

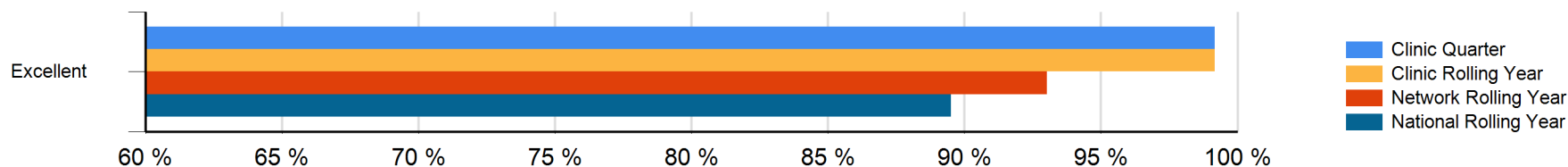
DEMO CLINIC SAMPLE

Network: Sample PT Network

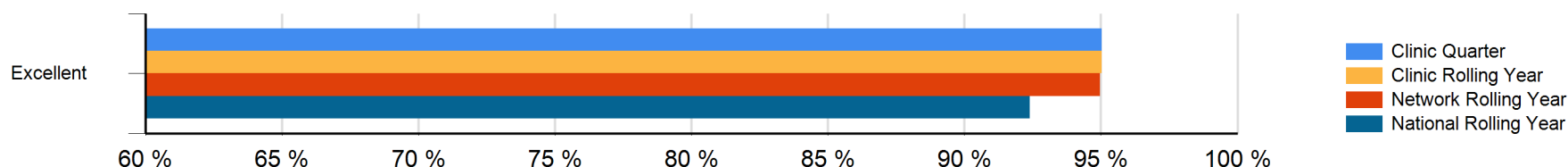
4th Quarter 2012

Patient Satisfaction: Clinic Overview

	Question Avg	95% CI	Excellent	Very Good	Fair	Poor	Very Poor	N/A	Response Rate	Total Surveys
1. Facility Comfort										
Clinic Quarter	4.99	0.0162	99 %	1 %	0 %	0 %	0 %	0 %	100.00 %	121
Clinic Rolling Year	4.99	0.0162	99 %	1 %	0 %	0 %	0 %	0 %	100.00 %	121
Network Rolling Year	4.92	0.0108	93 %	6 %	1 %	0 %	0 %	0 %	99.96 %	2,849
National Rolling Year	4.87	0.0075	90 %	8 %	2 %	0 %	0 %	0 %	99.91 %	11,598



	Question Avg	95% CI	Excellent	Very Good	Fair	Poor	Very Poor	N/A	Response Rate	Total Surveys
2. Staff Helpfulness										
Clinic Quarter	4.93	0.0551	95 %	3 %	2 %	0 %	0 %	0 %	100.00 %	121
Clinic Rolling Year	4.93	0.0551	95 %	3 %	2 %	0 %	0 %	0 %	100.00 %	121
Network Rolling Year	4.94	0.0092	95 %	4 %	0 %	0 %	0 %	0 %	99.96 %	2,849
National Rolling Year	4.91	0.0062	92 %	6 %	1 %	0 %	0 %	0 %	99.91 %	11,598



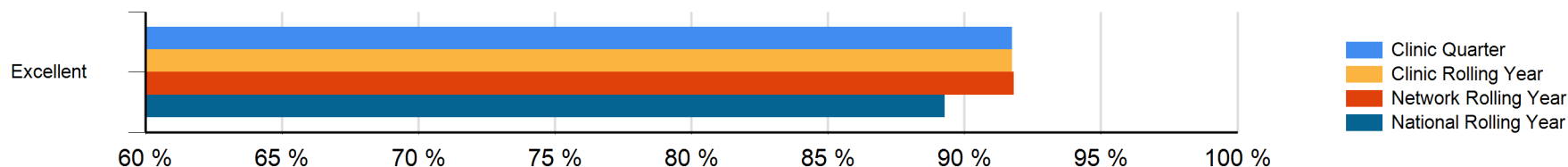
DEMO CLINIC SAMPLE

Network: Sample PT Network

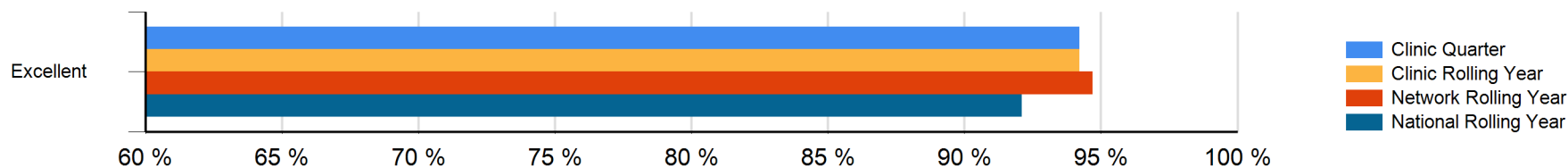
4th Quarter 2012

Patient Satisfaction: Clinic Overview

3. Scheduling Appointment	Question Avg	95% CI	Excellent	Very Good	Fair	Poor	Very Poor	N/A	Response Rate	Total Surveys
Clinic Quarter	4.89	0.0682	92 %	6 %	2 %	0 %	0 %	0 %	100.00 %	121
Clinic Rolling Year	4.89	0.0682	92 %	6 %	2 %	0 %	0 %	0 %	100.00 %	121
Network Rolling Year	4.91	0.0125	92 %	7 %	1 %	0 %	0 %	0 %	99.51 %	2,849
National Rolling Year	4.88	0.0077	89 %	8 %	2 %	0 %	0 %	0 %	99.20 %	11,598



4. Office Compassionate/Caring Attitude	Question Avg	95% CI	Excellent	Very Good	Fair	Poor	Very Poor	N/A	Response Rate	Total Surveys
Clinic Quarter	4.94	0.0538	94 %	2 %	2 %	0 %	0 %	0 %	98.35 %	121
Clinic Rolling Year	4.94	0.0538	94 %	2 %	2 %	0 %	0 %	0 %	98.35 %	121
Network Rolling Year	4.95	0.0107	95 %	4 %	1 %	0 %	0 %	0 %	99.09 %	2,849
National Rolling Year	4.92	0.0067	92 %	6 %	1 %	0 %	0 %	0 %	98.99 %	11,598



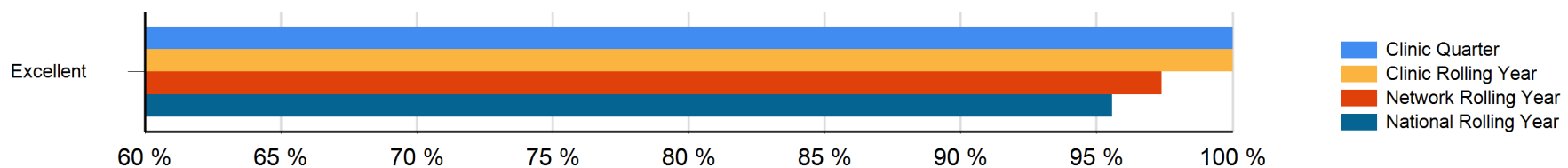
DEMO CLINIC SAMPLE

Network: Sample PT Network

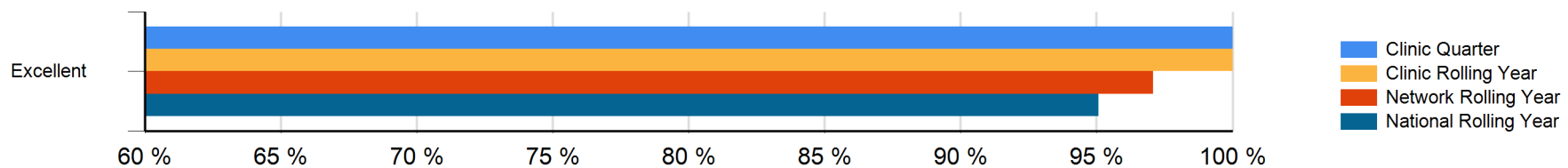
4th Quarter 2012

Patient Satisfaction: Clinic Overview

5. Clinician Compassionate/Caring Attitude	Question Avg	95% CI	Excellent	Very Good	Fair	Poor	Very Poor	N/A	Response Rate	Total Surveys
Clinic Quarter	5.00	0.0000	100 %	0 %	0 %	0 %	0 %	0 %	100.00 %	121
Clinic Rolling Year	5.00	0.0000	100 %	0 %	0 %	0 %	0 %	0 %	100.00 %	121
Network Rolling Year	4.97	0.0066	97 %	2 %	0 %	0 %	0 %	0 %	99.96 %	2,849
National Rolling Year	4.95	0.0045	96 %	4 %	0 %	0 %	0 %	0 %	99.89 %	11,598



6. Questions Answered by Clinician	Question Avg	95% CI	Excellent	Very Good	Fair	Poor	Very Poor	N/A	Response Rate	Total Surveys
Clinic Quarter	5.00	0.0000	100 %	0 %	0 %	0 %	0 %	0 %	100.00 %	121
Clinic Rolling Year	5.00	0.0000	100 %	0 %	0 %	0 %	0 %	0 %	100.00 %	121
Network Rolling Year	4.97	0.0069	97 %	2 %	0 %	0 %	0 %	0 %	99.79 %	2,849
National Rolling Year	4.95	0.0047	95 %	4 %	0 %	0 %	0 %	0 %	99.53 %	11,598



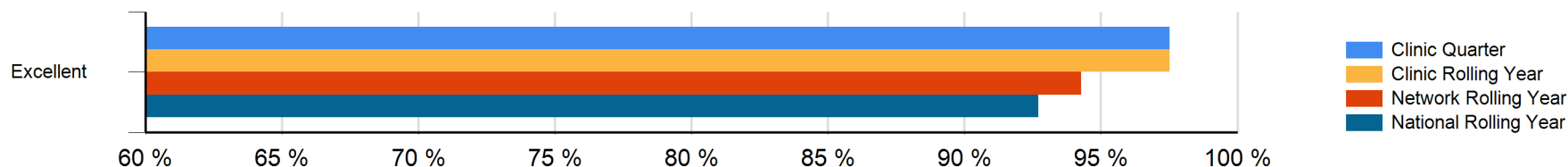
DEMO CLINIC SAMPLE

Network: Sample PT Network

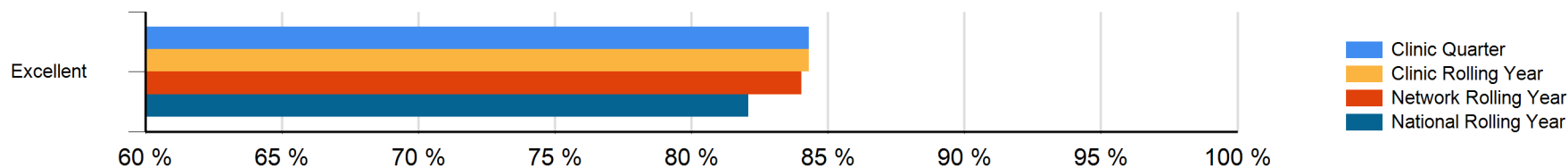
4th Quarter 2012

Patient Satisfaction: Clinic Overview

7. Clinician Provided Resources/Info	Question Avg	95% CI	Excellent	Very Good	Fair	Poor	Very Poor	N/A	Response Rate	Total Surveys
Clinic Quarter	4.98	0.0278	98 %	2 %	0 %	0 %	0 %	0 %	100.00 %	121
Clinic Rolling Year	4.98	0.0278	98 %	2 %	0 %	0 %	0 %	0 %	100.00 %	121
Network Rolling Year	4.94	0.0125	94 %	4 %	1 %	0 %	0 %	0 %	99.30 %	2,849
National Rolling Year	4.93	0.0069	93 %	5 %	1 %	0 %	0 %	0 %	99.23 %	11,598



8. Satisfaction with Progress During Tx	Question Avg	95% CI	Excellent	Very Good	Fair	Poor	Very Poor	N/A	Response Rate	Total Surveys
Clinic Quarter	4.80	0.1196	84 %	10 %	5 %	0 %	0 %	1 %	100.00 %	121
Clinic Rolling Year	4.80	0.1196	84 %	10 %	5 %	0 %	0 %	1 %	100.00 %	121
Network Rolling Year	4.80	0.0215	84 %	11 %	3 %	0 %	0 %	0 %	99.16 %	2,849
National Rolling Year	4.78	0.0106	82 %	13 %	3 %	0 %	0 %	0 %	98.91 %	11,598



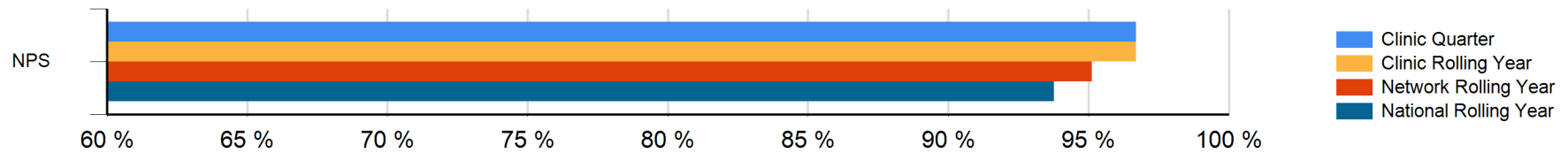
DEMO CLINIC SAMPLE

Network: Sample PT Network

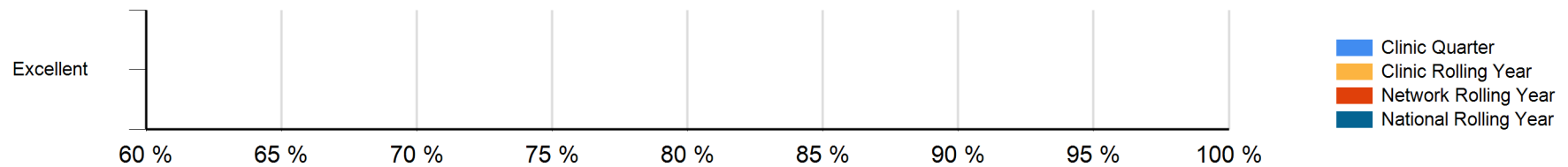
4th Quarter 2012

Patient Satisfaction: Clinic Overview

9. Recommendation/NPS	Question Avg	95% CI	NPS	Promoters (9-10)	Passive (7-8)	Detractors (1-6)	Response Rate	Total Surveys
Clinic Quarter	9.88	0.0734	97 %	97 %	3 %	0 %	100 %	121
Clinic Rolling Year	9.88	0.0734	97 %	97 %	3 %	0 %	100 %	121
Network Rolling Year	9.80	0.0211	95 %	96 %	3 %	1 %	99 %	2,849
National Rolling Year	9.76	0.0204	94 %	95 %	4 %	1 %	99 %	11,598



11. Insurance Service	Question Avg	95% CI	Excellent	Very Good	Fair	Poor	Very Poor	N/A	Response Rate	Total Surveys
Clinic Quarter	4.32	0.1620	50 %	23 %	17 %	1 %	1 %	0 %	90.91 %	121
Clinic Rolling Year	4.32	0.1620	50 %	23 %	17 %	1 %	1 %	0 %	90.91 %	121
Network Rolling Year	4.24	0.0479	45 %	23 %	18 %	2 %	1 %	4 %	92.73 %	2,849
National Rolling Year	4.25	0.0248	46 %	21 %	16 %	2 %	1 %	5 %	91.77 %	11,598



DEMO CLINIC SAMPLE

Network: Sample PT Network

4th Quarter 2012

Patient Satisfaction: Clinic Overview

12. Insurance Coverage/Benefits	Question Avg	95% CI	Excellent	Very Good	Fair	Poor	Very Poor	N/A	Response Rate	Total Surveys
Clinic Quarter	4.19	0.1760	44 %	25 %	17 %	3 %	1 %	0 %	90.08 %	121
Clinic Rolling Year	4.19	0.1760	44 %	25 %	17 %	3 %	1 %	0 %	90.08 %	121
Network Rolling Year	4.20	0.0480	44 %	23 %	17 %	3 %	1 %	4 %	92.45 %	2,849
National Rolling Year	4.22	0.0251	46 %	21 %	16 %	3 %	2 %	5 %	91.53 %	11,598

