

## CUSTOMER SERVICE/SATISFACTION MEASURES

Each quarter GHS will submit the results from a third party agent (Press-Ganey) that contacts patients post discharge to assess customer satisfaction. Results are sent directly from patients to Press-Ganey for analysis.

The table below provides these data for the one year period from the fourth quarter of 2010 through the third quarter of 2011. During this period GHS did not meet any of the required benchmarks as noted below for customer satisfaction. GHS continues to implement corrective actions to improve the results of these measures. Most recently, all employees of Grady were informed that these measures will be included in the annual performance reviews for individuals. This policy has implications for pay and promotions.

<b>CUSTOMER SERVICE / SATISFACTION MEASURES</b>	<b>Bench-mark*</b>	<b>GHS IV Q 2010</b>	<b>GHS I Q 2011</b>	<b>GHS II Q 2011</b>	<b>GHS III Q 2011</b>	<b>Target Met</b>
Percent of patients who reported that their doctors always communicated well	85%	78%	84%	84%	84%	No
Percent of patients who reported that staff always explained about medicines before administering them	85%	59%	79%	80%	64%	No
Percent of patients who reported that their room and bathroom were always clean	85%	57%	80%	79%	55%	No
Percent of patients who reported that they were given information about what to do during their recovery at	85%	75%	81%	81%	73%	No
Percent of patients who reported that they would definitely recommend the hospital	85%	62%	84%	82%	63%	No

\*Quarterly benchmark established by Fulton County.