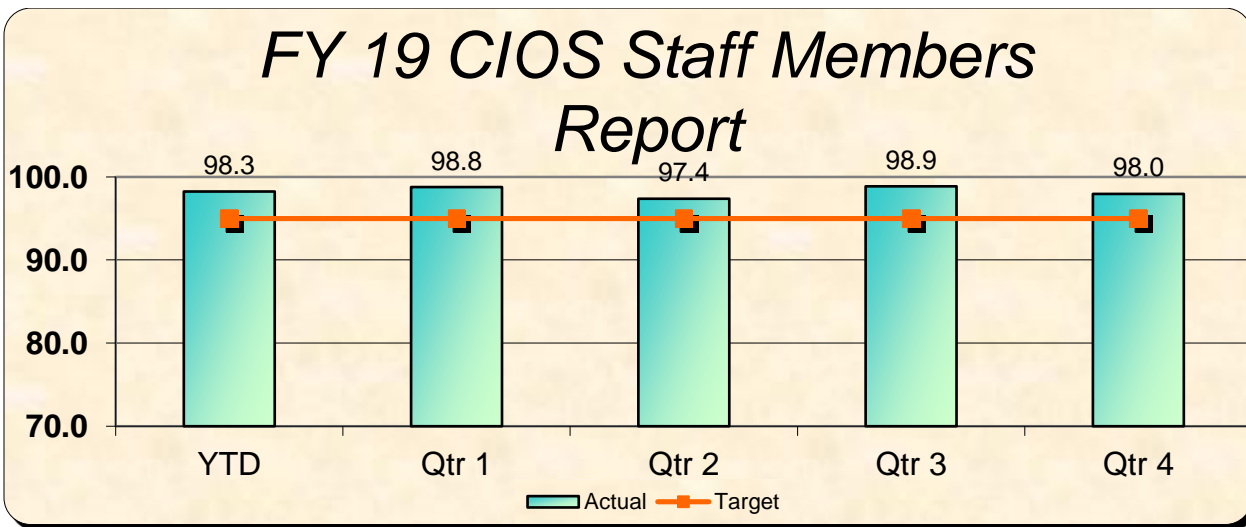
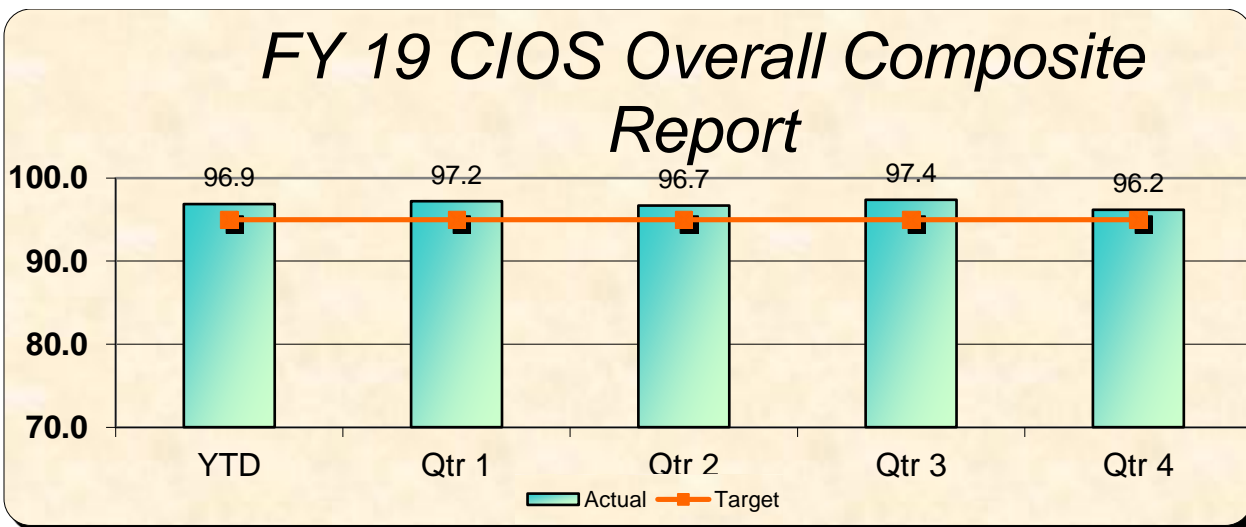


***CIOS Patient Satisfaction Overall Composite Report FY 2019 Quarters 1-4***

	FY18	Target	FY19 YTD	Qtr 1	Qtr 2	Qtr 3	Qtr 4
<b>Overall Composite Score</b>	<b>96.1</b>	<b>95.0</b>	<b>96.9</b>	<b>97.2</b>	<b>96.7</b>	<b>97.4</b>	<b>96.2</b>
<b>Appointment</b>	94.8		<b>96.0</b>	96.2	95.7	96.5	95.5
<b>Scheduling Staff</b>	97.1		<b>98.7</b>	99.0	98.3	99.4	98.3
<b>Facilities</b>	97.3		<b>97.9</b>	99.0	98.1	97.5	97.2
<b>Staff Members</b>	97.9		<b>98.3</b>	98.8	97.4	98.9	98.0
<b>Resources</b>	97.6		<b>93.1</b>	93.3	93.7	93.6	91.6
<b>Overall Rating</b>	96.5		<b>97.2</b>	97.0	96.9	98.1	96.6



### Actual Patient Satisfaction Comments

Integrative Oncology	<ul style="list-style-type: none"> <li>• The team worked seamlessly together. This made for a pleasant visit</li> <li>• I have been really impressed with the GHS Cancer Center. I could not be more pleased with how they have taken my concerns, fear, depression and anxiety and helped me</li> <li>• Motivated me to meet new cancer patients, attended retreats and other social functions for cancer patients. Thank you</li> </ul>
Oncology Rehab/MO	<ul style="list-style-type: none"> <li>• The Moving On program was an incredible experience. There is so much comradery among the participants; the trainers are so positive and motivational!</li> <li>• The moving on program was great; it helped me restore body tone and muscle. Feeling much stronger. Learned helpful tips.</li> <li>• I feel that this program is perfect just the way it is!! I feel that it changed my life.</li> </ul>
Lifetime (includes GYN Lifetime)	<ul style="list-style-type: none"> <li>• This year marks 20 years since I was diagnosed. As always, I have felt as though I could take as much time as I needed, ask any questions and they would be answered</li> <li>• The staff was so thorough in the visit and in their recommendations. I didn't know how much I needed that! I am so grateful.</li> </ul>
Psychotherapy	<ul style="list-style-type: none"> <li>• Kerri does a great job at listening and putting info together in a clear manner that is on point and extremely helpful. I greatly appreciate the opportunity to work with her.</li> <li>• It is very helpful to work with the social worker who is aligned with the entire program instead of separate from it</li> </ul>
PT/Lymphedema	<ul style="list-style-type: none"> <li>• Beth is very knowledgeable with her job. She is very concerned with my progress and knowing what I need to do to manage my lymphedema.</li> <li>• Kathie has been excellent, very concerned and caring to help prevent swelling of arm.</li> </ul>
Smoking Cessation	<ul style="list-style-type: none"> <li>• It was so very helpful to have the knowledge and support of the Nurse Practitioner and Nurse Navigator in CIOS during my journey to quit smoking.</li> </ul>
Lung Cancer Screening	<ul style="list-style-type: none"> <li>• All staff very kind and understanding</li> <li>• Great program to help detect lung cancer!</li> </ul>
Genetic counseling	<ul style="list-style-type: none"> <li>• The staff was very pleasant and helpful. Everyone was very kind, willing, they answered my questions. They explained everything so I understood the process. Gail and the others that were involved are a great team.</li> <li>• After moving from another state, I am impressed with the amount of resources available here. The staff was fantastic.</li> </ul>
Nutrition	<ul style="list-style-type: none"> <li>• My nutritional consult with Finley was great! It helped me so much to understand how healthy eating benefits me</li> </ul>
Music therapy	<ul style="list-style-type: none"> <li>• Daisy is an excellent resource; caring, compassionate, inspiring, knowledgeable and wonderful person. Music therapy is an enjoyable worthwhile class.</li> </ul>
Spirituality	<ul style="list-style-type: none"> <li>• I appreciate having the support of a Chaplain at the Cancer Institute.</li> </ul>
Sexual Health	<ul style="list-style-type: none"> <li>• I so enjoyed my visit for sexual health. Very valuable staff and resources, cannot think of anything to improve this service/ thank you</li> <li>• Jennifer, Thank you for this one of a kind program, I am so hopeful with support and tools given</li> </ul>
Class (Healthy way, Cooking, Music, Yoga)	<ul style="list-style-type: none"> <li>• Yoga-Peggy Ambler is a wonderful yoga instructor who is concerned about the needs and limitations of each of her students, thank you to the Cancer Institute for having this program available for cancer survivors</li> <li>• Finley did an excellent job with the cancer fighting kitchen class. I learned a lot!</li> </ul>