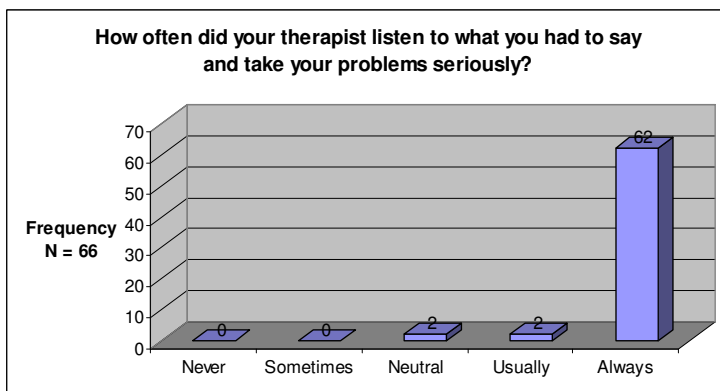
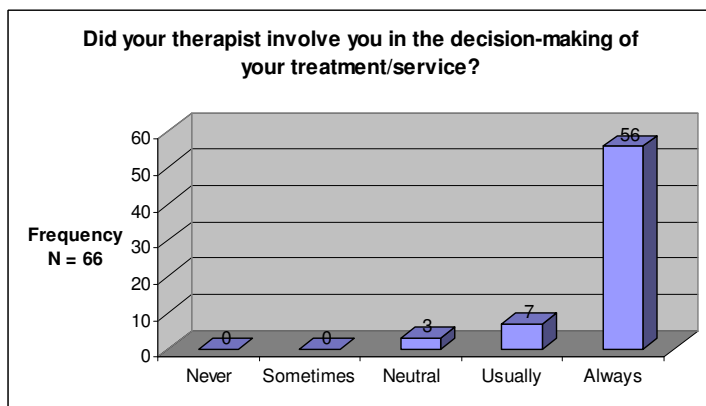
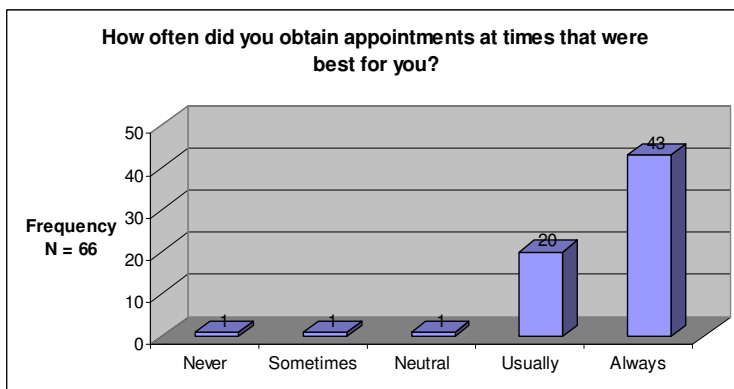
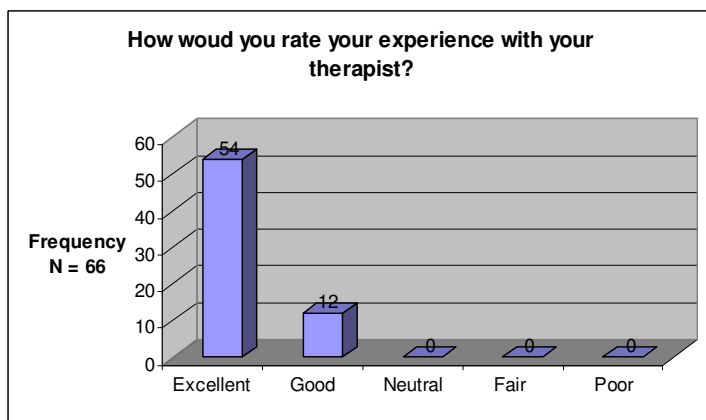
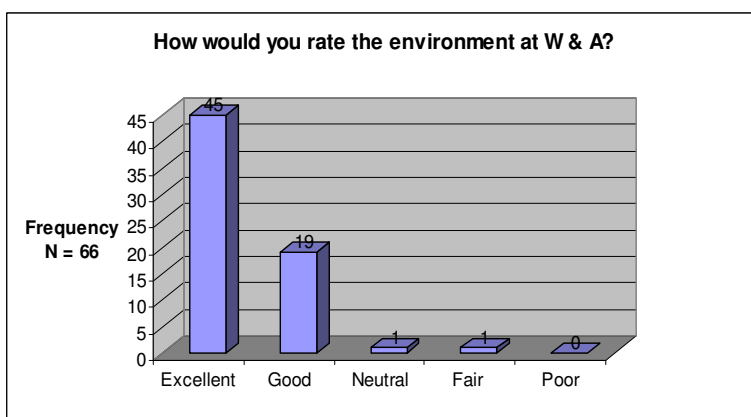
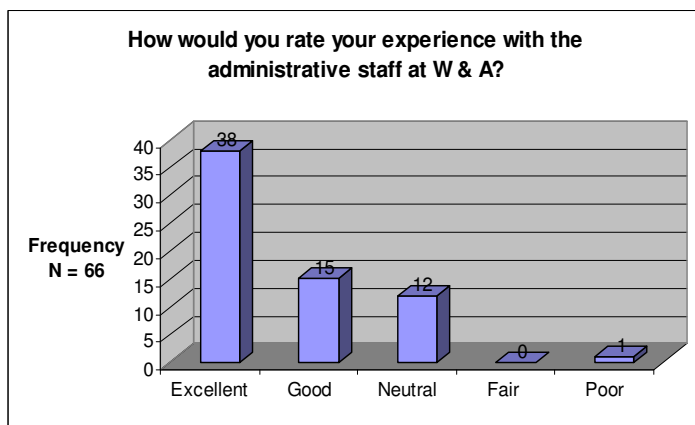
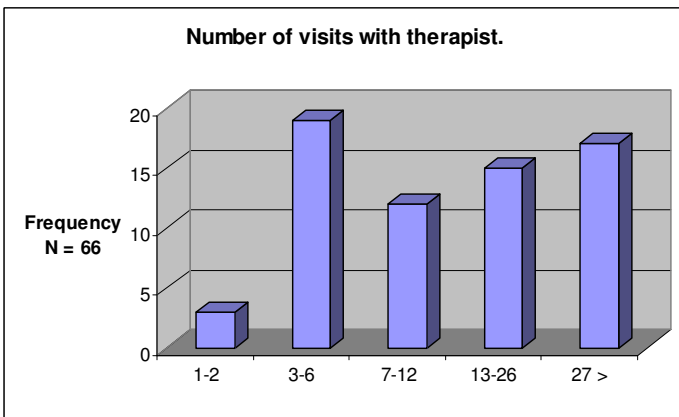
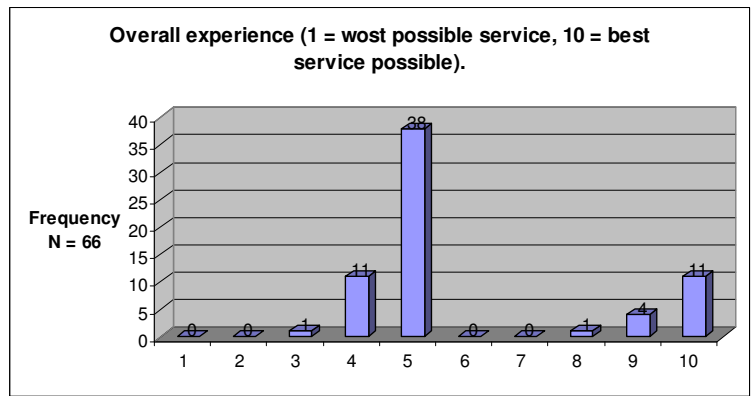
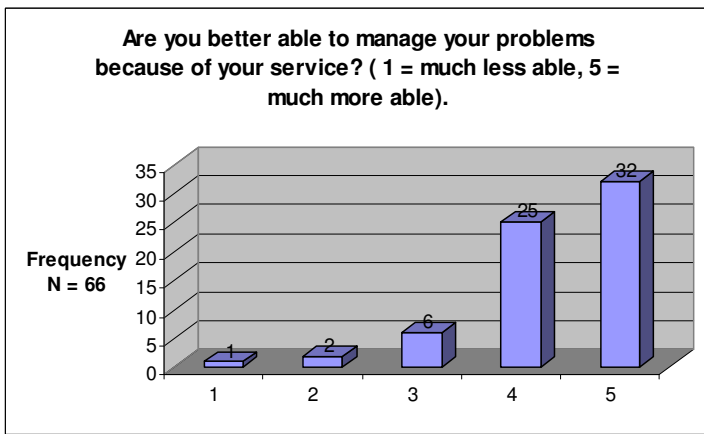
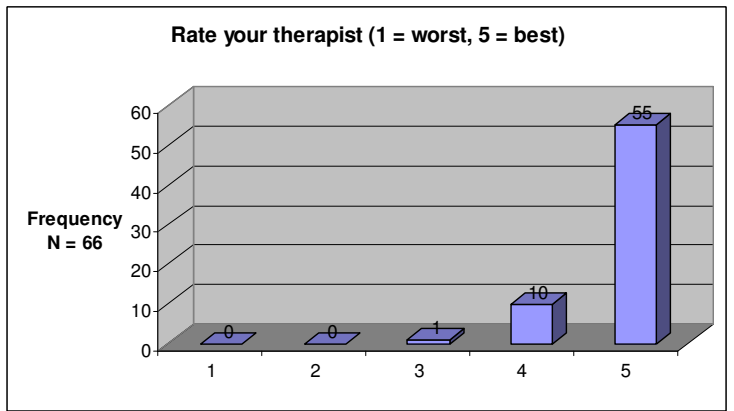


## CLIENT SATISFACTION SURVEY REPORT 4<sup>TH</sup> QUARTER NOV. 2008

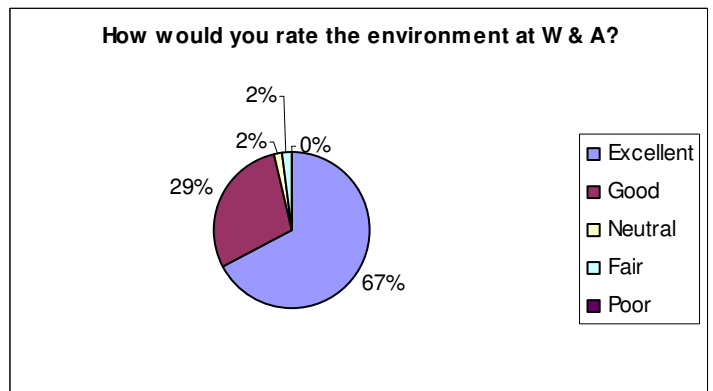
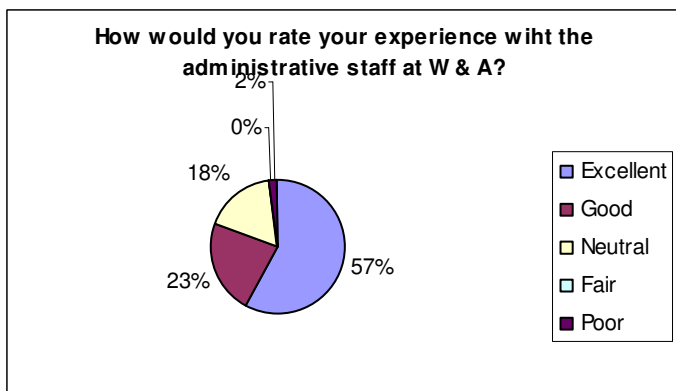
Overall, Wentworth & Associates is an excellent choice for our clients; there were only a few comments, mostly related to billing and the waiting area, which clients seemed frustrated about. Data was compiled from 66 valid surveys, and comments were also noted. Below you will find the data in raw scores and percentages for each question asked on the client satisfaction survey.

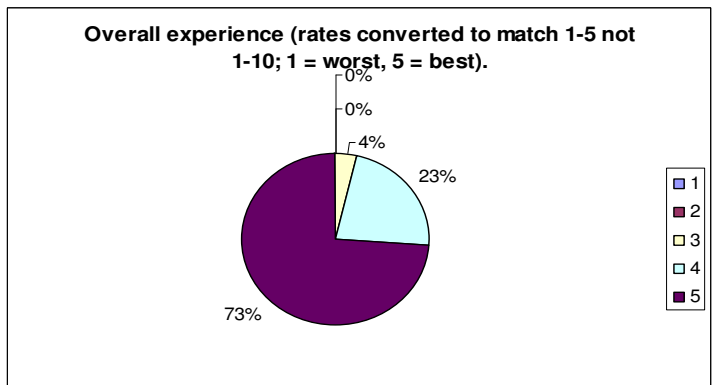
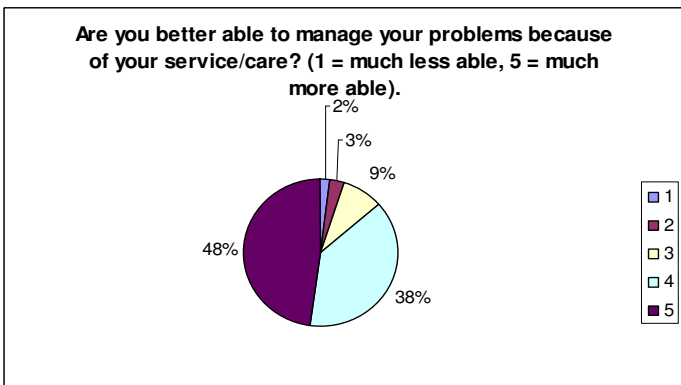
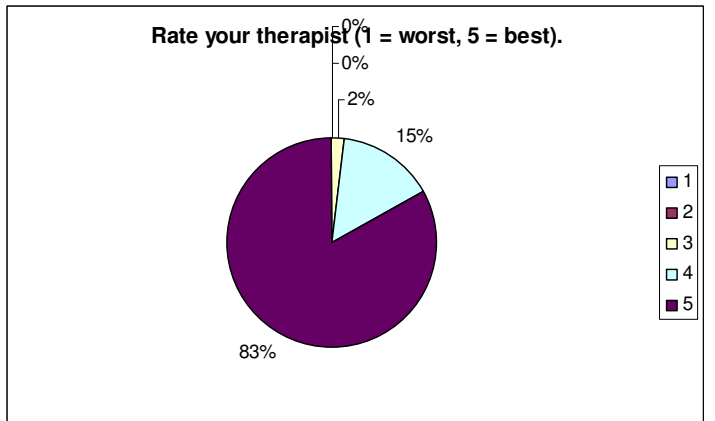
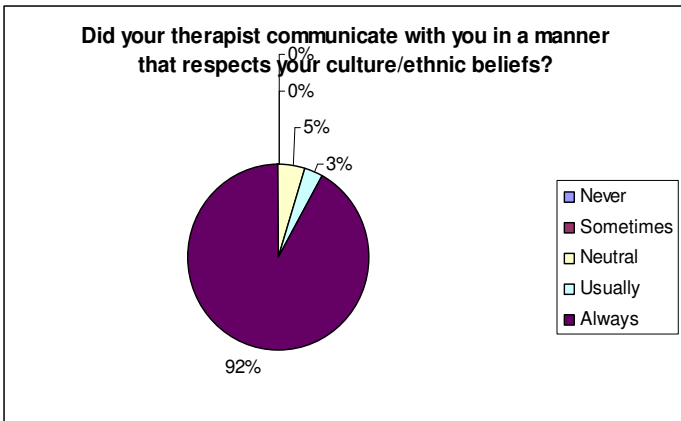
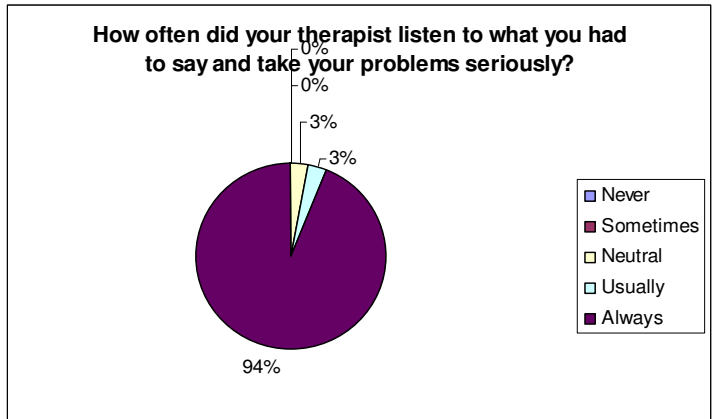
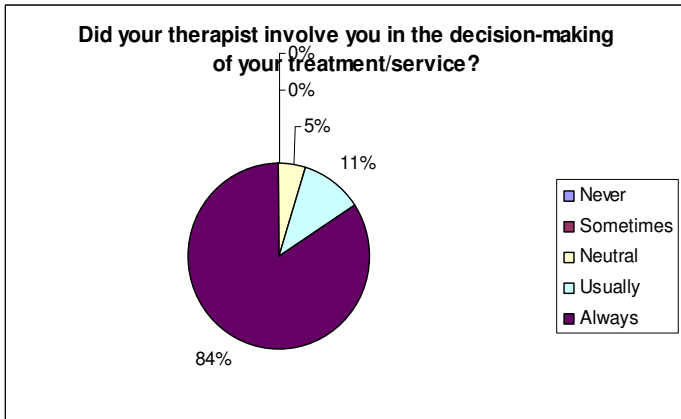
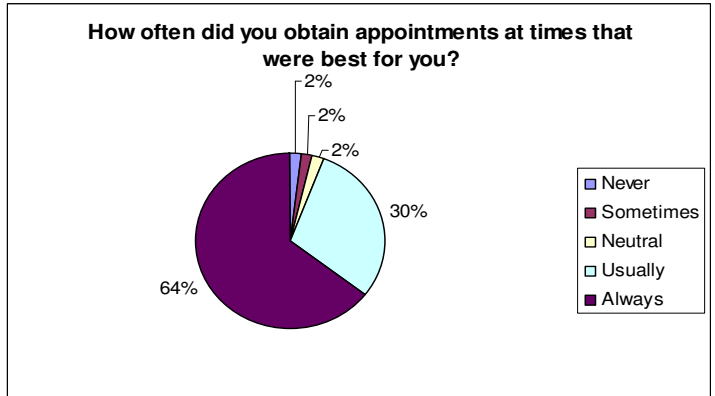
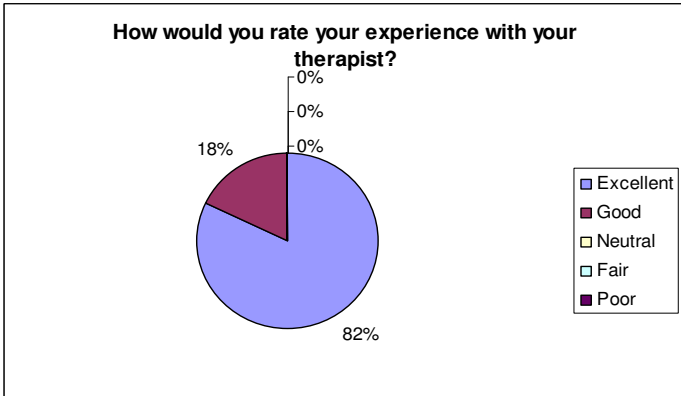
### Raw Data





**Percentage Data**





**Confounding Variables:**

Question number 10 on the survey posed the only problem to the accuracy of the data; it asked clients to rate their experience with 1 being the worst and 10 being the best, however, options to choose from only included 1-5. Some clients wrote in their scores ranging from 6-10, others followed the 1-5 format, and noted on the survey that there were only options from 1-5. In the raw data chart, data based on what clients actually chose or wrote in was reflected using the 1-10 scale. In the percentage chart, data was converted from a 1-10 scale to the 1-5 scale to show the probable outcome had the survey contained all of the options. This issue has already been addressed for the next survey.

**Opportunities:**

“The waiting room does not foster a sense of privacy.”

“I was uncomfortable being given a brochure to pass along to promote the office.”

“You should inform your patients regarding the way you bill, my visits were not covered because of being billed as a facility instead of a doctor’s office!”

“Bathroom could use refreshing.”

“Small crowded wait area.”

There were also many outstanding complements towards specific therapists. Overall, W & A is doing a wonderful job, and clients are very pleased as reflected in the data.