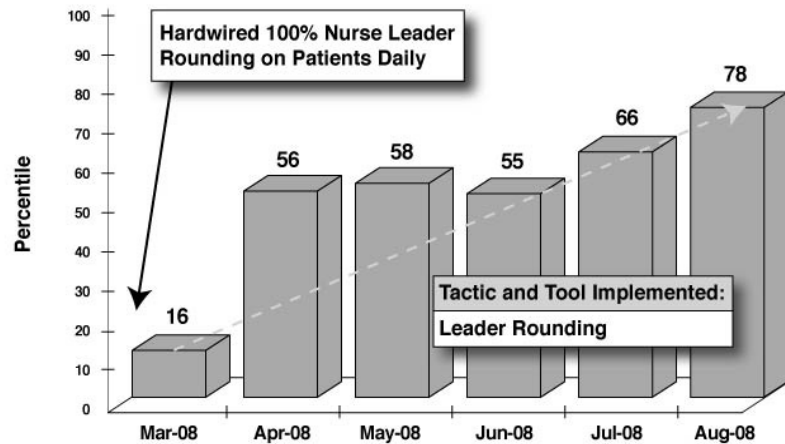


The following chart demonstrates the increases in patient satisfaction that can occur when leader rounding on patients is hardwired into an organization.

Leader Rounding on Patients Increases Patient Satisfaction



Source: Arizona Hospital, Total beds: 355, Employees: 4,000, Admissions: 10,188

This organization increased patient satisfaction from the 16th to the 78th percentile in just five months after hardwiring leader rounding on patients.