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Bloomington, Ind., 3 sections, 50 cents

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HTO HeraldTimesOnline.com

Monroe Hospital scores high in patient satisfaction

Facility on Bloomington's southwest side has been open for less than two years

By **Dann Denny**
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Monroe Hospital's patient satisfaction survey scores — dealing with keeping patients comfortable, attending to their needs and controlling their pain — exceed state and national averages by wide margins.

The 21-month-old hospital's high

marks were recently submitted to the Centers for Medicare and Medicaid Service's interactive Web site — www.hospitalcompare.hhs.gov/Hospital. Because the site is updated quarterly, the hospital's survey results will not be posted on the site's "patient satisfaction" section until Oct. 1.

Monroe Hospital's figures, based on patients with overnight stays during April and May of this year, show that 94 percent of its patients would "definitely" recommend the hospital to others — compared to a 67 percent average for all report-

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ing U.S. hospitals and a 70 percent average for all reporting Indiana hospitals.

Fred Price, Monroe Hospital's CEO, said the "definitely recommend" figure — which takes into account a patient's overall hospital experience — is the one of which he is most proud.

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More information

The Centers for Medicare and Medicaid Services created the "hospital compare" Web site not only to inform consumers about which hospitals provide the best care, but also to encourage hospitals to improve the quality of care they provide.

The site contains information in 26 categories that permits comparisons of local hospitals with state and national averages in the treatment of such problems as heart attacks, heart failure and pneumonia.

U.S. hospitals have a financial incentive to provide the federal agency with data for the site. The 2,521 hospitals that voluntarily collect and submit data to the center on a quarterly basis are given a slightly higher reimbursement rate for their Medicare patients than those that do not.

The site is www.hospitalcompare.hhs.gov/Hospital.

Fatal motorcycle accident



HT STAFF MAP

17-year-old killed in motorcycle accident

Katie Sorrells was a swimmer at Bloomington North and 'the perfect kid'

By **Brady Gillihan**
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A 17-year-old Bloomington High School North student was killed in a motorcycle crash early Sunday morning on Anderson Road.

Kathryn Olivia Sorrells, 17, of Bloomington, was a passenger on a 2007 Yamaha F6S driven by 19-year-old Dennis A. Knowles, also of Bloomington.

According to a news release by the Monroe County Sheriff's Department, Knowles and Sorrells were eastbound on Anderson going through a curve and approaching Lydy Road when the bike went off the right side of the road.

After traveling through a lawn at 3980 E. Anderson Road, the bike crashed into a large dumpster and came to rest with Sorrells pinned beneath the motorcycle.

Police said Sorrells was pronounced dead on the scene by a coroner at 1:30 a.m.

Knowles was transported by ambulance to Bloomington Hospital.

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SORRELLS



Laban Clark, right, and his girlfriend, Brooke Belton, walk back to Clark's kindergarten classroom at Edgewood Primary School last Thursday afternoon. Clark is a first-year teacher at the school and enlisted his girlfriend's help decorating the room while preparing for the first day of class Aug. 12.

PATHways

PICTURE AND WORDS **CHRIS HOWELL** | HERALD-TIMES

Pathways is a weekly photographic column that captures those little moments that add up to a lifetime of memories. You can contact Chris Howell at 331-4365 or by e-mail at pathways@heraldt.com

HTO Find more Pathways columns, some with audio slideshows, at HeraldTimesOnline.com/media.

Laban Clark and Brooke Belton are a little embarrassed to admit how they met.

They met online. Once they admit it, the story comes bubbling out from both of them. "Online ... oh, my goodness," Belton said. "He had sent me a smile. He thought I was cute."

They both joined a Christian online dating service on a whim. They filled out their profiles detailing their likes and dislikes. Things like age and distance were also important.

"My age requirement was 19-23 years old, and she was 19," he said.

"And I had just turned 19," she said. Belton's big requirement in finding a boyfriend was that he had to live within 50 miles of her home in Greenwood.

"He is 49 miles away," she said. "It's 49.6 miles to be exact," he said.

They both remarked that they couldn't believe how high of a match they were — 96 percent.

"He was sneaky," she said. "In his photo

captions, he put his instant messenger screen name," she laughed. "He said that quite a few girls had sent him stuff, but he wouldn't answer until it was me."

"I was always like 'Who is this?' and they would say who it was, and I was like ... oh ... and then I wouldn't type back," Clark said. "Because I wanted it to be her."

They finally traded cell phone numbers toward the end of May, but still only texted each other for more than a month. "Literally, we would wake up in the morning and start texting, text throughout the whole day and go to bed texting," she said.

"Meeting someone online is scary," Belton admitted.

"We finally decided to talk on the phone," she said. "I was practicing how I would say hello," she said with a giggle.

"Big step," Clark said, "from texting to talking."

"I think it's a cute story," Belton said.

"It is," Clark agreed. "It's definitely different."

INDIANA UNIVERSITY

IU researchers warn of look-alike Web sites

By **Mercedes Rodriguez**
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Lurking in inboxes all over the world are e-mails exhorting recipients to reactivate their suspended eBay or Pay Pal accounts — even though the recipient doesn't have an account with either.

Chances are, those e-mails are part of phishing scams, ones that

use convincing graphics and look-alike Web URLs to direct victims to unauthorized sites where crooks can gather their personal information.

Indiana University computer science researchers have completed a study indicating that hundreds of thousands of Web pages on some of the Web's most popular sites are

vulnerable to exploitation by phishing scammers.

Doctoral student Craig Shue, along with fellow doctoral student Andrew Kalafut and their adviser, assistant professor Minaxi Gupta, created software that allowed them to scan millions of Web sites for "open redirects," a command that can send a user to a differ-

ent page from the one clicked on. Sometimes, those redirects can be manipulated by scammers to surreptitiously send users to their own sites.

According to Shue, legitimate uses for redirects exist, for instance, when a Web site is easily misspelled.

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