

PATIENT SATISFACTION SURVEY RESULTS REPORT

OVERALL PRACTICE RESULTS
Center for Surgical Excellence, The

Date: June 27, 2008

Number of Surveys Issued: 150
Number of Surveys Received: 25
Return Rate: 16.67%

Number of Practices Represented in National Database: 343

Survey Questions	Provider's Results	National Database Results	Variance
1. When you called for an appointment, were you satisfied with the response from the person who answered the telephone?	4.98	4.70	0.282
2. When you arrived at the office, did you find the receptionist in our office: Friendly and Courteous?	5.00	4.68	0.320
Helpful?	5.00	4.68	0.318
3. How acceptable was the amount of time spent in the reception area and examining room before seeing the Provider?	4.90	4.37	0.524
4. When you were called to the examining room, did you find our medical assistant: Friendly and Courteous?	4.96	4.81	0.153
Competent and Professional?	4.94	4.80	0.133
Sympathetic and Caring?	4.95	4.76	0.191
5. During your examination and procedure, did you find the Provider to be: Friendly and Courteous?	5.00	4.86	0.137
Competent and Professional?	5.00	4.88	0.115
Sympathetic and Caring?	5.00	4.82	0.183
6. Did the Provider spend an appropriate amount of time with you, answer your questions, and explain medical procedures and treatment to your satisfaction?	4.96	4.76	0.200
7. How satisfied were you with the Provider's treatment and recommendations?	4.96	4.76	0.194
8. If a procedure was recommended, did the Provider discuss with you, in detail, information regarding the need for the recommended procedure(s)?	4.96	4.70	0.255
9. If you had a procedure, were you satisfied with the results?	4.93	4.65	0.279
10. When discussing fees for your visit or procedure, did you find our staff to be: Friendly and Courteous?	4.96	4.67	0.284
Helpful?	4.94	4.66	0.282
11. Did you find that visiting our office was a positive experience?	4.96	4.72	0.239
12. Did you like the availability of cosmetic products in our office?	87.5%	78.8%	8.75%
13. Would you take advantage of expanded cosmetic services?	86.4%	70.0%	16.37%
14. Would you recommend our practice to your friends?	100.0%	96.8%	3.16%

SUMMARY OF RESULTS	Provider's Results	National Database Results	Variance
Practice's Average Score for Questions 1-11:	4.96	4.72	0.24
Patient Satisfaction with Overall Practice:	99.3%	94.5%	4.81%

Robert D. Rehnke, M.D.

Marissa Hervey, Aesthetician