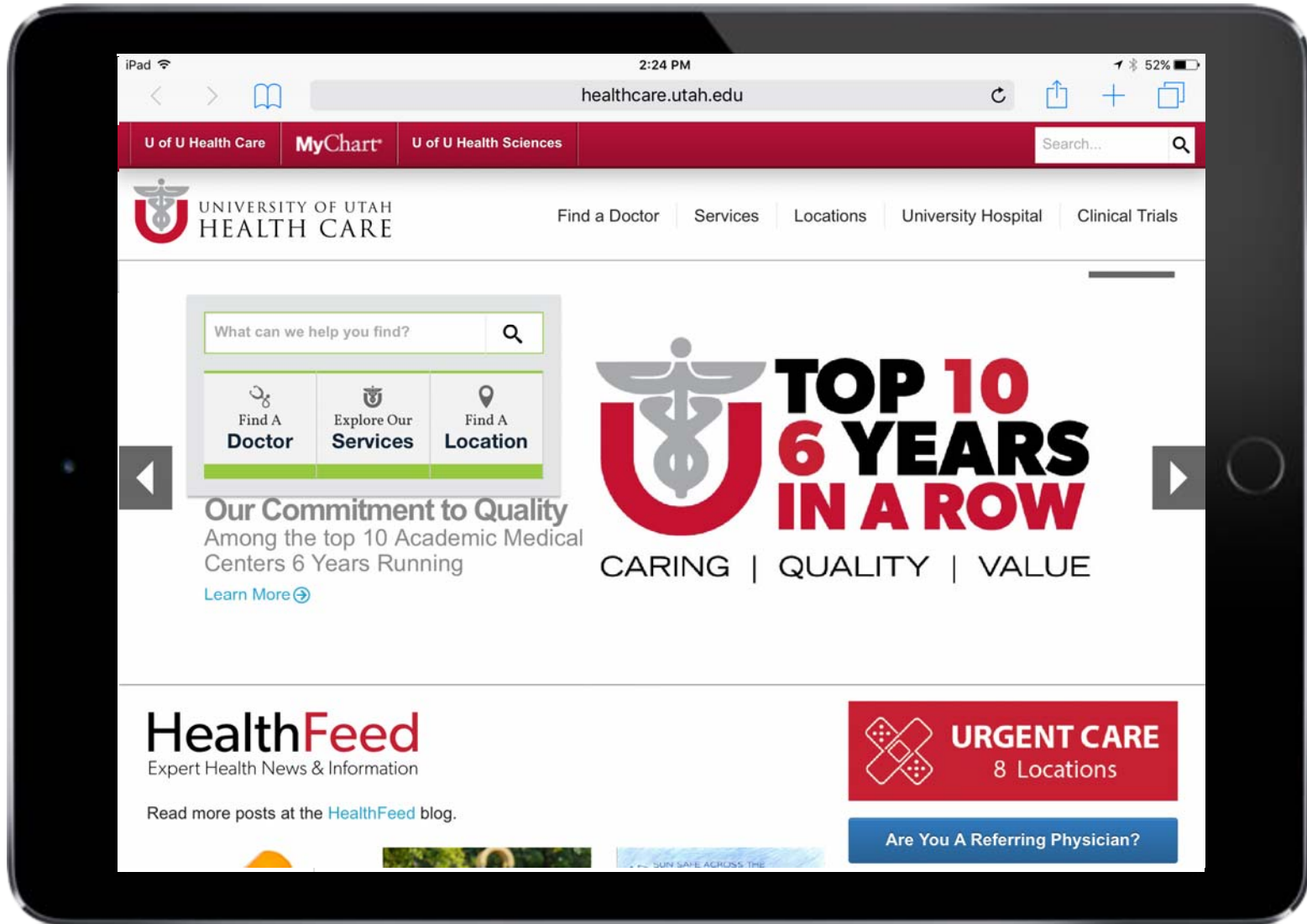
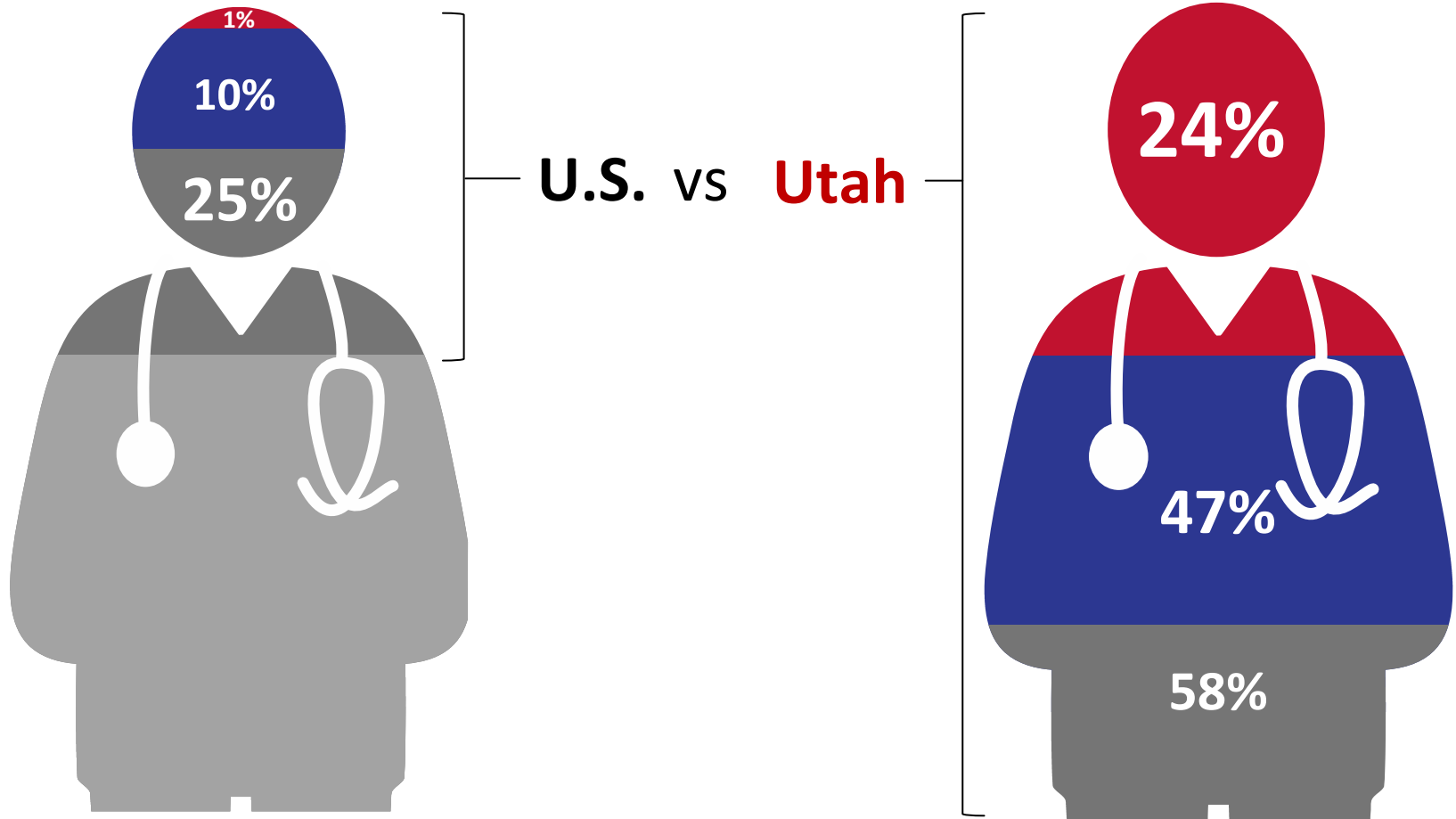


# MAKING PRIVATE DATA, PUBLIC



# Percent of Providers in **TOP TIER NATIONALLY** for Patient Satisfaction (2013-2015)



# ONLINE PATIENT REVIEWS



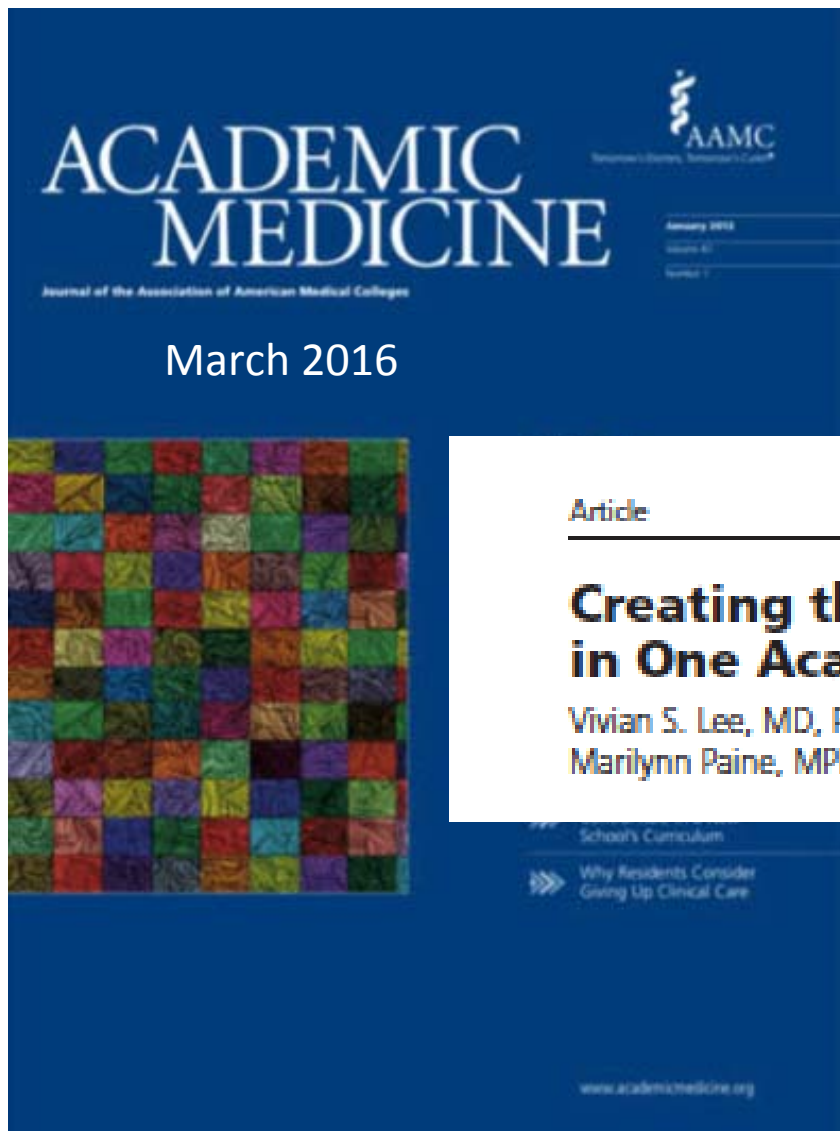
2012

2013

2014

2015

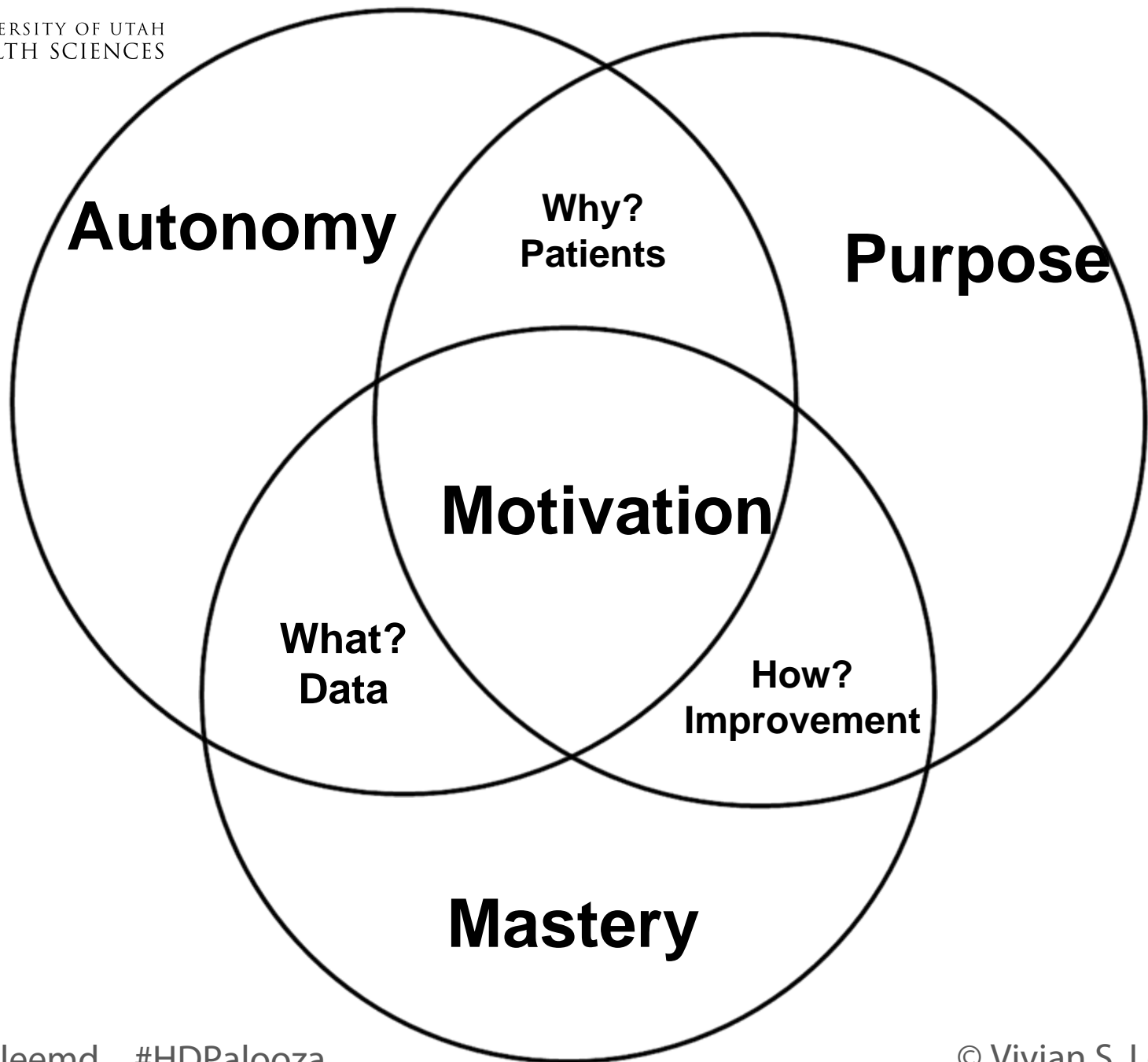




Article

## Creating the Exceptional Patient Experience in One Academic Health System

Vivian S. Lee, MD, PhD, MBA, Thomas Miller, MD, Chrissy Daniels, MS,  
Marilynn Paine, MPH, Brian Gresh, MPA, and A. Lorris Betz, MD, PhD



# ENGAGING PATIENTS & PROVIDERS

