THAT IS RESPONSIVE

We have earned the trust of those who know us best.

**Employee Satisfaction**

- **Baptist Health**: 93%
- **National Norm**: 88%

**Physician Satisfaction**

- **Baptist Health**: 88%
- **National Norm**: 57%

**Engaged Workforce Comparison**

- Percentage of Physicians Who Would “Definitely Recommend” Provider

PATIENT SATISFACTION

OUTPATIENT CARE*

92%  
Baptist Health  
National Norm

83%  
Percentage of Patients Who Would "Definitely Recommend" Provider

URGENT CARE

87%  
Baptist Health  
National Norm

74%  
Percentage of Patients Who Would "Definitely Recommend" Provider

DOCTOR OFFICE CARE

89%  
Baptist Health Medical Group  
National Norm

81%  
Percentage of Patients Who Would "Definitely Recommend" Provider

CARE
THAT IS
PATIENT-CENTERED

We always put the needs of our patients first.

LOCAL COMPARISON

Source: Consumer Reports, a not-for-profit organization, HospitalCompare.hhs.gov, HCAHPS survey results published July 2014.
Source: Consumer Reports, a not-for-profit organization, HospitalCompare.hhs.gov, HCAHPS survey results published July 2014.
THAT IS SAFE
We place no priority higher than the safety of our own patients.

AMONG THE SAFEST HOSPITALS AND OUTPATIENT CENTERS IN SOUTH FLORIDA AND THE COUNTRY

SAFE SURGICAL CARE

<table>
<thead>
<tr>
<th>Baptist Outpatient Services Ambulatory Surgery Centers Safety Record</th>
<th>Level of Compliance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avoided patient burns</td>
<td>100%</td>
</tr>
<tr>
<td>Prevented patient falls</td>
<td>99.75%</td>
</tr>
<tr>
<td>Ensured right site of care, right patient and right procedure</td>
<td>100%</td>
</tr>
<tr>
<td>Administered timely antibiotic</td>
<td>99.66%</td>
</tr>
<tr>
<td>Reviewed safe surgery checklist</td>
<td>100%</td>
</tr>
</tbody>
</table>

SOURCE: CMS Ambulatory Surgical Center Quality Reporting Program Q3 June 2014.
SOURCE: The Leapfrog Group, a not-for-profit organization, HospitalSafetyScore.org, grades published April 2014. As a Critical Access Hospital, Mariners is not graded.
CARE

THAT follows BEST PRACTICE

We have an uncommon commitment to delivering care that is timely and effective.

TOP PERFORMER ON NATIONAL QUALITY MEASURES

18

Baptist Health

4

Coral Gables

4

Kendall Regional

4

Mercy

4

Palmetto General

3

Lower Keys

FAILED TO EARN A SINGLE KEY

Aventura Fishermen’s Hialeah
Jackson Memorial
Jackson North
Jackson South
Larkin

Metropolitan
Mt. Sinai
North Shore
Palm Springs
UM
Westchester

SOURCE: The Joint Commission, a not-for-profit organization, JointCommission.org, data posted October 2013.
HIGHEST LEVEL OF COMPLIANCE WITH EVIDENCE-BASED STANDARDS OF CARE

National Average 98.27

SOURCE: The Commonwealth Fund, a not-for-profit organization, WhyNotTheBest.org, Overall Recommended Care, data posted August 2014.
THAT IS RECOGNIZED

We practice medicine — and run our company — with the utmost integrity.

SOUTH FLORIDA’S MOST DECORATED HEALTHCARE ORGANIZATION

Model of Corporate Integrity
Champion for Transparency
Leader in Sustainable Health
Best in Class Employer

Workplace Wellness Pioneer
Health IT Excellence
Excellence in Patient Satisfaction
Miami’s Preferred Healthcare Brand

Gold Seal of Approval
Nursing Excellence
Leader in Patient Safety
Exemplary Surgery Outcomes
Baptist Health strives to provide healthcare that cares. Healthcare that cares is compassionate, patient-centric and more responsive. It is safer, evidence-based, more timely and effective. Healthcare that cares delivers better results and is recognized for excellence.

No matter how you measure it — or who is doing the measuring — when it comes to quality medical care, Baptist Health leads the way in South Florida. We are not only the best in our region, but our quality is on a par with some of the very best healthcare providers in the nation.