

Satisfaction Summary				
Inpatient Satisfaction	Second Quarter 2007	Third Quarter 2007	Fourth Quarter 2007	First Quarter 2008
The percentage of patients that would return to The Children's Institute for rehabilitation care	95%	92%	92%	100%
The percentage of patients that gave The Children's Institute a positive rating about overall satisfaction.	95%	97%	96%	100%
Outpatient Satisfaction				
The percentage of patients that would recommend The Children's Institute to their family and friends.	91%	90%	92%	100%
The percentage of patients that gave The Children's Institute a positive rating about overall satisfaction.	92%	89%	90%	100%

Outcomes Summary				
Inpatient Outcomes	Second Quarter 2007	Third Quarter 2007	Fourth Quarter 2007	First Quarter 2008
Average Length of Stay (LOS)	26.6 days	23.8 days	29.7 days	30.8 days
Average age of patients	10.8 years	10.8 years	10.5 years	10.5 years
Average WeeFIM total gain*	10.9	12.9	17.8	12.2
% of Patients that were Discharged to the Community (as opposed to another healthcare facility)	100%	100%	98.1%	100%
Outpatient Outcomes				
The % of patients that rated overall improvement as moderate to dramatic after the course of therapy.	94.37%	94.23%	94.23%	99.13%

*The WeeFIM is a standardized measure of functional independence that is widely used in pediatric rehabilitation. For more information about the WeeFIM instrument, visit www.udsmr.org.