

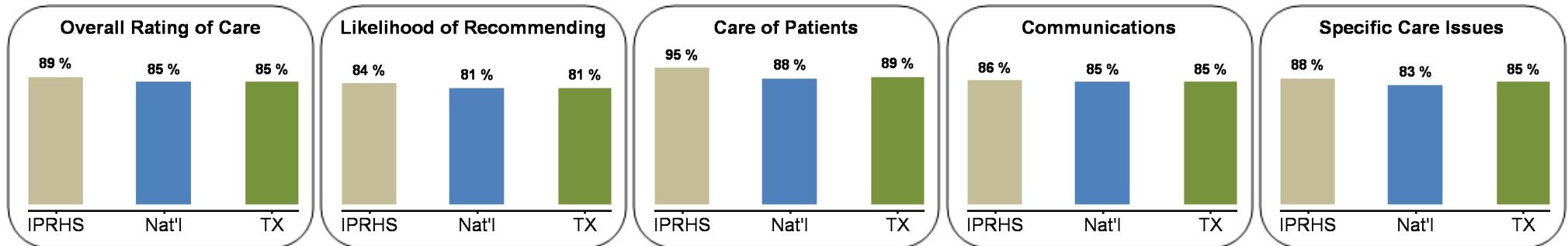


National Patient Satisfaction Benchmark System Executive Dashboard

Six month period ending June 2011 / Publicly Reported Results

IPR Healthcare System, Inc.

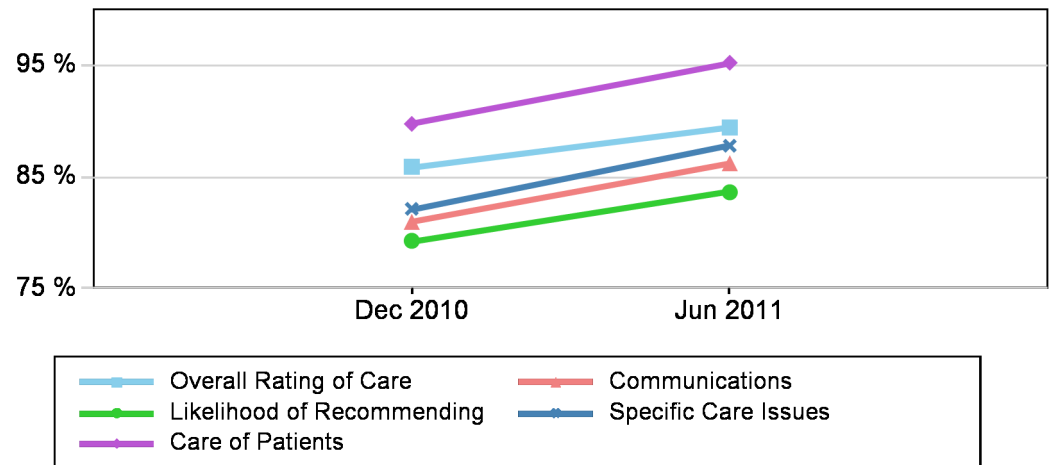
Completed Surveys = 71
Patients Surveyed = 278
Return Rate = 26 %



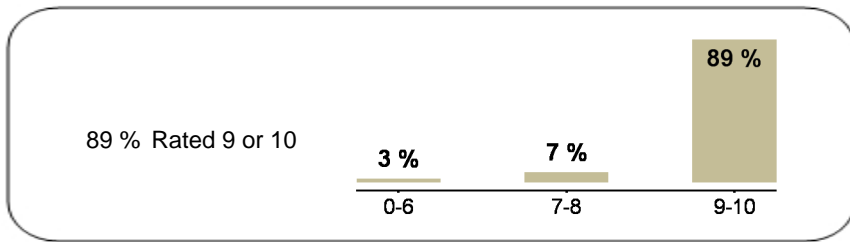
Your Agency Percentile Rank

	Nat'l	TX
Overall Rating of Care	75	74
Likelihood of Recommending	63	61
Care of Patients	94	92
Communications	54	51
Specific Care Issues	74	63

Agency Trend for Publicly Reported Outcomes



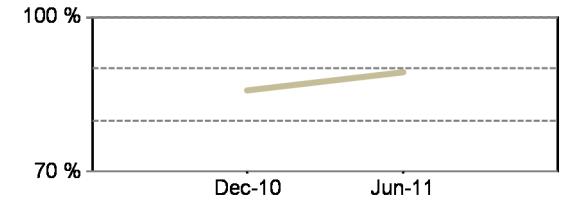
Overall Rating of Care



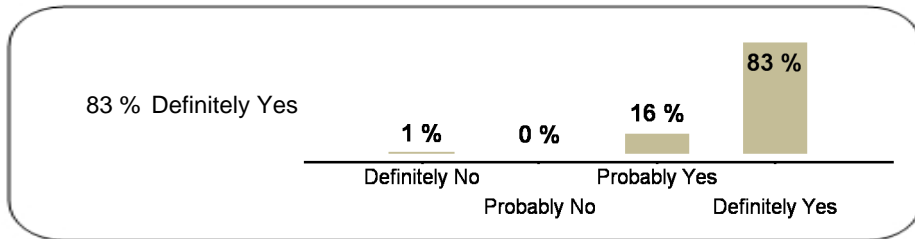
Overall Rating of Care

Percentile Rank Target = 80th
Agency Rating of 9/10 = 89%

Agency Trend for Overall Rating of Care



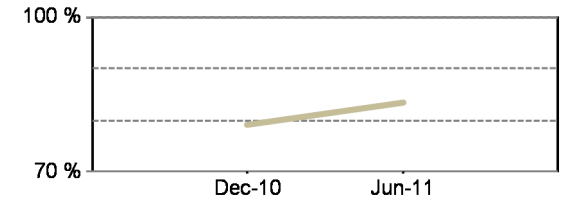
Likelihood of Recommending



Overall Likelihood of Recommending

Percentile Rank Target = 80th
Agency Definitely Yes = 84%
Agency Percentile Rank = 63th
Achieved 79% of Goal
Benchmark: National

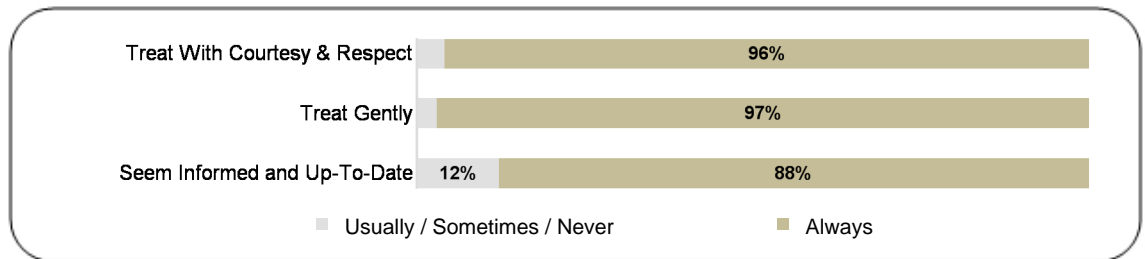
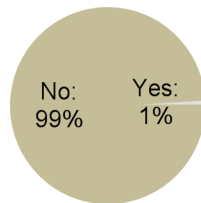
Agency Trend for Overall Likelihood of Recommending



Care of Patients

Composite Score = 95%

Did you have any problems with the care you received?

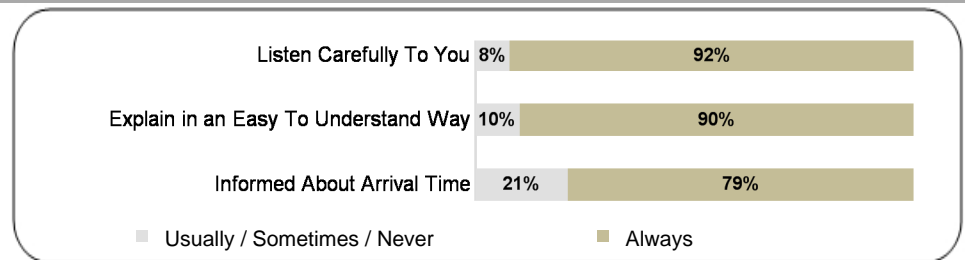
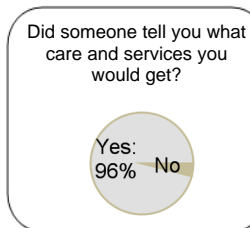
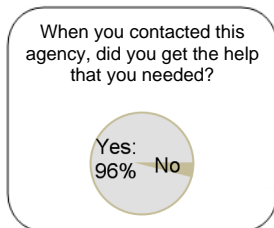


Communications

Composite Score = 86%

How long did it take for you to get the help or advice that you needed?

Same day	84%
1 to 5 days	16%
6 to 14 days	0%
More than 14 days	0%



Specific Care Issues

Composite Score = 88%

