

## **PATIENT SURVEY RESULTS**

September 2009

1. The staff is knowledgeable and professional	1	2	3	4.87	5
2. The clinic's staff is "committed to excellence"	1	2	3	4.96	5
3. Everyone is treated with sensitivity and understanding	1	2	3	4.78	5
4. Staff members maintain a clean environment	1	2	3	4.83	5
5. Treatment sessions are thorough, proactive & precise	1	2	3	4.87	5
6. The therapist addresses your concerns and overall goals	1	2	3	4.65	5
7. All staff members demonstrate a positive attitude	1	2	3	4.95	5
8. All staff members are friendly, courteous and respectful	1	2	3	4.87	5
9. Overall I am satisfied with the quality of care	1	2	3	4.83	5
10. I would not hesitate to refer other family members or friends to this clinic	1	2	3	4.95	5

1 = Strongly Disagree, 2 = Disagree, 3 = Not Sure, 4 = Agree, 5 = Strongly Agree