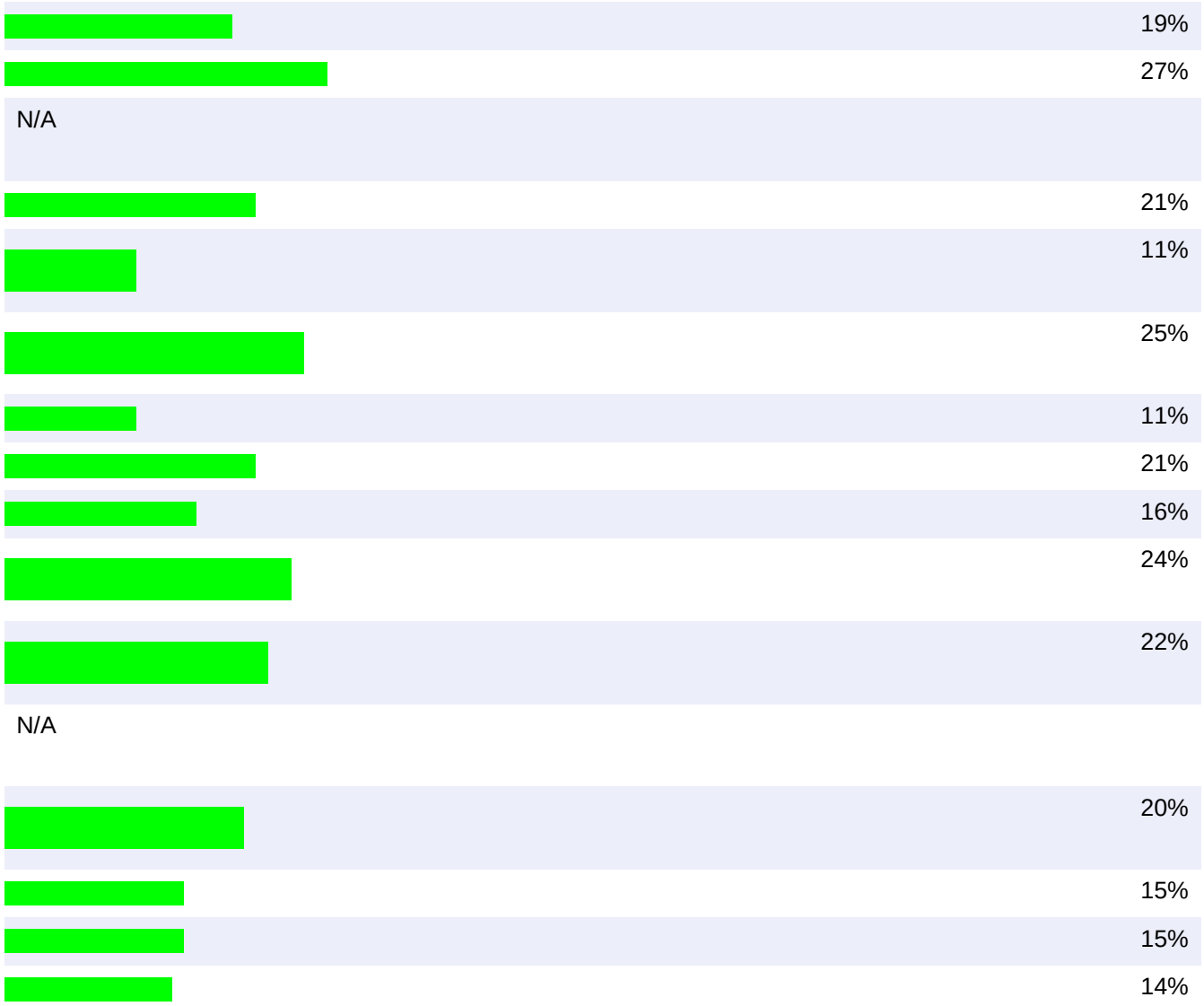

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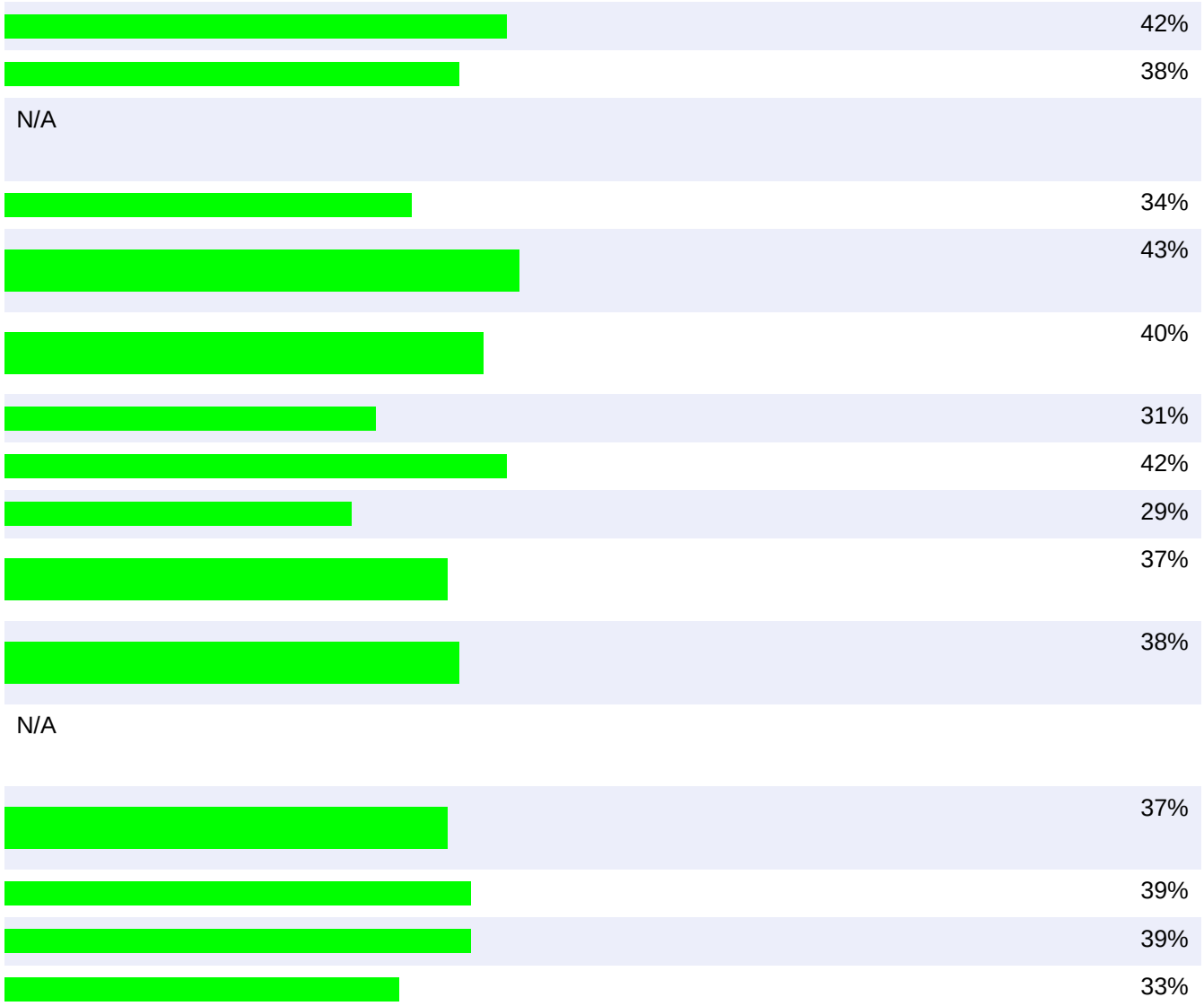

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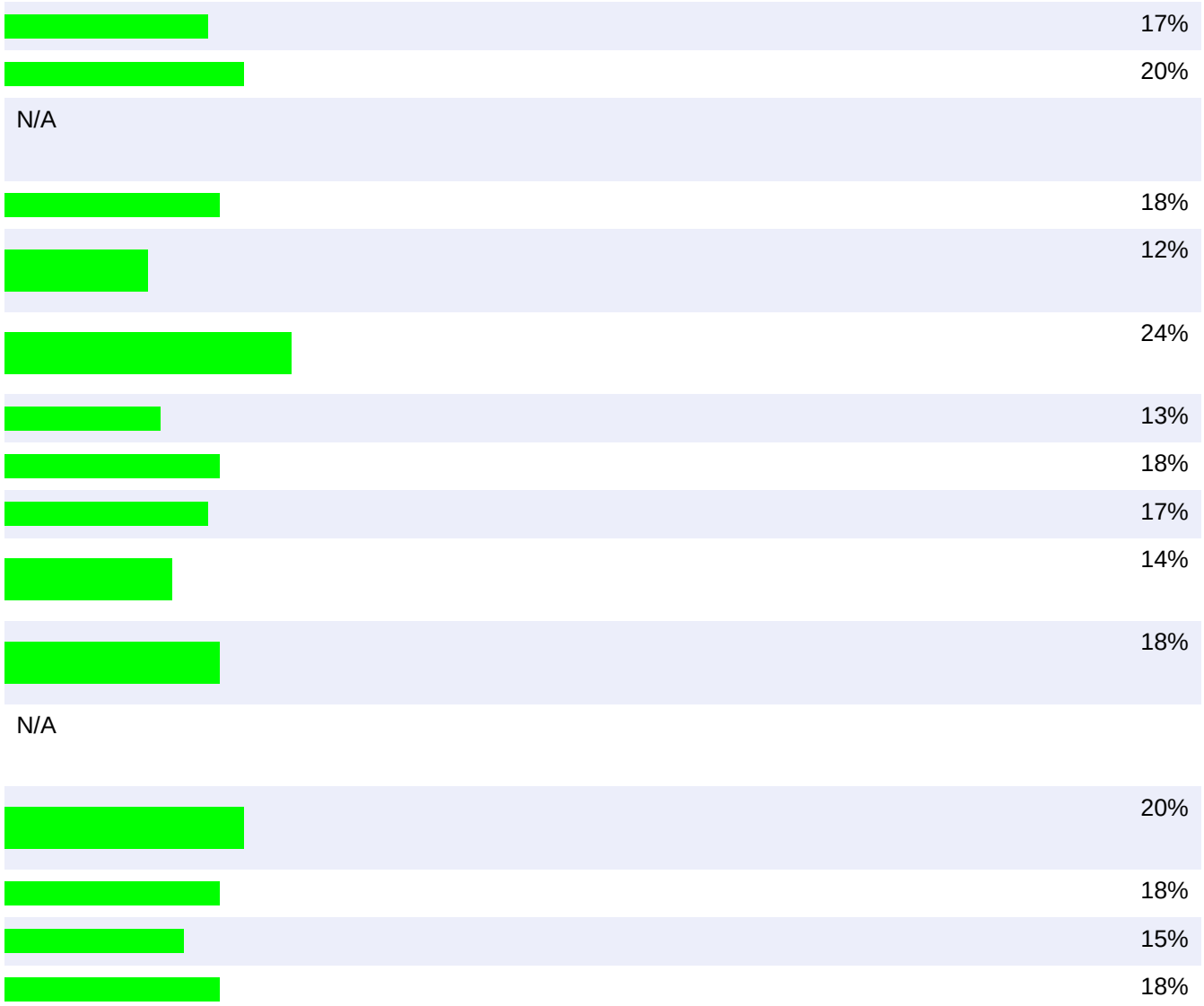

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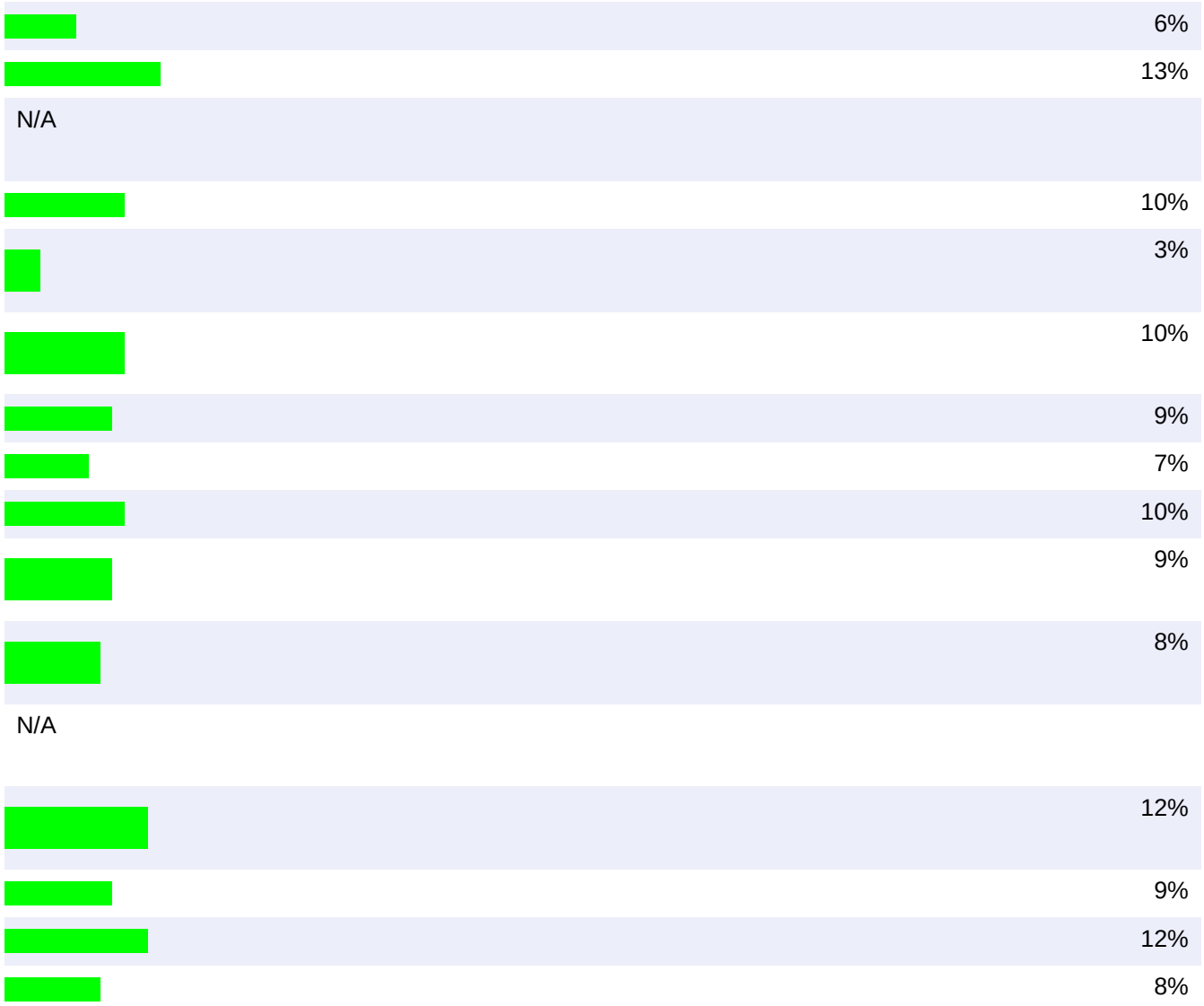

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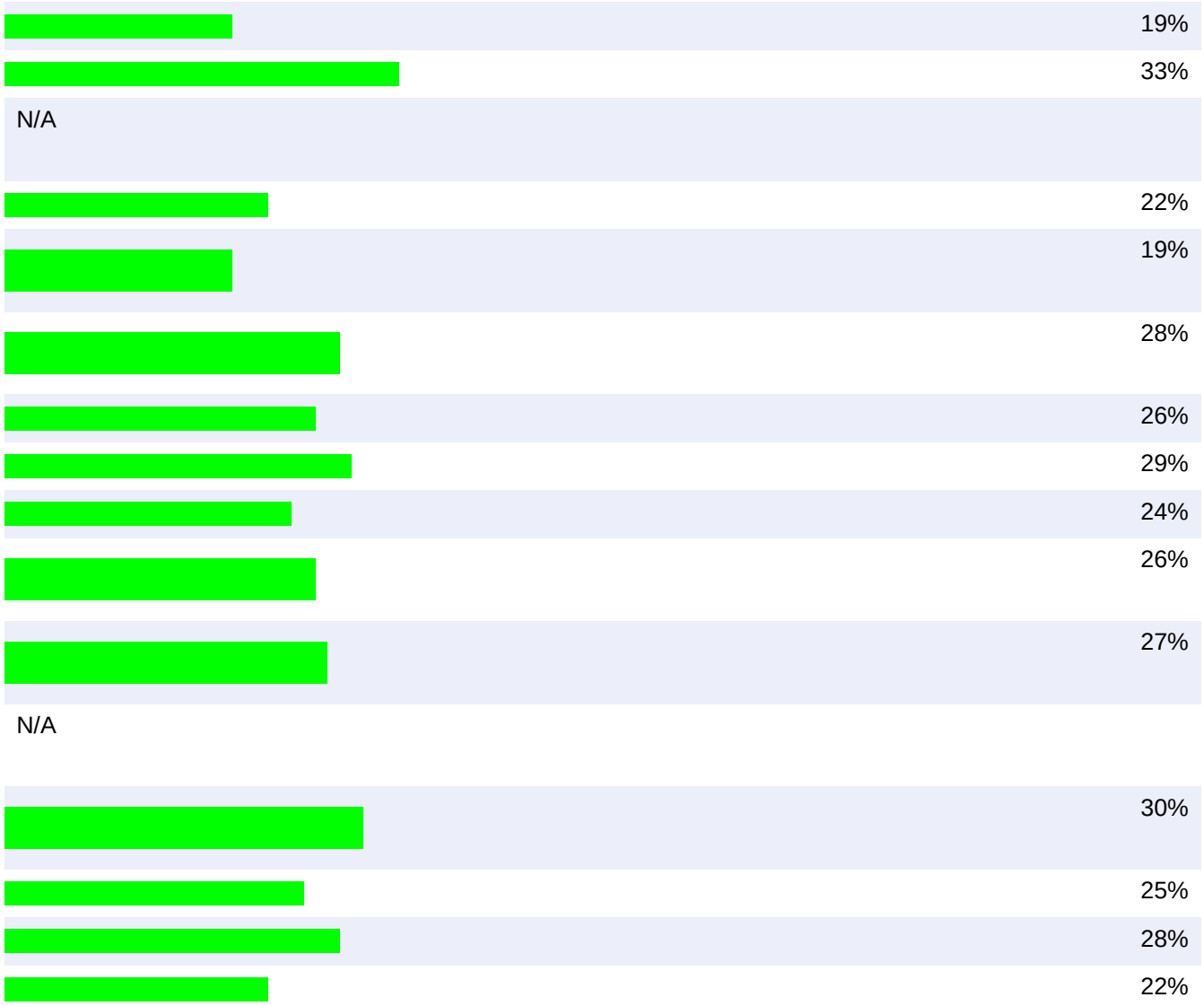

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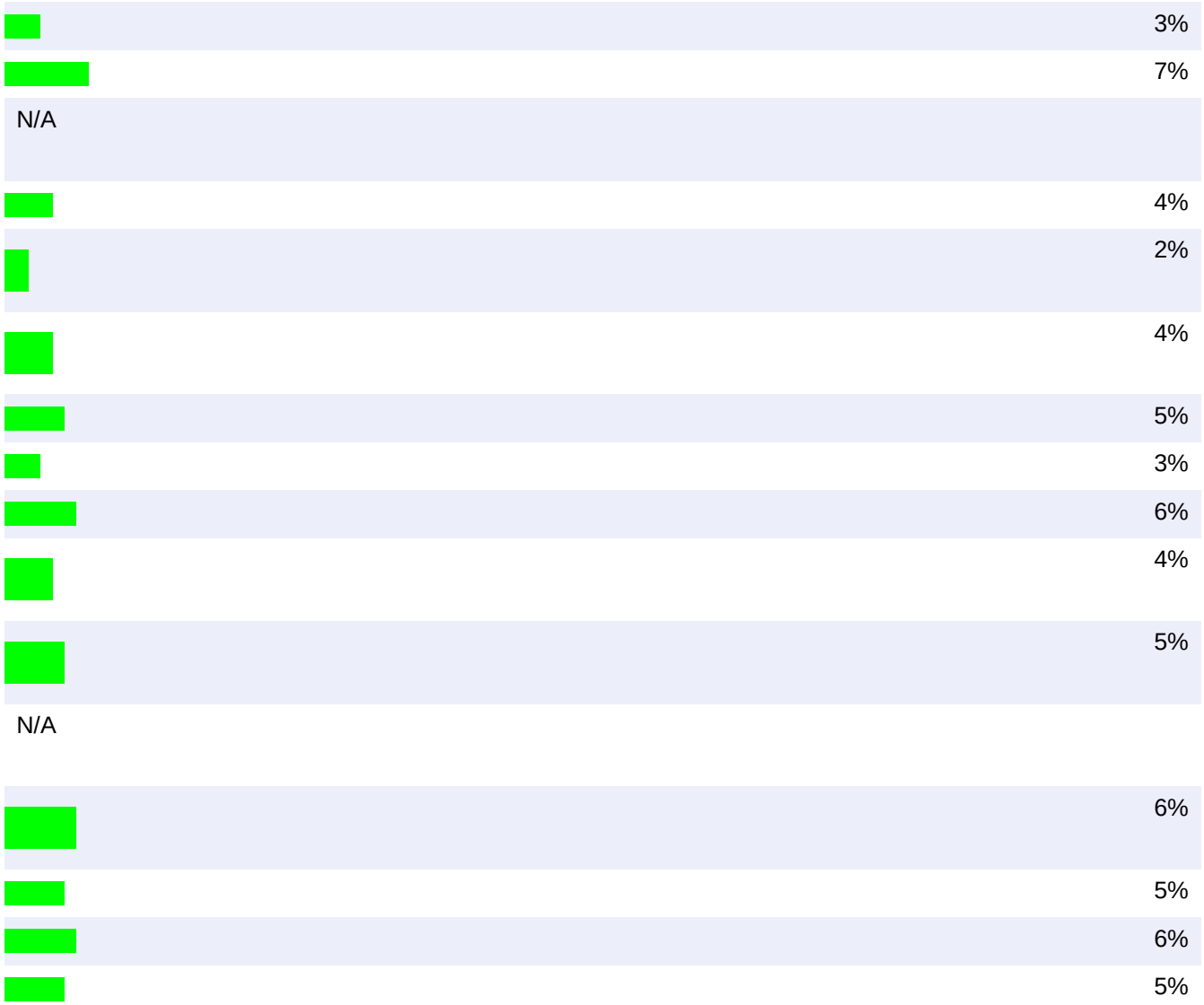

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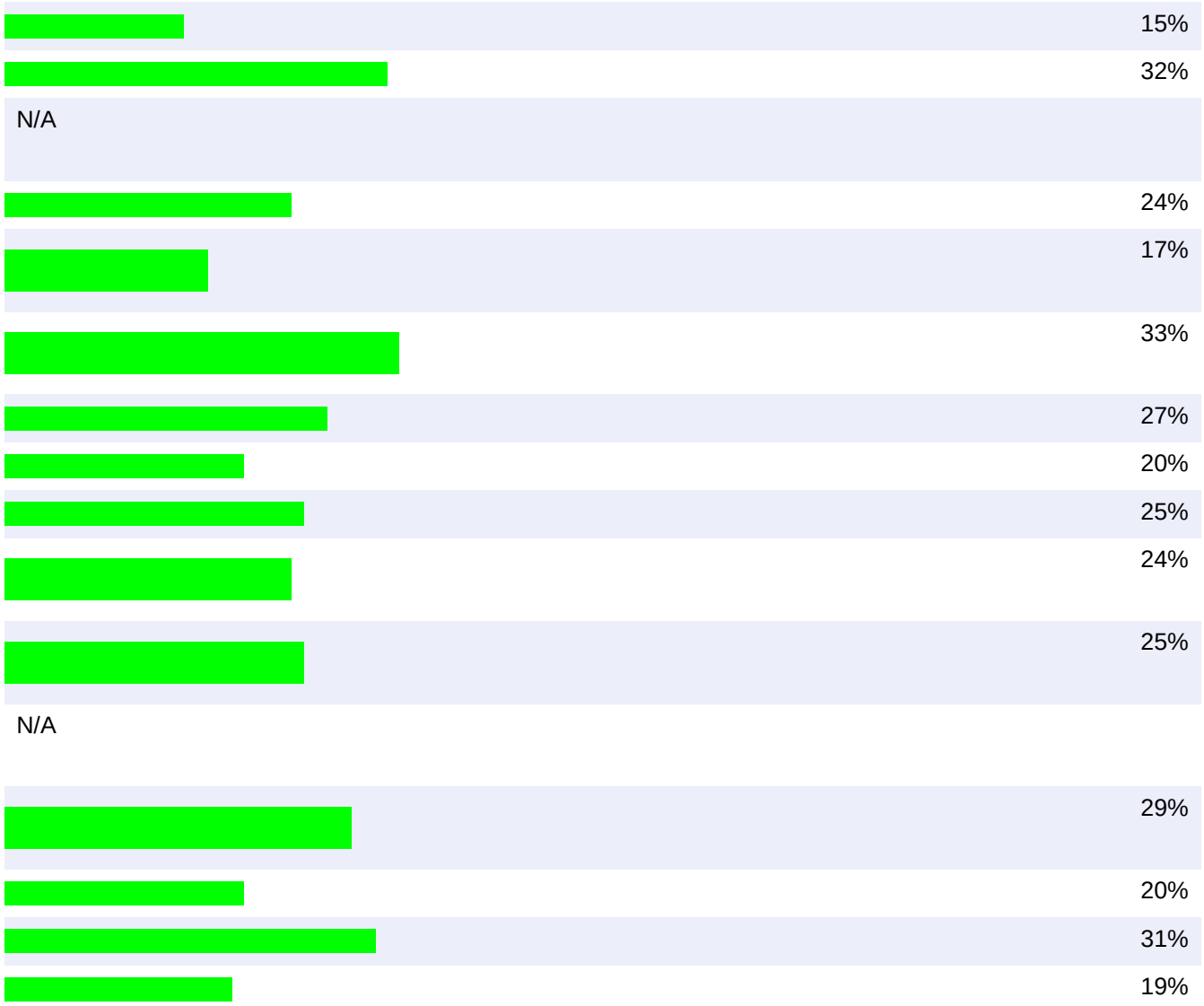

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Between 100 and 299
300 or more
N/A
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
N/A
300 or more
300 or more
300 or more
300 or more

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	32%	
	25%	
N/A		Survey results are not available for this reporting period
	32%	
	38%	
	28%	
	29%	
	31%	
	28%	
	37%	
	35%	
N/A		Survey results are not available for this reporting period
	33%	
	25%	
	27%	
	39%	

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

051309	JEROLD PHELPS COMMUNITY HOSPITAL	733 CEDAR ST
050090	SONOMA VALLEY HOSPITAL	347 ANDRIEUX ST
050547	SONOMA DEVELOPMENTAL CENTER	P O BOX 1493
051325	MENDOCINO COAST DISTRICT HOSPITAL	700 RIVER DR
050013	ST HELENA HOSPITAL	10 WOODLAND ROAD
051317	ST HELENA HOSPTIAL-CLEARLAKE	15630 18TH AVE - HWY 53
050609	KAISER FOUNDATION HOSPITAL ANAHEIM	441 N LAKEVIEW AVENUE
050678	ORANGE COAST MEMORIAL MEDICAL CENTER	9920 TALBERT AVENUE
050348	UNIV OF CALIFORNIA IRVINE MED CENTER	101 CITY DRIVE SOUTH
050744	WESTERN MEDICAL CENTER HOSP ANAHEIM	1025 S ANAHEIM BLVD
050230	GARDEN GROVE HOSPITAL & MEDICAL CENTER	12601 GARDEN GROVE BLVD
050745	CHAPMAN MEDICAL CENTER	2601 E CHAPMAN AVE
050069	ST JOSEPH HOSPITAL	1100 WEST STEWART DR
050580	LA PALMA INTERCOMMUNITY HOSPITAL	7901 WALKER STREET

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	GARBERVILLE	CA
	SONOMA	CA
	ELDRIDGE	CA
	FORT BRAGG	CA
	SAINT HELENA	CA
	CLEARLAKE	CA
	ANAHEIM	CA
	FOUNTAIN VALLEY	CA
	ORANGE	CA
	ANAHEIM	CA
	GARDEN GROVE	CA
	ORANGE	CA
	ORANGE	CA
	LA PALMA	CA

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

95542	HUMBOLDT	7079233921
95476	SONOMA	7079355106
95431	SONOMA	7079386393
95437	MENDOCINO	7079611234
94574	NAPA	7079675899
95422	LAKE	7079946486
92807	ORANGE	7142794000
92708	ORANGE	7143787406
92868	ORANGE	7144566112
92805	ORANGE	7145336220
92843	ORANGE	7145375160
92869	ORANGE	7146330011
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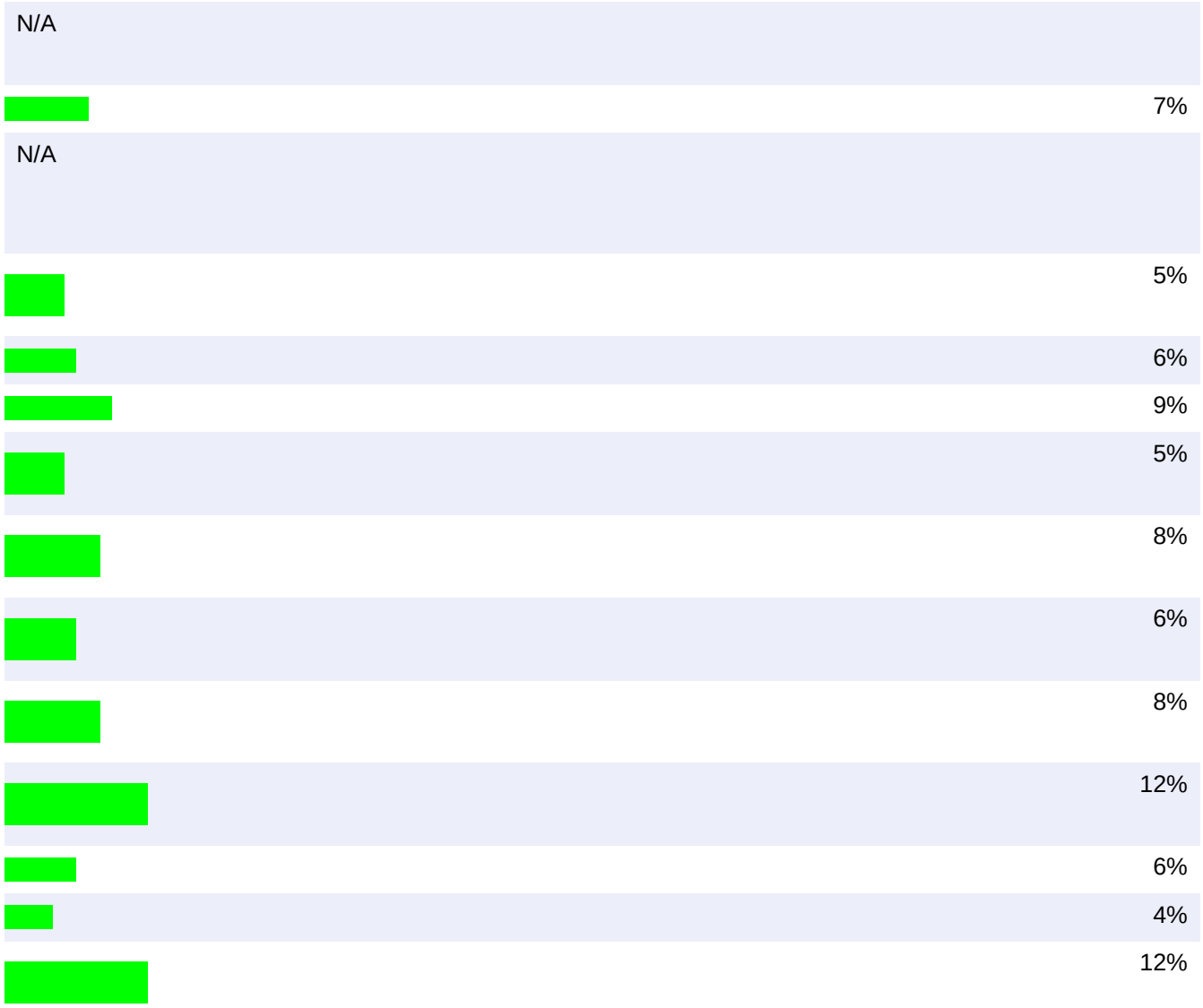
HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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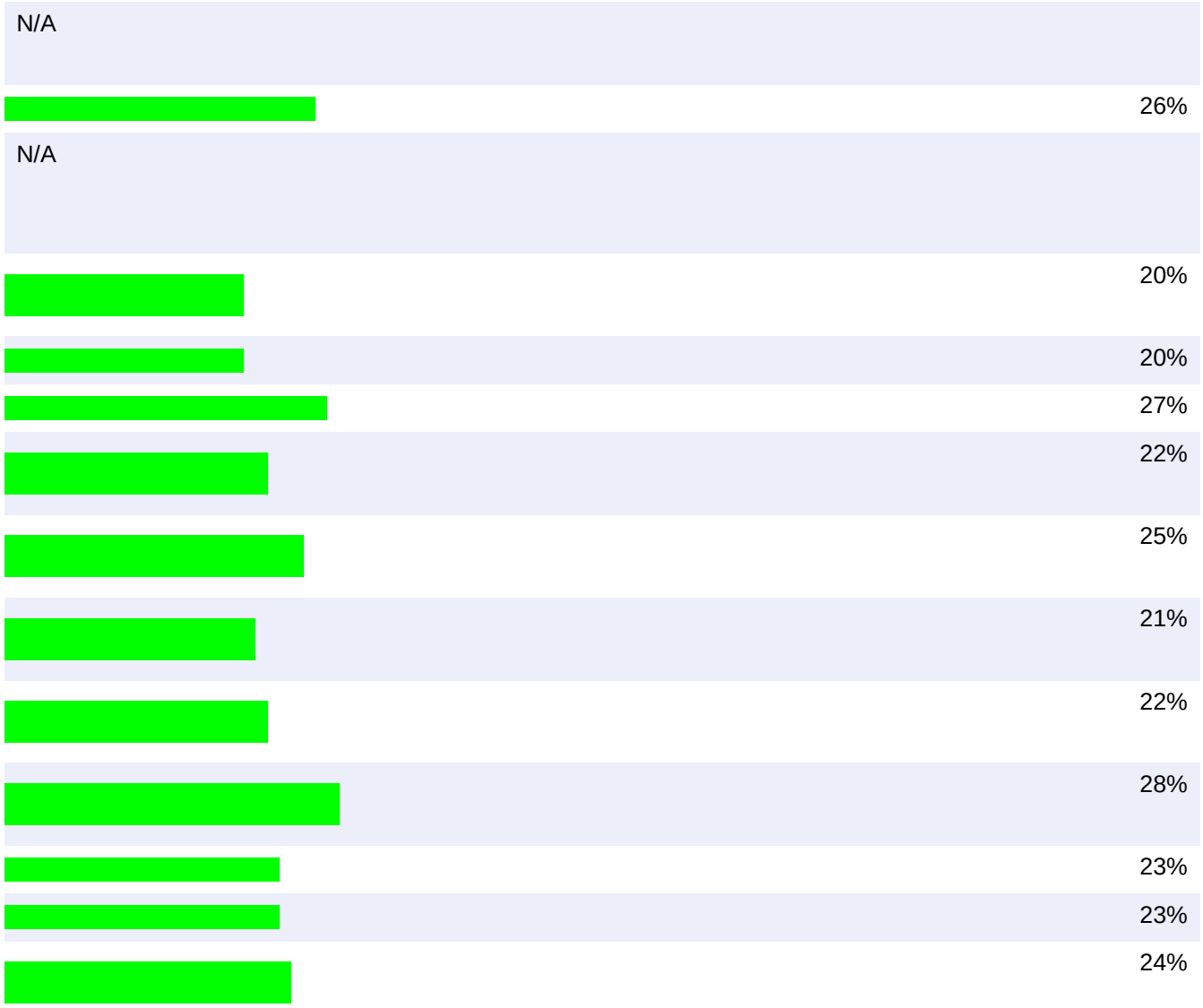

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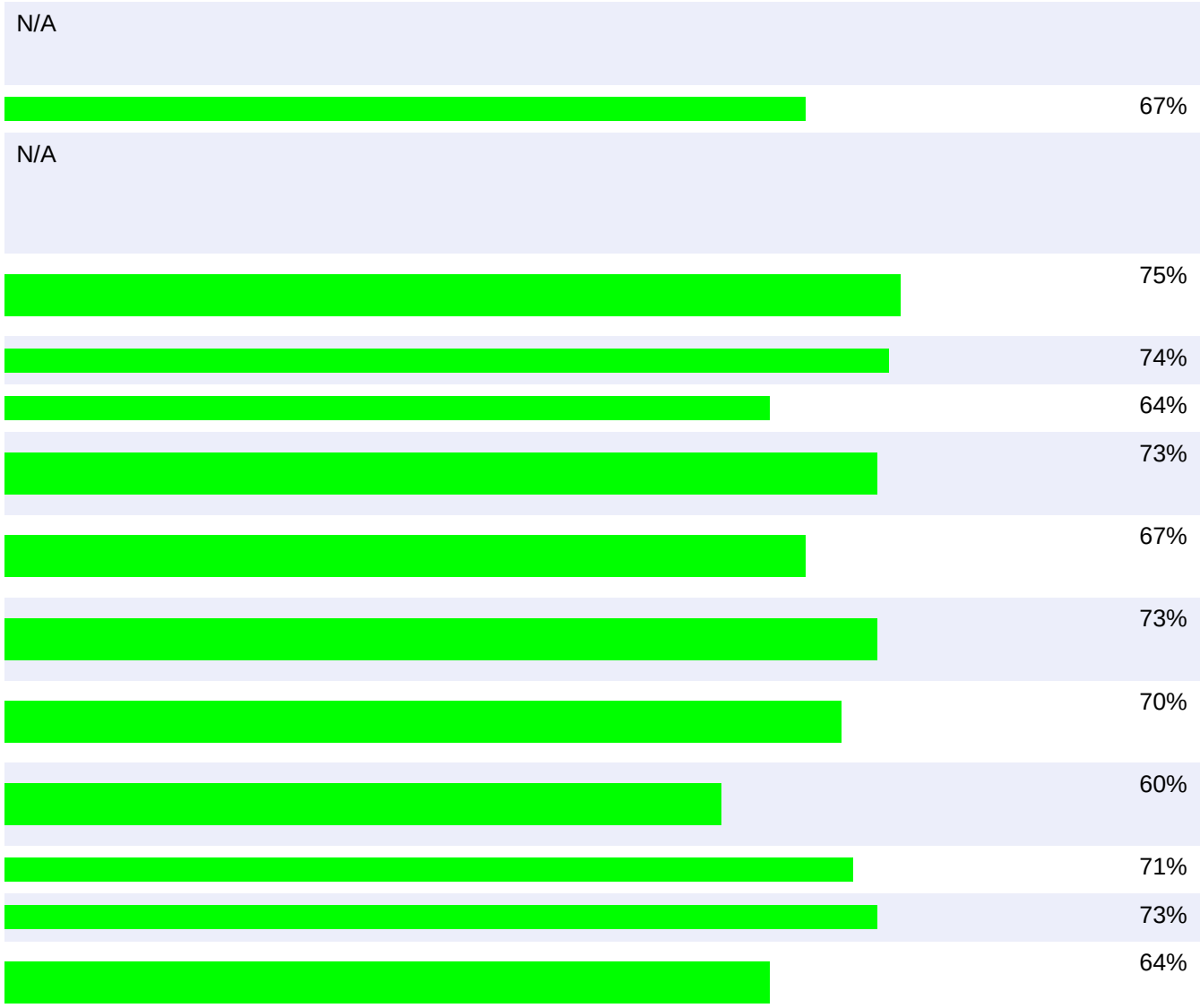

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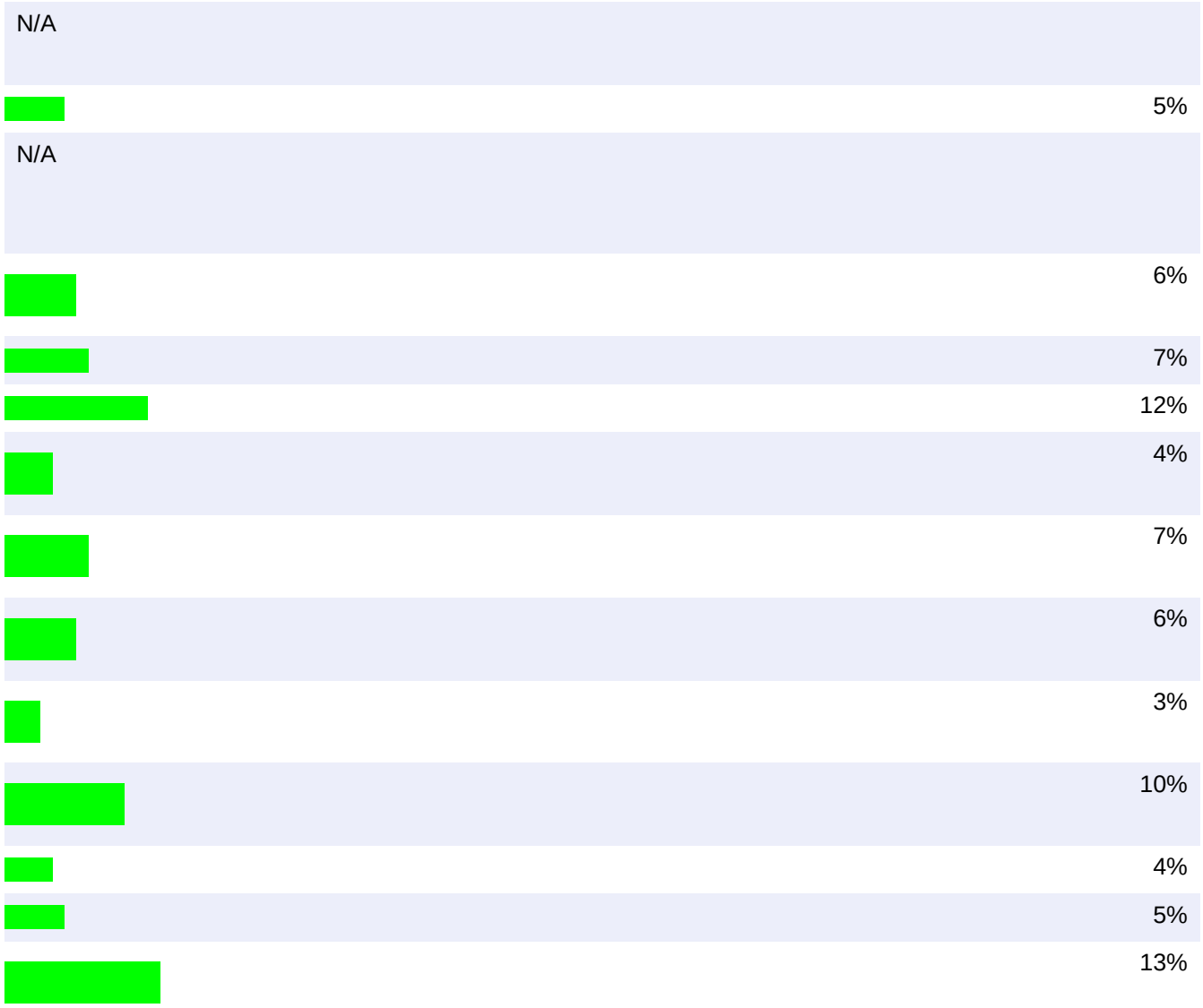

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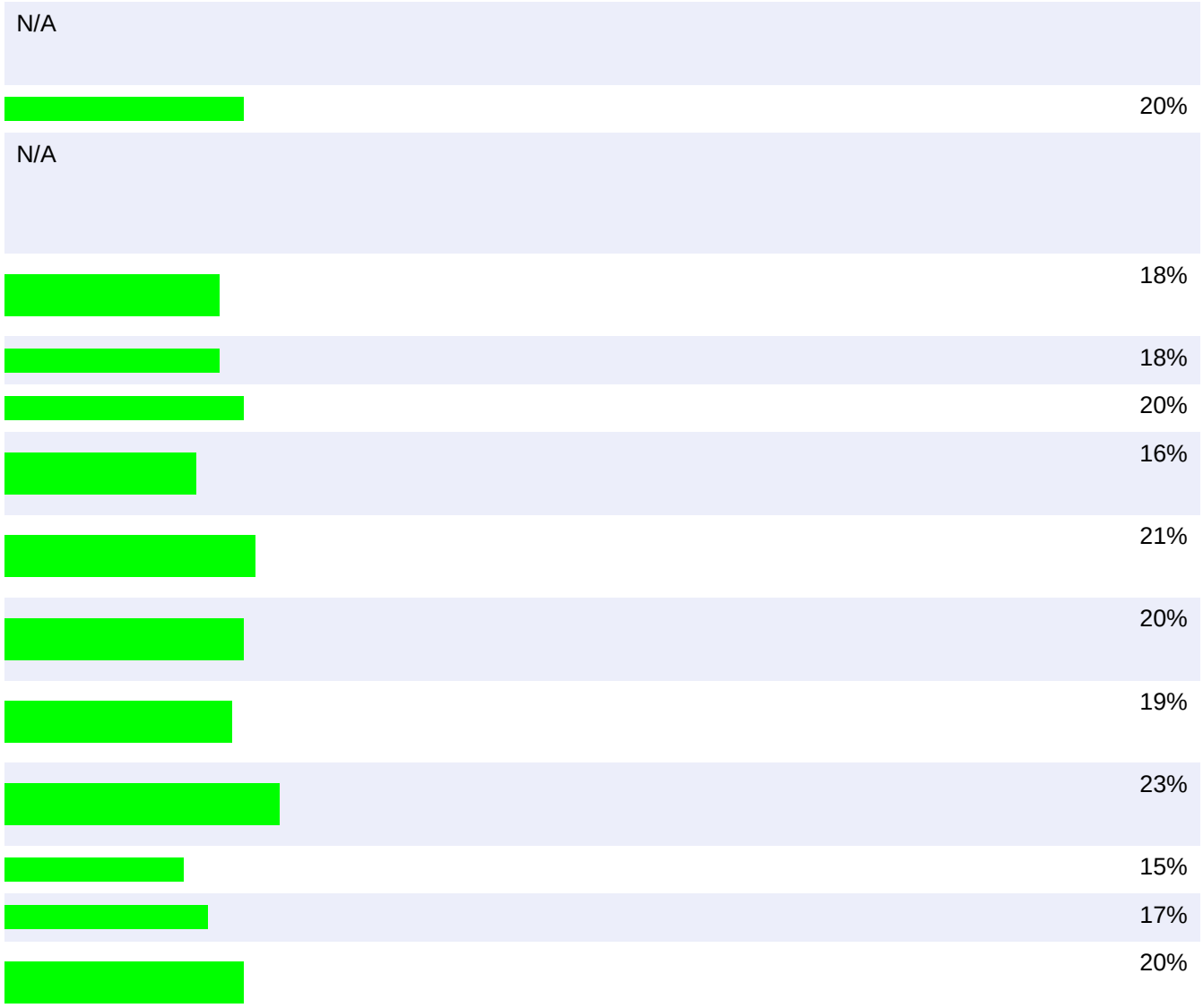

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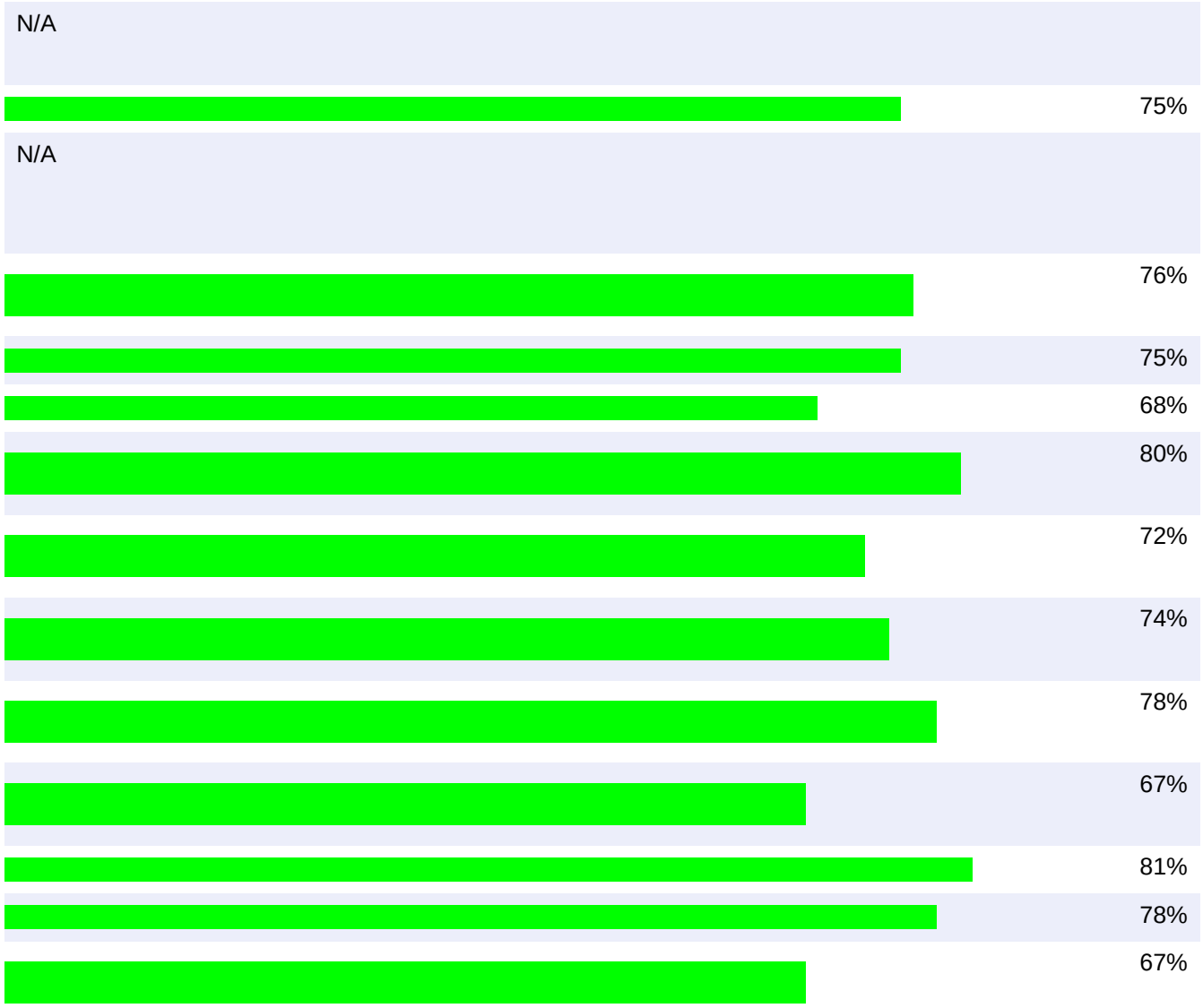

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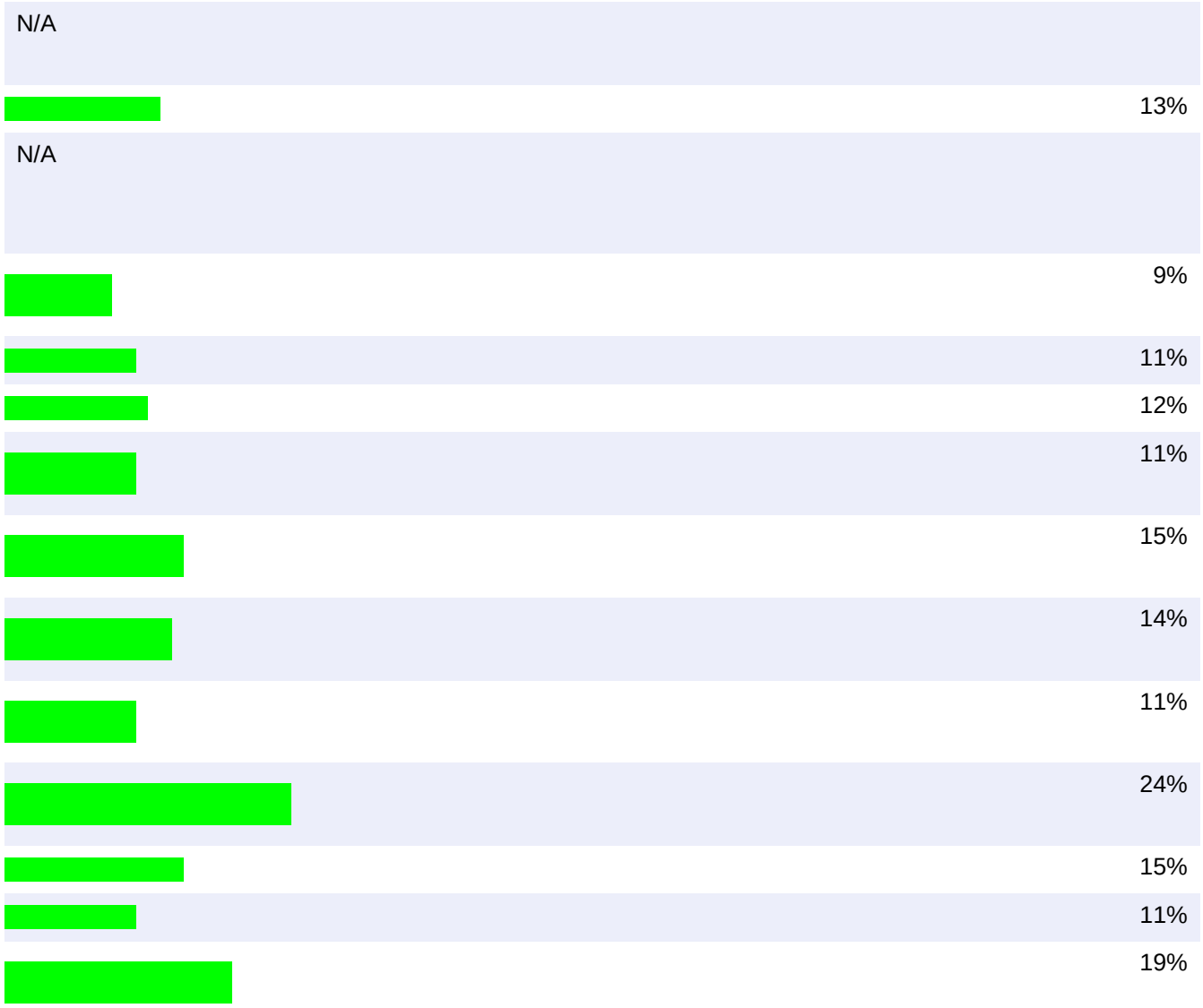

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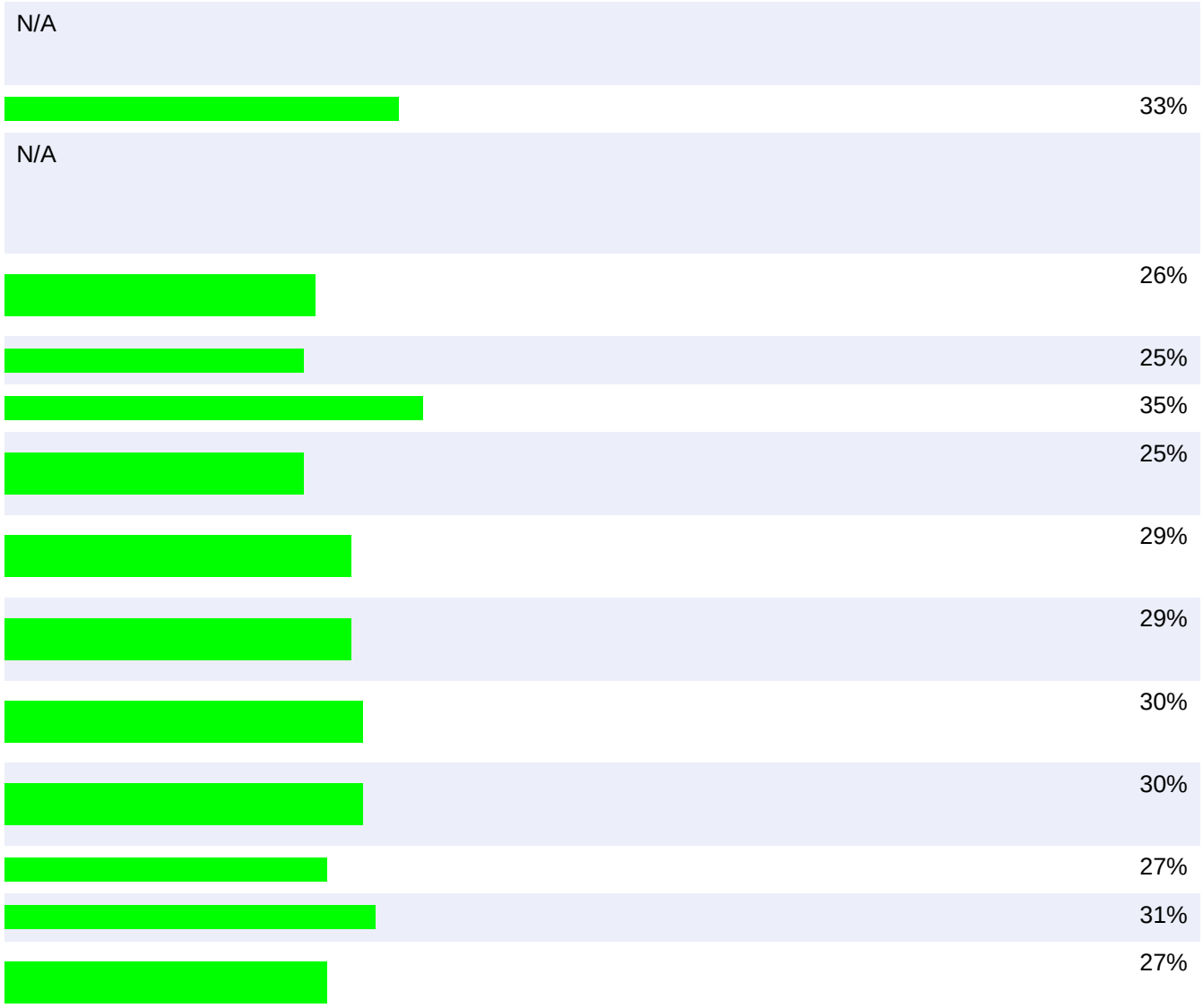

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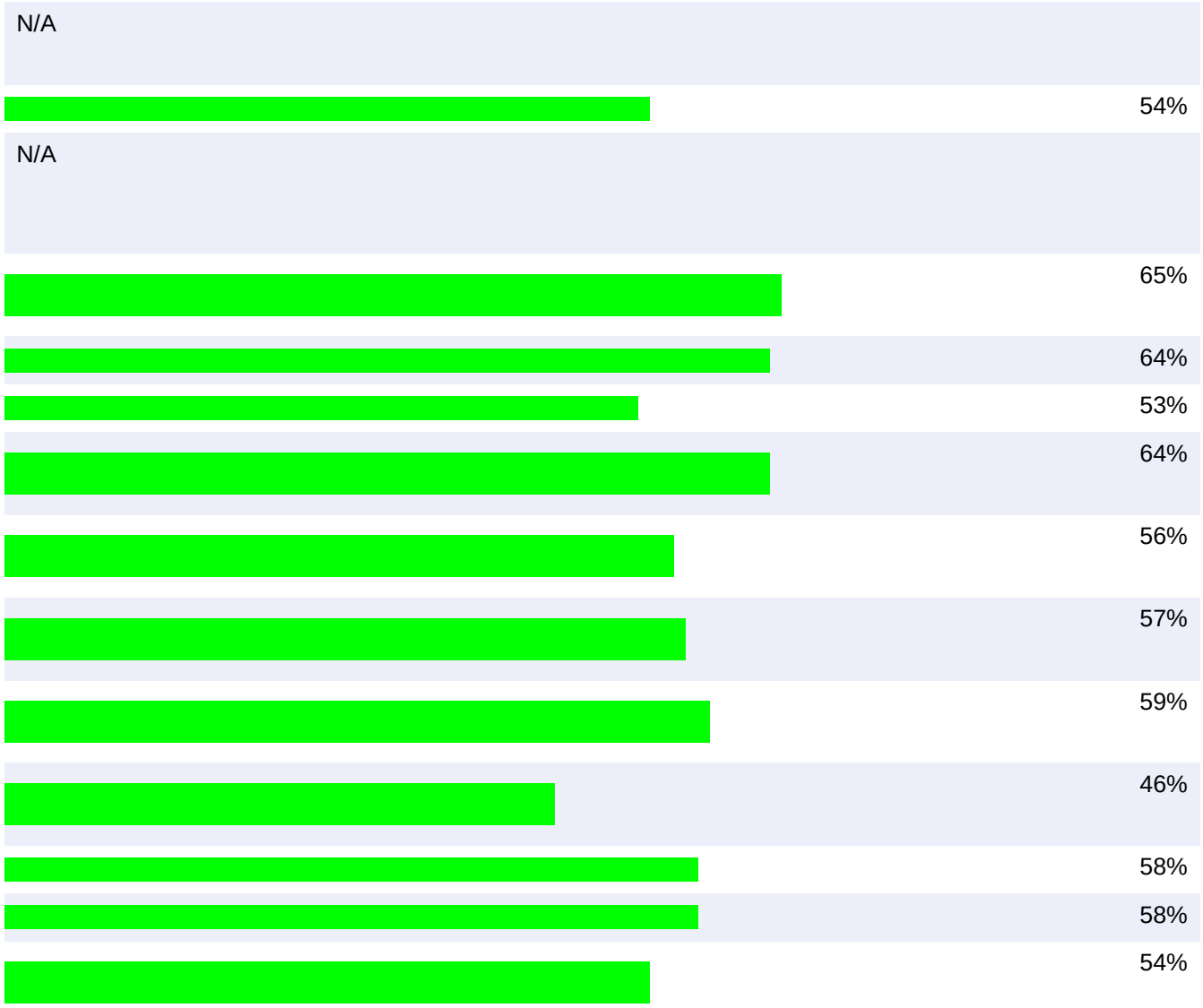

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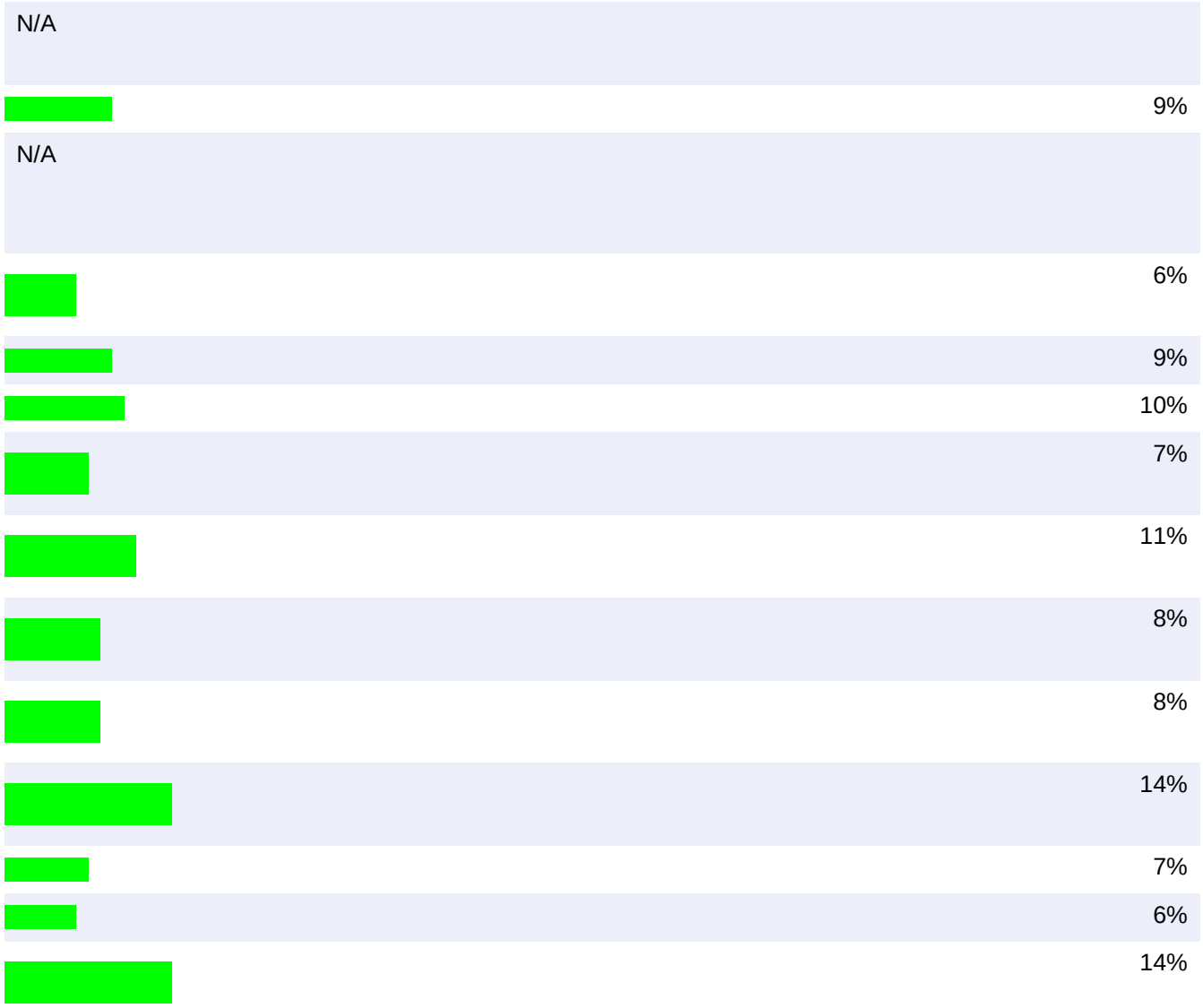

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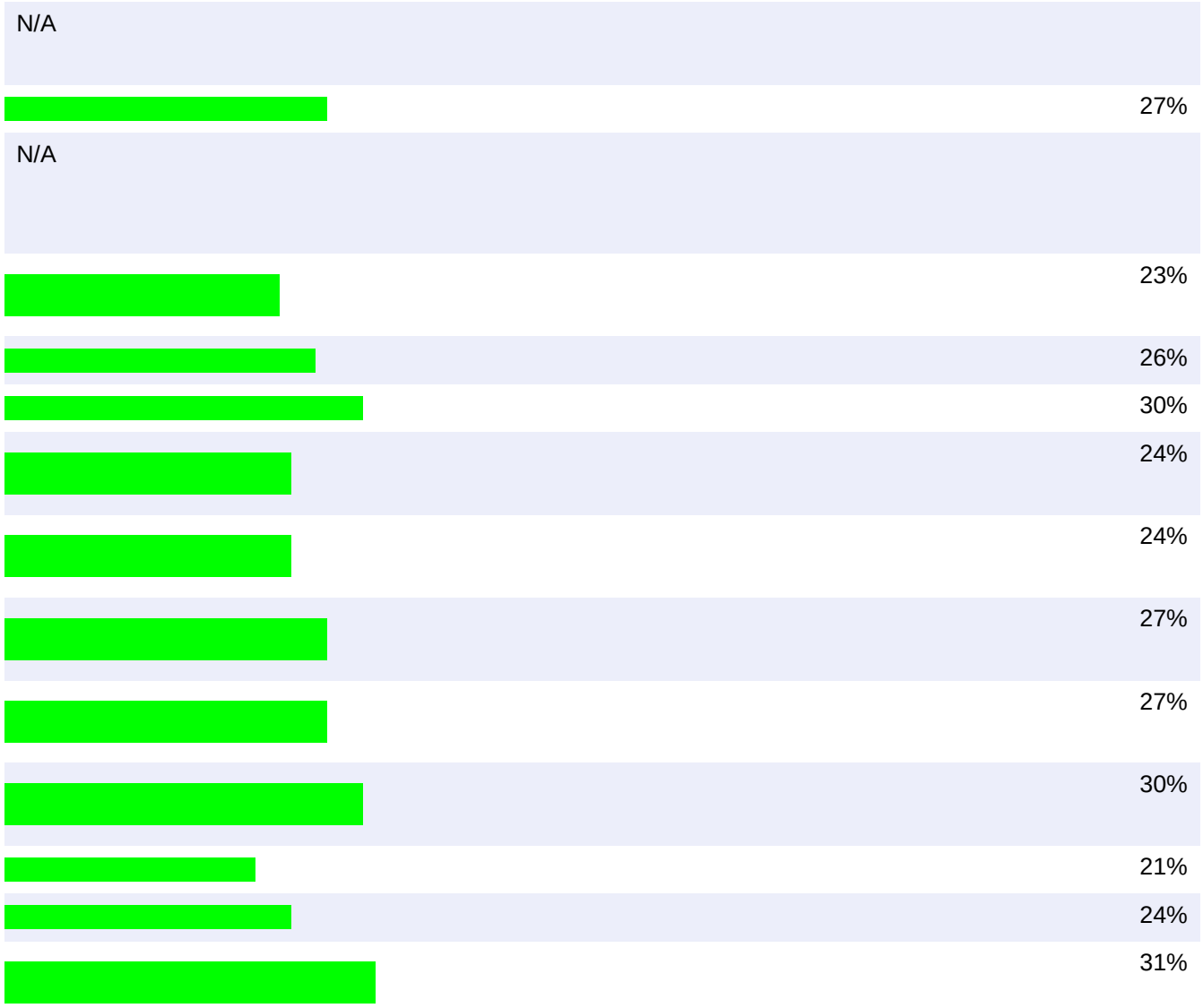

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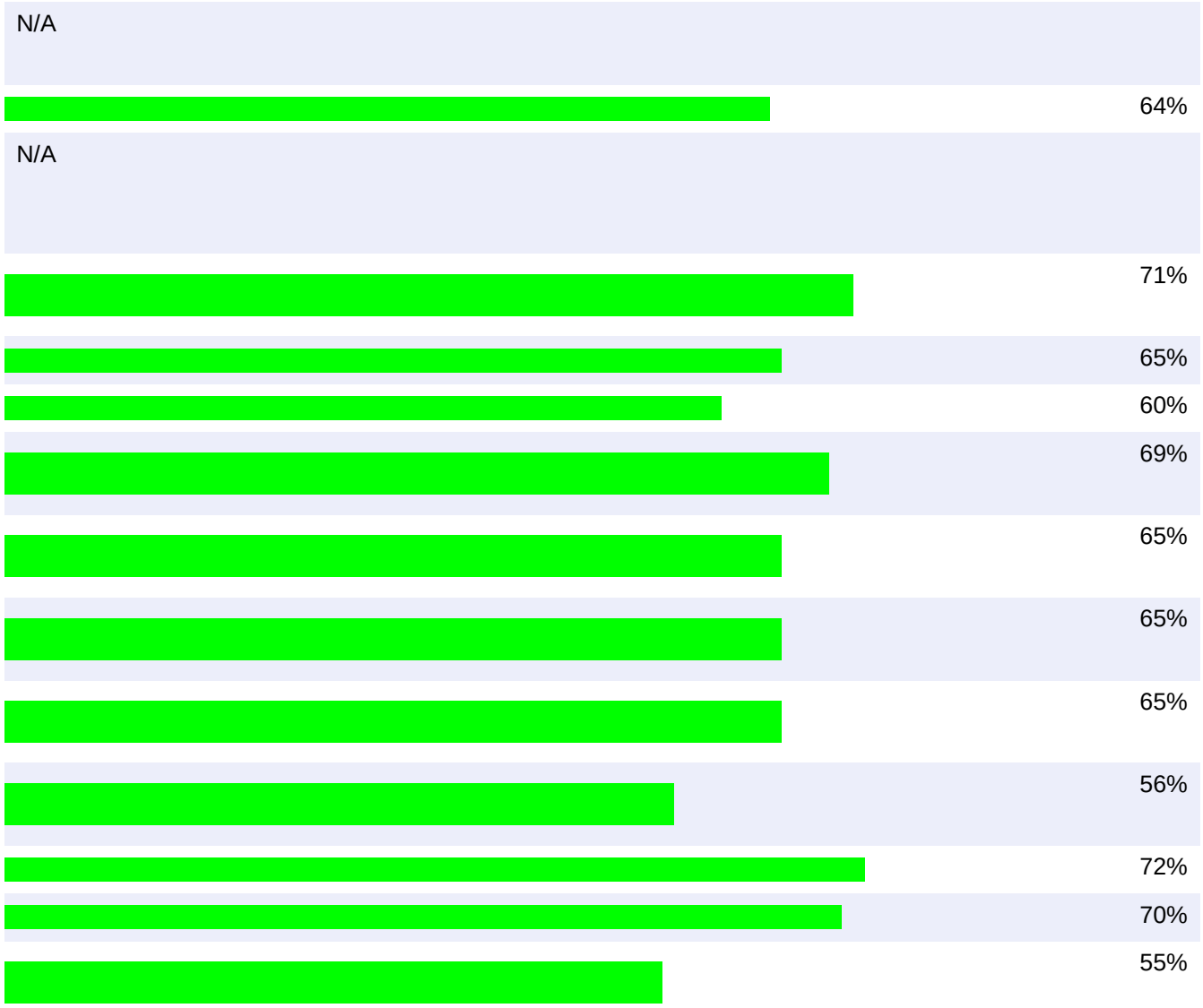

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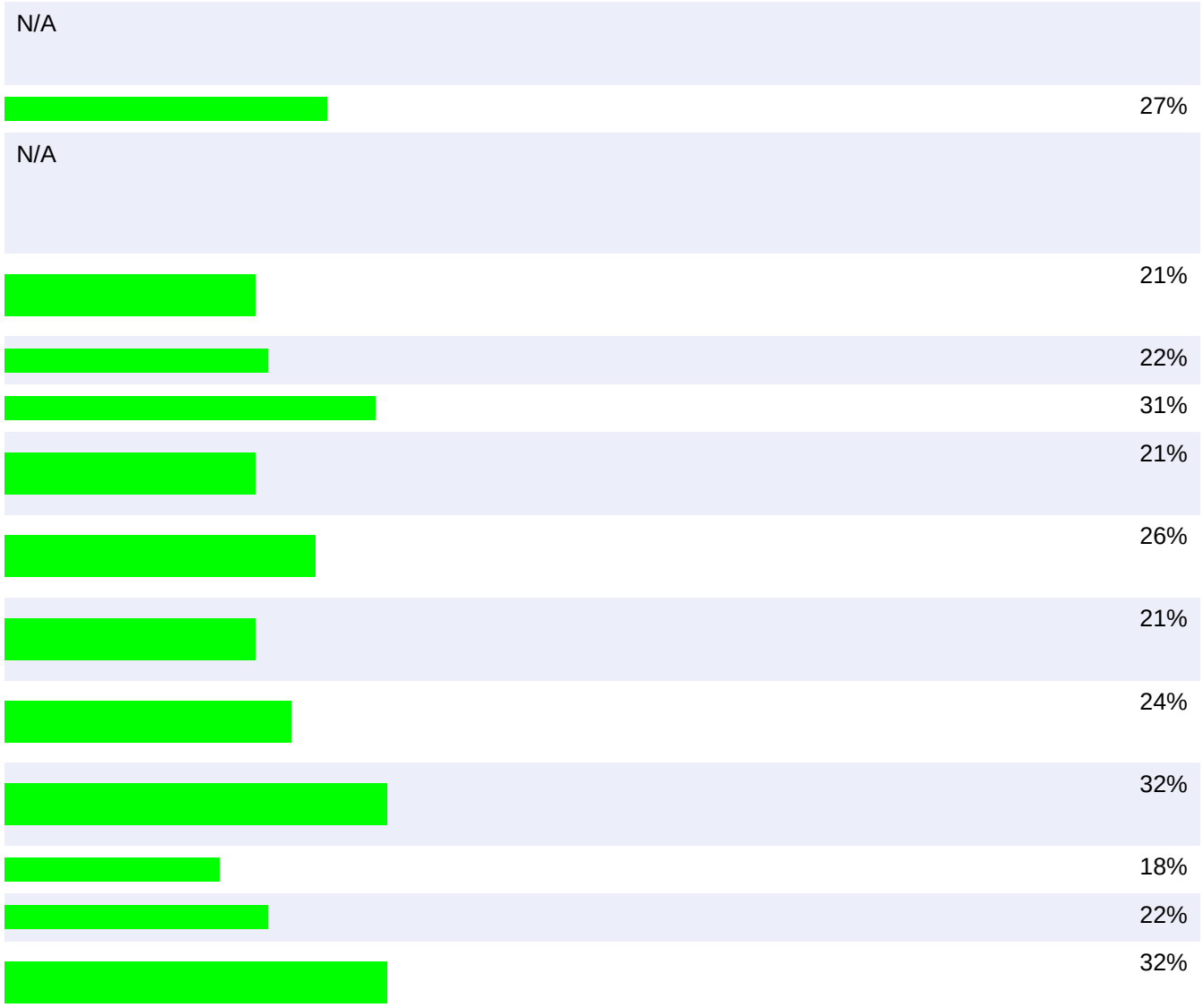

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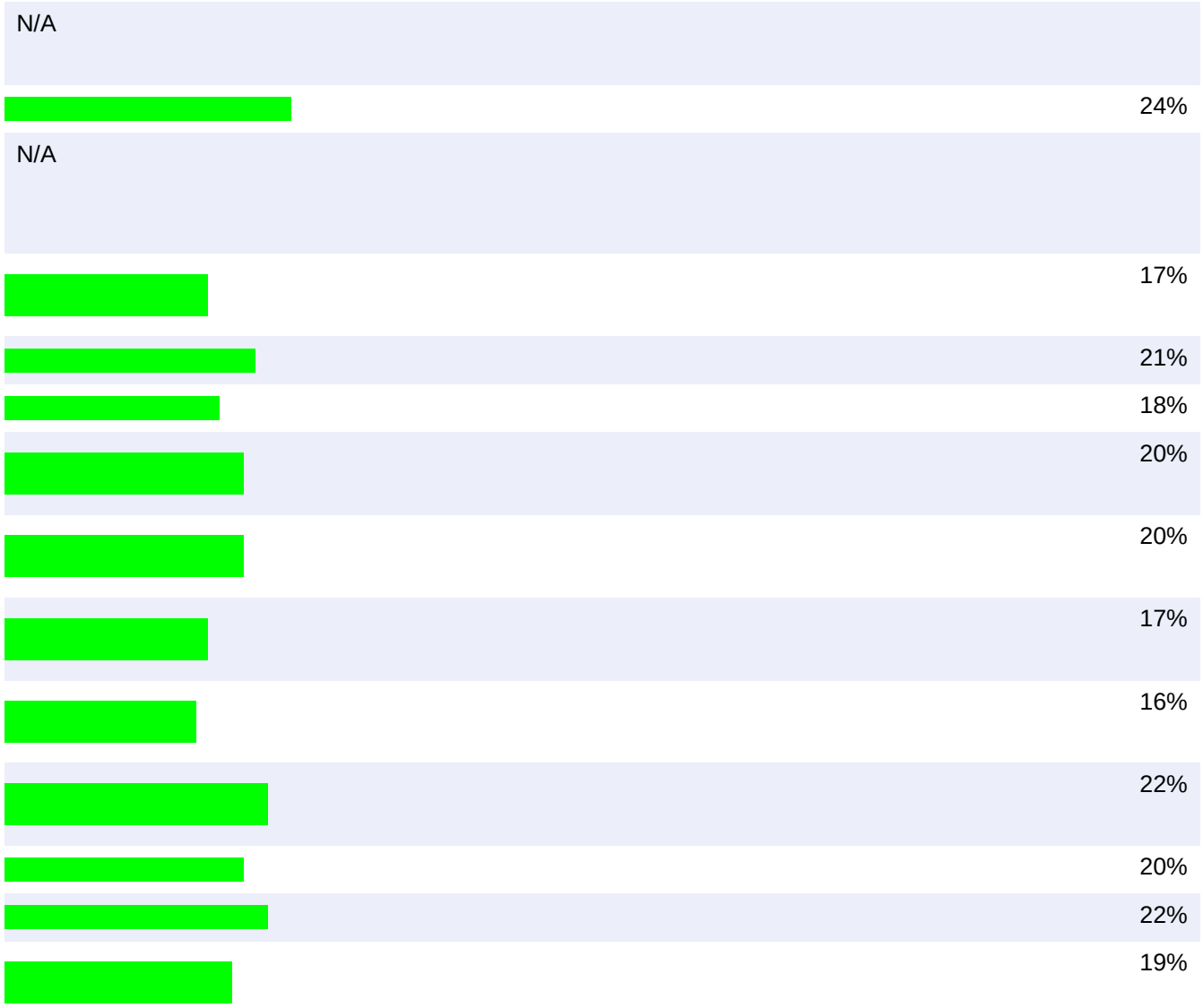

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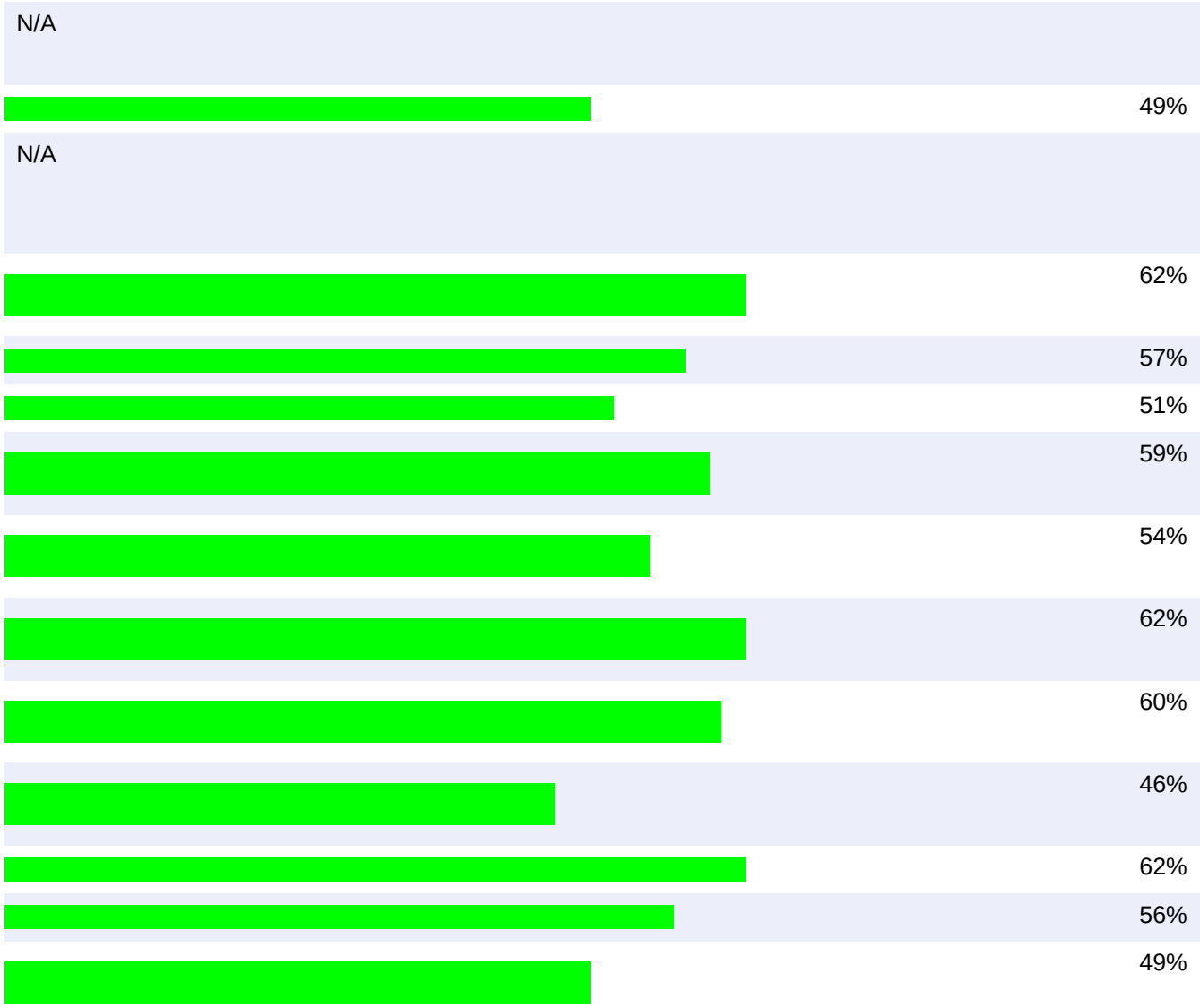

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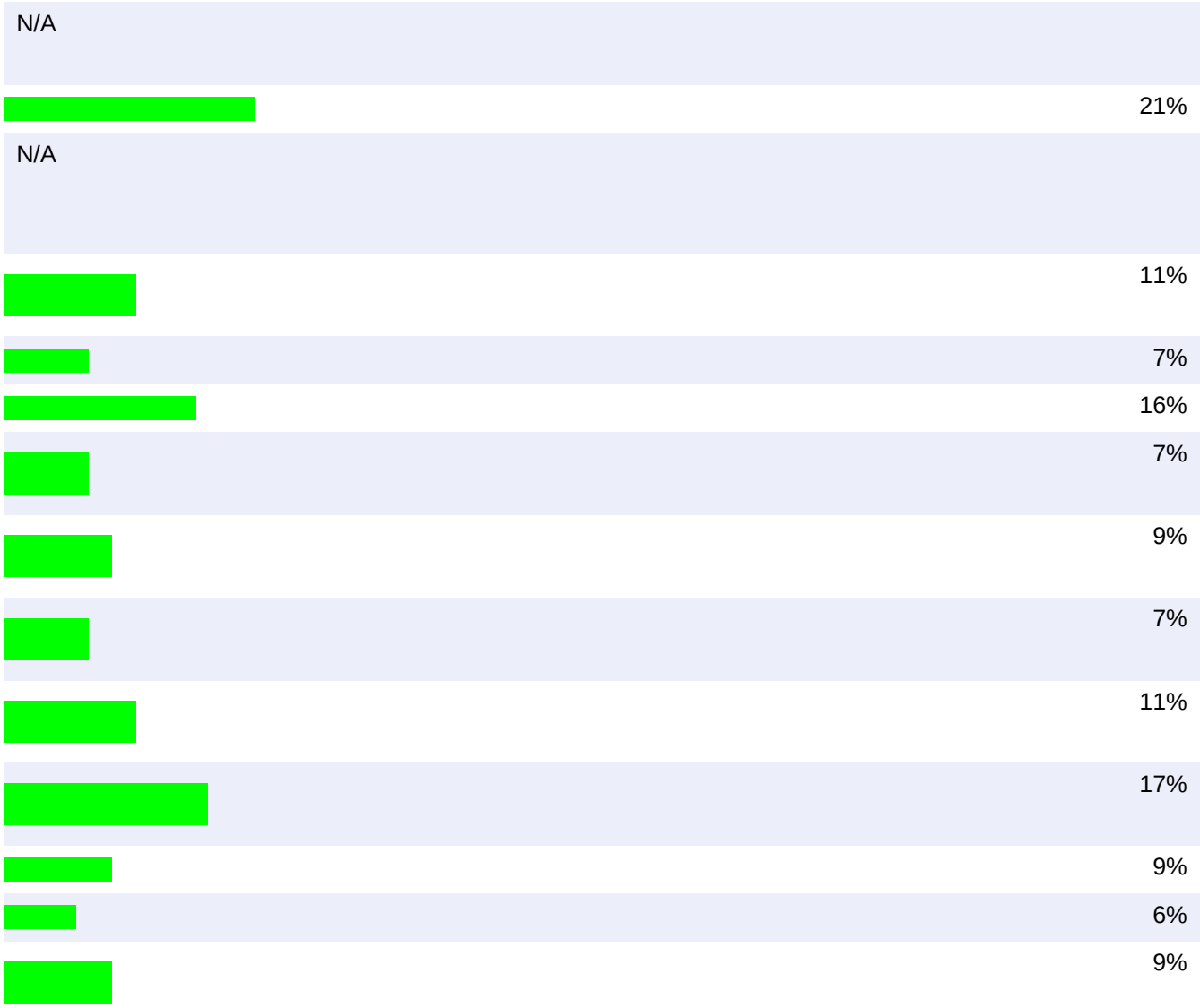

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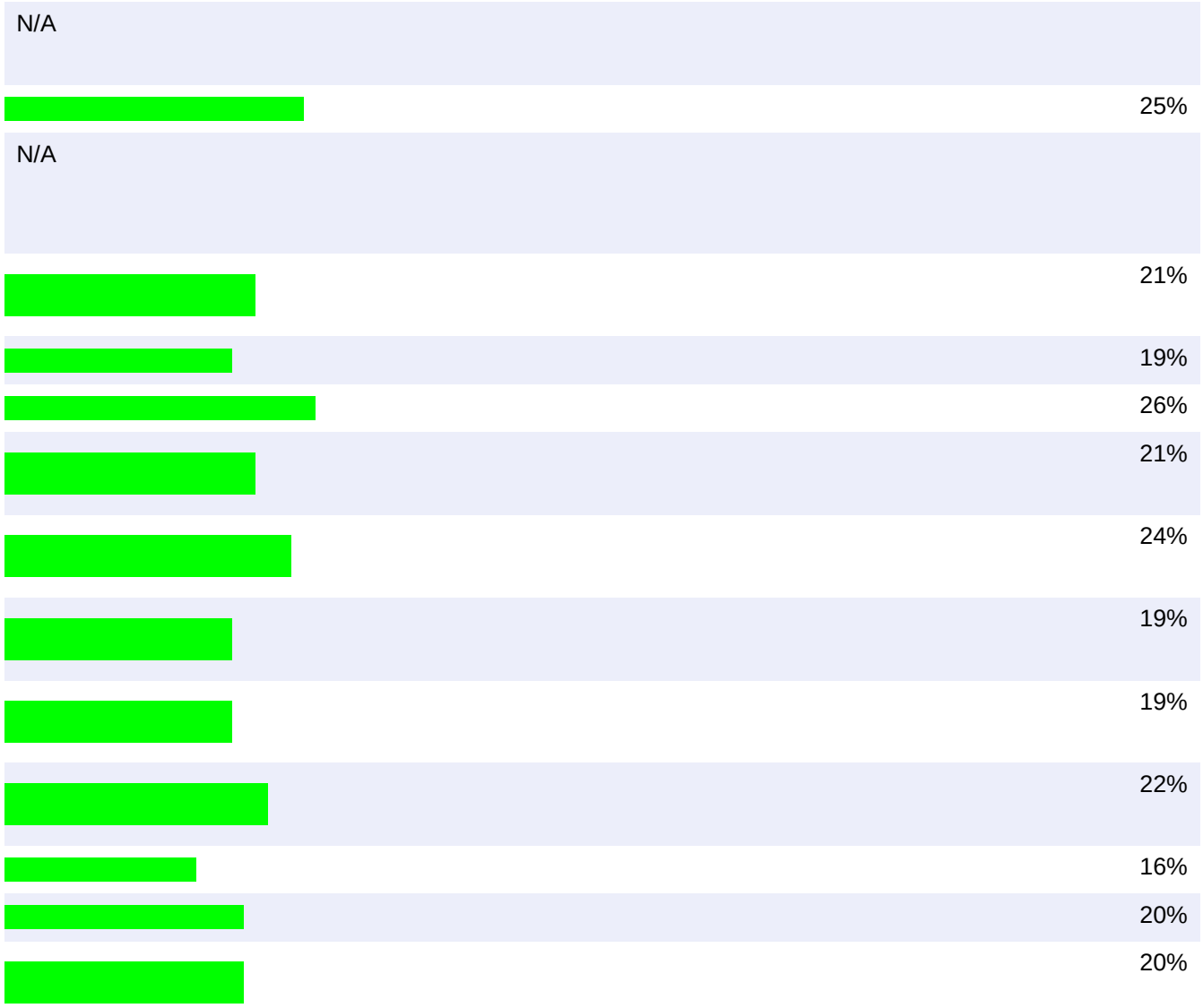

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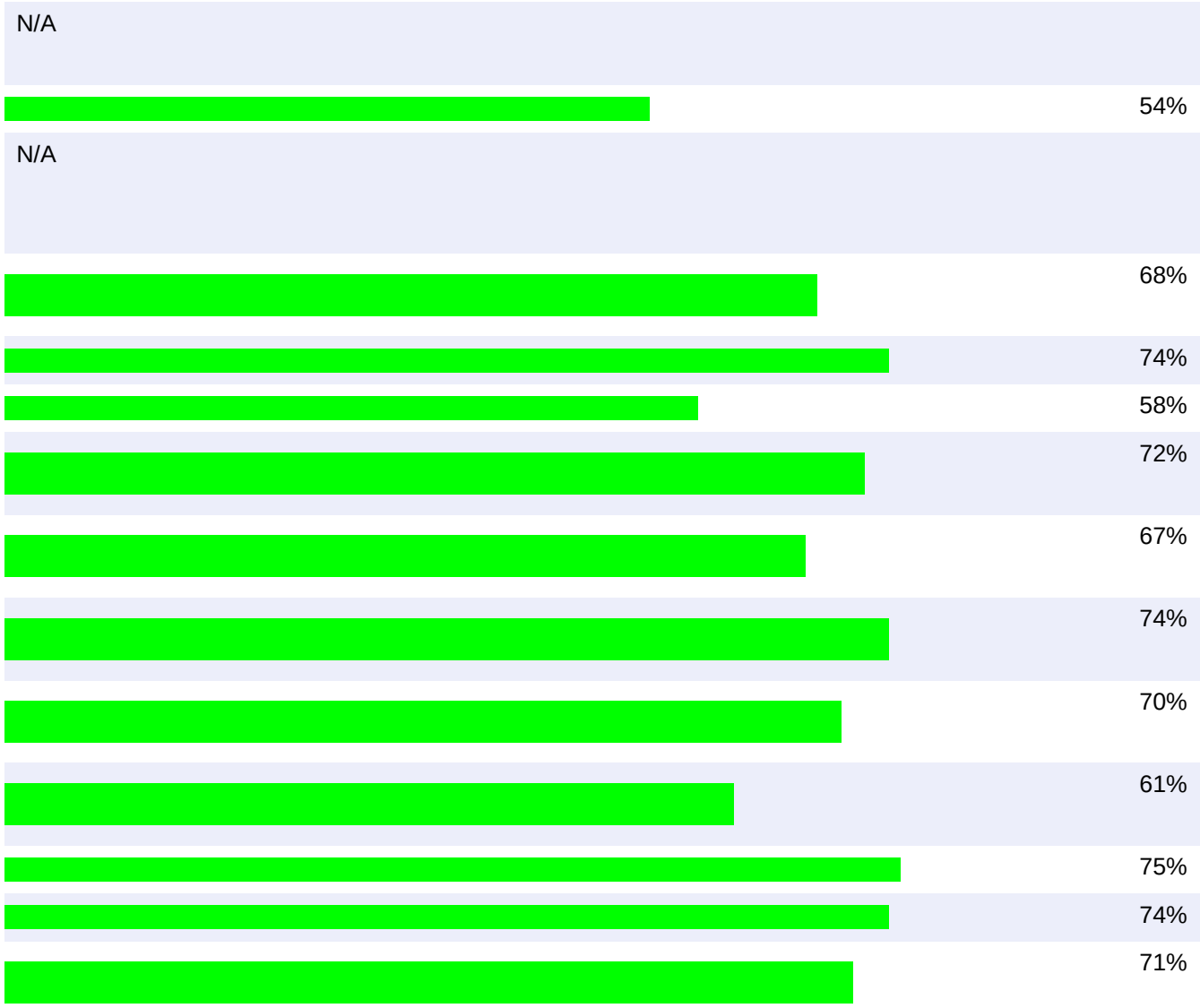

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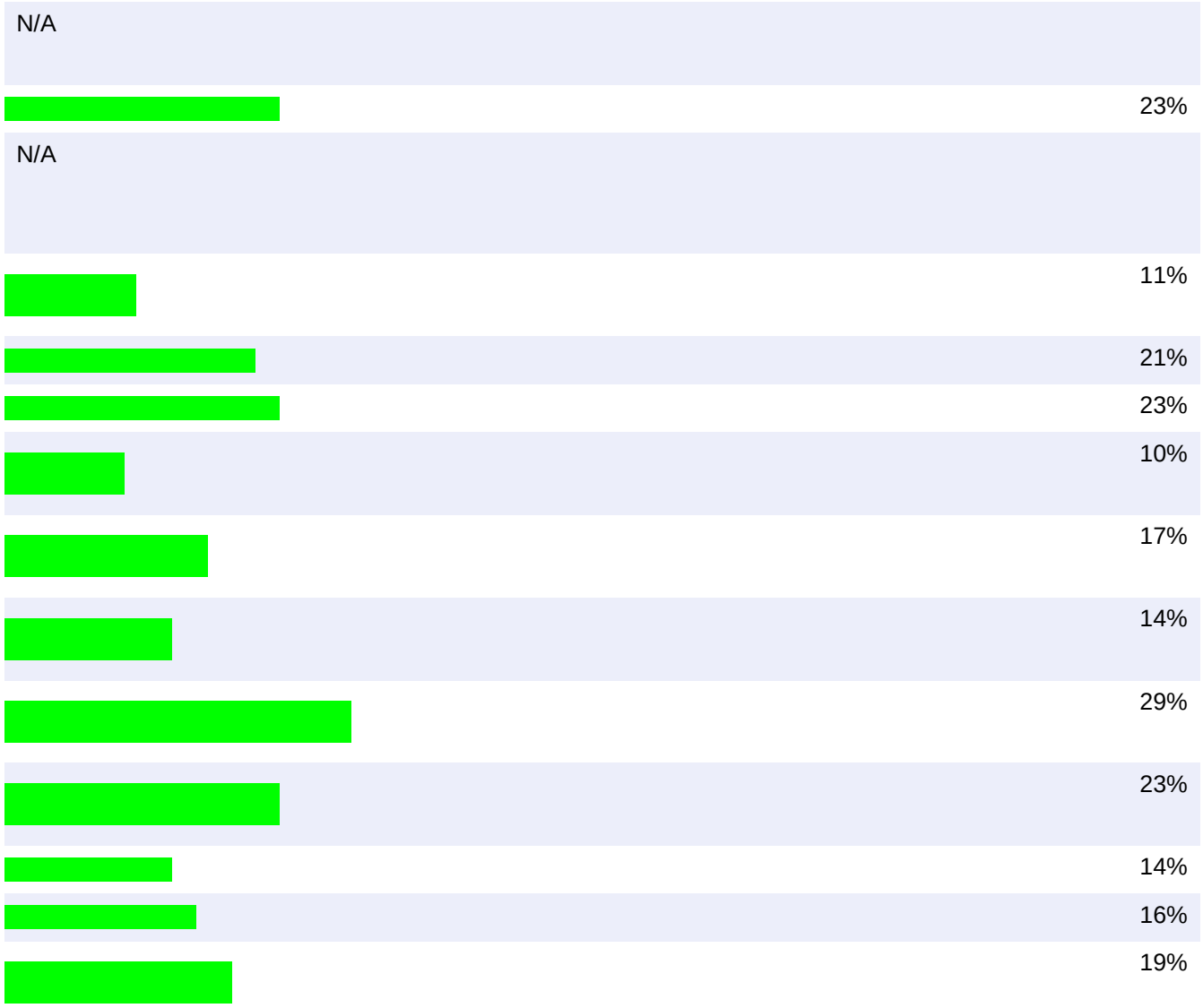

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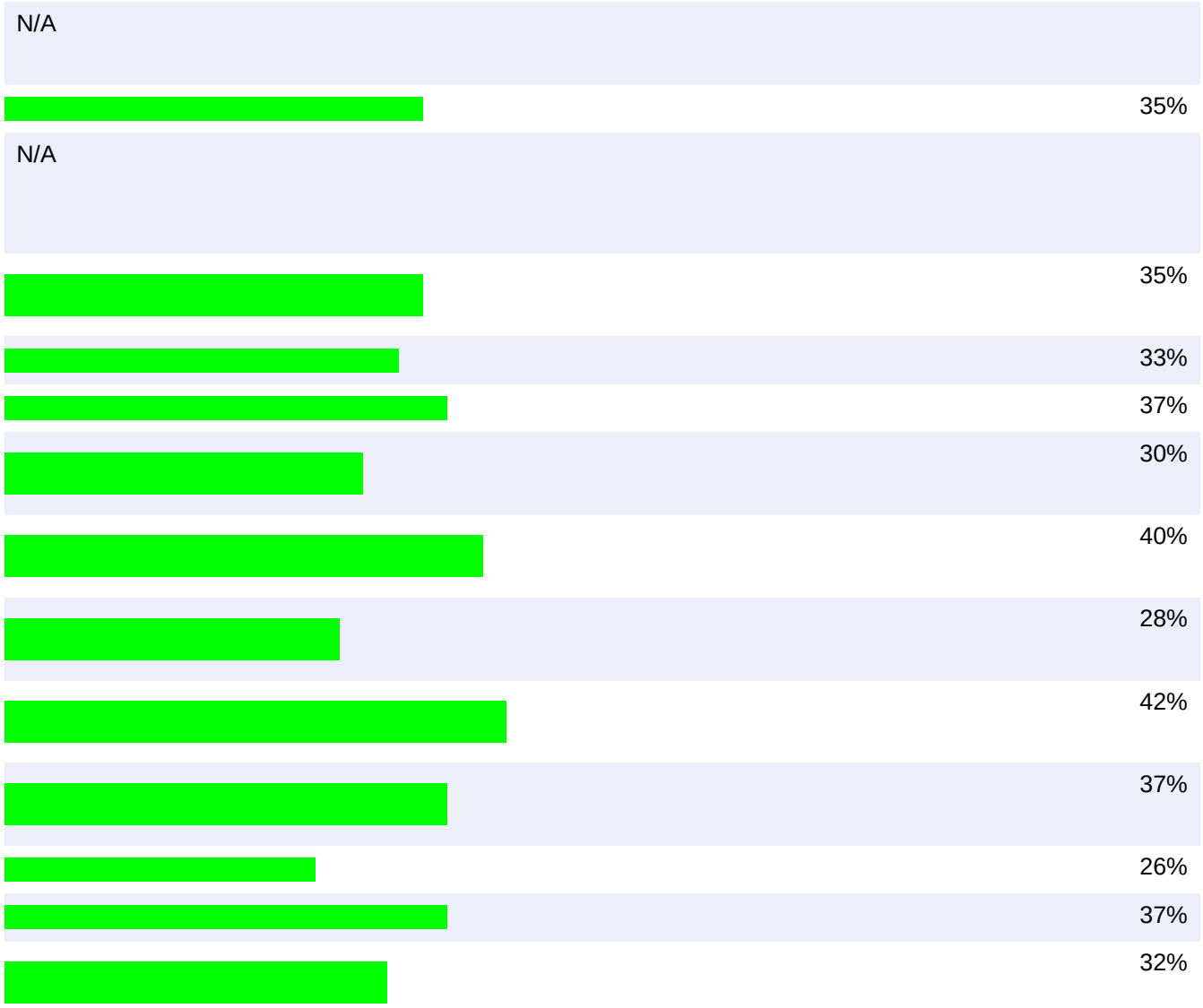

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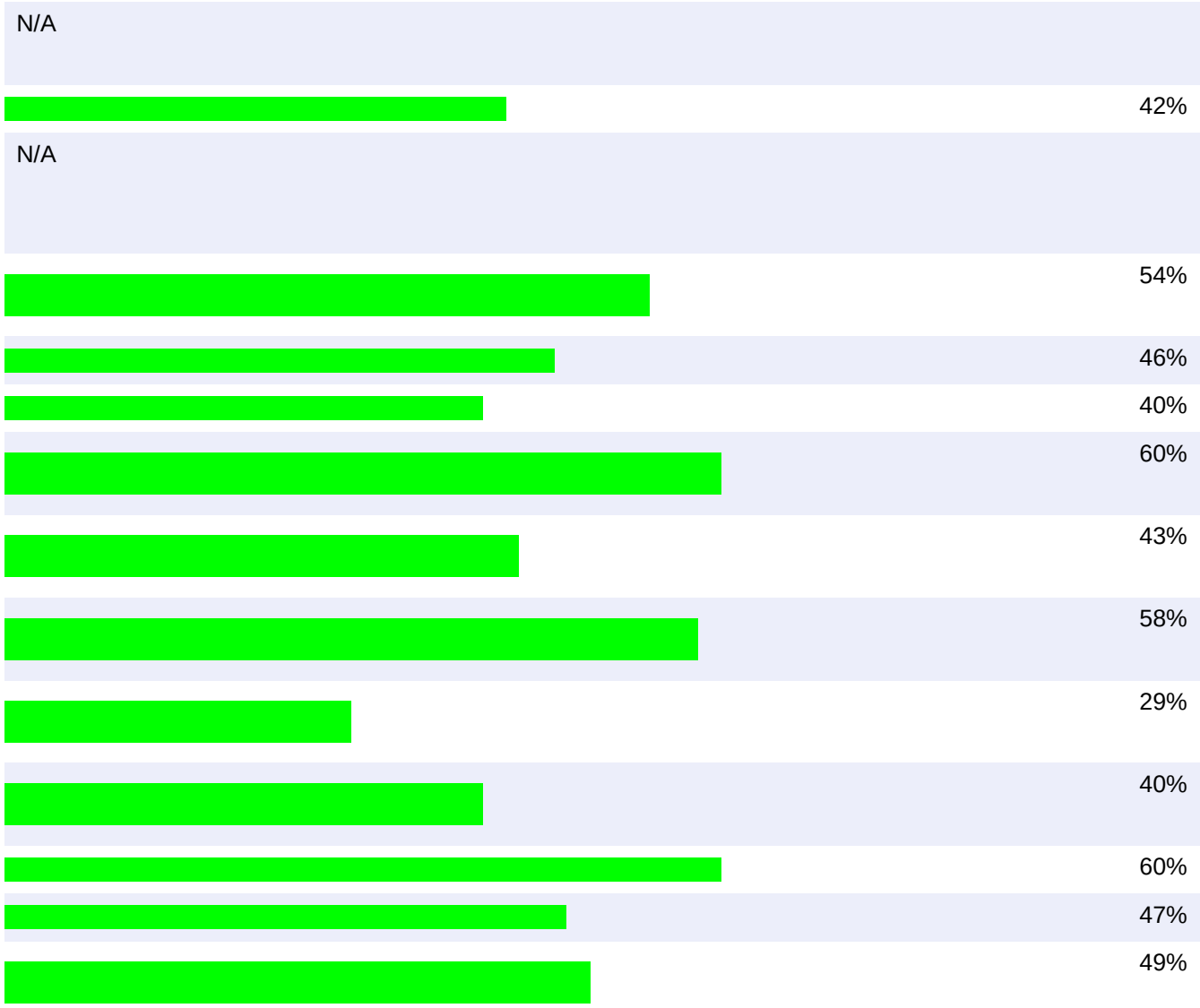

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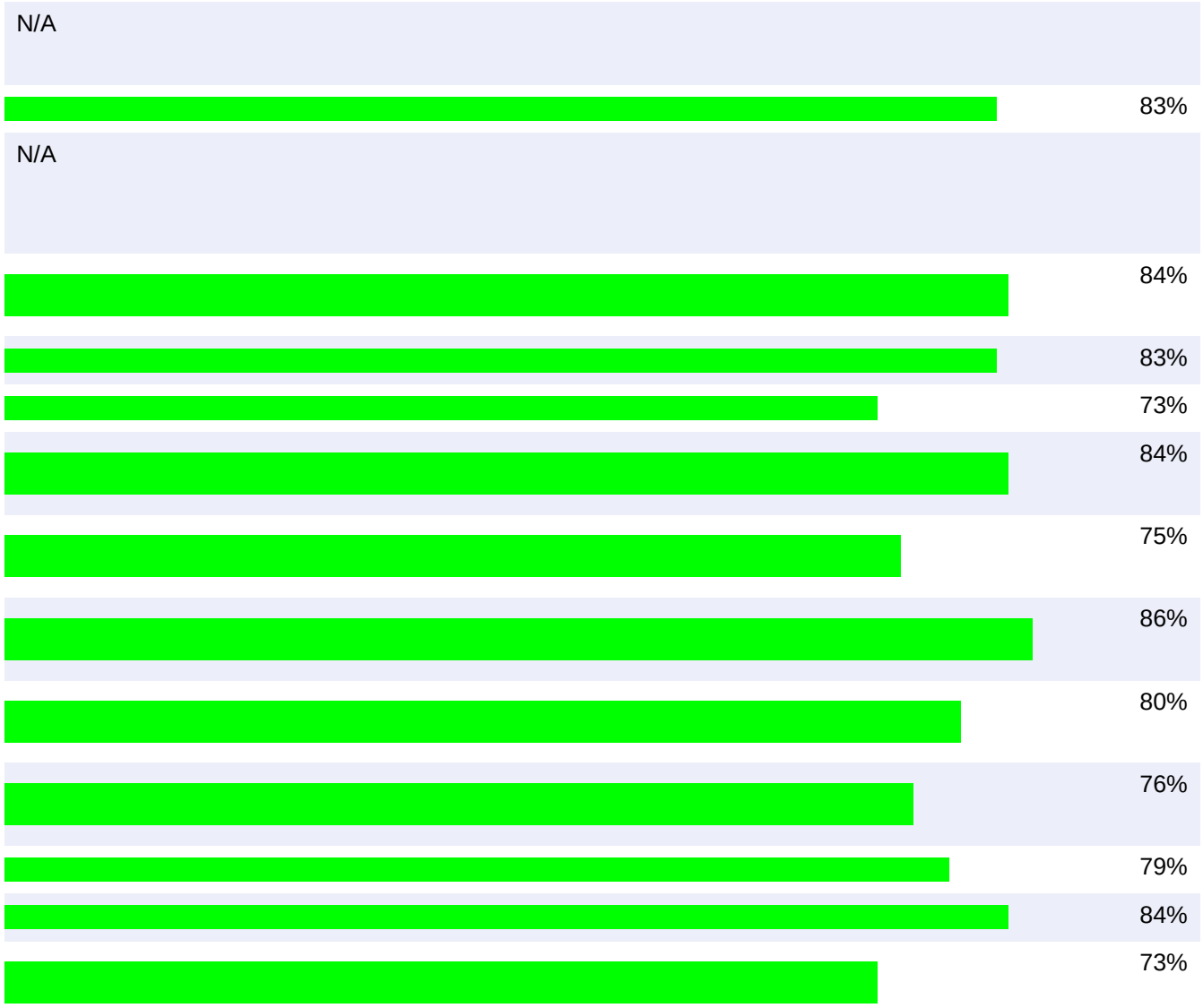

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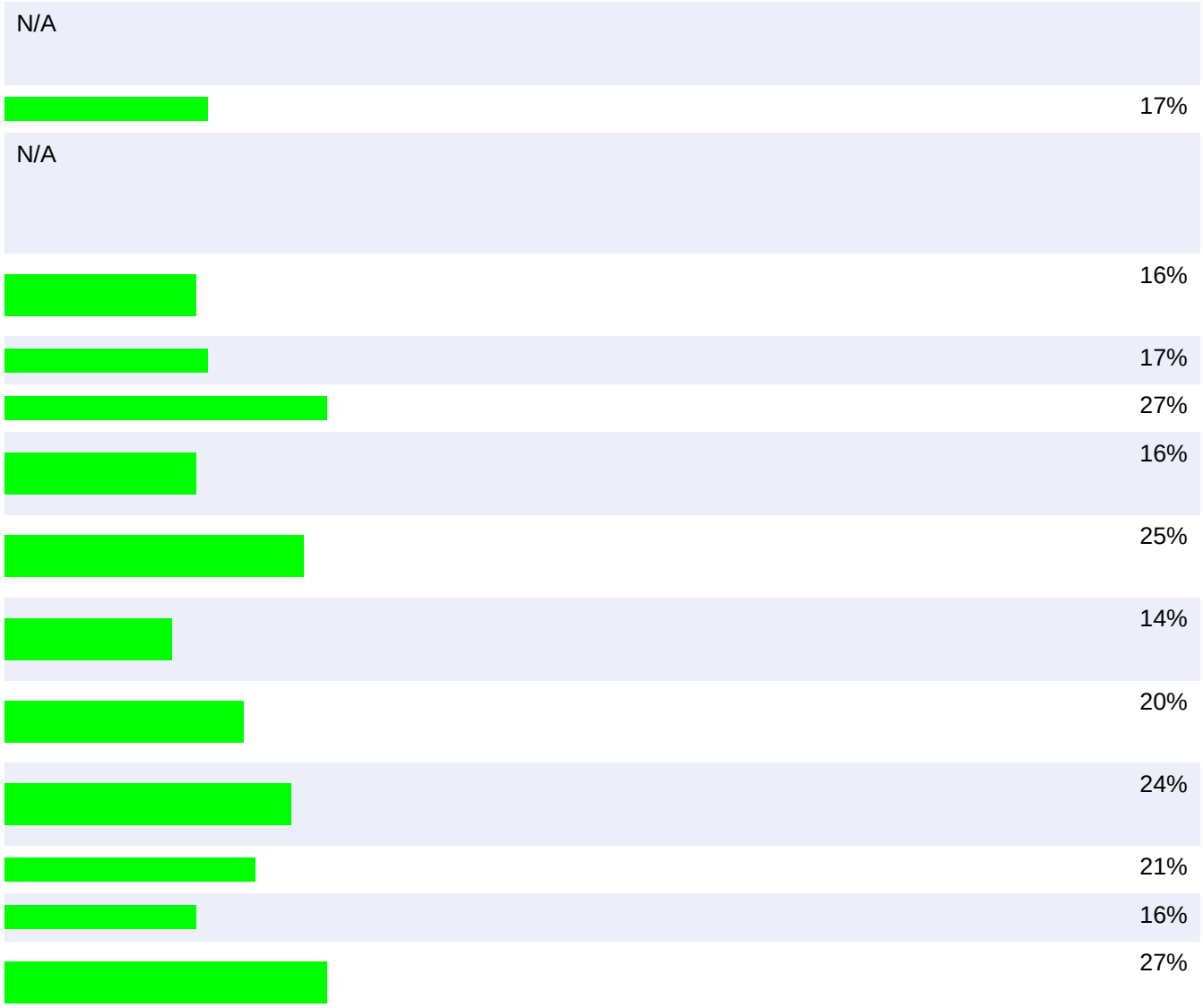

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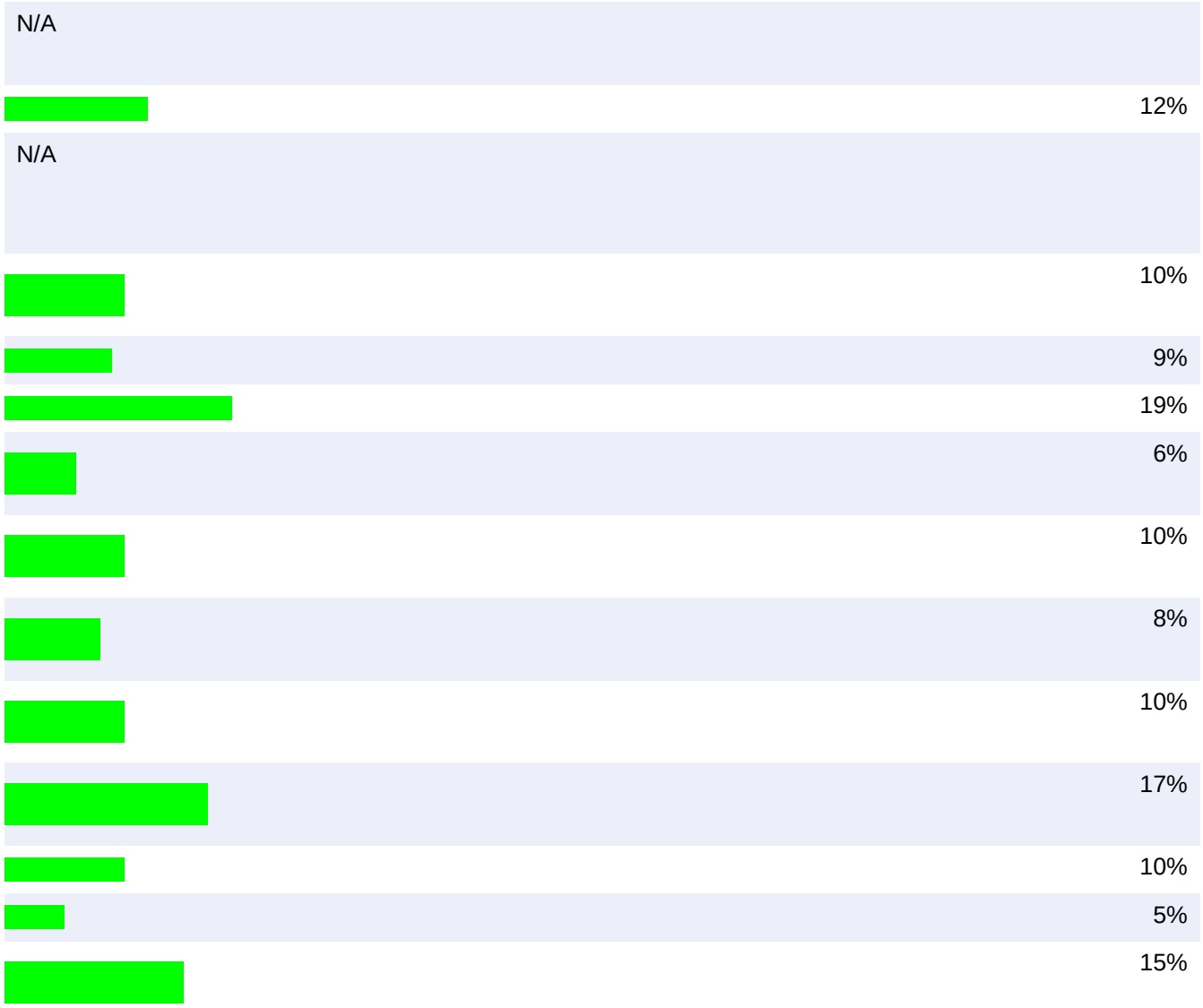

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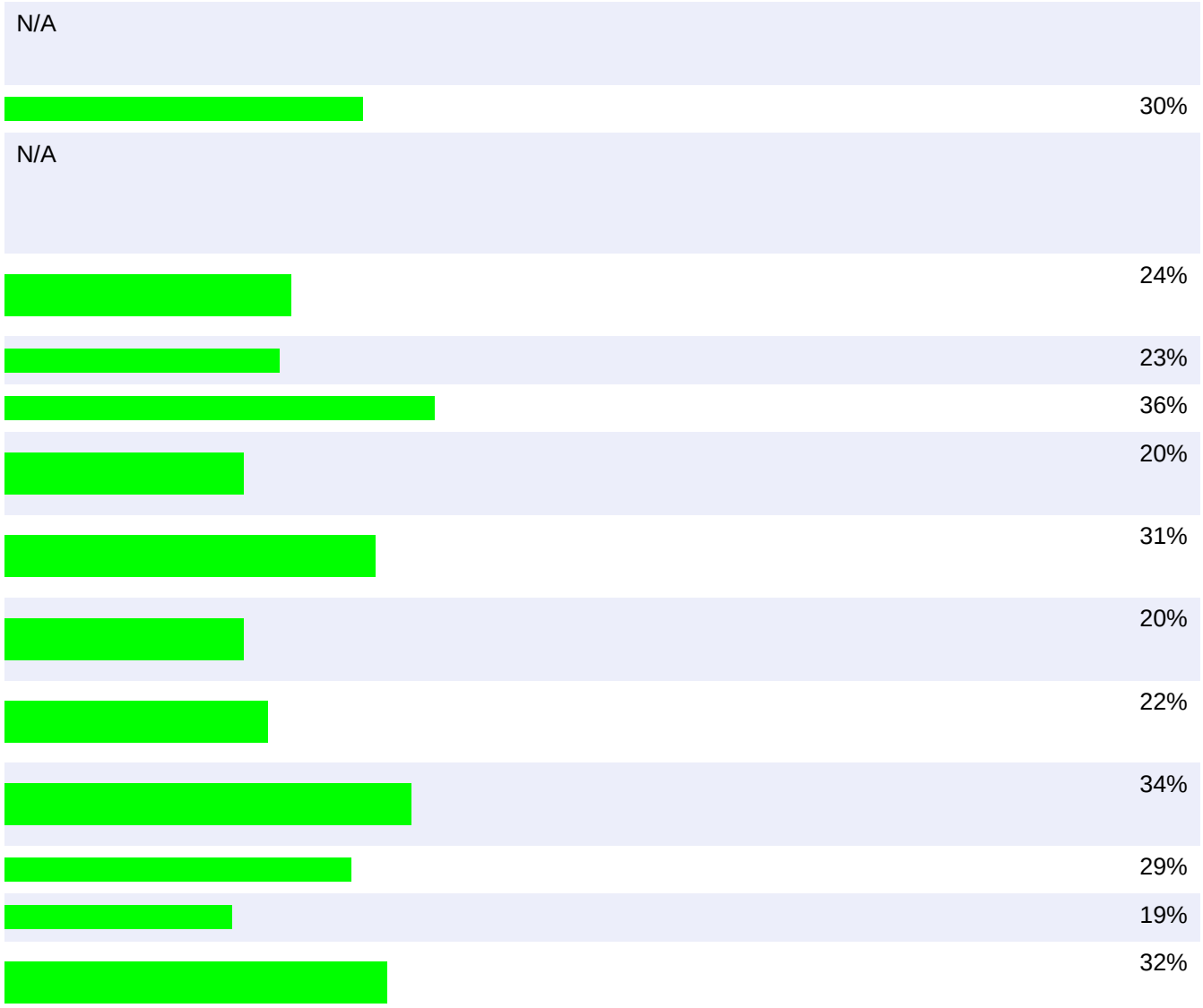

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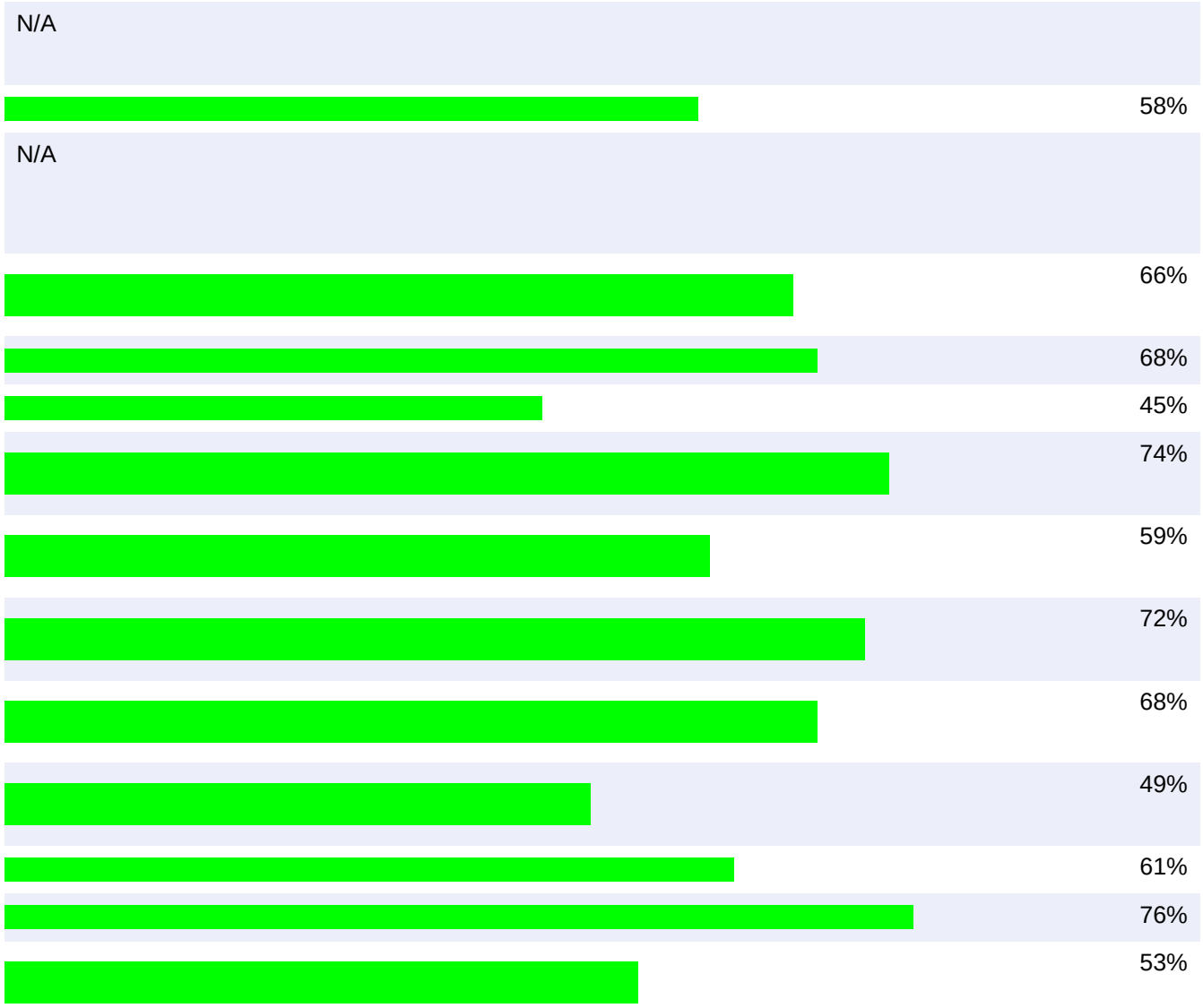

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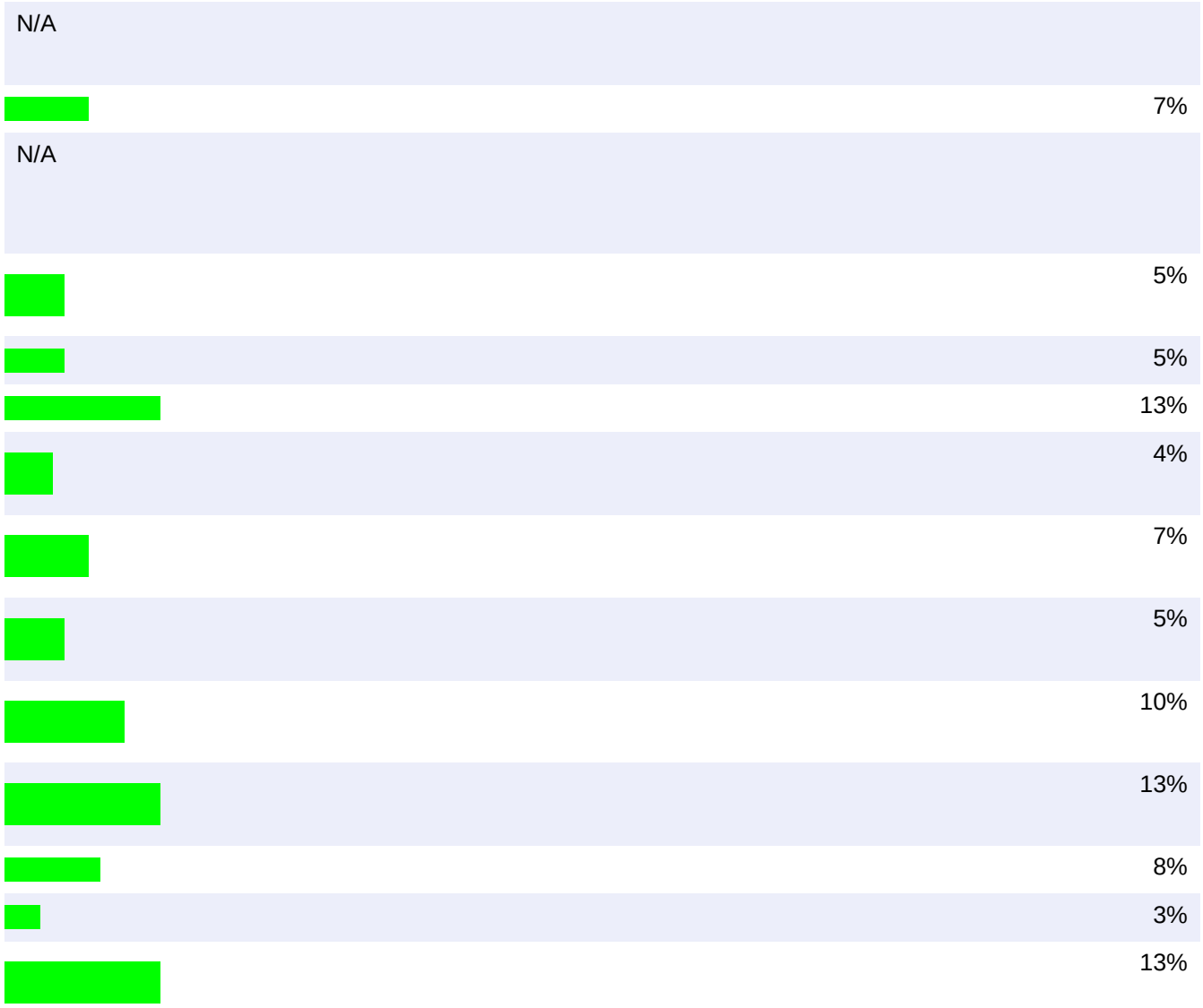

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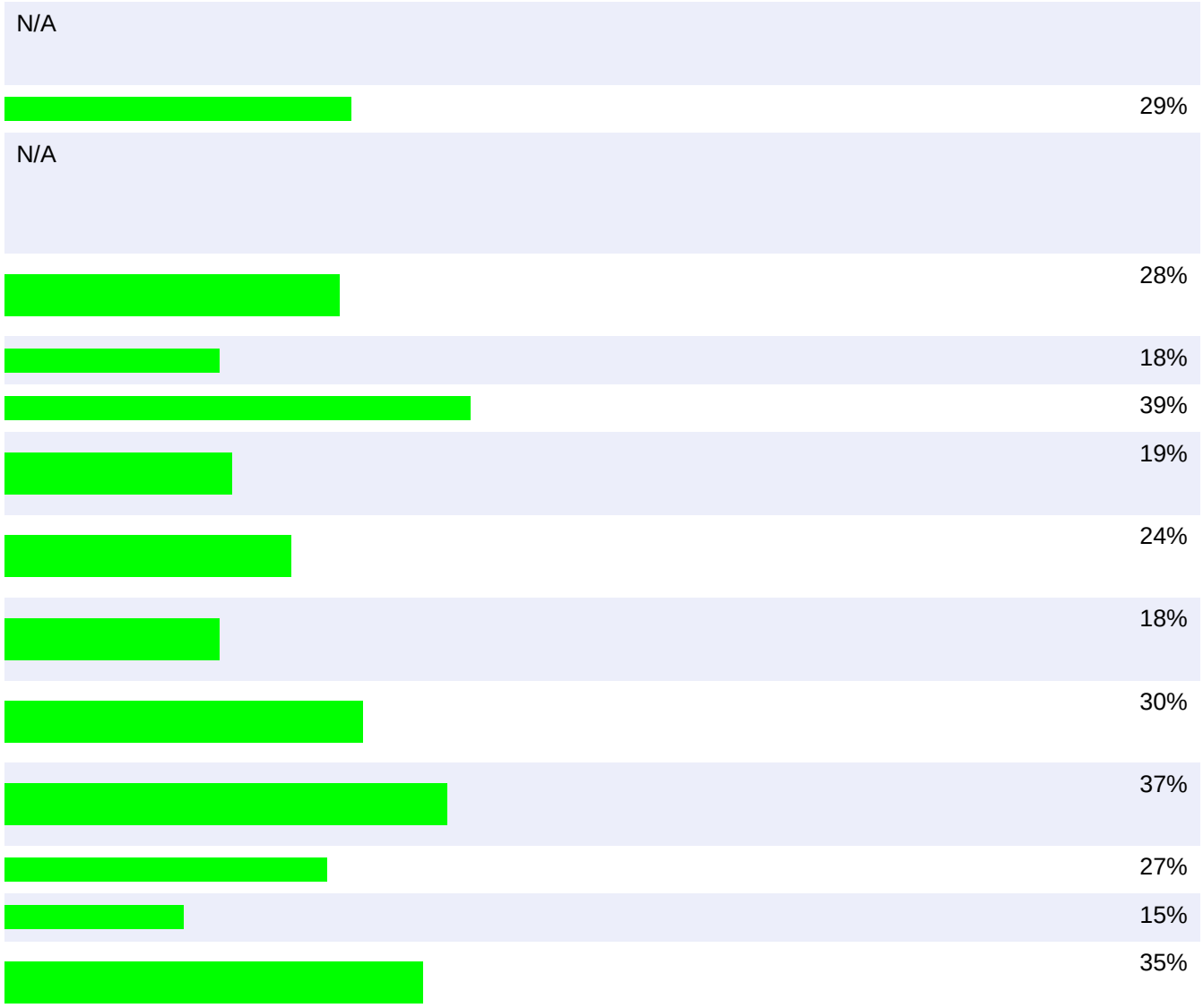

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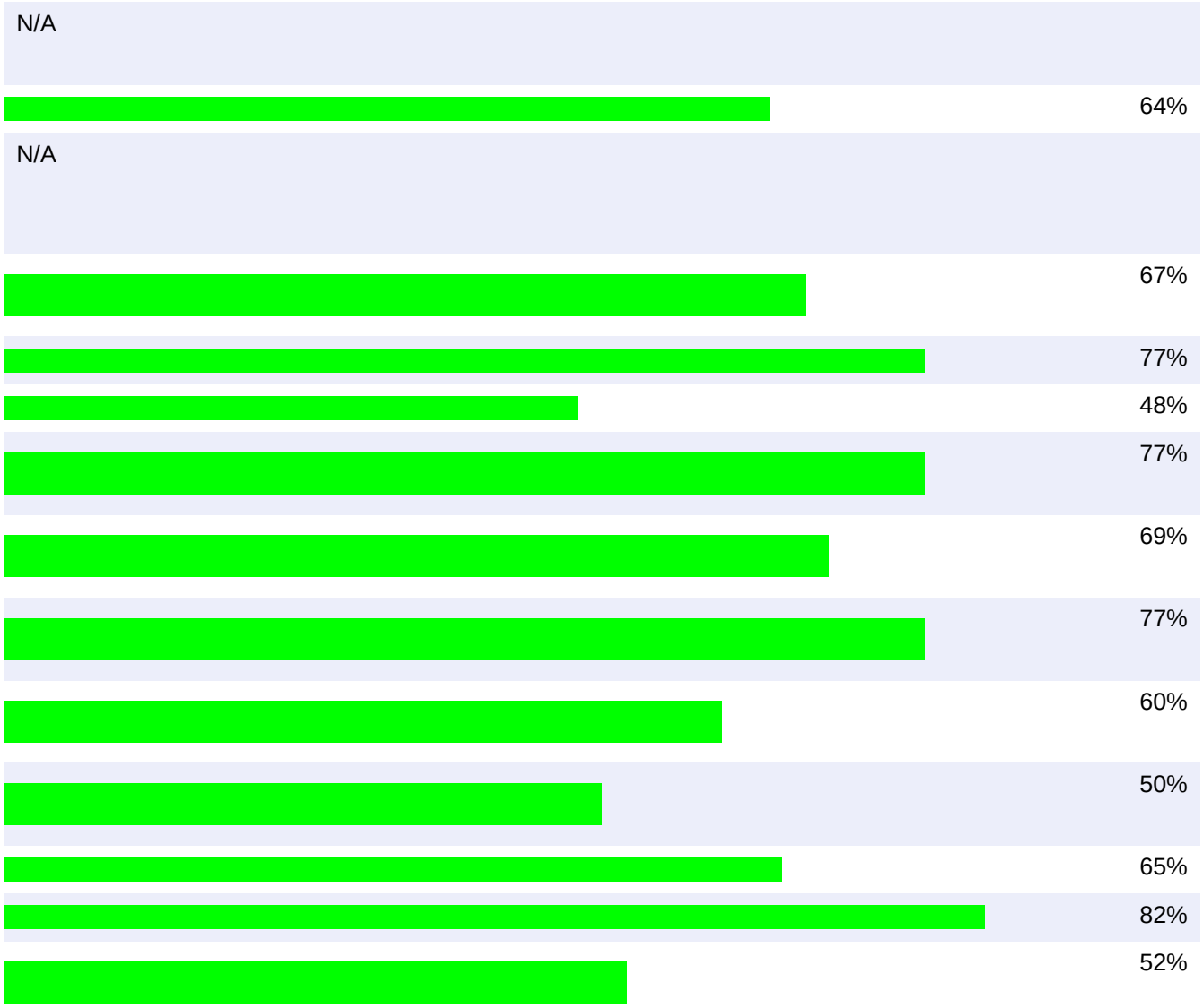

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A
300 or more
N/A
300 or more
300 or more
Between 100 and 299
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A		Survey results are not available for this reporting period
	33%	
N/A		No or very few patients were eligible for the HCAHPS survey. The scores shown, if any, reflect a very small number of surveys
	33%	
	35%	
	19%	
	36%	
	28%	
	25%	
	42%	
	19%	
	36%	
	32%	
	21%	

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

050747	COASTAL COMMUNITIES HOSPITAL	2701 S BRISTOL ST
050226	AHMC ANAHEIM REGIONAL MEDICAL CENTER	1111 W LA PALMA AVENUE
050426	WEST ANAHEIM MEDICAL CENTER	3033 W ORANGE AVENUE
050526	HUNTINGTON BEACH HOSPITAL	17772 BEACH BLVD
050746	WESTERN MEDICAL CENTER SANTA ANA	1001 NORTH TUSTIN AVENUE
050570	FOUNTAIN VALLEY REGIONAL HOSPITAL & MEDICAL CENTER	17100 EUCLID STREET
050099	SAN ANTONIO COMMUNITY HOSPITAL	999 SAN BERNARDINO RD
050168	ST JUDE MEDICAL CENTER	101 E VALENCIA MESA DRIVE
050589	PLACENTIA LINDA HOSPITAL	1301 N ROSE DRIVE
050709	DESERT VALLEY HOSPITAL	16850 BEAR VALLEY RD
050300	ST MARY MEDICAL CENTER	18300 HIGHWAY 18
050517	VICTOR VALLEY COMMUNITY HOSPITAL	15248 11TH ST
050298	BARSTOW COMMUNITY HOSPITAL	555 SOUTH SEVENTH AVENUE
050243	DESERT REGIONAL MEDICAL CENTER	1150 NORTH INDIAN CANYON DRIVE
051323	COLORADO RIVER MEDICAL	1401 BAILEY AVE

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	SANTA ANA	CA
	ANAHEIM	CA
	ANAHEIM	CA
	HUNTINGTON BEACH	CA
	SANTA ANA	CA
	FOUNTAIN VALLEY	CA
	UPLAND	CA
	FULLERTON	CA
	PLACENTIA	CA
	VICTORVILLE	CA
	APPLE VALLEY	CA
	VICTORVILLE	CA
	BARSTOW	CA
	PALM SPRINGS	CA
	NEEDLES	CA

92704	ORANGE	7147545454
92801	ORANGE	7147741450
92804	ORANGE	7148273000
92647	ORANGE	7148435000
92705	ORANGE	7149533331
92708	ORANGE	7149667200
91786	SAN BERNARDINO	7149852811
92835	ORANGE	7149923000
92870	ORANGE	7149932000
92395	SAN BERNARDINO	7602418000
92307	SAN BERNARDINO	7602422311
92392	SAN BERNARDINO	7602458691
92311	SAN BERNARDINO	7602561761
92262	RIVERSIDE	7603236511
92363	SAN BERNARDINO	7603264531

HCAHPS VHA WC March 2010

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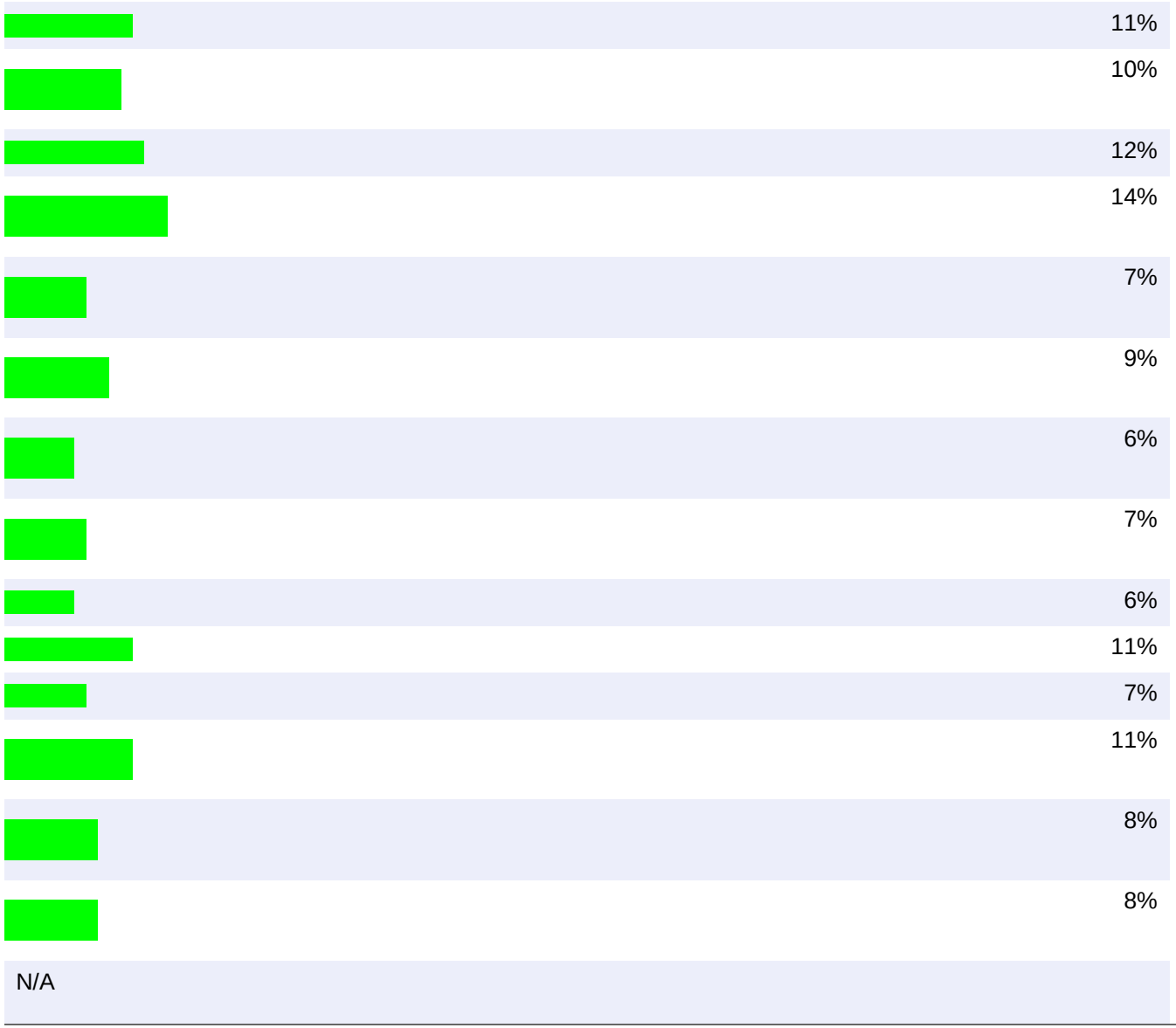

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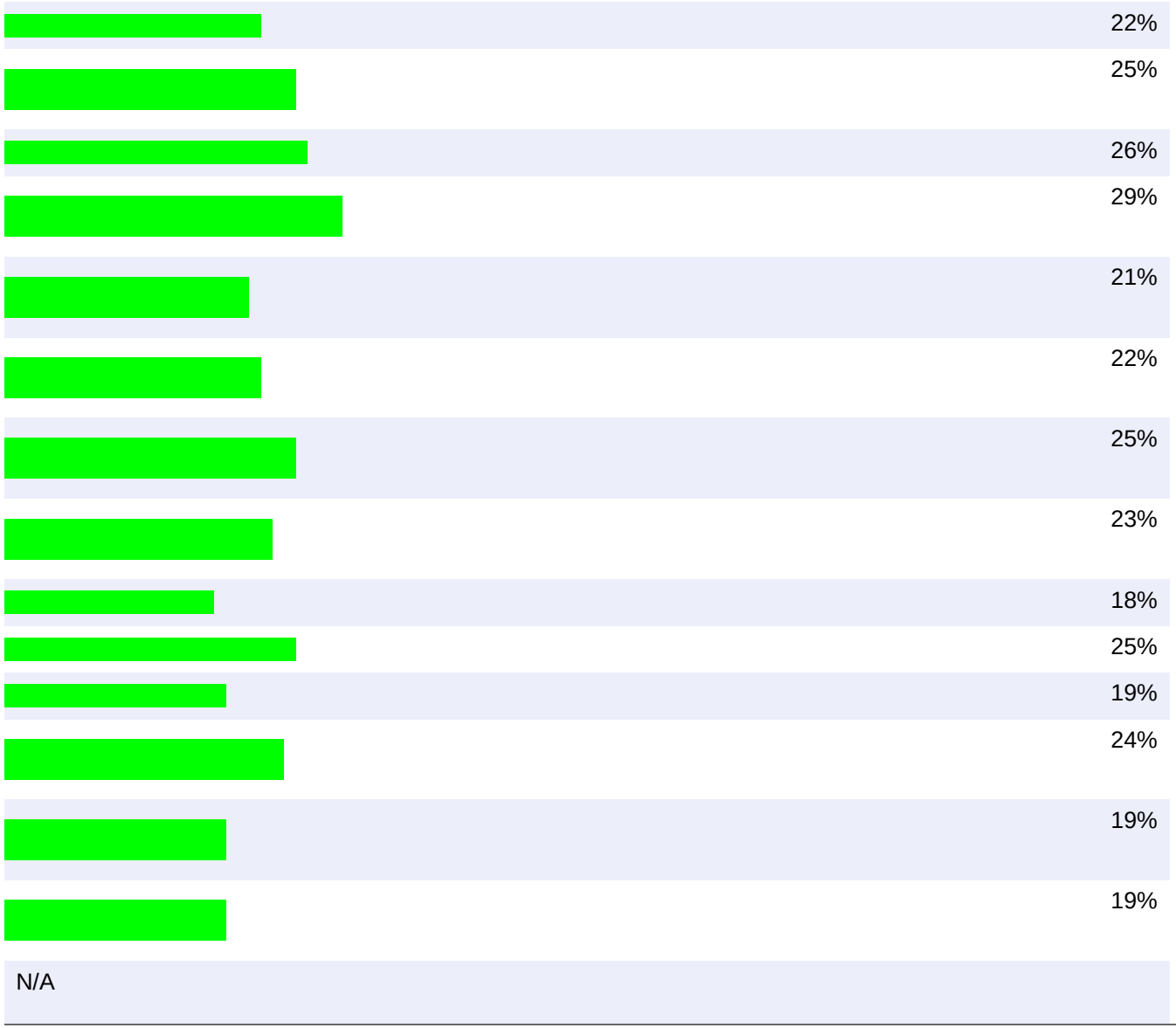

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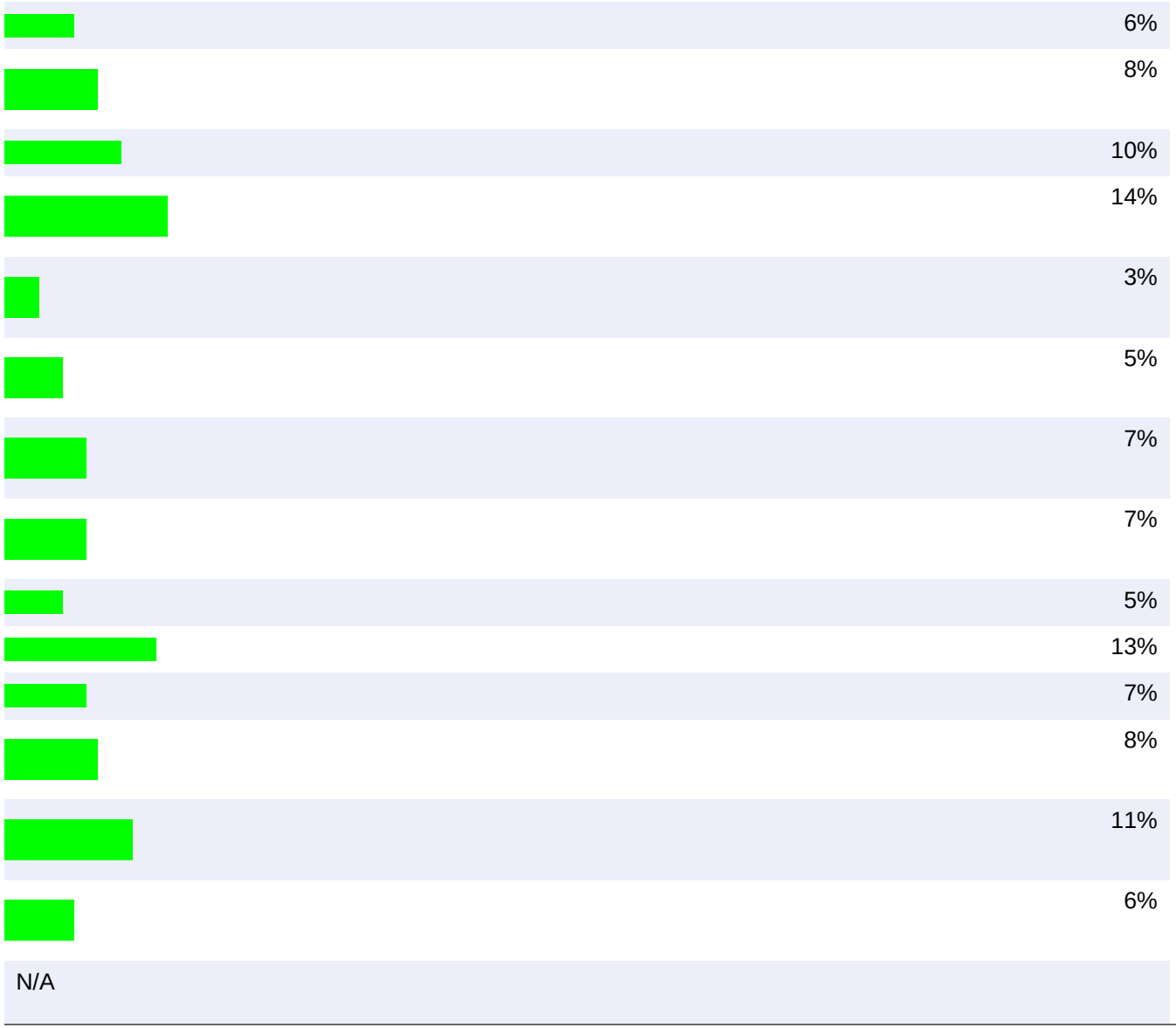

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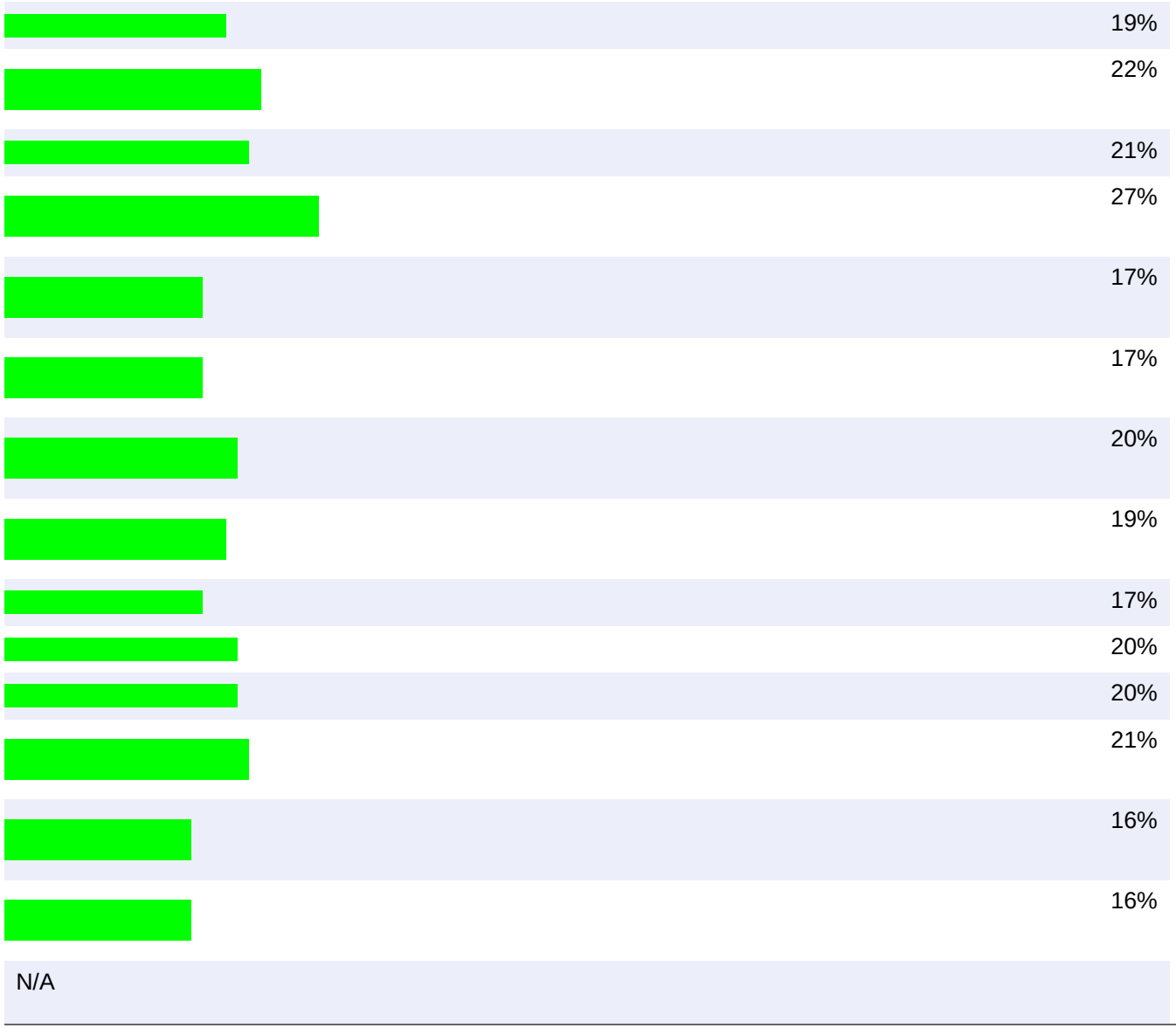

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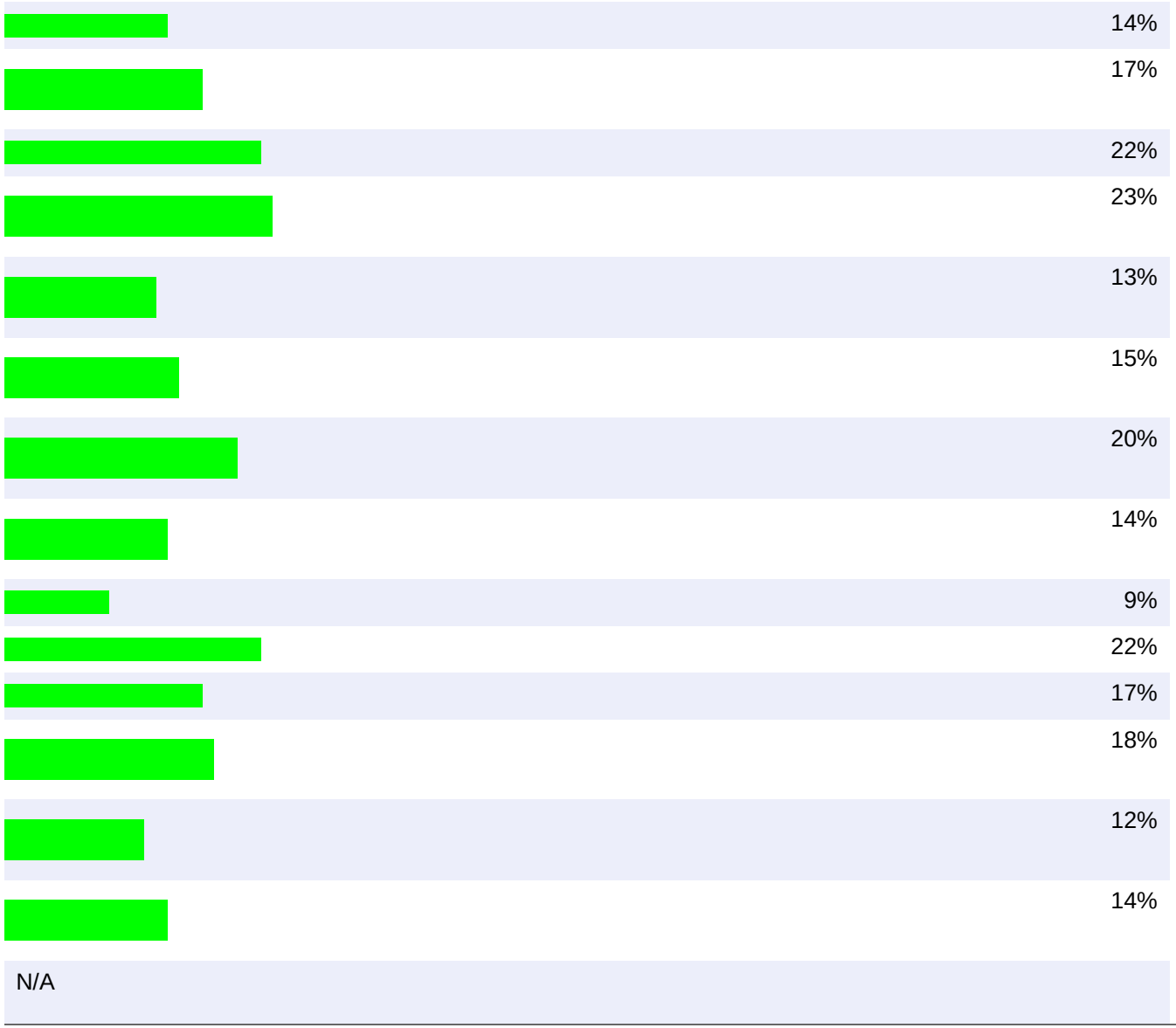

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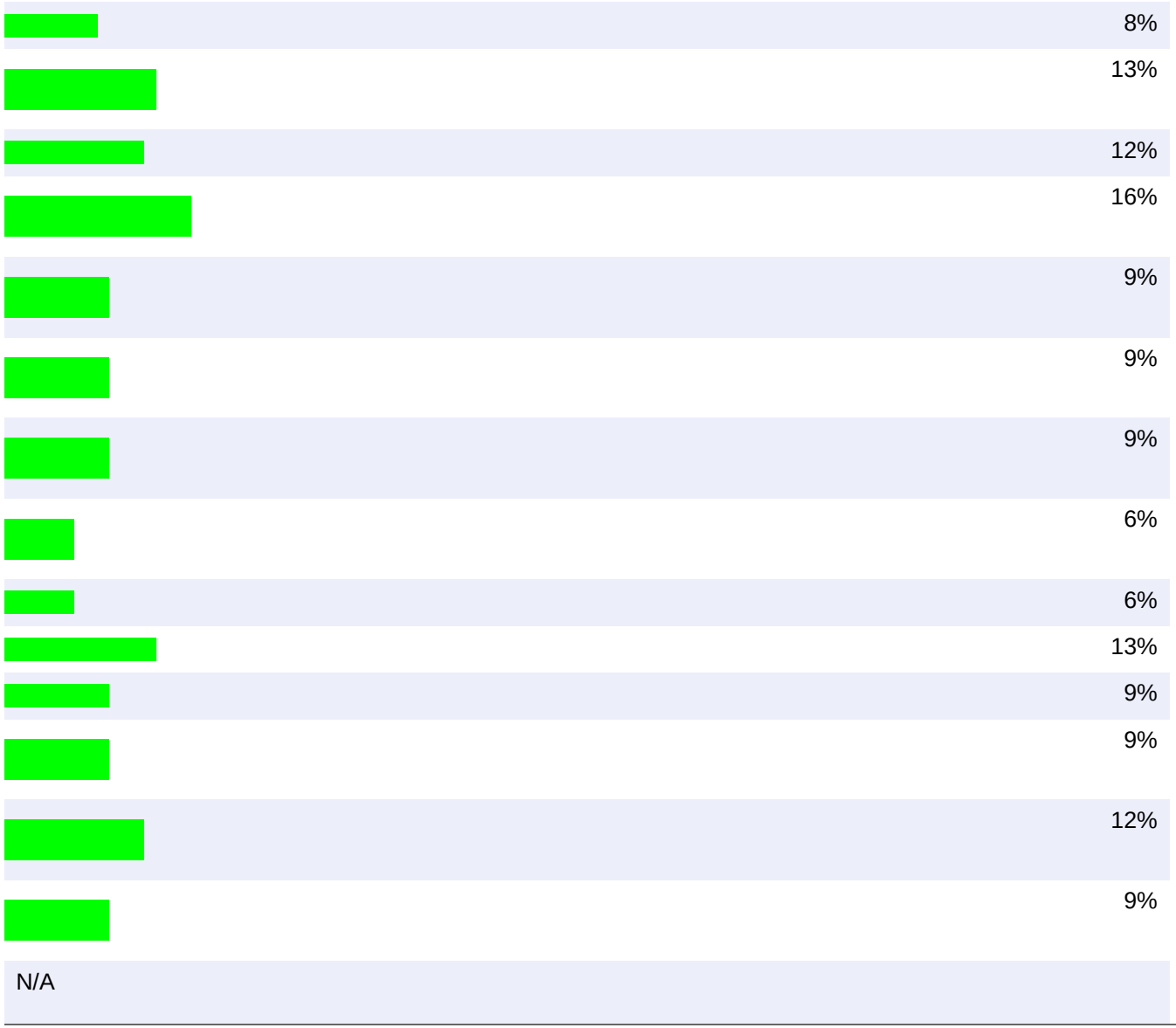

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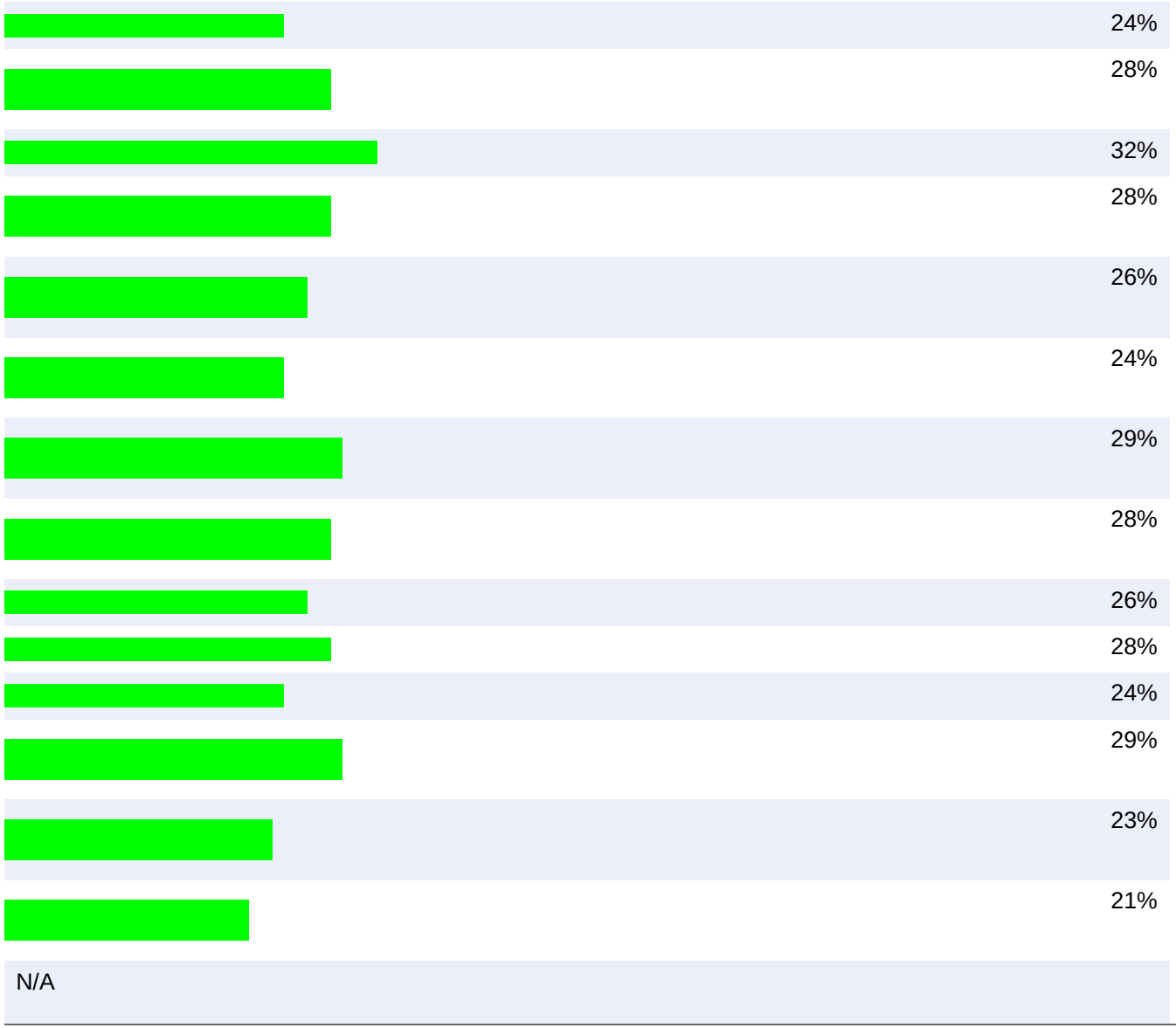

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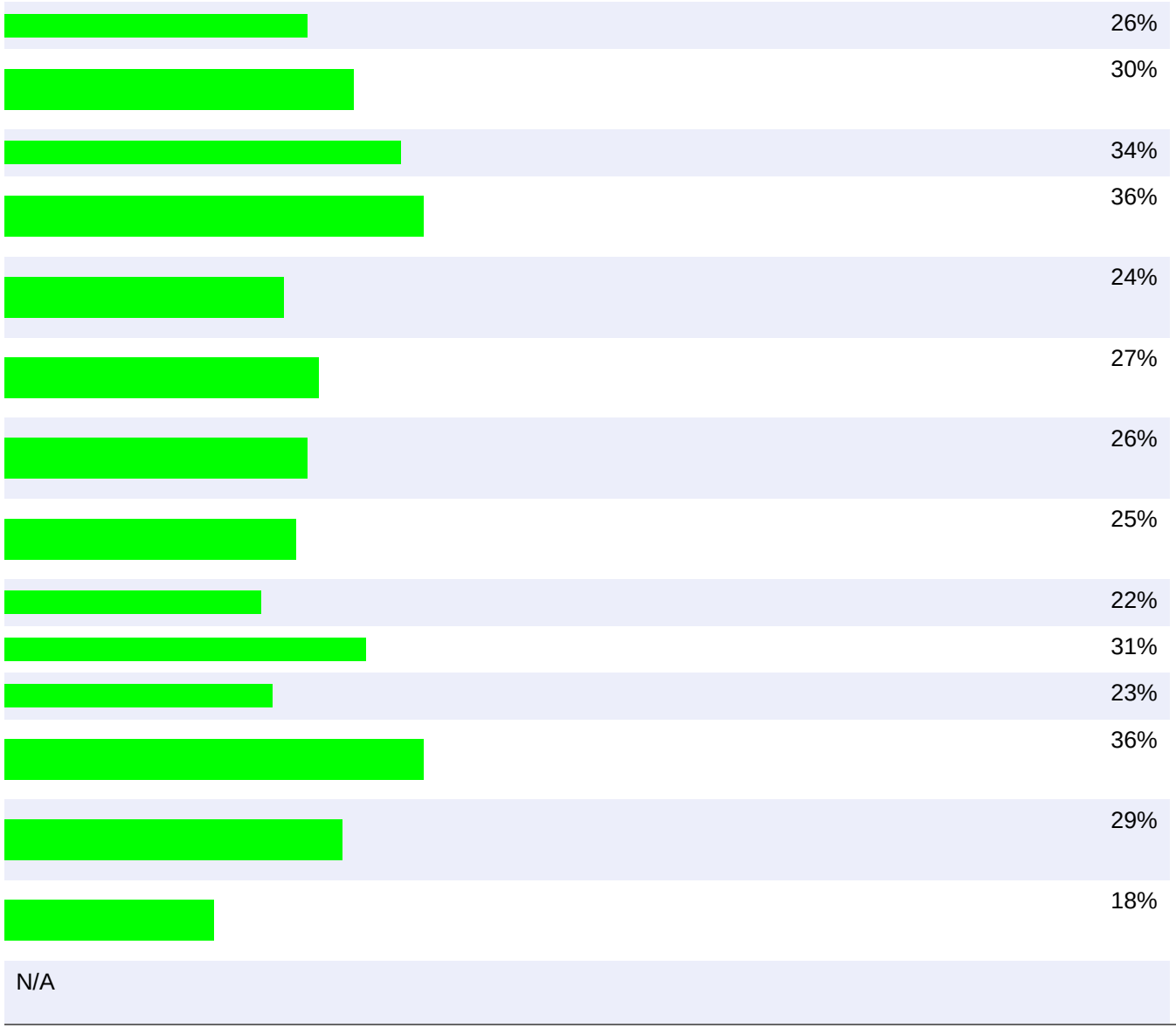

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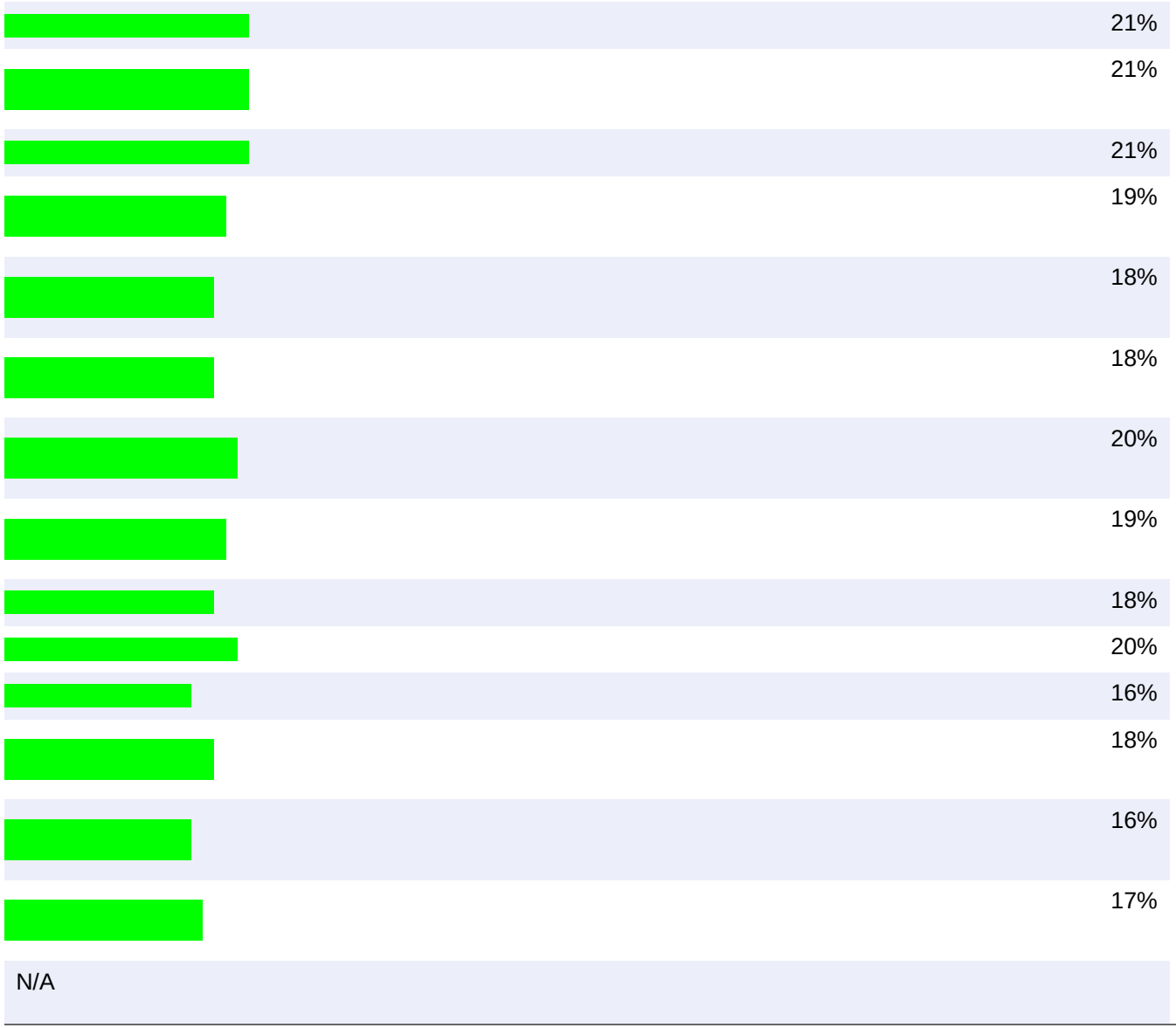

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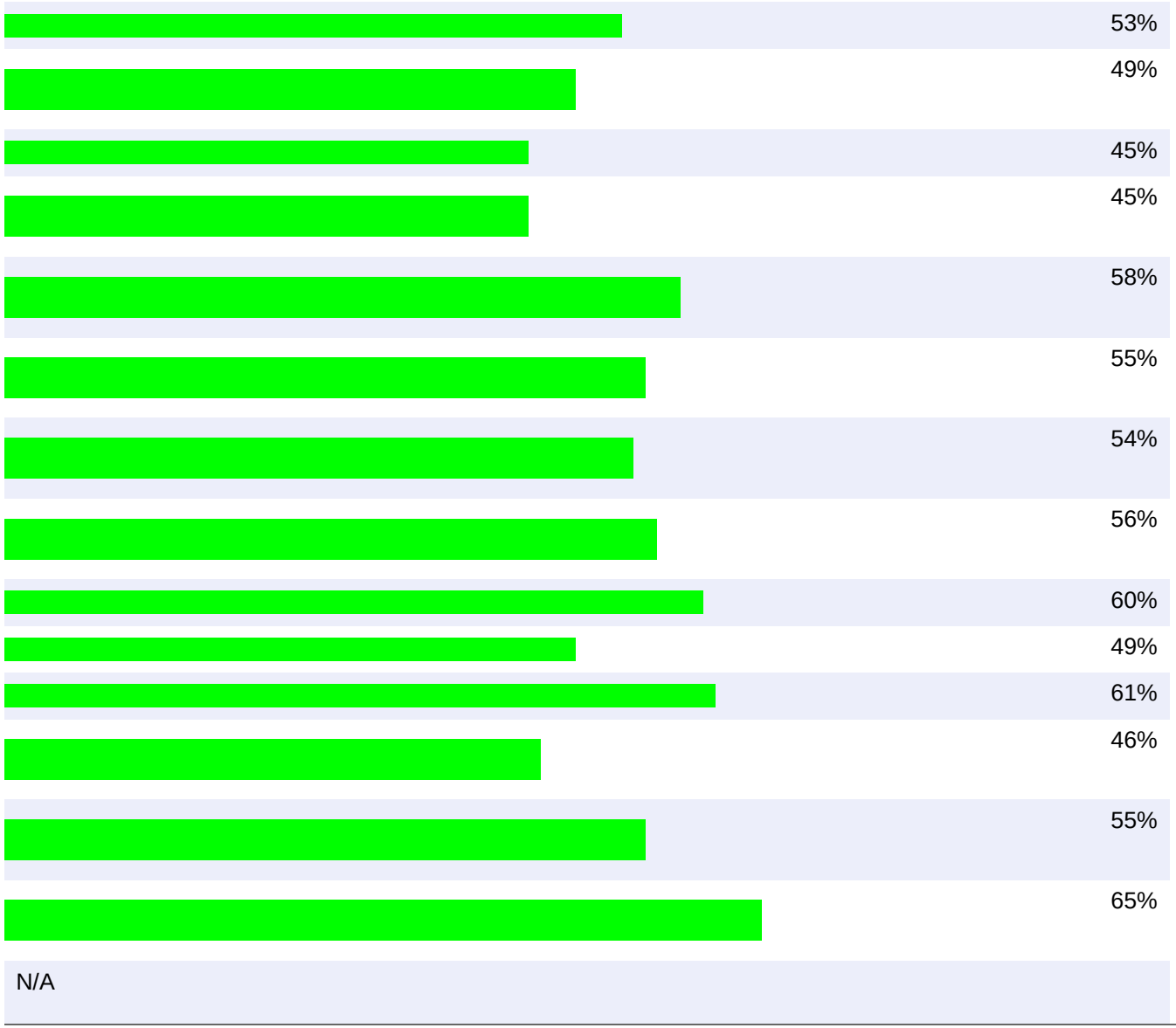

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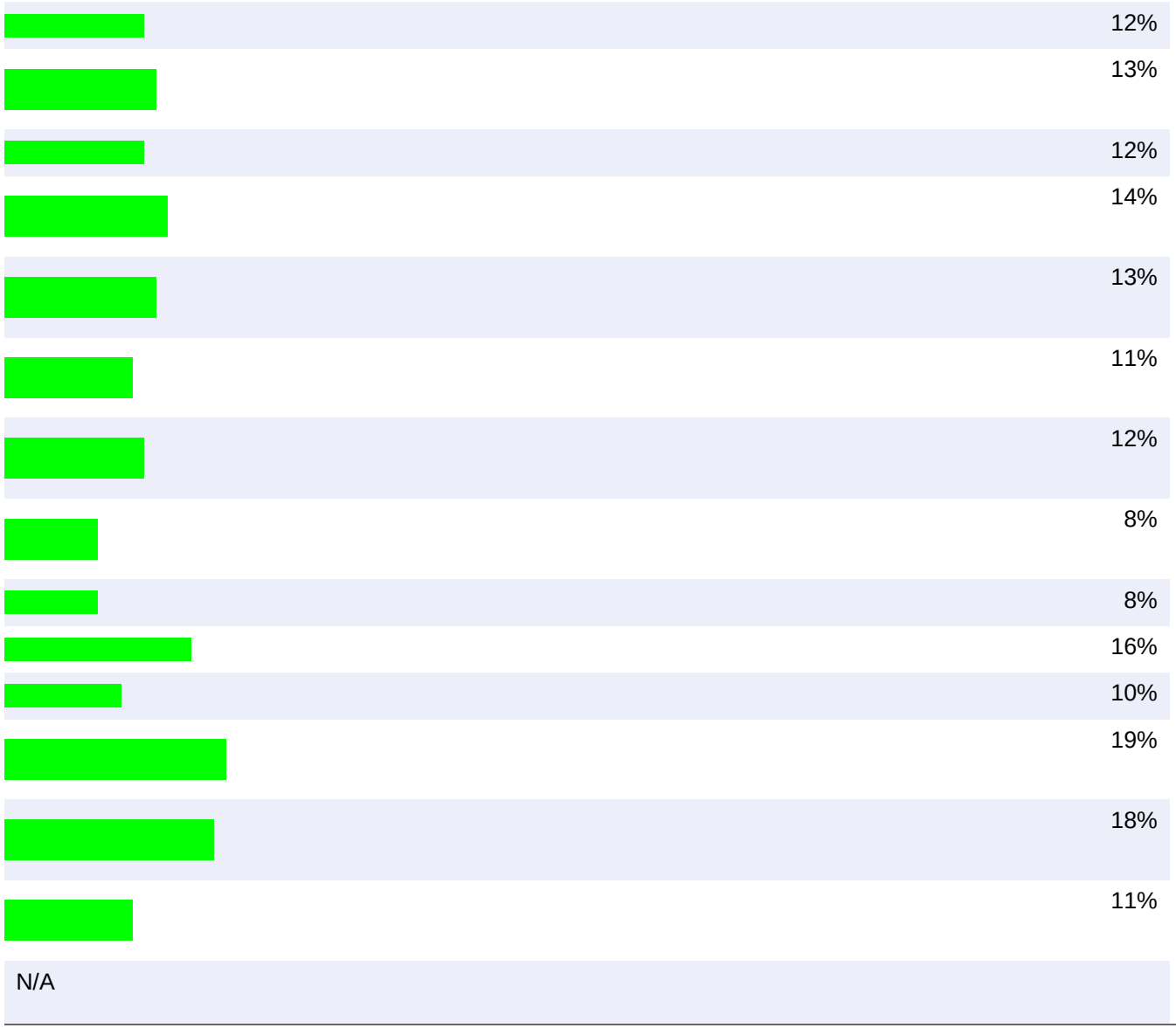

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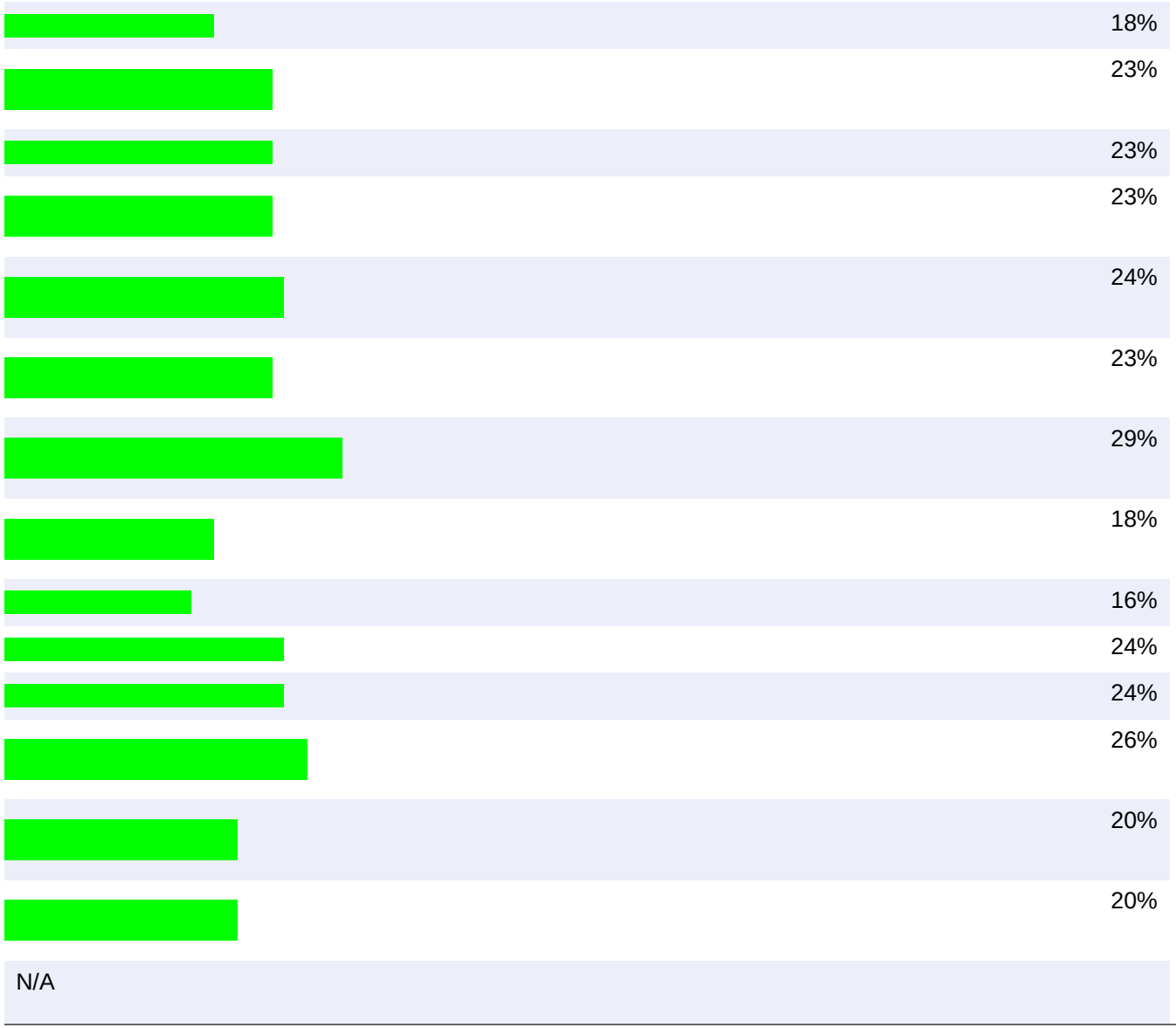

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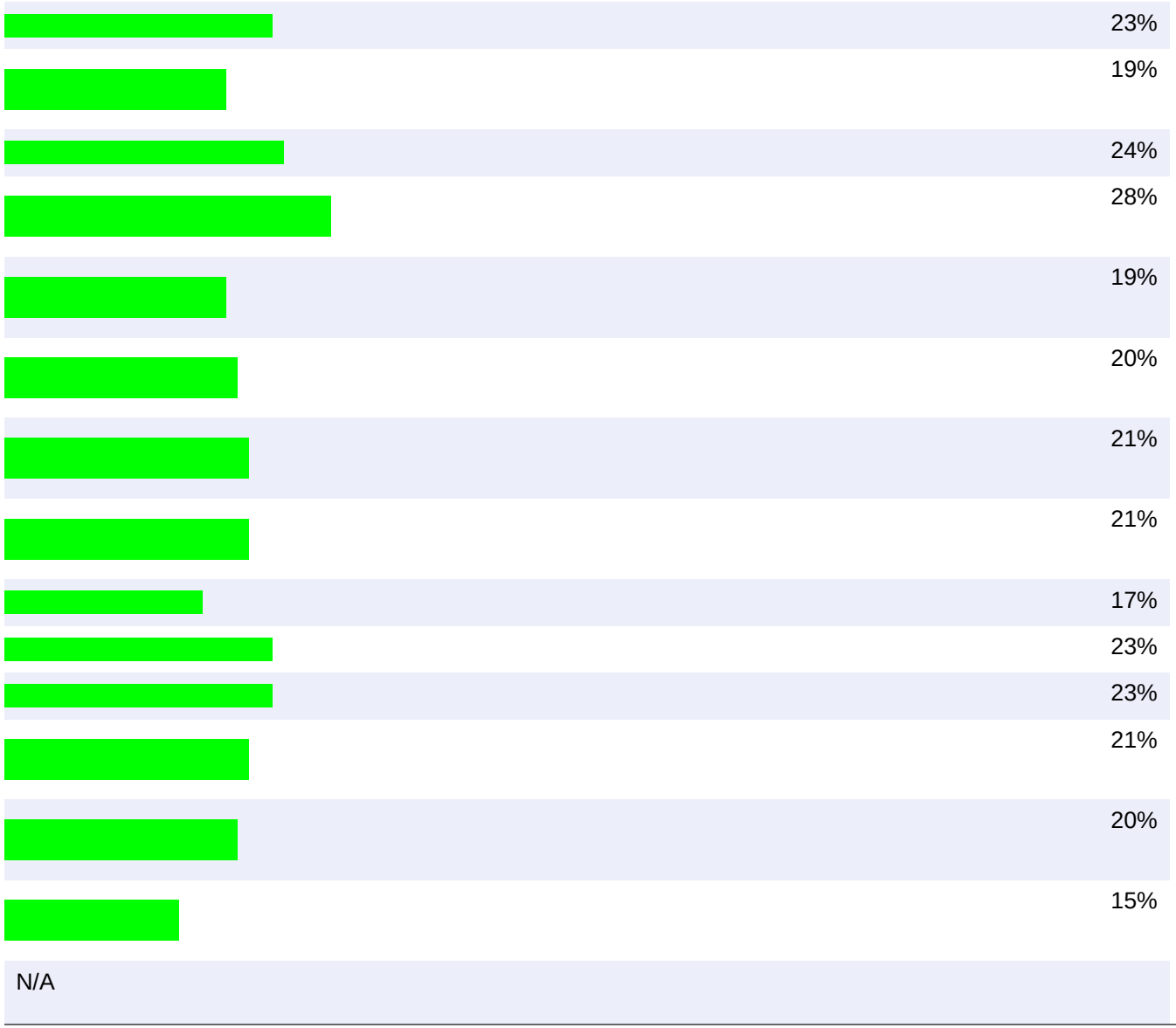

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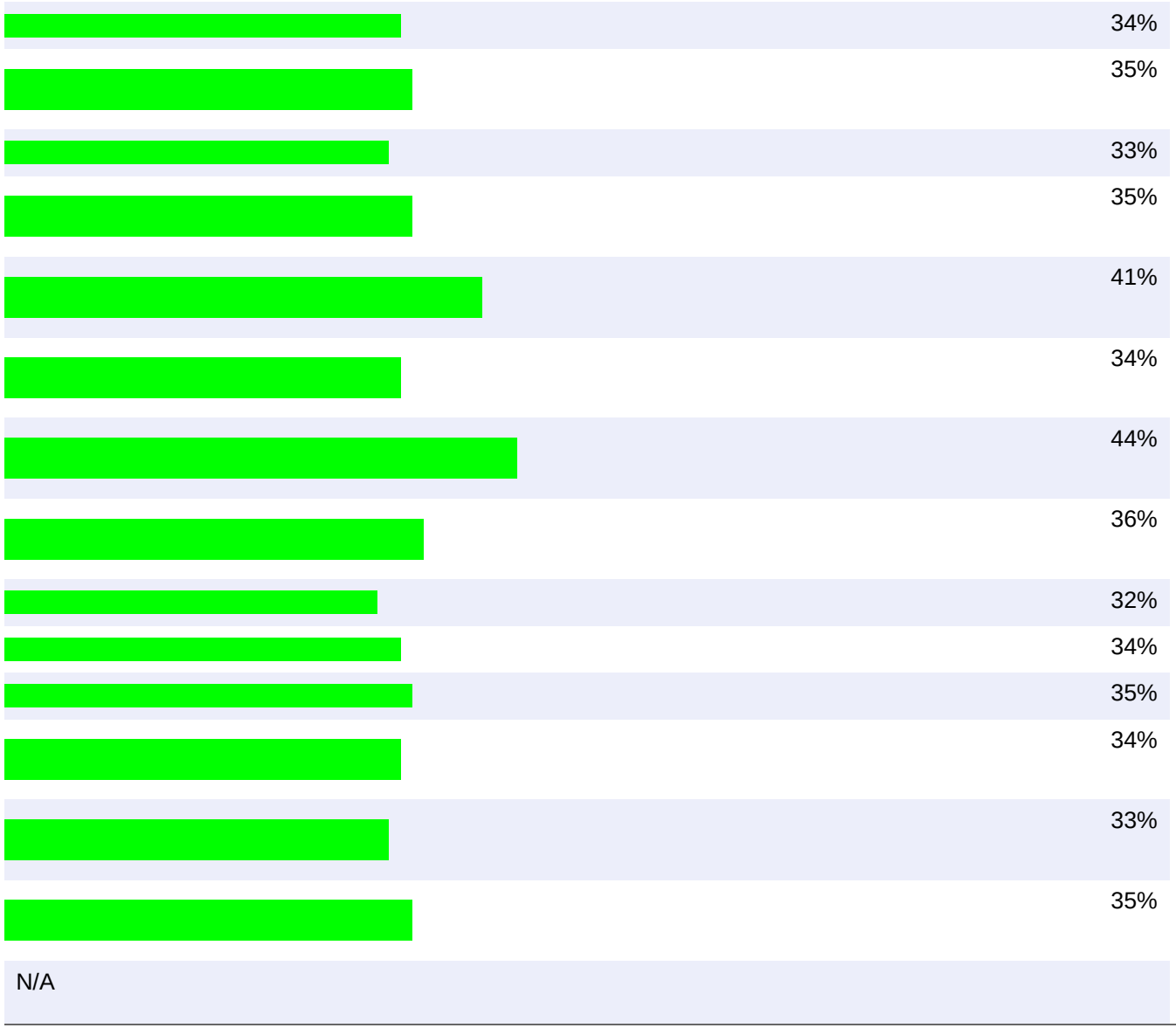

HCAHPS VHA WC March 2010

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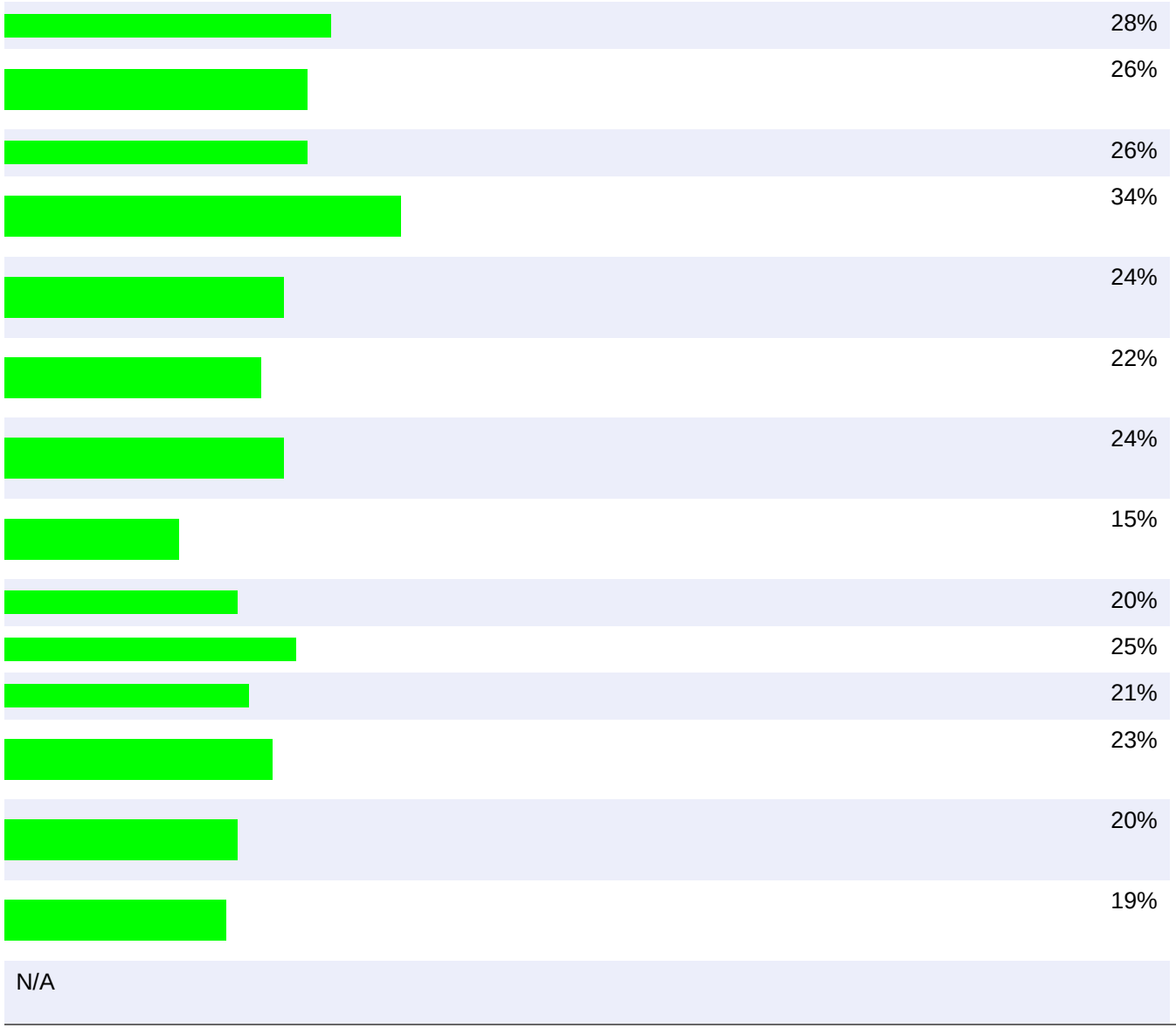

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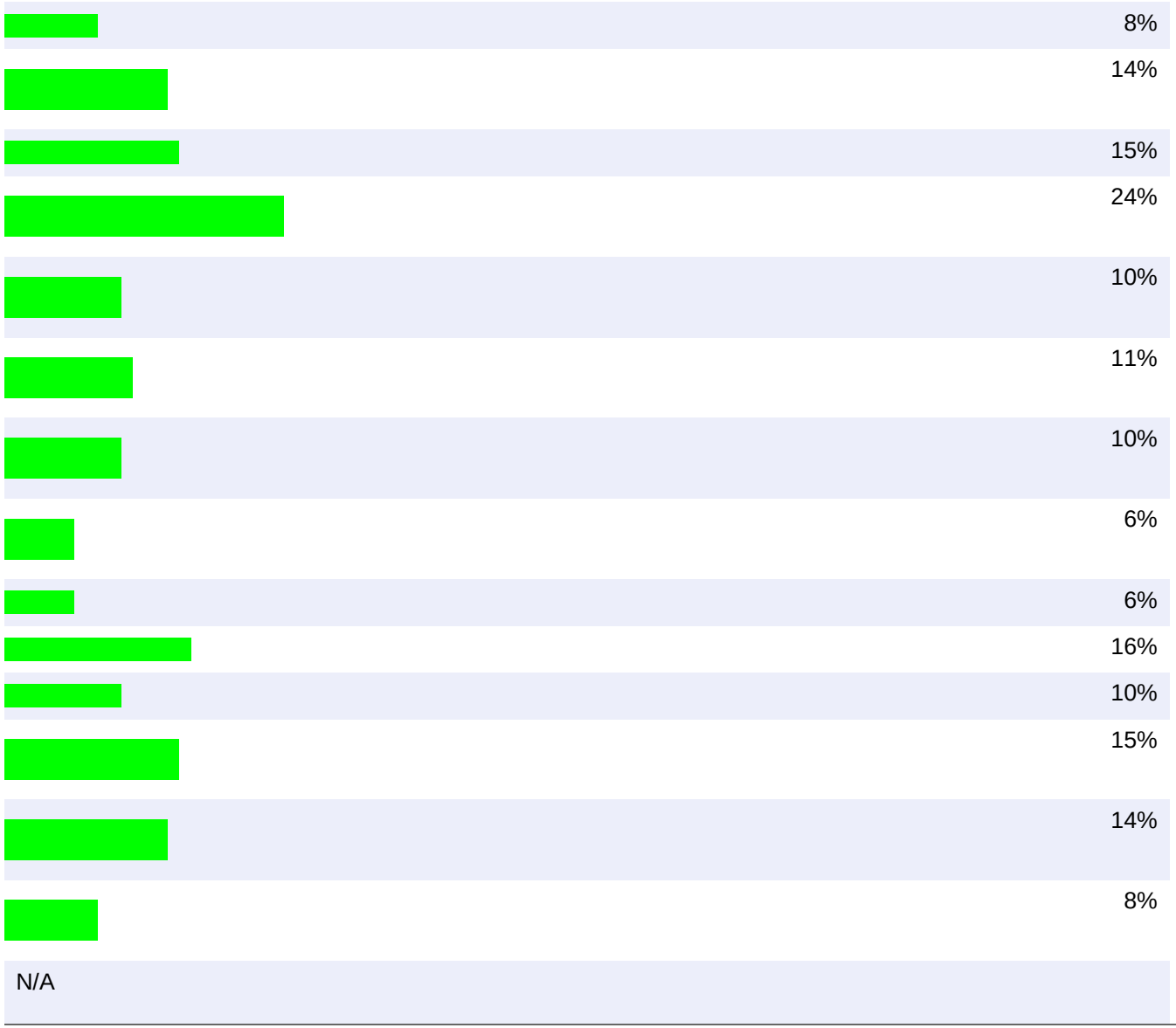

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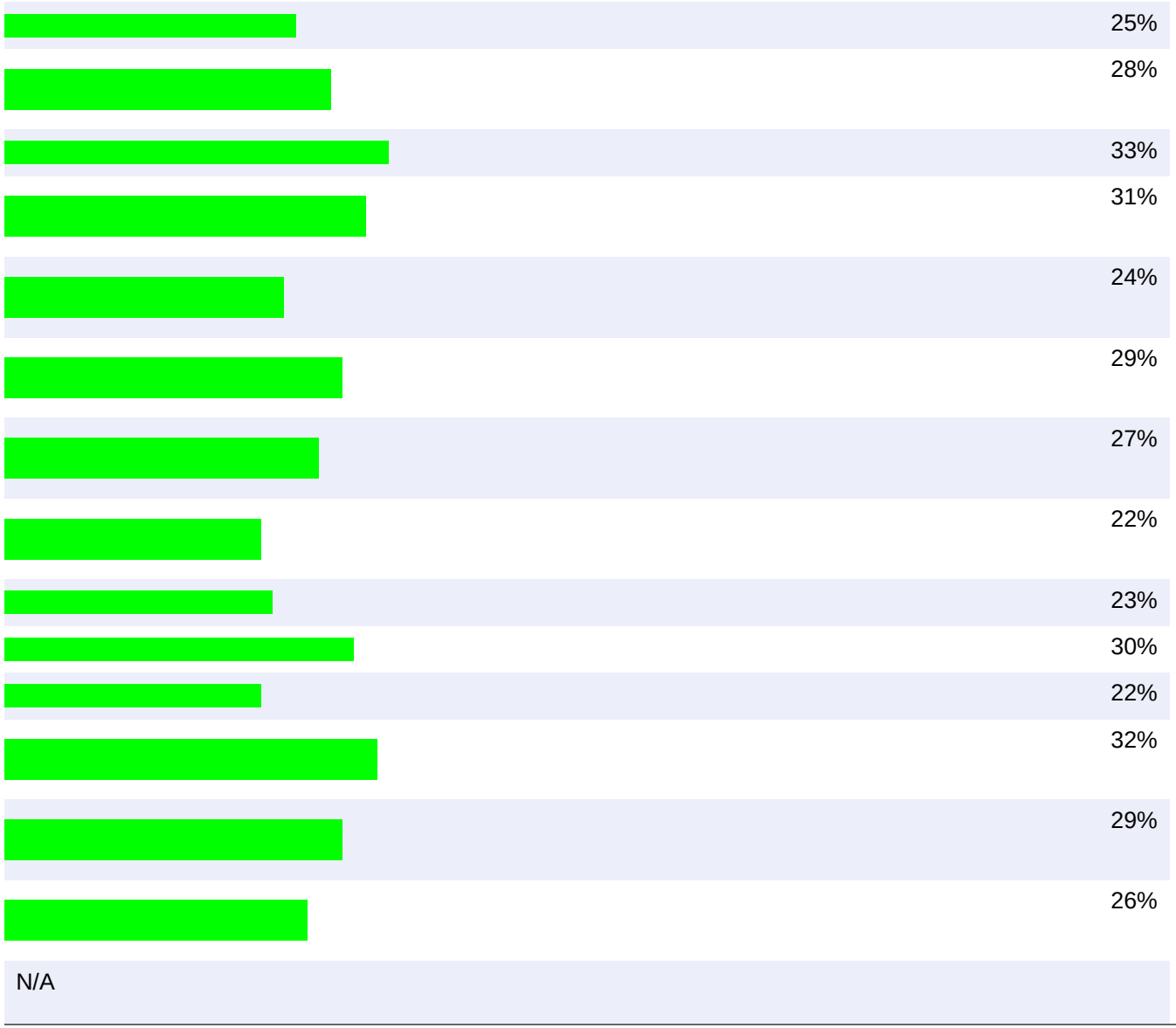

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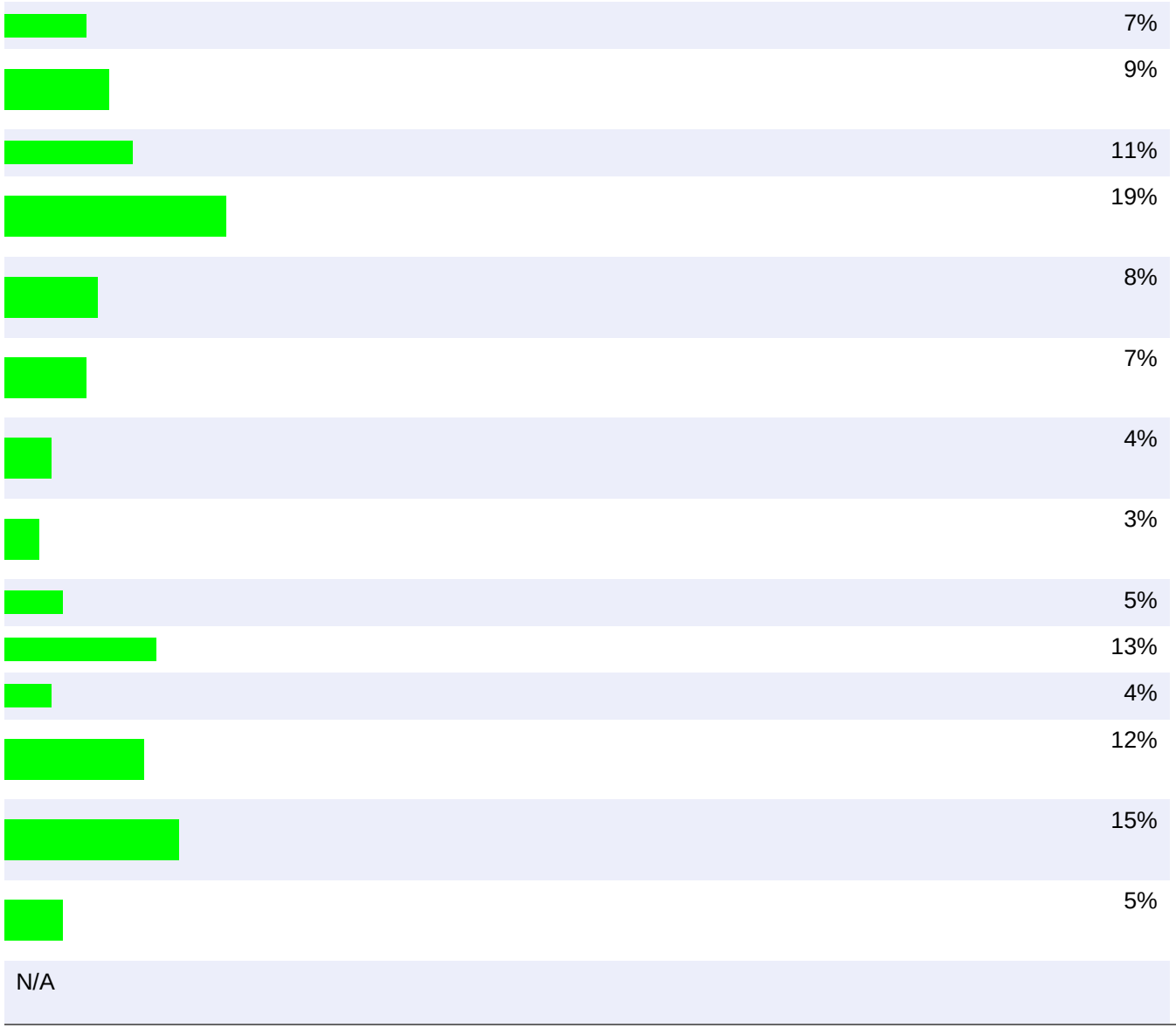

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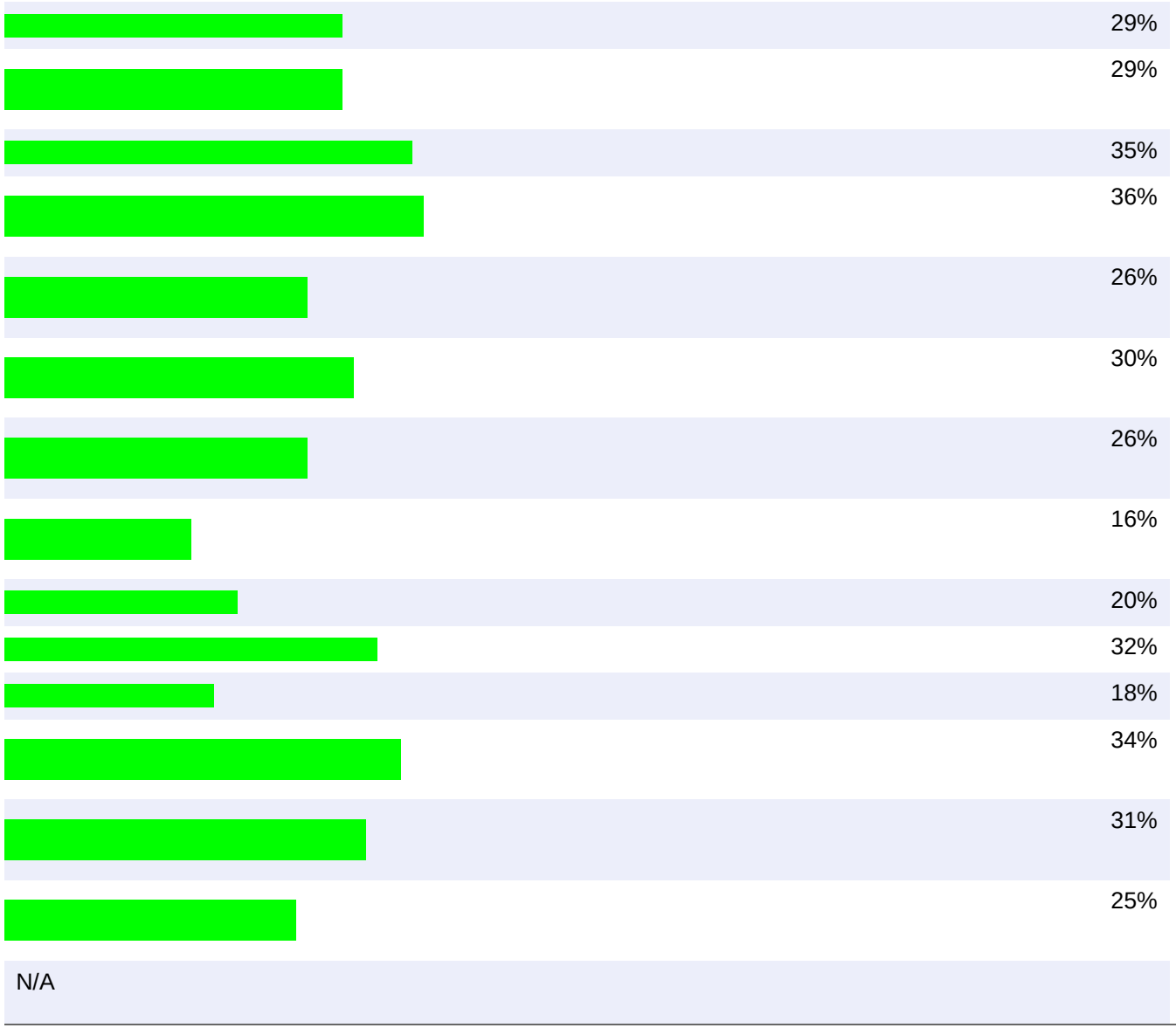

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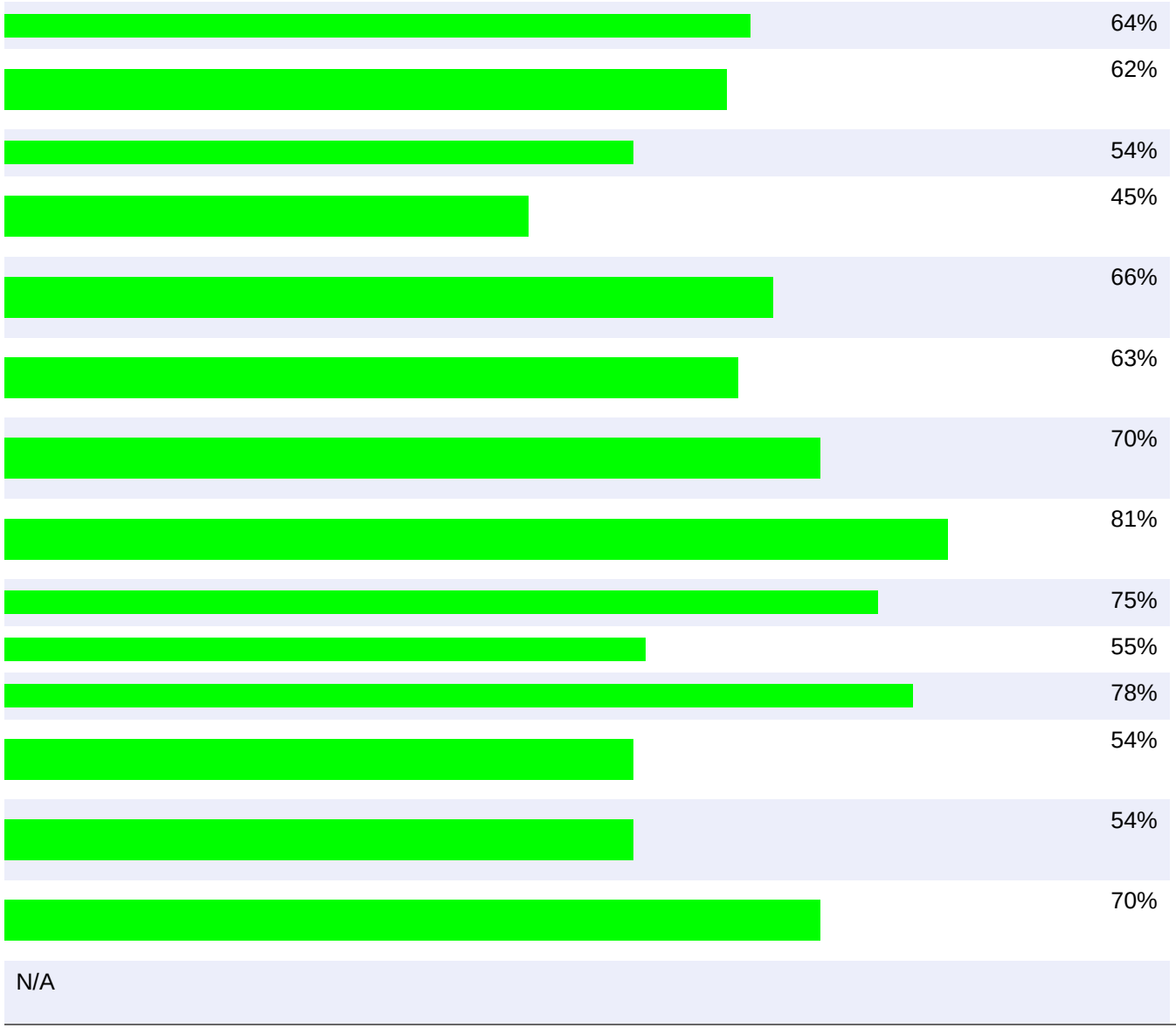

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more
300 or more
300 or more
300 or more
300 or more
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300 or more
300 or more
300 or more
300 or more
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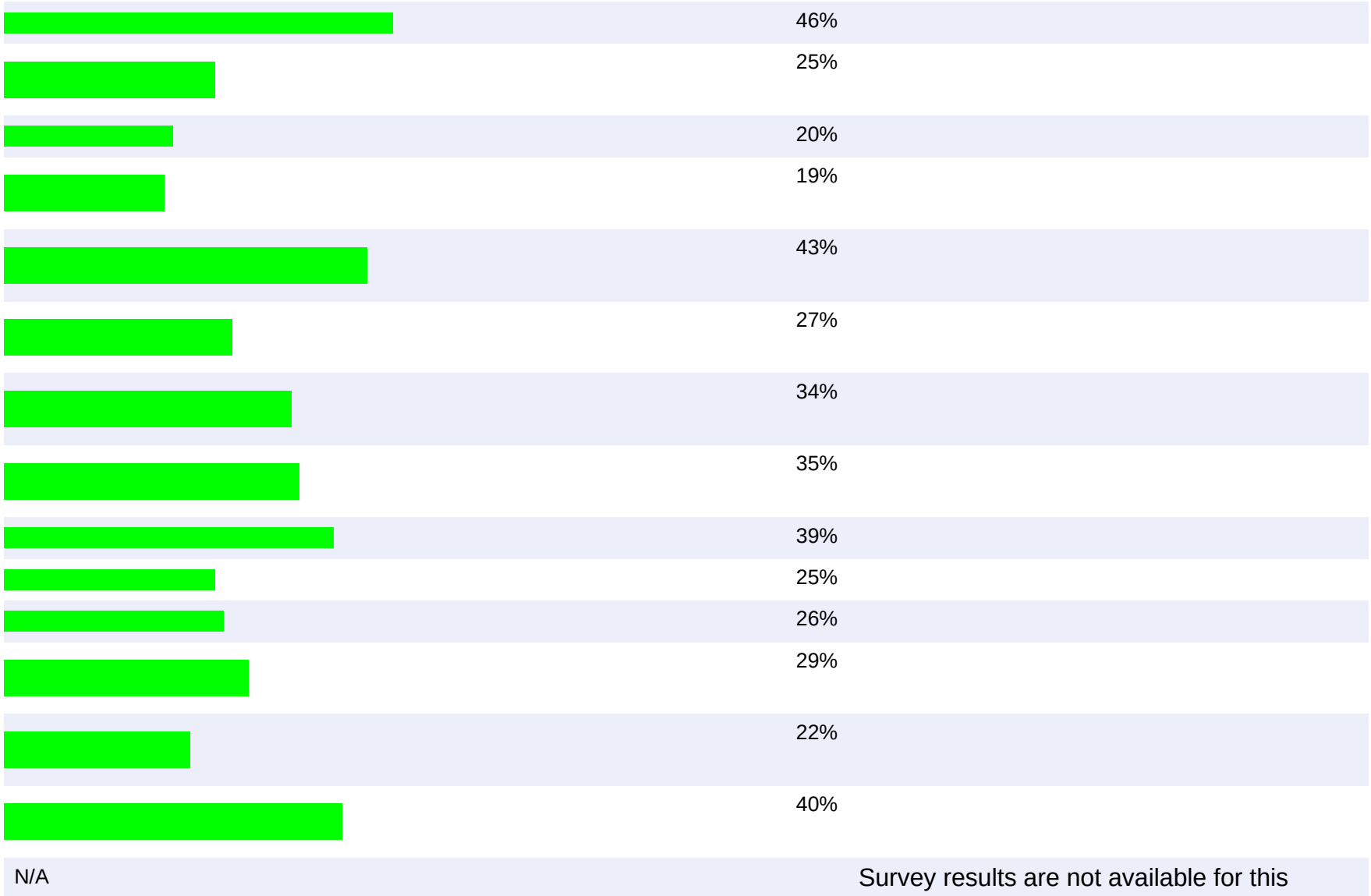
300 or more
300 or more
300 or more
N/A

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)



HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	CENTER	
050045	EL CENTRO REGIONAL MEDICAL CENTER	1415 ROSS AVENUE
050573	EISENHOWER MEDICAL CENTER	39-000 BOB HOPE DRIVE
050534	JOHN F KENNEDY MEMORIAL HOSPITAL, INC	47-111 MONROE STREET
050342	PIONEERS MEMORIAL HEALTHCARE DISTRICT	207 W LEGION ROAD
050279	HI-DESERT MEDICAL CENTER	6601 WHITE FEATHER ROAD
051314	KERN VALLEY HEALTHCARE DISTRICT	6412 LAUREL AVE
050448	RIDGECREST REGIONAL HOSPITAL	1081 NORTH CHINA LAKE BLVD
050128	TRI-CITY MEDICAL CENTER	4002 VISTA WAY
050435	FALLBROOK HOSPITAL	624 E ELDER ST
050115	PALOMAR MEDICAL CENTER	555 E VALLEY PARKWAY
050503	SCRIPPS MEMORIAL HOSPITAL - ENCINITAS	354 SANTA FE DRIVE
051324	NORTHERN INYO HOSPITAL	150 PIONEER LANE
051302	SOUTHERN INYO HOSPITAL	501 EAST LOCUST STREET
050423	PALO VERDE HOSPITAL	250 NORTH FIRST STREET
050616	ST JOHNS PLEASANT VALLEY	2309 ANTONIO AVE

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	EL CENTRO	CA
	RANCHO MIRAGE	CA
	INDIO	CA
	BRAWLEY	CA
	JOSHUA TREE	CA
	LAKE ISABELLA	CA
	RIDGECREST	CA
	OCEANSIDE	CA
	FALLBROOK	CA
	ESCONDIDO	CA
	ENCINITAS	CA
	BISHOP	CA
	LONE PINE	CA
	BLYTHE	CA
	CAMARILLO	CA

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

92243	IMPERIAL	7603397100
92270	RIVERSIDE	7603403911
92201	RIVERSIDE	7603476191
92227	IMPERIAL	7603513333
92252	SAN BERNARDINO	7603666285
93240	KERN	7603792681
93555	KERN	7604463551
92056	SAN DIEGO	7607248411
92028	SAN DIEGO	7607281191
92025	SAN DIEGO	7607393000
92024	SAN DIEGO	7607536501
93514	INYO	7608735811
93545	INYO	7608765501
92225	RIVERSIDE	7609224115
93010	VENTURA	8053895800

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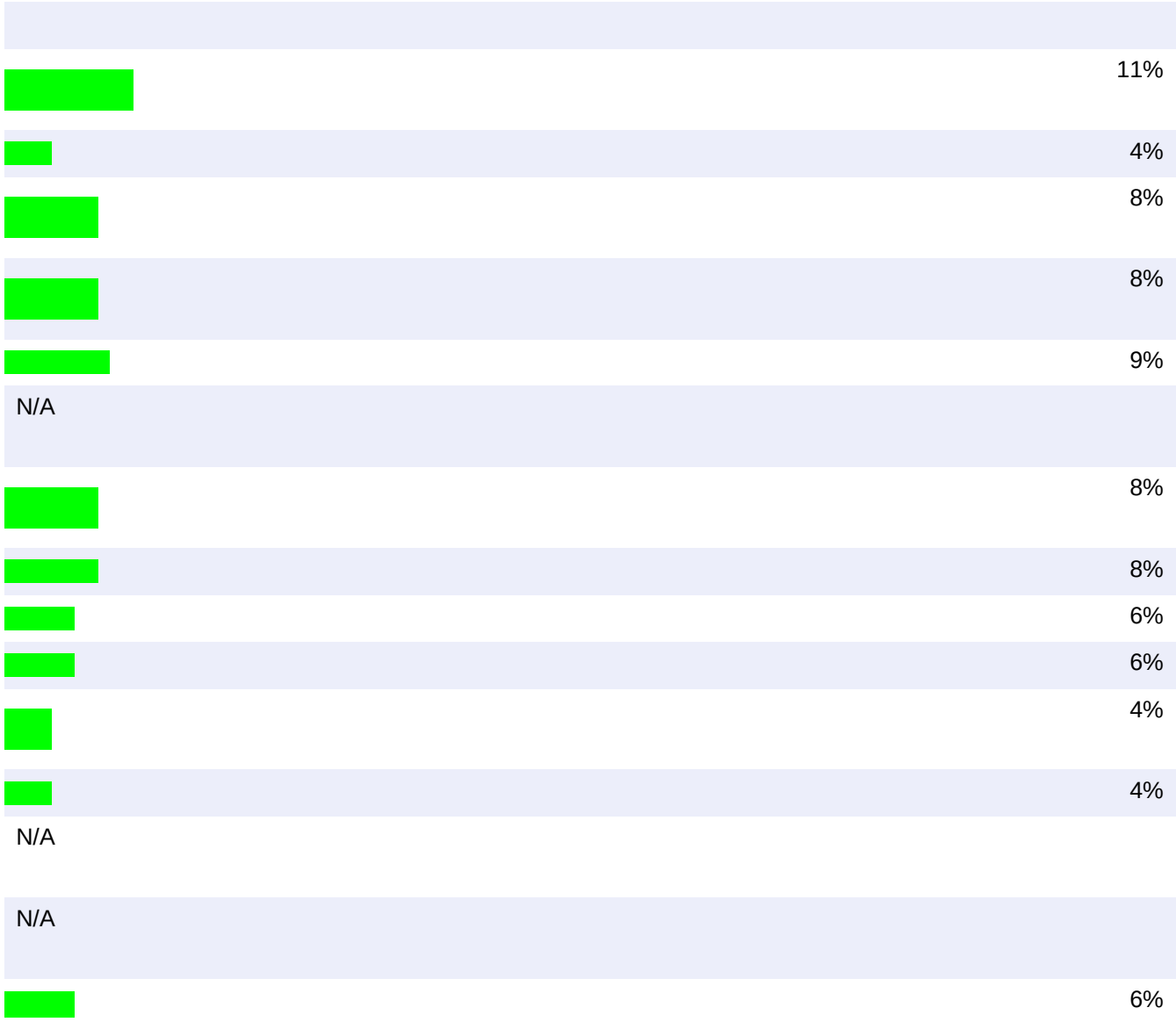

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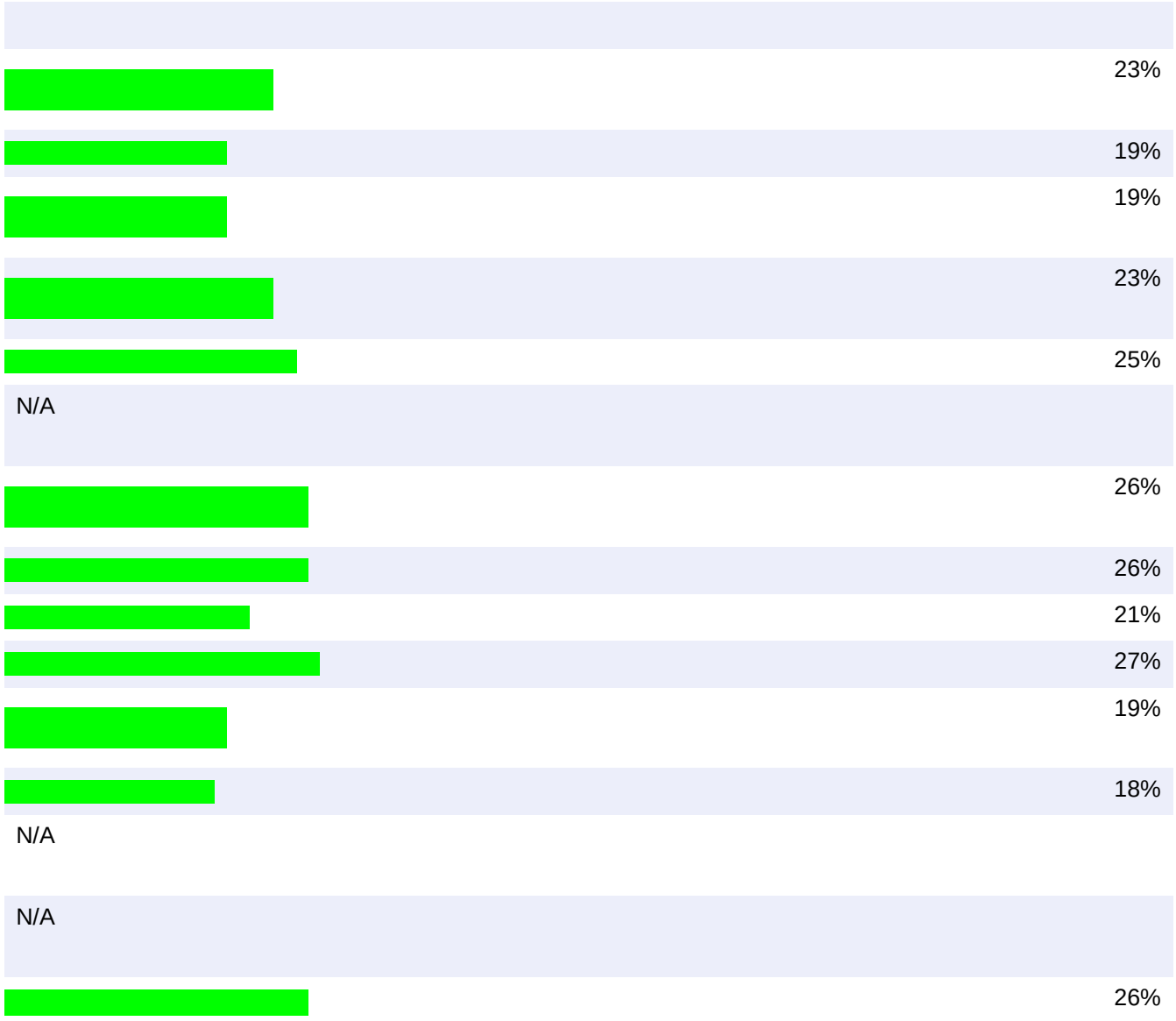

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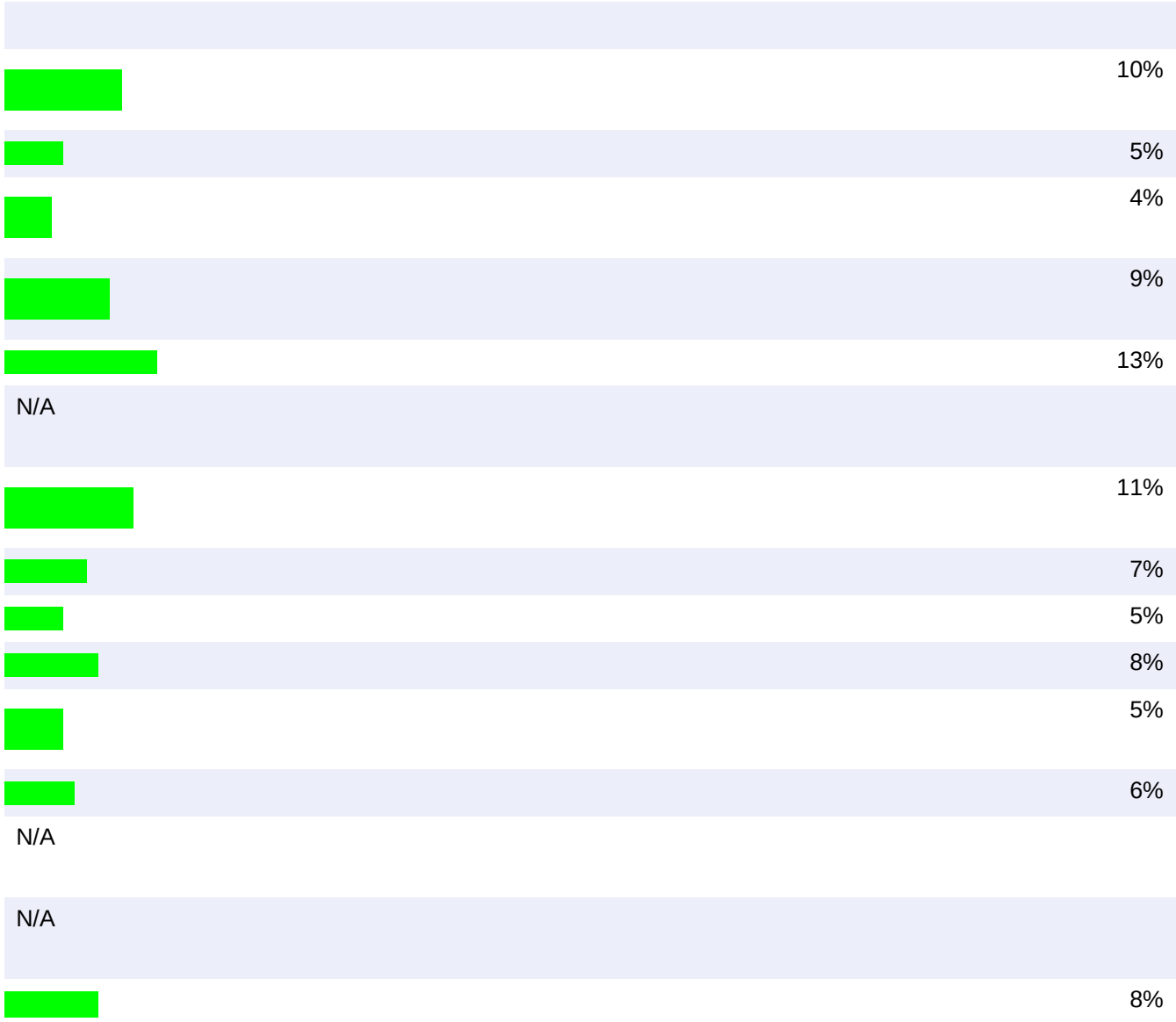

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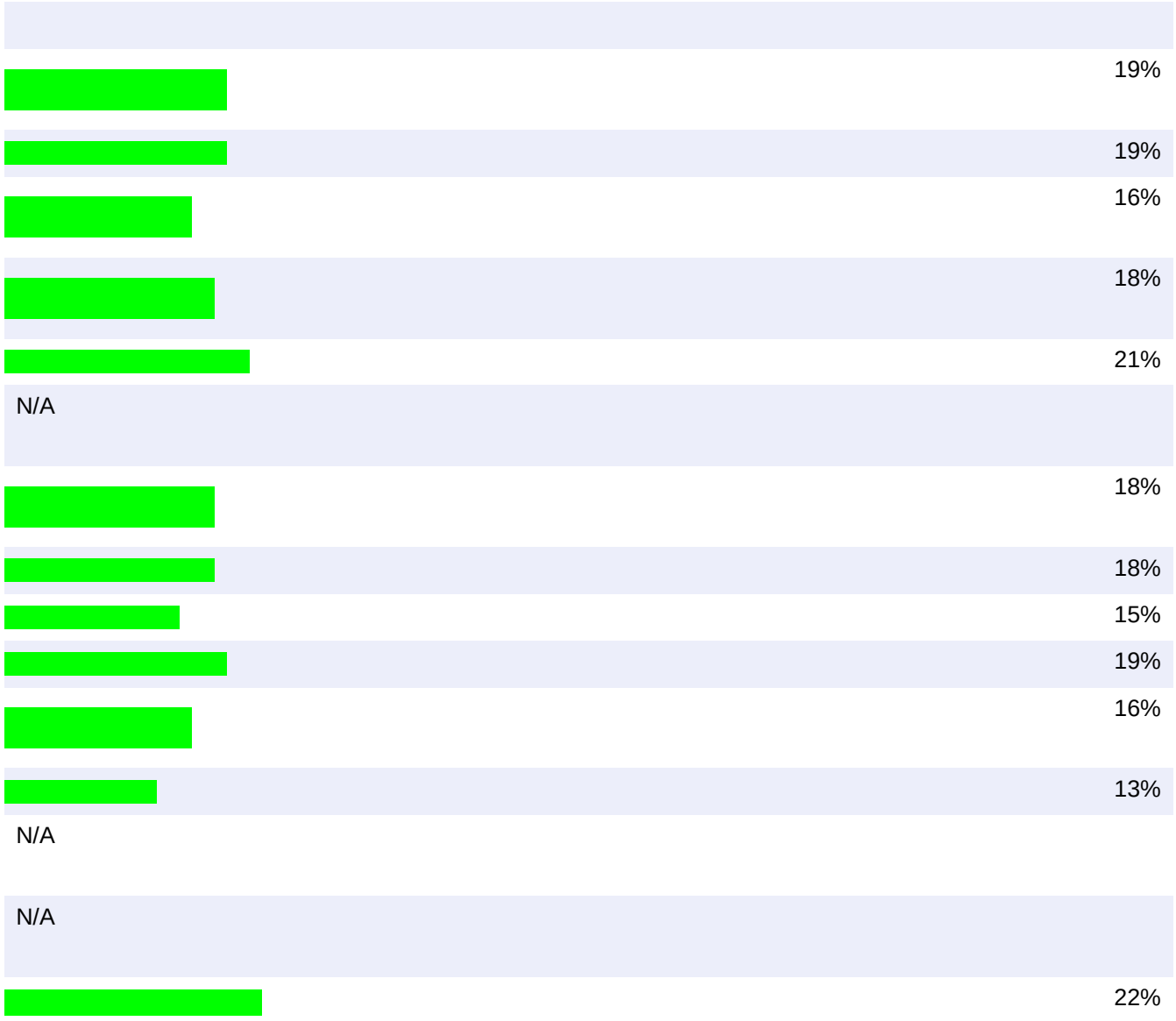

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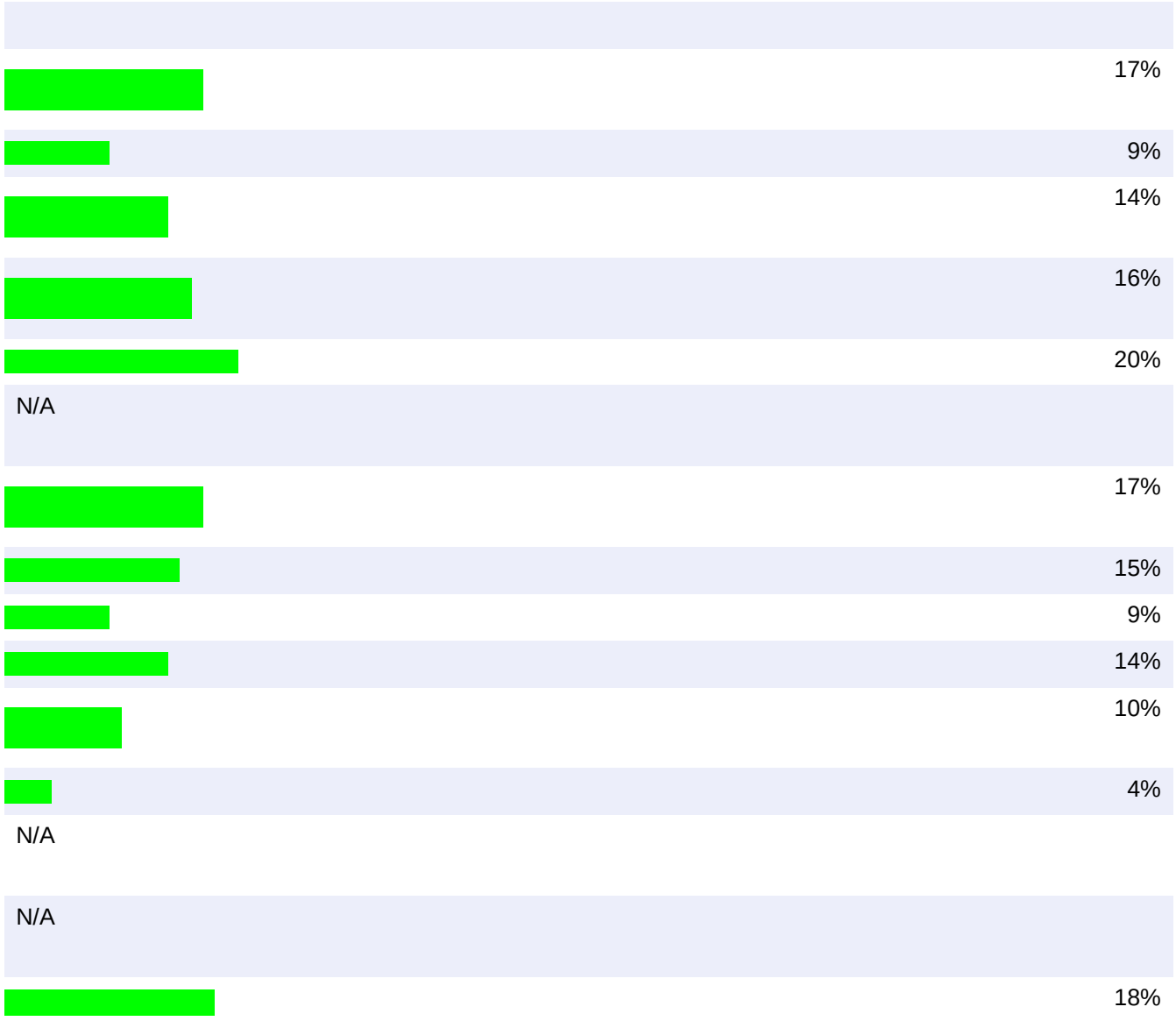

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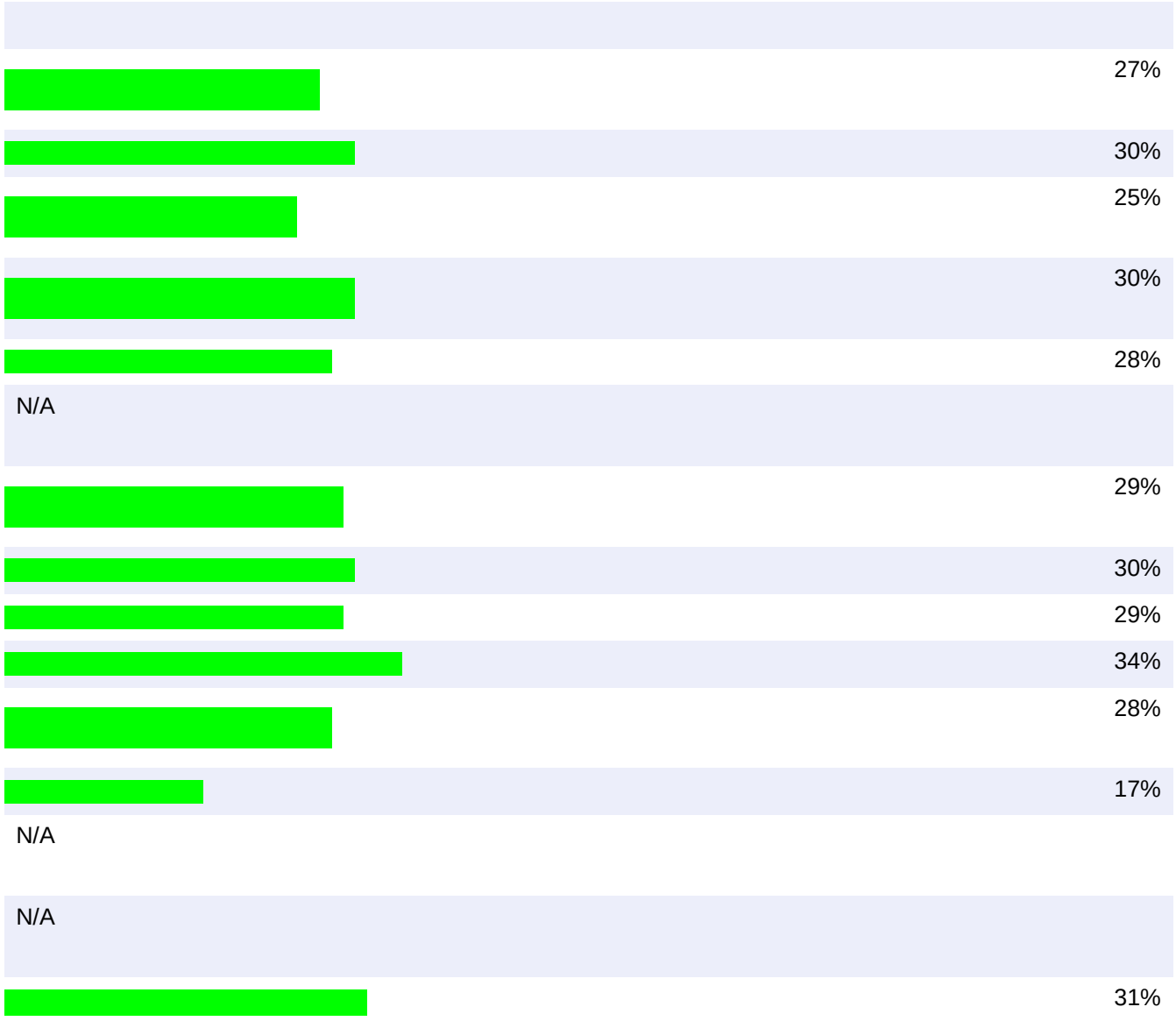

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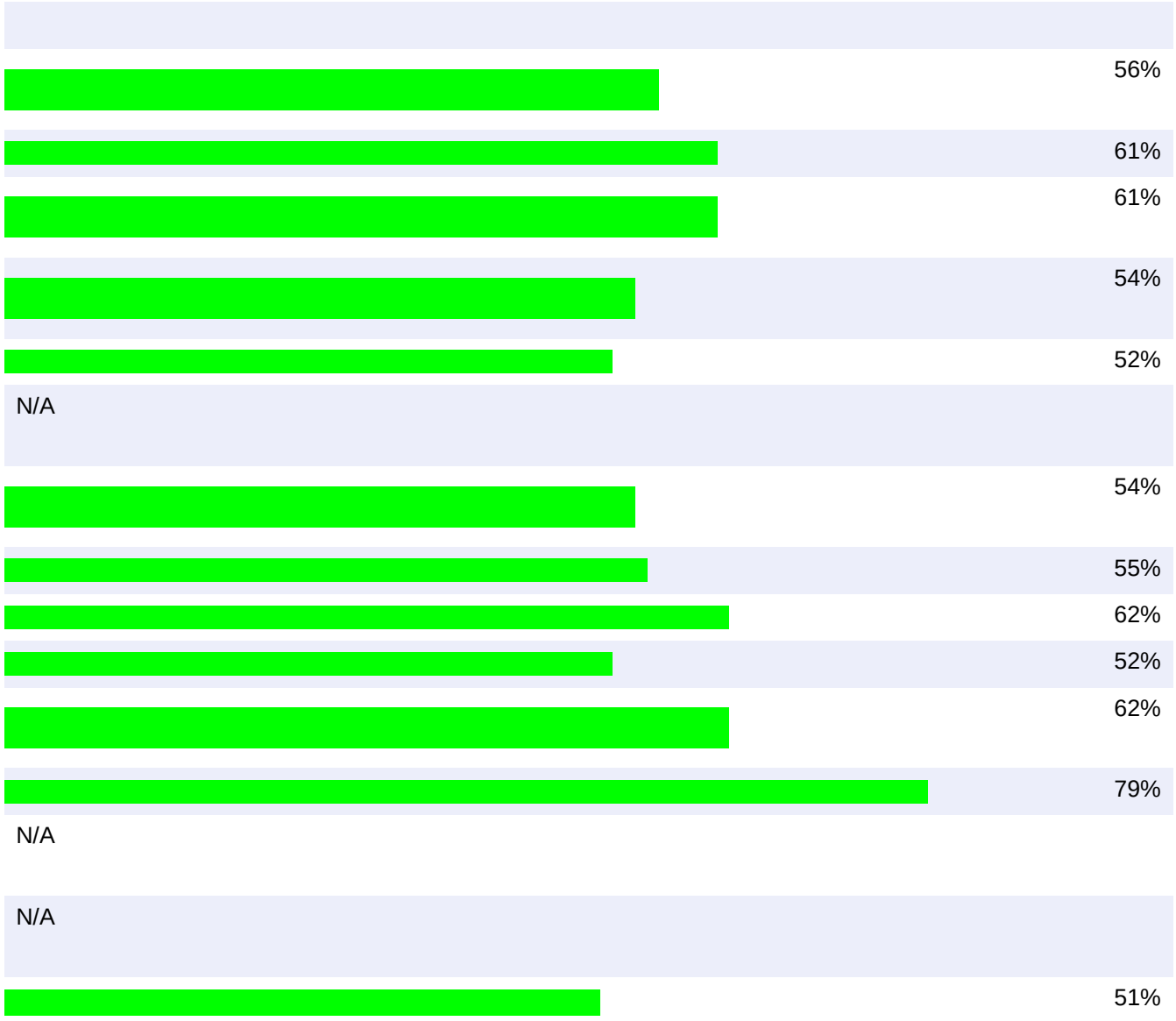

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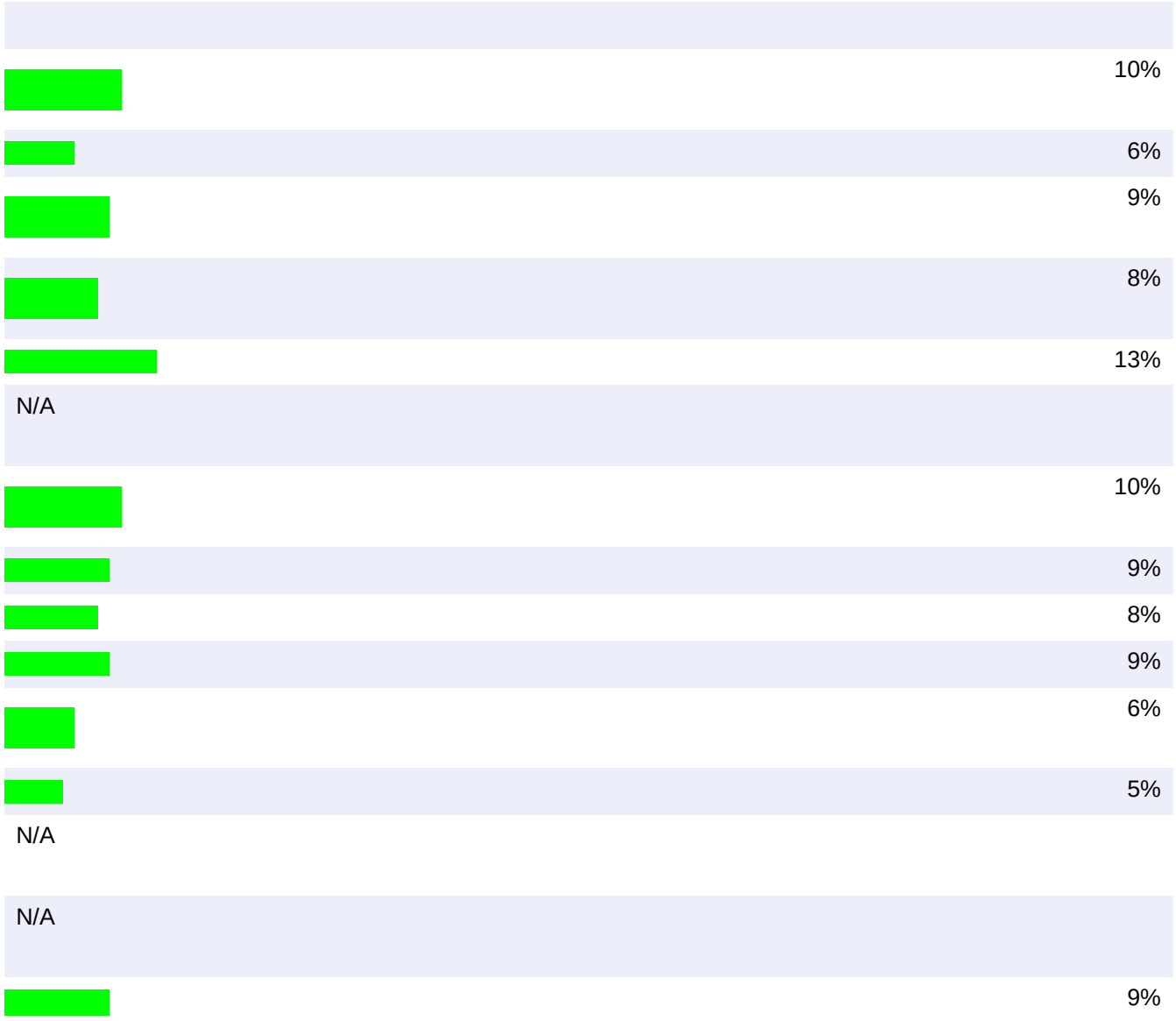

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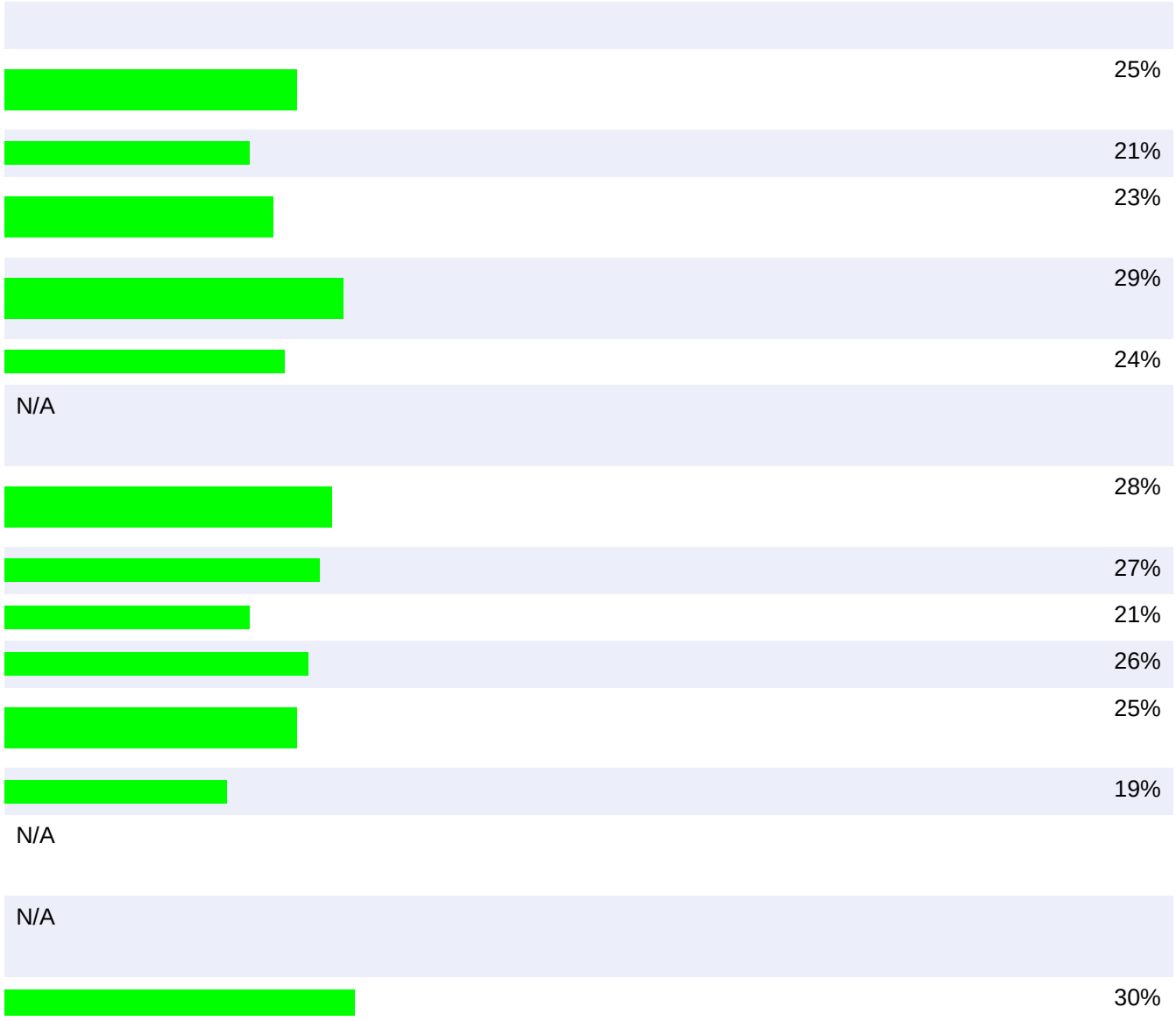

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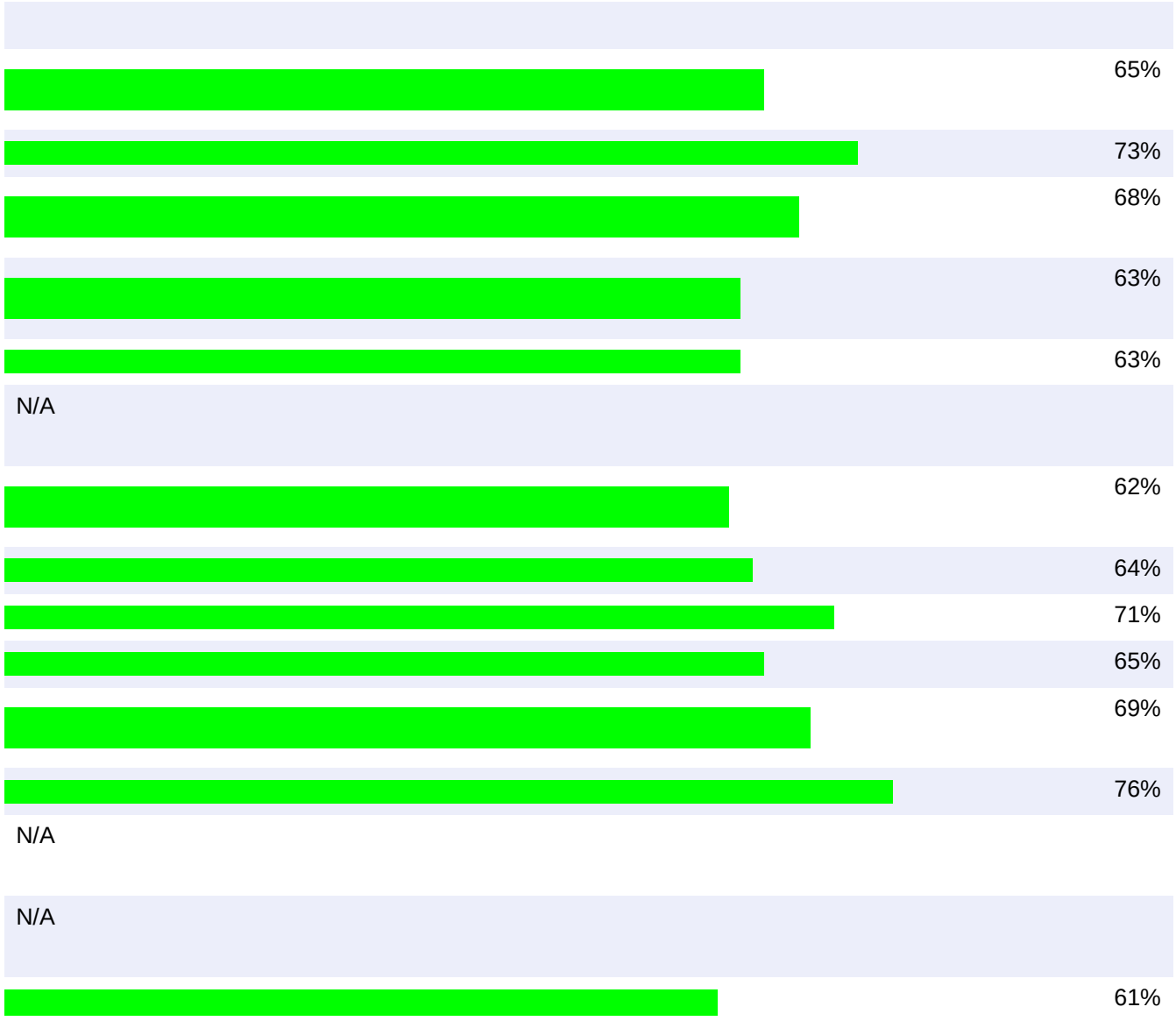

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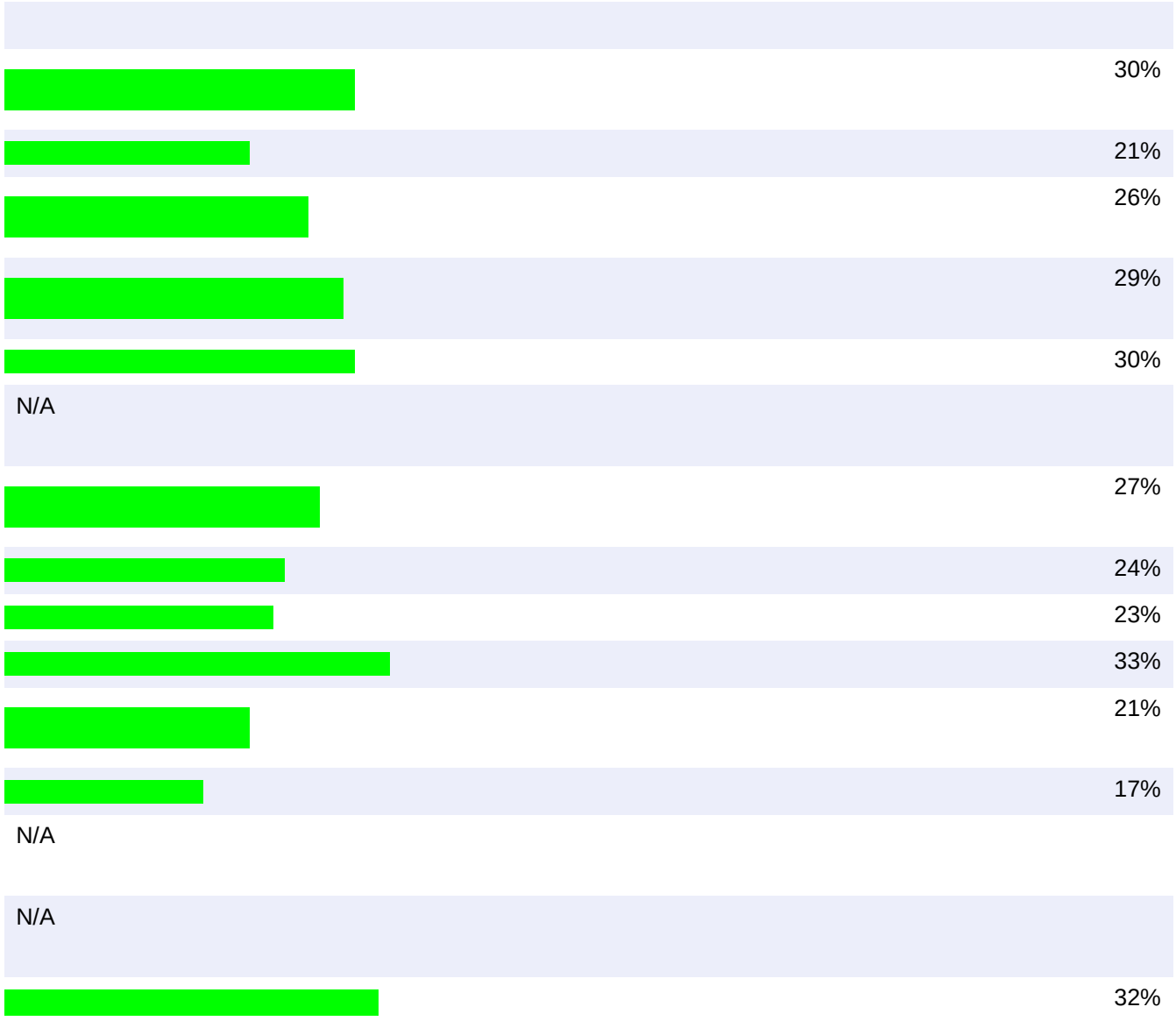

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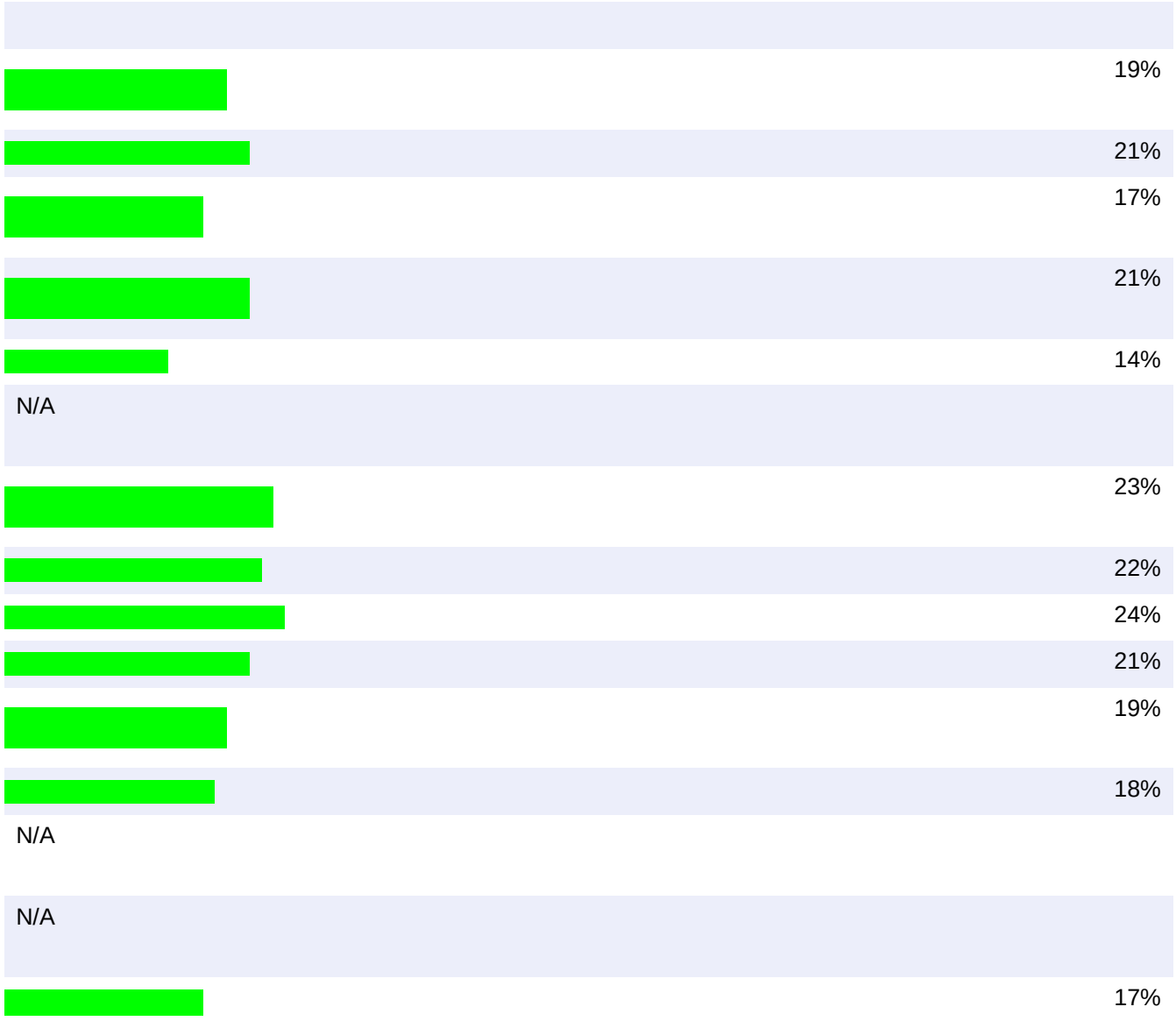

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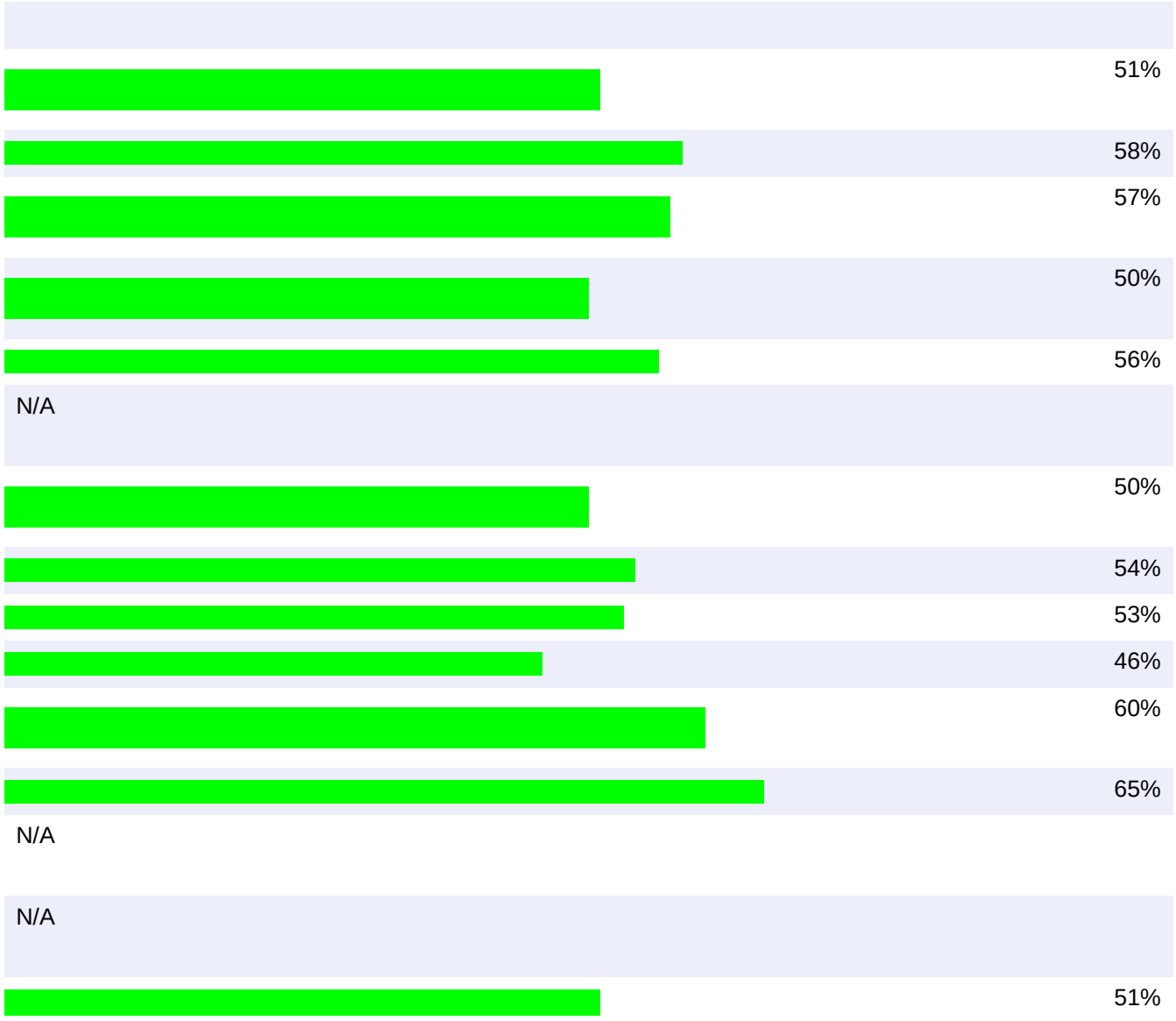

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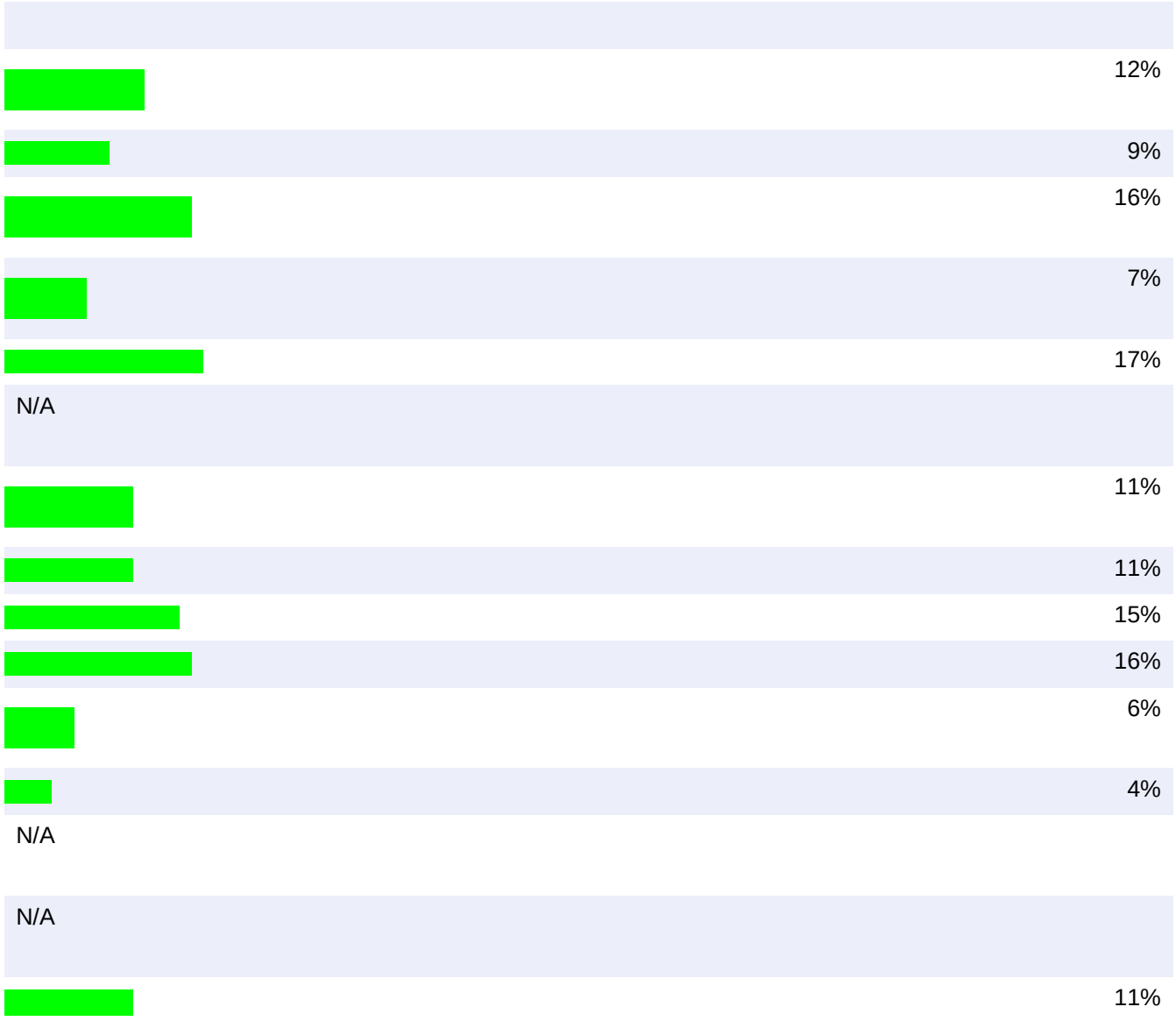

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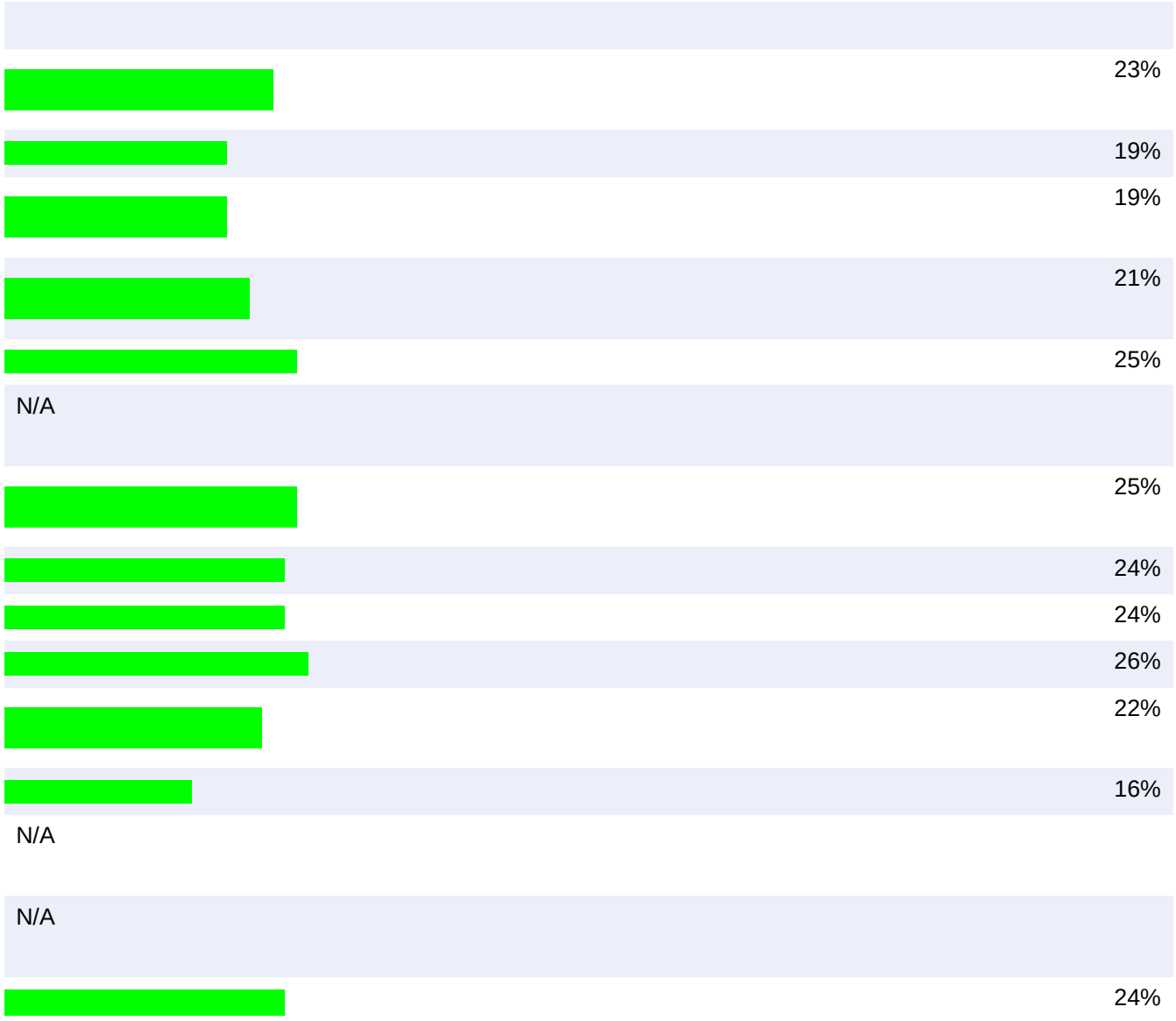

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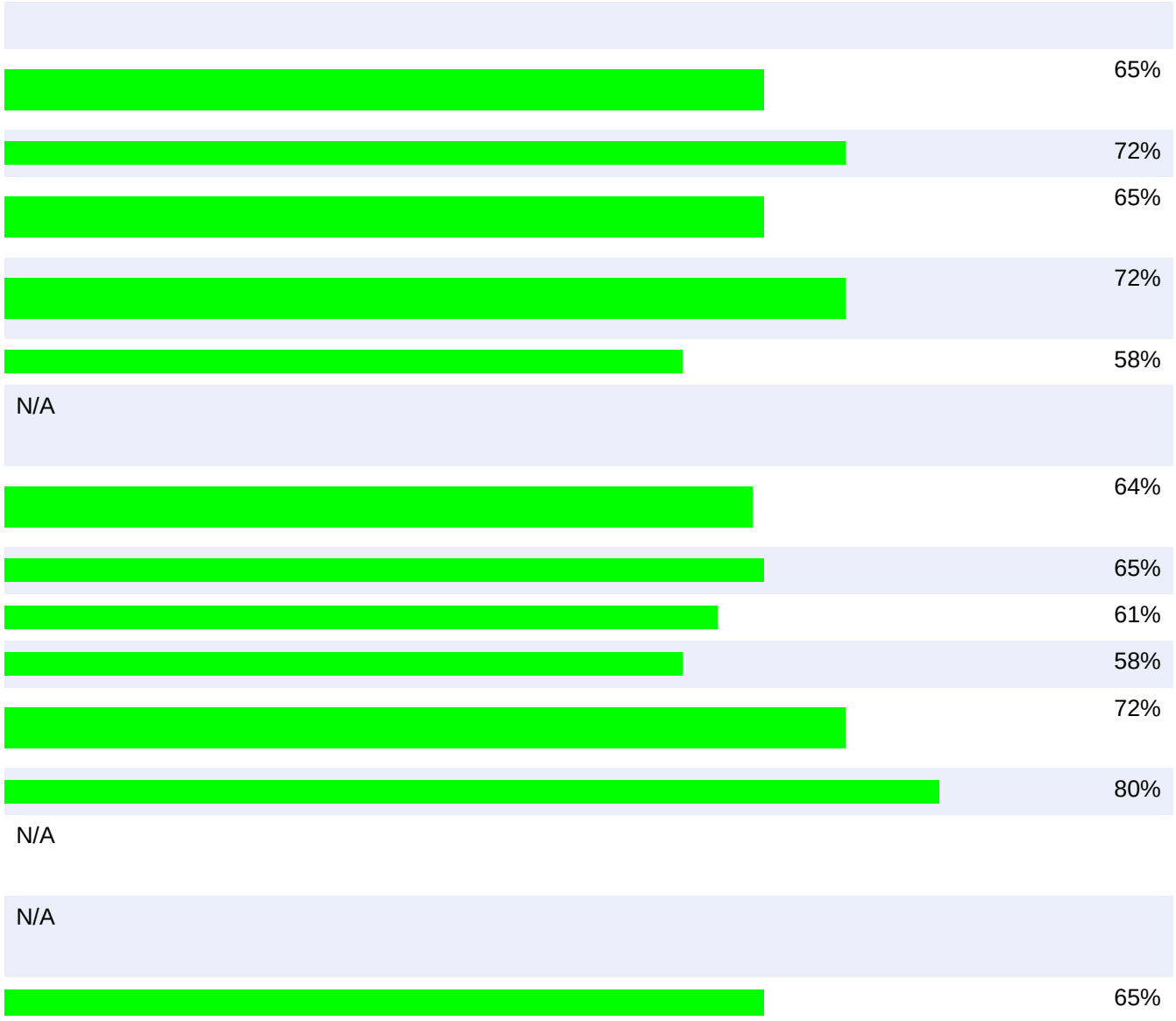

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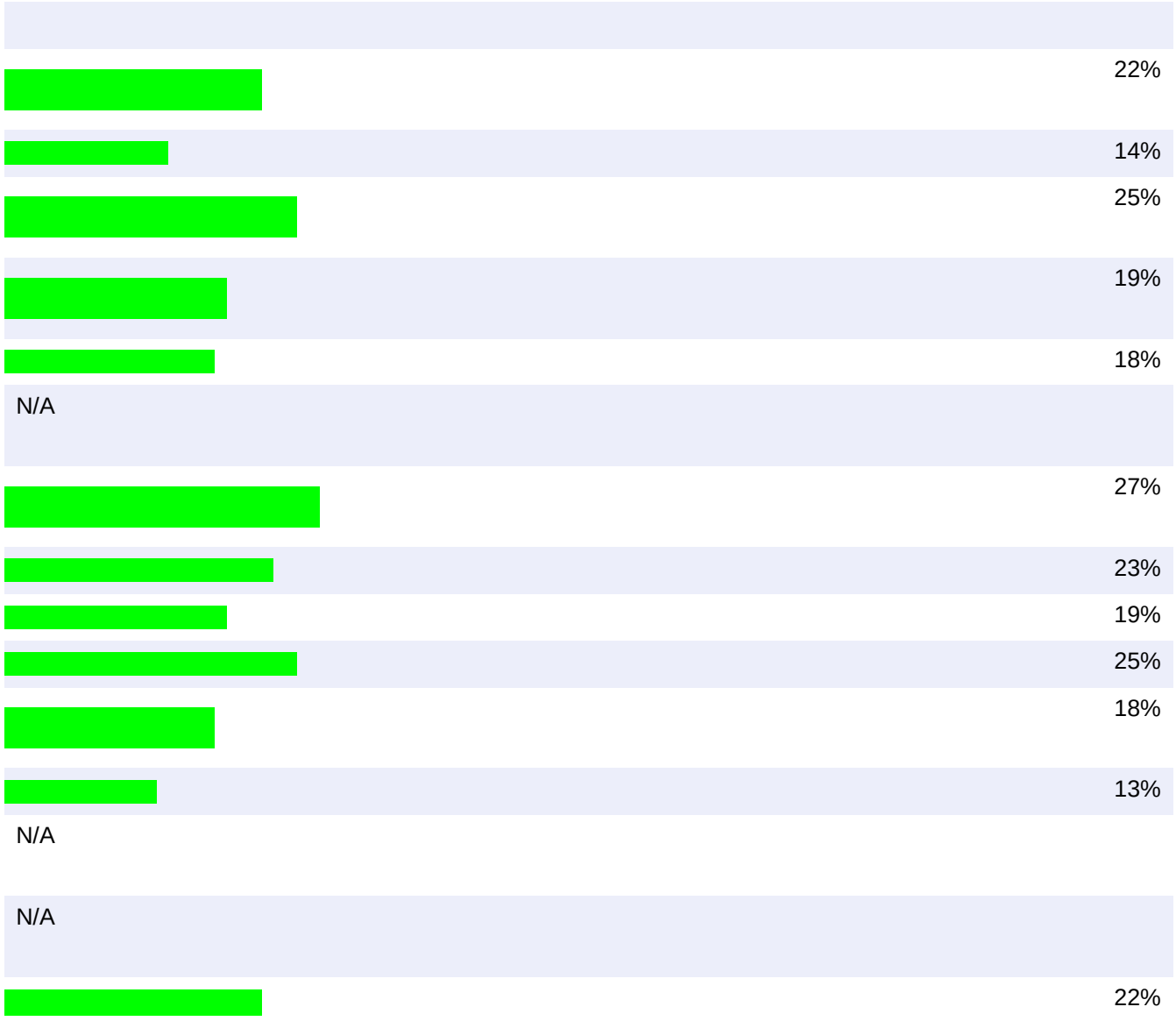

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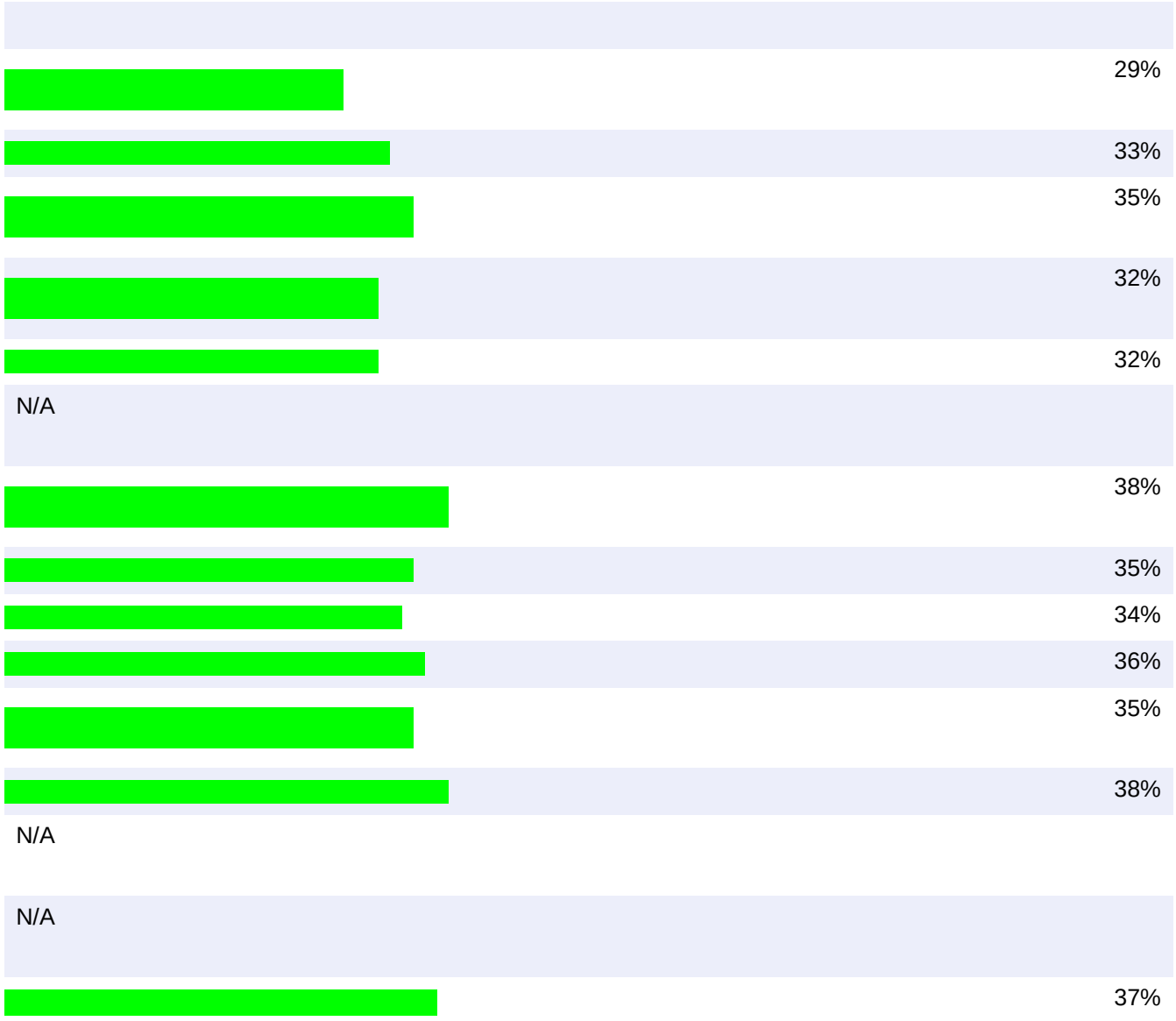

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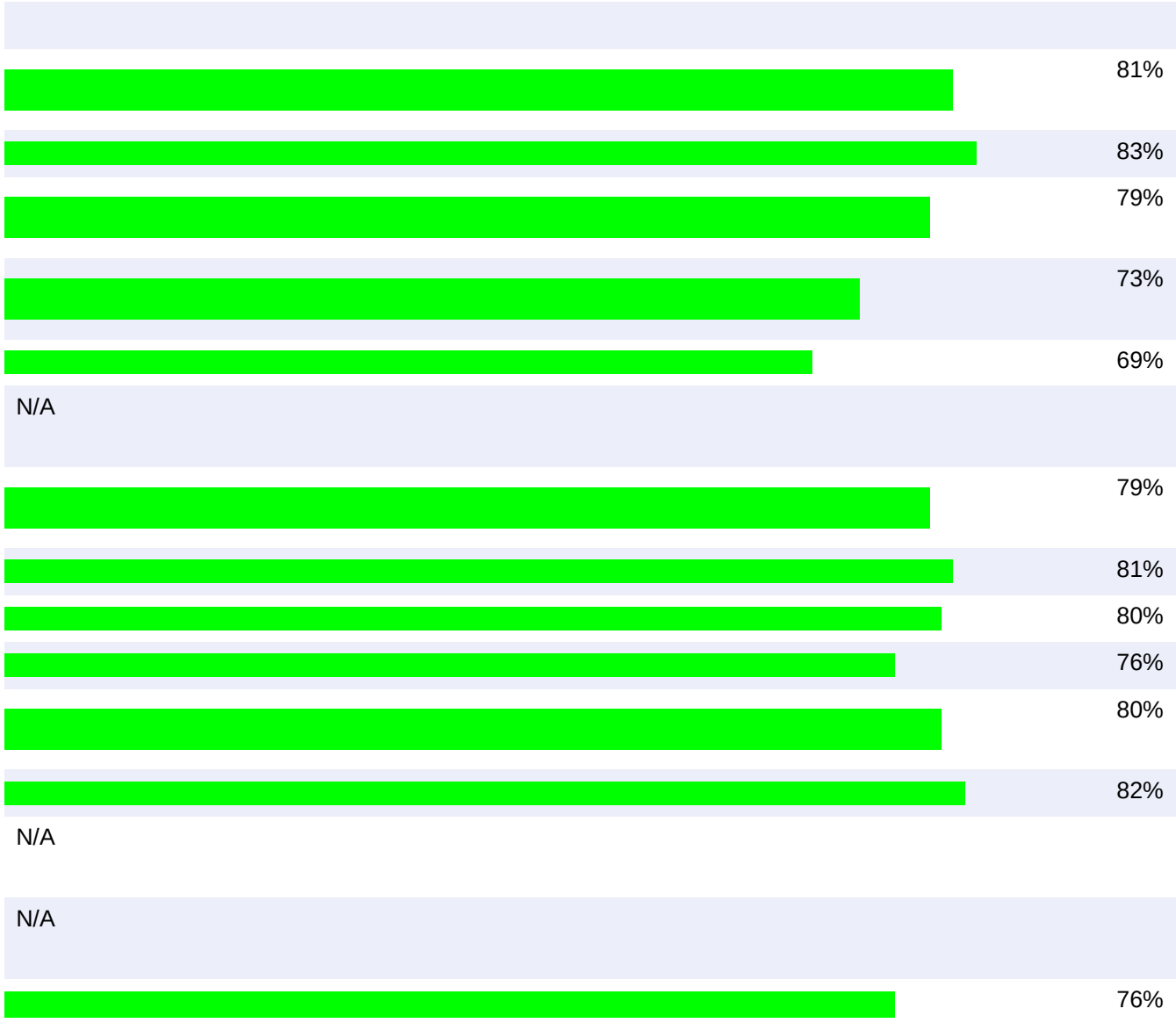

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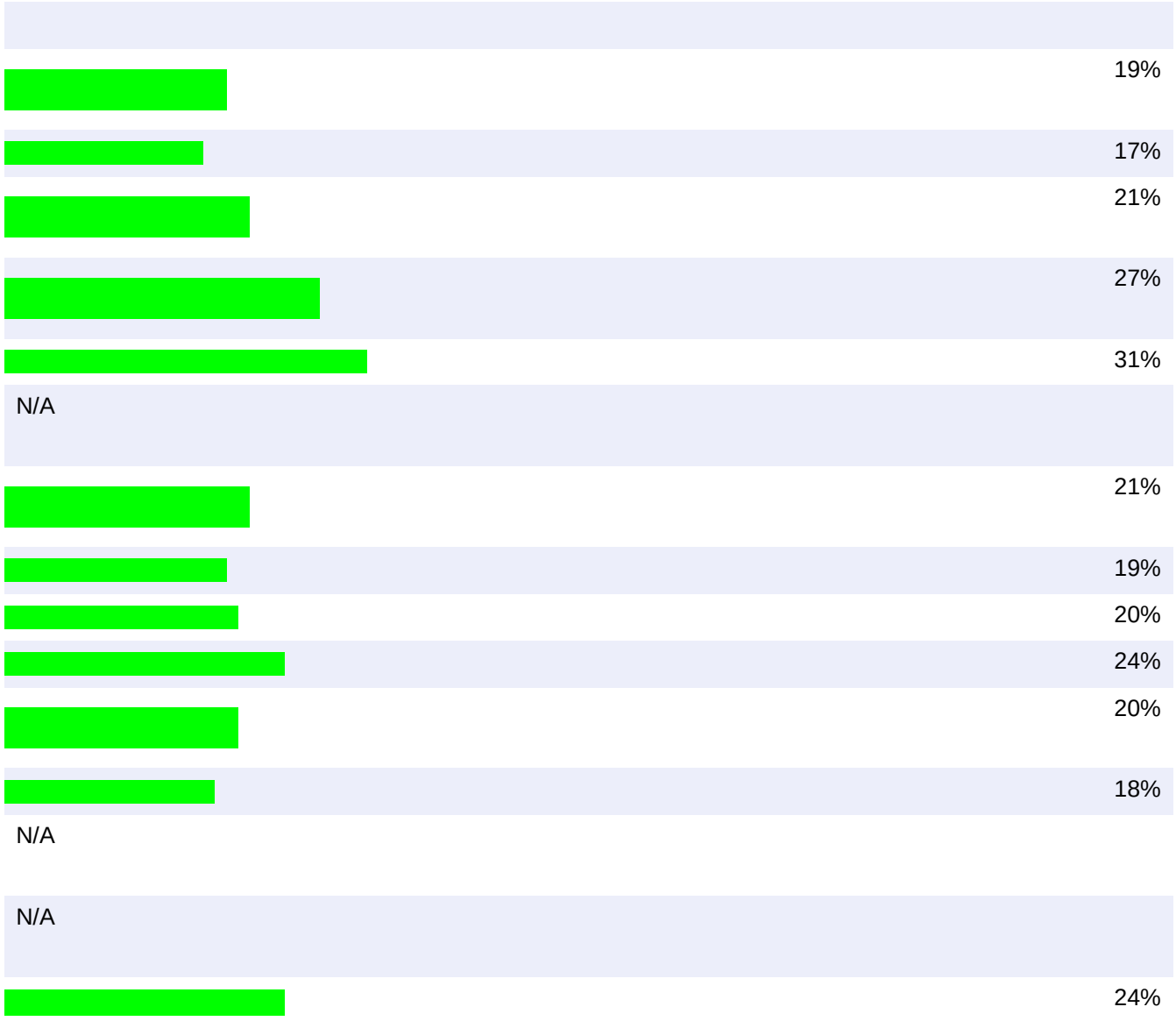

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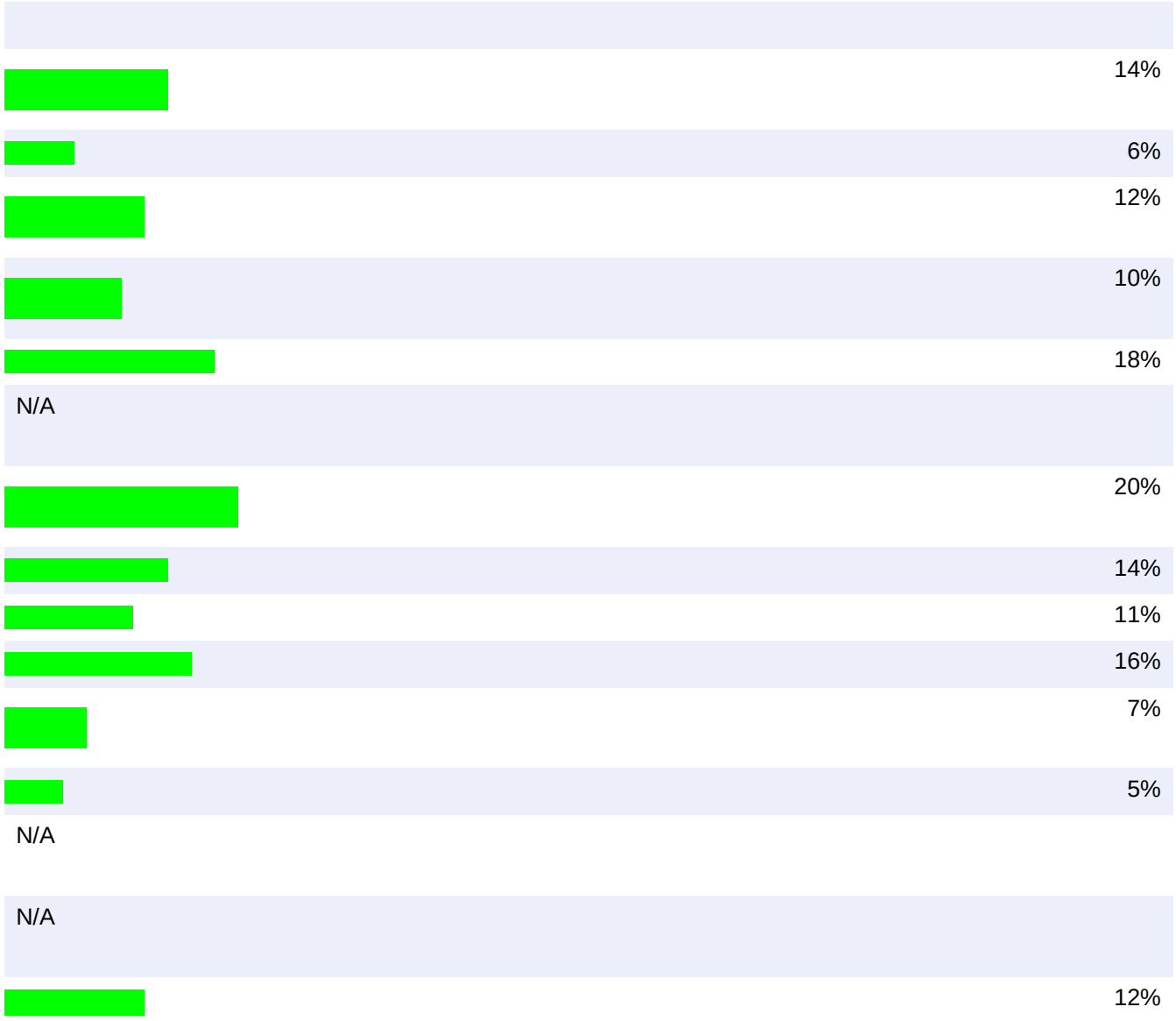

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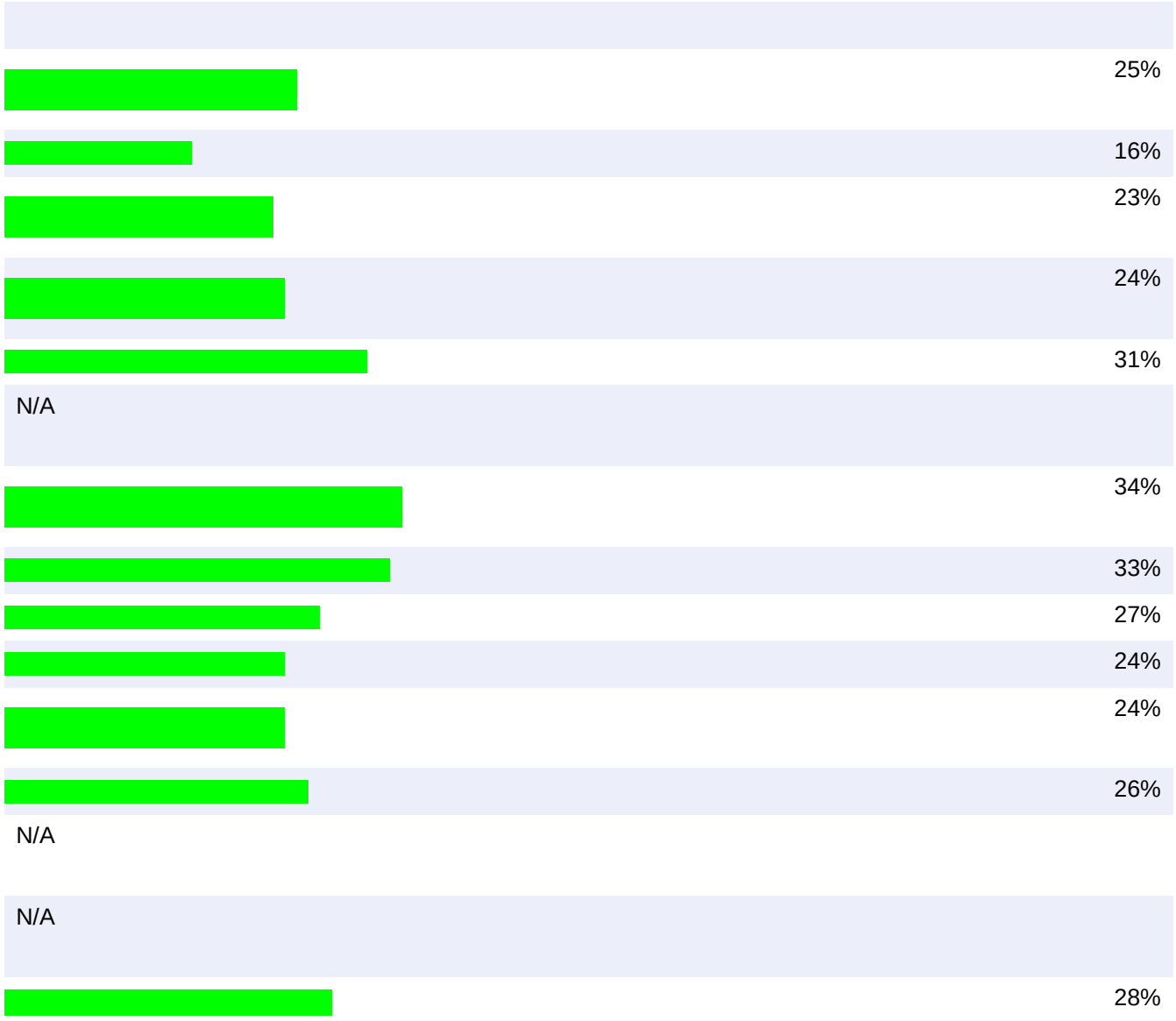

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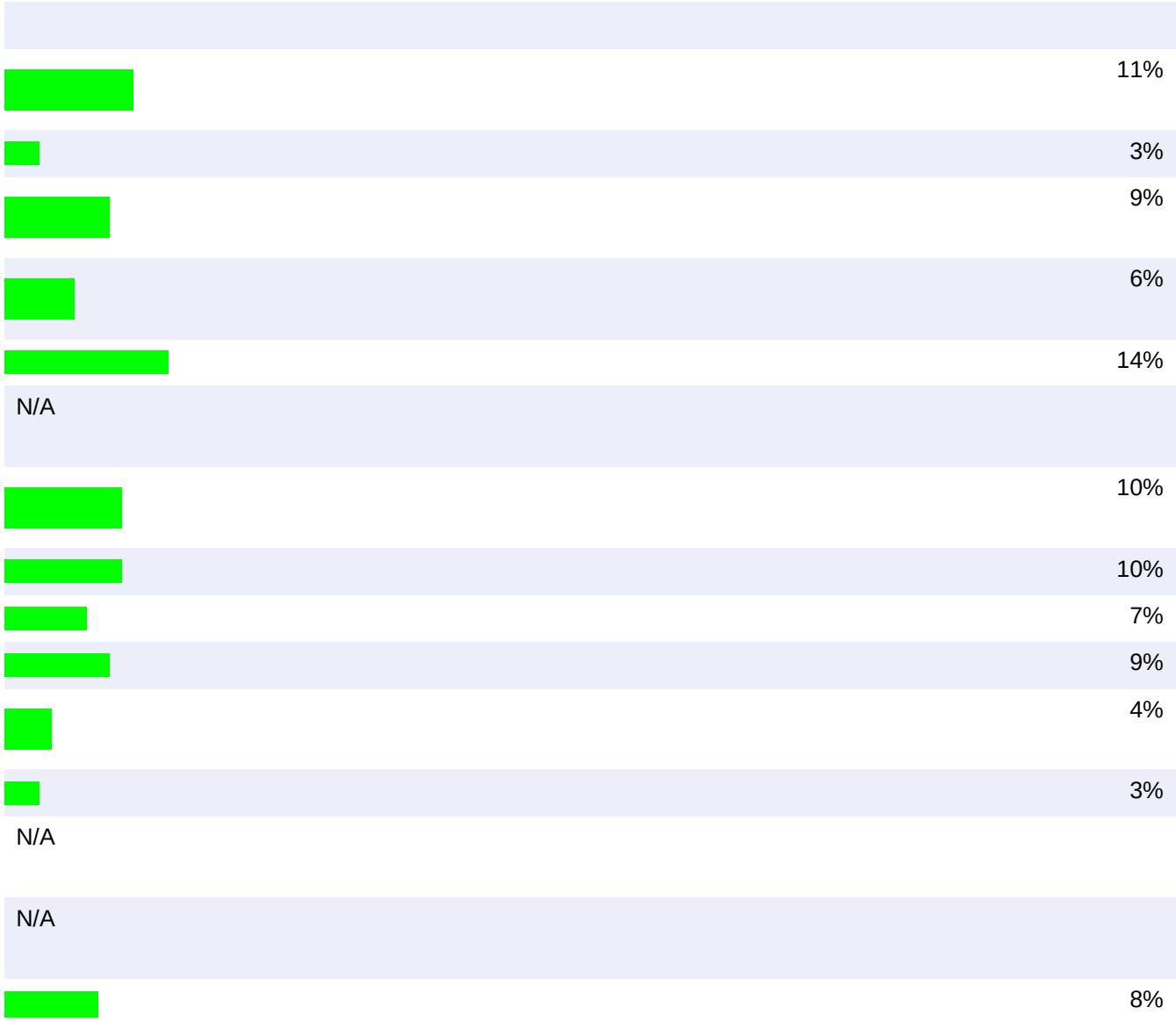

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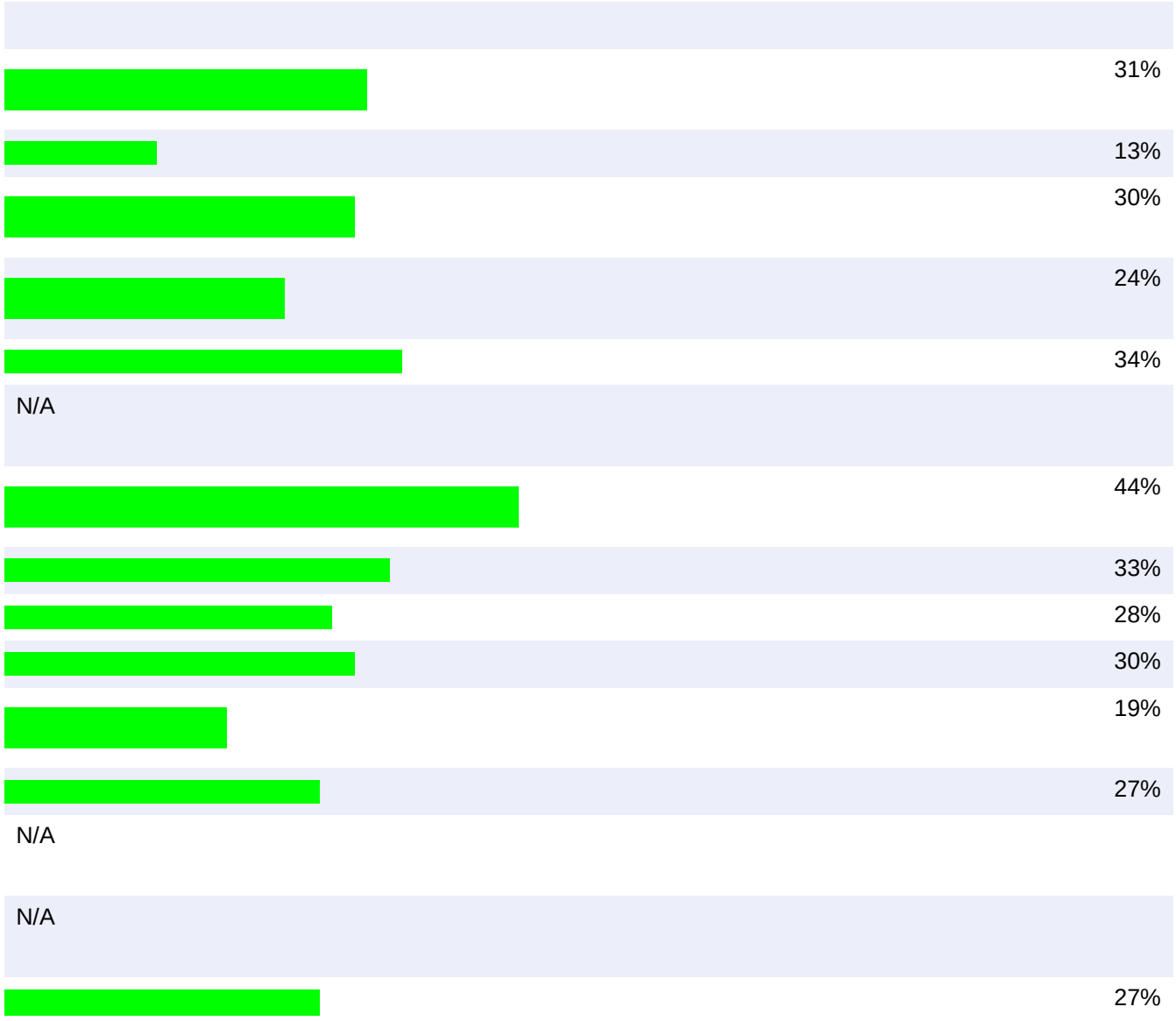

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HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more
300 or more
Between 100 and 299
300 or more
300 or more
N/A
300 or more
300 or more
300 or more
300 or more
300 or more
Between 100 and 299
N/A
N/A
300 or more

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

		reporting period
	24%	
	44%	
	41%	
	22%	
	27%	
N/A		Survey results are not available for this reporting period
	23%	
	30%	
	30%	
	33%	
	39%	
	37%	
N/A		Survey results are not available for this reporting period
N/A		Survey results are not available for this reporting period
	34%	

HCAHPS VHA WC March 2010

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HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	HOSPITAL	
050633	TWIN CITIES COMMUNITY HOSPITAL	1100 LAS TABLAS RD
050016	ARROYO GRANDE COMMUNITY HOSPITAL	345 S HALCYON RD
050549	LOS ROBLES HOSPITAL & MEDICAL CENTER	215 W JANSS RD
050232	FRENCH HOSPITAL MEDICAL CENTER	1911 JOHNSON AVE
050046	OJAI VALLEY COMMUNITY HOSPITAL	1306 MARICOPA HWY
050394	COMMUNITY MEMORIAL HOSPITAL SAN BUENAVENTURA	147 N BRENT ST
050159	VENTURA COUNTY MEDICAL CENTER	3291 LOMA VISTA RD
050357	GOLETA VALLEY COTTAGE HOSPITAL	351 S PATTERSON AVE
050396	SANTA BARBARA COTTAGE HOSPITAL	PUEBLO AT BATH ST
051331	SANTA YNEZ VALLEY COTTAGE HOSPITAL	2050 VIBORG RD
050110	LOMPOC VALLEY MEDICAL CENTER	1515 E OCEAN AVENUE
050107	MARIAN MEDICAL CENTER	1400 E CHURCH ST

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	TEMPLETON	CA
	ARROYO GRANDE	CA
	THOUSAND OAKS	CA
	SAN LUIS OBISPO	CA
	OJAI	CA
	VENTURA	CA
	VENTURA	CA
	SANTA BARBARA	CA
	SANTA BARBARA	CA
	SOLVANG	CA
	LOMPOC	CA
	SANTA MARIA	CA

HCAHPS VHA WC March 2010

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93465	SAN LUIS OBISPO	8054343500
93420	SAN LUIS OBISPO	8054894261
91360	VENTURA	8054972727
93401	SAN LUIS OBISPO	8055435353
93023	VENTURA	8056402280
93003	VENTURA	8056525011
93003	VENTURA	8056526075
93111	SANTA BARBARA	8056816446
93105	SANTA BARBARA	8056827111
93463	SANTA BARBARA	8056886431
93436	SANTA BARBARA	8057373300
93454	SANTA BARBARA	8057393000

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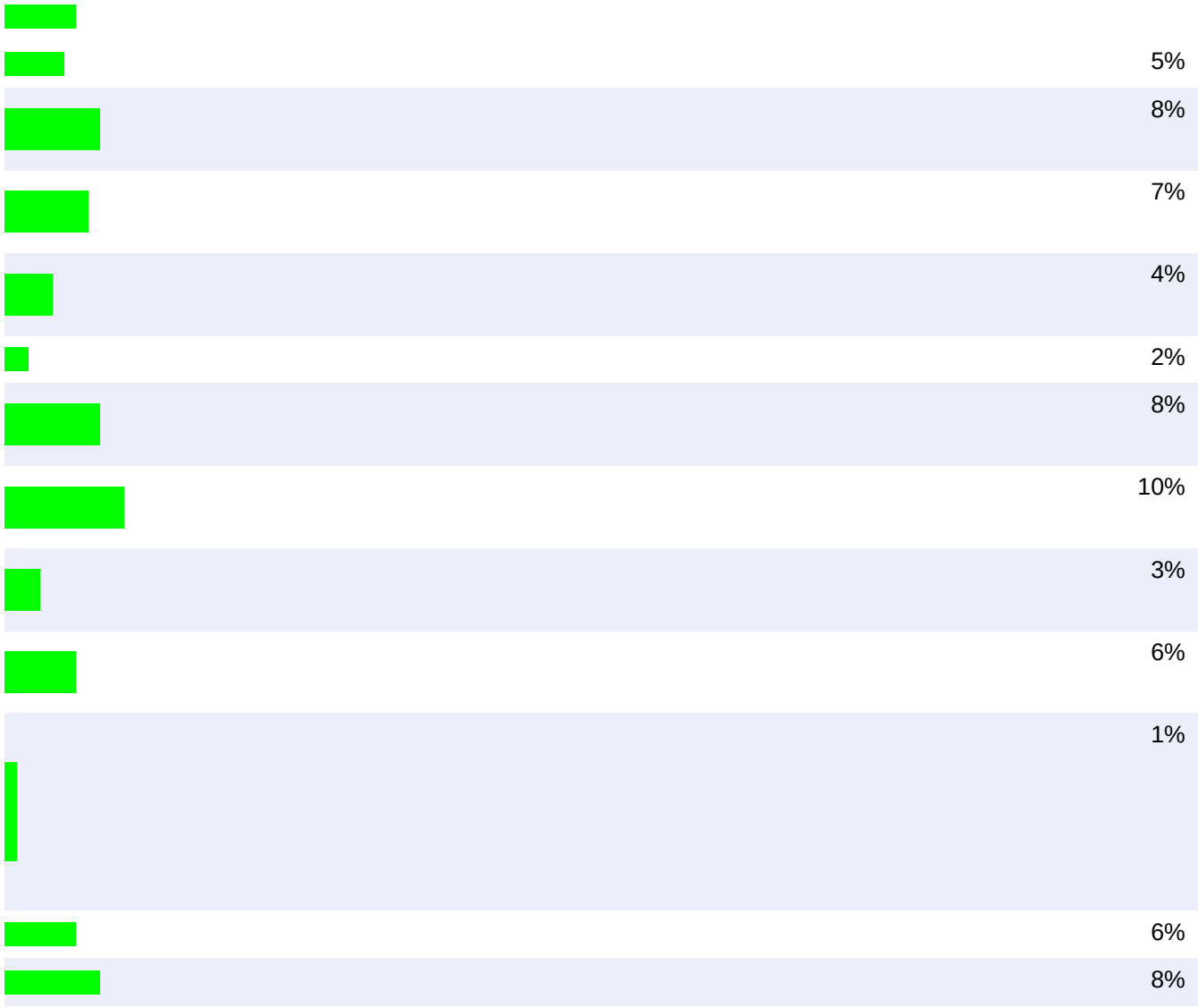

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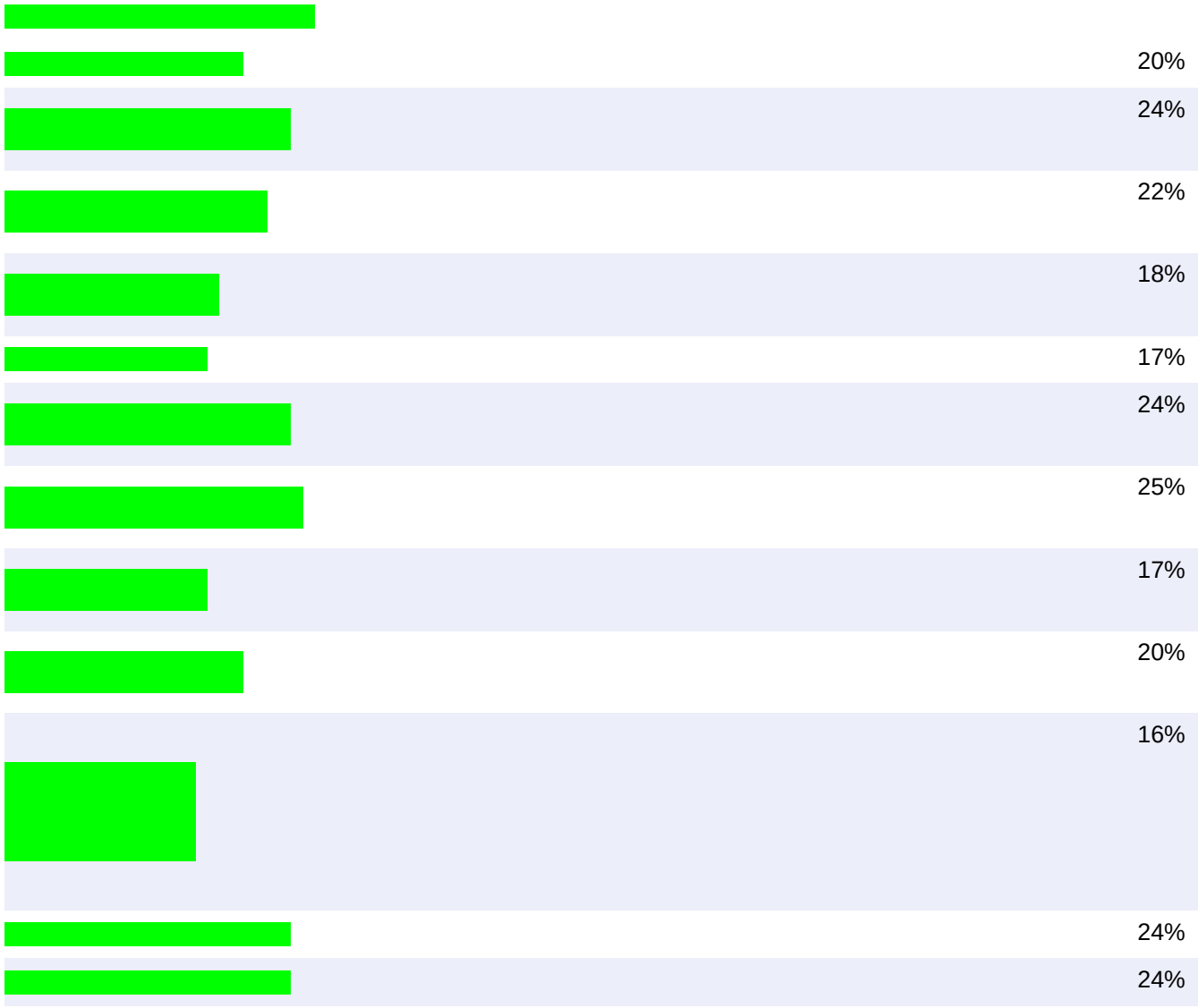

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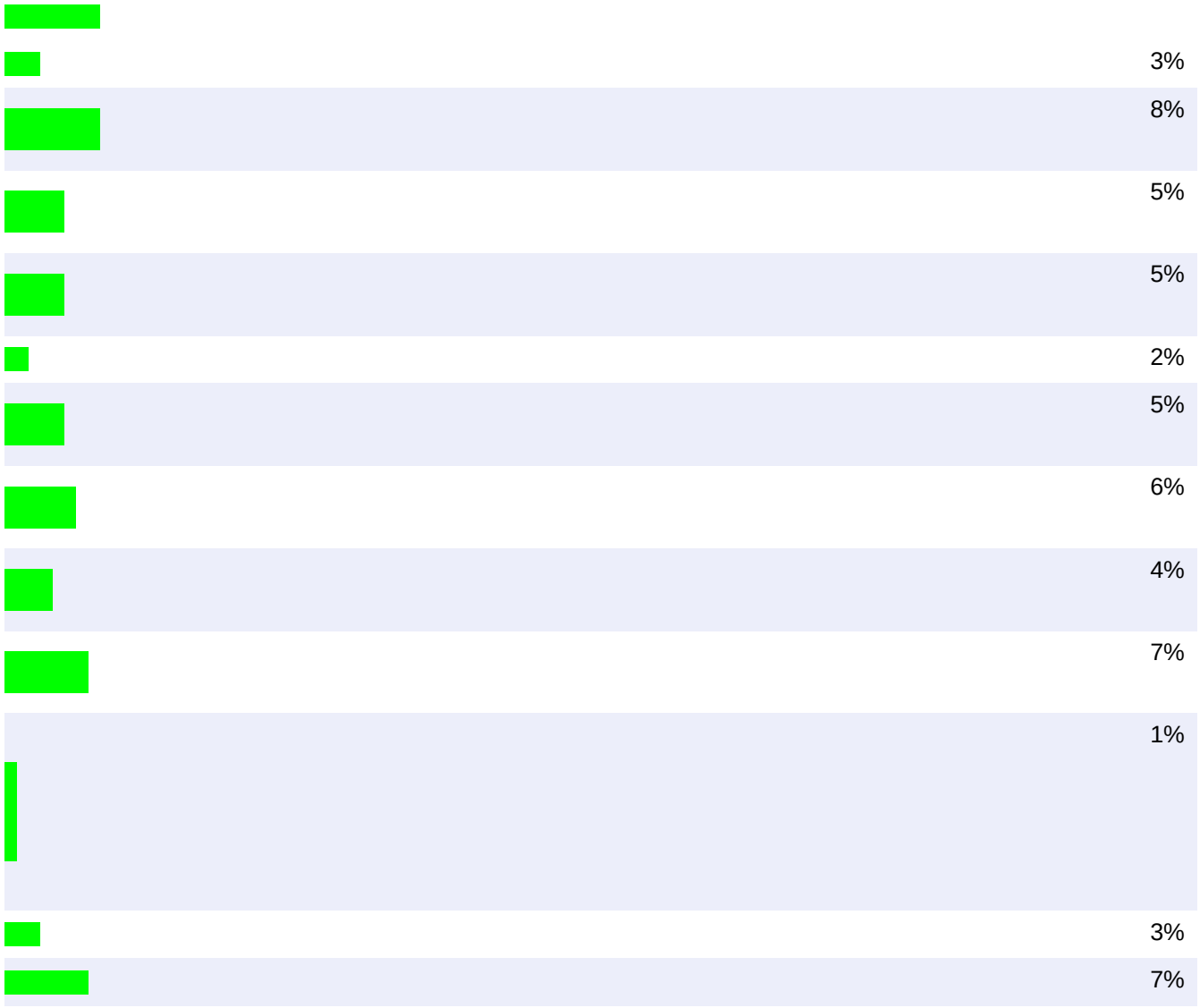

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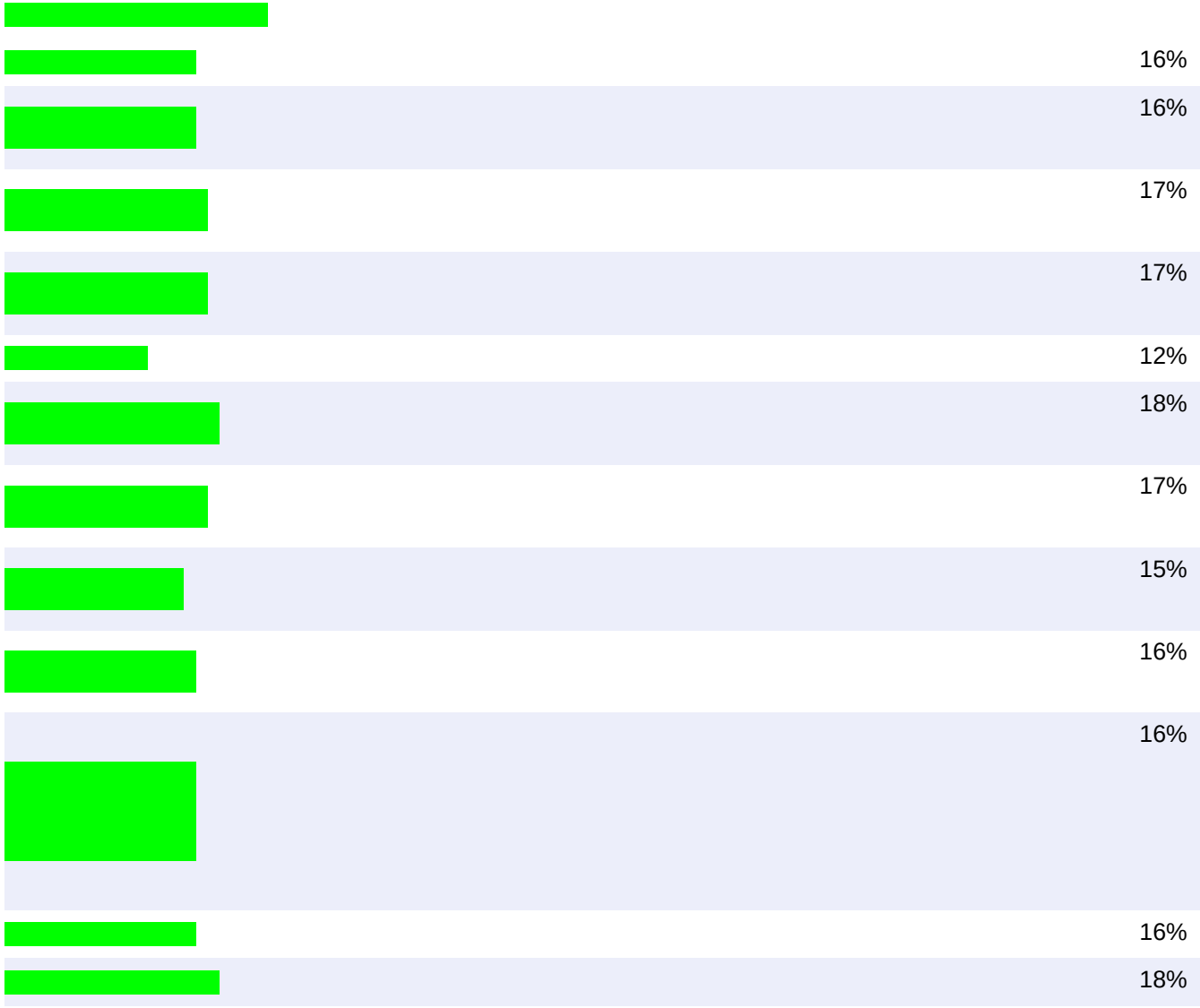

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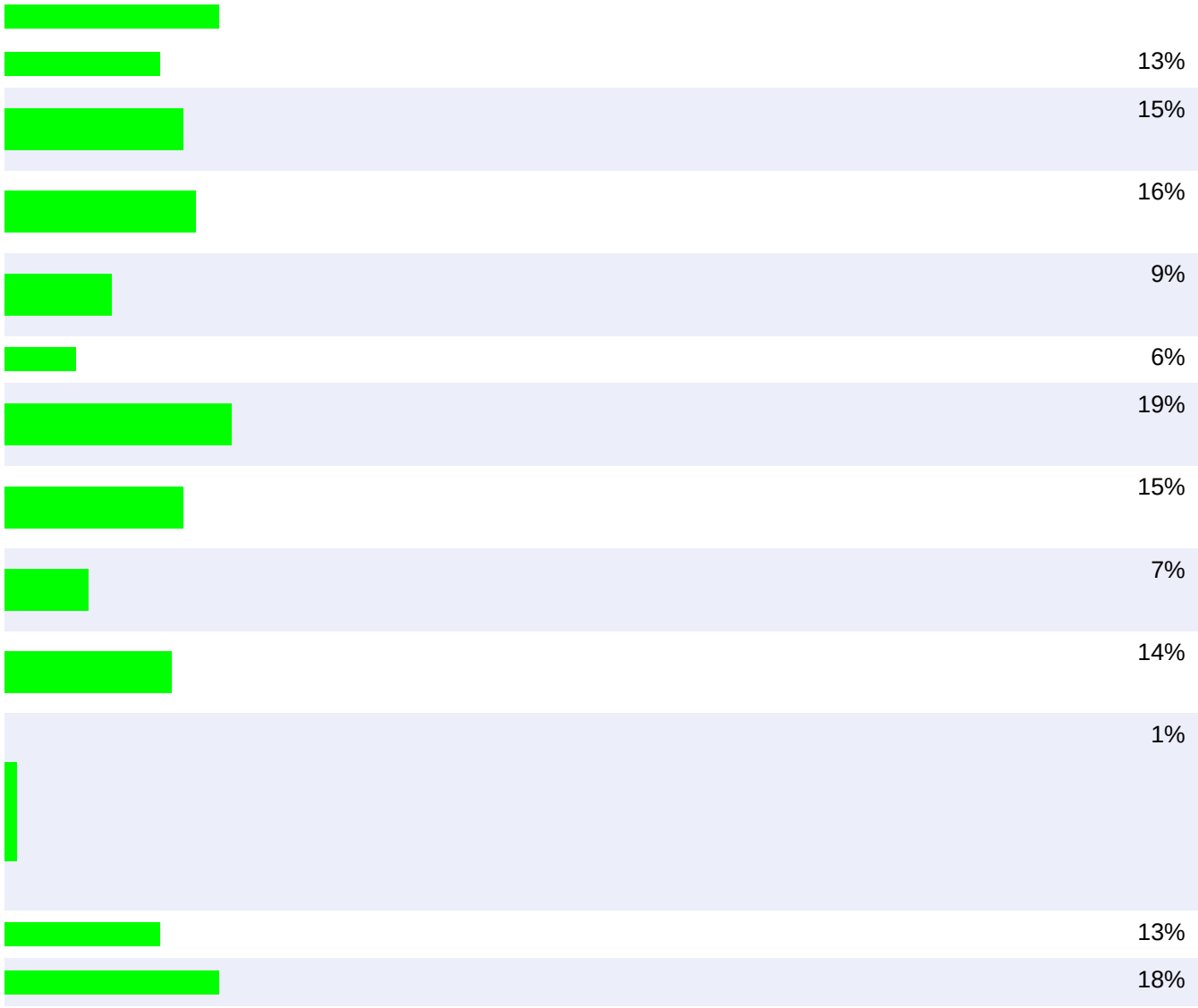

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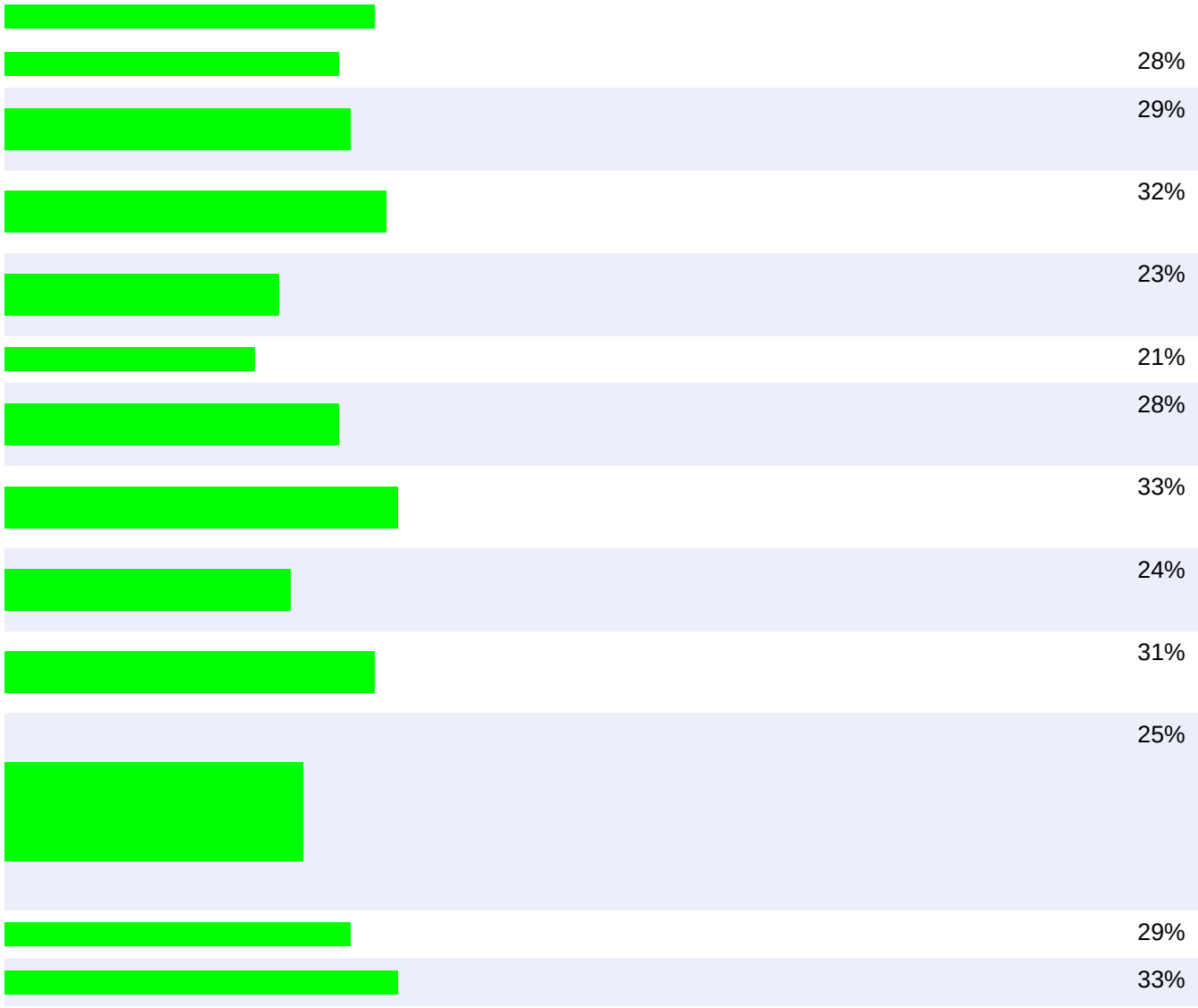

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

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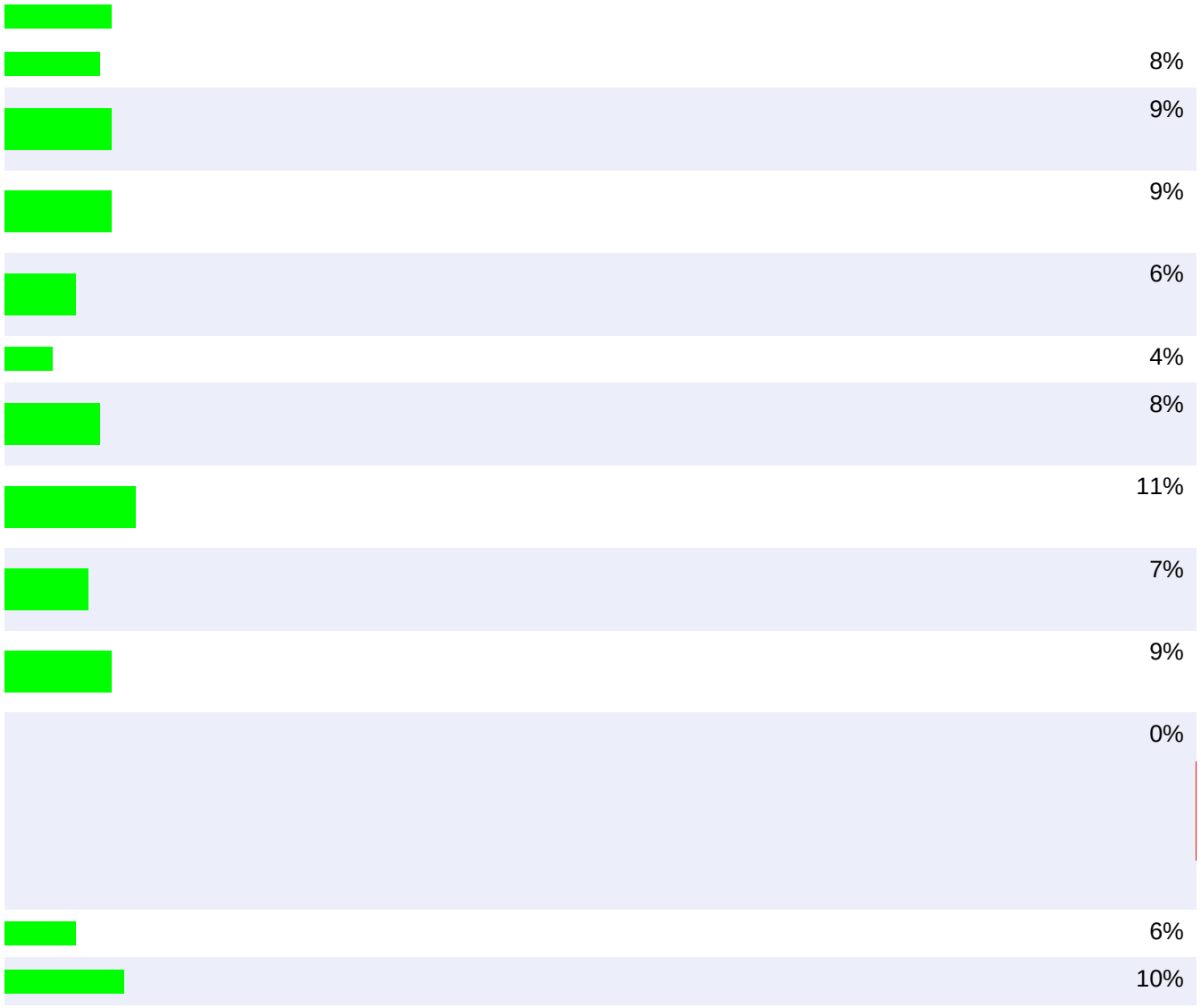

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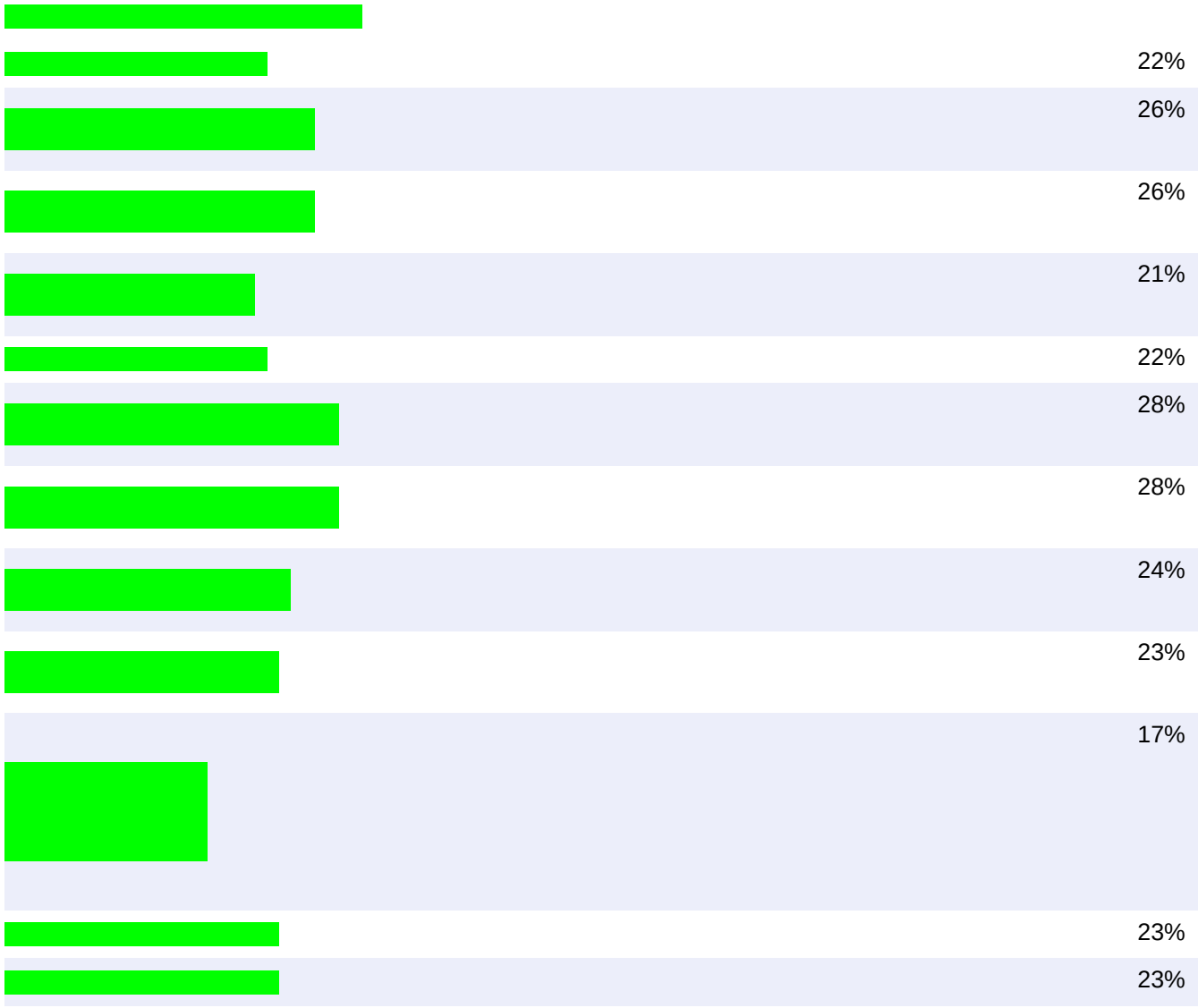

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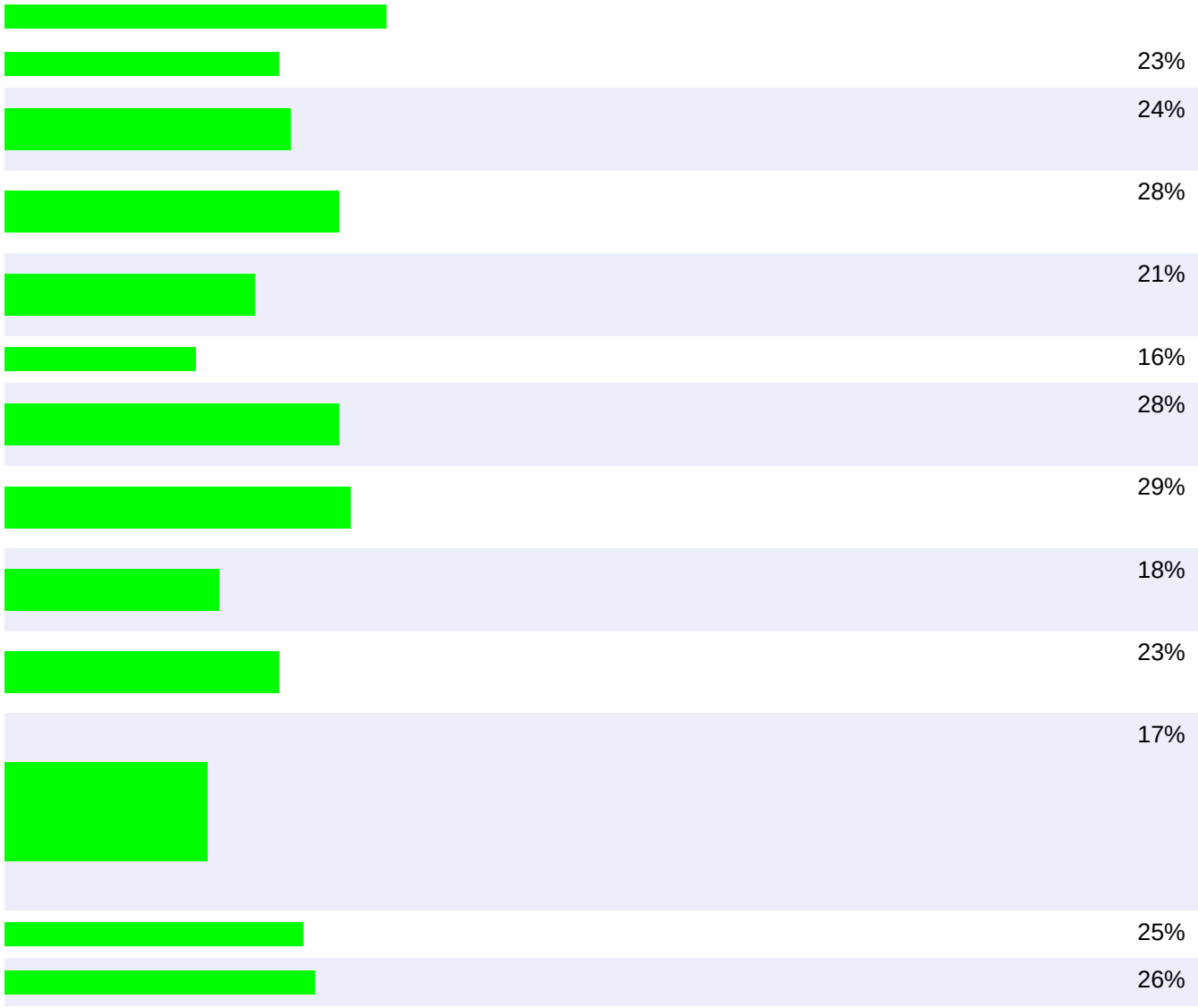

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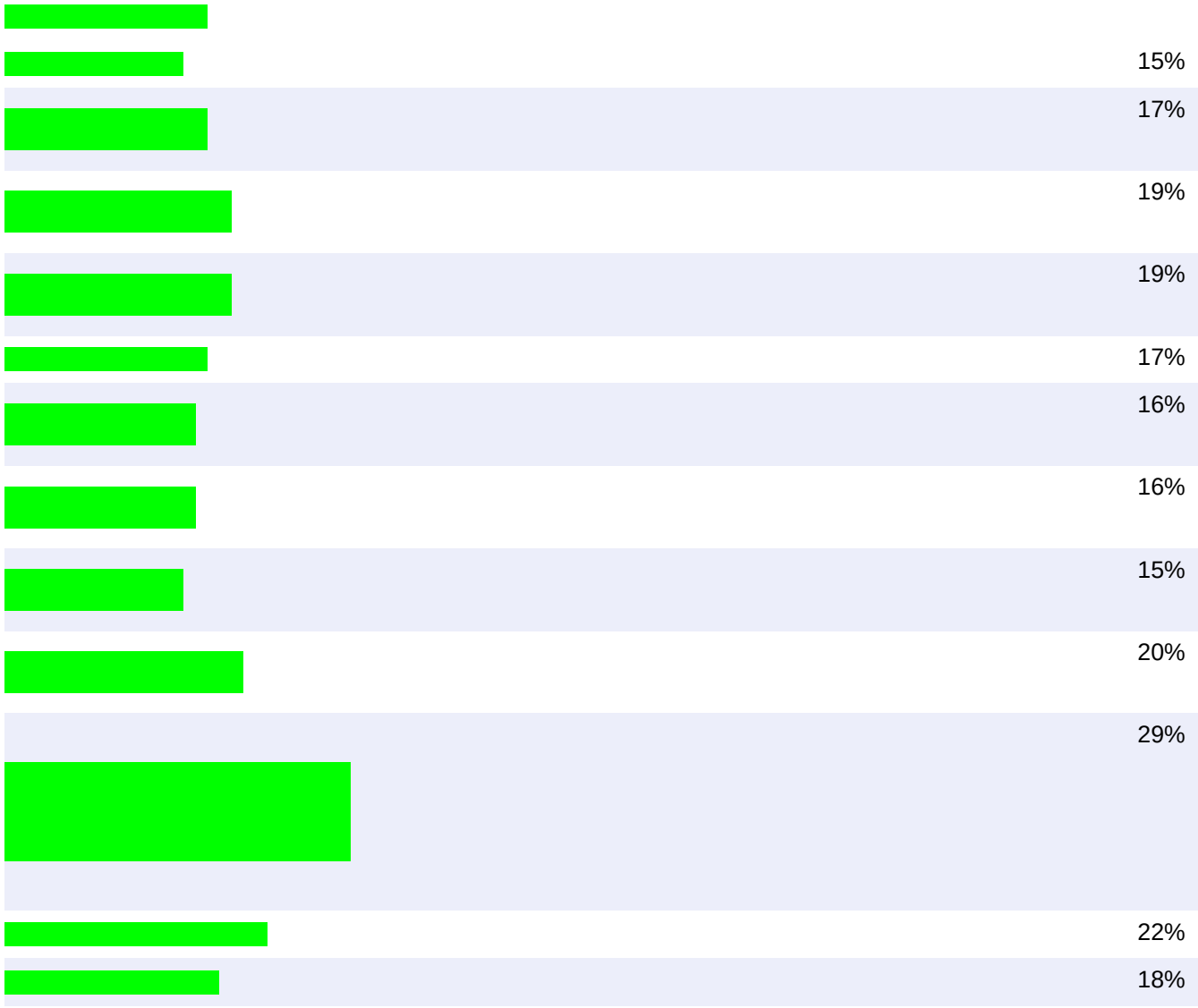

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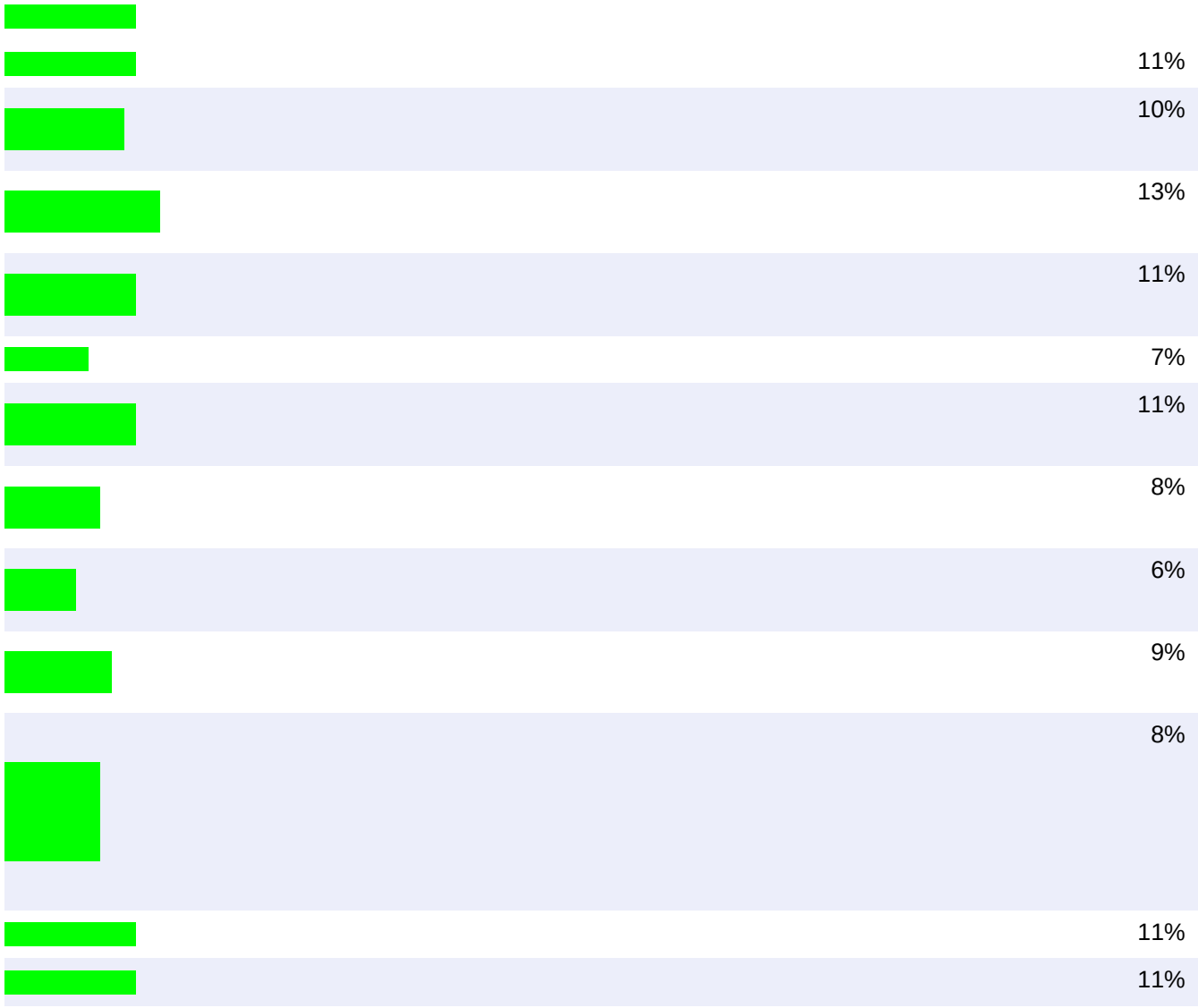

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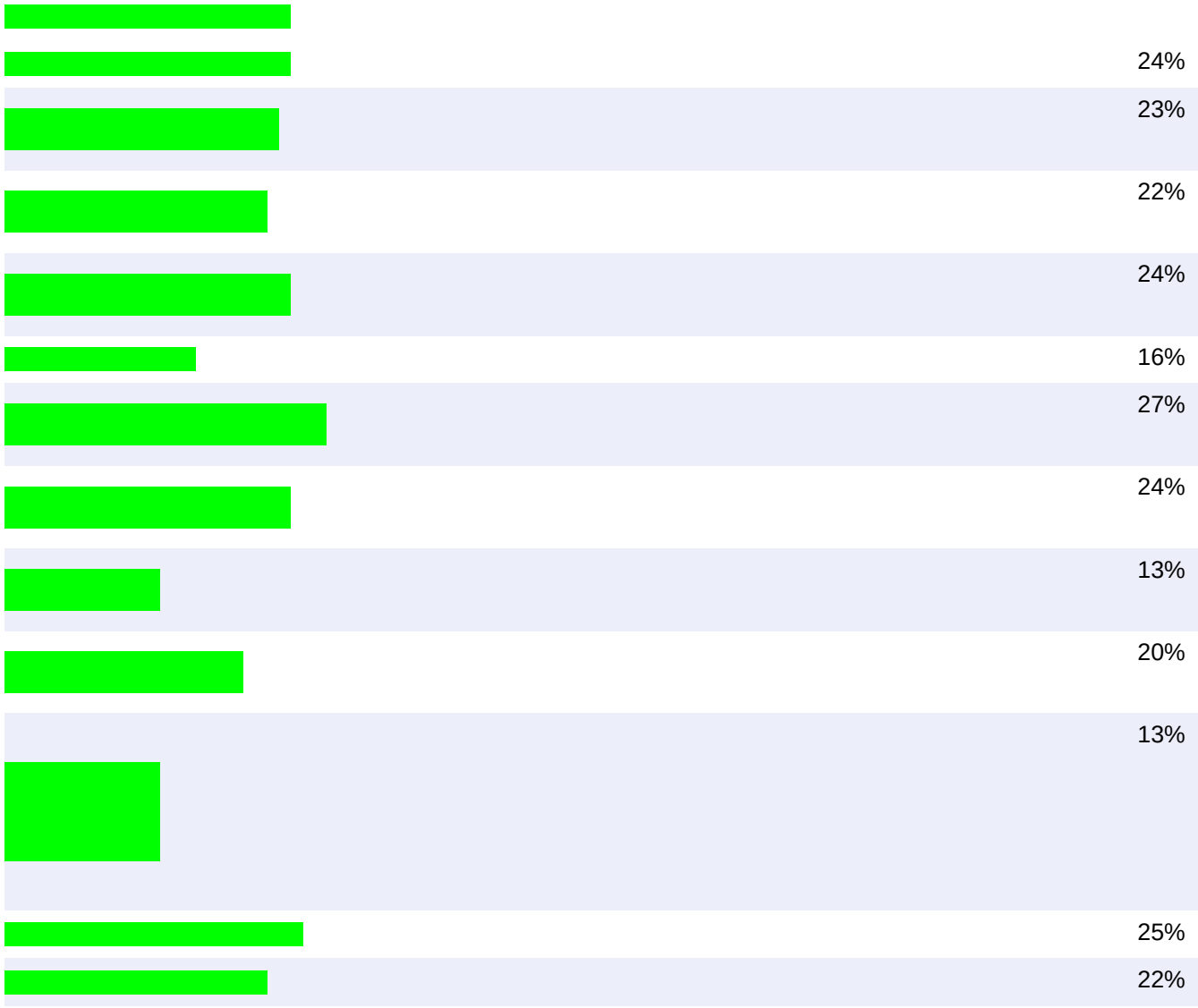

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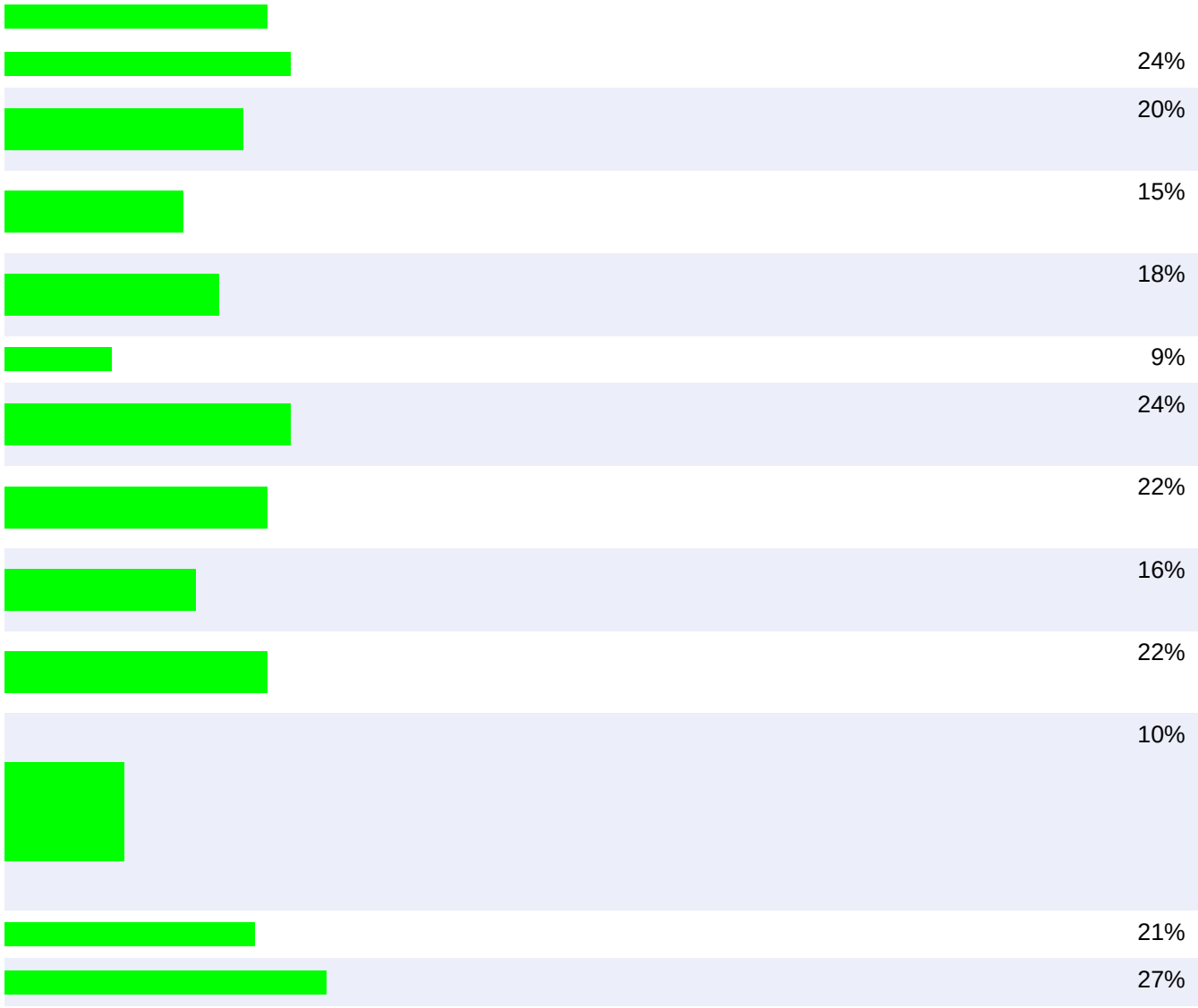

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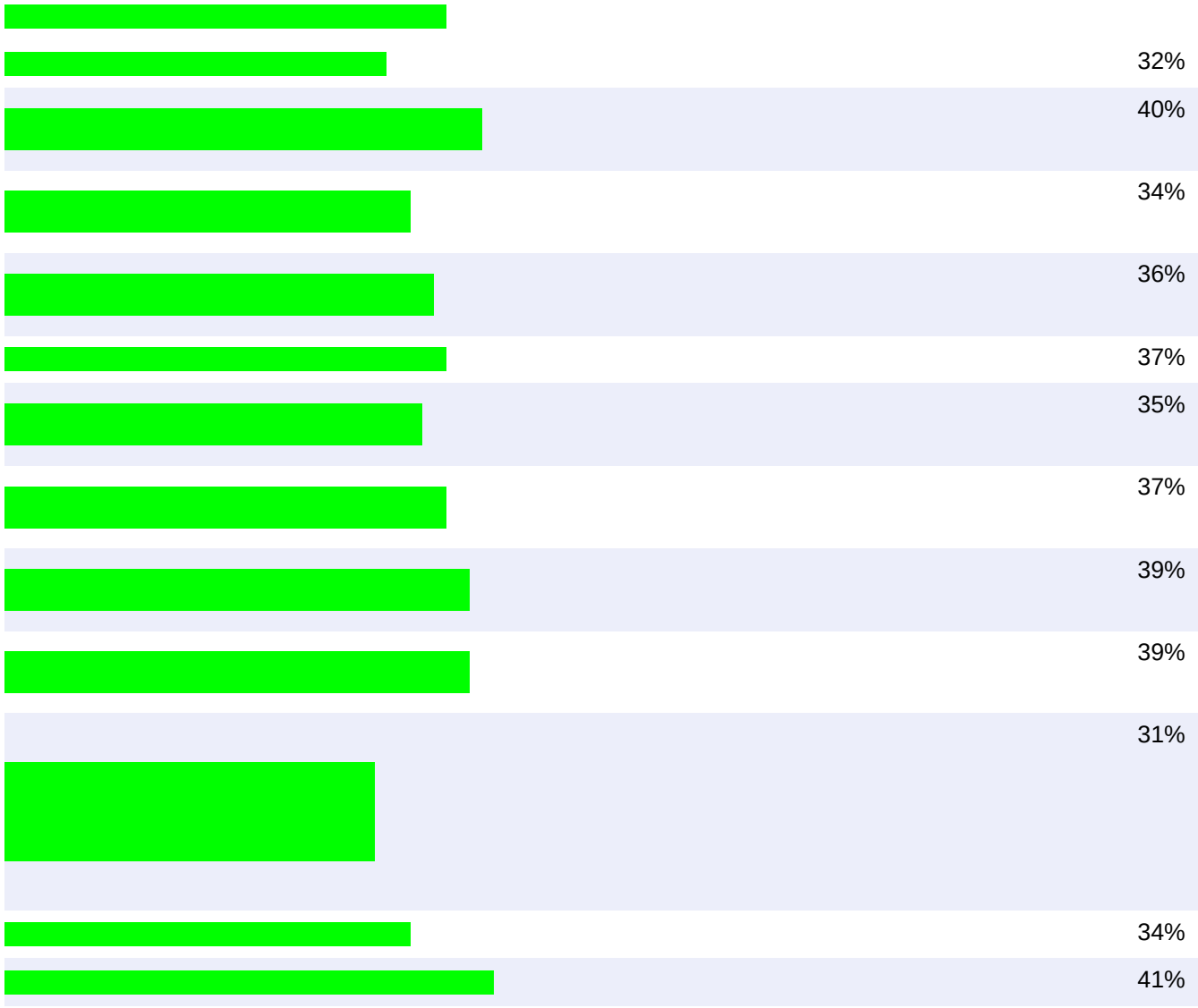

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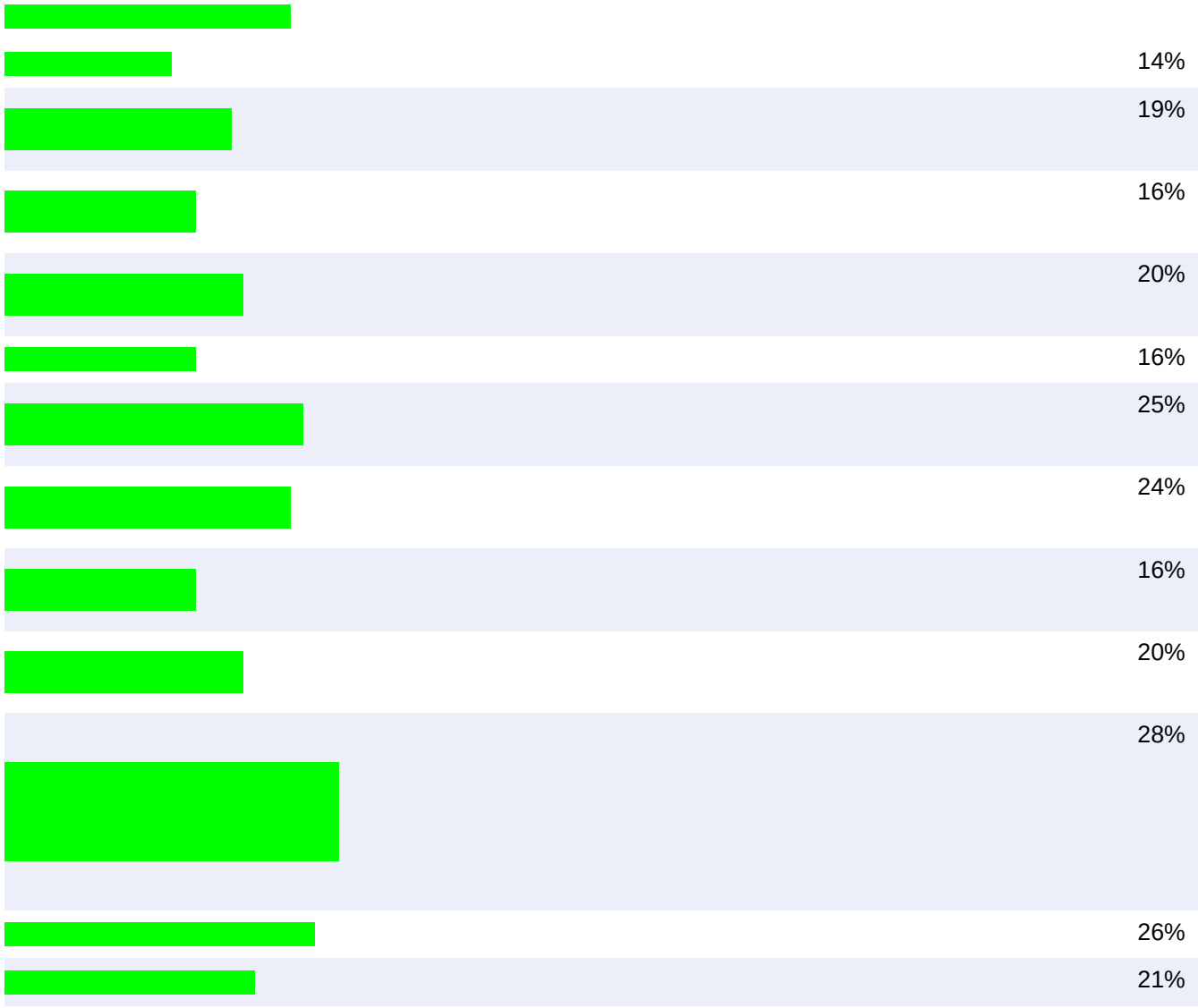

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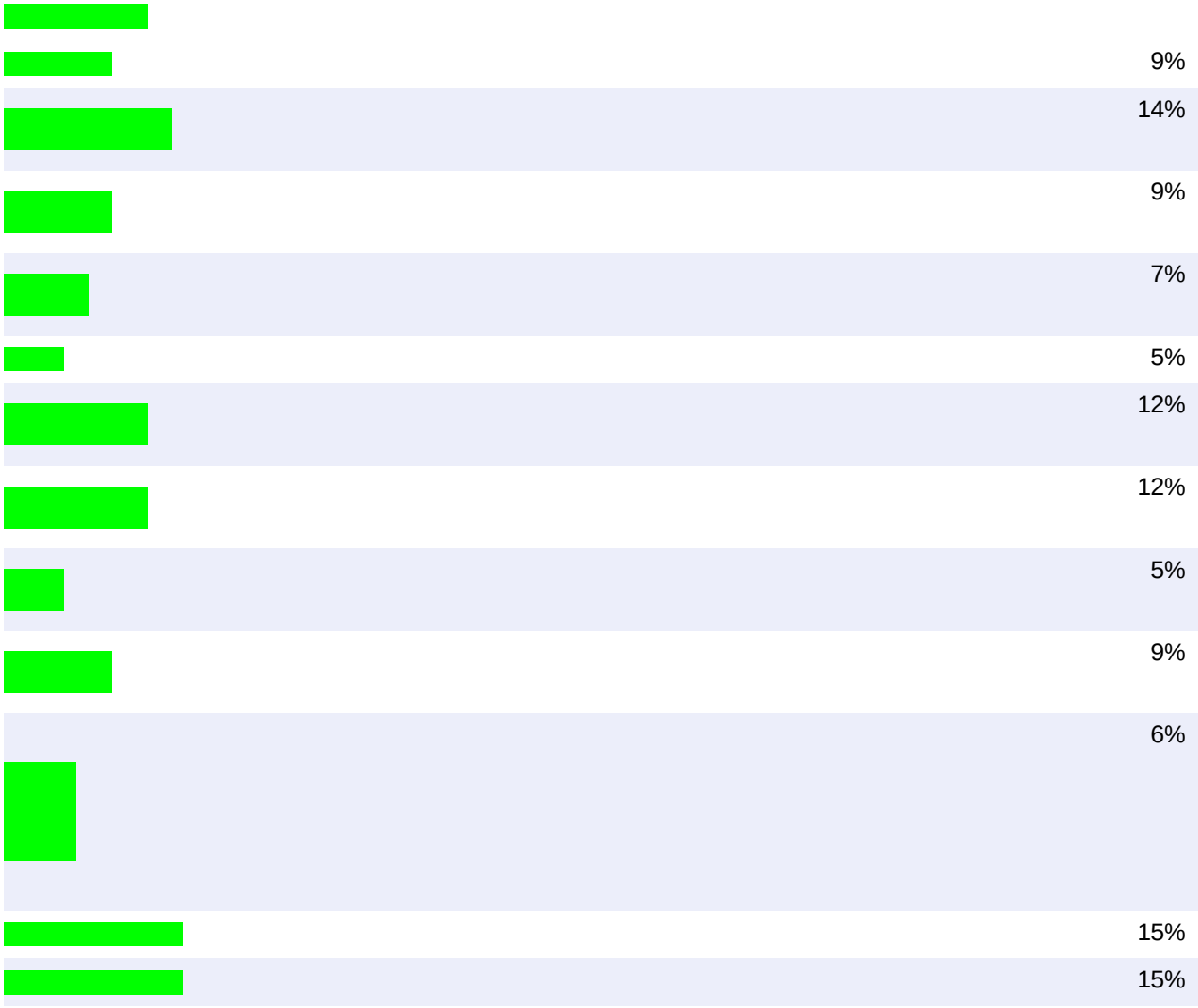

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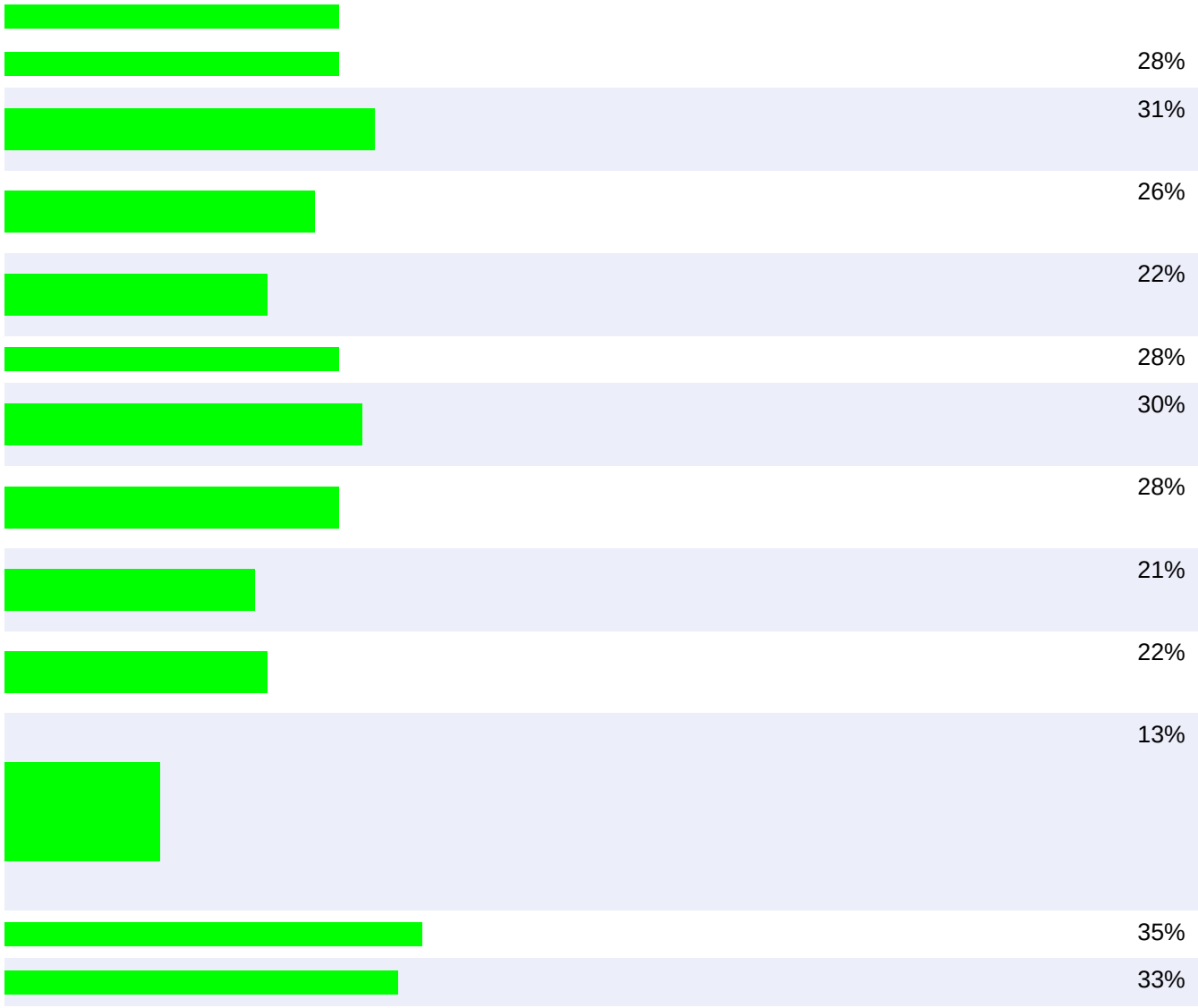

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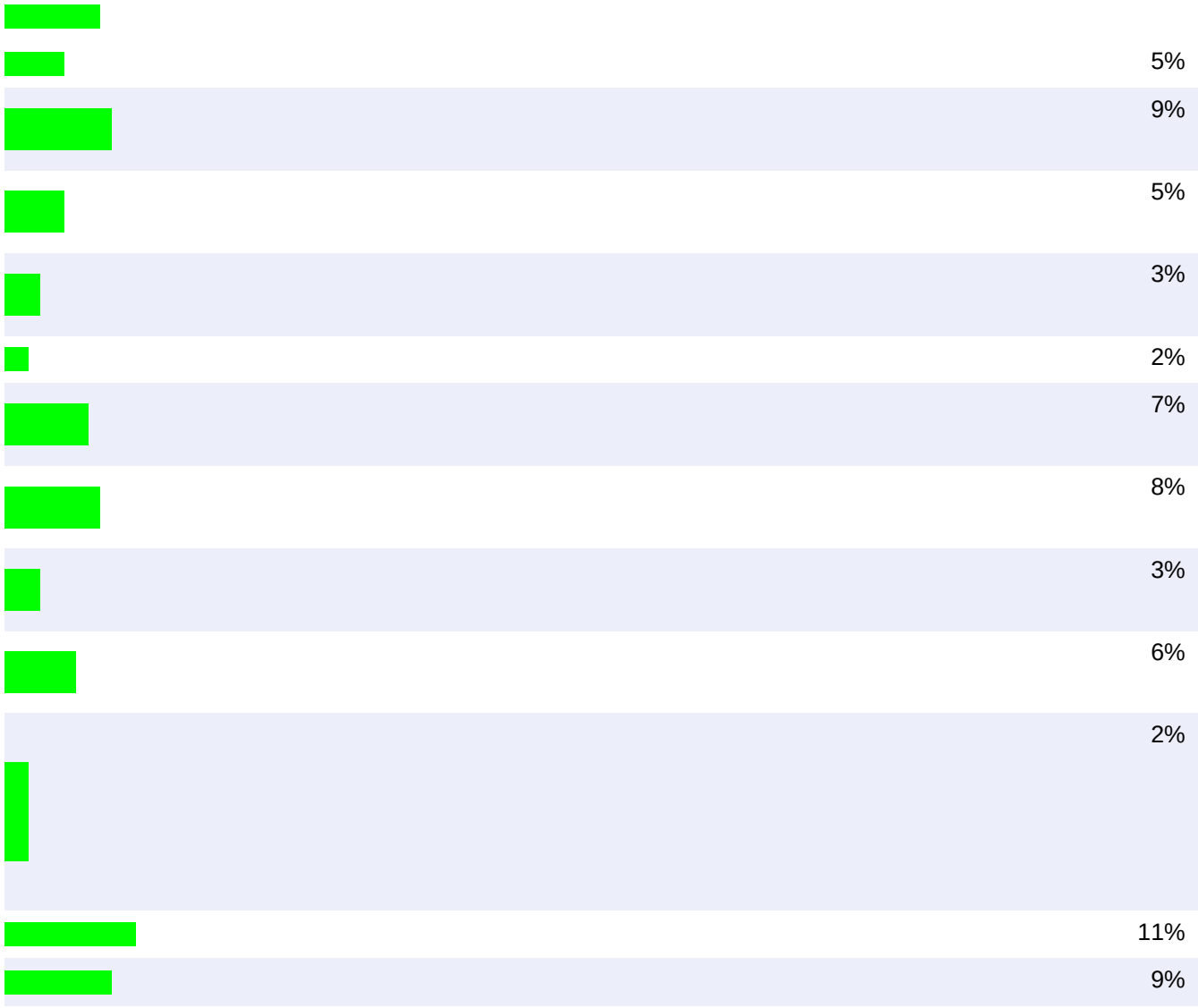

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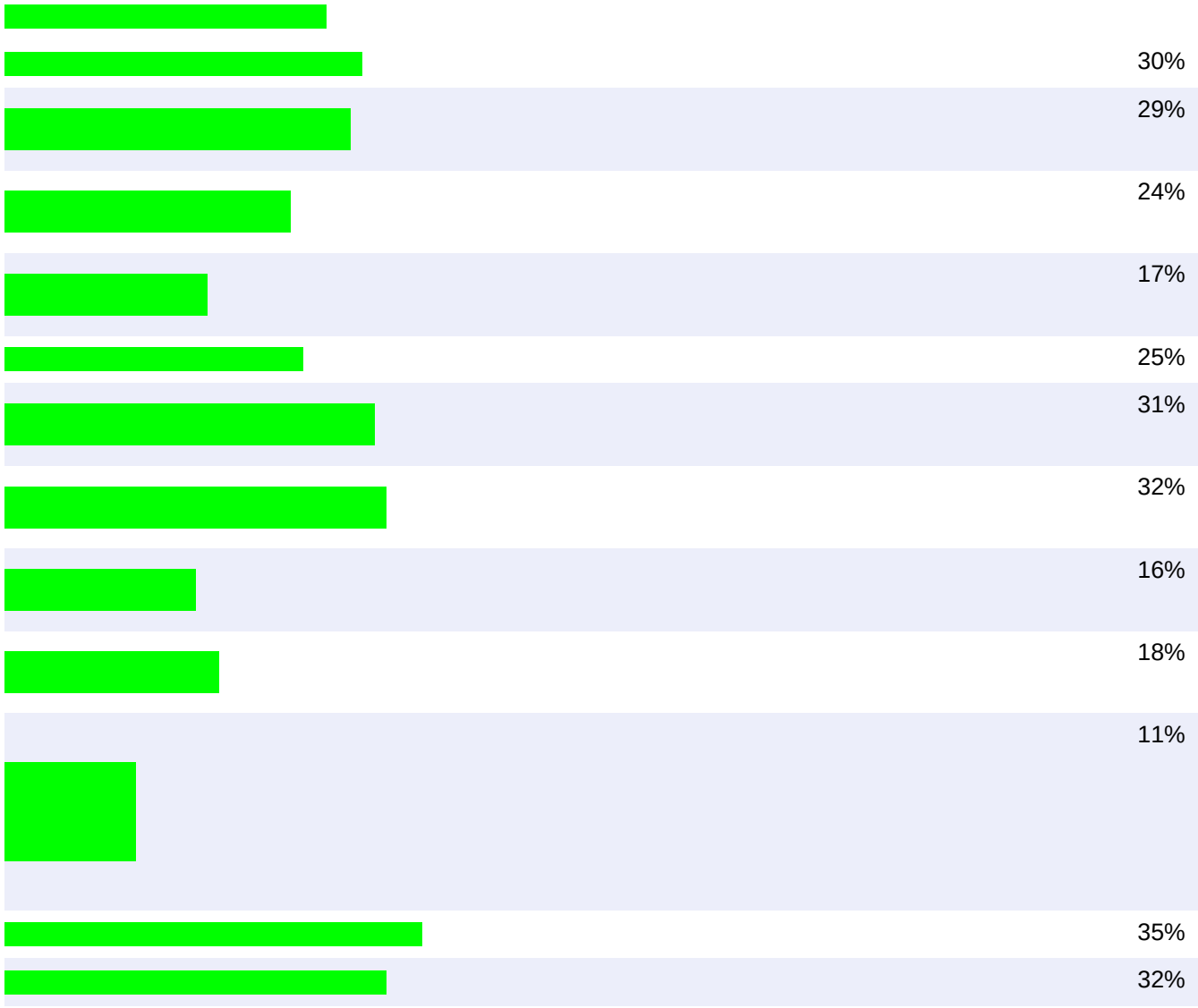


HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

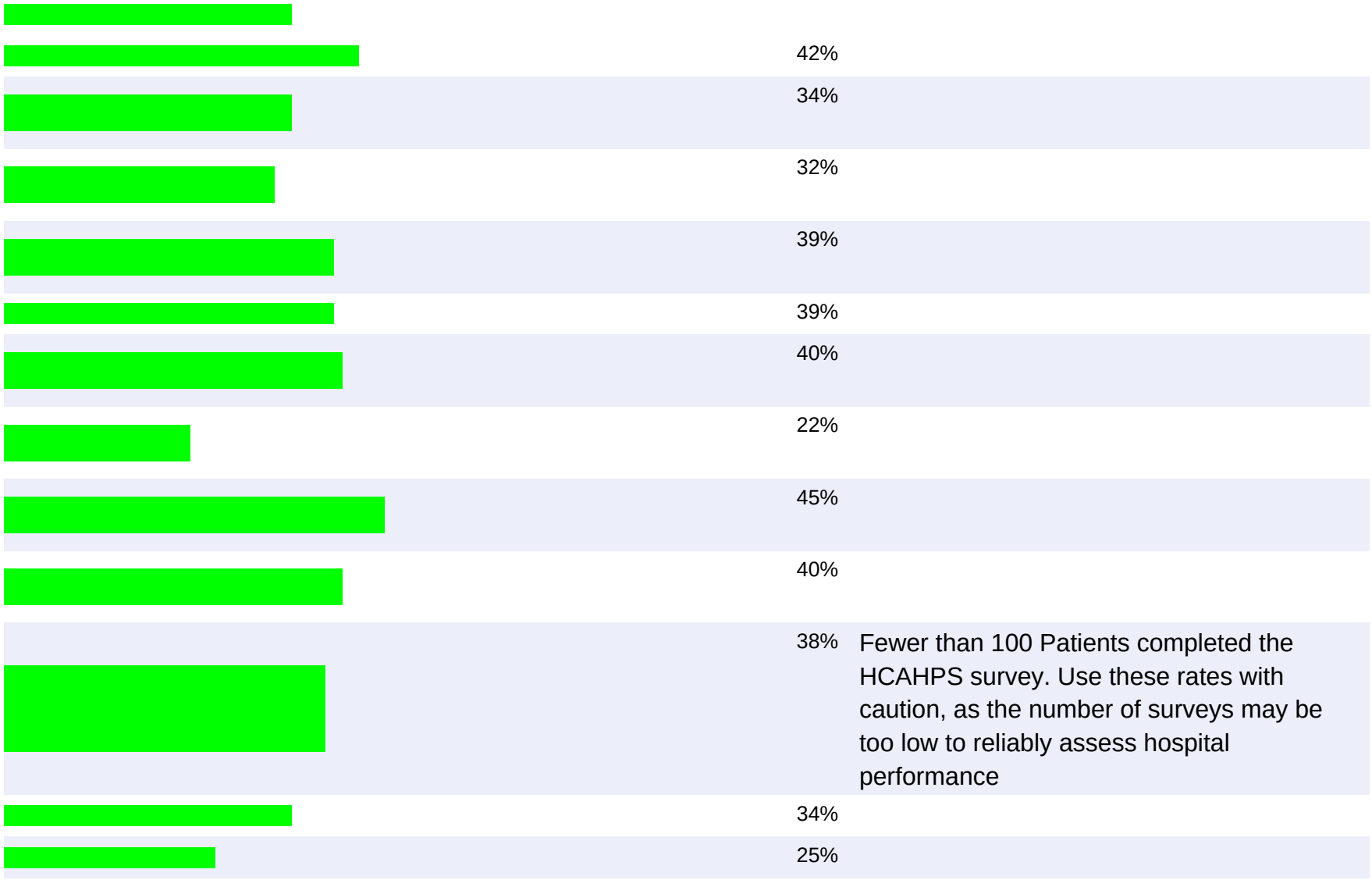
HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more
300 or more
300 or more
300 or more
Between 100 and 299
300 or more
300 or more
300 or more
300 or more
Fewer than 100
300 or more
300 or more

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)



HCAHPS VHA WC March 2010

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HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

050749	THOUSAND OAKS SURGICAL HOSPITAL	401 ROLLING OAKS DR
050236	SIMI VALLEY HOSPITAL & HEALTH CARE SERVICES	2975 N SYCAMORE DR
050082	ST JOHNS REGIONAL MEDICAL CENTER	1600 N ROSE AVE
120014	WILCOX MEMORIAL HOSPITAL	3-3420 KUHIO HIGHWAY
120006	CASTLE MEDICAL CENTER	640 ULUKAHIKI ST
121304	KAHUKU MEDICAL CENTER	56-117 PUALALEA STREET
120019	KONA COMMUNITY HOSPITAL	79-1019 HAUKAPILA STREET
120011	KAISER FOUNDATION HOSPITAL	3288 MOANALUA RD
120002	MAUI MEMORIAL MEDICAL CENTER	221 MAHALANI STREET
120026	PALI MOMI MEDICAL CENTER	98-1079 MOANALUA ROAD
120022	STRAUB CLINIC AND HOSPITAL	888 SO KING STREET
120007	KUAKINI MEDICAL CENTER	347 NORTH KUAKINI STREET
120001	THE QUEENS MEDICAL CENTER	1301 PUNCHBOWL ST
120010	HAWAII MEDICAL CENTER EAST	2230 LILIHA STREET
121303	MOLOKAI GENERAL HOSPITAL	280 HOME OLU PLACE
120004	WAHIAWA GENERAL HOSPITAL	128 LEHUA STREET
120027	HAWAII MEDICAL CENTER WEST	91-2141 FORT WEAVER ROAD

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	THOUSAND OAKS	CA
	SIMI VALLEY	CA
	OXNARD	CA
	LIHUE	HI
	KAILUA	HI
	KAHUKU	HI
	KEALAKEKUA	HI
	HONOLULU	HI
	WAILUKU	HI
	AIEA	HI
	HONOLULU	HI
	HONOLULU	HI
	HONOLULU	HI
	HONOLULU	HI
	KAUNAKAKAI	HI
	WAHIAWA	HI
	EWA BEACH	HI

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

91361	VENTURA	8057777750
93065	VENTURA	8059556000
93030	VENTURA	8059882500
96766	KAUAI	8082451103
96734	HONOLULU	8082635500
96731	HONOLULU	8082939221
96750	HAWAII	8083229311
96819	HONOLULU	8084320000
96793	MAUI	8084425101
96701	HONOLULU	8084866000
96813	HONOLULU	8085224000
96817	HONOLULU	8085362236
96813	HONOLULU	8085389011
96817	HONOLULU	8085476011
96748	MAUI	8085535331
96786	HONOLULU	8086218411
96706	HONOLULU	8086787000

HCAHPS VHA WC March 2010

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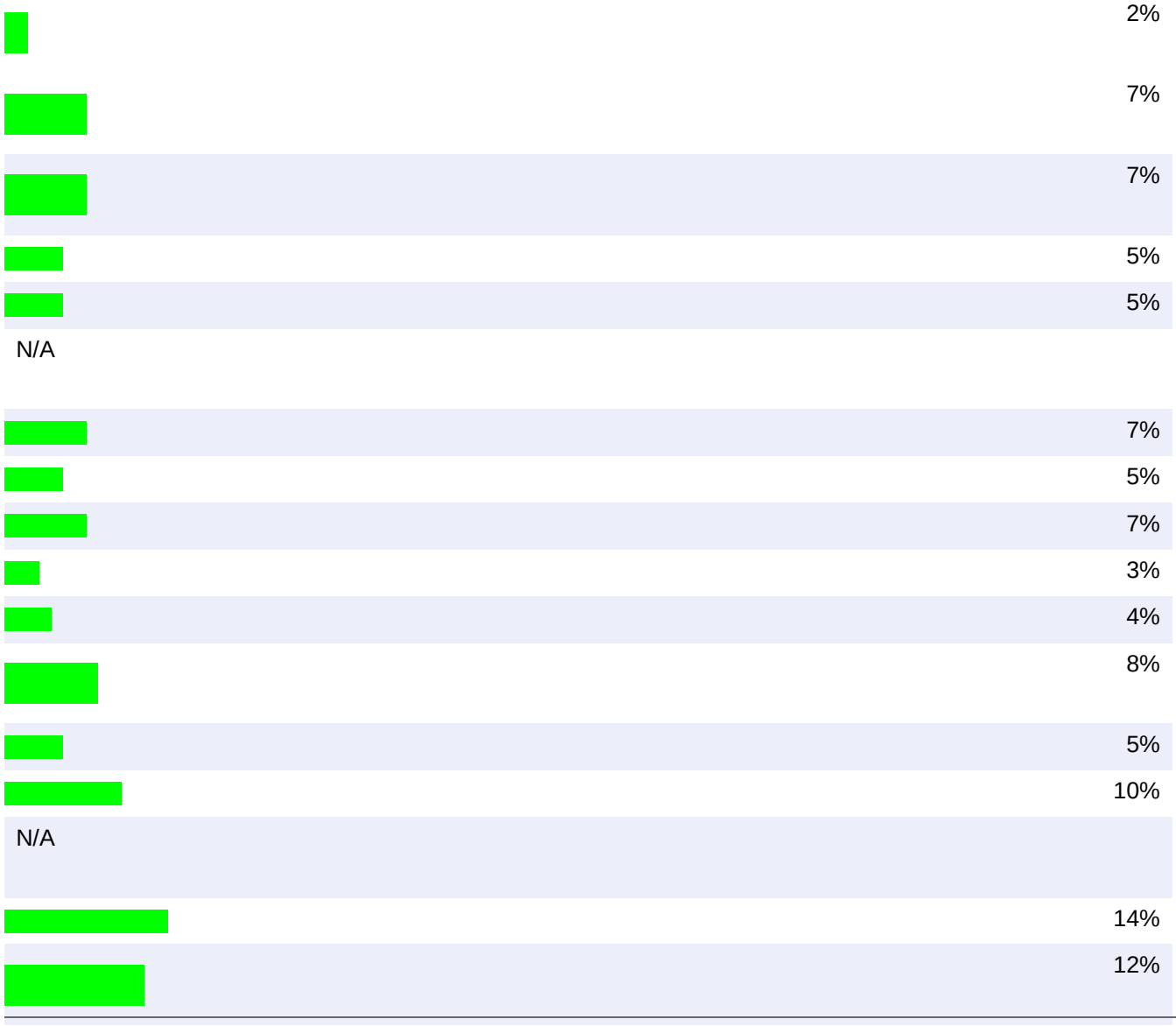

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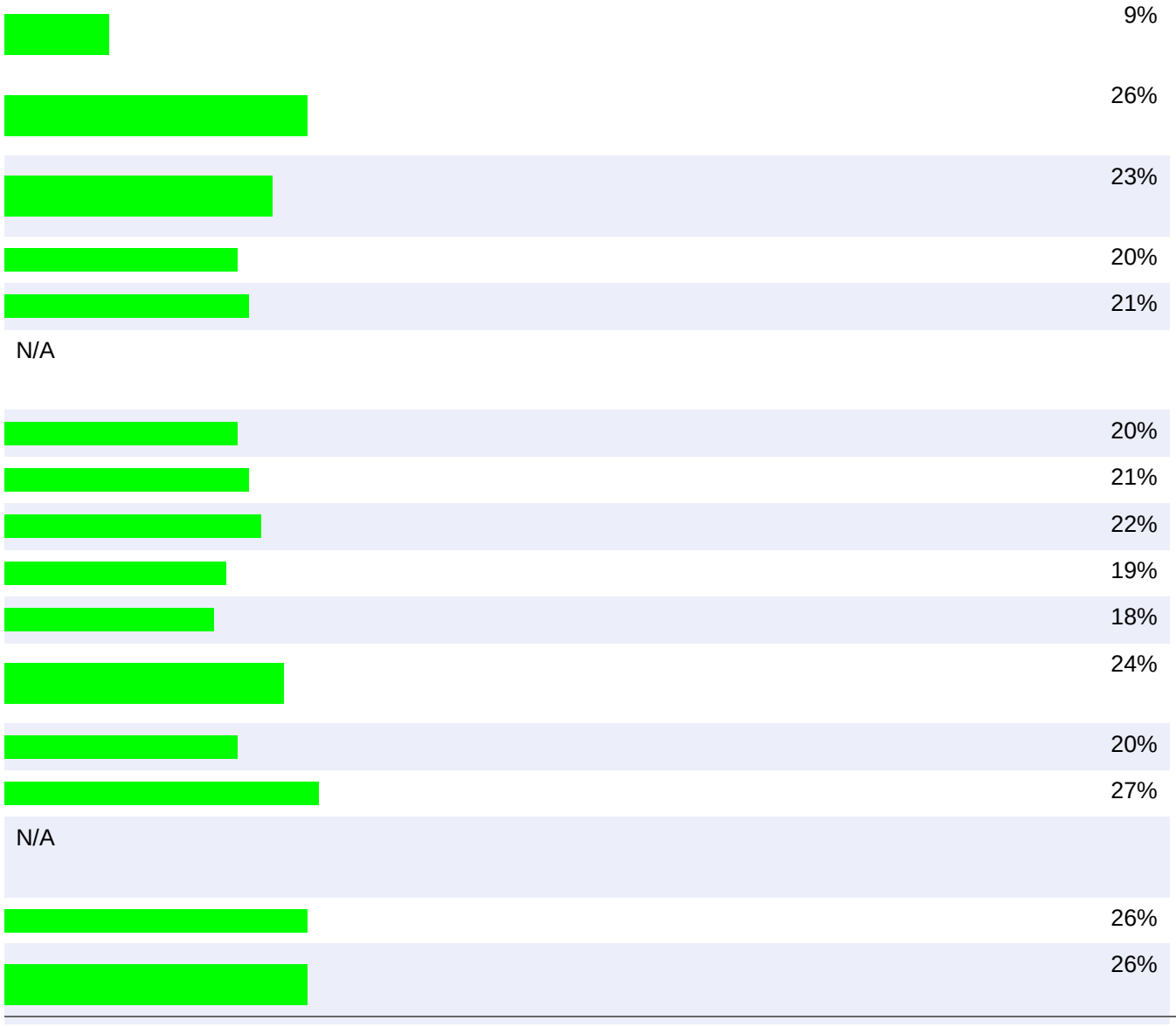

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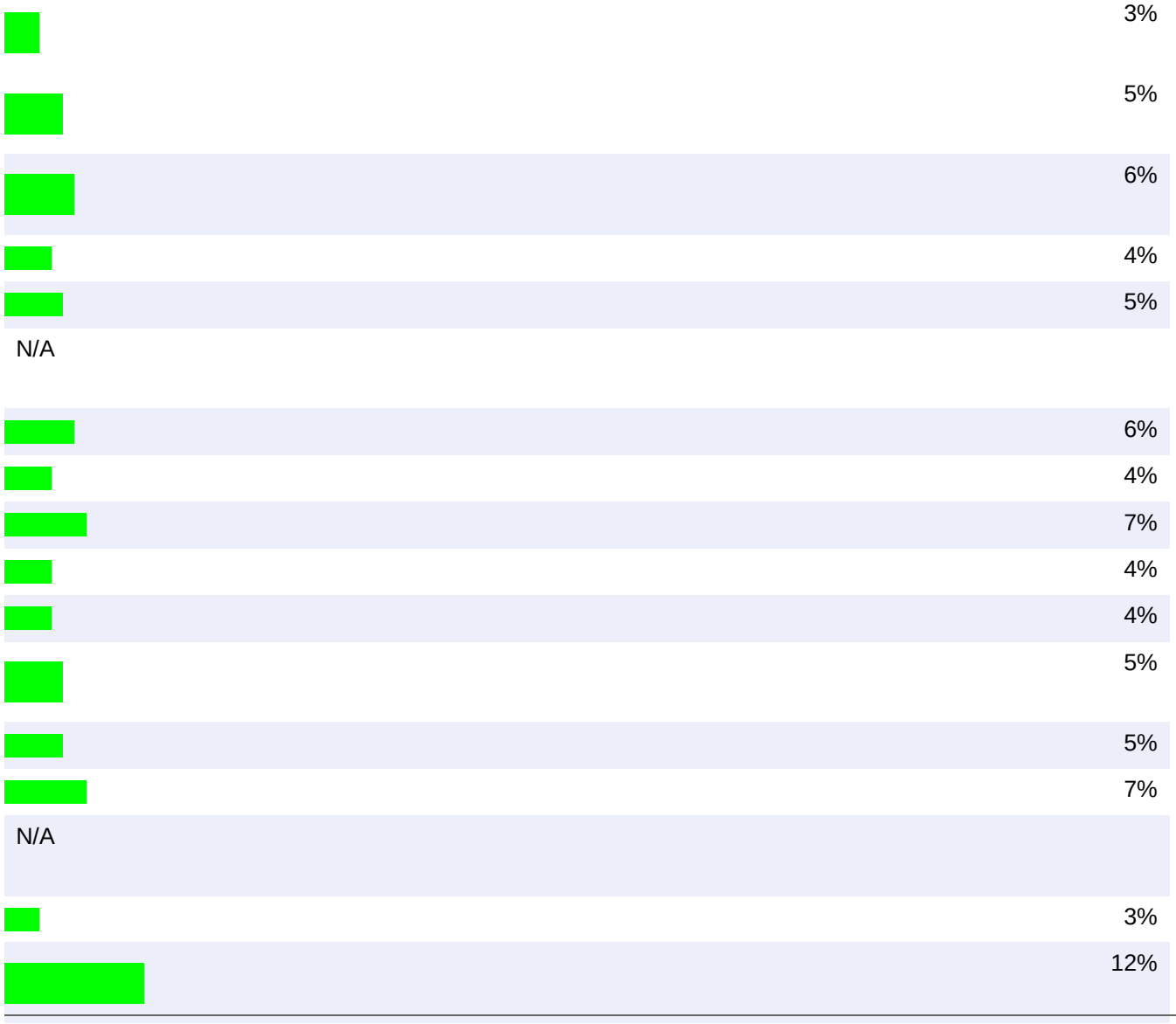

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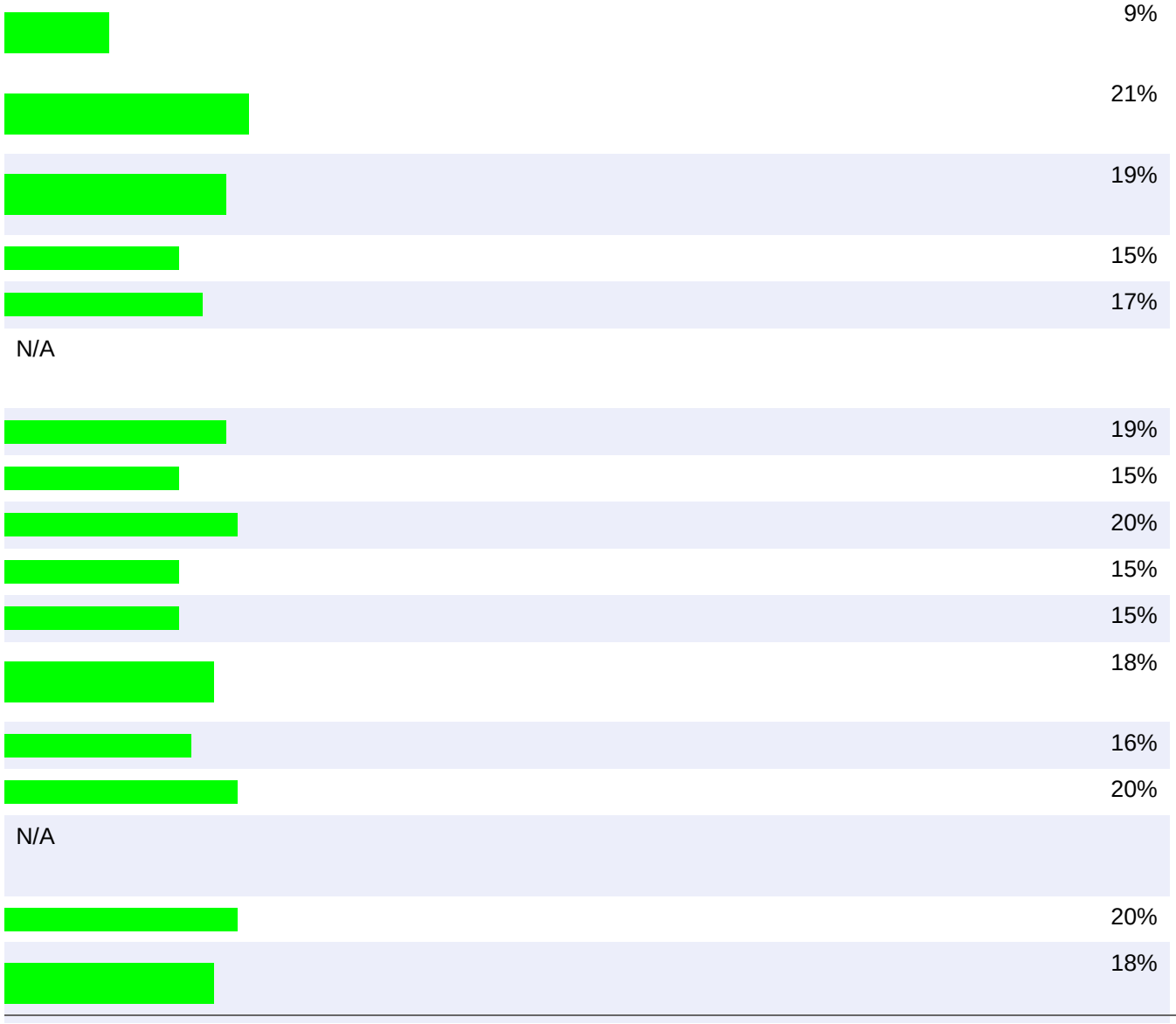

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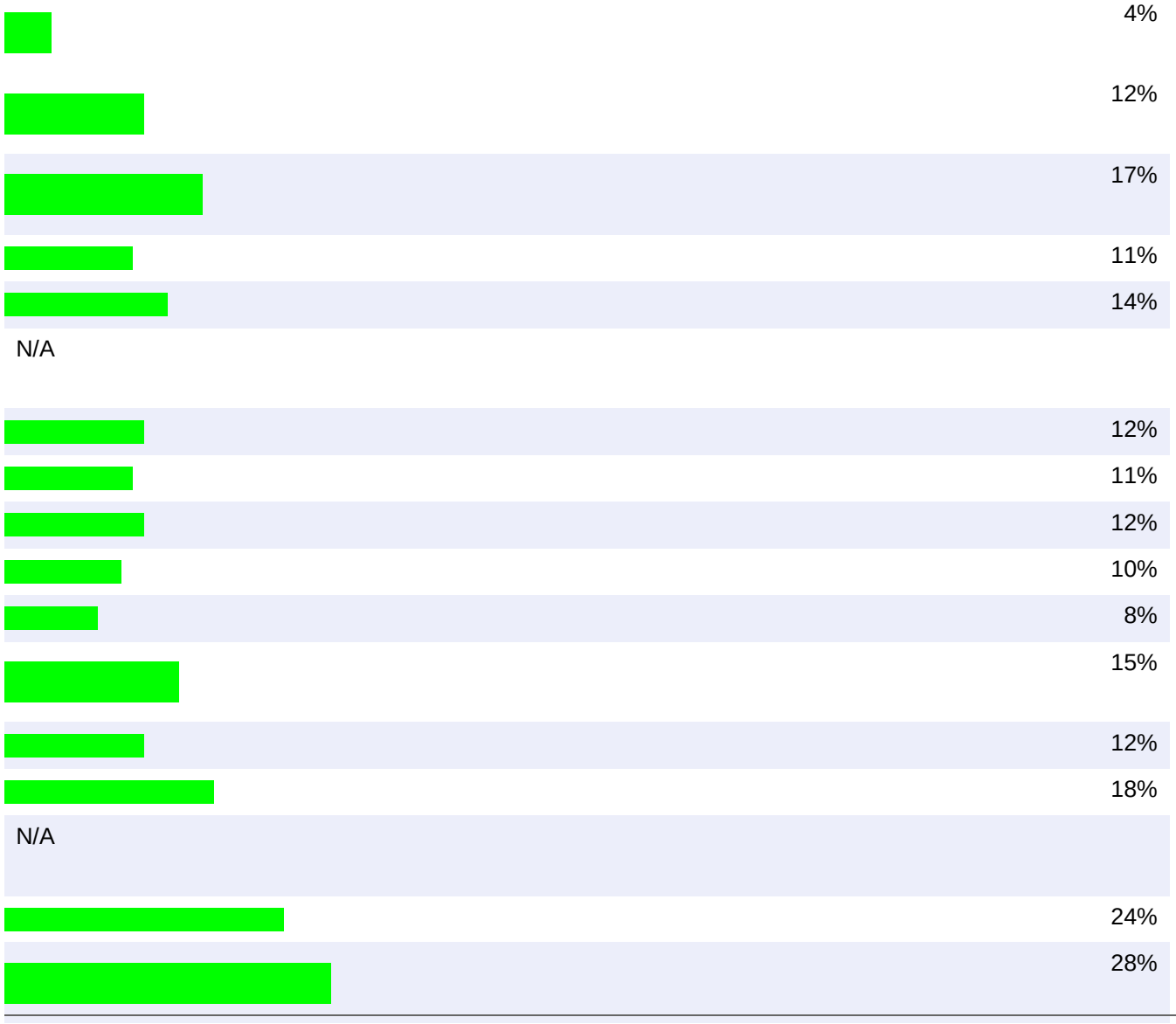

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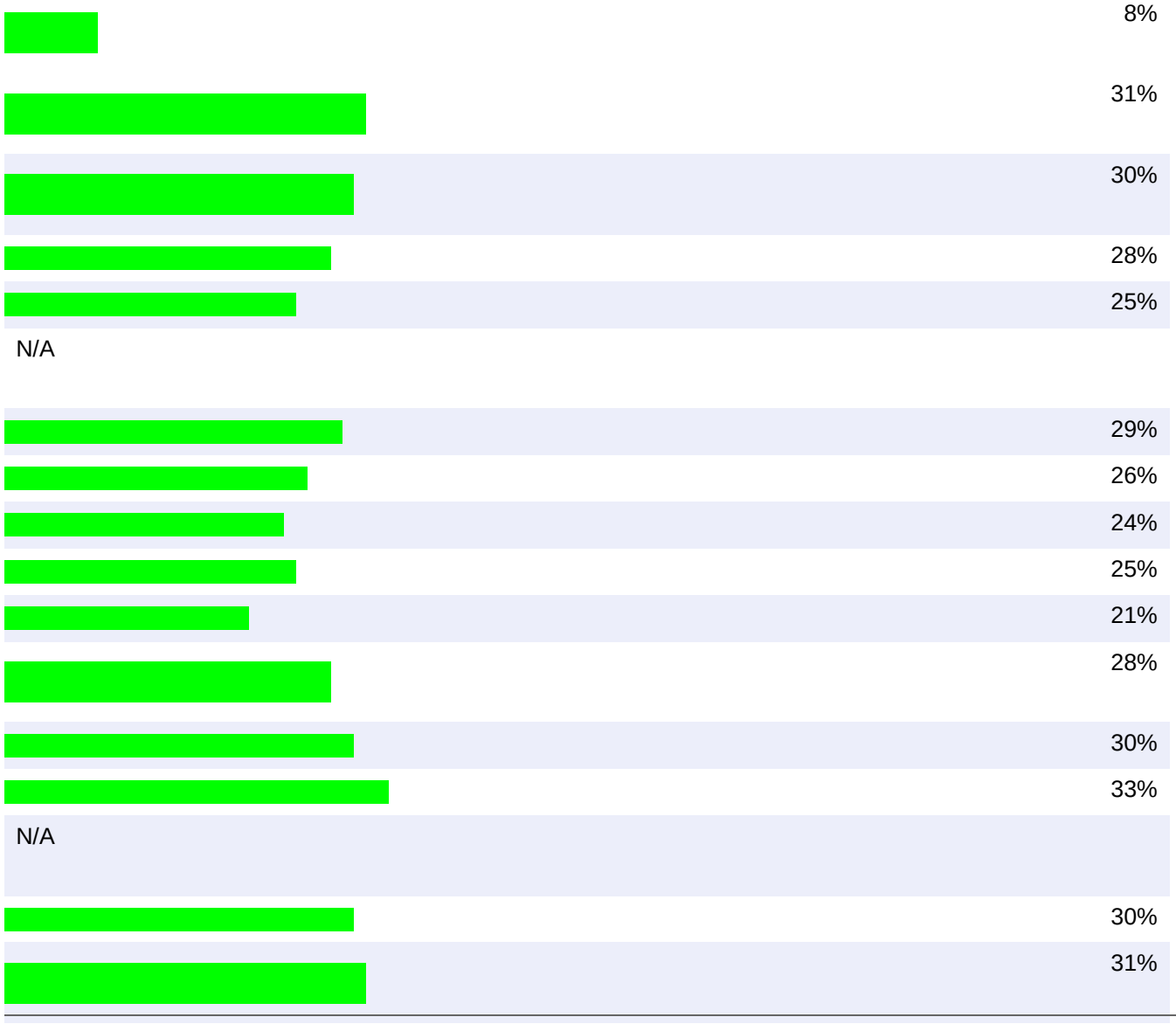

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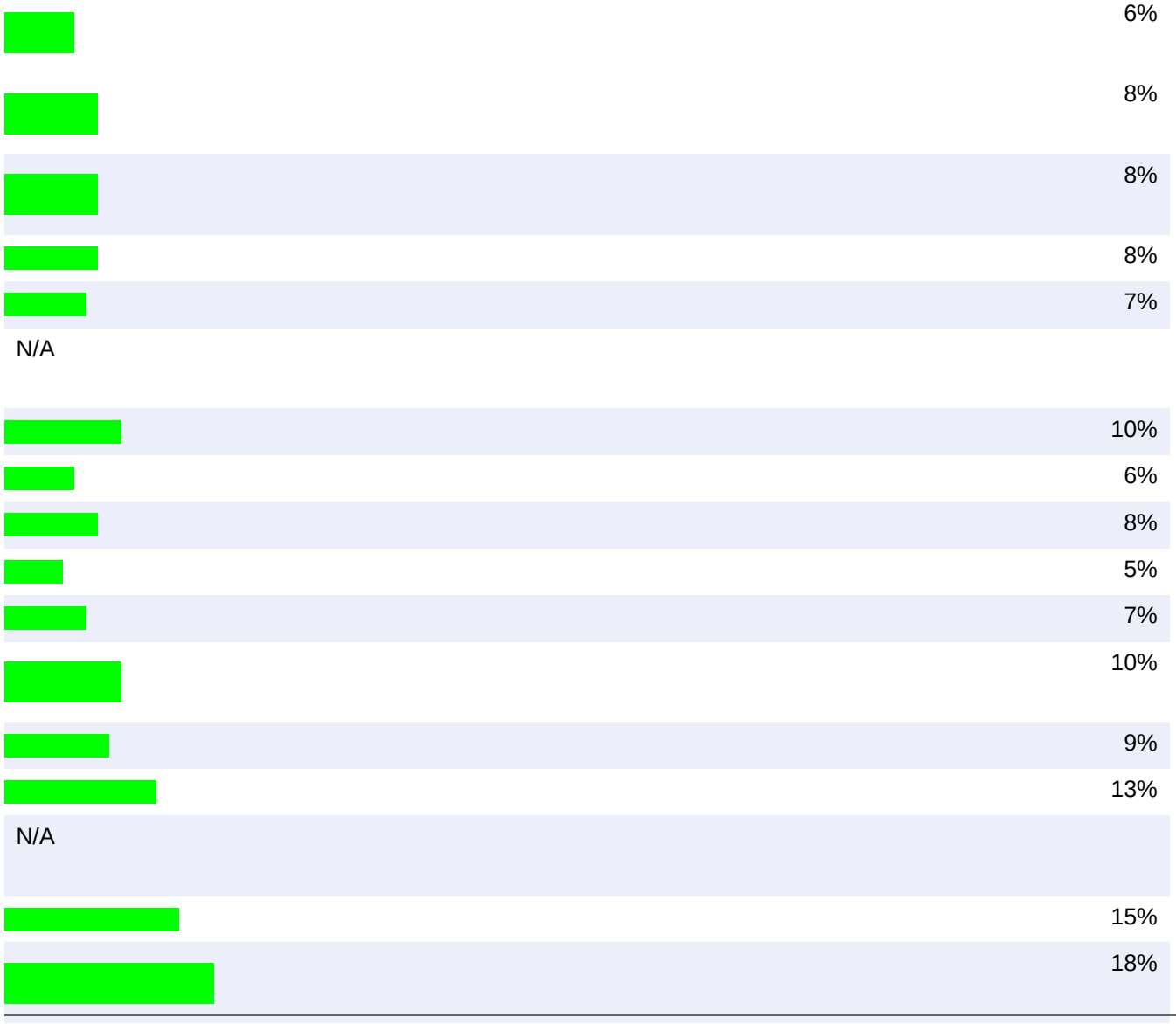

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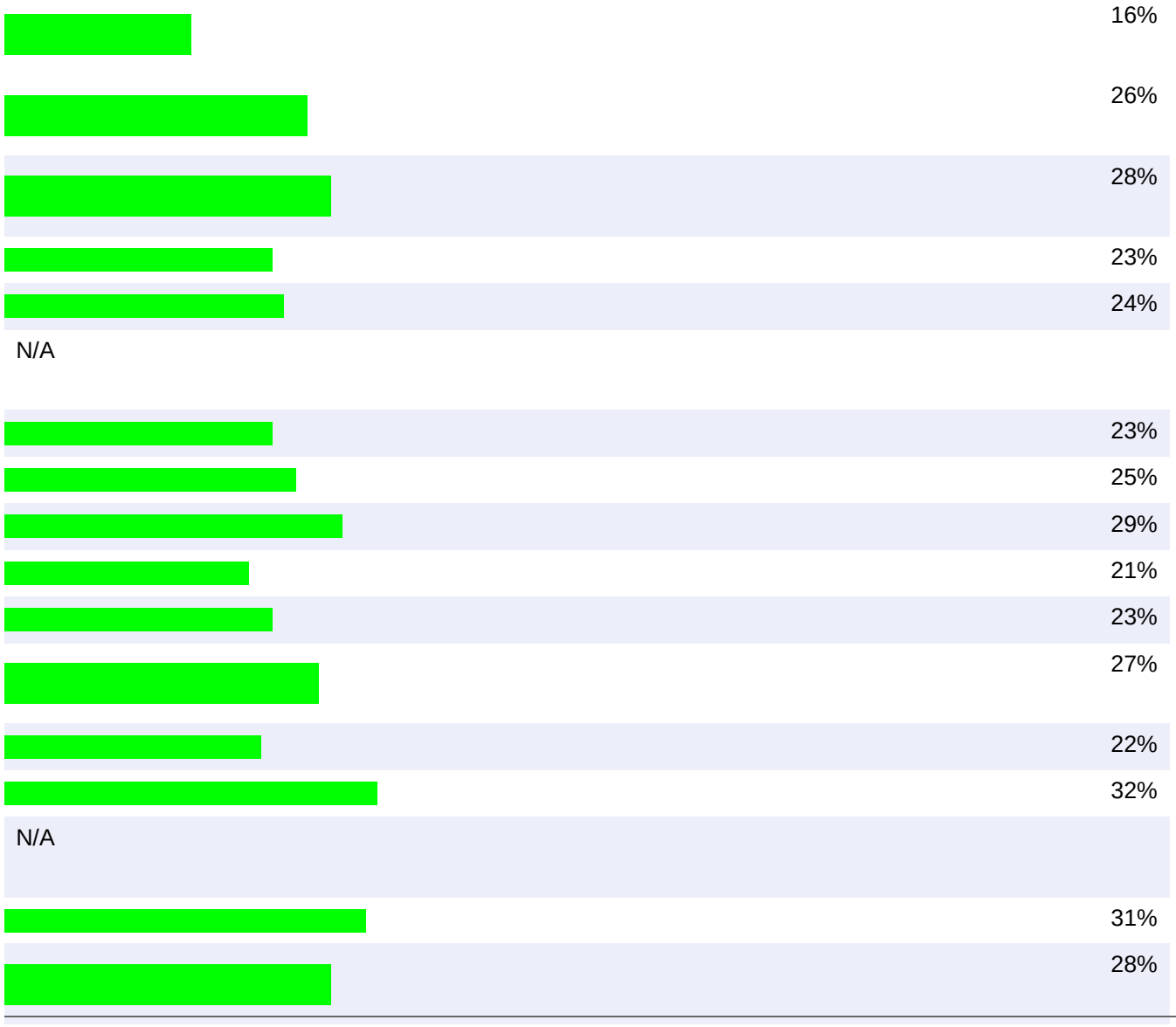

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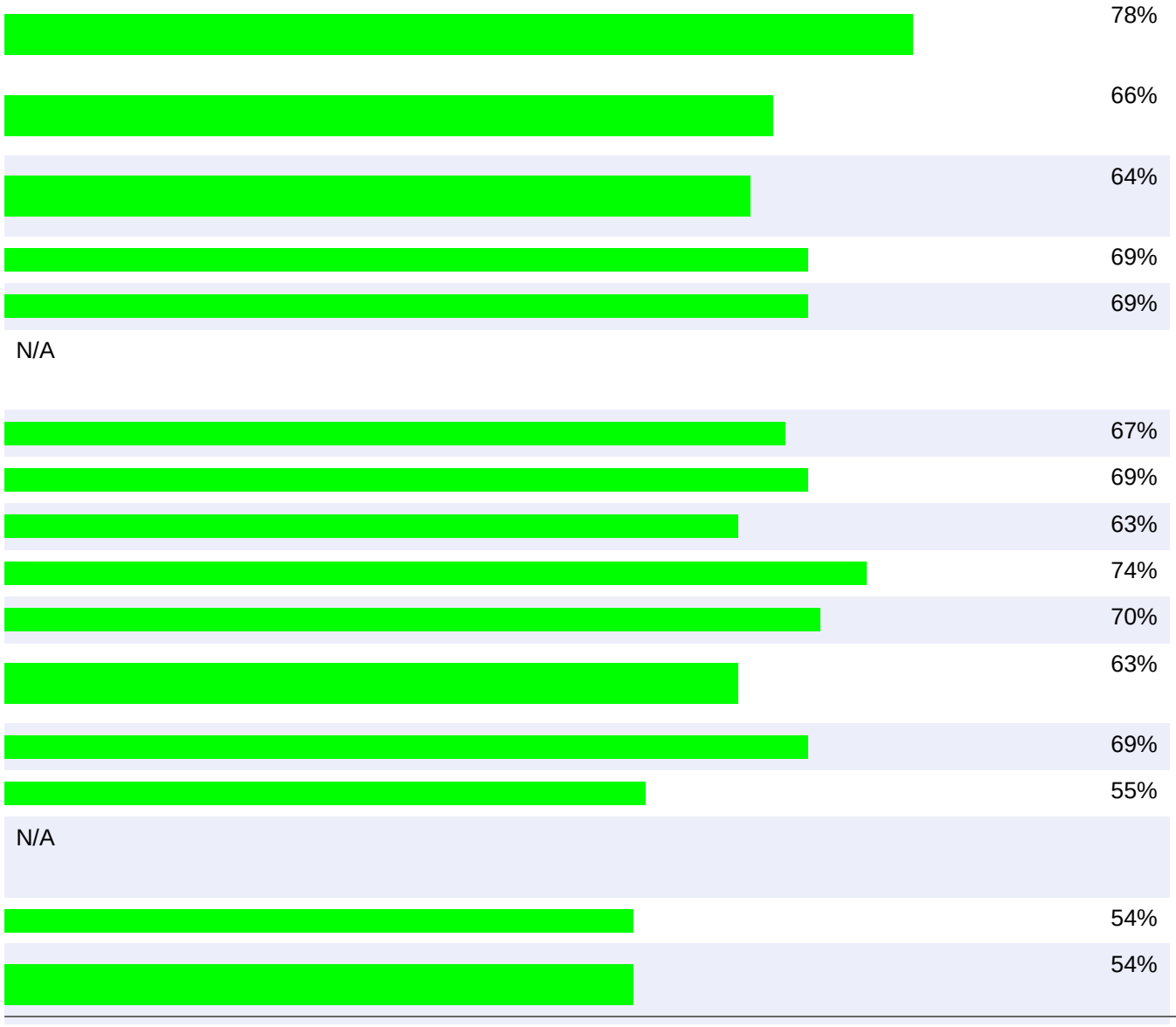

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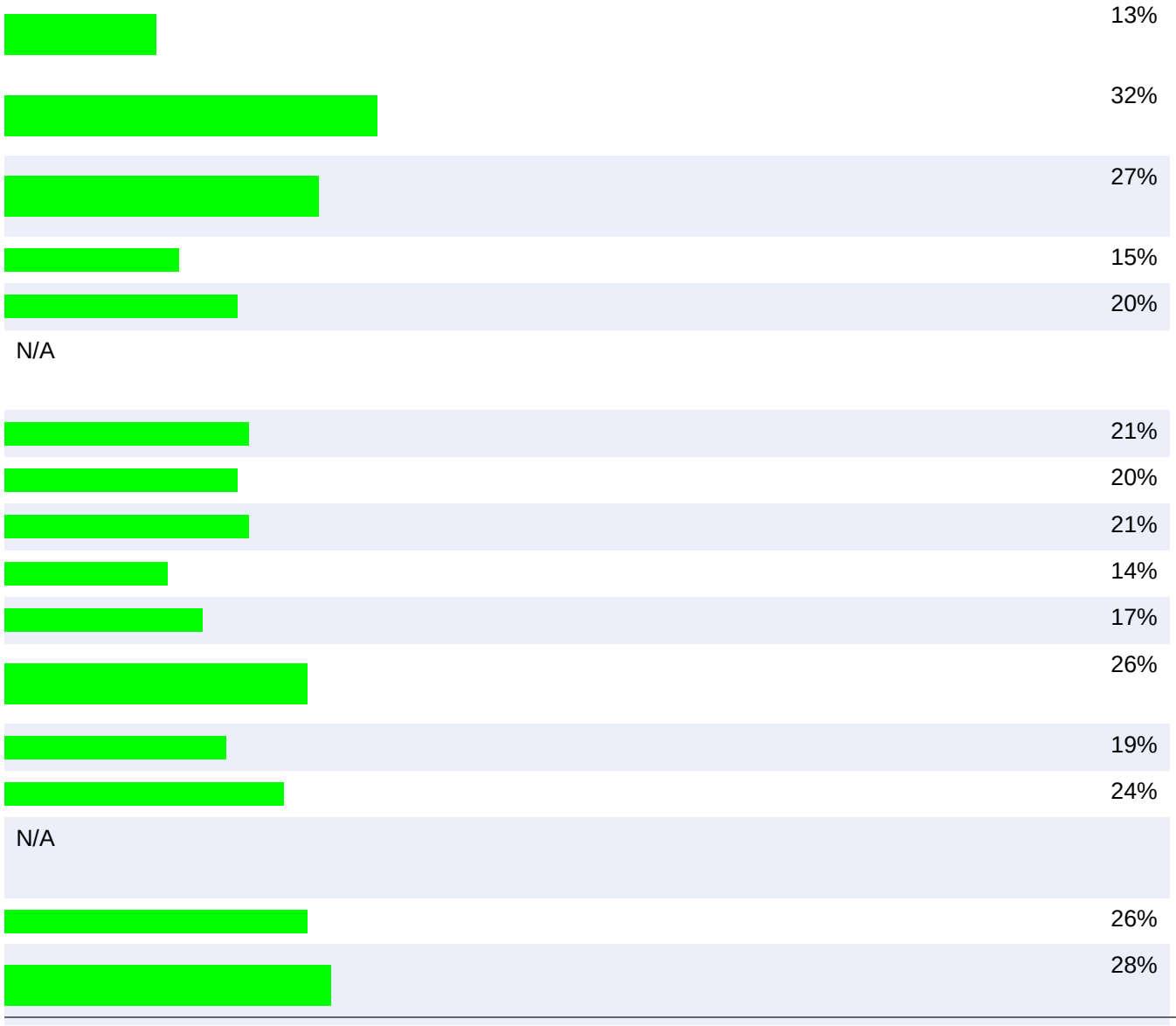

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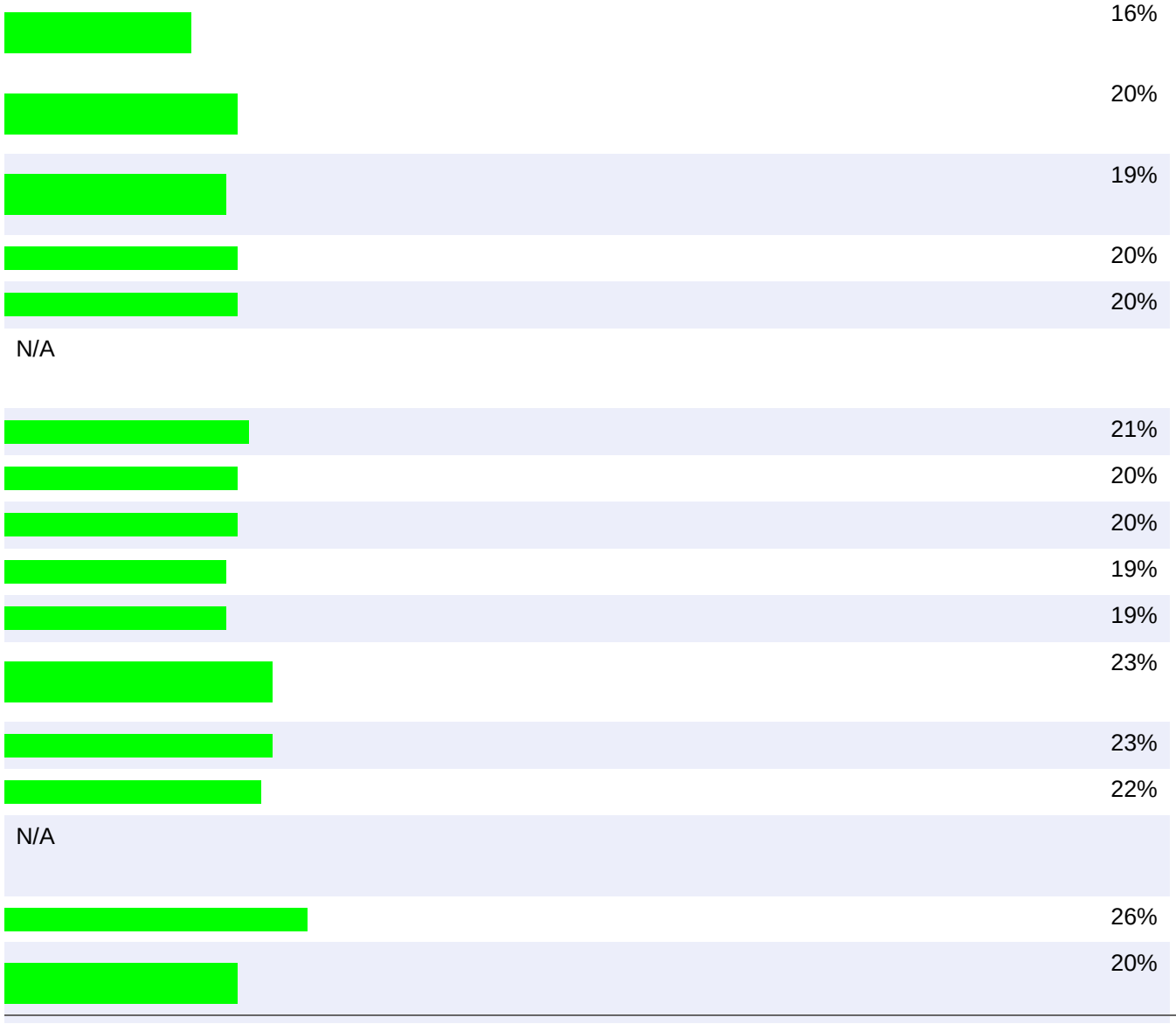

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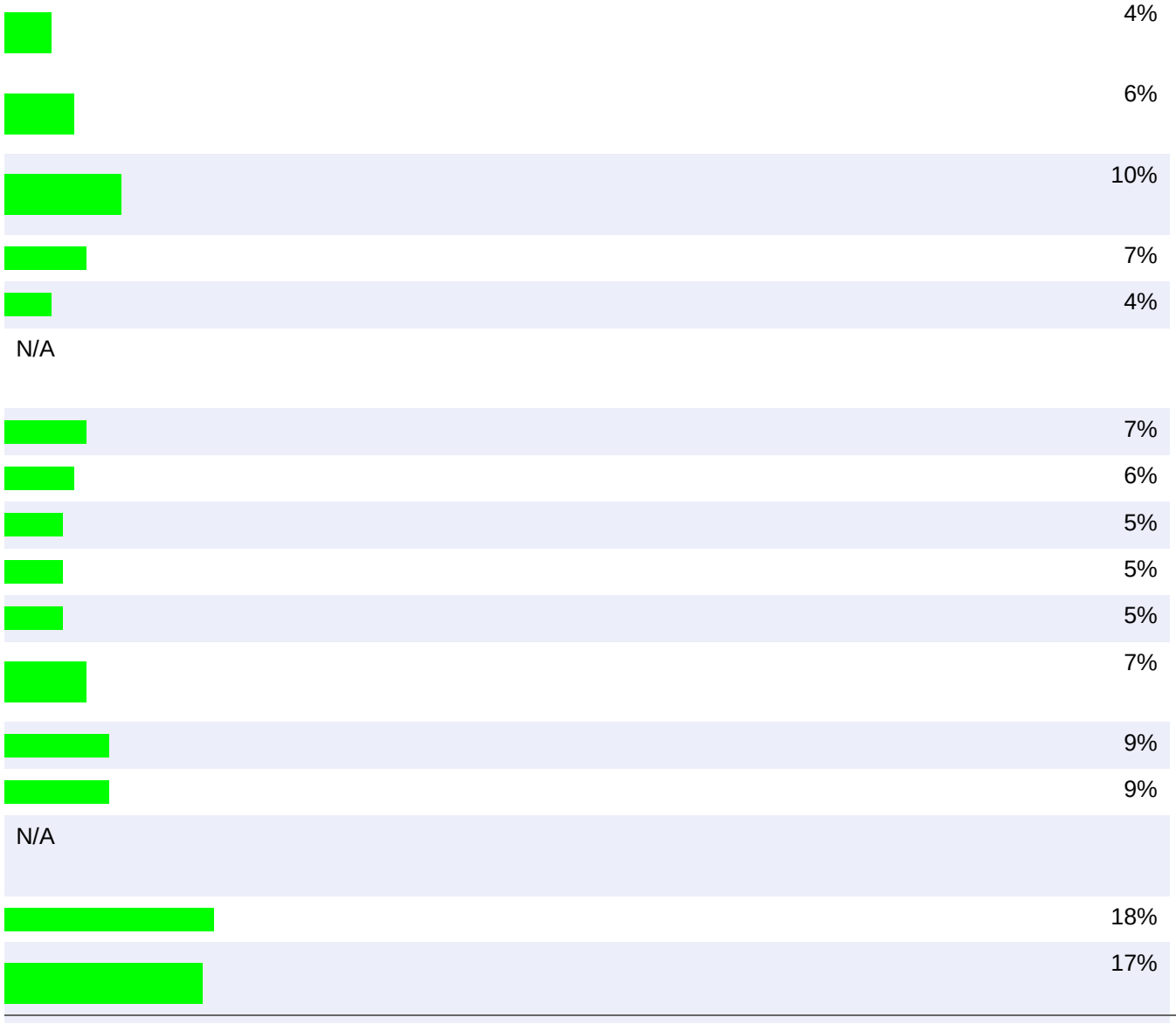

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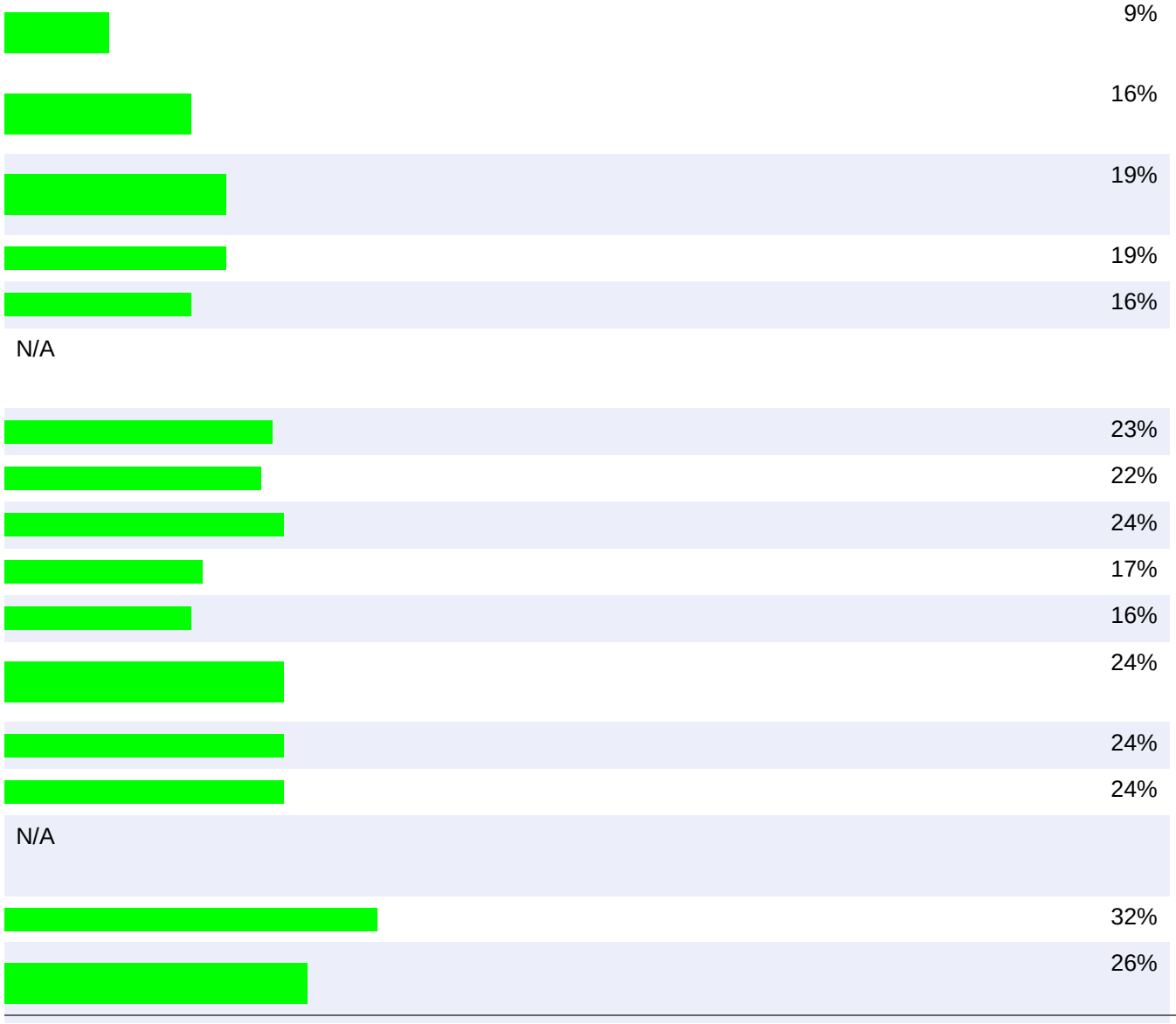

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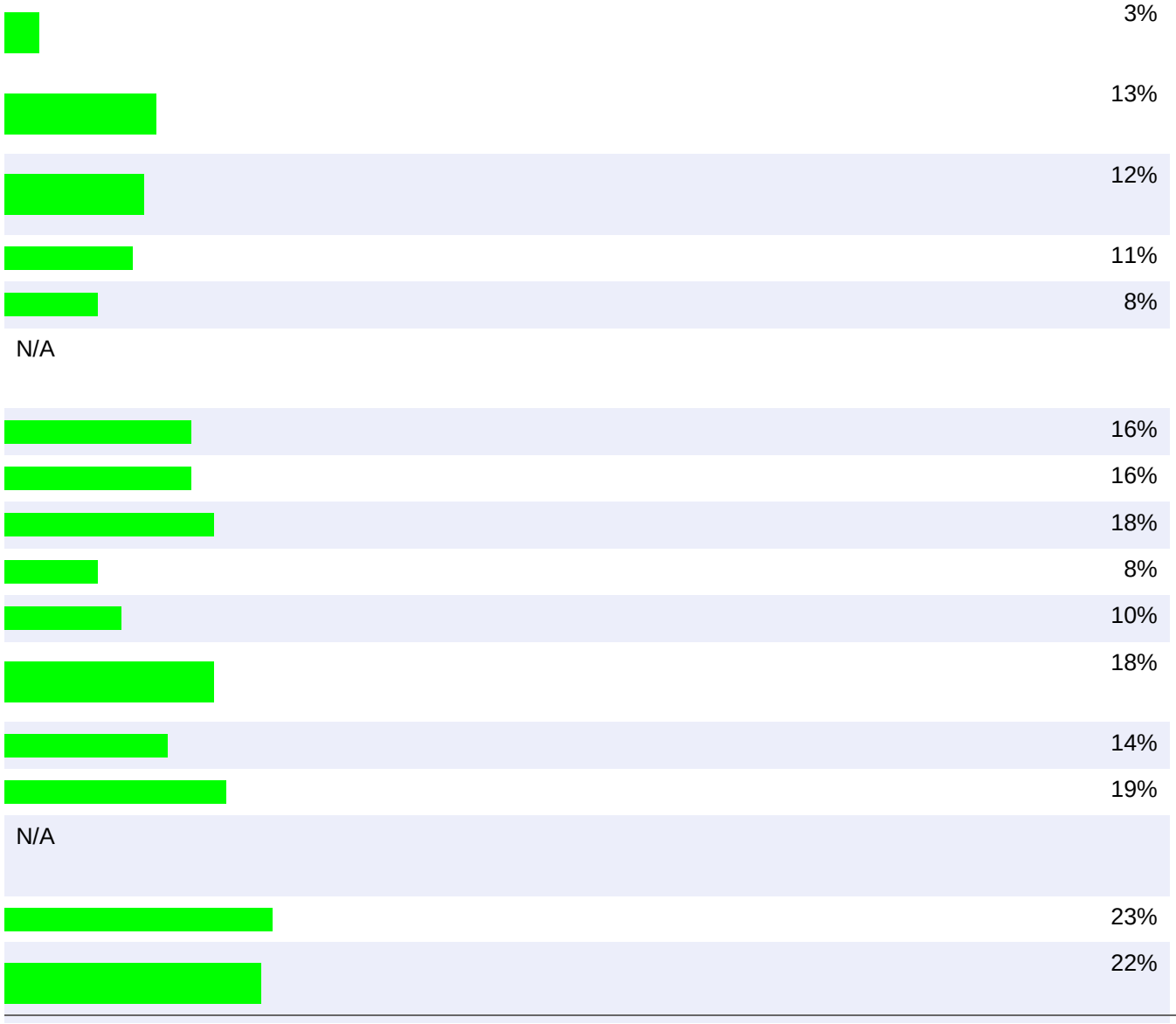

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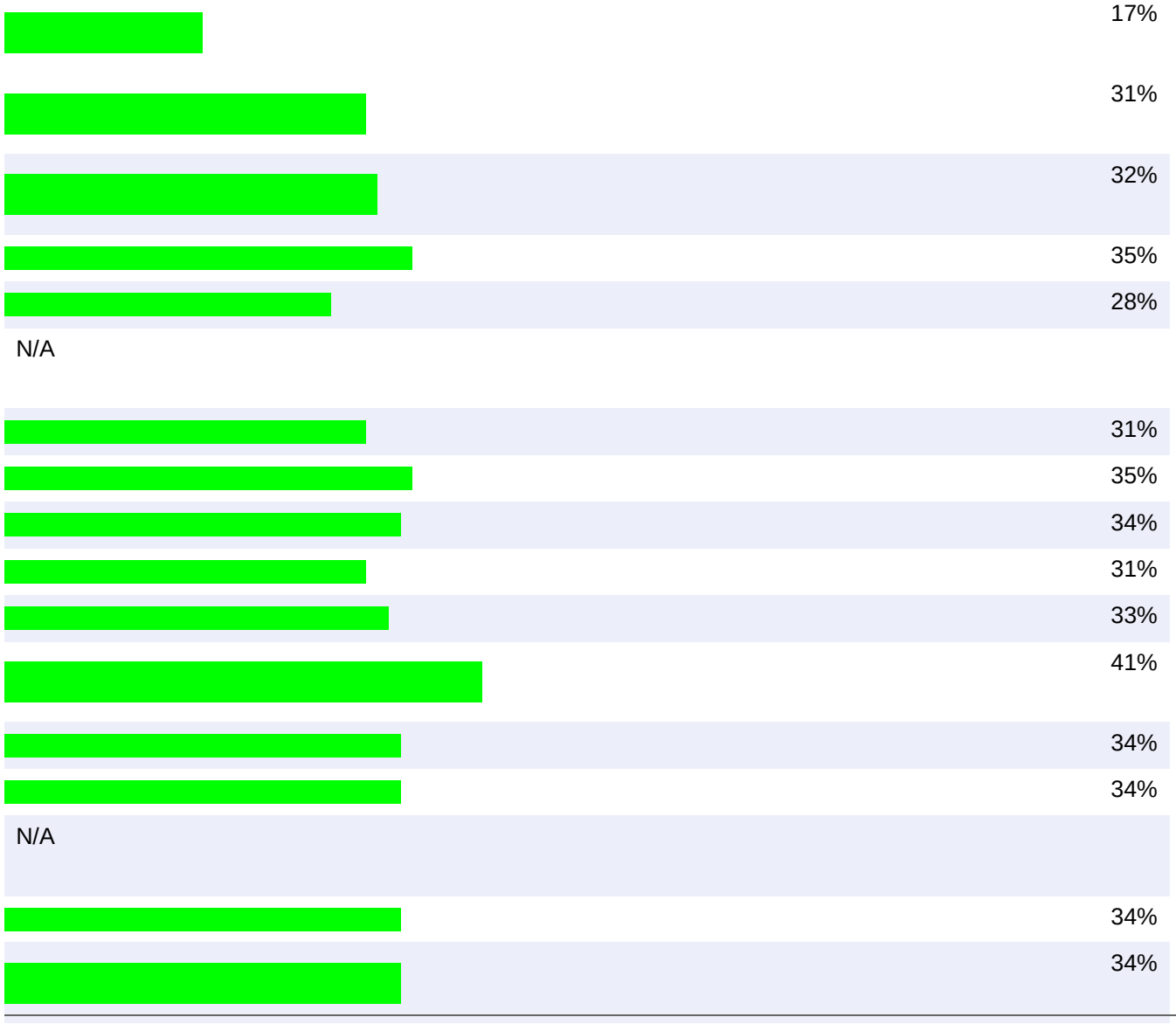

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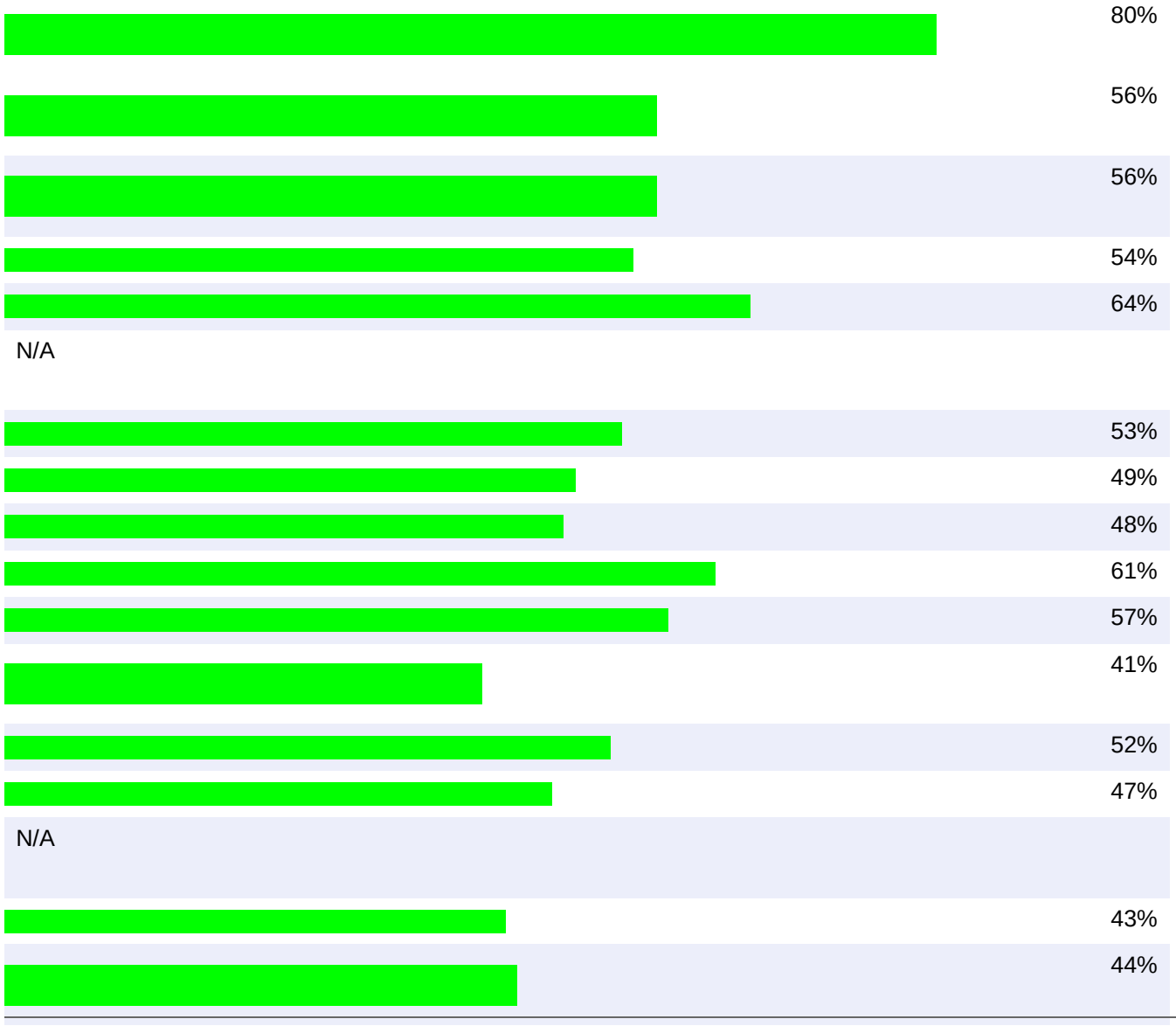

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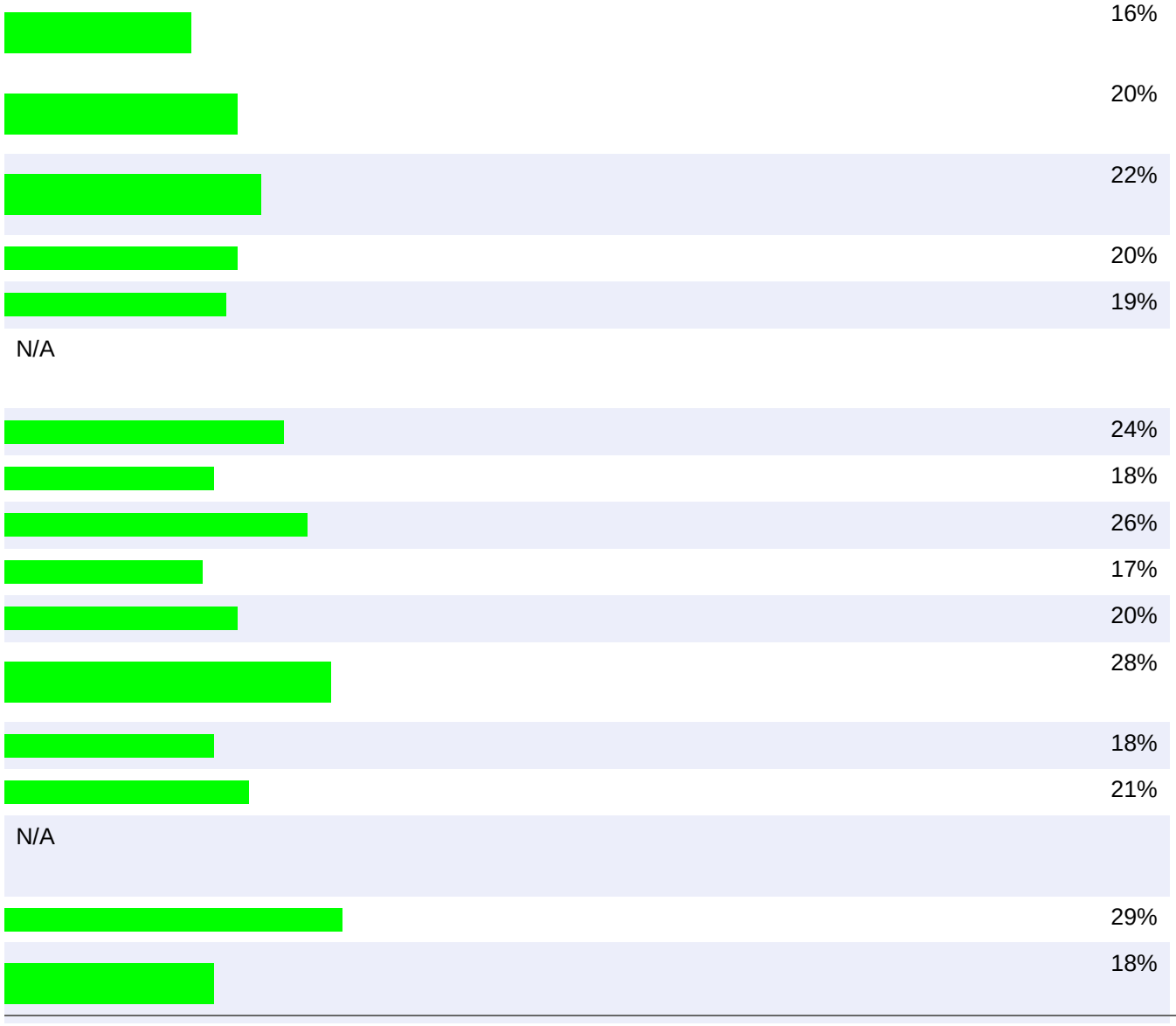

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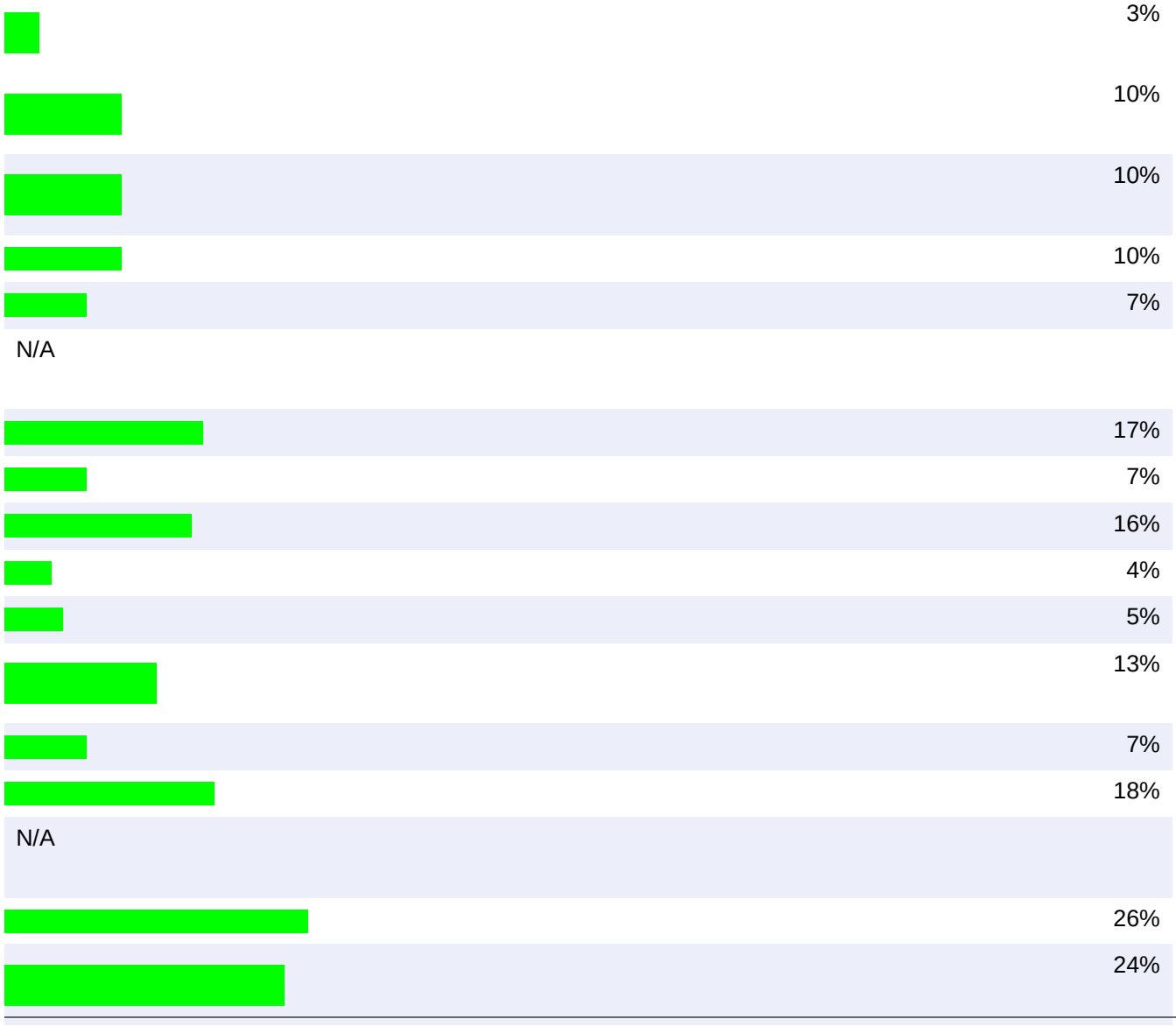

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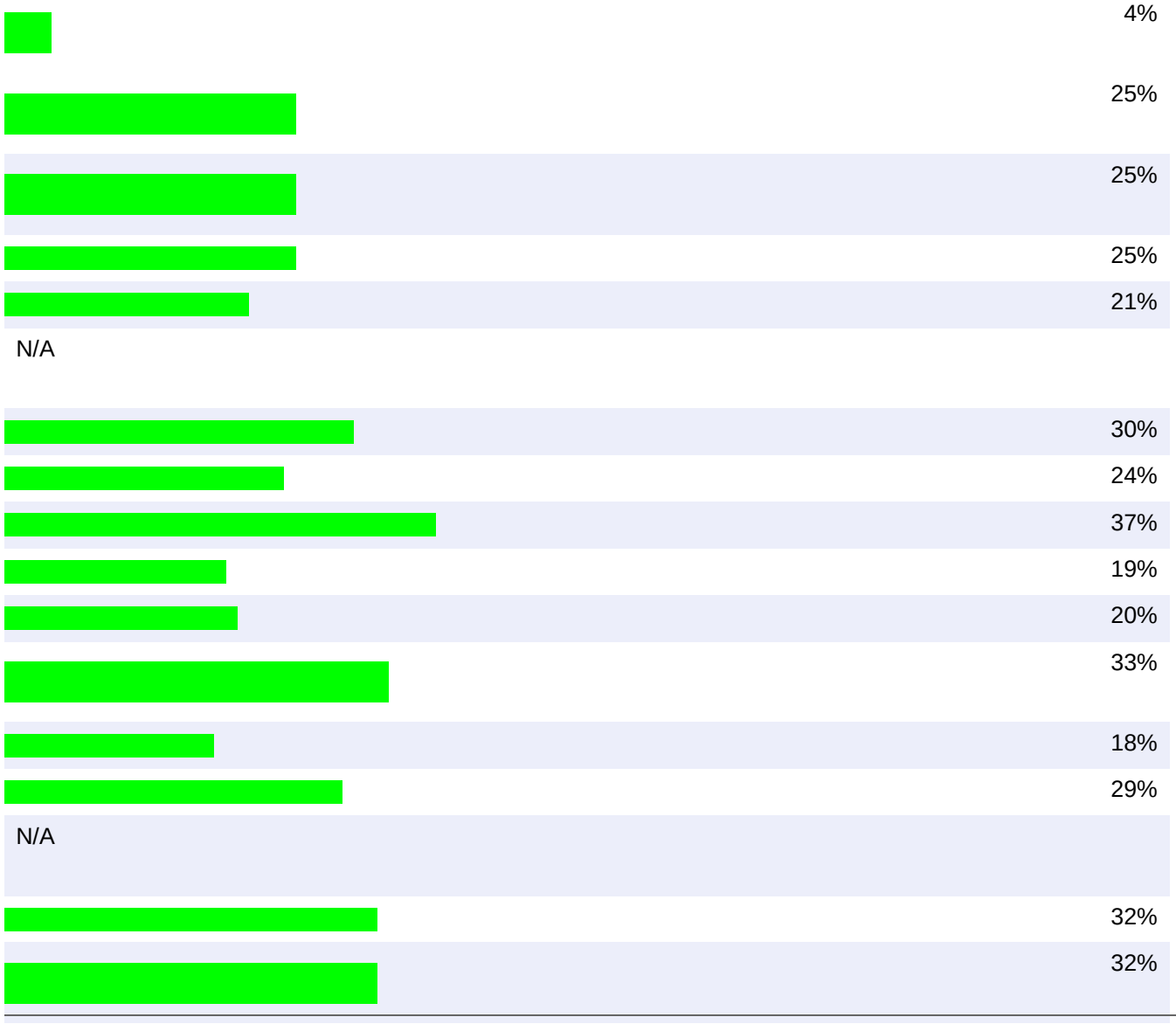

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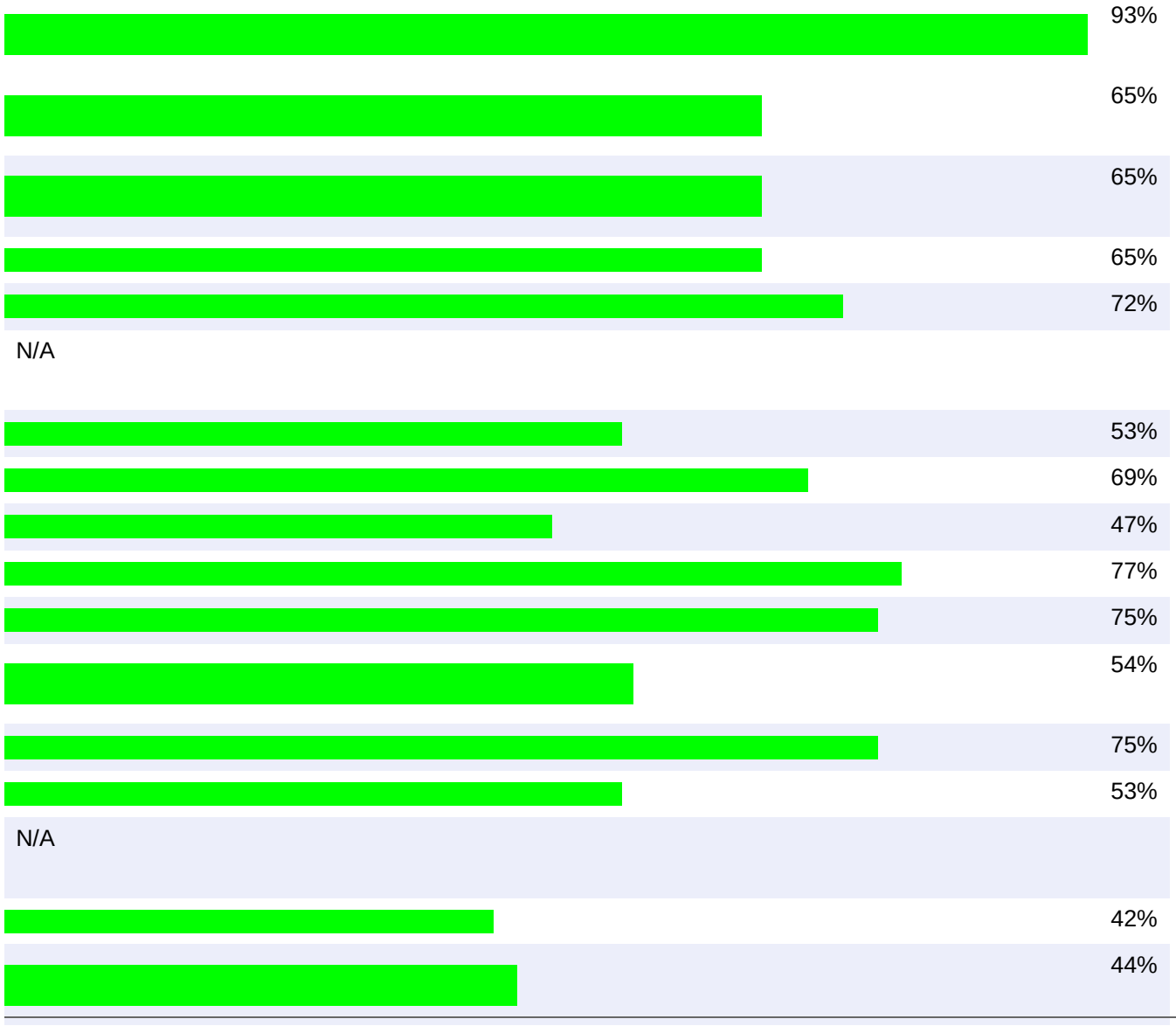

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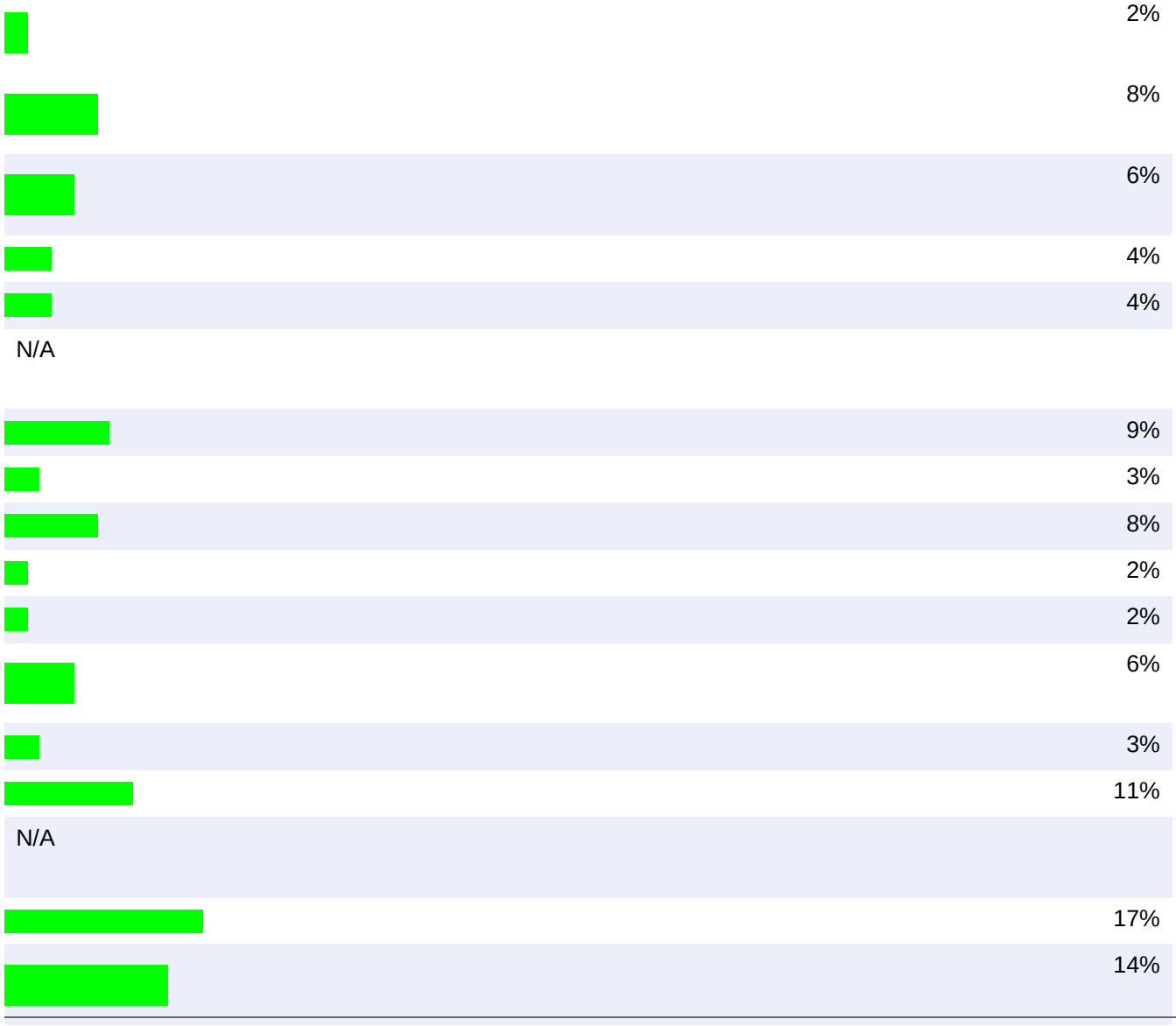

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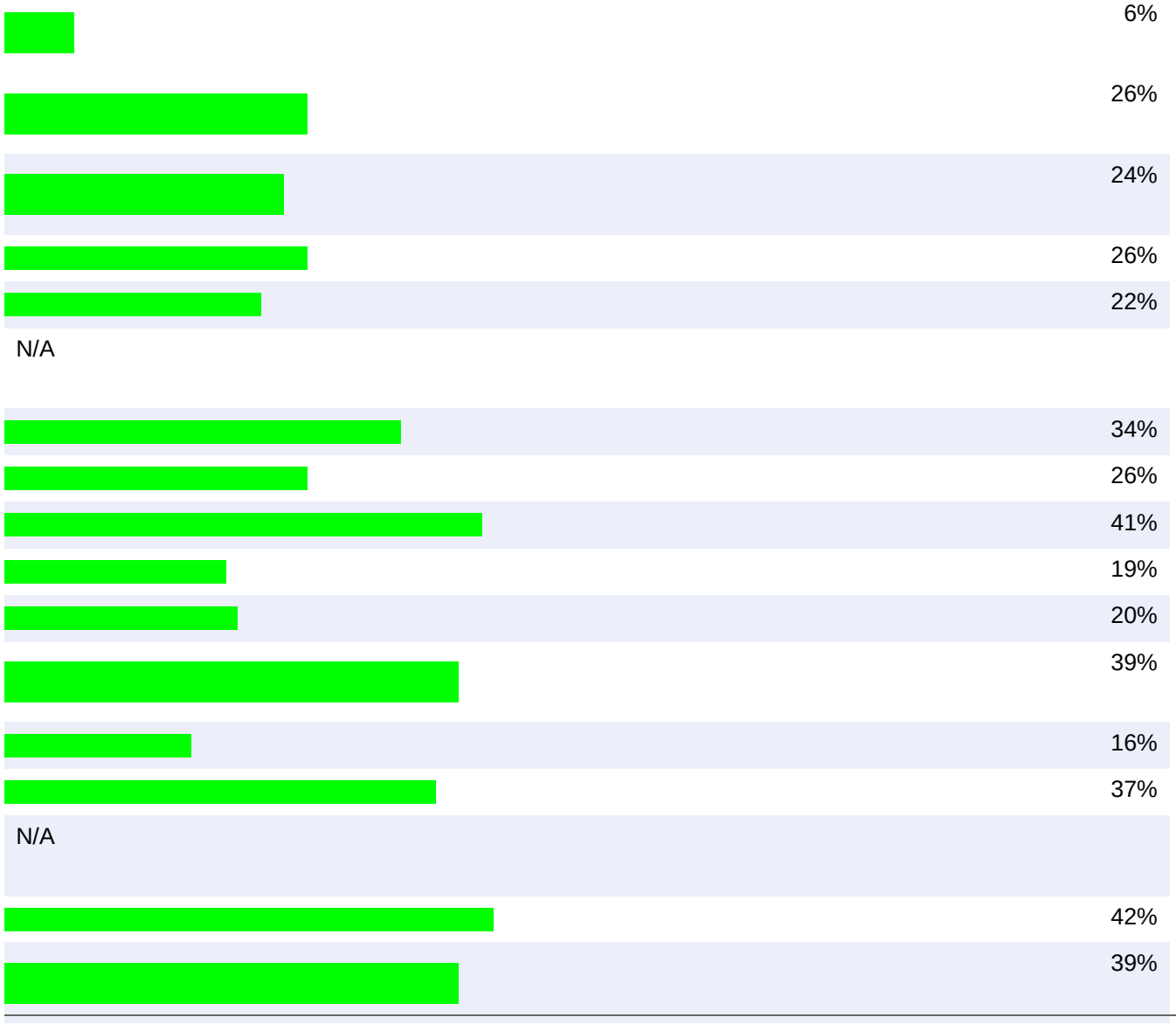

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HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more
300 or more
300 or more
300 or more
300 or more
N/A
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
N/A
300 or more
300 or more

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	60%	
	31%	
	28%	
	27%	
	36%	
N/A		Survey results are not available for this reporting period
	34%	
	34%	
	32%	
	36%	
	42%	
	41%	
	35%	
	36%	
N/A		Survey results are not available for this reporting period
	32%	
	23%	

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

		ROAD
121308	KULA HOSPITAL	100 KOKEA PLACE
120028	NORTH HAWAII COMMUNITY HOSPITAL	67 1125 MAMALAHOA HIGHWAY
120005	HILO MEDICAL CENTER	1190 WAIANUENUE AVENUE
050040	LAC/OLIVE VIEW-UCLA MEDICAL CENTER	14445 OLIVE VIEW DRIVE
050278	PROVIDENCE HOLY CROSS MEDICAL CENTER	15031 RINALDI ST
050137	KAISER FOUNDATION HOSPITAL - PANORAMA CITY	13652 CANTARA ST
050239	GLENDALE ADVENTIST MEDICAL CENTER	1509 E WILSON TERRACE
050058	GLENDALE MEM HOSPITAL & HLTH CENTER	1420 S CENTRAL AVE
050481	WEST HILLS HOSPITAL & MEDICAL CENTER	7300 MEDICAL CENTER DR
050677	KAISER FOUNDATION HOSPITAL - WOODLAND HILLS	5601 DE SOTO
050378	PACIFICA HOSPITAL OF THE VALLEY	9449 SAN FERNANDO RD
050704	MISSION COMMUNITY HOSPITAL - PANORAMA	14850 ROSCOE BLVD
050124	VERDUGO HILLS HOSPITAL	1812 VERDUGO BLVD

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	KULA	HI
	KAMUELA	HI
	HILO	HI
	SYLMAR	CA
	MISSION HILLS	CA
	PANORAMA CITY	CA
	GLENDALE	CA
	GLENDALE	CA
	WEST HILLS	CA
	WOODLAND HILLS	CA
	SUN VALLEY	CA
	PANORAMA CITY	CA
	GLENDALE	CA

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

96790	MAUI	8088781221
96743	HAWAII	8088854444
96720	HAWAII	8089744700
91342	LOS ANGELES	8183641555
91345	LOS ANGELES	8183658051
91402	LOS ANGELES	8183753333
91206	LOS ANGELES	8184098202
91204	LOS ANGELES	8185021900
91307	LOS ANGELES	8186764100
91367	LOS ANGELES	8187193800
91352	LOS ANGELES	8187673310
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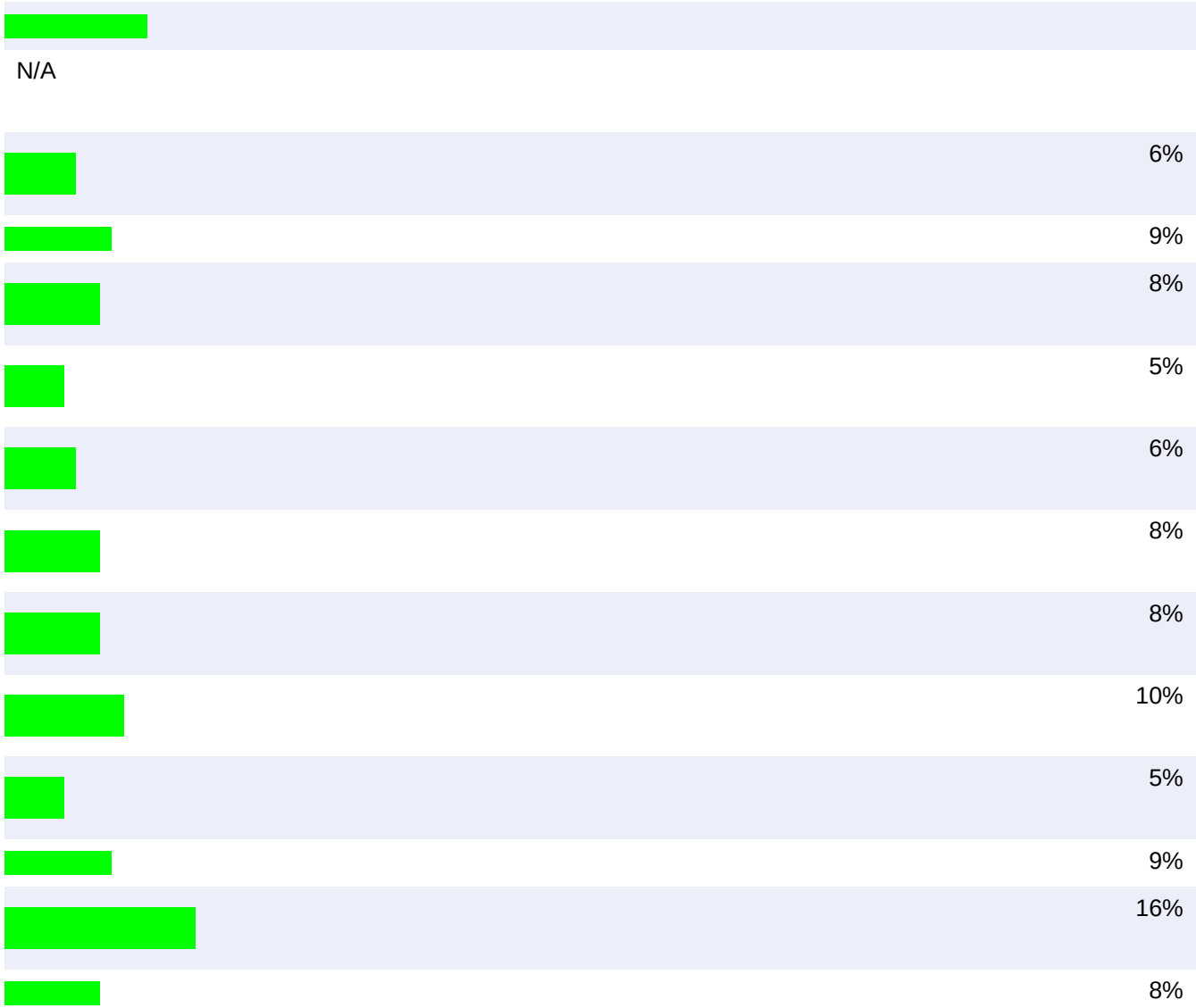
HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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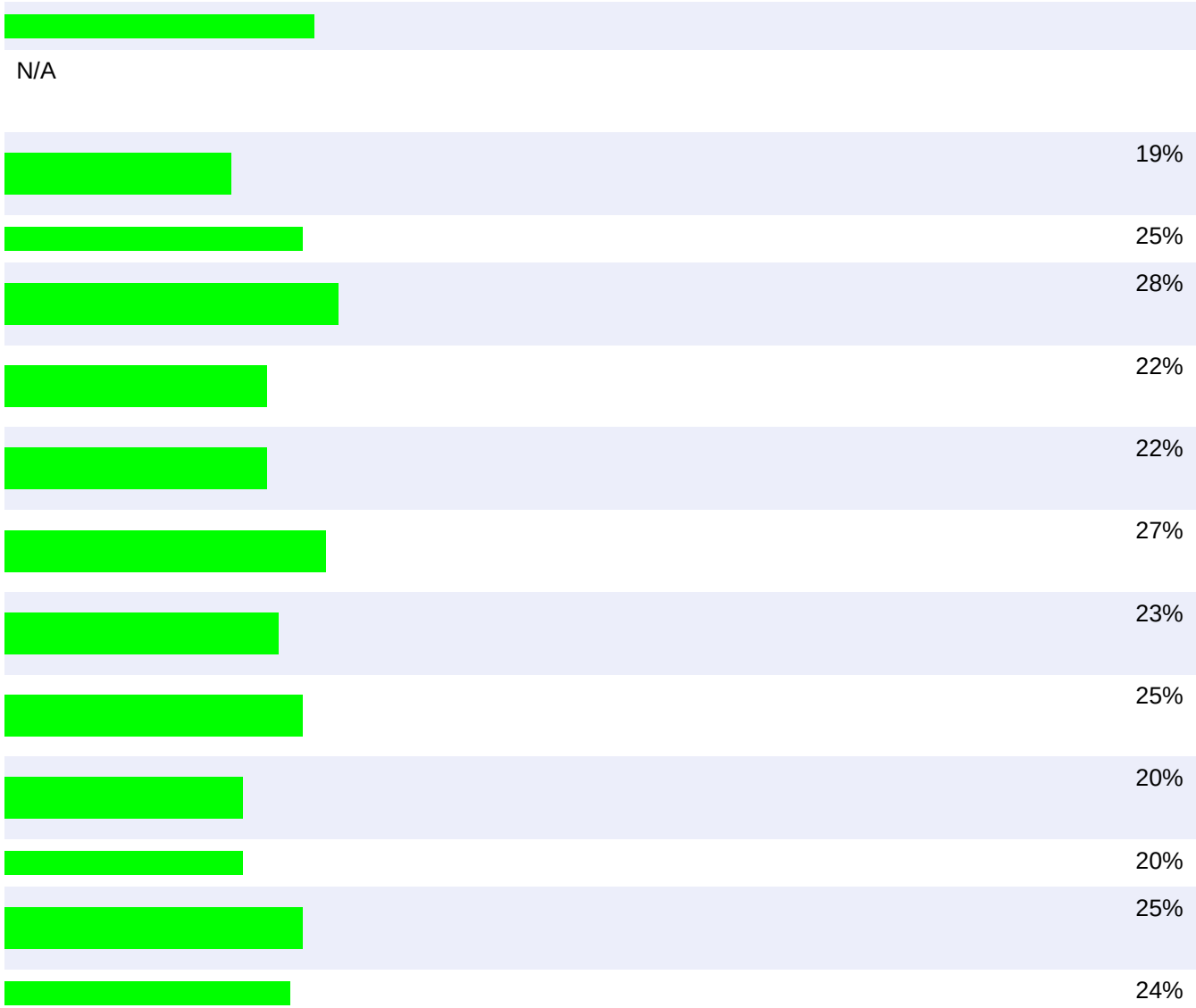

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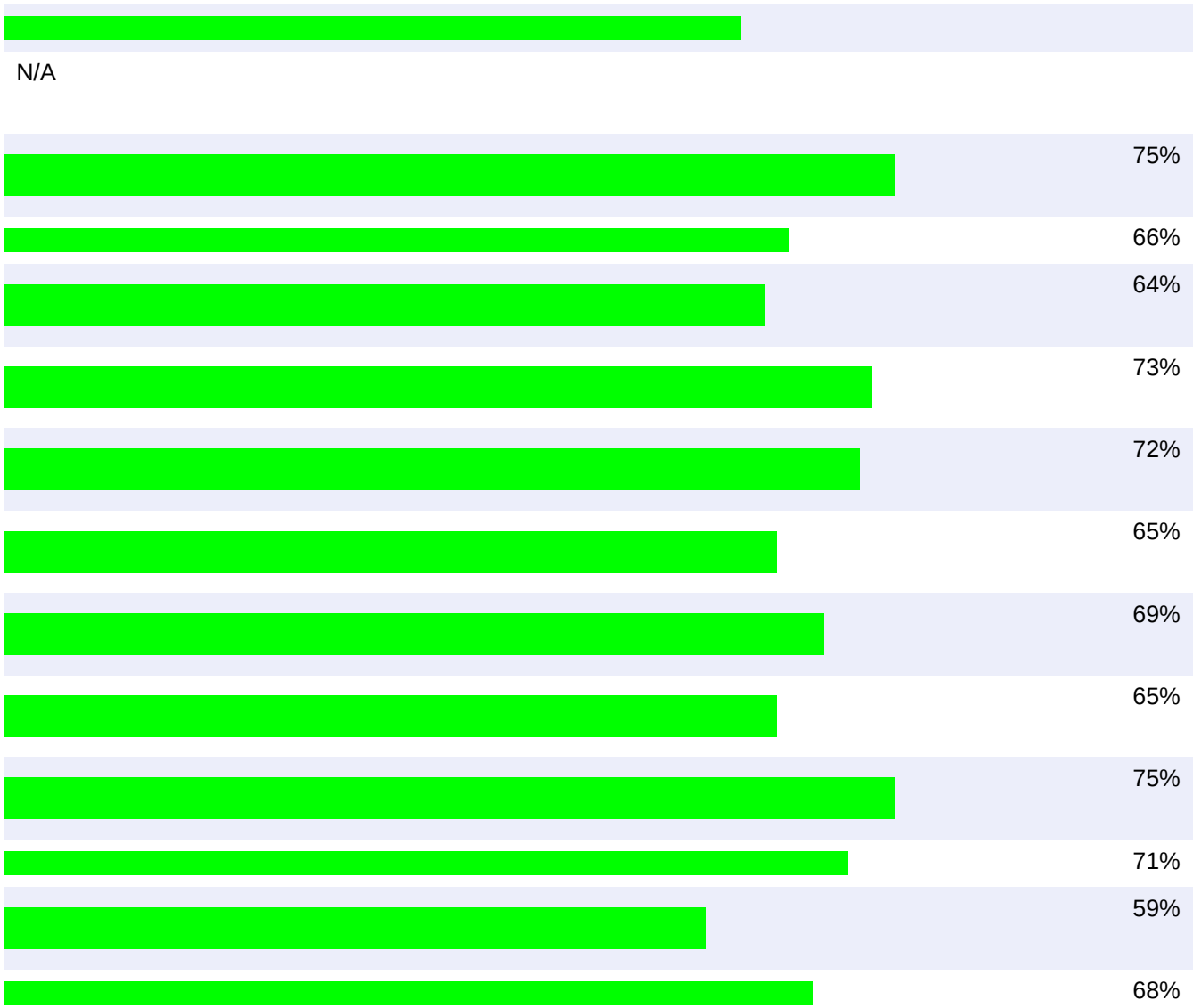

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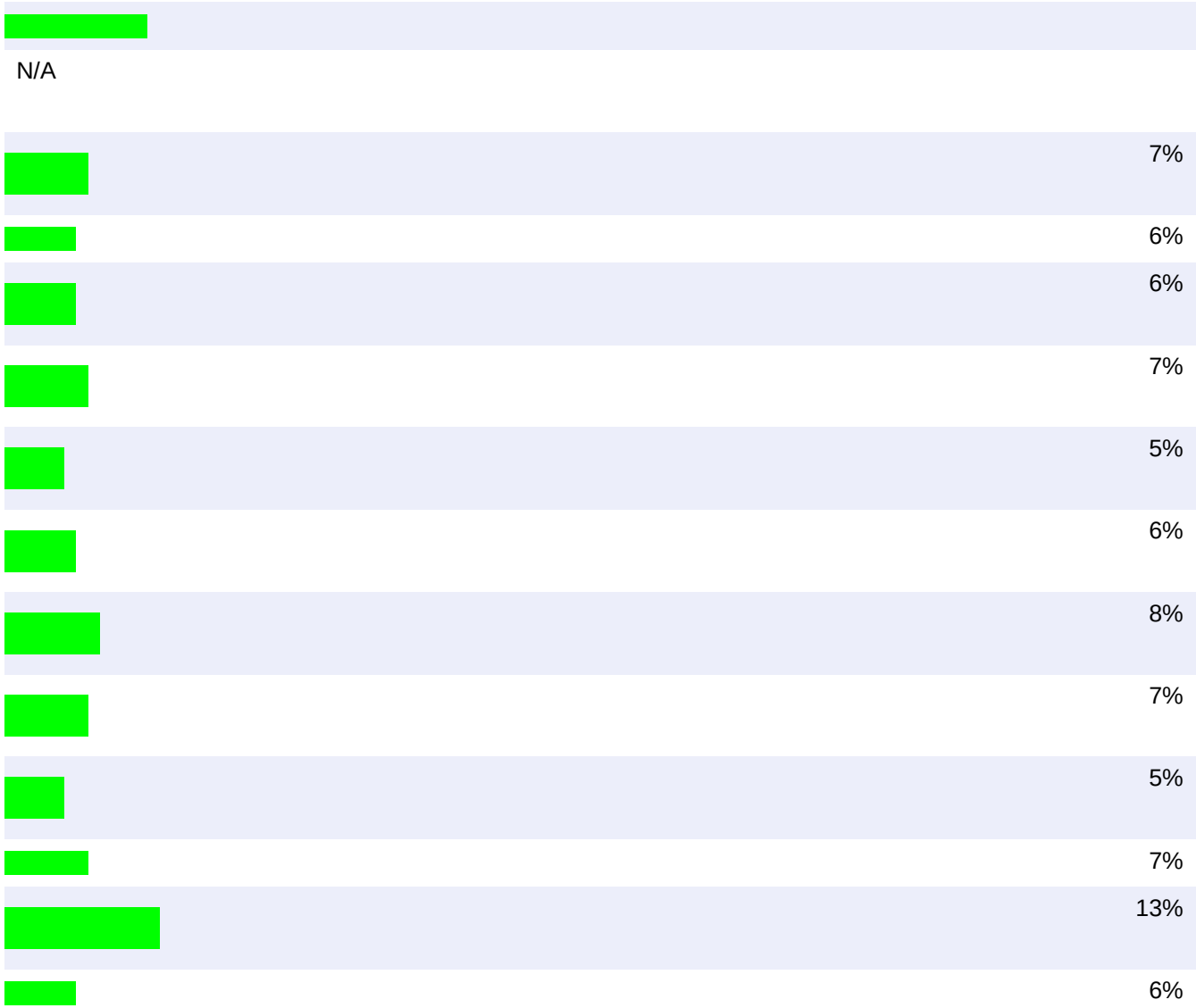

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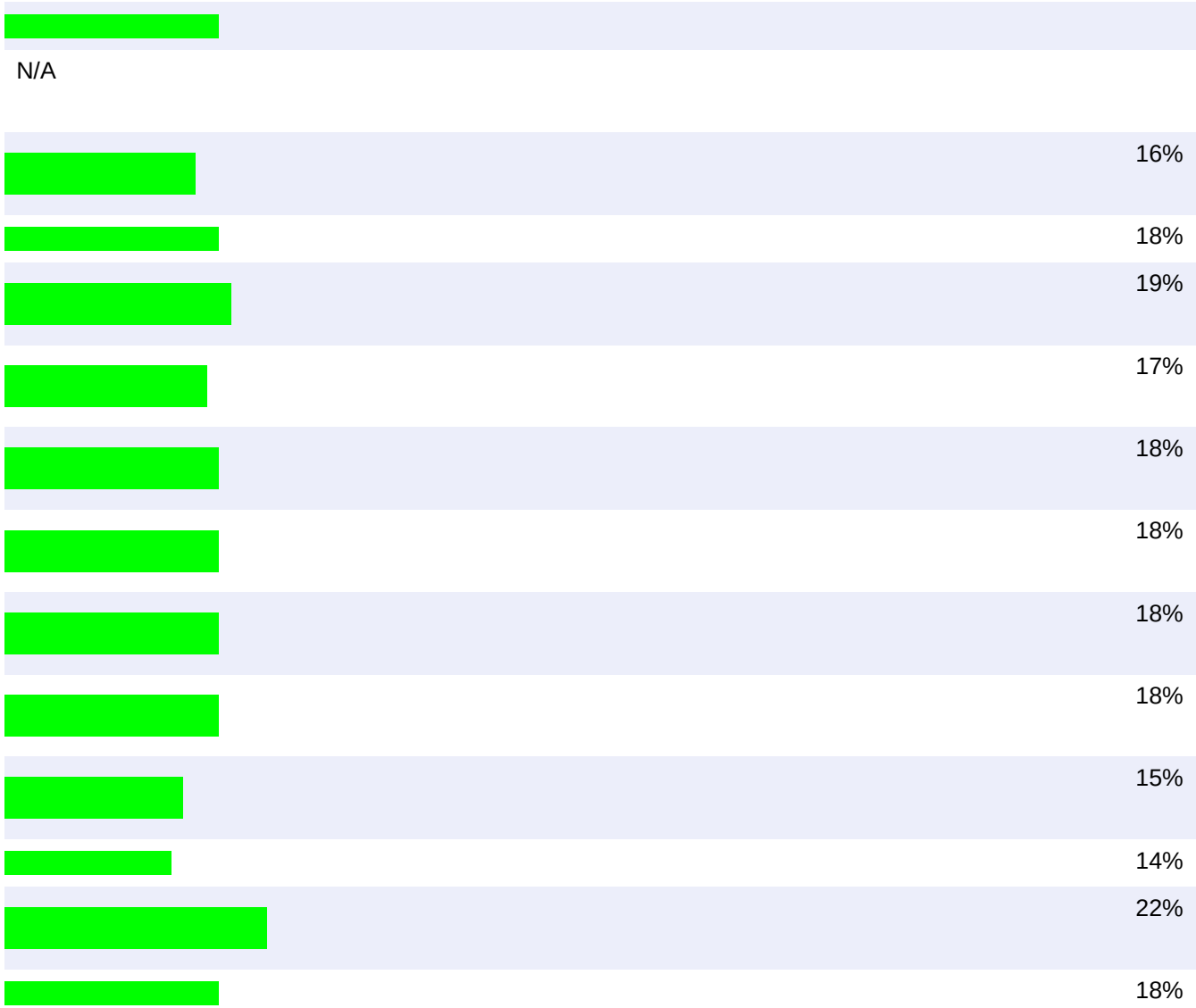

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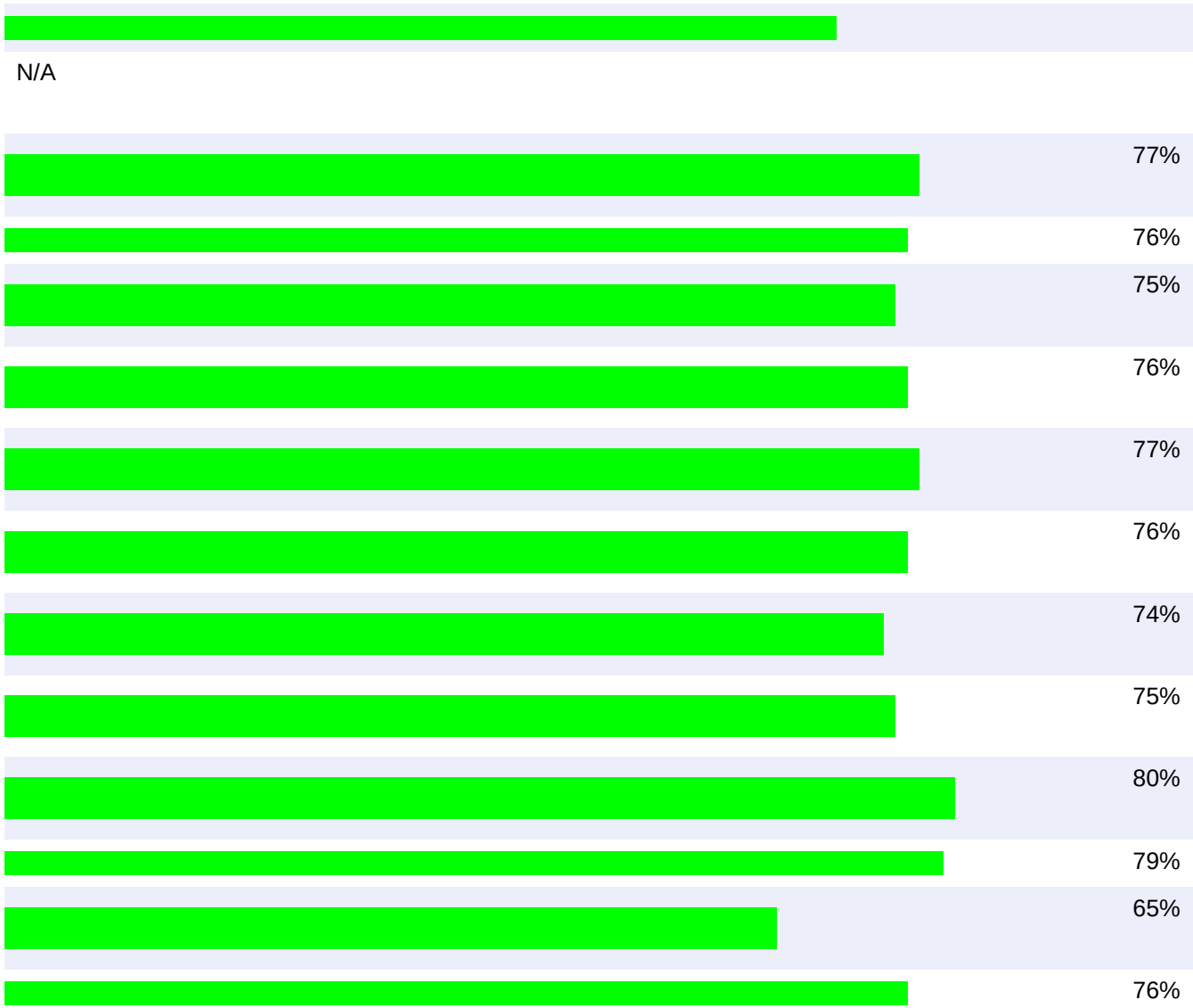

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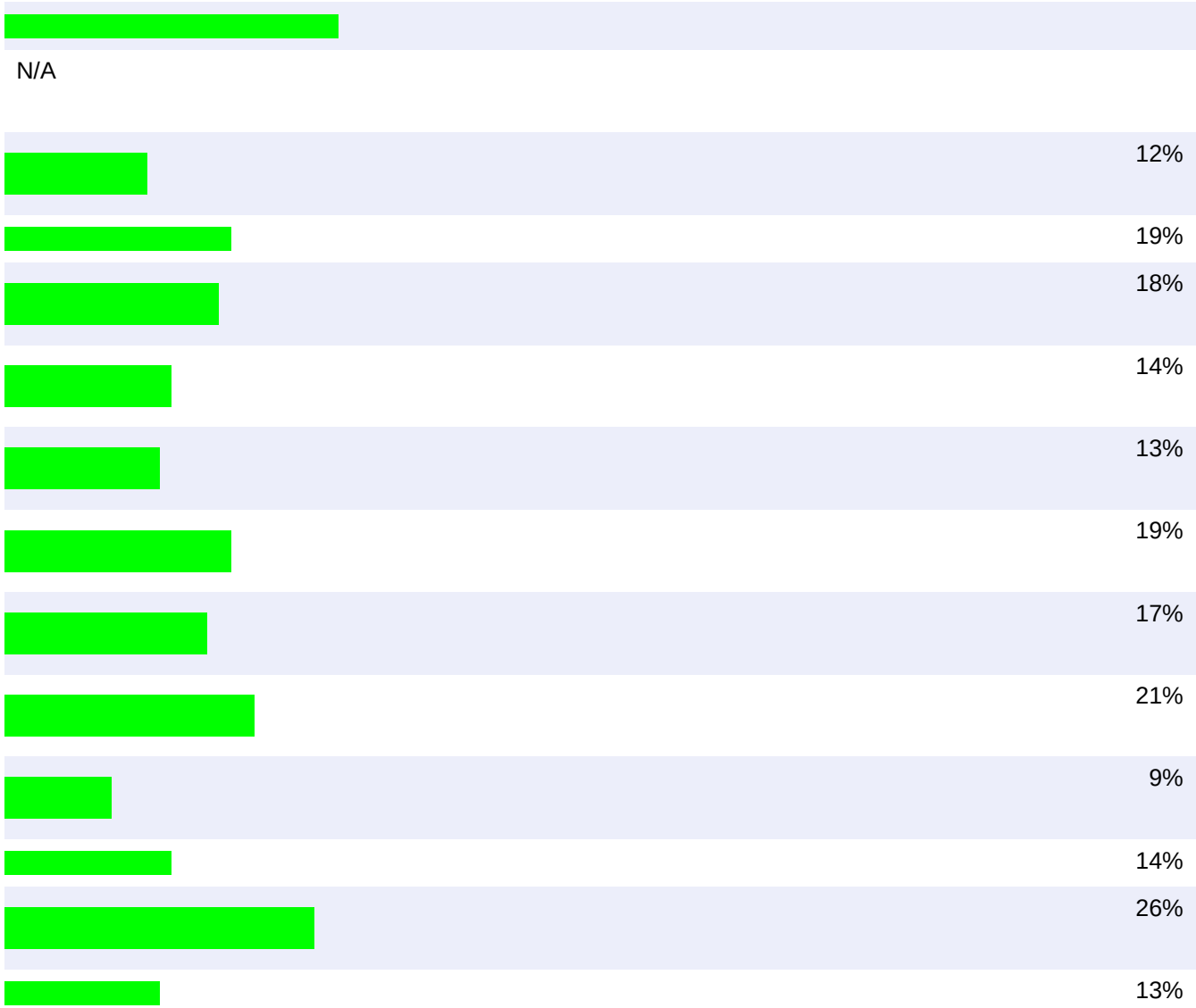

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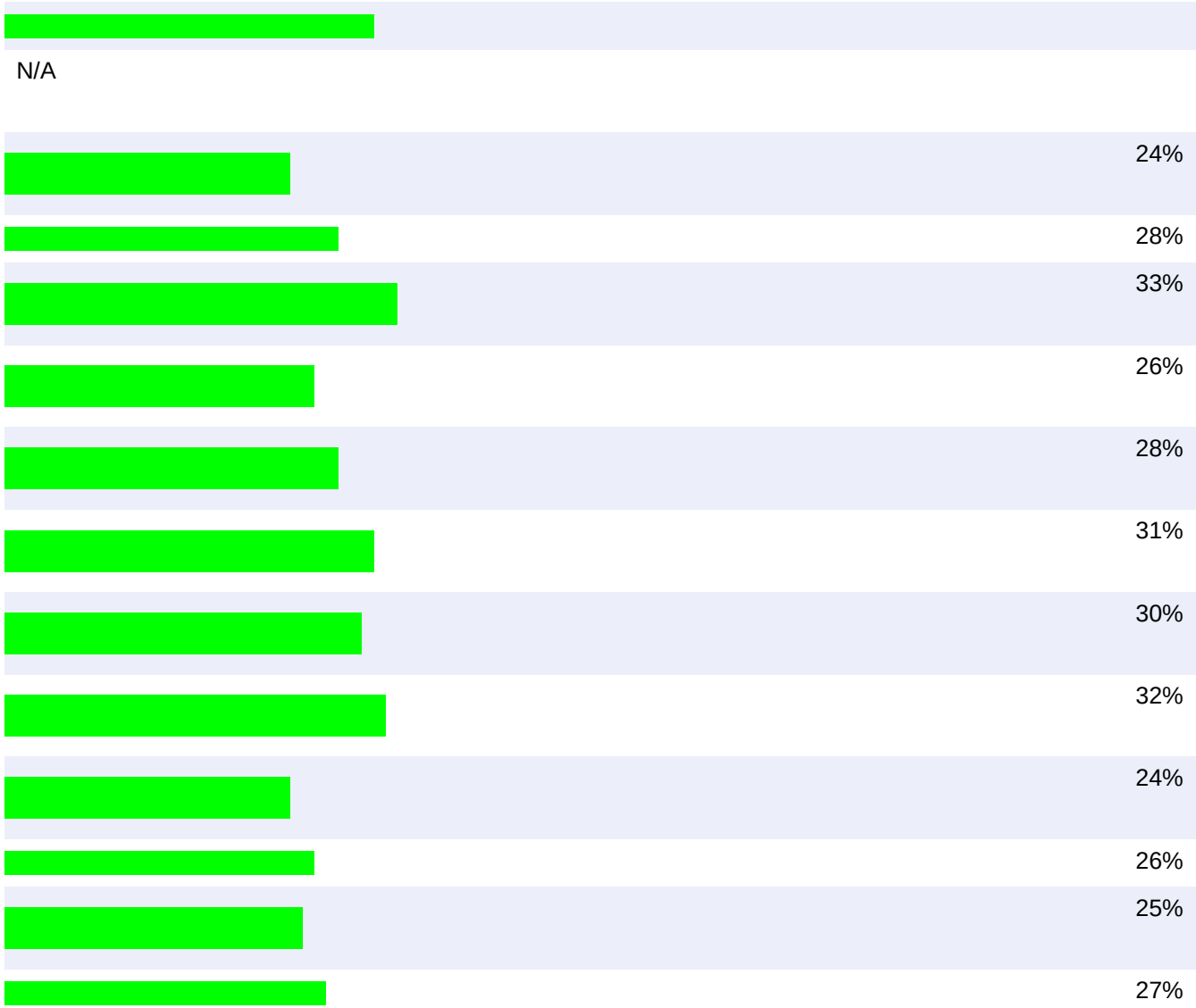

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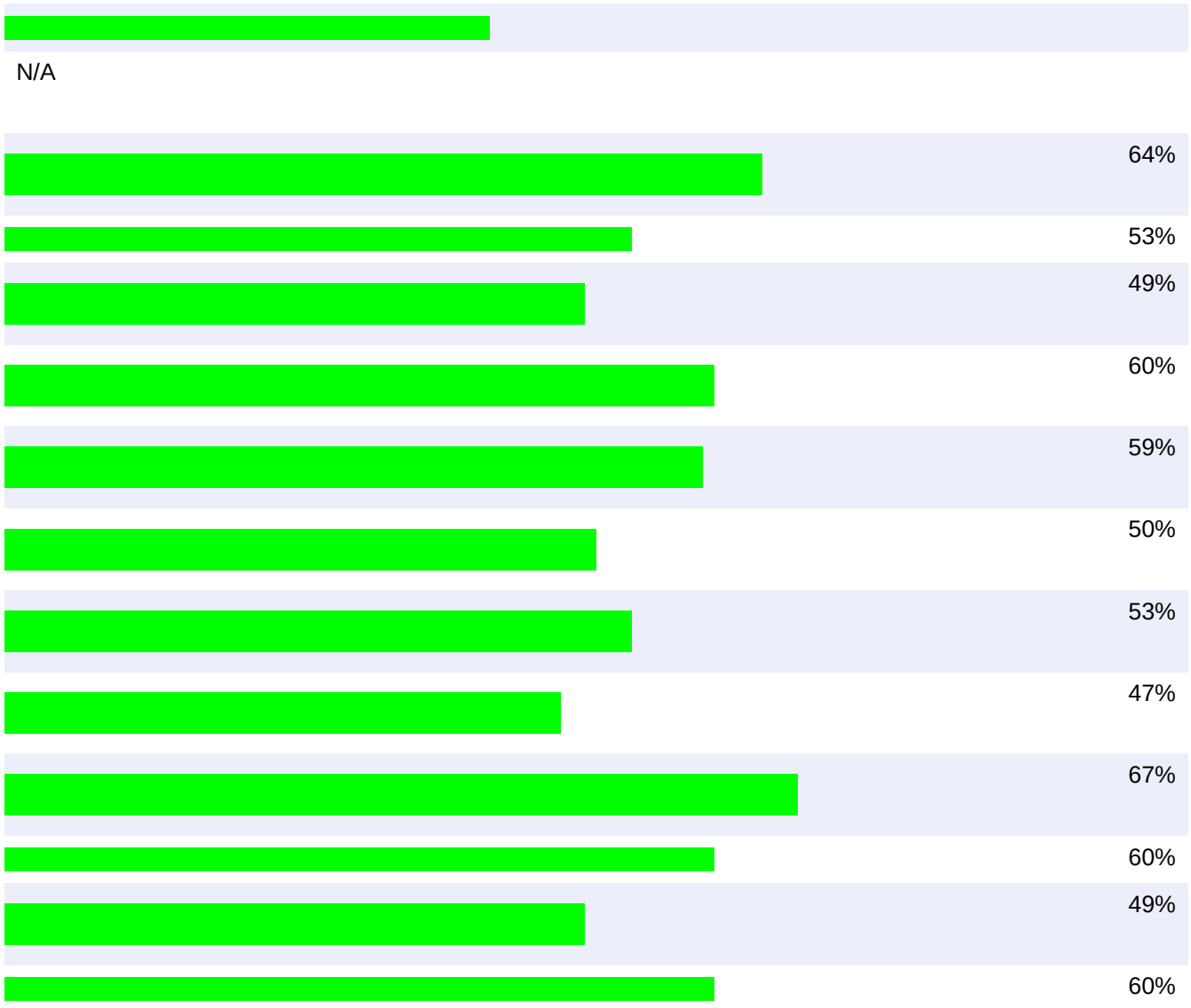

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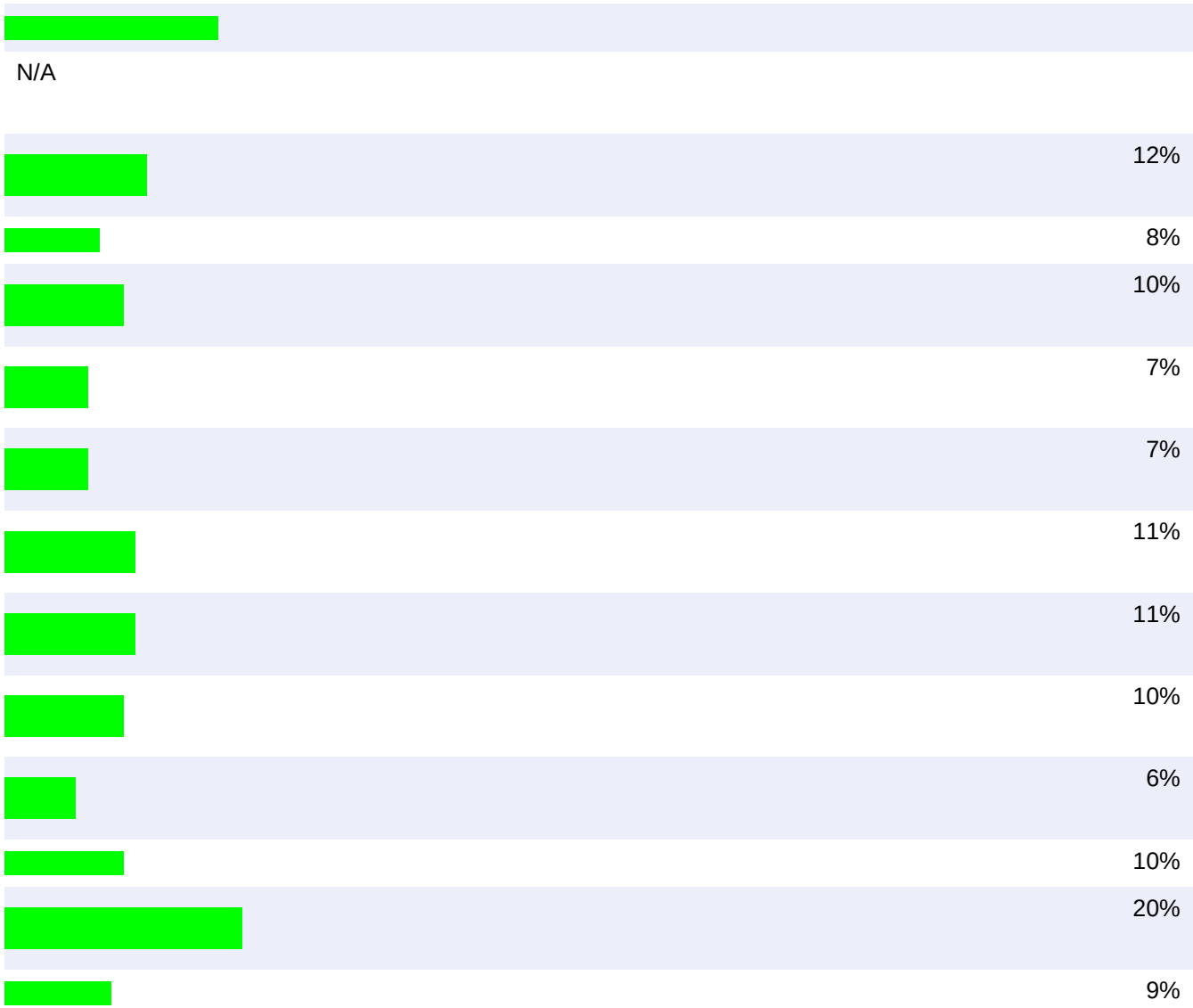

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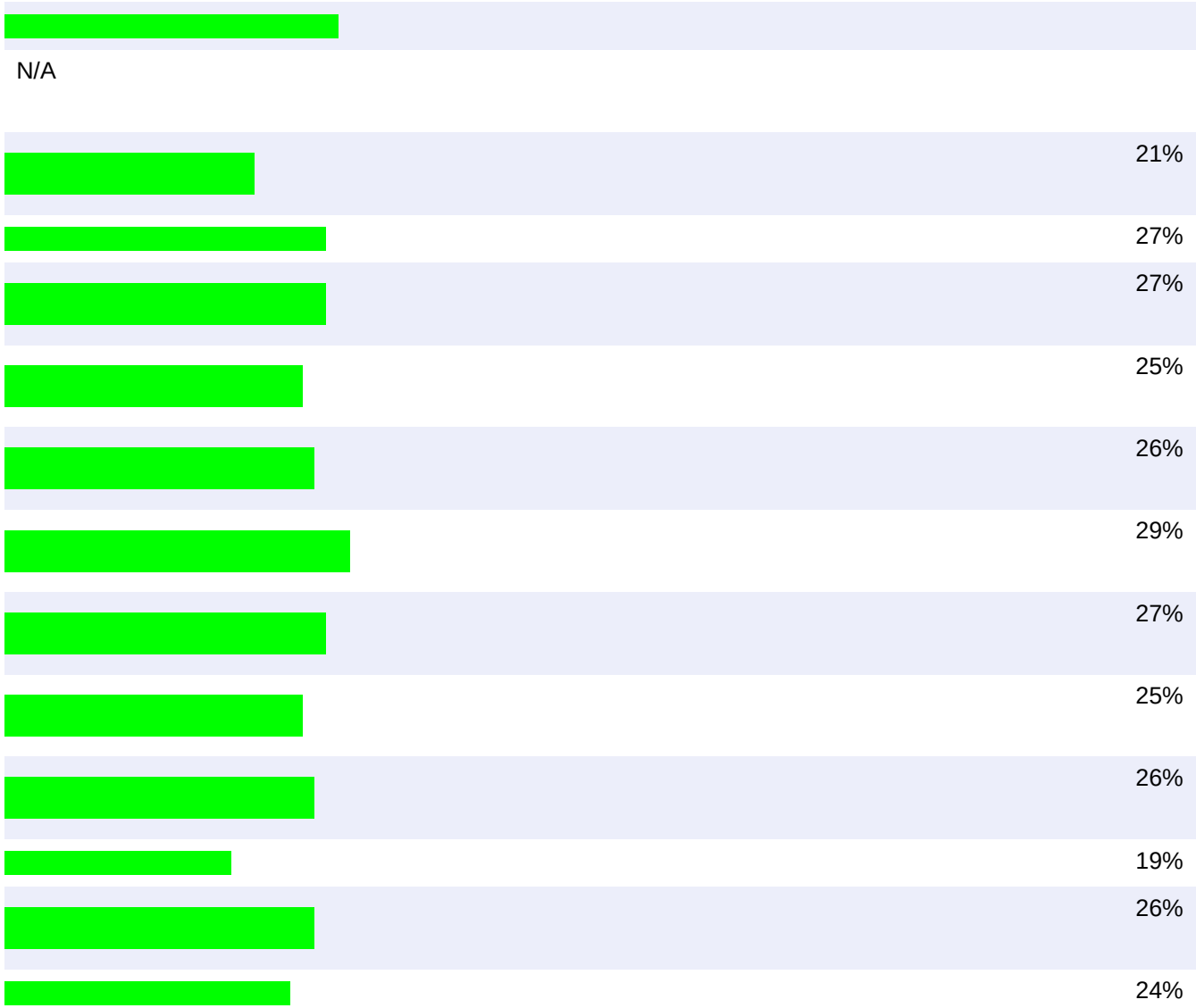

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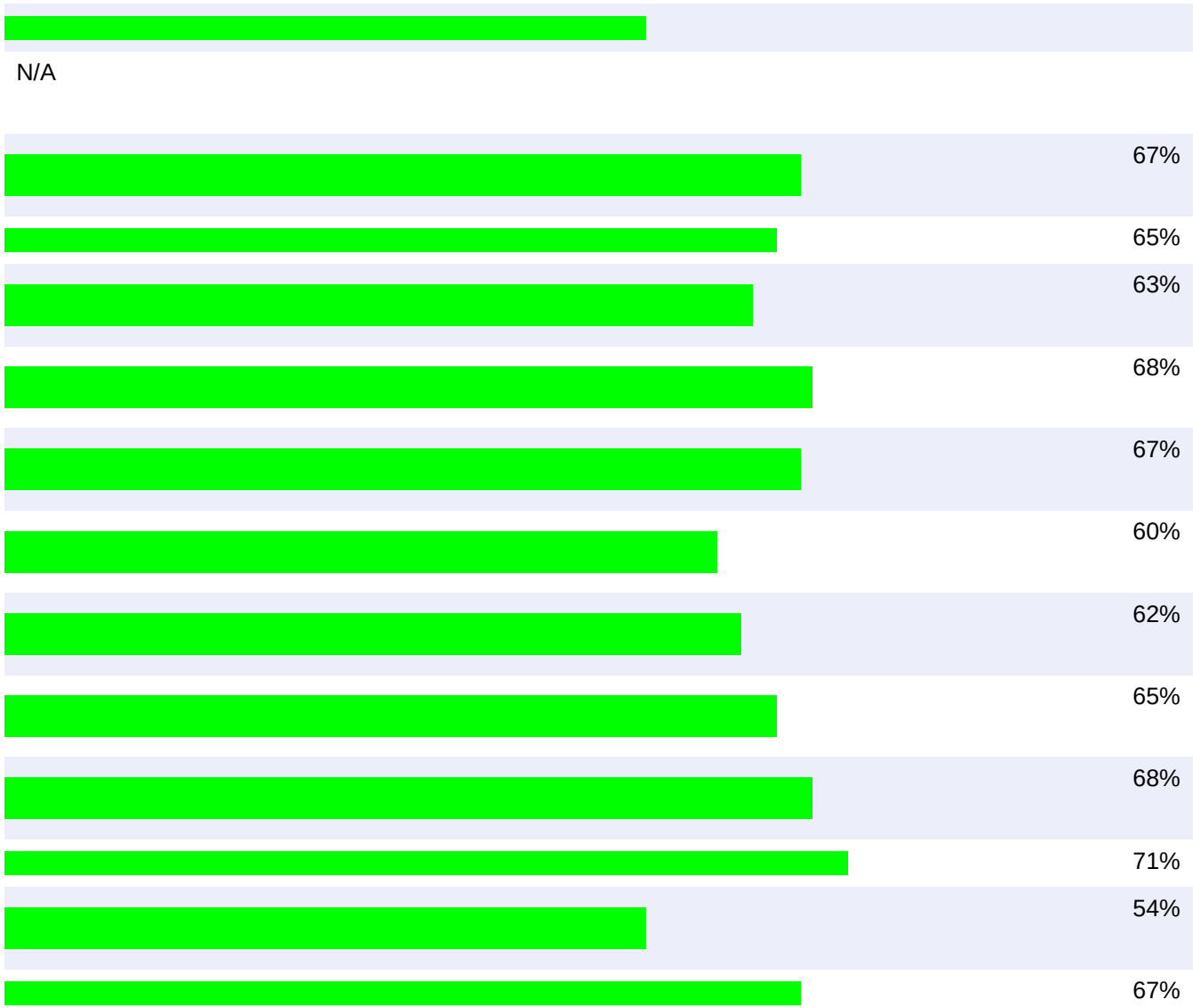

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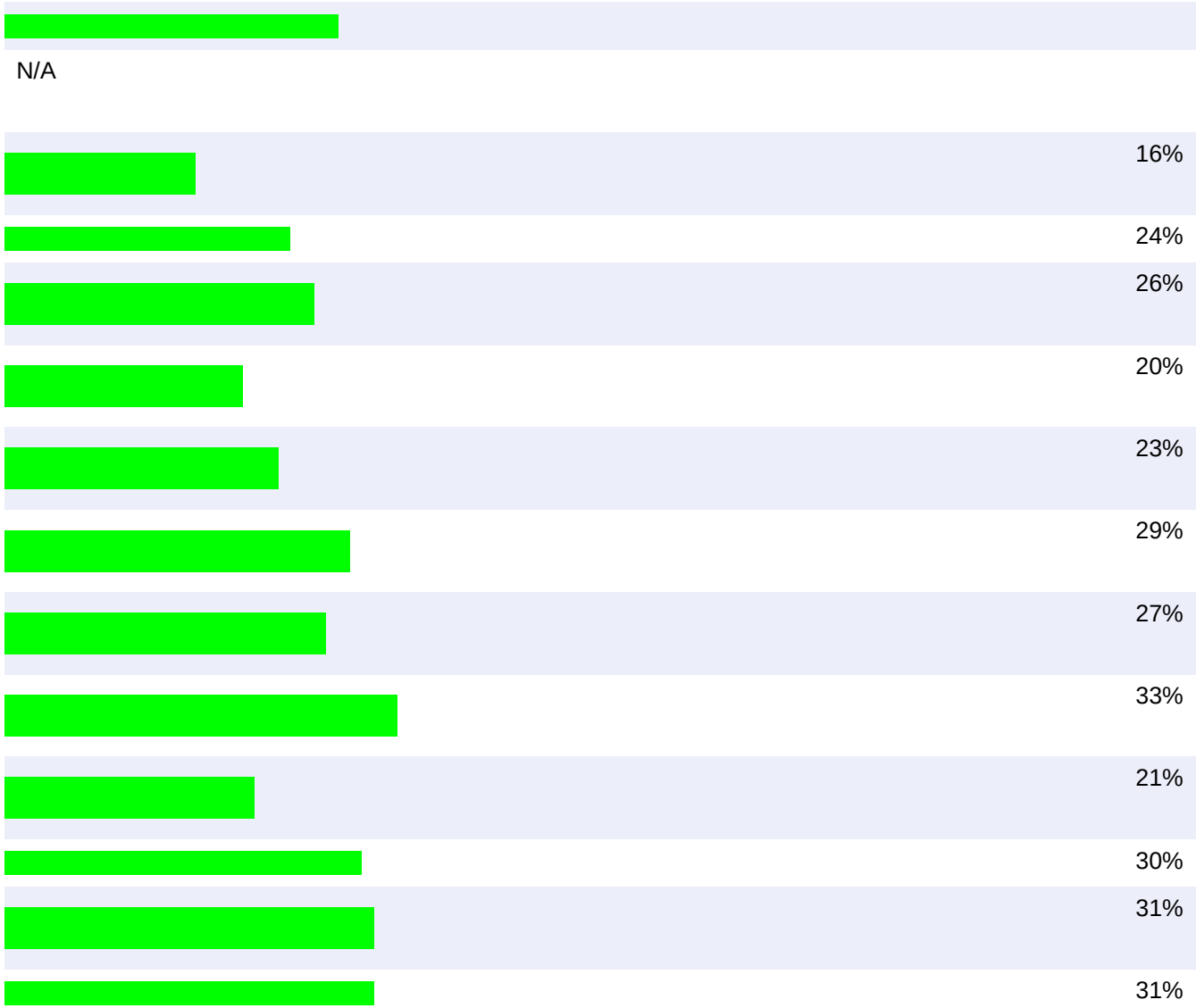

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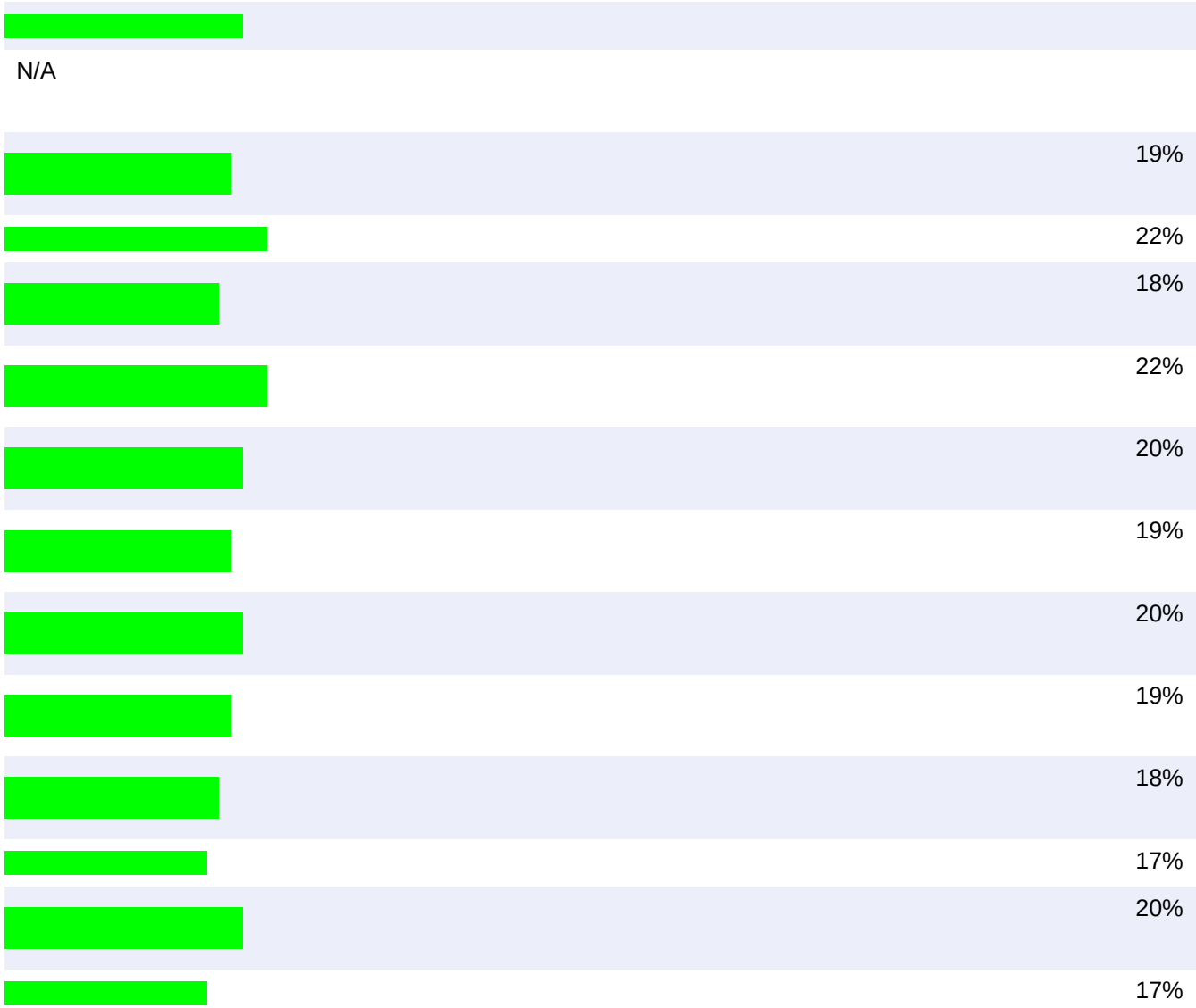

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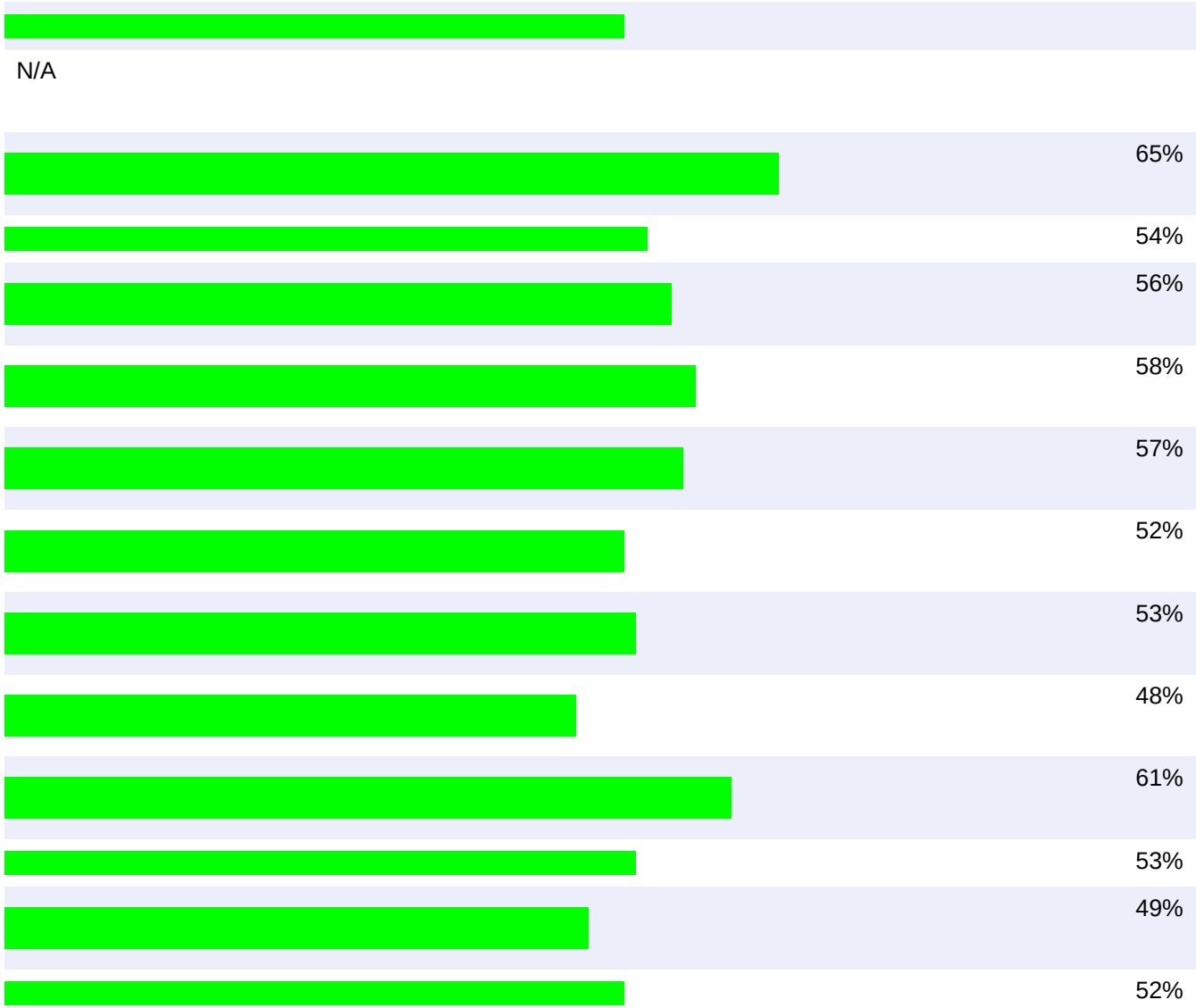

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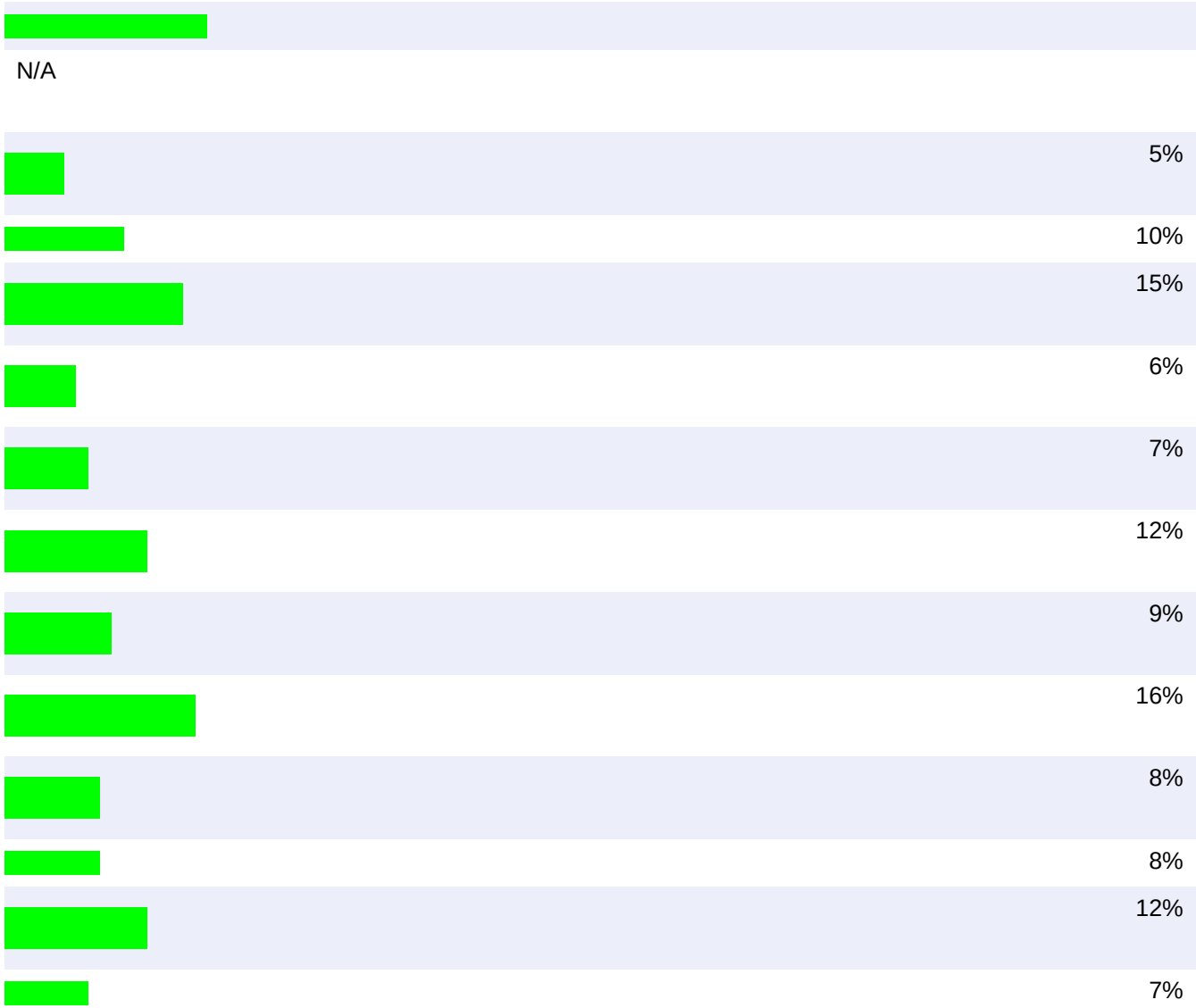

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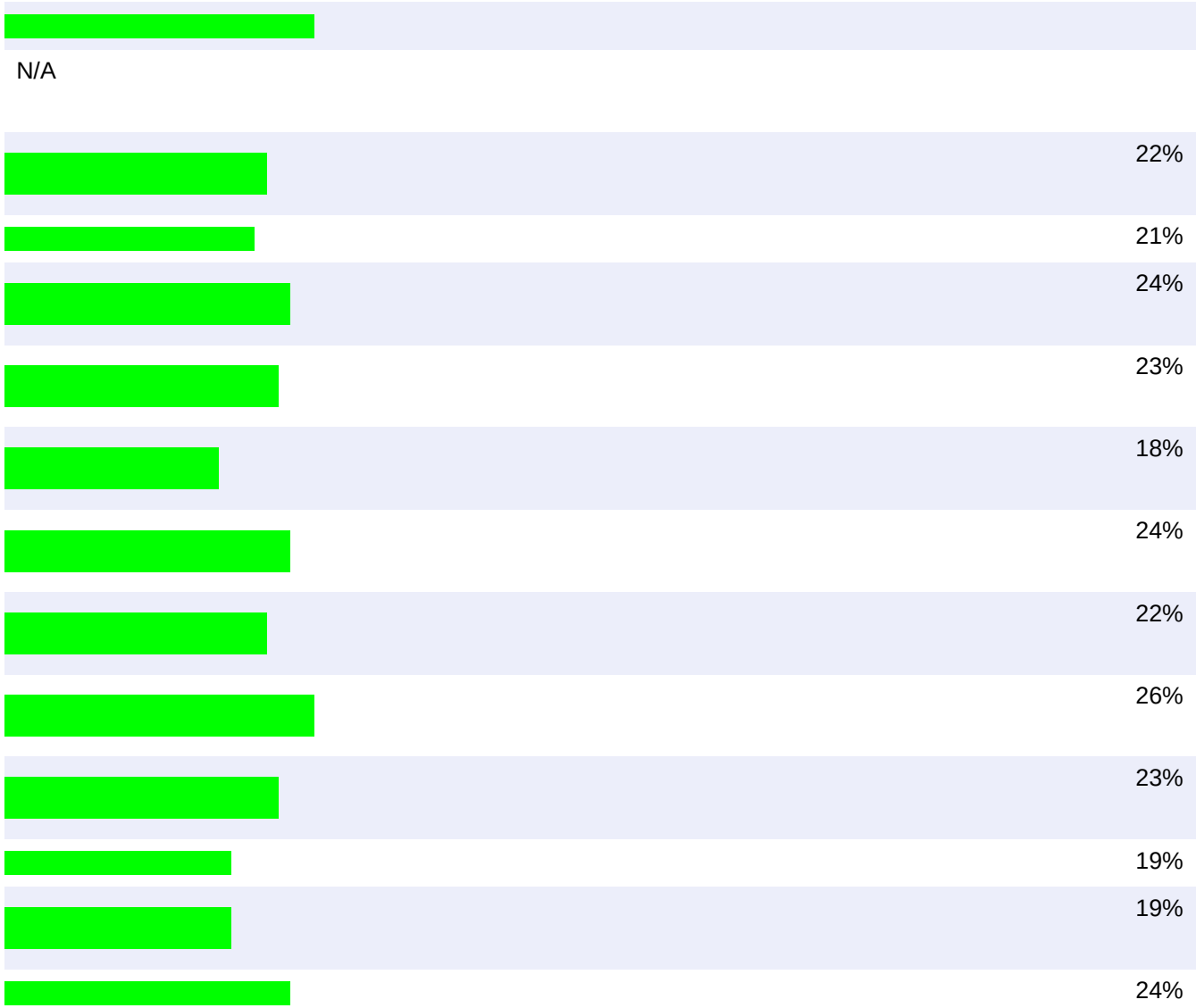

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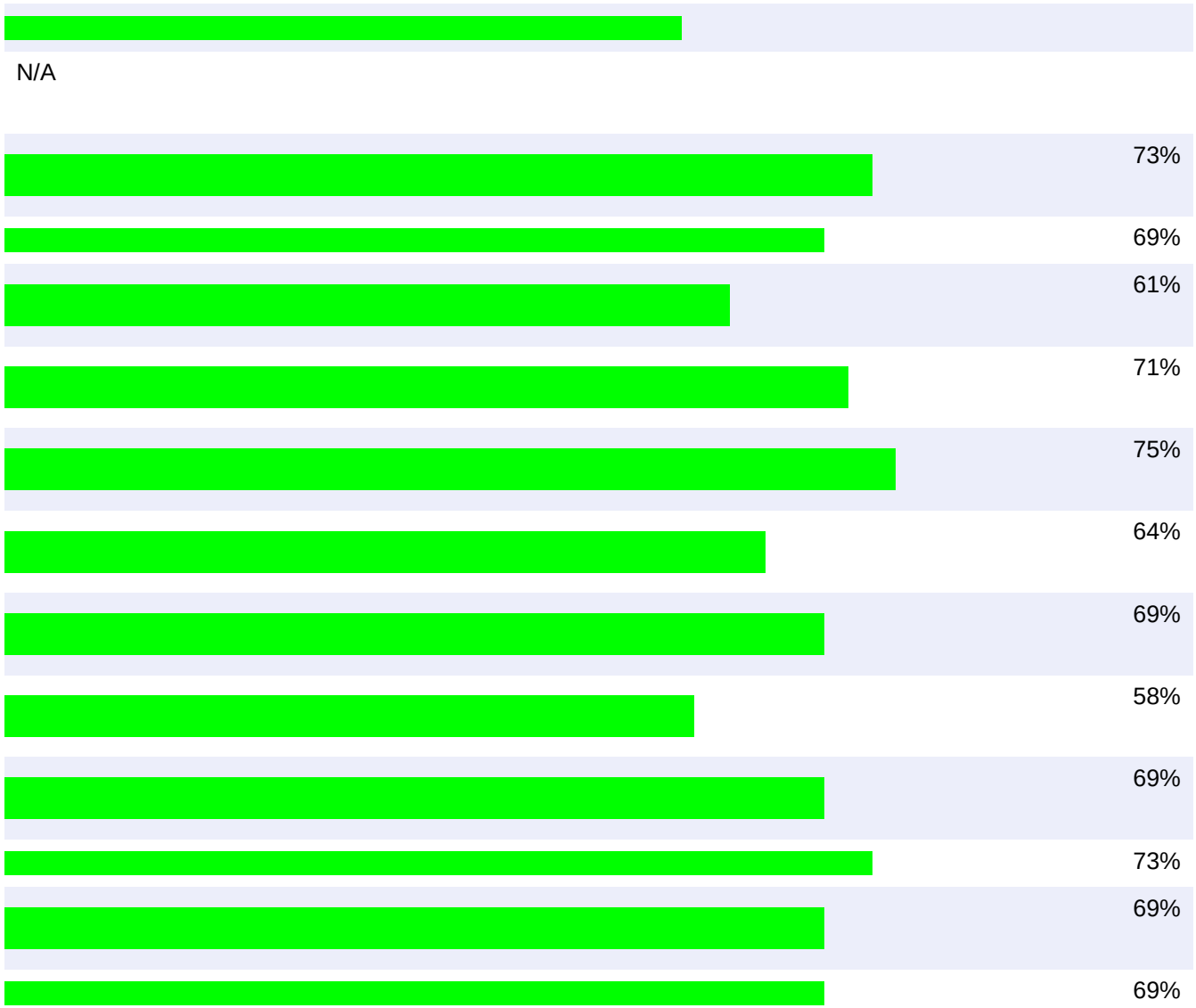

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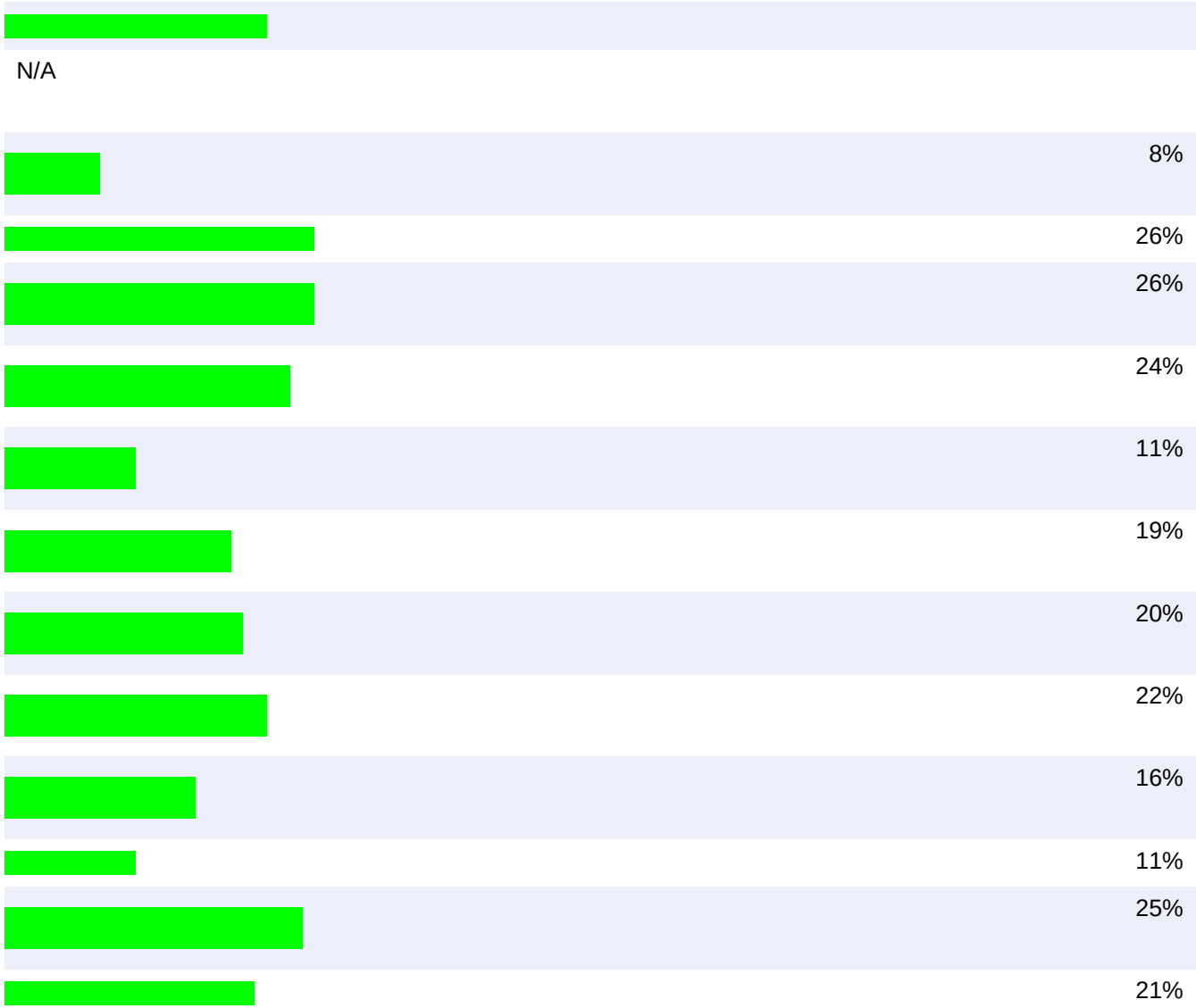

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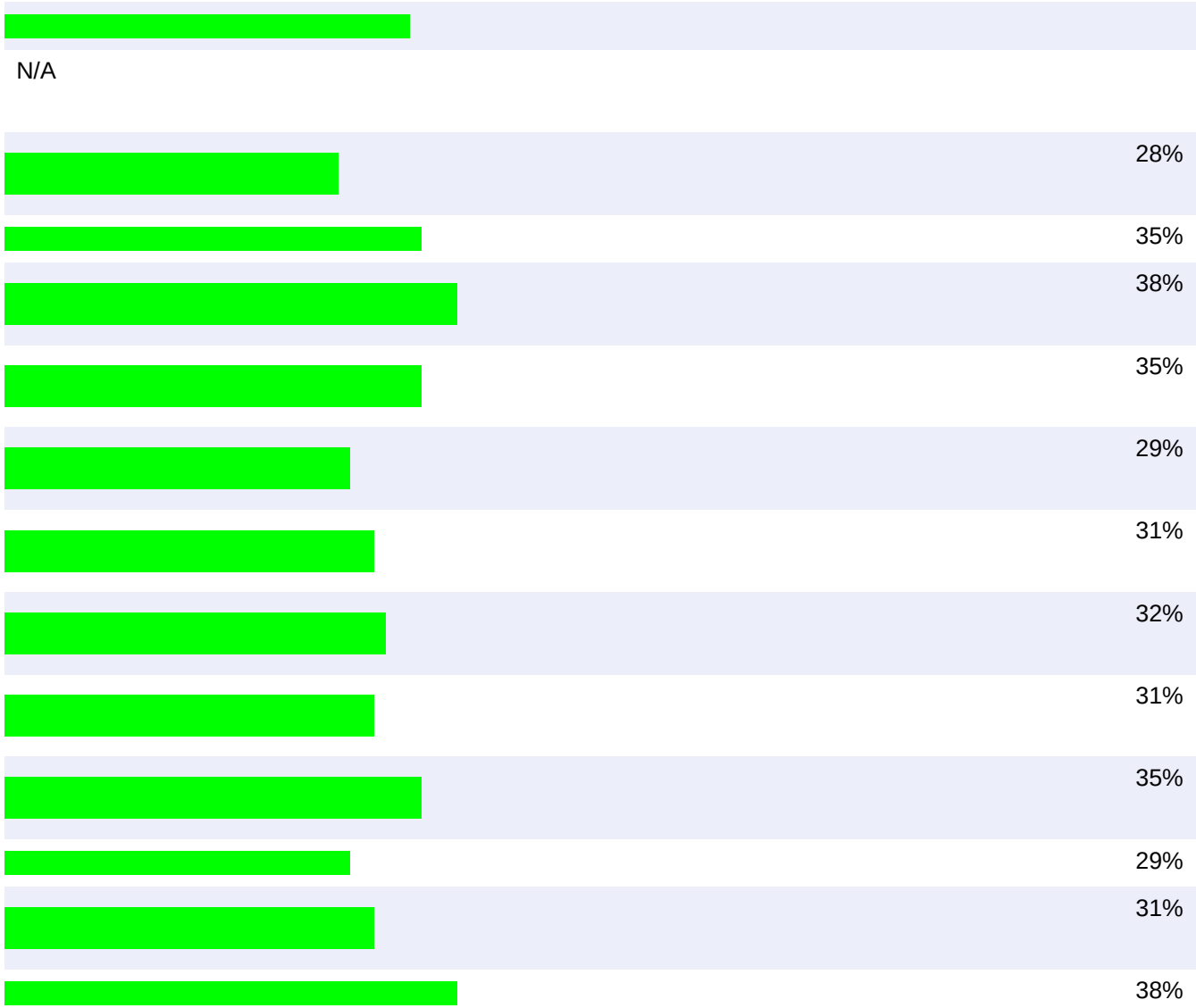

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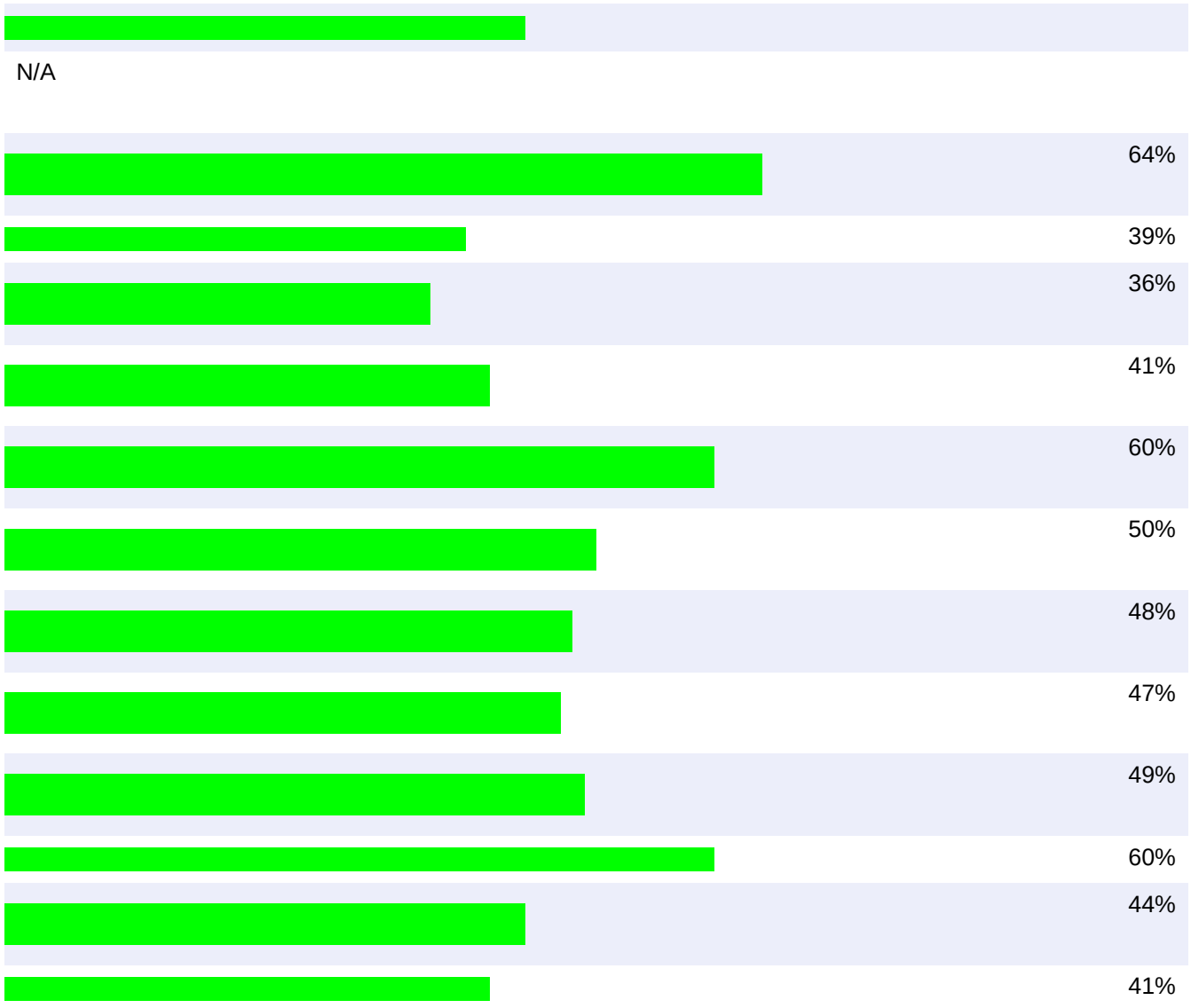

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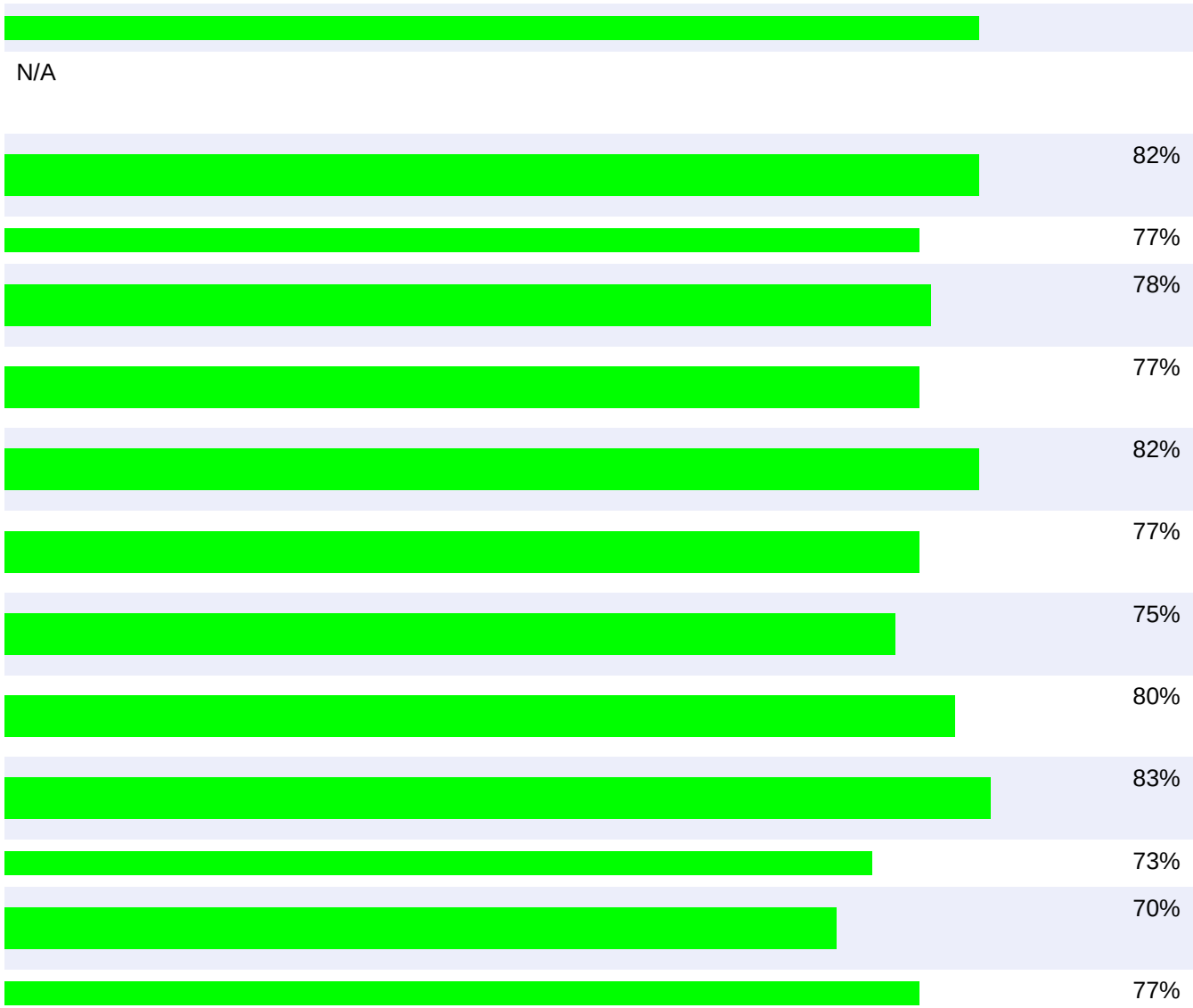

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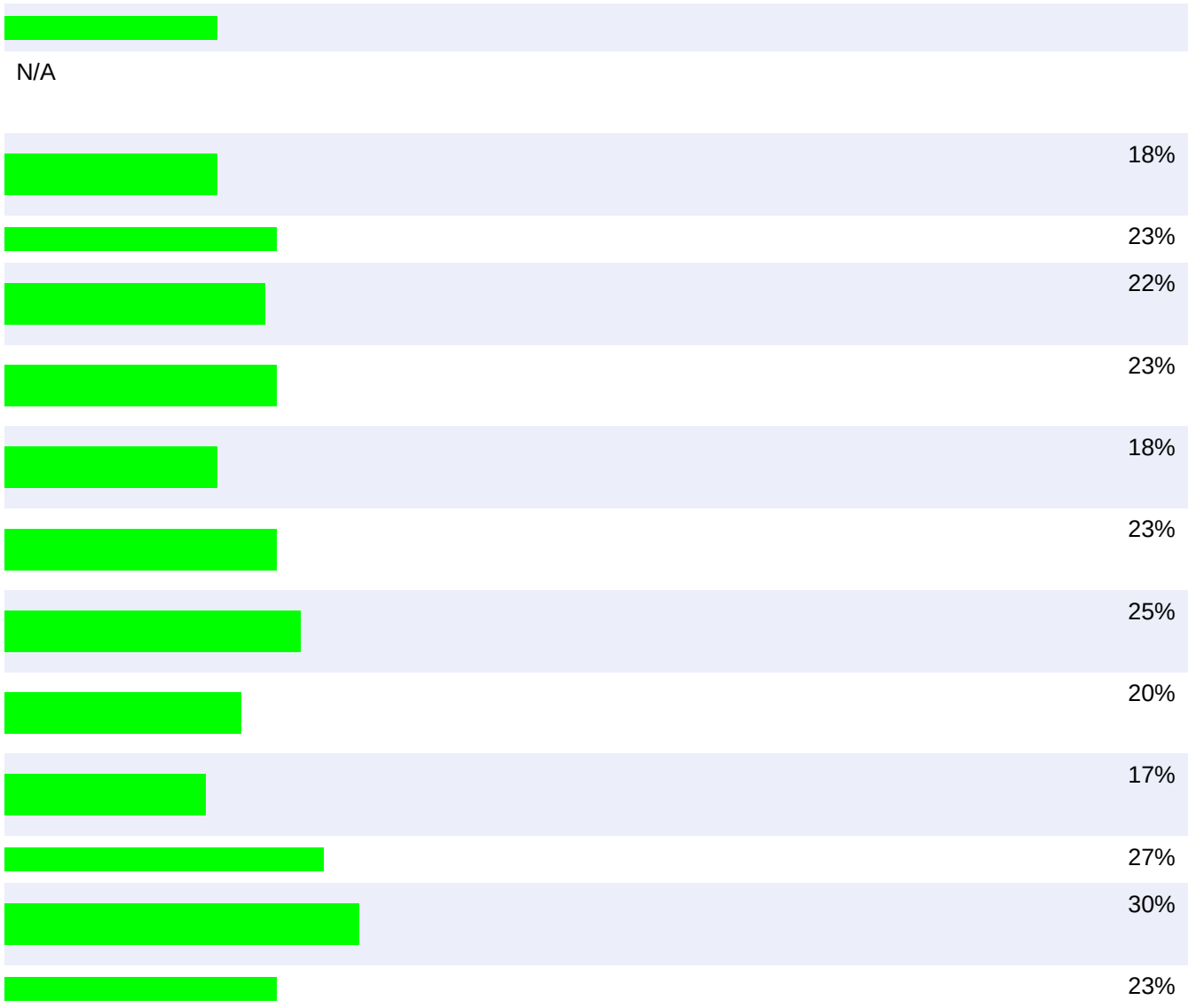

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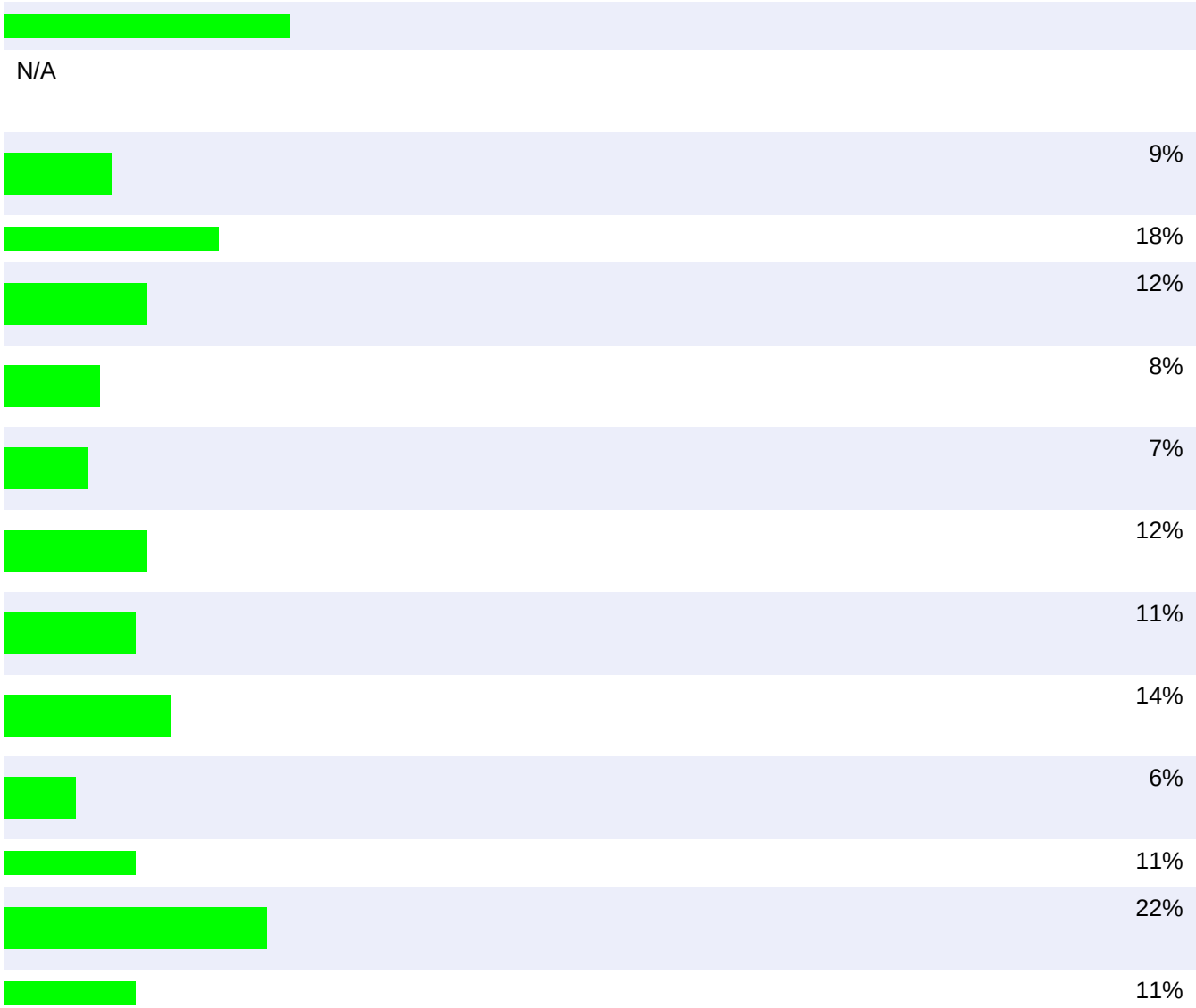

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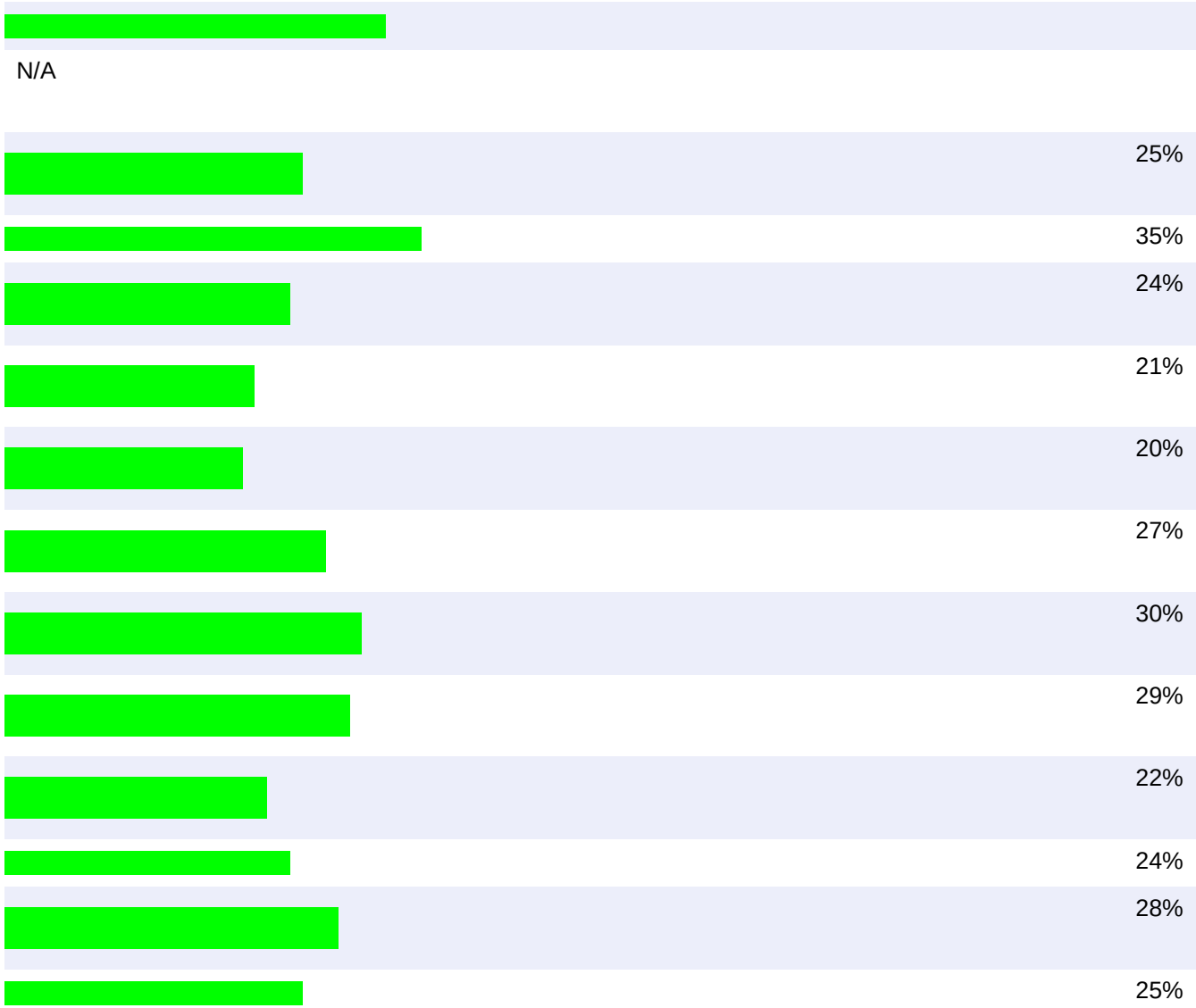

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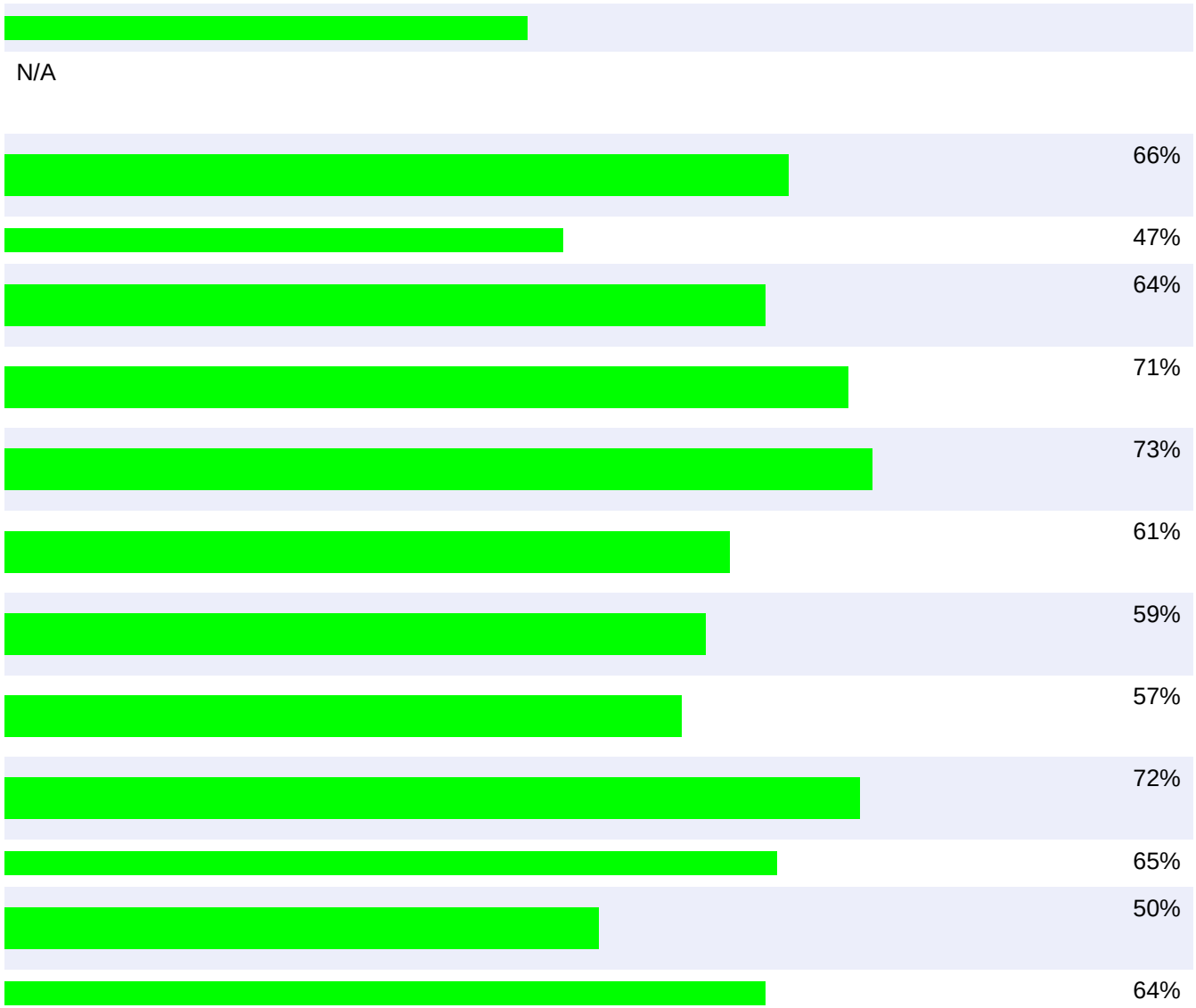

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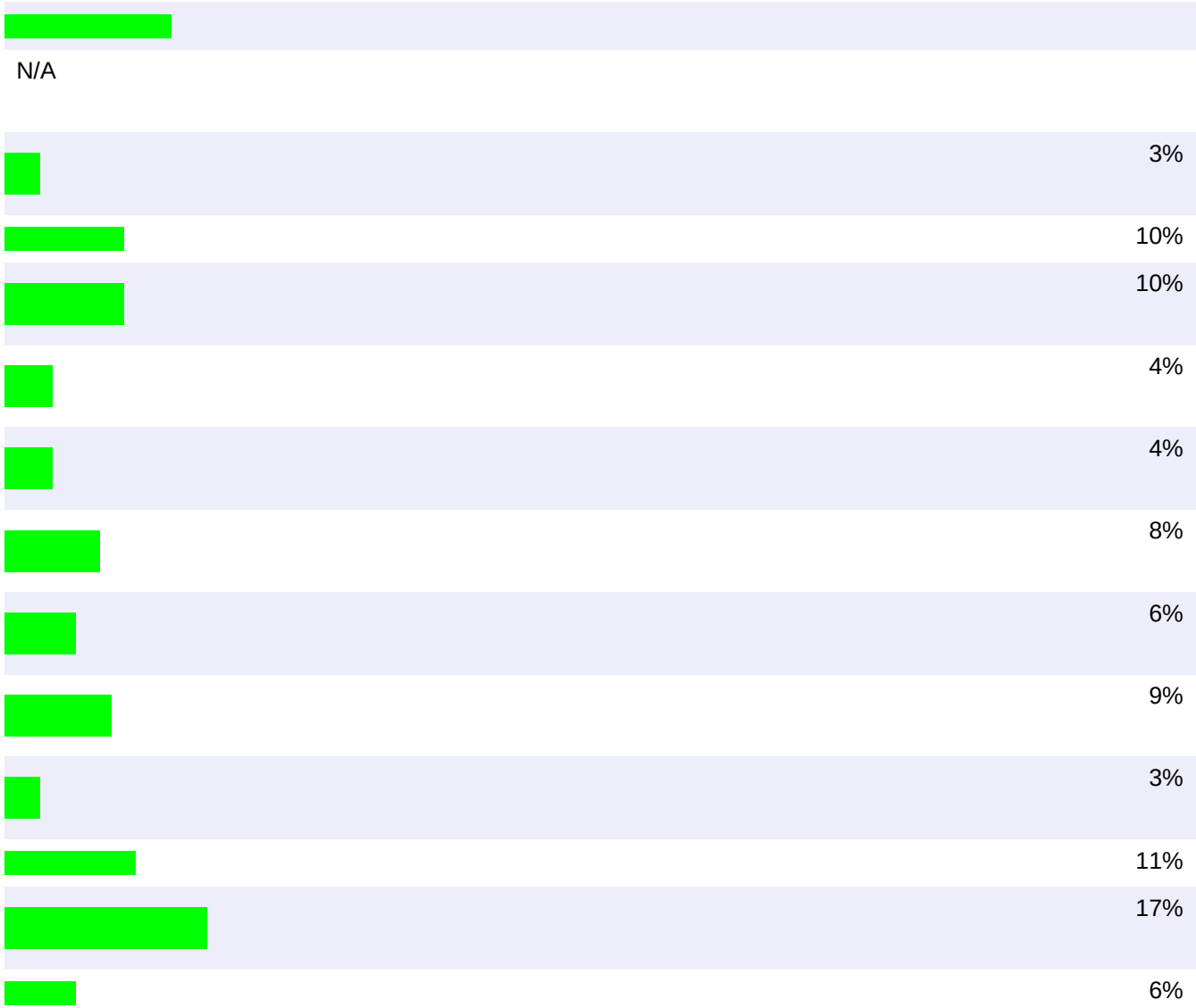

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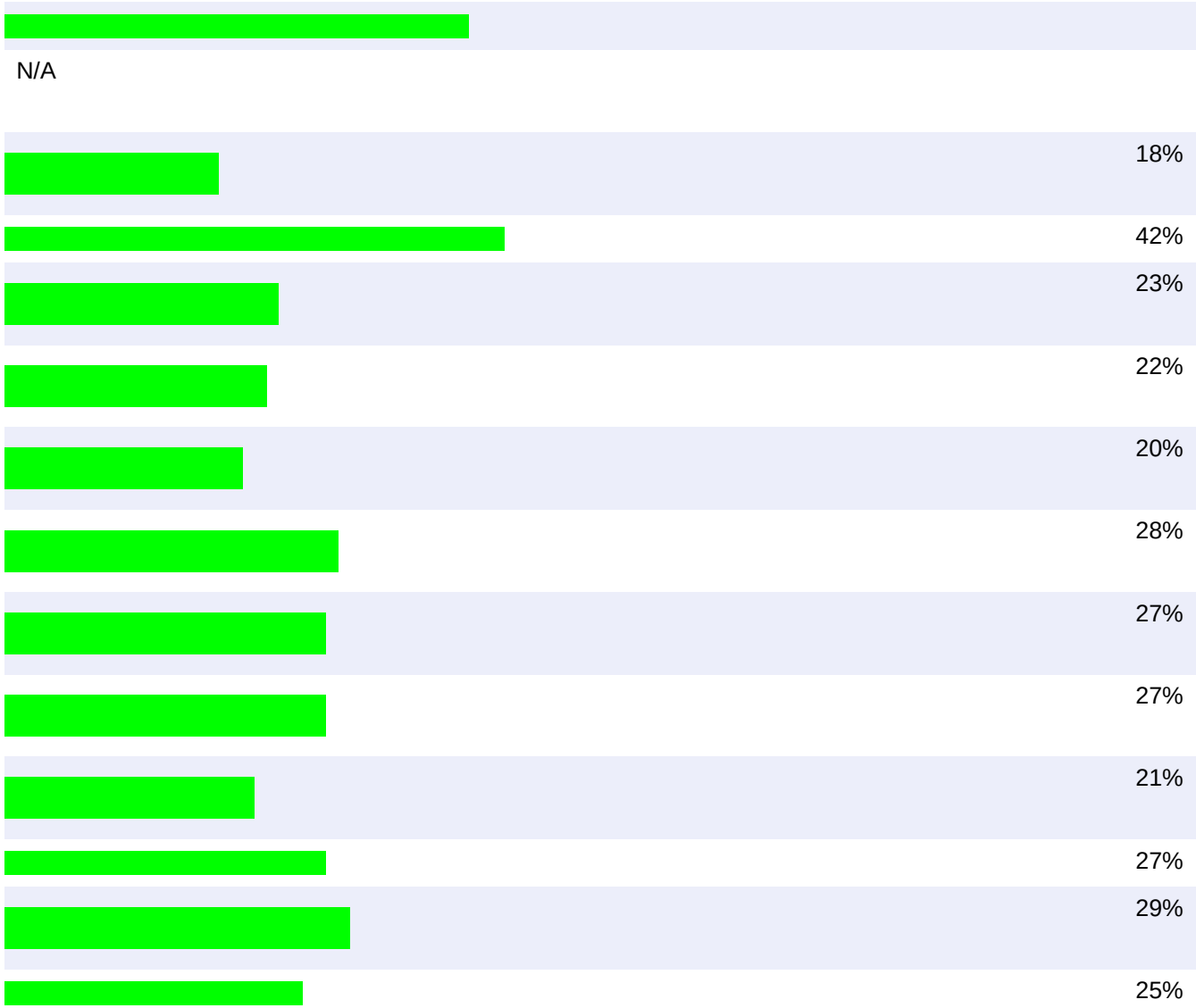

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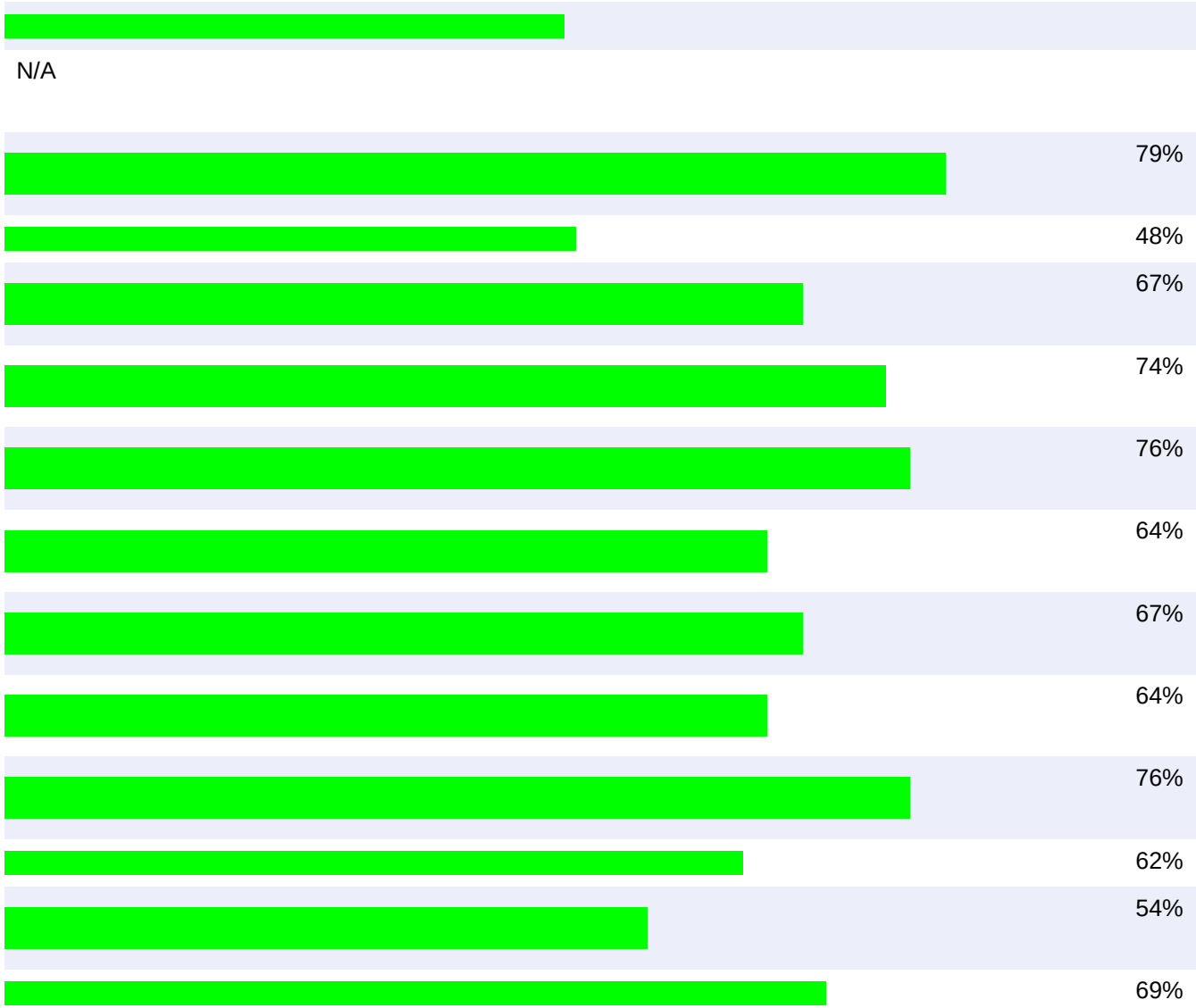

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A
300 or more
300 or more
300 or more
Between 100 and 299
300 or more
300 or more
300 or more
300 or more
300 or more
Between 100 and 299
300 or more
300 or more

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A		Survey results are not available for this reporting period
	34%	
	30%	
	23%	
	28%	There were discrepancies in the data collection process
	32%	
	23%	
	21%	
	29%	
	39%	
	34%	
	15%	
	36%	

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

050235	PROVIDENCE SAINT JOSEPH MEDICAL CTR	501 SOUTH BUENA VISTA
050552	MOTION PICTURE & TELEVISION HOSPITAL	23388 MULHOLLAND DRIVE
050761	PROVIDENCE TARZANA MEDICAL CENTER	18321 CLARK STREET
050116	NORTHRIDGE HOSPITAL MEDICAL CENTER	18300 ROSCOE BLVD
050126	VALLEY PRESBYTERIAN HOSPITAL	15107 VANOWEN ST
050755	SHERMAN OAKS HOSPITAL	4929 VAN NUYS BLVD
050158	ENCINO HOSPITAL MEDICAL CENTER	16237 VENTURA BLVD
050189	GEORGE L MEE MEMORIAL HOSPITAL	300 CANAL STREET
050242	DOMINICAN HOSPITAL	1555 SOQUEL DRIVE
050714	SUTTER MATERNITY & SURGERY CENTER OF SANTA CRUZ	2900 CHANTICLEER AVENUE
050145	COMMUNITY HOSPITAL OF THE MONTEREY PENINSULA	23625 W R HOLMAN HIGHWAY
050296	HAZEL HAWKINS MEMORIAL HOSPITAL	911 SUNSET DRIVE
050194	WATSONVILLE COMMUNITY HOSPITAL	75 NIELSON STREET
050248	NATIVIDAD MEDICAL CENTER	1441 CONSTITUTION BOULEVARD

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	BURBANK	CA
	WOODLAND HILLS	CA
	TARZANA	CA
	NORTHRIDGE	CA
	VAN NUYS	CA
	SHERMAN OAKS	CA
	ENCINO	CA
	KING CITY	CA
	SANTA CRUZ	CA
	SANTA CRUZ	CA
	MONTEREY	CA
	HOLLISTER	CA
	WATSONVILLE	CA
	SALINAS	CA

91505	LOS ANGELES	8188435111
91364	LOS ANGELES	8188761888
91356	LOS ANGELES	8188810800
91325	LOS ANGELES	8188858500
91406	LOS ANGELES	8189023906
91403	LOS ANGELES	8189817111
91436	LOS ANGELES	8189955000
93930	MONTEREY	8313856000
95065	SANTA CRUZ	8314627700
95065	SANTA CRUZ	8314772200
93940	MONTEREY	8316245311
95023	SAN BENITO	8316375711
95076	SANTA CRUZ	8317244741
93906	MONTEREY	8317554195

HCAHPS VHA WC March 2010

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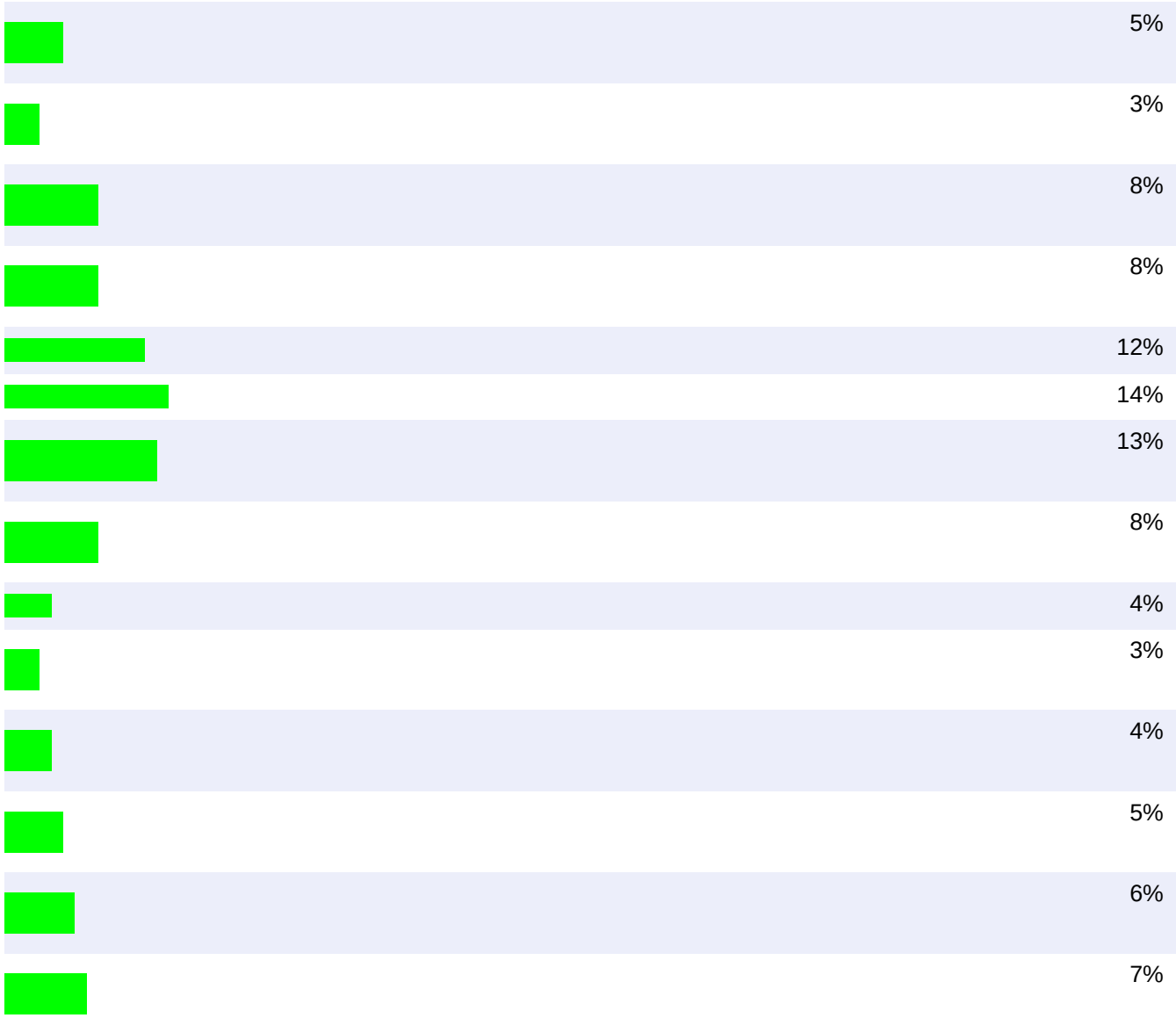

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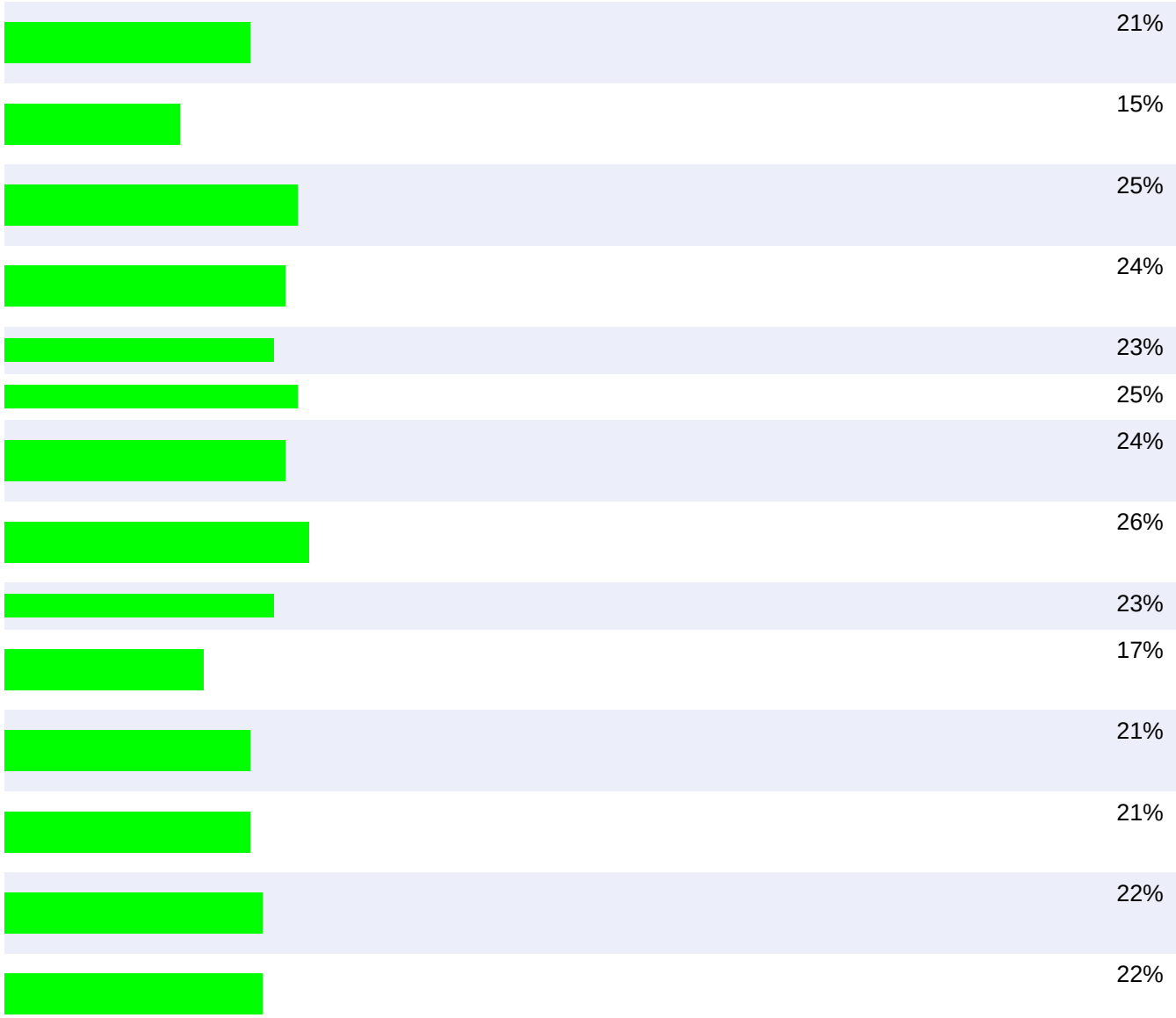

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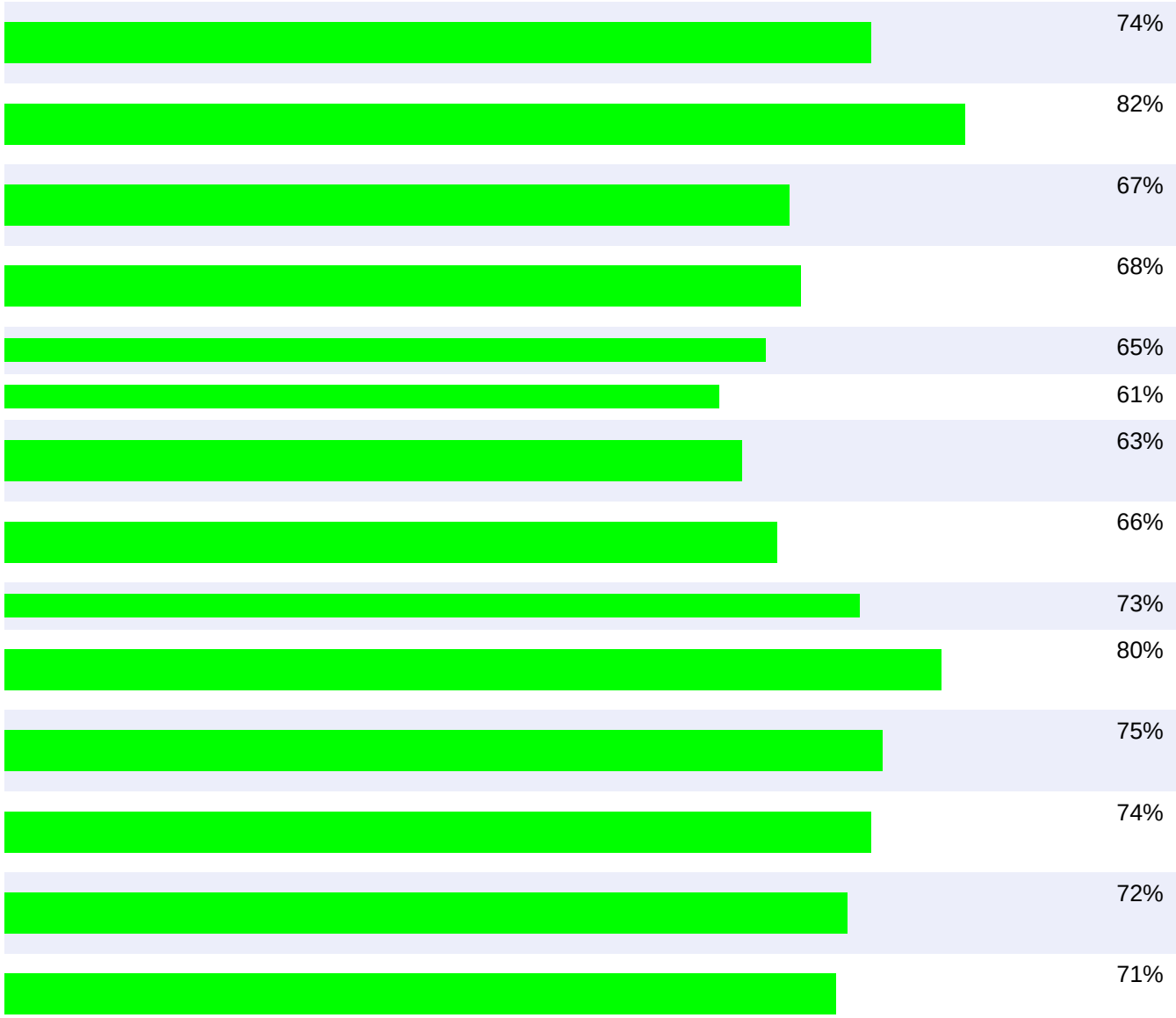

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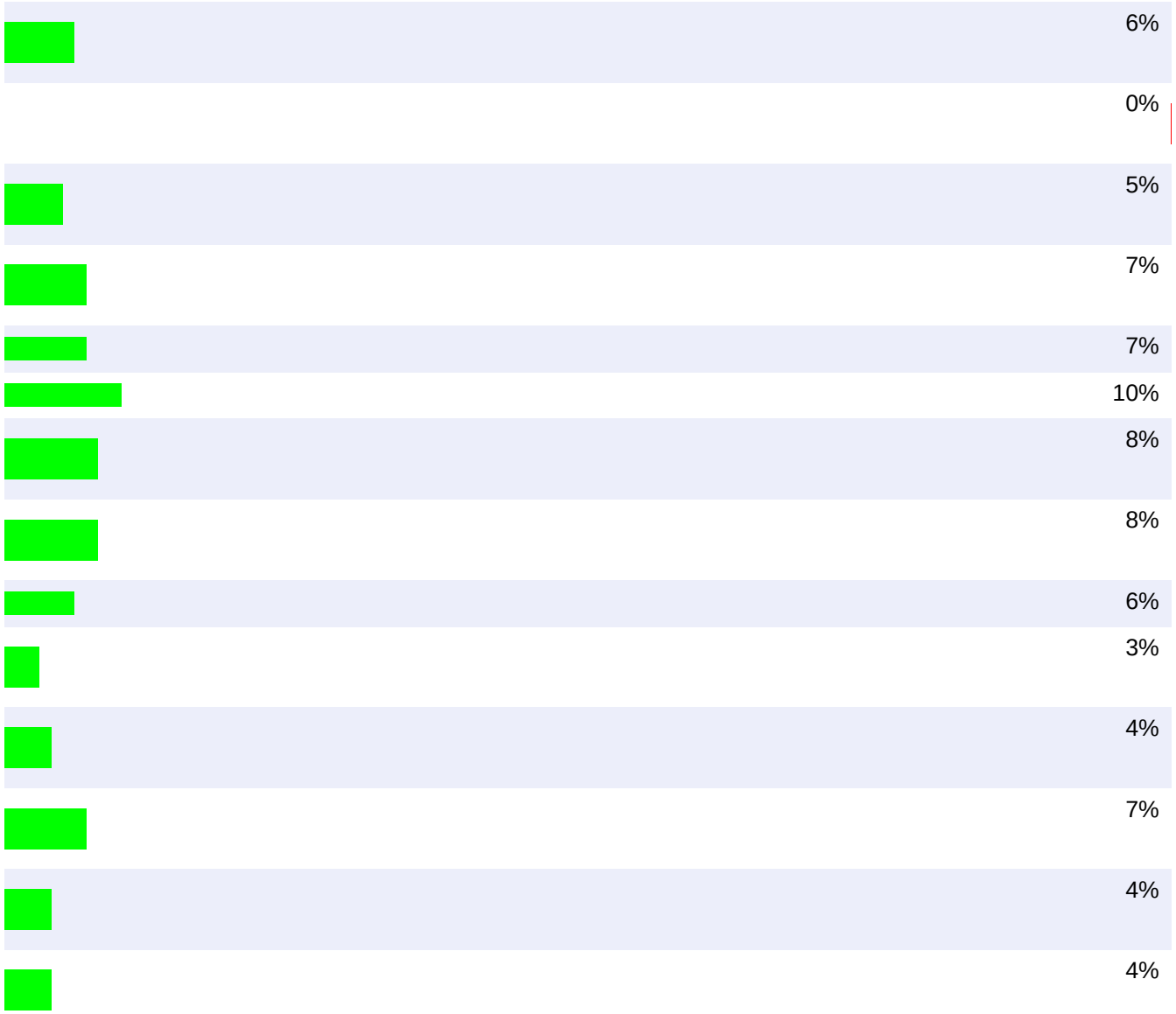

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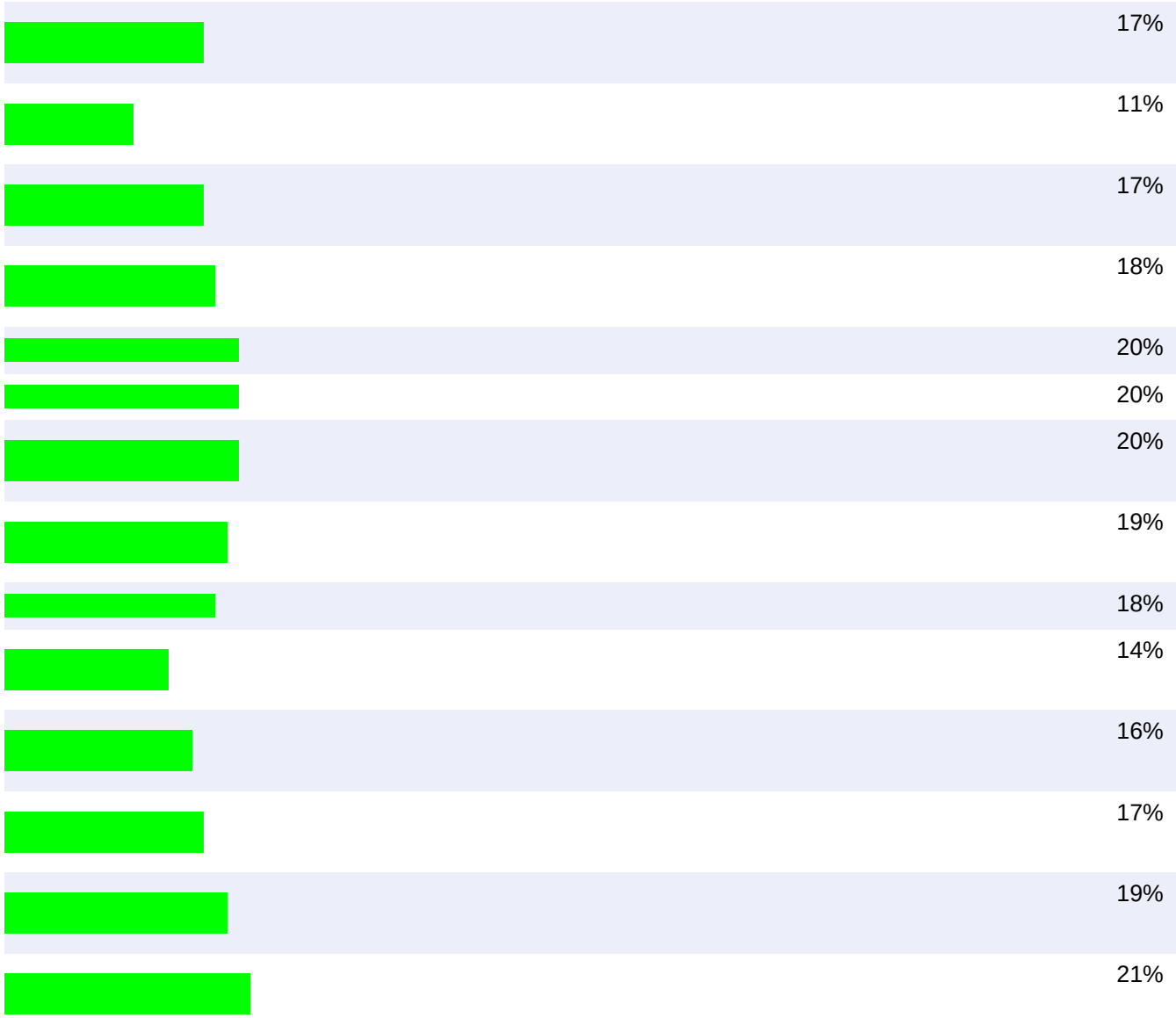

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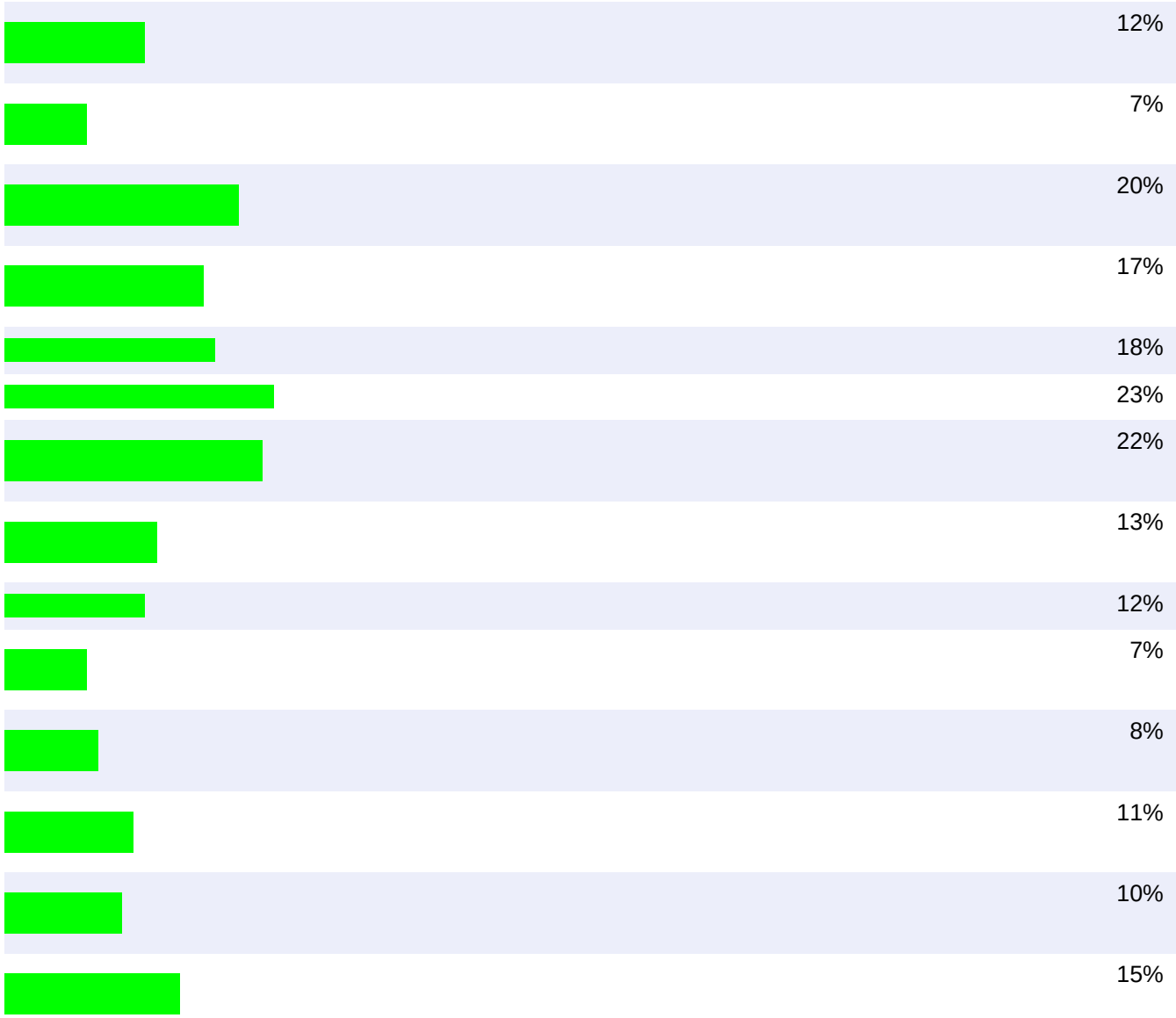

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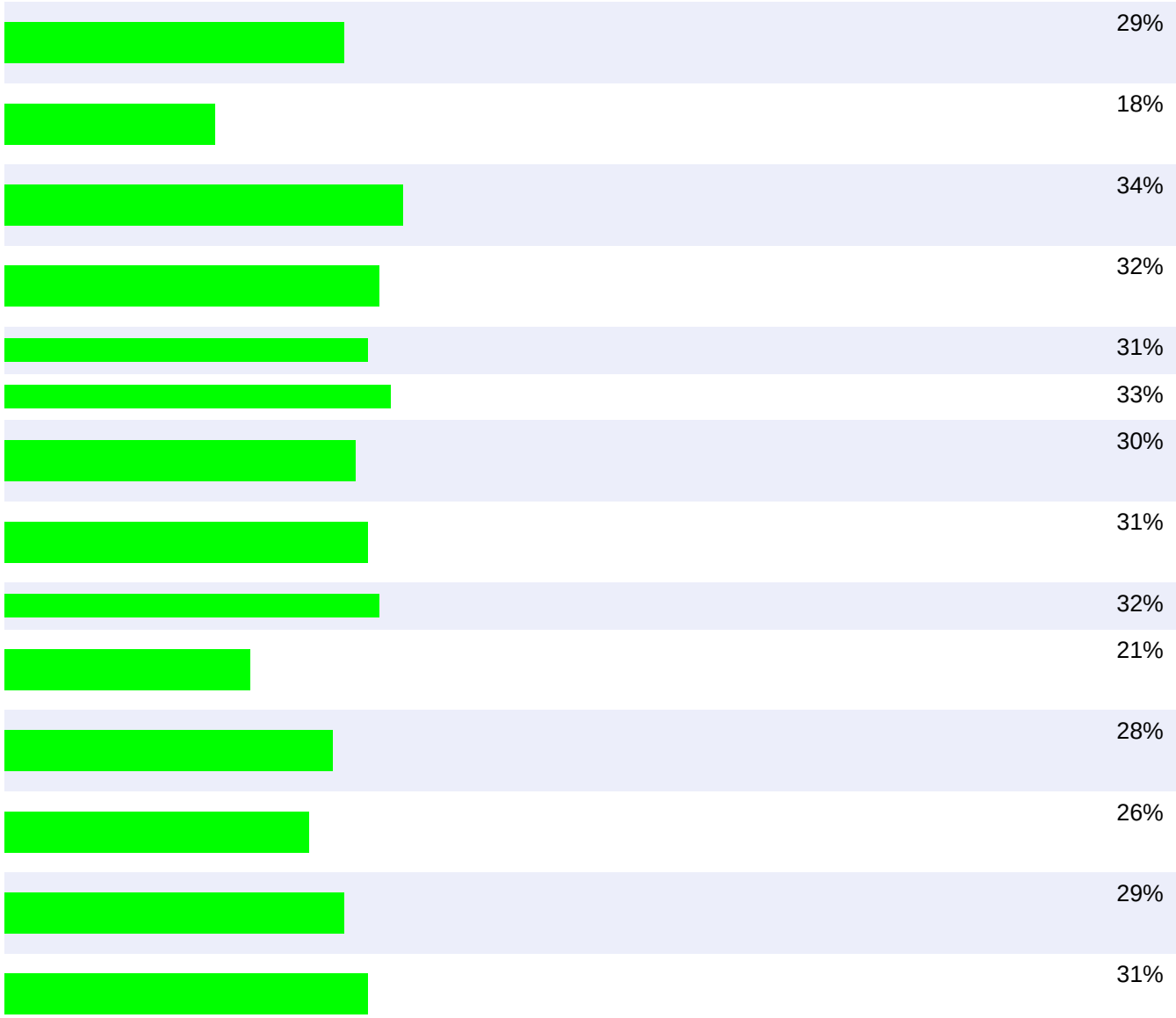

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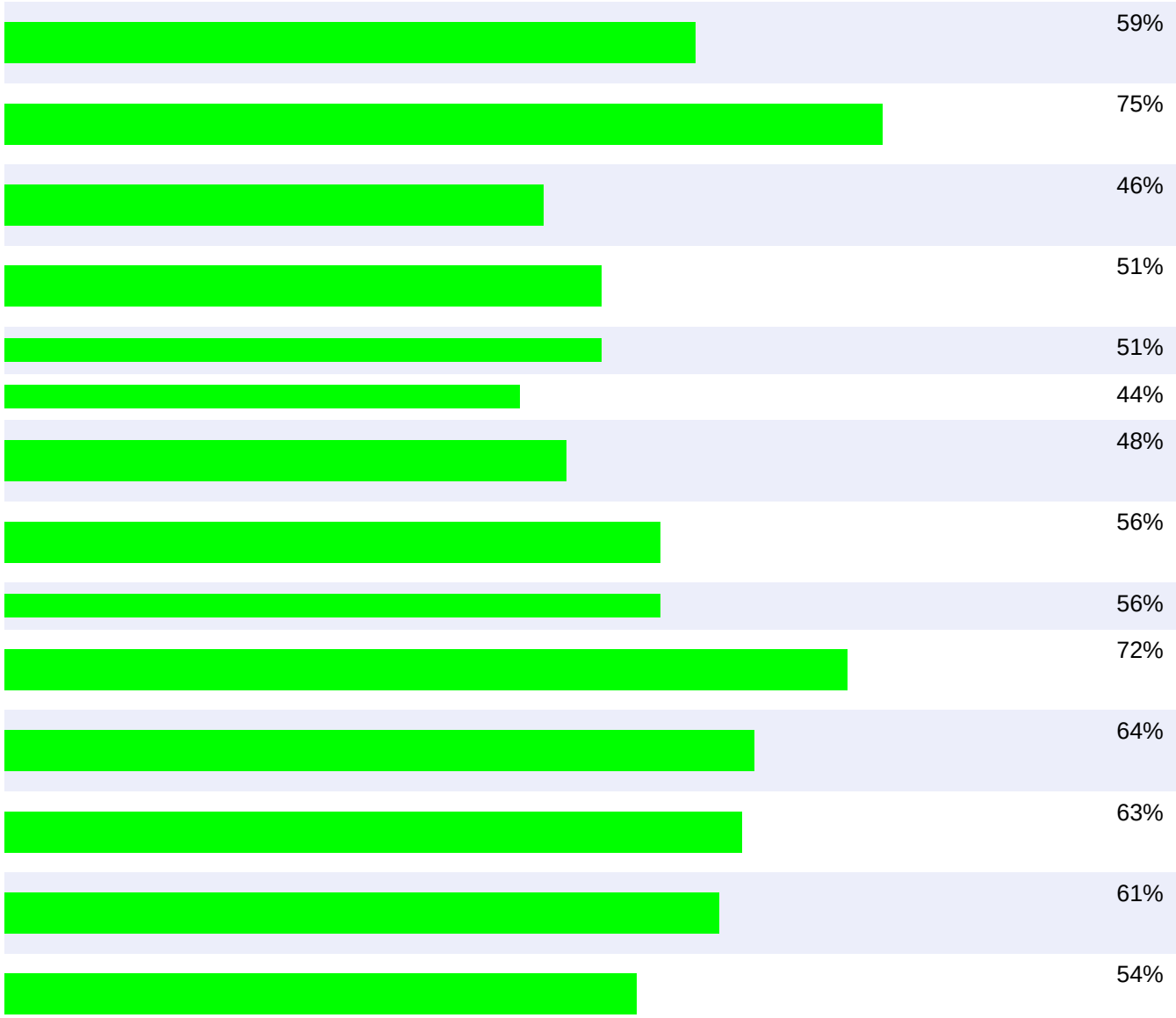

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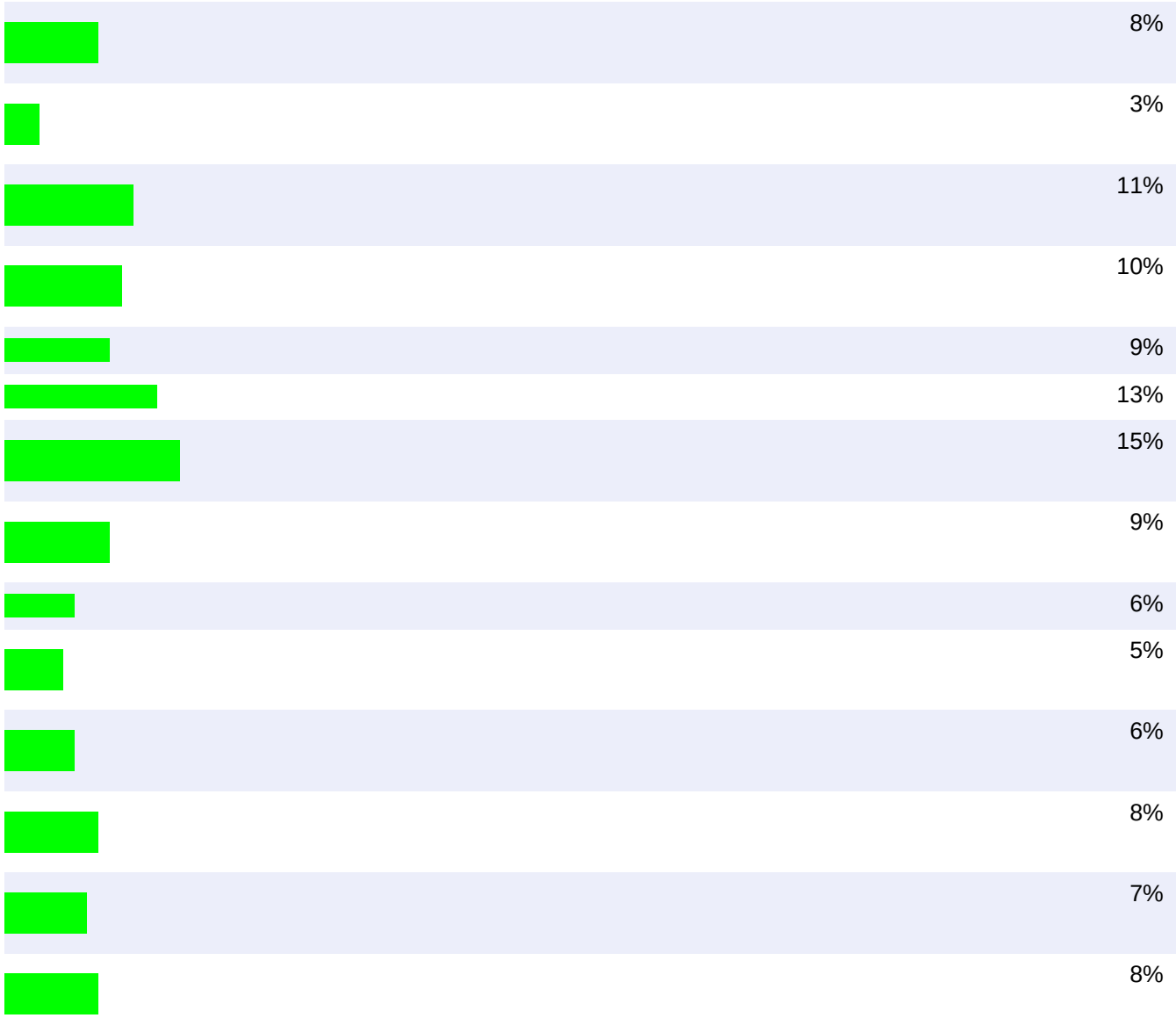

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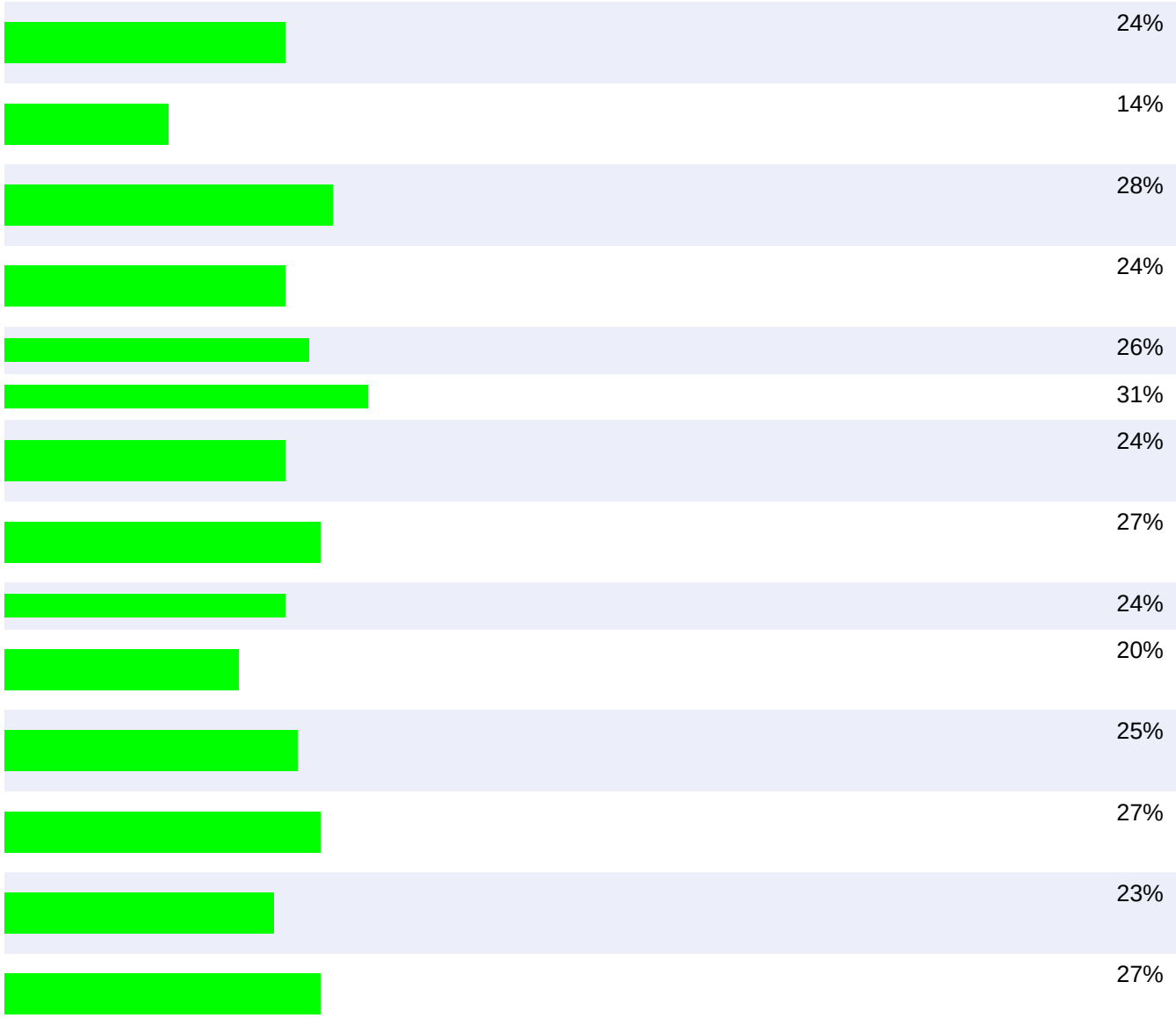

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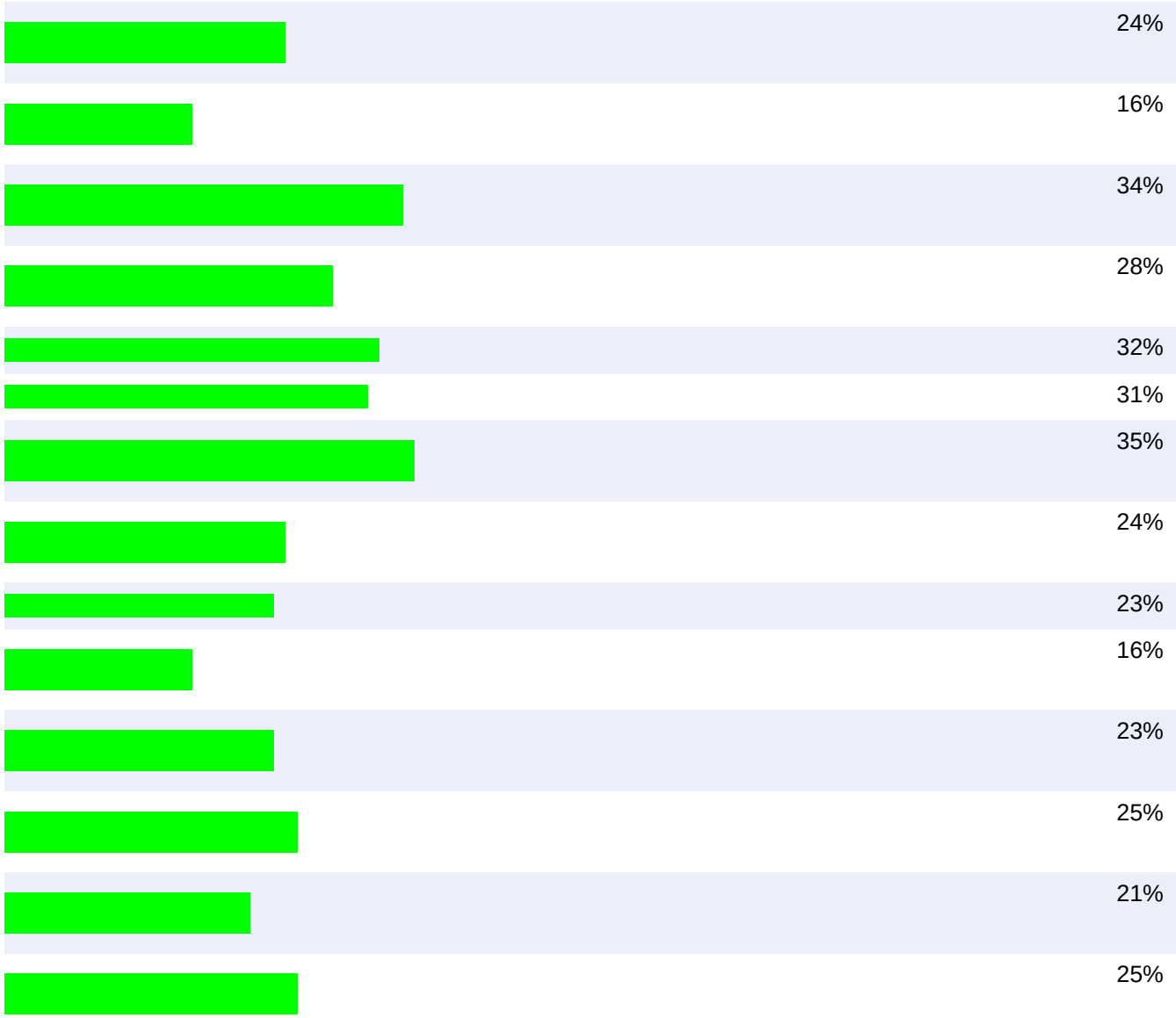

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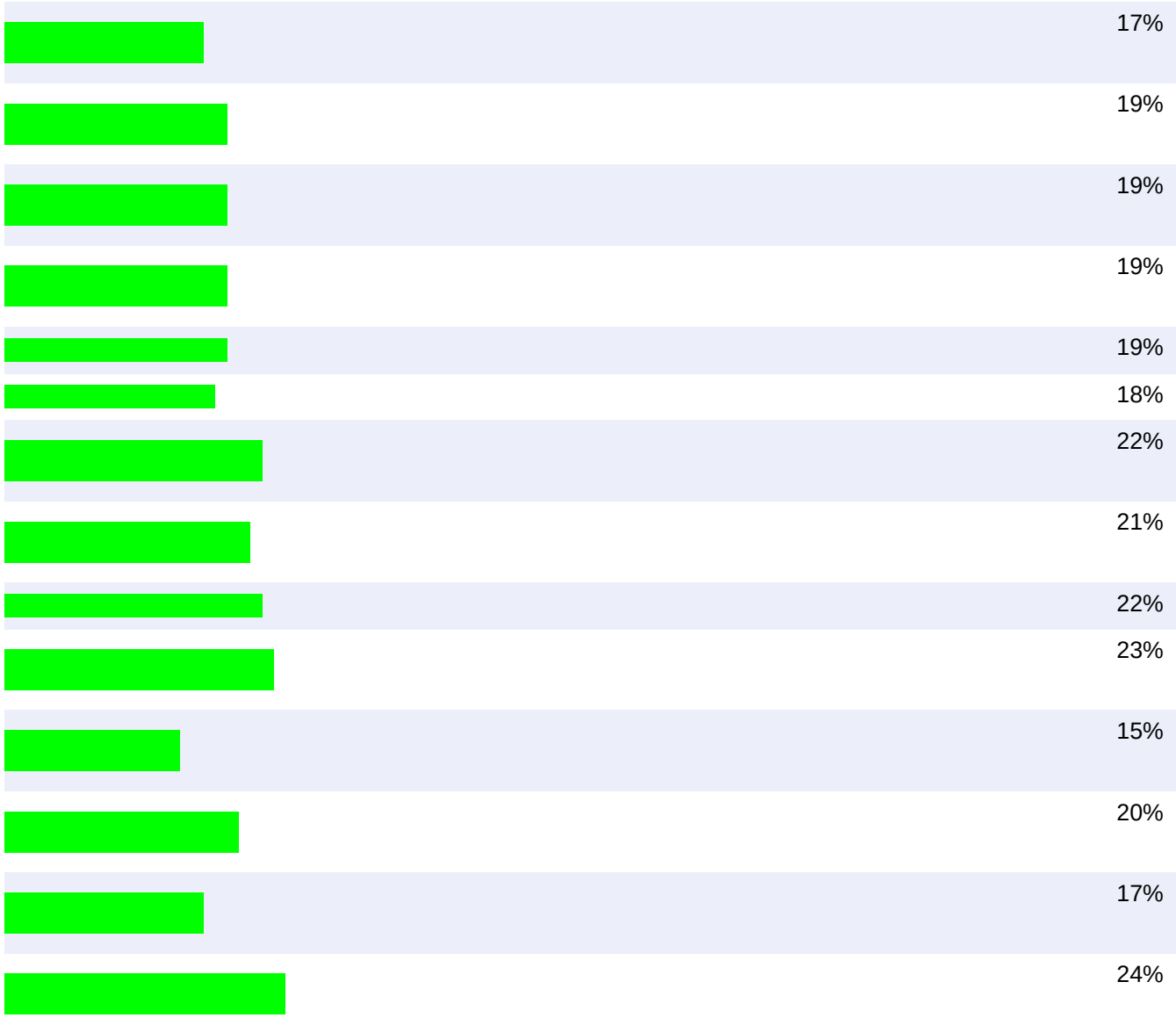

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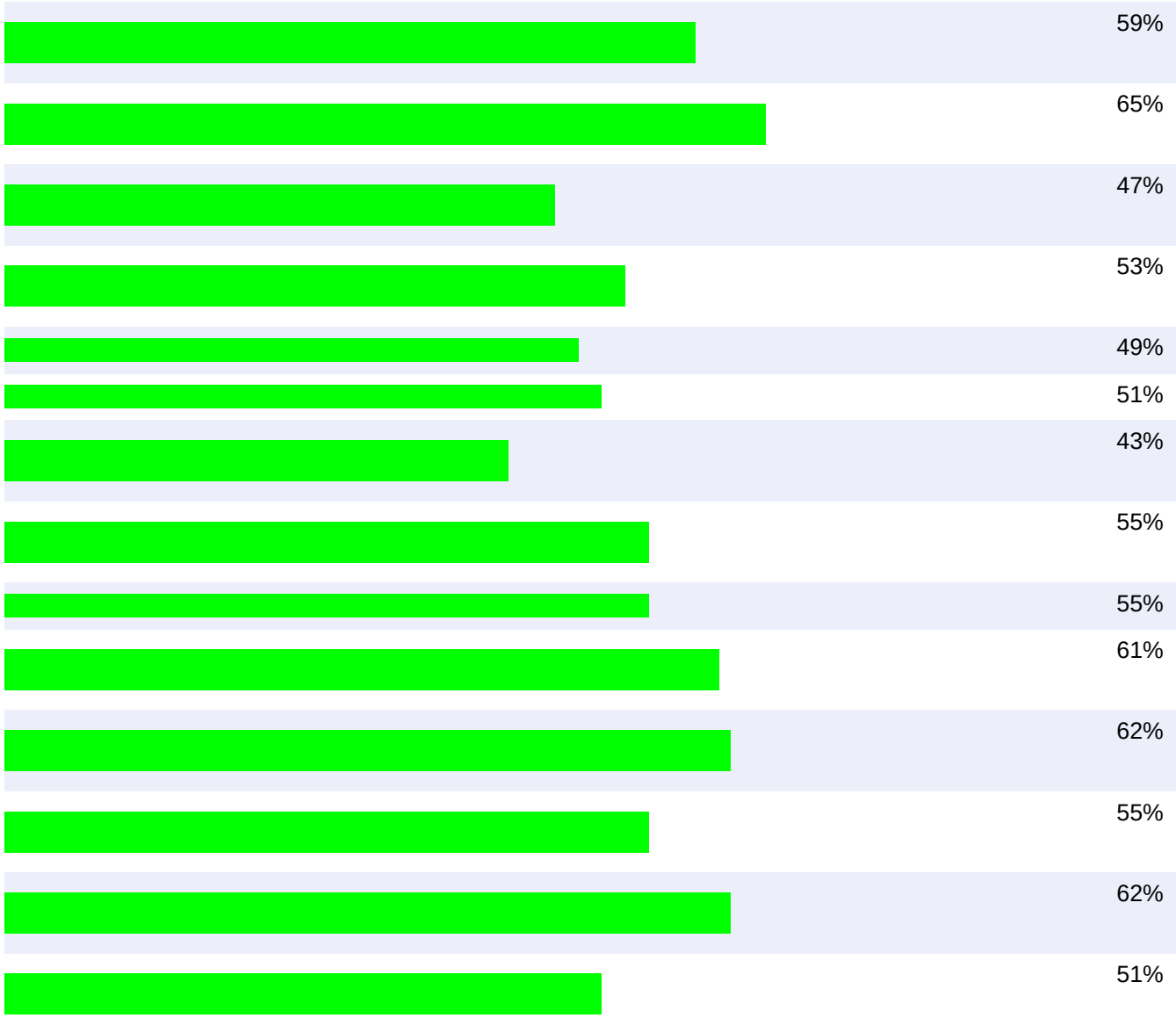

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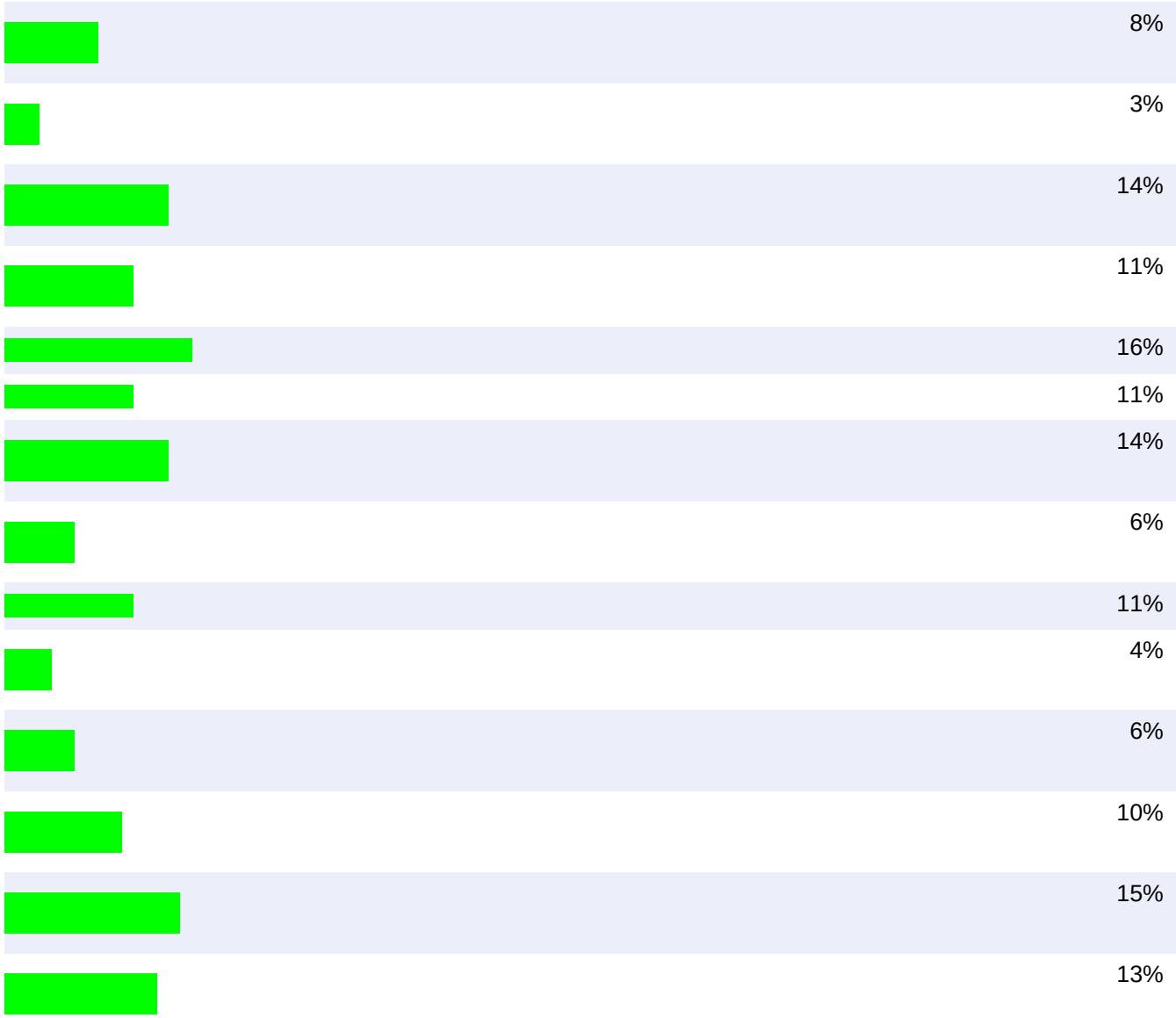

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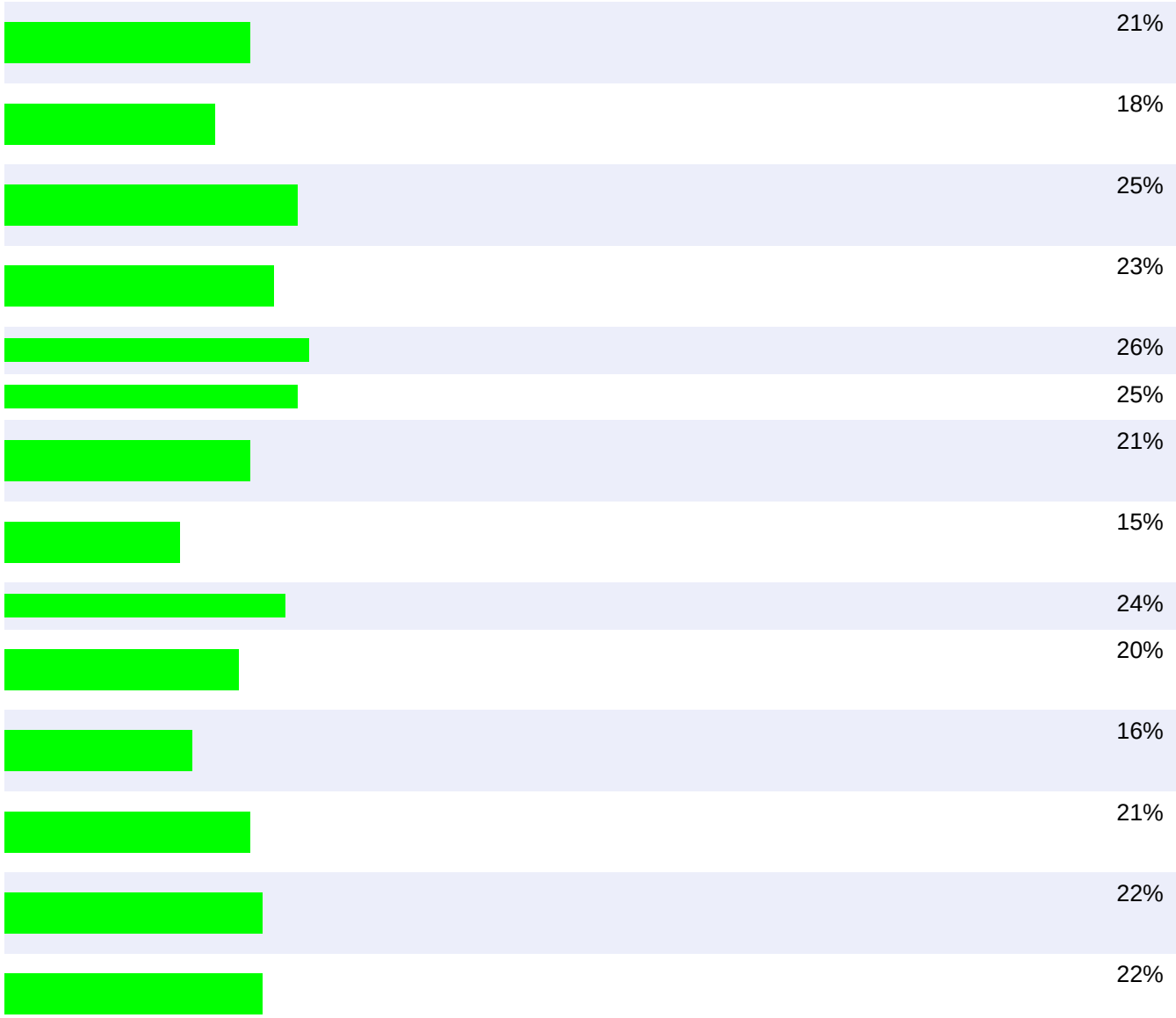

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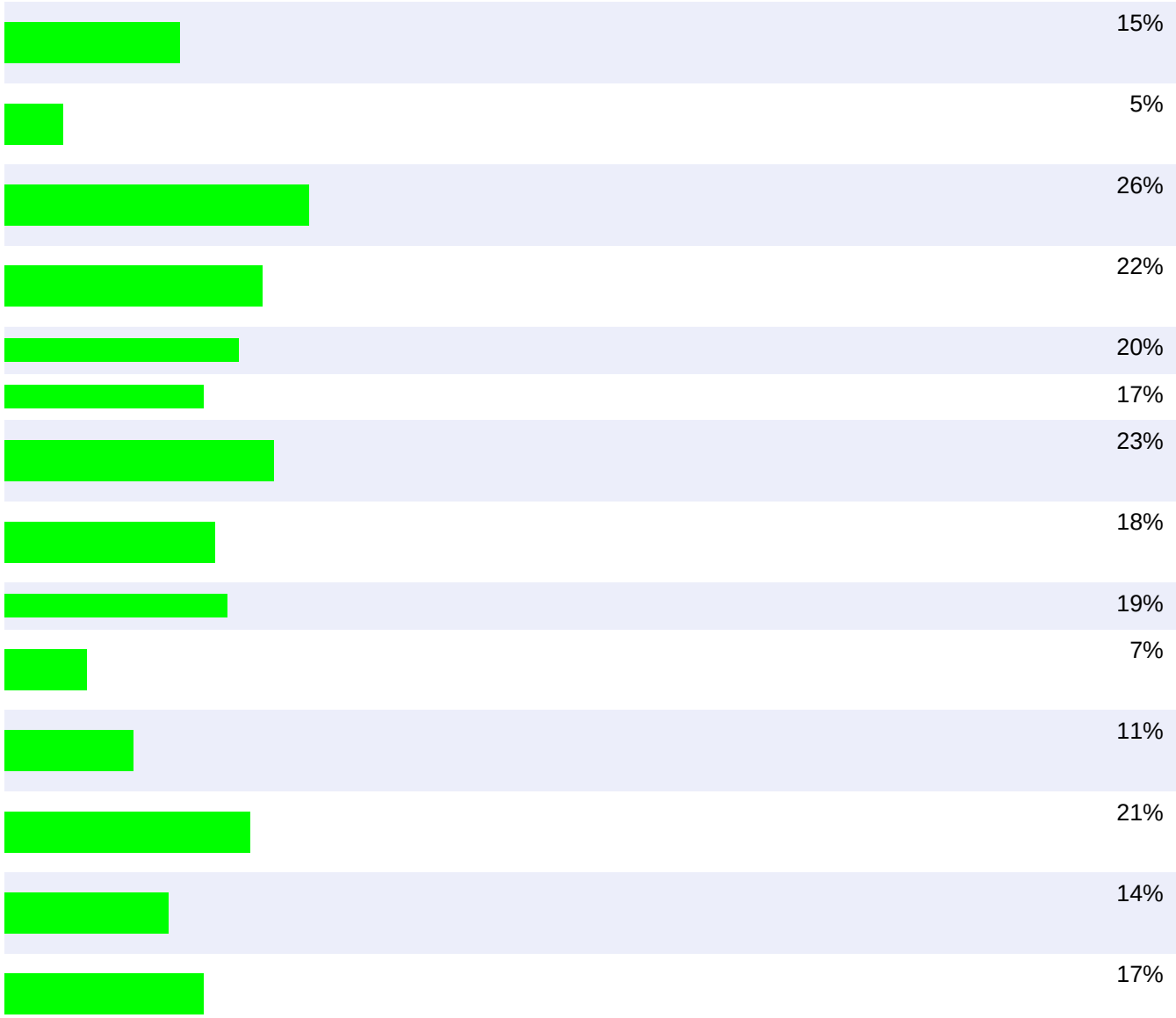

HCAHPS VHA WC March 2010

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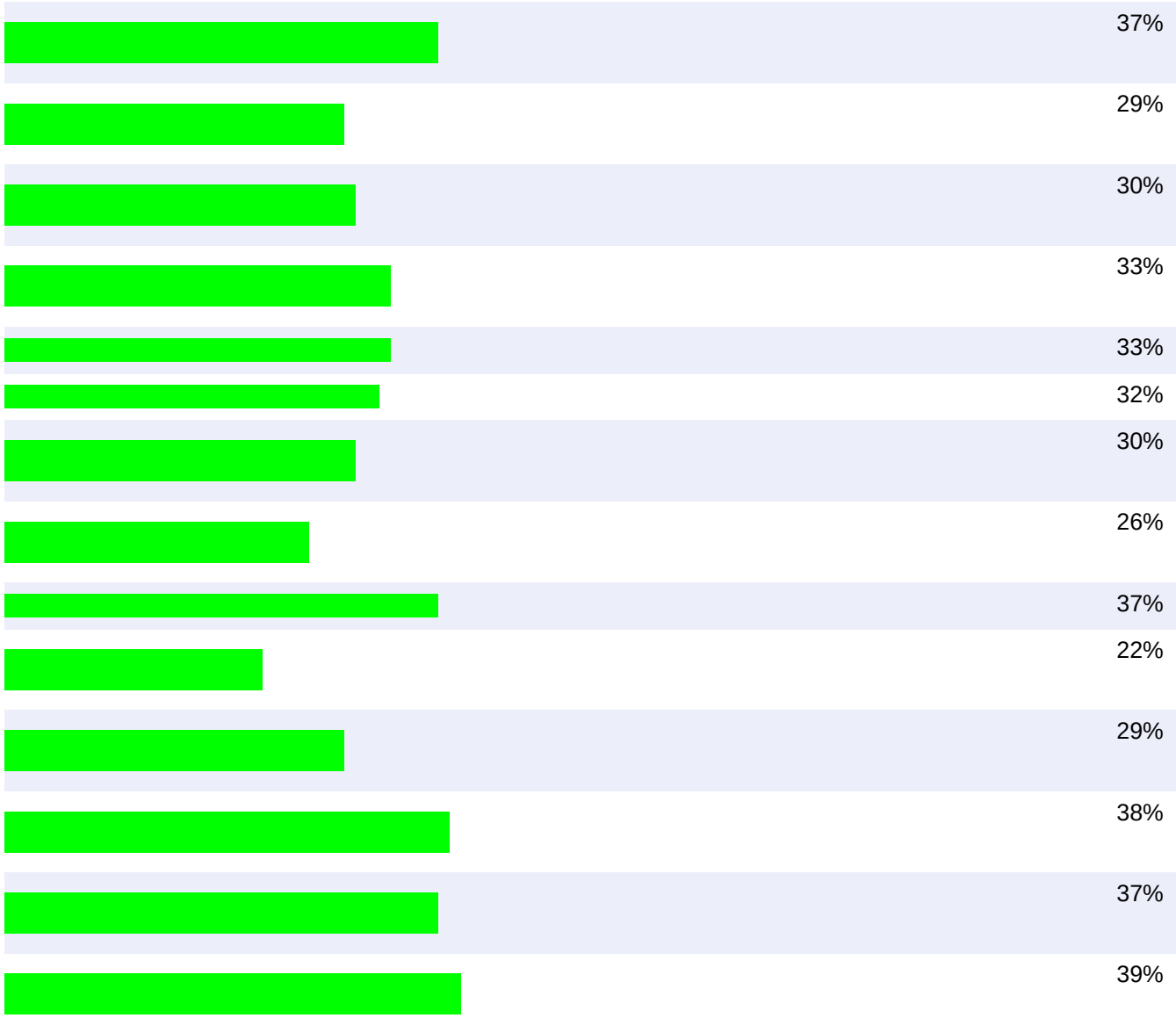

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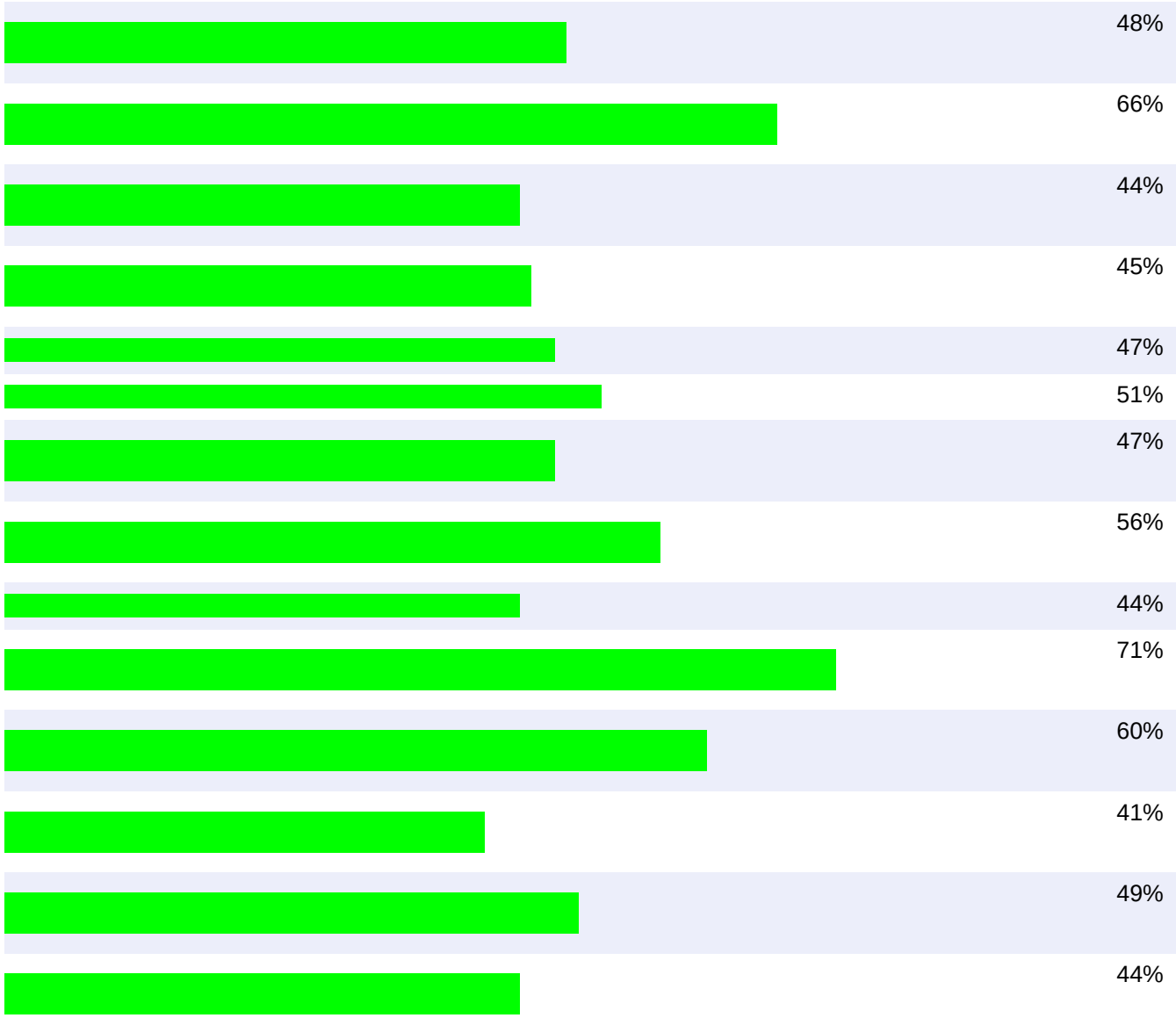

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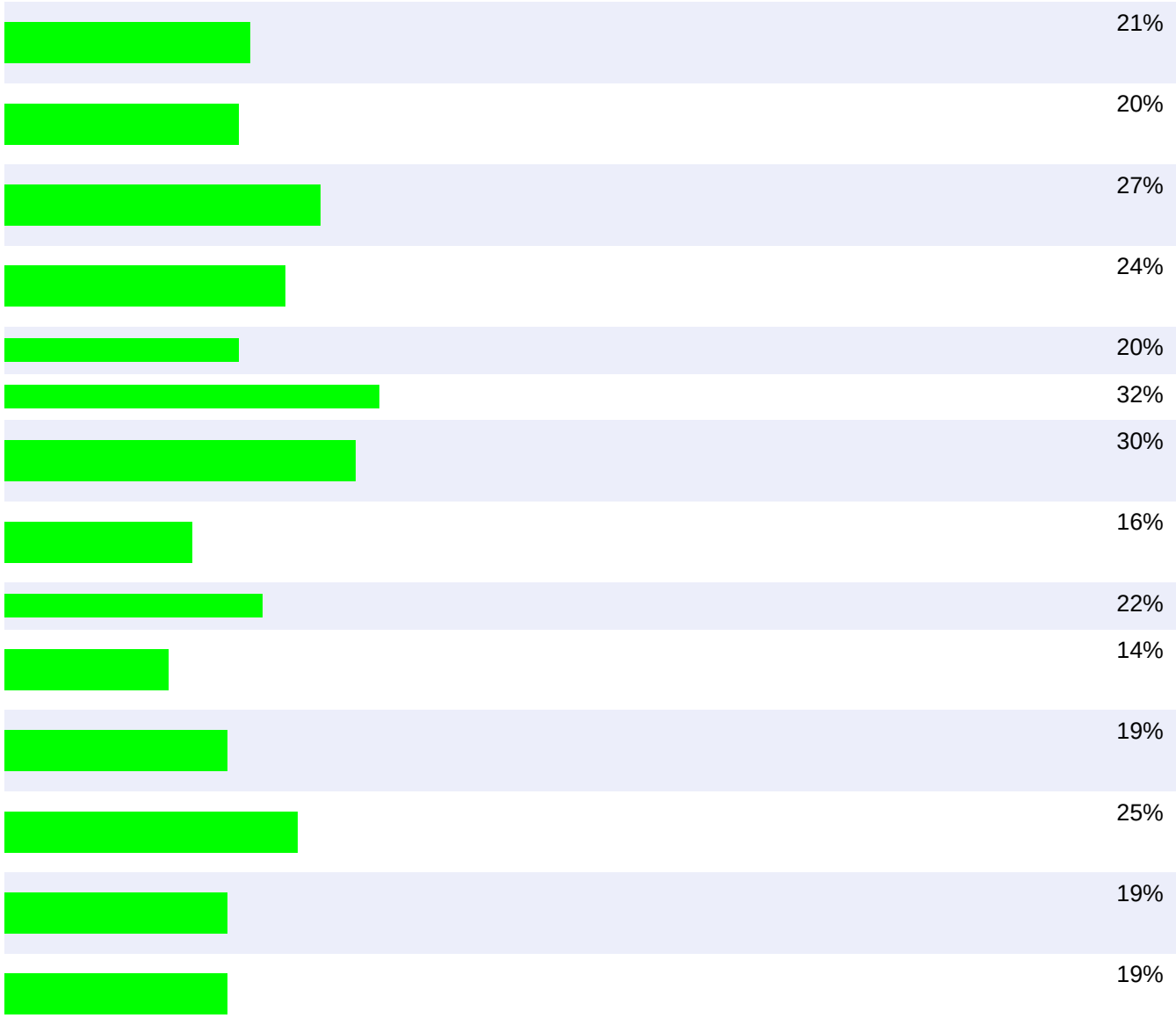

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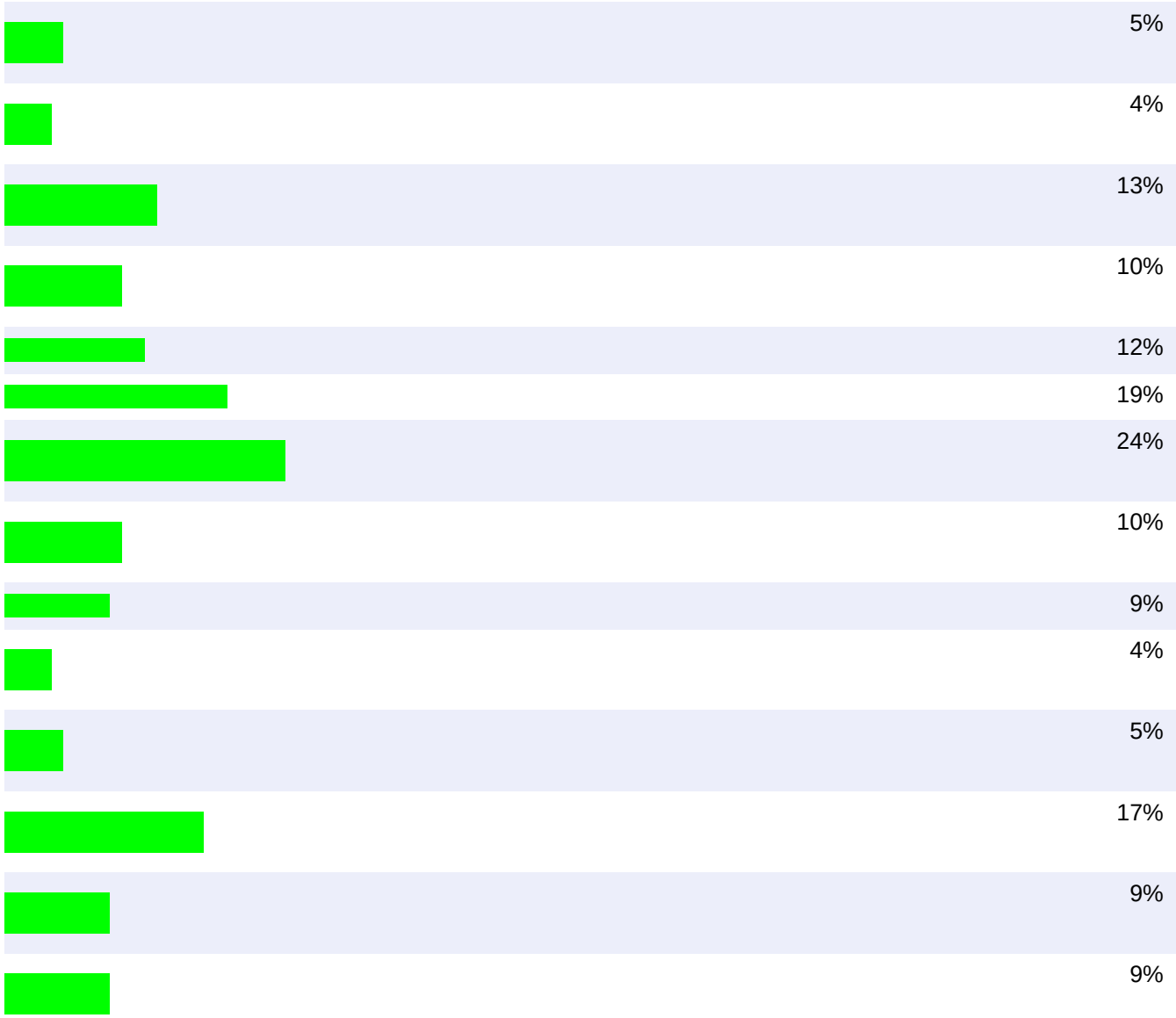

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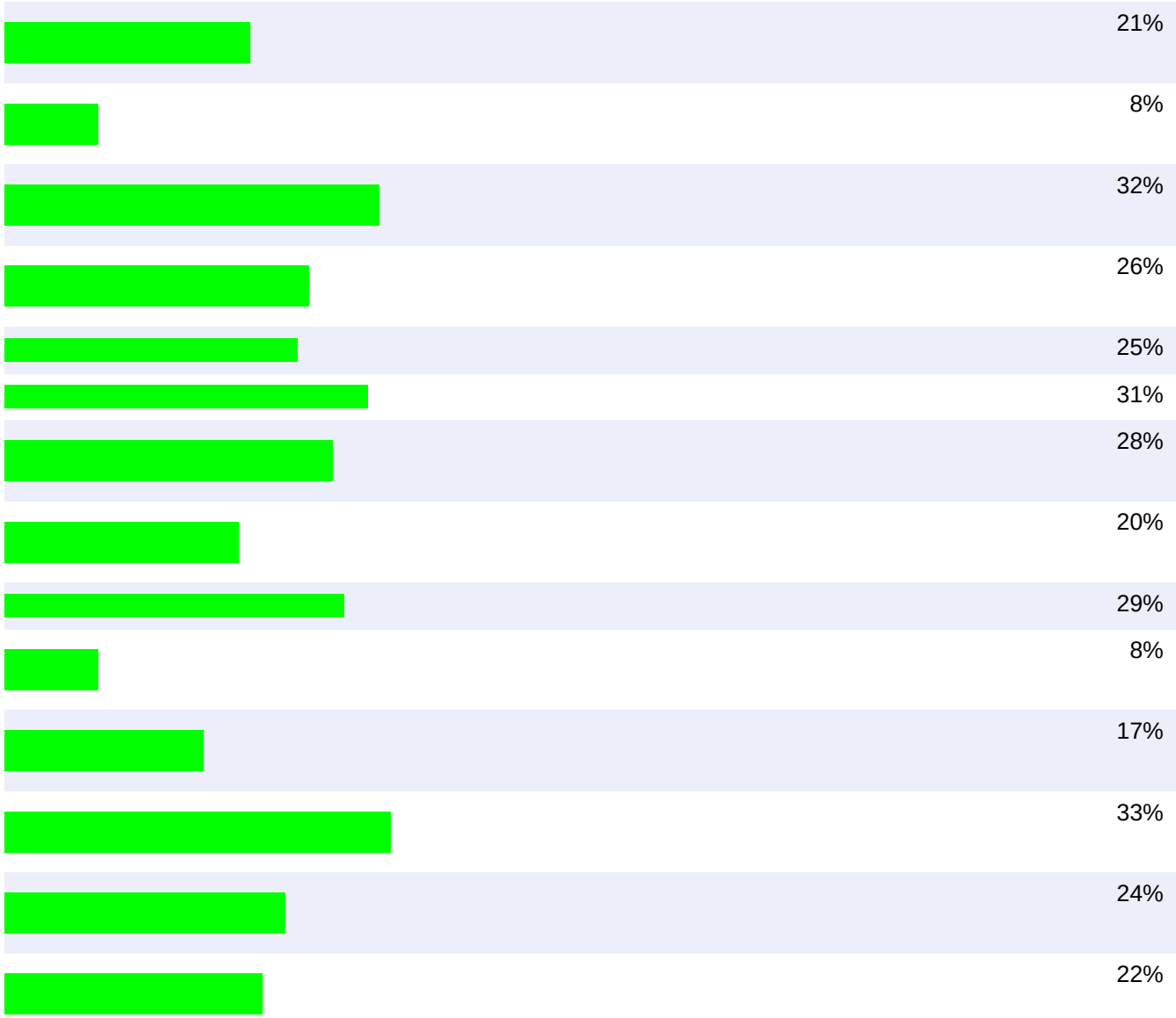

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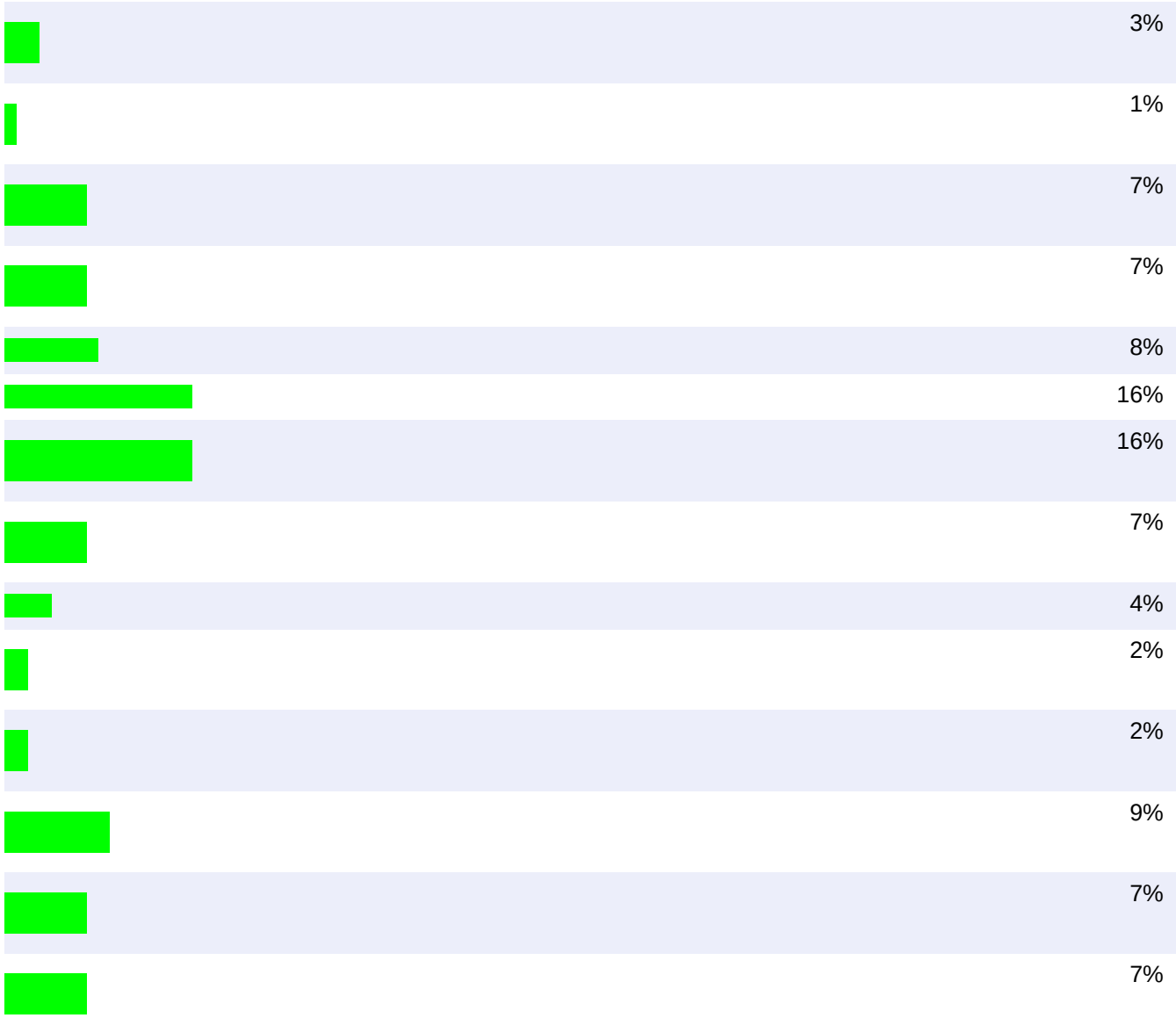

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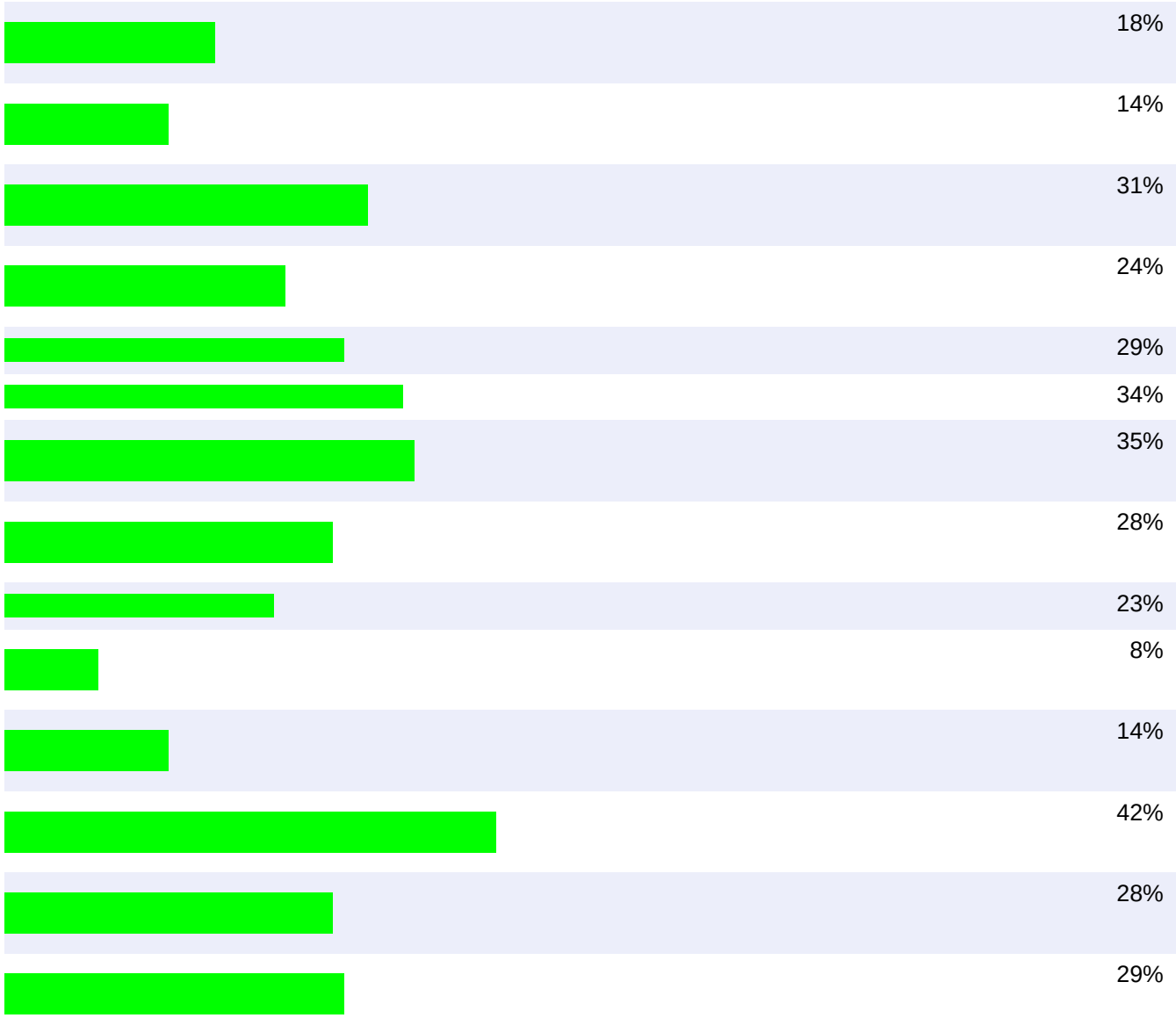

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more
Between 100 and 299
300 or more
300 or more
300 or more
300 or more
Between 100 and 299
Between 100 and 299
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HCAHPS VHA WC March 2010

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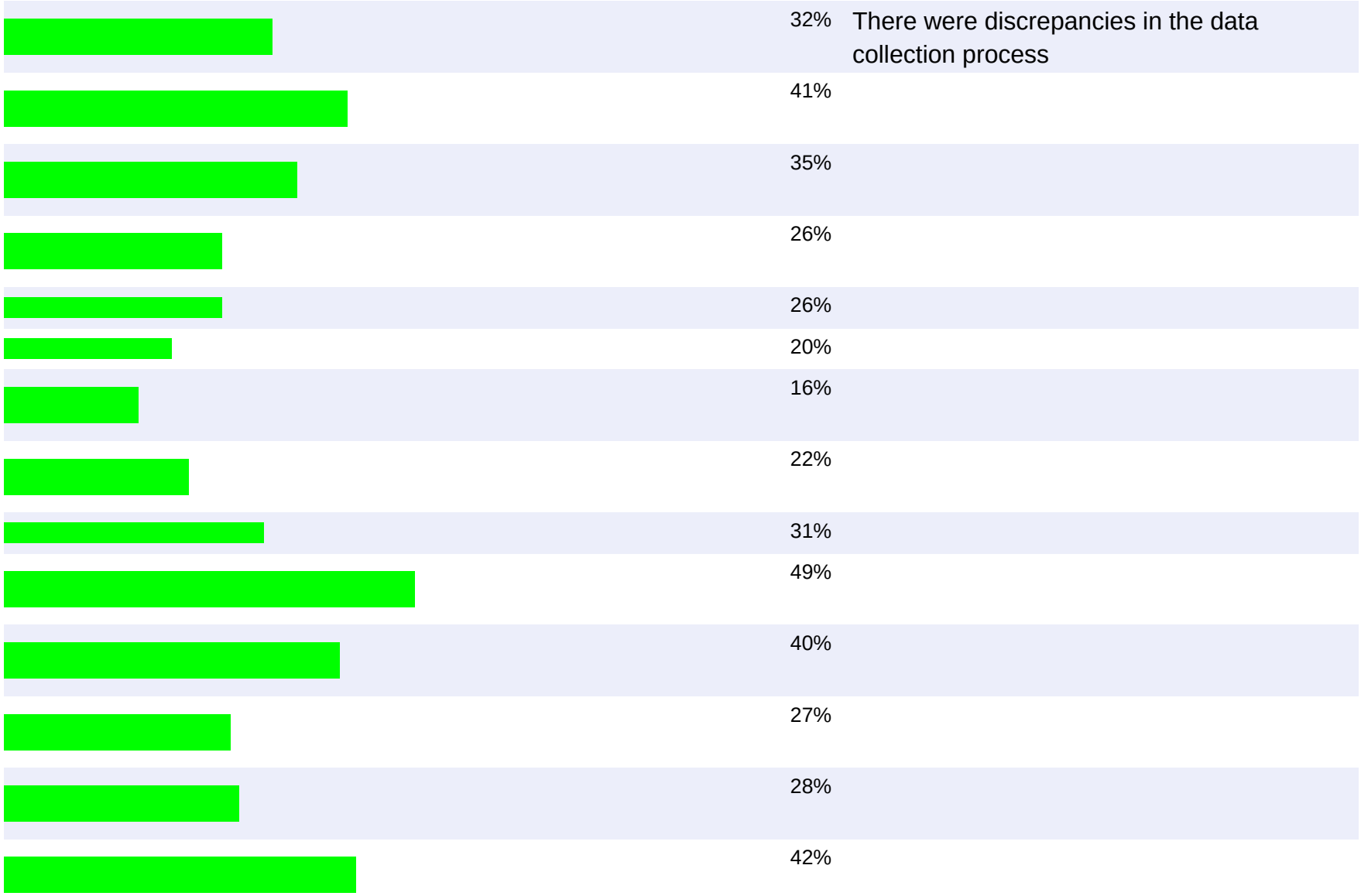

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

		BOULEVARD
050334	SALINAS VALLEY MEMORIAL HOSPITAL	450 EAST ROMIE LANE
050506	SIERRA VISTA REGIONAL MEDICAL CENTER	1010 MURRAY ST
050636	POMERADO HOSPITAL	15615 POMERADO ROAD
050424	SCRIPPS GREEN HOSPITAL	10666 NORTH TORREY PINES ROAD
050324	SCRIPPS MEMORIAL HOSPITAL LA JOLLA	9888 GENESEE AVENUE
050100	SHARP MEMORIAL HOSPITAL	7901 FROST ST
050272	REDLANDS COMMUNITY HOSPITAL	350 TERRACINA BLVD
051312	MOUNTAINS COMMUNITY HOSPITAL	29101 HOSPITAL ROAD
050140	KAISER FOUNDATION HOSPITAL FONTANA	9961 SIERRA AVE
050327	LOMA LINDA UNIVERSITY MEDICAL CENTER	11234 ANDERSON ST
050245	ARROWHEAD REGIONAL MEDICAL CENTER	400 NORTH PEPPER AVENUE
050588	SAN DIMAS COMMUNITY HOSPITAL	1350 W COVINA BLVD
050758	MONTCLAIR HOSPITAL MEDICAL CENTER	5000 SAN BERNARDINO ST
050586	CHINO VALLEY MEDICAL CENTER	5451 WALNUT AVE

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	SALINAS	CA
	SAN LUIS OBISPO	CA
	POWAY	CA
	LA JOLLA	CA
	LA JOLLA	CA
	SAN DIEGO	CA
	REDLANDS	CA
	LAKE ARROWHEAD	CA
	FONTANA	CA
	LOMA LINDA	CA
	COLTON	CA
	SAN DIMAS	CA
	MONTCLAIR	CA
	CHINO	CA

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

93901	MONTEREY	8317574333
93405	SAN LUIS OBISPO	8505467600
92064	SAN DIEGO	8584856511
92037	SAN DIEGO	8585543600
92037	SAN DIEGO	8586264123
92123	SAN DIEGO	8589393400
92373	SAN BERNARDINO	9093355500
92352	SAN BERNARDINO	9093363651
92335	SAN BERNARDINO	9094275500
92354	SAN BERNARDINO	9095589200
92324	SAN BERNARDINO	9095801000
91773	LOS ANGELES	9095996811
91763	SAN BERNARDINO	9096258300
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HCAHPS VHA WC March 2010

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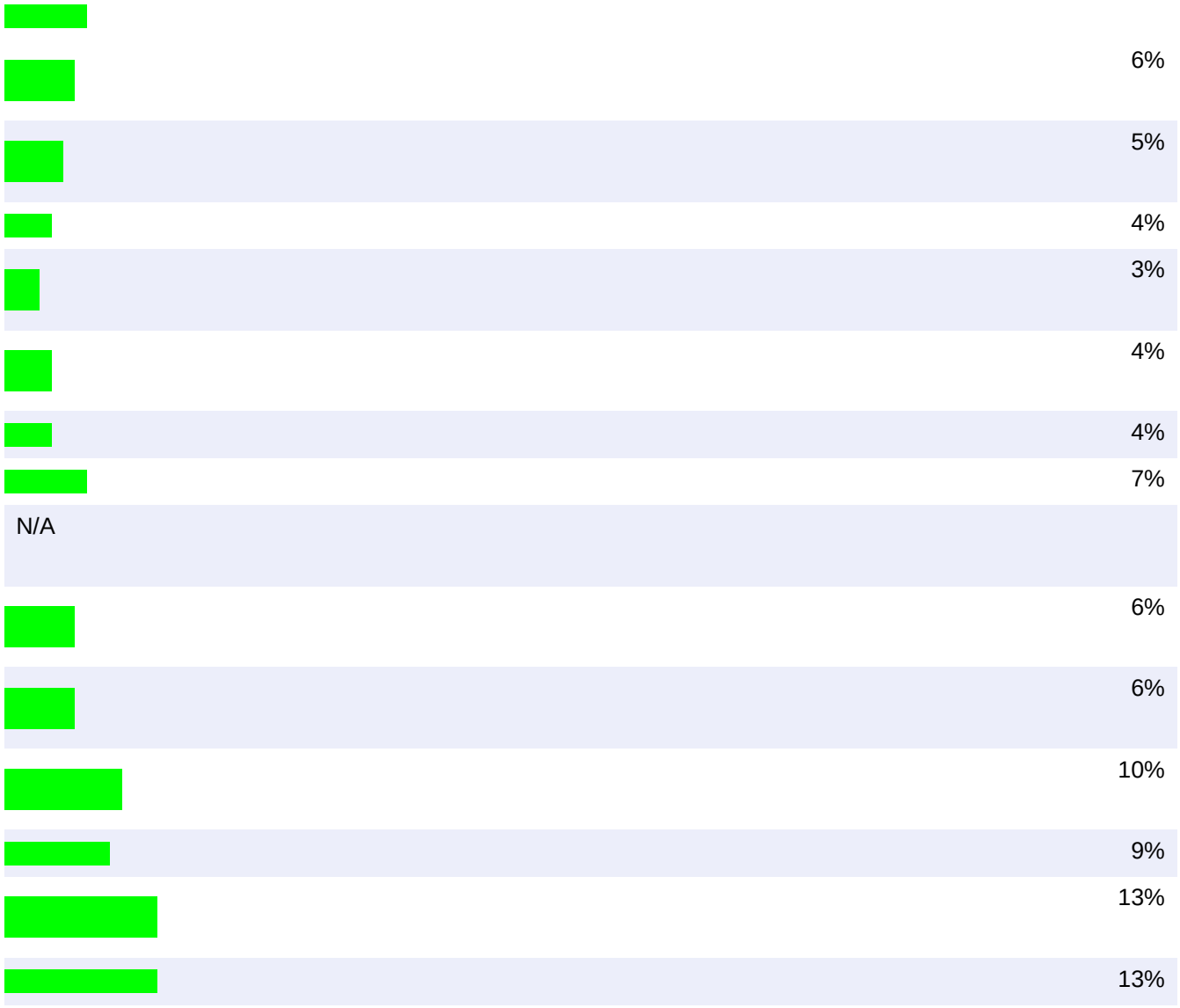

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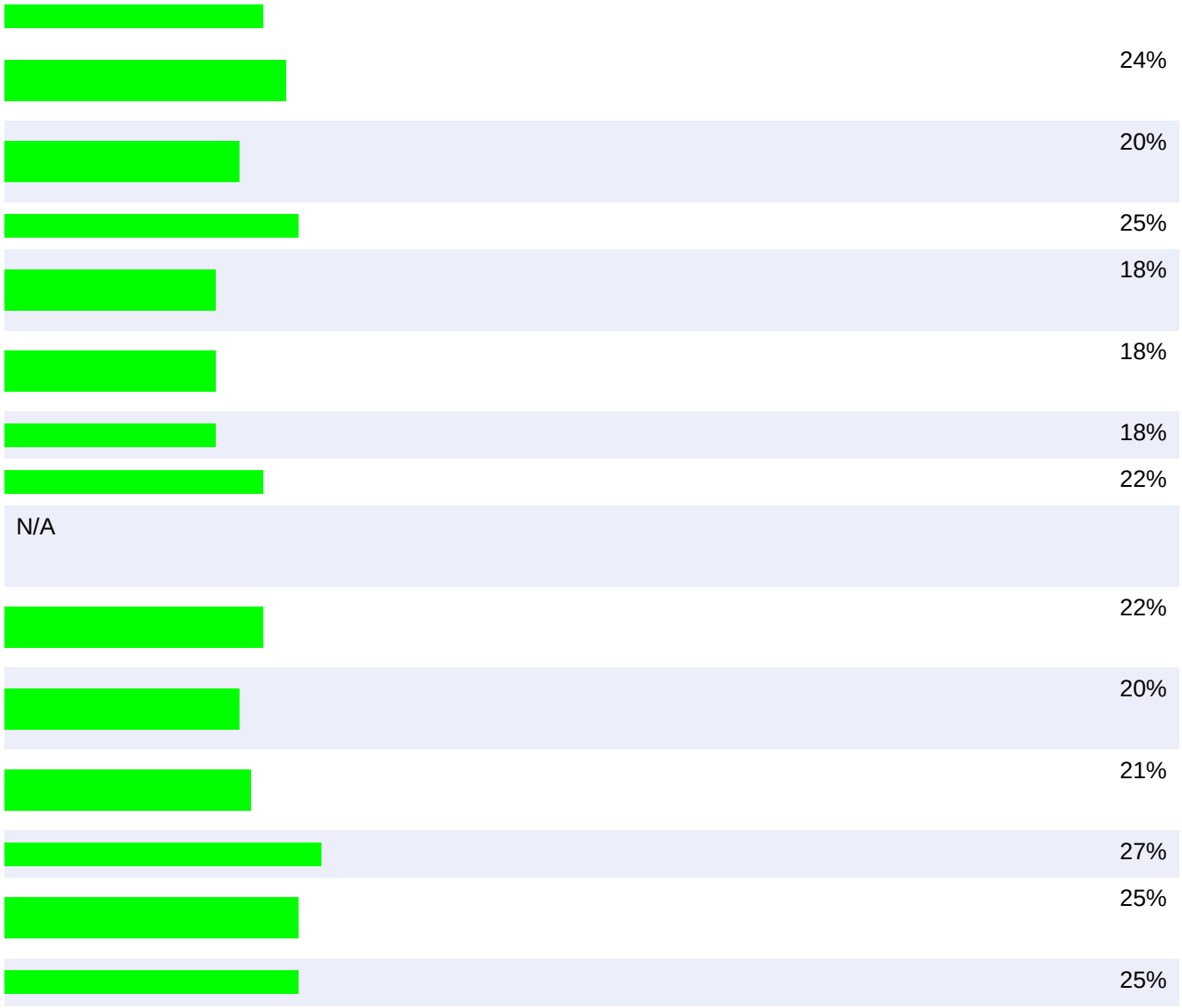

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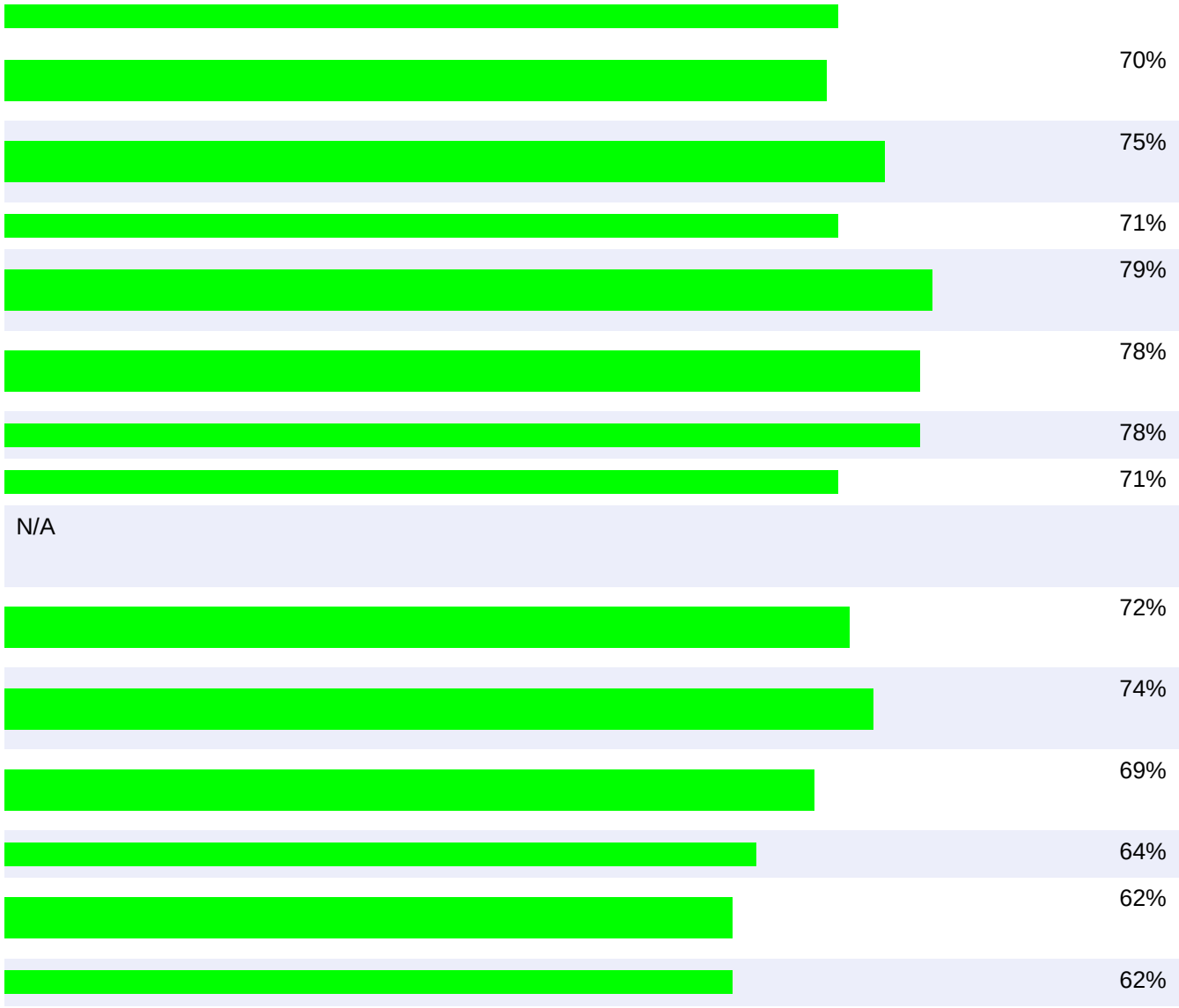

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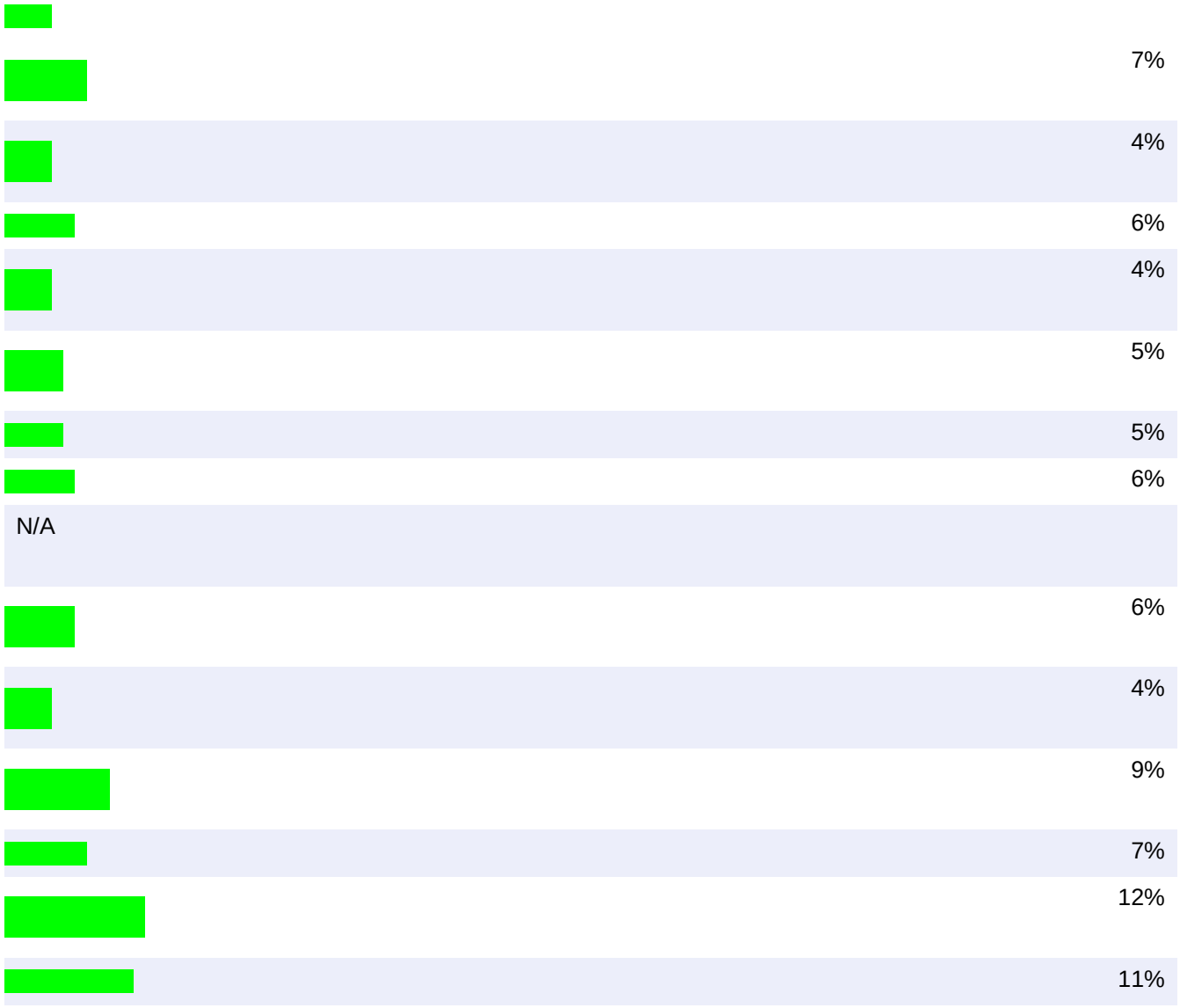

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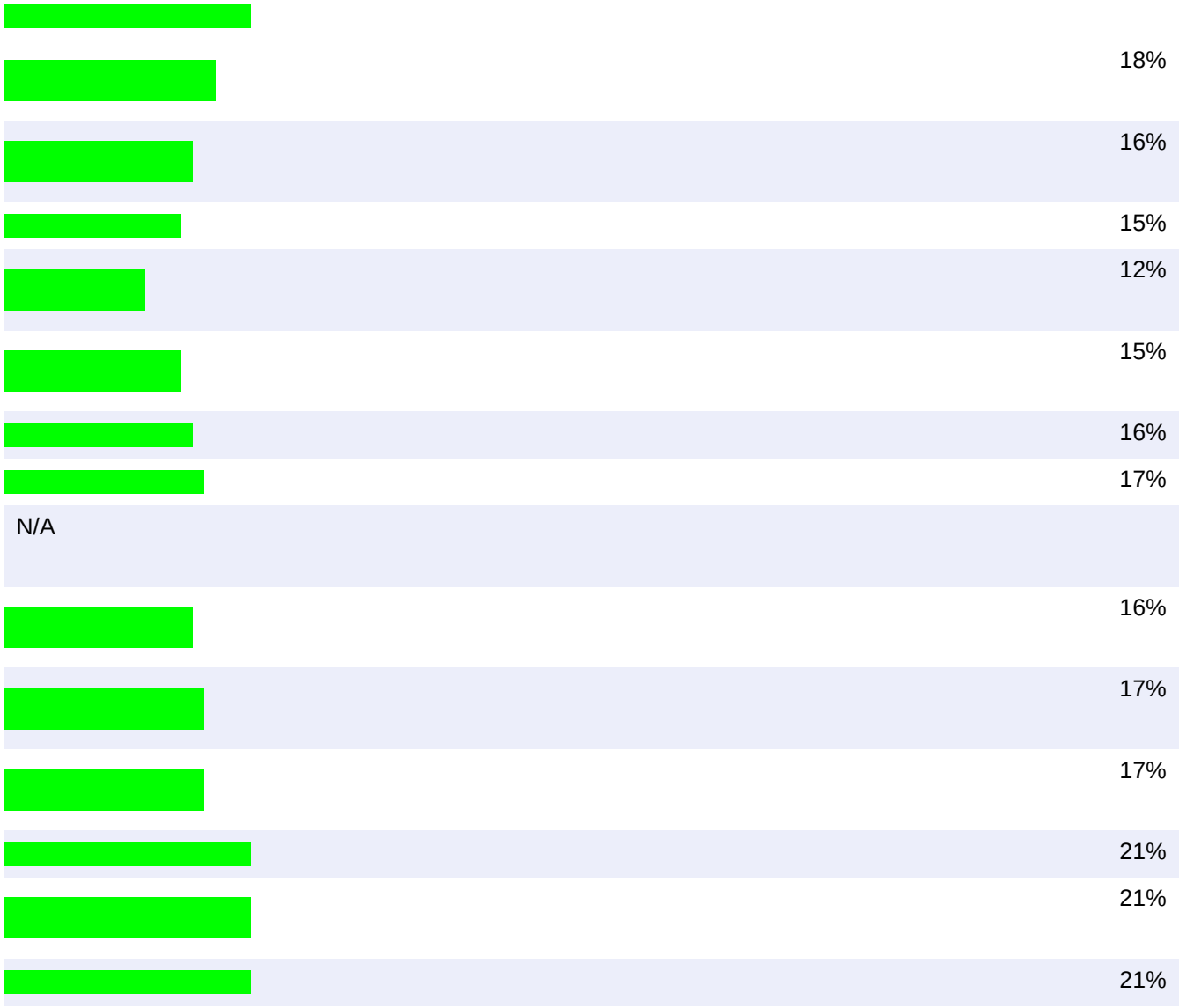

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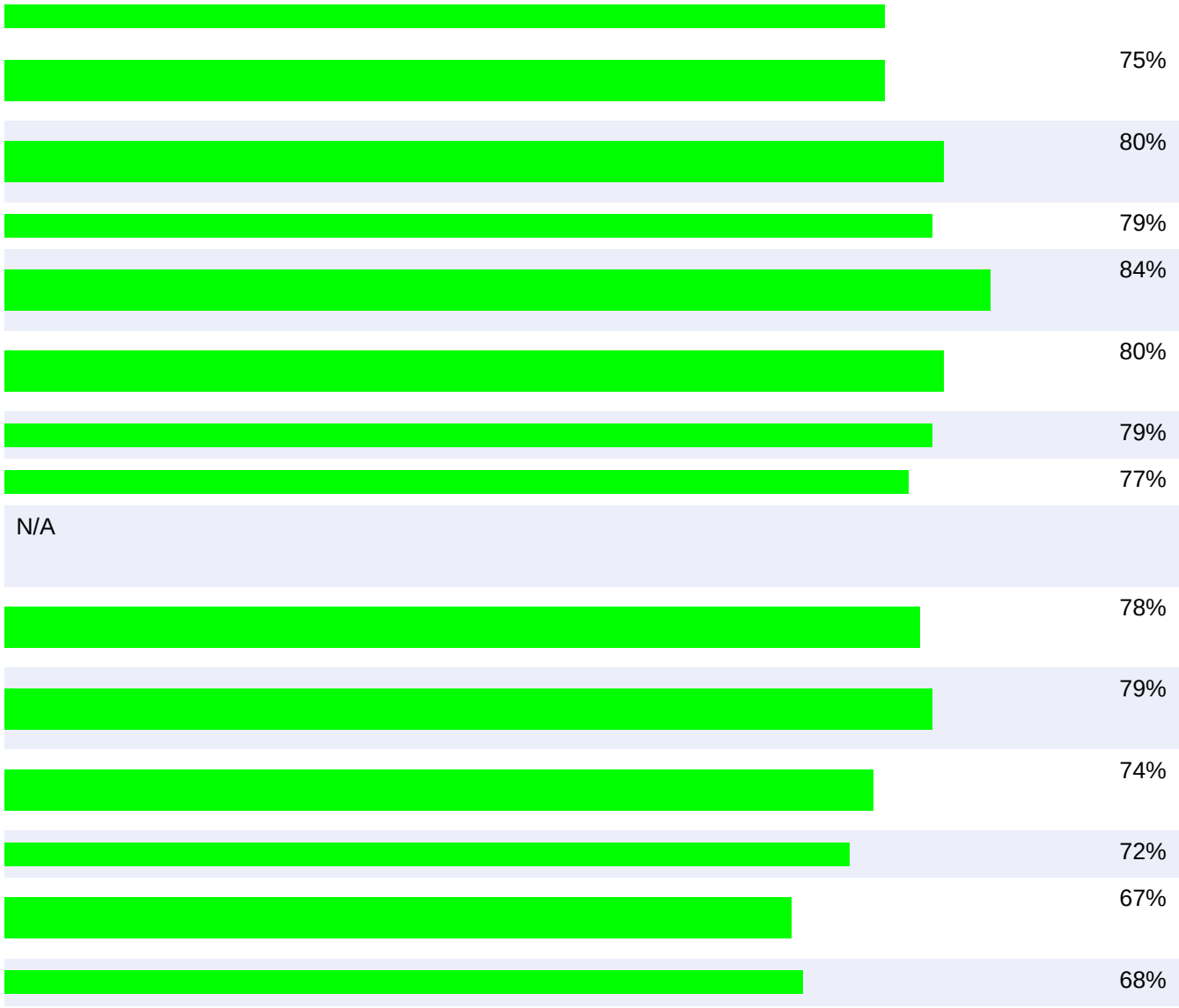

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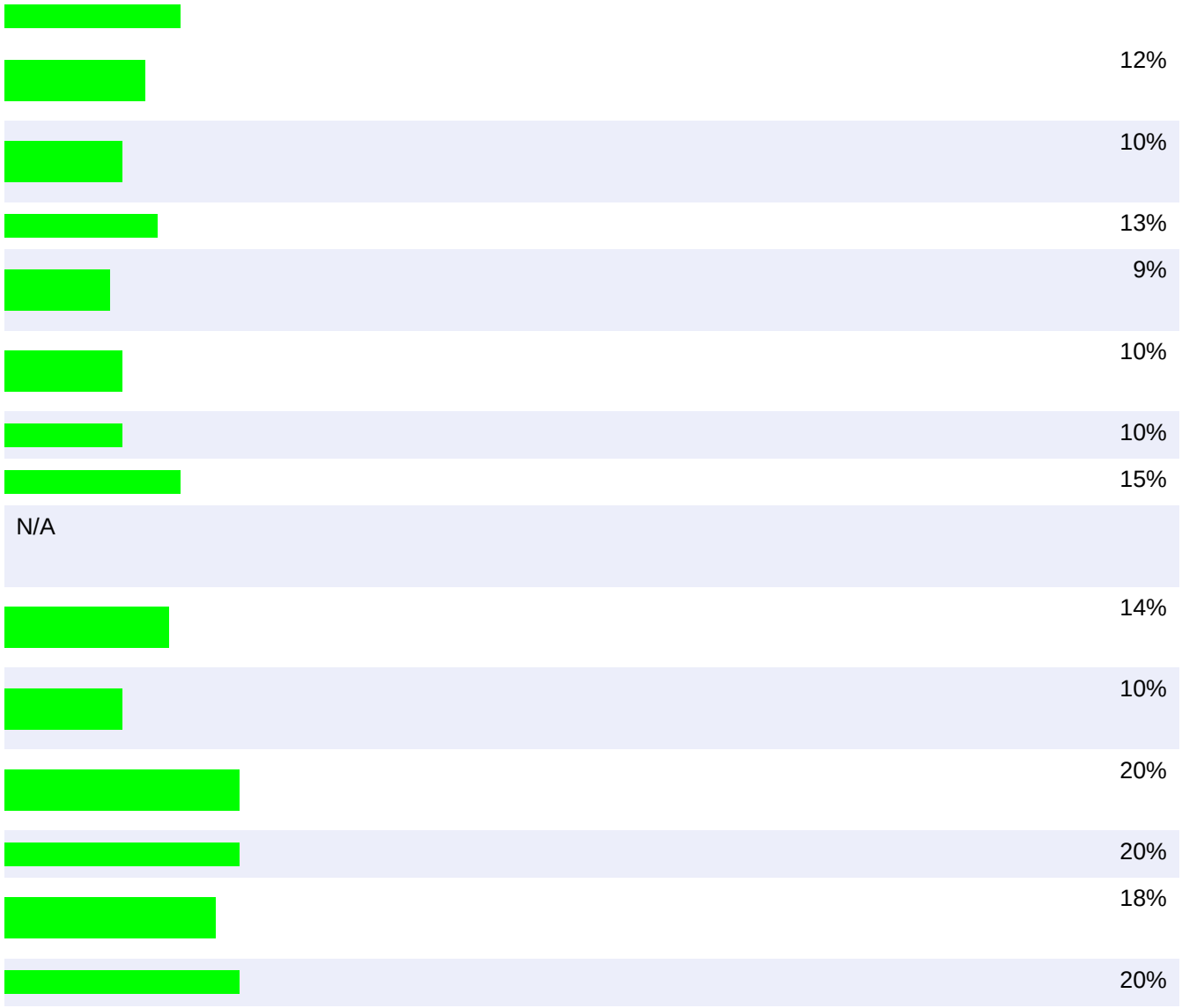

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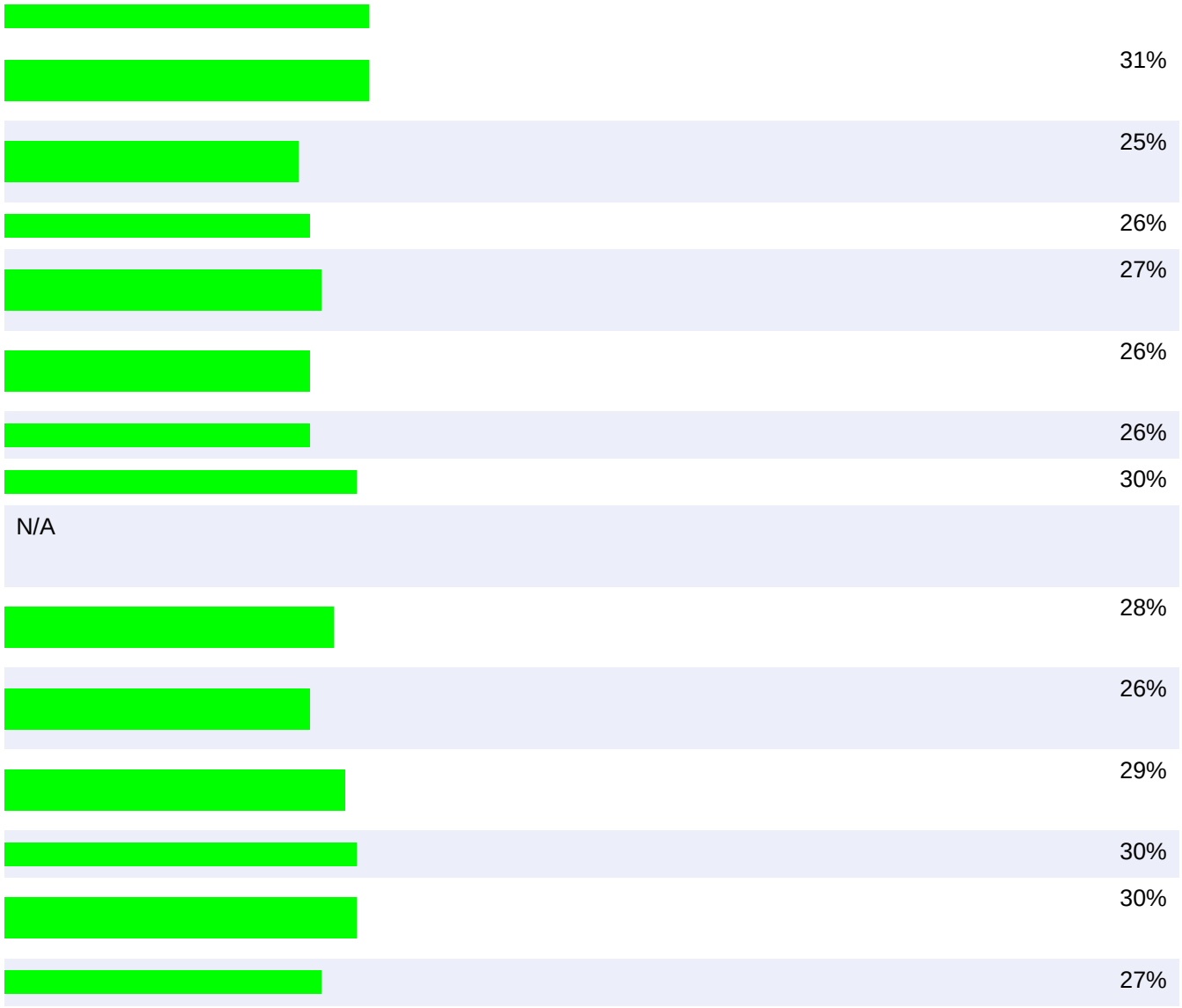

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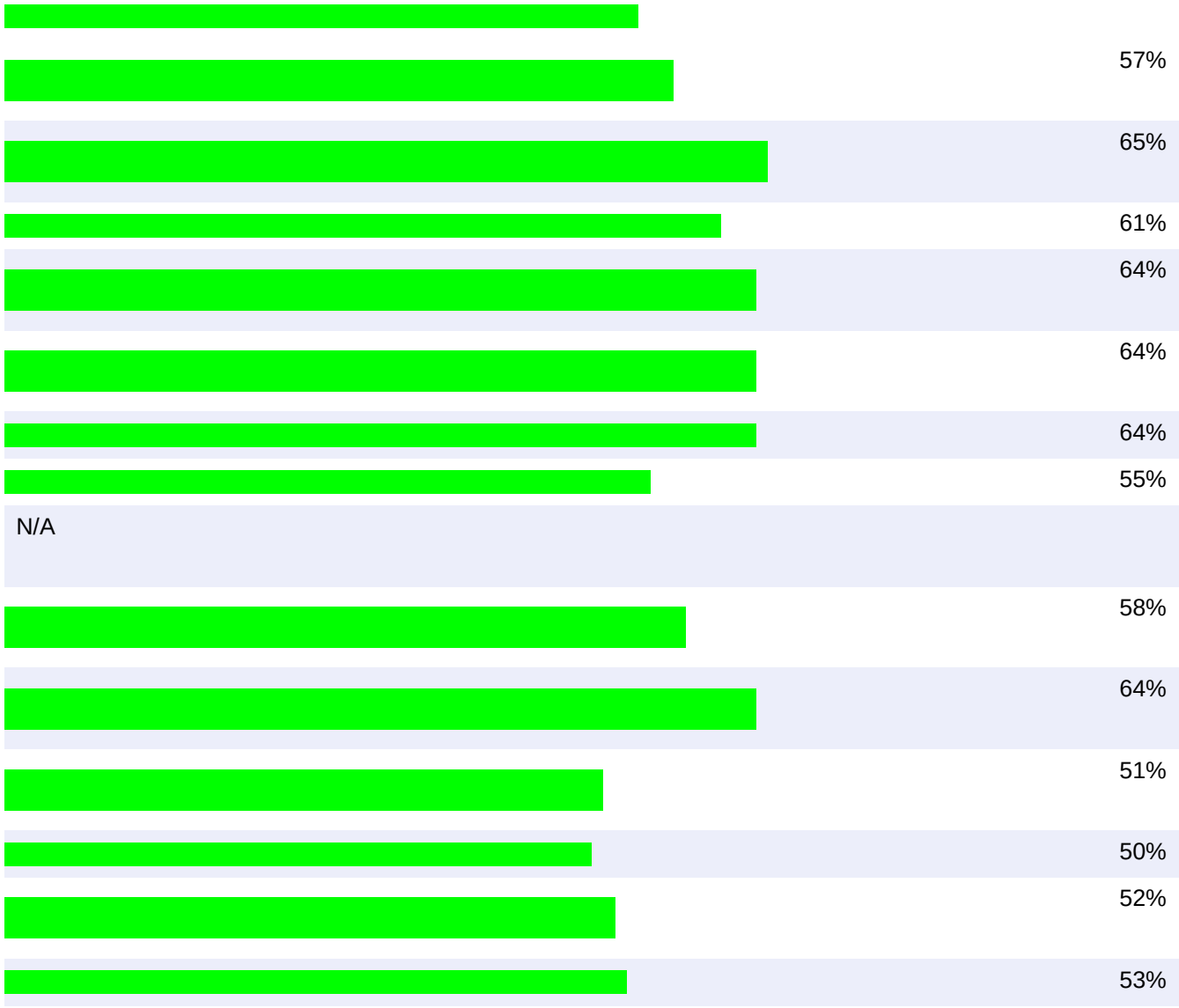

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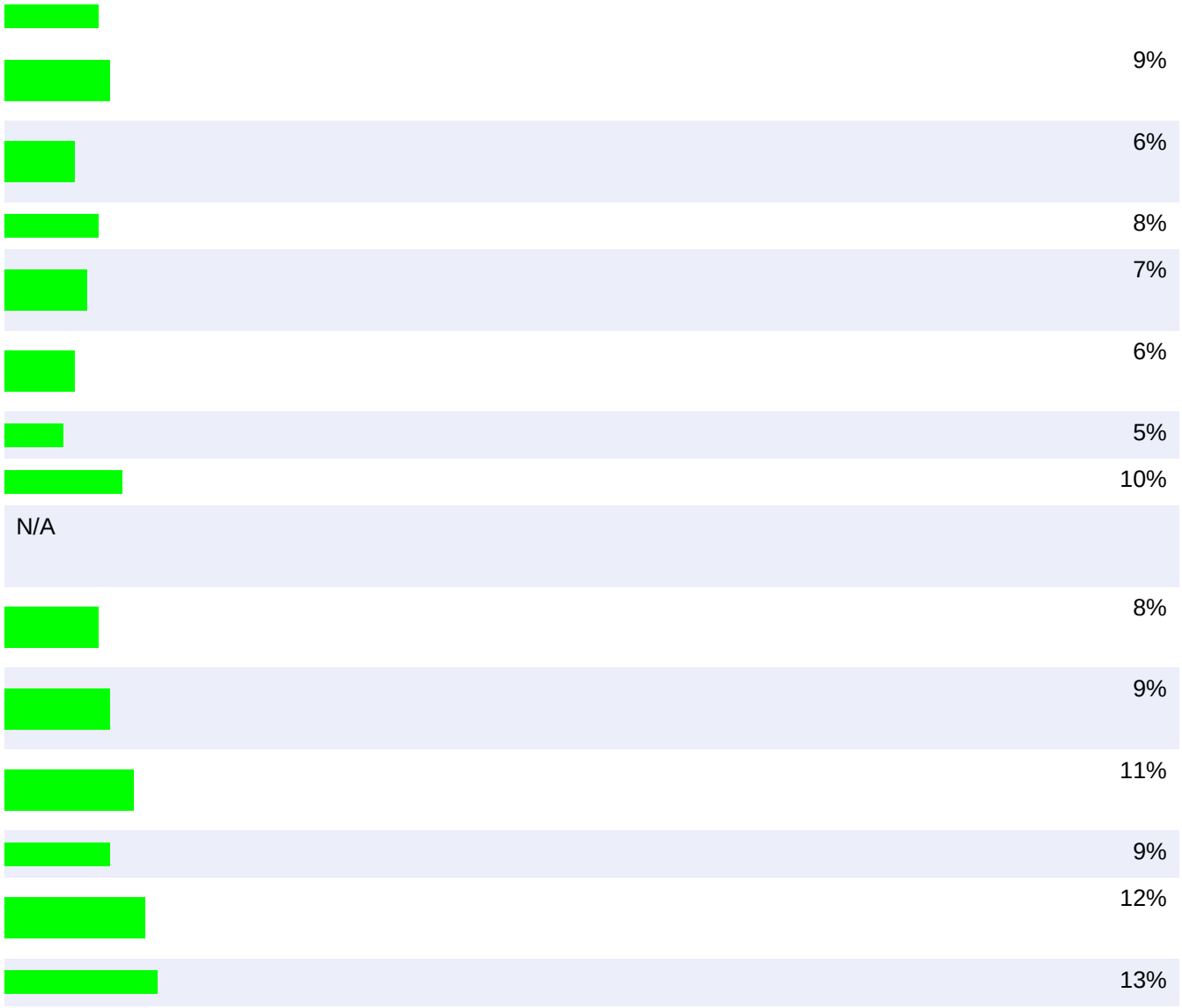

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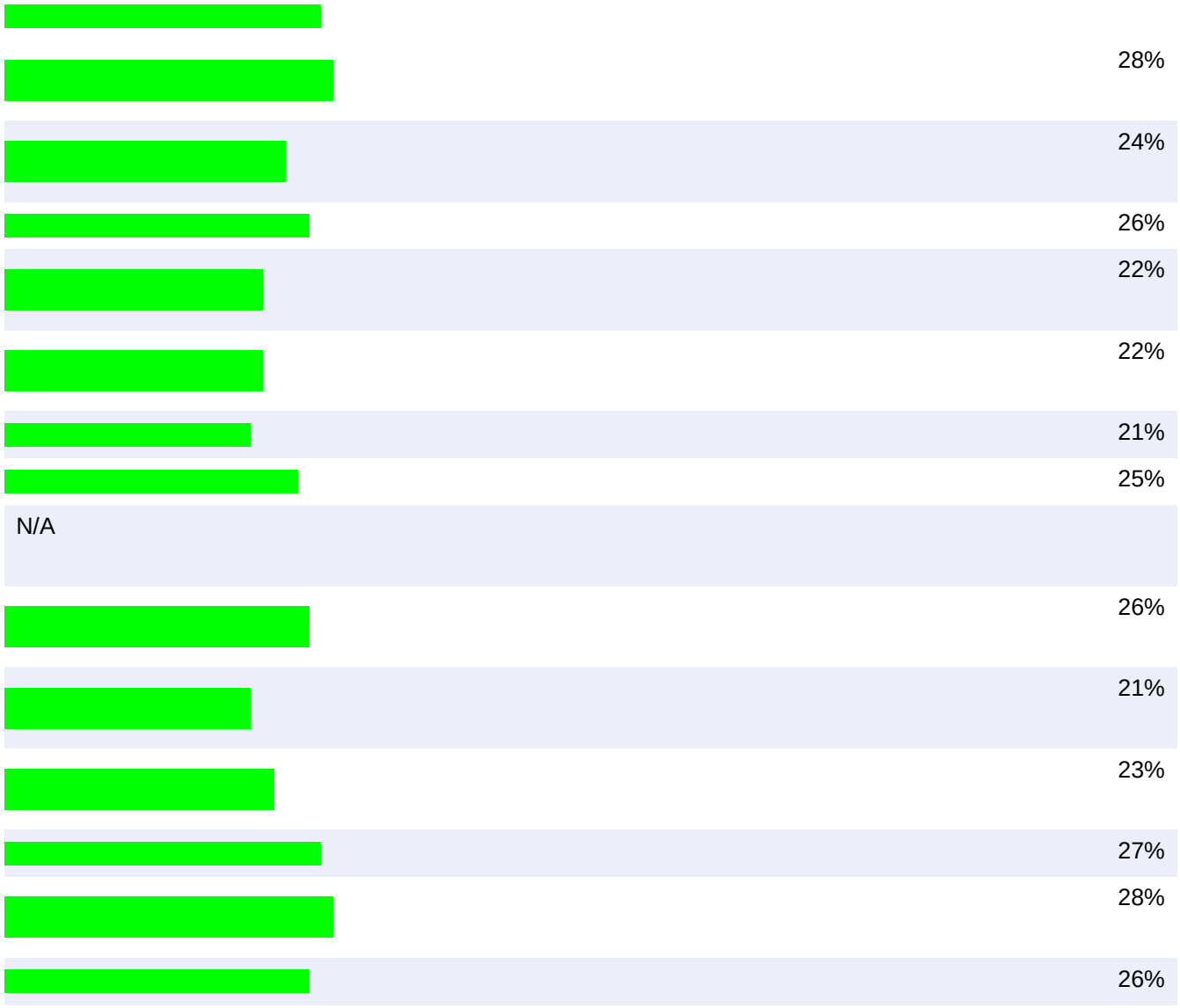

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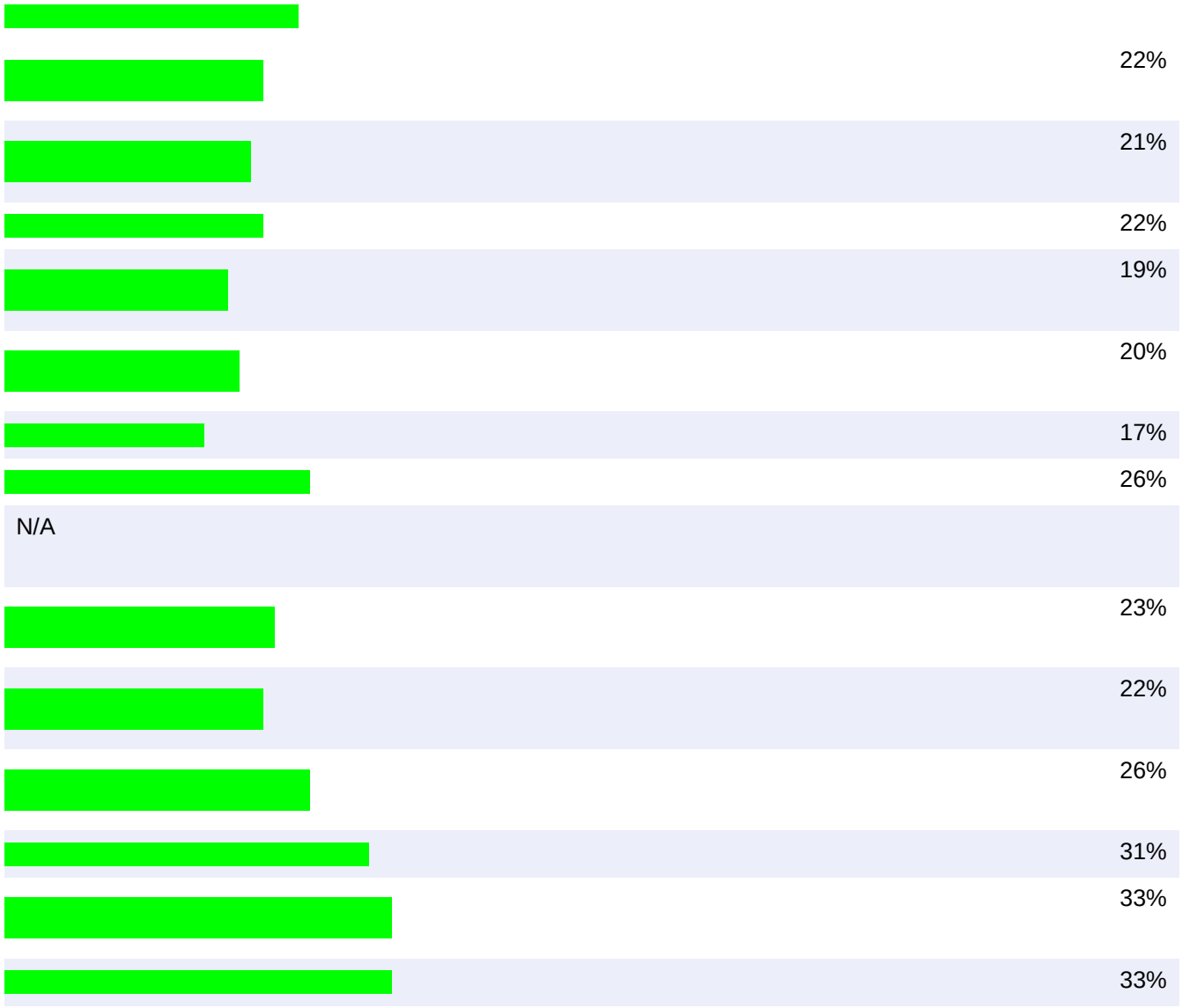

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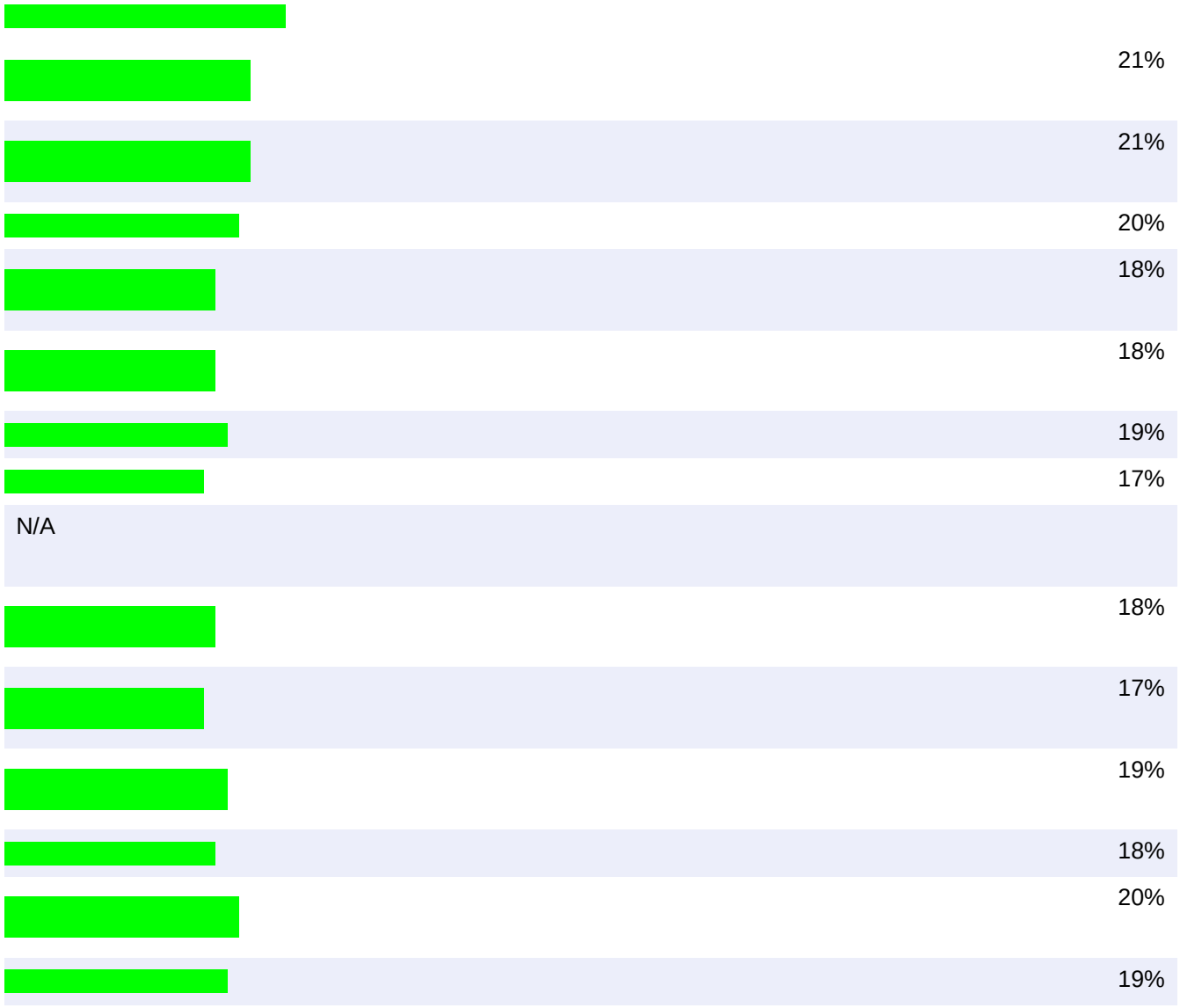

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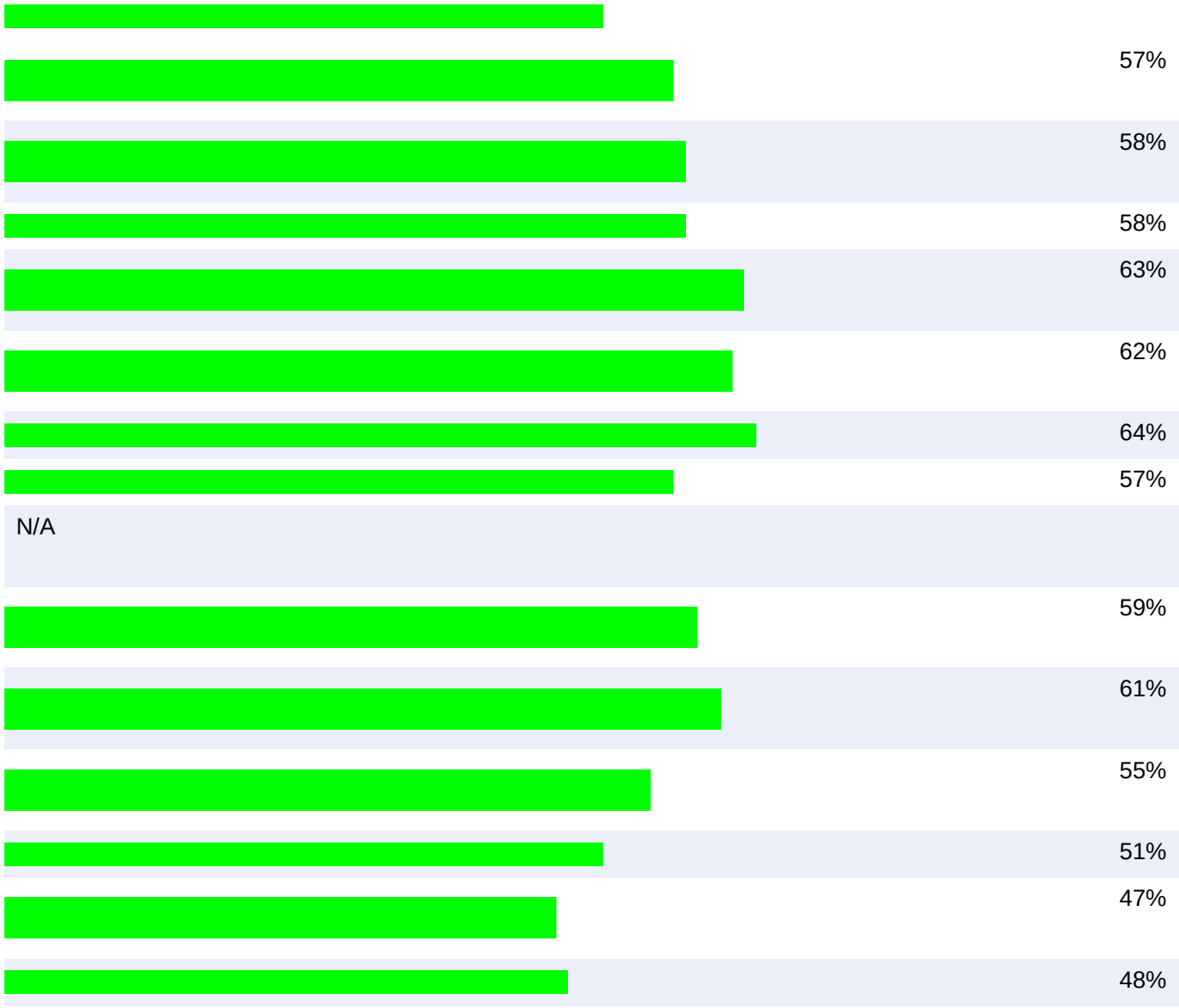

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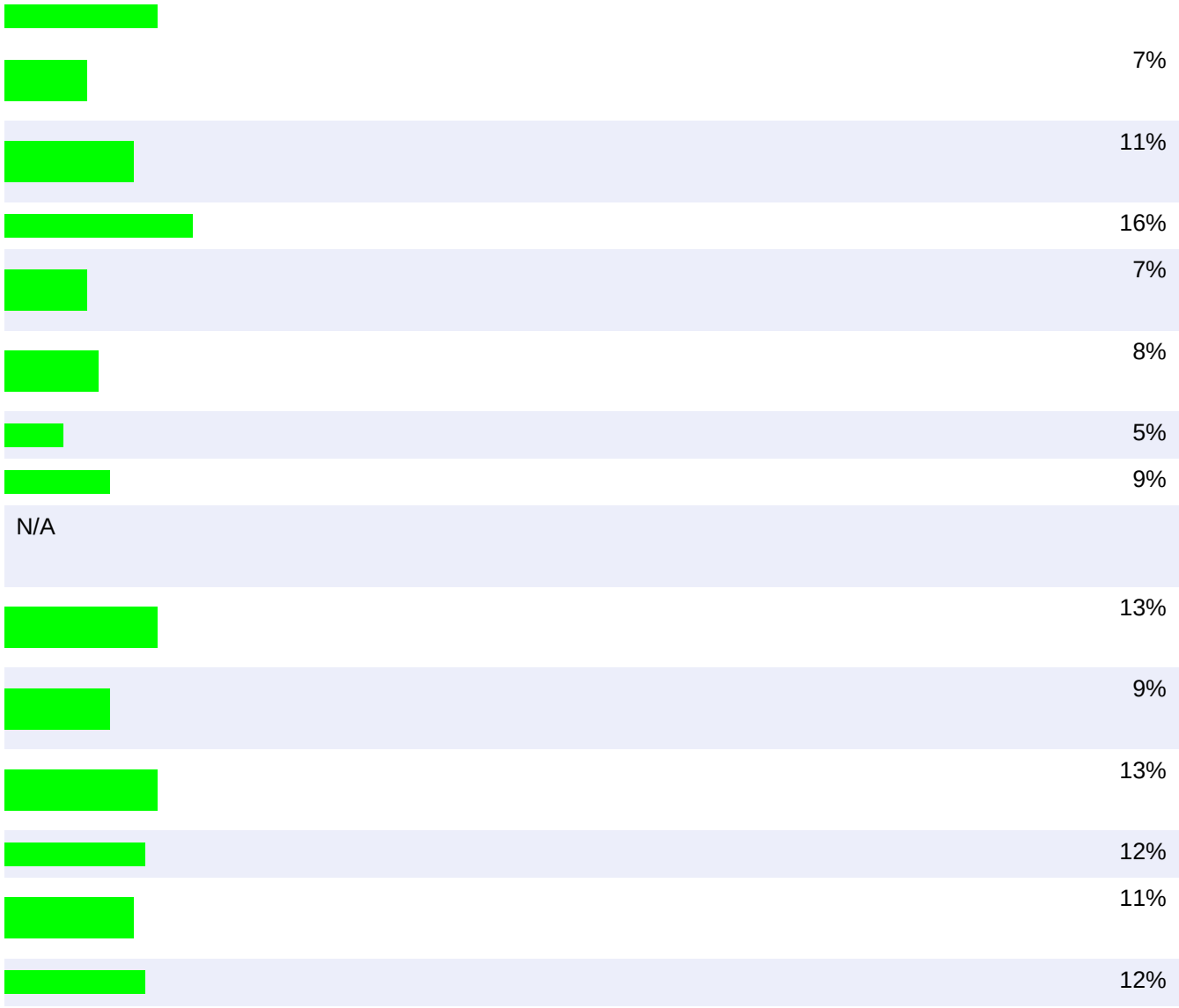

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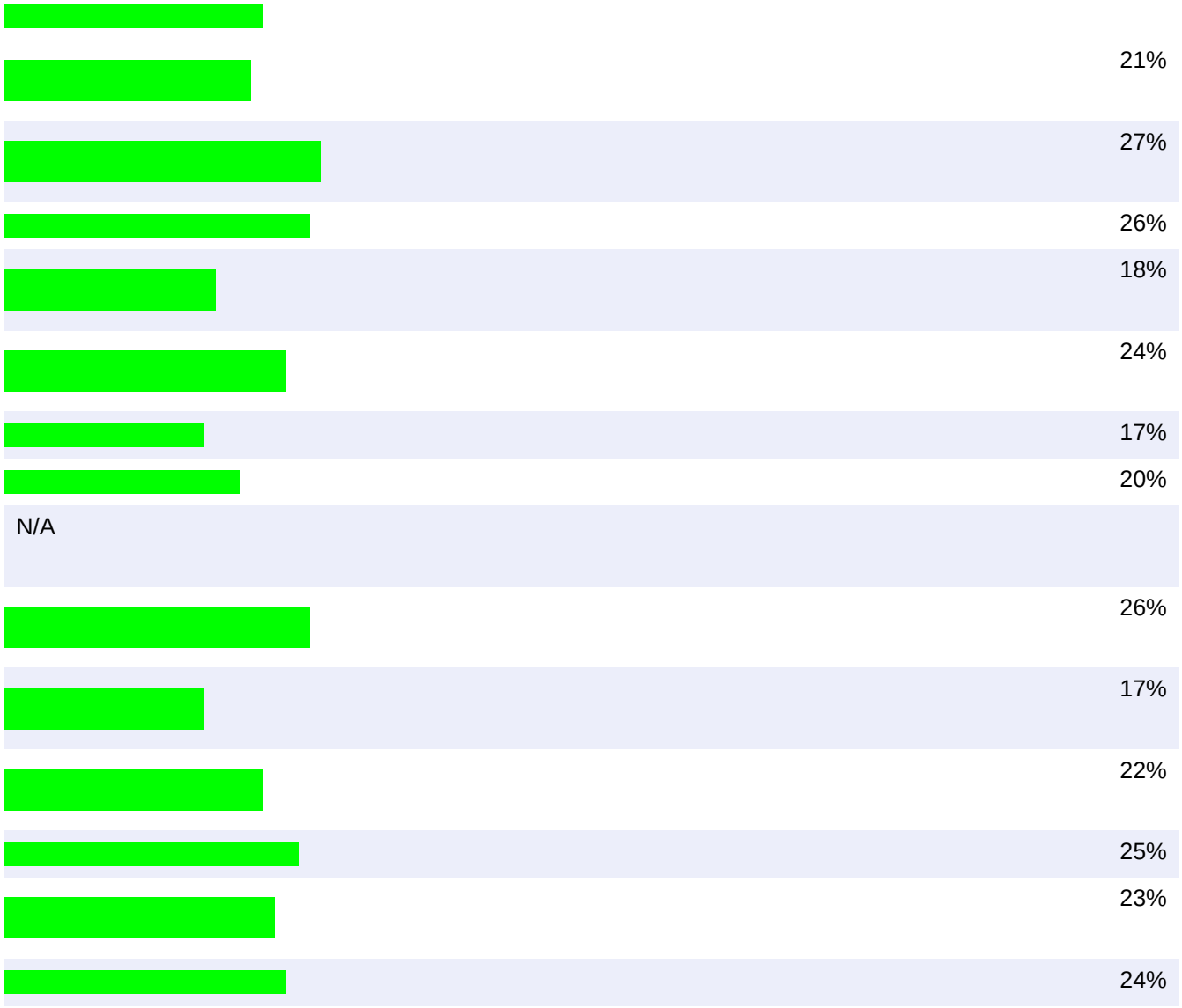

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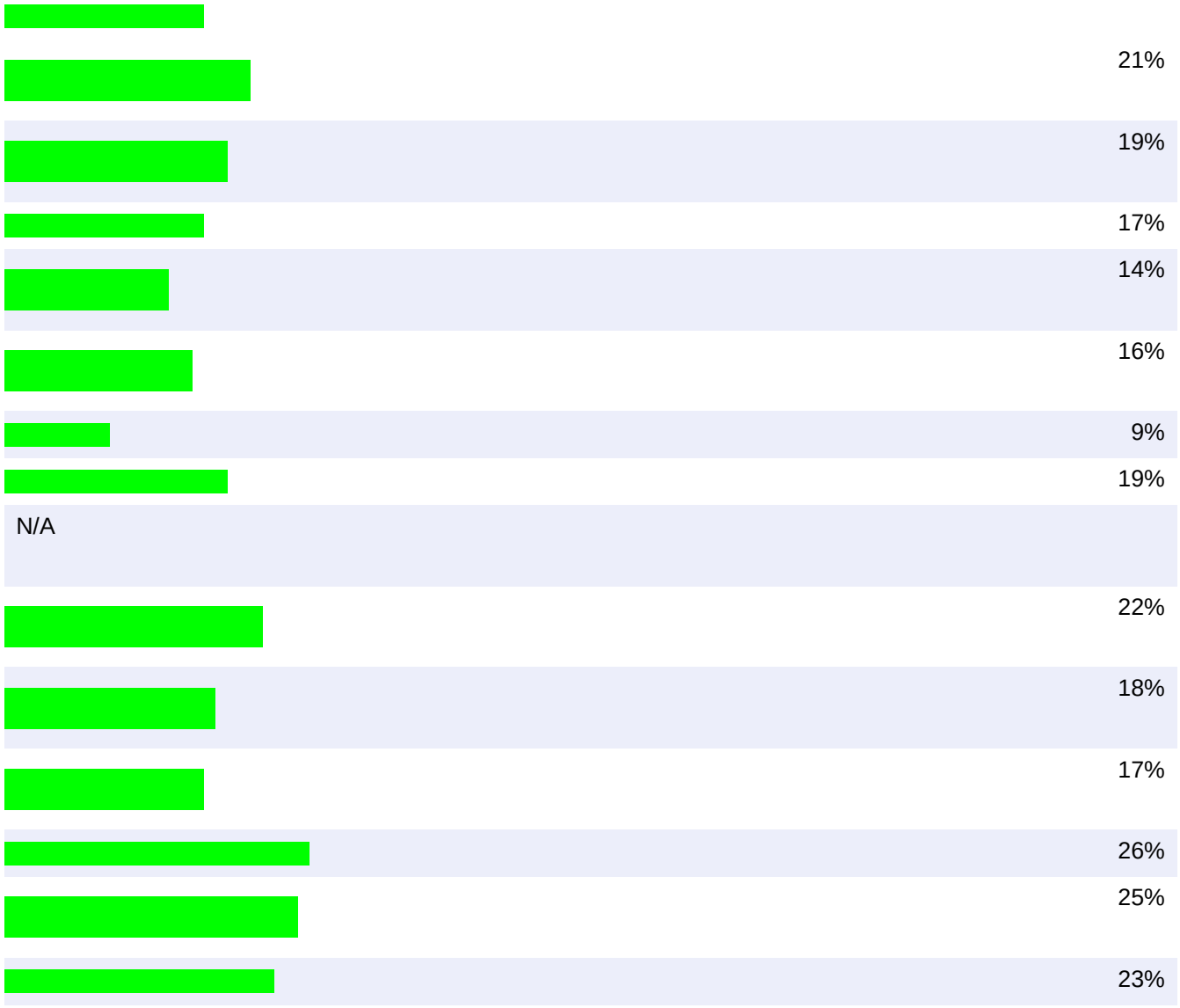

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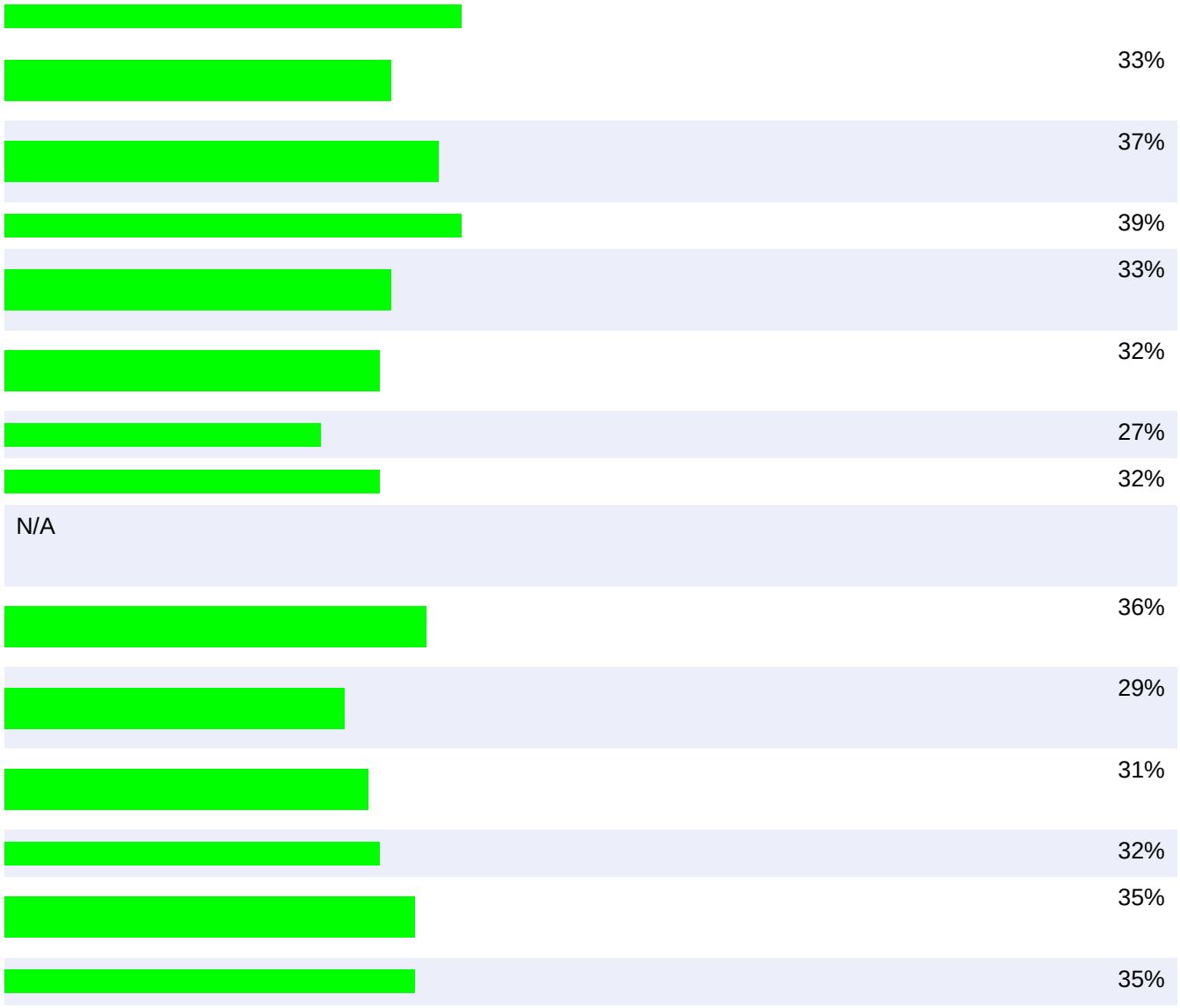

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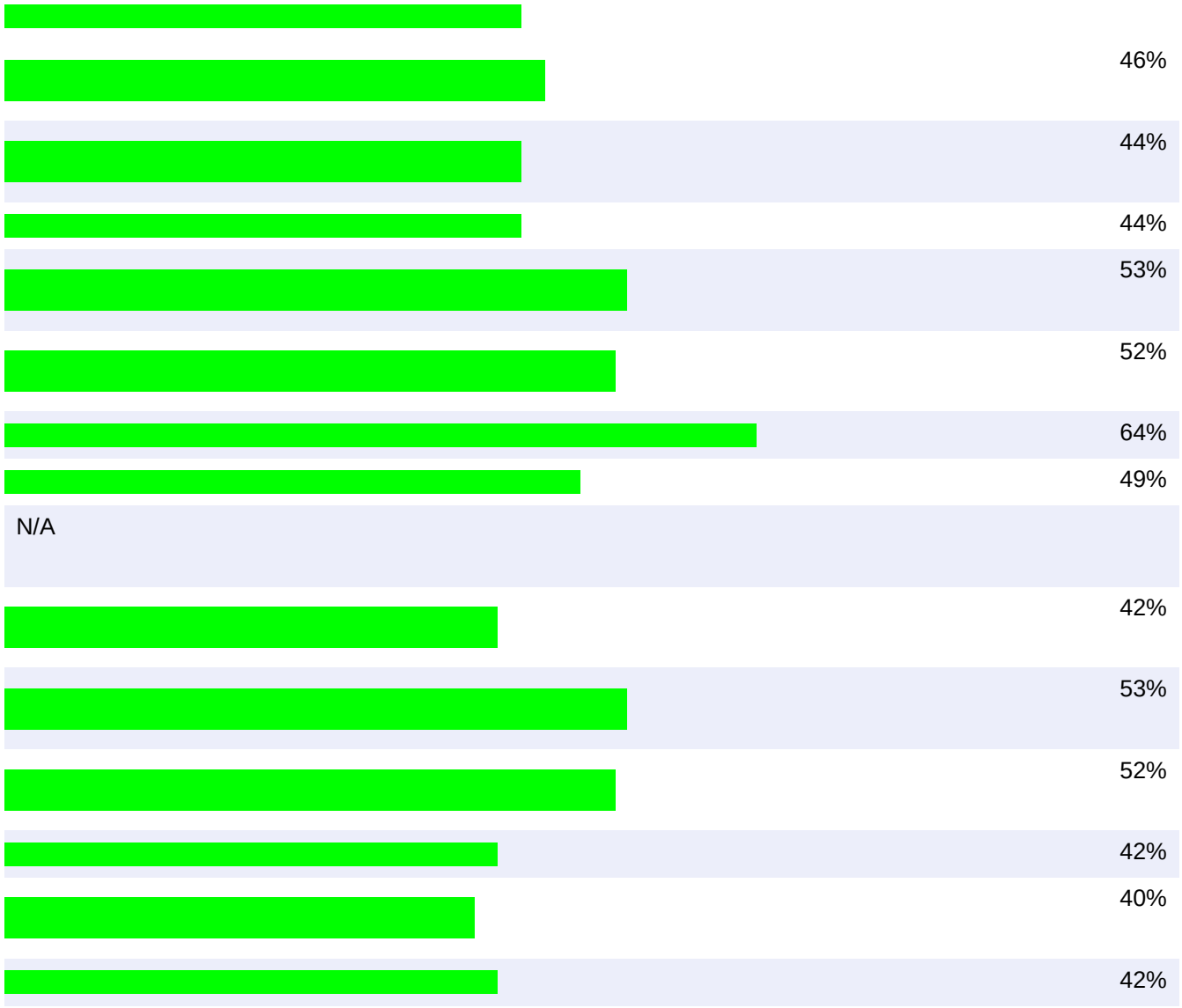

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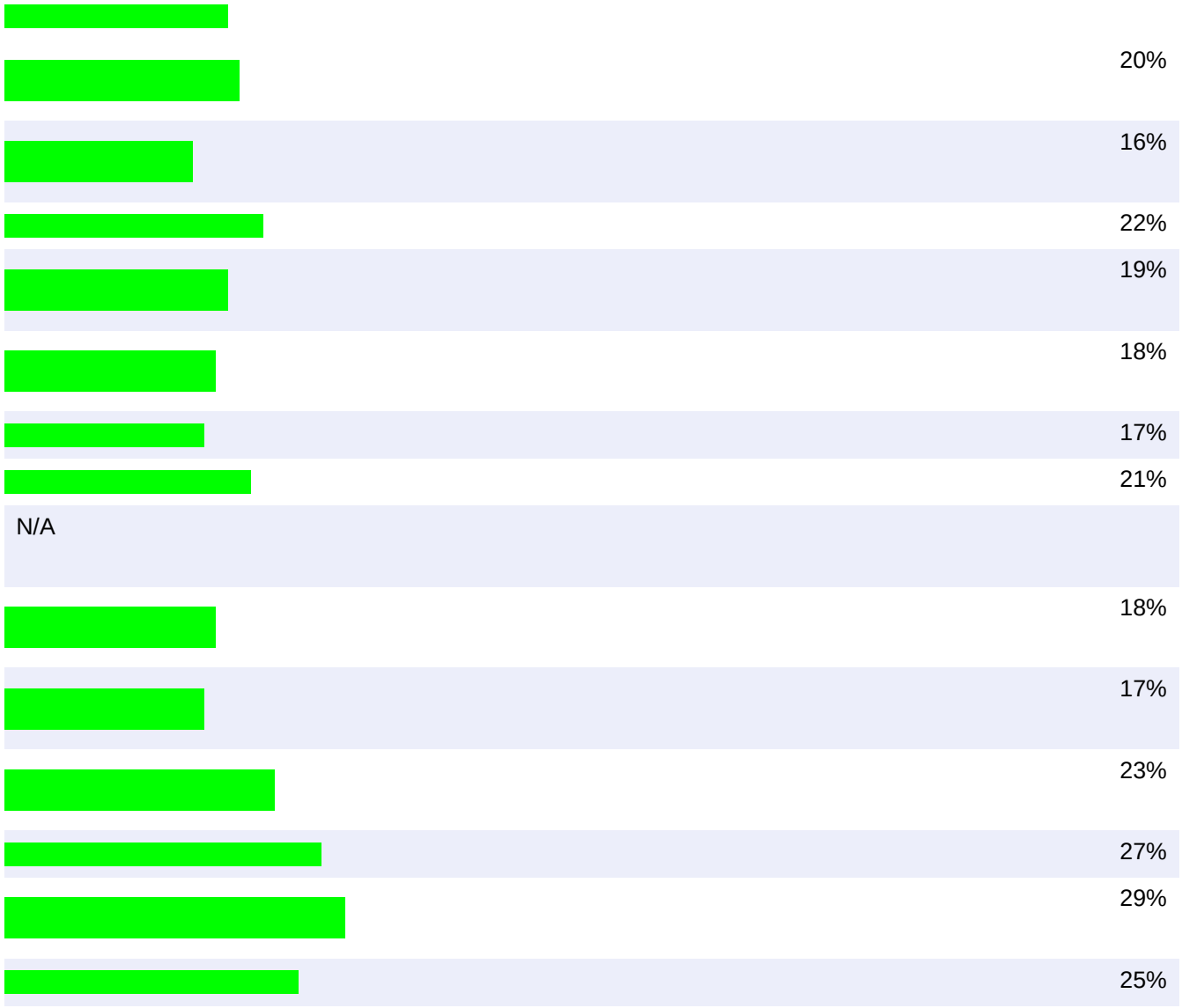

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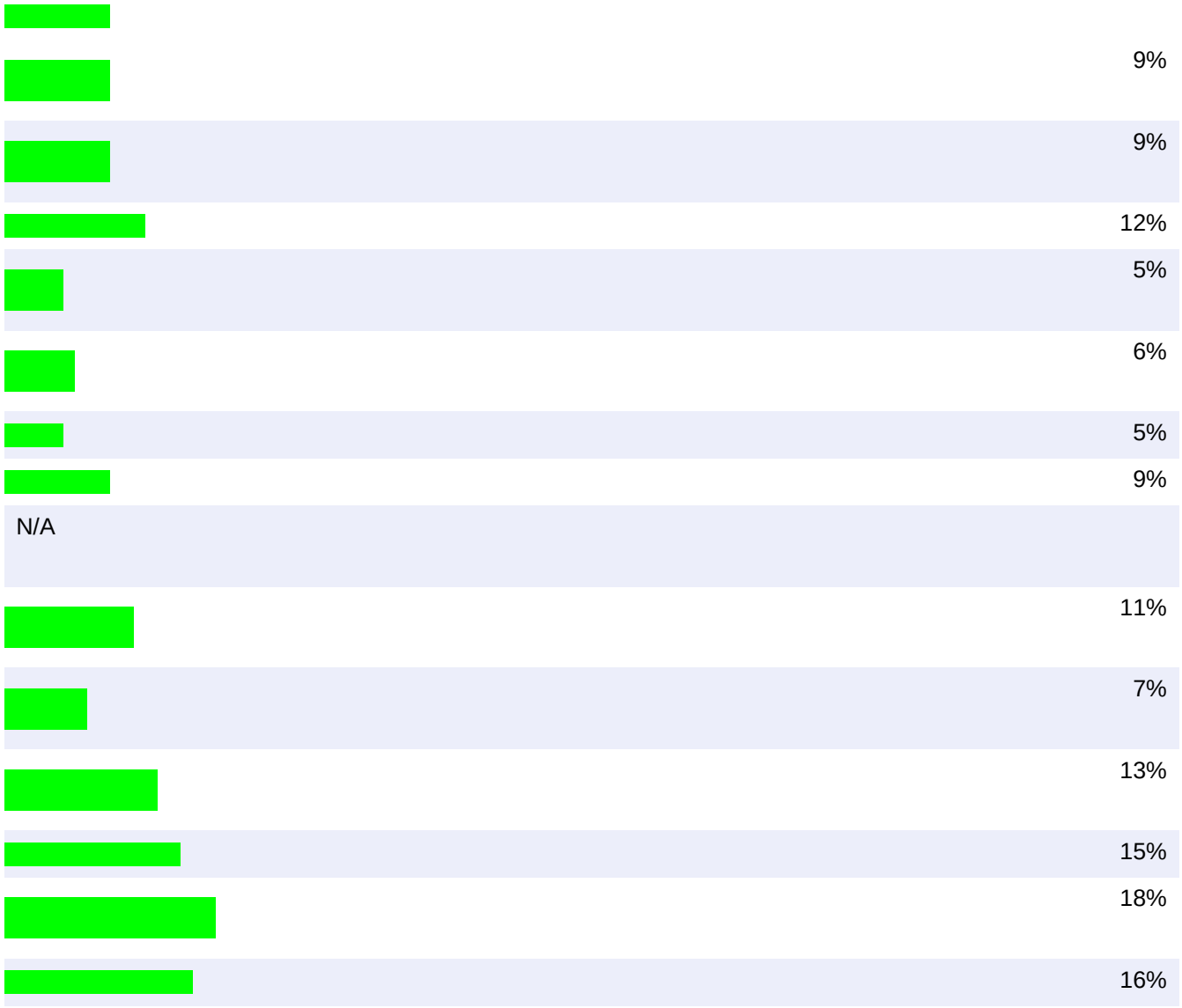

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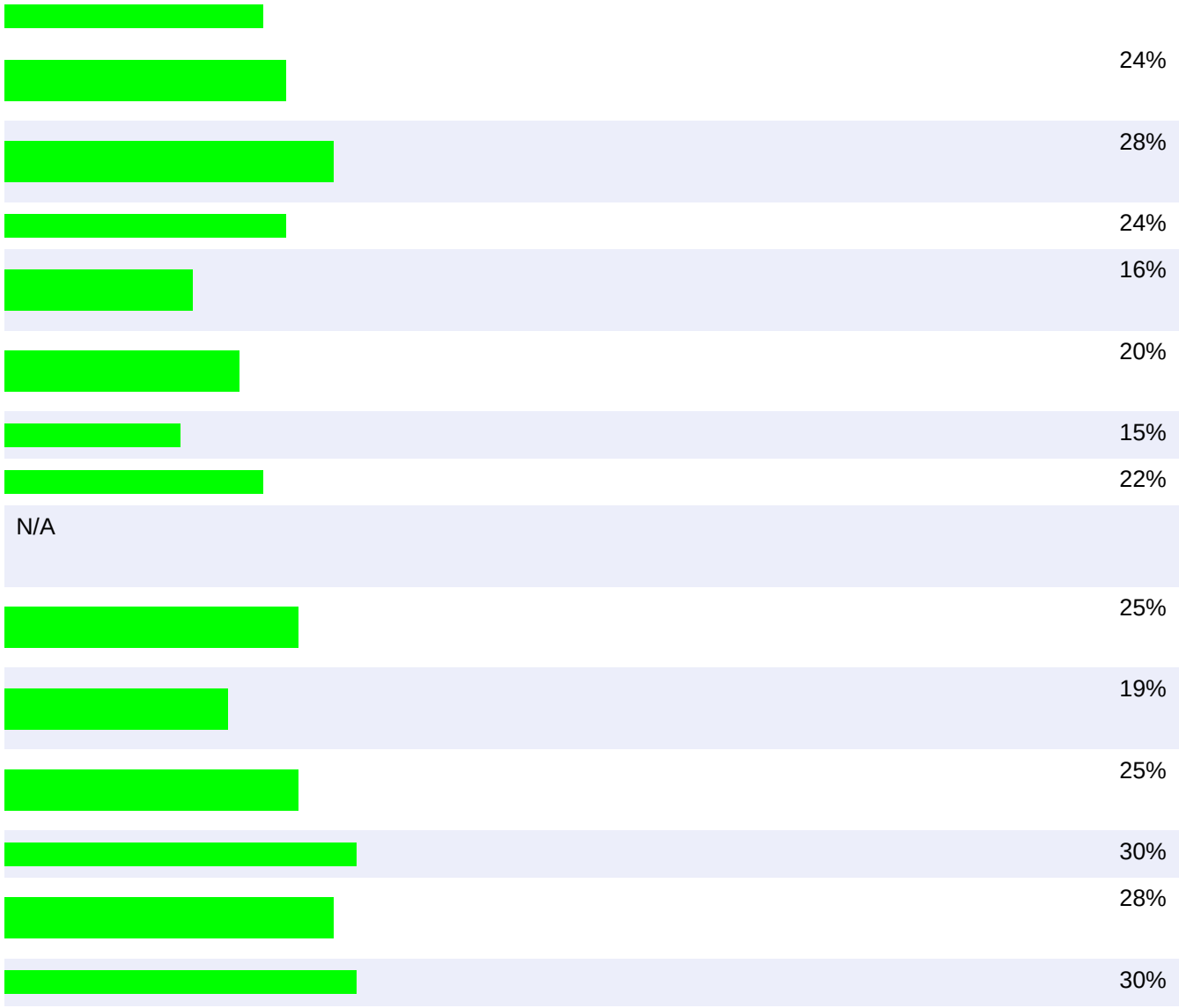

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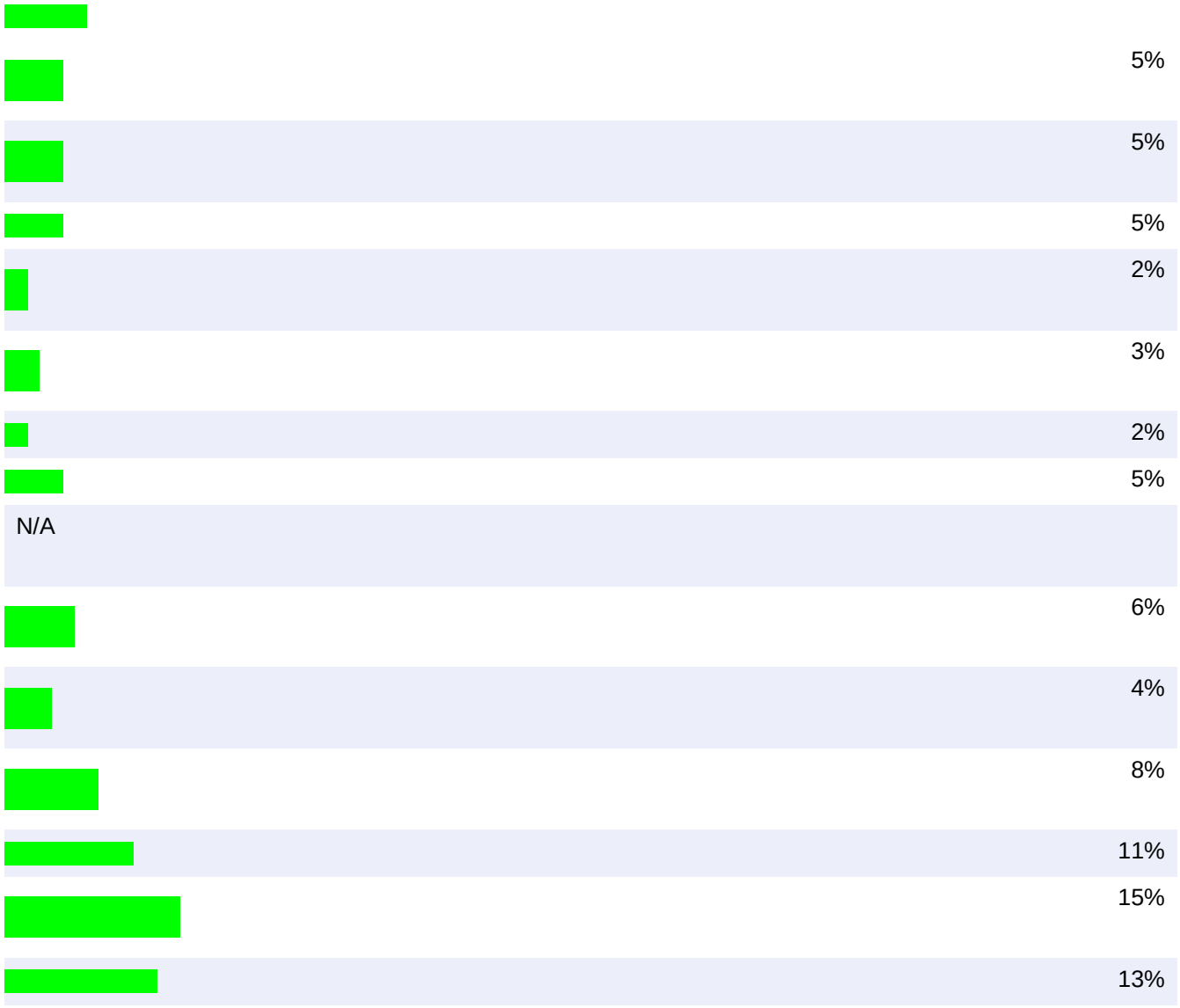

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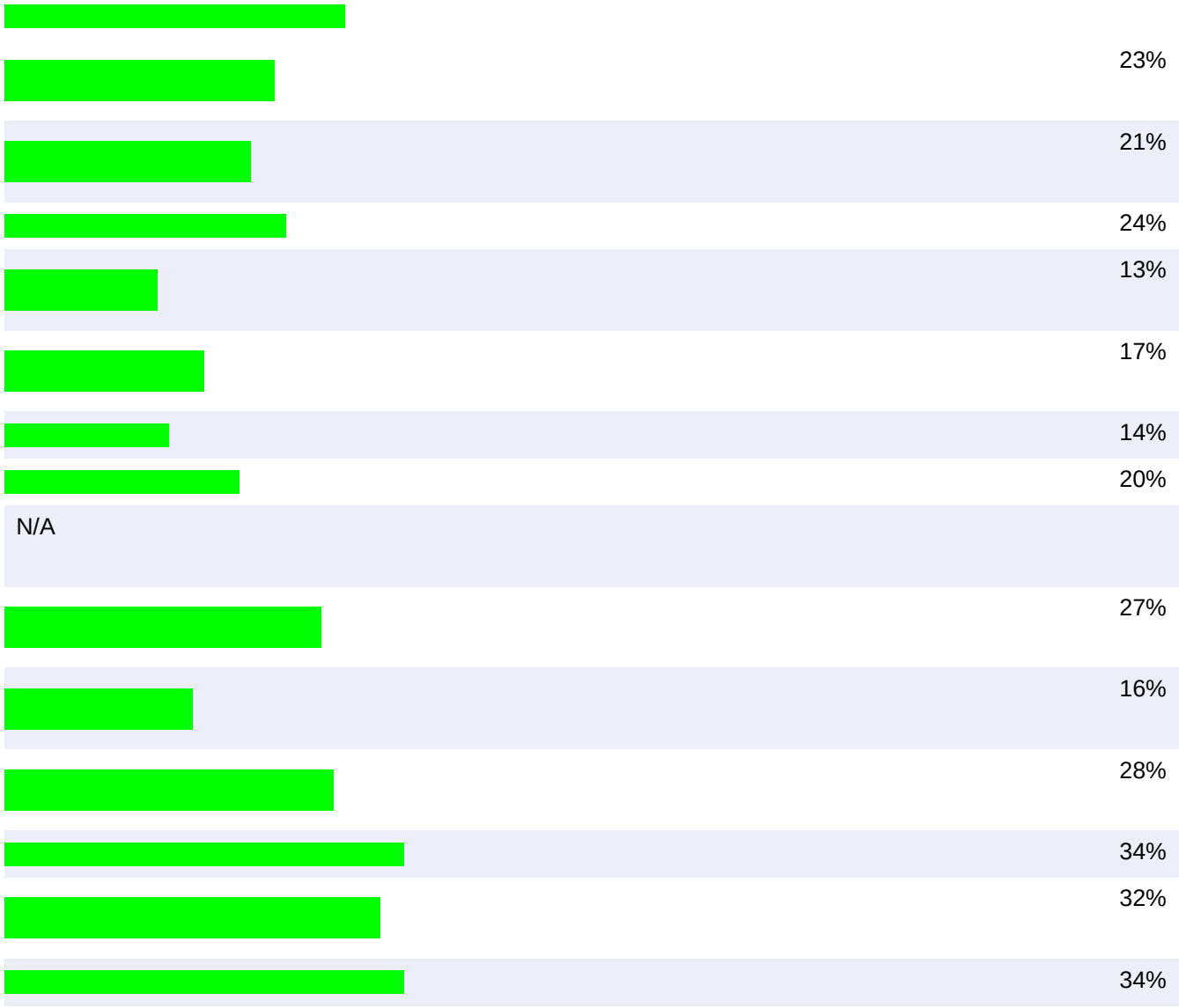

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
N/A
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	25%	
	35%	
	35%	
	48%	
	40%	
	37%	
	37%	
N/A		Survey results are not available for this reporting period
	30%	
	34%	
	18%	
	28%	
	17%	
	17%	

HCAHPS VHA WC March 2010

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HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

050231	POMONA VALLEY HOSPITAL MEDICAL CENTER	1798 N GAREY AVE
050618	BEAR VALLEY COMMUNITY HOSPITAL	41870 GARSTIN DR
050129	ST BERNARDINE MEDICAL CENTER	2101 N WATERMAN AVE
050089	COMMUNITY HOSPITAL OF SAN BERNARDINO	1805 MEDICAL CENTER DRIVE
050590	METHODIST HOSPITAL OF SACRAMENTO	7500 HOSPITAL DRIVE
050017	MERCY GENERAL HOSPITAL	4001 J ST
050516	MERCY SAN JUAN MEDICAL CENTER	6501 COYLE AVE
050674	KAISER FOUNDATION HOSP SO SACRAMENTO	6600 BRUCEVILLE ROAD
050108	SUTTER GENERAL HOSPITAL	2801 L STREET
050599	UNIVERSITY OF CALIFORNIA DAVIS MEDICAL CENTER	2315 STOCKTON BOULEVARD
050309	SUTTER ROSEVILLE MEDICAL CENTER	ONE MEDICAL PLAZA
050425	KAISER FOUNDATION HOSPITAL - SACRAMENTO/ROSEVILLE	2025 MORSE AVENUE
050414	MERCY HOSPITAL OF FOLSOM	1650 CREEKSIDE DRIVE
050689	SAN RAMON REGIONAL MEDICAL CTR	6001 NORRIS CANYON ROAD

HCAHPS VHA WC March 2010

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	POMONA	CA
	BIG BEAR LAKE	CA
	SAN BERNARDINO	CA
	SAN BERNARDINO	CA
	SACRAMENTO	CA
	SACRAMENTO	CA
	CARMICHAEL	CA
	SACRAMENTO	CA
	SACRAMENTO	CA
	SACRAMENTO	CA
	ROSEVILLE	CA
	SACRAMENTO	CA
	FOLSOM	CA
	SAN RAMON	CA

91767	LOS ANGELES	9098659500
92315	SAN BERNARDINO	9098666501
92404	SAN BERNARDINO	9098814440
92411	SAN BERNARDINO	9098876333
95823	SACRAMENTO	9164236010
95819	SACRAMENTO	9164534545
95608	SACRAMENTO	9165375000
95823	SACRAMENTO	9166882000
95816	SACRAMENTO	9167338999
95817	SACRAMENTO	9167342011
95661	PLACER	9167811000
95825	SACRAMENTO	9169735000
95630	SACRAMENTO	9169837400
94583	CONTRA COSTA	9252759200

HCAHPS VHA WC March 2010

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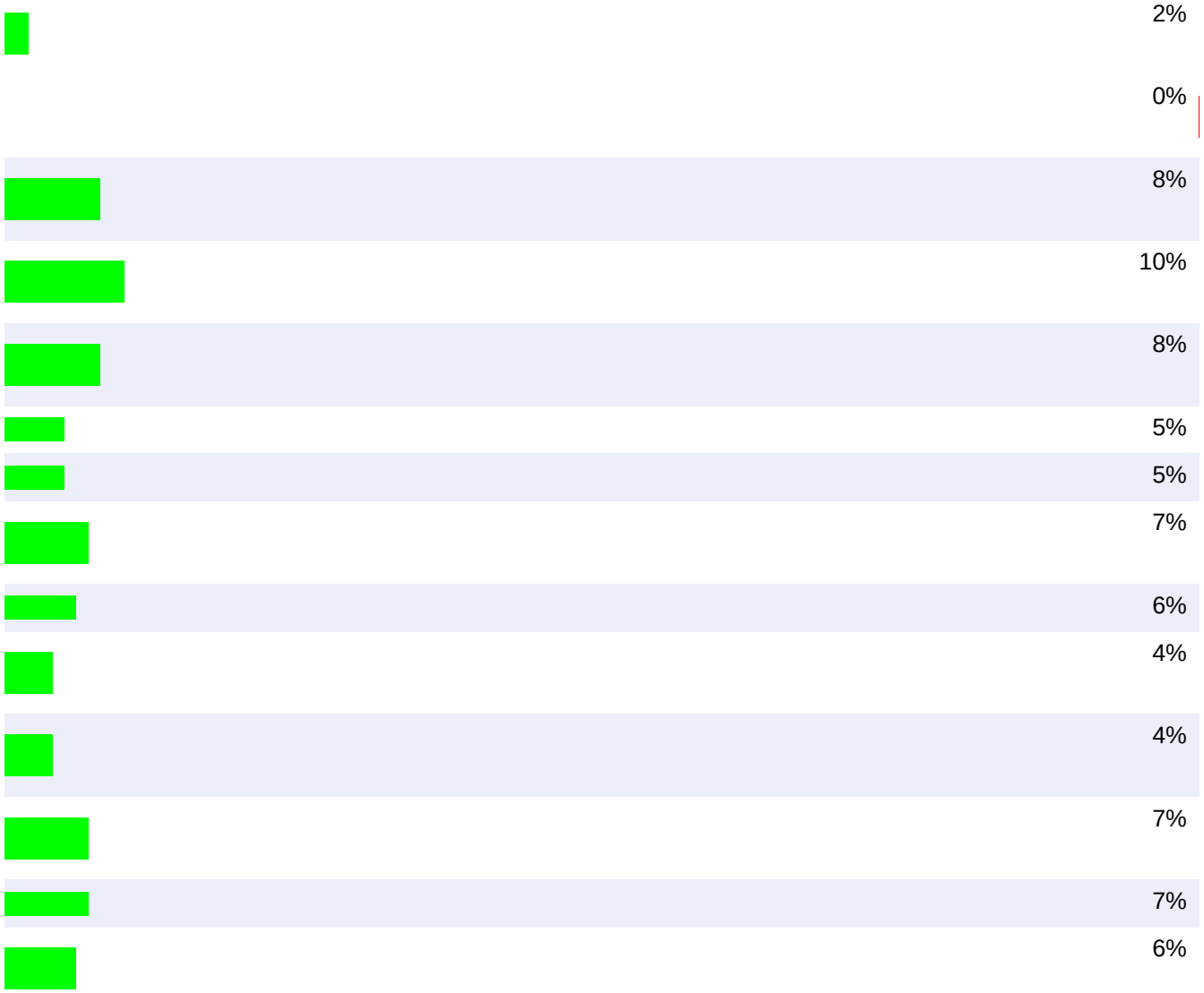

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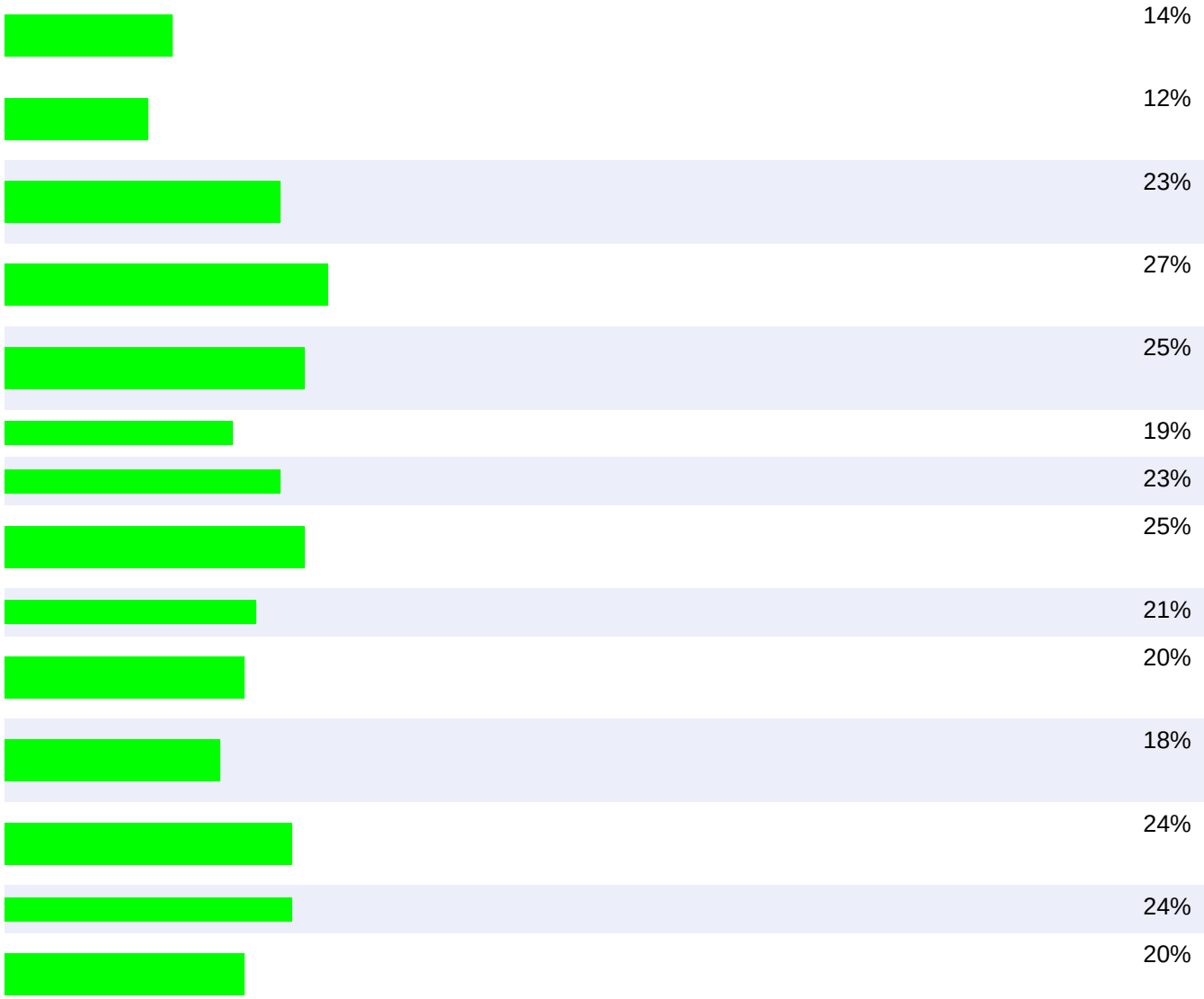

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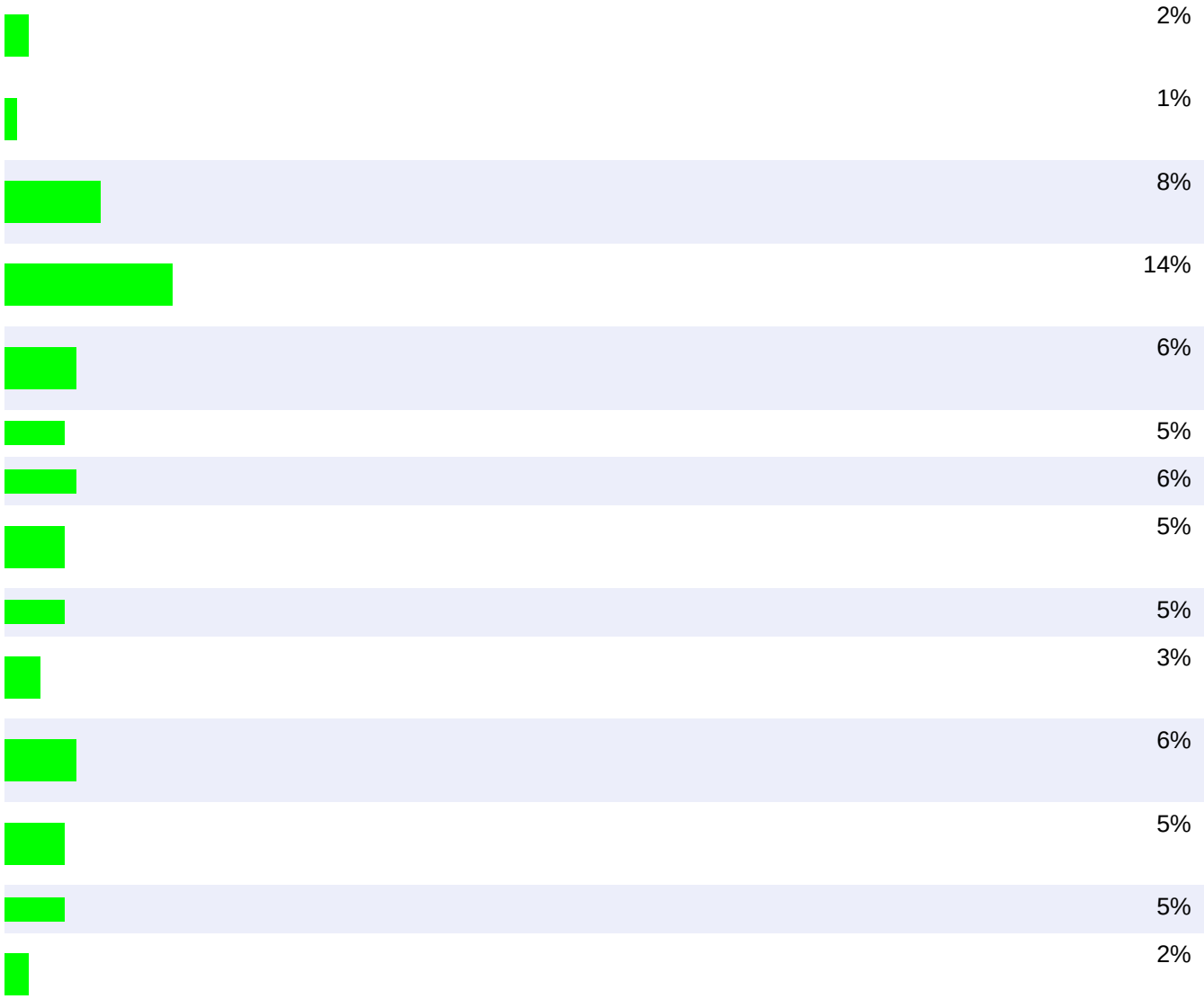

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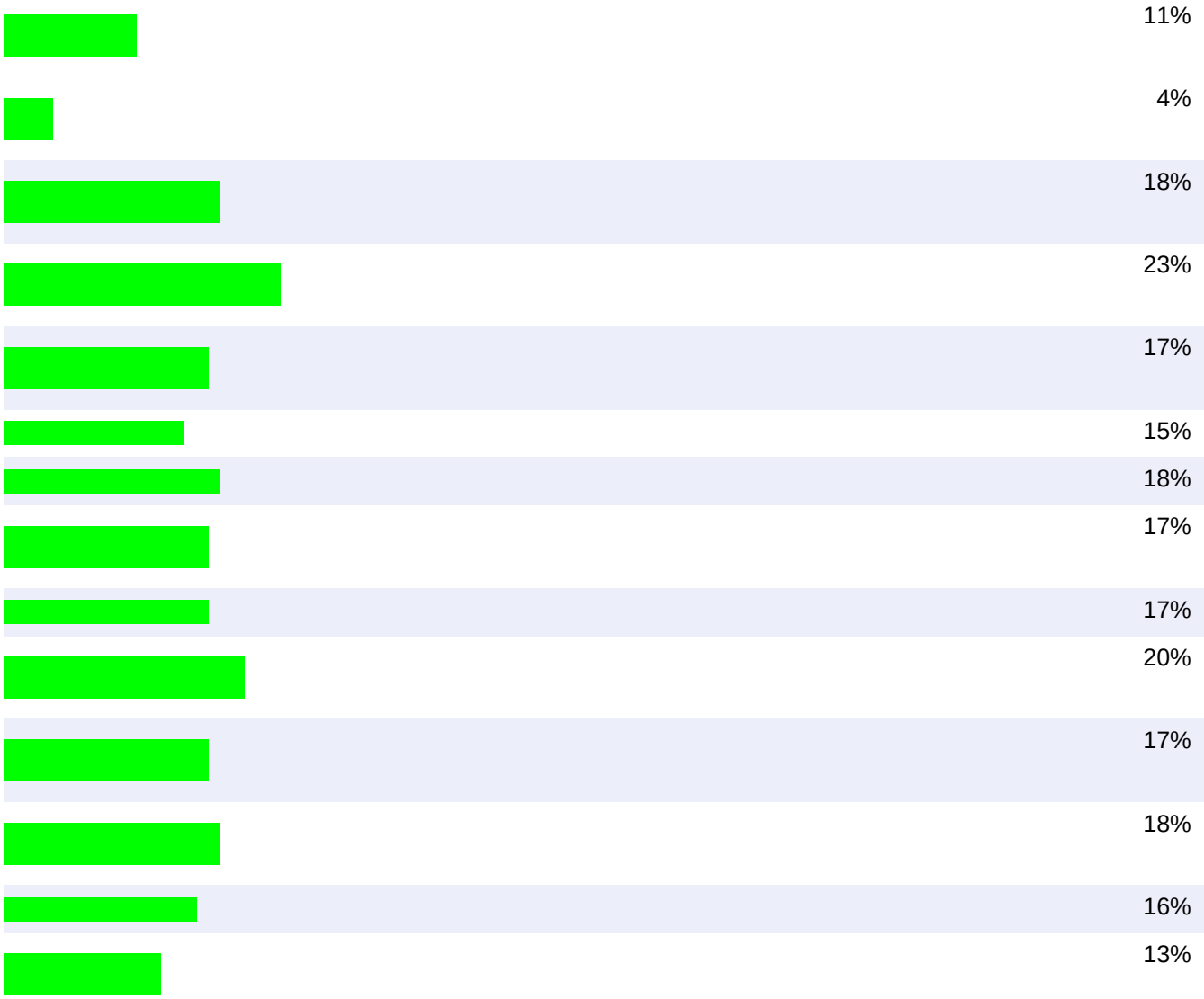

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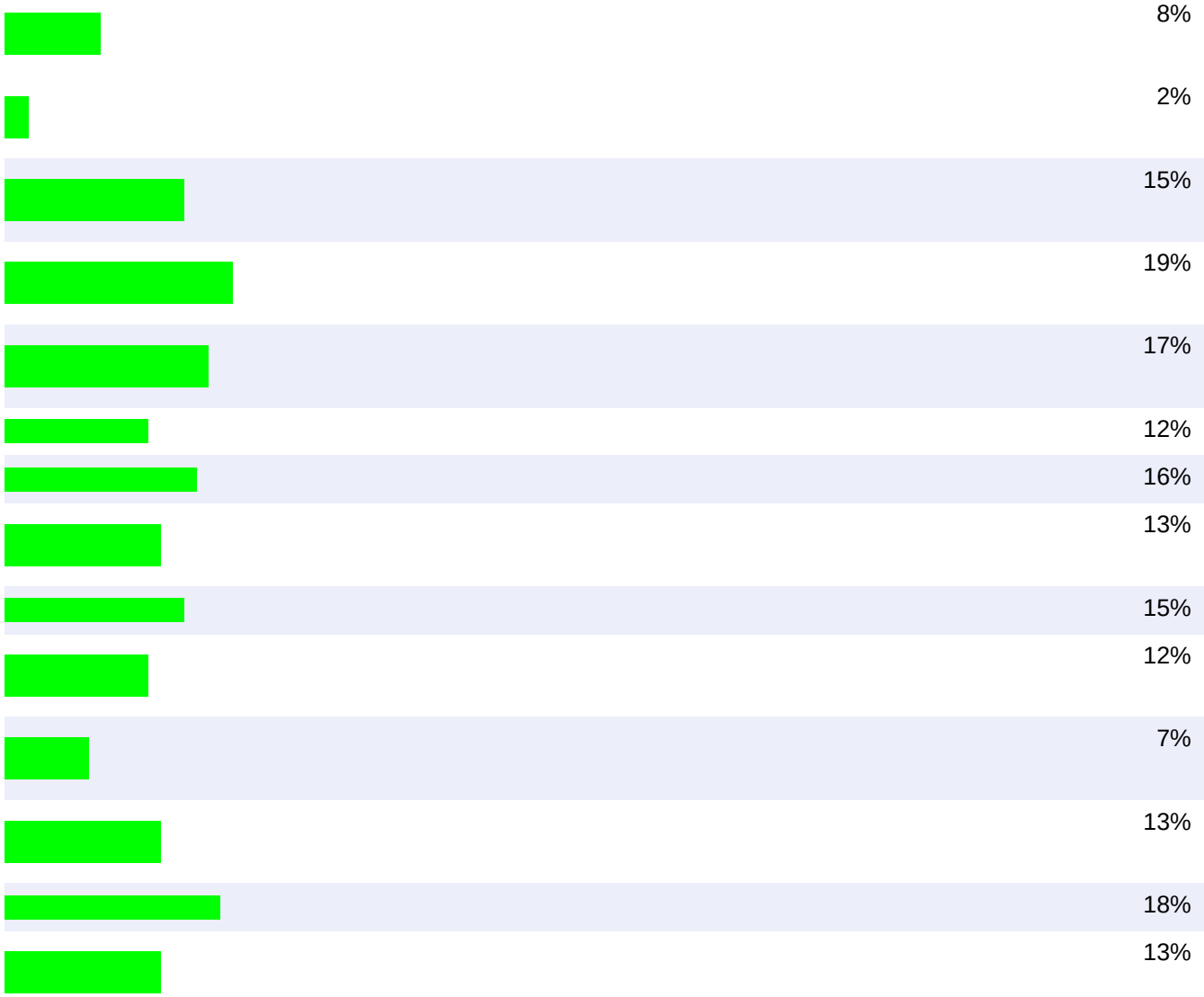

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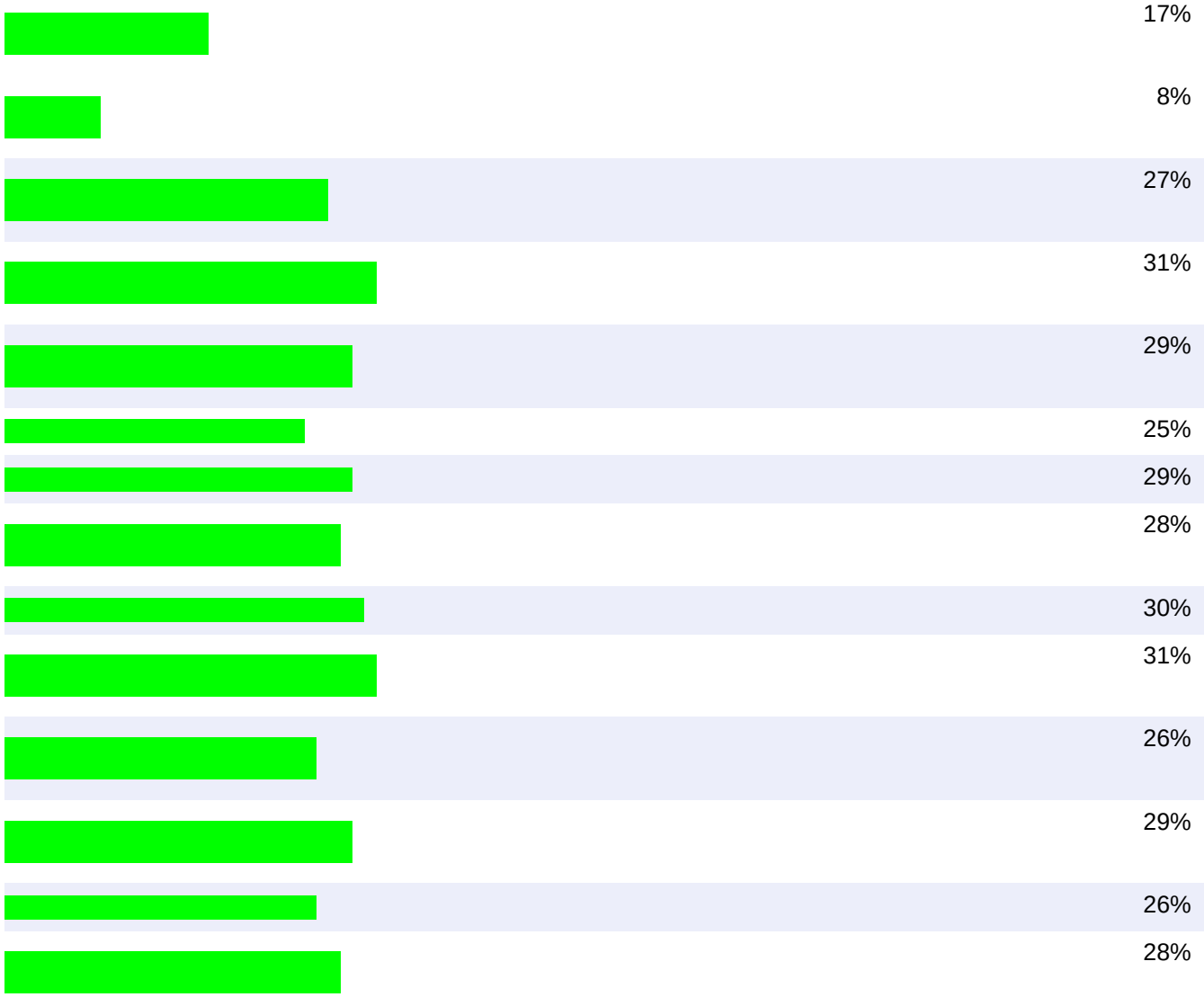

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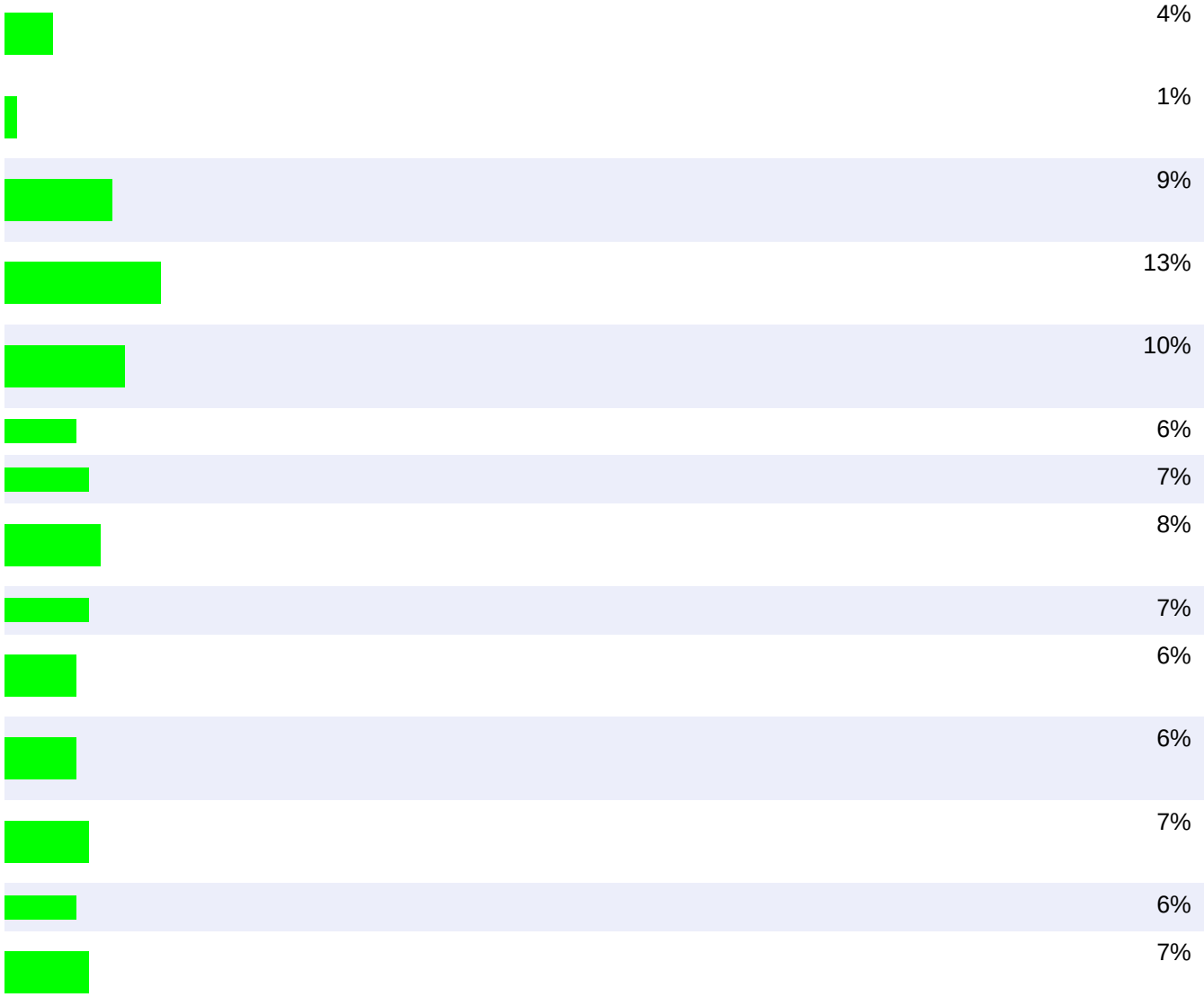

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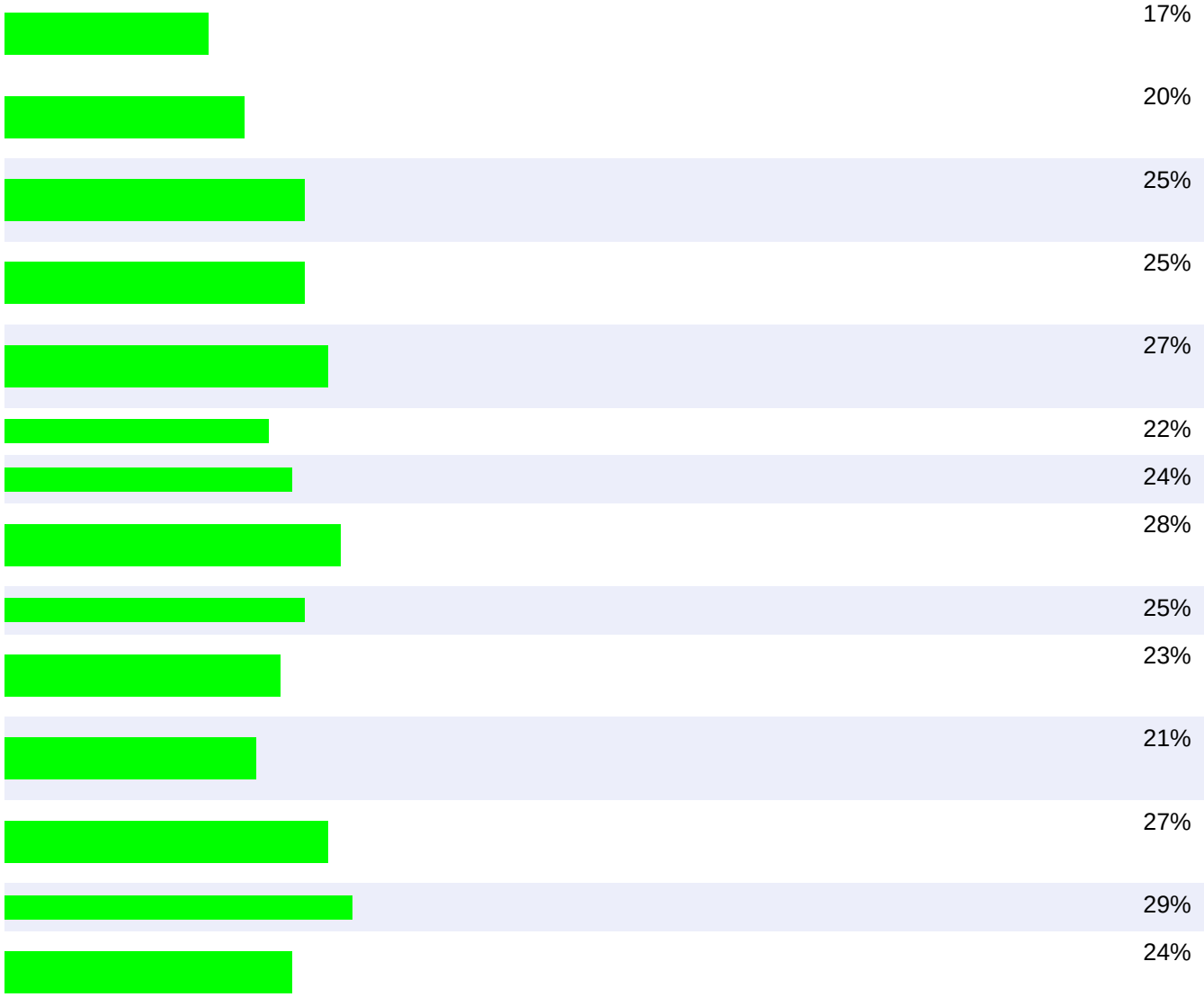

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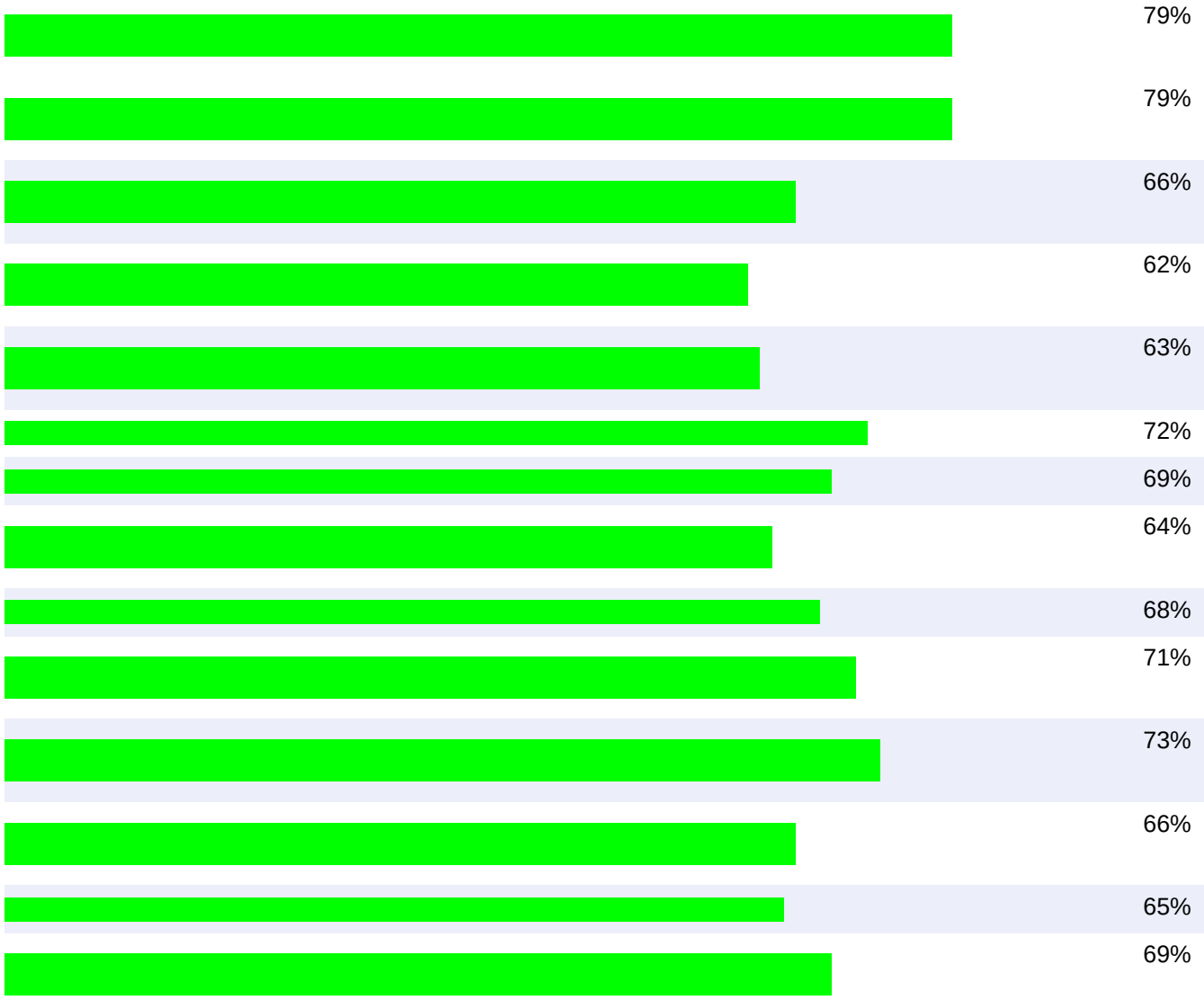

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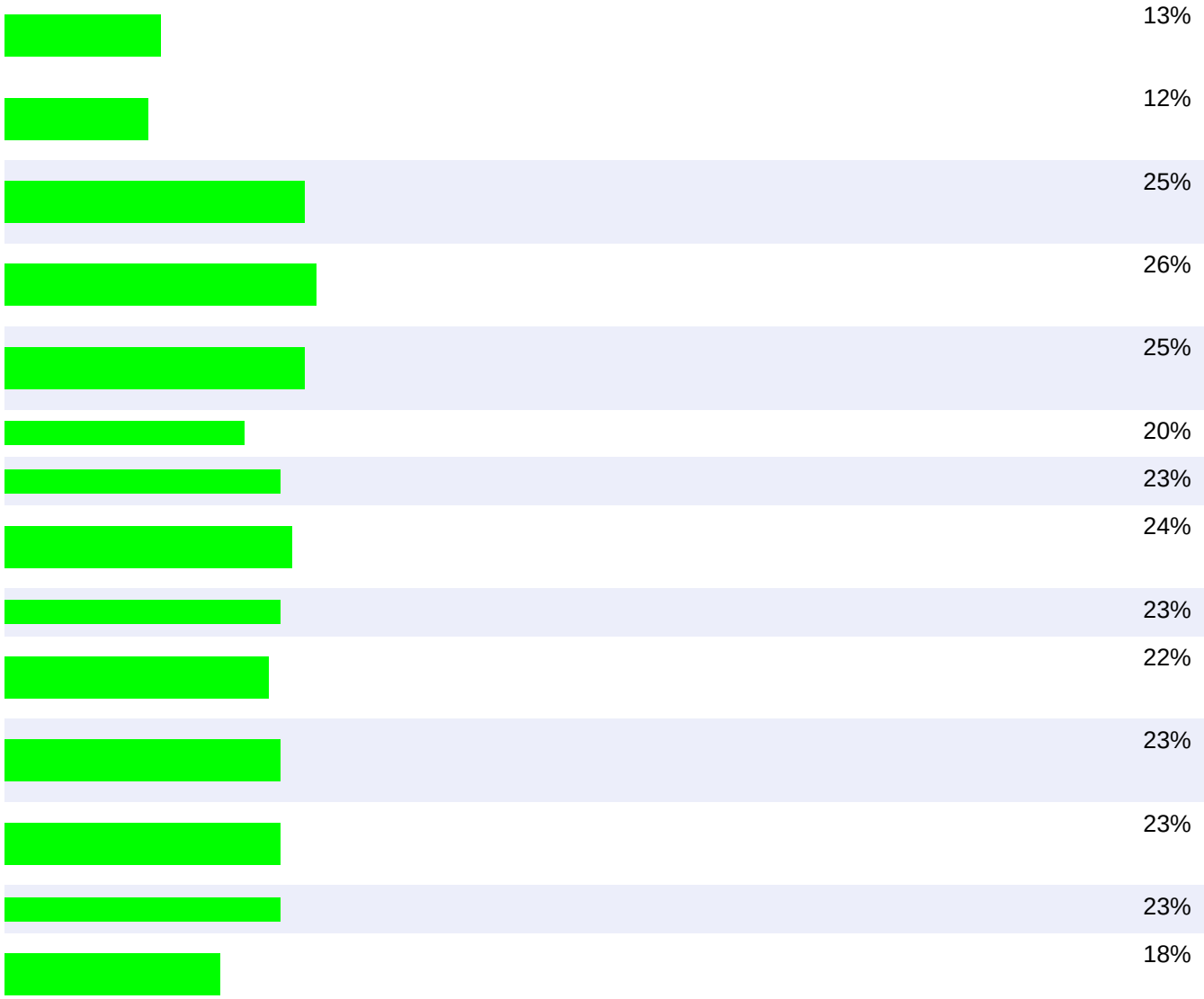

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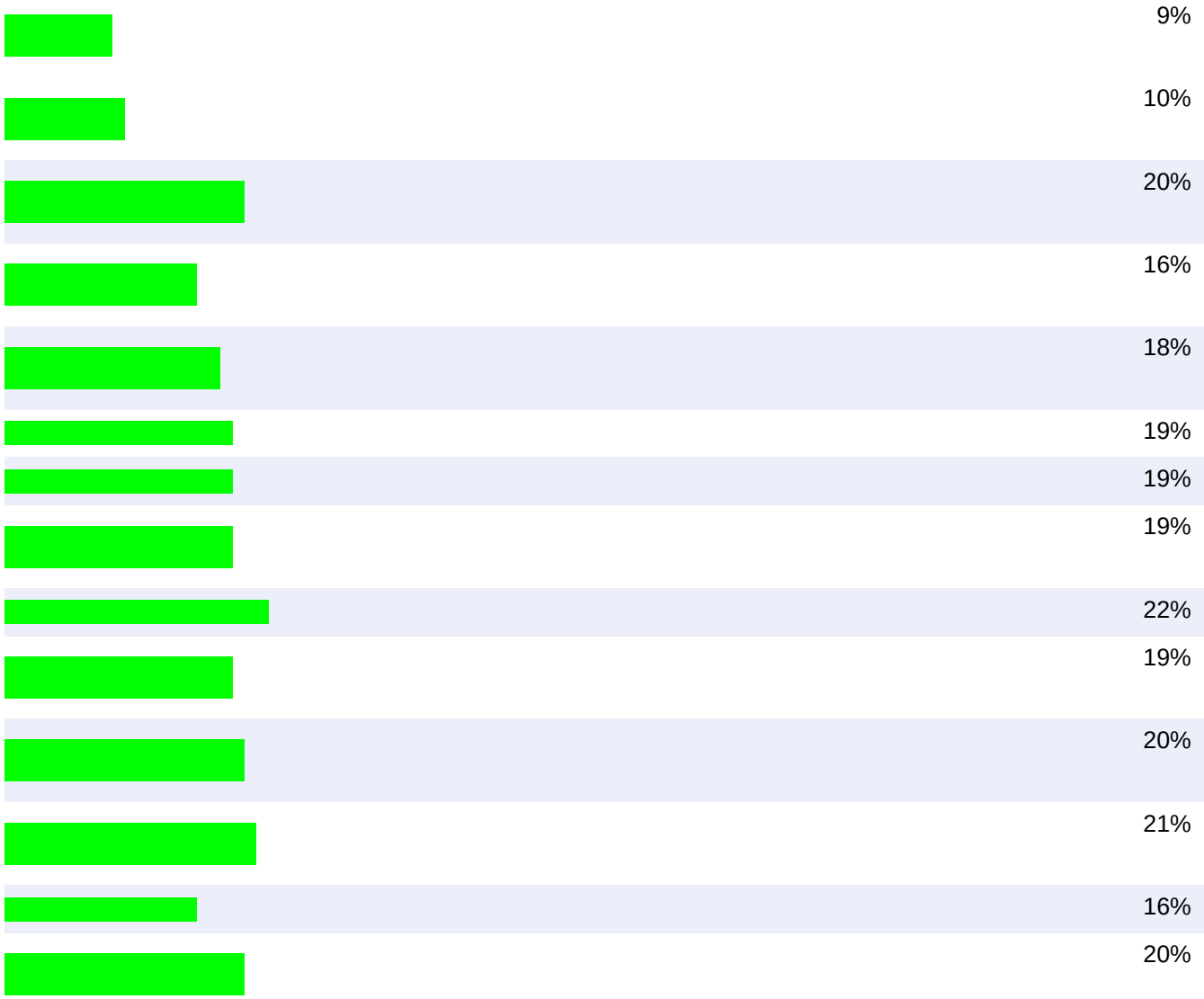

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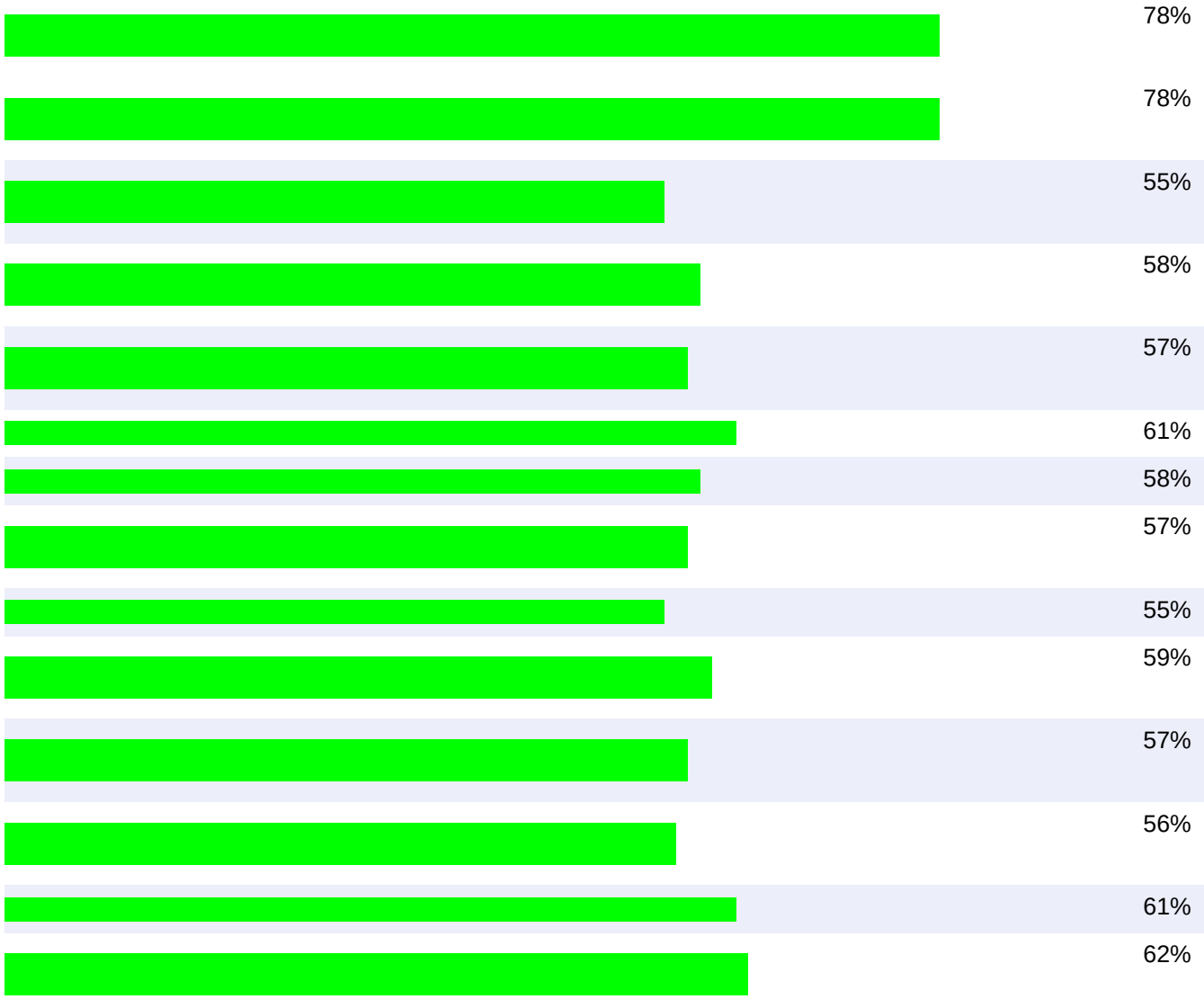

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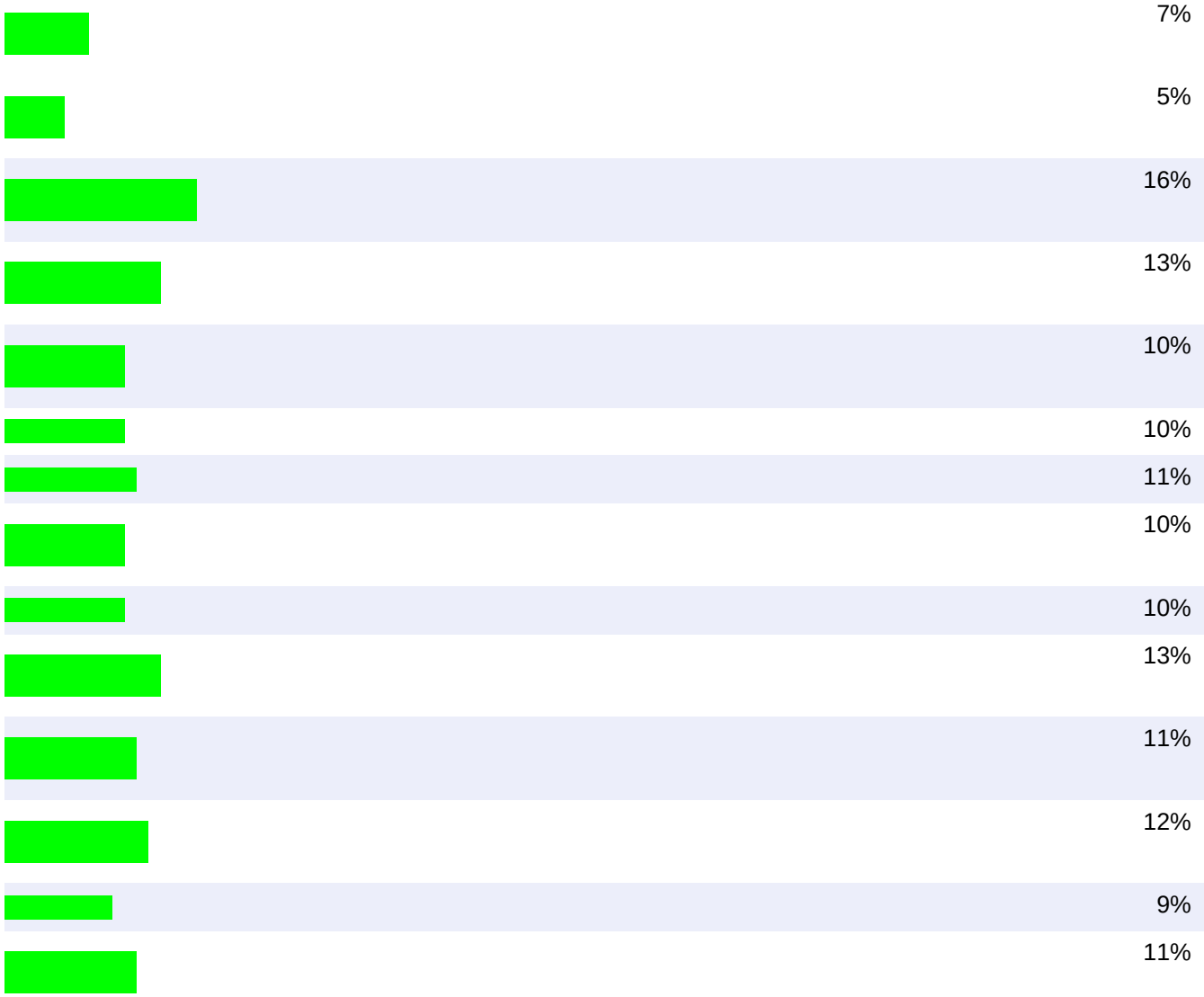

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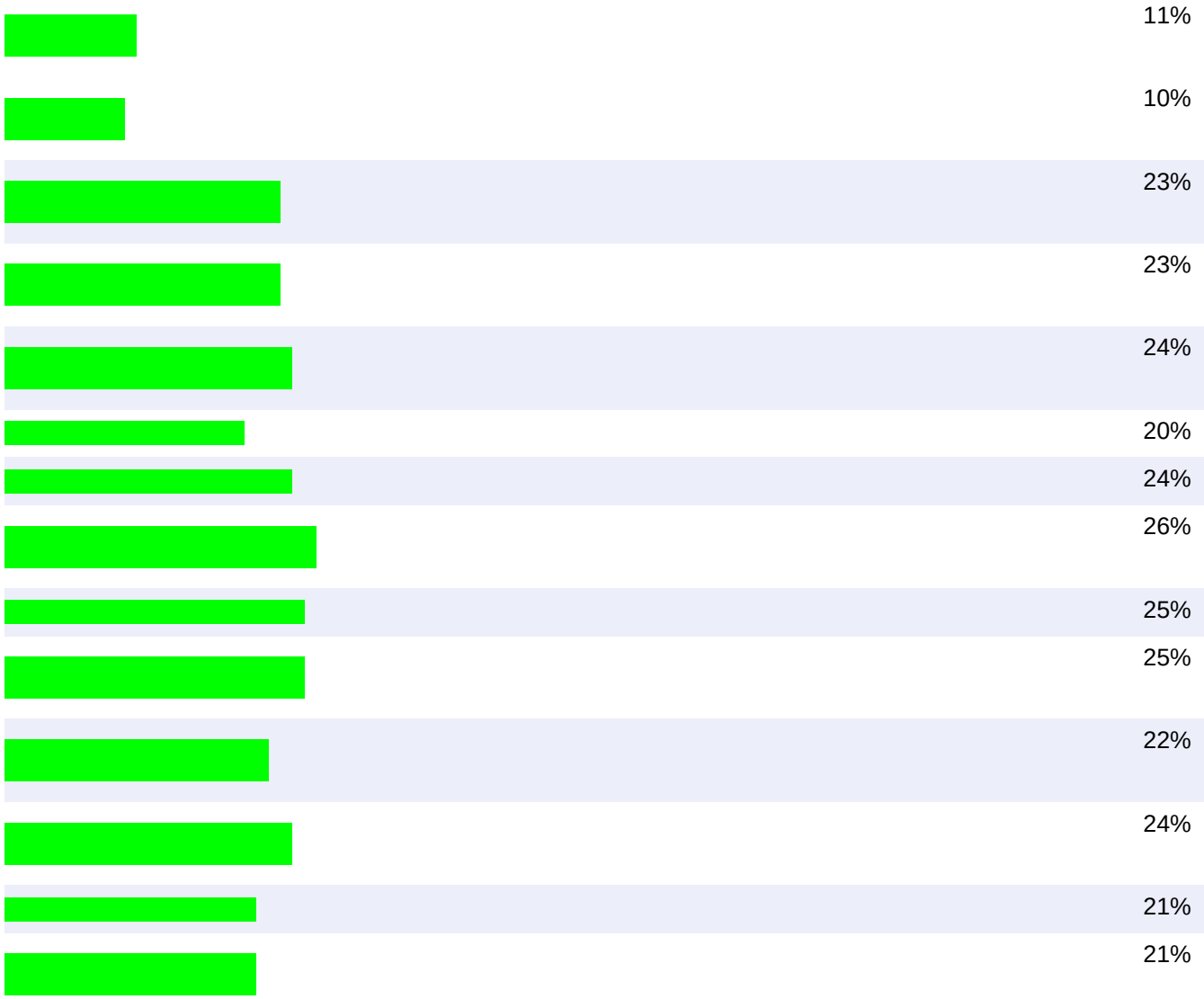

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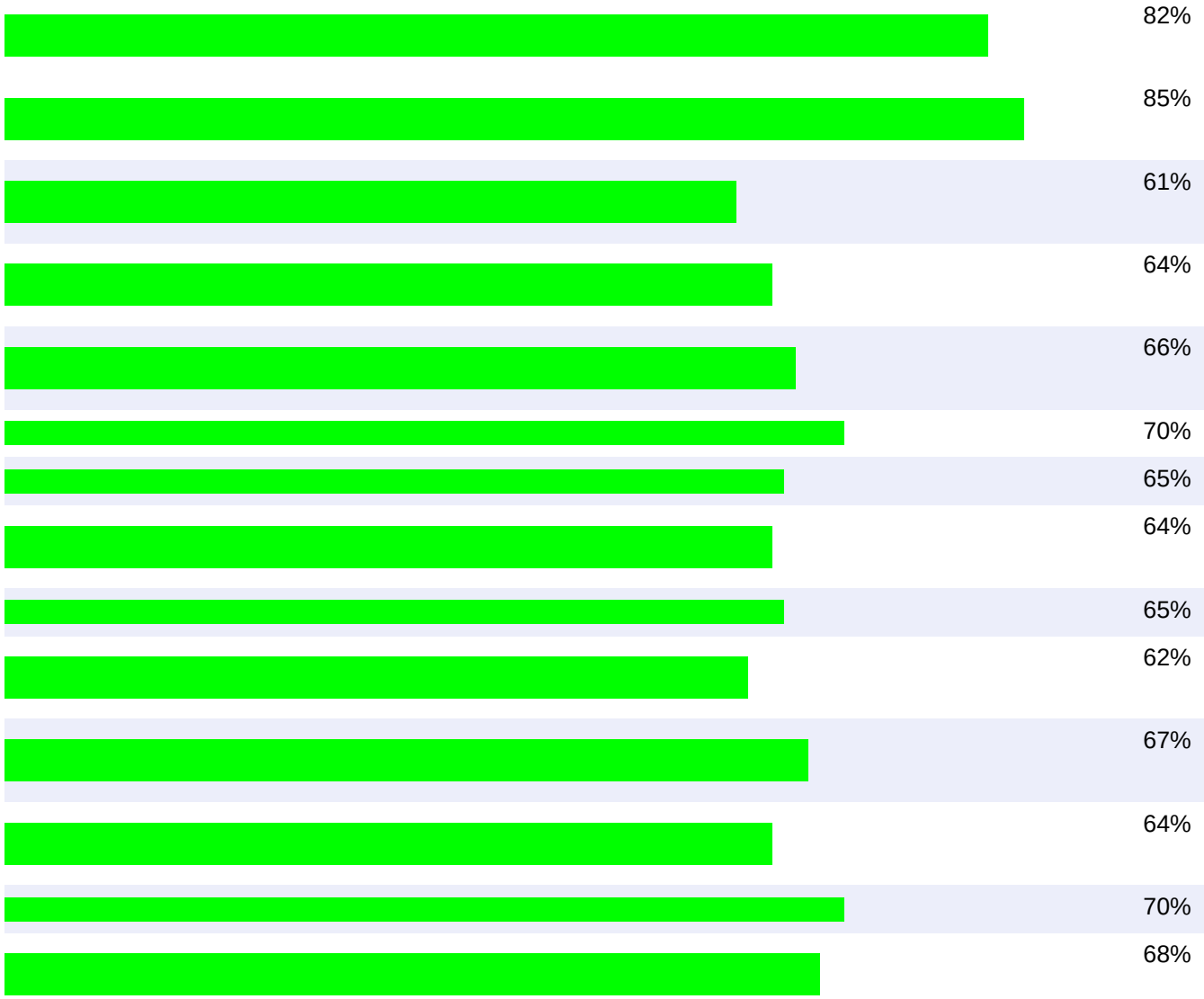

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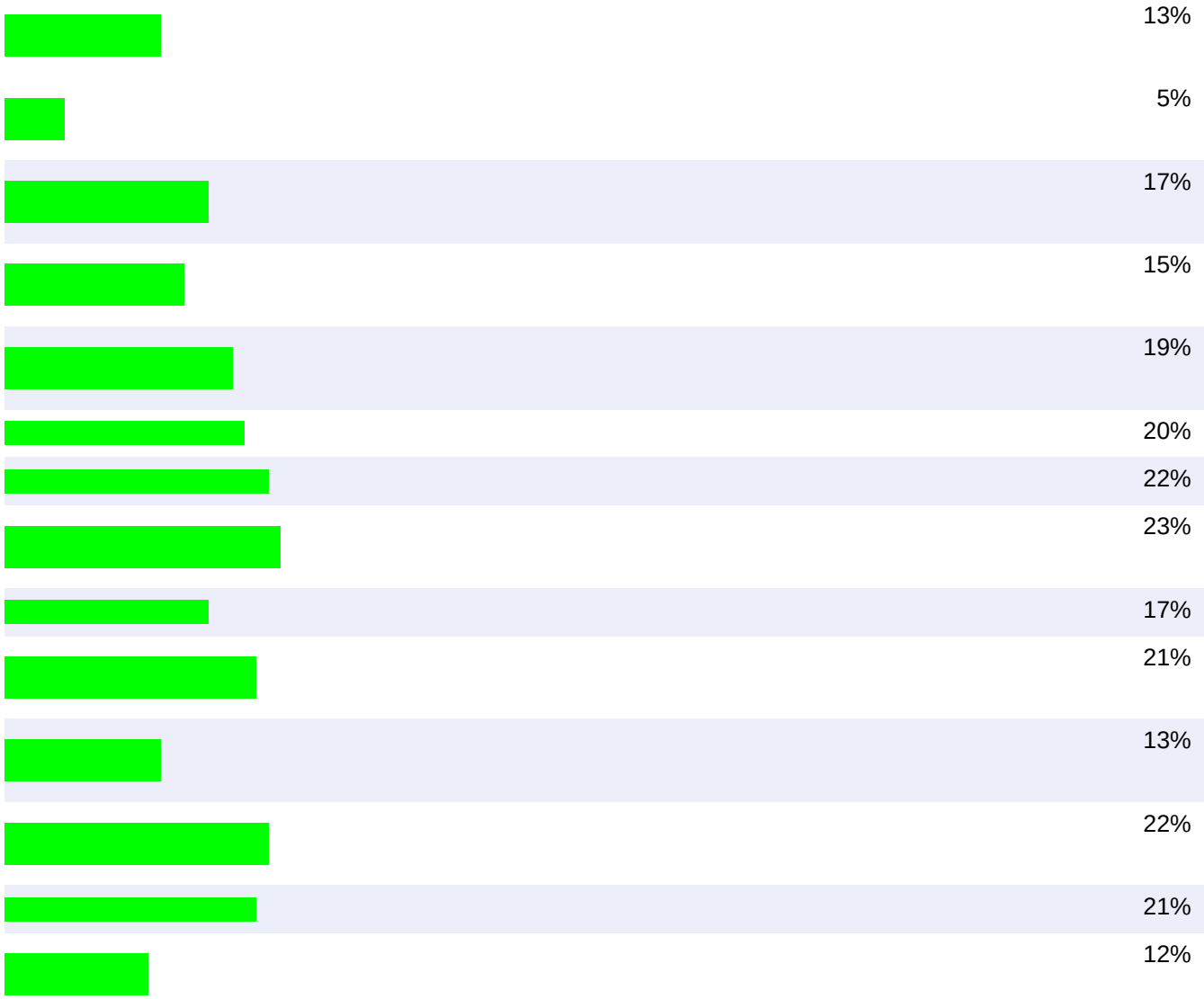

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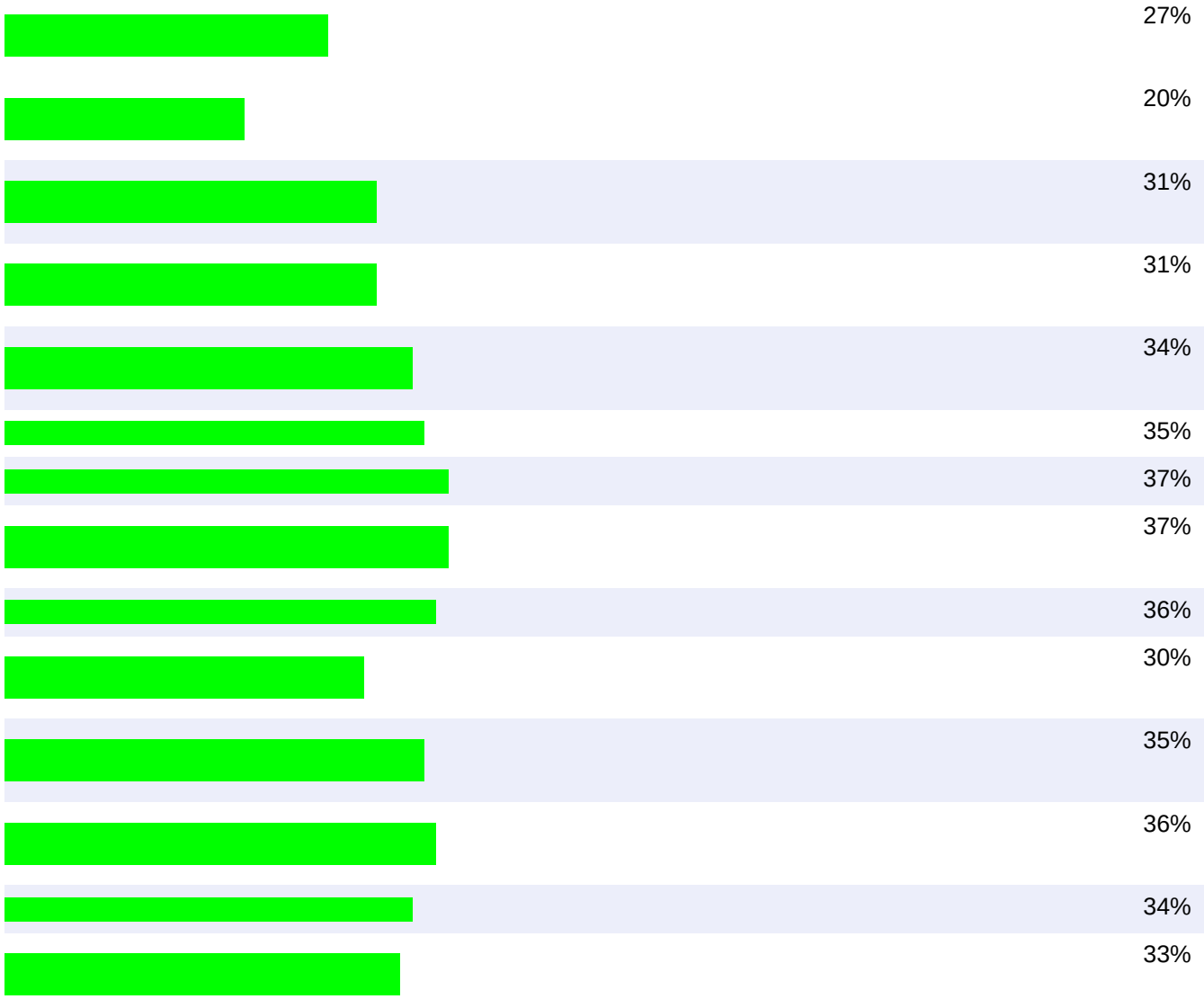

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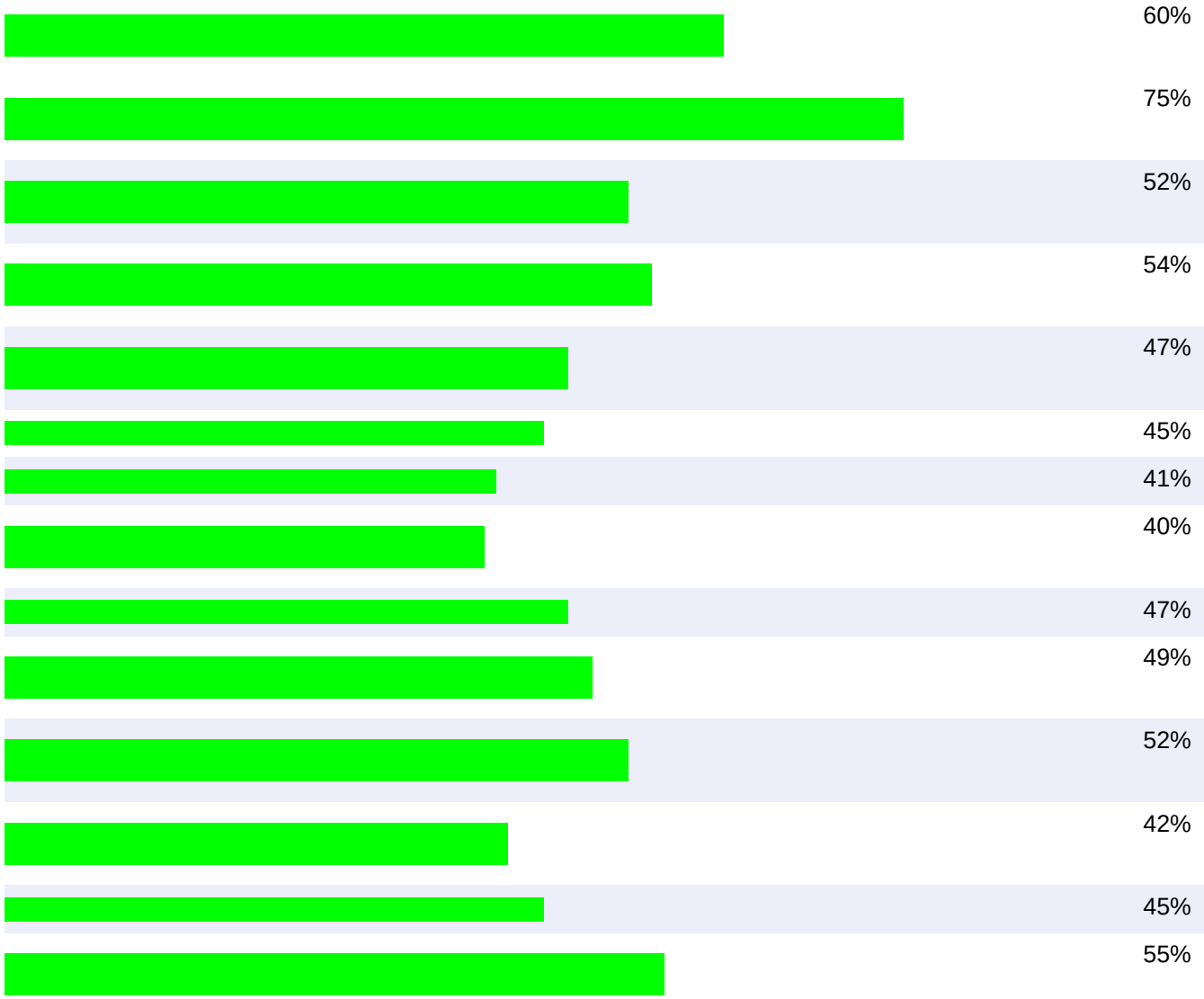

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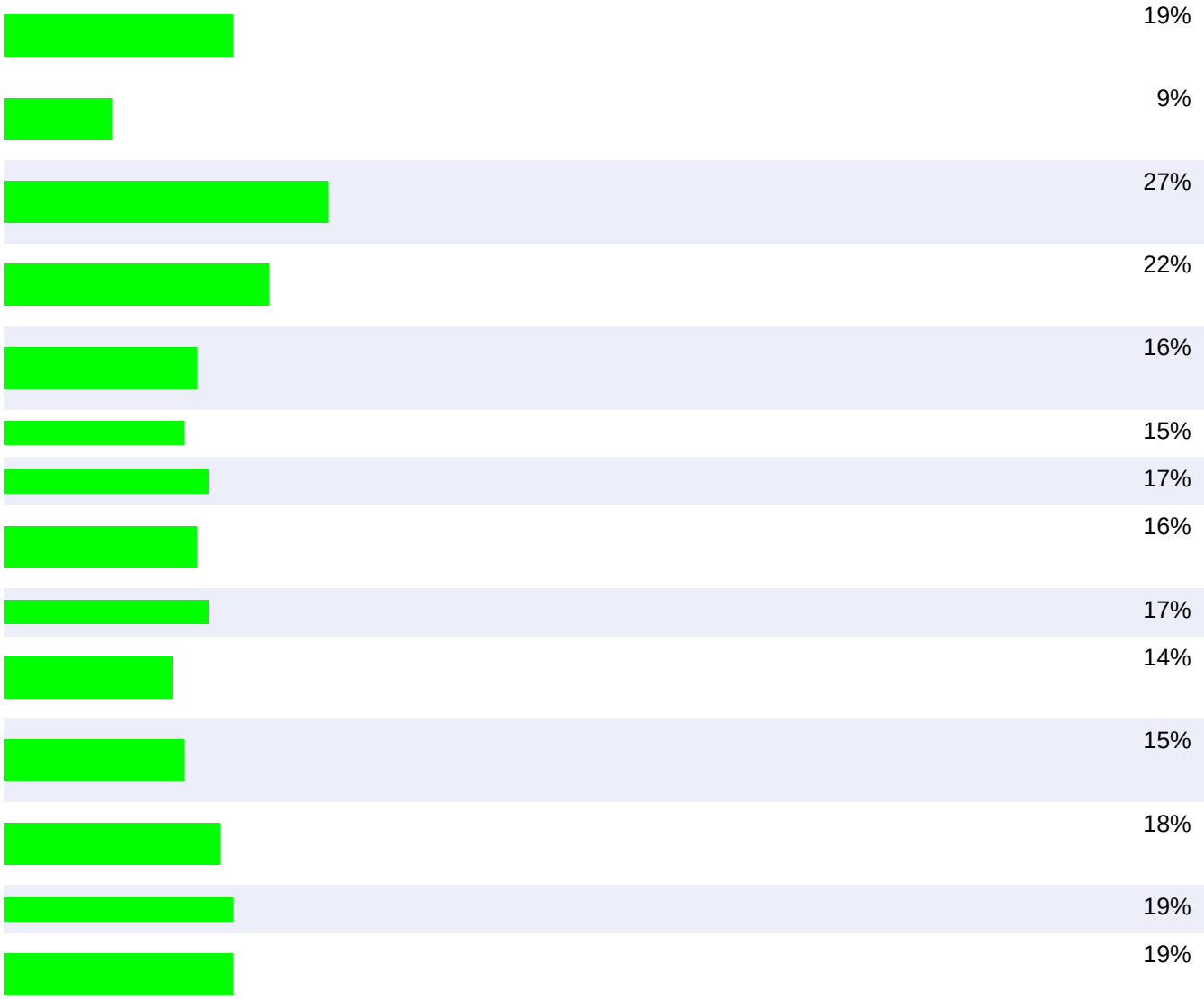

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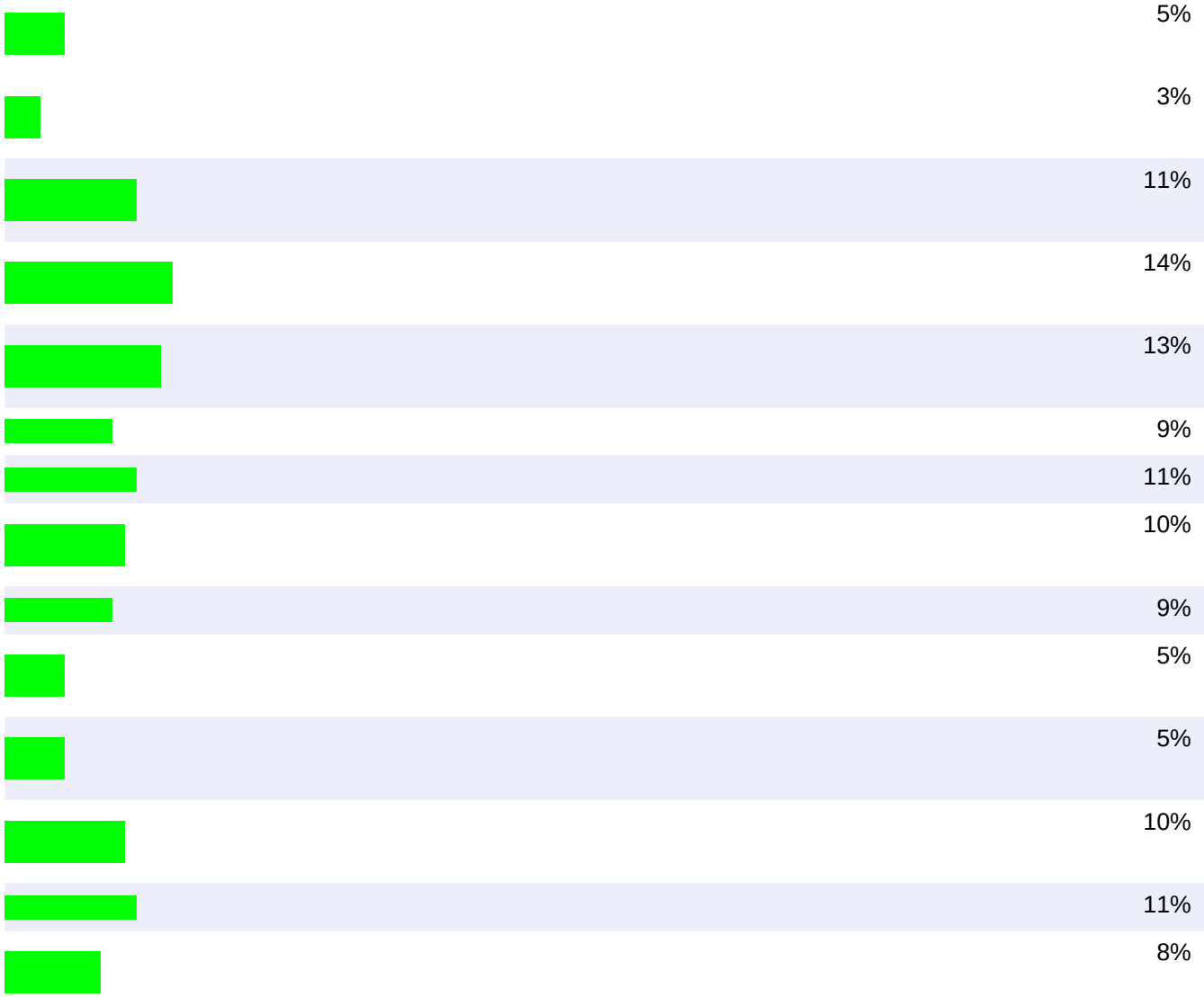

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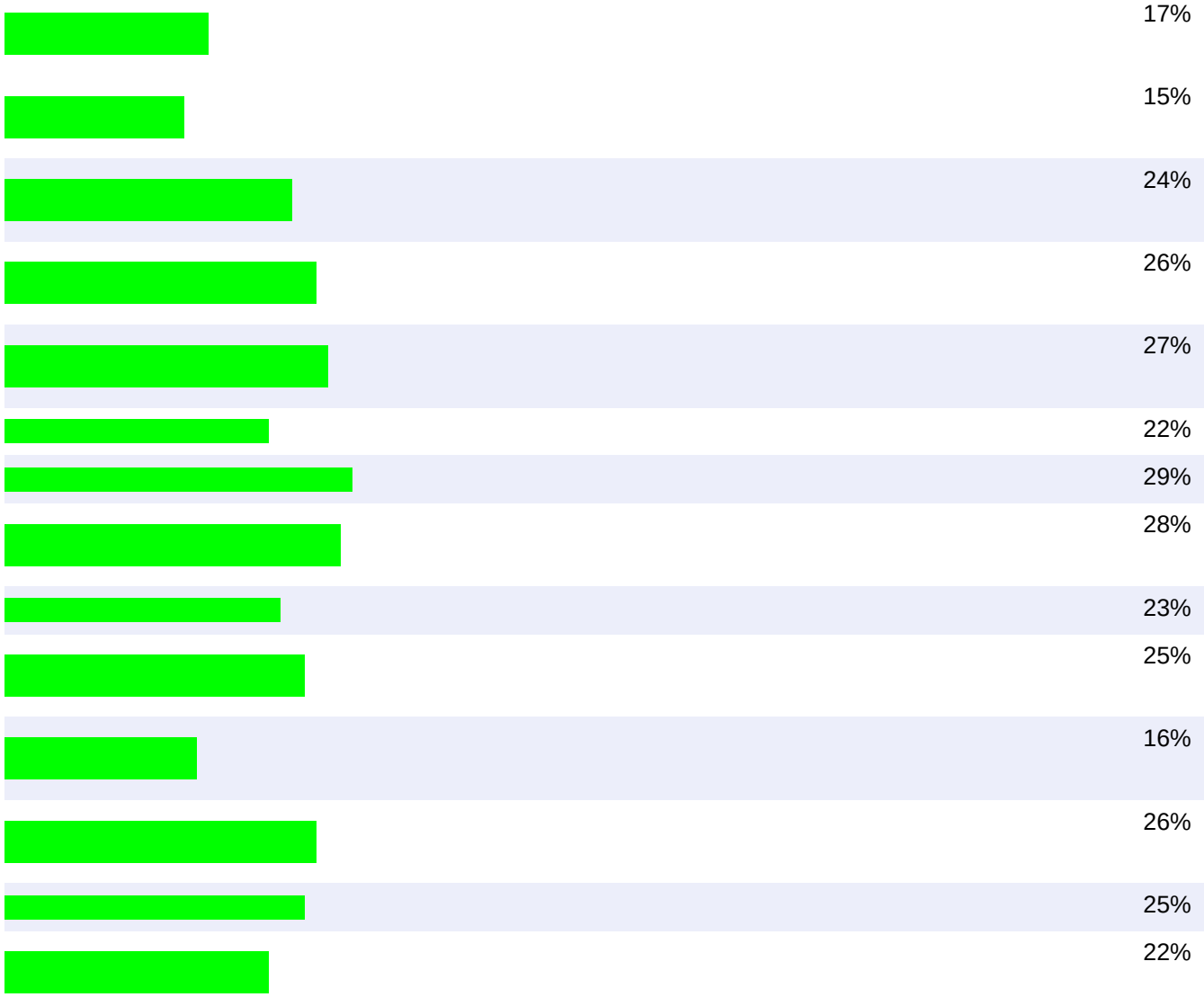

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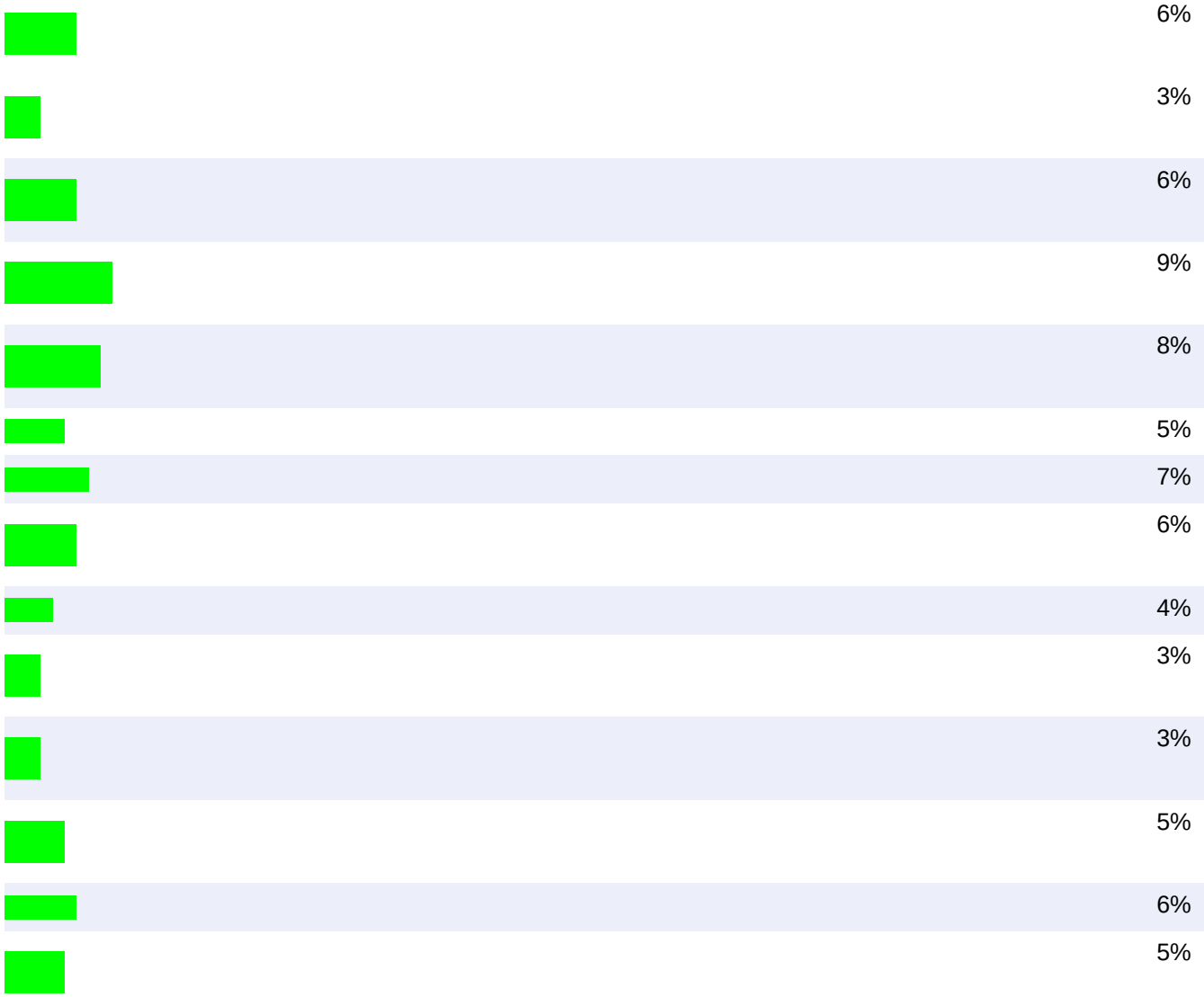

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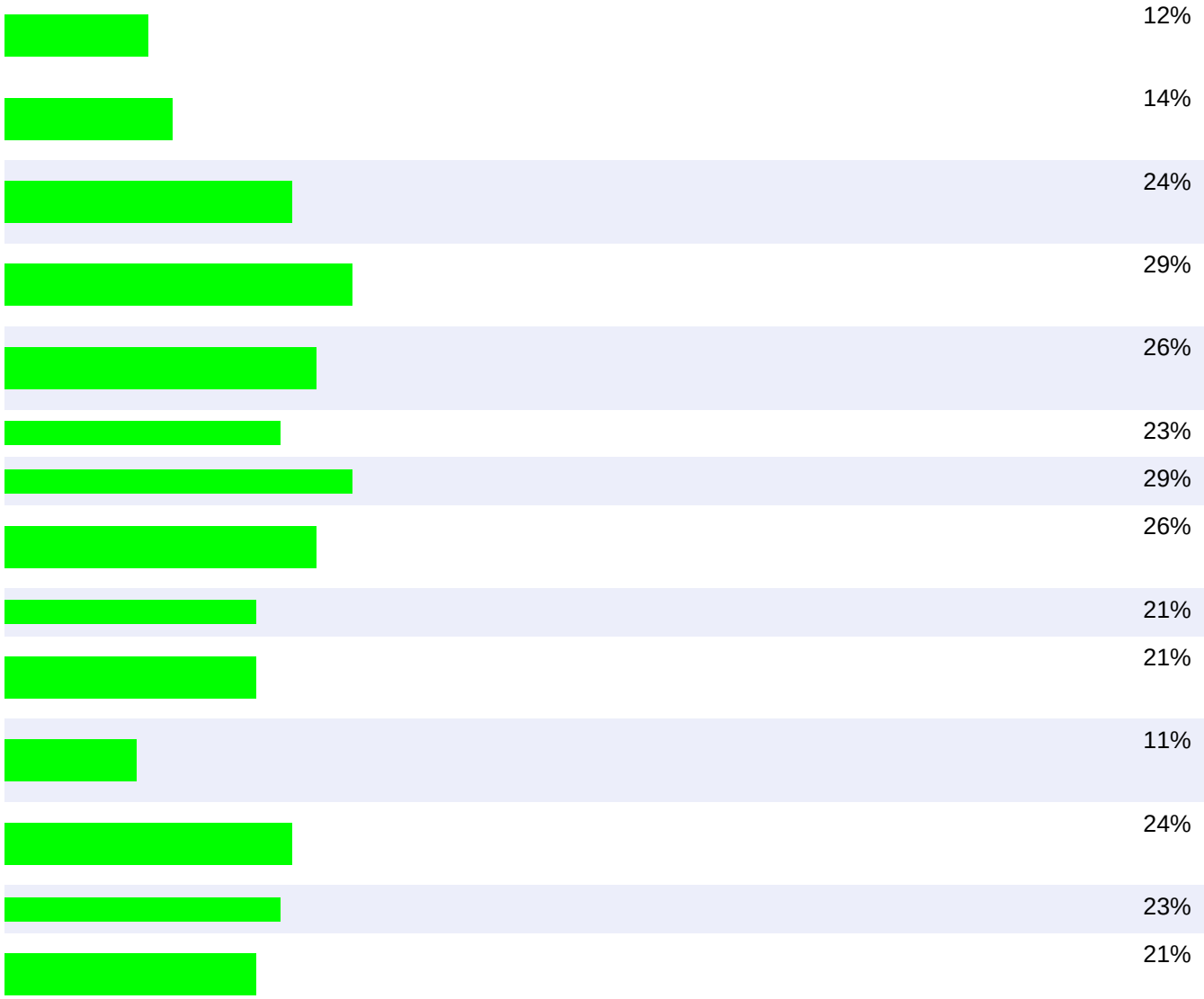

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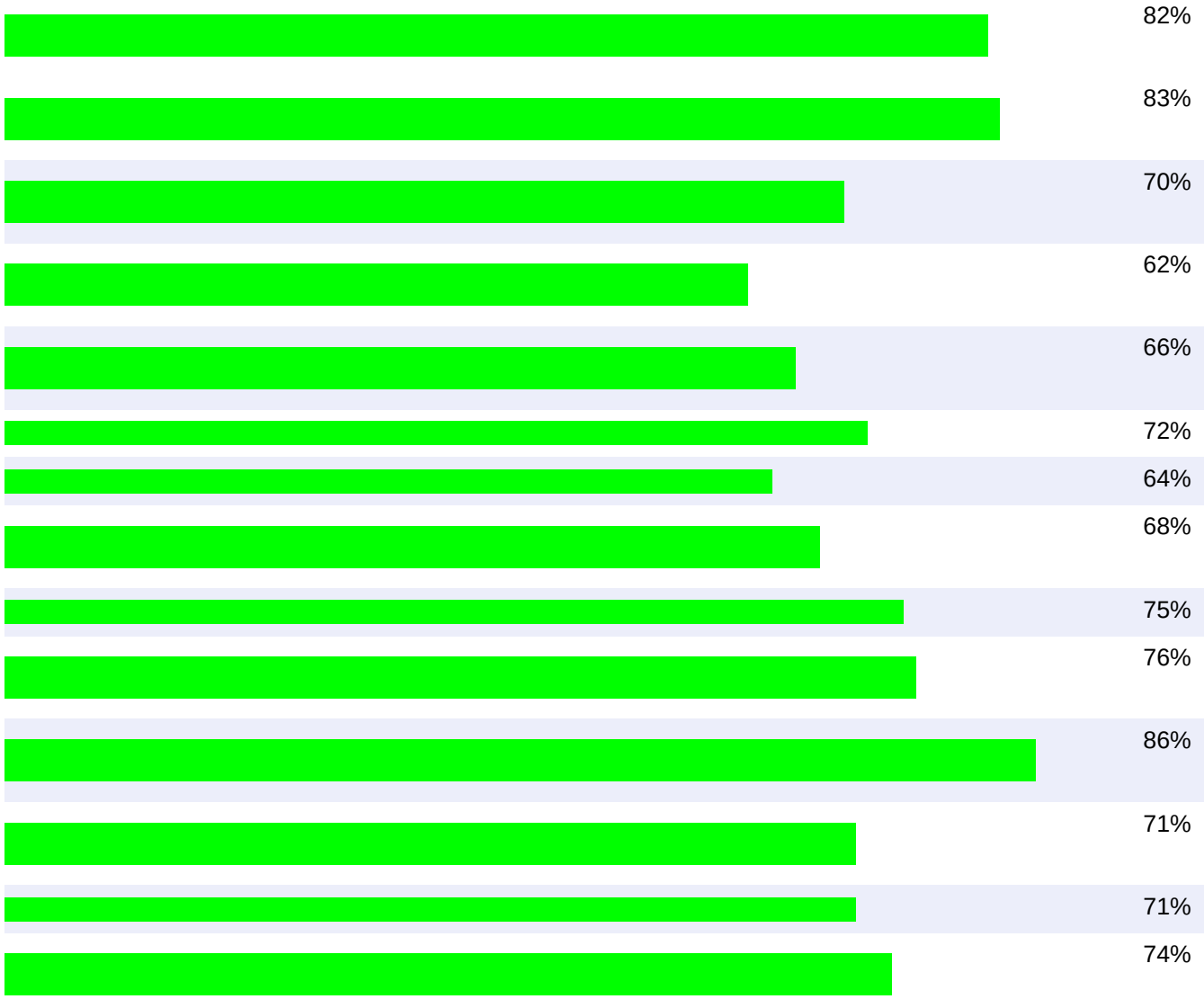

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more

Between 100 and 299

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

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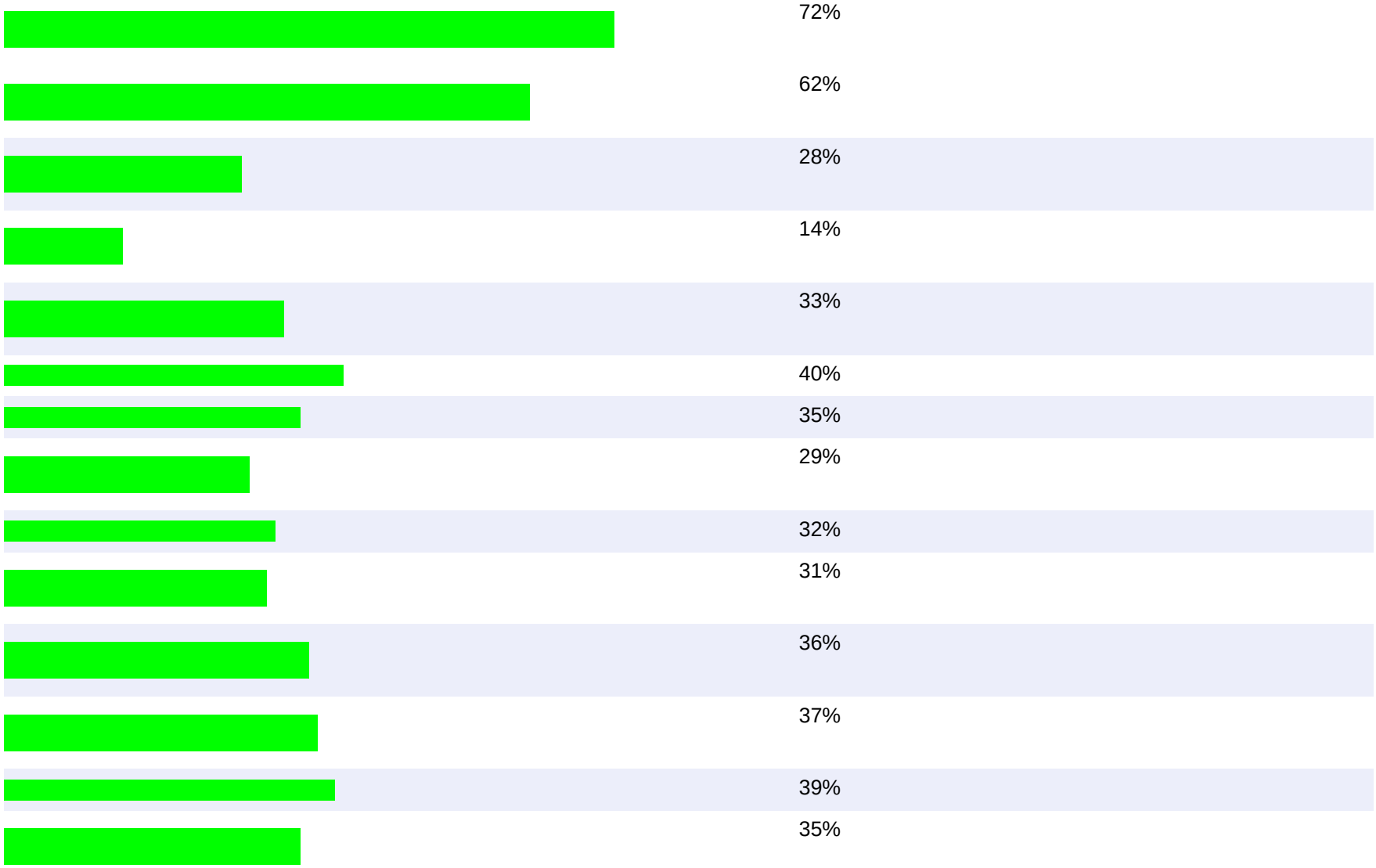

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050072	KAISER FOUNDATION HOSPITAL - WALNUT CREEK	1425 S MAIN ST
050276	CONTRA COSTA REGIONAL MEDICAL CENTER	2500 ALHAMBRA AVE
050283	VALLEYCARE MEDICAL CENTER	5555 WEST LAS POSITAS BOULEVARD
050496	JOHN MUIR MEDICAL CENTER - CONCORD CAMPUS	2540 EAST ST
050523	SUTTER DELTA MEDICAL CENTER	3901 LONE TREE WAY
050760	KAISER FOUNDATION HOSPITAL - ANTIOCH	4501 SAND CREEK ROAD
050180	JOHN MUIR MEDICAL CENTER - WALNUT CREEK CAMPUS	1601 YGNACIO VALLEY RD
030128	HUALAPAI MOUNTAIN MEDICAL CENTER	3801 SANTA ROSA DRIVE
030073	TUBA CITY REGIONAL HEALTH CARE CORPORATION	PO BOX 600
031311	LITTLE COLORADO MEDICAL CENTER	1501 NORTH WILLIAMSON AVENUE
031315	WHITE MOUNTAIN REGIONAL MEDICAL CENTER	118 SOUTH MOUNTAIN AVE
030013	YUMA REGIONAL MEDICAL CENTER	2400 SOUTH AVENUE A
030068	MT GRAHAM REGIONAL MEDICAL CENTER	1600 S 20TH AVENUE
031314	COBRE VALLEY REGIONAL MEDICAL	5880 SOUTH HOSPITAL

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	WALNUT CREEK	CA
	MARTINEZ	CA
	PLEASANTON	CA
	CONCORD	CA
	ANTIOCH	CA
	ANTIOCH	CA
	WALNUT CREEK	CA
	KINGMAN	AZ
	TUBA CITY	AZ
	WINSLOW	AZ
	SPRINGERVILLE	AZ
	YUMA	AZ
	SAFFORD	AZ
	GLOBE	AZ

HCAHPS VHA WC March 2010

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94596	CONTRA COSTA	9252954000
94553	CONTRA COSTA	9253705000
94588	ALAMEDA	9254477000
94520	CONTRA COSTA	9256742002
94509	CONTRA COSTA	9257797200
94531	CONTRA COSTA	9258136500
94598	CONTRA COSTA	9259393000
86401	MOHAVE	9282635000
86045	COCONINO	9282832501
86047	NAVAJO	9282894691
85938	APACHE	9283334368
85364	YUMA	9283367275
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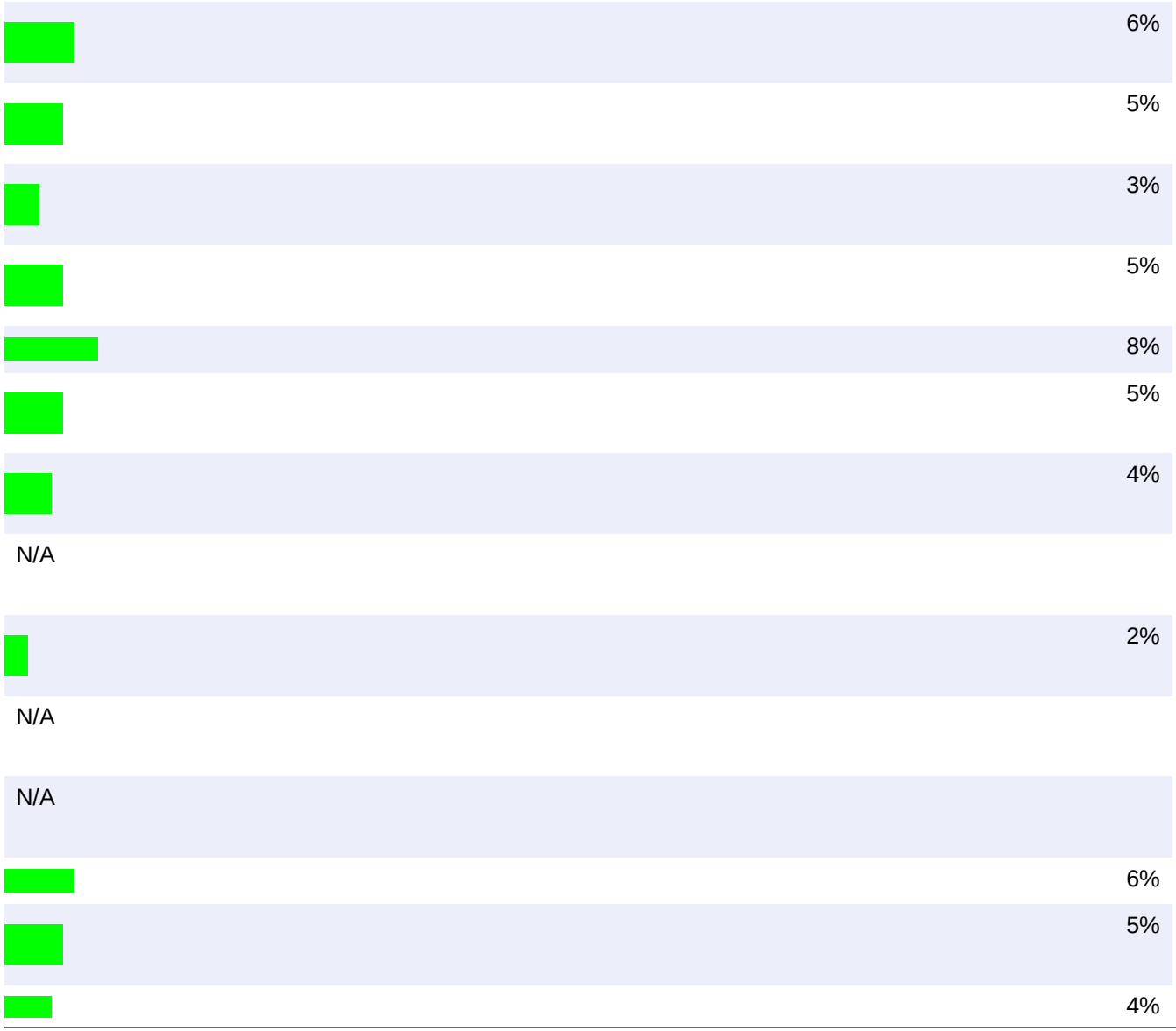

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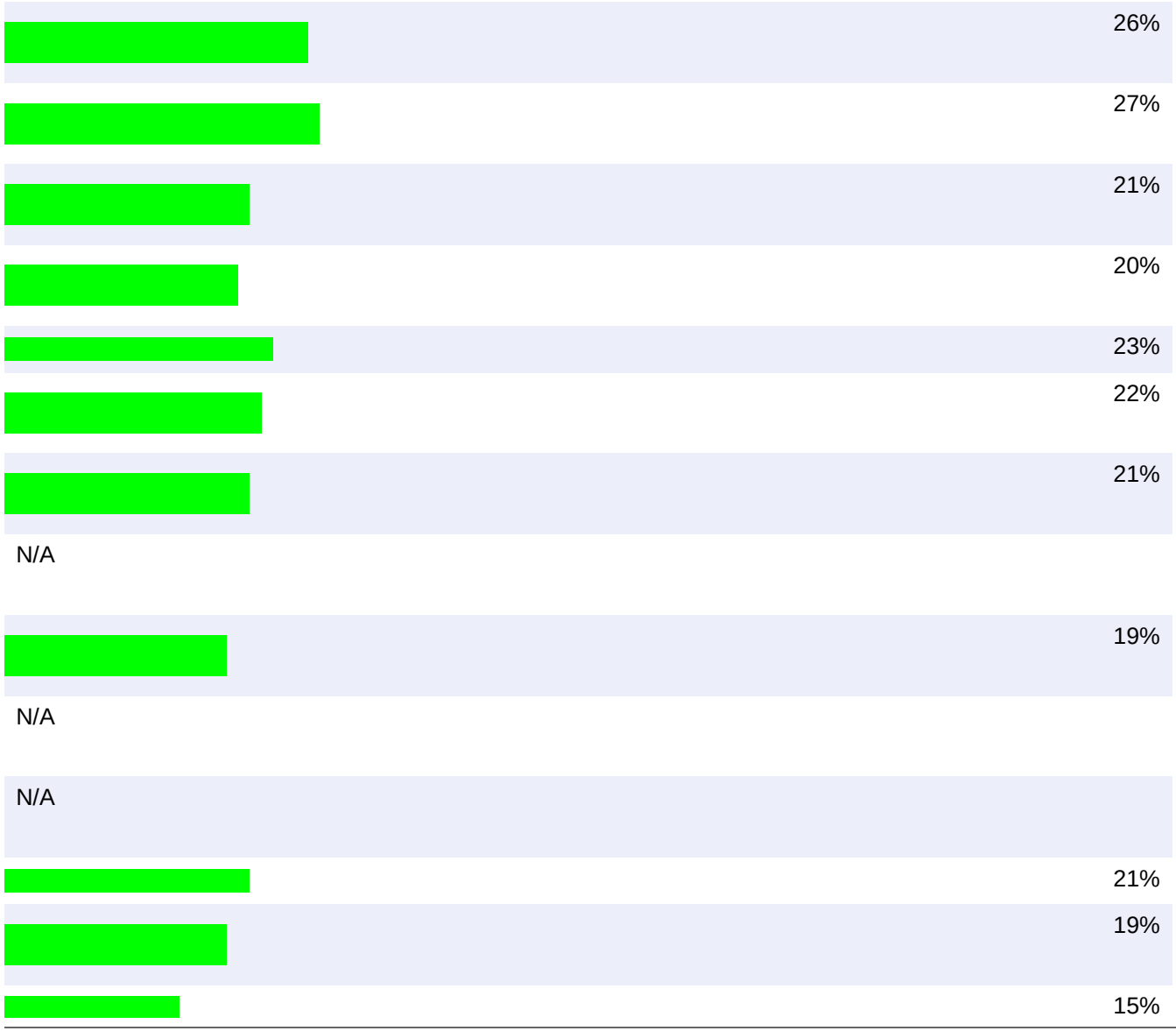

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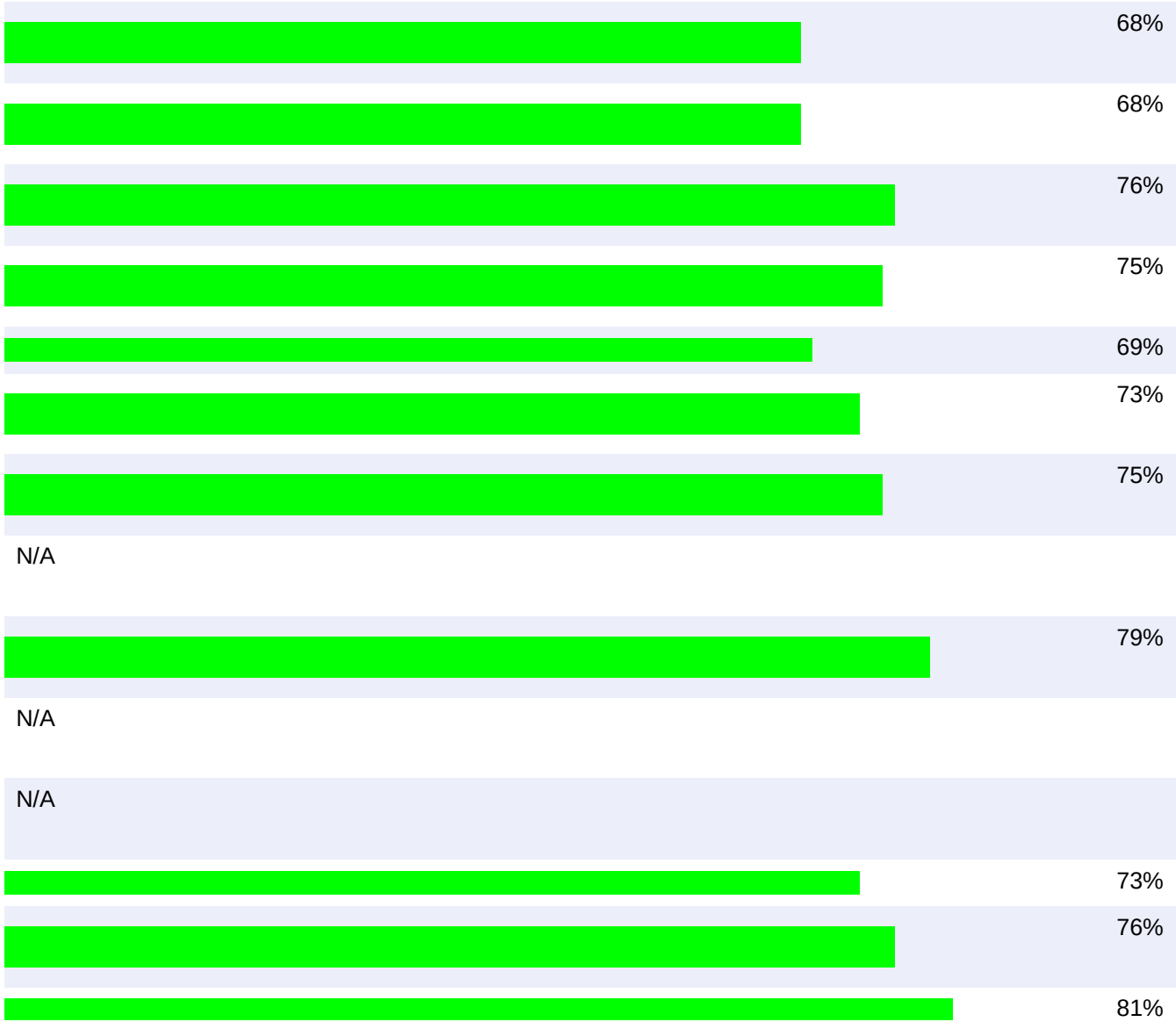

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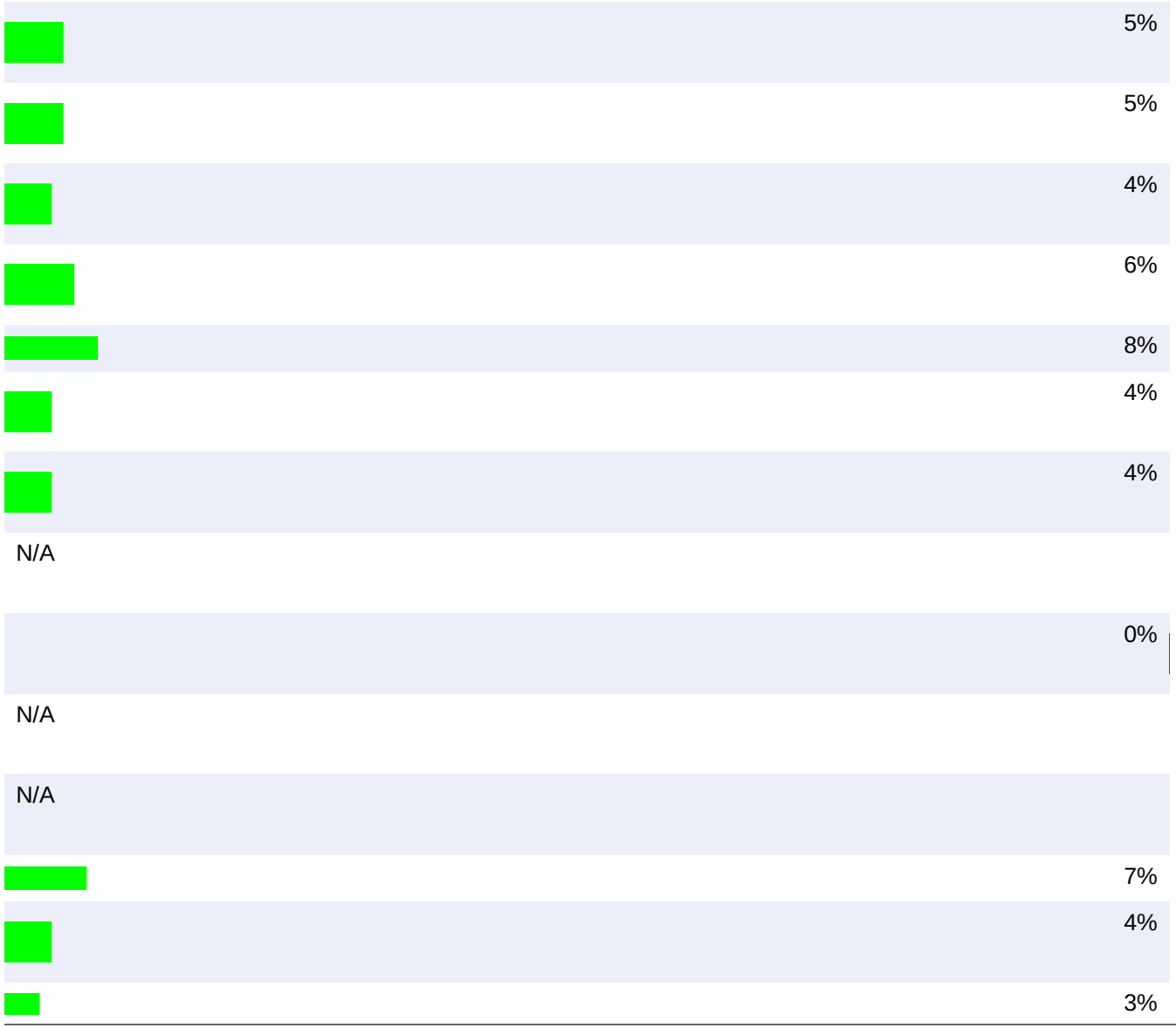

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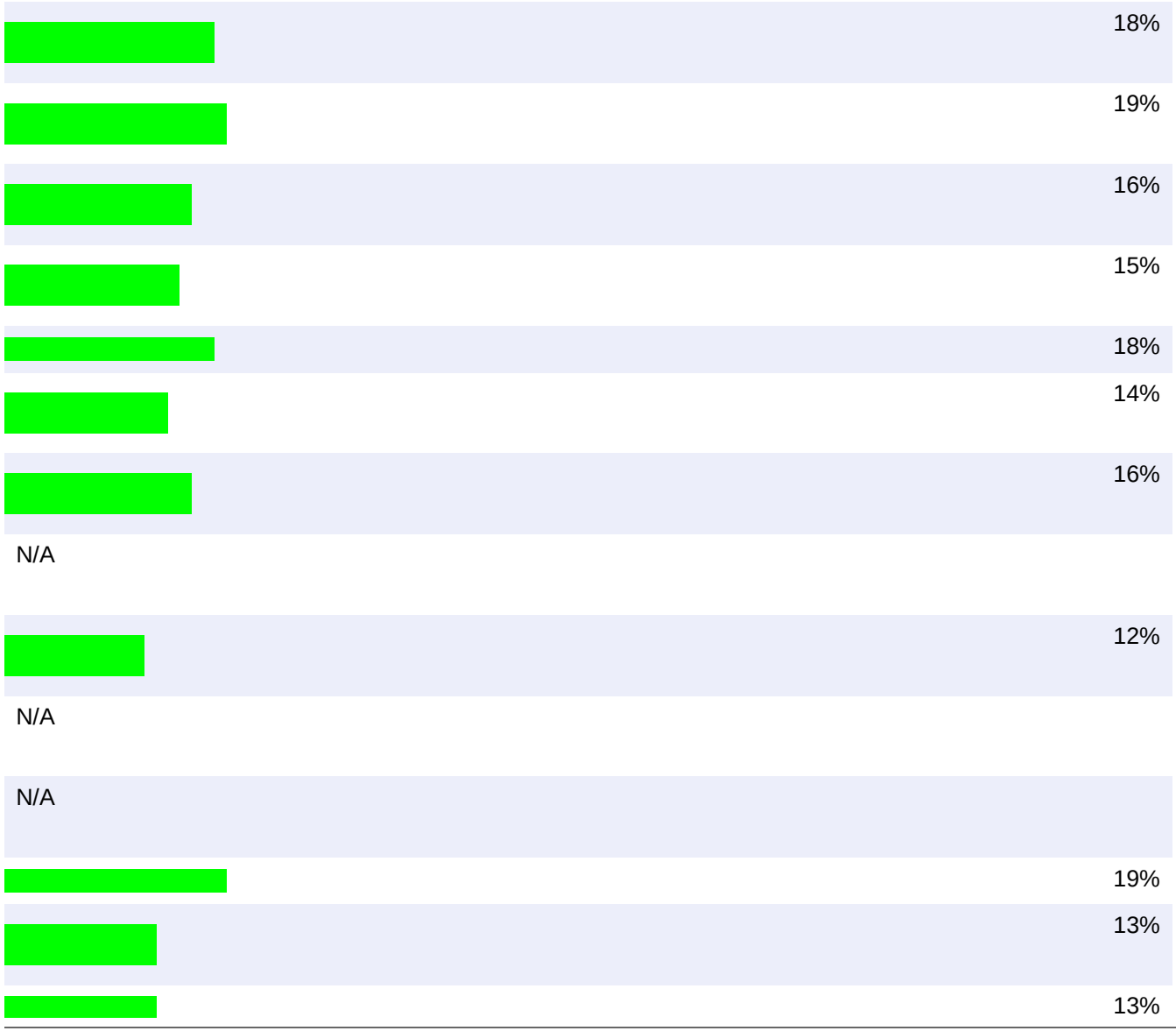

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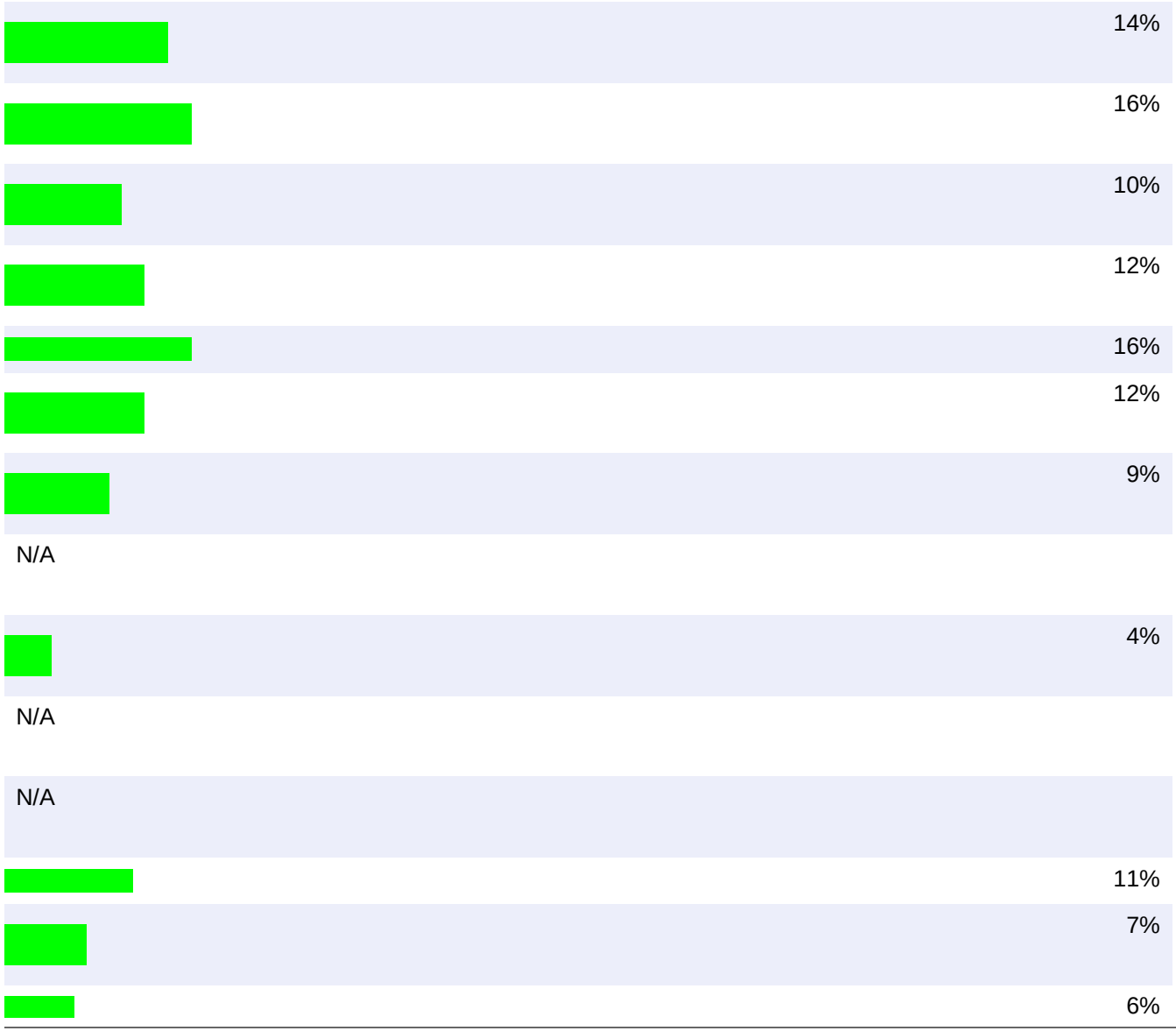

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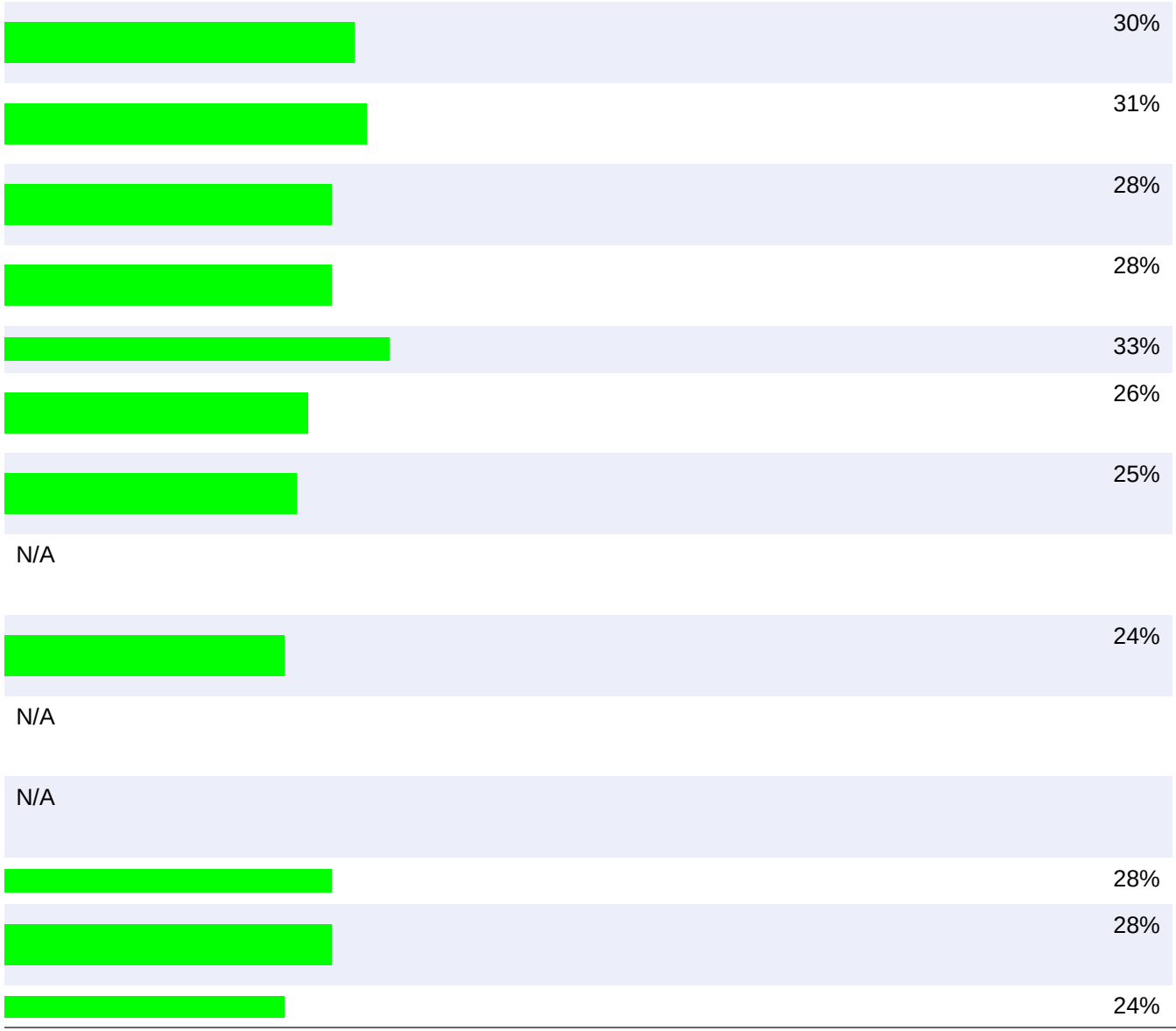

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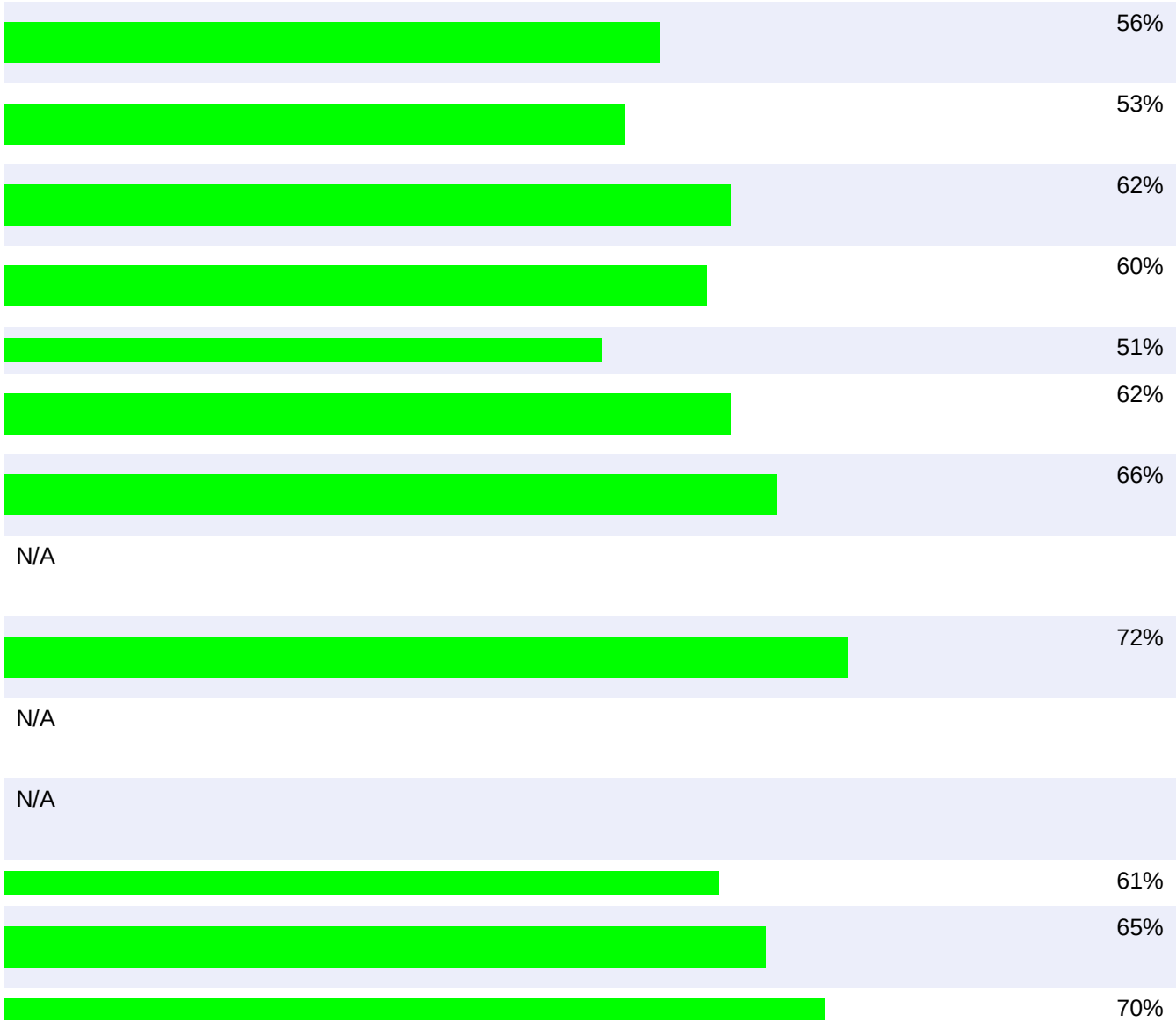

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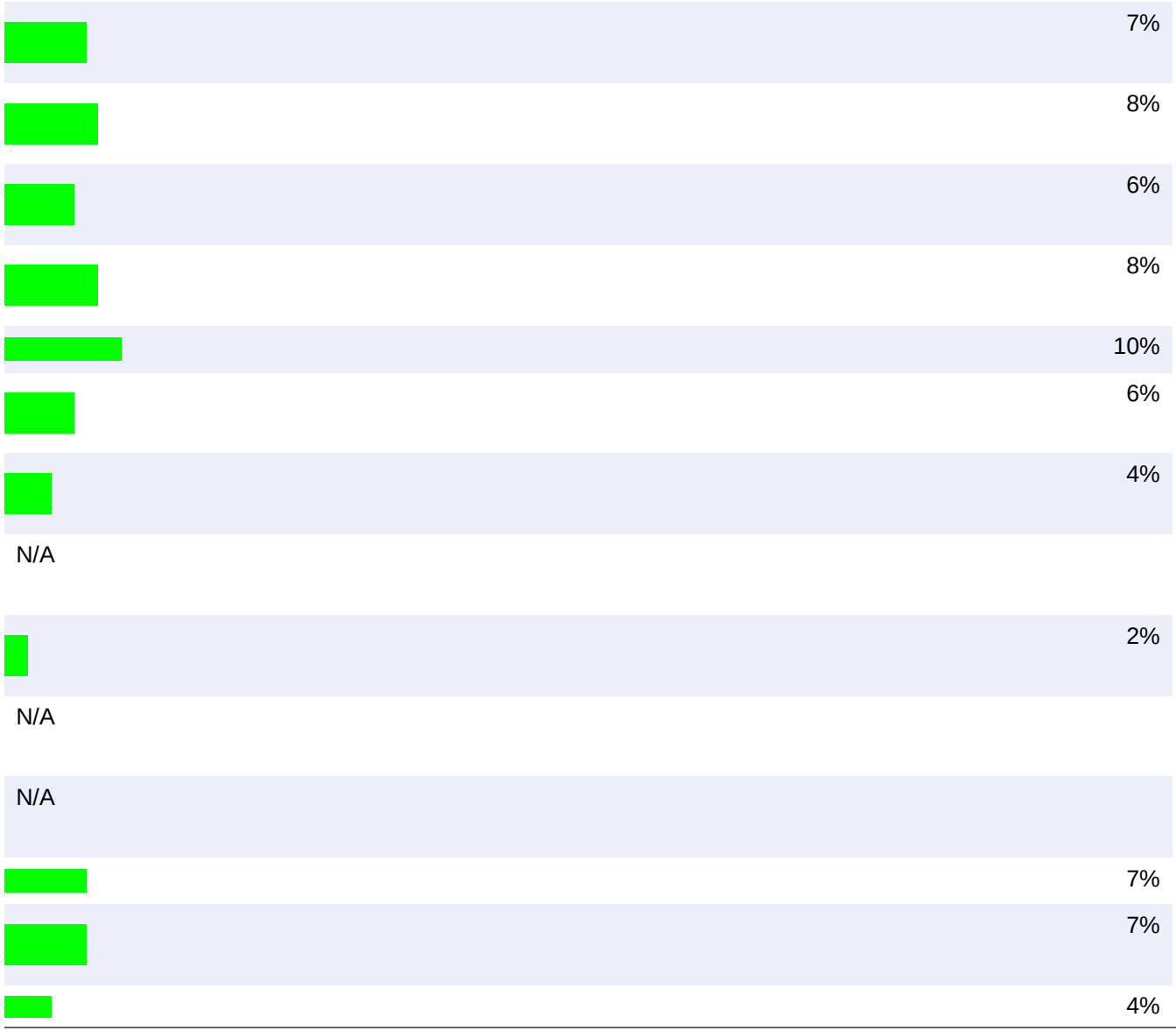

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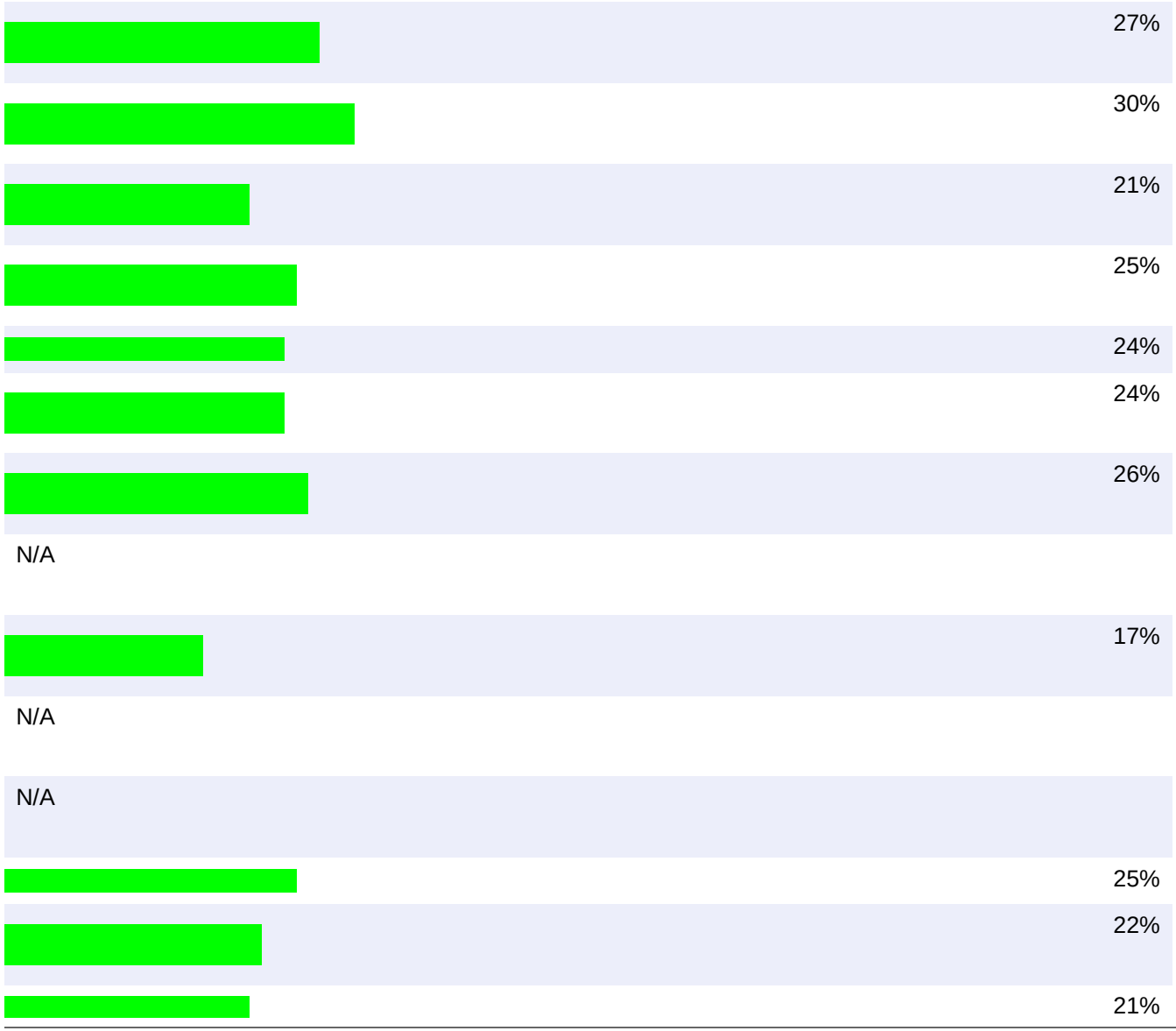

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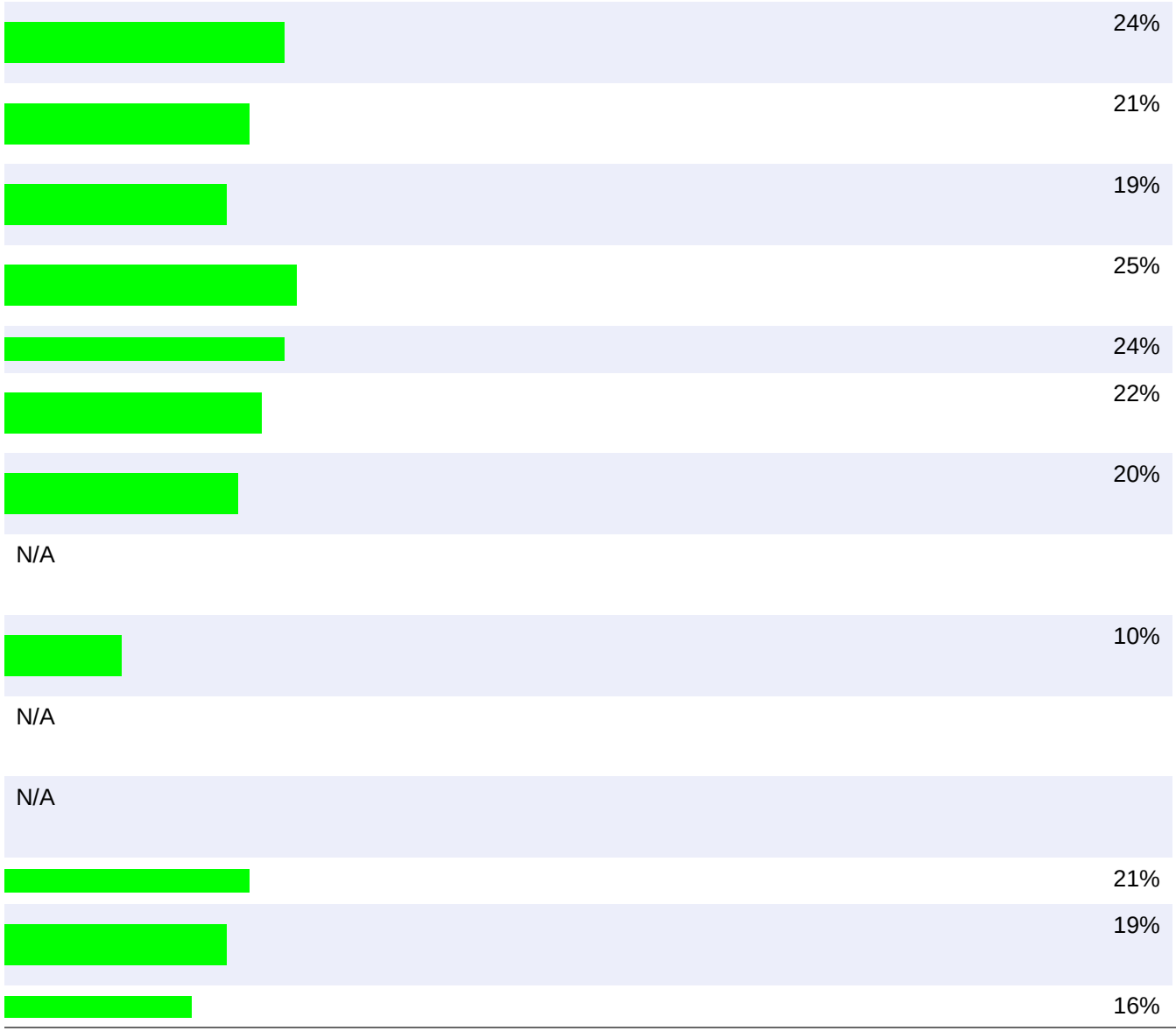

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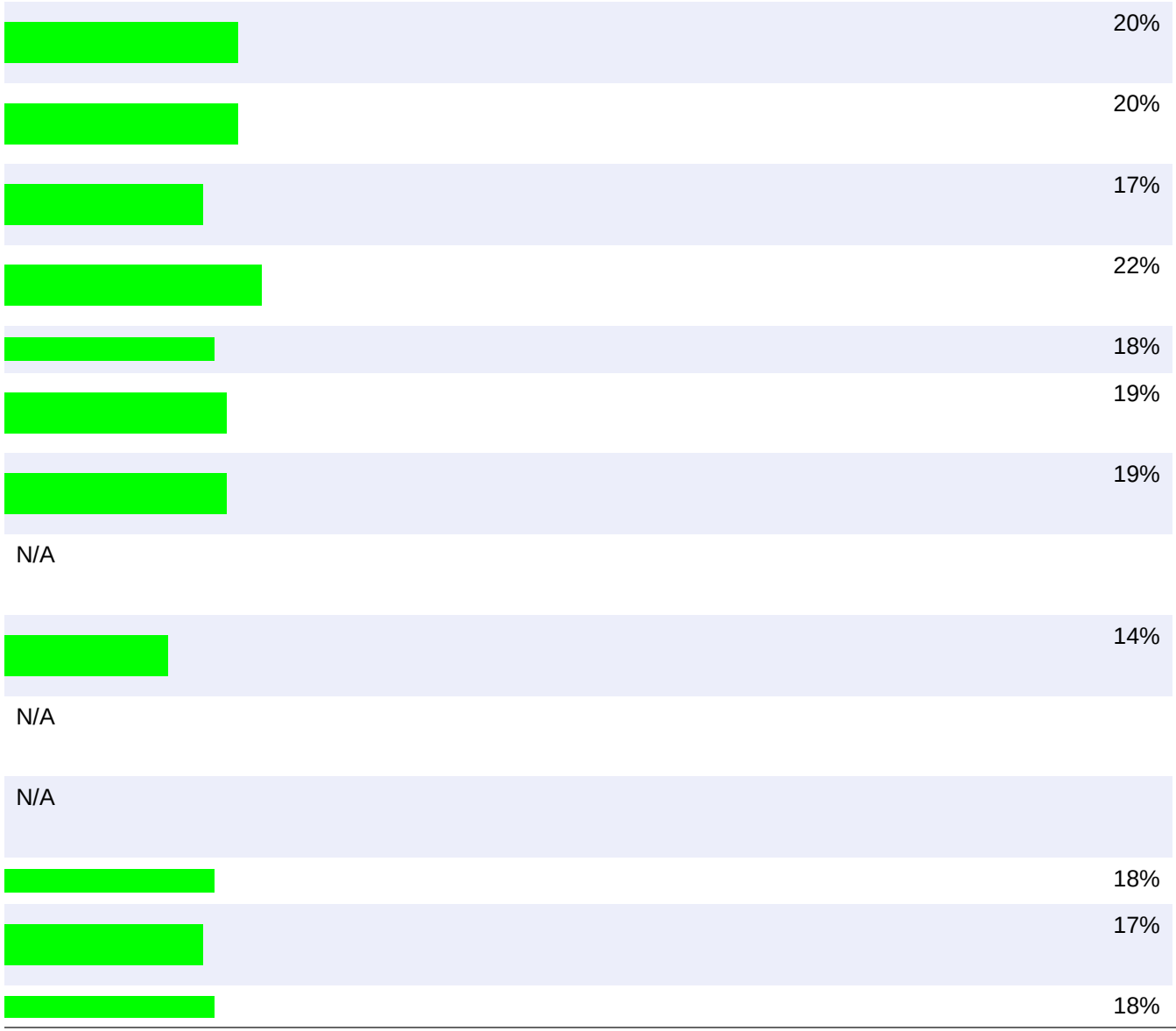

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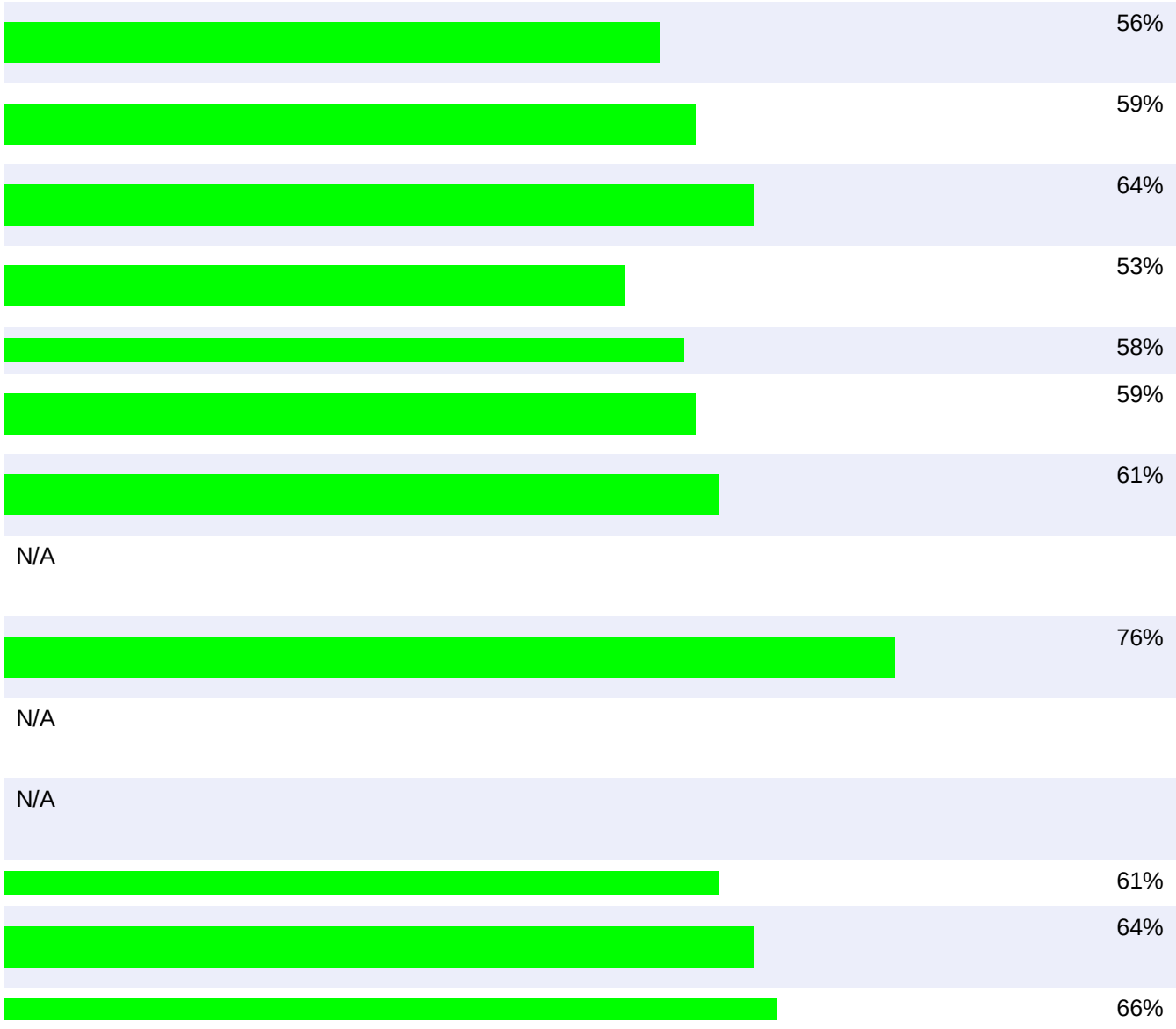

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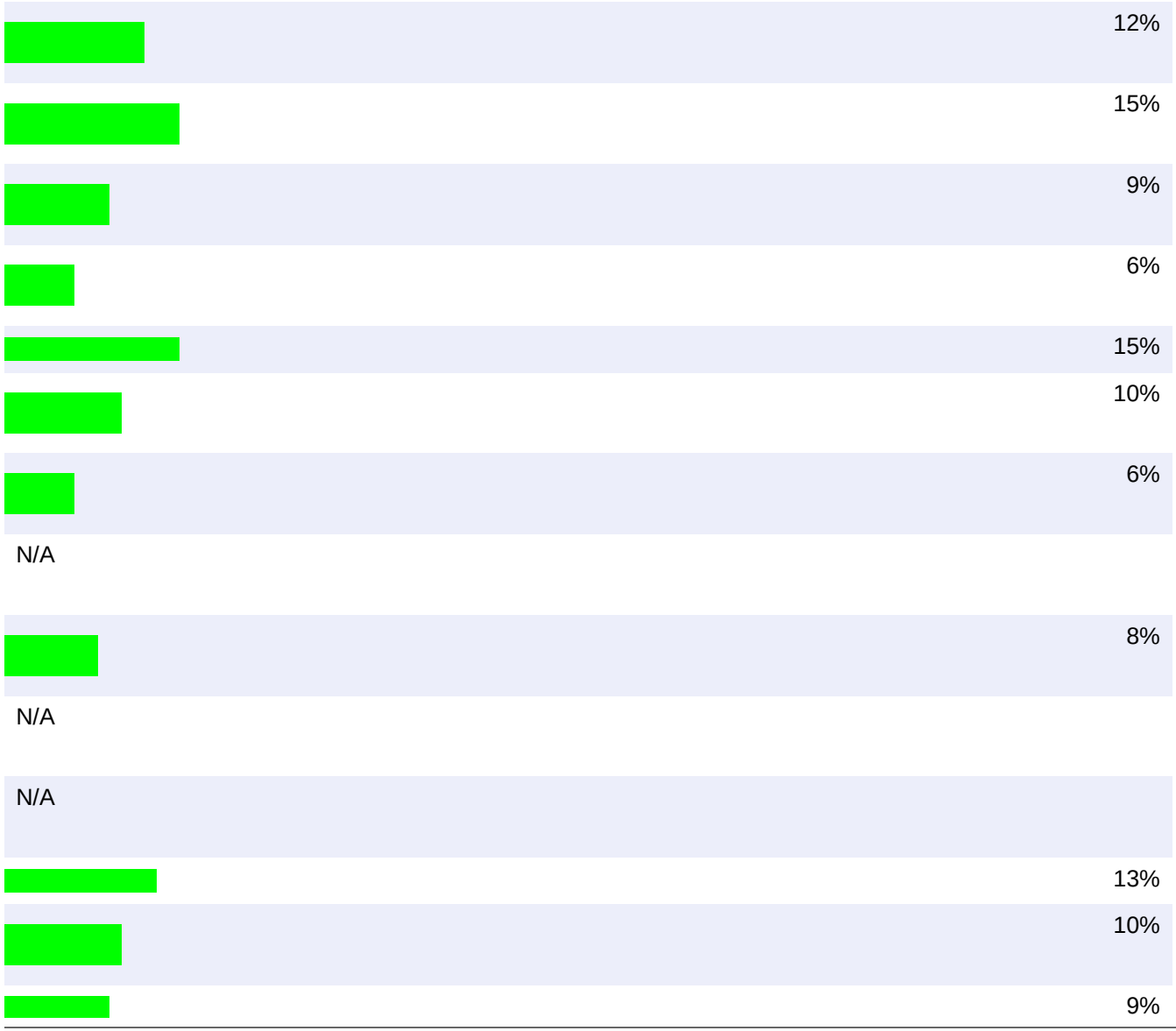

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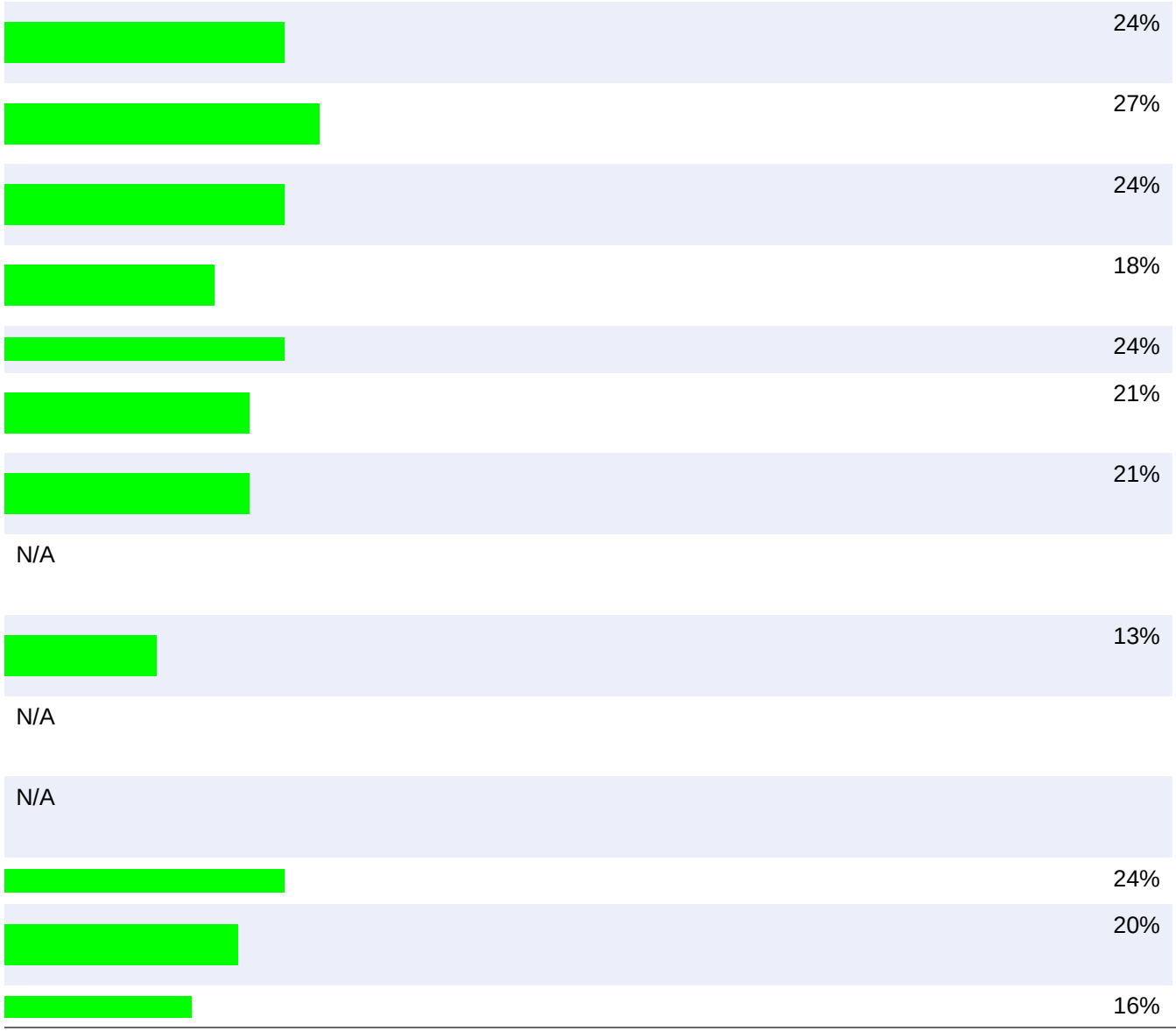

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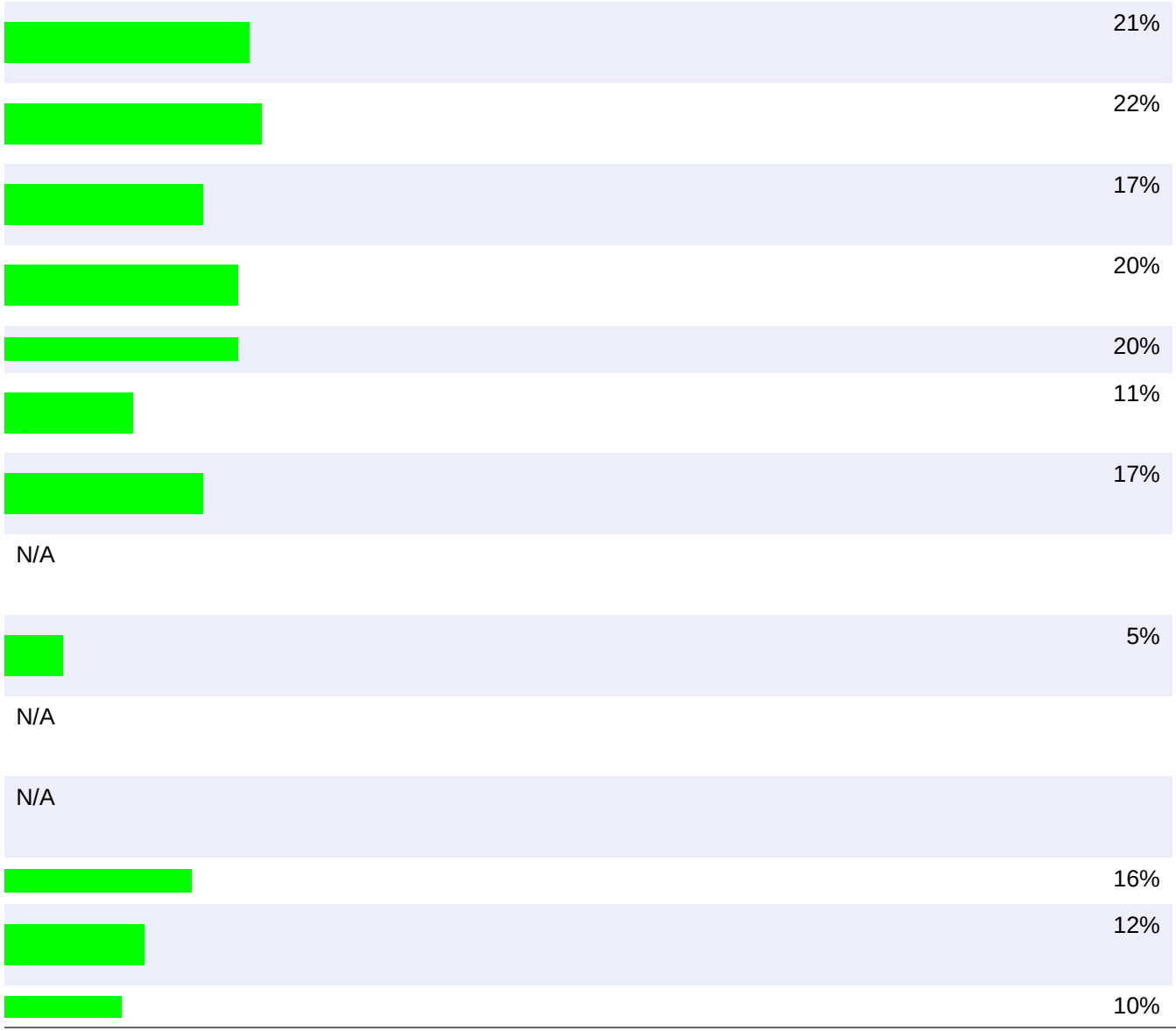

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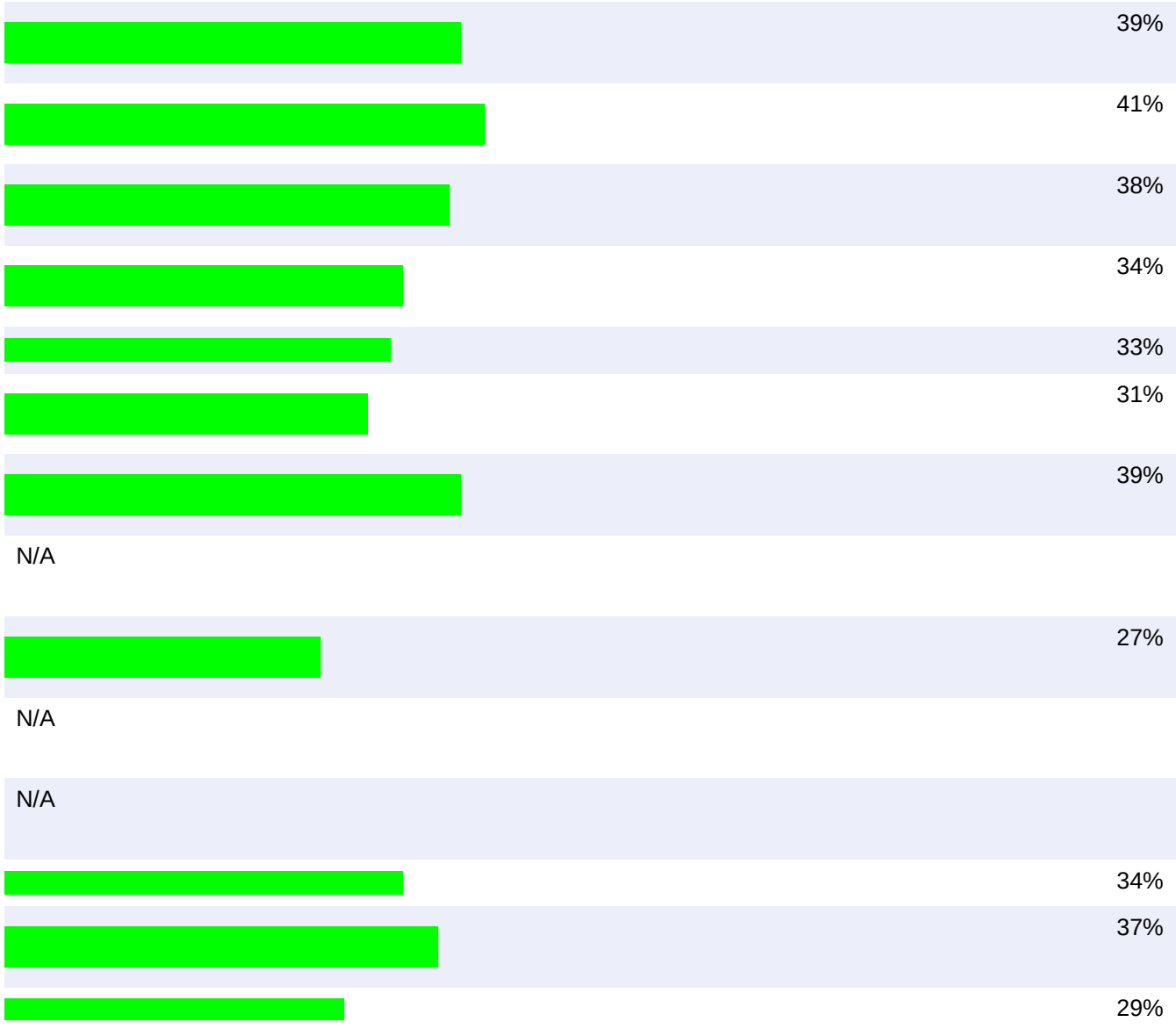

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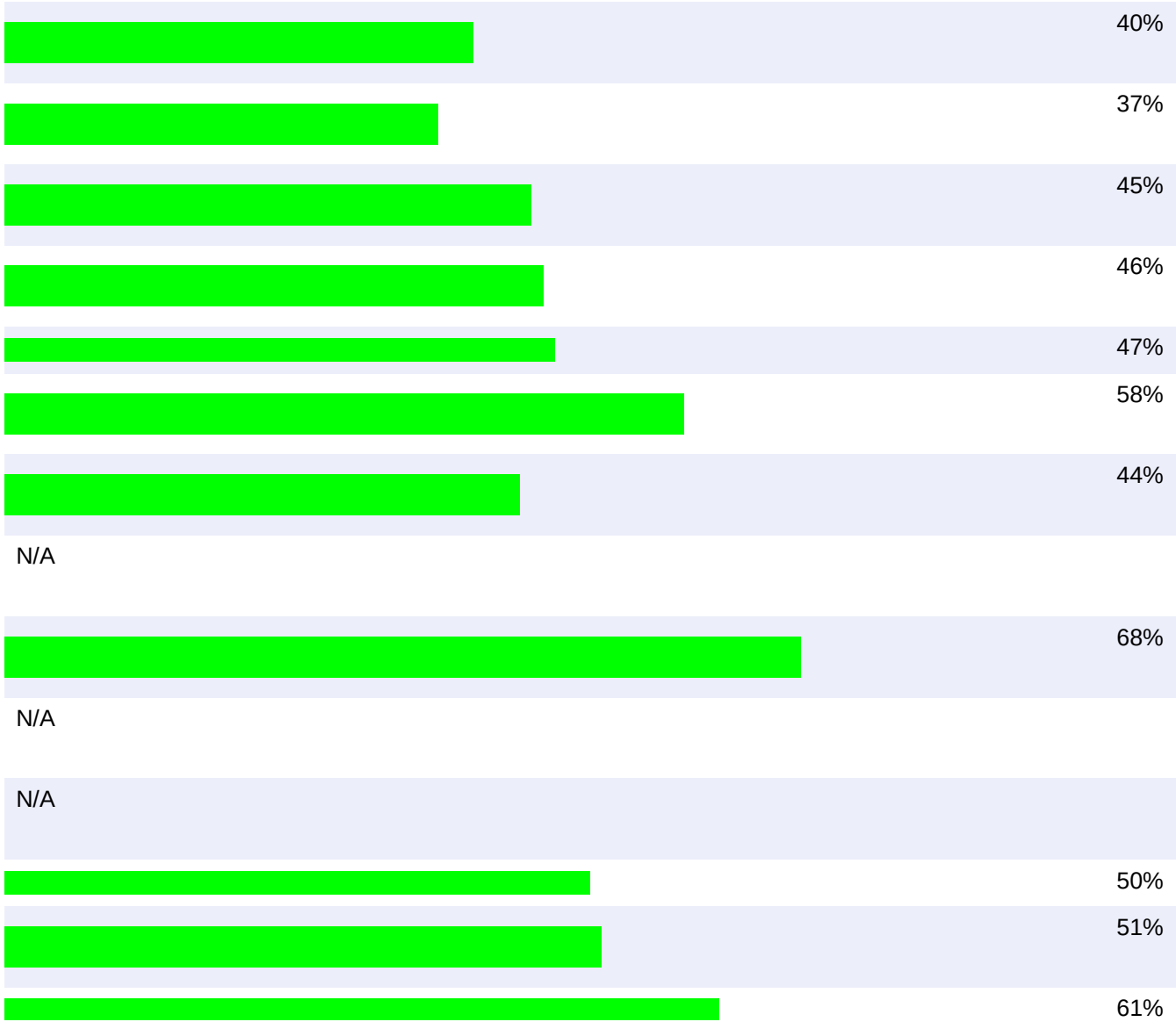

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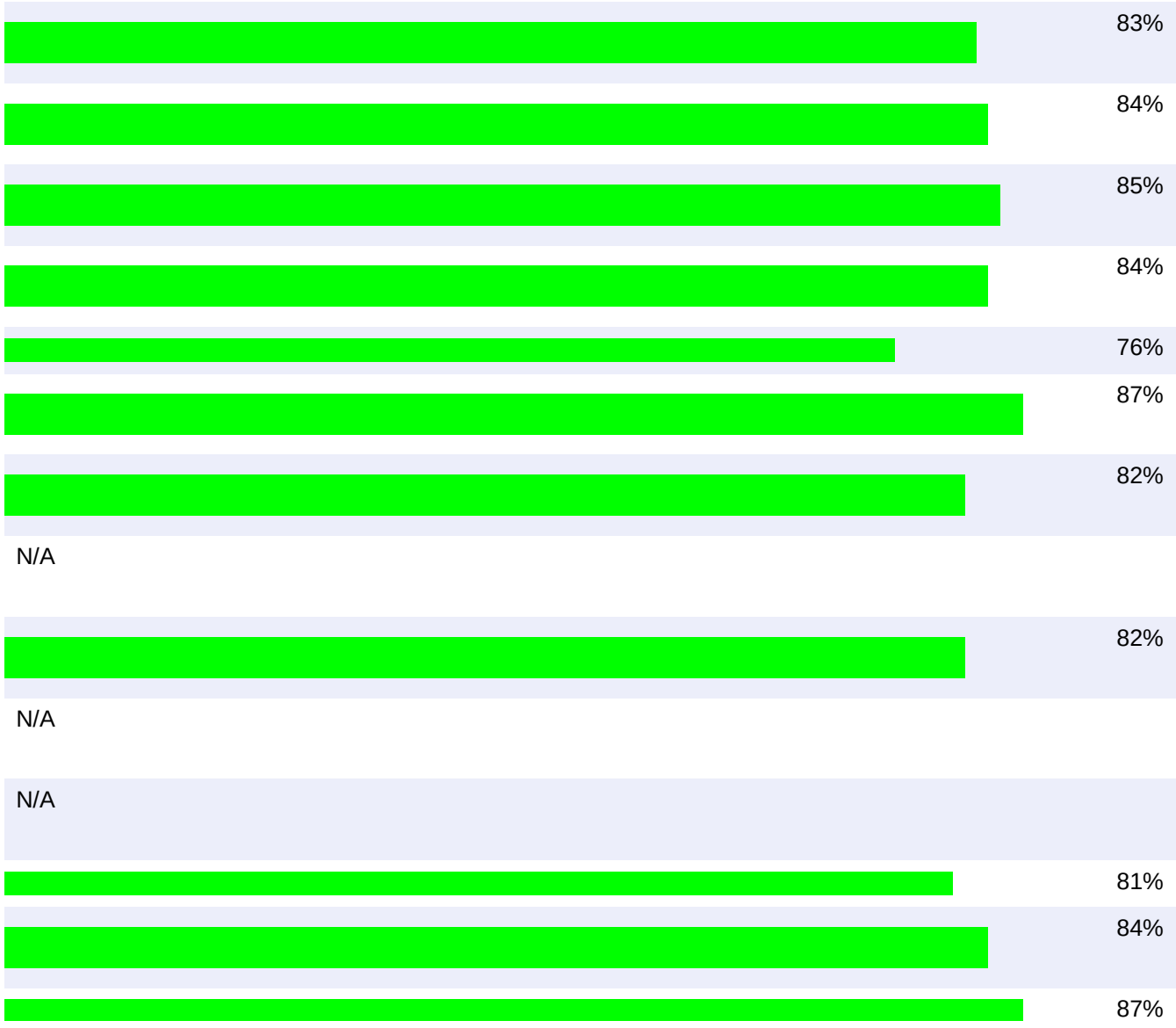

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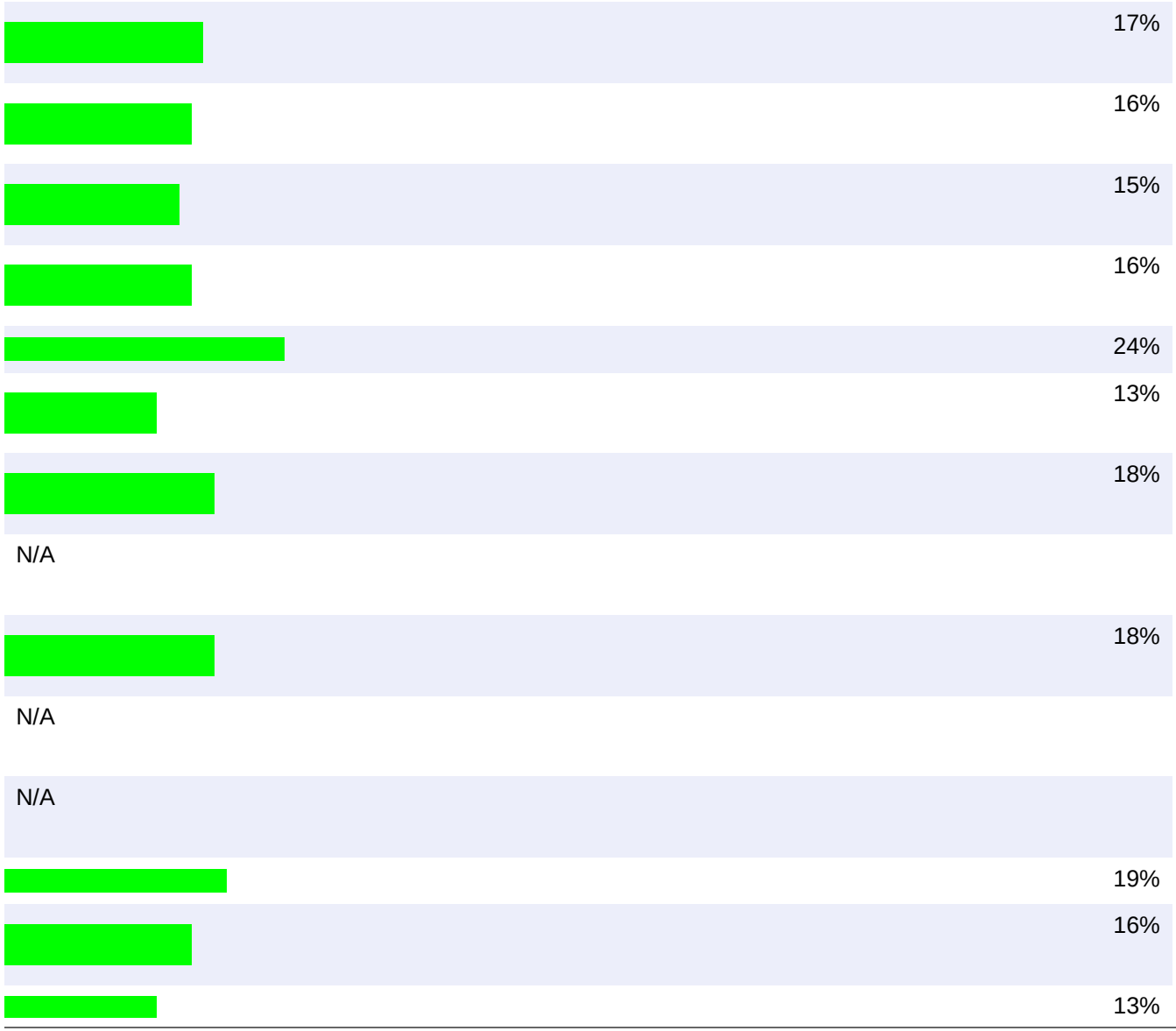

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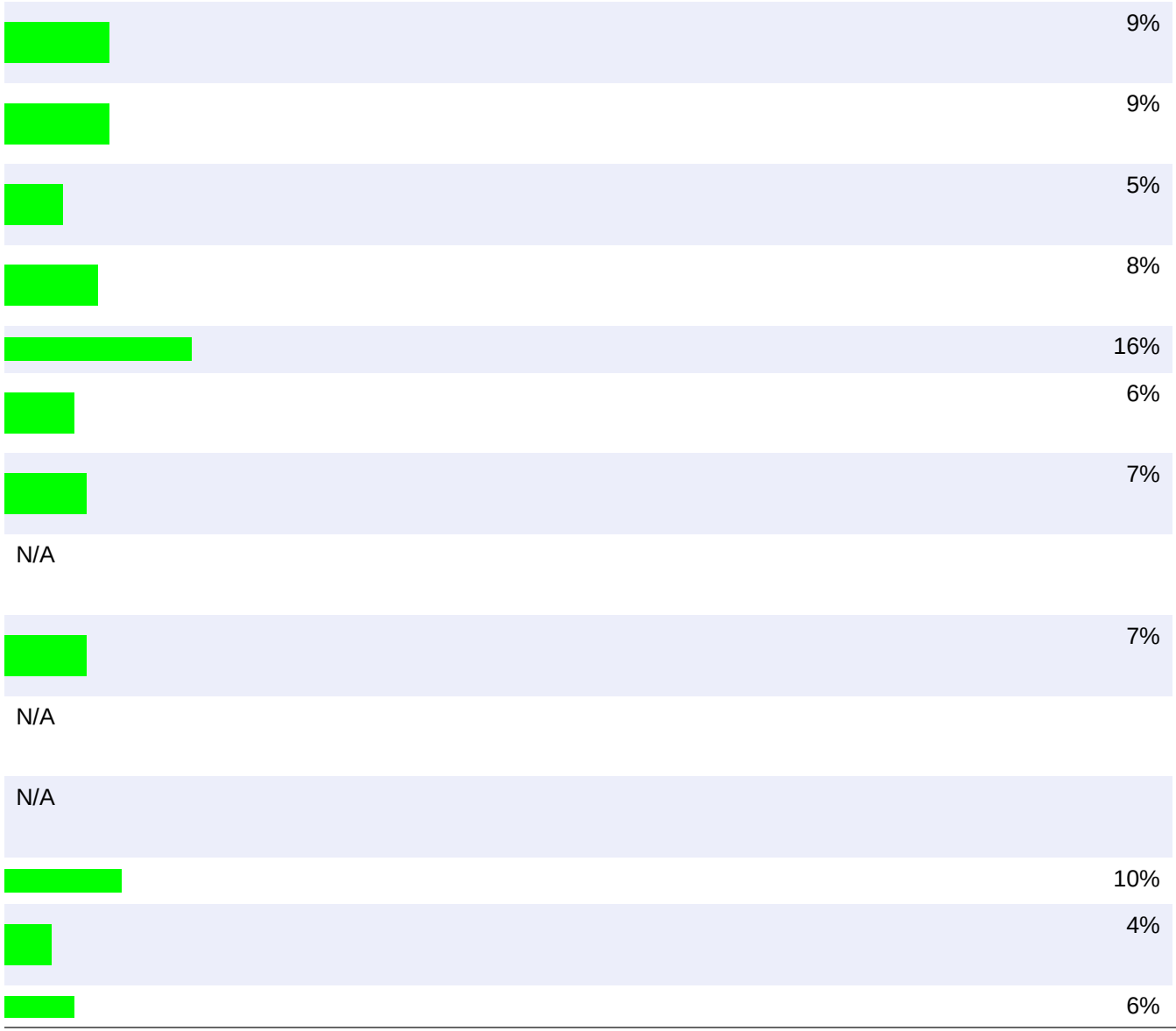

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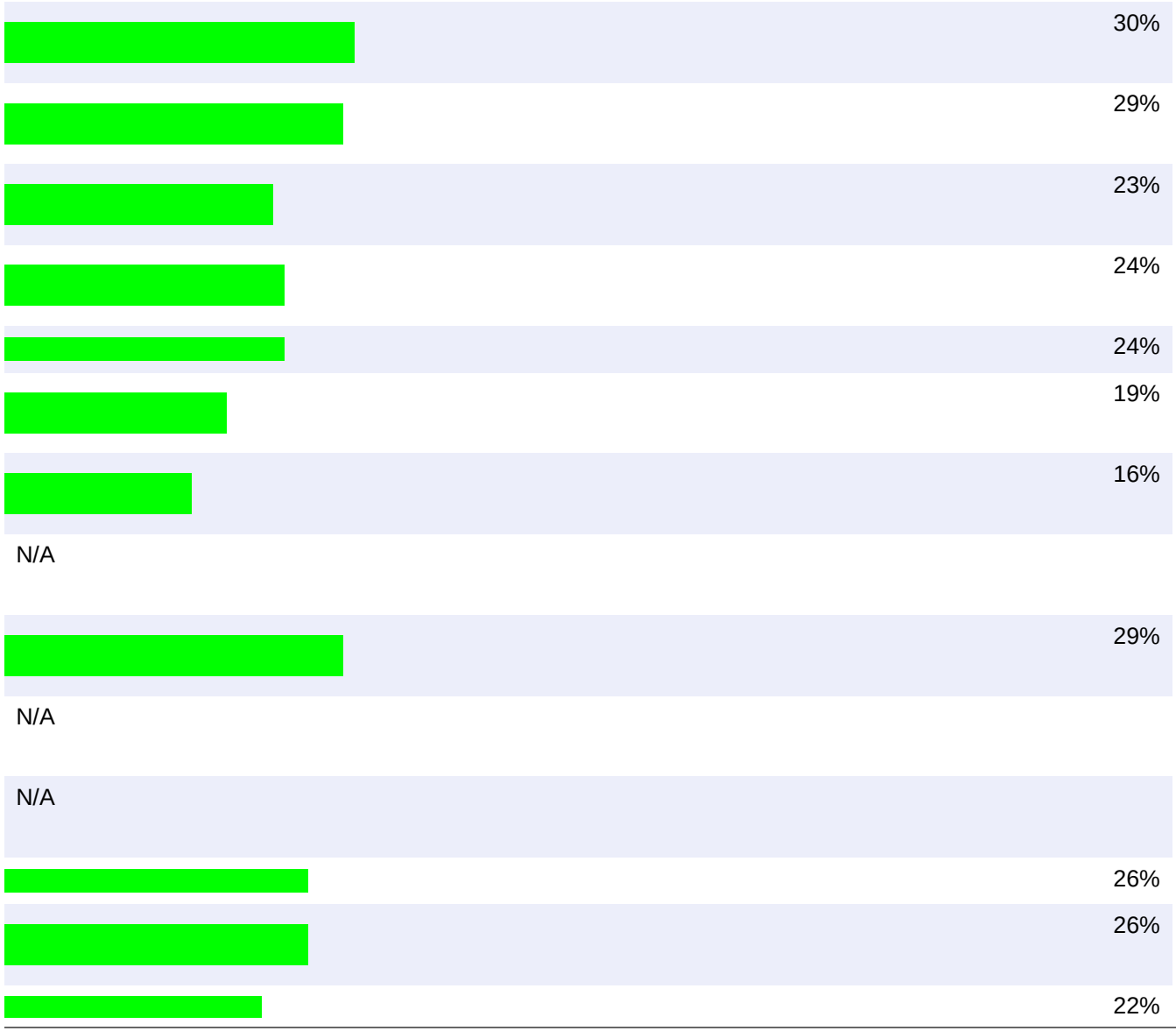

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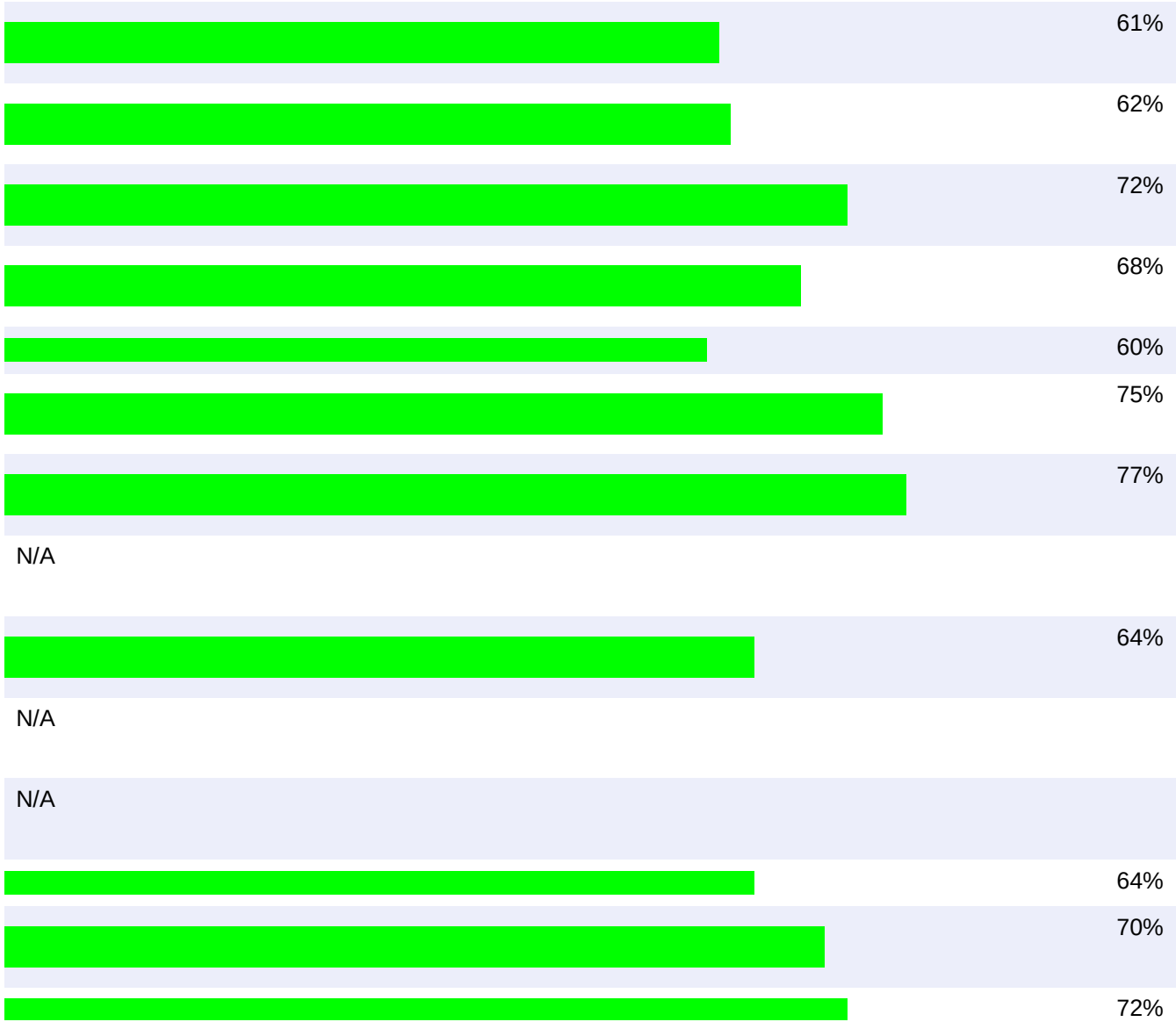

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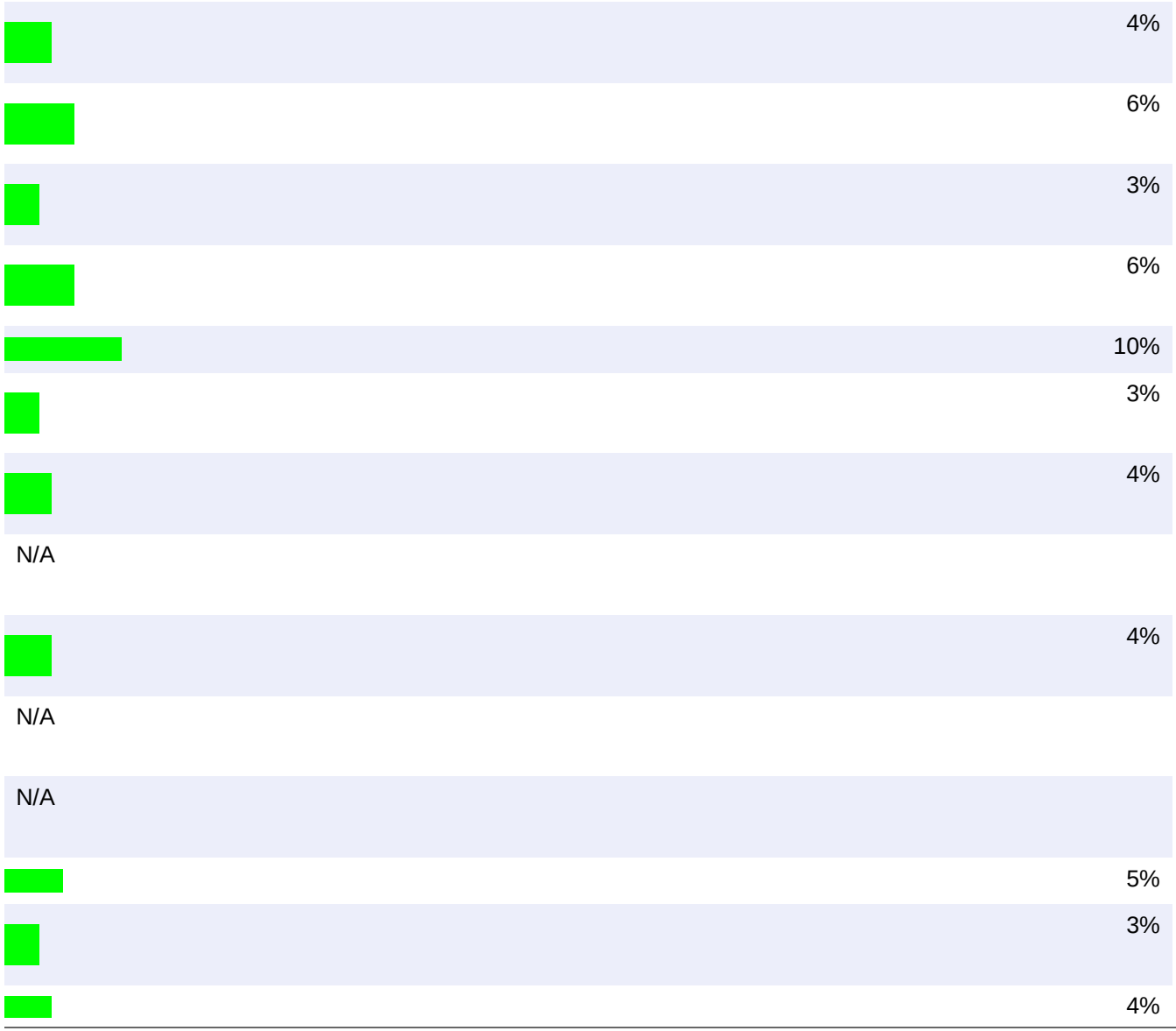

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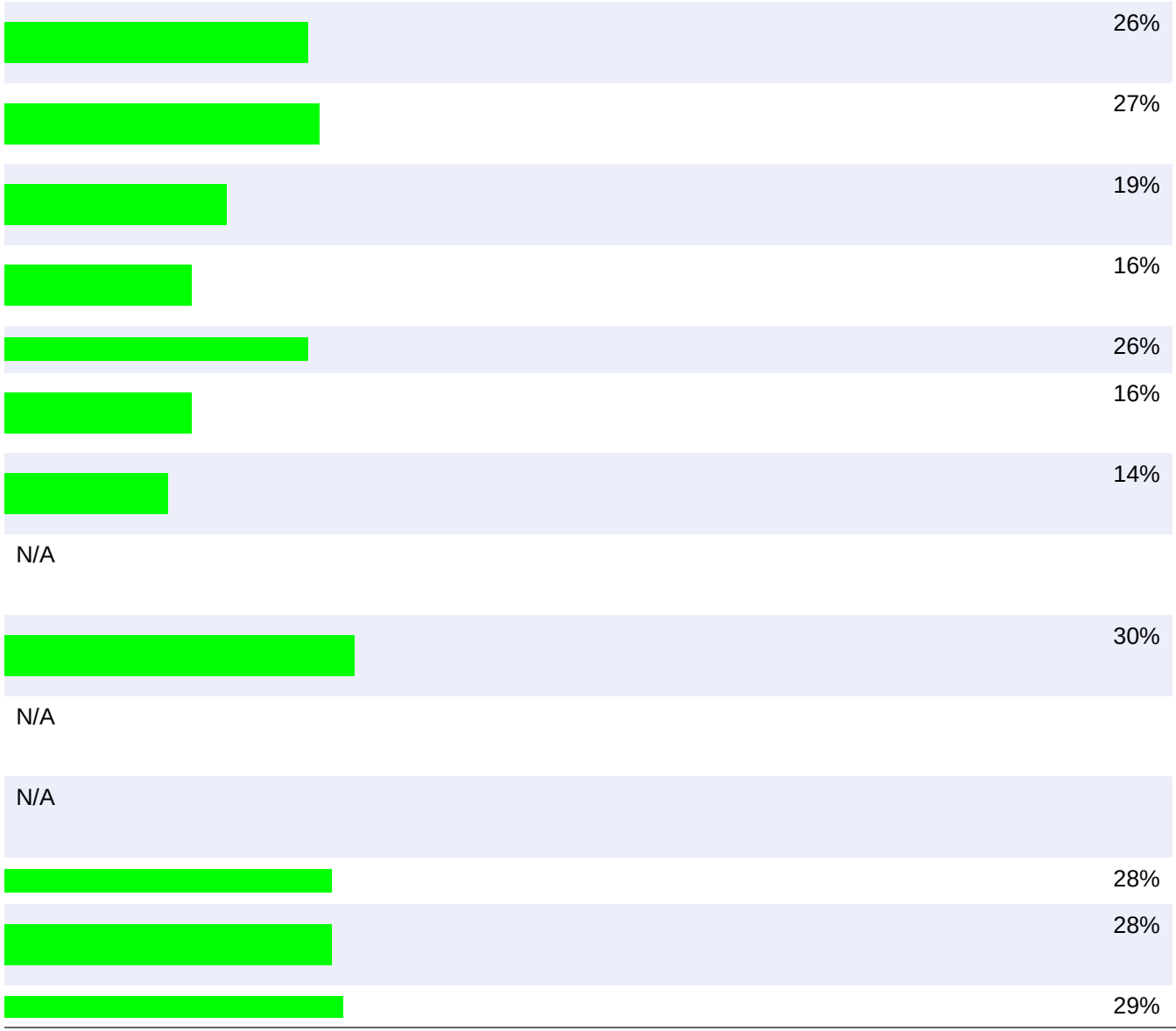
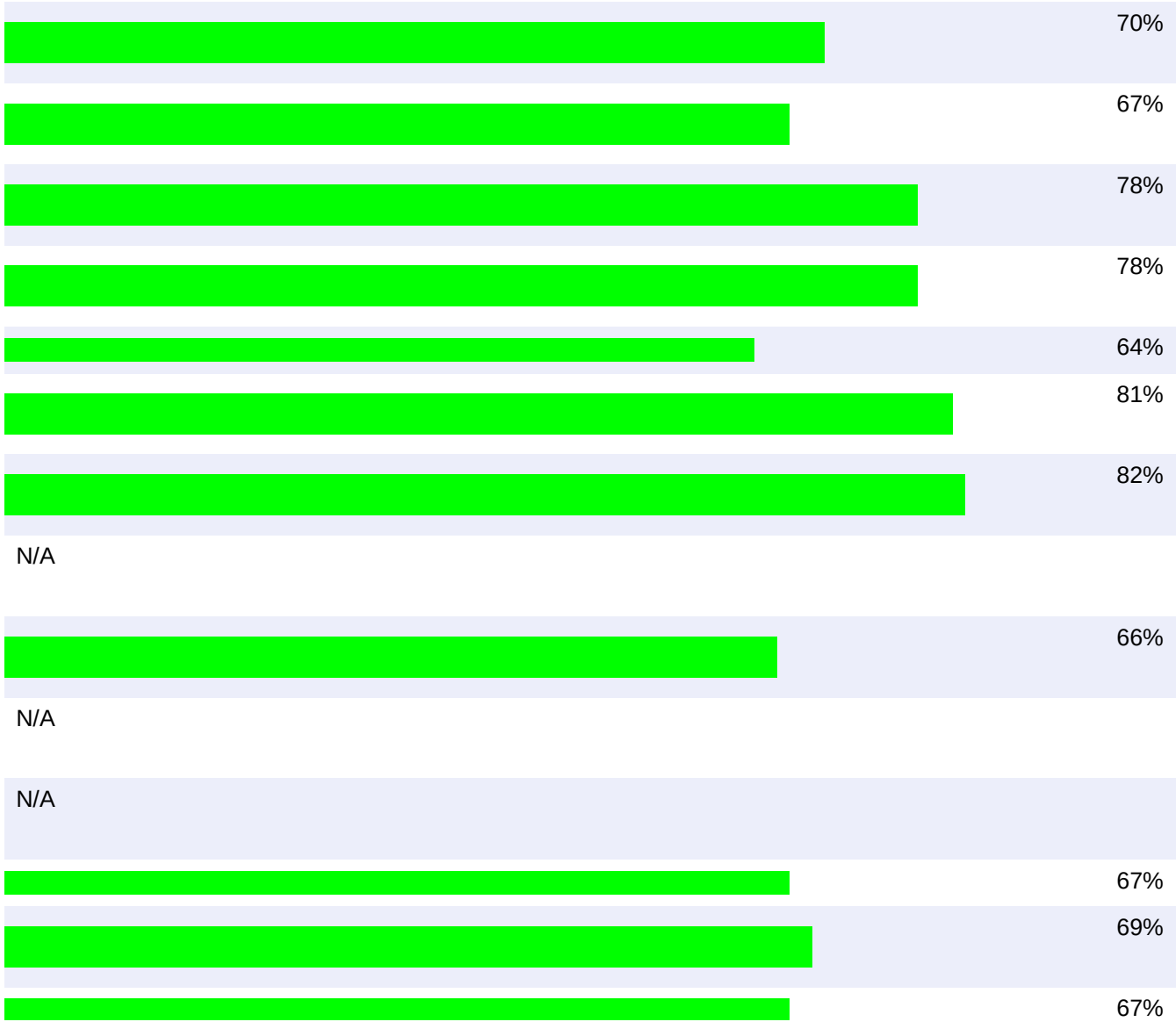


HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)



HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
N/A
300 or more
N/A
N/A
300 or more
300 or more
300 or more

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	39%	
	31%	
	33%	
	34%	
	25%	
	34%	
	35%	
N/A		Survey results are not available for this reporting period
	46%	
N/A		Survey results are not available for this reporting period
N/A		Survey results are not available for this reporting period
	38%	
	40%	
	35%	

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

031314	COBRE VALLEY REGIONAL MEDICAL CENTER	5880 SOUTH HOSPITAL DRIVE
030118	YAVAPAI REGIONAL MEDICAL CENTER-EAST	7700 EAST FLORENTINE ROAD
030012	YAVAPAI REGIONAL MEDICAL CENTER	1003 WILLOW CREEK ROAD
030033	PAYSON REGIONAL MEDICAL CENTER	807 SOUTH PONDEROSA DRIVE
030077	PHS INDIAN HOSPITAL-SAN CARLOS	PO BOX 208
030062	SUMMIT HEALTHCARE REGIONAL MEDICAL CENTER	2200 SHOW LOW LAKE ROAD
030007	VERDE VALLEY MEDICAL CENTER	269 SOUTH CANDY LANE
030067	LA PAZ REGIONAL HOSPITAL	1200 WEST MOHAVE ROAD
030084	CHINLE COMPREHENSIVE HEALTH CARE FACILITY	US HWY 191, HOSPITAL ROAD
030071	FORT DEFIANCE INDIAN HOSPITAL	PO BOX 649
031305	HOPI HEALTH CARE CENTER	PO BOX 6000
031309	SAGE MEMORIAL HOSPITAL	STATE ROUTE 264 SOUTH 191 PO BOX 457
030055	KINGMAN REGIONAL MEDICAL	3269 STOCKTON HILL ROAD

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	GLOBE	AZ
	PRESCOTT VALLEY	AZ
	PRESCOTT	AZ
	PAYSON	AZ
	SAN CARLOS	AZ
	SHOW LOW	AZ
	COTTONWOOD	AZ
	PARKER	AZ
	CHINLE	AZ
	FORT DEFIANCE	AZ
	POLACCA	AZ
	GANADO	AZ
	KINGMAN	AZ

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

85501	GILA	9284253261
86314	YAVAPAI	9284428165
86301	YAVAPAI	9284452700
85541	GILA	9284743222
85550	GILA	9284752371
85901	NAVAJO	9285374375
86326	YAVAPAI	9286396000
85344	LA PAZ	9286697300
86503	APACHE	9286747001
86504	APACHE	9287298000
86042	NAVAJO	9287376000
86505	APACHE	9287554500
86409	MOHAVE	9287572101

HCAHPS VHA WC March 2010

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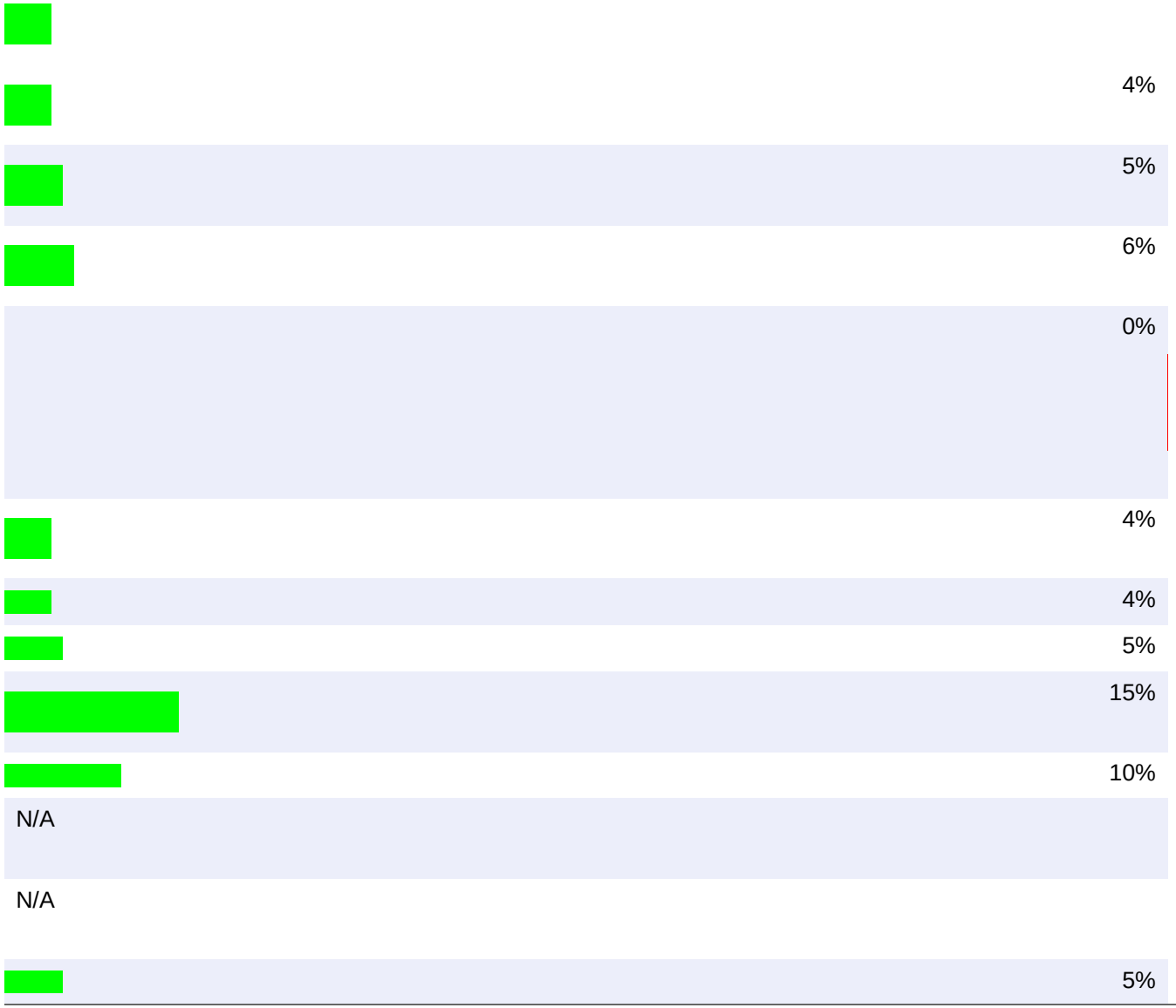

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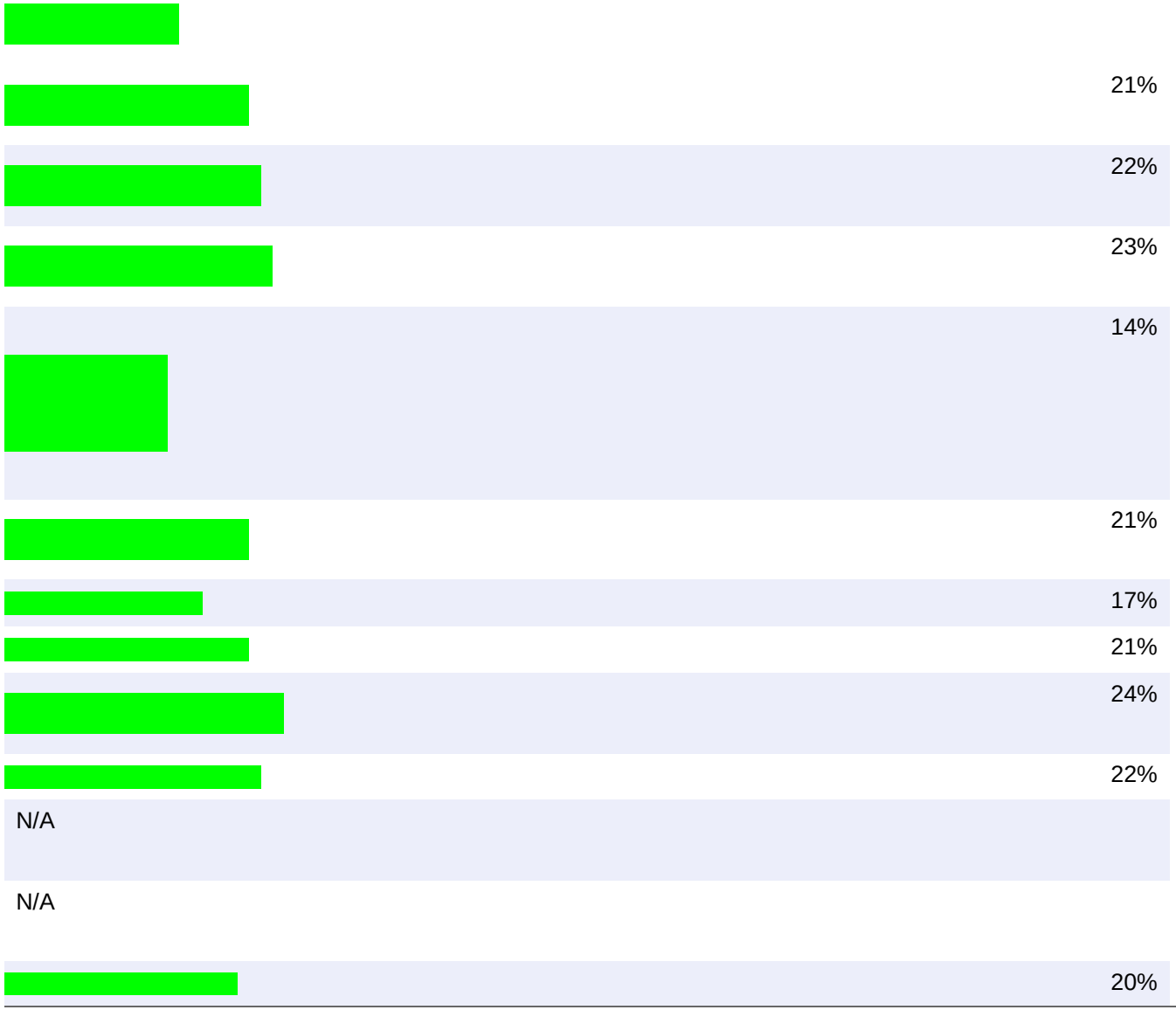

HCAHPS VHA WC March 2010

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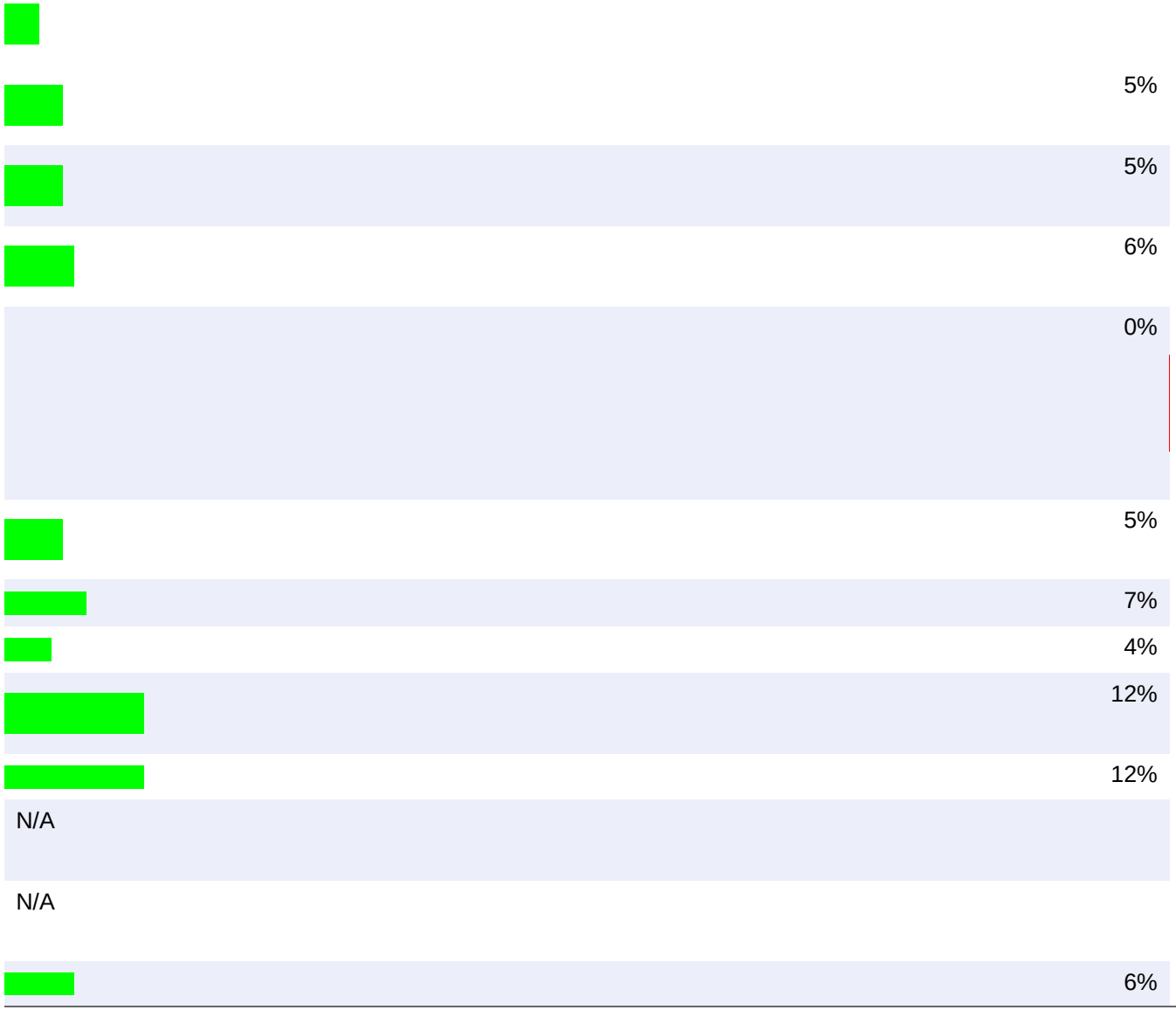

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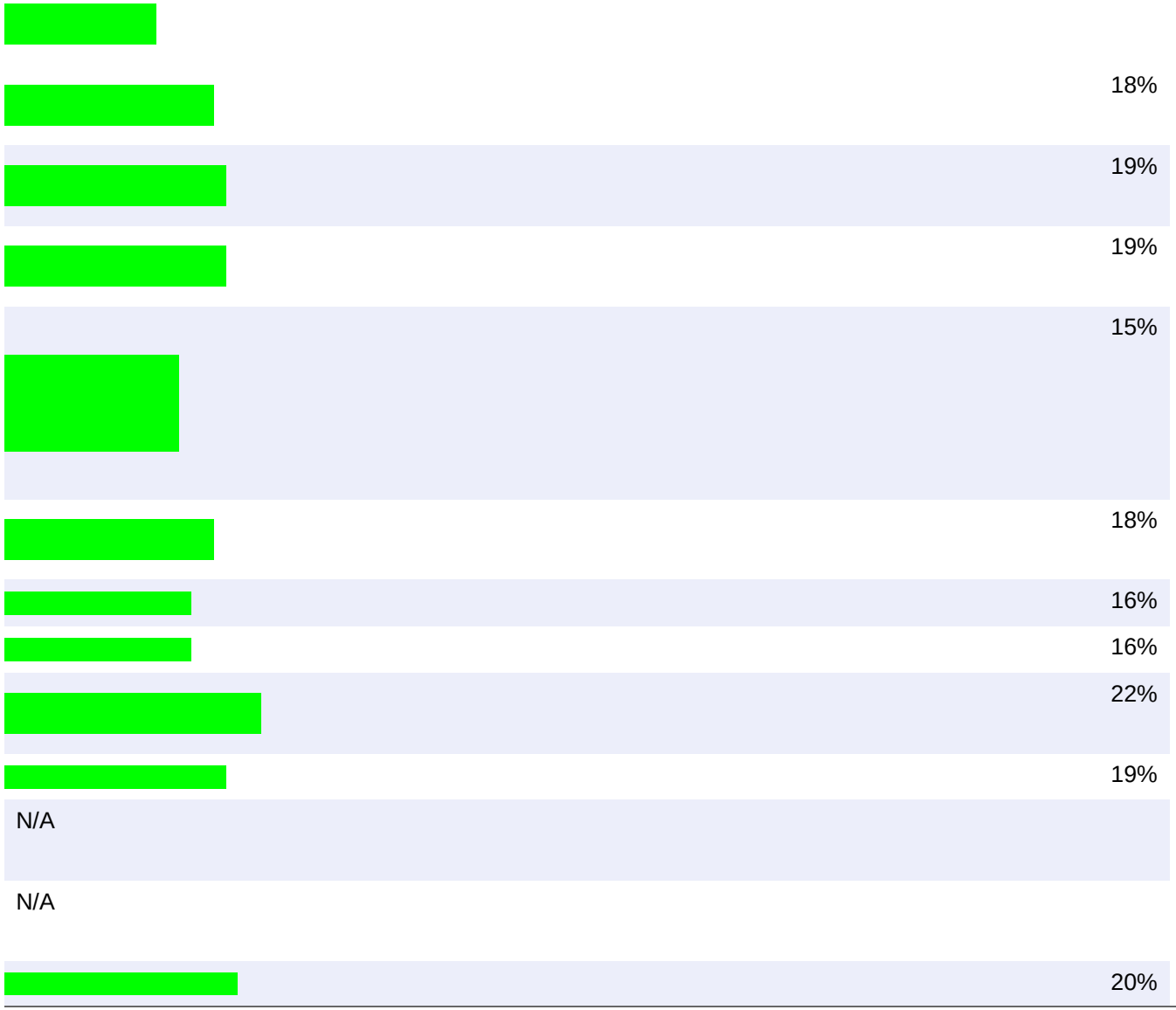

HCAHPS VHA WC March 2010

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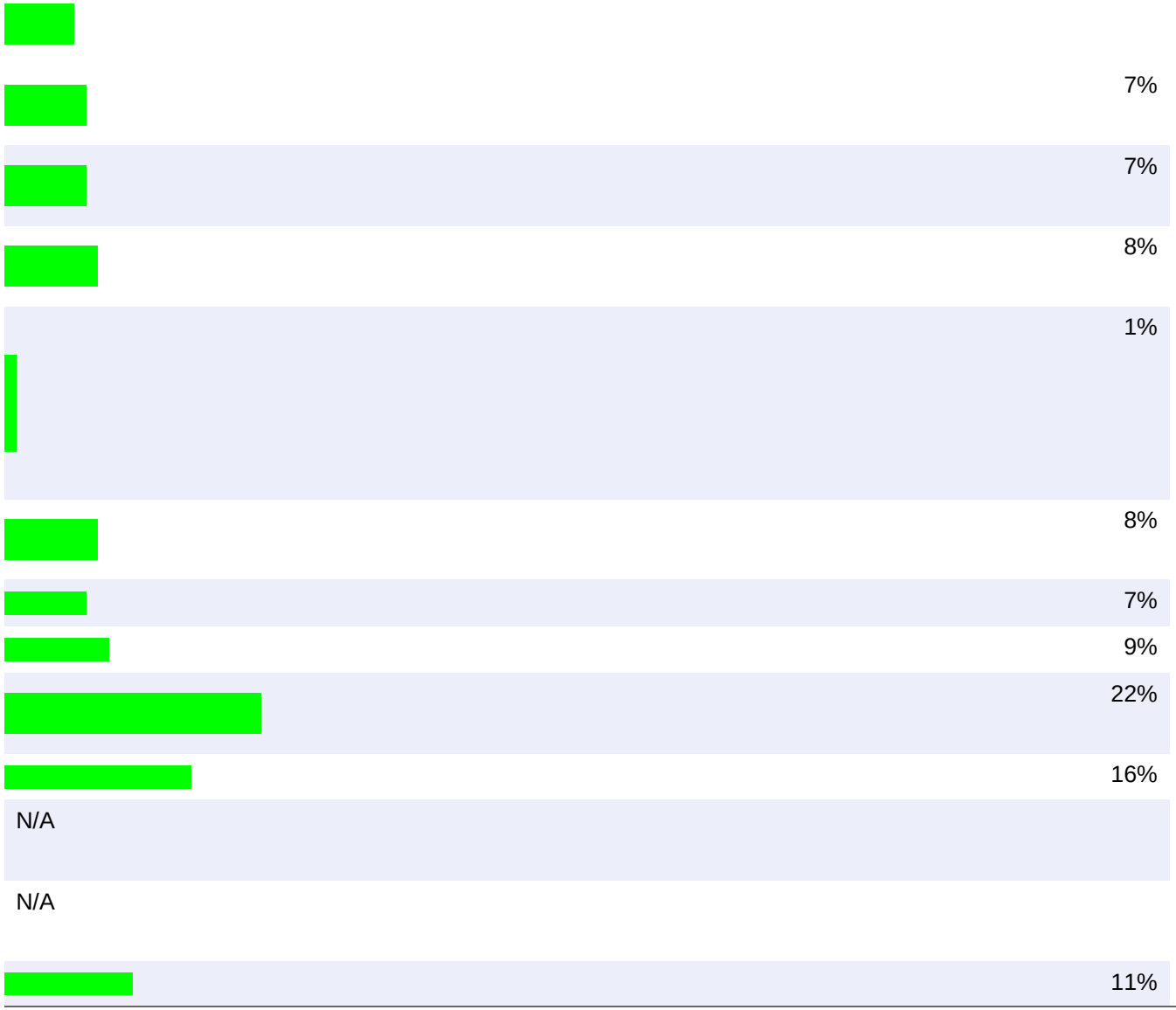

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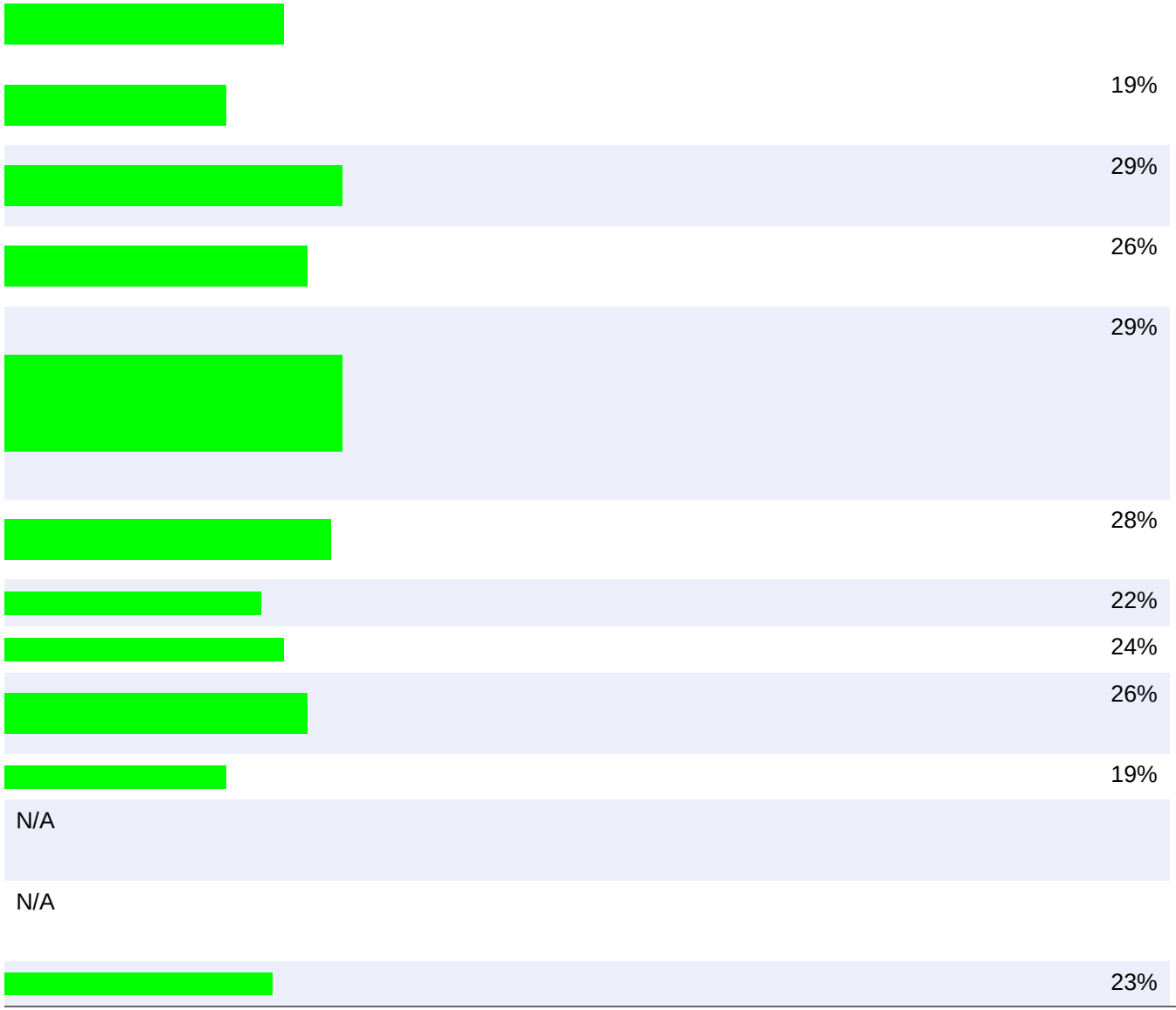

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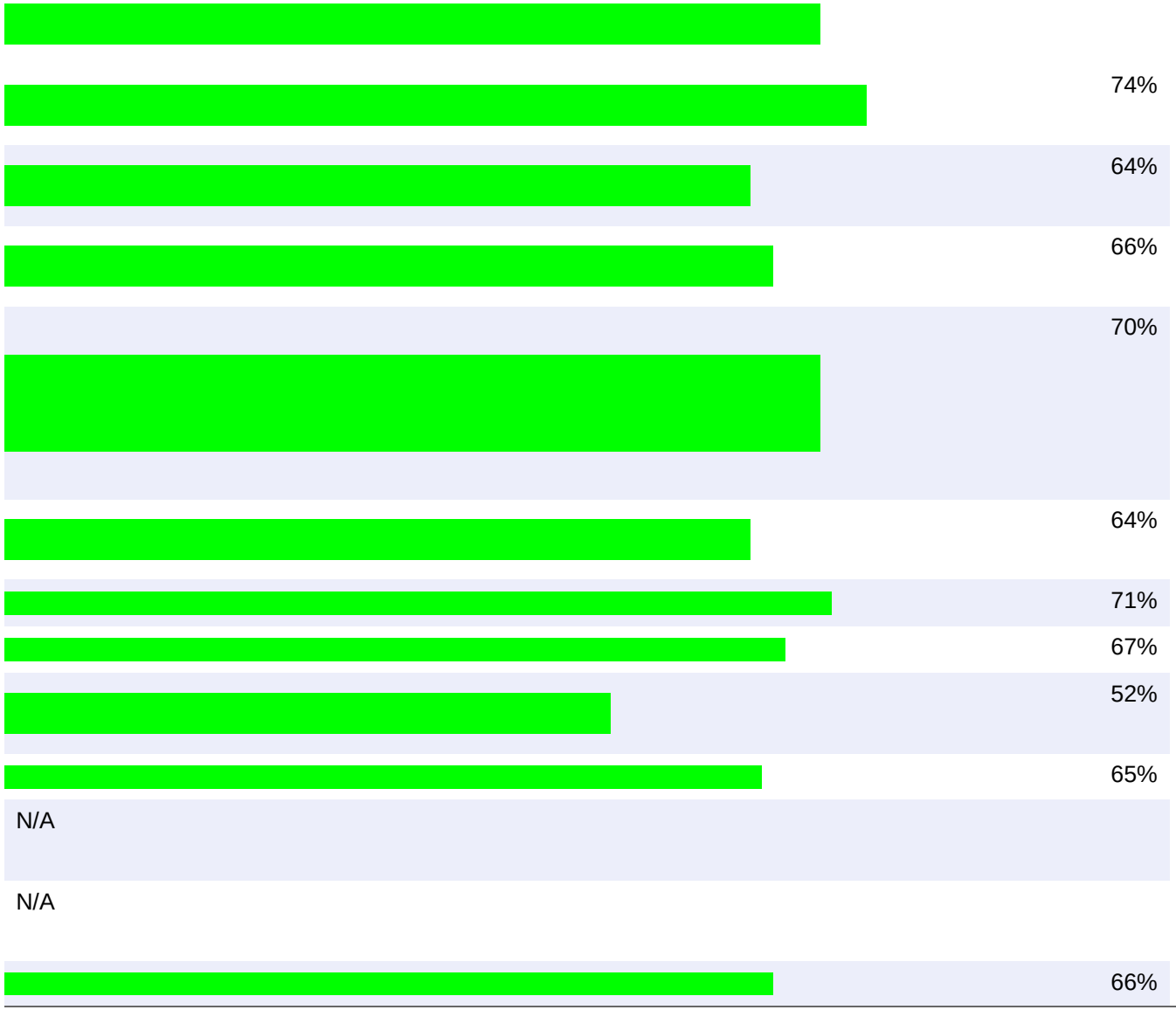

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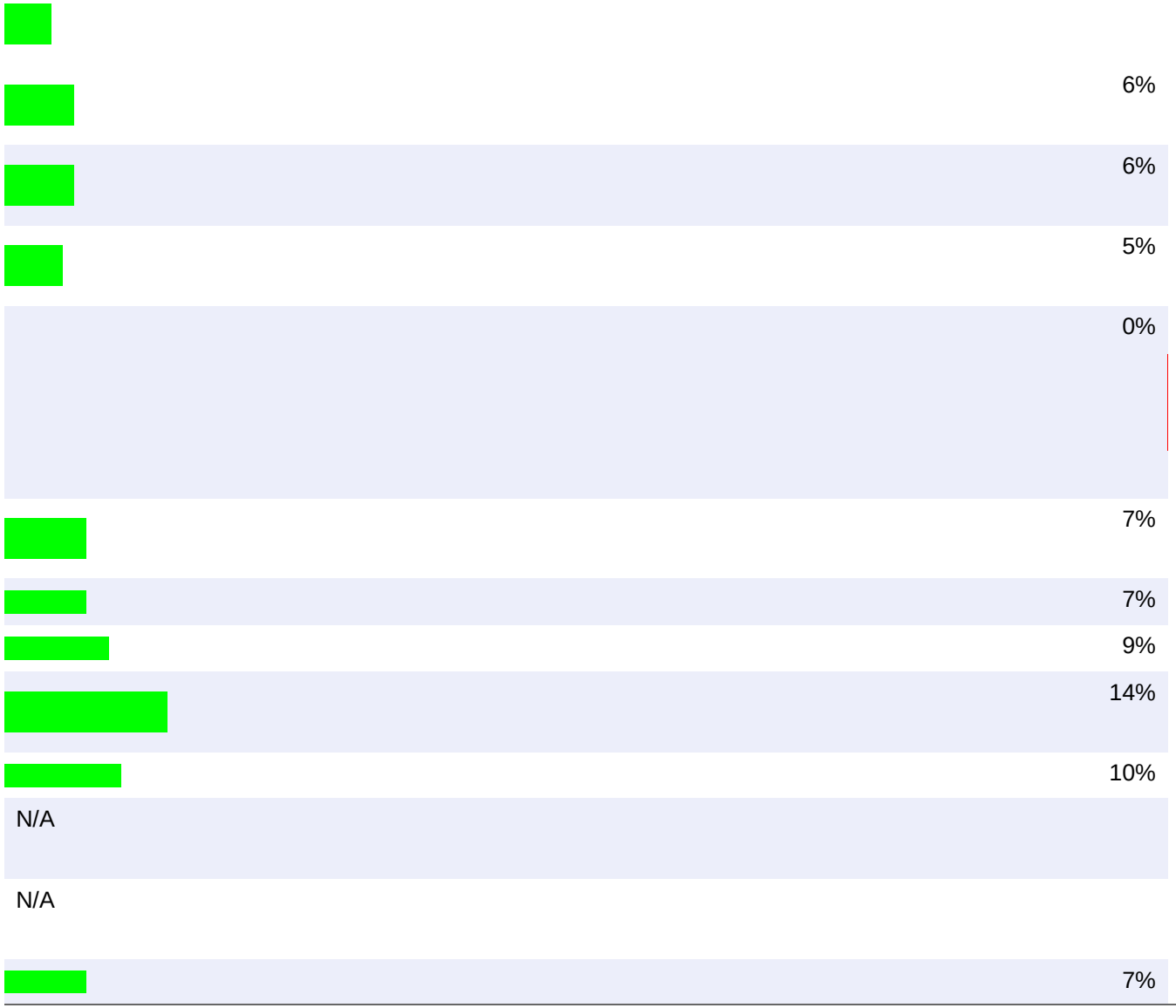

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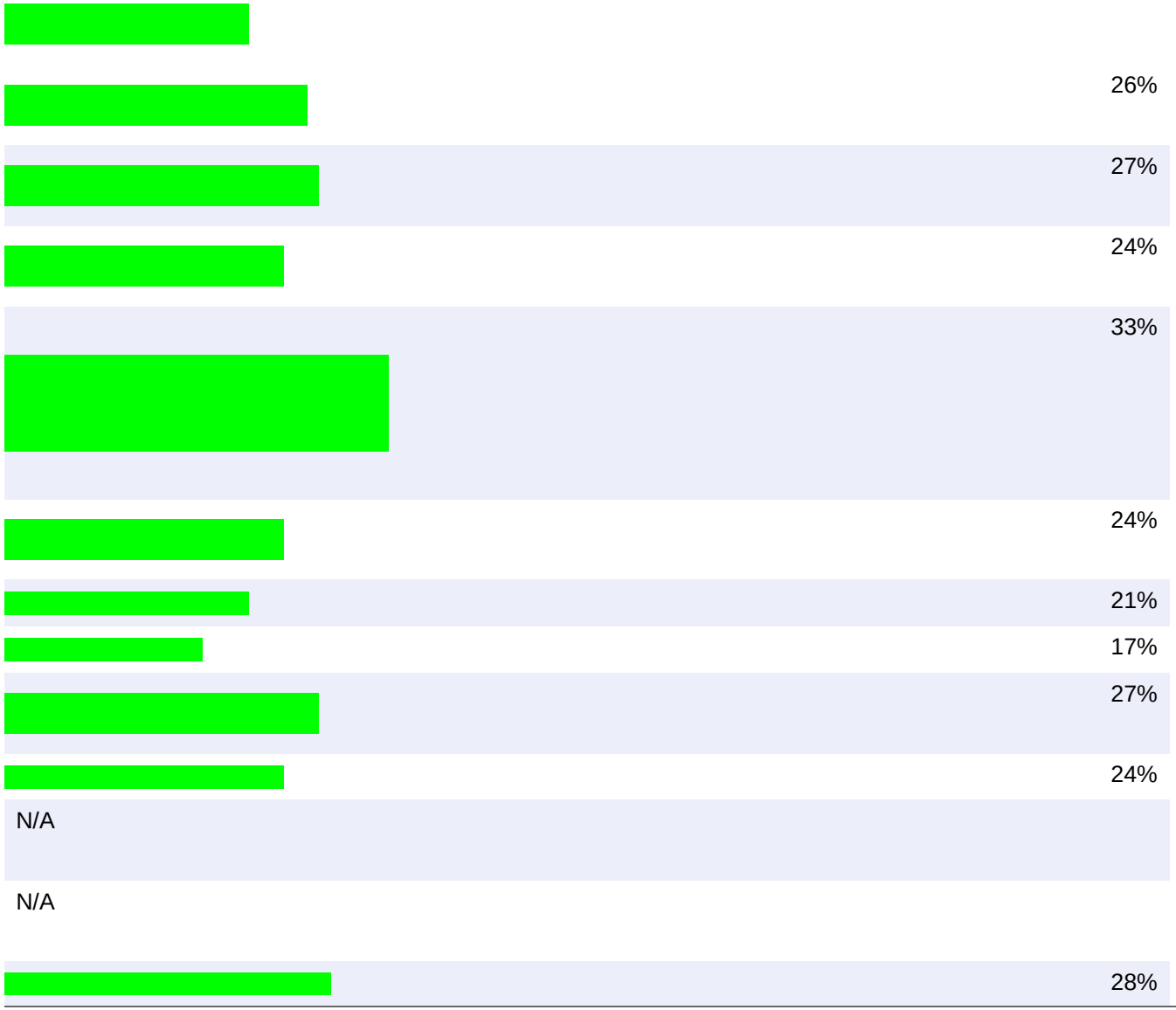

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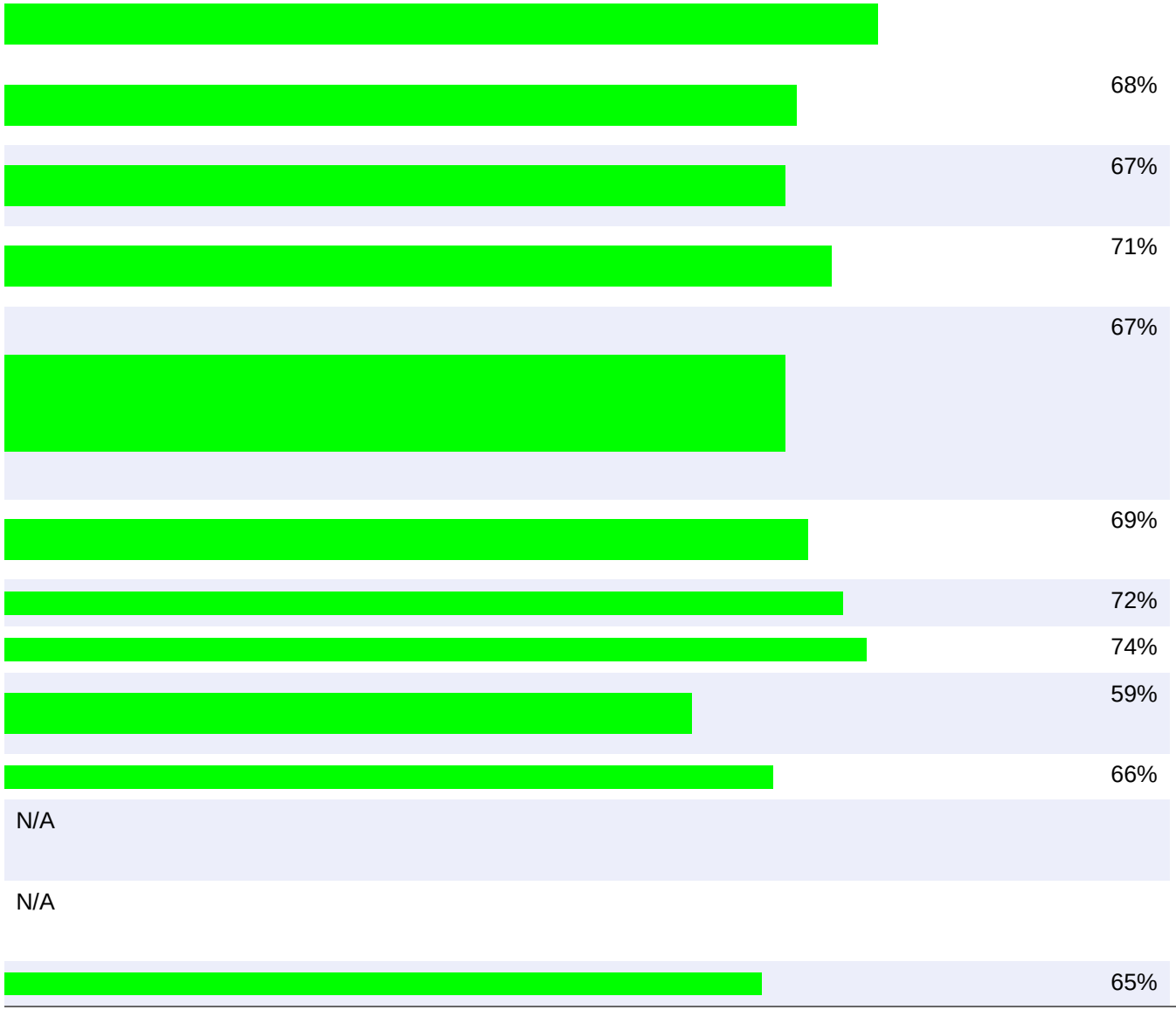

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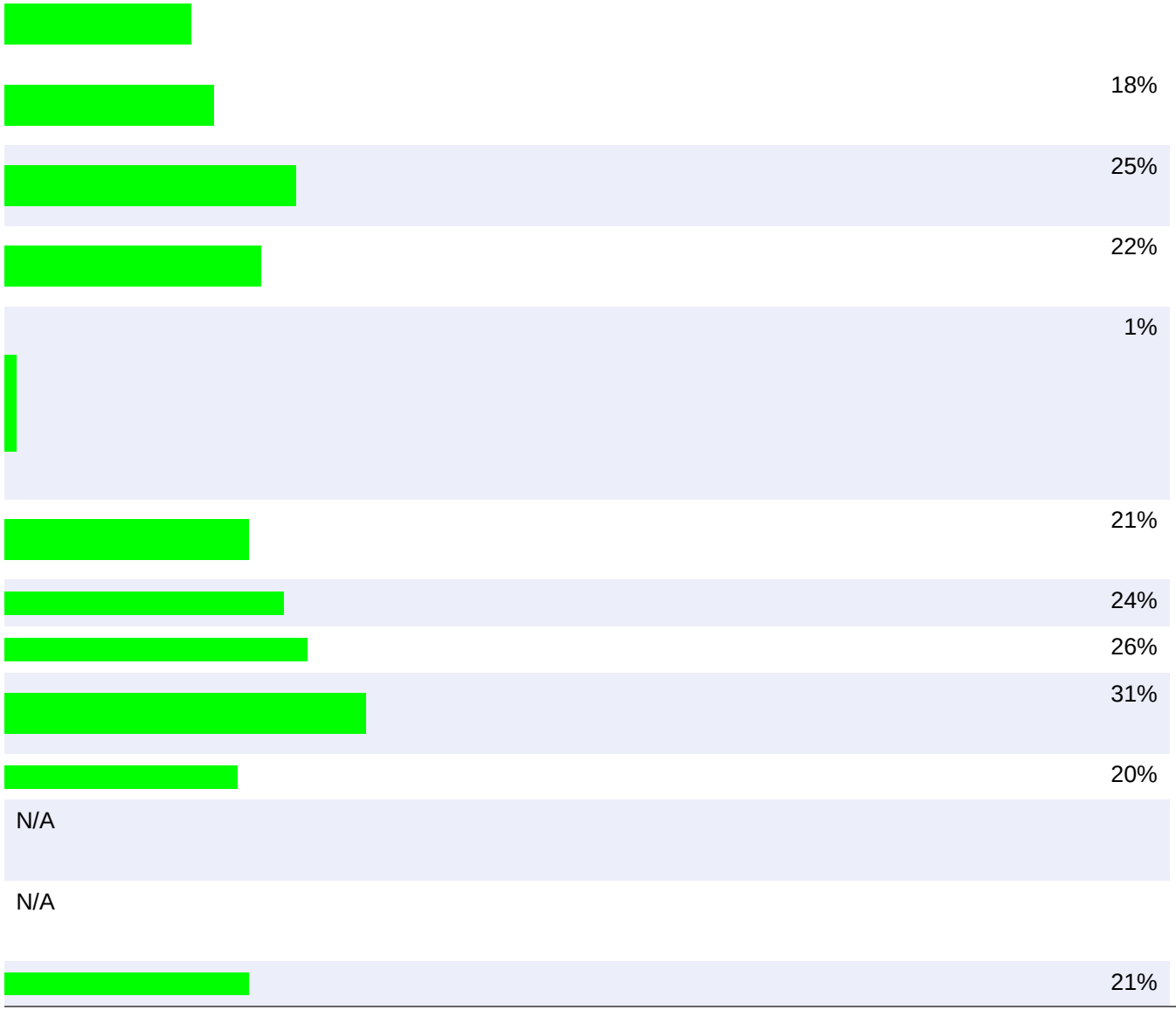

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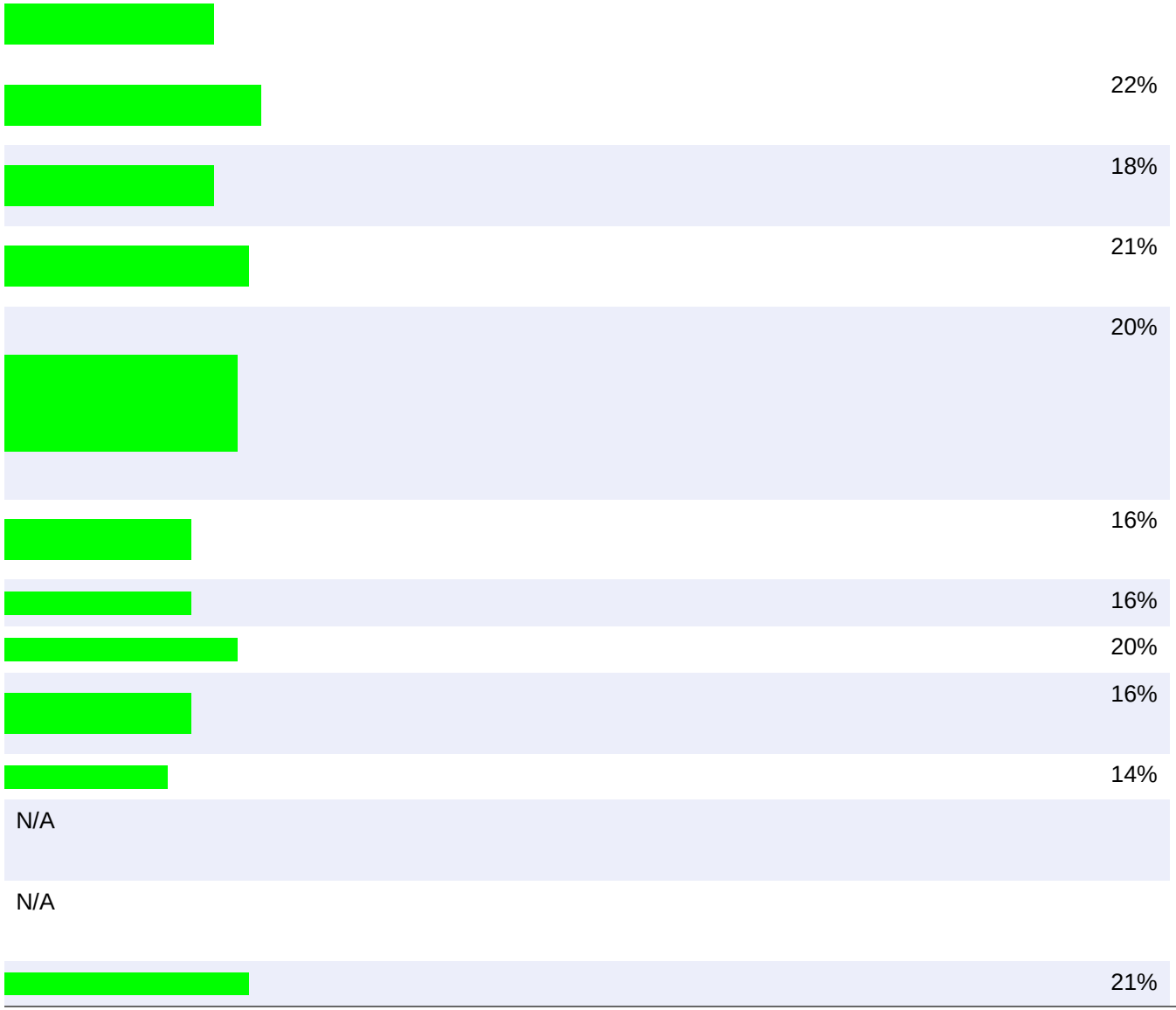

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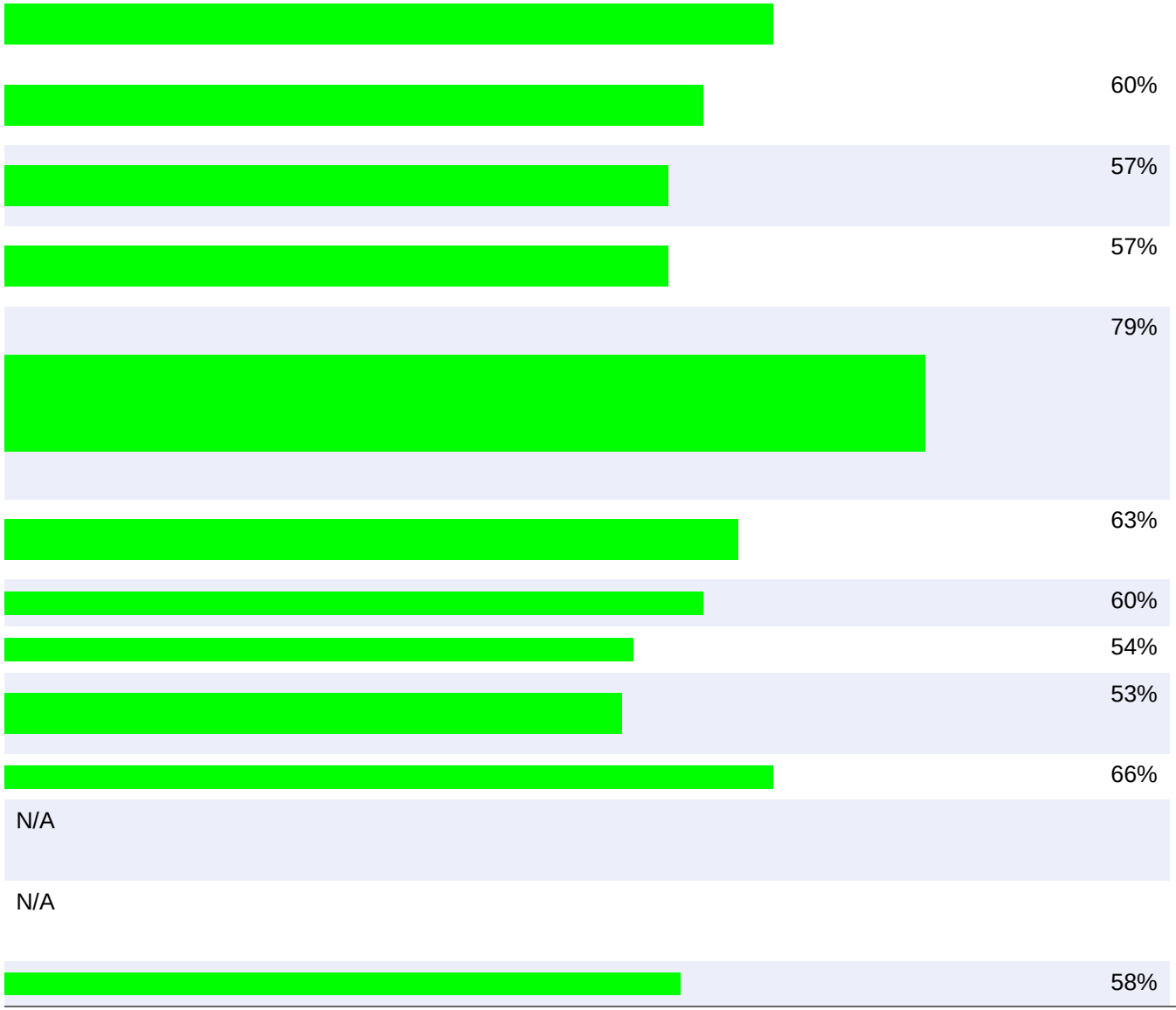

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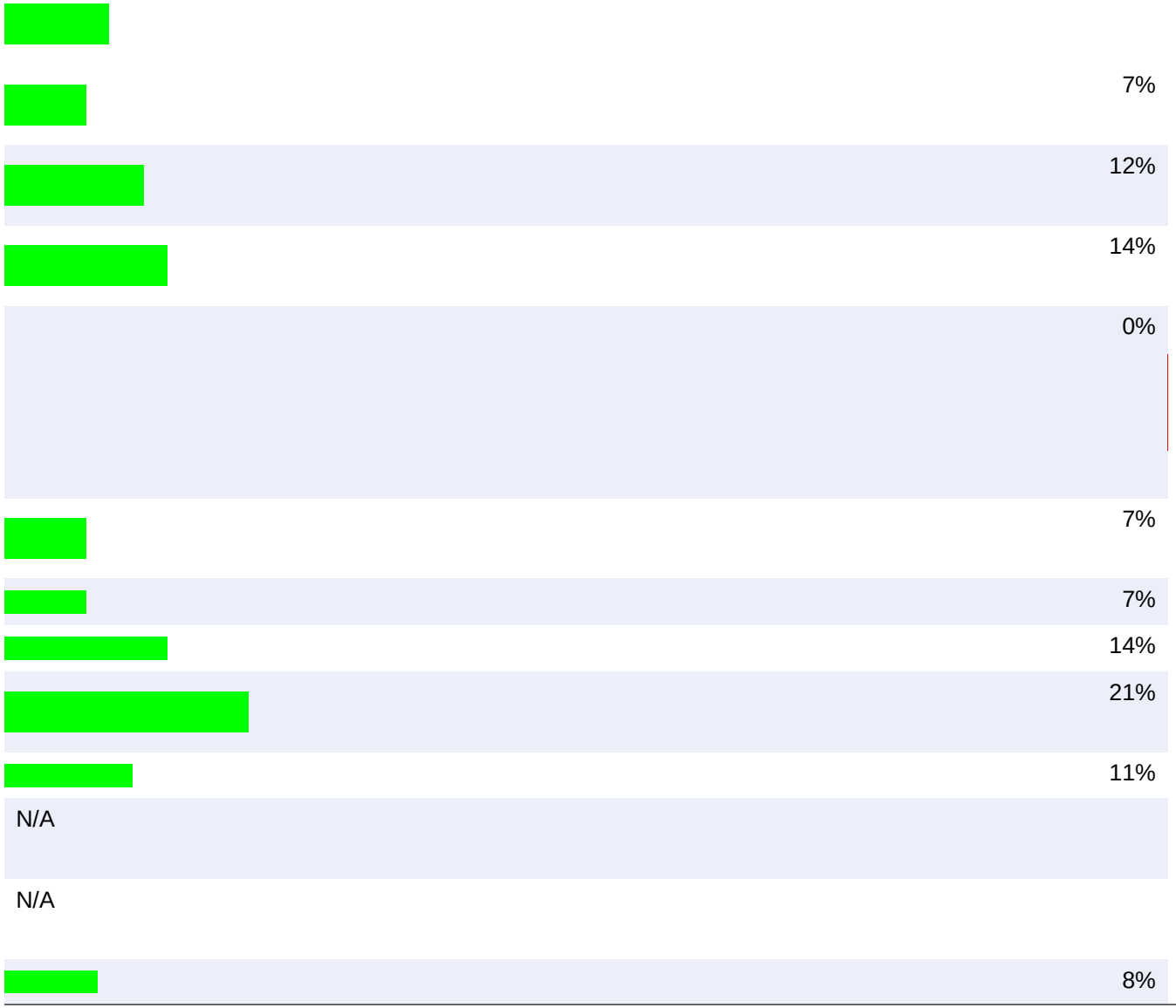

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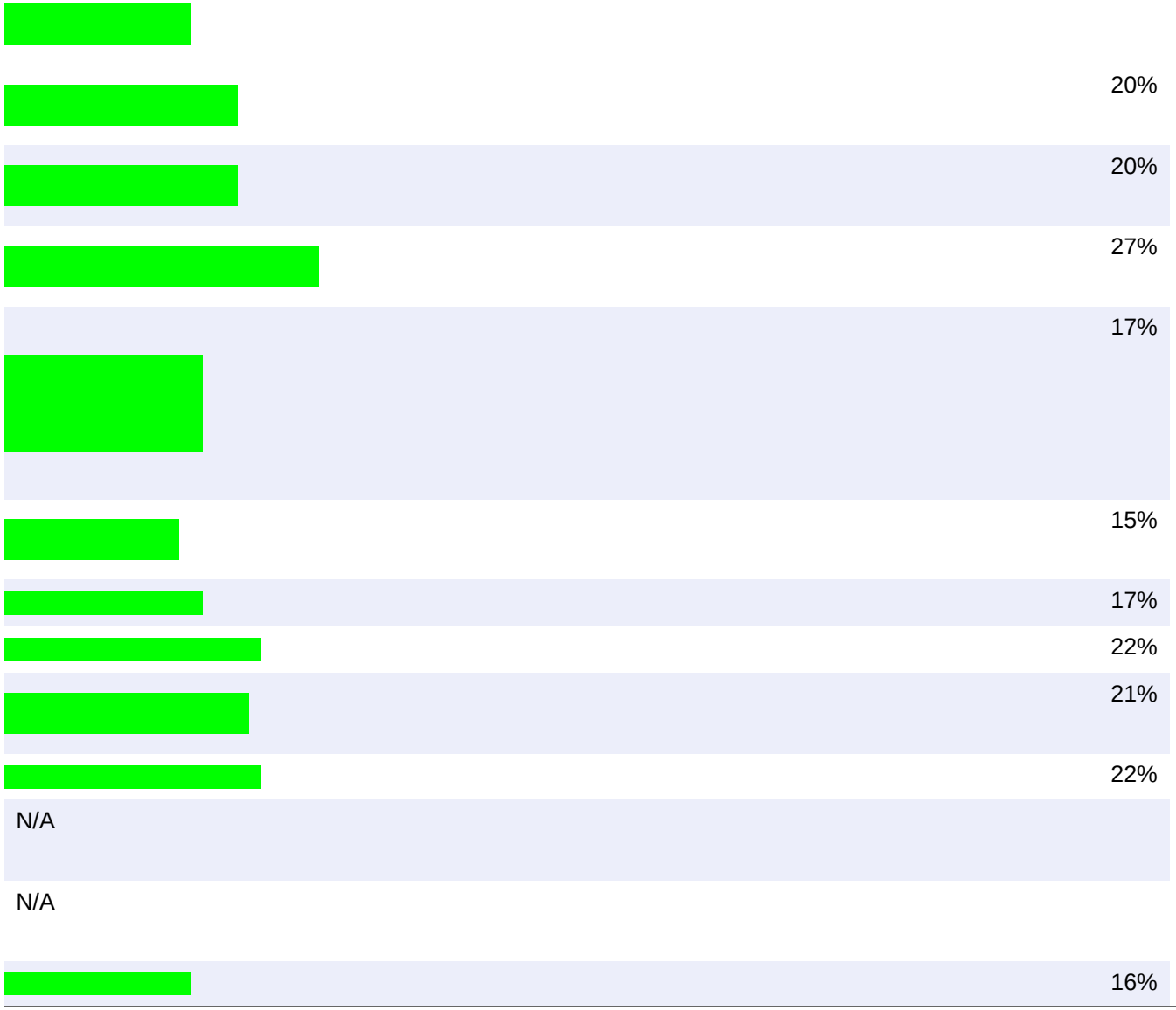

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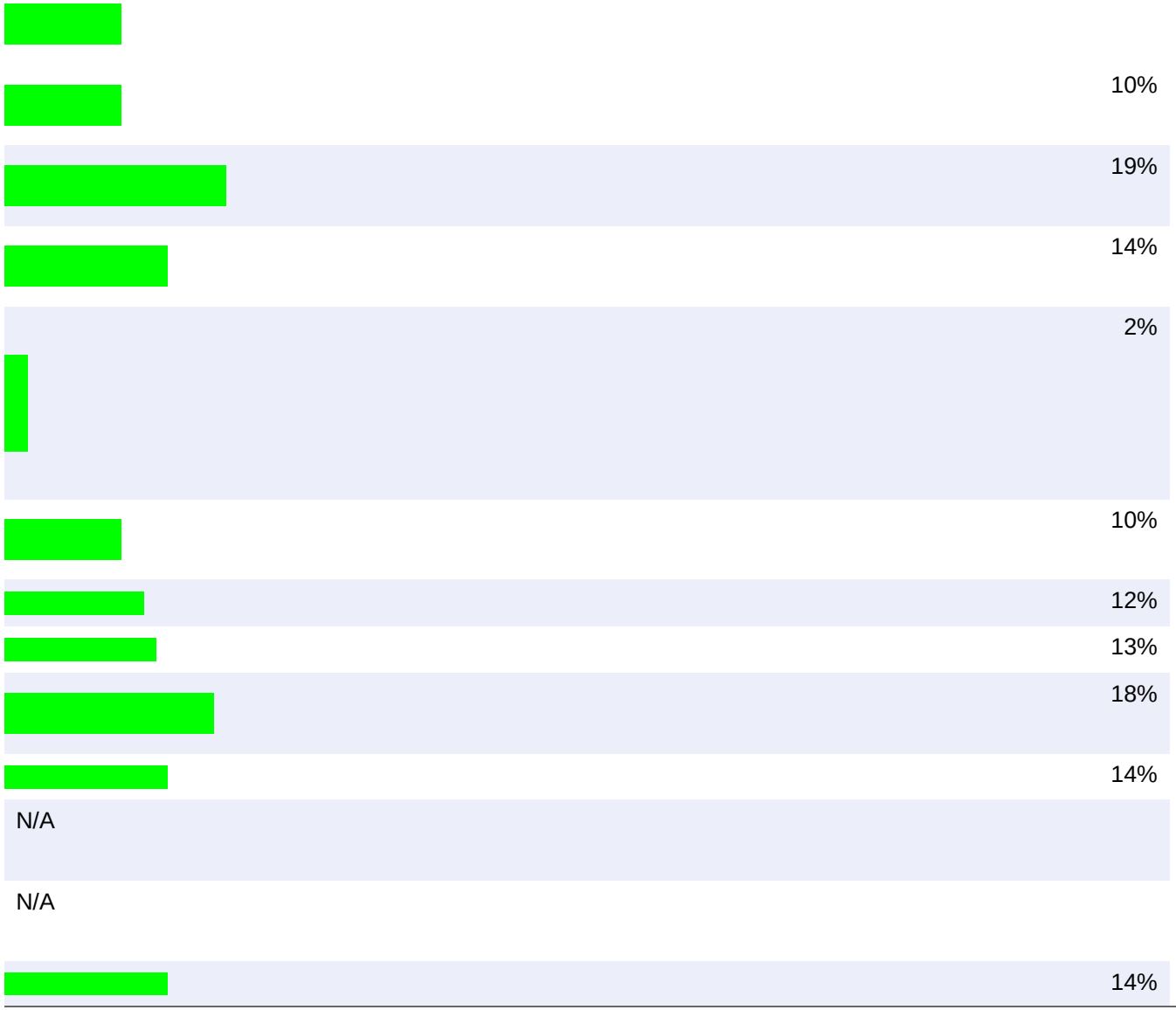

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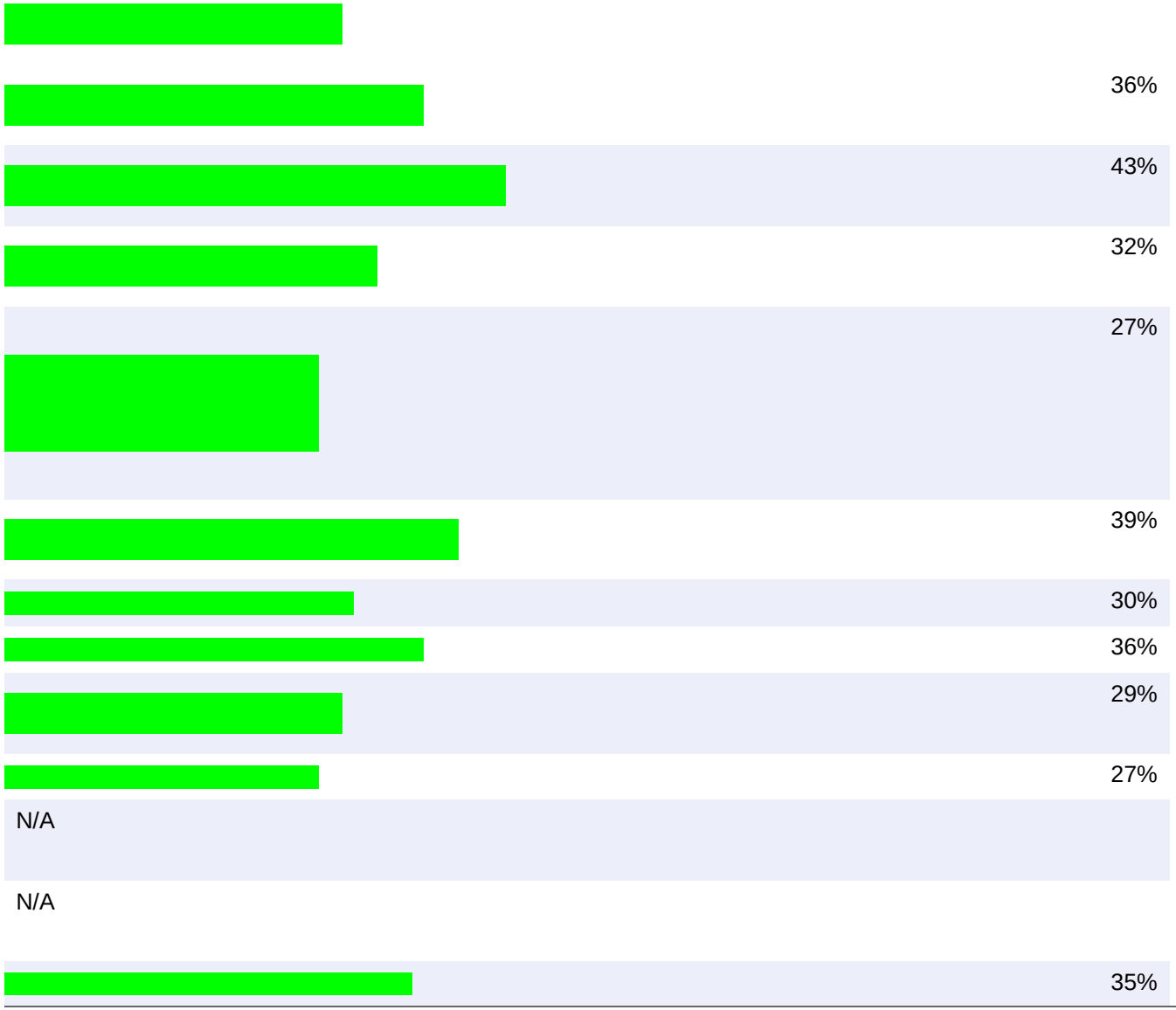

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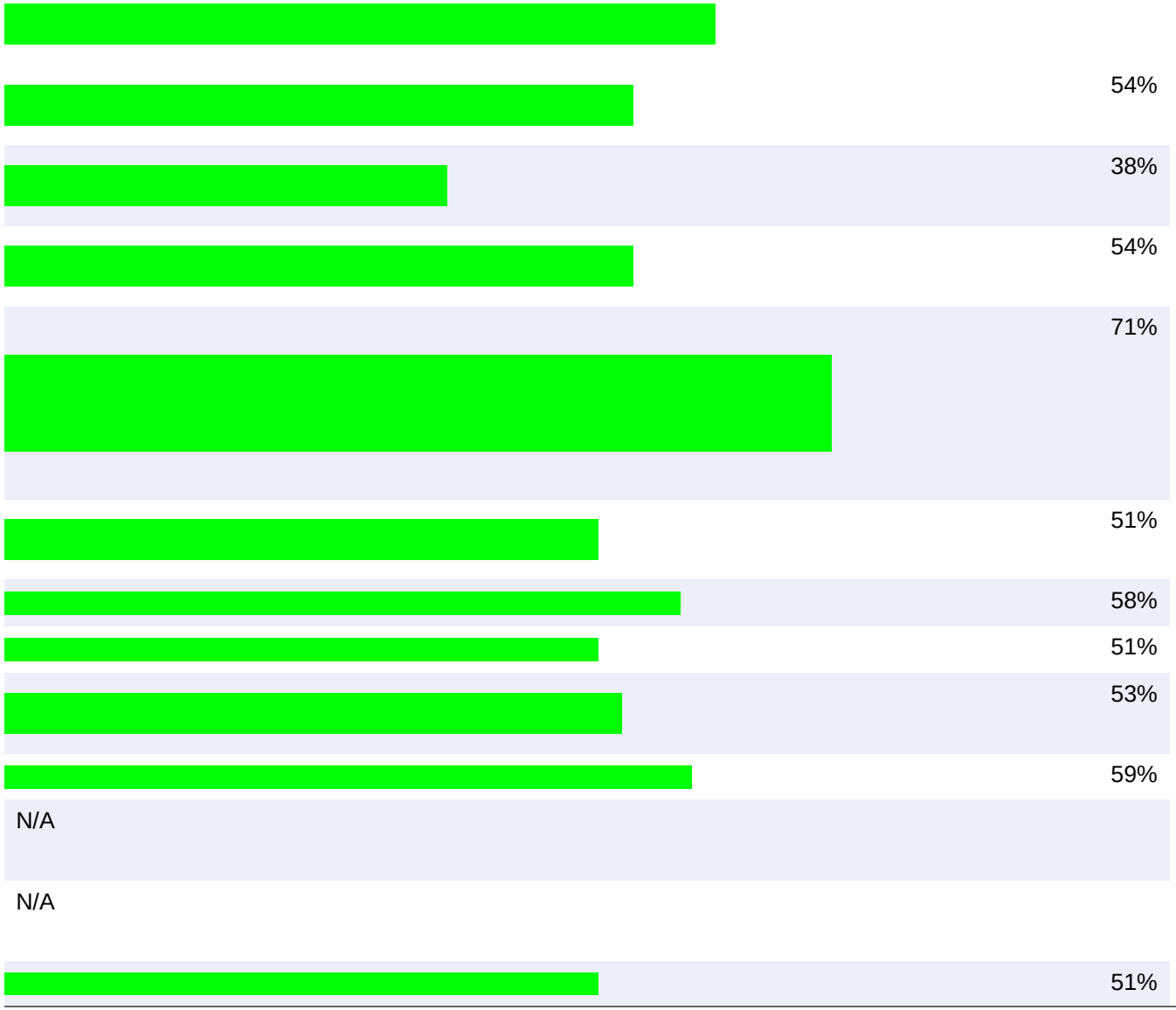

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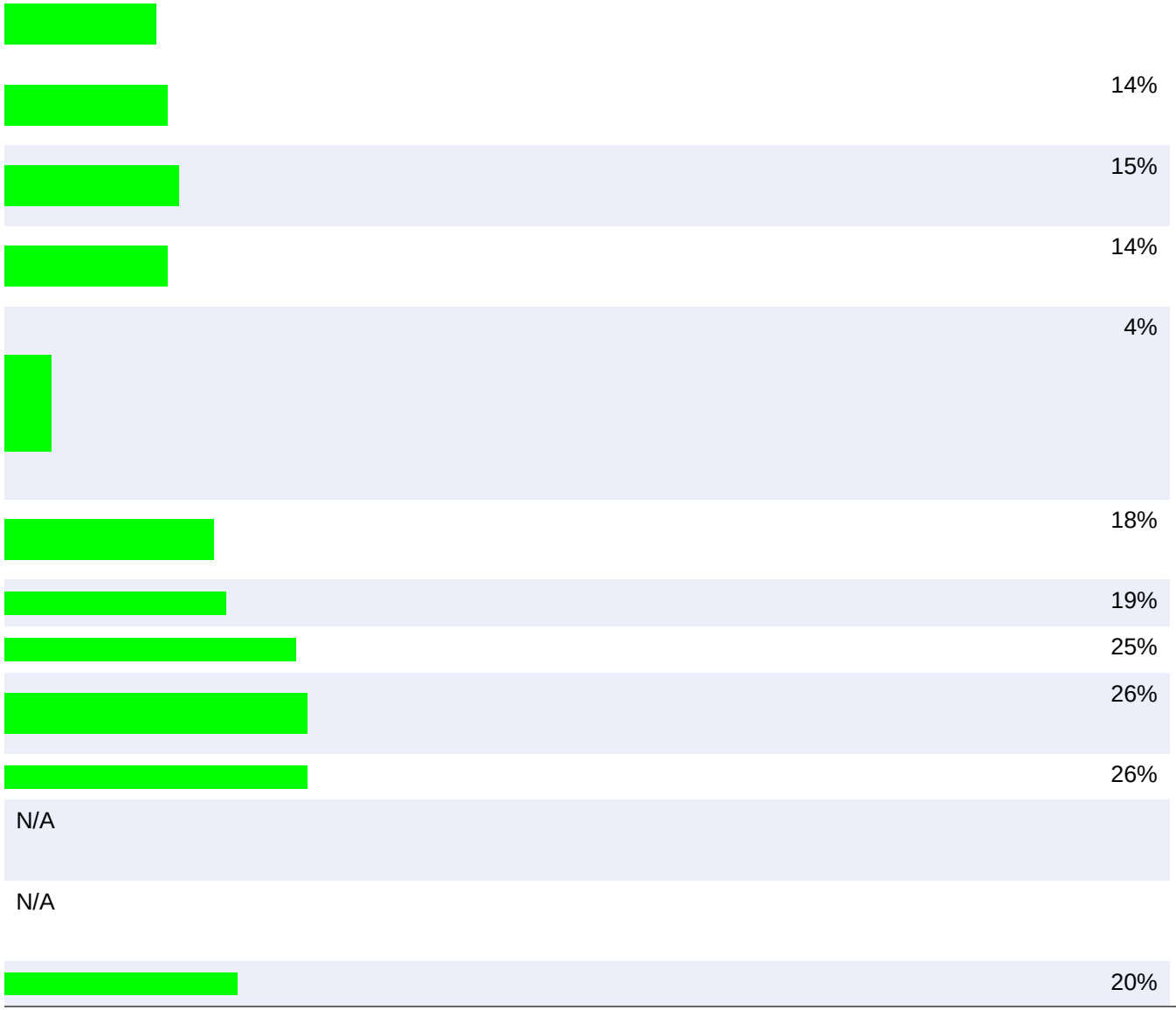

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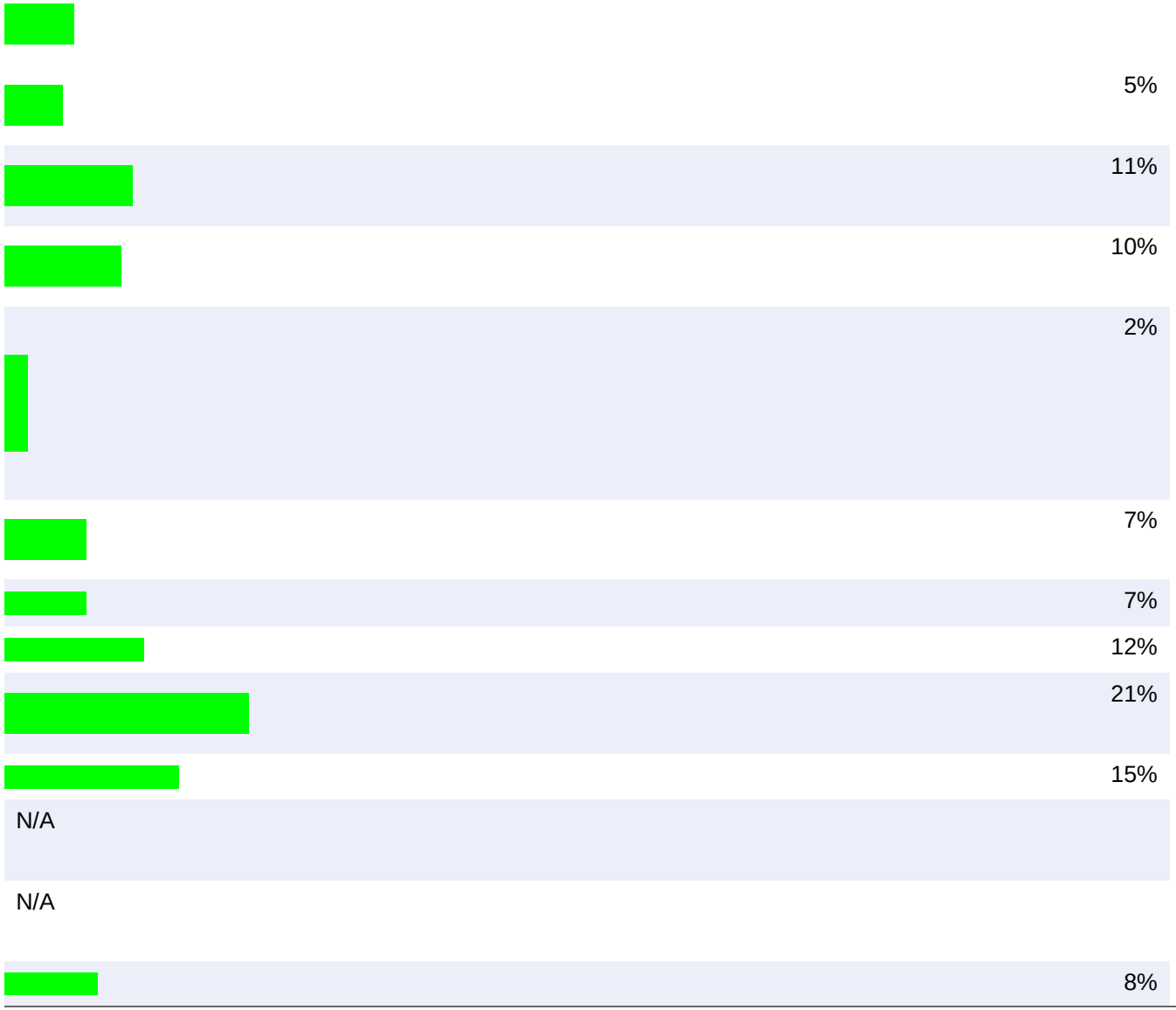

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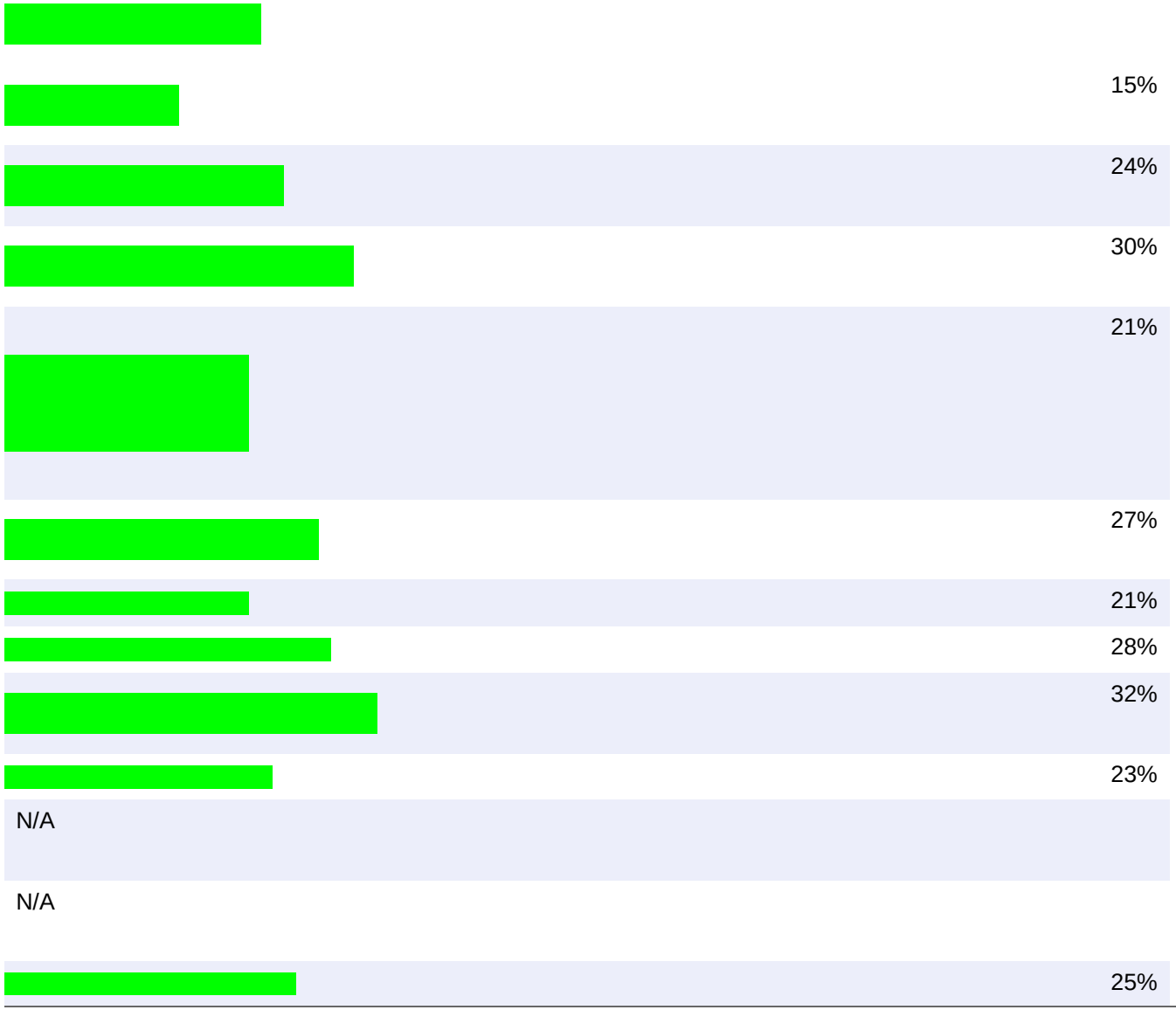

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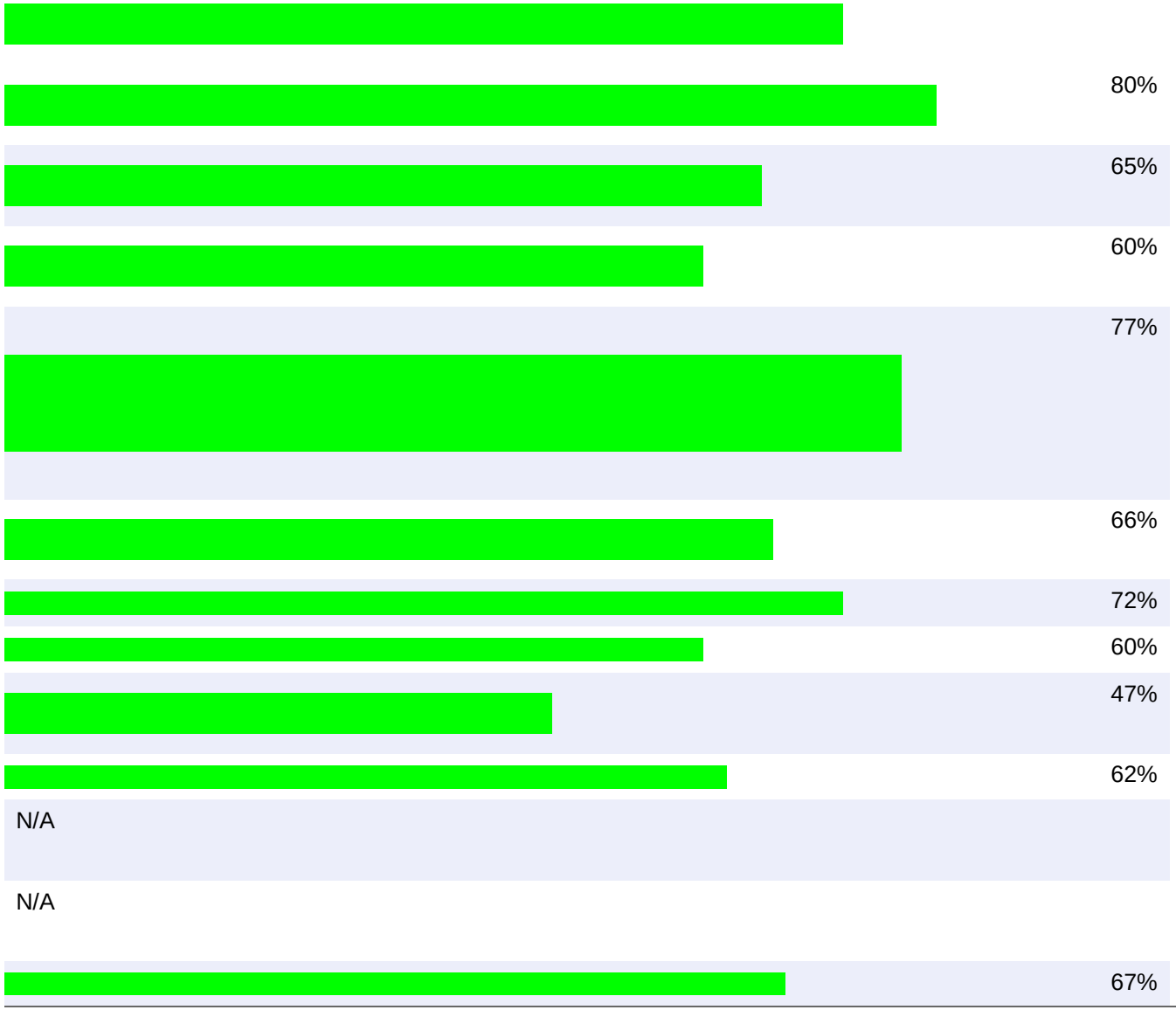

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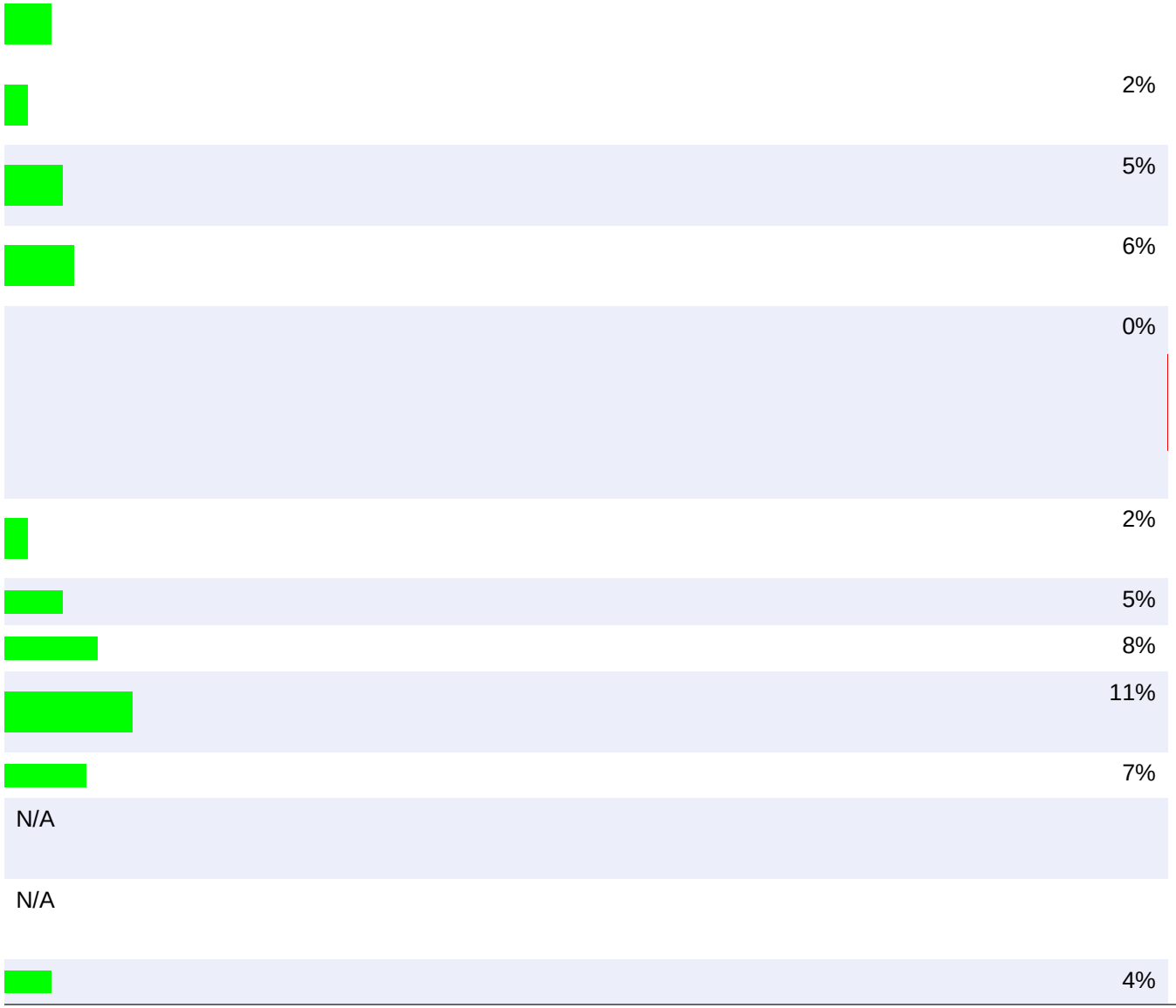

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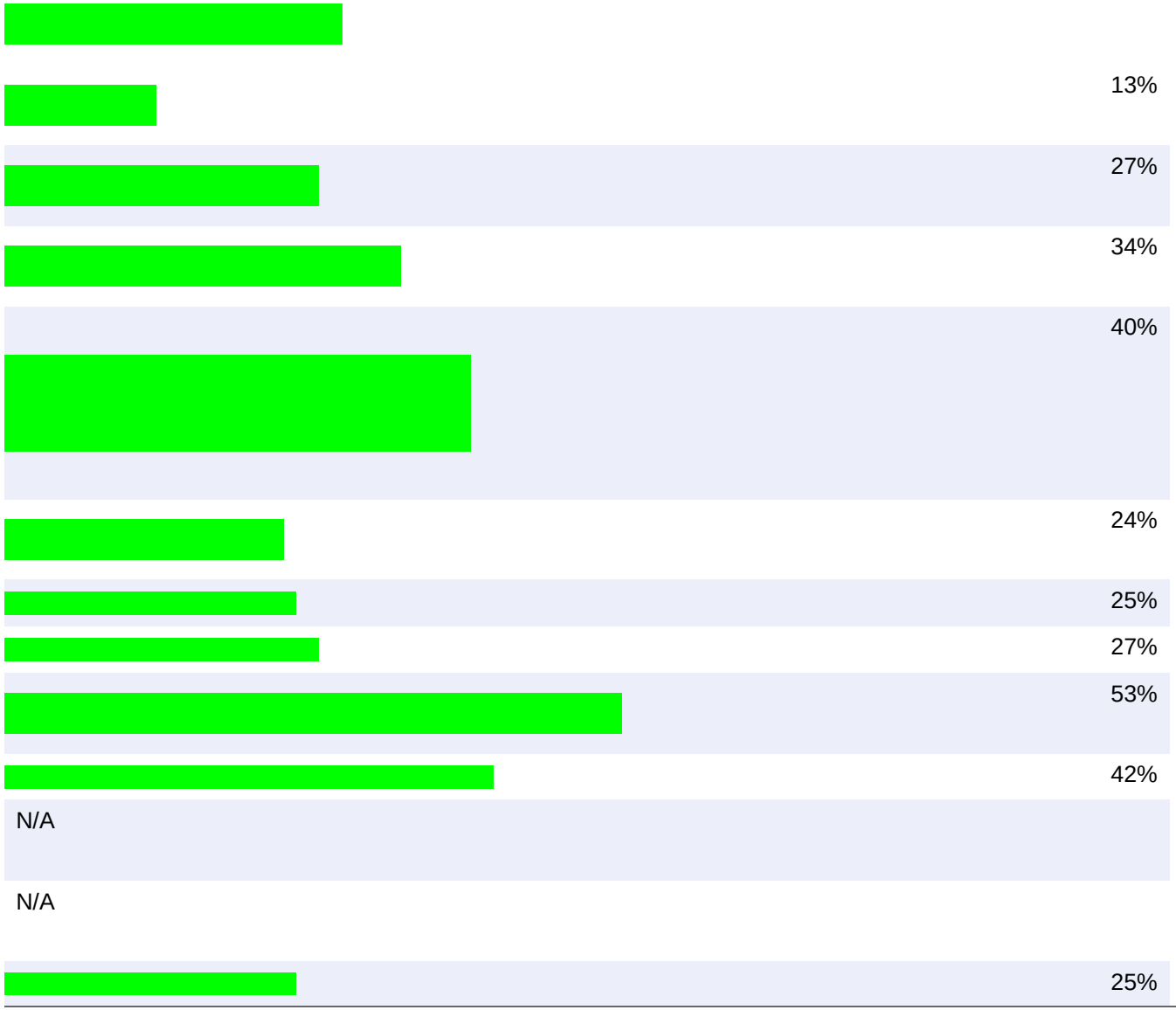

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more
300 or more
300 or more
300 or more
Fewer than 100
300 or more
300 or more
300 or more
Between 100 and 299
Between 100 and 299
N/A
N/A
300 or more

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	37%	
	36%	
	29%	
N/A		Fewer than 100 Patients completed the HCAHPS survey. Use these rates with caution, as the number of surveys may be too low to reliably assess hospital performance
	31%	
	36%	
	36%	
	13%	
	16%	
N/A		Survey results are not available for this reporting period
N/A		Survey results are not available for this reporting period
	38%	

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	CENTER	
030101	WESTERN ARIZONA REGIONAL MEDICAL CTR	2735 SILVER CREEK ROAD
030023	FLAGSTAFF MEDICAL CENTER	1200 NORTH BEAVER STREET
030117	VALLEY VIEW MEDICAL CENTER	5330 SOUTH HIGHWAY 95
030069	HAVASU REGIONAL MEDICAL CENTER	101 CIVIC CENTER LANE
050567	MISSION HOSPITAL REGIONAL MED CENTER	27700 MEDICAL CENTER RD
050543	COLLEGE HOSPITAL COSTA MESA	301 VICTORIA STREET
050224	HOAG MEMORIAL HOSPITAL PRESBYTERIAN	ONE HOAG DRIVE
050603	SADDLEBACK MEMORIAL MEDICAL CENTER	24451 HEALTH CENTER DRIVE
050765	KAISER FOUNDATION HOSPITAL-MORENO VALLEY	27300 IRIS AVENUE
050686	KAISER FOUNDATION HOSPITAL, RIVERSIDE	10800 MAGNOLIA AVENUE
050292	RIVERSIDE COUNTY REGIONAL MEDICAL CENTER	26520 CACTUS AVENUE

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	BULLHEAD CITY	AZ
	FLAGSTAFF	AZ
	FORT MOHAVE	AZ
	LAKE HAVASU CITY	AZ
	MISSION VIEJO	CA
	COSTA MESA	CA
	NEWPORT BEACH	CA
	LAGUNA HILLS	CA
	MORENO VALLEY	CA
	RIVERSIDE	CA
	MORENO VALLEY	CA

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

86442	MOHAVE	9287632273
86001	COCONINO	9287732009
86426	MOHAVE	9287882273
86403	MOHAVE	9288558185
92691	ORANGE	9493641400
92627	ORANGE	9496422734
92663	ORANGE	9496458600
92653	ORANGE	9498374500
92555	RIVERSIDE	9512430811
92505	RIVERSIDE	9513532000
92555	RIVERSIDE	9514864000

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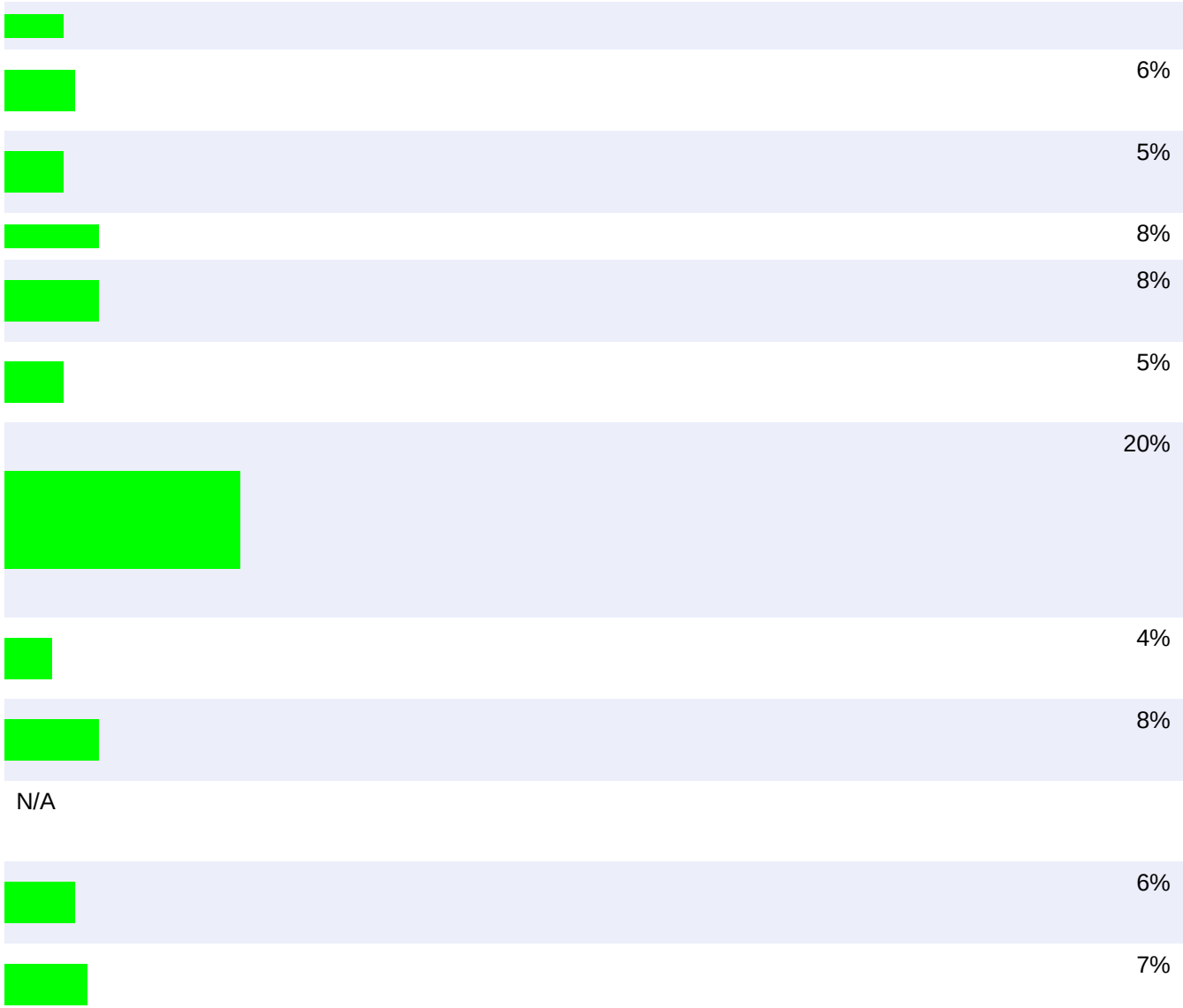

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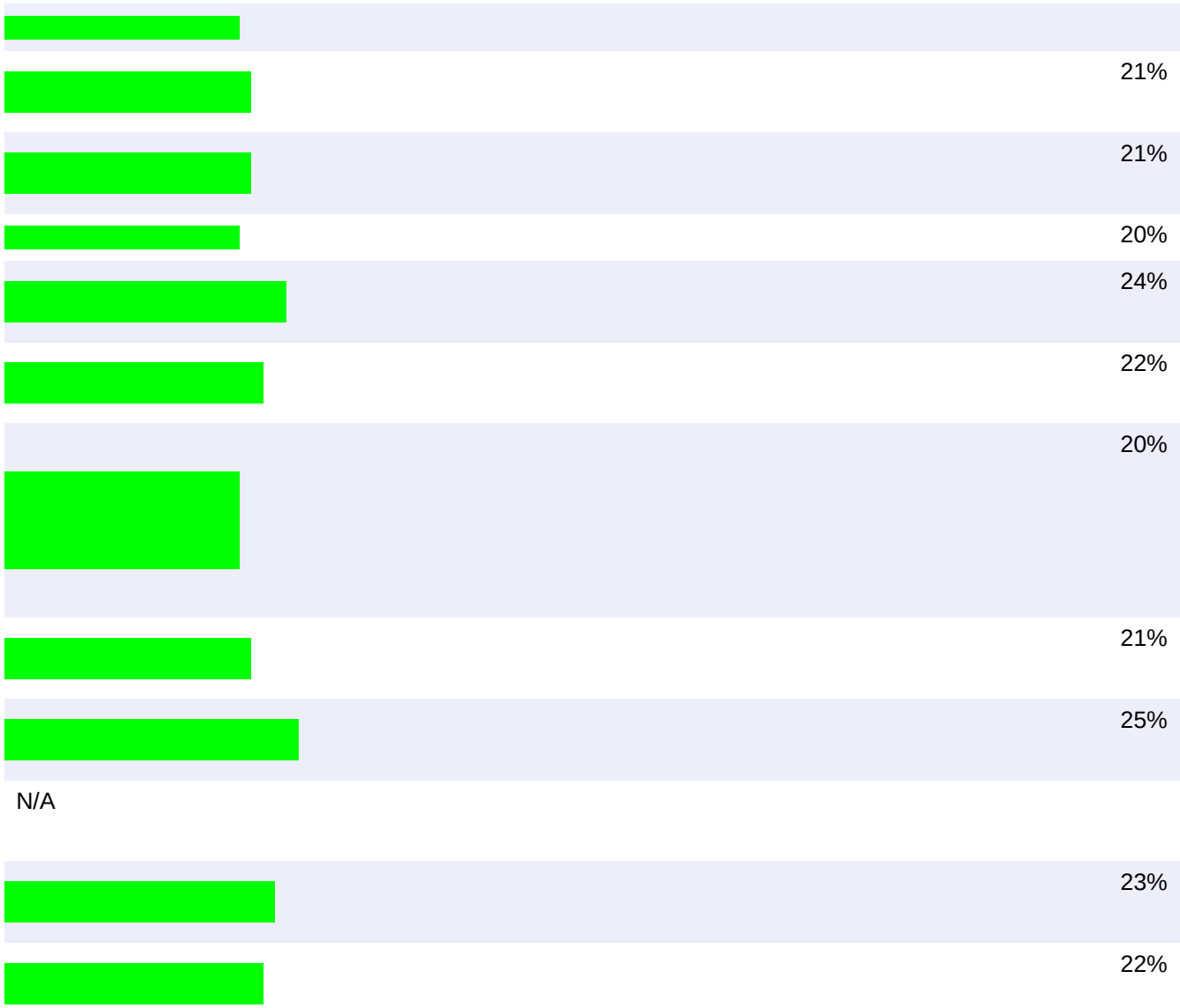

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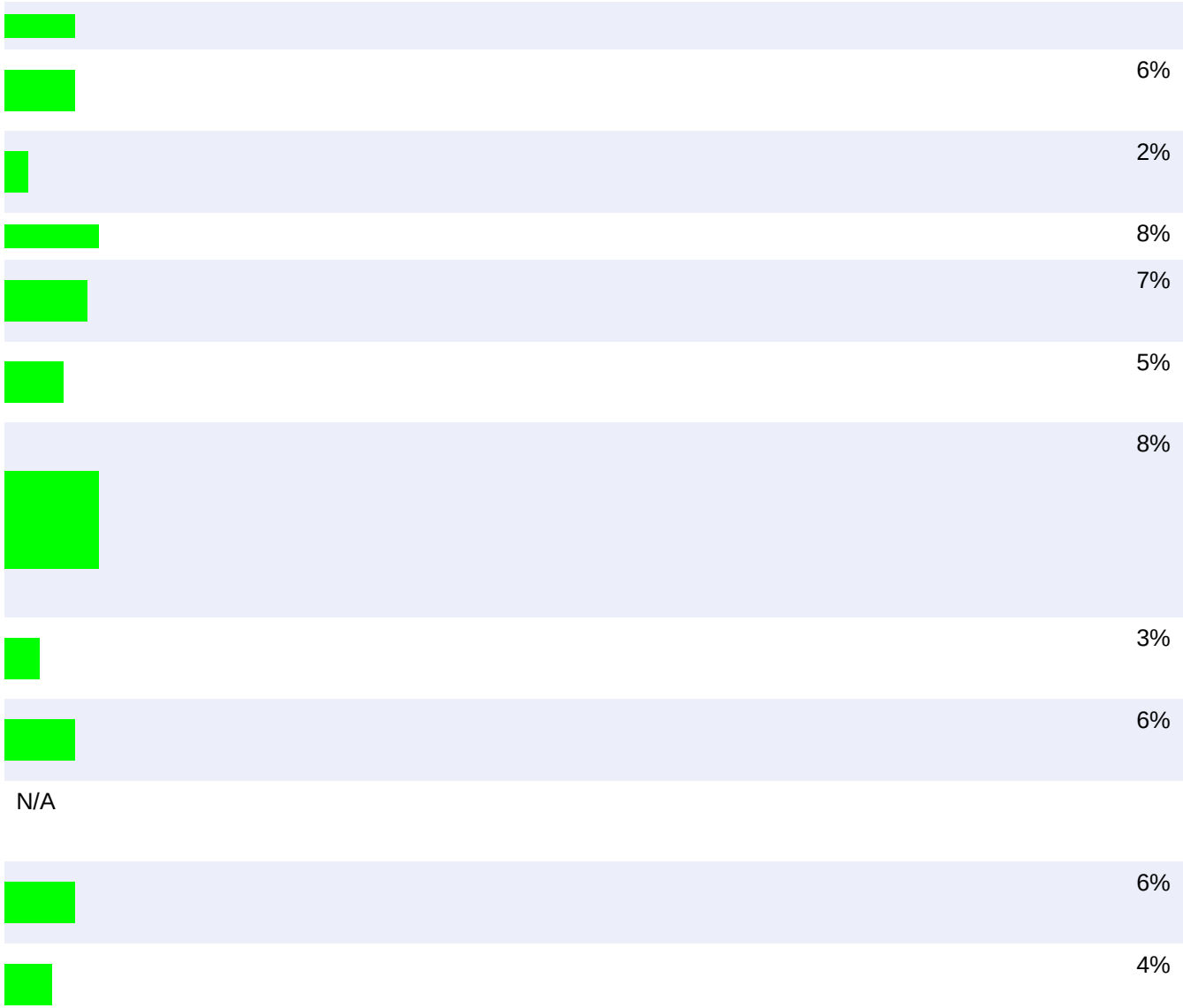

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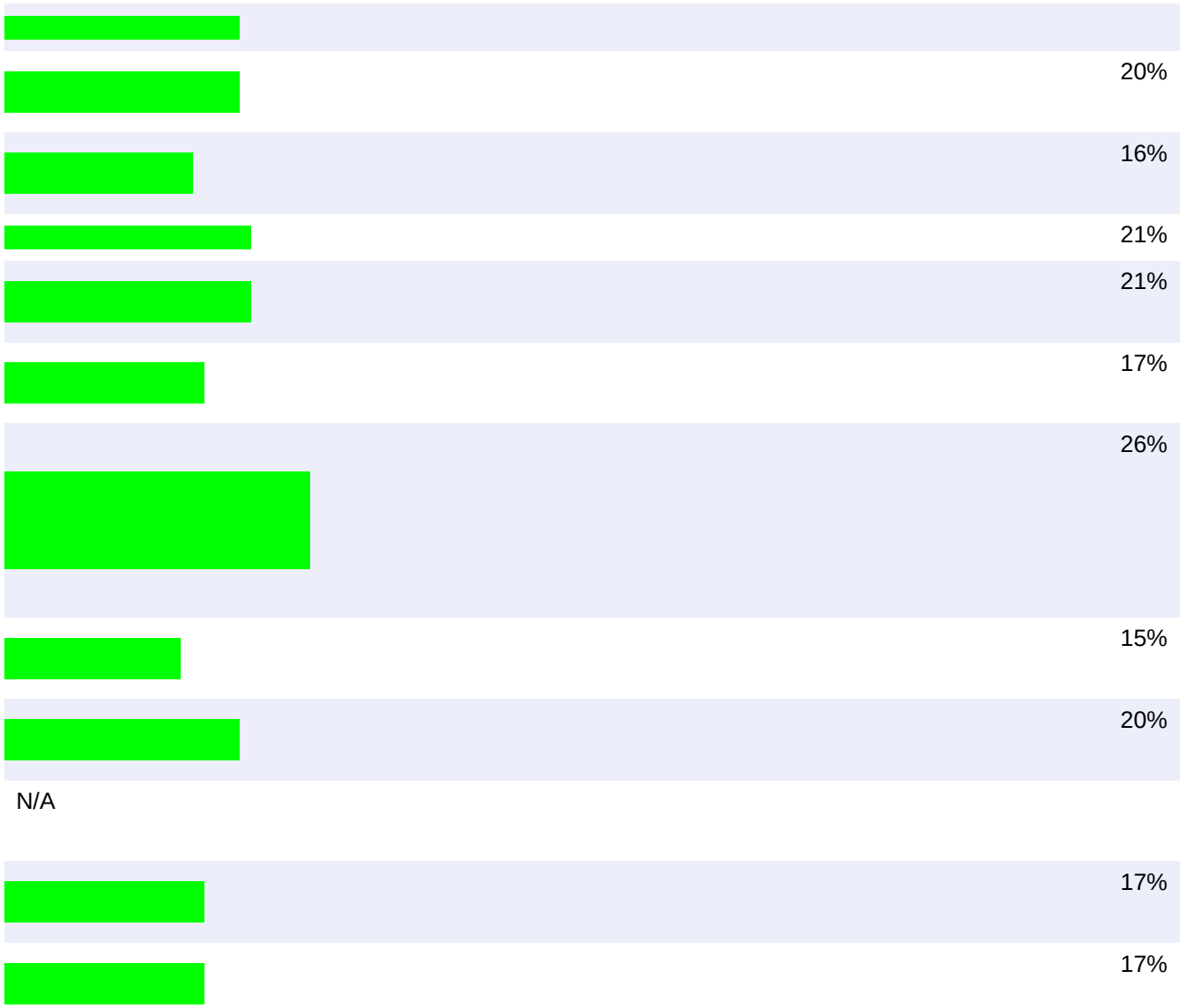

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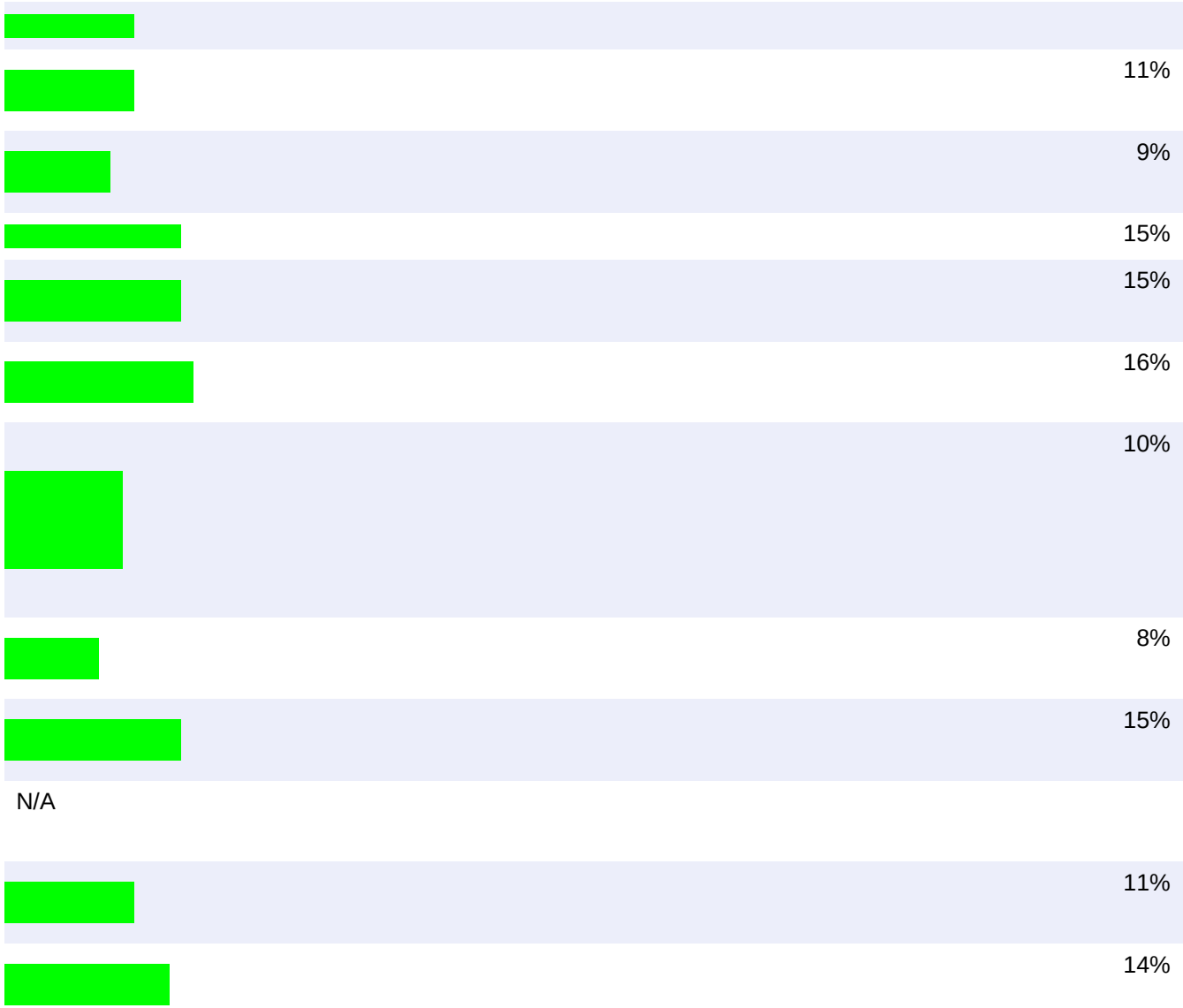

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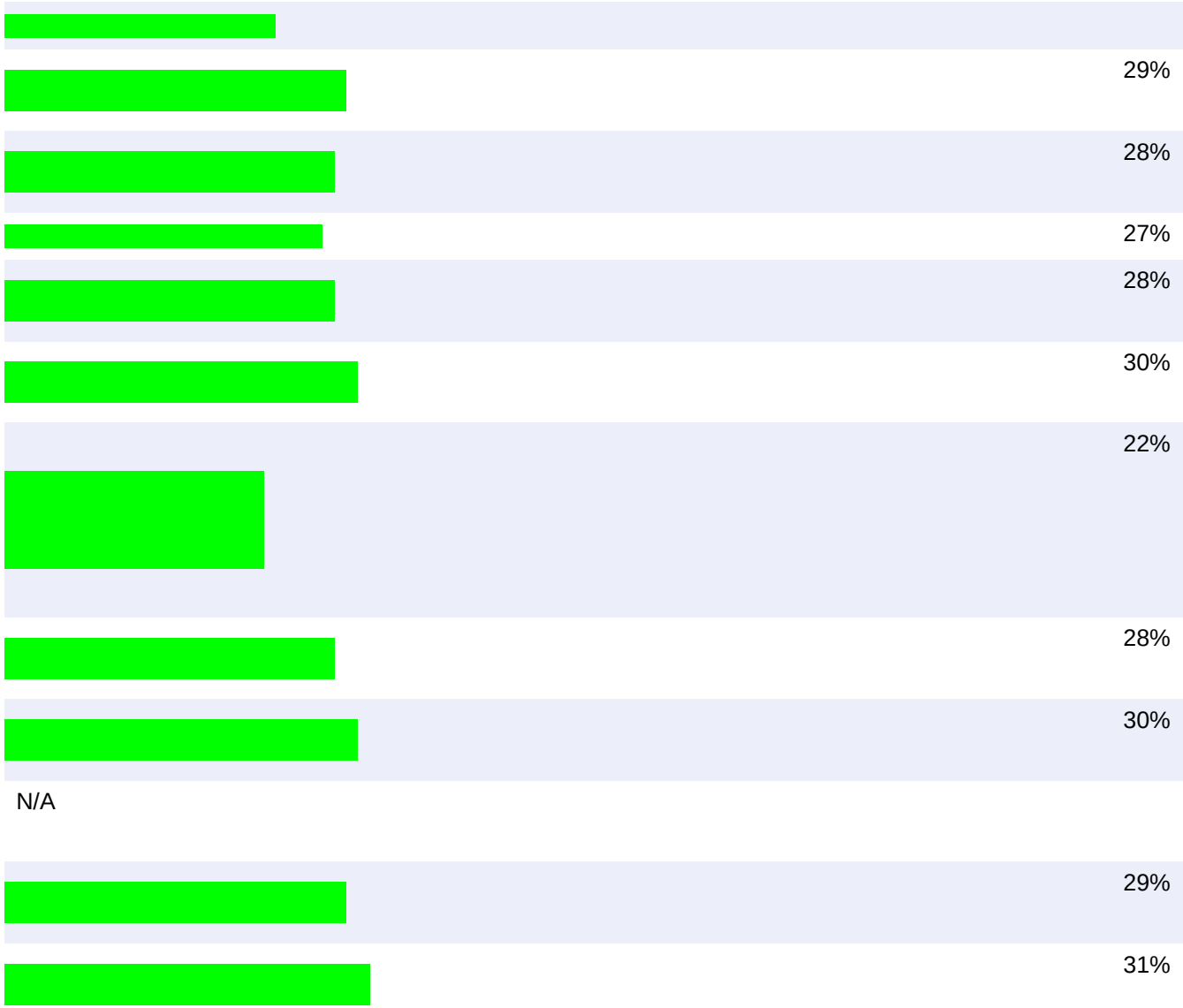

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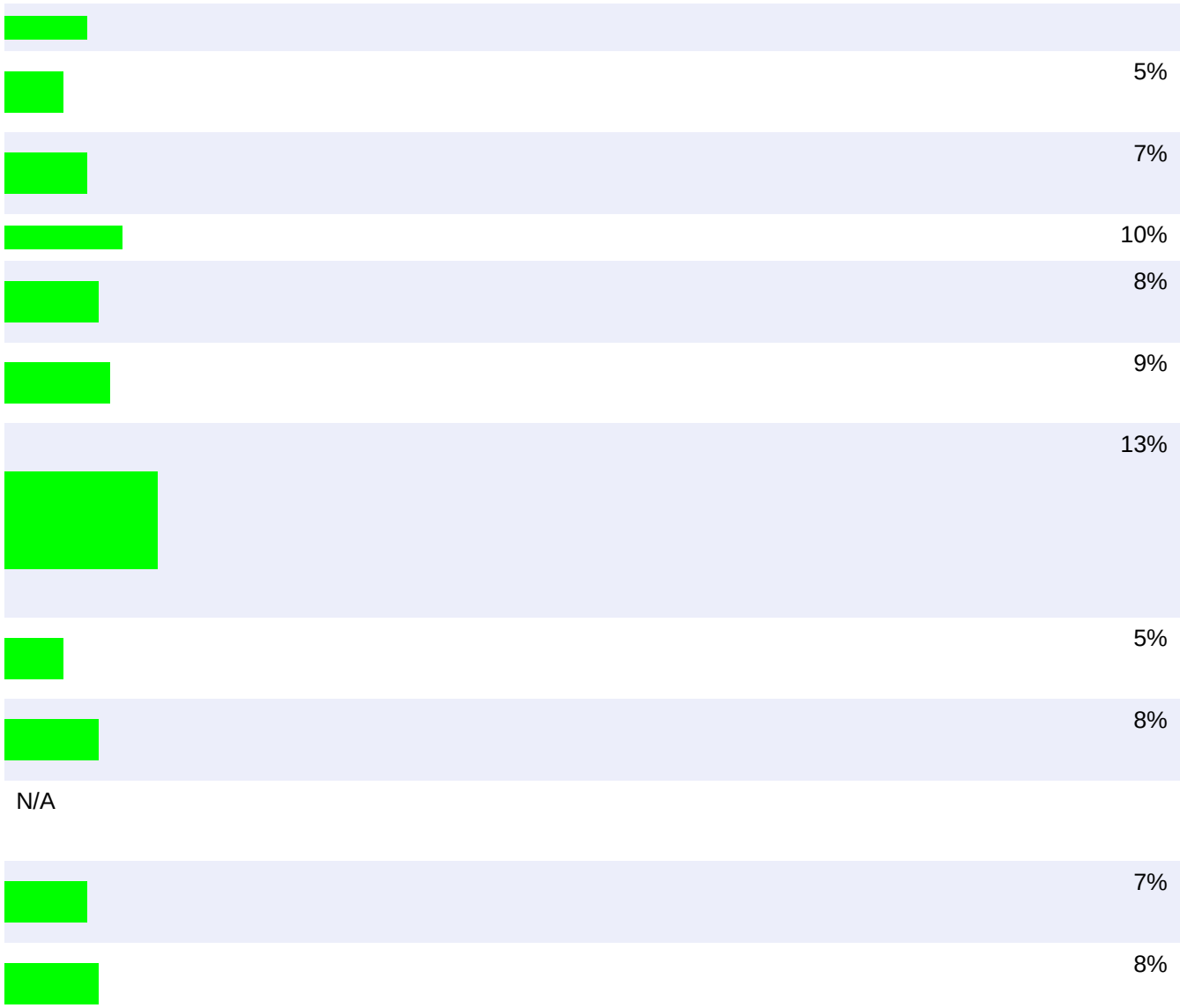

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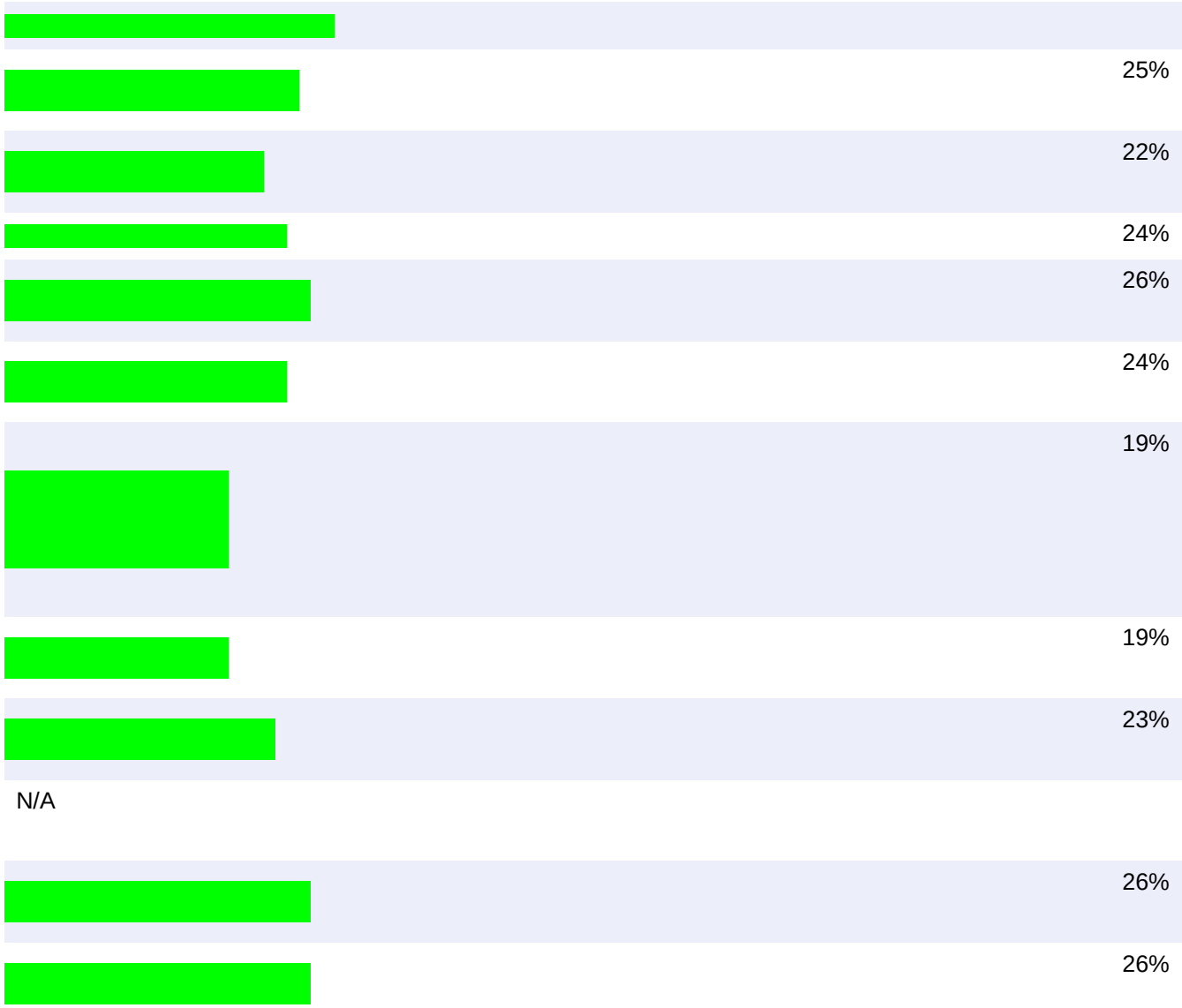

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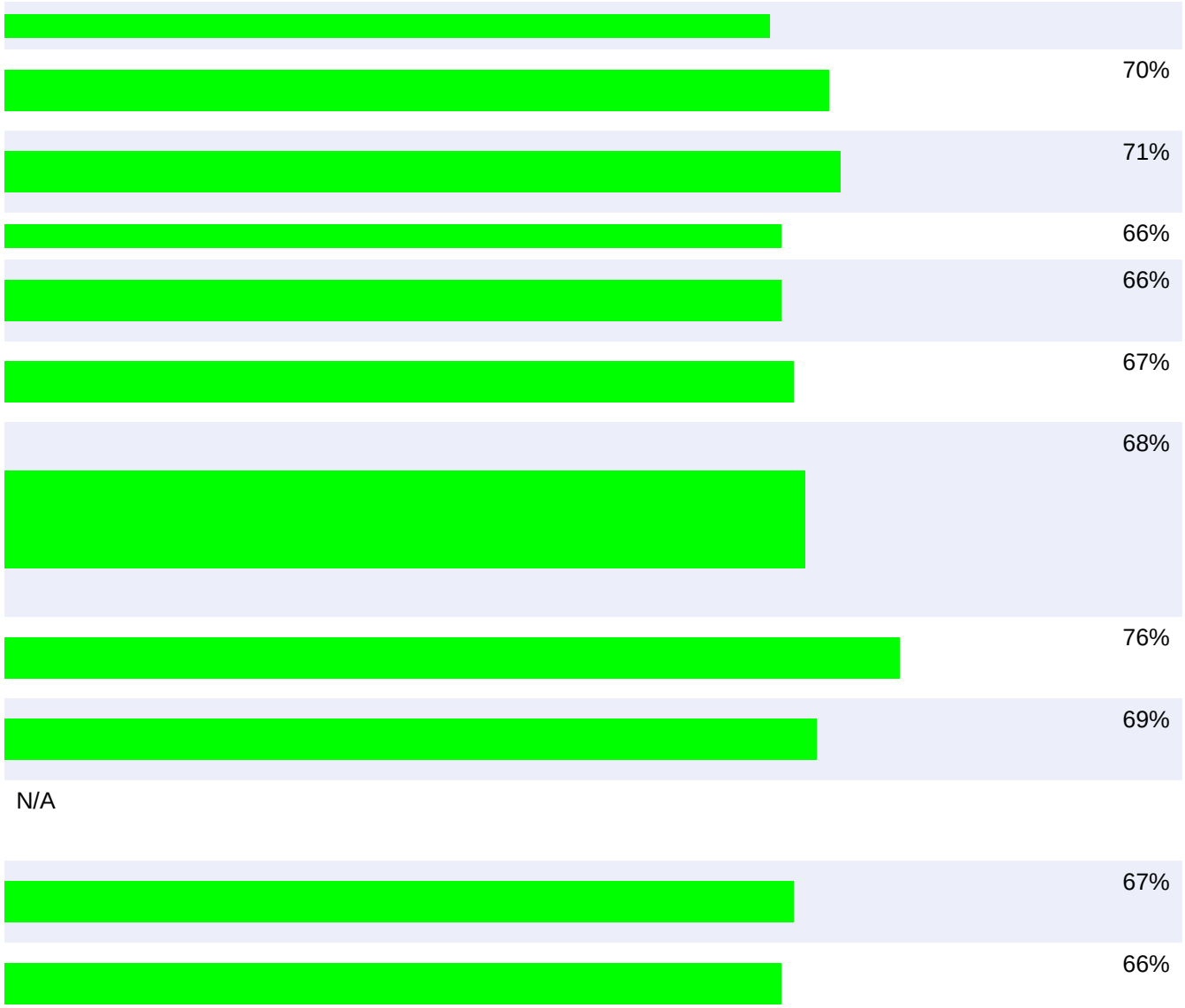

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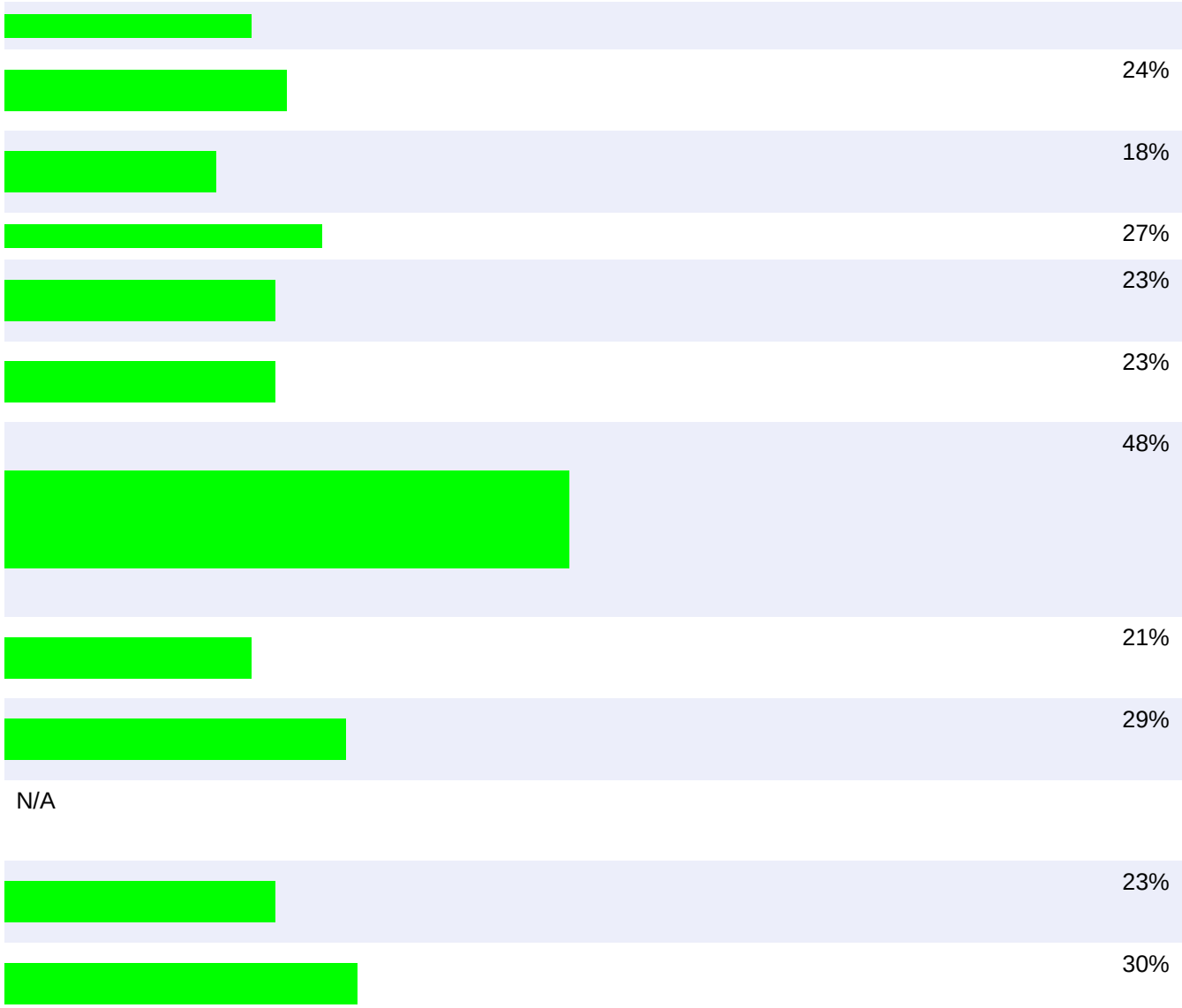

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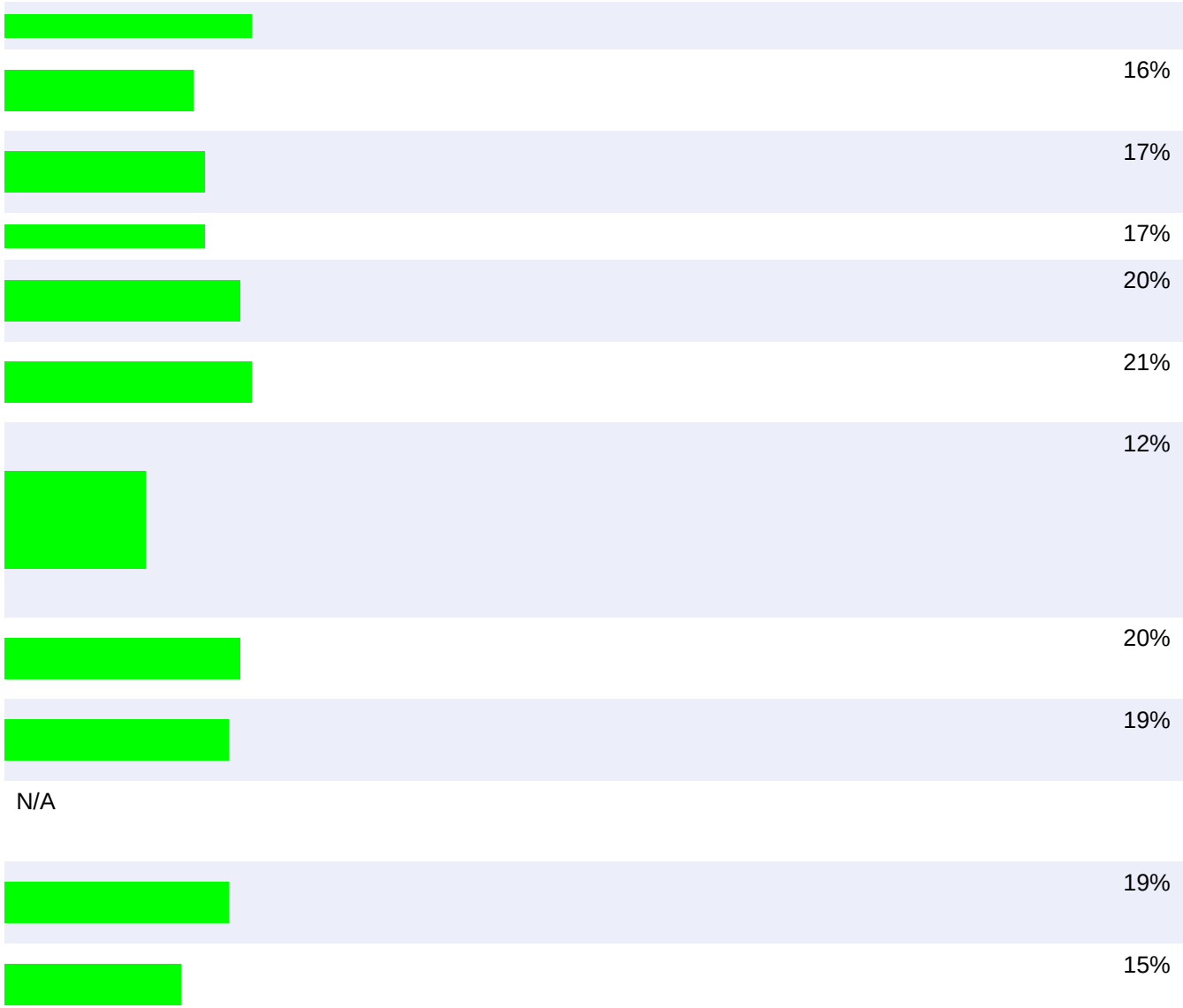

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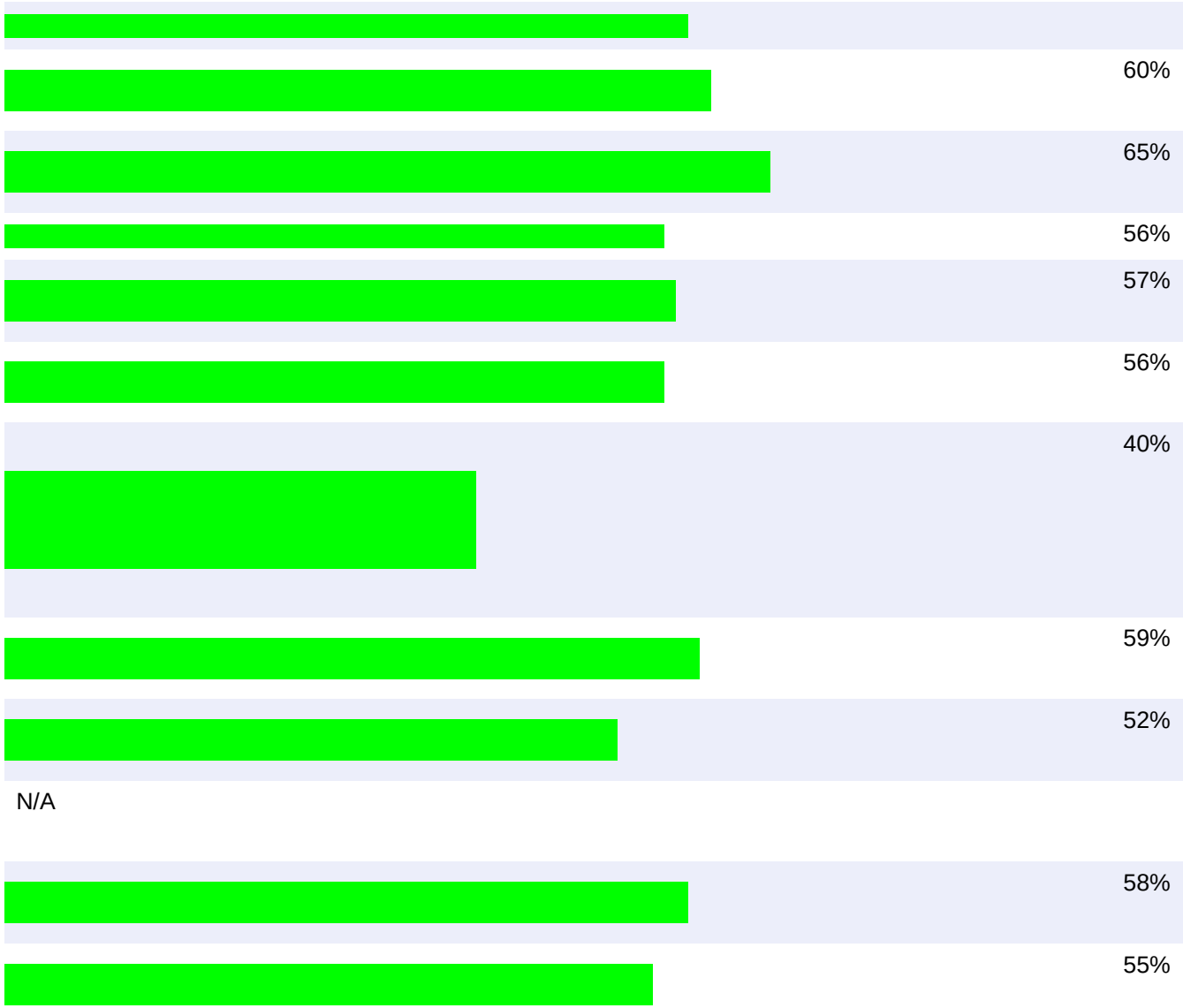

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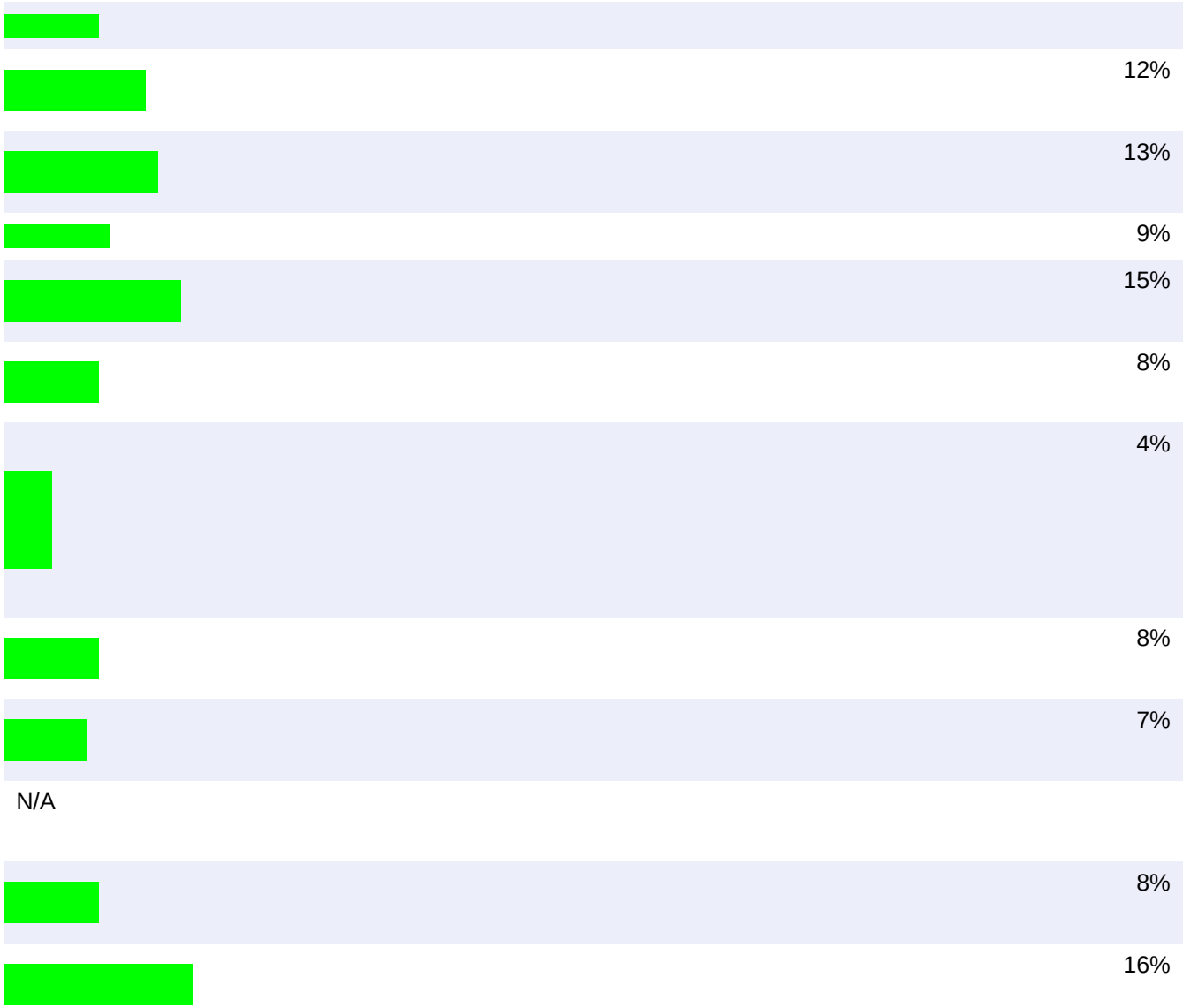

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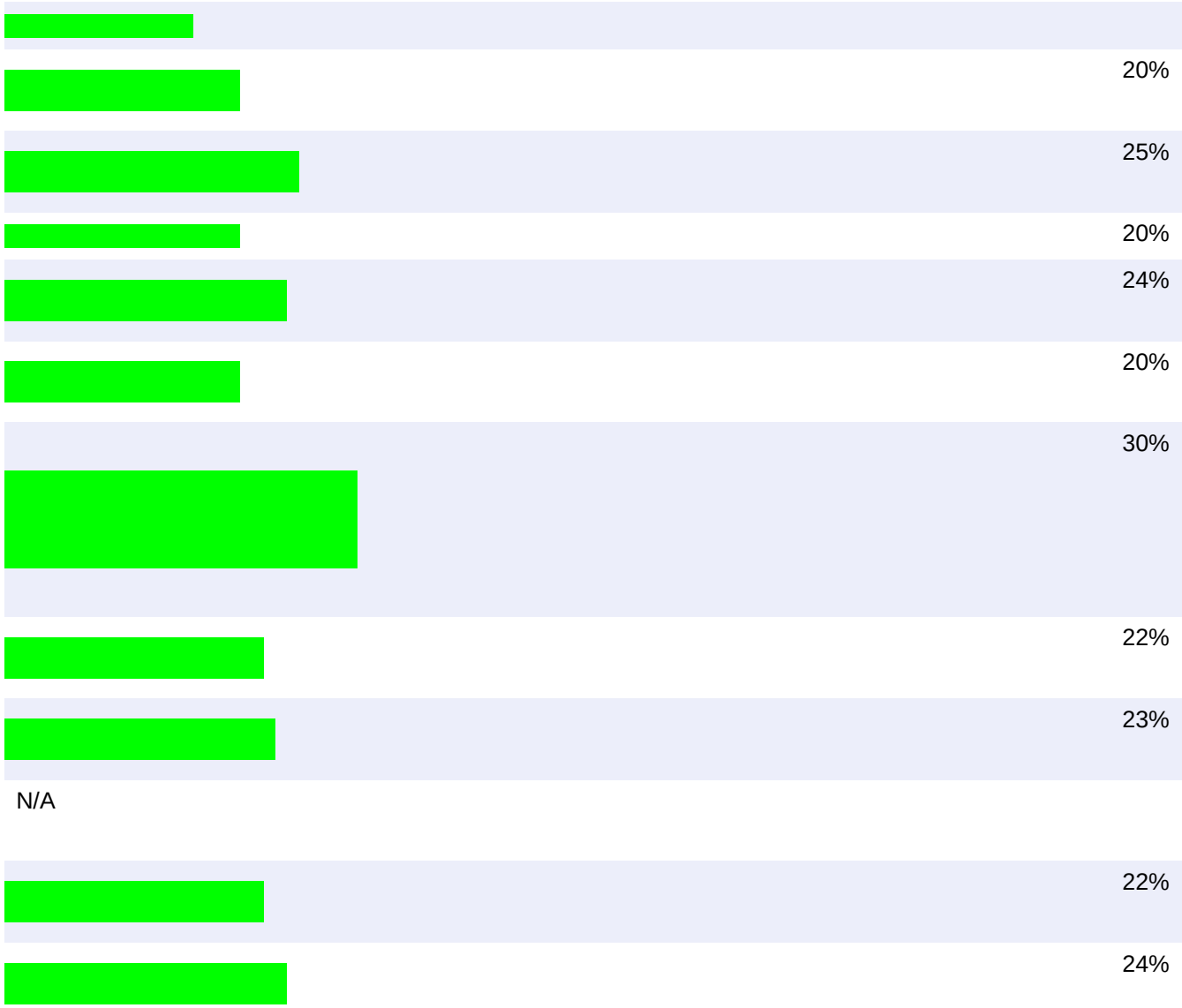

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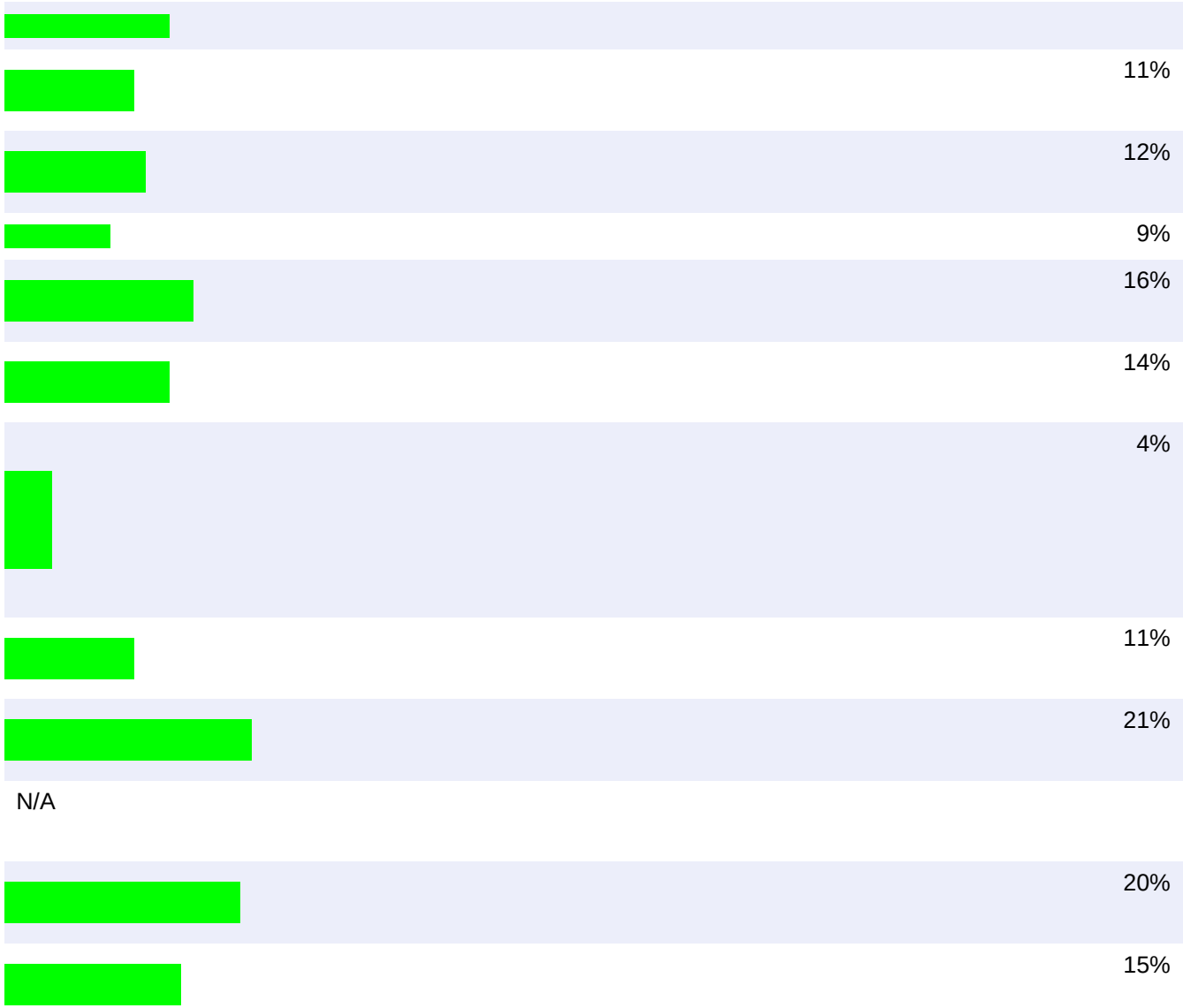

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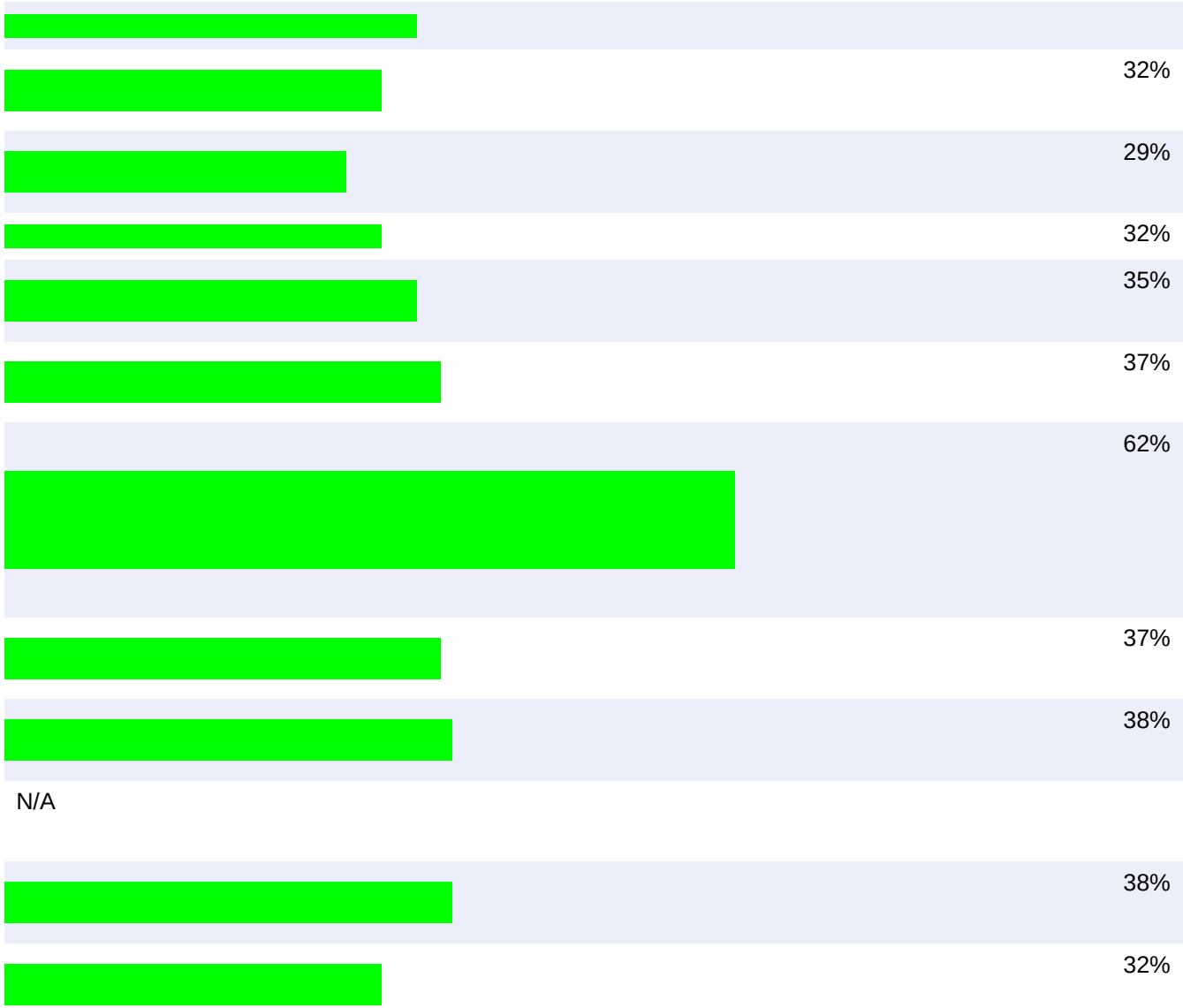

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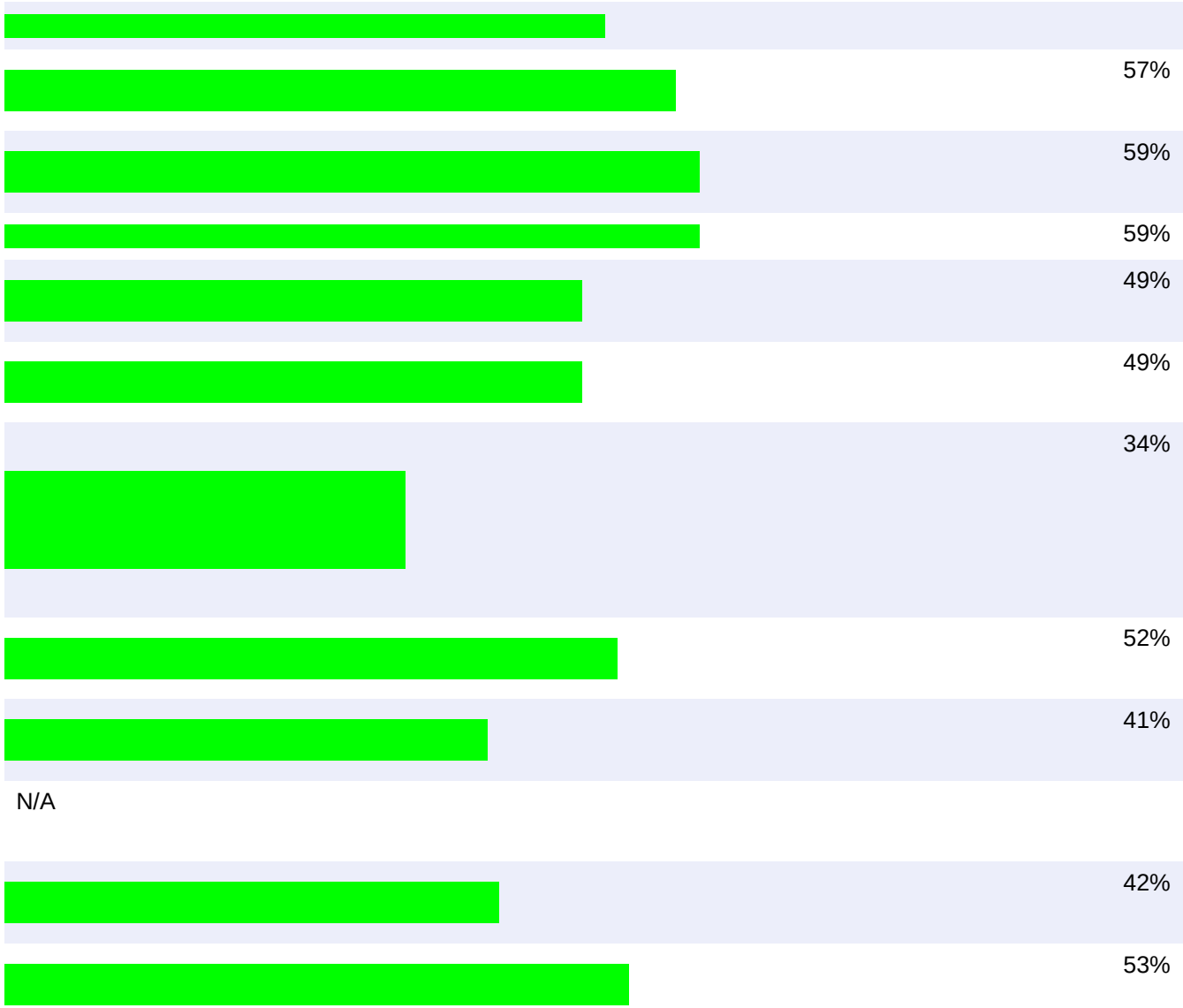

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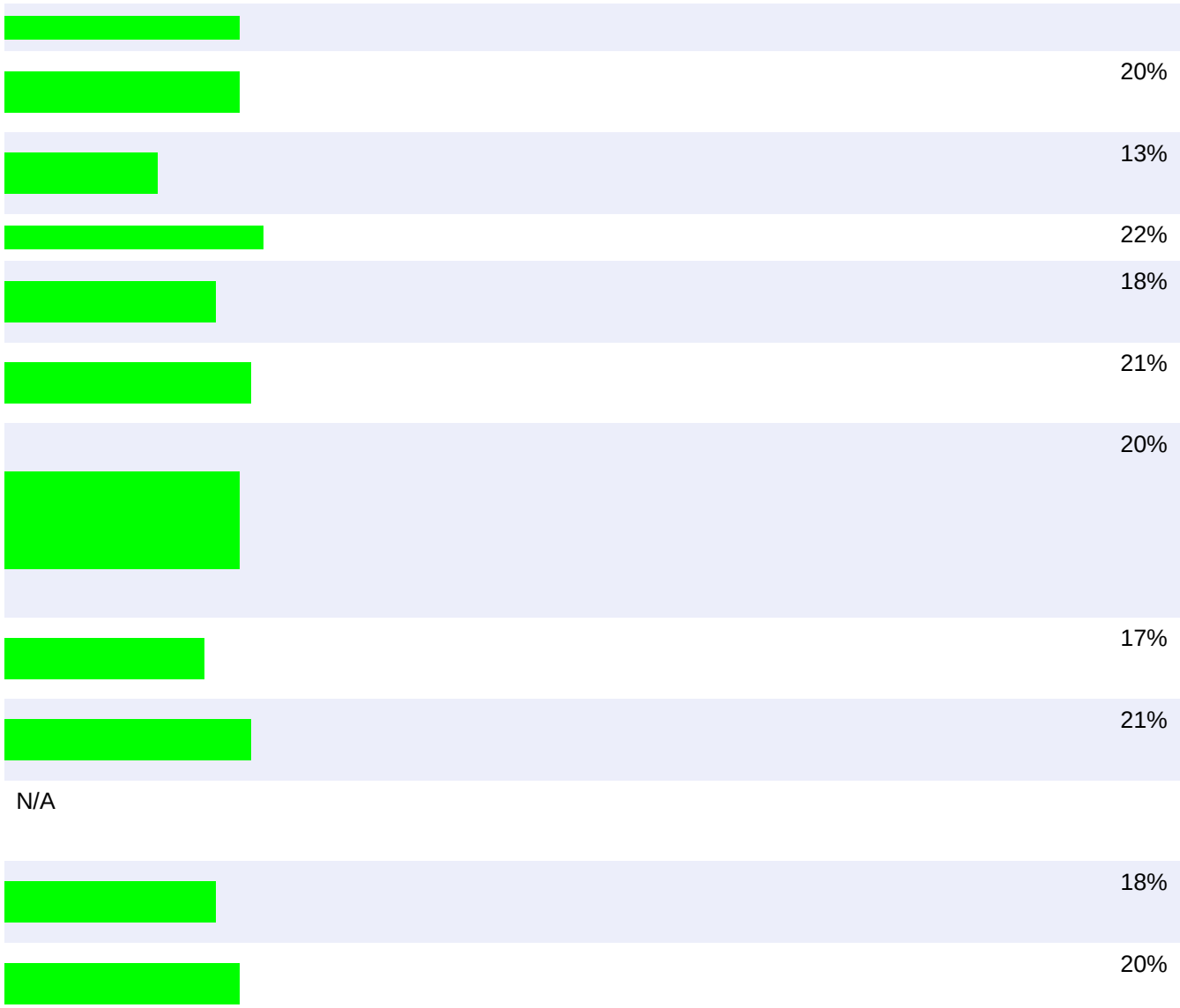

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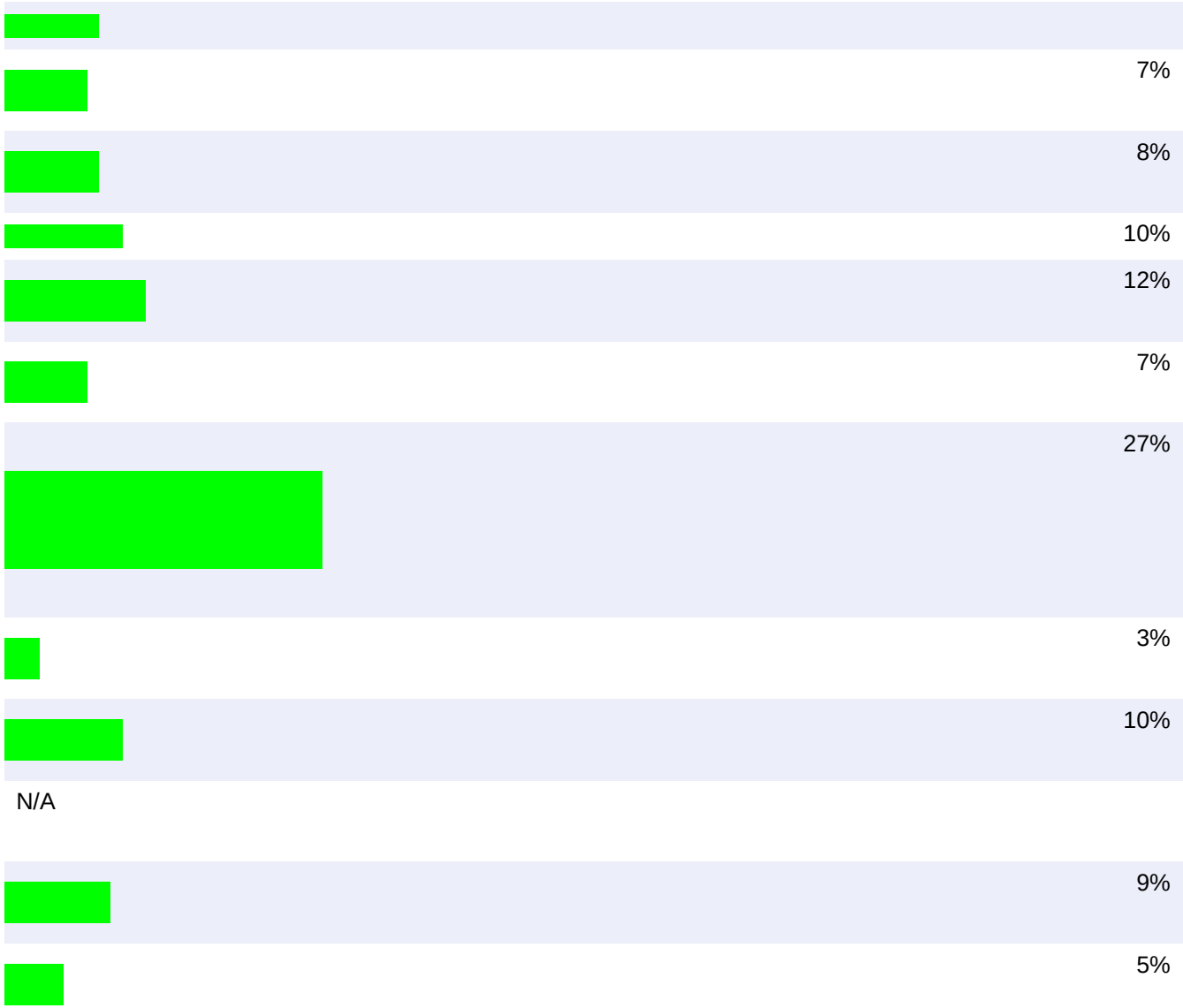

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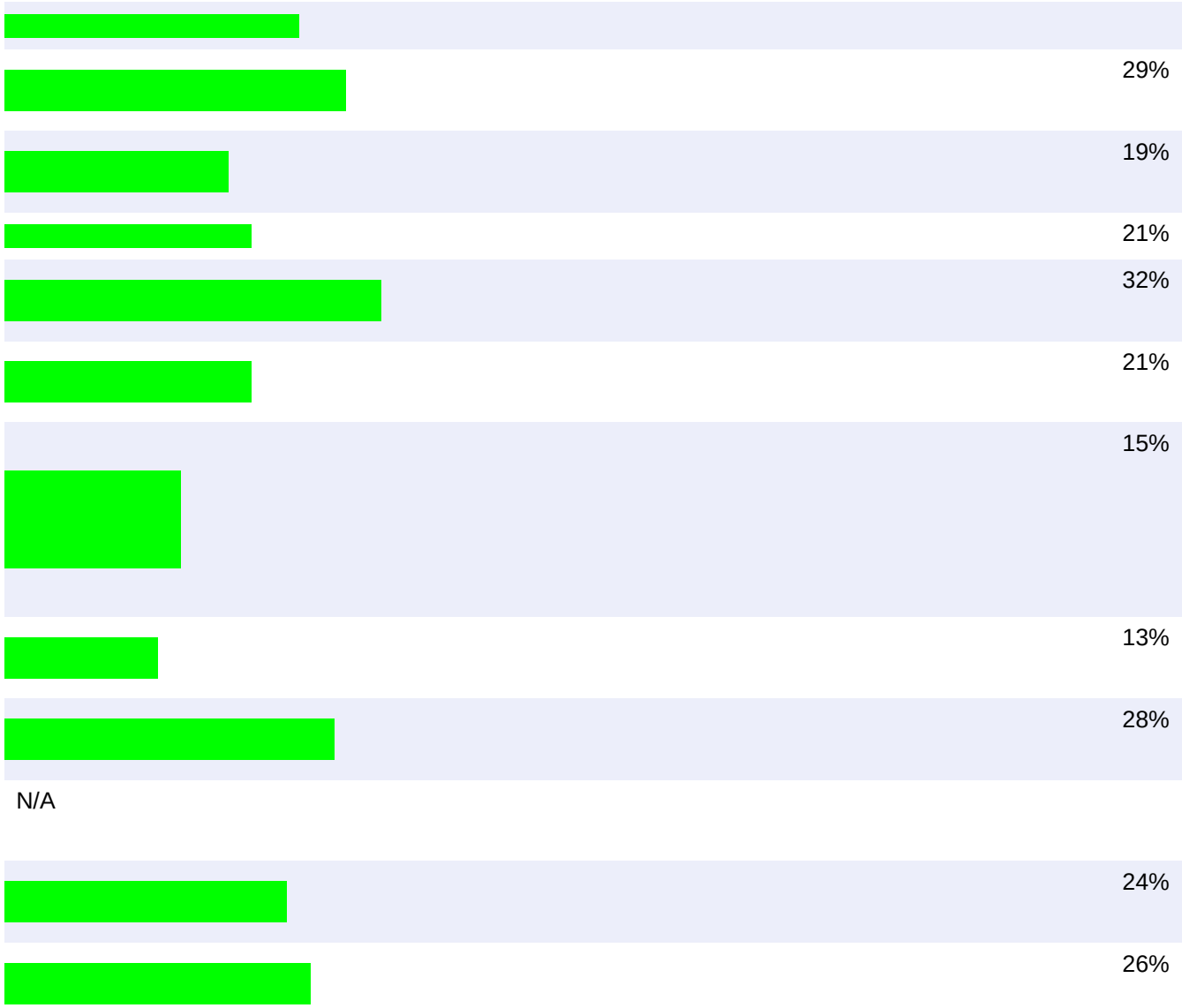

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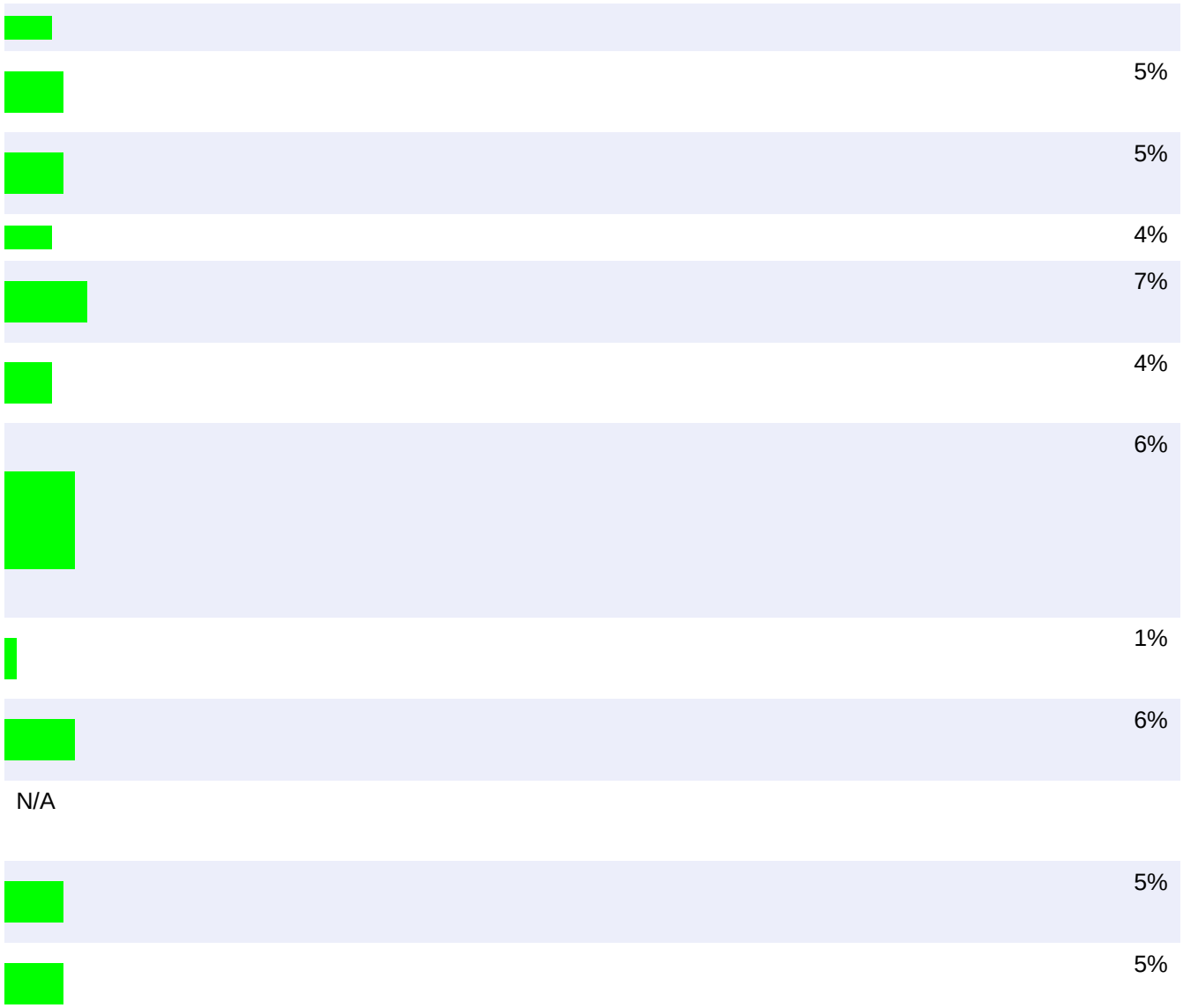

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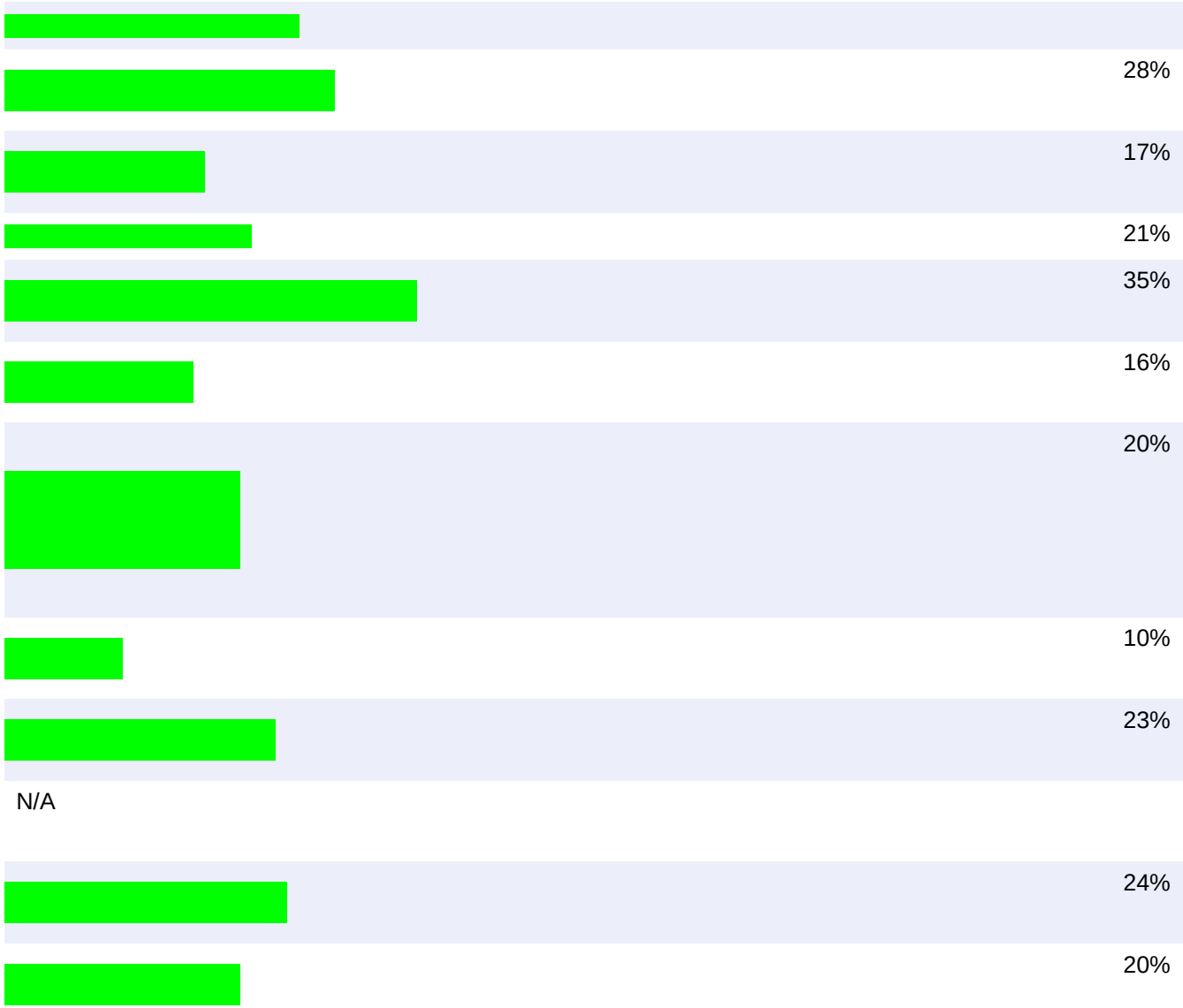

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more
300 or more
300 or more
300 or more
300 or more
Fewer than 100
300 or more
300 or more
N/A
300 or more
300 or more

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	28%	
	38%	
	31%	
	33%	
	31%	
	10%	Fewer than 100 Patients completed the HCAHPS survey. Use these rates with caution, as the number of surveys may be too low to reliably assess hospital performance
	41%	
	33%	
N/A		Survey results are not available for this reporting period
	31%	
	24%	

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

050390	HEMET VALLEY MEDICAL CENTER	1117 EAST DEVONSHIRE
050684	MENIFEE VALLEY MEDICAL CENTER	28400 MCCALL B0ULEVARD
050102	PARKVIEW COMMUNITY HOSPITAL MEDICAL CENTER	3865 JACKSON STREET
050701	SOUTHWEST HEALTHCARE SYSTEM	25500 MEDICAL CENTER DRIVE
050329	CORONA REGIONAL MEDICAL CENTER	800 SOUTH MAIN STREET
050054	SAN GORGONIO MEMORIAL HOSPITAL	600 NORTH HIGHLAND SPRINGS AVENUE
050022	RIVERSIDE COMMUNITY HOSPITAL	4445 MAGNOLIA AVENUE

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	HEMET	CA
	SUN CITY	CA
	RIVERSIDE	CA
	MURRIETA	CA
	CORONA	CA
	BANNING	CA
	RIVERSIDE	CA

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

92543	RIVERSIDE	9516522811
92585	RIVERSIDE	9516798888
92503	RIVERSIDE	9516882211
92562	RIVERSIDE	9516966000
92882	RIVERSIDE	9517374343
92220	RIVERSIDE	9517692101
92501	RIVERSIDE	9517883000

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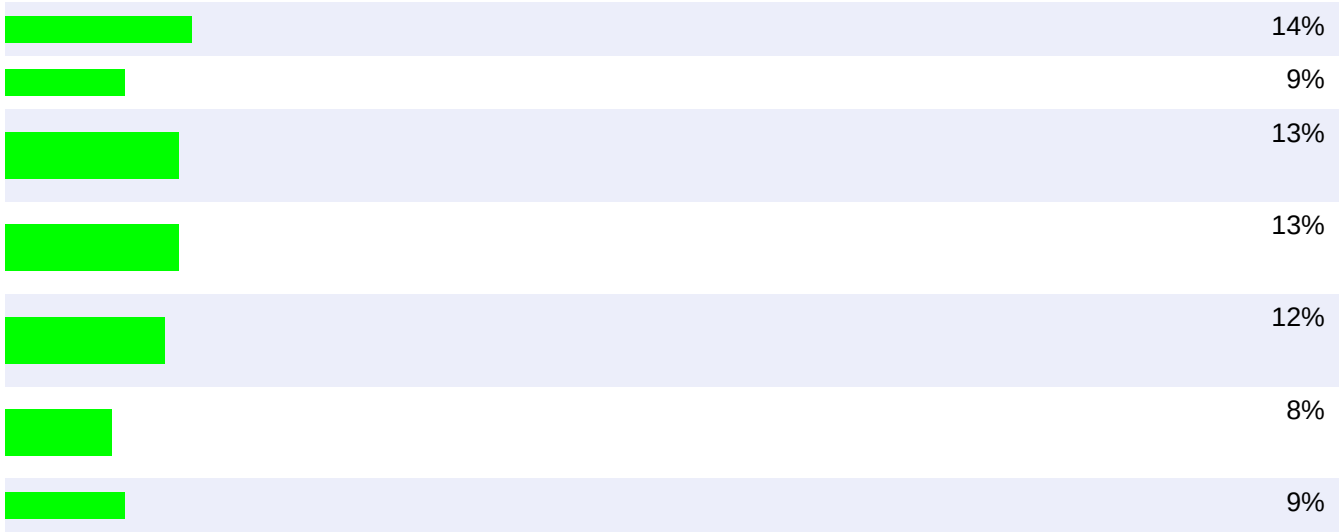

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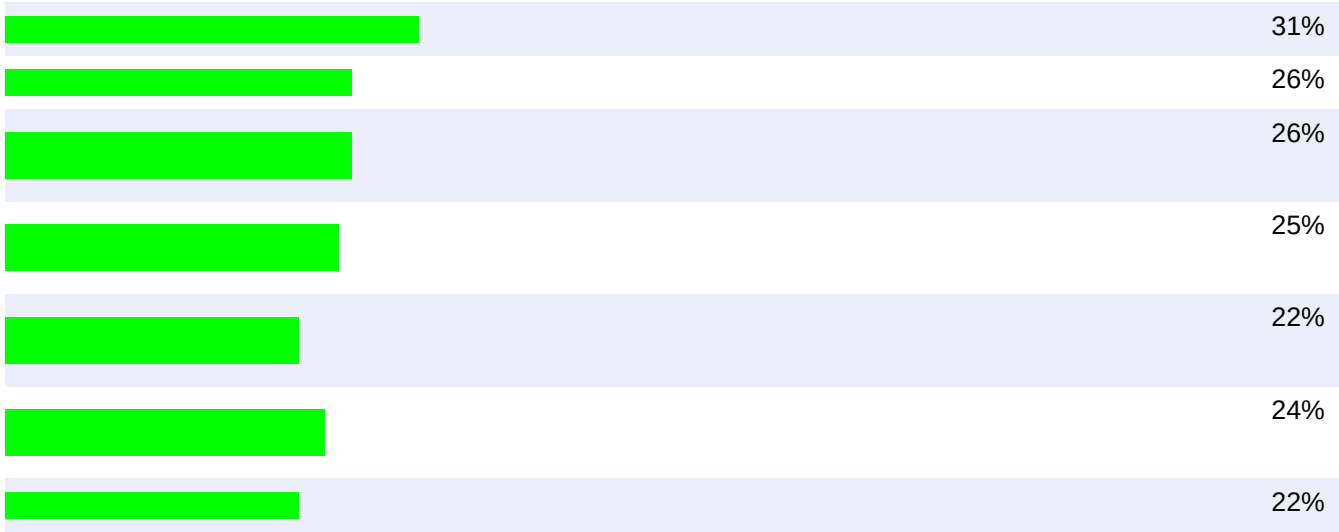

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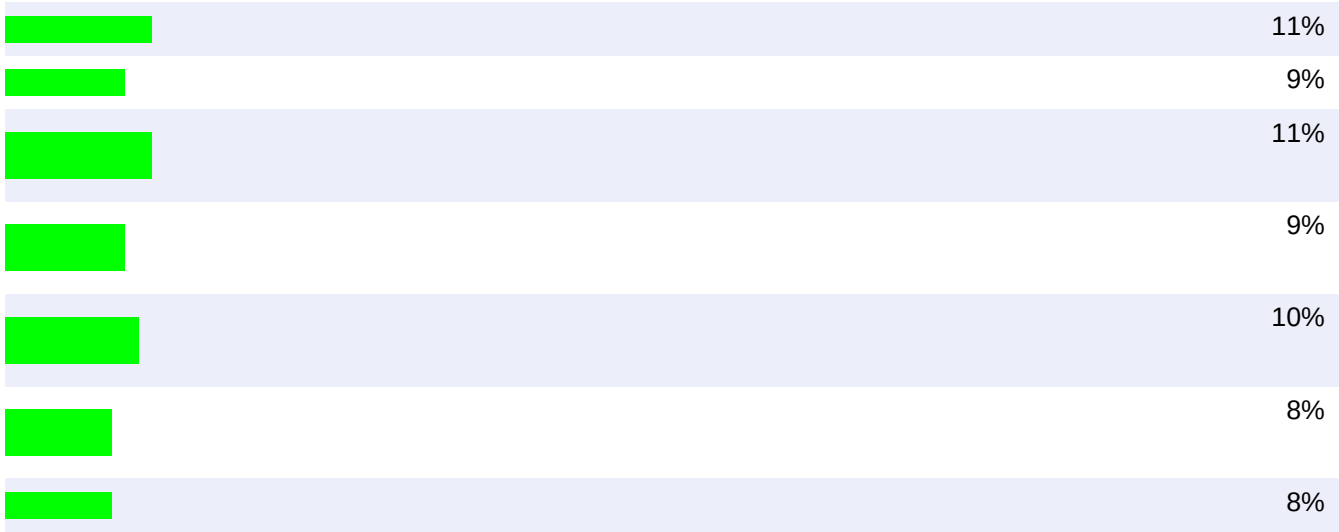

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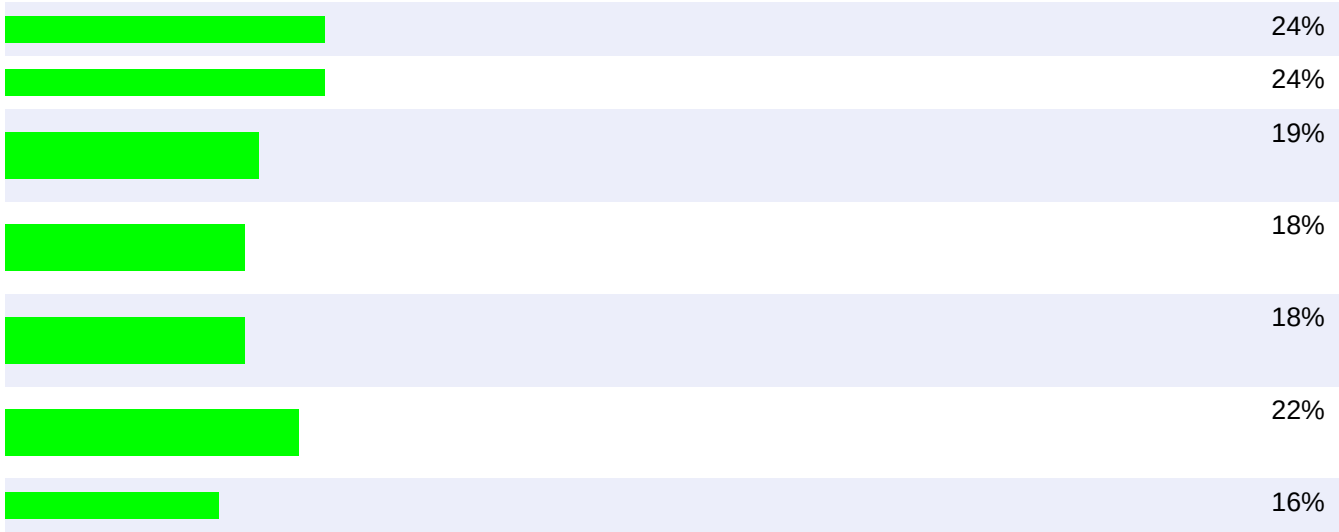

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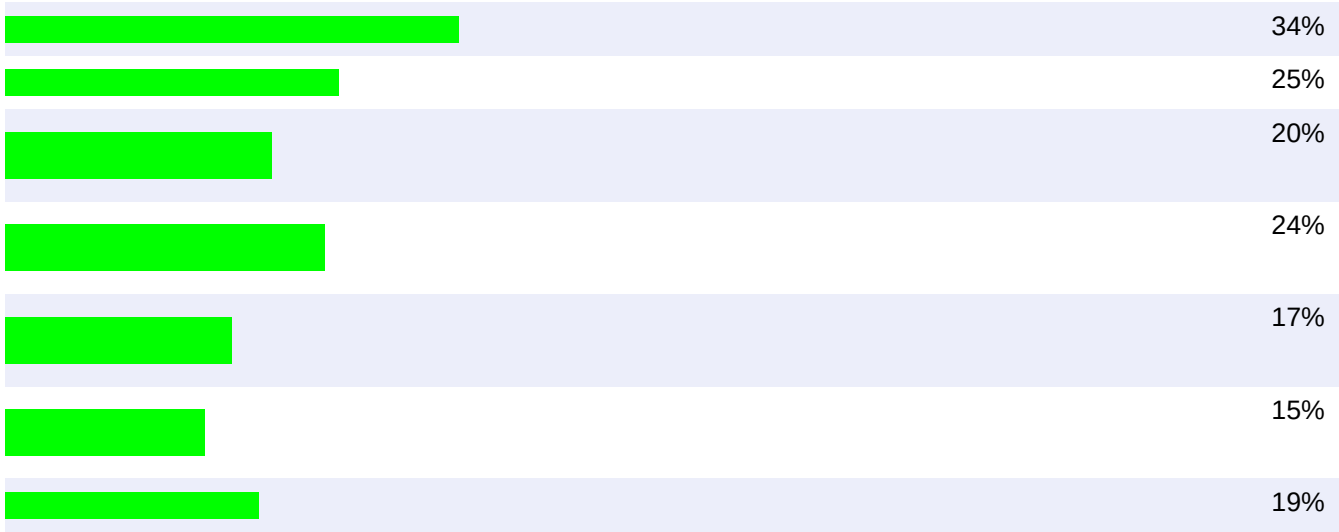

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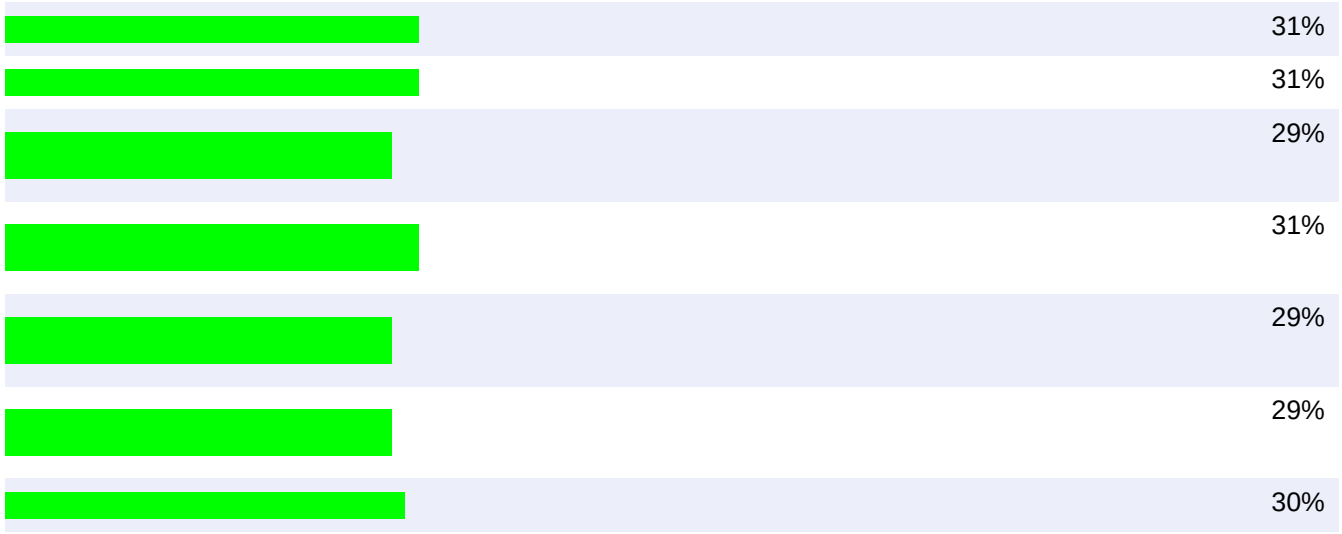

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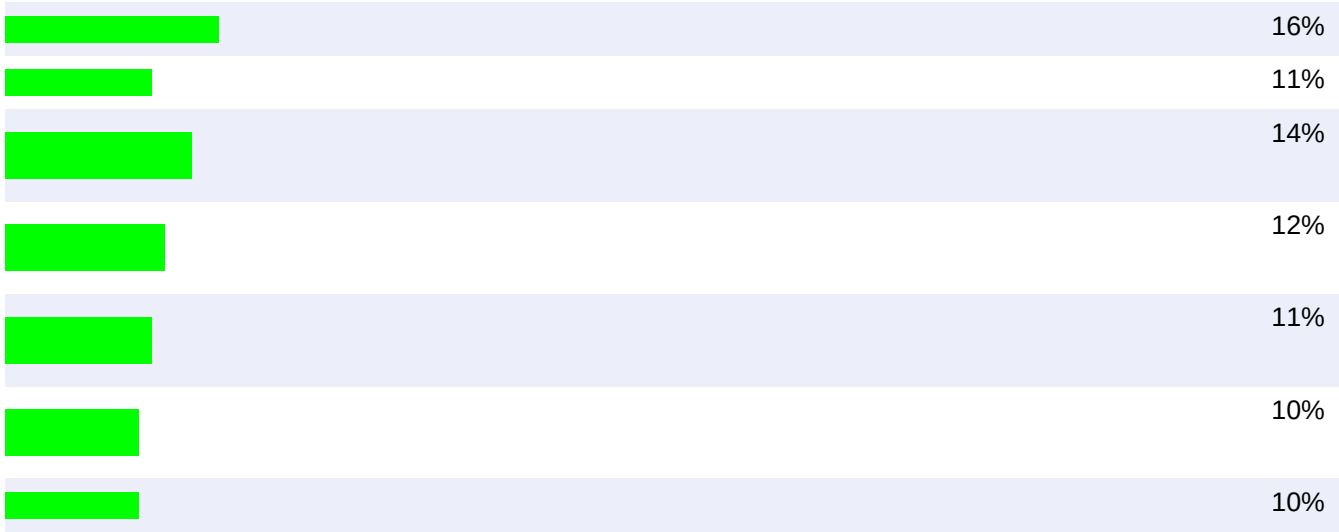

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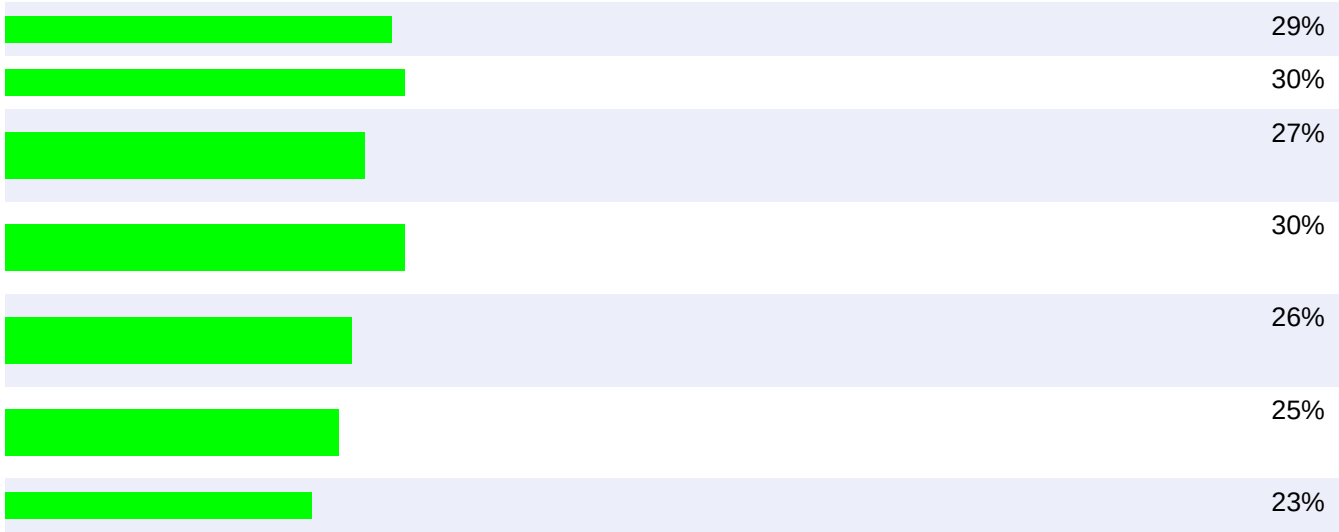

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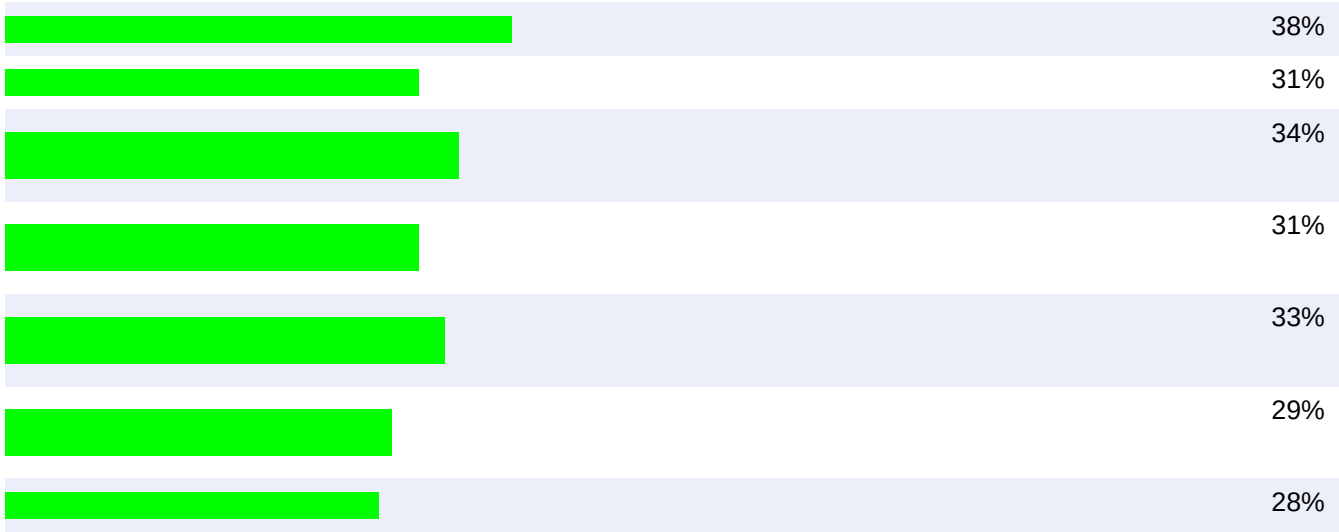

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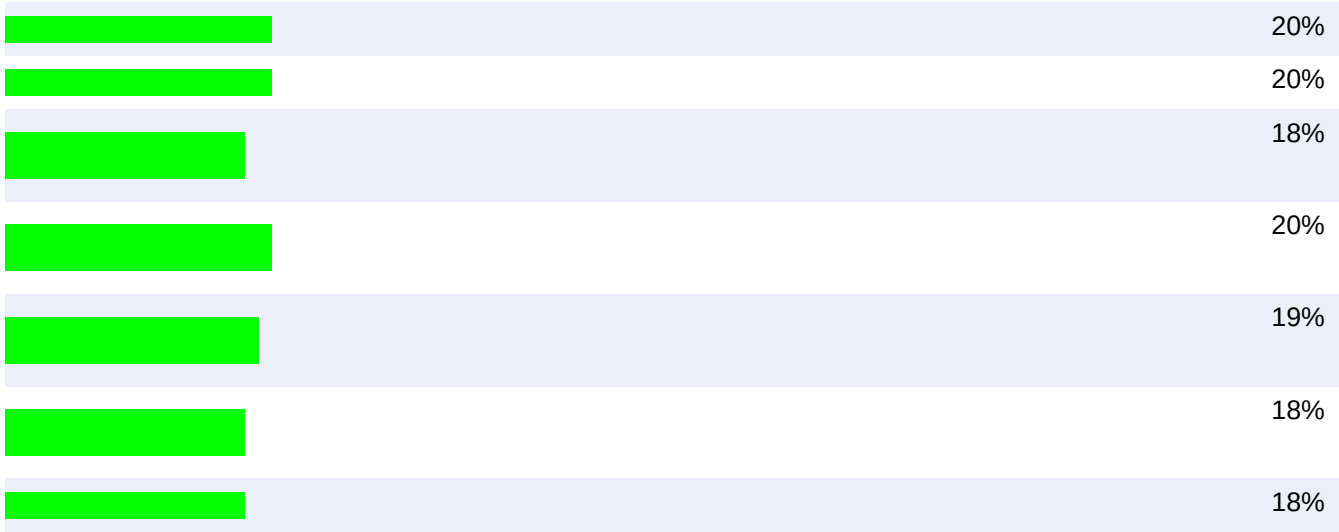

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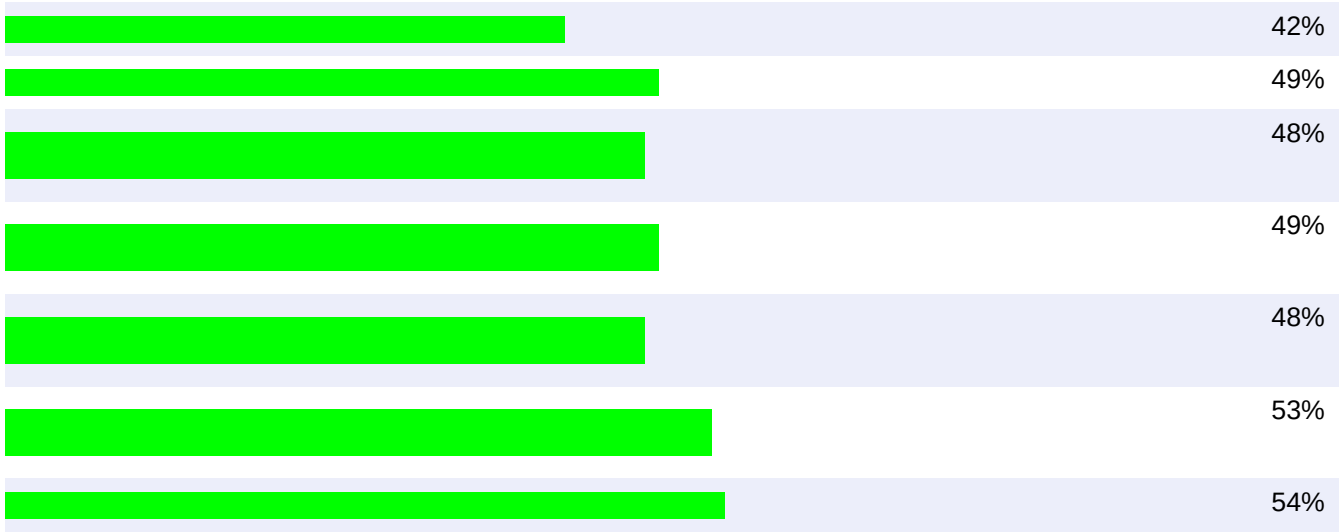

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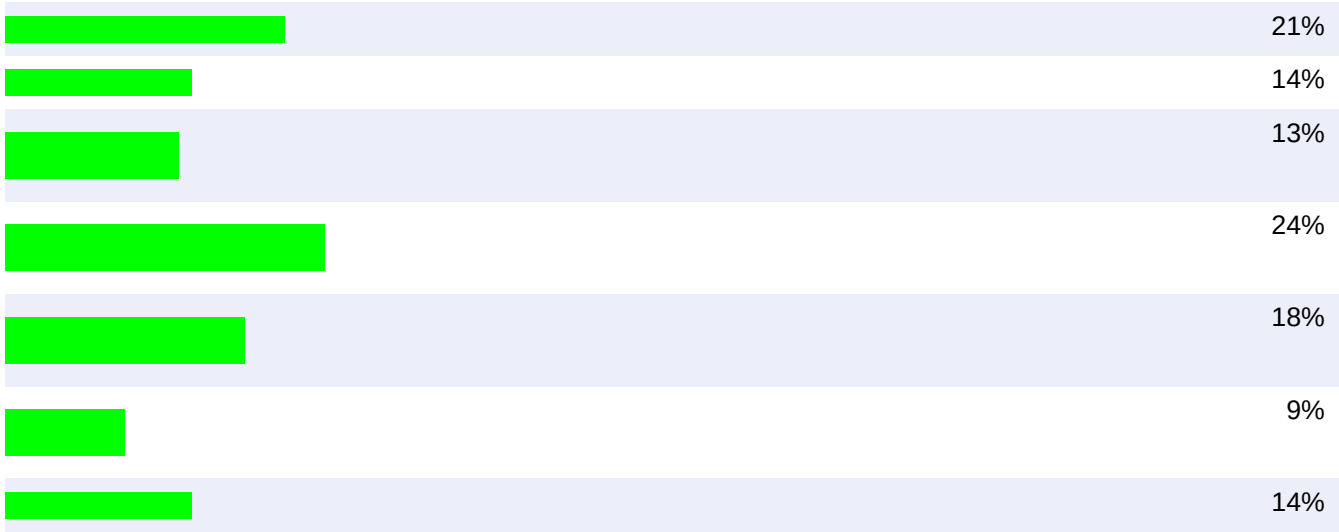

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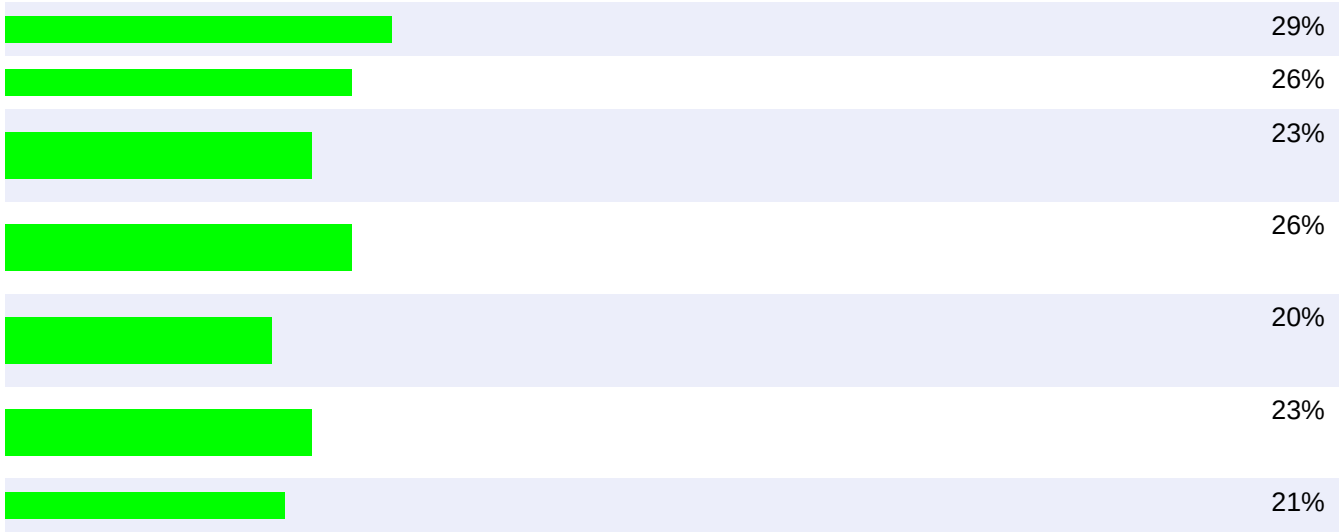

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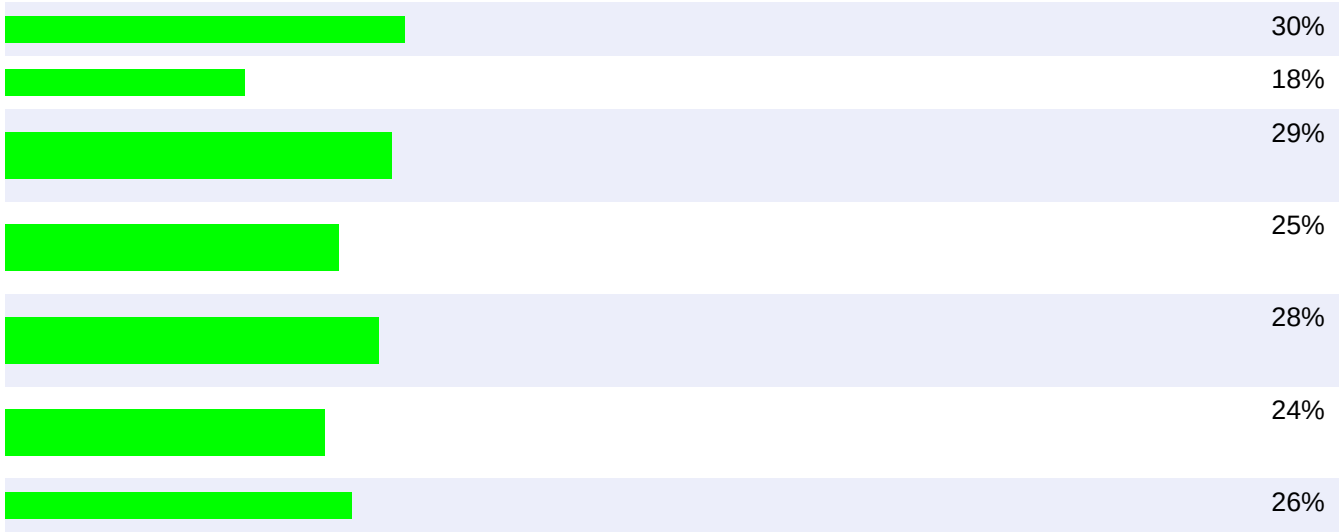

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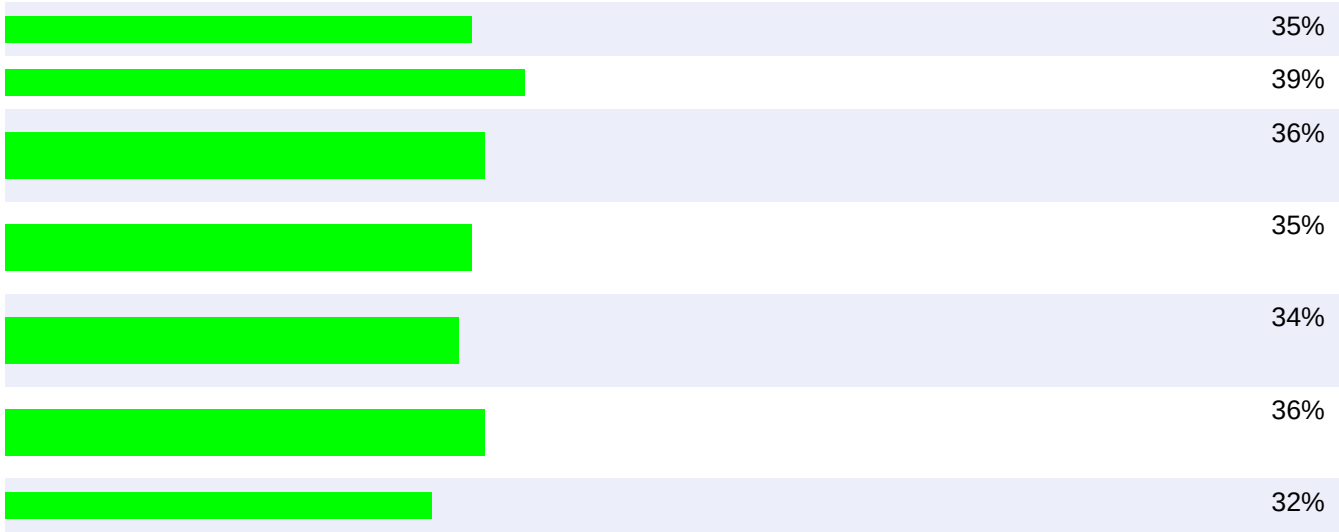

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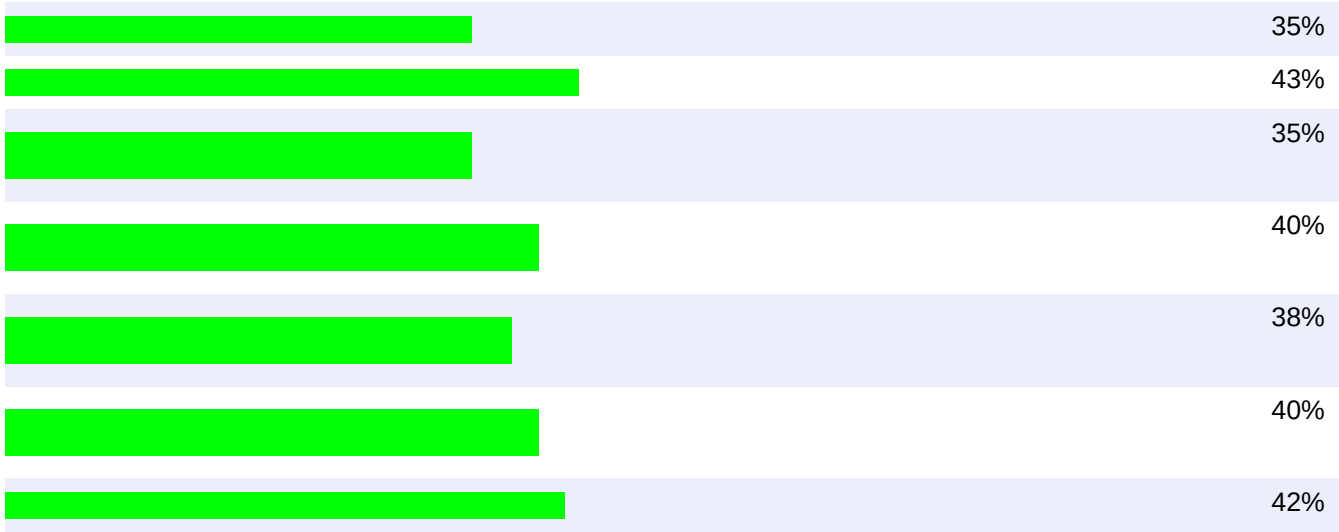

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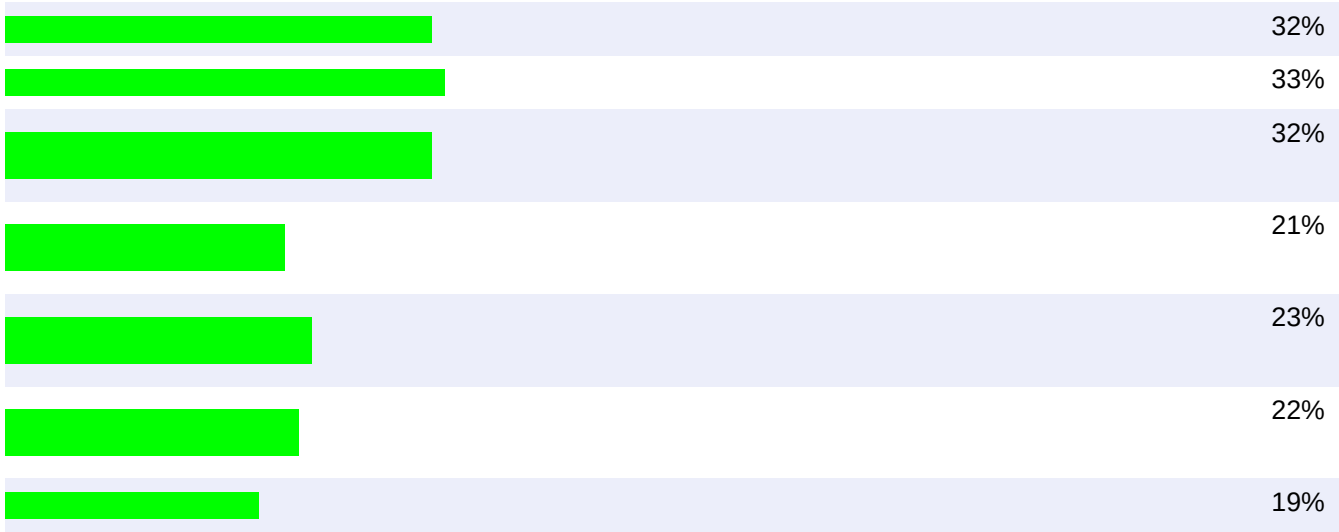

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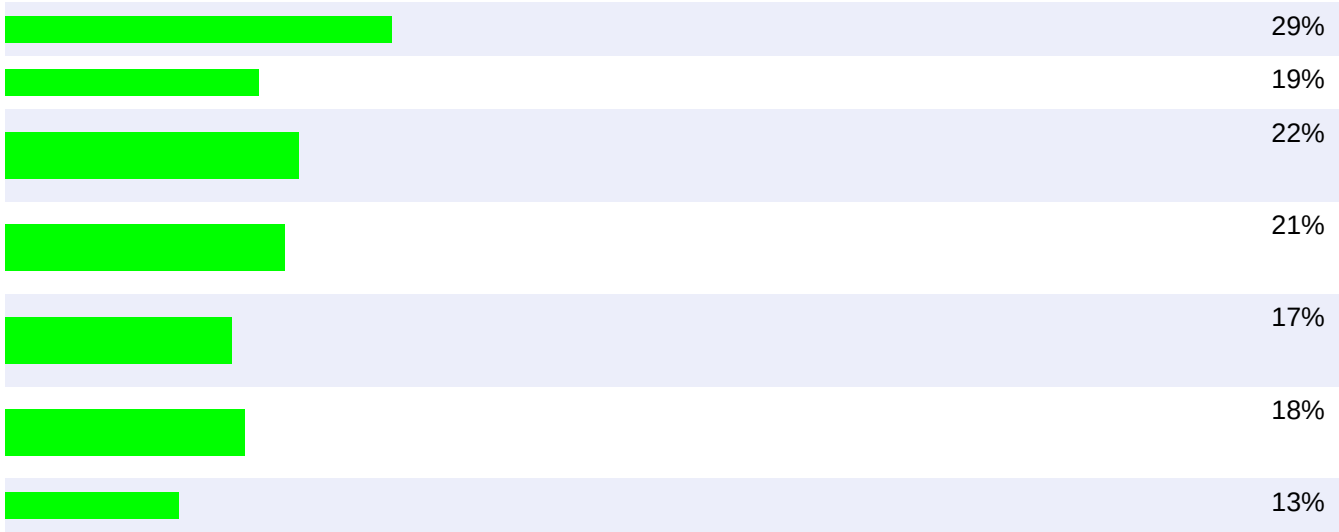

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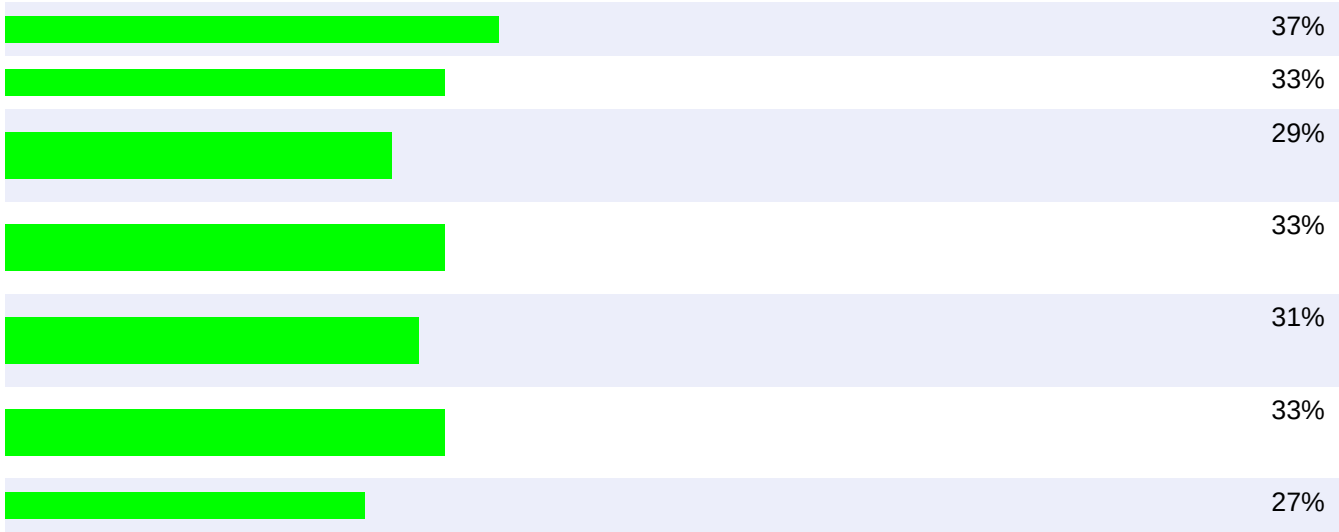

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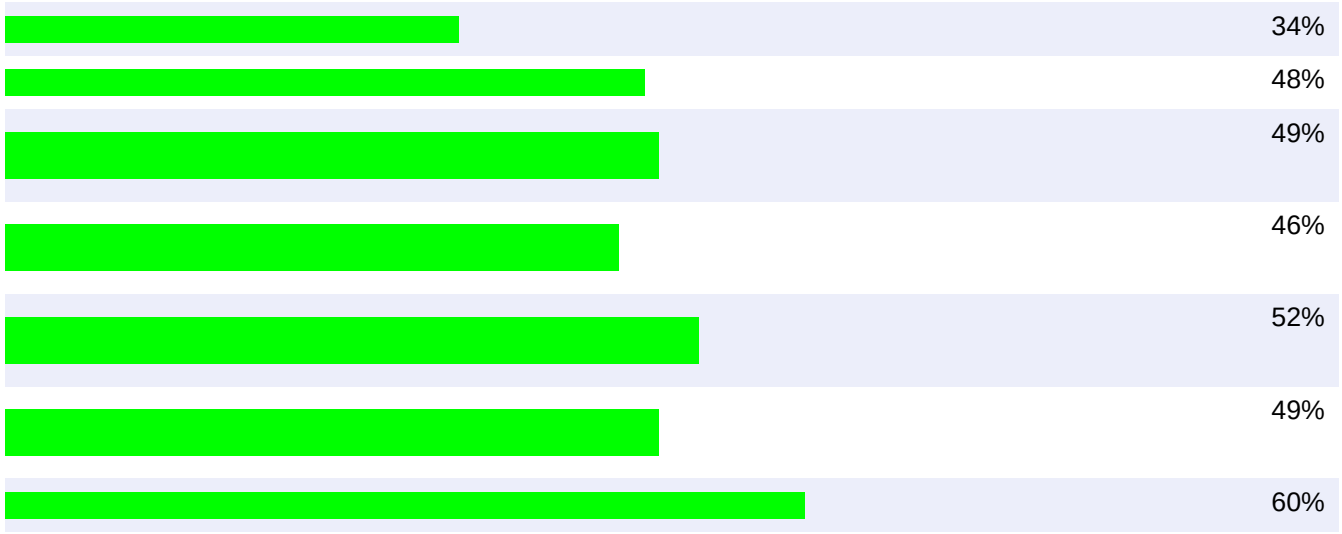

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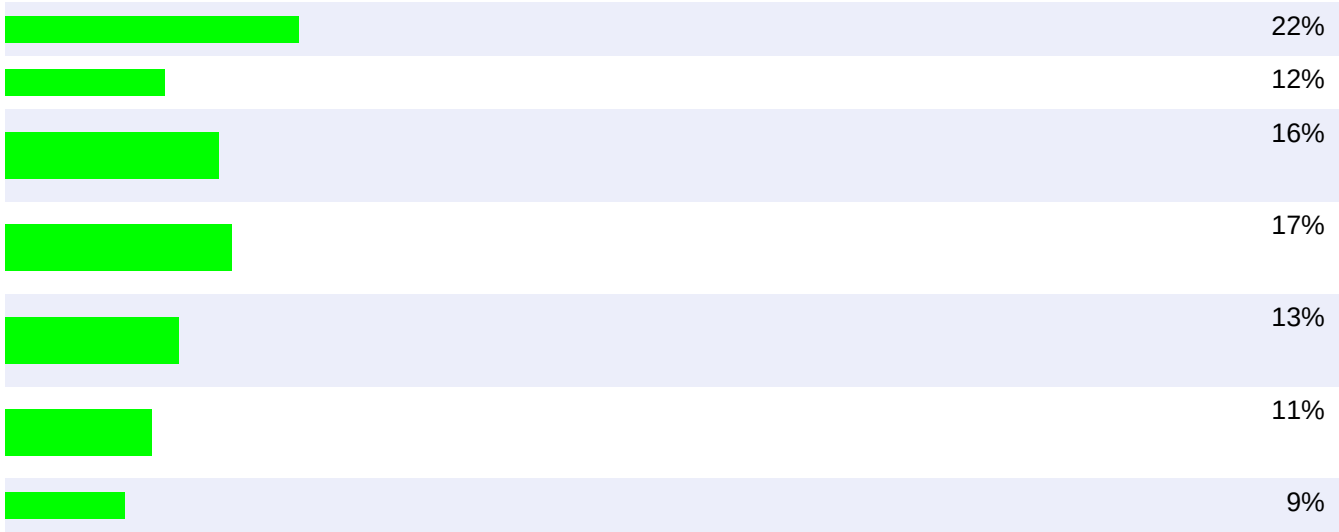

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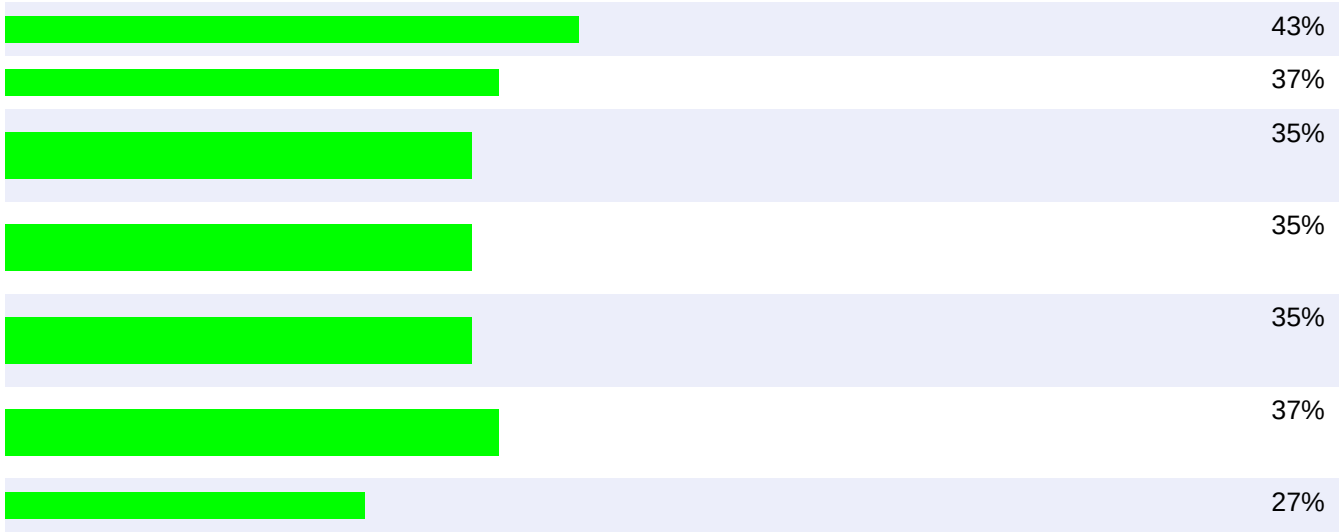

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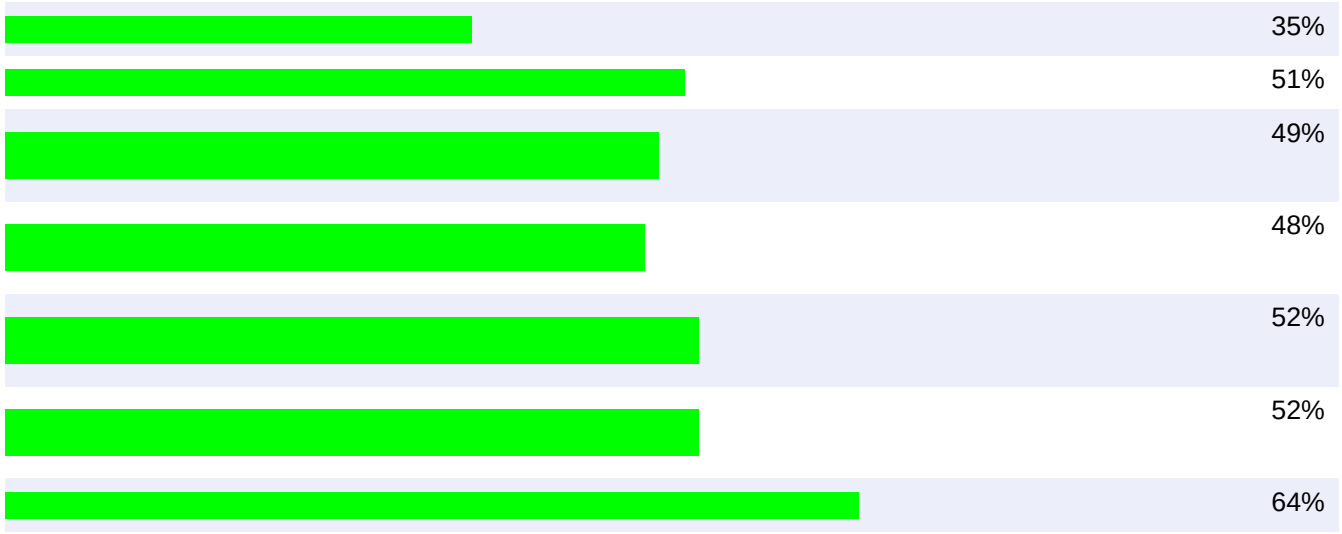

HCAHPS VHA WC March 2010

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more
300 or more
300 or more
300 or more
300 or more
300 or more
300 or more

HCAHPS VHA WC March 2010

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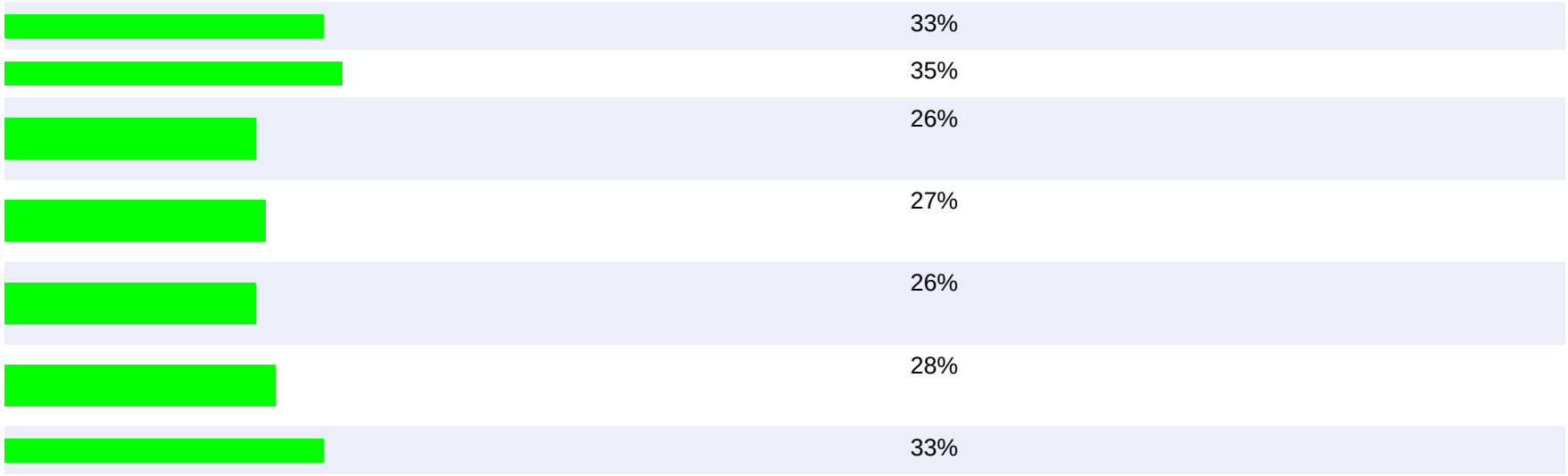

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