

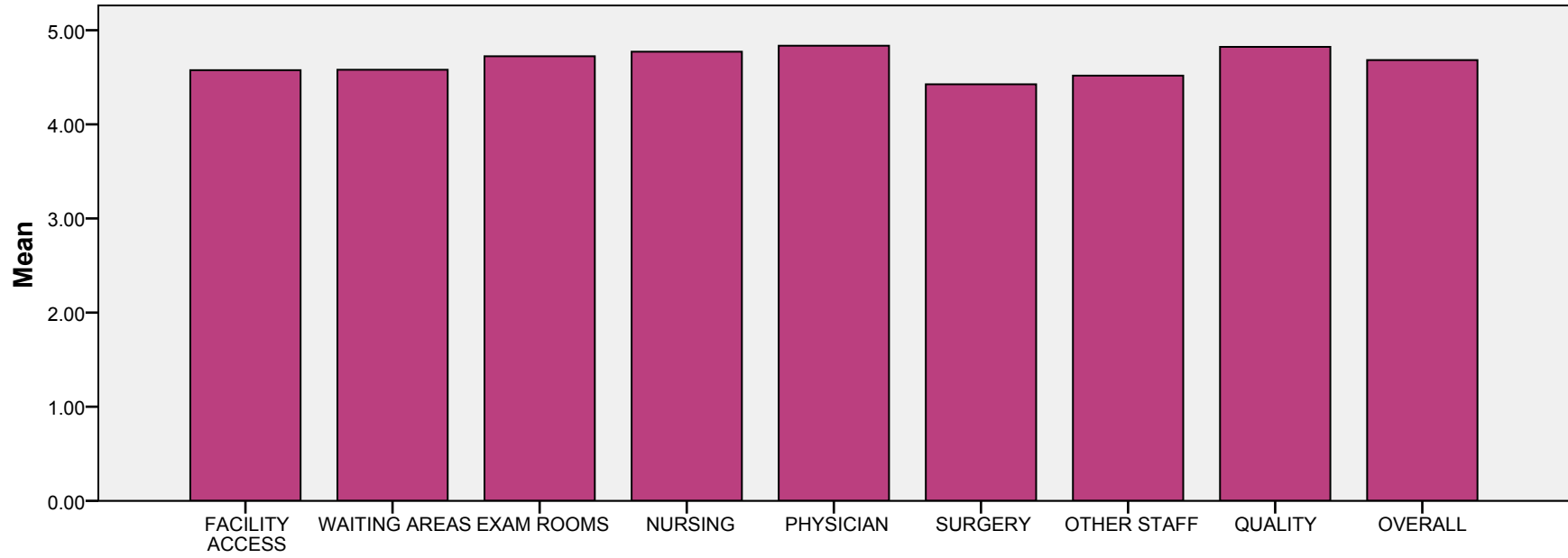
**OUTPATIENT SATISFACTION SURVEY  
SUMMARY RATINGS BY GROUP YEAR-TO-DATE**

|                 |         | GROUP    |       |
|-----------------|---------|----------|-------|
|                 |         | PRACTICE | Total |
| FACILITY ACCESS | Valid N | 251      | 251   |
|                 | Mean    | 4.58     | 4.58  |
| WAITING AREAS   | Valid N | 251      | 251   |
|                 | Mean    | 4.58     | 4.58  |
| EXAM ROOMS      | Valid N | 251      | 251   |
|                 | Mean    | 4.72     | 4.72  |
| NURSING         | Valid N | 249      | 249   |
|                 | Mean    | 4.77     | 4.77  |
| PHYSICIAN       | Valid N | 247      | 247   |
|                 | Mean    | 4.84     | 4.84  |
| SURGERY         | Valid N | 56       | 56    |
|                 | Mean    | 4.43     | 4.43  |
| OTHER STAFF     | Valid N | 236      | 236   |
|                 | Mean    | 4.52     | 4.52  |
| QUALITY         | Valid N | 245      | 245   |
|                 | Mean    | 4.82     | 4.82  |
| OVERALL         | Valid N | 251      | 251   |
|                 | Mean    | 4.68     | 4.68  |

5=VERY GOOD 4=GOOD 3=AVERAGE 2=POOR 1=VERY POOR  
Report generated 1/16/2008

# OUTPATIENT SATISFACTION SURVEY

## PRACTICE OVERALL YEAR-T0-DATE



**OUTPATIENT SATISFACTION SURVEY  
PRACTICE OVERALL RATINGS BY PERIOD YEAR-TO-DATE**

|                 |         | PERIOD |       |       |       |       |       |       |       |       |       |       |
|-----------------|---------|--------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
|                 |         | JAN03  | FEB03 | MAR03 | APR03 | MAY03 | JUN03 | JUL03 | AUG03 | SEP03 | OCT03 | NOV03 |
| FACILITY ACCESS | Valid N | 11     | 48    | 28    | 6     | 21    | 26    | 39    | 17    | 26    | 11    | 12    |
|                 | Mean    | 4.50   | 4.53  | 4.60  | 4.71  | 4.51  | 4.72  | 4.67  | 4.51  | 4.40  | 4.89  | 4.62  |
| WAITING AREAS   | Valid N | 11     | 48    | 28    | 6     | 21    | 26    | 39    | 17    | 26    | 11    | 12    |
|                 | Mean    | 4.59   | 4.54  | 4.68  | 4.90  | 4.38  | 4.65  | 4.69  | 4.39  | 4.38  | 4.83  | 4.73  |
| EXAM ROOMS      | Valid N | 11     | 48    | 28    | 6     | 21    | 26    | 39    | 17    | 26    | 11    | 12    |
|                 | Mean    | 4.98   | 4.70  | 4.78  | 4.67  | 4.55  | 4.67  | 4.79  | 4.72  | 4.60  | 4.95  | 4.85  |
| NURSING         | Valid N | 11     | 48    | 28    | 6     | 21    | 26    | 39    | 17    | 25    | 10    | 12    |
|                 | Mean    | 4.95   | 4.62  | 4.80  | 4.79  | 4.55  | 4.89  | 4.96  | 4.51  | 4.81  | 5.00  | 4.83  |
| PHYSICIAN       | Valid N | 11     | 48    | 28    | 6     | 21    | 26    | 38    | 17    | 25    | 10    | 11    |
|                 | Mean    | 4.98   | 4.84  | 4.85  | 4.79  | 4.54  | 4.90  | 4.94  | 4.75  | 4.81  | 4.95  | 4.91  |
| SURGERY         | Valid N | 2      | 13    | 4     | 1     | 4     | 8     | 8     | 1     | 4     | 3     | 7     |
|                 | Mean    | 4.83   | 4.26  | 4.50  | 4.00  | 4.75  | 4.35  | 4.31  | 2.50  | 4.81  | 4.89  | 4.46  |
| OTHER STAFF     | Valid N | 11     | 45    | 24    | 6     | 20    | 23    | 38    | 16    | 25    | 10    | 12    |
|                 | Mean    | 4.67   | 4.54  | 4.31  | 4.83  | 4.37  | 4.62  | 4.63  | 4.37  | 4.26  | 4.85  | 4.69  |
| QUALITY         | Valid N | 11     | 47    | 27    | 6     | 20    | 26    | 37    | 17    | 26    | 10    | 12    |
|                 | Mean    | 4.91   | 4.78  | 4.84  | 4.83  | 4.75  | 4.87  | 4.93  | 4.71  | 4.74  | 4.97  | 4.83  |
| OVERALL         | Valid N | 11     | 48    | 28    | 6     | 21    | 26    | 39    | 17    | 26    | 11    | 12    |
|                 | Mean    | 4.80   | 4.64  | 4.70  | 4.77  | 4.51  | 4.75  | 4.79  | 4.56  | 4.57  | 4.92  | 4.77  |

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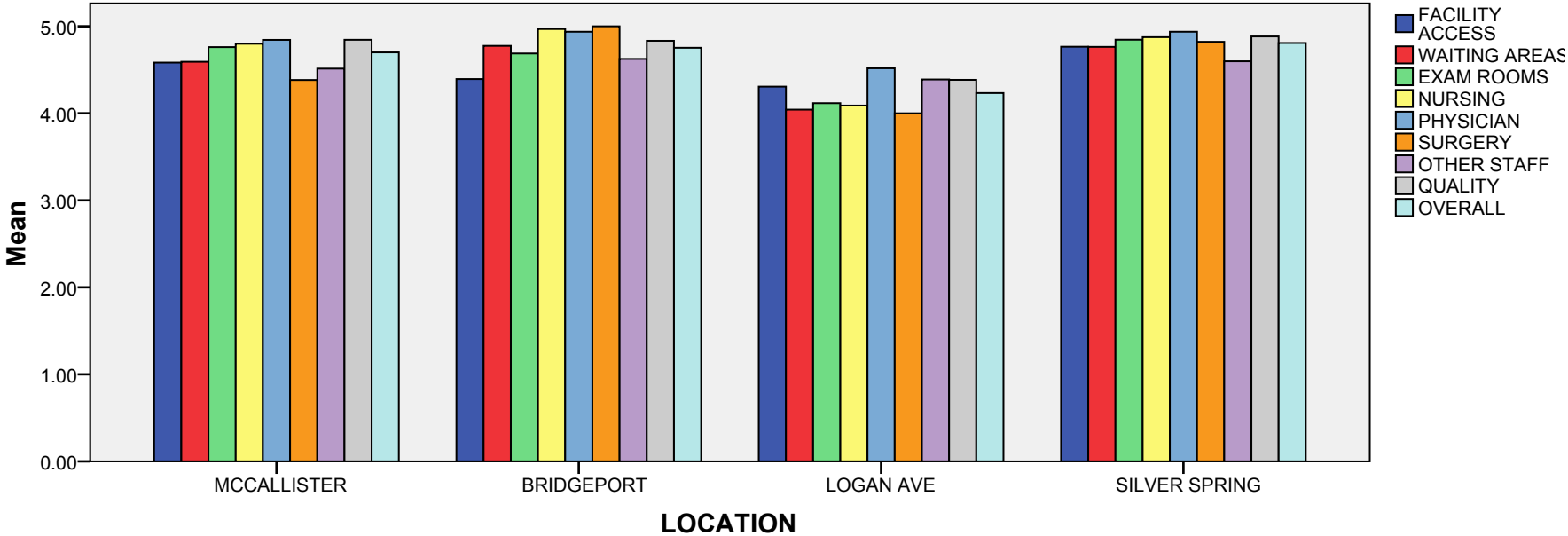
**OUTPATIENT SATISFACTION SURVEY  
PRACTICE OVERALL RATINGS BY PERIOD YEAR-TO-DATE**

|                 |         | PERIOD |       |
|-----------------|---------|--------|-------|
|                 |         | DEC03  | Total |
| FACILITY ACCESS | Valid N | 6      | 251   |
|                 | Mean    | 4.15   | 4.58  |
| WAITING AREAS   | Valid N | 6      | 251   |
|                 | Mean    | 4.37   | 4.58  |
| EXAM ROOMS      | Valid N | 6      | 251   |
|                 | Mean    | 4.50   | 4.72  |
| NURSING         | Valid N | 6      | 249   |
|                 | Mean    | 4.54   | 4.77  |
| PHYSICIAN       | Valid N | 6      | 247   |
|                 | Mean    | 4.62   | 4.84  |
| SURGERY         | Valid N | 1      | 56    |
|                 | Mean    | 4.75   | 4.43  |
| OTHER STAFF     | Valid N | 6      | 236   |
|                 | Mean    | 4.58   | 4.52  |
| QUALITY         | Valid N | 6      | 245   |
|                 | Mean    | 4.72   | 4.82  |
| OVERALL         | Valid N | 6      | 251   |
|                 | Mean    | 4.50   | 4.68  |

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# OUTPATIENT SATISFACTION SURVEY

## ALL SCALES YEAR-T0-DATE



**OUTPATIENT SATISFACTION SURVEY  
PHYSICIAN RATINGS BY PERIOD YEAR-TO-DATE**

|              |         | PERIOD |       |       |       |       |       |       |       |       |       |       |
|--------------|---------|--------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
|              |         | JAN03  | FEB03 | MAR03 | APR03 | MAY03 | JUN03 | JUL03 | AUG03 | SEP03 | OCT03 | NOV03 |
| ACCESS       | Valid N | 11     | 47    | 28    | 6     | 21    | 26    | 38    | 17    | 24    | 10    | 11    |
|              | Mean    | 4.91   | 4.68  | 4.75  | 4.83  | 4.38  | 4.85  | 4.76  | 4.65  | 4.62  | 4.90  | 4.73  |
| COURTESY     | Valid N | 11     | 48    | 28    | 6     | 21    | 26    | 38    | 17    | 24    | 10    | 11    |
|              | Mean    | 5.00   | 4.96  | 4.93  | 4.83  | 4.62  | 4.96  | 5.00  | 4.76  | 4.92  | 5.00  | 5.00  |
| ATTENTION    | Valid N | 11     | 48    | 28    | 6     | 21    | 26    | 38    | 17    | 24    | 10    | 11    |
|              | Mean    | 5.00   | 4.87  | 4.89  | 4.83  | 4.67  | 4.88  | 5.00  | 4.82  | 4.92  | 5.00  | 5.00  |
| EXPLANATIONS | Valid N | 11     | 46    | 27    | 6     | 20    | 25    | 38    | 17    | 23    | 10    | 11    |
|              | Mean    | 5.00   | 4.83  | 4.81  | 4.67  | 4.50  | 4.92  | 5.00  | 4.76  | 4.83  | 4.90  | 4.91  |

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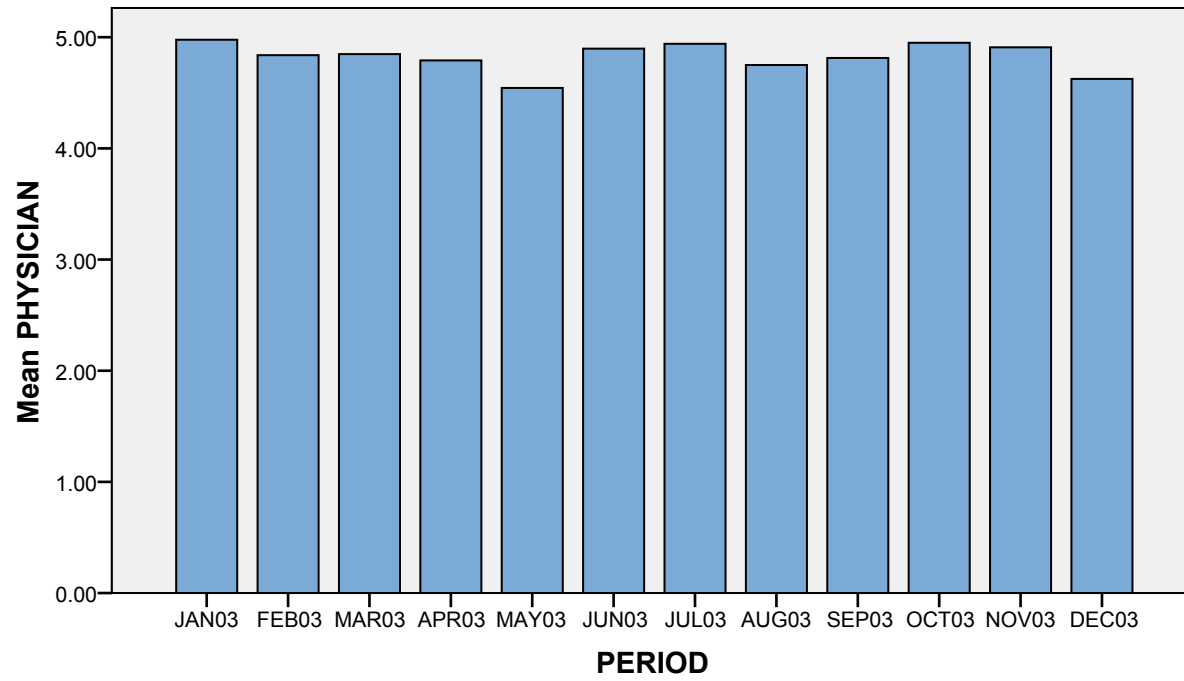
**OUTPATIENT SATISFACTION SURVEY  
PHYSICIAN RATINGS BY PERIOD YEAR-TO-DATE**

|              |         | PERIOD |       |
|--------------|---------|--------|-------|
|              |         | DEC03  | Total |
| ACCESS       | Valid N | 6      | 245   |
|              | Mean    | 4.50   | 4.71  |
| COURTESY     | Valid N | 6      | 246   |
|              | Mean    | 4.67   | 4.91  |
| ATTENTION    | Valid N | 6      | 246   |
|              | Mean    | 4.67   | 4.89  |
| EXPLANATIONS | Valid N | 6      | 240   |
|              | Mean    | 4.67   | 4.84  |

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# OUTPATIENT SATISFACTION SURVEY

## PHYSICIAN RATING BY PERIOD



**OUTPATIENT SATISFACTION SURVEY  
SURGERY RATINGS BY PERIOD YEAR-TO-DATE**

|                 |         | PERIOD |       |       |       |       |       |       |       |       |       |       |
|-----------------|---------|--------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
|                 |         | JAN03  | FEB03 | MAR03 | APR03 | MAY03 | JUN03 | JUL03 | AUG03 | SEP03 | OCT03 | NOV03 |
| SCHEDULING      | Valid N | 2      | 10    | 1     | 1     | 1     | 7     | 7     | 1     | 3     | 3     | 5     |
|                 | Mean    | 5.00   | 4.00  | 5.00  | 3.00  | 5.00  | 4.43  | 5.00  | 2.00  | 5.00  | 4.67  | 4.20  |
| RISKS/BENEFITS  | Valid N | 1      | 11    | 2     | 1     | 1     | 7     | 6     | 1     | 3     | 3     | 5     |
|                 | Mean    | 5.00   | 4.27  | 5.00  | 5.00  | 5.00  | 4.86  | 5.00  | 3.00  | 5.00  | 5.00  | 4.40  |
| HOSPITAL CARE   | Valid N | 2      | 11    | 3     | 1     | 2     | 7     | 6     | 1     | 3     | 3     | 4     |
|                 | Mean    | 5.00   | 4.09  | 5.00  | 4.00  | 4.50  | 4.43  | 3.33  | 3.00  | 4.33  | 5.00  | 4.75  |
| PAIN MANAGEMENT | Valid N | 2      | 10    | 4     | 0     | 1     | 8     | 6     | 1     | 4     | 2     | 4     |
|                 | Mean    | 4.50   | 4.30  | 4.50  |       | 5.00  | 4.12  | 4.50  | 2.00  | 4.75  | 5.00  | 4.75  |

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**OUTPATIENT SATISFACTION SURVEY  
SURGERY RATINGS BY PERIOD YEAR-TO-DATE**

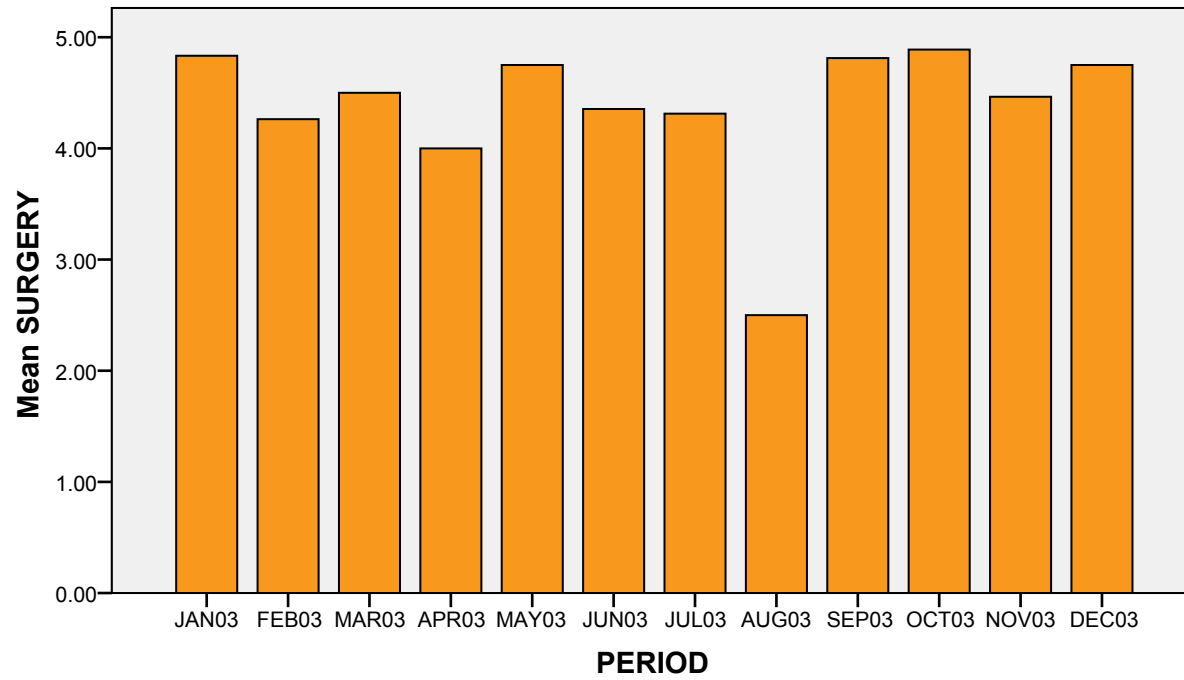
|                 |         | PERIOD |       |
|-----------------|---------|--------|-------|
|                 |         | DEC03  | Total |
| SCHEDULING      | Valid N | 1      | 42    |
|                 | Mean    | 4.00   | 4.40  |
| RISKS/BENEFITS  | Valid N | 1      | 42    |
|                 | Mean    | 5.00   | 4.67  |
| HOSPITAL CARE   | Valid N | 1      | 44    |
|                 | Mean    | 5.00   | 4.30  |
| PAIN MANAGEMENT | Valid N | 1      | 43    |
|                 | Mean    | 5.00   | 4.42  |

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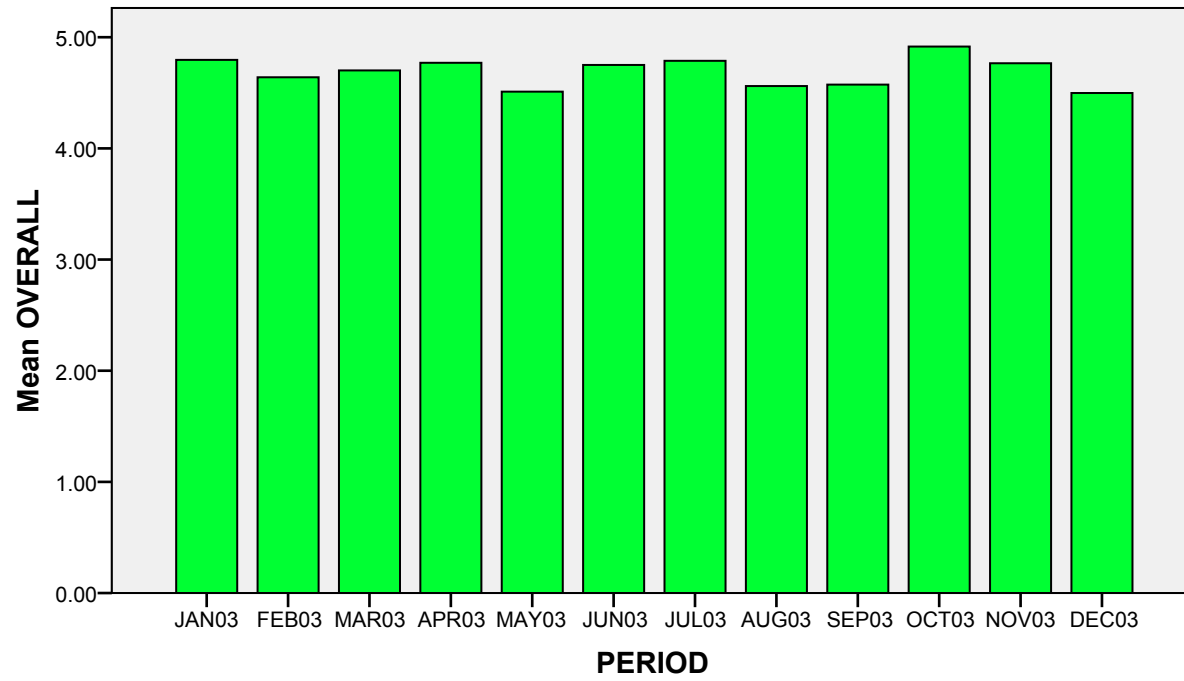
## OUTPATIENT SATISFACTION SURVEY

### SURGERY RATING BY PERIOD



# OUTPATIENT SATISFACTION SURVEY

## OVERALL RATING BY PERIOD



16 Jan 03

CURRENT PERIOD COMMENTS: THINGS DONE WELL

LOCATION

WHAT DO WE DO WELL?

MCCALLISTER

Very friendly and competent staff.  
Very well cared for--informed if dr on an emergency.  
Personable doctor/nurse  
Care could bot be better--skilled and friendly  
I love the bedside manner of Dr Adams; Sally & Mary always nice  
Provided services needed  
Listen and take time for questions  
Dr Davis is very courteous and knowledgeable  
Excellent wait time in waiting rooms--everyone friendly  
Very attentive to patient needs  
Prompt service, questions answered  
All questions handled respectfully; very encouraging.  
response for long wait; after 3 yrs with practice got sample meds on this visit.  
Love Dr Maxwell & Matty; very helpful and willing to go out of her way.  
Dr Maxwell understanding my back problems during pregnancy  
Everything!  
Courtesy of all staff--Love the caring atmosphere!  
Listen

16 Jan 03

CURRENT PERIOD COMMENTS: THINGS NEEDING IMPROVEMENT

LOCATION

WHAT CAN WE IMPROVE?

MCCALLISTER

Stay as you are and you will go far  
I don't know of anything that needs improvement  
I didn't see anything that needs improvement  
Timely appt schedule, waiting process shorter  
Hard to call in and actually get a nurse  
Parking--need larger parking area  
I like the practice in general  
Jill the telephone operator needs some customer service education.  
Improve access to doctor's nurse  
Communication is very helpful helpful...rescheduling appts not always timely  
Appt scheduling & wait time--wait an hour and 10 min with dr davis  
More handouts of info on health and womens concerns-conditions  
Waiting time, parking, access to highway!  
Attention to waiting times.