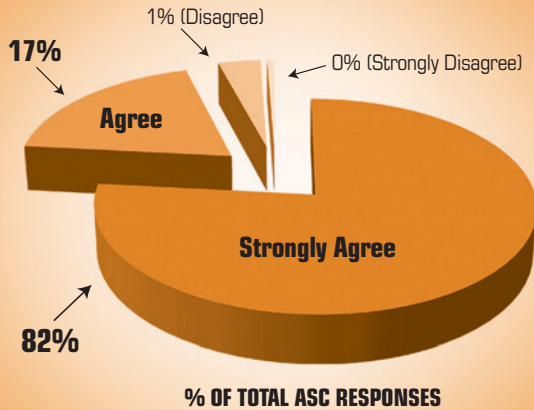


Patient Satisfaction Measurement. Keeping A Pulse On Your Organization.

Powered by CTQ, EdgeSurvey™ is Ambulatory Surgery's #1 Patient Surveying and Benchmarking solution. Since 2003, CTQ's unparalleled web-based service has helped 100's of ASCs significantly increase patient survey response, reduce cost and improve overall performance.



DID YOU KNOW?

56 of Every 57 ASC Patients Surveyed Either "Strongly Agreed" or "Agreed" That They Will Recommend The ASC Facility To Family And Friends. For "Recommending The Facility" - CTQ's ASC Clients Exceed:

82% Top Box Score

81% Net Promoter Score

98% Favorable Response Score



The Power of Electronic Surveying For the ASC that Demands More

Winning healthcare organizations place their patients' overall experience as a top priority. Your ability to continuously identify and improve service requires constant and timely input from your patients.

CTQ's EdgeSurvey helps ASCs meet this challenge. Healthcare's first electronic-based survey service is quality-focused and benefit-rich.

EdgeSurvey yields 2-3 times the traditional survey response, in days as opposed to weeks, and at a lower cost. Your time shifts to working with actionable data instead of collecting it.

Performance Analysis Reports, provided monthly and quarterly, are comprehensive and intuitive. And CTQ takes the extra steps to provide built-in tools that help identify process-improvement and risk mitigation opportunities that directly benefit your patients.

Benefits of Electronic Surveying

- Reduce surveying costs by 30-50%
- Expect response rates of 50-65%
- Reduce patient response from weeks to days
- View completed surveys instantly
- Receive dissatisfaction alerts daily
- Reallocate staff time back to patient care

Immediate Actionable Data

EdgeSurvey instantly transforms patient feedback into actionable data, promoting heightened awareness of patients' perceptions. Daily alerts immediately identify specific risk mitigation and quality improvement opportunities.

Performance Analysis Reporting

The industry's most comprehensive and easy-to-use performance analysis reports are provided monthly and quarterly. Using the largest ASC patient census available, peer benchmarks accurately reflect where you stand in the ASC industry.

Executive Summary

Meaningful summaries, benchmarks, change analysis and loyalty indicators, highlight excellence and potential under-performance.

Scores And Comparisons

Scores for all statements are provided along with national (and corporate) benchmarking averages and ranks.

Trend Analysis

Monthly and quarterly history provides the opportunity to contrast current performance against time-significant trends.

Patient Comments

All comments are neatly separated into appropriate categories and qualified with a de-identified patient ID and date of service.

Provider Breakout

Scores and comments may be further delineated by provider, giving you powerful data for credentialing and peer reviews.