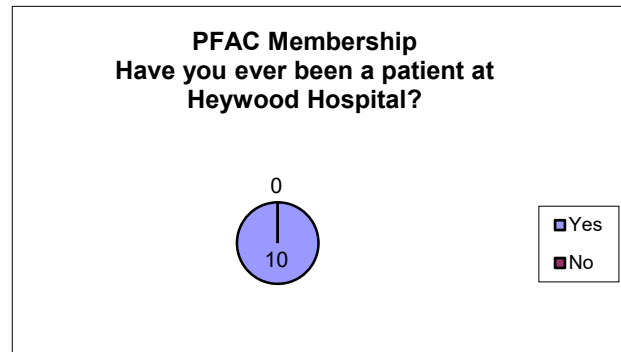


Oct-13

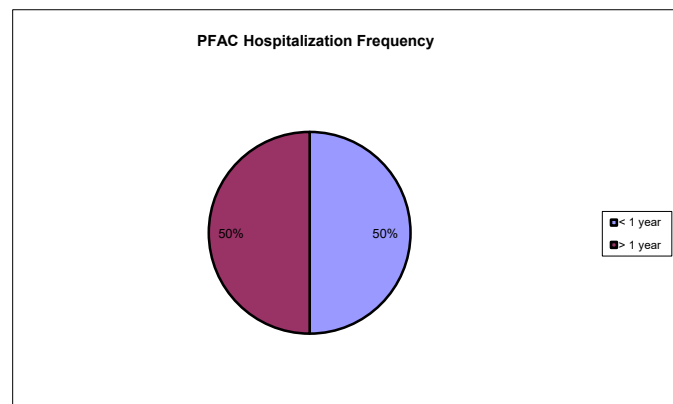
Membership Demographic Profile

Have you and/or your family been a patient at Heywood Hospital?

Yes 10
No 0

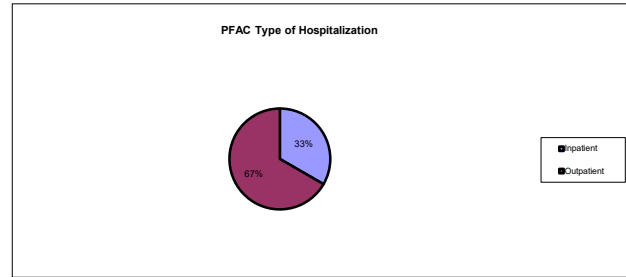


If yes,
< 1 year 5
> 1 year 5

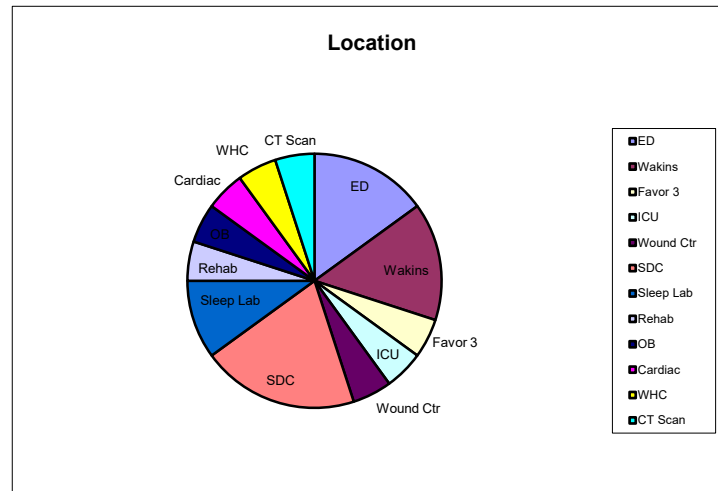


Type of Setting

Inpatient 4
Outpatient 8

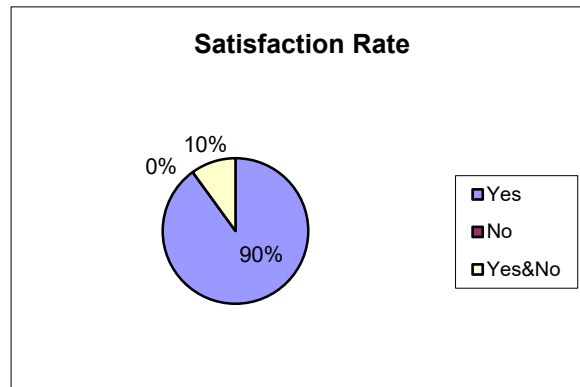


Location
ED 3
Wakins 3
Favor 3 1
ICU 1
Wound Ctr 1
SDC 4
Sleep Lab 2
Rehab 1
OB 1
Cardiac 1
WHC 1
CT Scan 1



Was it satisfactory?

Yes 9
No
Yes&No 1



If yes, example provided

Staff was very nice/professional

I was seen promptly and felt the staff was very professional

Doctor was efficient/proper care

Attentive staff

My husband received excellent care in every unit he was on.

Nurses Friendly

Great caring staff

Very good care-efficient nursing care

Professionalism and compassion of staff

Extensive testing was able to diagnose cardiac issue on a family member

If no, example provided

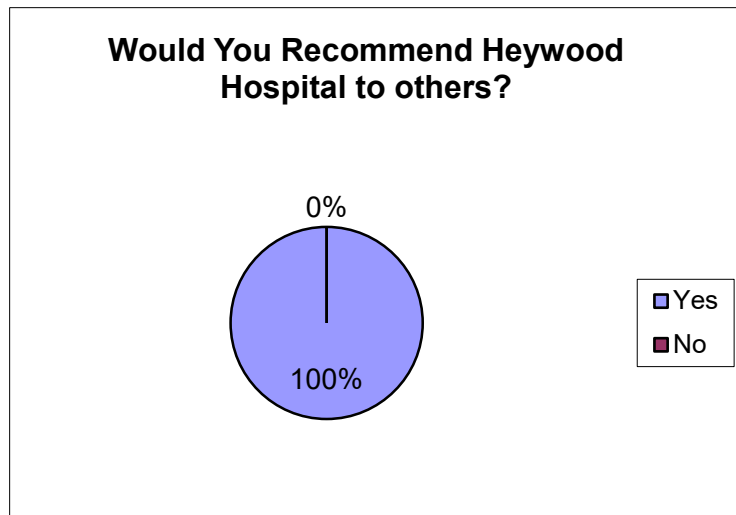
The time spent w/o any interaction with medical personnel was too long.

Would you recommend Heywood Hospital to others?

Yes

10

No



Any thing else to add?

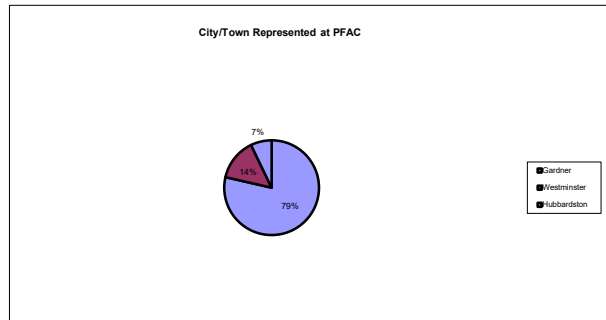
Patient's call for nurse were answered almost immediately. Room was very clean and well taken care of.

Oct-14

Membership Demographic Profile

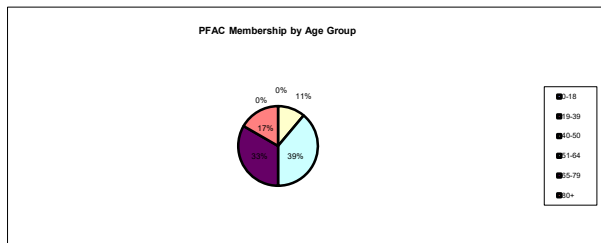
City/Town Represented

Gardner	11
Westminster	2
Hubbardston	1
Holden	1
Pelham	1
Fitchburg	1



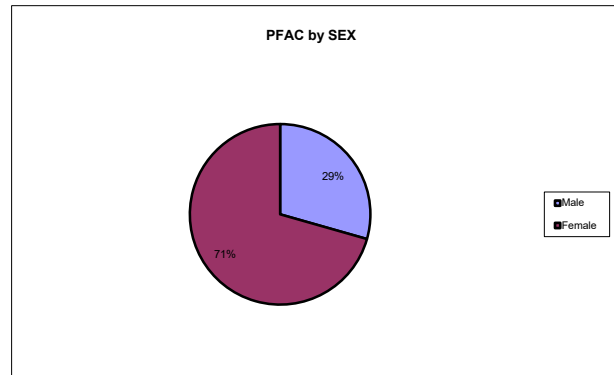
Age Group

0-18	
19-39	
40-50	2
51-64	7
65-79	6
80+	3



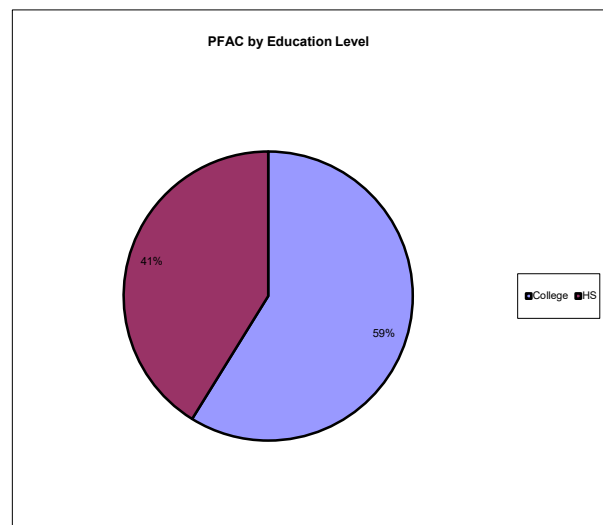
Sex
Male
Female

5
12



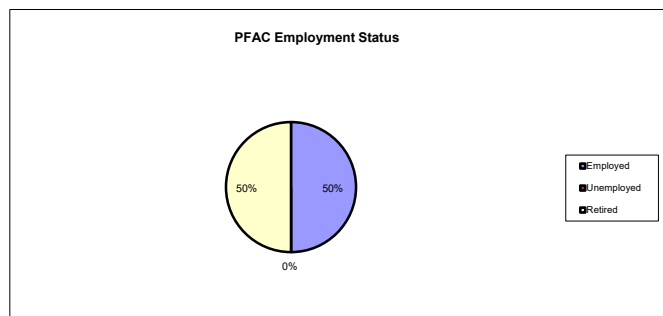
Education
College
HS

10
7



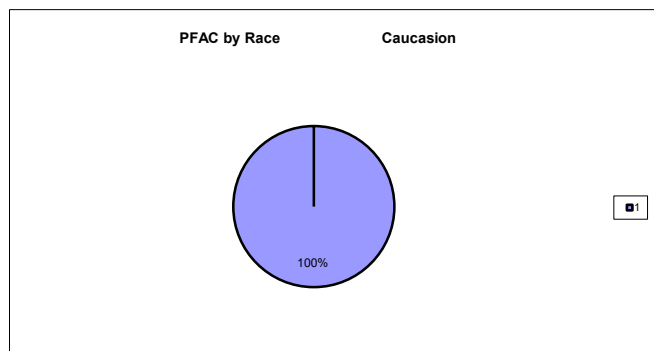
Employment Status
Employed
Unemployed
Retired

5
5



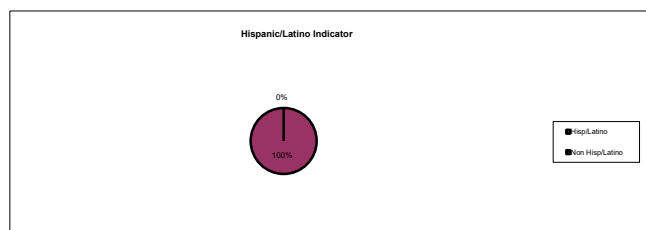
Race
Caucasion

17



Hisp/Latino
Non Hisp/Latinc

17



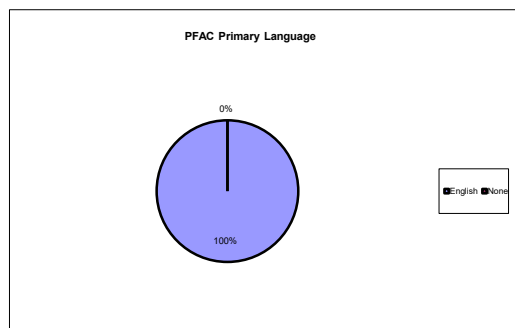
Language
Primary
Secondary

English

None

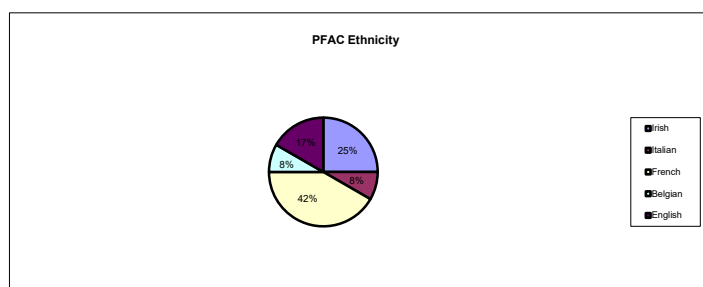
17

17

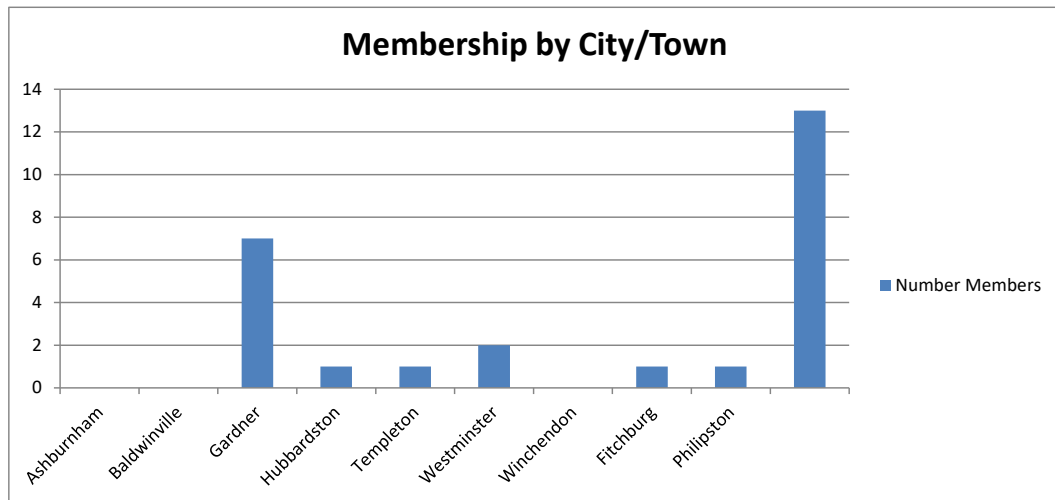


Ethnicity
Irish
Italian
French
Belgian
English
Swedish
Finish
American

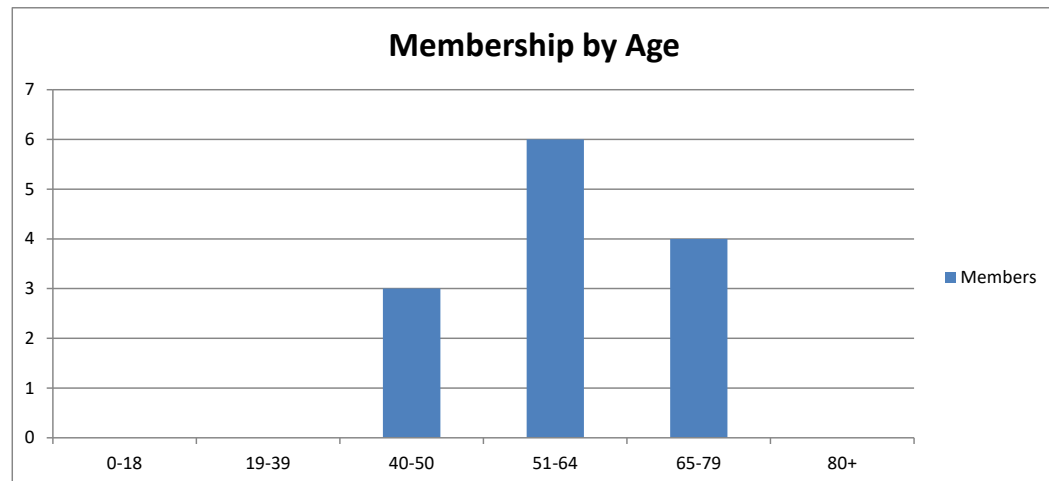
3
1
5
1
2
1
1
3



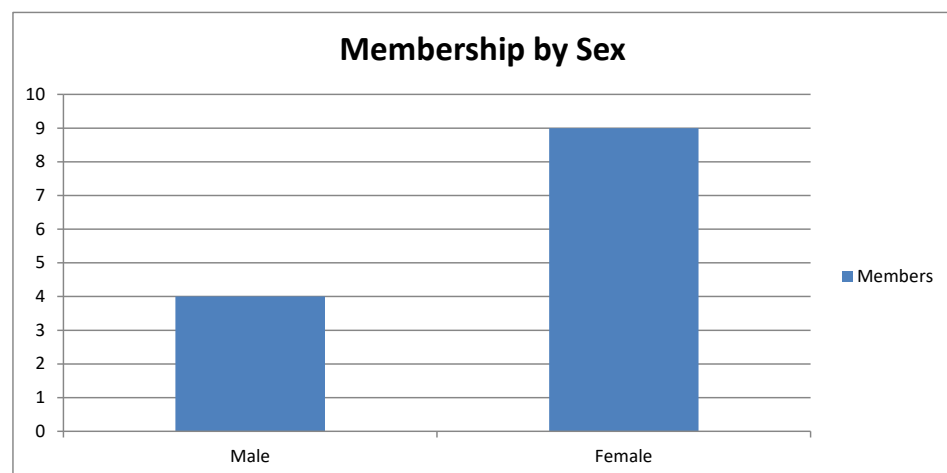
City/Town	Number Members
Ashburnham	0
Baldwinville	0
Gardner	7
Hubbardston	1
Templeton	1
Westminster	2
Winchendon	0
Fitchburg	1
Phillipston	1
	13



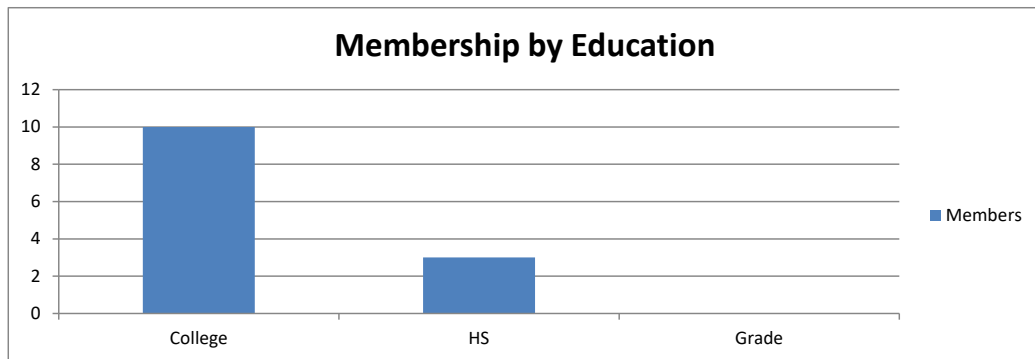
Age Group	Members
0-18	0
19-39	0
40-50	3
51-64	6
65-79	4
80+	1
	13



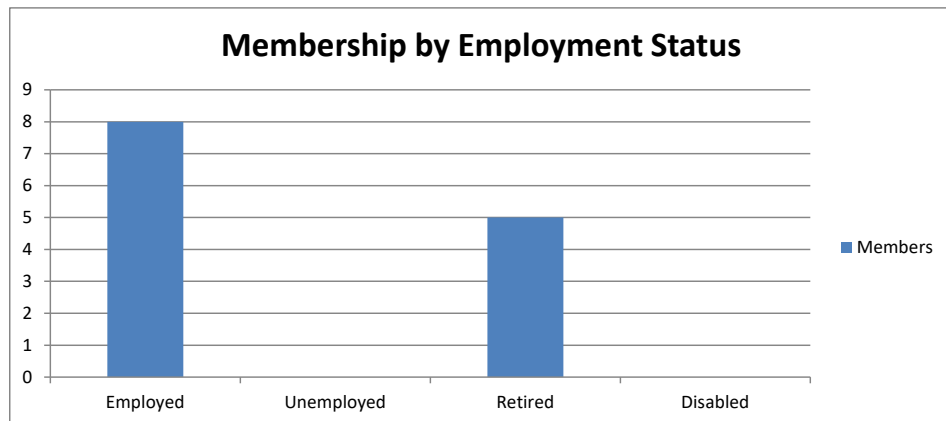
Sex	Members
Male	4
Female	9
	13



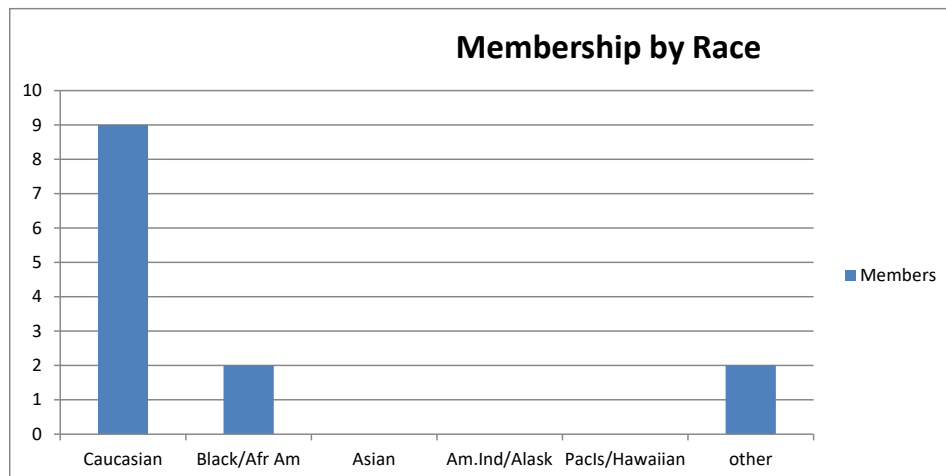
Education	Members
College	10
HS	3
Grade	0
	13



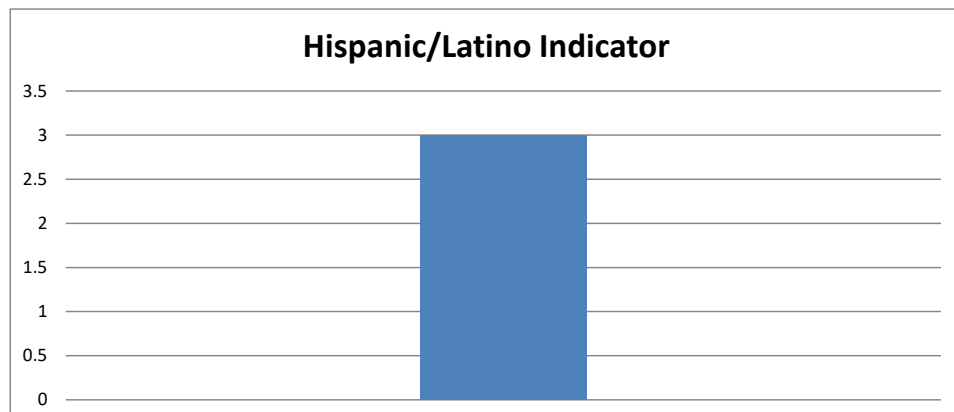
Employment	Members
Employed	8
Unemployed	5
Retired	0
Disabled	0
	13



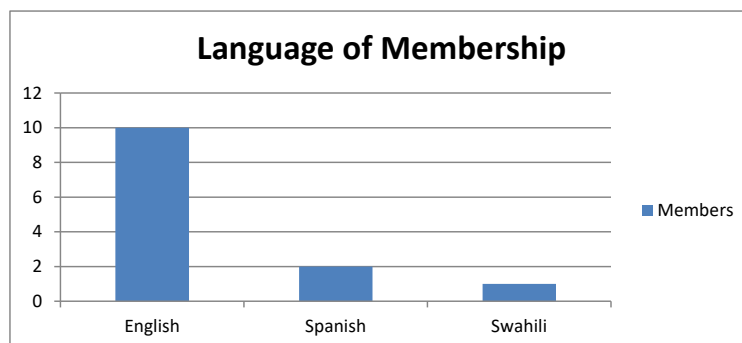
Race	Members
Caucasian	9
Black/Afr Am	2 *
Asian	0
Am.Ind/Alask	0
PacIs/Hawaiian	0
other	2
	13
*Black 2nd	1
*=Biracial	3



Hispanic/Latino Indicator	Members
Latino/Hispanic	3 *
Non Lat/Hisp	3
	6
*Bi His/Latino	1



Languages	Members
English	10
Spanish	2 *
Swahili	1 *
	13
*Bilingual	3



Ethnicity	Members
French Canad	1
French	2
African	1
German	1
English	3
Irish	5
Swedish	1
Finnish	1
Belgian	1
Italian	1
Puetro Rican	2
Spanish	1

