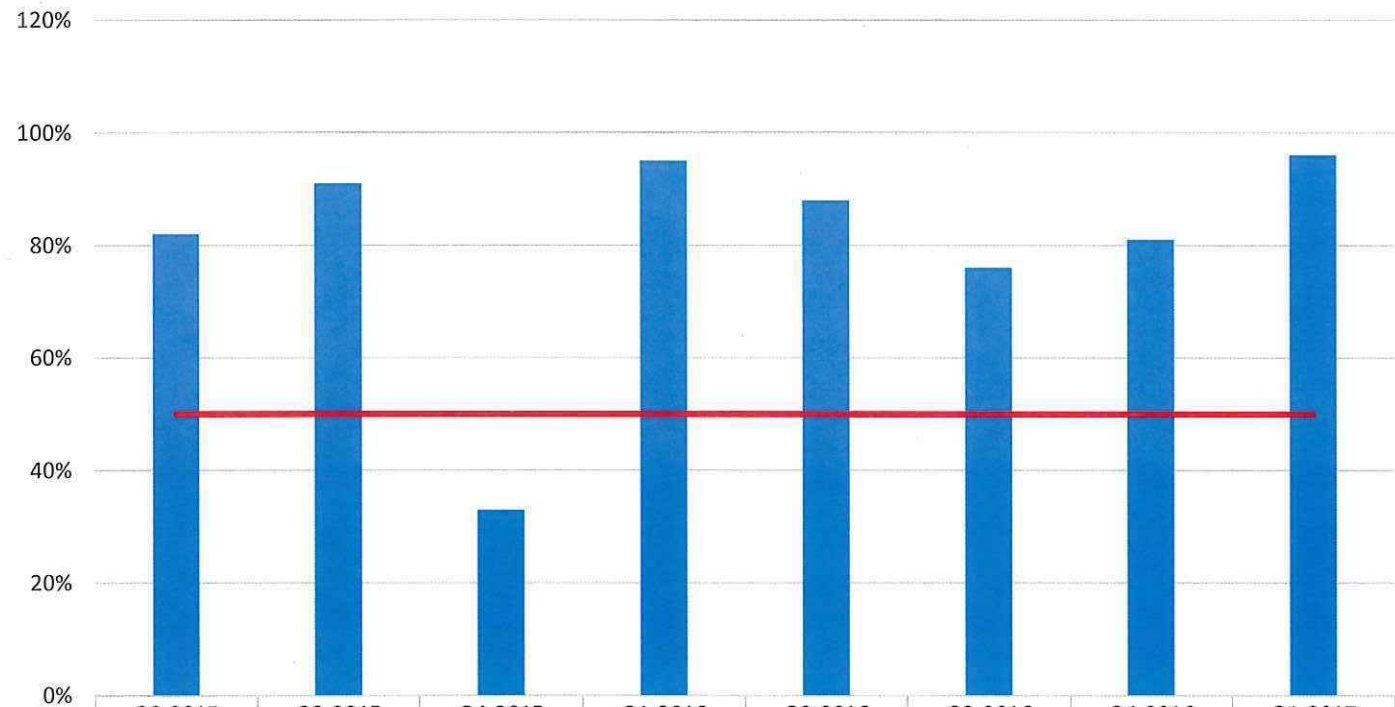
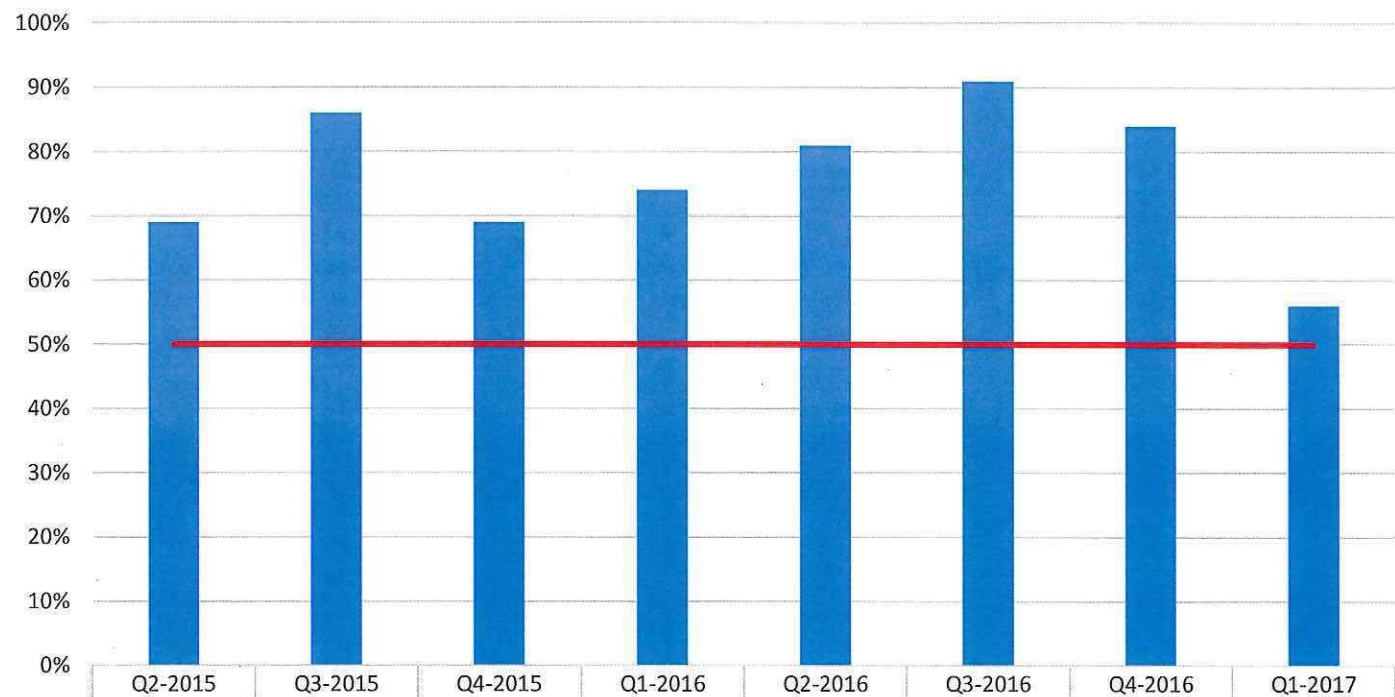


**Beaumont Hospital- Grosse Pointe
2 South
Careful Listening: How Often Did Nurses Listen Carefully To You**



2 South	82%	91%	33%	95%	88%	76%	81%	96%
Press Ganey All Data Base Benchmark	50%	50%	50%	50%	50%	50%	50%	50%

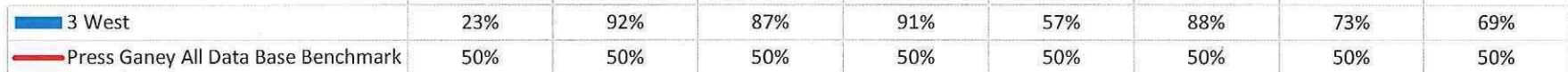
**Beaumont Hospital - Grosse Pointe
3 South
Careful Listening: How Often Did Nurses Listen Carefully To You**

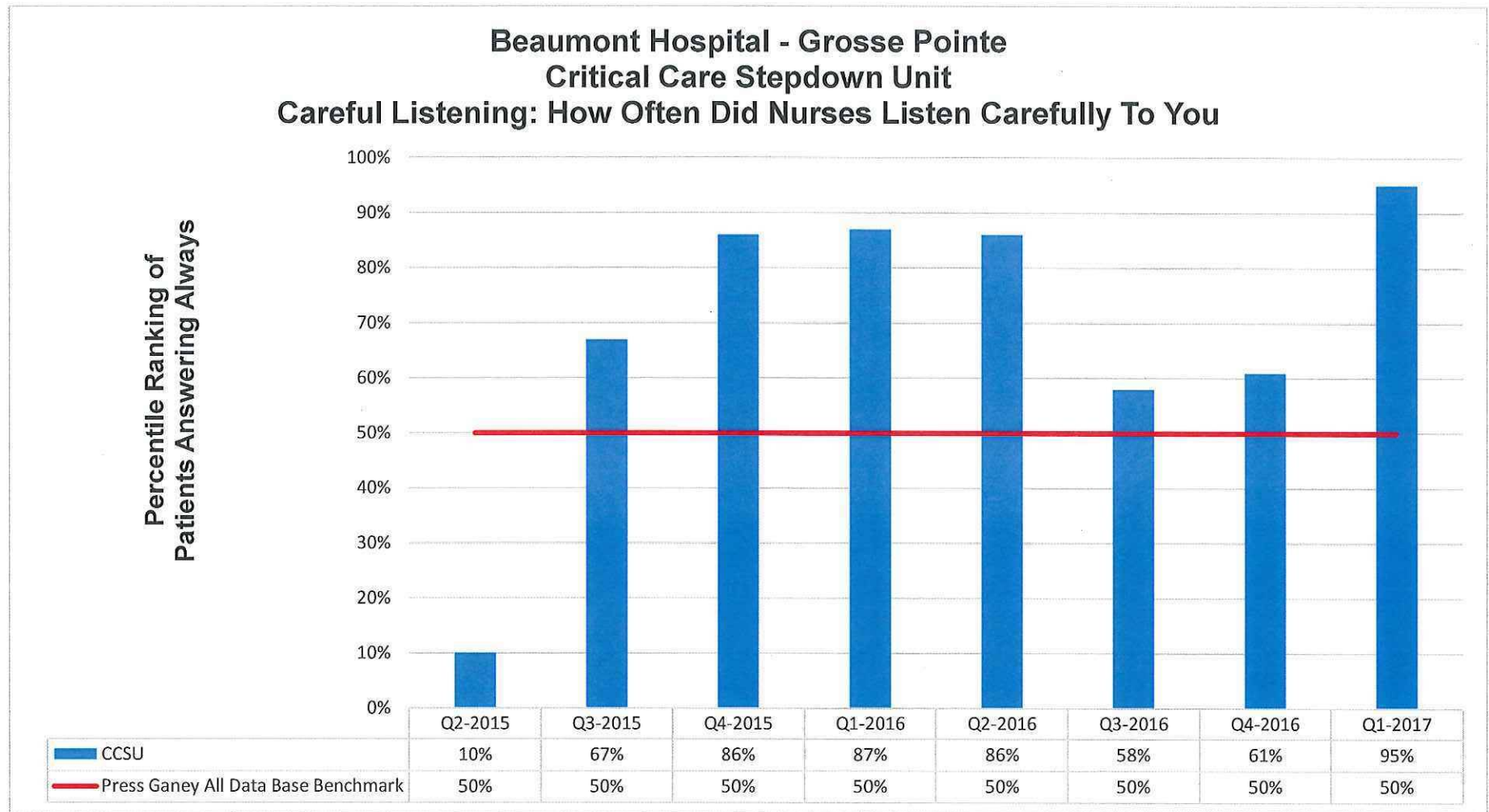


3 South	69%	86%	69%	74%	81%	91%	84%	56%
Press Ganey All Data Base Benchmark	50%	50%	50%	50%	50%	50%	50%	50%

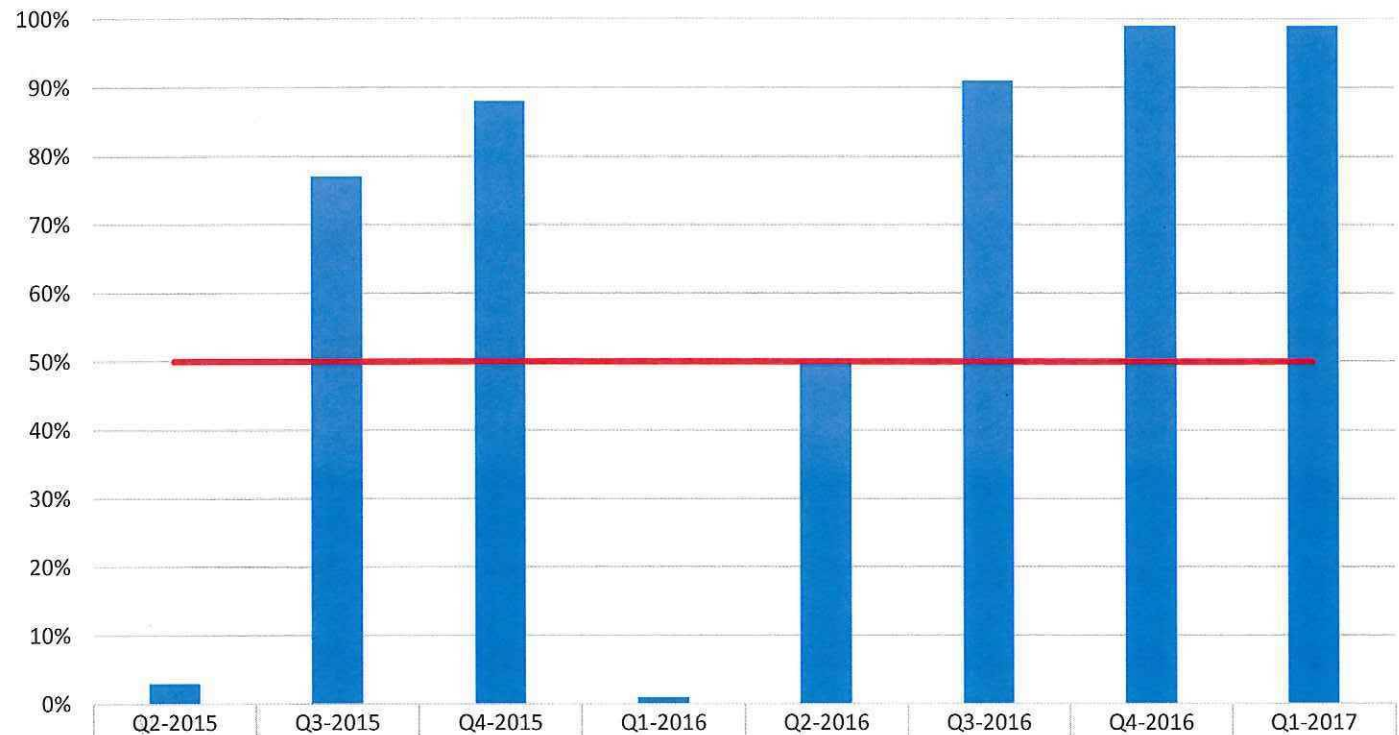
3 West

Careful Listening: How Often Did Nurses Listen Carefully To You





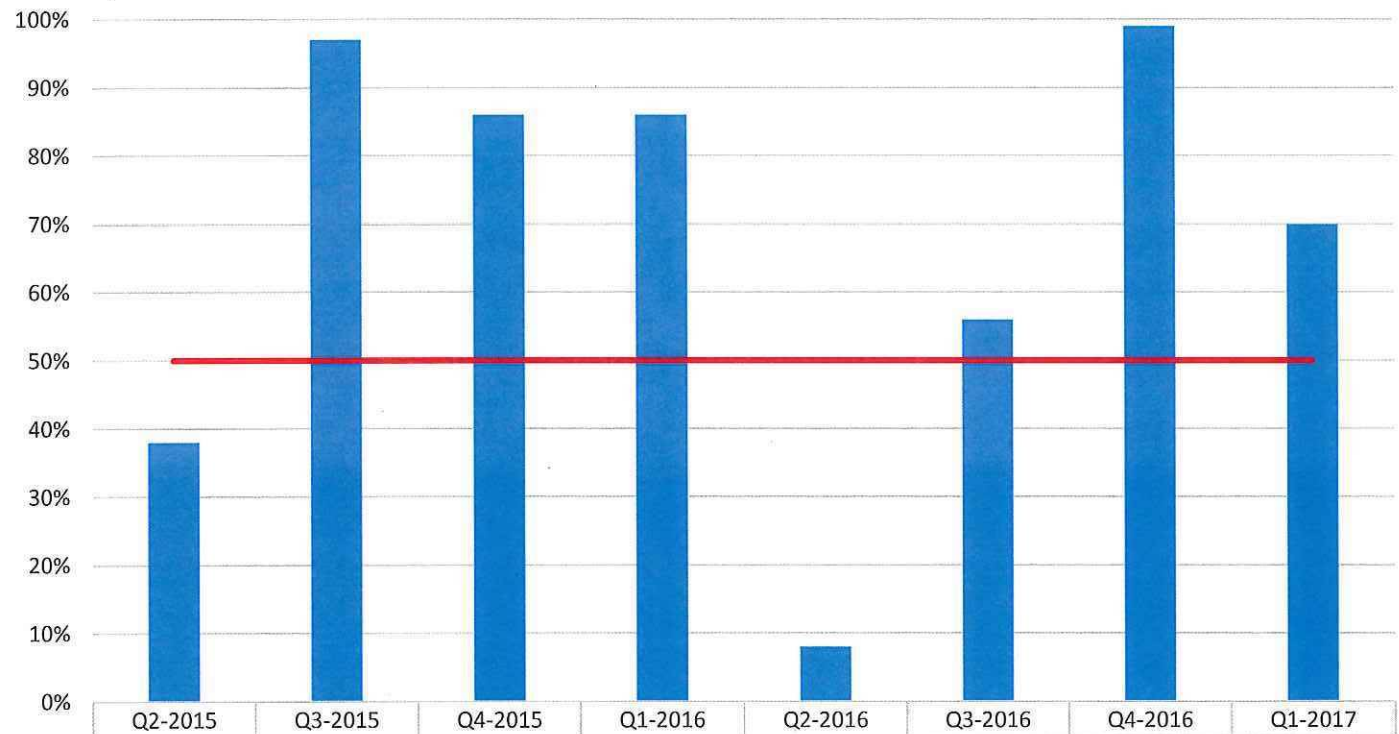
**Beaumont Hospital - Grosse Pointe
Family Birth Center
Careful Listening: How Often Did Nurses Listen Carefully To You**





FBC	3%	77%	88%	1%	50%	91%	99%	99%
Press Ganey All Data Base Benchmark	50%	50%	50%	50%	50%	50%	50%	50%

Beaumont Hospital - Grosse Pointe Observation

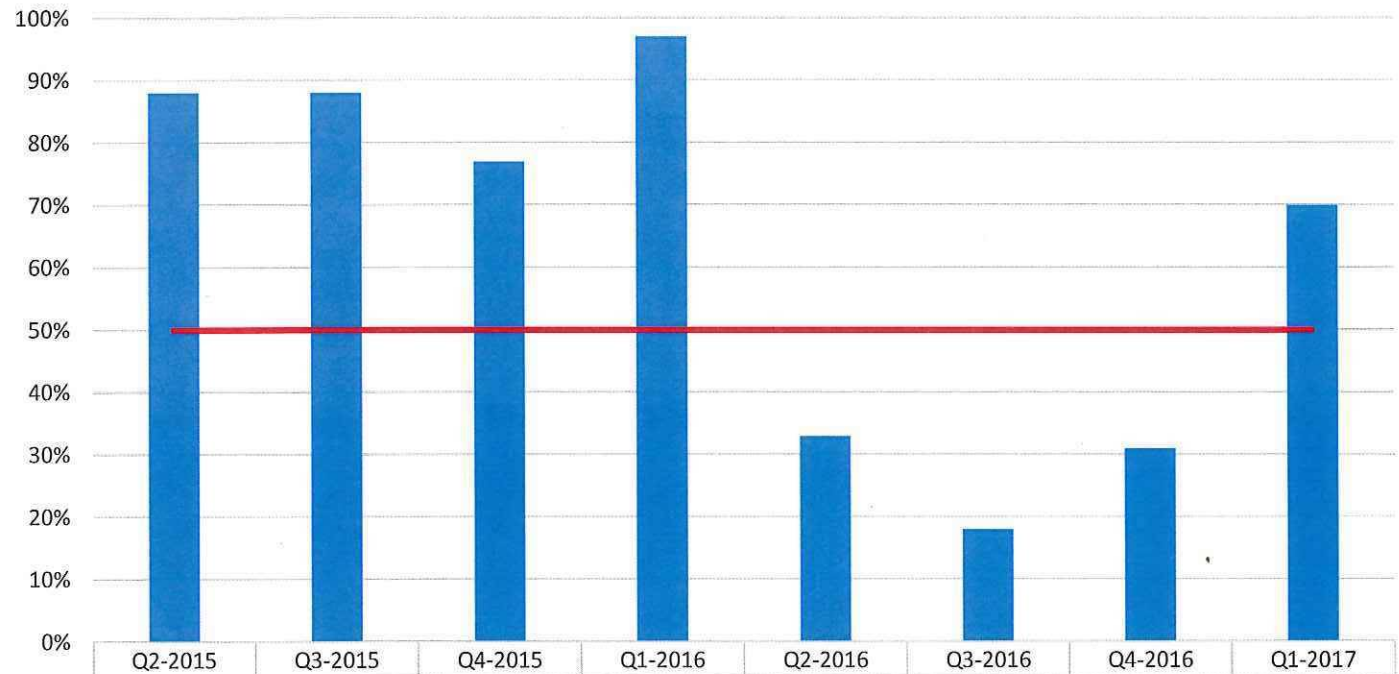
Careful Listening: How Often Did Nurses Listen Carefully To You



 Obs	38%	97%	86%	86%	8%	56%	99%	70%
 Press Ganey All Data Base Benchmark	50%	50%	50%	50%	50%	50%	50%	50%

**Beaumont Hospital - Grosse Pointe
Women's Health Unit
Careful Listening: How Often Did Nurses Listen Carefully To You**

Percentile Ranking of
Patients Answering Always



WHU	Q2-2015	Q3-2015	Q4-2015	Q1-2016	Q2-2016	Q3-2016	Q4-2016	Q1-2017
	88%	88%	77%	97%	33%	18%	31%	70%
Press Ganey All Data Base Benchmark	50%	50%	50%	50%	50%	50%	50%	50%

Axis Title