

June 2009

Mr. or Mrs.
Address
Rangely, CO 81648

Dear ????????:

Assessing Our Performance

Rangely District Hospital was honored to participate in this year's 9Health Fair in April. The turnout at the event was terrific, and it was great to see so many of our friends and neighbors at the screening booths. We take great pride in caring for our community, so we took this opportunity to find out how you think we're doing and how you think we can serve you better. Here's what we learned.

We saw substantial improvements in this year's survey results compared to a similar survey done in 2007. Nearly all survey areas improved favorably, most notable an 84% favorable view of the Family Medicine Clinic's physicians, and an 81% positive opinion of our level of professionalism and customer service. It was also noted that patient privacy concerns have improved dramatically with an 81% favorable view. We are also gratified that you feel your general concerns regarding leadership and administration are being resolved.

While the results indicated positive progress in most departments, there were recommendations for further improvements. Clinic physician consistency, prenatal care, and confidentiality issues were the most frequently mentioned. The Board of Directors and Hospital Management take these suggestions very seriously, and plan to address them individually.

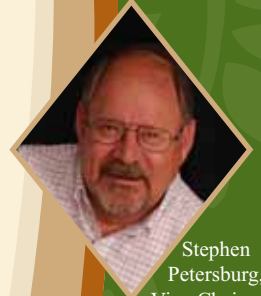
In response to numerous community requests, Dr. Brenda Hinton is now providing prenatal care at the Family Medicine Clinic in coordination with Grand Junction's Colorado West Woman Care. We are also actively recruiting for additional Clinic personnel either in the form of physicians or physician assistants. Confidentiality and privacy remain a top priority, and our staff is committed to ongoing improvements in these areas.

The Board of Directors wishes to thank those who participated in the survey. We are grateful for your honest and forthright responses. Your opinions are critical to how we build the future of healthcare in our community.

Sincerely,
Your Board of Directors



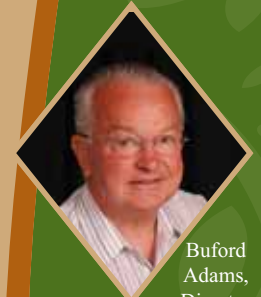
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Petersburg,
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Director



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