

**RADIO PSA**

**"We're Listening"**

Beginning in January 2012, the Petersburg Medical Center will be implementing a new program to help us better understand the experience our patients have while receiving care at our facility. A few weeks after receiving care at the hospital, the emergency room, the clinic, the lab or in the radiology department patients may receive a survey, by mail, from NRC Picker. This anonymous survey will help us to measure the quality of care received by our patients.

You are the reason that we are here and it is vitally important to us to understand how we are meeting your expectations of providing excellent patient and family care. We know you are busy but please take a few minutes to honestly answer the survey questions and drop the completed questionnaire back in the mail.

We need to hear from you to improve our quality of care as we strive to best fulfill our mission of excellence in healthcare services and the promotion of wellness in our community.

Thank you for your time.

THIS MESSAGE IS BROUGHT TO YOU BY THE PETERSBURG MEDICAL CENTER AND KFSK PETERSBURG.