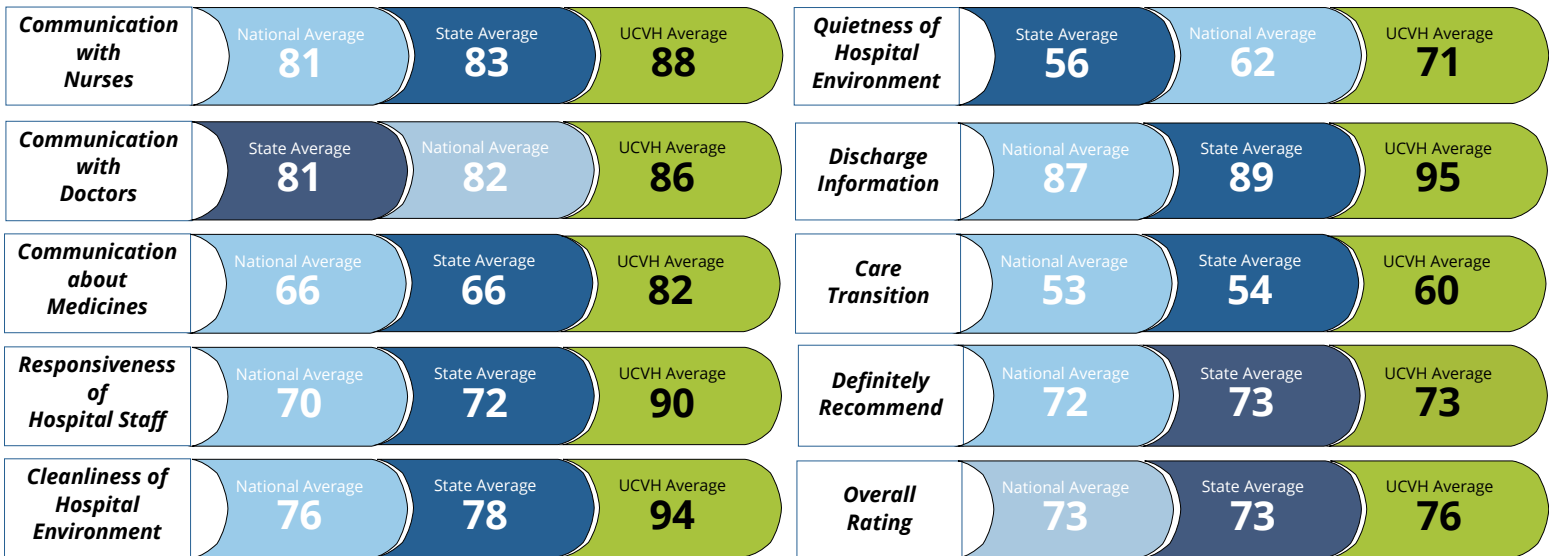


We're Committed to The Best Patient Care

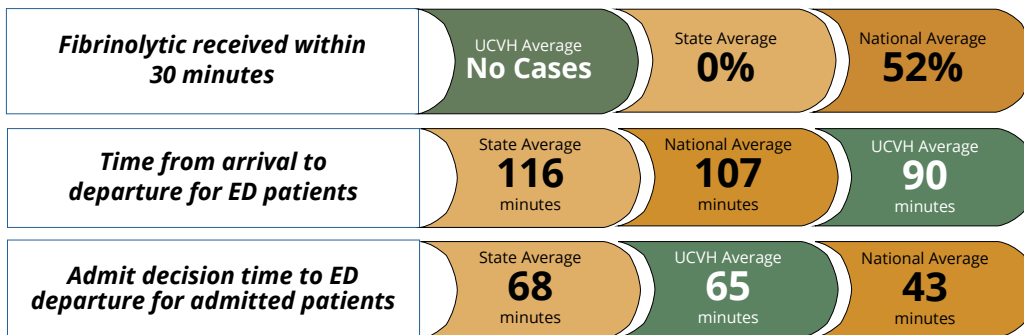
Upper Connecticut Valley Hospital



Q2 2018 – Q1 2019 INPATIENT SATISFACTION SCORES (HCAHPS)



Q2 2019 EMERGENCY DEPARTMENT (ED) QUALITY MEASURES (MBQIP) MEDICARE BENEFICIARY QUALITY IMPROVEMENT PROJECT



"Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) reporting period: Quarter 2 2018 - Quarter 1 2019. Outpatient MBQIP Measures: Quarter 2 2019. Scores represent the percentage 9 and 10 on "an overall rating of Hospitals where 1 = worst hospital and 10 = best hospital."