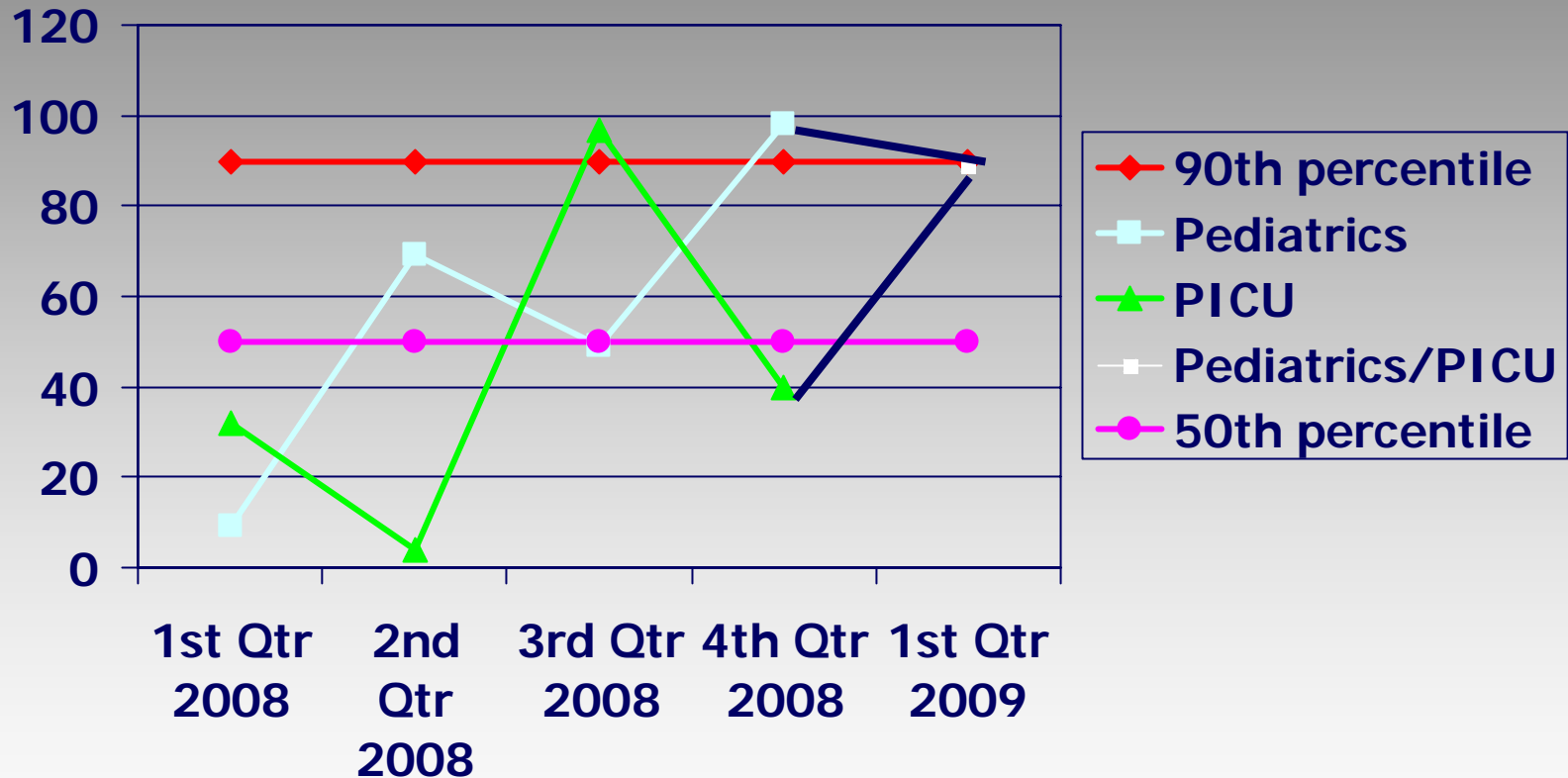
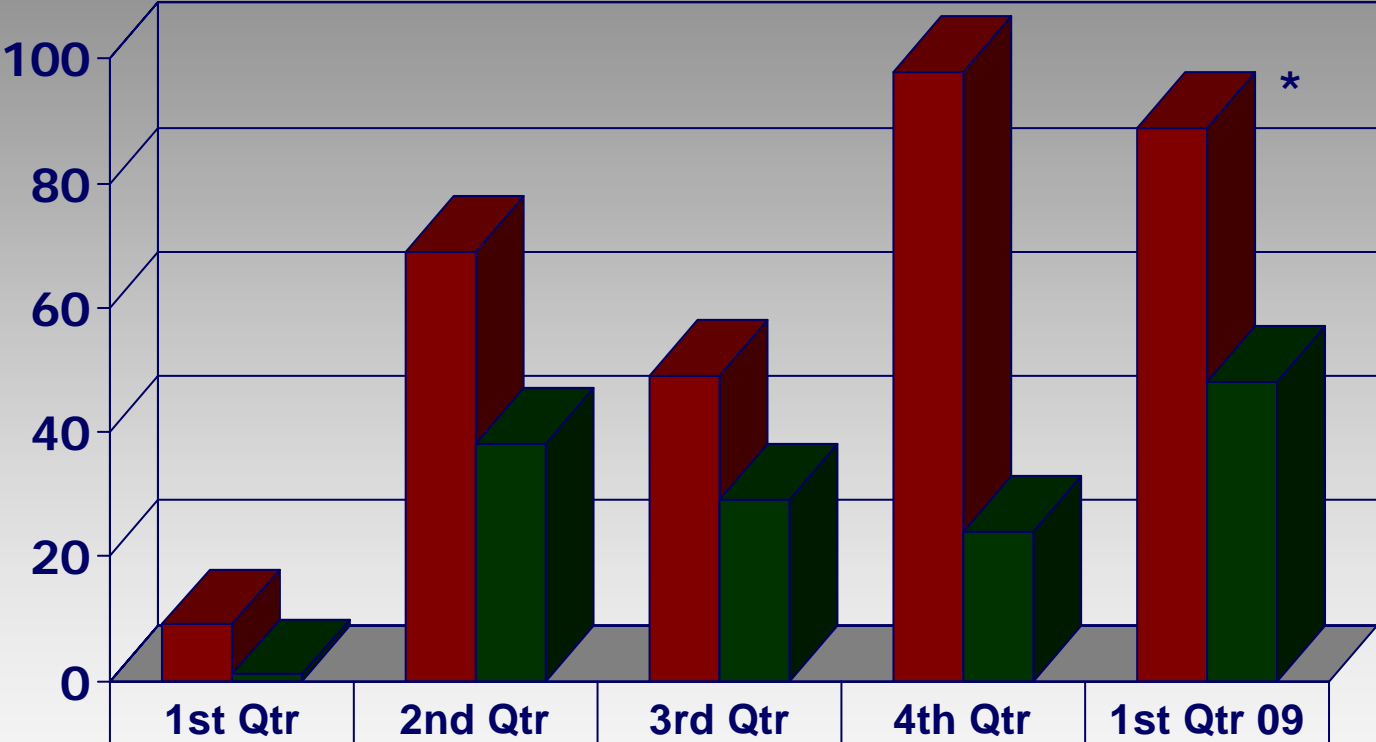


# Patient Satisfaction (percentile rank)



# Sparrow Hospital Patient Satisfaction Pediatrics 1<sup>st</sup> Quarter 2008 – 1<sup>st</sup> Quarter 2009 QTD

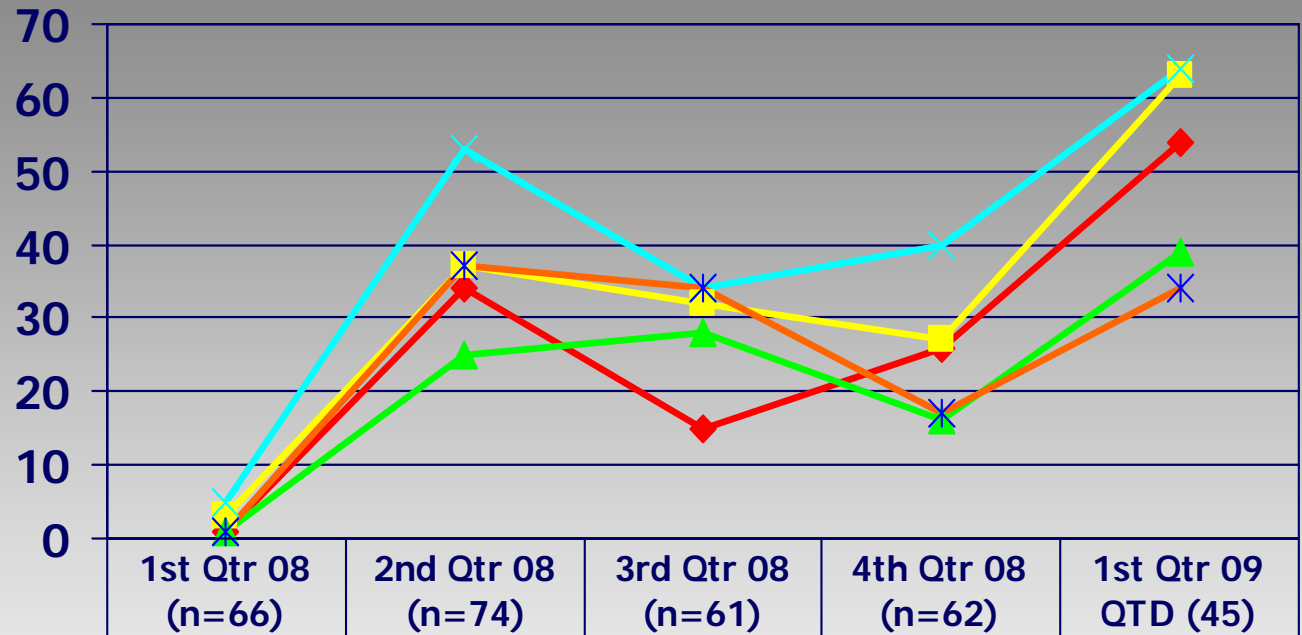


<span style="color: red;">■</span> Overall	9	69	49	98	89
<span style="color: green;">■</span> Phy Section	1	38	29	24	48

\* Combined Peds/PICU

# Sparrow Hospital Patient Satisfaction Pediatrics

## 1<sup>st</sup> Quarter 2008 – 1<sup>st</sup> Quarter 2009 QTD



◆ Time phy spent with you	1	34	15	26	54
■ Phy concern questions/worries	3	37	32	27	63
▲ Phy kept you informed	1	25	28	16	39
✧ Friendliness/courtesy of phy	5	53	34	40	64
✱ Skill of phy	1	37	34	17	34