MEDTEL OUTCOMES

Quality Measures Report

Objective	Target	Frequency for Review	2017 Quarter 2	2017 Quarter 3	2017 Quarter 4	2018 Quarter 1	2018 Quarter 2	2018 Quarter 3
Operations								
Overall Completion Rate	≥80%	Quarterly	80.96%	80.67%	80.35%	79.73%	79.15%	78.54%
Complaints Against Operators	0	Quarterly	0	0	0	0	0	0
Customer Service								
Overall , how satisfied are you with the services you receive?	≥80%	Quarterly	100%	100%	100%	100%	100%	100%
How likely would you be to recommend our company's services to a colleague?	≥80%	Quarterly	100%	100%	100%	100%	100%	100%