

**Rural Health Services, Inc**  
**Patient Satisfaction Annual Performance Report**  
**Calendar Years: 2015 through 2017**

	Survey Category	Year -End Satisfaction Rating		
		CY-2015	CY-2016	CY-2017
1	Ease of Getting Care	90%	89%	95%
2	Waiting	82%	80%	84%
3	Provider Staff	94%	95%	96%
4	Nurses and Medical Assistants	95%	96%	97%
5	Coordination of Care	89%	91%	89%
6	All Other Staff	95%	96%	96%
7	Payment	90%	88%	91%
8	Facility	97%	93%	96%
9	Confidentiality	96%	96%	95%
10	Likelihood of Referral	95%	96%	97%
11	Medical Home	95%	89%	88%