

NETWORK INDICATORS AND DEFINITIONS BY CONTRACT TYPE

Submit as required by contract ("Attachment D"). Due date is 30 days after end of the quarter.

Hospitals

<i>Area to be reported</i>	<i>Reporting Requirements</i>	<i>Information Source</i>	<i>Frequency</i>
Satisfaction with services provided	Satisfaction rate and response rate (report number of surveys distributed and number of surveys collected)	Survey	Annually

Satisfaction with Service Provided

This data will be obtained through consumer satisfaction surveys designed and distributed by the hospital, and reported annually. Providers must report on the number of surveys distributed, number of surveys collected, and percentage of consumers reporting overall satisfaction with services.

Each provider must also discuss how data indicating dissatisfaction has been addressed.