

Composites	2014 Summary Rates	2013 Summary Rates	2012 Summary Rates	2011 Summary Rates
Access to Care	90.8%	91.3%	90.1%	91.0%
Office Staff	99.3%	99.4%	99.2%	99.4%
How Well Chiropractor Communicates	96.5%	95.7%	96.4%	96.6%
After-Treatment Instructions	91.7%	91.6%	92.0%	90.1%
Overall Ratings				
Overall Rating of Chiropractor (Q21)	95.5%	93.7%	95.0%	92.0%
Rating of Chiropractic Care (Q22)	94.4%	92.8%	94.2%	90.8%
Willingness to Recommend to Family/Friends (Q23)	99.0%	96.0%	98.7%	97.3%