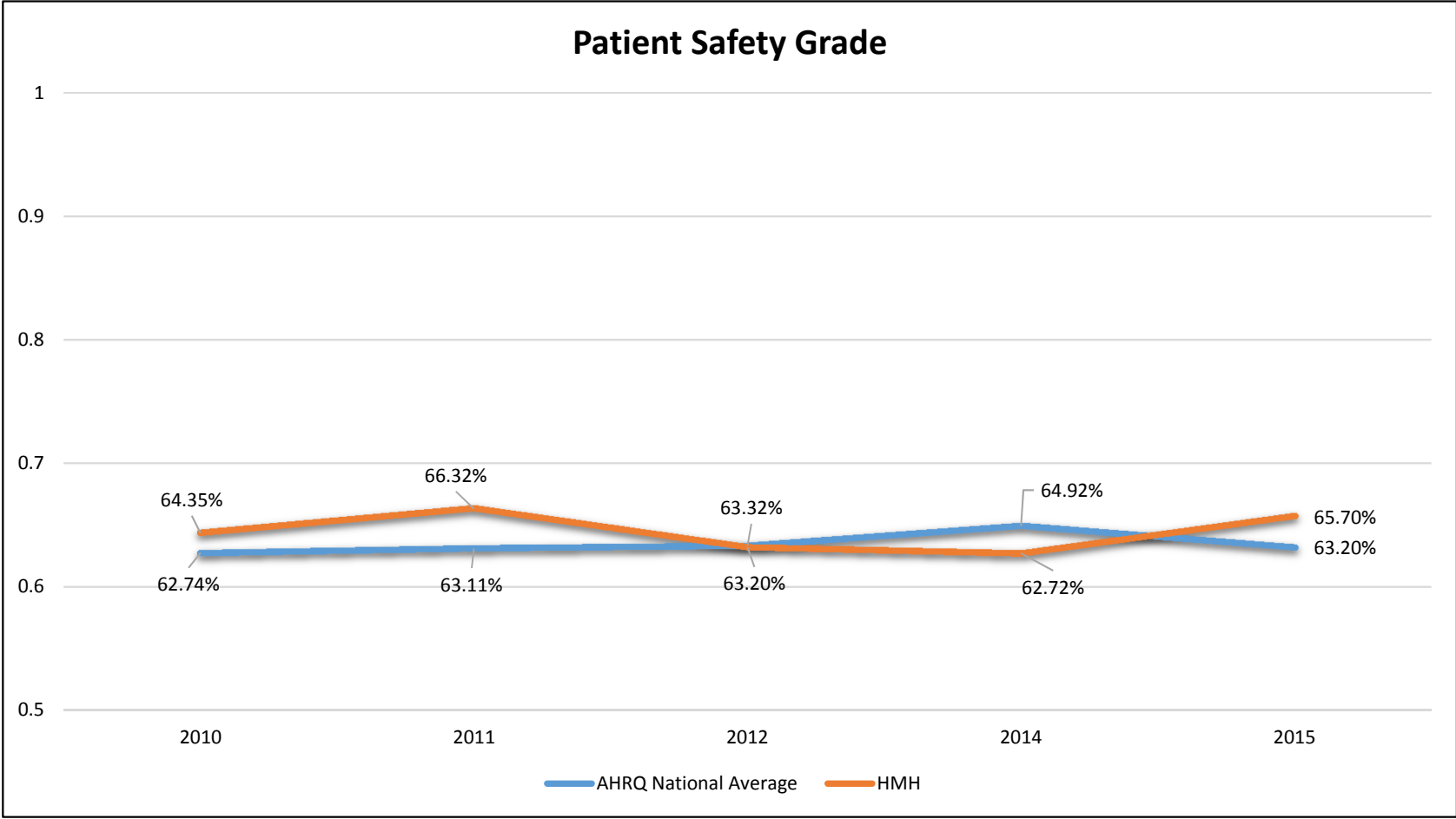


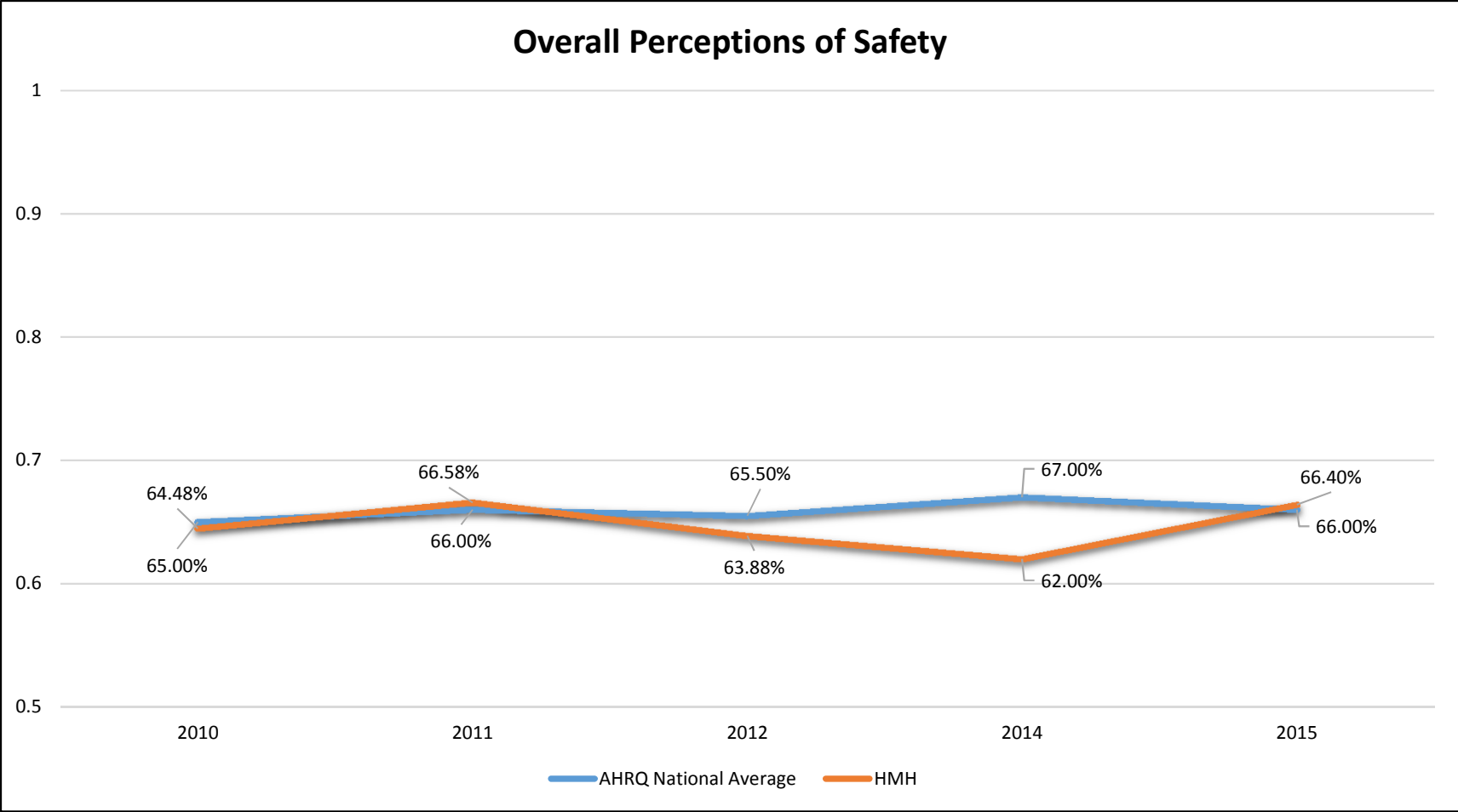
The Agency for Healthcare Research and Quality (AHRQ) Houston Methodist Hospital Survey Results



The overall patient safety grade is a composite of the scores for each demension of the patient safety culture survey. A higher score indicates better performance.

Source: HMH results from AHRQ annual survey. Comparison group data obtained from AHRQ Hospital Survey on Patient Safety Culture Database for 2010-2012 and 2014-2015.

The Agency for Healthcare Research and Quality (AHRQ) Houston Methodist Hospital Survey Results



The overall perceptions of safety measures how strongly our hospital staff and physicians feel that we are good at preventing errors from happening. A higher score indicates better performance.

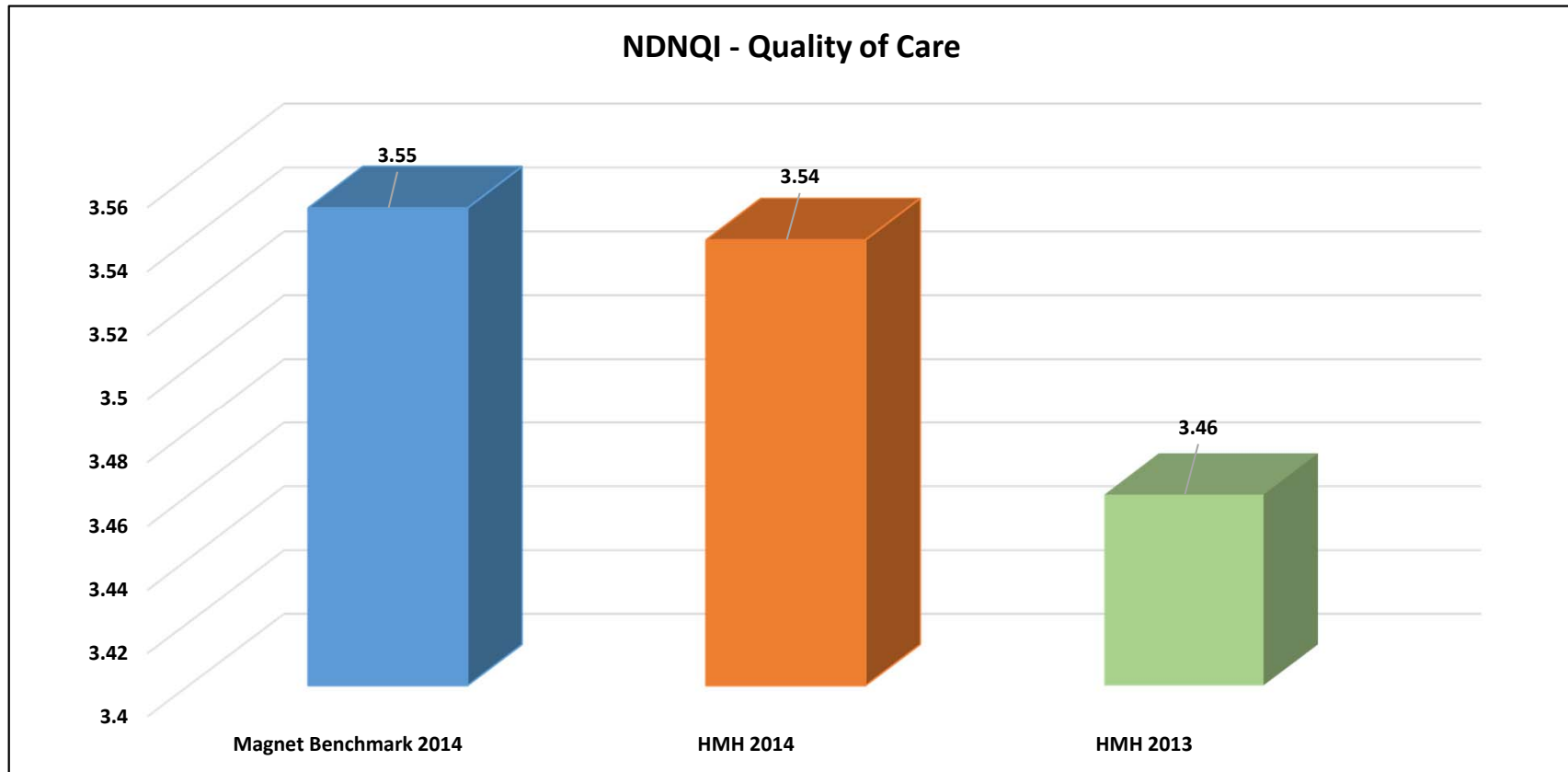
Source: HMH results from AHRQ annual survey. Comparison group data obtained from AHRQ Hospital Survey on Patient Safety Culture Database for 2010-2012 and 2014-2015.

AHRQ Survey Measure	HMH (2015)	Comparison Group (2015 AHRQ Nat'l Avg for Large Hospitals)
Section: Teamwork Within Units	81%	80%
Section: Supervisor/Manager Expectations & Actions Promoting Patient Safety	76%	75%
Section: Management Support for Patient Safety	76%	72%
Section: Organizational Learning - Continuous Improvement	75%	72%
Section: Overall Perceptions of Patient Safety	66%	66%
Section: Feedback & Communication About Error	71%	64%
Section: Communication Openness	67%	62%
Section: Frequency of Events Reported	71%	63%
Section: Teamwork Across Units	63%	58%
Section: Staffing	51%	57%
Section: Nonpunitive Response to Error	47%	44%
Section: Handoffs & Transitions	44%	45%

The AHRQ patient safety culture survey composes of these 12 dimensions. The chart above shows the composite scores for each of the dimensions.

Source: HMH results from AHRQ annual survey. Comparison group data obtained from AHRQ Hospital Survey on Patient Safety Culture Database for 2015.

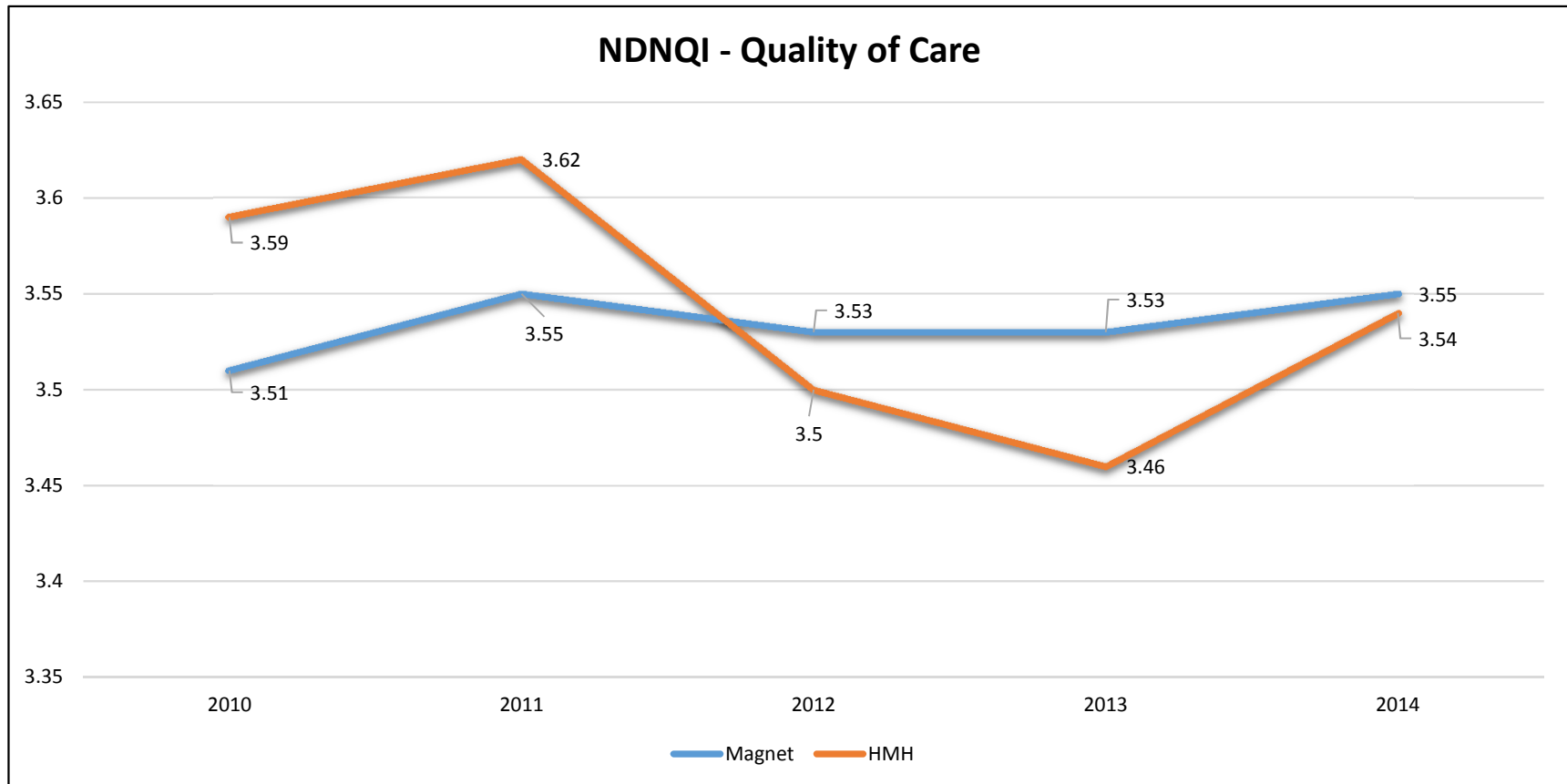
National Database of Nursing Quality Indicators (NDNQI), Quality of Care Measure Houston Methodist Hospital Results



NDNQI mean unit quality of care measure. This measure is scored on a rating scale of 1 - 4, 4 being the highest.

Source: HMH results from NDNQI annual survey. Comparison group data NDNQI survey database for 2014.

National Database of Nursing Quality Indicators (NDNQI), Quality of Care Measure Houston Methodist Hospital Results



NDNQI mean unit quality of care measure. This measure is scored on a rating scale of 1 - 4, 4 being the highest.

Source: HMH results from NDNQI annual survey. Comparison group data NDNQI survey database for 2010 - 2014.