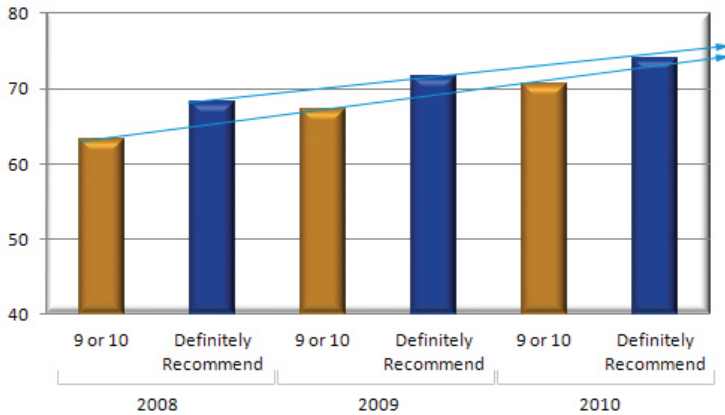


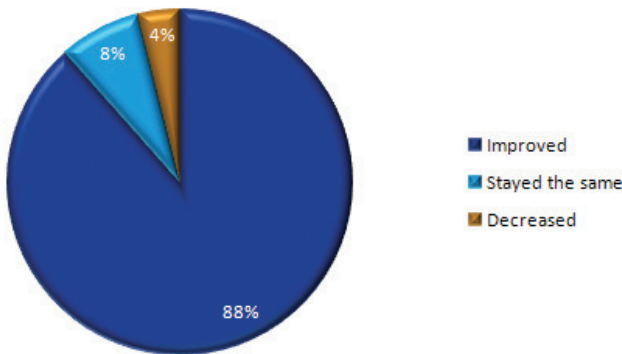
## Our Impact on HCAHPS scores ...

The HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) survey is the first national, standardized, publicly reported survey of patients' perspectives of hospital care. The data below is an analysis of our clients' HCAHPS scores from 2008 to 2010.



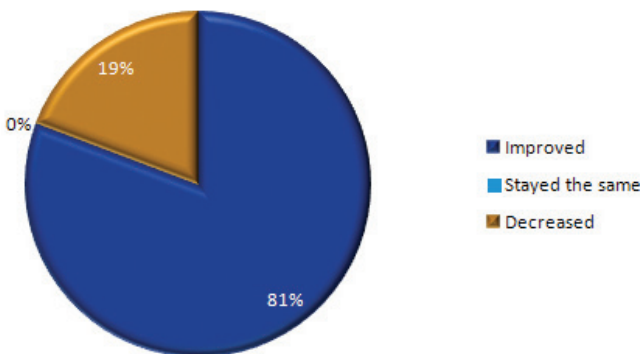
26 clients saw an average increase of **11.67%** from 2008 to 2010 of the patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).

26 clients saw an average increase of **8.48%** from 2008 to 2010 of the patients who reported YES, they would definitely recommend the hospital.



Of our clients whose patients gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest):

**23 Improved**  
**2 Stayed the same**  
**1 Decreased**



Of our clients whose patients reported YES, they would definitely recommend the hospital:

**21 Improved**  
**0 Stayed the same**  
**5 Decreased**

## From the patients we've served ...

“The concierges were very willing and dependable to take care of several personal requests like contacting doctors, cancelling appointments, suspending newspaper delivery, etc. **I had no one else to rely on. I am very grateful for this help and assistance when I felt so helpless and overwhelmed with urgent business.**”

100%

of patients agreed or strongly agreed the concierge made their hospital stay more pleasant.

96%

of patients agreed or strongly agreed they were able to focus on healing when the concierge took care of their request.

96%

of patients agreed or strongly agreed their satisfaction as a patient at their hospital had increased because of the concierge service.

96%

of patients agreed or strongly agreed they are more likely to refer someone to the hospital because of the concierge service.

Data from 23 patient feedback forms collected at seven client locations, between January and June 2011.

### Meet Caroline ...

When Caroline checked into a hospital on the West Coast, she was surprised to have made a new friend in our concierge, Mirta. During her stay, Mirta typed and mailed an important letter on her behalf, picked up cosmetics and mail, and drove her car from where she last left it to her home.

**“The concierge has filled my heart with joy just by talking with me .... She made me feel so much better knowing there are people here that care so much .... I am blessed to have met her.”**

