



Outpatient Survey Findings
Executive Summary
First - Fourth Quarters – fiscal year 2008
(July 2007 – June 2008)

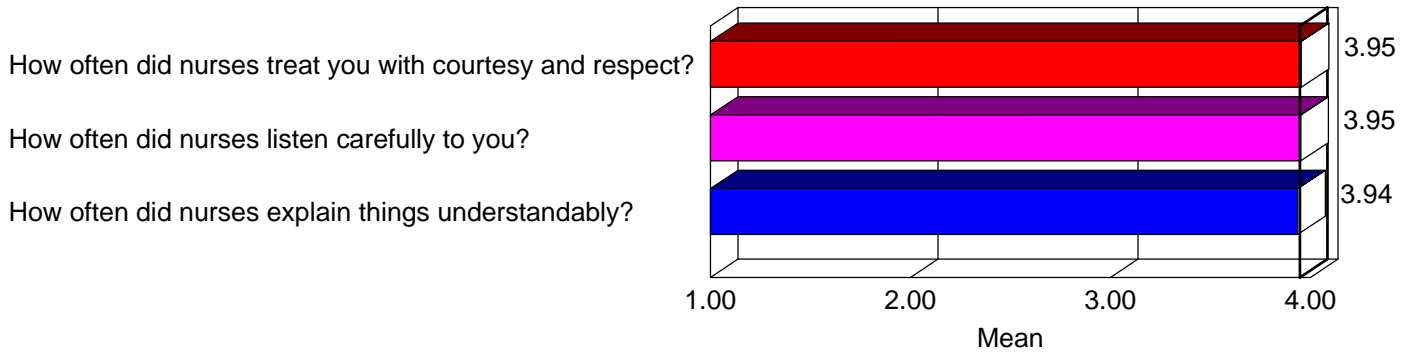
Important comparisons for the quarter:

	Qtr 4	FY08
Sample Size	99	394
Nursing Overall (4.0)	3.94	3.95
% Always	94.9%	95.6%
Provider Overall (4.0)	3.94	3.94
% Always	95.3%	95.3%
Overall Rating (10.0)	9.37	9.37
% Rating 9 or 10	80.8%	83.5%
Recommend Rating (4.0)	3.79	3.85
% Definitely Yes	81.4%	86.6%

- 99 patients were interviewed by telephone during the quarter.
- The overall mean score of the three statements about nursing care is 3.94 for the quarter. Overall, 94.9% gave nursing the highest score possible.
- The overall mean score of the three statements about provider care is 3.94 for the quarter. Overall, 95.3% gave providers the highest score possible.
- The overall hospital rating is 9.37, where the best possible rating is 10. 80.8% rated Outpatient services a 9 or 10.
- 81.4% will definitely recommend Outpatient services to others; the mean is 3.79 out of a possible 4.0.

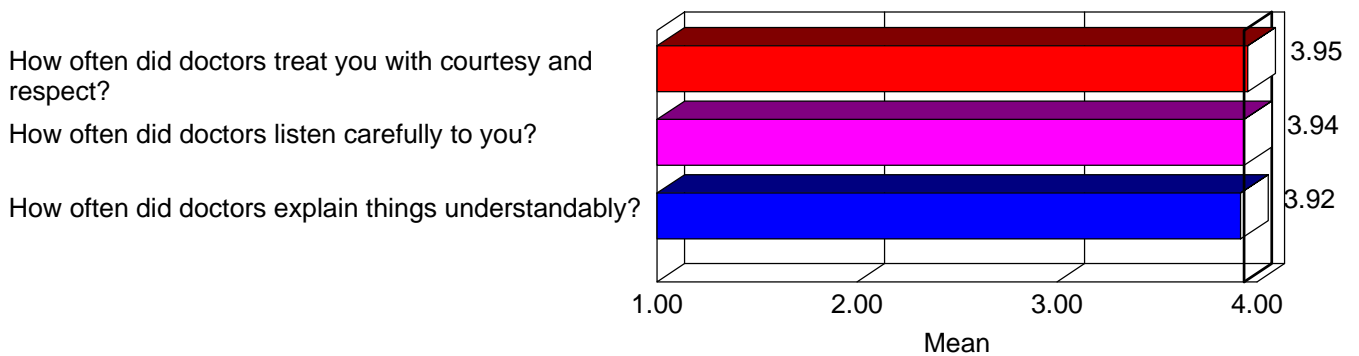
Fiscal Year 2008 Ratings of Outpatient Nurses: Three Statements

Nursing



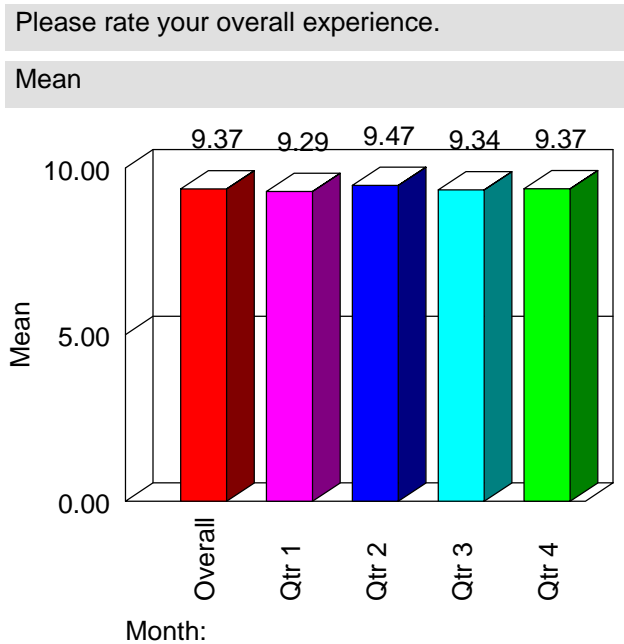
Fiscal Year 2008 Ratings of Outpatient Physicians: Three Statements

Physician Overall



Fiscal Year 2008 Overall Rating Based on Outpatient Experience

Please rate your overall experience.			
0 -- Worst hospital possible		0.3%	1
1		0.0%	0
2		0.3%	1
3		0.0%	0
4		0.0%	0
5		0.3%	1
6		0.5%	2
7		1.8%	7
8		13.5%	53
9		22.9%	90
10 -- Best hospital possible		60.6%	238
Totals		100.0%	393
Mean		9.37	
Top 2 Ratings		83.5%	



Fiscal Year 2008 Recommend to Friends & Family

Would you recommend us to your friends and family?			
Definitely No		0.8%	3
Probably No		0.0%	0
Probably Yes		12.7%	49
Definitely Yes		86.6%	335
Totals		100.0%	387
Mean			3.85
Top 2 Ratings			99.2%

Would you recommend us to your friends and family?

Mean

