

Patient Experience & Engagement

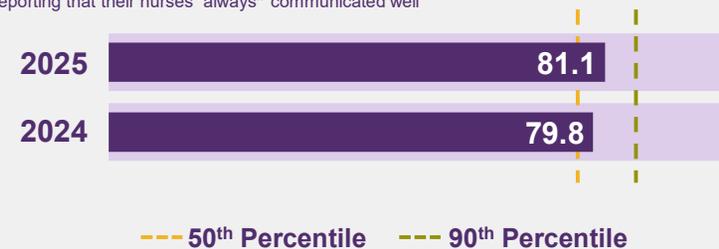
MD Communication Scores

Patients reporting that their doctors "always" communicated well



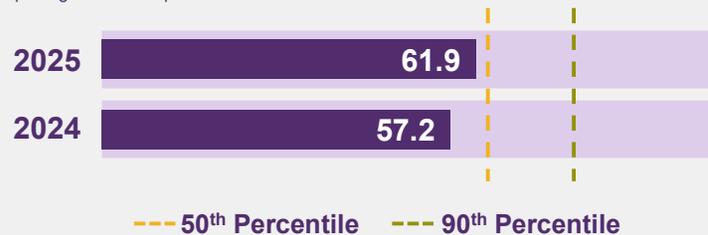
RN Communication Scores

Patients reporting that their nurses "always" communicated well



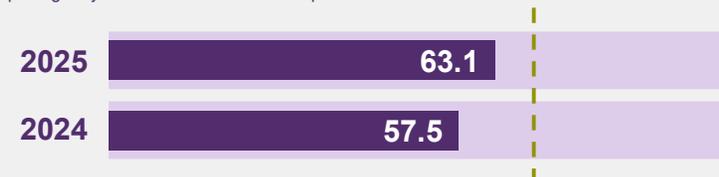
Cleanliness Scores

Patients reporting a clean hospital environment



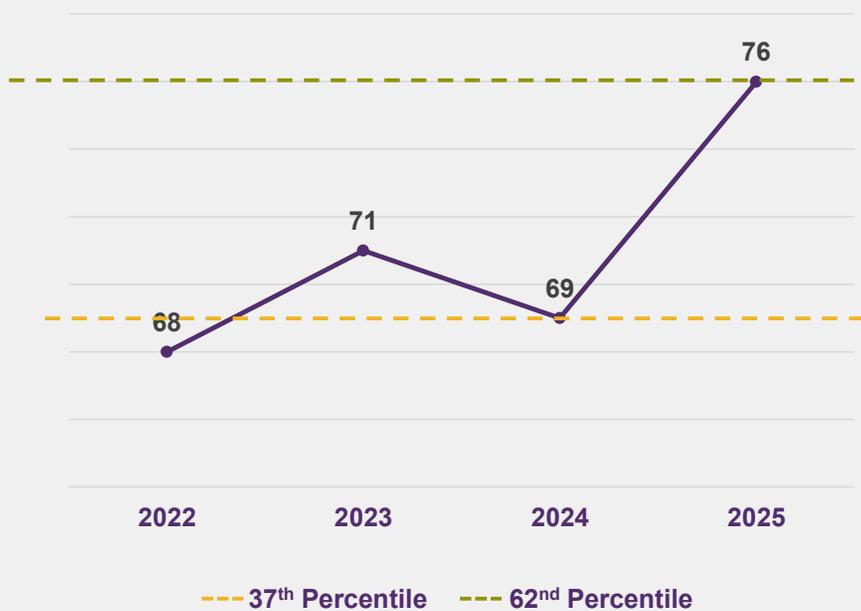
Would Recommend Hospital

Patients reporting they would recommend the hospital

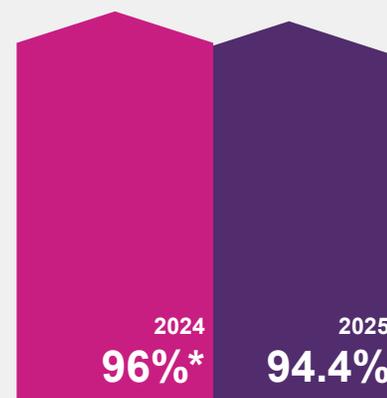


Strong Culture

Team Member Overall Engagement Scores



Registered Nurse Retention Rates

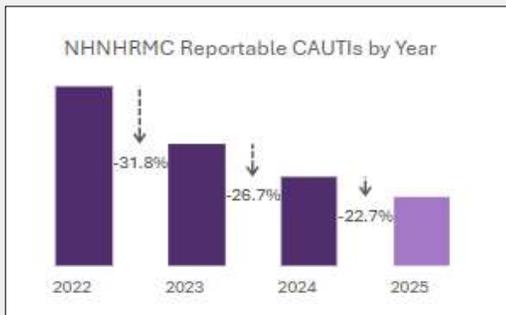


*August-December

Safety & Quality

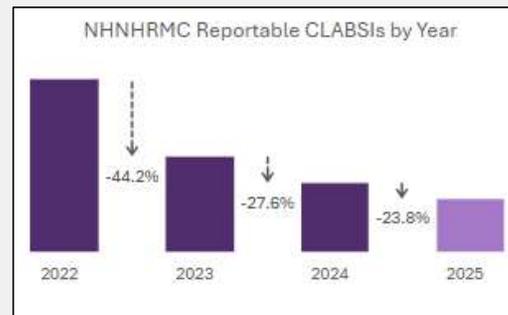
The team at NH-NHRMC continues to make material progress in nationally benchmarked safety indicators.

Catheter Associated Urinary Tract Infection



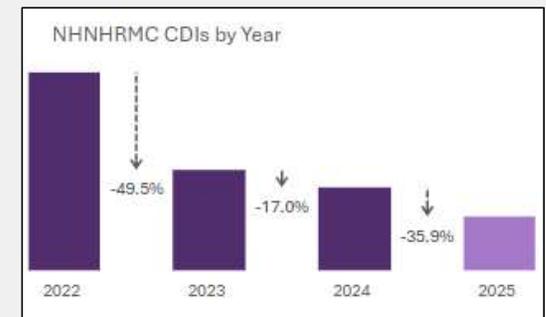
32% reduction (2022 – 2023)
27% additional reduction (2024)
23% additional reduction (2025)

Central Line Associated Blood Stream Infection



44% reduction (2022 – 2023)
28% additional reduction (2024)
24% additional reduction (2025)

C Diff Infection



49% reduction (2022 – 2023)
17% additional reduction (2023–2024)
36% reduction (2025)