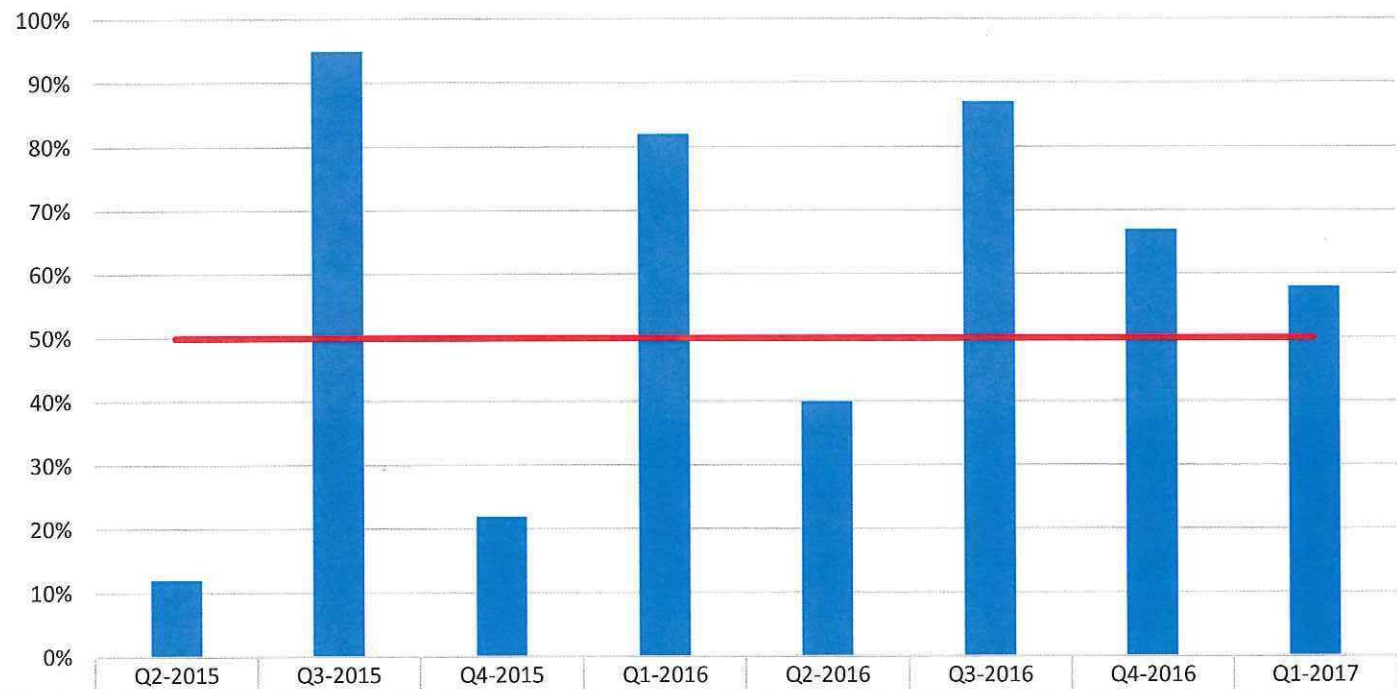






## Beaumont Hospital - Grosse Pointe 3 West

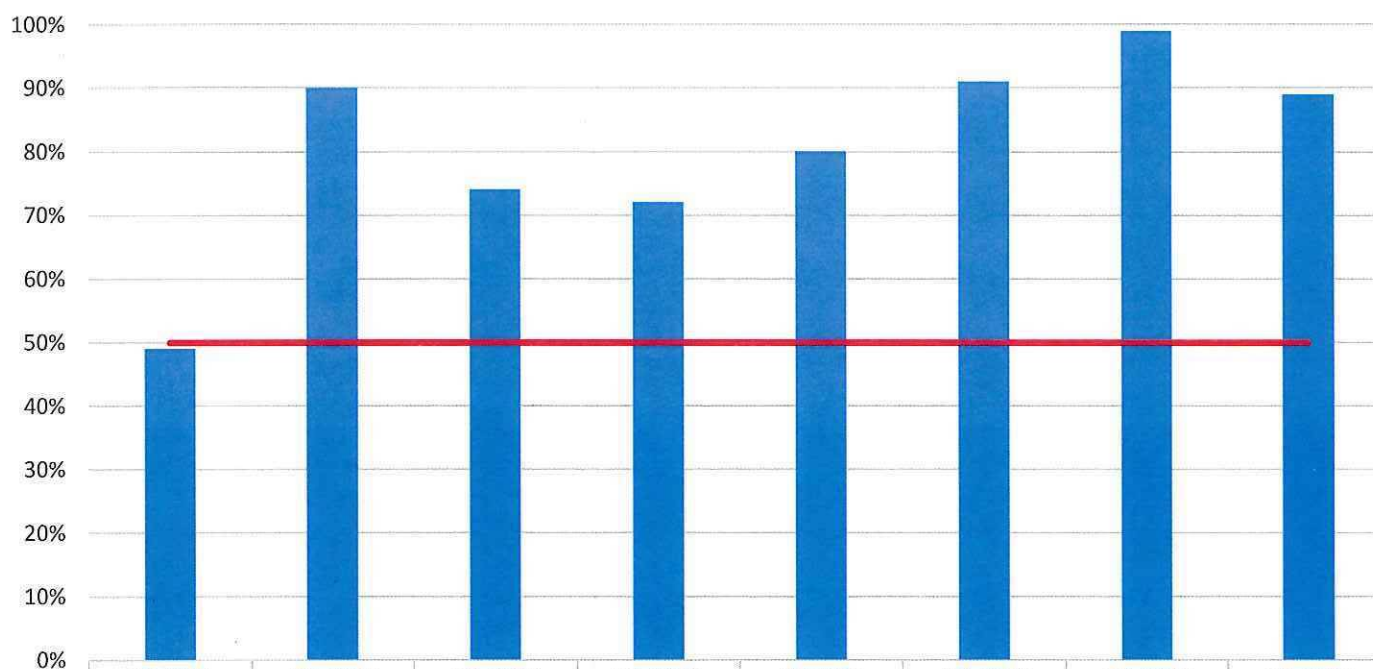
### Courtesy and Respect: How Often Did Nurses Treat You With Courtesy and Respect



3 West	12%	95%	22%	82%	40%	87%	67%	58%
Press Ganey All Data Base Benchmark	50%	50%	50%	50%	50%	50%	50%	50%

**Beaumont Hospital - Grosse Pointe**  
**Critical Care Stepdown Unit**  
**Courtesy and Respect: How Often Did Nurses Treat You With Courtesy and Respect**

Percentile Ranking of  
Patients Answering Always

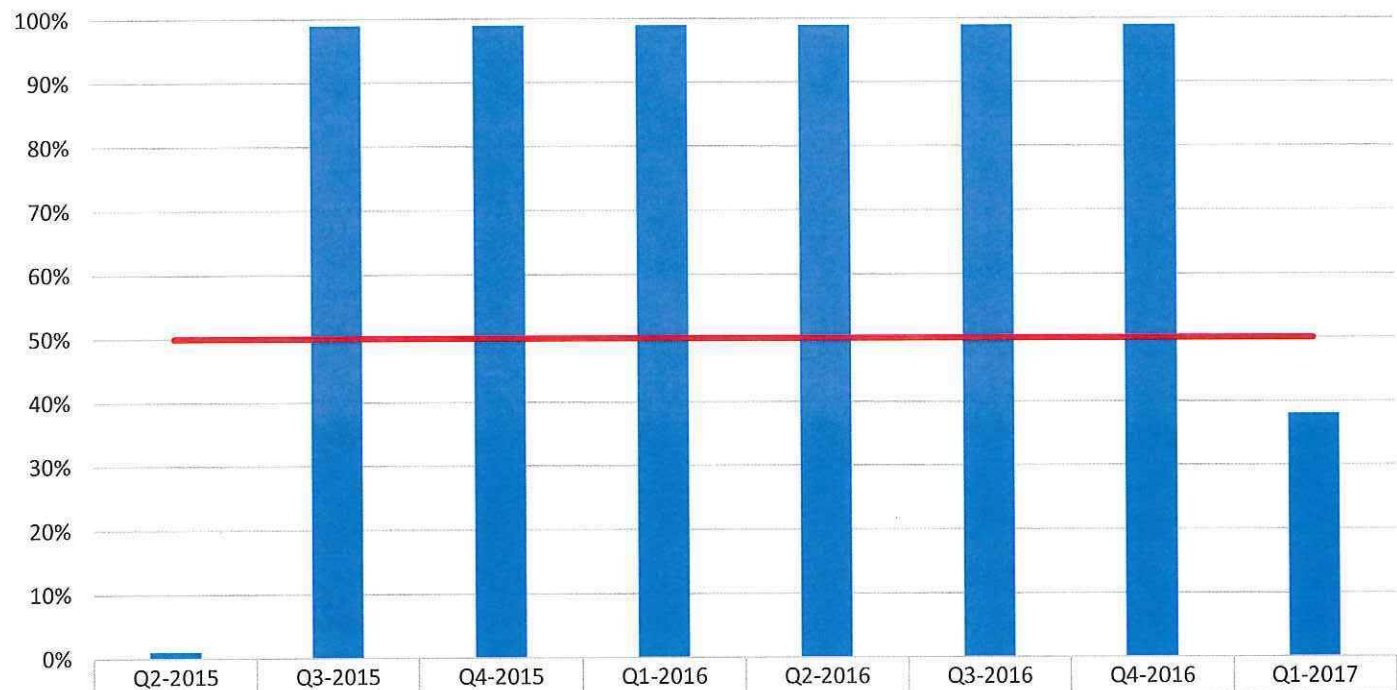


■ CCSU

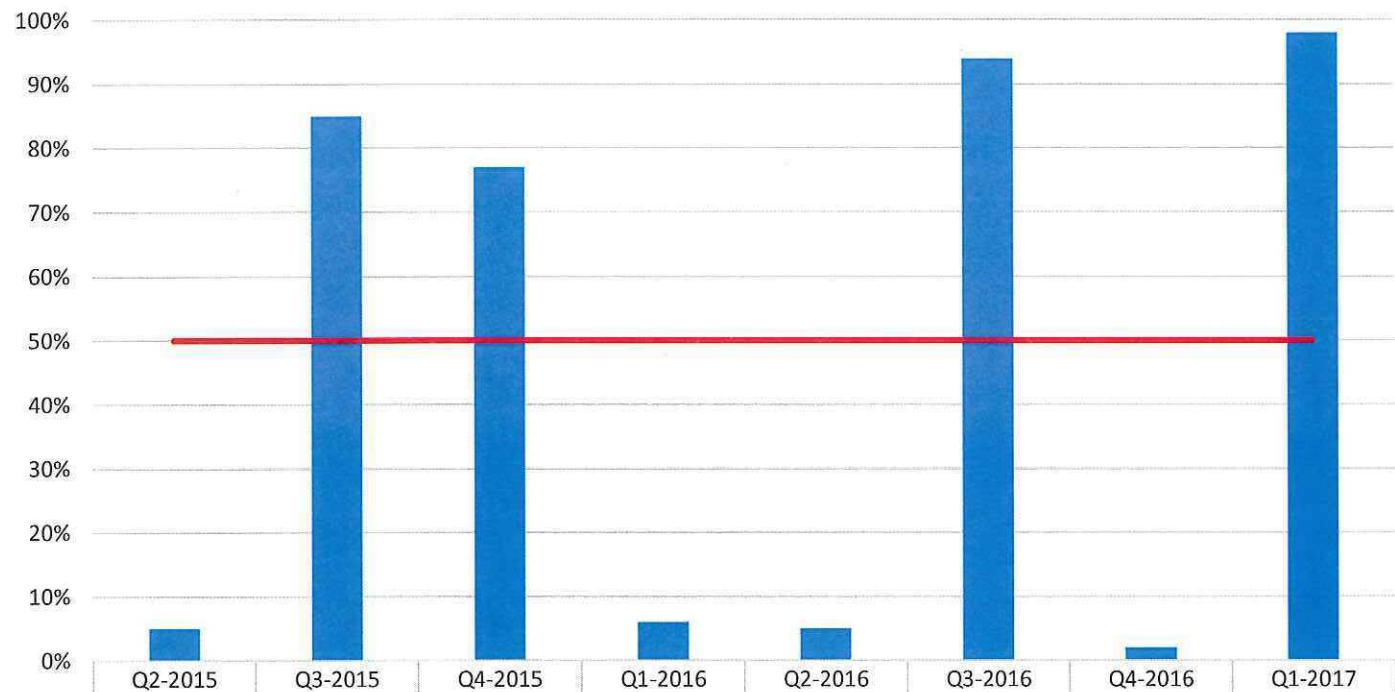
— Press Ganey All Data Base Benchmark



**Beaumont Hospital - Grosse Pointe  
Critical Care Unit  
Courtesy and Respect: How Often Did Nurses Treat You With Courtesy and  
Respect**

[illegible]

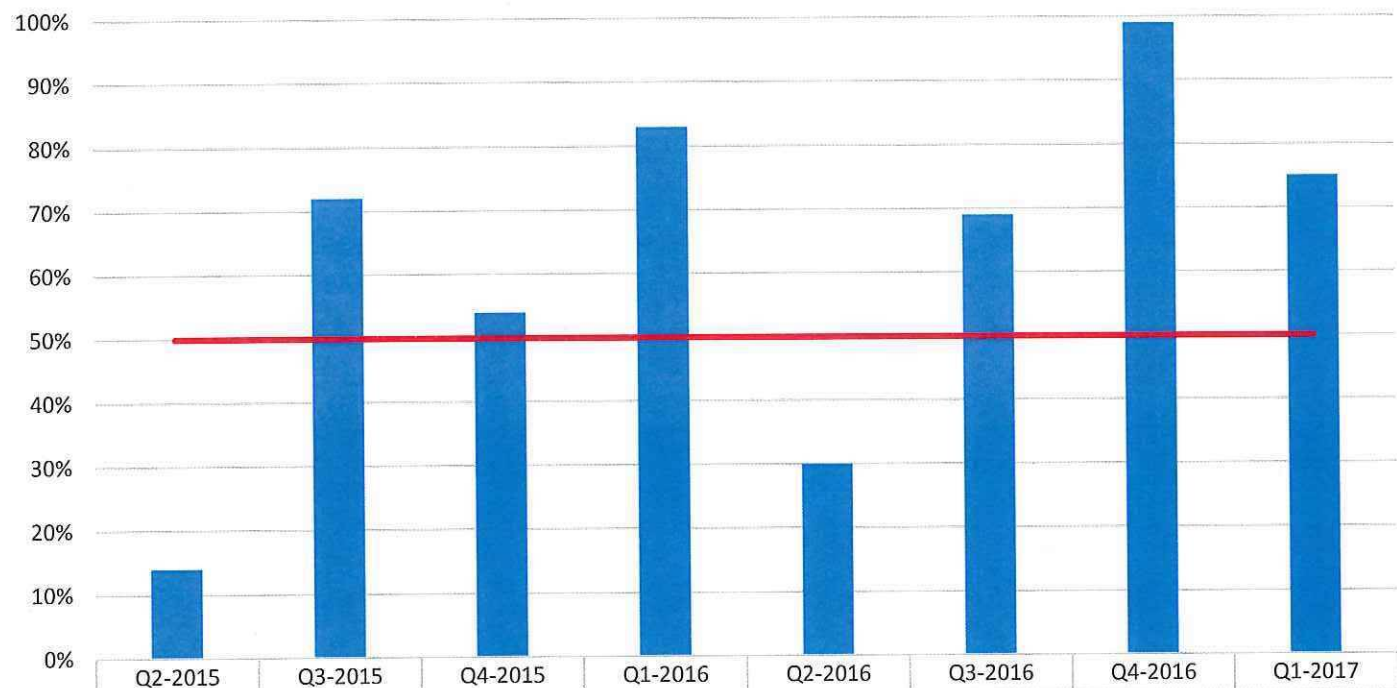
**Beaumont Hospital - Grosse Pointe  
Family Birth Center  
Courtesy and Respect: How Often Did Nurses Treat You With Courtesy and  
Respect**



FBC	5%	85%	77%	6%	5%	94%	2%	98%
Press Ganey All Data Base Benchmark	50%	50%	50%	50%	50%	50%	50%	50%

## Beaumont Hospital - Grosse Pointe Observation

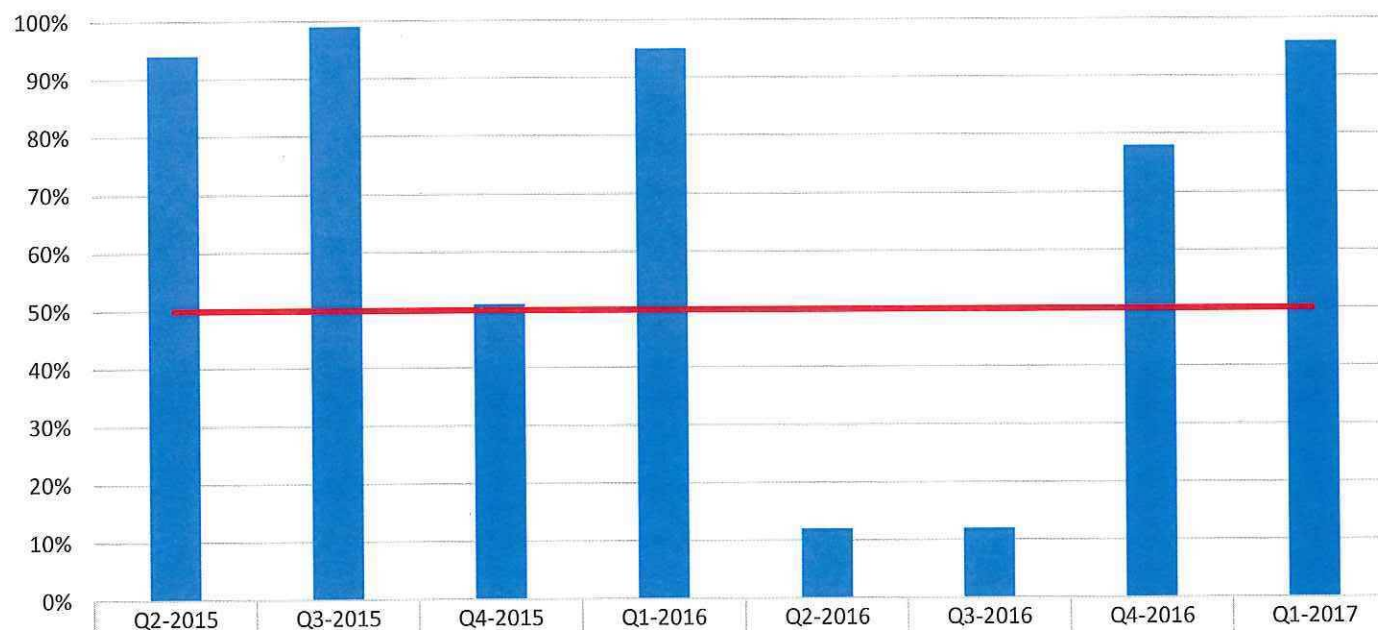
### Courtesy and Respect: How Often Did The Nurses Treat You With Courtesy and Respect



Obs	14%	72%	54%	83%	30%	69%	99%	75%
Press Ganey All Data Base Benchmark	50%	50%	50%	50%	50%	50%	50%	50%

**Beaumont Hospital - Grosse Pointe**  
**Women's Health Unit**  
**Courtesy and Respect: How Often Did Nurses Treat You With Courtesy and Respect**

Percentile Ranking of  
Patients Answering Always



WHU	Q2-2015	Q3-2015	Q4-2015	Q1-2016	Q2-2016	Q3-2016	Q4-2016	Q1-2017
	94%	99%	51%	95%	12%	12%	78%	96%
Press Ganey All Data Base Benchmark	50%	50%	50%	50%	50%	50%	50%	50%

Axis Title