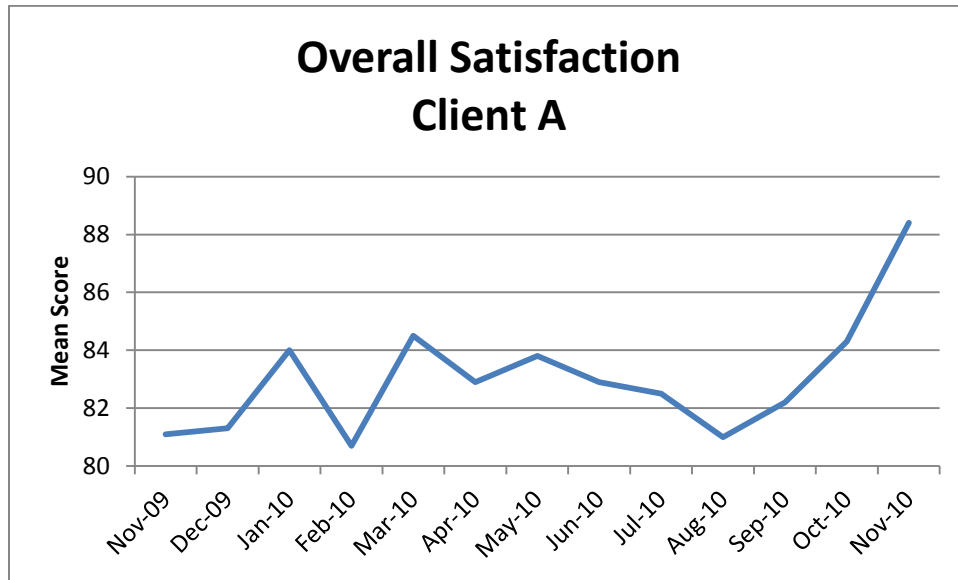
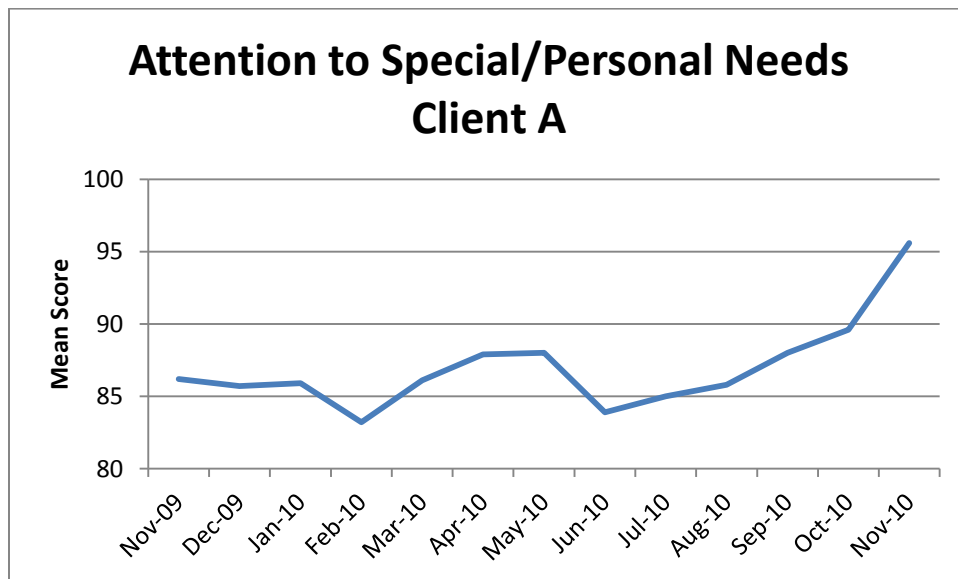


Client A, Mother Baby Units Patient Satisfaction

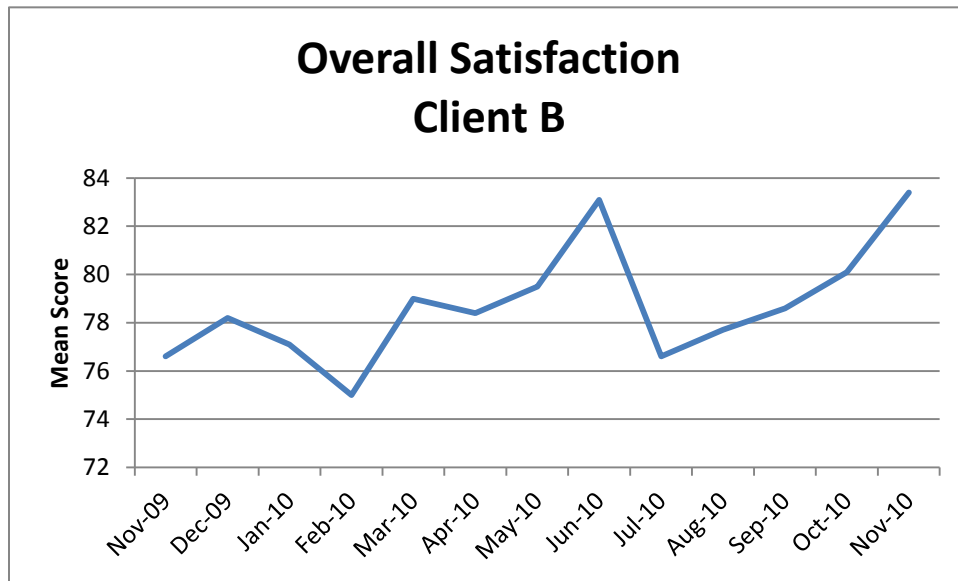


Mother Baby Concierge Program launched mid-August 2010. Scores moved from 1.7 below the previous year's mean score to 5.7 above the mean within 120 days of launch.

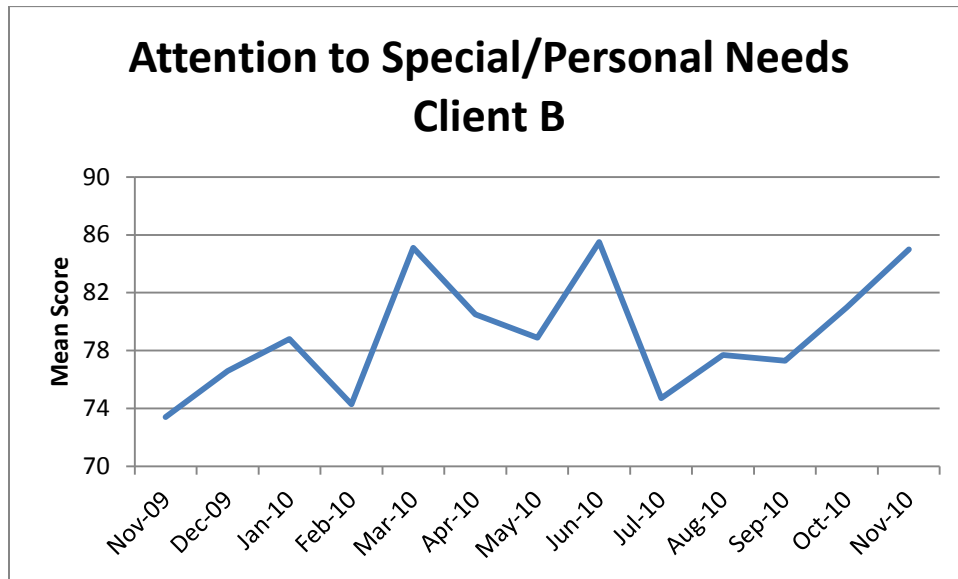


Mother Baby Concierge Program launched mid-August 2010. Scores moved from .6 below the previous year's mean to 9.2 above the mean within 120 days of launch.

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.