

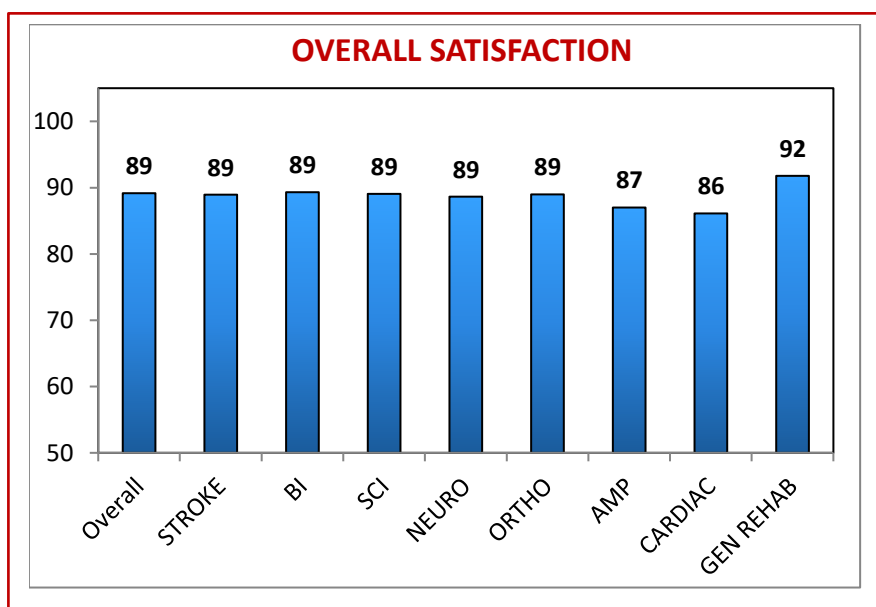
Earning Your Trust

We are committed to meeting the complex needs of our patients and their families and work to exceed their expectations. Our success is measured in several ways – from our patients' outcomes to general feedback, focus groups and formal satisfaction surveys. We are proud that patients across our hospital campuses consistently express a **high level of satisfaction with their care and would recommend Kessler to others!**



Patient Satisfaction: Patients are asked to complete a survey following their discharge and rate their overall satisfaction with the care and services they received. In 2018, patients at Kessler's West Orange campus gave us an overall satisfaction score of 89 and, in fact, 90% rated us as "excellent" or "very good."

(100=completely satisfied, 0=not satisfied)



Patient Recommendation: In 2018, our patients indicated a very high likelihood of recommending Kessler to family and friends, giving us an average score of 95 ... and 87% of our patients gave us the highest possible score of 100!

(100=highly likely, 0=not likely at all)

