



Executive Summary
Visiting Nurse Association
Verification of Patient Satisfaction Results

VonLehman & Company, Inc., local CPAs & Advisor firm, was engaged by the VNA to verify the validity of the responses to our Patient Satisfaction Surveys.

Von Lehman's verification process involved telephoning a randomly selected sample of the discharged patients previously surveyed by our staff and asking the patient the same six questions with no reference given to how the patient previously answered the questions.

VonLehman & Company, Inc. has reported that their survey results are significantly consistent with our staff reported responses. Overall 99.6% of the responses were either the same, similar or better than the initial responses. The majority of the responses remained the same.

Ethel L. Cooper
Executive Vice President of Finance
& Chief Financial Officer
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