Realtime Patient Satisfaction Quarterly Administrator Report
Catholic Health Services - St. Anthony's OP Therapy

Discharged Patients

Survey Demographics

- Dates of Patient Discharges: 7/1/17 - 9/30/17
- Dates of Patient Surveys: 8/14/17 - 10/24/17
- Number of Completed Surveys: 12
- Number Names on Roster: 25
- Number of Wrong Numbers: 0
- Number of Disconnected Numbers: 0

Loyalty Questions

(Percentage of Responses and Number of Responses)

St. Anthony's 4Q

1. Overall, how satisfied were you with the facility?

<table>
<thead>
<tr>
<th>Satisfied</th>
<th>Very Satisfied</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>43,3, 4</td>
<td>36,7, 8</td>
<td>0, 0</td>
<td>0, 0</td>
</tr>
</tbody>
</table>

2. Would you recommend this facility to others?

<table>
<thead>
<tr>
<th>Definitely Yes</th>
<th>Probably Yes</th>
<th>Probably No</th>
<th>Definitely No</th>
</tr>
</thead>
<tbody>
<tr>
<td>0, 0</td>
<td>36, 3, 4</td>
<td>0, 0</td>
<td>0, 0</td>
</tr>
</tbody>
</table>

3. If you have a need, would you use the facility again?

<table>
<thead>
<tr>
<th>Definitely Yes</th>
<th>Probably Yes</th>
<th>Probably No</th>
<th>Definitely No</th>
</tr>
</thead>
<tbody>
<tr>
<td>0, 0</td>
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<td>0, 0</td>
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Satisfaction Rating

St. Anthony's 4Q

1. How clean the facility was?
2. The therapy scheduling process?
3. The amount of time you waited for therapy once you arrived at the facility?
4. How well the staff explained things in a way that was easy to understand?
5. How well the staff listened to you and responded to your needs?
6. How respectful the staff was to you?
7. The therapy you received from the therapist?