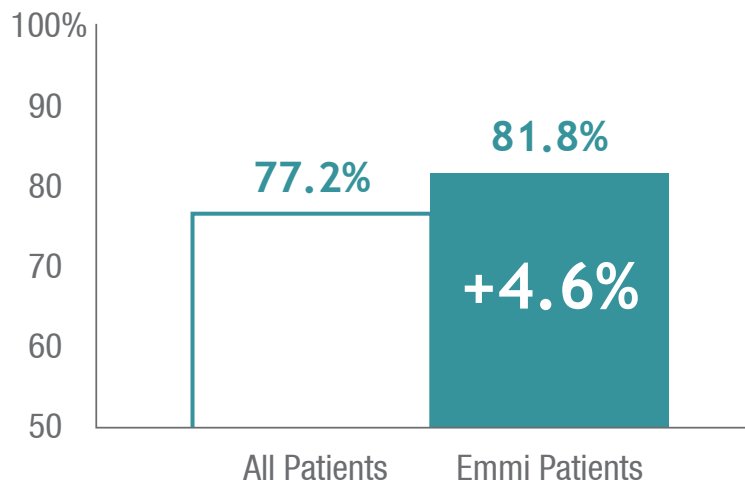


Emmi Programs Improve Patient Likelihood to Recommend Hospital

Recently, Emmi Solutions conducted a retrospective research study with a highly-acclaimed children's hospital. This study measured the impact of Emmi[®] programs on a patient's (or parent's) likelihood to recommend his or her hospital. Specifically, it compared the results of the Picker[™] survey question, "How likely are you to recommend your hospital?" for patients who had viewed an Emmi program with the results for those who had not viewed an Emmi program. Findings show that patients viewing an Emmi program were four point six percentage points more likely to recommend their hospital than the general patient population.

Percent of Patients Willing to Recommend Their Hospital



From January 1, 2008 to December 31, 2008, 1,542 patients were surveyed, 1,191 would recommend their hospital, 66 patients viewed an Emmi program with 54 agreeing to recommend their hospital.

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