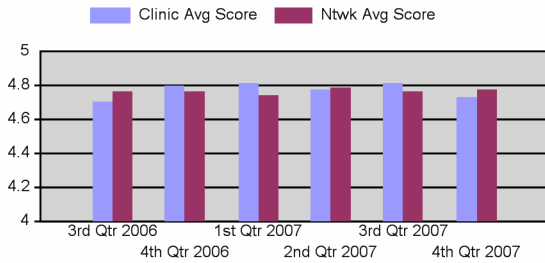


Total Surveys: 118 (Bar-Coded Surveys 118)

**Clinic**

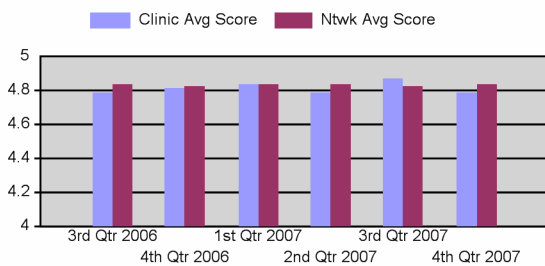
**Network**

**1. Overall Facility**



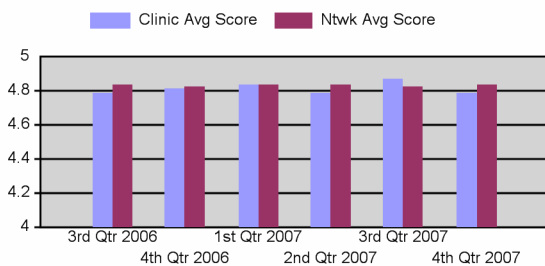
Report Qtr	Avg Score	Answer Rate	Avg Score	Answer Rate
3rd Quarter 2006	4.70	100.00 %	4.76	99.88 %
4th Quarter 2006	4.80	99.15 %	4.76	99.88 %
1st Quarter 2007	4.81	100.00 %	4.74	99.66 %
2nd Quarter 2007	4.77	100.00 %	4.78	99.90 %
3rd Quarter 2007	4.81	100.00 %	4.76	99.92 %
4th Quarter 2007	4.73	100.00 %	4.77	99.81 %

**2. Staff Communication**



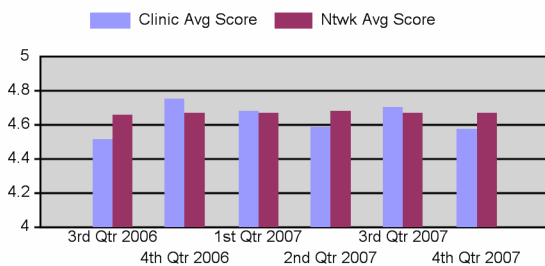
Report Qtr	Avg Score	Answer Rate	Avg Score	Answer Rate
3rd Quarter 2006	4.78	100.00 %	4.83	99.86 %
4th Quarter 2006	4.81	100.00 %	4.82	99.93 %
1st Quarter 2007	4.83	100.00 %	4.83	99.90 %
2nd Quarter 2007	4.78	100.00 %	4.83	99.90 %
3rd Quarter 2007	4.87	100.00 %	4.82	99.85 %
4th Quarter 2007	4.79	99.15 %	4.83	99.86 %

**3. Scheduling & Waiting Times**



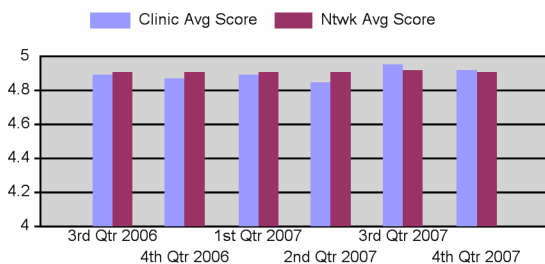
Report Qtr	Avg Score	Answer Rate	Avg Score	Answer Rate
3rd Quarter 2006	4.78	100.00 %	4.83	99.86 %
4th Quarter 2006	4.81	100.00 %	4.82	99.93 %
1st Quarter 2007	4.83	100.00 %	4.83	99.90 %
2nd Quarter 2007	4.78	100.00 %	4.83	99.90 %
3rd Quarter 2007	4.87	100.00 %	4.82	99.85 %
4th Quarter 2007	4.79	99.15 %	4.83	99.86 %

**4. Paperwork & Financial Obligations**



Report Qtr	Avg Score	Answer Rate	Avg Score	Answer Rate
3rd Quarter 2006	4.52	95.28 %	4.66	97.59 %
4th Quarter 2006	4.75	99.15 %	4.67	97.36 %
1st Quarter 2007	4.68	98.32 %	4.67	96.97 %
2nd Quarter 2007	4.58	98.46 %	4.68	97.57 %
3rd Quarter 2007	4.70	96.15 %	4.67	96.56 %
4th Quarter 2007	4.57	96.61 %	4.67	97.18 %

**5. Courteous & Prof. Staff**



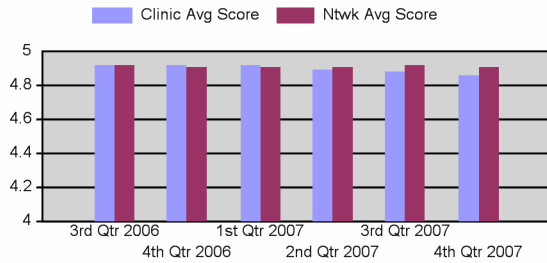
Report Qtr	Avg Score	Answer Rate	Avg Score	Answer Rate
3rd Quarter 2006	4.89	100.00 %	4.90	99.79 %
4th Quarter 2006	4.87	100.00 %	4.90	99.88 %
1st Quarter 2007	4.89	100.00 %	4.90	99.93 %
2nd Quarter 2007	4.85	100.00 %	4.90	99.82 %
3rd Quarter 2007	4.95	99.04 %	4.91	99.87 %
4th Quarter 2007	4.91	100.00 %	4.90	99.79 %

Total Surveys: 118 (Bar-Coded Surveys 118)

Clinic

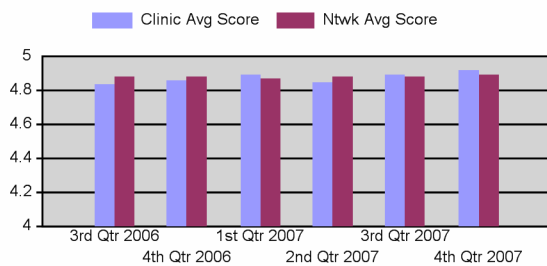
Network

6. Questions Answered by Therapist



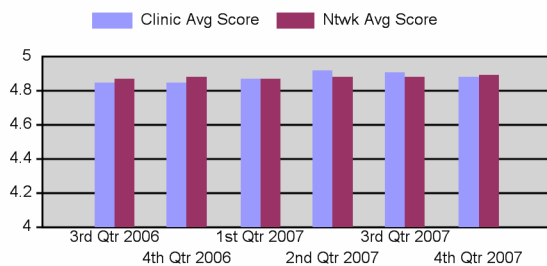
Report Qtr	Avg Score	Answer Rate	Avg Score	Answer Rate
3rd Quarter 2006	4.91	100.00 %	4.92	99.95 %
4th Quarter 2006	4.91	100.00 %	4.90	99.95 %
1st Quarter 2007	4.91	100.00 %	4.90	99.90 %
2nd Quarter 2007	4.89	100.00 %	4.90	99.85 %
3rd Quarter 2007	4.88	100.00 %	4.91	99.90 %
4th Quarter 2007	4.86	100.00 %	4.90	99.86 %

7. Therapist Understanding



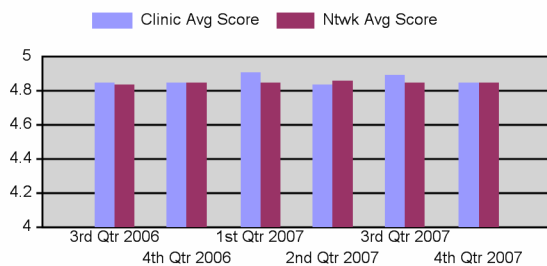
Report Qtr	Avg Score	Answer Rate	Avg Score	Answer Rate
3rd Quarter 2006	4.83	100.00 %	4.88	99.86 %
4th Quarter 2006	4.86	100.00 %	4.88	99.83 %
1st Quarter 2007	4.89	100.00 %	4.87	99.83 %
2nd Quarter 2007	4.85	100.00 %	4.88	99.87 %
3rd Quarter 2007	4.89	100.00 %	4.88	99.97 %
4th Quarter 2007	4.92	100.00 %	4.89	99.88 %

8. Therapist Ability



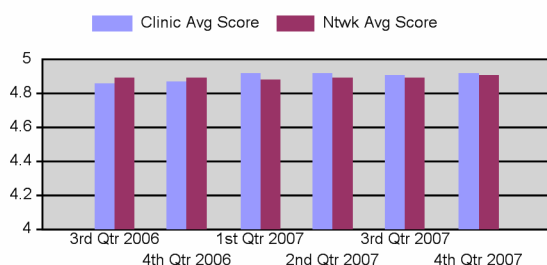
Report Qtr	Avg Score	Answer Rate	Avg Score	Answer Rate
3rd Quarter 2006	4.85	100.00 %	4.87	99.81 %
4th Quarter 2006	4.84	100.00 %	4.88	99.83 %
1st Quarter 2007	4.87	100.00 %	4.87	99.85 %
2nd Quarter 2007	4.91	100.00 %	4.88	99.87 %
3rd Quarter 2007	4.90	100.00 %	4.88	99.87 %
4th Quarter 2007	4.88	100.00 %	4.89	99.86 %

9. Therapist Explanation



Report Qtr	Avg Score	Answer Rate	Avg Score	Answer Rate
3rd Quarter 2006	4.84	100.00 %	4.83	98.82 %
4th Quarter 2006	4.85	100.00 %	4.84	98.73 %
1st Quarter 2007	4.90	100.00 %	4.84	99.34 %
2nd Quarter 2007	4.83	100.00 %	4.86	99.22 %
3rd Quarter 2007	4.89	100.00 %	4.84	99.01 %
4th Quarter 2007	4.85	100.00 %	4.85	99.26 %

10. Clinic Recommendation



Report Qtr	Avg Score	Answer Rate	Avg Score	Answer Rate
3rd Quarter 2006	4.86	100.00 %	4.89	99.86 %
4th Quarter 2006	4.87	100.00 %	4.89	99.63 %
1st Quarter 2007	4.91	100.00 %	4.88	99.76 %
2nd Quarter 2007	4.92	100.00 %	4.89	99.60 %
3rd Quarter 2007	4.90	100.00 %	4.89	99.67 %
4th Quarter 2007	4.91	100.00 %	4.90	99.86 %