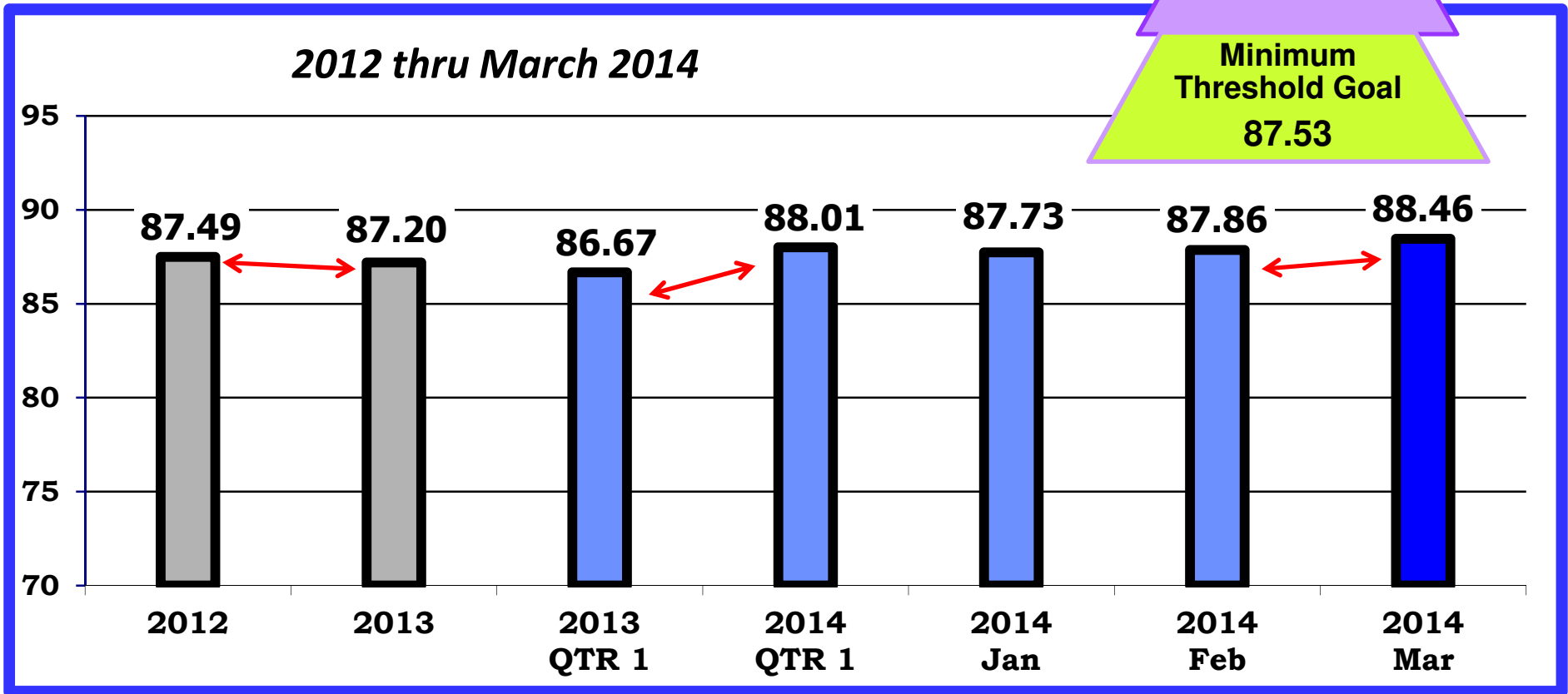




UnityPoint Health
St. Luke's

*Press Ganey Scores
All Service Lines
Combined*



Service Line Weights Based on Gross Revenues:

Inpatient-61% Outpatient-13% Ambulatory-10% ED-9% Clinics-4% NICU-3%



UnityPoint Health
St. Luke's

Patient Satisfaction
Press Ganey Scores
2013 Vs 2014 (Year-To-Date Mar)

