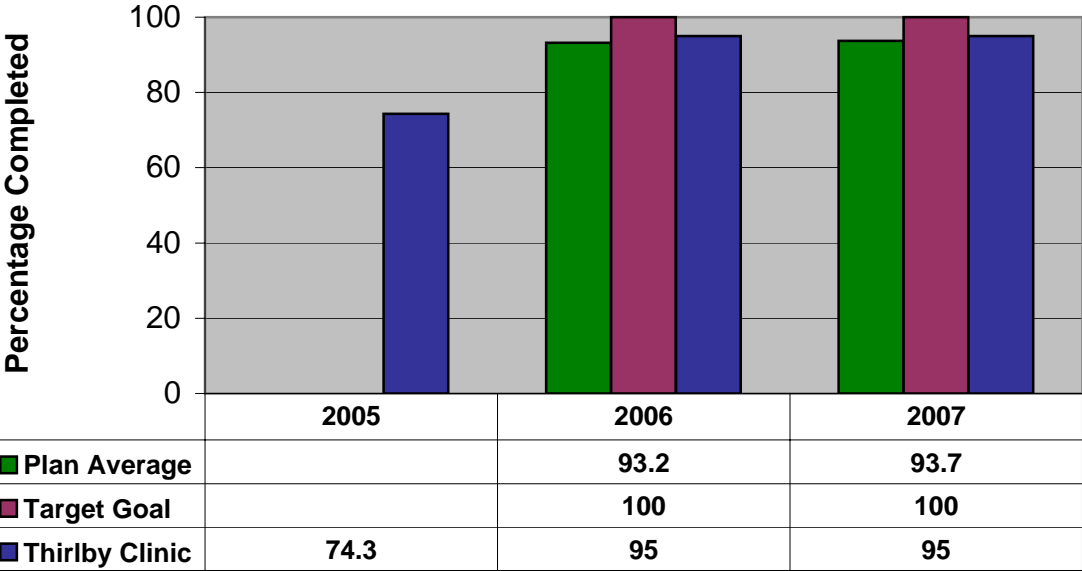
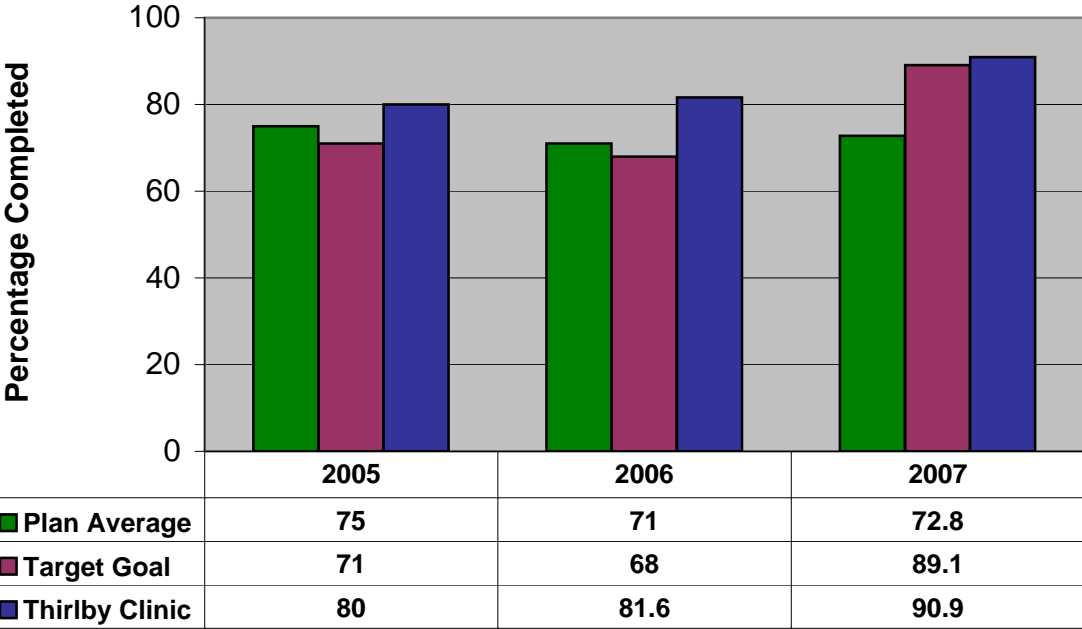


THIRLBY CLINIC CUSTOMER SERVICE

Would You Recommend This Practice to Friend/Family?



Timeliness of Return Calls

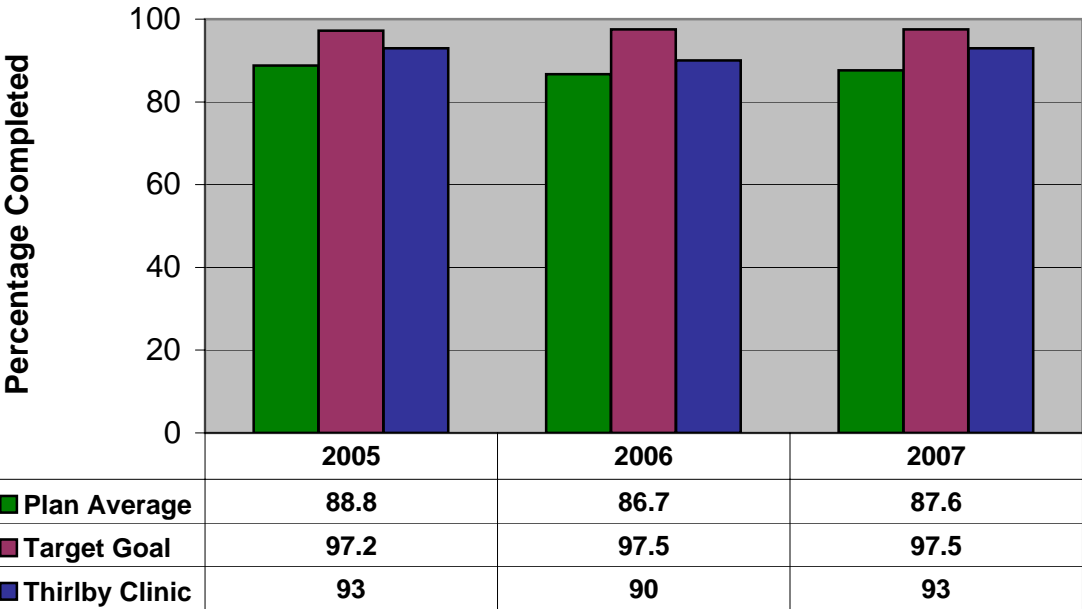


Plan Average: Performance of all Priority Health's primary care physicians in western and northern Michigan

Target Goal: Priority Health's standard of care quality benchmarks obtained from national and local bodies

THIRLBY CLINIC CUSTOMER SERVICE

Quality of Care and Service Received



Plan Average: Performance of all Priority Health's primary care physicians in western and northern Michigan

Target Goal: Priority Health's standard of care quality benchmarks obtained from national and local bodies