



PRESS GANEY™

Outcomes driven. Performance strong.

November 8, 2012

Mr. Rod Boula
Elizabethtown Community Hospital
75 Park Street
Elizabethtown, NY 12932

Dear Mr. Rod Boula,

Congratulations! I am excited to recognize your efforts, which have resulted in a statistically significant improvement for Elizabethtown Community Hospital. Your hard work and dedication to quality improvement are evident in the increase of your Emergency Department patient satisfaction scores for Overall Satisfaction. You should be very proud of your organization's achievements.

Your mean score has increased by 3.7, which is statistically significant. Press Ganey recognizes that the change in score was not random, but due to some change within your facility. Your patients have recognized this change!

Congratulations again! A certificate has been mailed to Ms. Denise Plano. Ms. Denise Plano does a phenomenal job of keeping your organization on the track of Service Excellence. Please accept this certificate on behalf of your partners at Press Ganey.

Sincerely,

Mary Beth Lee
Patient Experience Advisor
Press Ganey Associates



Journey to High Performance

This certifies that Elizabethtown Community Hospital has achieved an improvement of 3.7 Mean Score Points for Emergency Department Overall Satisfaction on the 10/1/2012 report.

Mary Sue Lee

11/8/12

SIGNATURE / DATE