



DEPARTMENT OF HEALTH & HUMAN SERVICES  
National Institutes of Health

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Please use the enclosed envelope and  
mail the completed survey to  
NRC Health  
Survey Processing Center  
PO BOX 82660  
Lincoln NE 68501-2660  
1-800-733-6714

\*\* 0060421-A12345 \*\*

MR CHRISTOPHER JOHNSON  
1245 Q ST STE 400  
LINCOLN, NE 68508-1430

Dear Christopher Johnson:

Our records show that your child was recently a patient at the NIH Clinical Center and discharged on January 1, 2018. Because your child had a recent hospital stay, we are asking for your help so that we can meet our goal of providing children with the best quality health care available.

Enclosed you will find a survey about your family's experience during the hospital stay indicated above. By answering the questions in this survey, you will help us to improve the quality of care we provide our patients and their families. We would like the parent or guardian who spent the most time with your child in the hospital to fill out this survey.

The information that you provide will be treated as confidential. No one involved in your child's care will see your individual answers. We have hired NRC Health, an independent professional survey organization, to conduct the survey. NRC Health will combine your answers with information from other people who complete the survey to create a summary report that tells us about the experiences of our patients and their families with our hospital.

While the NIH Clinical Center is unique, the survey we use is fielded in hospitals nation-wide, giving us valuable benchmarks to measure our performance. You will notice, however, that some questions such as those pertaining to an Emergency Department, do not apply. Please disregard those questions that do not apply to your child's visit experience.

We hope you will take this chance to tell us about the experience you and your child had at our hospital. It is up to you whether to participate, but the more people who respond, the greater our ability to improve the quality of care that children receive. **If you choose not to participate, this will not affect your child's health care.**

If you have any questions about the survey, please call NRC Health toll-free at 1-800-733-6714. If you have any questions about your child's care, please call Dr. David Henderson, Deputy Director for Clinical Care, at 301-496-3515. Thank you for your assistance with this important survey and for your continued contributions to the clinical research mission of your National Institutes of Health.

James K. Gilman, M.D.  
CEO, NIH Clinical Center