

November 3, 2009

Stacy Hopkins
Wise Regional Health System
609 Medical Center Drive
Decatur, TX 76234

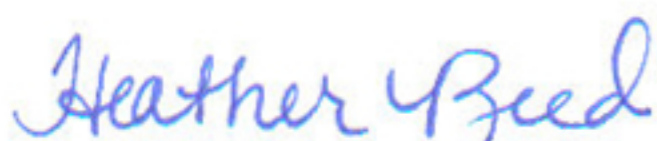
Dear Stacy Hopkins

Congratulations! I am excited to recognize your efforts, which have resulted in a statistically significant improvement for Wise Regional Health System. Your hard work and dedication to quality improvement are evident in the increase of your Inpatient patient satisfaction scores for the Likelihood to Recommend Question. You should be very proud of your organization's achievements.

The mean score has increased by 4.1, which is statistically significant. Press Ganey recognizes that the change in score was not random, but due to some change within your facility. Your patients have recognized this change!

Congratulations again! Please accept this certificate and share it with your team!

Sincerely,



Heather Reed
Consultant
Press Ganey Associates

