



JAN 24 2011

**To:** Dr. Anthony Rinella  
**From:** Margaret Rodeghero, Director, Medical Affairs  
**Date:** 1/19/2011  
**Re:** Patient Satisfaction - Inpatient Attending Physician

RECEIVED

Excellence in quality care and customer service has made Silver Cross Hospital one of the top hospitals in the nation. To assess our patients' perceptions of the care and services they receive, we send patients a Patient Satisfaction Survey through Press Ganey Associates—a leading national survey firm. The Press Ganey database compares our patients' satisfaction levels against those of approximately 1,000 other facilities nationwide. Patient ratings are being shared with physicians that have received 15 or more responses during the reporting period.

The survey results below include mean scores, percentile rankings and top box percentages for you—as the patient's attending physician—and those recorded for the hospital in total. The mean score is simply a weighted average of all patient responses. The percentile ranking reflects how that mean score compares to the scores received by all other Press Ganey facilities. As an example, if your percentile is 80, it means that your mean score was ranked better than 80% of other providers in the Press Ganey database. The top box percentage indicates the proportion of your patients that gave you the very highest rating (i.e., "very good" or "5" on the survey questions).

Year Ending: 09-30-2010

|                                     | Your Scores |                    |                    |                             | Hospital Overall Scores |                    |                    |                             |
|-------------------------------------|-------------|--------------------|--------------------|-----------------------------|-------------------------|--------------------|--------------------|-----------------------------|
|                                     | Mean Score  | Percentile Ranking | Top Box Percentage | Number of Patient Responses | Mean Score              | Percentile Ranking | Top Box Percentage | Number of Patient Responses |
| Physician Section                   | 99.8        | 99                 | 99%                | 27                          | 87.9                    | 73                 | 66%                | 2,926                       |
| Time physician spent with you       | 99.1        | 99                 | 96%                | 27                          | 85.0                    | 87                 | 58%                | 2,901                       |
| Physician concern questions/worries | 100.0       | 99                 | 100%               | 27                          | 87.7                    | 75                 | 65%                | 2,888                       |
| Physician kept you informed         | 100.0       | 99                 | 100%               | 27                          | 86.4                    | 71                 | 63%                | 2,885                       |
| Friendliness/courtesy of physician  | 100.0       | 99                 | 100%               | 27                          | 90.2                    | 69                 | 70%                | 2,897                       |
| Skill of physician                  | 100.0       | 99                 | 100%               | 27                          | 91.7                    | 55                 | 75%                | 2,829                       |

If you need assistance interpreting the data or would like to discuss your results, please contact me at (815) 740-1234, ext. 5966.

Margaret Rodeghero  
 Director, Medical Affairs