

<b>THE PROGRAM/SERVICE</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Very Poor</b>	<b>no answer</b>	<b>total surveys</b>	<b>% of rating good and excellent</b>
Degree to which service met your expectations	39	2	0	0	0	0	41	100%
Allotted time for the program/service	36	5	0	0	0	0	41	100%
Degree with which program/service was beneficial to you	29	11	0	0	0	1	41	98%
Convenience of schedule	31	10	0	0	0	0	41	100%
<b>THE STAFF</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Very Poor</b>	<b>no answer</b>		
Responsive to your questions	39	2	0	0	0	0	41	100%
Courtesy provided to you and others	40	1	0	0	0	0	41	100%
Caring attitude in providing service	41	0	0	0	0	0	41	100%
Skill level/professionalism of staff	39	2	0	0	0	0	41	100%
<b>THE ENVIRONMENT</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Very Poor</b>	<b>no answer</b>		
Cheerfulness	40	1	0	0	0	0	41	100%
Privacy	32	8	0	0	0	1	41	98%
Cleanliness	39	2	0	0	0	0	41	100%
Noise level	36	5	0	0	0	0	41	100%

Accessibility								41	100%
Comfort								41	100%
<b>OUTCOME</b>	<b>Not Applicable</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>no answer</b>			<b>Completely +/-or Mostly Improved</b>
Ability to work	5	13	18	1	0	4		41	97%
Ability to participate in recreation	5	11	18	2	0	5		41	94%
Ability to perform household duties	2	17	13	3	1	5		41	88%
Ability to groom/dress (upper body involvement)	2	27	7	1	0	4		41	97%
Improved level of pain, swelling, stiffness	0	13	23	1	0	4		41	97%
<b>How were you referred to us?</b>	<b>Hospital</b>	<b>Family/friend</b>	<b>Ins. Co</b>	<b>Physician</b>	<b>Ad</b>	<b>Self</b>	<b>other</b>		
	4	9	2	22	0	11	2		
<b>Would you recommend our services?</b>	<b>Yes</b>	<b>No</b>	<b>No Answer</b>						
	37	0	4					41	90%

### Outpatient Services Questionnaire Results

October through December 2009

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#### Comments

All therapists are great.  
 Would recommend to everyone EXCEPT the billing is bizarre!!  
 Good exercises.  
 Everything was perfect.  
 Best place for rehab.  
 The service is excellent.  
 Get more Dorothy's!  
 I've recommended you to all medical and friends.  
 Staff offers therapy in a cheerful way and they offer suggestion on how to improve at home.  
 They are the greatest!  
 Fawn is an excellent therapist but so were the others, Becky and Mary.  
 McLean's has a wonderful team who work together very well.  
 They are the reason McLean has such a great reputation.  
 Therapy is FINE! BUT more parking places should be closer to the main building for handicapped.  
 Fawn is the best! I had PT for double knee replacement and shoulder replacement...  
 PT has improved the quality of my life and greatly reduced the pain.  
 All of the therapists create a humorous, friendly environment which makes PT fun and we all know PT is not fun!  
 This was an outstanding experience for me.  
 All of the staff met the highest professional expectations.  
 I will be needing this service again in the future and as the saying goes "I'll be Back."

#### REVISED Legend for Outcome Section

- 1 = Completely Recovered
- 2 = Mostly Improved
- 3 = Slightly Improved
- 4 = No Improvement