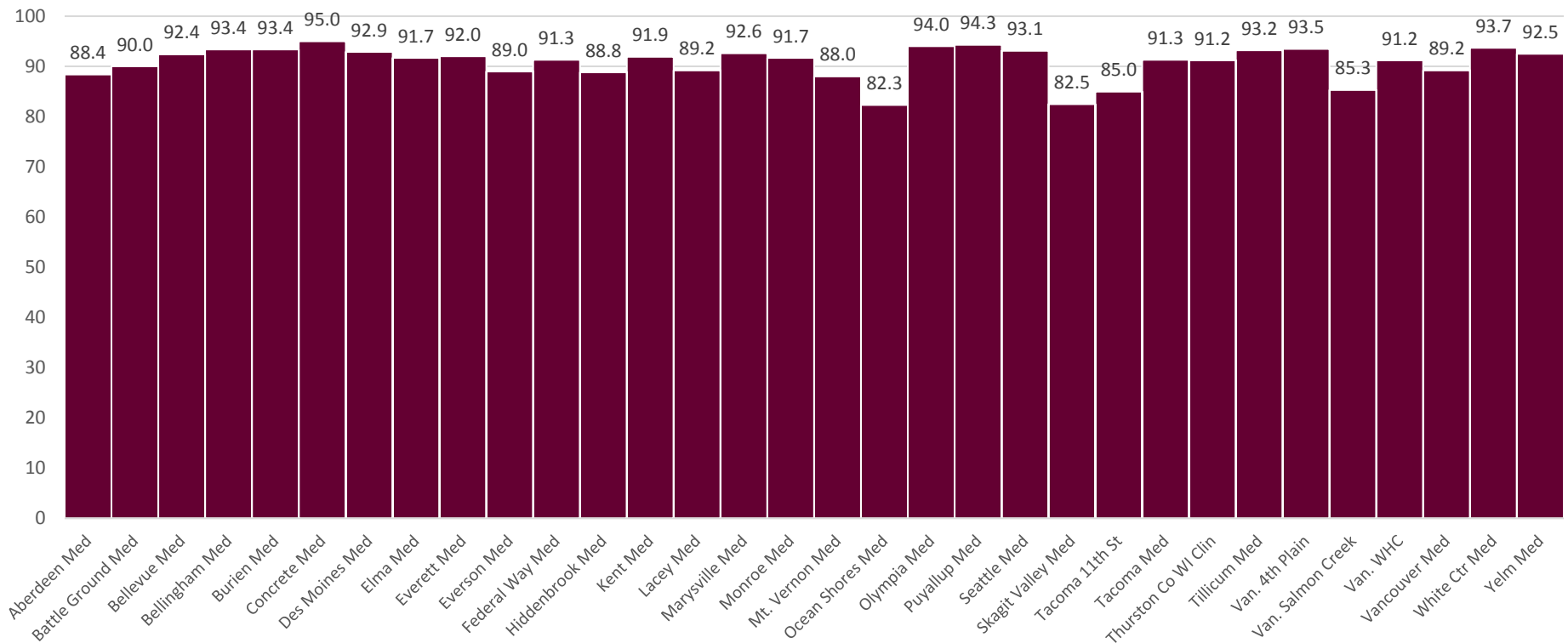


Patient Satisfaction and Experience Scores

Provider Listening

Goal: 94

Between the months of October and December 2017, a total of 1,509 patients responded to our phone survey about their most recent experience at a Sea Mar medical clinic. Patients were asked, “How would you rate your satisfaction with the way that [Provider Name] listened carefully to you (and your child)?” Overall, 71.6% of patients rated their satisfaction with provider listening as “Excellent”, which amounted to a mean score of 91.4 for Sea Mar. The scores below indicate the mean scores by each medical site for satisfaction in provider listening across our Sea Mar network.

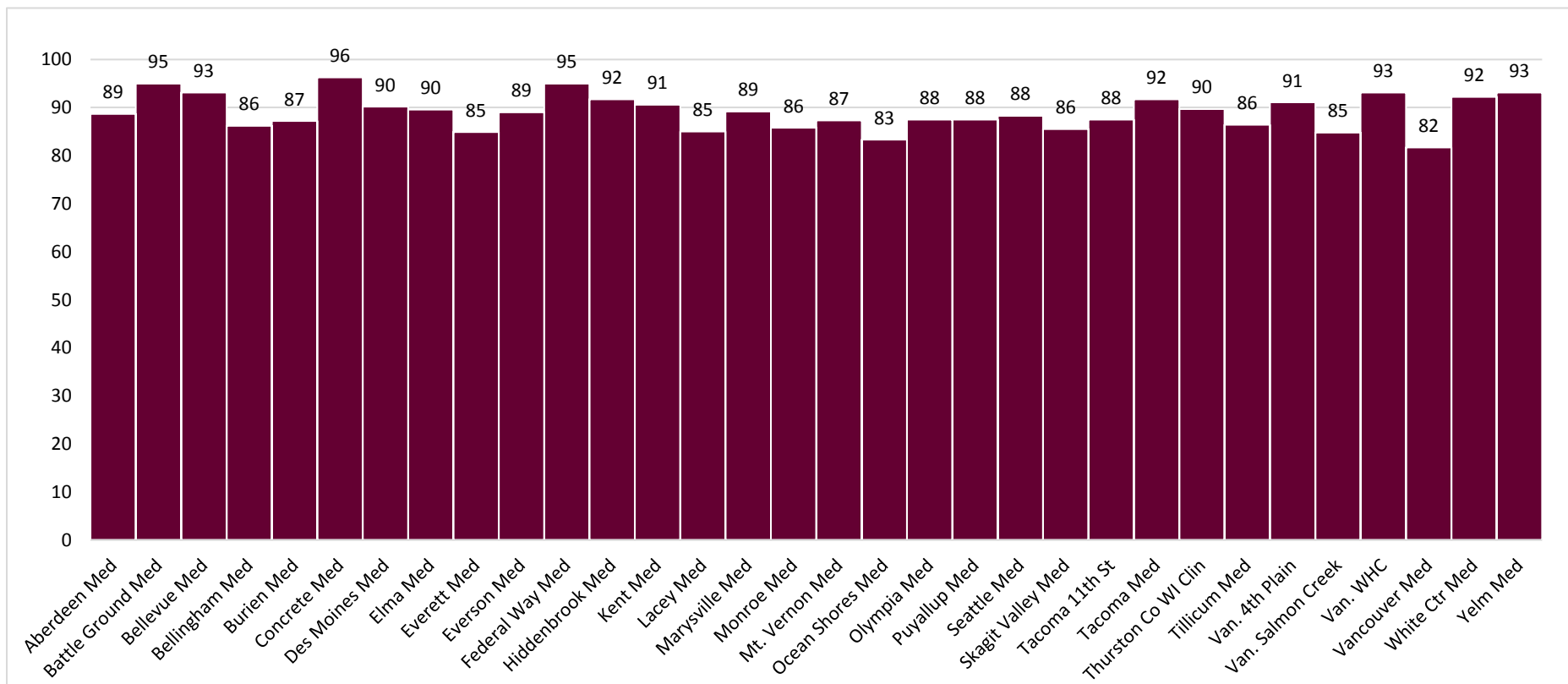


Patient Satisfaction and Experience Scores

Reception Staff Courtesy and Helpfulness

Goal: 90

Between the months of October and December 2017, a total of 1,507 patients responded to our phone survey about their most recent experience at a Sea Mar medical clinic. Patients were asked, “When you arrived at the center, how would you rate the courtesy and helpfulness of the check-in staff?” Overall, 60.9% of patients rated their satisfaction with reception staff courtesy and helpfulness as “Excellent”, which amounted to a mean score of 88.6 for Sea Mar. The scores below indicate the mean scores by each medical site for satisfaction in reception staff courtesy and helpfulness across our Sea Mar network.

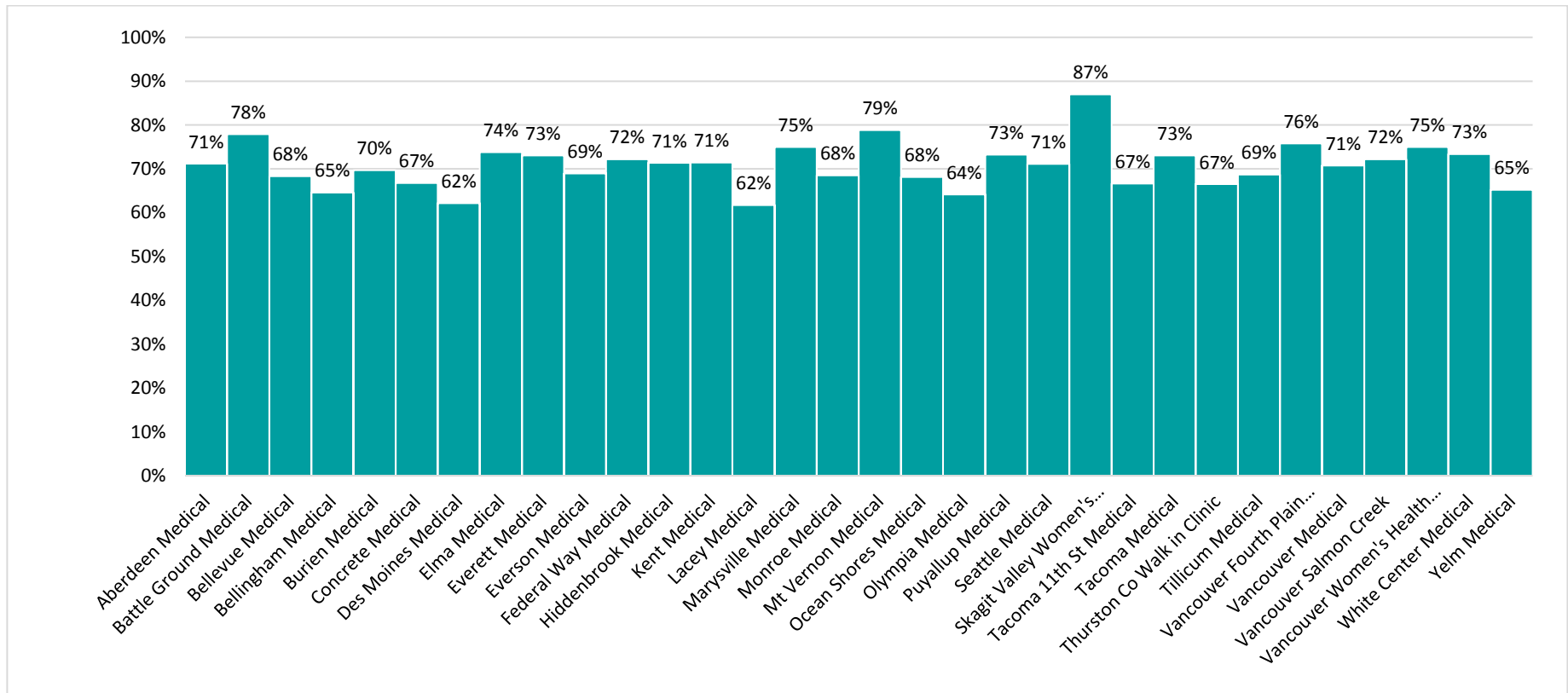


Clinical Quality Measure

High Blood Pressure Controlled

Goal: 72%

Sea Mar has 19,097 patients with a Hypertension diagnosis and 70.6% of them have a controlled blood pressure. This is monitored at every office visit and our medical staff provides education in order to help improve your blood pressure. Our goal by the end of 2018 is to have at least 72% of our population achieve a controlled blood pressure reading of less than 140/90. The scores below indicate the percentage of Hypertension patients at each clinic with a controlled blood pressure reading during March 1, 2017 – February 28, 2018.



Clinical Quality Measure

Diabetic A1c Testing

Goal: 98%

Between the months of March 2017 to February 2018, there have been 12,562 diabetic patients who have received an A1c test to help monitor their blood sugar levels. Sea Mar’s goal is to prevent further complications from diabetes and have 98% of its 13,212 diabetic patient population routinely tested this year. The scores below indicate the percentage of diabetic patients tested at each Sea Mar clinic at least once during March 1, 2017 - February 28, 2018.

