

Patient Survey Results for the Chambersburg Hospital Hospitalists

Percentile Rank within Press Ganey Database
(before and after spearheading their strategy with Jill Golde)

| | Before 8/01/08-10/31/08 | After 2/1/09-4/30/09 |
|--|----------------------------|-------------------------|
| Items in Standard Physician Section | 26 | 54 |
| Time physician spent with you | 26 | 46 |
| Physician concern for your questions/worries | 26 | 52 |
| Physician kept you informed | 26 | 54 |
| Friendliness courtesy of physician | 33 | 63 |
| Skill of physician | 37 | 54 |
| Custom Hospitalist Report | | |
| Personal Issues Overall | 15 | 46 |
| • Staff addressed emotional needs | 26 | 38 |
| • Response to concerns and complaints | 30 | 29 |
| • Staff included in decisions re: treatment | 30 | 46 |

To discuss hospitalist services tailored to your unique priorities, call:

- Jill Golde at (610) 995-0030
- Wendy Leebov at (215) 413-1969, or
- [Contact us](#)