

2009 CUSTOMER EVALUATION REPORT

At St. Elizabeth Business Health our goal is to provide our clients with the best possible occupational health services in the Northern Kentucky and Greater Cincinnati area. Our success is based on the quality of care provided, as well as the level of customer service delivered to our employers and their associates. That's why our annual client evaluation is such an integral tool in our quality improvement process. Your feedback enables us to evaluate and share our strengths with our team at Business Health, and to identify areas that need to be part of our process improvement programs. We'd like to thank all of those who participated.

Our evaluation this year consisted of 55 questions, with a 5.00 as a perfect score. This year, our highest scoring questions show that our highly qualified and experienced staff and customer service are important to you. For

Highest Scoring Questions	2009 Avg. Score
Able to obtain appointments in 3 days.	4.54
Clinic staff was friendly, courteous, & helpful	4.54
Front office staff was courteous & helpful.	4.52
Staff has strong knowledge of occupational medicine	4.52
I am likely to recommend Business Health Center to other employers.	4.50

a fifth year in a row, the top scoring question was the ability to obtain appointments in 3 days. You also recognized that our staff is courteous and knowledgeable and that you view Business Health Center as a true partner, and would recommend us to other employers. We are proud that our clients view Business Health as a true partner in managing your business health.

In addition to the areas we have excelled, we also feel it is important to monitor areas that show the most improvement. Each year, based on the feedback we receive from our client evaluations, we have been able to implement performance improvement activities to address these areas that need attention. Over the past year, we have focused on employee wait time, our after-hours services, and our month-end reports by

Most Improved Scored Questions	2009 Avg. Score	2008 Avg. Score	Change in Score
When using iSystoc to obtain injury information, I find the electronic link useful, helpful and accurate.	4.42	3.50	+ .92
When using iSystoc to obtain drug screen results and stats, I find the electronic link useful, helpful and accurate.	4.41	3.50	+ .91
Overall, I find iSystoc to be a productive and efficient way to manage injury information and drug screen stats and results.	4.41	3.50	+ .91
The afterhours care staff was friendly, courteous and helpful.	4.30	3.71	+ .59

implementing additional staff training and performance-improvement monitors to measure our progress in these areas. We are pleased to see that our 2009 scores show that these measures are working. In fact, while our after-hours care was our lowest-scoring question on our 2008 survey, we were very pleased to see this as one of our most-improved scores in 2009. We hope to continue this progress and to apply these lessons learned to our other areas that are in need of improvement.

Everyone likes to hear what they're doing well, However, because our commitment is to strive for your complete satisfaction, we believe that it is also crucial to identify areas that are in need of improvement.

Areas Identified for Performance Improvements	2009 Avg. Score
Received Clear Communications Of Treatment & Care Provided.	4.38
Overall Quality Of Therapist Care Meets My Standards.	4.34
Monthly invoices are clear, timely and concise.	4.19
Patient Length Of Treatment Has Not Exceeded Our Average Of 6 Visits Per Patient.	4.01

This year, based on your feedback, we plan to focus and implement action that will result in more timely and clearer communication of treatment and care provided to your employees, timely and concise monthly invoices, and providing employers with better communication and notes from our physical therapist. Over the next several weeks, we will begin assessing these areas to determine ways to improve our performance in these areas, and hope to see these areas in our most-improved scores next year. We welcome any further suggestions or feedback you may have regarding these or any of our other services.

Please email Neil Kamphaus with your input at Neil.Kamphaus@stelizabeth.com



In 2008: 94% of our survey scores were above 4.0

However, in 2009 we are pleased to report that 100% of our scores were above 4.0

Our Mission: St. Elizabeth Business Health Services offers a full continuum of cost-effective occupational health services, all with one goal: keeping your employees healthy for better bottom-line results.

Our Main Goal: Keeping your employees healthy for better bottom-line results.

PART I – BUSINESS HEALTH SERVICES EVALUATION

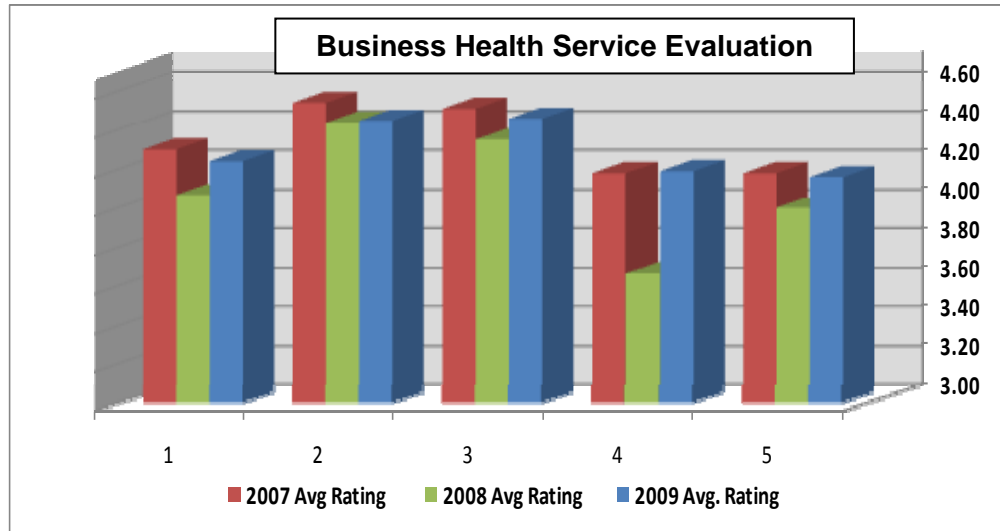
The average score for this section was **4.30** out of 5.0, marking another year of continuous improvement! We are extremely pleased that you feel Business Health has had a positive impact on your return-to-work program and your company morale and productivity. Additionally, you indicated that you are confident to contact us with any occupational medicine issue or concern.

Business Health Service Questions	2007 Avg. Score	2008 Avg. Score	2009 Avg. Score
1. Business Health Center positively impacts our return to work program.	4.30	4.07	4.24
2. I can call my contact at Business Health Center for any occupational medicine advice.	4.54	4.44	4.45
3. I consider Business Health Center a true partner.	4.51	4.35	4.46
4. Questionable work-related injuries and malingering employees are handled appropriately by Business Health Center.	4.18	3.67	4.19
5. Business Health Center impacts positively on morale and productivity in my workplace.	4.18	4.00	4.16

**Our Philosophy:
Partnering for
Employee
Health and
Productivity.**

We believe the best way to reduce the impact of injury and illness on the workplace is

through active long-term partnerships among providers, health care purchasers, and employees. We strive to reduce health care and workers' compensation costs, decrease lost work time, and develop a healthier, more motivated, and more productive work force.



Our Philosophy: Partnering for employee health and productivity.

PART II – BUSINESS HEALTH CENTER CUSTOMER SERVICE EVALUATION

Part II A

This section focuses on our overall level of customer service and scheduling. The average score for this section was 4.39. Once again this year, we are extremely pleased that the scoring in this section reflected your ability to obtain appointments within 3 days as the #1 rated question. We saw improvement in your satisfaction with our 15 minute average employee wait-time as well as employee’s being treated with courtesy and respect.

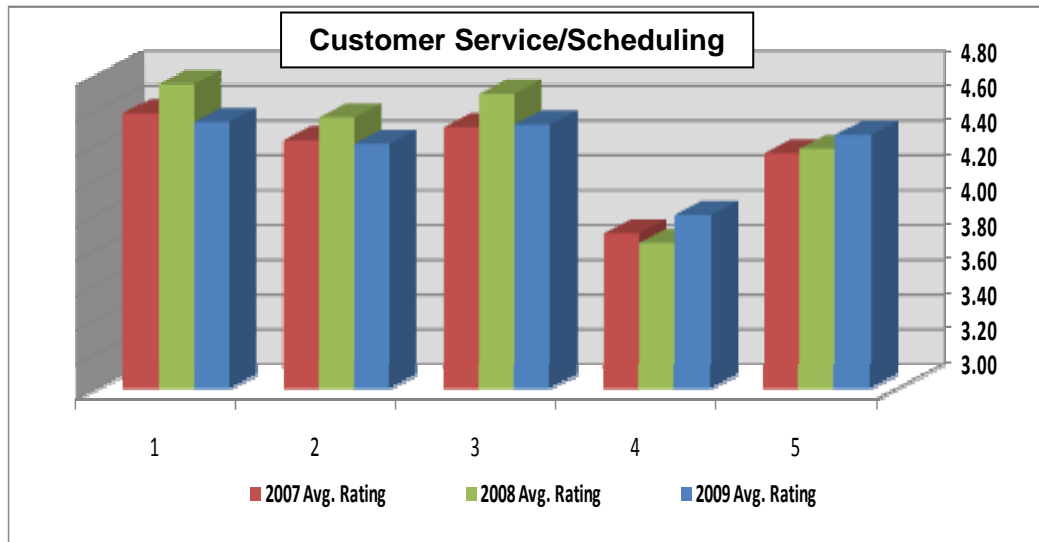
Questions	2007 Avg. Score	2008 Avg. Score	2009 Avg. Score
A. CUSTOMER SERVICE/SCHEDULING			
1. Able to obtain appointments within 3 days.	4.59	4.75	4.54
2. Able to reach scheduler using the main central scheduling number.	4.43	4.56	4.41
3. Front office staff was courteous and helpful.	4.51	4.70	4.52
4. Employee wait-time was within our 15 minute average.	3.90	3.84	4.00
5. Employee was treated with courtesy and respect.	4.36	4.38	4.46

Our Approach:
We believe in using employer-specific strategies for disability management.

Our Service Policy:
We have developed a culture in which pleasing the

employer is as important as providing the highest quality of medical care.

Our employees receive customer service training and understand the importance of committing to the following shared values: teamwork, accountability, respect, giving, excellence, and timeliness.



Our Approach: We believe in using employer-specific strategies...

St. Elizabeth Business Health Center

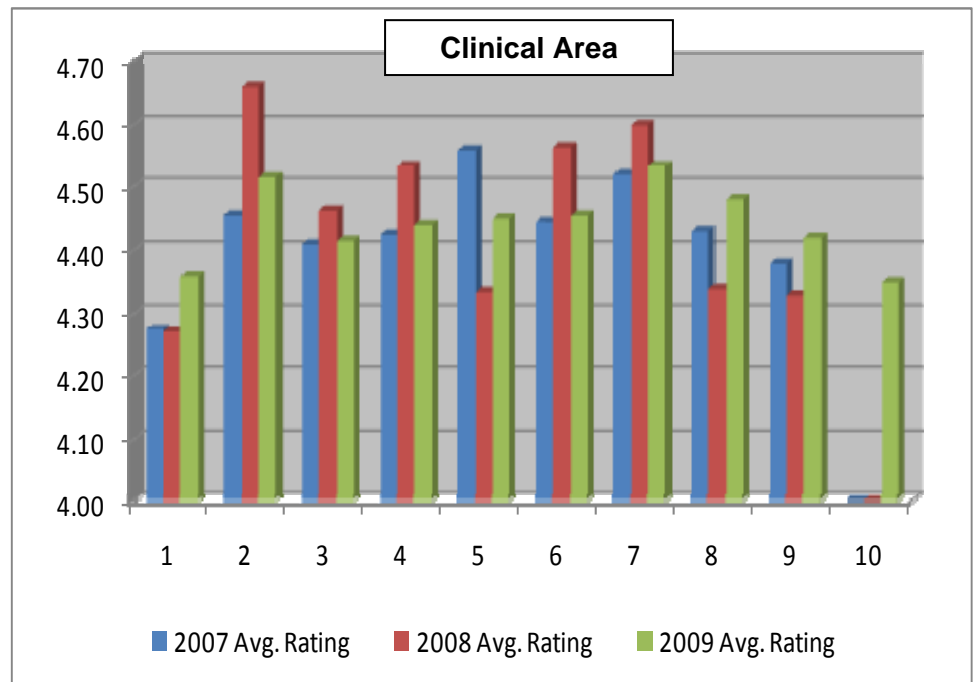
Part II B

This section evaluates our clinical area as well as our delivery of care by clinical staff and physicians. The average score for this section was **4.44 vs. 4.39 last year**. Overall our clinic staff's knowledge and friendliness were among the 5 top rated categories as indicated on the first page of this report.

Questions	2007 Avg. Score	2008 Avg. Score	2009 Avg. Score
B. CLINICAL AREA			
1. Employee received the treatment he/she expected.	4.28	4.27	4.36
2. Staff has strong knowledge of occupational medicine.	4.46	4.66	4.52
3. Staff has strong knowledge of BWC, OSHA, DOT, and other health-related rules and regulations in your industry.	4.41	4.46	4.42
4. Received clear communication of treatment and care provided.	4.43	4.54	4.44
5. After employee visit, a discharge summary was phoned, faxed or emailed.	4.56	4.34	4.45
6. Overall delivery of care by clinical staff was professional and thorough.	4.45	4.57	4.46
7. Clinic staff was friendly, courteous and helpful.	4.52	4.60	4.54
8. Received specific return-to-work recommendations from staff physicians.	4.43	4.34	4.48
9. Overall quality of physician care meets my standards.	4.38	4.33	4.42
10. Overall Customer Service: Quality of post offer exams and treatment of work related injuries is consistent:	N/A	N/A	4.35

Our Staff:

Our multi-disciplinary staff has extensive training and expertise in occupational medicine, injury prevention, rehabilitation, workers' compensation, and return-to-work strategies, resulting in a true understanding of employer work/health issues.



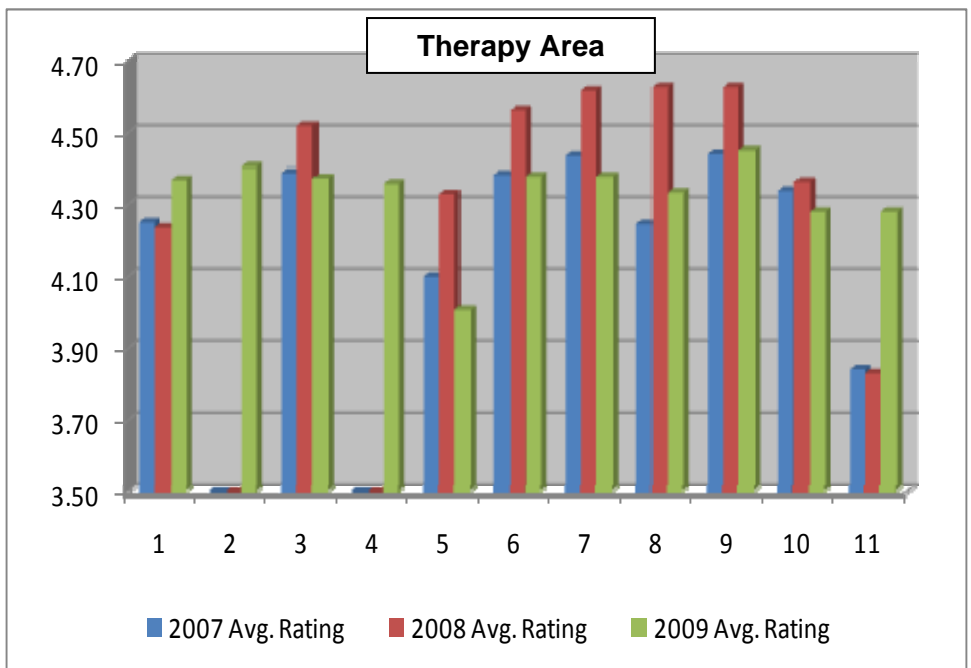
Our staff has a true understanding of employer work/health issues.

Part II C

This section evaluates our Therapy Services, including Acute Physical Therapy and Work Rehab. The average score for this section is 4.34. We will continue to implement strategies to move in a positive direction in these areas. We implemented questions 2 & 4 this year and are glad to see you have rated us highly. We will continue to monitor your responses to these questions and will make changes accordingly. We continue to improve on question 1, able to obtain Acute PT evaluations within 3 days from date of referral. We are pleased to see that you rated this area highly again in 2009.

Questions	2007 Avg. Score	2008 Avg. Score	2009 Avg. Score
C. THERAPY AREA			
1. Able to obtain Acute PT evaluations within 3 days from date of referral.	4.25	4.24	4.37
2. Able to obtain Work Rehab evaluations (FCE) within 5 days from date of referral.	N/A	N/A	4.41
3. Physical Therapy office staff was courteous and helpful.	4.39	4.52	4.38
4. Patient received the treatment you(employer) expected.	N/A	N/A	4.36
5. Patient length of treatment has not exceeded our average of 6 visits per patient.	4.10	4.33	4.01
6. Staff has knowledge of therapeutic procedures and occupational medicine.	4.39	4.57	4.38
7. Received clear communication of treatment and care provided.	4.44	4.62	4.38
8. Overall quality of therapist care meets my standards.	4.25	4.63	4.34
9. Therapy staff was friendly, courteous and helpful.	4.44	4.63	4.45
10. Therapists progress notes / reports are received in a timely manner.	4.34	4.37	4.28
11. Therapy's hours of operation (7am – 5pm) meets our scheduling needs.	3.84	3.83	4.28

Industrial Physical Therapy: Reducing lost work days through immediate physical therapy can have a significant effect on your company's bottom line. Our physical therapists interact regularly and provide input to the physician on the management of all musculoskeletal injuries. Early intervention strategies designed to keep your employees pain-free on the job are another helpful service of St. Elizabeth Business Health Center.



St. Elizabeth Business Health Center

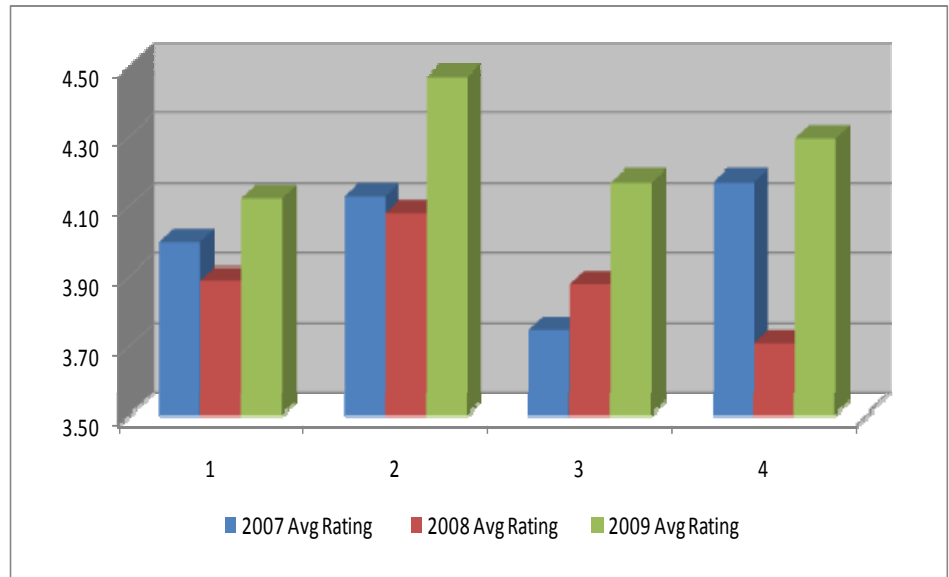
Part II D

This section evaluates after-hours (emergency department) care. The average score for this section is **4.27 vs. 3.96 last year**. We are extremely pleased to see this score improve from last year, but it is our commitment to continue to exceed your expectations in all of these areas. Your feedback is of great interest to us and will be used to further understand your needs and desire for this service.

Questions	2007 Avg. Score	2008 Avg. Score	2009 Avg. Score
<u>D. AFTER HOURS (EMERGENCY ROOM) CARE</u>			
1. After-hours (emergency room) care meets my standards.	4.00	3.89	4.12
2. If required, the drug/alcohol screen was performed according to my company specific protocol.	4.13	4.08	4.47
3. The after hours care staff provides clear communication and specific return to work recommendations.	3.75	3.88	4.17
4. The after hours care staff was friendly, courteous and helpful.	4.17	3.71	4.30

After Hours (ER) Care

St. Elizabeth treats approximately 200,000 patients in the Emergency Departments of all five hospitals each year. The departments are staffed 24 hours a day with physicians specializing in emergency medicine. Double physician coverage is implemented at peak times, particularly evenings and weekends, in order to expedite treatment.



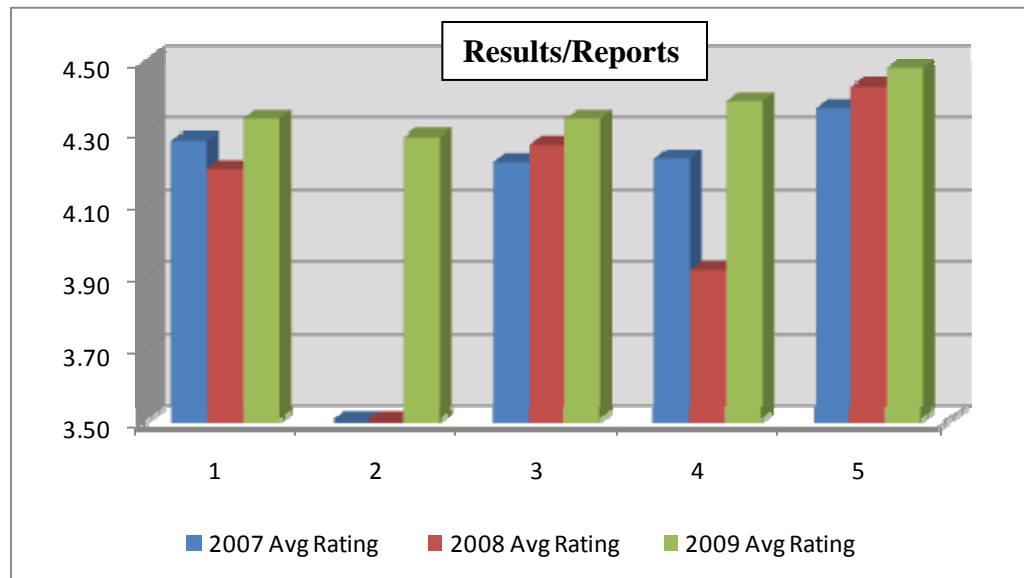
Annually, St. Elizabeth treats over 200,000 patients in the ER Departments

Part II E

This section evaluated our communication of results and reports. The average score for this section was **4.37 vs. last year's 4.15**. Your responses and ratings in this area have shown us our strategies we have put into place our working. We will continue to improve our service in these areas, and appreciate any feedback you have that will help us in this process.

Questions	2007 Avg. Score	2008 Avg. Score	2009 Avg. Score
E. RESULTS/REPORTS			
1. Results of negative drug test received within 24 hours.	4.28	4.20	4.34
2. Results of positive drug test received in a timely manner (average 72 hours).	N/A	N/A	4.29
3. Turn-around time of results for all other services met my needs.	4.22	4.27	4.34
4. Scheduled and/or requested reports are accurate and timely.	4.23	3.92	4.39
5. Business Health Services representatives were available and provided necessary follow up.	4.37	4.43	4.48

St. Elizabeth recognizes the importance of timely and accurate communication. Our computerized case management system allows our staff to get you the results you need when you need them. Because our



specimen collections are handled by expert personnel trained extensively in federal regulations, we can ensure that a chain of custody is maintained, thereby upholding in a court of law.

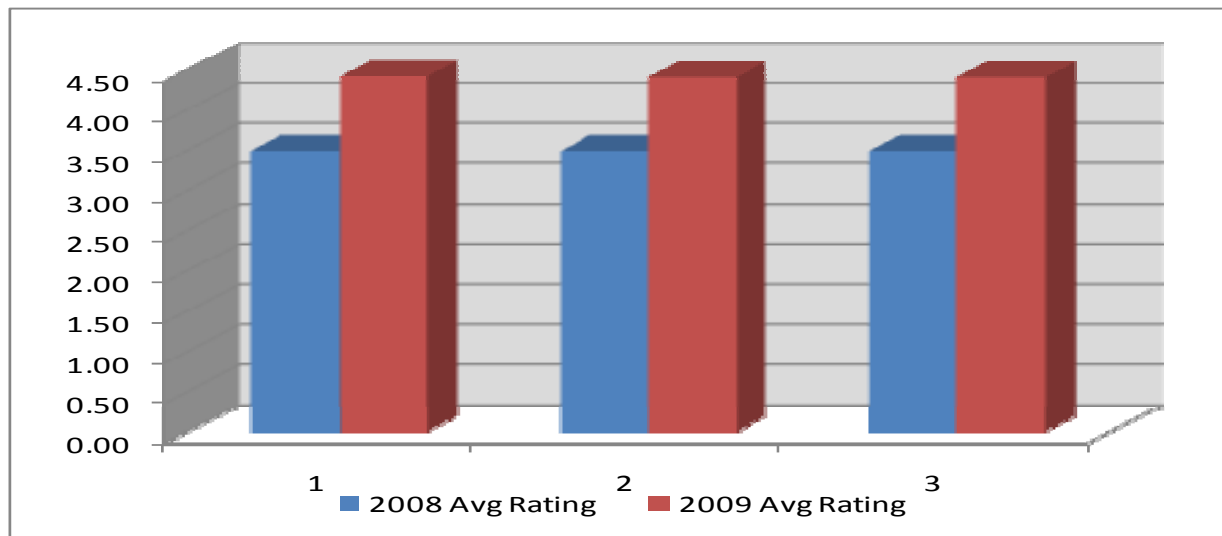
St. Elizabeth recognizes the importance of timely and accurate communication.

Part II F

Several of our most-improved scores for 2009 involved our iSystoc program, a state-of-the-art computer software program that allows our clients 24-hour internet access to employee electronic medical records, drug testing results, and work restrictions. The average score for this section is **4.42 vs. last year's 3.50**, which shows you find iSystoc to be useful, helpful, and accurate, and consider it a productive and efficient way to manage injury information and drug screen statistics and results. If you would like to learn more about iSystoc, please email cheryl.kells@stelizabeth.com.

Questions	2008 Avg. Score	2009 Avg. Score
F. iSystoc		
1. When using iSystoc to obtain injury information, I find the electronic link useful, helpful and accurate.	3.50	4.42
2. When using iSystoc to obtain drug screen results and stats, I find the electronic link useful, helpful and accurate.	3.50	4.41
3. Overall, I find iSystoc to be a productive and efficient way to manage injury information and drug screen stats and results.	3.50	4.41

iSystoc



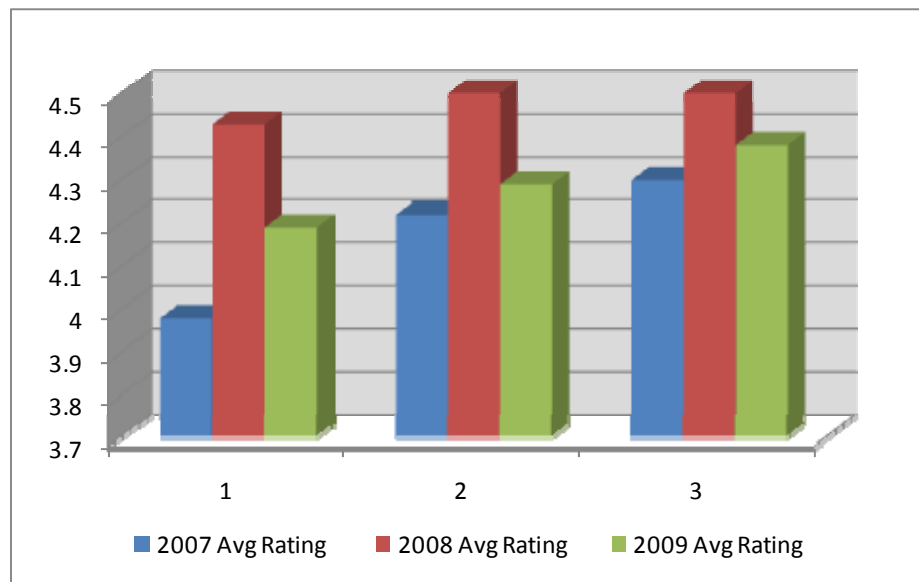
iSystoc allows our clients to obtain information more efficiently.

Part II G

This section assessed the overall quality of our billing process. The average score for this section is **4.29**. We always strive to be as helpful as possible and to treat your billing and claim issues with courtesy. We will continue to work toward improving the timeliness with which we resolve your questions or complaints and the clarity and timeliness of the invoices themselves so that all areas will continue to show overall improvement in the near future.

Questions	2007 Avg. Score	2008 Avg. Score	2009 Avg. Score
<u>G. BILLING/INVOICES</u>			
1. Monthly invoices are clear, timely and concise.	3.98	4.43	4.19
2. When I have questions and/or complaints they are resolved in a timely manner.	4.22	4.50	4.29
3. Billing staff was friendly, courteous and helpful	4.30	4.50	4.38

For your convenience, the Business Health Center accepts Kentucky, Ohio, and Indiana Workers' Compensation Physician Fee Schedules. We are also a provider in most managed care workers' compensation plans. Your partnership with



the Business Health Center provides a streamlined process to help you avoid the higher costs associated with hospital emergency rooms, specialists, and unmanaged care. Our physical examinations are competitively priced with discounts available for volume. Of course, the most significant cost savings occur as a result of preventing injuries and reducing lost workdays.

...significant cost savings occur as a result of preventing injuries...

Part II H

This section evaluates your overall opinions of Business Health Center services. The average score for this section was **4.44**. We are extremely pleased that the scoring in this section reflected your willingness to recommend our services to other employers as one of our top 5 rated questions again this year! Our commitment is to continue being your **true partner** in managing your business health.

Questions	2007 Avg. Score	2008 Avg. Score	2009 Avg. Score
H. GENERAL ISSUES			
1. Business Health Center understands my unique needs.	4.33	4.31	4.34
2. I am satisfied with the overall level of customer service	4.40	4.38	4.45
3. I find partnering with Business Health to be easy and convenient.	4.48	4.56	4.47
4. I am likely to recommend Business Health Center to other employers.	4.53	4.56	4.50

We believe an employer's most valuable assets are his/her employees. Today, employee illness and injury can significantly impact the productivity and profits of all employers. These injuries can also impact the personal life and economic earning potential of employees and their families.

While it is easy to see the impact of these issues, it can be challenging to implement strategies to counteract them. In today's demanding business environment, minimizing costs and maximizing efficiencies are more than just words. They're necessities. That's why we're committed to bringing you the best possible occupational health services available.



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