

# MEDTEL

## OUTCOMES

### Quality Measures Report

Objective	Target	Frequency for Review	2018 Quarter 3	2018 Quarter 4	2019 Quarter 1	2019 Quarter 2	2019 Quarter 3
<b>Operations</b>							
Overall Completion Rate	≥80%	Quarterly	78.54%	77.76%	77.29%	76.87%	76.39%
Complaints Against Operators	0	Quarterly	0	0	0	0	0
<b>Customer Service</b>							
Overall , how satisfied are you with the services you receive?	≥80%	Quarterly	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%