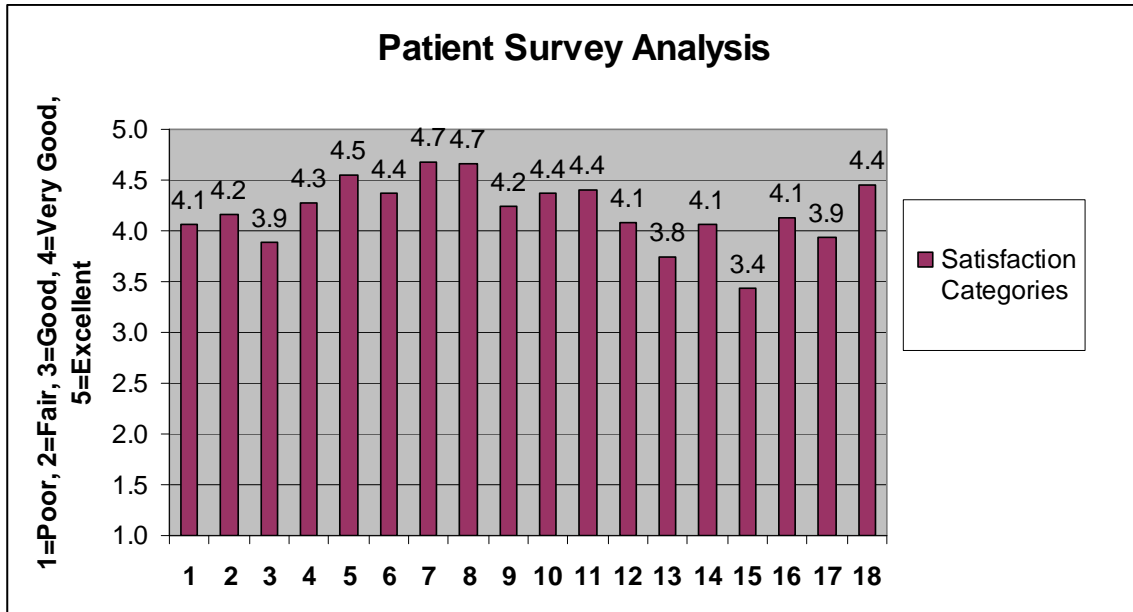


2007 Cardiothoracic Surgery Patient Satisfaction Survey

(N= 86 patients from October to December)



Satisfaction Categories:

1	Getting through to the office by phone
2	Length of time to get an appointment
3	Ease of getting to the office
4	Time spent with our staff
5	Personal manner of nursing staff in our office
6	Personal manner of scheduling staff
7	Personal manner of physician
8	How well did the physician explain your medical condition, tests and treatment plan?
9	Hospital nurse's timeliness
10	Hospital nurse's friendliness
11	Hospital nurse's caring
12	Hospital facilities cleanliness
13	Hospital noise level
14	Room privacy
15	Meals
16	How well did your experience for this episode of care meet your expectations?
17	Accuracy and completeness of the bills you received from this office
18	Likelihood that you would recommend this office to your family and friends