

# MEDTEL

## OUTCOMES

### Quality Measures Report

Objective	Target	Frequency for Review	2019 Quarter 1	2019 Quarter 2	2019 Quarter 3	2019 Quarter 4
<b>Operations</b>						
Overall Completion Rate	≥75%	Quarterly	77.29%	76.87%	76.39%	76.05%
Complaints Against Operators	0	Quarterly	0	0	0	0
<b>Customer Service</b>						
Overall , how satisfied are you with the services you receive?	≥80%	Quarterly	100%	100%	100%	100%
How likely would you be to recommend our company's services to a colleague?	≥80%	Quarterly	100%	100%	100%	100%