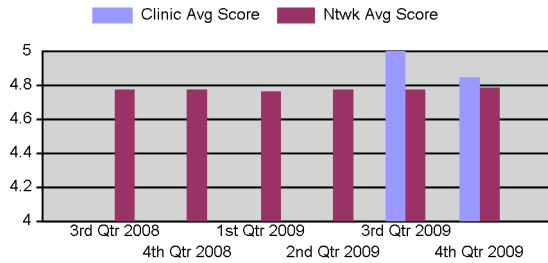
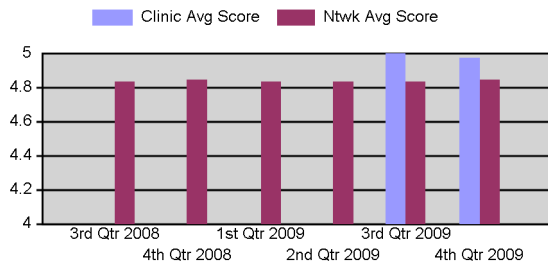


Total Surveys: 32 (Bar-Coded Surveys 32)

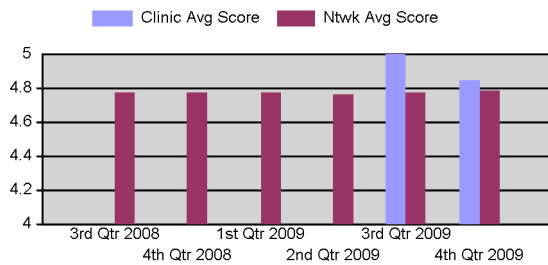
1. Overall Facility



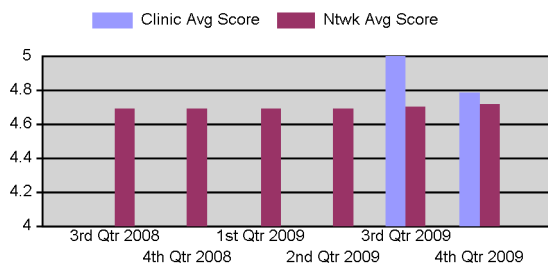
2. Staff Communication



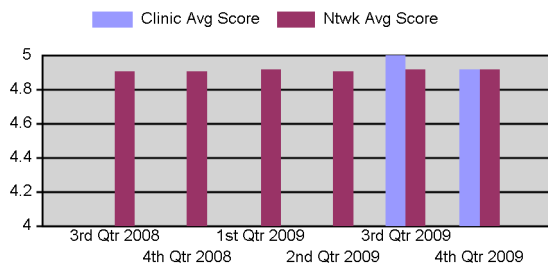
3. Scheduling & Waiting Times



4. Paperwork & Financial Obligations



5. Courteous & Prof. Staff



Clinic

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Report Qtr	Avg Score	Answer Rate	Avg Score	Answer Rate
3rd Quarter 2008	***	***	4.77	99.79 %
4th Quarter 2008	***	***	4.77	99.81 %
1st Quarter 2009	***	***	4.76	99.74 %
2nd Quarter 2009	***	***	4.77	99.75 %
3rd Quarter 2009	5.00	100.00 %	4.77	99.78 %
4th Quarter 2009	4.84	100.00 %	4.78	99.69 %

Report Qtr	Avg Score	Answer Rate	Avg Score	Answer Rate
3rd Quarter 2008	***	***	4.83	99.76 %
4th Quarter 2008	***	***	4.84	99.73 %
1st Quarter 2009	***	***	4.83	99.77 %
2nd Quarter 2009	***	***	4.83	99.82 %
3rd Quarter 2009	5.00	100.00 %	4.83	99.80 %
4th Quarter 2009	4.97	100.00 %	4.85	99.75 %

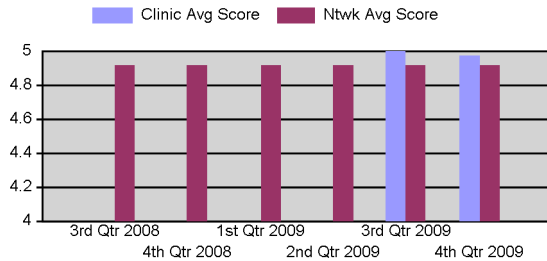
Report Qtr	Avg Score	Answer Rate	Avg Score	Answer Rate
3rd Quarter 2008	***	***	4.77	99.65 %
4th Quarter 2008	***	***	4.77	99.78 %
1st Quarter 2009	***	***	4.77	99.76 %
2nd Quarter 2009	***	***	4.76	99.72 %
3rd Quarter 2009	5.00	100.00 %	4.77	99.79 %
4th Quarter 2009	4.84	100.00 %	4.78	99.74 %

Report Qtr	Avg Score	Answer Rate	Avg Score	Answer Rate
3rd Quarter 2008	***	***	4.69	97.11 %
4th Quarter 2008	***	***	4.69	96.77 %
1st Quarter 2009	***	***	4.69	96.96 %
2nd Quarter 2009	***	***	4.69	97.21 %
3rd Quarter 2009	5.00	100.00 %	4.70	97.14 %
4th Quarter 2009	4.78	100.00 %	4.71	97.12 %

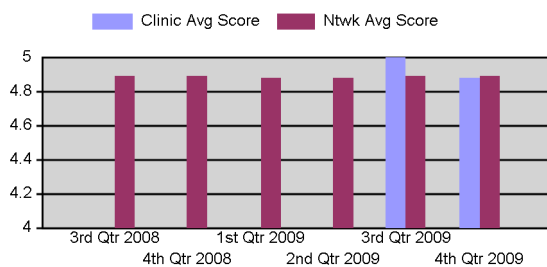
Report Qtr	Avg Score	Answer Rate	Avg Score	Answer Rate
3rd Quarter 2008	***	***	4.90	99.79 %
4th Quarter 2008	***	***	4.90	99.77 %
1st Quarter 2009	***	***	4.91	99.73 %
2nd Quarter 2009	***	***	4.90	99.74 %
3rd Quarter 2009	5.00	100.00 %	4.91	99.80 %
4th Quarter 2009	4.91	100.00 %	4.91	99.82 %

Total Surveys: 32 (Bar-Coded Surveys 32)

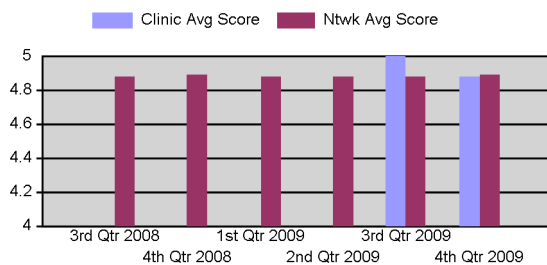
6. Questions Answered by Therapist



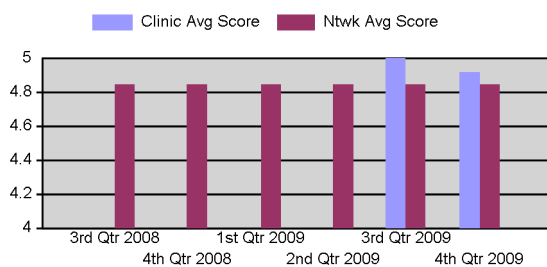
7. Therapist Understanding



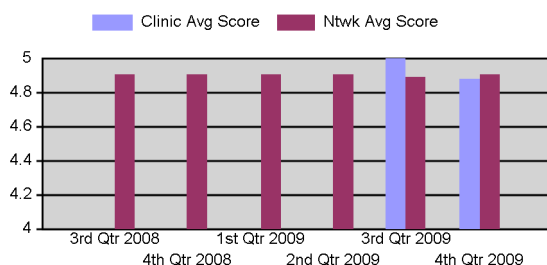
8. Therapist Ability



9. Therapist Explanation



10. Clinic Recommendation



Clinic

Network

Report Qtr	Avg Score	Answer Rate	Avg Score	Answer Rate
3rd Quarter 2008	***	***	4.92	99.73 %
4th Quarter 2008	***	***	4.92	99.77 %
1st Quarter 2009	***	***	4.91	99.82 %
2nd Quarter 2009	***	***	4.92	99.84 %
3rd Quarter 2009	5.00	100.00 %	4.92	99.80 %
4th Quarter 2009	4.97	100.00 %	4.92	99.78 %

Report Qtr	Avg Score	Answer Rate	Avg Score	Answer Rate
3rd Quarter 2008	***	***	4.89	99.68 %
4th Quarter 2008	***	***	4.89	99.78 %
1st Quarter 2009	***	***	4.88	99.82 %
2nd Quarter 2009	***	***	4.88	99.75 %
3rd Quarter 2009	5.00	100.00 %	4.89	99.74 %
4th Quarter 2009	4.88	100.00 %	4.89	99.80 %

Report Qtr	Avg Score	Answer Rate	Avg Score	Answer Rate
3rd Quarter 2008	***	***	4.88	99.80 %
4th Quarter 2008	***	***	4.89	99.82 %
1st Quarter 2009	***	***	4.88	99.76 %
2nd Quarter 2009	***	***	4.88	99.80 %
3rd Quarter 2009	5.00	100.00 %	4.88	99.84 %
4th Quarter 2009	4.88	100.00 %	4.89	99.82 %

Report Qtr	Avg Score	Answer Rate	Avg Score	Answer Rate
3rd Quarter 2008	***	***	4.85	98.98 %
4th Quarter 2008	***	***	4.85	98.94 %
1st Quarter 2009	***	***	4.85	99.18 %
2nd Quarter 2009	***	***	4.85	99.28 %
3rd Quarter 2009	5.00	100.00 %	4.85	99.12 %
4th Quarter 2009	4.91	100.00 %	4.85	99.10 %

Report Qtr	Avg Score	Answer Rate	Avg Score	Answer Rate
3rd Quarter 2008	***	***	4.90	99.63 %
4th Quarter 2008	***	***	4.90	99.73 %
1st Quarter 2009	***	***	4.90	99.73 %
2nd Quarter 2009	***	***	4.90	99.75 %
3rd Quarter 2009	5.00	100.00 %	4.89	99.77 %
4th Quarter 2009	4.88	100.00 %	4.90	99.78 %