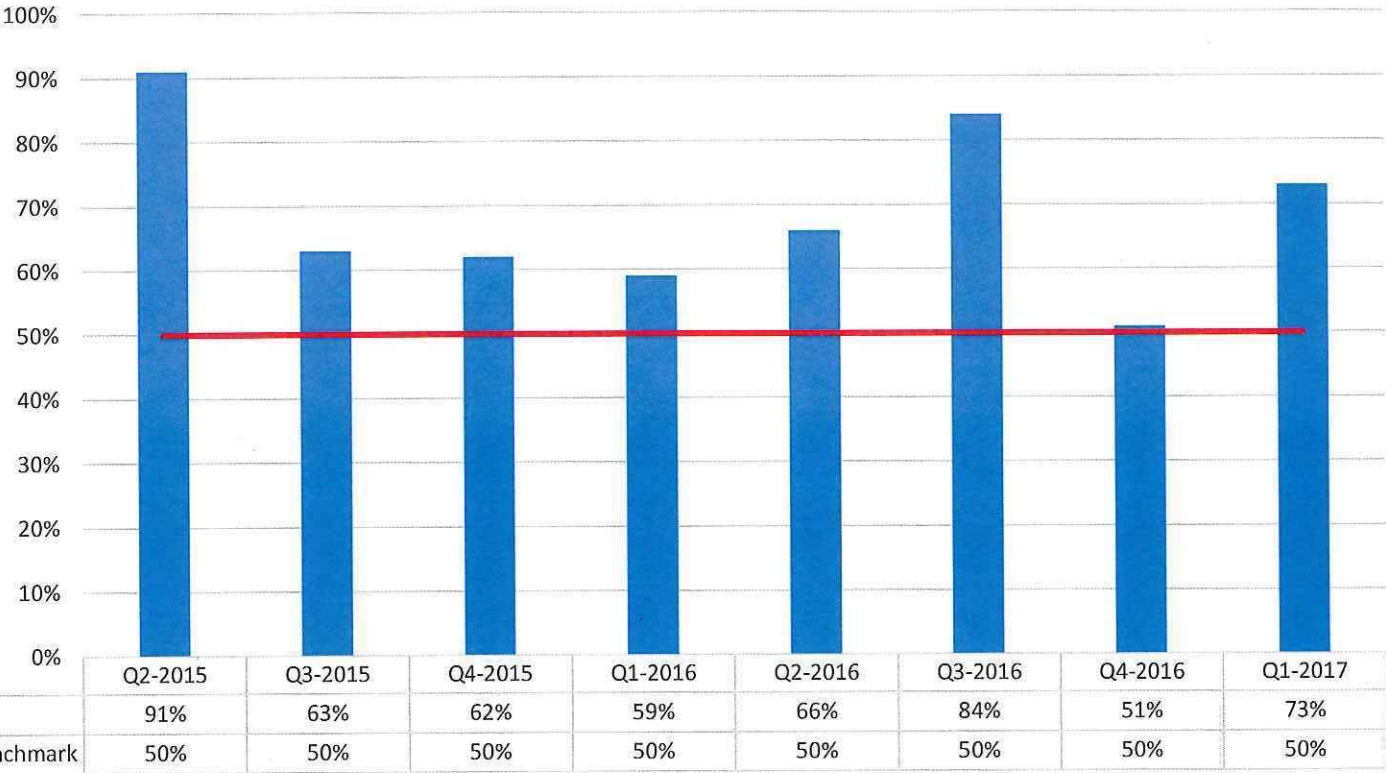


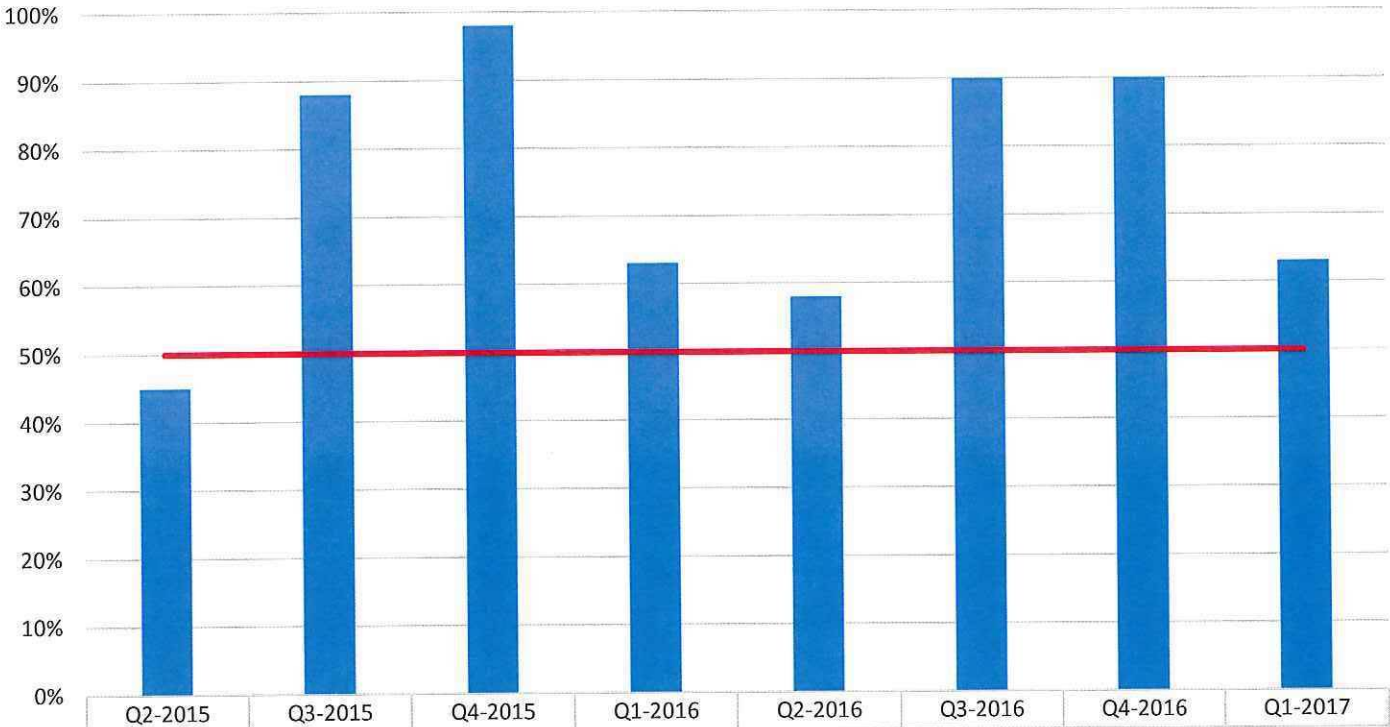
Beaumont Hospital - Grosse Pointe  
In-Patient Surgery  
Courtesy and Respect: Friendliness/Courtesy Of Nurses

Percentile Ranking of  
Patients Answering Always



Beaumont Hospital - Grosse Pointe  
Endoscopy  
Courtesy and Respect: Friendliness/Courtesy of Nurses

Percentile Ranking of  
Patients Answering Always



Endoscopy	45%	88%	98%	63%	58%	90%	90%	63%
Press Ganey All Data Base Benchmark	50%	50%	50%	50%	50%	50%	50%	50%