

# GOOD SAMARITAN HOSPITAL

## CONSUMER PREFERENCES

Good Samaritan Hospital • 2425 Samaritan Drive • San Jose, CA 95124 • (408) 559-2011 • goodsamsanjose.com



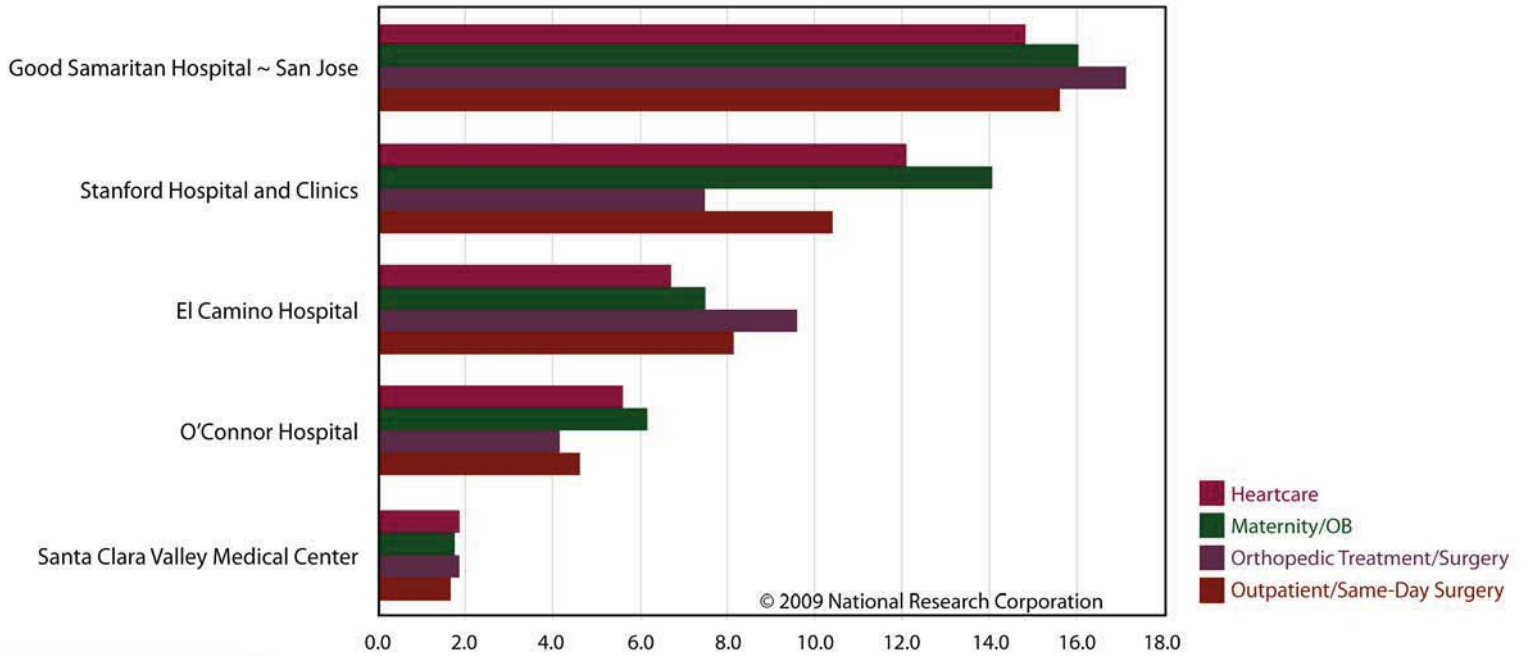
Patients choose Good Samaritan first in key services for their healthcare.

### Healthcare System

HCA-Good Samaritan PSA, Jan-May 2009

Service Line Preference Profile

Product Line Preference by Summary



Patients recommend Good Samaritan to family and friends at nearly 2 times the rate of the nearest competitor.

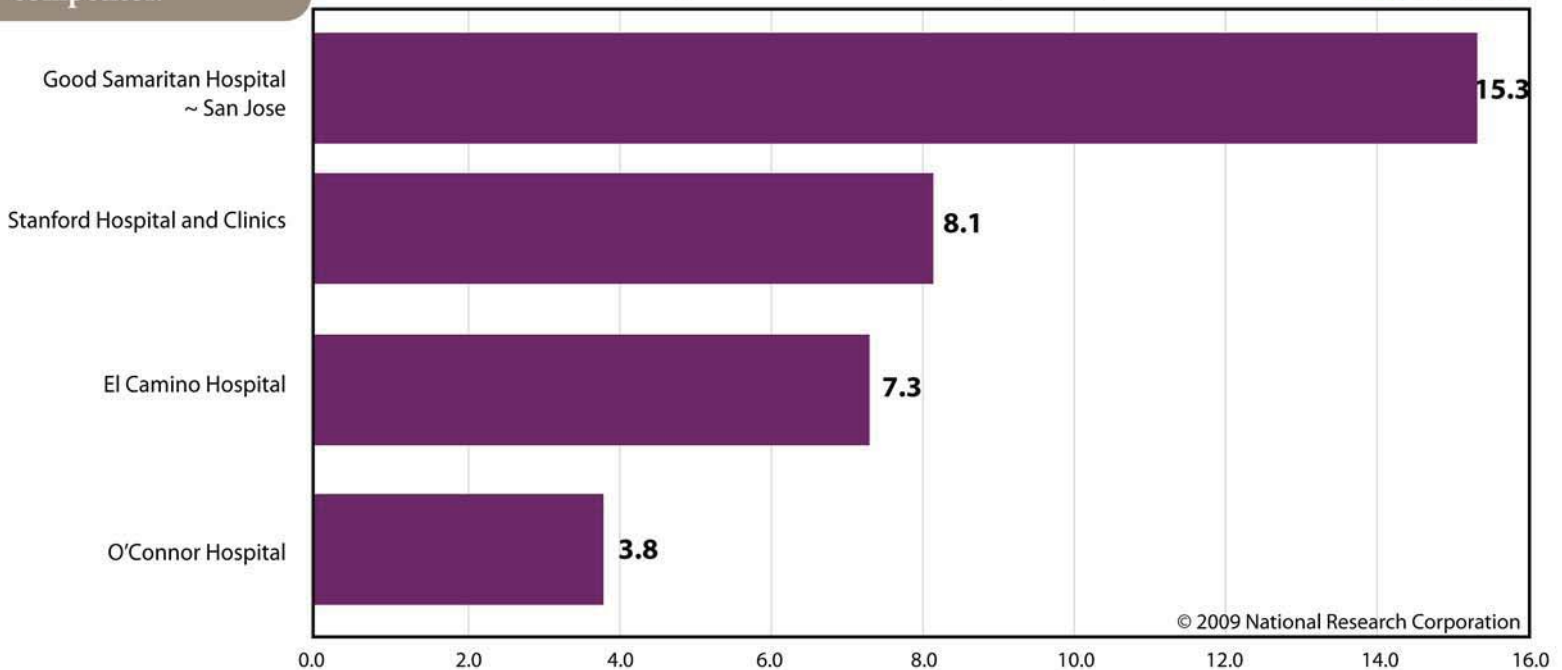
### Healthcare System

HCA-Good Samaritan PSA, Jan-May 2009

Visit Satisfaction

Total Utilization Satisfaction by Would recommend facility to family or friends.

Definitely Yes



Footnotes: Numbers along x-axis indicated percentage of total respondents. Single insurer hospitals (such as Kaiser facilities) have been excluded from the results.

# GOOD SAMARITAN HOSPITAL

## CONSUMER PREFERENCES

Good Samaritan Hospital • 2425 Samaritan Drive • San Jose, CA 95124 • (408) 559-2011 • goodsamsanjose.com



Among community hospitals, patients rank Good Samaritan "Best" in five key areas important to their satisfaction:

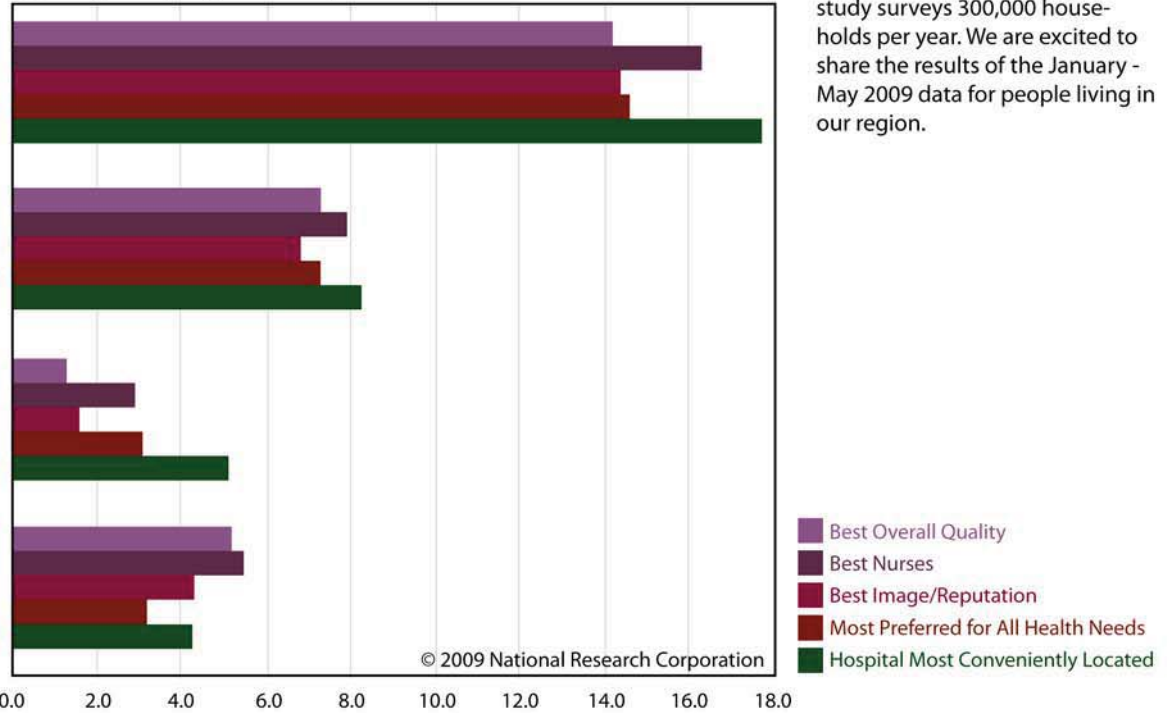
Good Samaritan Hospital ~ San Jose

### Healthcare System

HCA-Good Samaritan PSA, Jan-May 2009

Quality/Image Profile

Quality/Image by Summary



The NRC Healthcare Market Guide study is the most comprehensive, consumer reported assessment of hospitals, health plans, and health systems in the industry. This national consumer perception study surveys 300,000 households per year. We are excited to share the results of the January - May 2009 data for people living in our region.

Excluding academic facilities, patients trust Good Samaritan most to provide high-level care in critical service lines.

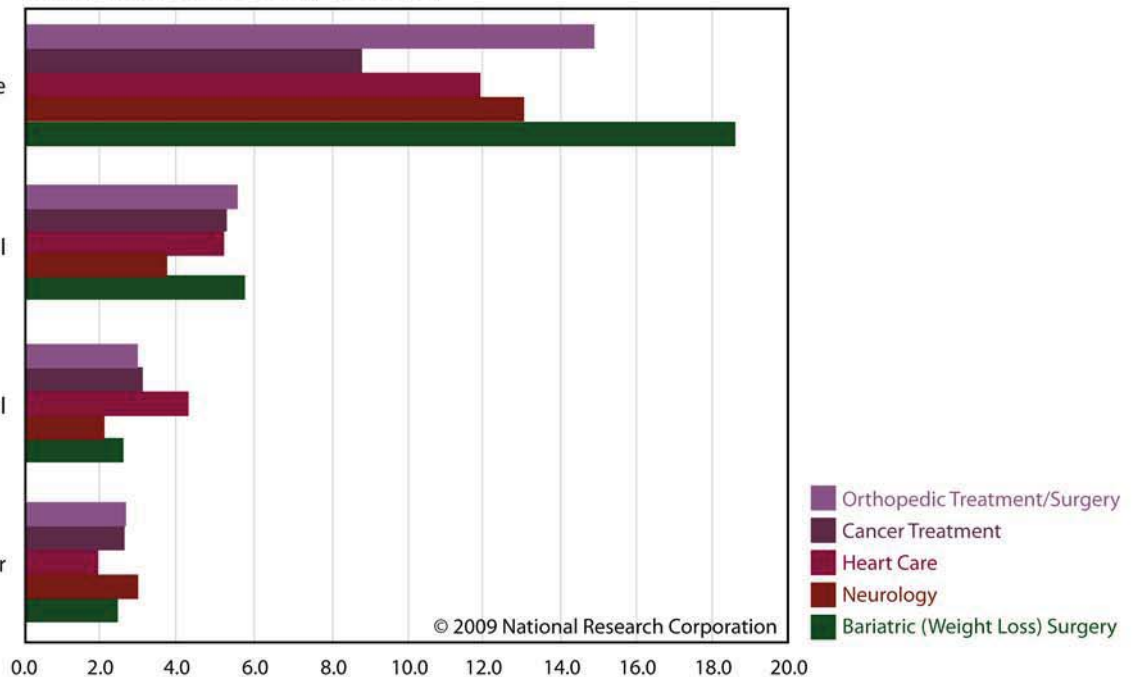
Good Samaritan Hospital ~ San Jose

### Healthcare System

HCA-Good Samaritan PSA, Jan-May 2009

Service Line Preference Profile

Service Line Preference by Summary



Footnotes: Numbers along x-axis indicated percentage of total respondents. Single insurer hospitals (such as Kaiser facilities) have been excluded from the results.