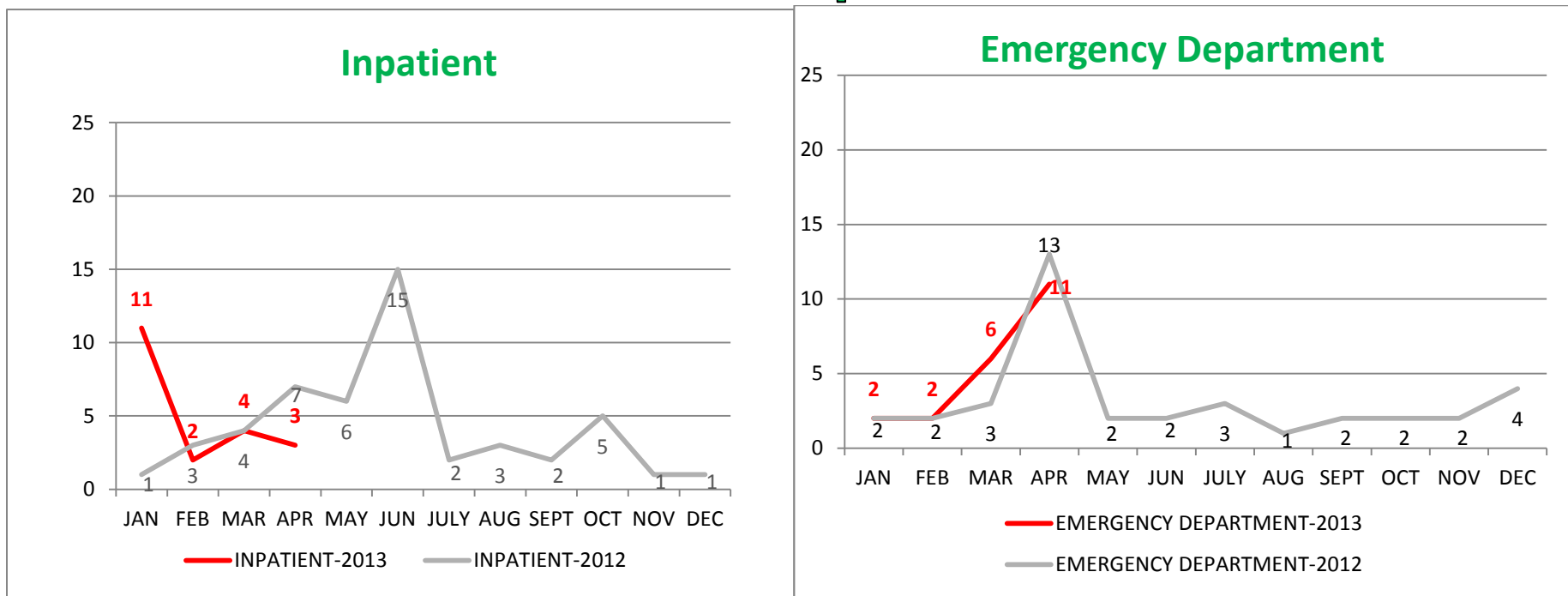




# Monthly Monitor: April 2013

*How we respond to our patients' concerns and complaints*

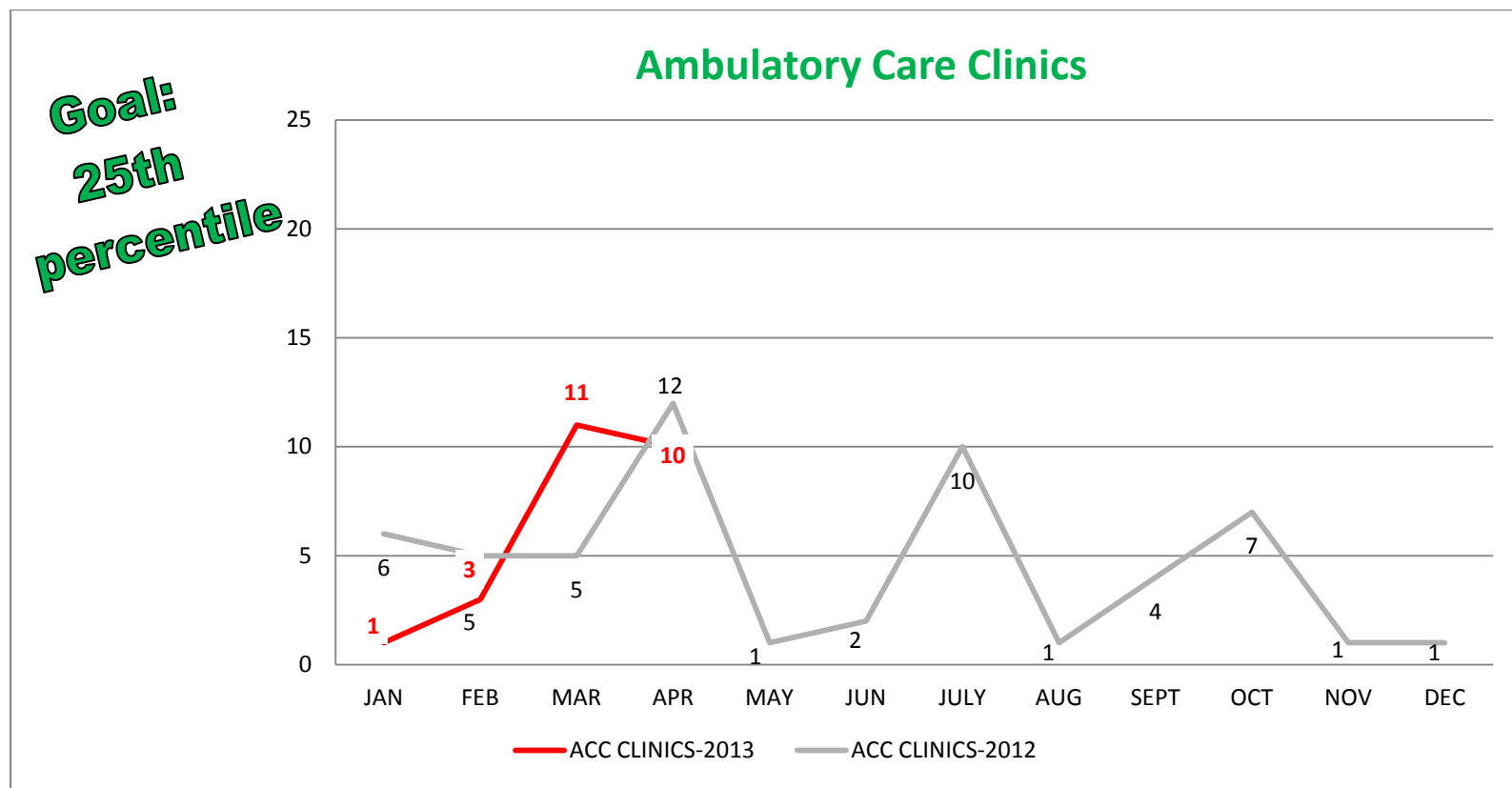
**Goal: 25th percentile**



NOTE: Ranking runs from the 1<sup>st</sup> (lowest) to the 99<sup>th</sup> (highest).

# Monthly Monitor: April 2013

*How we respond to our patients' concerns and complaints*



NOTE: Ranking runs from the 1<sup>st</sup> (lowest) to the 99<sup>th</sup> (highest).

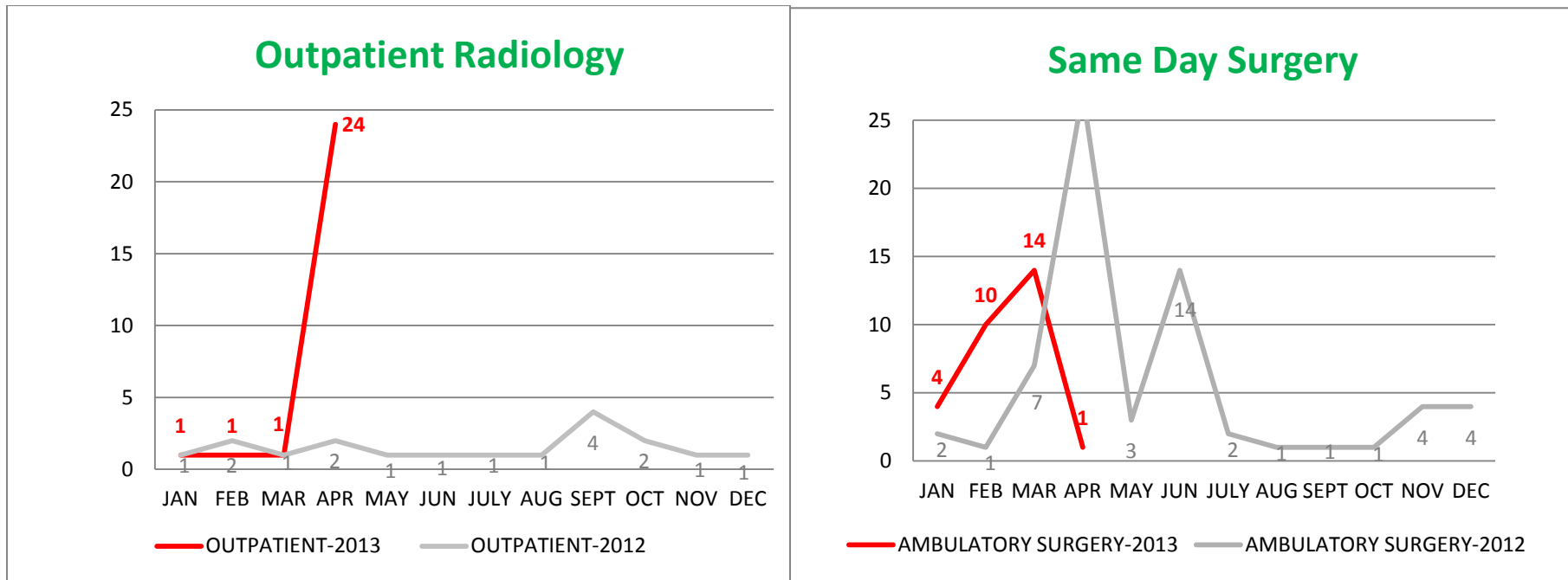


**UNIVERSITY HOSPITAL**  
Newark, New Jersey

# Monthly Monitor: April 2013

*How we respond to our patients' concerns and complaints*

**Goal: 25th percentile**



NOTE: Ranking runs from the 1<sup>st</sup> (lowest) to the 99<sup>th</sup> (highest).



**UNIVERSITY HOSPITAL**  
Newark, New Jersey