

**Patient Experience of Care Survey  
July 1, 2010 - June 30, 2011**

<b>Benchmark</b>	<b>Ranked hospital high</b>	<b>Definitely recommend hospital</b>	<b>Doctors always communicated well</b>	<b>Nurses always communicated well</b>	<b>Always received requested help</b>	<b>Staff always explained medications</b>	<b>Pain always well controlled</b>	<b>Always quiet at night</b>	<b>Room always clean</b>	<b>Staff provide discharge instructions</b>
US National Average	68%	70%	80%	77%	65%	61%	70%	59%	72%	83%
Wisconsin Average	72%	73%	82%	80%	70%	66%	70%	61%	78%	87%
State Benchmark	81%	83%	87%	85%	78%	72%	76%	70%	86%	91%
<b>Hospital</b>										
Aurora Medical Center-Oshkosh	76%	78%	82%	79%	73%	67%	74%	65%	79%	89%
Ripon Medical Center	66%	65%	77%	81%	74%	63%	68%	55%	79%	86%
St. Agnes Hospital	63%	64%	82%	78%	65%	63%	70%	51%	71%	86%
Waupun Memorial Hospital	78%	76%	85%	83%	75%	63%	73%	69%	72%	87%