

We Focus on Quality and Service



Clinical outcomes and quality care are priorities for us. To ensure we are exceeding expectations and national standards, we perform regular reviews in customer (healthcare provider) satisfaction, patient satisfaction and clinical outcomes. Our 2010 reviews revealed continued high marks in these areas:

Customer (healthcare provider) satisfaction*

- Ease of making referral: **4.8** / 5.00
- Overall level of service provided: **4.6** / 5.00

* 2010 customer service survey results; scale of 1 (poor) – 5 (excellent)

Patient satisfaction†

- **95%** of patients are satisfied with the service they received

† Q4 2010 patient satisfaction survey results

Clinical outcomes‡

- **0** primary blood stream infections vs. 0.2 national average
- **0.33** discharge due to therapy-related complications vs. 0.59 national average

‡ Q4 2010 Providence Infusion and Pharmacy Services vs. national #/1000 catheter days; Strategic HealthCare Programs National Outcomes Database

Providence Infusion and Pharmacy Services is:

- State-licensed pharmacy
- State-licensed home health agency
- Non-profit provider
- Fully accredited by The Joint Commission

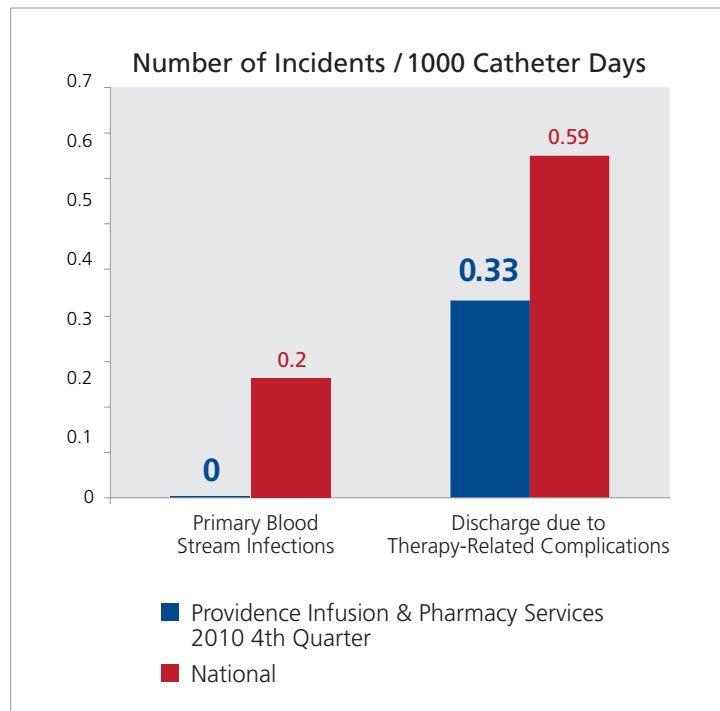


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