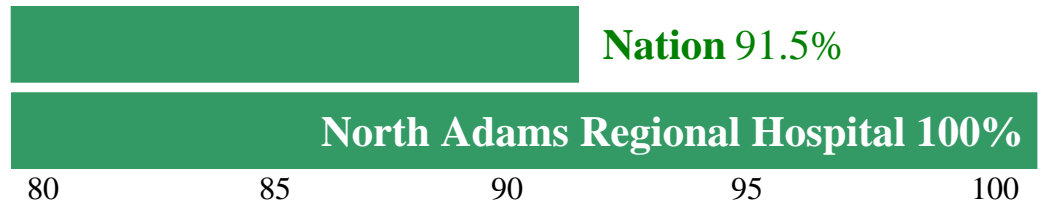


*Quality care isn't just something you feel —it is something you can measure.*

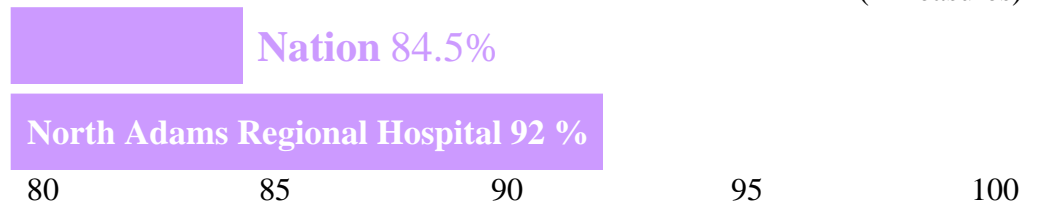
Quality Care here at NBH Assures that patients are not harmed by care that is intended to help them, Achieves best possible clinical outcomes and; Satisfies our patients and their loved ones.

**NOTE: For the following measures, higher percentages are better.**

**Treating Heart Attacks  
(Acute Myocardial Infarction)**  
(6 measures)



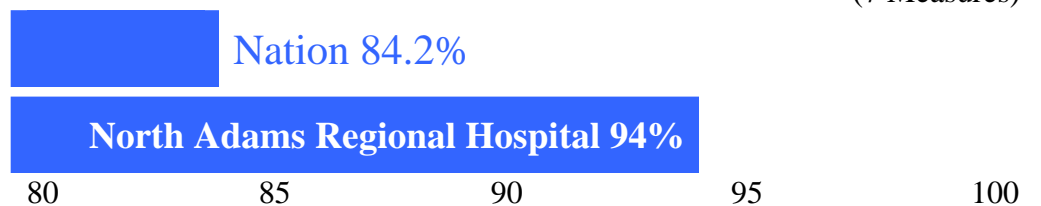
**Treating Congestive Heart Failure  
(CHF)**  
(4 measures)



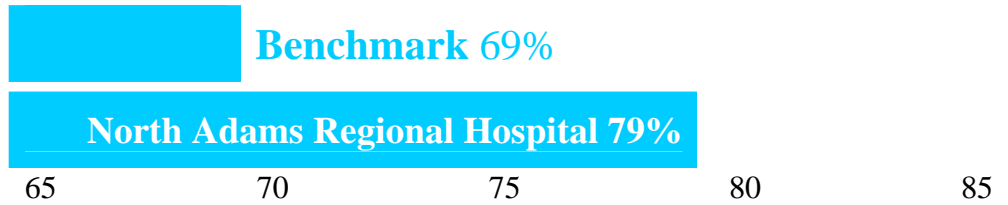
**Treating Pneumonia  
(PN)**  
(7 measures)



**Improving Surgical Outcomes  
(Surgical Care Improvement Project)**  
(7 Measures)



**Percent of inpatients who would “definitely recommend” NARH**



**Overall Patient Satisfaction  
Press Ganey surveys for Inpatients**

