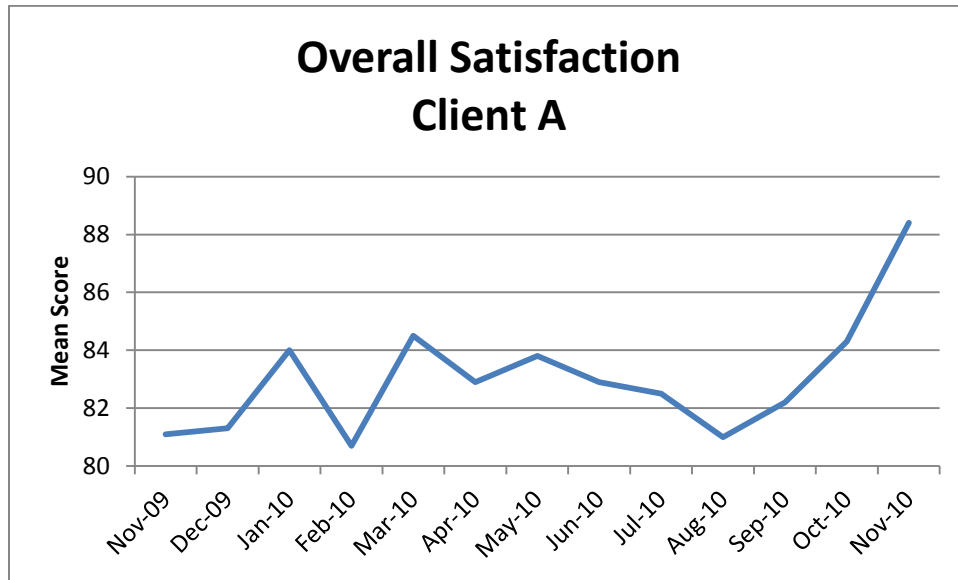
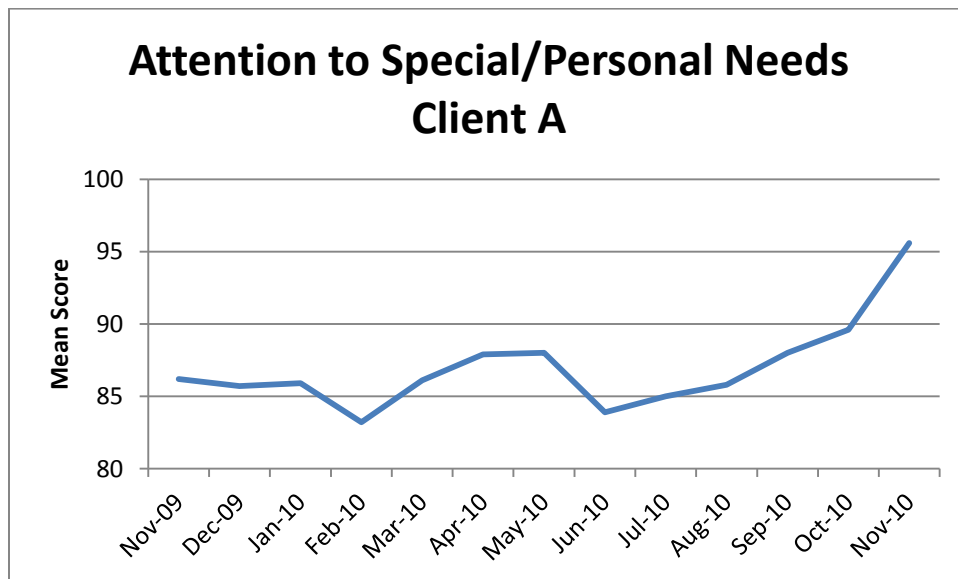


**Client A, Mother Baby Units Patient Satisfaction**

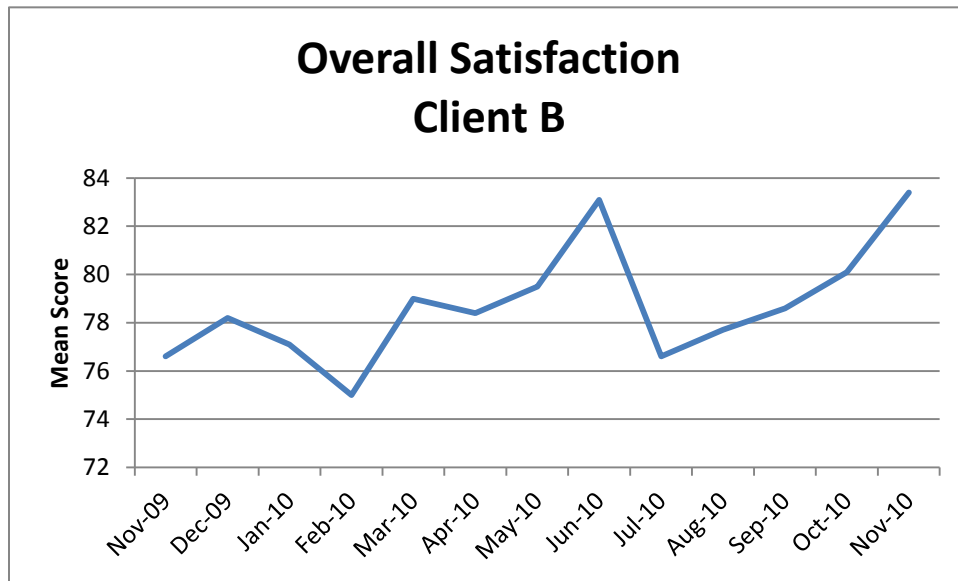


Mother Baby Concierge Program launched mid-August 2010. Scores moved from 1.7 below the previous year's mean score to 5.7 above the mean within 120 days of launch.

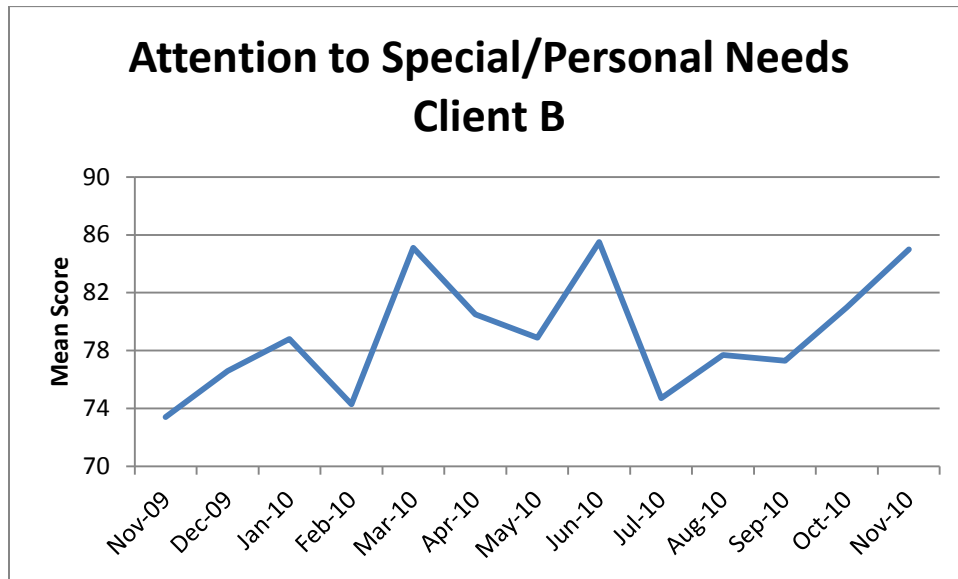


Mother Baby Concierge Program launched mid-August 2010. Scores moved from .6 below the previous year's mean to 9.2 above the mean within 120 days of launch.

### Client B, Mother Baby Units Patient Satisfaction



Mother Baby Concierge Program launched mid-August 2010. Scores moved from .7 below the previous year's mean score to 5 above the mean within 120 days of launch.



Mother Baby Concierge Program launched mid-August 2010. Scores moved from .9 below the previous year's mean to 6.4 above the mean within 120 days of launch.