

Satisfaction: Ortho Well/Walk Well Physical Therapy

Satisfaction, 12 Month Period Ending: 06/2014

Clinic	Item	Total	Total	Cervical	Lumbar	Shoulder	Elbow	Wrist	Foot/Ankle	Hip/Pelvic	Knee	Not
Clinician		3 mos	12 mos				Upper Arm	Hand	Lower Leg	Upper Leg		Classified
							Forearm		w/o Knee			
68830015	FOTO Number of Patients		397801	37786	87160	69506	10805	16702	36436	34852	71899	7742
68830015	FOTO Average Overall Satisfaction		97.27	97.21	96.77	97.49	97.36	97.43	97.43	97.32	97.78	97.2
68830015	Number of Patients	10	61	8	8	8	0	0	24	6	6	1
68830015	Overall Satisfaction	98.13	96.92	99.61	94.53	97.27	0	0	97.6	95.83	96.88	82.14
68830015	Information about my condition	100	97.5	100	100	100	0	0	97.83	83.33	100	100
68830015	Input in setting goals	100	95.49	100	93.75	96.88	0	0	95.83	83.33	100	100
68830015	Availability of convenient appointments	97.5	97.95	100	96.88	93.75	0	0	98.96	100	95.83	100
68830015	Access to this facility location	92.5	95.08	96.88	100	96.88	0	0	94.79	100	91.67	25
68830015	Level of courtesy and respect	100	99.59	100	100	96.88	0	0	100	100	100	100
68830015	Treatments for my condition	100	98.33	100	90.63	100	0	0	98.96	100	100	0
68830015	Overall results of treatment	97.5	93.03	100	75	93.75	0	0	95.83	100	95.83	50
68830015	I would tell a friend I was satisfied	97.5	98.77	100	100	100	0	0	98.96	100	91.67	100