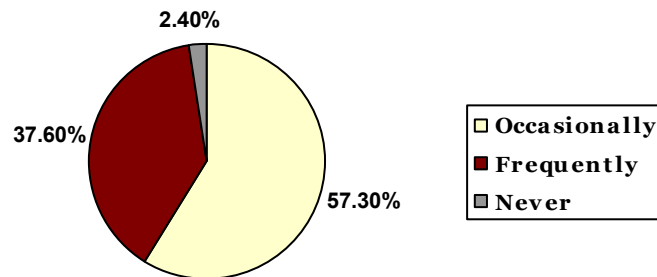




## Physician Survey Results

*Our survey results are based on responses received from 82 physicians from various practices throughout the region.*

How often do you refer you patients to Panhandle Home Health?



Qualities that influence your decision to refer your patients to Panhandle Home Health (in order of importance):

- *Availability of Staff*
- *Ease in Referral Process*
- *Appropriate and Timely Communication*
- *Skills of Professional Staff*
- *Patient Choice*

One respondent listed “geography and insurance” as another primary consideration when deciding whether to refer a patient to receive home health.

We received several compliments from area physicians and were pleased to receive a 90% overall satisfaction rating (eight respondents did not answer the question.) We did receive some suggestions for improving our processes and services, which we greatly appreciate. Dr. Mary Howell and Jackie Dinternam, Manager of Case Management and Social Work said “We are so pleased to have Panhandle Home Health to call for our West Virginia patients who are leaving Frederick Memorial Hospital.”

Our goal is to provide the community with high quality home health services and to link individuals with available services. Your continued input is important to help us meet and exceed these goals. We appreciate your participation in this survey.

*Please note: Not all respondents answered all questions, therefore some totals may be skewed by a small percentage.*