



2008 Annual Report on Quality

The Spotlight is on Quality

Since 1957, Shield Healthcare has been the industry leader focused on meeting the medical supply needs of families and caregivers at home. We provide high quality disposable medical products including Incontinence, Urological, Ostomy, Enteral Nutrition, and Diabetes supplies. All of this is accomplished with the highest level of care, concern, and accuracy that our customers have come to depend on.

In 2007, Shield Healthcare was granted formal accreditation status by the Community Health Accreditation Program's (CHAP) Board of Review. This nationally-recognized accreditation is an example of Shield Healthcare's commitment to quality by providing superior products and service to the home healthcare market.

Accredited by



Extensive Training

When you call Shield Healthcare to place an order, your call is routed to a service representative who is specially trained to meet your needs. All employees undergo annual training to enhance their product knowledge and service skills.



Customer service skills training hours



Product knowledge training hours



Overall training hours

Five Star Customer Satisfaction

At Shield Healthcare, we measure our success by one number alone, *the number of satisfied customers we serve*. Every year we survey over 3,000 customers* to determine how well we meet their expectations. Take a moment to see how our customers rate Shield Healthcare:

98%

of our customers would recommend us to someone they know.

98%

of our customers were satisfied with the answering of their questions.

97%

of our customers felt that we understood their needs.

98%

of our customers were satisfied with our shipment accuracy.

98%

of our customers were satisfied with their shipping time.



* The 2007 Shield Healthcare annual customer satisfaction survey was conducted by Press Ganey Associates, Inc., the healthcare industry's top satisfaction measurement and improvement firm.