

CATEGORY	TOTAL # CARDS	OFFICE	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	BLANK		INSURANCE	
	22	COEUR D ALENE									
FRONT DESK			58.00%	17.00%	8.33%		8.33%	8.34%		MEDICAID	67%
RECEPTION			58.00%	17.00%	8.33%	8.33%		8.34%		PRIVATE	11%
WAITING TIME			42.00%	25.00%	8.00%		17.00%	8.00%		PRIVATE PLUS MEDICAID	0%
NURSES			67.00%	8.00%	8.33%		8.33%	8.34%		NO INSURANCE	0%
THOROUGHNESS			58.00%	17.00%			17.00%	8.00%		BLANK	22%
PROVIDER COMMUNICATION			67.00%			8.00%	25.00%				
OVERALL			50.00%	8.00%		8.00%	17.00%	17.00%			