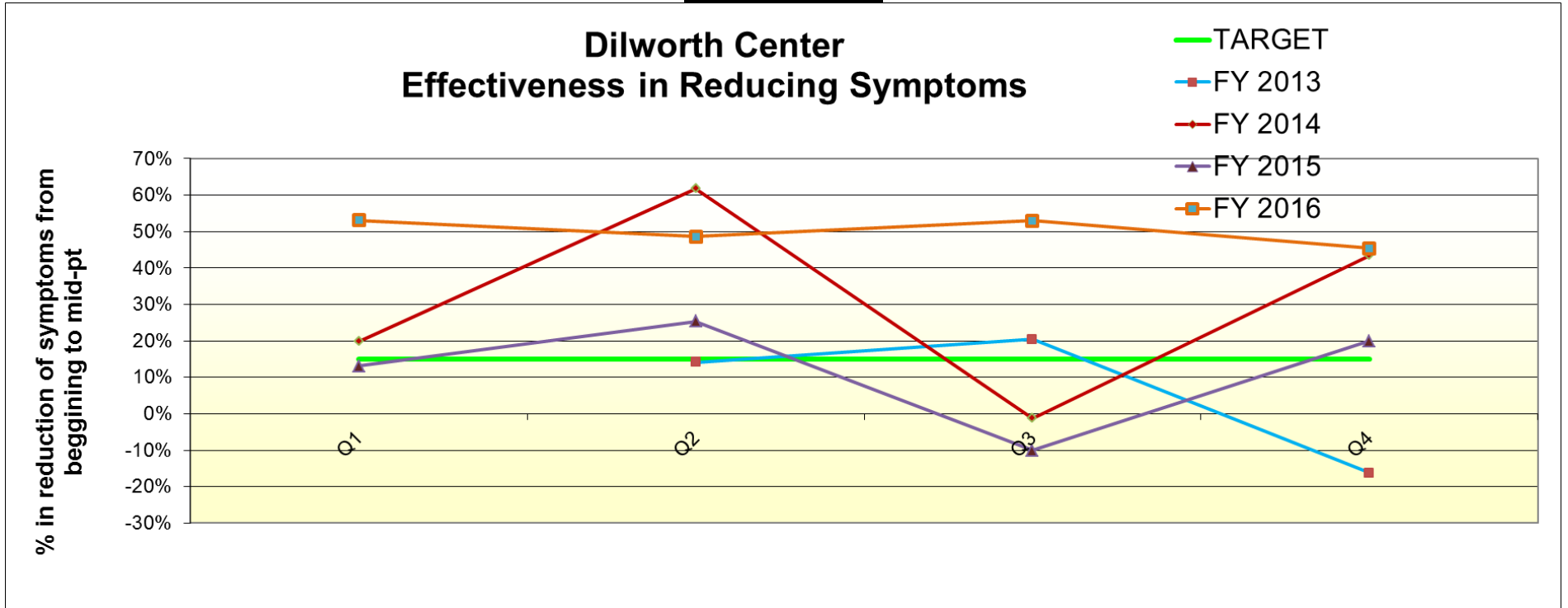


## Effectiveness

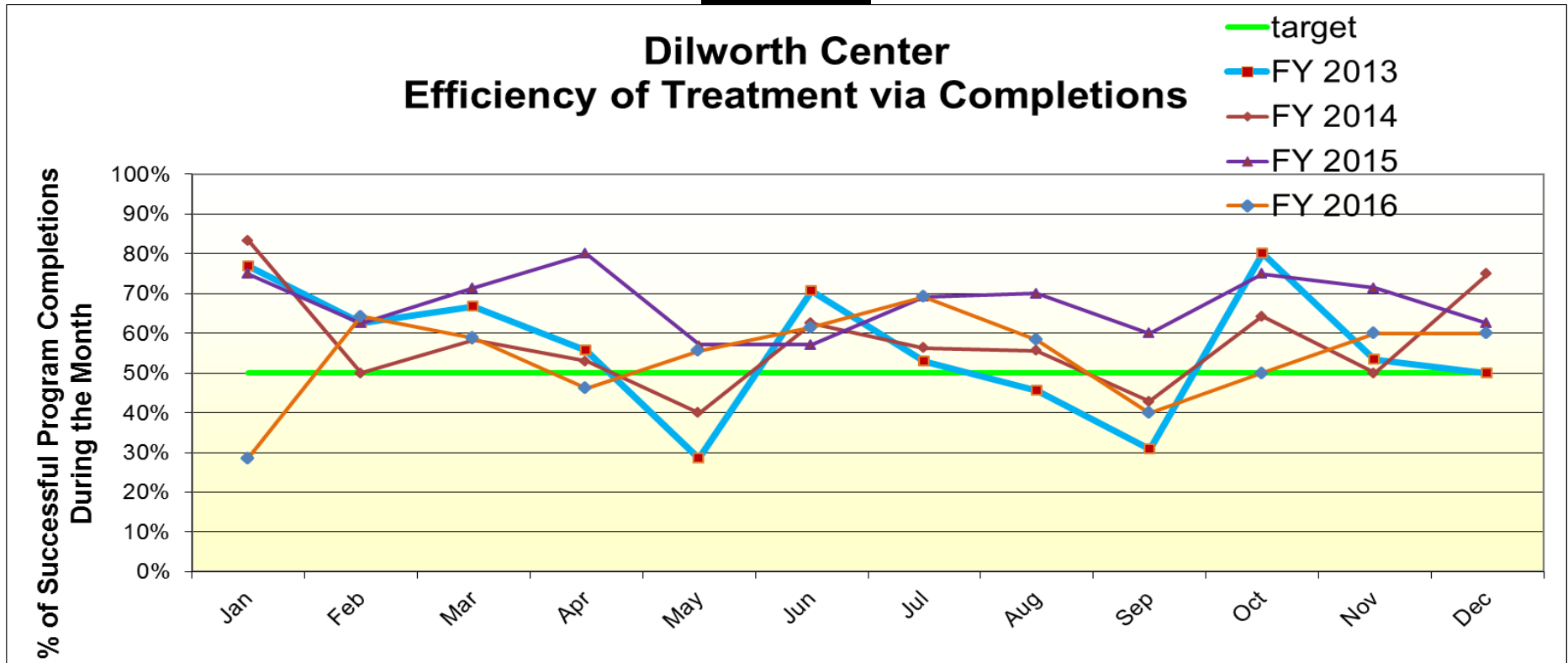


Reduction of Symptoms

**TARGET 15%**

<b>Effectiveness</b>	Q1-16	Q2-16	Q3-16	Q4-16	Year to Date Average
Patient Mid-point survey Score	3.30	3.40625	3.25	3.42	
Patient beginning survey score	2.16	2.29	2.13	2.35	
<b>FY 16</b>	53%	49%	53%	45%	50%

## Efficiency

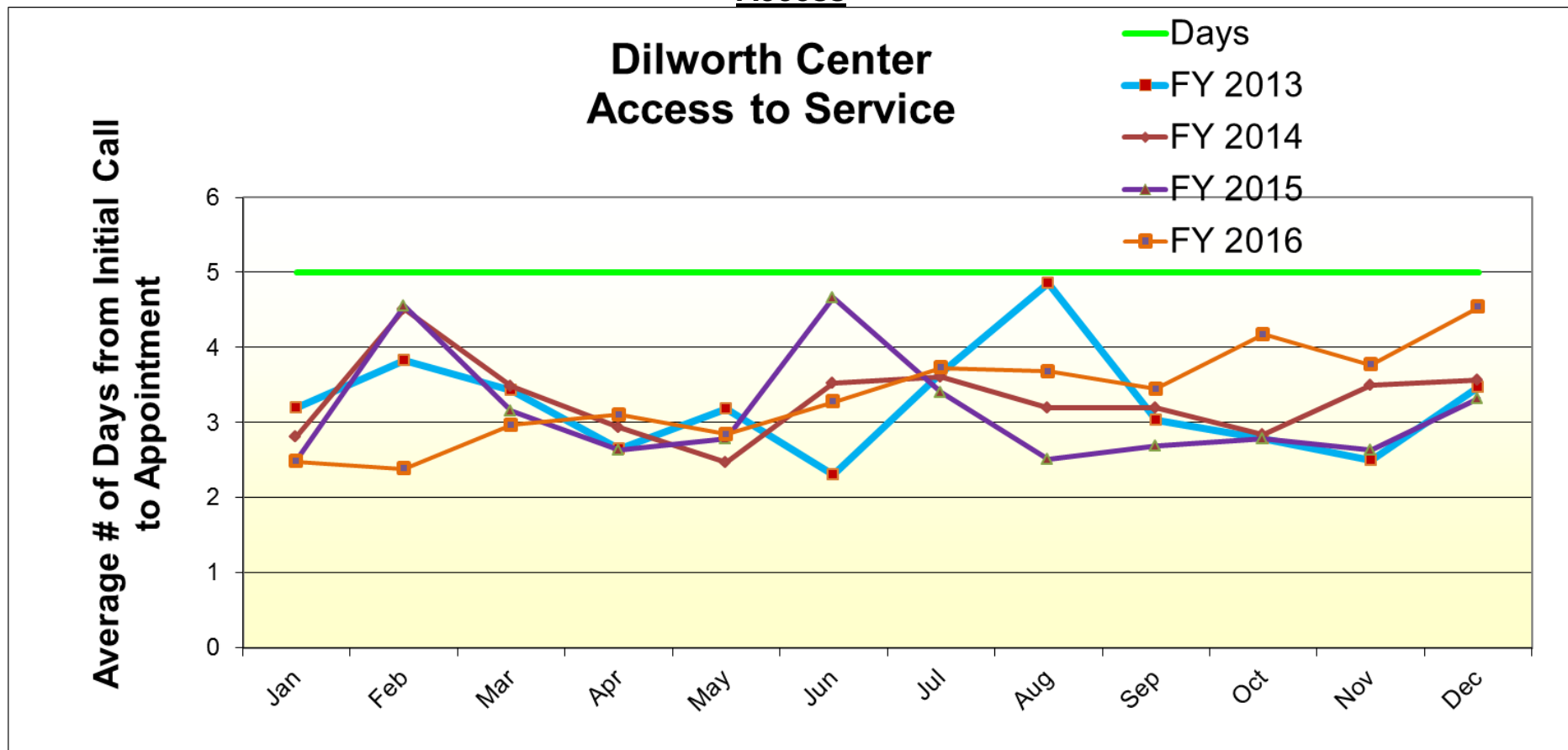


### Retention Rates

**TARGET 50%**

Efficiency	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	
# Patients that completed the program	4	9	10	6	10	8	9	7	12	8	9	9	Year to Date Average
# Patients that left the program and completed the program	14	14	17	13	18	13	13	12	30	16	15	15	
<b>FY 16</b>	28.57%	64.29%	58.82%	46.15%	55.56%	61.54%	69.23%	58.33%	40.00%	50.00%	60.00%	60.00%	54%

## Access

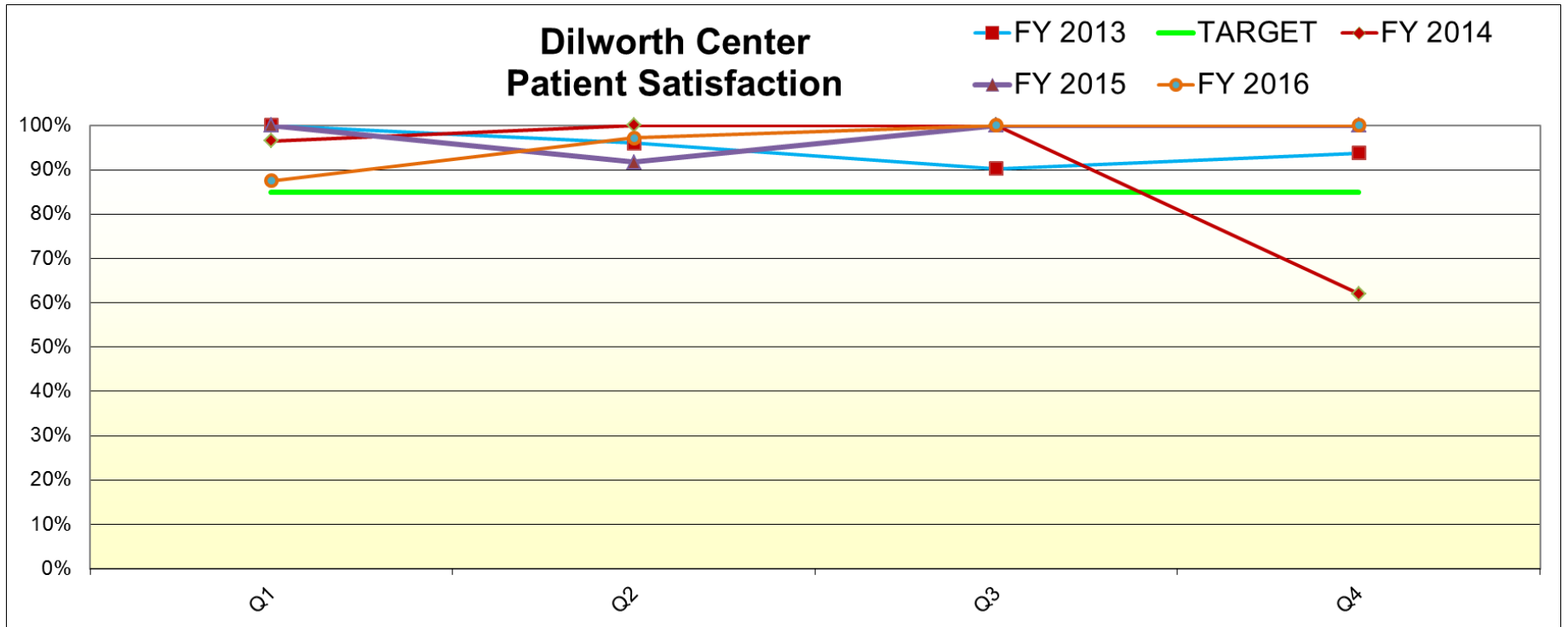


Access to Service

**TARGET 5**

Access	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	
Access to Service	2.48	2.38	2.97	3.11	2.84	3.27	3.73	3.68	3.44	4.17	3.77	4.54	Year to Date Average
<b>FY 16</b>	2.48	2.38	2.97	3.11	2.84	3.27	3.73	3.68	3.44	4.17	3.77	4.54	3.37

## Satisfaction



Patient Satisfaction

**TARGET 85%**

<b>Satisfaction</b>	Q1-16	Q2-16	Q3-16	Q4-16	
Patient Satisfaction Scores	87.50%	97.14%	100.00%	100.00%	Year to Date Average
<b>FY 16</b>	87.50%	97.14%	100.00%	100.00%	96%