**Press Ganey Patient Satisfaction**
**Winter 08 - Winter 09 By Health Centers**

| | Winter 2008 | | | | | Spring 2008 | | | | | Fall 2008 | | | | | Winter 2009 | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Press Ganey | Depew | | All WI08 | Reg. 2 WI08 | Freestd WI08 | Depew | | All SP08 | Reg. 2 SP08 | Freestd SP08 | Depew | | All FA08 | Reg. 2 FA08 | Freestd FA08 | Depew | | All WI09 | Reg. 2 WI09 | Freestd WI09 |
| Question | Mean | n= | Rank | Rank | Rank | Mean | n= | Rank | Rank | Rank | Mean | n= | Rank | Rank | Rank | Mean | n= | Rank | Rank | Rank |
| **Std Overall** | 95.9 | 73 | 99 | 99 | 99 | 94.4 | 116 | 94 | 95 | 95 | 95.2 | 119 | 99 | 99 | 99 | 95.3 | 94 | 99 | 99 | 99 |
| **Std Access to Care** | 96.3 | 72 | 99 | 99 | 99 | 94.9 | 116 | 94 | 95 | 95 | 95.5 | 119 | 99 | 99 | 99 | 95.0 | 94 | 99 | 99 | 99 |
| Ease of scheduling appointments | 95.8 | 72 | 99 | 98 | 99 | 94.4 | 116 | 89 | 89 | 89 | 95.1 | 118 | 99 | 99 | 99 | 93.8 | 93 | 96 | 98 | 96 |
| Courtesy of person scheduling appointments | 97.9 | 72 | 99 | 99 | 99 | 95.9 | 116 | 92 | 92 | 93 | 96.2 | 119 | 99 | 99 | 99 | 96.0 | 94 | 98 | 98 | 99 |
| Our helpfulness on the telephone | 96.0 | 68 | 99 | 98 | 99 | 95.3 | 107 | 94 | 95 | 95 | 95.0 | 110 | 99 | 99 | 99 | 94.8 | 91 | 98 | 99 | 99 |
| Our promptness in returning calls | 95.1 | 61 | 99 | 99 | 99 | 94.4 | 84 | 96 | 97 | 97 | 95.5 | 89 | 99 | 99 | 99 | 94.0 | 71 | 99 | 99 | 99 |
| **Std Visit** | 93.0 | 72 | 98 | 97 | 99 | 91.4 | 115 | 89 | 90 | 89 | 92.9 | 119 | 98 | 99 | 99 | 92.9 | 94 | 98 | 99 | 99 |
| Speed of registration process | 93.7 | 71 | 98 | 97 | 99 | 91.5 | 114 | 74 | 74 | 73 | 92.7 | 119 | 95 | 94 | 94 | 92.7 | 93 | 94 | 94 | 97 |
| Courtesy of registration staff | 97.2 | 71 | 99 | 99 | 99 | 95.9 | 115 | 94 | 95 | 95 | 95.2 | 119 | 97 | 98 | 99 | 96.8 | 93 | 99 | 99 | 99 |
| Waiting area comfort/pleasantness | 92.3 | 71 | 96 | 97 | 99 | 91.5 | 115 | 82 | 83 | 81 | 91.8 | 119 | 94 | 95 | 94 | 91.5 | 94 | 90 | 94 | 93 |
| Wait before going to exam room | 92.3 | 71 | 99 | 97 | 99 | 88.4 | 114 | 84 | 84 | 80 | 91.6 | 119 | 99 | 99 | 99 | 92.0 | 94 | 99 | 99 | 99 |
| Exam room comfort/pleasantness | 89.8 | 71 | 90 | 96 | 92 | 89.2 | 113 | 75 | 76 | 75 | 90.5 | 118 | 93 | 98 | 92 | 90.7 | 94 | 94 | 95 | 95 |
| Wait in exam room to see CP | 94.0 | 67 | 99 | 98 | 99 | 92.8 | 111 | 96 | 96 | 97 | 96.3 | 115 | 99 | 99 | 99 | 93.4 | 91 | 99 | 99 | 99 |
| **Std Nurse/Assistant** | 98.1 | 67 | 99 | 99 | 99 | 97.0 | 108 | 98 | 99 | 99 | 97.5 | 111 | 99 | 99 | 99 | 97.6 | 94 | 99 | 99 | 99 |
| Friendless/courtesy of nurse/asst | 98.1 | 67 | 99 | 99 | 99 | 96.9 | 106 | 96 | 98 | 97 | 97.5 | 110 | 99 | 99 | 99 | 97.6 | 94 | 99 | 99 | 99 |
| Concern of nurse/asst for problem | 98.1 | 66 | 99 | 99 | 99 | 97.0 | 108 | 99 | 99 | 99 | 97.5 | 111 | 99 | 99 | 99 | 97.6 | 92 | 99 | 99 | 99 |
| **Std Care Provider** | 97.3 | 72 | 99 | 99 | 99 | 96.3 | 115 | 95 | 95 | 96 | 95.9 | 116 | 99 | 98 | 99 | 96.8 | 94 | 99 | 99 | 99 |
| Friendliness/courtesy of CP | 98.6 | 72 | 99 | 98 | 99 | 98.5 | 115 | 98 | 98 | 99 | 98.1 | 116 | 99 | 99 | 99 | 99.5 | 93 | 99 | 99 | 99 |
| CP explains of prob/condition | 97.2 | 71 | 99 | 99 | 99 | 96.3 | 114 | 93 | 93 | 94 | 94.4 | 115 | 90 | 91 | 89 | 96.8 | 94 | 99 | 99 | 99 |
| CP concern for questions/worries | 97.6 | 72 | 99 | 99 | 99 | 96.5 | 114 | 94 | 95 | 95 | 97.0 | 116 | 99 | 99 | 99 | 97.6 | 94 | 99 | 99 | 99 |
| CP efforts to include in decisions | 96.9 | 72 | 99 | 99 | 99 | 95.9 | 110 | 93 | 94 | 95 | 95.4 | 114 | 98 | 97 | 99 | 96.3 | 94 | 99 | 99 | 99 |
| CP information about medications | 96.1 | 51 | 99 | 99 | 99 | 93.9 | 66 | 81 | 82 | 84 | 92.6 | 81 | 78 | 78 | 71 | 92.3 | 71 | 69 | 68 | 63 |
| CP information for follow-up care | 96.4 | 70 | 99 | 99 | 99 | 95.1 | 101 | 91 | 91 | 94 | 94.4 | 107 | 96 | 94 | 96 | 95.3 | 90 | 99 | 99 | 99 |
| CP spoke using clear language | 97.2 | 71 | 99 | 97 | 99 | 96.2 | 112 | 88 | 88 | 91 | 96.3 | 116 | 97 | 96 | 98 | 97.1 | 94 | 99 | 99 | 99 |
| Time CP send with patient | 96.8 | 70 | 99 | 98 | 99 | 96.2 | 113 | 97 | 97 | 98 | 96.7 | 115 | 99 | 99 | 99 | 96.5 | 94 | 99 | 99 | 99 |
| Patients' confidence in CP | 98.2 | 71 | 99 | 99 | 99 | 96.9 | 113 | 94 | 94 | 96 | 96.3 | 116 | 99 | 99 | 99 | 97.6 | 94 | 99 | 99 | 99 |
| Likelihood of recommending CP | 98.3 | 72 | 99 | 99 | 99 | 97.4 | 113 | 96 | 96 | 98 | 96.8 | 116 | 99 | 99 | 99 | 97.9 | 94 | 99 | 99 | 99 |
| **STD Personal Issues** | 94.0 | 72 | 99 | 98 | 99 | 92.3 | 116 | 86 | 87 | 87 | 93.1 | 119 | 98 | 99 | 99 | 92.8 | 93 | 96 | 99 | 96 |
| Convenience of office hours | 91.3 | 72 | 95 | 97 | 99 | 88.3 | 115 | 56 | 63 | 52 | 89.7 | 117 | 82 | 95 | 82 | 87.4 | 93 | 41 | 59 | 19 |
| Our sensitivity to patients' needs | 94.8 | 72 | 99 | 97 | 99 | 93.1 | 113 | 88 | 89 | 90 | 94.5 | 119 | 99 | 99 | 99 | 95.2 | 93 | 99 | 99 | 99 |
| Our concern for patients' privacy | 95.8 | 72 | 99 | 99 | 99 | 95.2 | 115 | 94 | 95 | 96 | 95.1 | 118 | 98 | 99 | 99 | 95.9 | 92 | 99 | 99 | 99 |
| **Std Overall Assessment** | 97.5 | 72 | 99 | 99 | 99 | 95.4 | 116 | 91 | 93 | 93 | 96.6 | 119 | 99 | 99 | 99 | 96.7 | 94 | 99 | 99 | 99 |
| Cheerfulness of practice | 97.9 | 72 | 99 | 99 | 99 | 94.5 | 113 | 90 | 91 | 90 | 96.2 | 119 | 99 | 99 | 99 | 96.0 | 94 | 98 | 99 | 99 |
| Cleanliness of practice | 96.5 | 72 | 99 | 98 | 99 | 93.1 | 116 | 60 | 65 | 56 | 96.2 | 119 | 98 | 99 | 99 | 96.5 | 94 | 98 | 99 | 99 |
| Care received during visit | 97.2 | 71 | 99 | 98 | 99 | 97.0 | 116 | 97 | 97 | 97 | 97.3 | 119 | 99 | 99 | 99 | 96.5 | 94 | 99 | 99 | 99 |
| Likelihood of recommending practice | 98.6 | 71 | 99 | 99 | 99 | 97.0 | 115 | 96 | 96 | 97 | 96.9 | 119 | 99 | 99 | 99 | 97.6 | 94 | 99 | 99 | 99 |

**Press Ganey Patient Satisfaction**
**Winter 08 - Winter 09 By Health Centers**

| | Winter 2008 | | | | | Spring 2008 | | | | | Fall 2008 | | | | | Winter 2009 | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Press Ganey | Levittown | | All facilities WI08 | AHA Region 2 WI08 | Freestand WI08 | Levittown | | All facilities SP08 | AHA Region 2 SP08 | Freestand SP08 | Levittown | | All facilities FA08 | AHA Region 2 FA08 | Freestand FA08 | Levittown | | All WI09 | Reg. 2 WI09 | Freestd WI09 |
| Question | Mean | n= | Rank | Rank | Rank | Mean | n= | Rank | Rank | Rank | Mean | n= | Rank | Rank | Rank | Mean | n= | Rank | Rank | Rank |
| **Std Overall** | 95.8 | 53 | 99 | 99 | 99 | 96.3 | 66 | 99 | 99 | 99 | 96.0 | 43 | 99 | 99 | 99 | 95.7 | 38 | 99 | 99 | 99 |
| **Std Access to Care** | 95.7 | 53 | 99 | 99 | 99 | 97.3 | 65 | 99 | 99 | 99 | 96.9 | 43 | 99 | 99 | 99 | 95.2 | 38 | 99 | 99 | 99 |
| Ease of scheduling appointments | 98.6 | 53 | 99 | 99 | 99 | 97.3 | 65 | 99 | 99 | 99 | 97.7 | 43 | 99 | 99 | 99 | 96.1 | 38 | 99 | 99 | 99 |
| Courtesy of person scheduling appointments | 96.7 | 53 | 99 | 98 | 99 | 98.1 | 65 | 99 | 99 | 99 | 98.3 | 43 | 99 | 99 | 99 | 98.7 | 97 | 99 | 99 | 99 |
| Our helpfulness on the telephone | 94.1 | 51 | 96 | 97 | 99 | 97.5 | 61 | 99 | 99 | 99 | 96.3 | 41 | 99 | 99 | 99 | 97.1 | 35 | 99 | 99 | 99 |
| Our promptness in returning calls | 93.2 | 44 | 98 | 97 | 99 | 95.5 | 50 | 98 | 99 | 99 | 97.3 | 37 | 99 | 99 | 99 | 92.9 | 28 | 97 | 98 | 99 |
| **Std Visit** | 92.2 | 52 | 98 | 97 | 99 | 93.2 | 65 | 96 | 97 | 97 | 93.7 | 43 | 99 | 99 | 99 | 94.1 | 37 | 99 | 99 | 99 |
| Speed of registration process | 94.4 | 50 | 91 | 93 | 93 | 94.1 | 63 | 93 | 93 | 94 | 92.4 | 43 | 94 | 94 | 94 | 95.3 | 37 | 99 | 99 | 99 |
| Courtesy of registration staff | 91.2 | 49 | 93 | 93 | 97 | 97.2 | 63 | 98 | 99 | 98 | 97.1 | 43 | 99 | 99 | 99 | 98.7 | 37 | 99 | 99 | 99 |
| Waiting area comfort/pleasantness | 92.5 | 51 | 91 | 92 | 94 | 89.8 | 64 | 68 | 69 | 64 | 94.2 | 43 | 98 | 99 | 99 | 89.9 | 37 | 74 | 80 | 70 |
| Wait before going to exam room | 86.8 | 50 | 99 | 98 | 99 | 95.0 | 65 | 99 | 99 | 99 | 93.5 | 42 | 99 | 99 | 99 | 95.3 | 37 | 99 | 99 | 99 |
| Exam room comfort/pleasantness | 96.0 | 51 | 60 | 65 | 50 | 87.7 | 65 | 62 | 63 | 58 | 88.1 | 42 | 72 | 76 | 68 | 87.8 | 37 | 66 | 75 | 59 |
| Wait in exam room to see CP | 98.2 | 50 | 99 | 99 | 99 | 96.0 | 62 | 99 | 99 | 99 | 97.0 | 42 | 99 | 99 | 99 | 98.0 | 37 | 99 | 99 | 99 |
| **Std Nurse/Assistant** | 97.9 | 48 | 99 | 99 | 99 | 97.0 | 58 | 98 | 99 | 99 | 98.2 | 41 | 99 | 99 | 99 | 99.3 | 37 | 99 | 99 | 99 |
| Friendless/courtesy of nurse/asst | 98.4 | 48 | 99 | 99 | 99 | 97.0 | 58 | 97 | 98 | 97 | 98.2 | 41 | 99 | 99 | 99 | 99.3 | 37 | 99 | 99 | 99 |
| Concern of nurse/asst for problem | 97.3 | 48 | 99 | 99 | 99 | 97.0 | 58 | 99 | 99 | 99 | 98.2 | 41 | 99 | 99 | 99 | 98.2 | 37 | 99 | 99 | 99 |
| **Std Care Provider** | 99.5 | 53 | 99 | 99 | 99 | 97.1 | 65 | 98 | 98 | 99 | 95.4 | 43 | 98 | 95 | 99 | 98.2 | 36 | 99 | 99 | 99 |
| Friendliness/courtesy of CP | 96.6 | 53 | 99 | 99 | 99 | 98.5 | 65 | 98 | 98 | 99 | 96.5 | 43 | 95 | 92 | 96 | 99.3 | 36 | 99 | 99 | 99 |
| CP explains of prob/condition | 97.6 | 51 | 99 | 97 | 99 | 96.5 | 65 | 95 | 95 | 95 | 96.4 | 42 | 99 | 98 | 99 | 98.6 | 36 | 99 | 99 | 99 |
| CP concern for questions/worries | 95.2 | 52 | 99 | 99 | 99 | 97.7 | 64 | 99 | 99 | 99 | 97.6 | 41 | 99 | 99 | 99 | 99.3 | 36 | 99 | 99 | 99 |
| CP efforts to include in decisions | 96.4 | 52 | 98 | 96 | 99 | 96.5 | 65 | 96 | 97 | 97 | 96.3 | 41 | 99 | 99 | 99 | 97.1 | 35 | 99 | 99 | 99 |
| CP information about medications | 95.9 | 28 | 99 | 99 | 99 | 94.5 | 41 | 86 | 87 | 89 | 92.9 | 28 | 83 | 85 | 79 | 92.0 | 25 | 65 | 64 | 60 |
| CP information for follow-up care | 96.6 | 43 | 99 | 98 | 99 | 95.6 | 57 | 94 | 95 | 96 | 96.7 | 38 | 99 | 99 | 99 | 99.2 | 31 | 99 | 99 | 99 |
| CP spoke using clear language | 97.6 | 51 | 99 | 97 | 99 | 96.8 | 62 | 93 | 94 | 95 | 95.8 | 42 | 95 | 95 | 96 | 98.5 | 34 | 99 | 99 | 99 |
| Time CP send with patient | 97.6 | 52 | 99 | 99 | 99 | 98.4 | 63 | 99 | 99 | 99 | 97.6 | 42 | 99 | 99 | 99 | 97.9 | 36 | 99 | 99 | 99 |
| Patients' confidence in CP | 98.6 | 52 | 99 | 99 | 99 | 96.9 | 65 | 94 | 94 | 96 | 98.2 | 42 | 99 | 99 | 99 | 99.3 | 36 | 99 | 99 | 99 |
| Likelihood of recommending CP | 98.6 | 53 | 99 | 99 | 99 | 97.7 | 64 | 97 | 98 | 98 | 98.8 | 42 | 99 | 99 | 99 | 99.3 | 36 | 99 | 99 | 99 |
| **STD Personal Issues** | 95.4 | 53 | 99 | 99 | 99 | 96.0 | 66 | 99 | 99 | 99 | 96.1 | 43 | 99 | 99 | 99 | 94.7 | 38 | 99 | 99 | 99 |
| Convenience of office hours | 95.3 | 53 | 99 | 99 | 99 | 95.8 | 66 | 99 | 99 | 99 | 95.0 | 40 | 99 | 99 | 99 | 92.8 | 38 | 99 | 99 | 99 |
| Our sensitivity to patients' needs | 95.8 | 53 | 99 | 99 | 99 | 96.9 | 65 | 99 | 99 | 99 | 96.5 | 43 | 99 | 99 | 99 | 96.1 | 38 | 99 | 99 | 99 |
| Our concern for patients' privacy | 95.3 | 53 | 98 | 98 | 99 | 95.9 | 62 | 96 | 97 | 97 | 97.0 | 41 | 99 | 99 | 99 | 95.4 | 38 | 99 | 99 | 99 |
| **Std Overall Assessment** | 96.2 | 53 | 98 | 97 | 99 | 97.1 | 66 | 98 | 99 | 98 | 96.6 | 43 | 99 | 99 | 99 | 97.0 | 38 | 99 | 99 | 99 |
| Cheerfulness of practice | 96.7 | 53 | 99 | 98 | 99 | 97.4 | 66 | 99 | 99 | 99 | 97.7 | 43 | 99 | 99 | 99 | 100.0 | 37 | 99 | 99 | 99 |
| Cleanliness of practice | 92.5 | 53 | 61 | 70 | 54 | 96.2 | 66 | 92 | 95 | 93 | 94.2 | 43 | 82 | 87 | 80 | 94.1 | 38 | 80 | 84 | 78 |
| Care received during visit | 97.2 | 53 | 99 | 98 | 99 | 96.9 | 65 | 96 | 97 | 97 | 97.1 | 43 | 99 | 99 | 99 | 99.3 | 36 | 99 | 99 | 99 |
| Likelihood of recommending practice | 98.6 | 53 | 99 | 99 | 99 | 98.1 | 64 | 99 | 99 | 99 | 98.2 | 42 | 99 | 99 | 99 | 97.4 | 38 | 99 | 99 | 99 |

**Press Ganey Patient Satisfaction**
**Winter 08 - Winter 09 By Health Centers**

| | Winter 2008 | | | | | Spring 2008 | | | | | Fall 2008 | | | | | Winter 2009 | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Press Ganey | Seneca Falls | | All facilities WI08 | AHA Region 2 WI08 | Freestand WI08 | Seneca Falls | | All facilities SP08 | AHA Region 2 SP08 | Freestand SP08 | Seneca Falls | | All facilities FA08 | AHA Region 2 FA08 | Freestand FA08 | Seneca Falls | | All WI09 | Reg. 2 WI09 | Freestd WI09 |
| Question | Mean | n= | Rank | Rank | Rank | Mean | n= | Rank | Rank | Rank | Mean | n= | Rank | Rank | Rank | Mean | n= | Rank | Rank | Rank |
| **Std Overall** | 96.9 | 53 | 99 | 99 | 99 | 97.0 | 104 | 99 | 99 | 99 | 95.5 | 92 | 99 | 99 | 99 | 95.8 | 83 | 99 | 99 | 99 |
| **Std Access to Care** | 97.0 | 53 | 99 | 99 | 99 | 96.4 | 103 | 98 | 98 | 98 | 97.0 | 92 | 99 | 99 | 99 | 96.5 | 82 | 99 | 99 | 99 |
| Ease of scheduling appointments | 97.6 | 53 | 99 | 99 | 99 | 97.8 | 103 | 99 | 99 | 99 | 97.3 | 92 | 99 | 99 | 99 | 97.9 | 82 | 99 | 99 | 99 |
| Courtesy of person scheduling appointments | 97.1 | 53 | 99 | 98 | 99 | 96.3 | 102 | 94 | 94 | 95 | 97.8 | 90 | 99 | 99 | 99 | 96.3 | 82 | 98 | 99 | 99 |
| Our helpfulness on the telephone | 97.0 | 51 | 99 | 99 | 99 | 95.5 | 99 | 95 | 95 | 96 | 96.5 | 78 | 99 | 99 | 99 | 95.8 | 78 | 99 | 99 | 99 |
| Our promptness in returning calls | 97.4 | 44 | 99 | 99 | 99 | 96.8 | 79 | 99 | 99 | 99 | 95.6 | 57 | 99 | 99 | 99 | 96.4 | 56 | 99 | 99 | 99 |
| **Std Visit** | 94.8 | 52 | 99 | 99 | 99 | 94.6 | 103 | 99 | 99 | 99 | 94.1 | 92 | 99 | 99 | 99 | 93.0 | 82 | 98 | 99 | 99 |
| Speed of registration process | 94.5 | 50 | 99 | 98 | 99 | 93.6 | 97 | 90 | 91 | 91 | 93.7 | 91 | 98 | 98 | 99 | 93.4 | 79 | 97 | 96 | 99 |
| Courtesy of registration staff | 97.0 | 49 | 99 | 99 | 99 | 94.4 | 102 | 85 | 86 | 86 | 95.1 | 91 | 97 | 97 | 99 | 94.6 | 79 | 95 | 94 | 98 |
| Waiting area comfort/pleasantness | 93.1 | 51 | 97 | 97 | 99 | 93.9 | 103 | 95 | 96 | 96 | 92.0 | 91 | 94 | 95 | 95 | 91.5 | 82 | 90 | 93 | 93 |
| Wait before going to exam room | 94.9 | 50 | 99 | 99 | 99 | 94.4 | 103 | 99 | 99 | 99 | 93.5 | 92 | 99 | 99 | 99 | 92.7 | 82 | 99 | 99 | 99 |
| Exam room comfort/pleasantness | 95.1 | 51 | 99 | 99 | 99 | 94.7 | 103 | 99 | 99 | 99 | 93.1 | 90 | 99 | 99 | 99 | 89.2 | 81 | 82 | 87 | 80 |
| Wait in exam room to see CP | 96.5 | 50 | 99 | 99 | 99 | 97.4 | 95 | 99 | 99 | 99 | 96.6 | 89 | 99 | 99 | 99 | 97.2 | 81 | 99 | 99 | 99 |
| **Std Nurse/Assistant** | 98.3 | 48 | 99 | 99 | 99 | 97.9 | 96 | 99 | 99 | 99 | 97.0 | 86 | 99 | 99 | 99 | 98.5 | 82 | 99 | 99 | 99 |
| Friendless/courtesy of nurse/asst | 99.0 | 48 | 99 | 99 | 99 | 98.4 | 96 | 99 | 99 | 99 | 96.5 | 86 | 98 | 99 | 99 | 98.8 | 81 | 99 | 99 | 99 |
| Concern of nurse/asst for problem | 97.5 | 48 | 99 | 99 | 99 | 97.4 | 96 | 99 | 99 | 99 | 97.4 | 86 | 99 | 99 | 99 | 98.2 | 82 | 99 | 99 | 99 |
| **Std Care Provider** | 97.7 | 53 | 99 | 99 | 99 | 97.9 | 101 | 99 | 99 | 99 | 94.6 | 90 | 93 | 91 | 94 | 96.5 | 83 | 99 | 99 | 99 |
| Friendliness/courtesy of CP | 99.0 | 53 | 99 | 99 | 99 | 98.8 | 101 | 99 | 99 | 99 | 99.2 | 90 | 99 | 99 | 99 | 99.4 | 93 | 99 | 99 | 99 |
| CP explains of prob/condition | 97.5 | 51 | 99 | 99 | 99 | 98.2 | 99 | 99 | 99 | 99 | 93.5 | 88 | 76 | 71 | 70 | 95.1 | 82 | 95 | 92 | 97 |
| CP concern for questions/worries | 98.0 | 52 | 99 | 99 | 99 | 99.0 | 99 | 99 | 99 | 99 | 95.8 | 89 | 98 | 95 | 99 | 97.3 | 83 | 99 | 99 | 99 |
| CP efforts to include in decisions | 97.5 | 52 | 99 | 99 | 99 | 98.0 | 98 | 99 | 99 | 99 | 93.0 | 89 | 77 | 75 | 71 | 95.6 | 80 | 99 | 98 | 99 |
| CP information about medications | 95.8 | 28 | 99 | 99 | 99 | 97.1 | 69 | 98 | 99 | 99 | 94.6 | 56 | 97 | 95 | 99 | 94.5 | 68 | 96 | 95 | 98 |
| CP information for follow-up care | 97.7 | 43 | 99 | 99 | 99 | 96.2 | 92 | 97 | 97 | 98 | 90.7 | 81 | 44 | 37 | 35 | 95.1 | 72 | 99 | 98 | 99 |
| CP spoke using clear language | 99.5 | 51 | 99 | 99 | 99 | 98.3 | 100 | 99 | 99 | 99 | 94.9 | 89 | 89 | 86 | 82 | 96.7 | 83 | 99 | 98 | 99 |
| Time CP send with patient | 98.0 | 52 | 99 | 99 | 99 | 97.0 | 100 | 99 | 99 | 99 | 94.7 | 90 | 98 | 96 | 99 | 96.3 | 82 | 99 | 99 | 99 |
| Patients' confidence in CP | 98.5 | 52 | 99 | 99 | 99 | 98.0 | 99 | 98 | 98 | 99 | 94.9 | 89 | 92 | 88 | 93 | 97.3 | 83 | 99 | 99 | 99 |
| Likelihood of recommending CP | 99.0 | 53 | 99 | 99 | 99 | 99.0 | 100 | 99 | 99 | 99 | 95.6 | 90 | 97 | 95 | 99 | 97.6 | 83 | 99 | 99 | 99 |
| **STD Personal Issues** | 95.3 | 53 | 99 | 99 | 99 | 96.8 | 103 | 99 | 99 | 99 | 93.8 | 91 | 99 | 99 | 99 | 93.6 | 83 | 98 | 99 | 99 |
| Convenience of office hours | 91.7 | 53 | 96 | 98 | 99 | 94.1 | 102 | 98 | 98 | 98 | 91.2 | 91 | 94 | 99 | 97 | 89.9 | 82 | 81 | 93 | 79 |
| Our sensitivity to patients' needs | 96.4 | 53 | 99 | 99 | 99 | 98.5 | 102 | 99 | 99 | 99 | 95.9 | 91 | 99 | 99 | 99 | 96.0 | 82 | 99 | 99 | 99 |
| Our concern for patients' privacy | 97.6 | 53 | 99 | 99 | 99 | 97.5 | 100 | 99 | 99 | 99 | 94.4 | 89 | 97 | 96 | 99 | 95.1 | 81 | 98 | 99 | 99 |
| **Std Overall Assessment** | 98.8 | 53 | 99 | 99 | 99 | 98.5 | 103 | 99 | 99 | 99 | 96.2 | 91 | 98 | 99 | 99 | 97.1 | 83 | 99 | 99 | 99 |
| Cheerfulness of practice | 98.0 | 53 | 99 | 99 | 99 | 98.5 | 103 | 99 | 99 | 99 | 96.2 | 91 | 99 | 99 | 99 | 97.0 | 83 | 99 | 99 | 99 |
| Cleanliness of practice | 98.5 | 53 | 99 | 99 | 99 | 97.8 | 103 | 98 | 99 | 98 | 96.4 | 91 | 98 | 99 | 99 | 96.7 | 82 | 98 | 99 | 99 |
| Care received during visit | 99.5 | 53 | 99 | 99 | 99 | 98.5 | 103 | 99 | 99 | 99 | 96.7 | 91 | 98 | 98 | 99 | 97.0 | 83 | 99 | 99 | 99 |
| Likelihood of recommending practice | 99.0 | 53 | 99 | 99 | 99 | 99.3 | 103 | 99 | 99 | 99 | 95.6 | 91 | 96 | 95 | 98 | 97.9 | 83 | 99 | 99 | 99 |

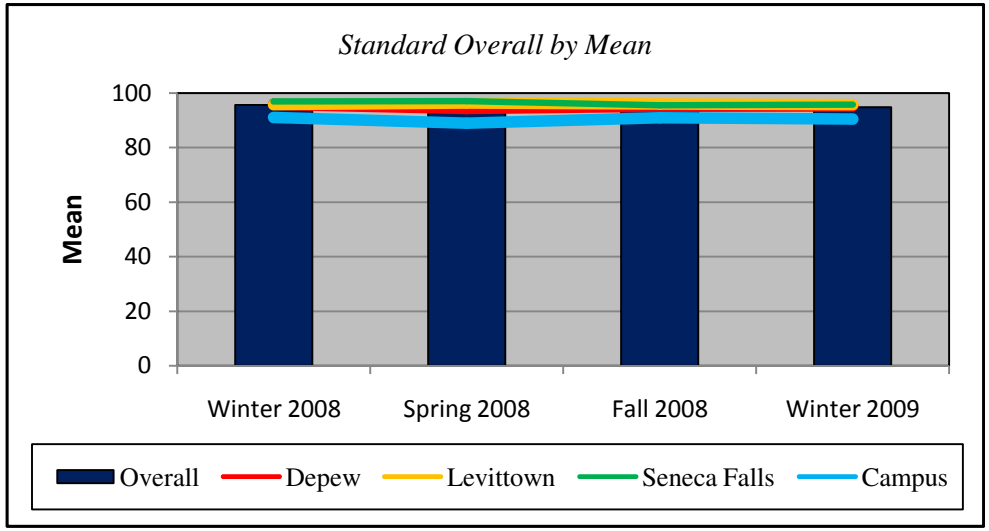
**Press Ganey Patient Satisfaction**
**Winter 08 - Winter 09 By Health Centers**

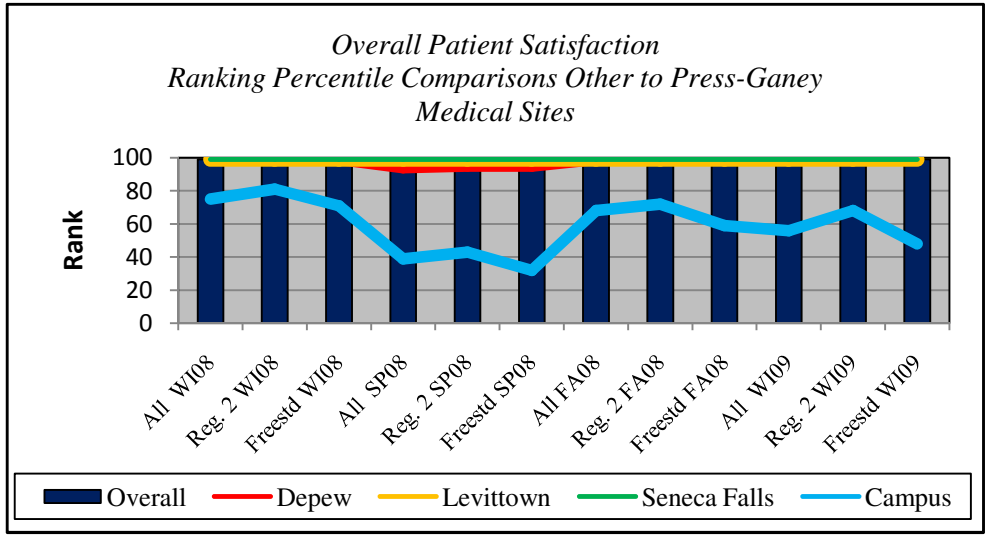
| | Winter 2008 | | | | | Spring 2008 | | | | | Fall 2008 | | | | | Winter 2009 | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Press Ganey | Campus | | All facilities WI08 | AHA Region 2 WI08 | Freestand WI08 | Campus | | All facilities SP08 | AHA Region 2 SP08 | Freestand SP08 | Campus | | All facilities FA08 | AHA Region 2 FA08 | Freestand FA08 | Campus | | All WI09 | Reg. 2 WI09 | Freestd WI09 |
| Question | Mean | n= | Rank | Rank | Rank | Mean | n= | Rank | Rank | Rank | Mean | n= | Rank | Rank | Rank | Mean | n= | Rank | Rank | Rank |
| **Std Overall** | 91.1 | 21 | 75 | 81 | 71 | 89.0 | 34 | 39 | 43 | 32 | 90.9 | 33 | 68 | 72 | 59 | 90.5 | 37 | 56 | 68 | 48 |
| **Std Access to Care** | 89.2 | 21 | 54 | 66 | 42 | 87.7 | 34 | 34 | 38 | 27 | 90.1 | 33 | 59 | 72 | 58 | 88.1 | 37 | 30 | 41 | 13 |
| Ease of scheduling appointments | 90.5 | 21 | 64 | 77 | 50 | 89.4 | 33 | 45 | 49 | 41 | 90.2 | 33 | 55 | 68 | 43 | 89.2 | 37 | 37 | 54 | 21 |
| Courtesy of person scheduling appointments | 90.5 | 17 | 30 | 47 | 17 | 90.4 | 34 | 32 | 39 | 30 | 93.2 | 33 | 71 | 80 | 71 | 90.5 | 37 | 22 | 35 | 8 |
| Our helpfulness on the telephone | 91.2 | 14 | 75 | 81 | 71 | 86.7 | 32 | 24 | 28 | 18 | 89.8 | 27 | 51 | 60 | 44 | 86.3 | 31 | 14 | 24 | 5 |
| Our promptness in returning calls | 89.3 | 21 | 87 | 92 | 89 | 87.5 | 24 | 62 | 59 | 61 | 86.5 | 24 | 61 | 64 | 57 | 84.8 | 28 | 42 | 47 | 33 |
| **Std Visit** | 88.8 | 21 | 82 | 87 | 78 | 87.3 | 34 | 56 | 58 | 48 | 88.5 | 33 | 75 | 78 | 66 | 86.9 | 35 | 50 | 63 | 36 |
| Speed of registration process | 91.2 | 17 | 83 | 85 | 83 | 90.5 | 29 | 64 | 64 | 60 | 89.4 | 33 | 54 | 58 | 49 | 85.9 | 32 | 15 | 21 | 7 |
| Courtesy of registration staff | 88.2 | 19 | 19 | 29 | 8 | 85.5 | 31 | 11 | 15 | 7 | 89.4 | 33 | 26 | 42 | 13 | 84.4 | 32 | 4 | 11 | 1 |
| Waiting area comfort/pleasantness | 84.2 | 19 | 21 | 33 | 8 | 81.8 | 33 | 14 | 17 | 8 | 82.6 | 33 | 10 | 23 | 3 | 83.1 | 34 | 13 | 24 | 6 |
| Wait before going to exam room | 91.7 | 21 | 99 | 97 | 99 | 89.1 | 32 | 87 | 87 | 85 | 91.7 | 33 | 99 | 99 | 99 | 91.2 | 34 | 98 | 99 | 99 |
| Exam room comfort/pleasantness | 84.5 | 21 | 33 | 42 | 19 | 87.5 | 34 | 60 | 61 | 56 | 87.5 | 32 | 32 | 70 | 54 | 86.4 | 35 | 45 | 61 | 35 |
| Wait in exam room to see CP | 96.3 | 20 | 99 | 99 | 99 | 91.2 | 34 | 92 | 92 | 93 | 91.7 | 33 | 98 | 99 | 98 | 91.4 | 35 | 98 | 99 | 99 |
| **Std Nurse/Assistant** | 95.0 | 20 | 97 | 97 | 99 | 90.7 | 31 | 45 | 49 | 38 | 92.5 | 30 | 74 | 81 | 66 | 94.1 | 36 | 92 | 94 | 95 |
| Friendless/courtesy of nurse/asst | 93.8 | 20 | 78 | 83 | 75 | 91.1 | 31 | 34 | 39 | 27 | 92.5 | 30 | 51 | 64 | 37 | 94.4 | 36 | 95 | 88 | 86 |
| Concern of nurse/asst for problem | 95.8 | 18 | 99 | 98 | 99 | 92.2 | 29 | 76 | 77 | 78 | 92.5 | 30 | 87 | 91 | 85 | 93.8 | 36 | 94 | 95 | 95 |
| **Std Care Provider** | 95.2 | 21 | 98 | 96 | 99 | 92.5 | 34 | 54 | 54 | 52 | 93.5 | 32 | 82 | 84 | 79 | 93.4 | 36 | 77 | 72 | 75 |
| Friendliness/courtesy of CP | 97.6 | 21 | 99 | 96 | 99 | 95.3 | 32 | 66 | 65 | 64 | 94.5 | 32 | 58 | 60 | 51 | 96.5 | 36 | 95 | 94 | 97 |
| CP explains of prob/condition | 94.1 | 21 | 89 | 86 | 87 | 92.7 | 34 | 52 | 53 | 51 | 93.8 | 32 | 82 | 79 | 78 | 92.4 | 36 | 50 | 47 | 44 |
| CP concern for questions/worries | 95.0 | 20 | 97 | 95 | 98 | 93.2 | 33 | 61 | 63 | 62 | 94.5 | 32 | 92 | 93 | 92 | 93.8 | 36 | 81 | 75 | 77 |
| CP efforts to include in decisions | 95.0 | 20 | 98 | 96 | 99 | 91.2 | 34 | 41 | 43 | 38 | 92.2 | 32 | 61 | 61 | 52 | 93.1 | 36 | 76 | 72 | 73 |
| CP information about medications | 93.8 | 12 | 94 | 93 | 96 | 88.8 | 20 | 24 | 26 | 20 | 88.2 | 19 | 11 | 15 | 6 | 88.5 | 26 | 13 | 16 | 5 |
| CP information for follow-up care | 92.9 | 21 | 85 | 82 | 82 | 91.4 | 29 | 51 | 51 | 51 | 95.0 | 25 | 98 | 96 | 99 | 92.9 | 35 | 82 | 81 | 79 |
| CP spoke using clear language | 96.4 | 21 | 99 | 97 | 99 | 93.4 | 34 | 48 | 49 | 43 | 95.3 | 32 | 91 | 92 | 88 | 95.8 | 36 | 95 | 93 | 93 |
| Time CP send with patient | 96.4 | 21 | 99 | 98 | 99 | 95.5 | 33 | 95 | 95 | 96 | 94.5 | 32 | 98 | 95 | 99 | 93.8 | 36 | 95 | 91 | 96 |
| Patients' confidence in CP | 95.2 | 21 | 94 | 92 | 96 | 92.4 | 33 | 42 | 43 | 42 | 93.8 | 32 | 72 | 69 | 67 | 93.1 | 36 | 52 | 50 | 46 |
| Likelihood of recommending CP | 96.4 | 21 | 99 | 97 | 99 | 93.6 | 31 | 62 | 62 | 65 | 93.8 | 32 | 79 | 82 | 77 | 94.4 | 36 | 86 | 84 | 91 |
| **STD Personal Issues** | 84.9 | 21 | 10 | 18 | 2 | 83.6 | 34 | 9 | 12 | 4 | 88.6 | 33 | 42 | 58 | 27 | 87.6 | 37 | 25 | 37 | 12 |
| Convenience of office hours | 76.2 | 21 | 1 | 4 | 1 | 72.8 | 34 | 1 | 1 | 1 | 79.6 | 33 | 3 | 11 | 1 | 77.7 | 37 | 1 | 1 | 1 |
| Our sensitivity to patients' needs | 89.3 | 21 | 64 | 69 | 58 | 89.4 | 33 | 54 | 56 | 53 | 92.4 | 33 | 94 | 96 | 95 | 92.6 | 37 | 94 | 95 | 95 |
| Our concern for patients' privacy | 89.3 | 21 | 27 | 35 | 18 | 90.9 | 33 | 50 | 53 | 49 | 93.8 | 32 | 94 | 95 | 95 | 92.6 | 37 | 78 | 86 | 74 |
| **Std Overall Assessment** | 94.6 | 21 | 95 | 96 | 98 | 92.5 | 34 | 60 | 64 | 61 | 92.6 | 33 | 67 | 72 | 61 | 93.2 | 37 | 75 | 81 | 74 |
| Cheerfulness of practice | 94.1 | 21 | 94 | 94 | 96 | 91.9 | 34 | 67 | 70 | 68 | 92.4 | 33 | 81 | 87 | 77 | 92.4 | 36 | 77 | 83 | 74 |
| Cleanliness of practice | 92.5 | 20 | 61 | 71 | 55 | 90.4 | 34 | 30 | 36 | 25 | 93.8 | 32 | 74 | 82 | 69 | 91.0 | 36 | 25 | 42 | 10 |
| Care received during visit | 96.3 | 20 | 98 | 97 | 99 | 92.7 | 34 | 56 | 58 | 58 | 93.8 | 32 | 80 | 81 | 79 | 94.6 | 37 | 91 | 91 | 90 |
| Likelihood of recommending practice | 95.0 | 20 | 94 | 93 | 98 | 94.9 | 34 | 81 | 83 | 85 | 94.5 | 32 | 90 | 92 | 91 | 94.6 | 37 | 89 | 87 | 91 |

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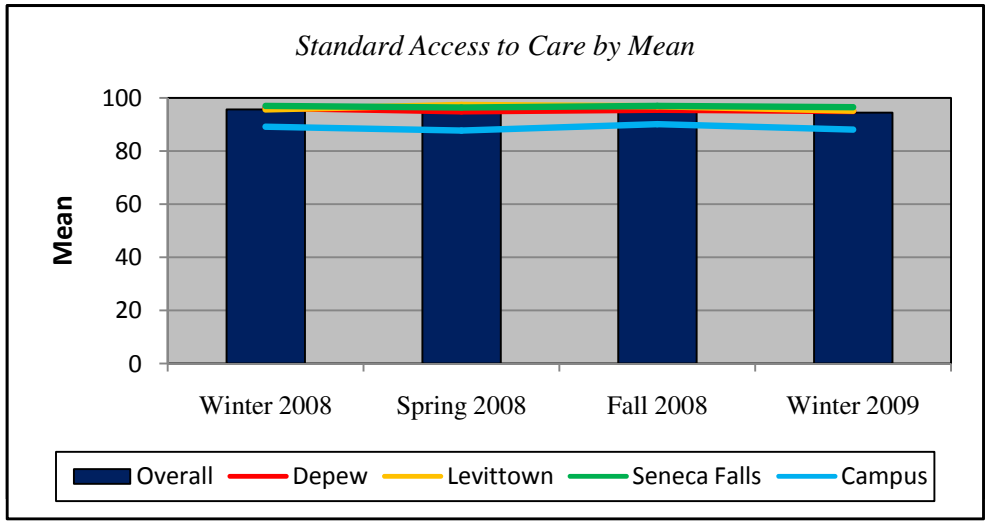
| | Winter 2008 | | | | | Spring 2008 | | | | | Fall 2008 | | | | | Winter 2009 | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Press Ganey | Overall | | All facilities WI08 | AHA Region 2 WI08 | Freestand WI08 | Overall | | All facilities SP08 | AHA Region 2 SP08 | Freestand SP08 | Overall | | All facilities FA08 | AHA Region 2 FA08 | Freestand FA08 | Overall | | All WI09 | Reg. 2 WI09 | Freestd WI09 |
| Question | Mean | n= | Rank | Rank | Rank | Mean | n= | Rank | Rank | Rank | Mean | n= | Rank | Rank | Rank | Mean | n= | Rank | Rank | Rank |
| **Std Overall** | 95.6 | 199 | 99 | 99 | 99 | 95.1 | 320 | 96 | 97 | 98 | 94.9 | 287 | 99 | 99 | 99 | 94.8 | 252 | 99 | 99 | 99 |
| **Std Access to Care** | 95.6 | 198 | 99 | 99 | 99 | 95.1 | 318 | 95 | 95 | 96 | 95.6 | 287 | 99 | 99 | 99 | 94.5 | 251 | 98 | 99 | 99 |
| Ease of scheduling appointments | 96.5 | 198 | 99 | 99 | 99 | 95.6 | 317 | 95 | 95 | 96 | 95.6 | 286 | 99 | 99 | 99 | 94.8 | 250 | 98 | 99 | 99 |
| Courtesy of person scheduling appointments | 96.6 | 198 | 99 | 98 | 99 | 95.9 | 317 | 91 | 92 | 93 | 96.7 | 285 | 99 | 99 | 99 | 95.7 | 250 | 97 | 96 | 98 |
| Our helpfulness on the telephone | 95.3 | 186 | 98 | 97 | 99 | 94.9 | 299 | 92 | 92 | 94 | 95.1 | 256 | 99 | 99 | 99 | 94.4 | 235 | 97 | 97 | 99 |
| Our promptness in returning calls | 94.6 | 157 | 99 | 99 | 99 | 94.7 | 237 | 97 | 98 | 97 | 94.8 | 207 | 99 | 99 | 99 | 93.2 | 183 | 98 | 98 | 99 |
| **Std Visit** | 92.8 | 197 | 98 | 97 | 99 | 92.4 | 317 | 93 | 94 | 94 | 92.9 | 287 | 98 | 99 | 99 | 92.3 | 248 | 98 | 99 | 99 |
| Speed of registration process | 93.2 | 188 | 96 | 95 | 98 | 92.6 | 303 | 84 | 84 | 84 | 92.6 | 286 | 95 | 94 | 94 | 92.4 | 241 | 92 | 94 | 95 |
| Courtesy of registration staff | 95.5 | 189 | 98 | 97 | 99 | 94.6 | 311 | 87 | 87 | 88 | 94.8 | 286 | 96 | 95 | 99 | 94.7 | 241 | 95 | 94 | 98 |
| Waiting area comfort/pleasantness | 91.4 | 192 | 92 | 92 | 95 | 91.0 | 315 | 77 | 79 | 77 | 91.2 | 286 | 88 | 93 | 88 | 90.1 | 247 | 76 | 80 | 71 |
| Wait before going to exam room | 92.9 | 191 | 99 | 98 | 99 | 91.8 | 314 | 96 | 96 | 97 | 92.5 | 286 | 99 | 99 | 99 | 92.6 | 247 | 99 | 99 | 99 |
| Exam room comfort/pleasantness | 89.8 | 194 | 90 | 96 | 92 | 90.5 | 315 | 85 | 86 | 85 | 90.6 | 282 | 94 | 98 | 94 | 89.2 | 247 | 81 | 87 | 80 |
| Wait in exam room to see CP | 95.5 | 187 | 99 | 99 | 99 | 94.7 | 302 | 99 | 99 | 99 | 96.0 | 279 | 99 | 99 | 99 | 95.1 | 244 | 99 | 99 | 99 |
| **Std Nurse/Assistant** | 97.9 | 186 | 99 | 99 | 99 | 96.6 | 293 | 98 | 99 | 99 | 96.9 | 268 | 99 | 99 | 99 | 97.6 | 249 | 99 | 99 | 99 |
| Friendless/courtesy of nurse/asst | 97.9 | 186 | 99 | 99 | 99 | 96.8 | 291 | 96 | 97 | 97 | 96.7 | 267 | 99 | 99 | 99 | 97.8 | 248 | 99 | 99 | 99 |
| Concern of nurse/asst for problem | 97.8 | 182 | 99 | 99 | 99 | 96.7 | 291 | 99 | 99 | 99 | 97.0 | 268 | 99 | 99 | 99 | 97.5 | 247 | 99 | 99 | 99 |
| **Std Care Provider** | 97.2 | 197 | 99 | 99 | 99 | 96.6 | 315 | 96 | 97 | 97 | 95.1 | 281 | 97 | 95 | 98 | 96.4 | 249 | 99 | 99 | 99 |
| Friendliness/courtesy of CP | 98.9 | 197 | 99 | 99 | 99 | 98.2 | 313 | 97 | 97 | 98 | 97.8 | 281 | 99 | 97 | 99 | 99.0 | 248 | 99 | 99 | 99 |
| CP explains of prob/condition | 96.8 | 193 | 99 | 98 | 99 | 96.6 | 312 | 95 | 95 | 95 | 94.3 | 277 | 90 | 89 | 89 | 95.9 | 248 | 98 | 98 | 99 |
| CP concern for questions/worries | 97.4 | 194 | 99 | 99 | 99 | 97.2 | 310 | 97 | 97 | 98 | 96.4 | 278 | 99 | 95 | 99 | 97.2 | 249 | 99 | 99 | 99 |
| CP efforts to include in decisions | 96.4 | 194 | 99 | 99 | 99 | 96.2 | 307 | 95 | 95 | 96 | 94.4 | 276 | 94 | 93 | 93 | 95.7 | 245 | 99 | 99 | 99 |
| CP information about medications | 95.9 | 127 | 99 | 99 | 99 | 94.6 | 196 | 87 | 88 | 90 | 92.8 | 184 | 82 | 83 | 77 | 92.5 | 190 | 75 | 72 | 72 |
| CP information for follow-up care | 96.2 | 178 | 99 | 99 | 99 | 95.2 | 279 | 92 | 92 | 95 | 93.6 | 251 | 92 | 91 | 90 | 95.4 | 228 | 99 | 99 | 99 |
| CP spoke using clear language | 97.5 | 191 | 99 | 98 | 99 | 96.7 | 308 | 92 | 93 | 94 | 95.7 | 279 | 95 | 95 | 94 | 97.0 | 247 | 99 | 99 | 99 |
| Time CP send with patient | 97.3 | 193 | 99 | 99 | 99 | 96.8 | 309 | 99 | 99 | 99 | 96.0 | 279 | 99 | 98 | 99 | 96.3 | 248 | 99 | 99 | 99 |
| Patients' confidence in CP | 98.1 | 193 | 99 | 99 | 99 | 96.8 | 310 | 93 | 93 | 95 | 95.9 | 279 | 98 | 98 | 99 | 97.1 | 249 | 99 | 99 | 99 |
| Likelihood of recommending CP | 98.3 | 195 | 99 | 99 | 99 | 97.6 | 308 | 97 | 97 | 98 | 96.3 | 280 | 98 | 98 | 99 | 97.5 | 249 | 99 | 99 | 99 |
| **STD Personal Issues** | 93.7 | 197 | 99 | 97 | 99 | 93.6 | 319 | 93 | 95 | 94 | 93.3 | 286 | 98 | 99 | 99 | 92.6 | 251 | 95 | 97 | 95 |
| Convenience of office hours | 90.9 | 197 | 92 | 95 | 95 | 90.1 | 317 | 76 | 82 | 76 | 89.8 | 281 | 82 | 95 | 83 | 87.6 | 250 | 43 | 60 | 19 |
| Our sensitivity to patients' needs | 94.9 | 195 | 99 | 98 | 99 | 95.3 | 313 | 97 | 98 | 98 | 95.0 | 286 | 99 | 99 | 99 | 95.2 | 250 | 99 | 99 | 99 |
| Our concern for patients' privacy | 95.4 | 197 | 98 | 98 | 99 | 95.6 | 310 | 96 | 97 | 97 | 95.0 | 280 | 98 | 98 | 99 | 95.1 | 248 | 98 | 99 | 99 |
| **Std Overall Assessment** | 97.2 | 197 | 99 | 99 | 99 | 96.5 | 319 | 96 | 97 | 97 | 96.0 | 286 | 98 | 99 | 99 | 96.4 | 252 | 99 | 99 | 99 |
| Cheerfulness of practice | 97.2 | 197 | 99 | 99 | 99 | 96.1 | 316 | 97 | 98 | 97 | 96.0 | 286 | 99 | 99 | 99 | 96.4 | 250 | 99 | 99 | 99 |
| Cleanliness of practice | 95.5 | 195 | 96 | 95 | 98 | 95.0 | 319 | 82 | 85 | 84 | 95.7 | 285 | 97 | 99 | 97 | 95.4 | 250 | 94 | 95 | 98 |
| Care received during visit | 97.7 | 194 | 99 | 99 | 99 | 97.0 | 318 | 97 | 97 | 97 | 96.7 | 285 | 98 | 98 | 99 | 96.8 | 250 | 99 | 99 | 99 |
| Likelihood of recommending practice | 98.3 | 194 | 99 | 99 | 99 | 97.7 | 316 | 98 | 99 | 99 | 96.4 | 284 | 98 | 98 | 99 | 97.2 | 252 | 99 | 99 | 99 |

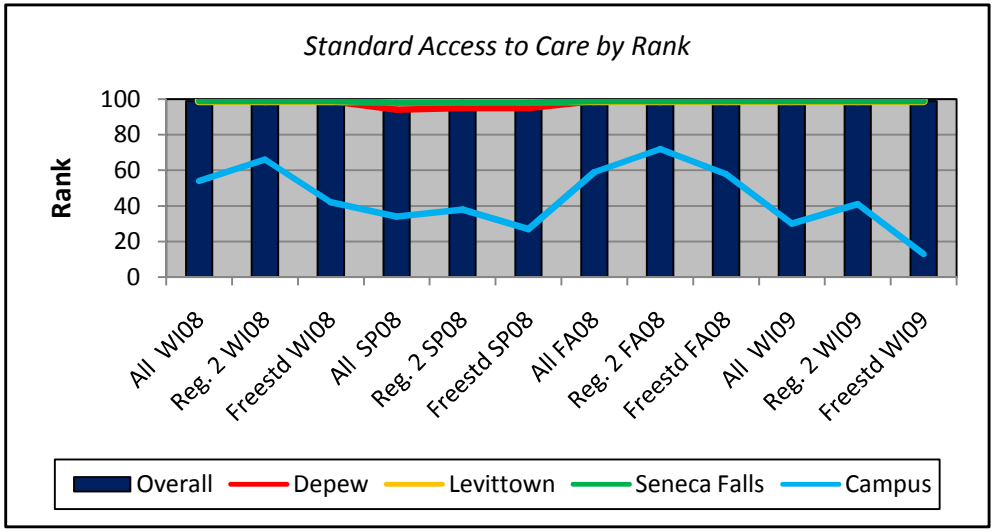
# Press Ganey Patient Satisfaction
# Winter 08 - Winter 09 By Health Centers



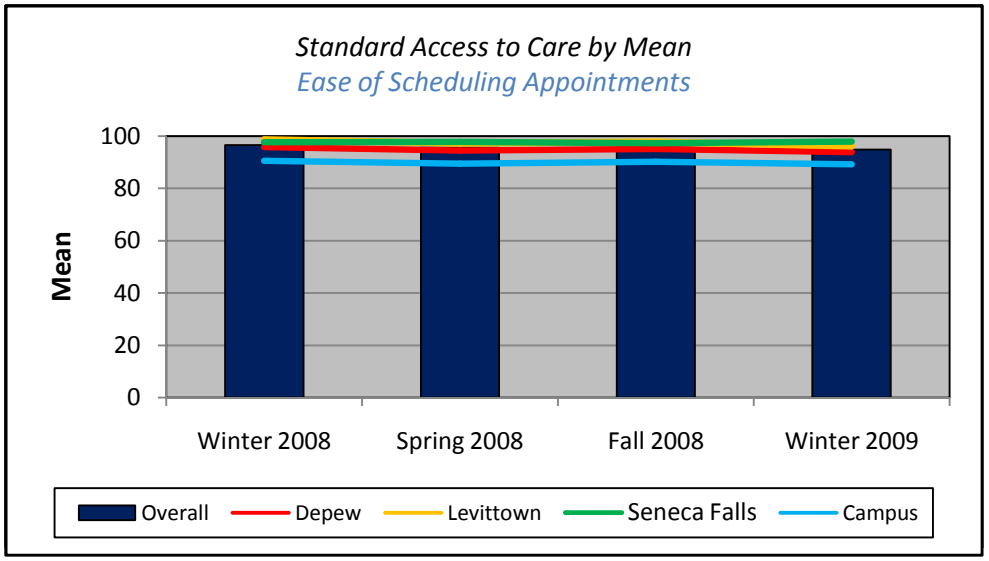



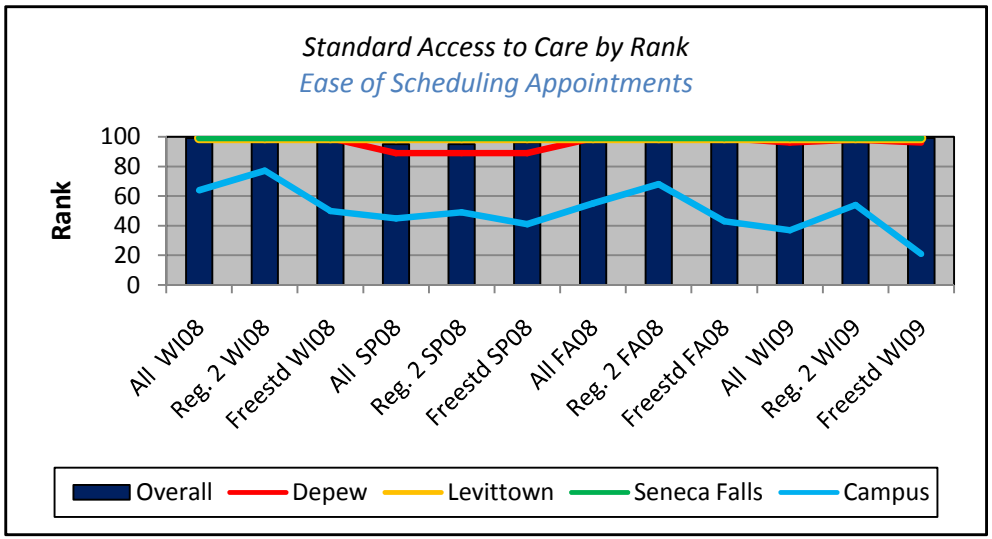
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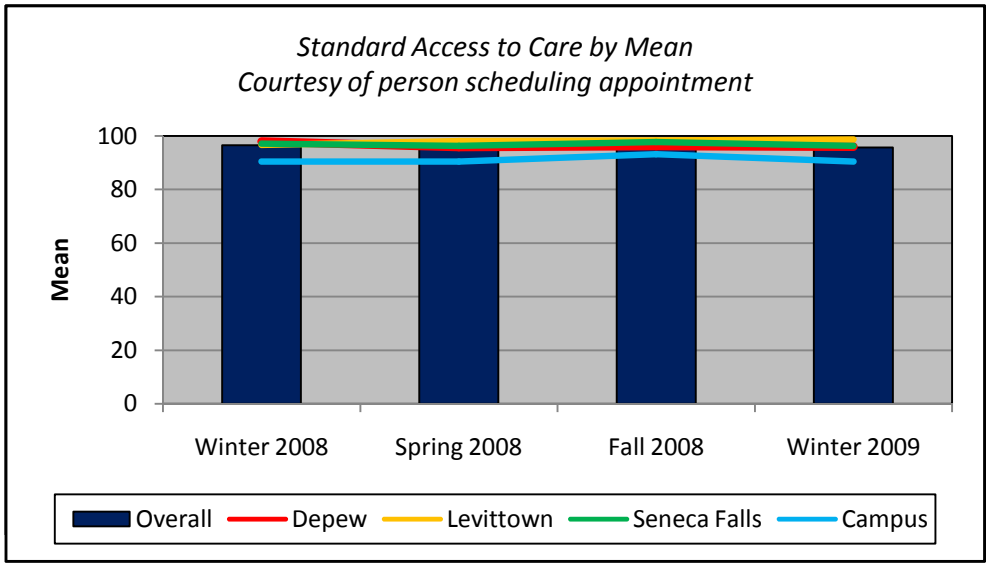



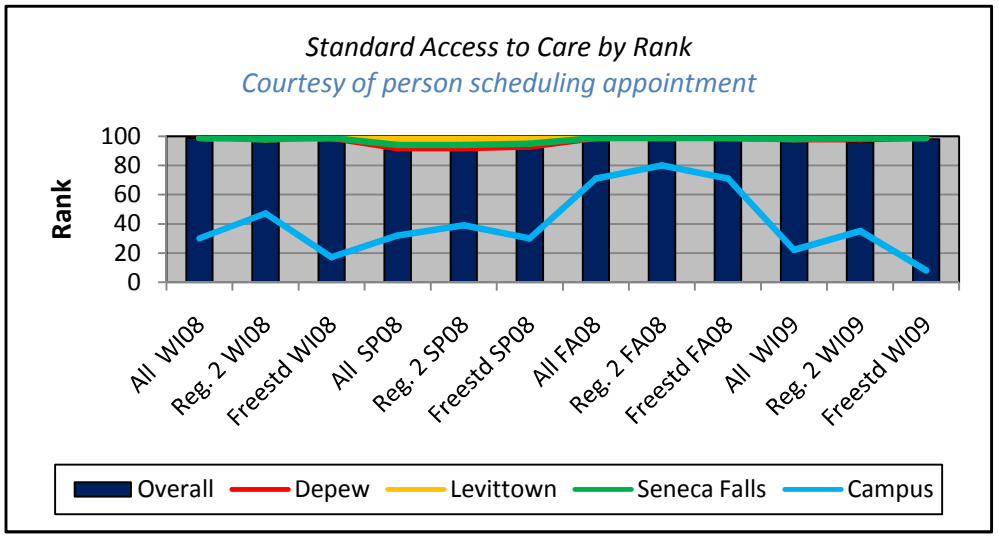
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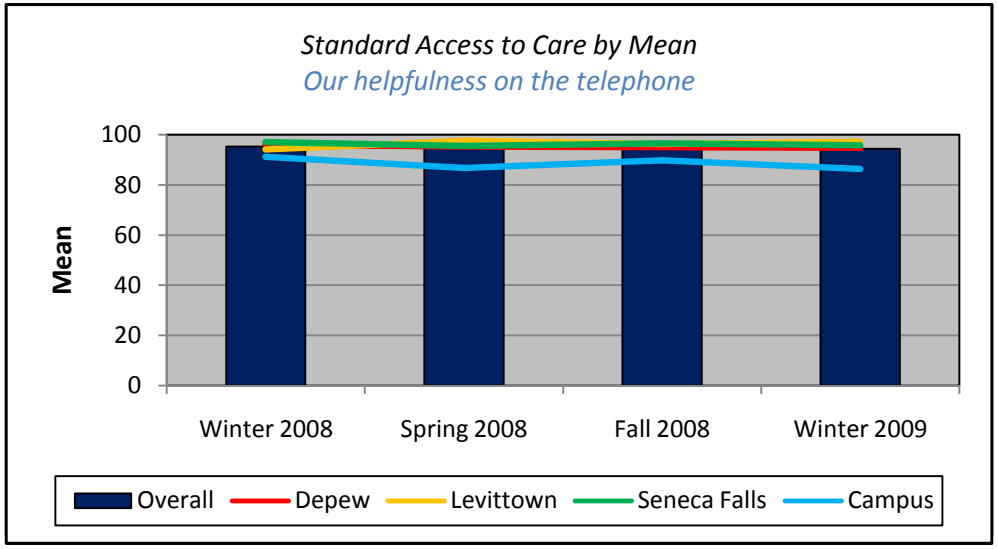



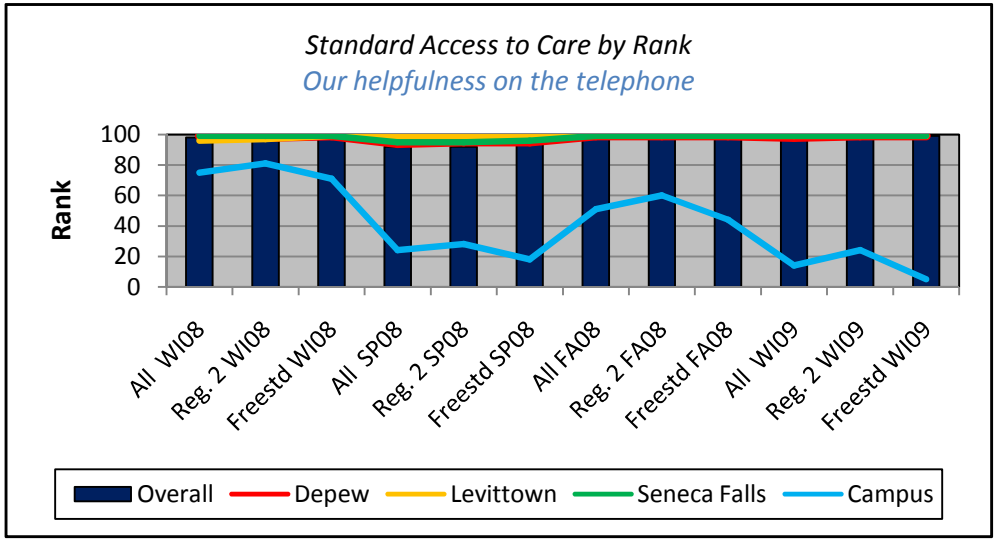
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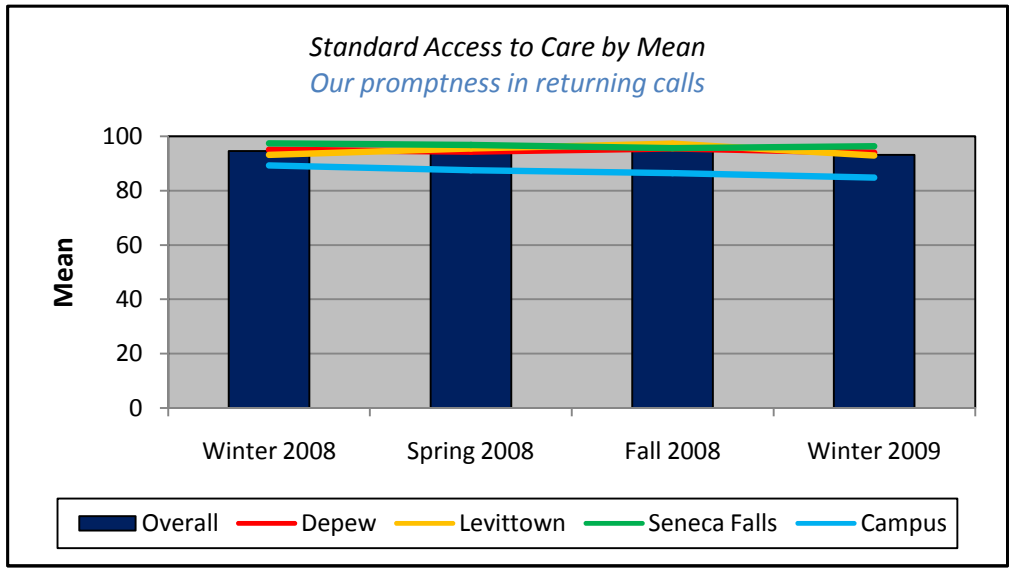



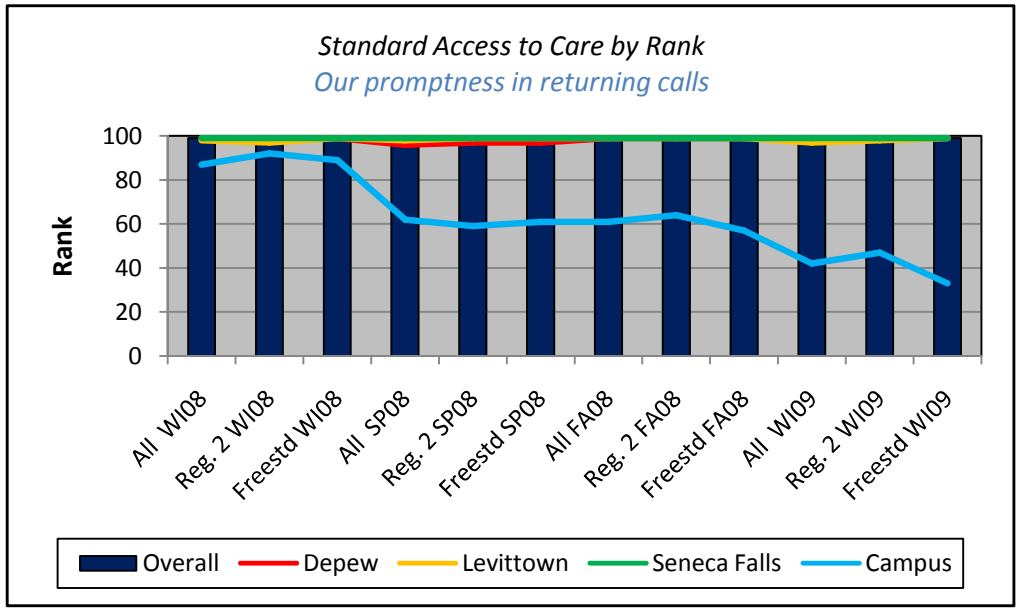
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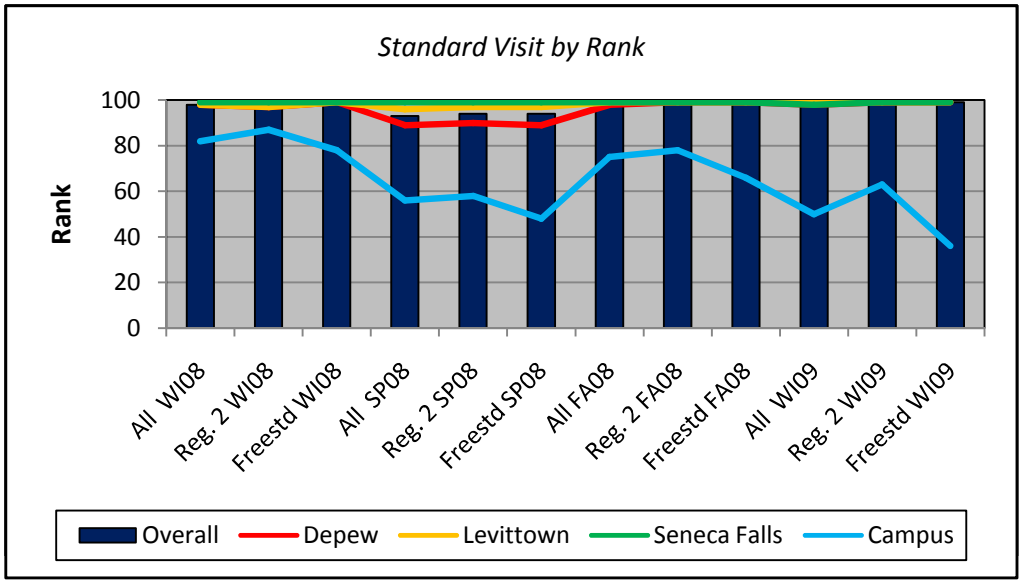



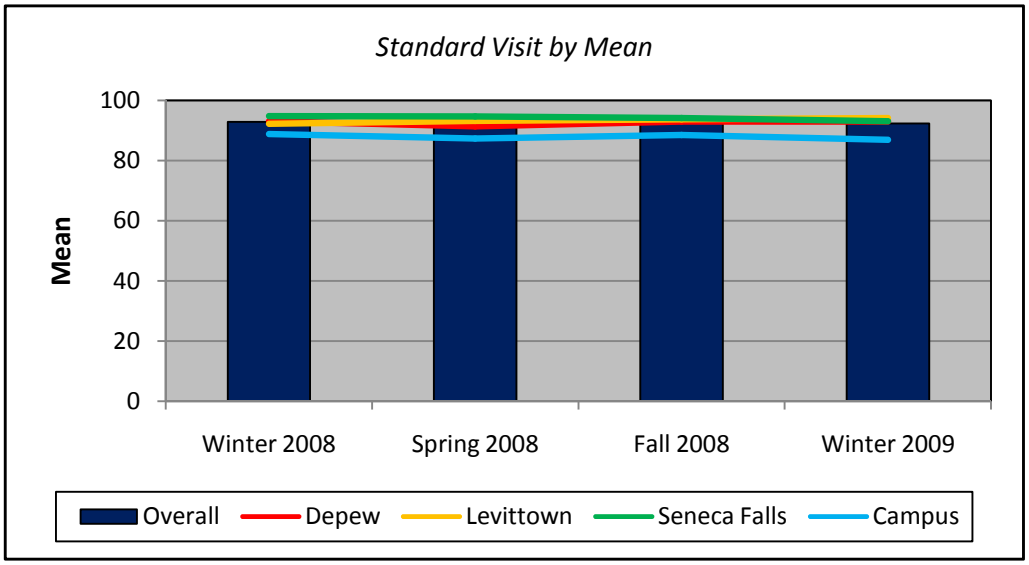
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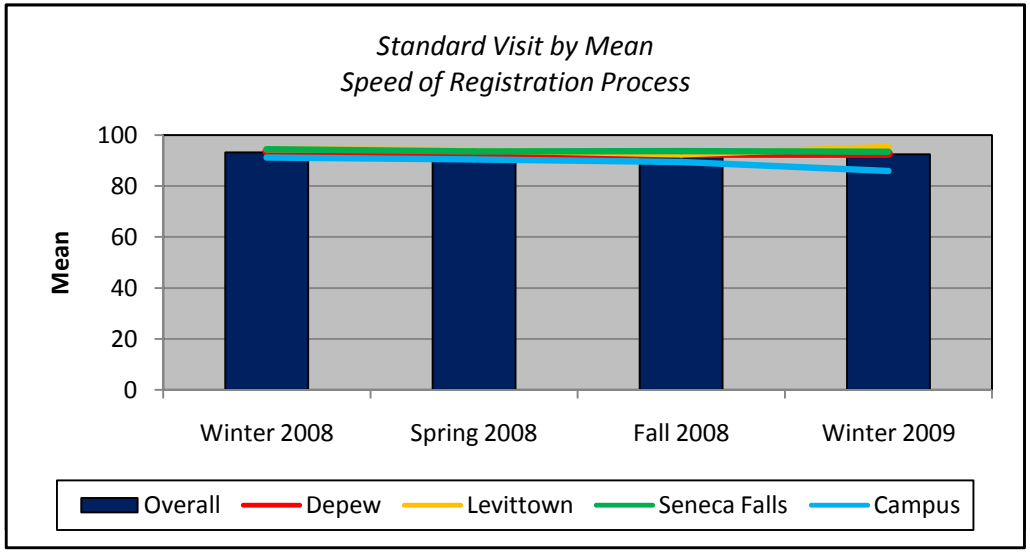



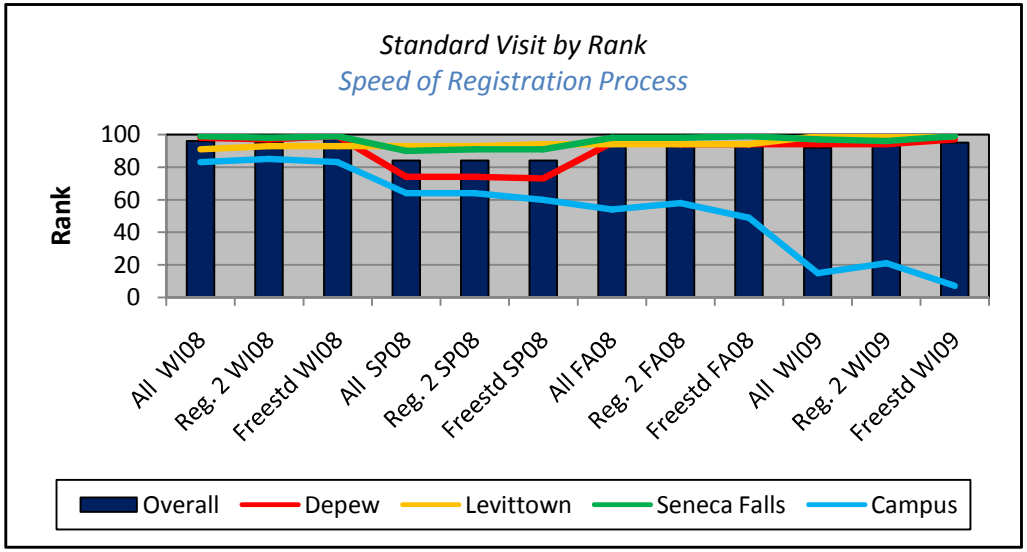
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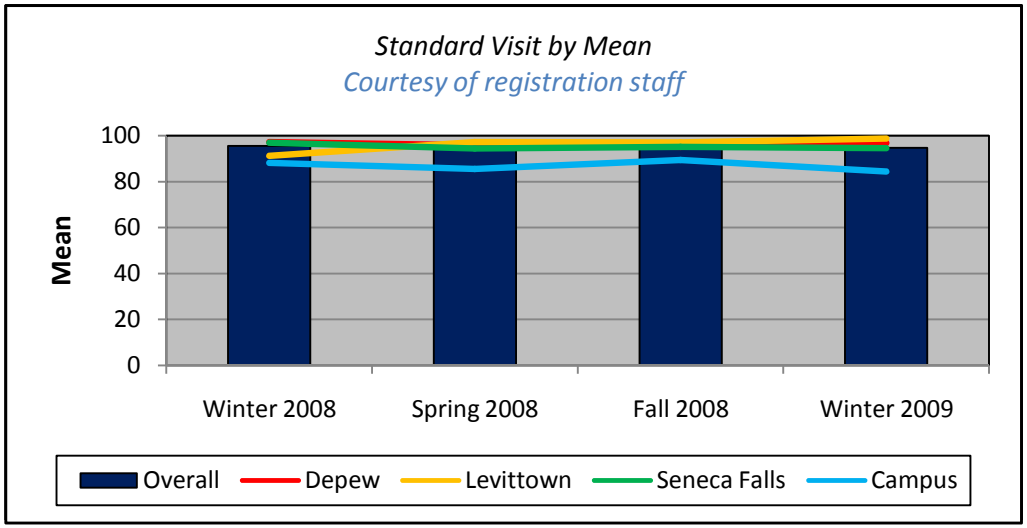



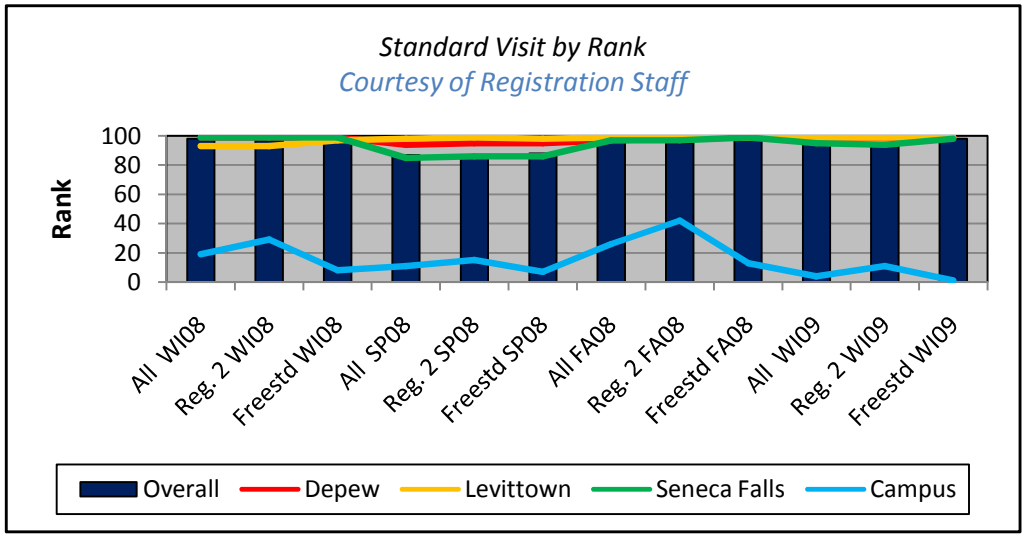
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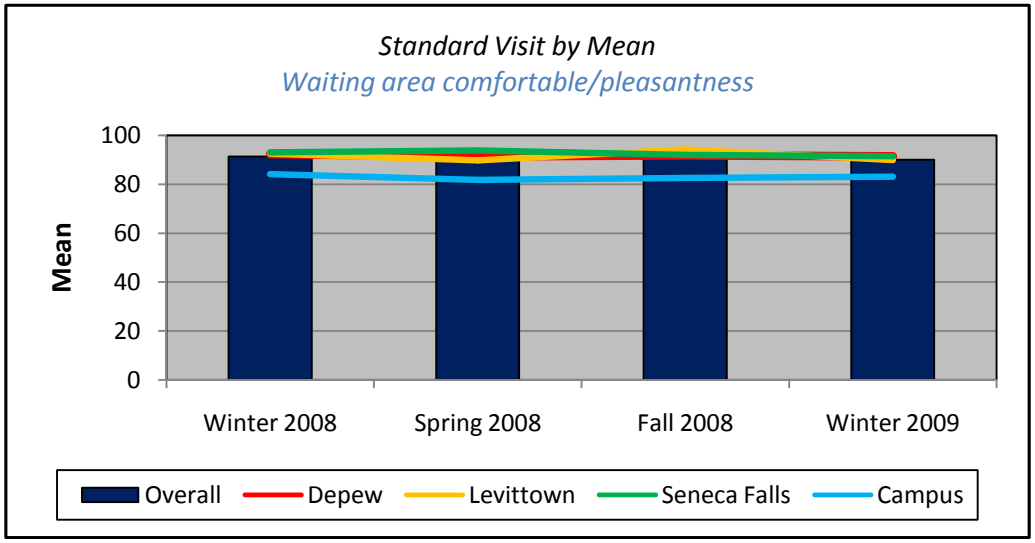



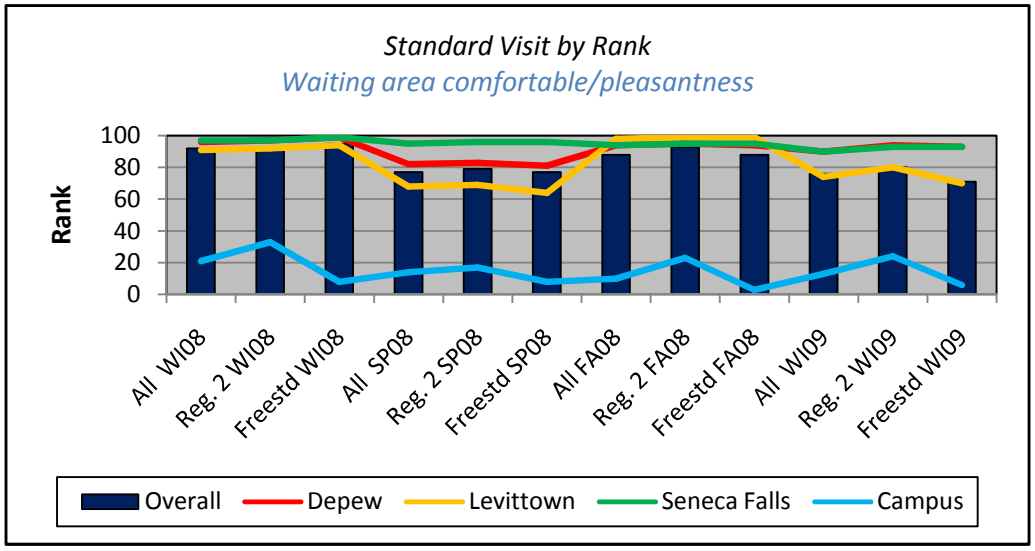
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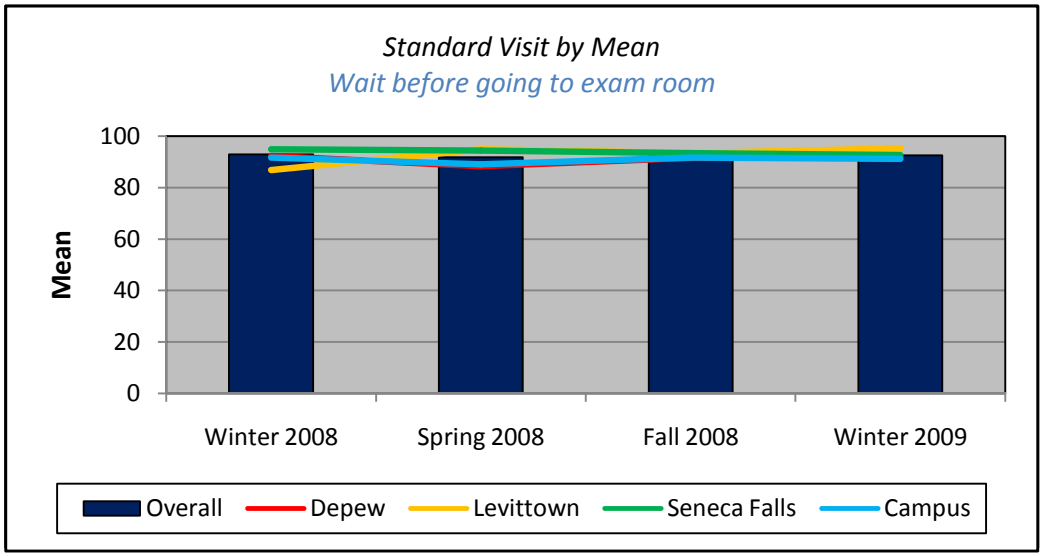



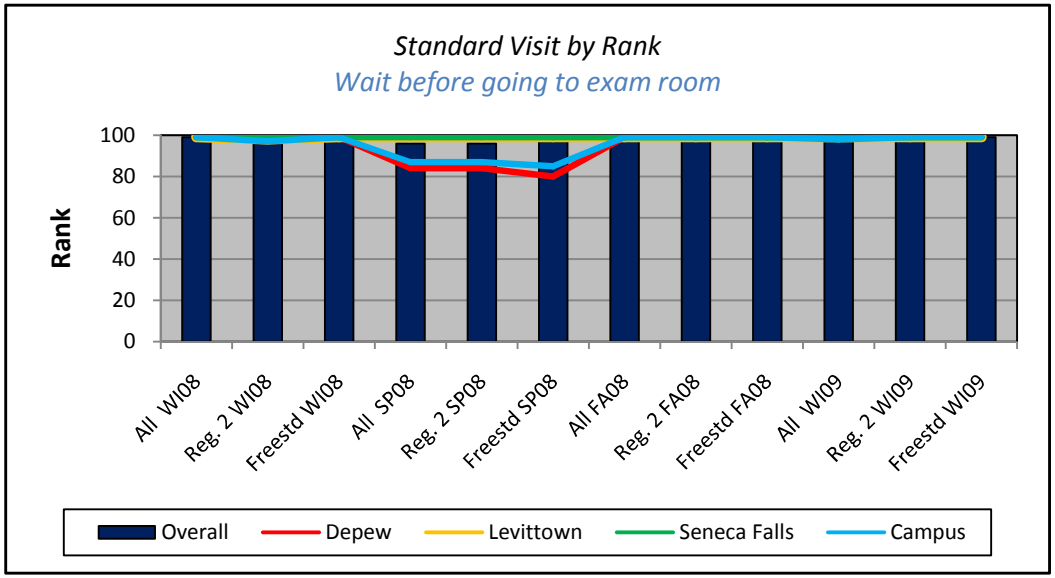
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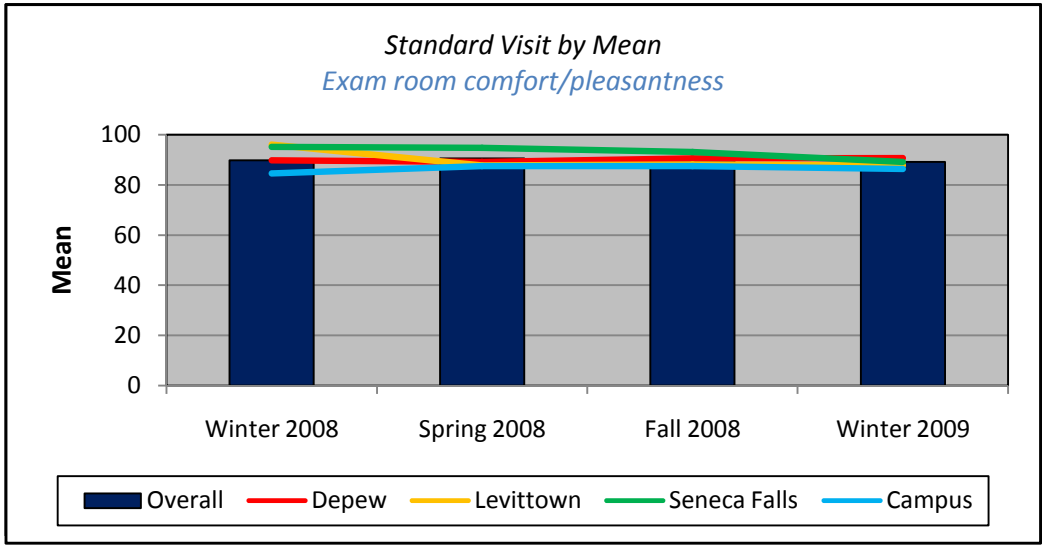



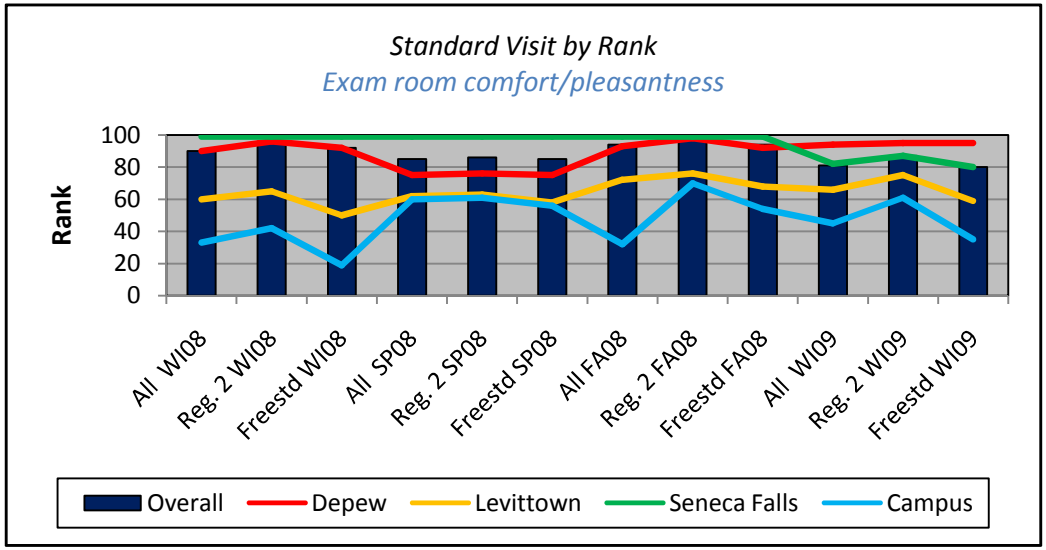
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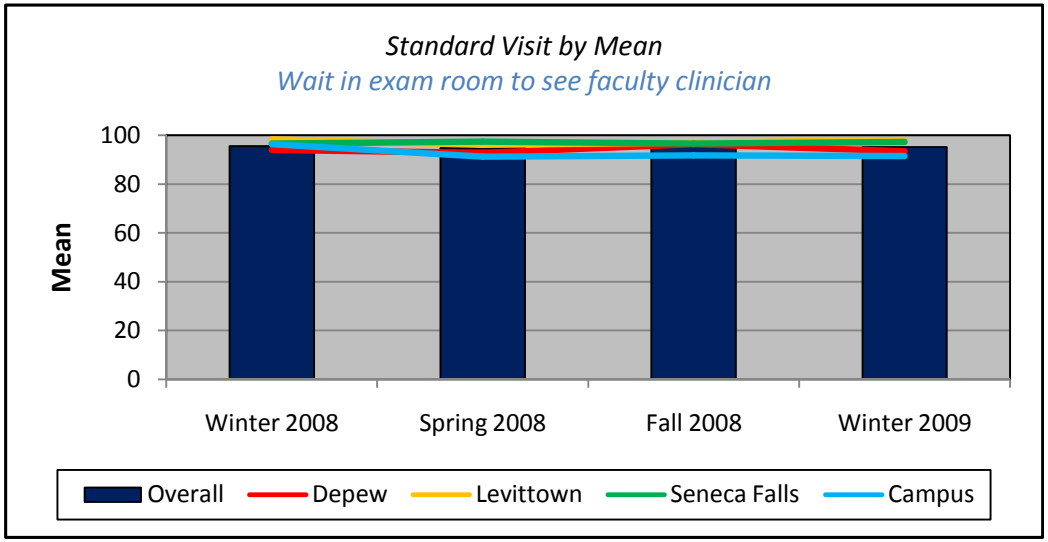



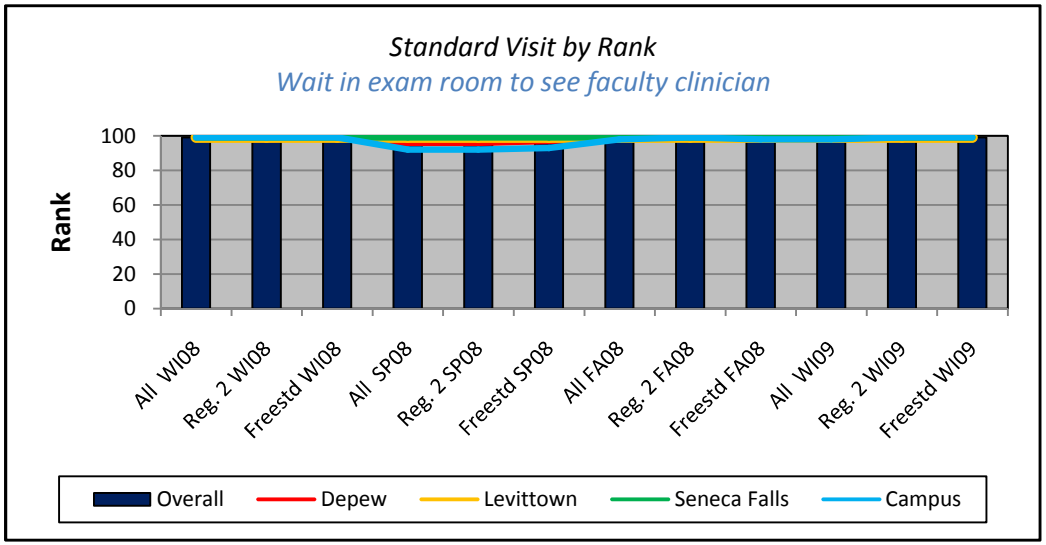
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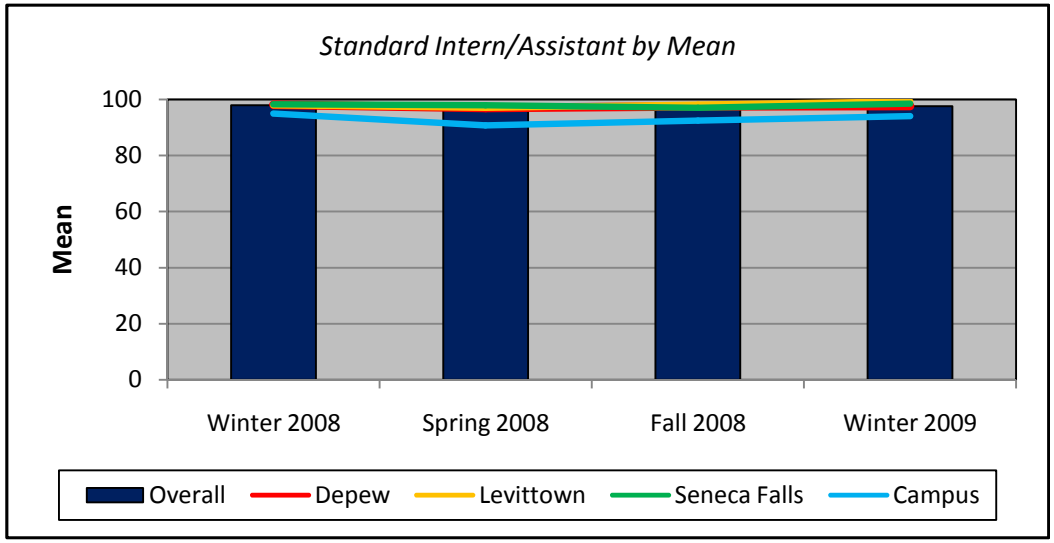



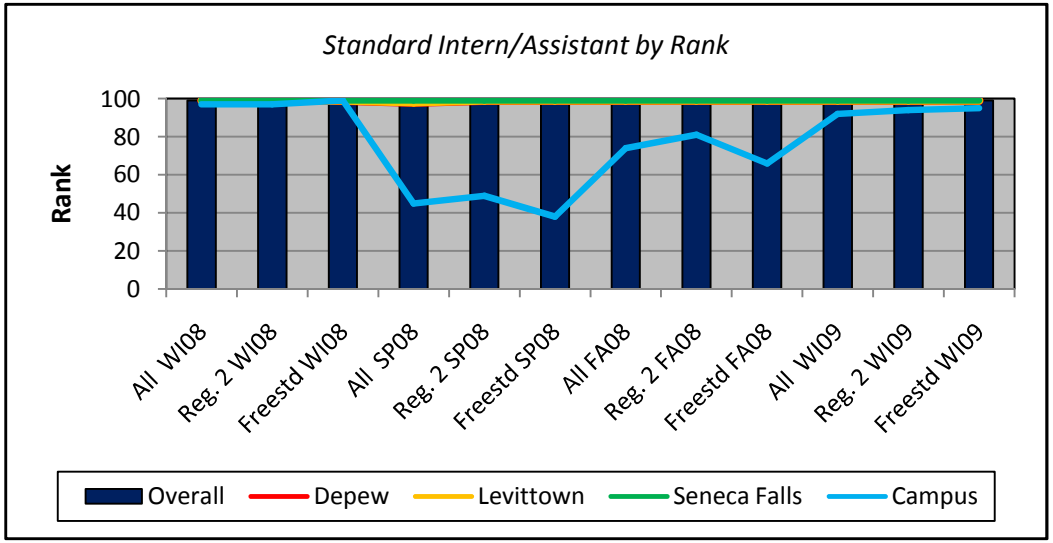
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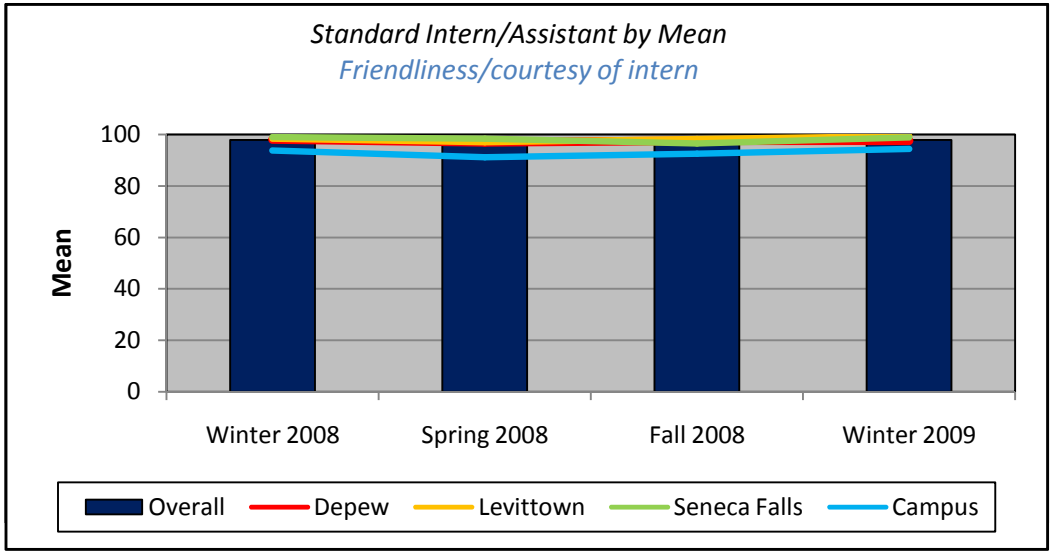



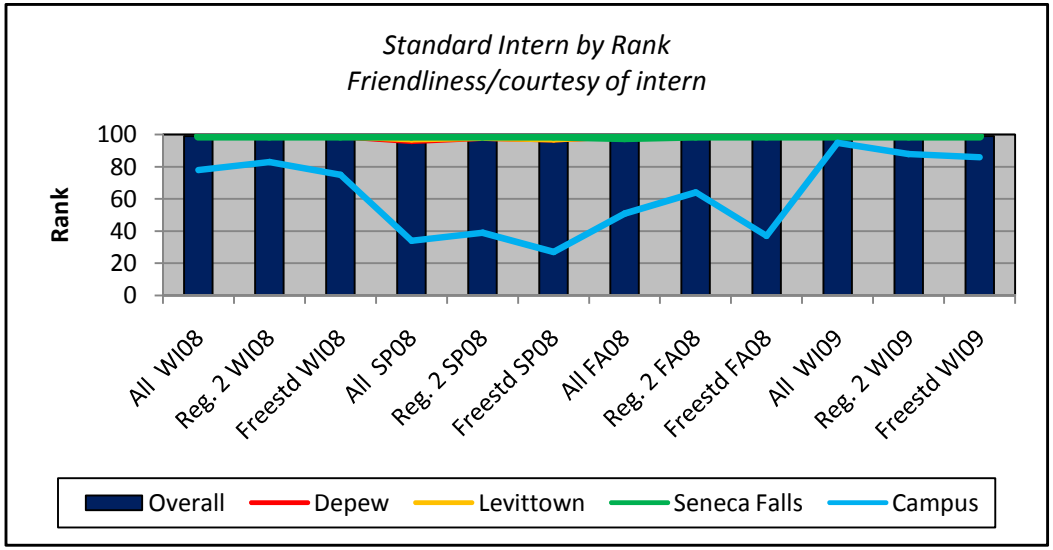
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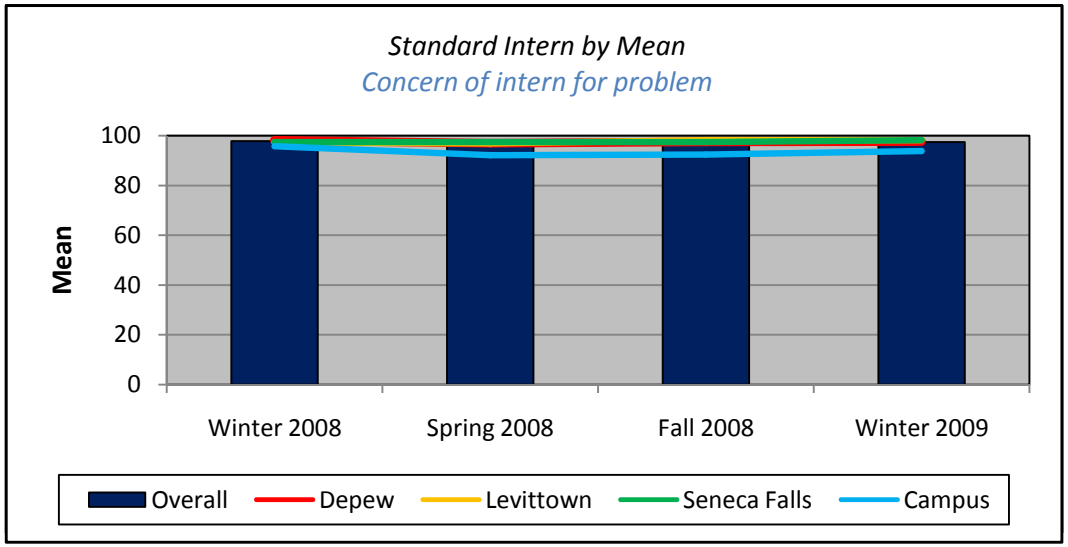



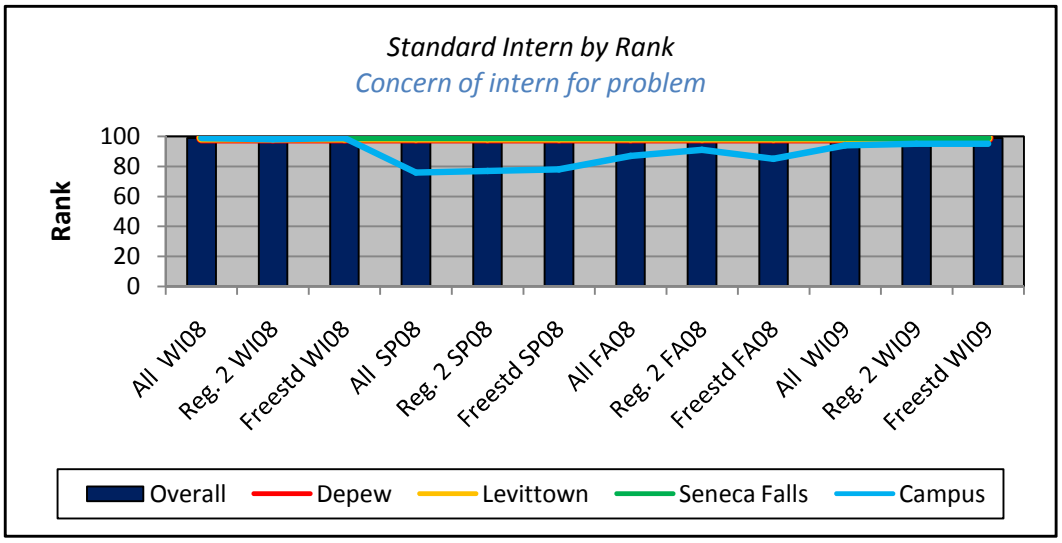
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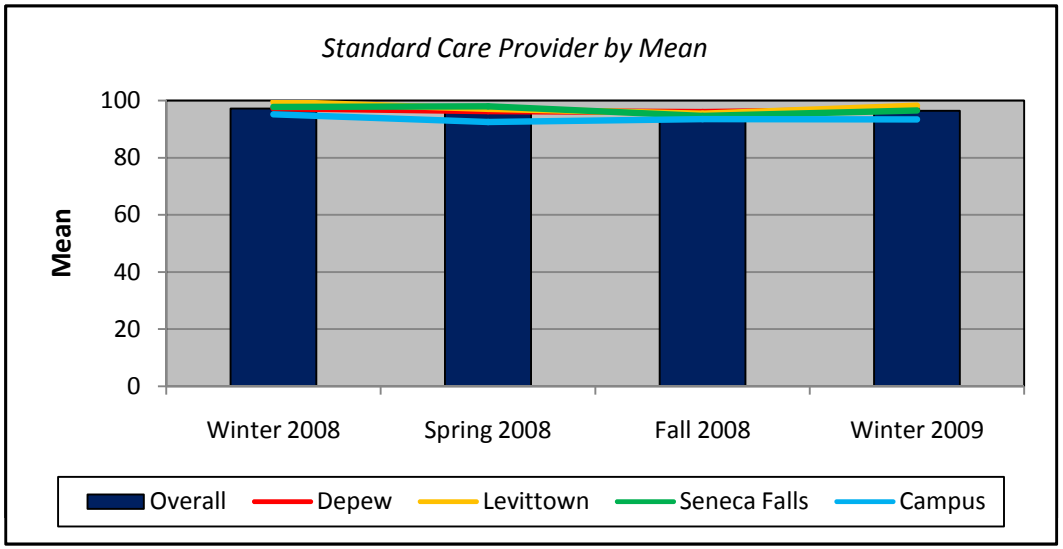



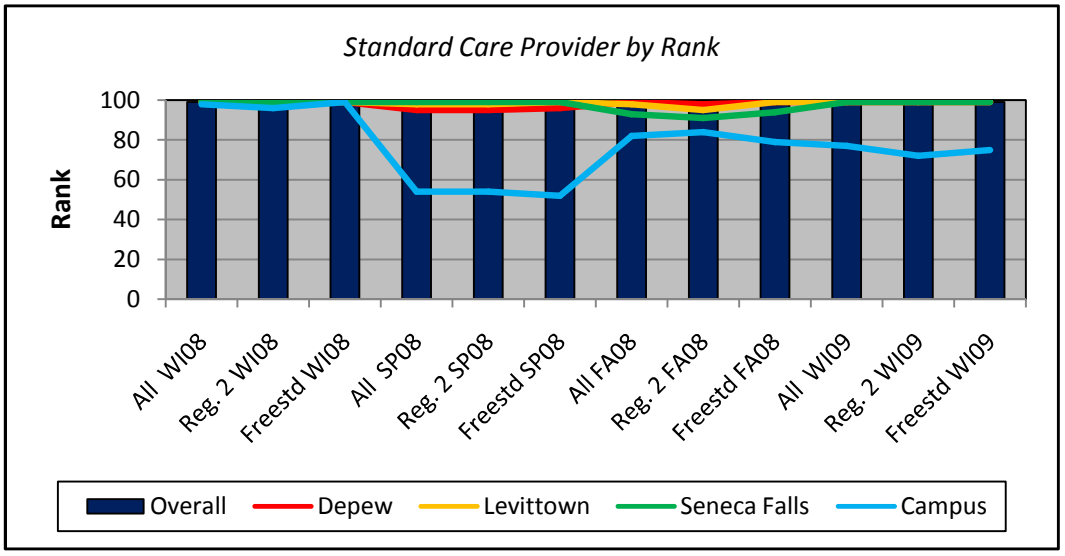
# Press Ganey Patient Satisfaction
# Winter 08 - Winter 09 By Health Centers



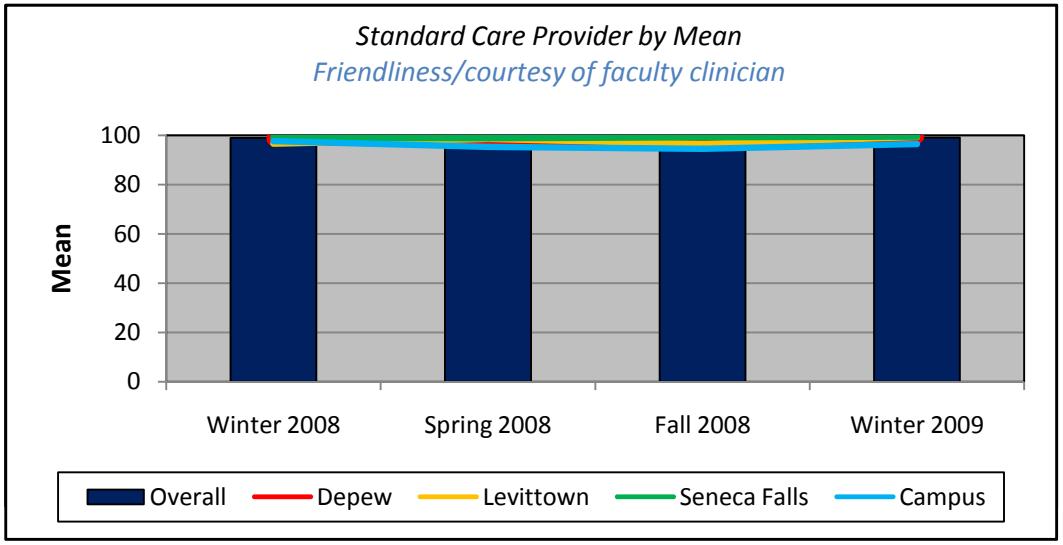



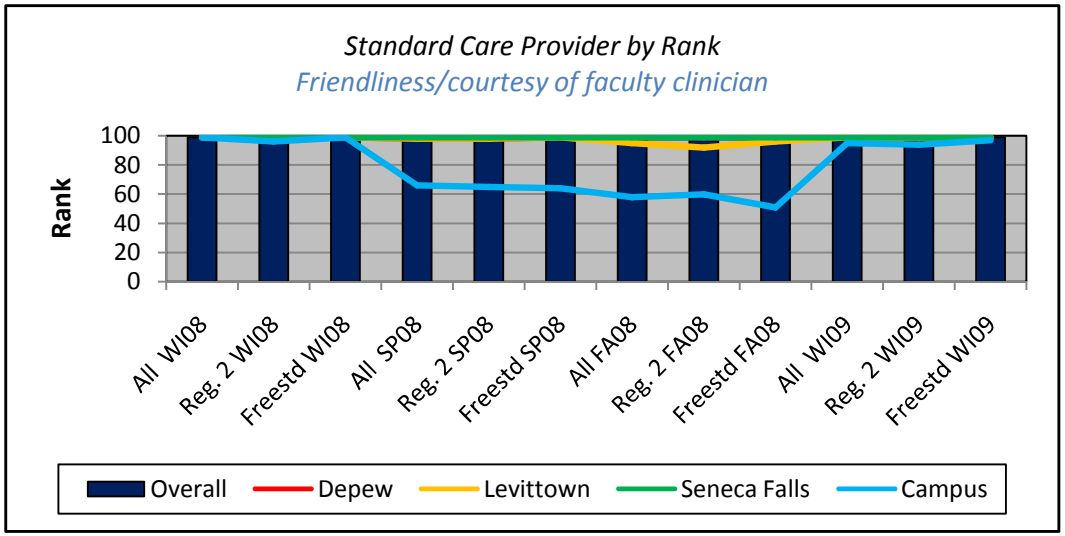
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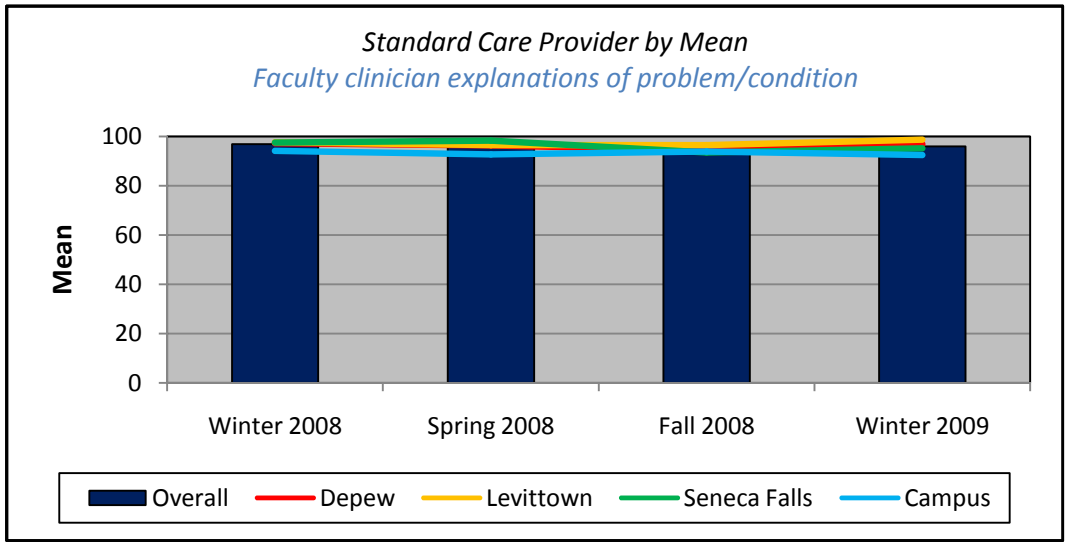



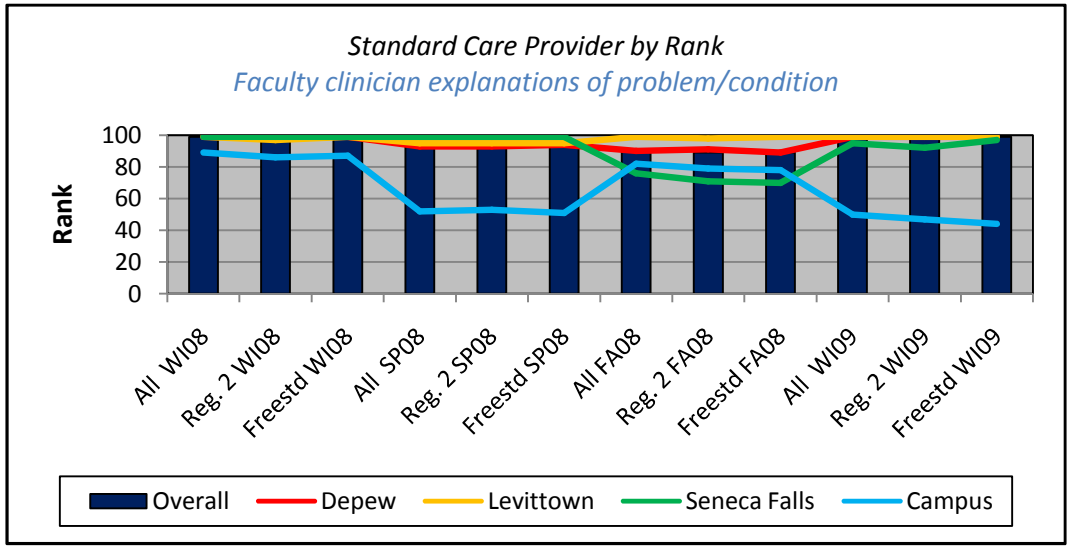
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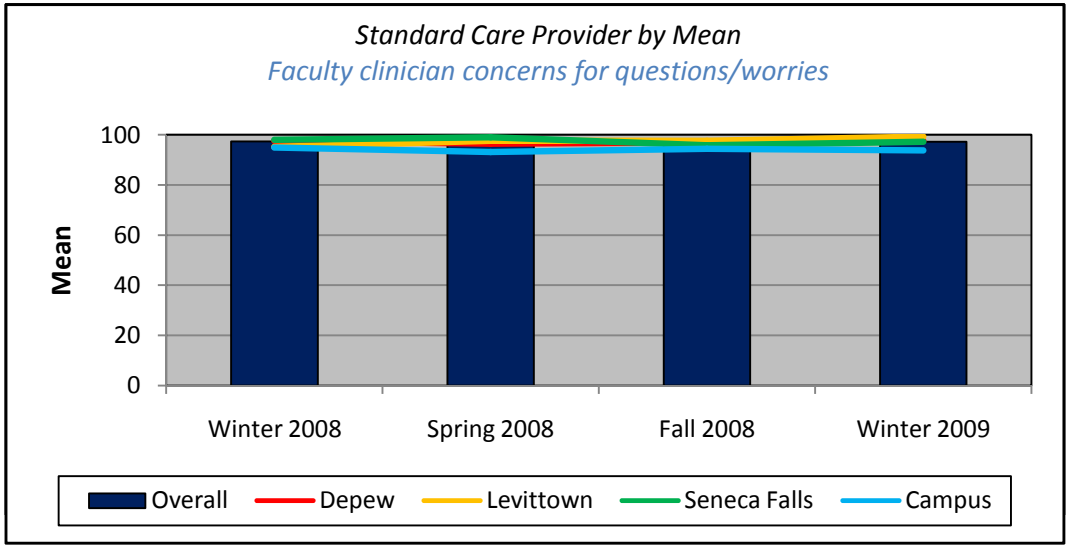



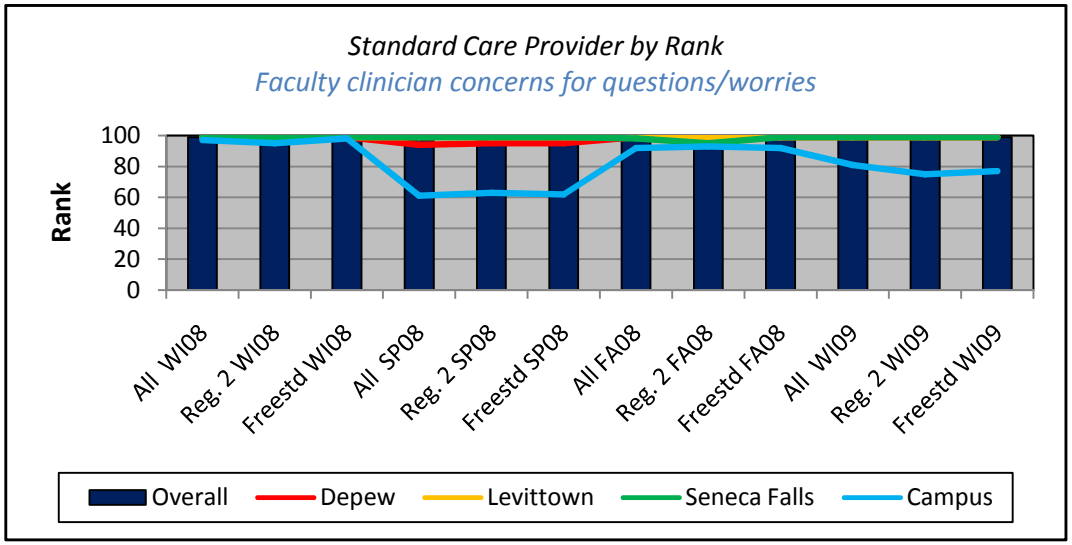
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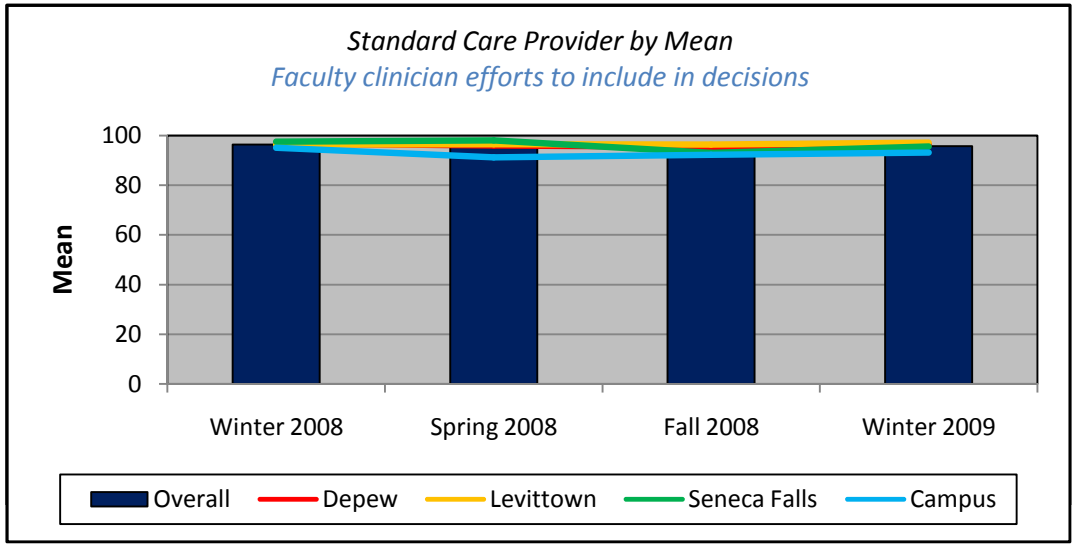



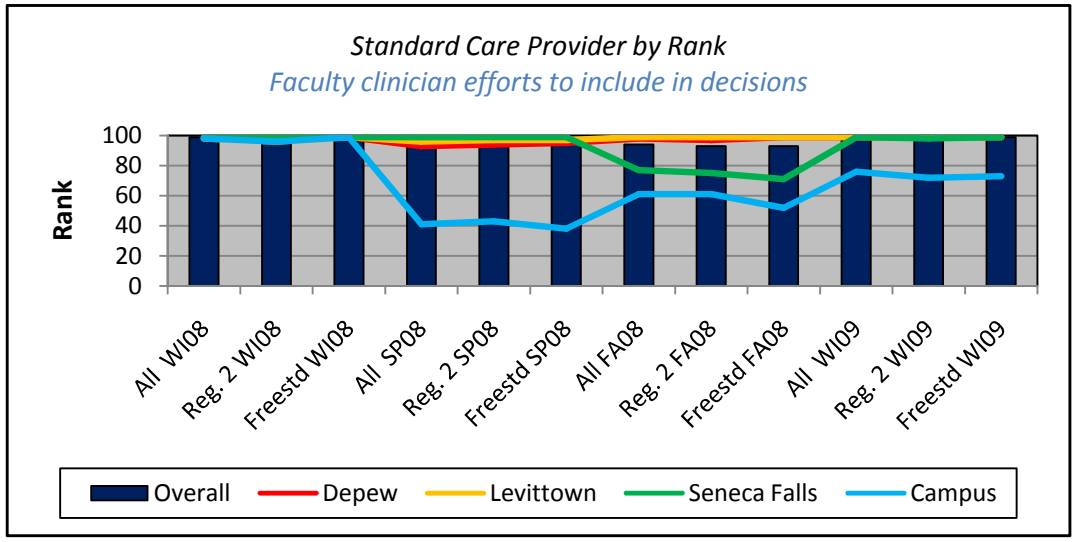
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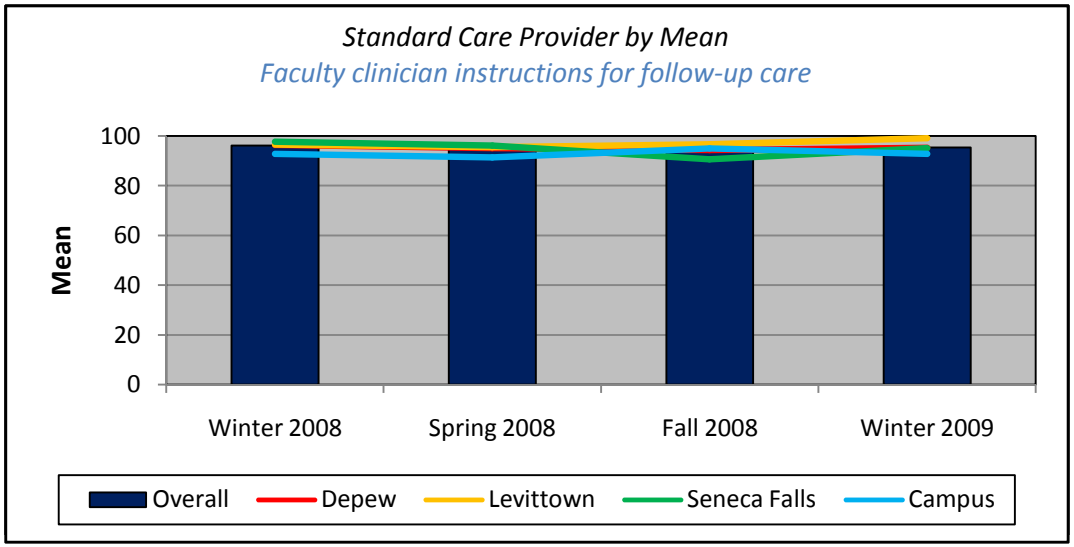



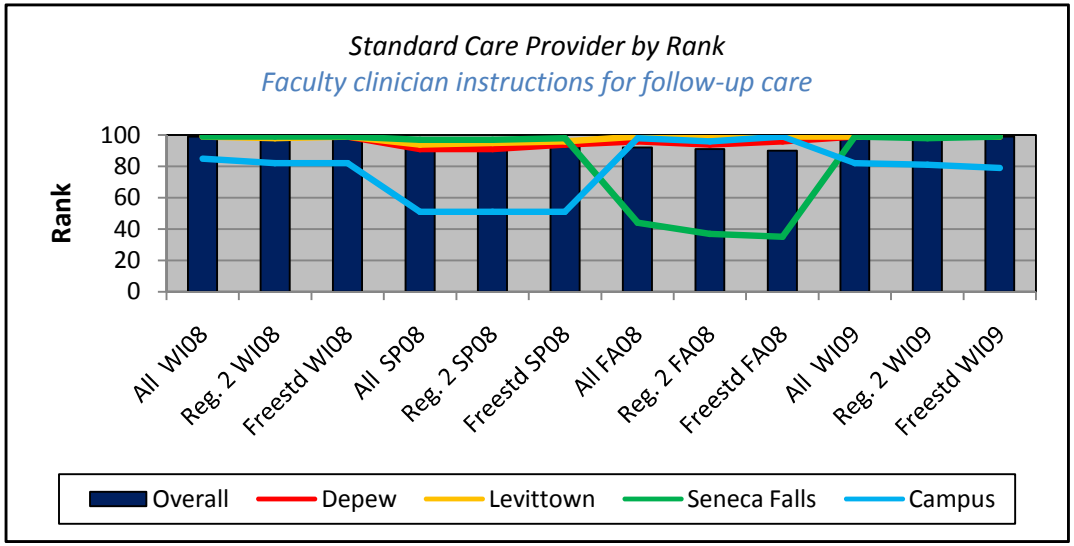
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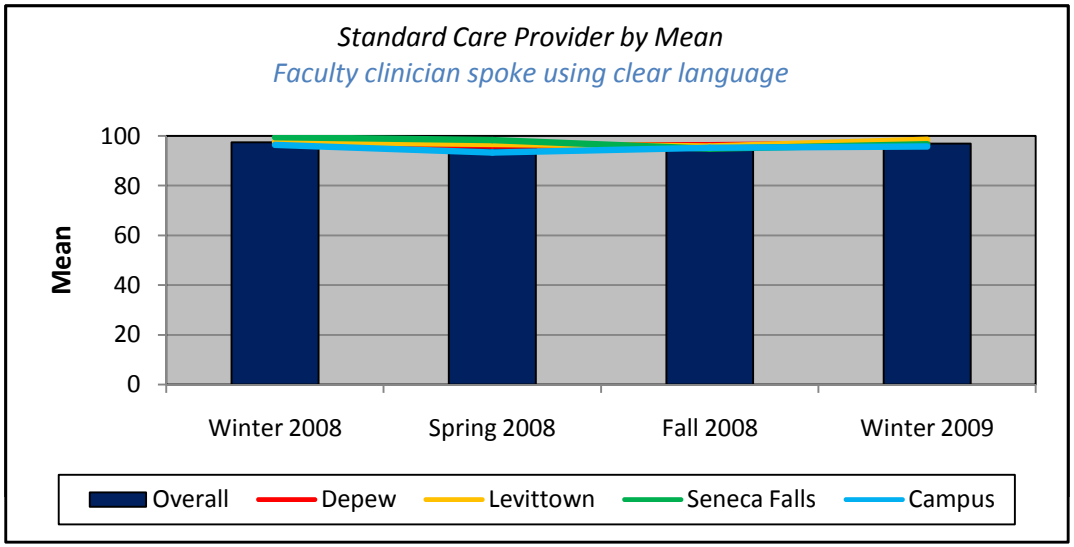



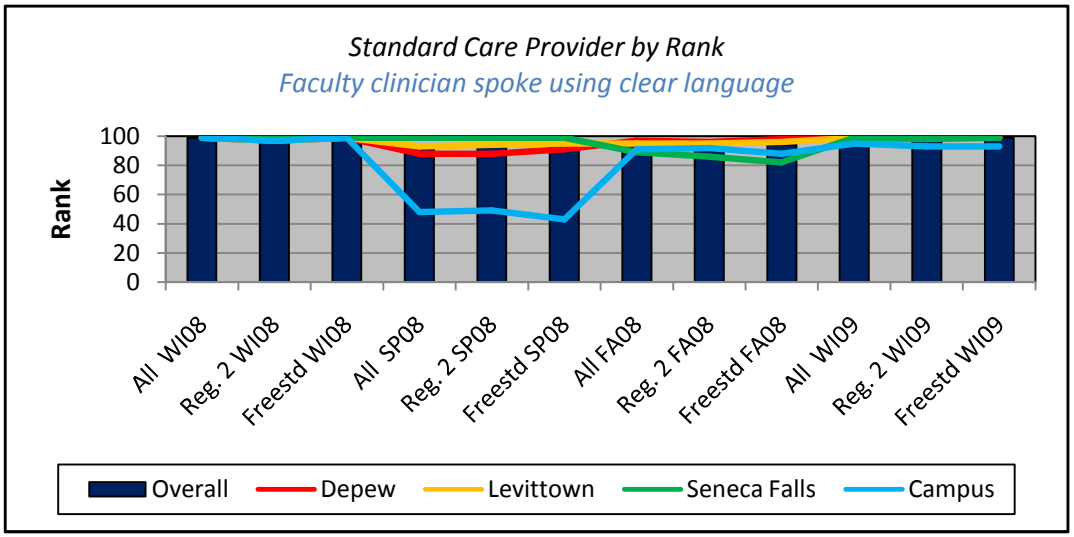
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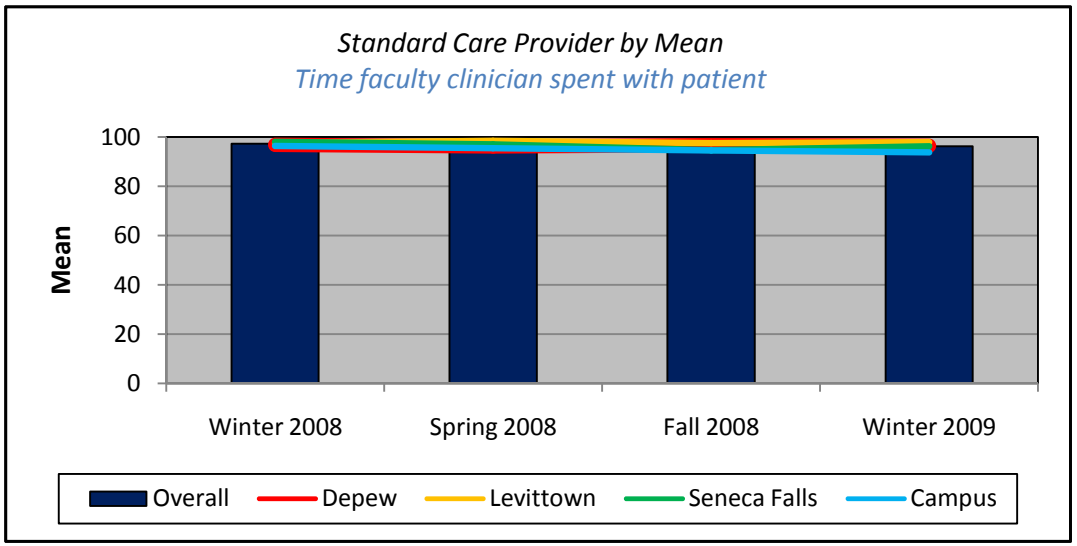



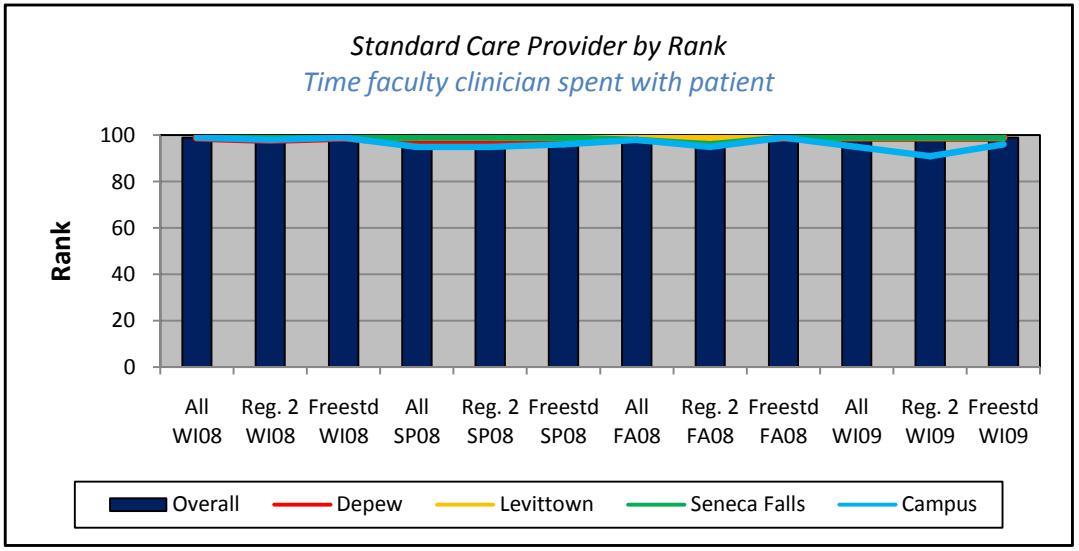
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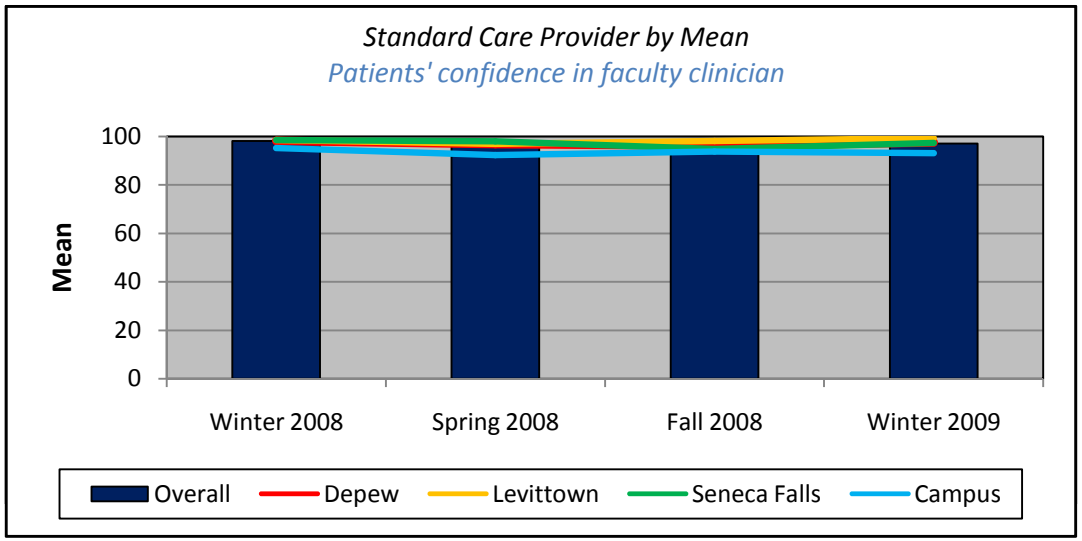



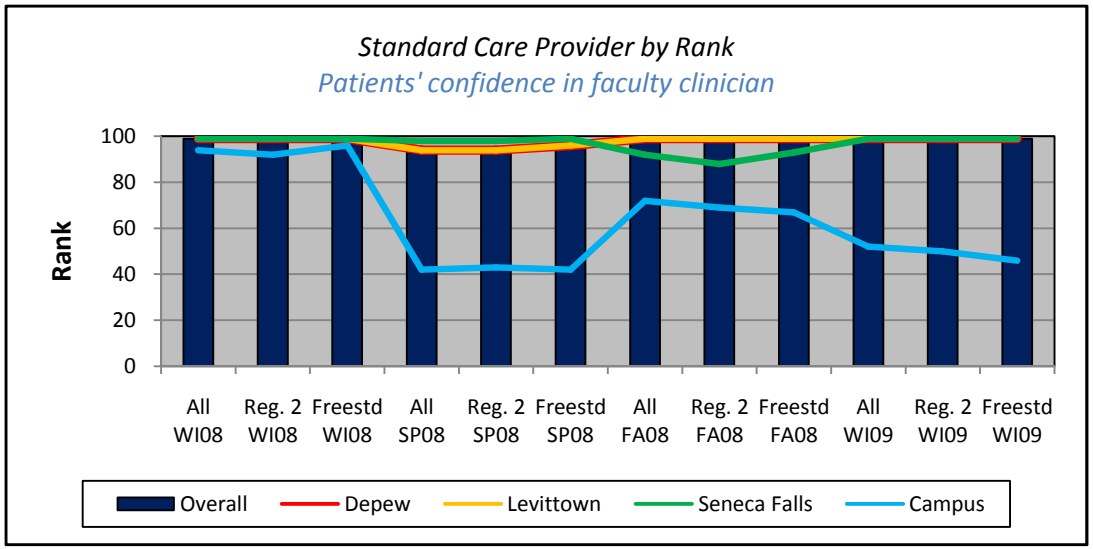
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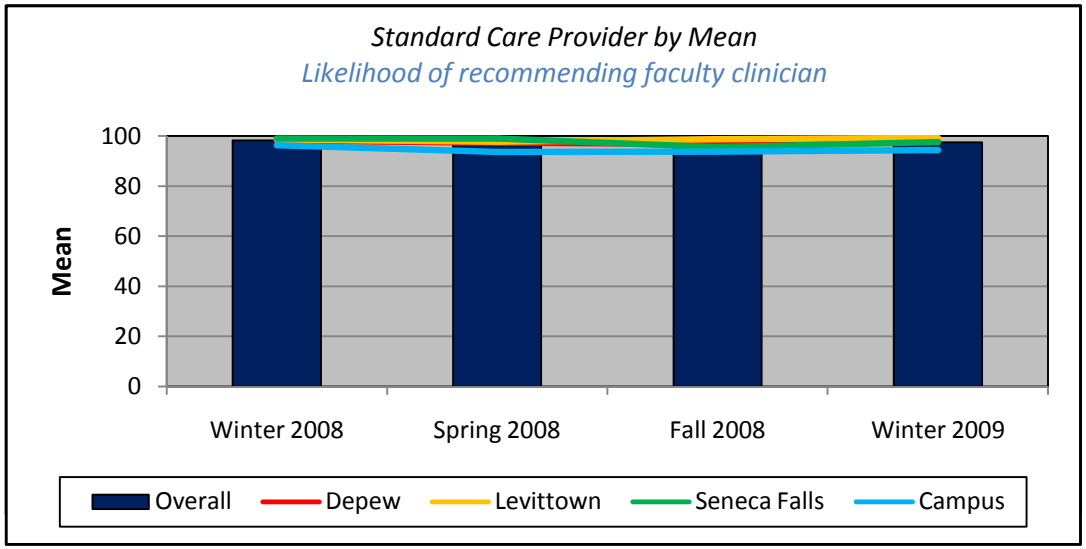



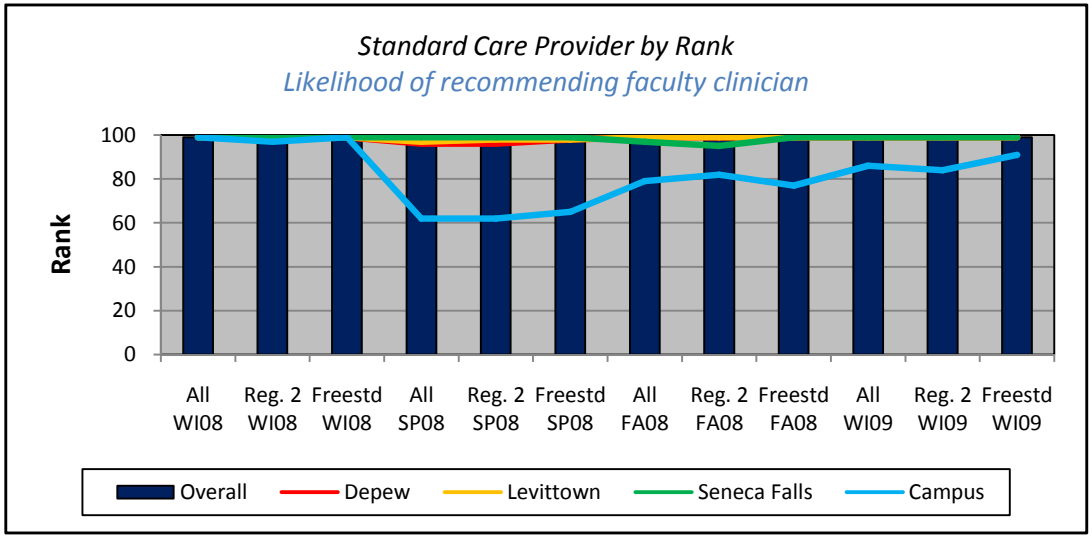
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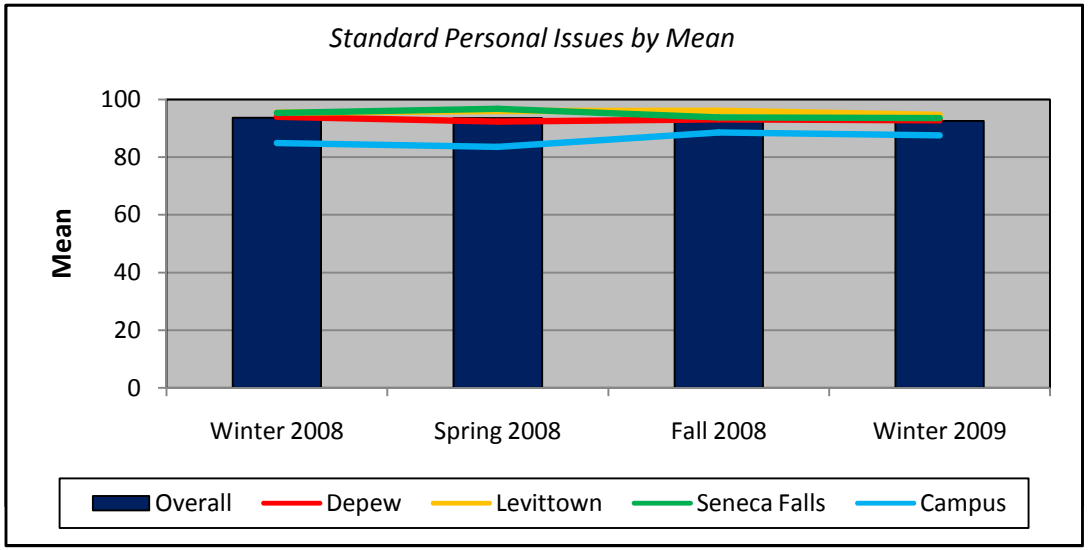



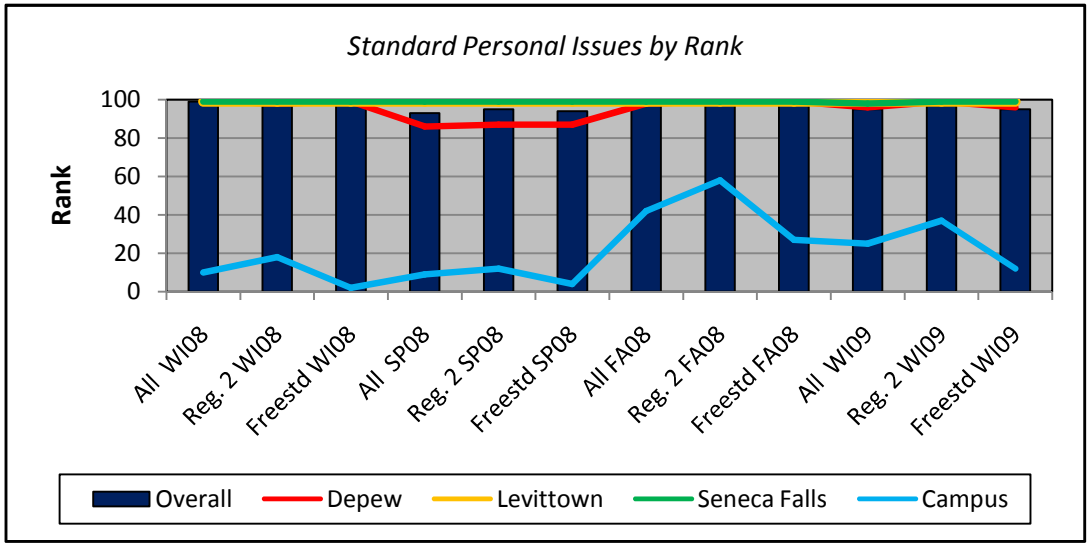
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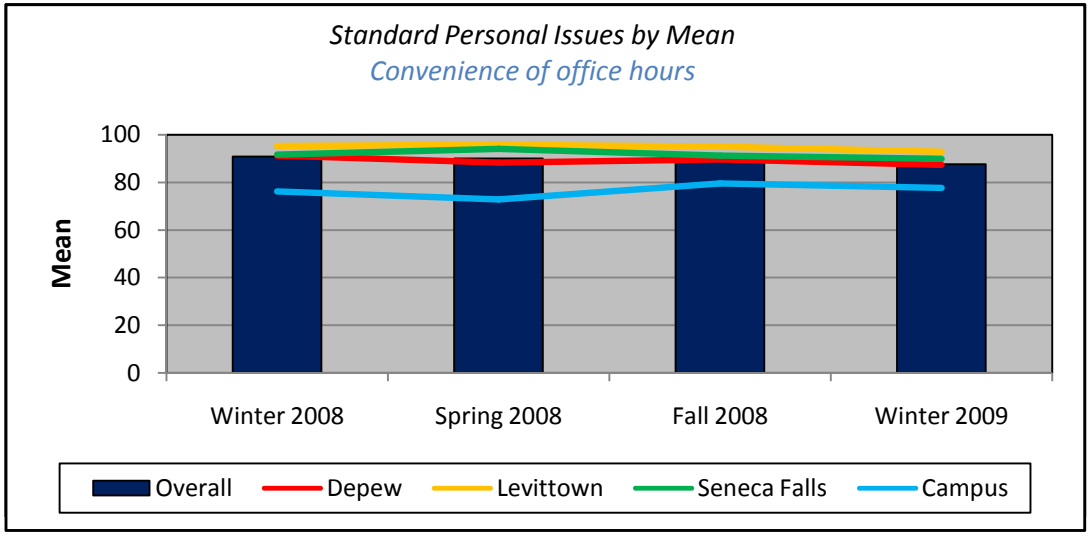



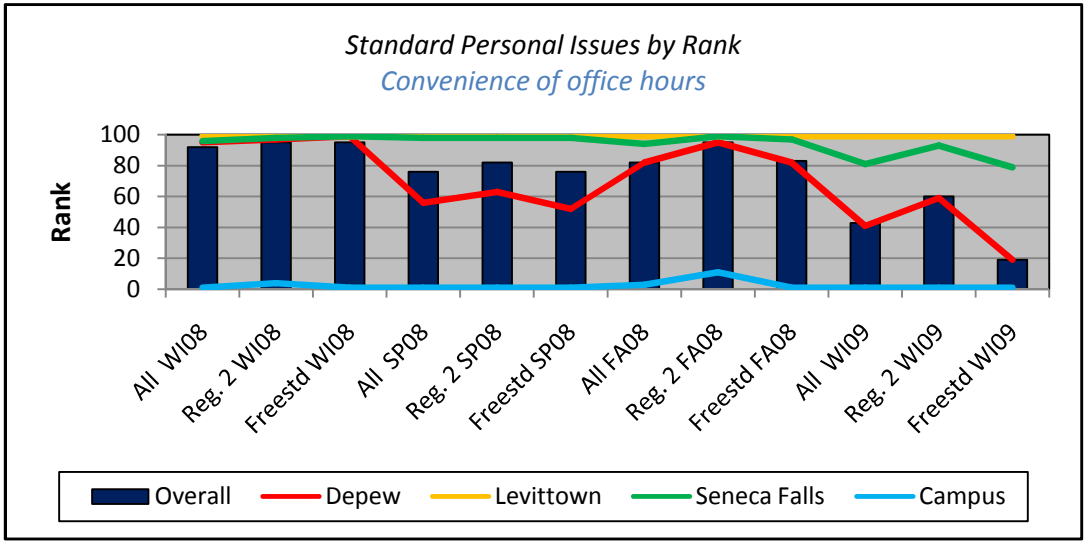
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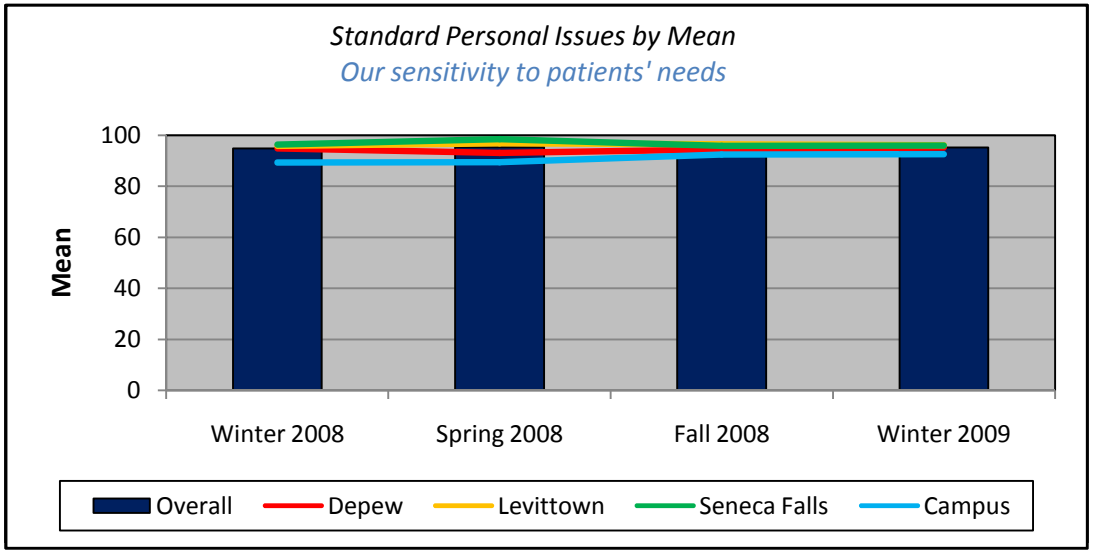



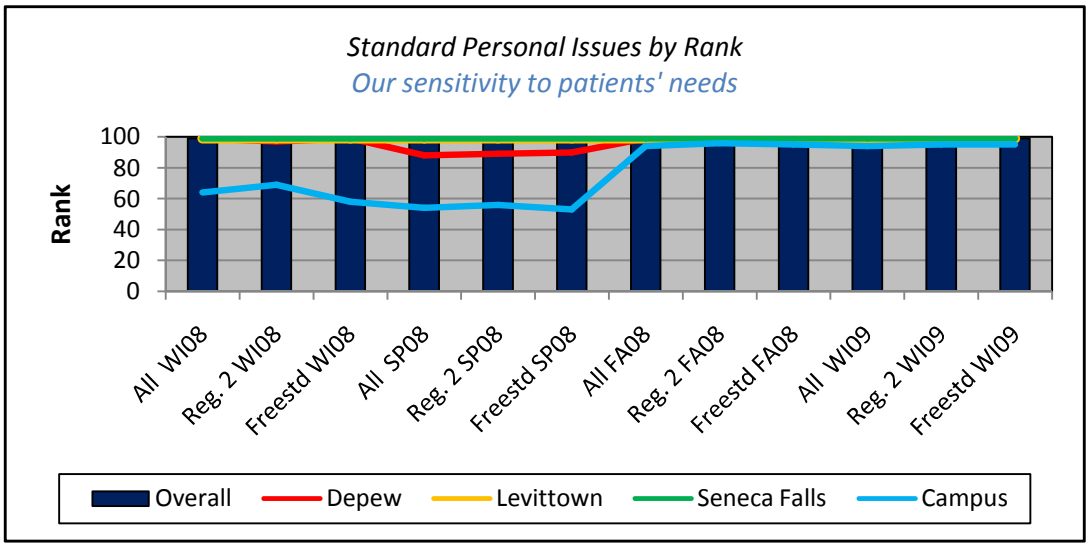
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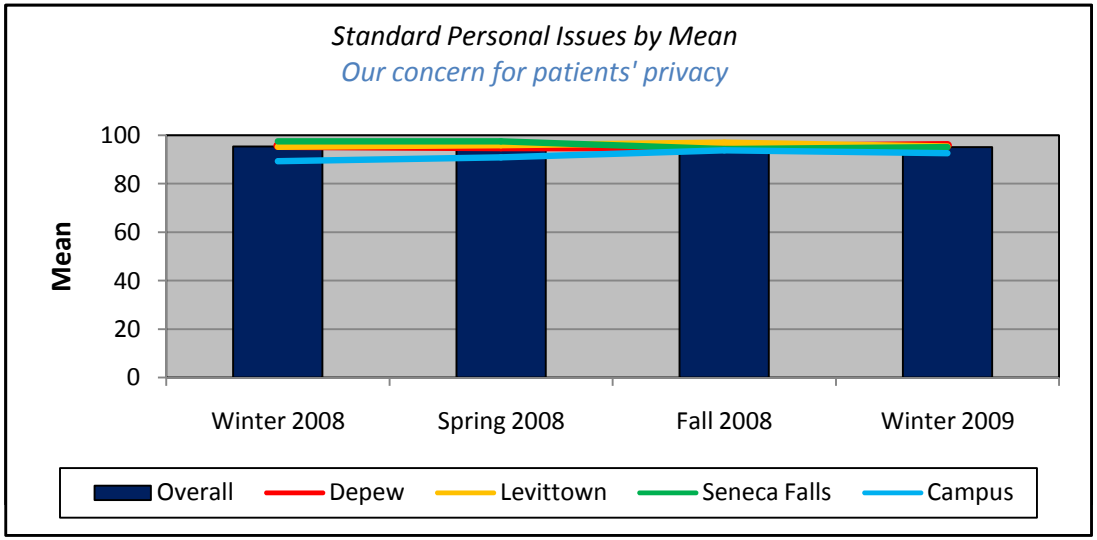



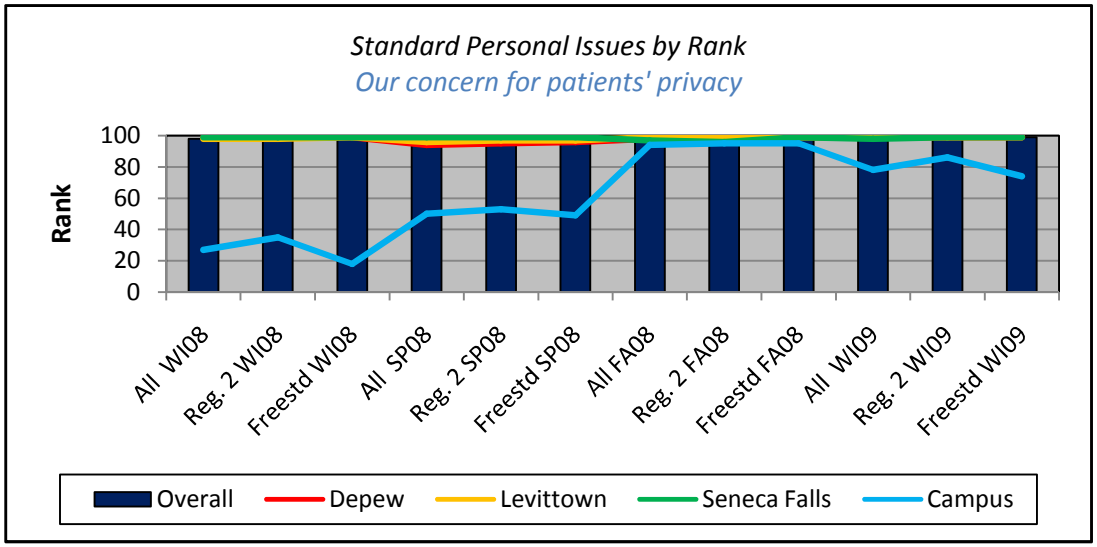
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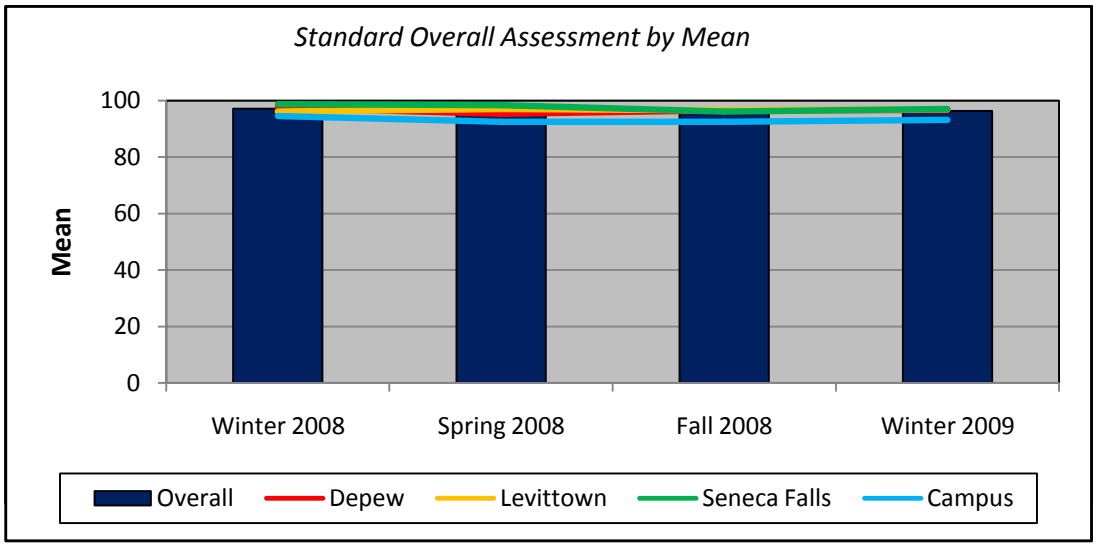



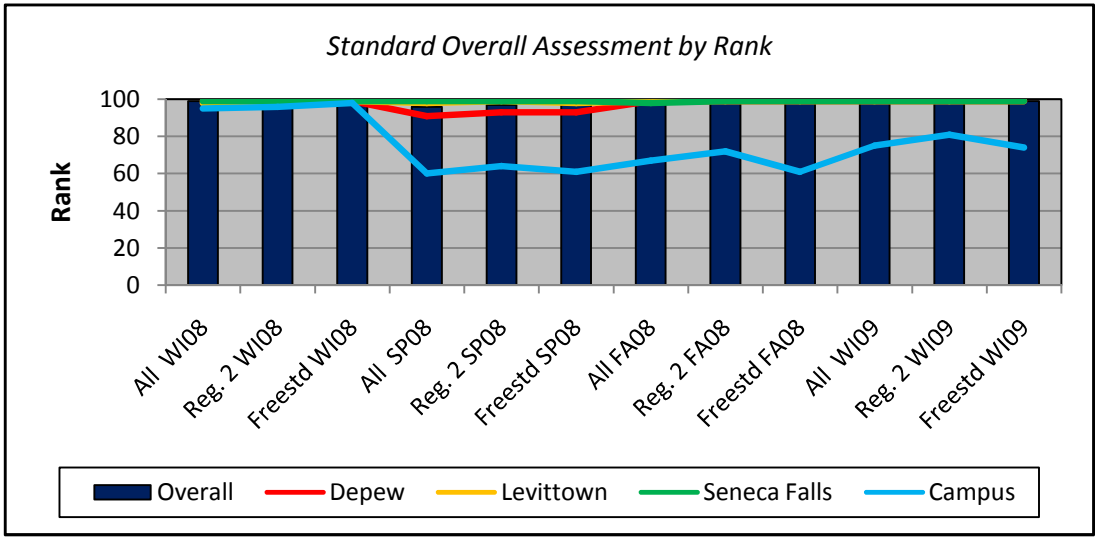
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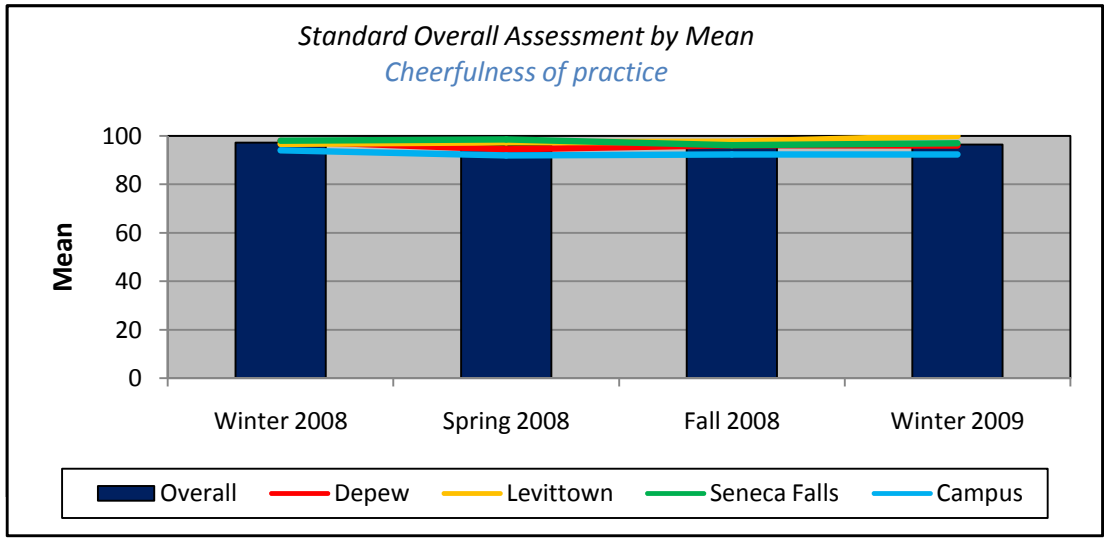



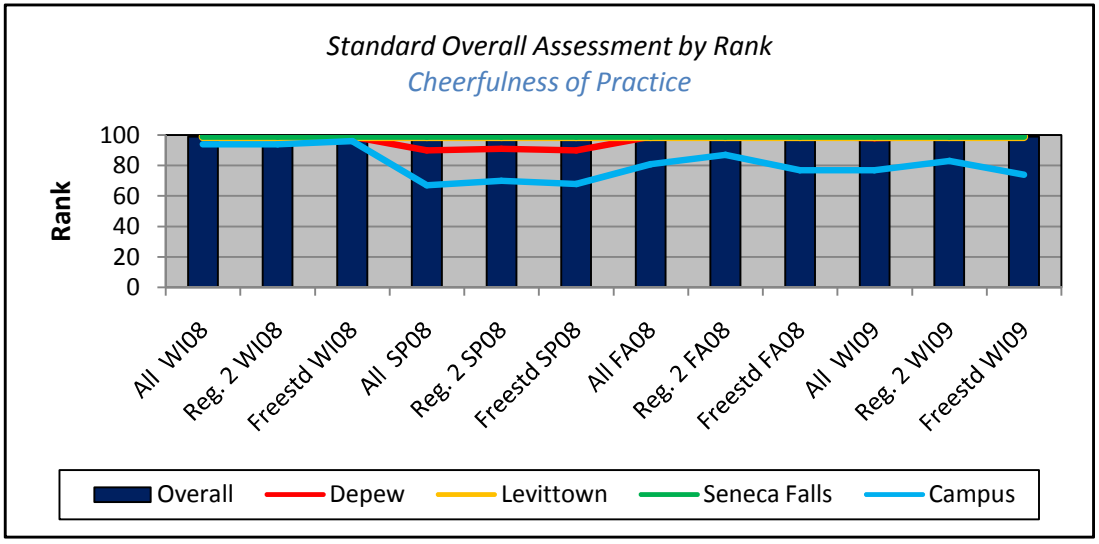
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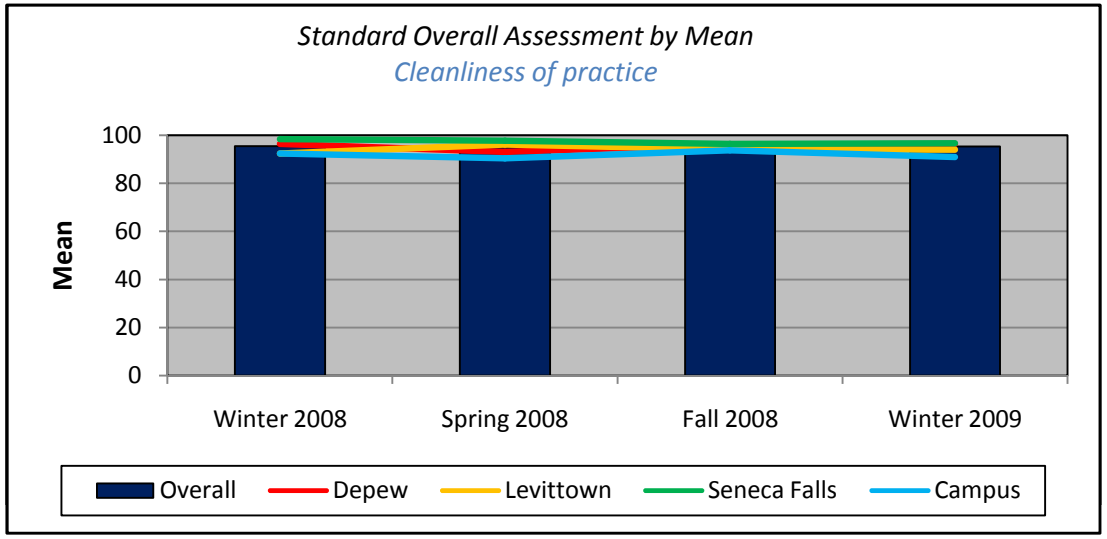



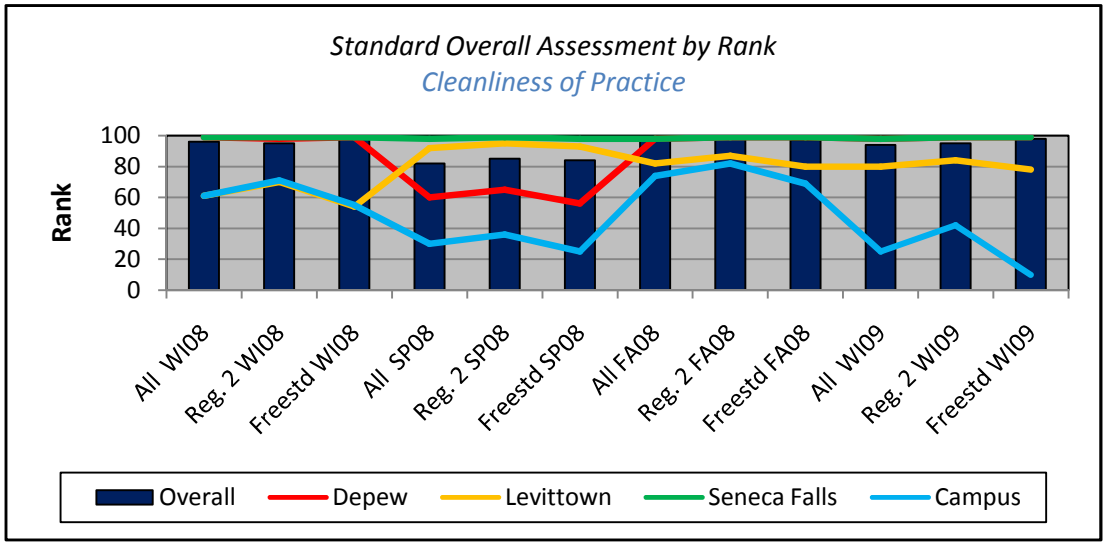
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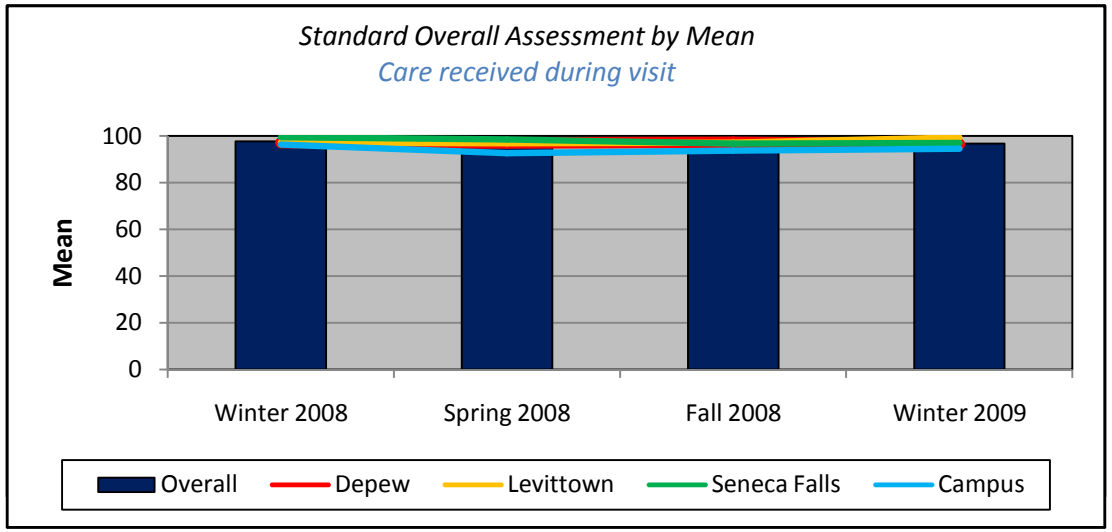



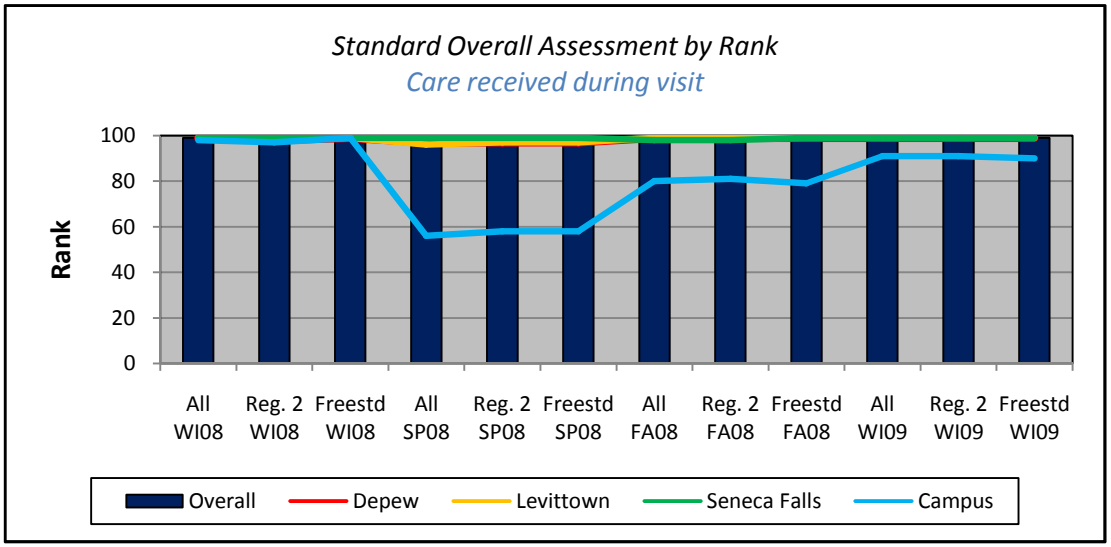
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