



# CITY OF MANITOWOC

WISCONSIN, USA  
[www.manitowoc.org](http://www.manitowoc.org)



TO: Personnel Committee  
FROM: Jessie Lillibridge, Human Resources Director  
RE: Human Resources Office Update  
DATE: February 3, 2020

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The Human Resources Office has worked on the following projects and initiatives since our last meeting:

### **Recruiting**

- Hired: Librarian
- Hired: Administrative Support Specialist – Rec/Senior Center
- Hired: Administrative Assistant – Community Development
- Hired: Parks Planner
- Hired: Transit Driver
- Hired: Library Custodian/Guard
- Advertising: Bridgetender
- Advertising: Crossing Guard
- Advertising: CSW Intern
- Advertising: Firefighter/Paramedic (continuous)
- Advertising: Seasonals
- Advertising: Transit Driver (continuous)
- Advertising: Library IT Technician
- Advertising: PD Office Manager
- Advertising: Security Guard-RWAM
- Interviewing: Bridgetender
- Conditional Offer: Community Service Worker
- Accepted Offer: Library Teen Associate
- Accepted Offer: Transit Driver

### **Employee Relations**

- Continuing to respond to employee concerns/questions.
- Investigation and discipline for employees continues as requested by Department Heads and Supervisors.
- The firefighter collective bargaining agreement expired at the end of 2018. Negotiations are ongoing. We have retained Attorney Mark Olson to assist with our legal counsel during the process. He has filed a declaratory ruling on the permissive subjects that we feel are contained in the contract.
- The Transit union voted down the contract as presented. We have scheduled another meeting with them to determine how to proceed.

- Received a discrimination complaint from a current police officer. Working with outside legal to respond. We have reached out to the state to find out the status of this case.

#### **Organizational Development & Training**

- Working with departments on succession planning with employees as necessary. Several employees in key positions have announced plans for retirement in the upcoming year. Working on plans for each of these with Department Heads and Supervisors.
- The Tuition Reimbursement program continues to be used by employees. Supervisors have been encouraging employees interested in furthering their education to consider the program.
- Spot Award and STAR Award programs continue to be successful.
- The years of service and retiree recognition program has received positive feedback.
- Meeting quarterly with each department head to identify training needs, performance issues, succession planning, and feedback for HR.
- We have scheduled three dates in 2020 for CVMIC to bring the Leadership Certification Program onsite.

#### **Compensation, Benefits & Wellness**

- Manty Health & Wellness Center operations continue to go well. Positive feedback from employees. Attached is the monthly report.
- Onsite nurse visits occur twice a month.
- Wellness Committee – monthly health topics and lunch and learn programs. We have a few events that we are working on for 2020 and working on incorporating Go365 into the initiatives.
- Working to get Kronos set up for performance management. Will be providing training to managers on February 17. Scheduling all-employee training in March.

#### **Safety & Risk Management**

- Safety committee meeting and discussion, continuing monthly topics.
- Continuing the lost time injury program, employees continue to report safety concerns.
- Emergency response plans for all City buildings in progress. The plans are being updated with each specific building's information and will be distributed when completed.
- Working to develop a City vehicle usage policy.
- Working on informing employees of multiple ways to access our MSDS Online binder.
- Annual PD audiograms have been scheduled for the first quarter of 2020.
- Working to schedule audiograms for transit drivers.
- Working to establish a process to address the new federal requirements for the drug and alcohol clearinghouse for DOT drivers.
- Looking to implement a new safety response protocol. The program is the same one that the school district just implemented and is recommended by our public safety team.

#### **Administration**

- Working with departments on job description updates. This is an ongoing project. Supervisors and Managers will be reviewing all job descriptions with employees as a part of the annual evaluation process.
- Working with Kronos on the HRIS implementation. We are working with managers to get them comfortable using the system for hiring and terminations.
- Working on several end of year reports for various organizations (workers comp, OSHA, etc.).

### Separations

- PD Office Manager
- Transit Driver
- Firefighter (2)
- Completed exit interviews with voluntary separations/retirements

*Attachment*

# Aurora BayCare Manty Health and Wellness Clinic Summary

City of Manitowoc  
YTD December, 2019



*Aurora BayCare Medical Center*



Aurora Health Care®



BAYCARE CLINIC

# City of Manitowoc - Overall Summary

<i>City of Manitowoc Services</i>	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>December YTD 2019</i>
Monthly Eligible Member Clinic Fee	\$ 4,004.00	\$ 3,885.00	\$ 3,941.00	\$ 3,934.00	\$ 3,941.00	\$ 3,927.00	\$ 4,025.00	\$ 4,032.00	\$ 3,990.00	\$ 4,088.00	\$ 3,969.00	\$ 3,983.00	\$ 47,719.00
Pharmacy	\$ 431.59	\$ 220.89	\$ 311.83	\$ 512.90	\$ 100.56	\$ 254.41	\$ 106.04	\$ 61.84	\$ 94.13	\$ 83.89	\$ 98.91	\$ 136.26	\$ 2,413.25
Clinic Vaccine	\$ 116.00	\$ 19.00	\$ -	\$ 64.00	\$ 196.00	\$ 516.00	\$ 396.00	\$ 242.00	\$ 792.00	\$ 598.00	\$ 152.00	\$ 576.00	\$ 3,667.00
Labs	\$ 205.70	\$ 95.27	\$ 408.54	\$ 324.82	\$ 392.32	\$ 180.36	\$ 323.07	\$ 193.59	\$ 185.53	\$ 209.14	\$ 325.65	\$ 267.51	\$ 3,111.50
Health Coaching Deposit	\$ -				\$ (450.00)					\$ (43.75)			\$ (493.75)
Health Coaching	\$ -				\$ 450.00					\$ 43.75			\$ 493.75
<b>Aurora Employer Clinic Charges Invoiced</b>	<b>\$ 4,757.29</b>	<b>\$ 4,220.16</b>	<b>\$ 4,661.37</b>	<b>\$ 4,835.72</b>	<b>\$ 4,629.88</b>	<b>\$ 4,877.77</b>	<b>\$ 4,850.11</b>	<b>\$ 4,529.43</b>	<b>\$ 5,061.66</b>	<b>\$ 4,979.03</b>	<b>\$ 4,545.56</b>	<b>\$ 4,962.77</b>	<b>\$ 56,910.75</b>

<i>Charges Avoided</i>	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>December YTD 2019</i>
Customary Charges	\$ 7,974.81	\$ 2,594.36	\$ 10,137.89	\$ 8,106.94	\$ 9,097.74	\$ 8,364.76	\$ 8,133.10	\$ 6,997.84	\$ 6,516.56	\$ 9,326.74	\$ 7,074.66	\$ 13,619.27	\$ 97,944.67
Additional Charges	\$ 137.52	\$ 115.97	\$ 173.95	\$ 16.63	\$ 168.93	\$ 169.64	\$ 143.06	\$ 103.78	\$ 61.84	\$ 50.27	\$ 280.39	\$ 581.69	\$ 2,003.67
<b>Total Charges Avoided</b>	<b>\$ 8,112.33</b>	<b>\$ 2,710.33</b>	<b>\$ 10,311.84</b>	<b>\$ 8,123.57</b>	<b>\$ 9,266.67</b>	<b>\$ 8,534.40</b>	<b>\$ 8,276.16</b>	<b>\$ 7,101.62</b>	<b>\$ 6,578.40</b>	<b>\$ 9,377.01</b>	<b>\$ 7,355.05</b>	<b>\$ 14,200.96</b>	<b>\$ 99,948.34</b>

<b>Total Savings</b>	<b>\$ 3,355.04</b>	<b>\$ (1,509.83)</b>	<b>\$ 5,650.47</b>	<b>\$ 3,287.85</b>	<b>\$ 4,636.79</b>	<b>\$ 3,656.63</b>	<b>\$ 3,426.05</b>	<b>\$ 2,572.19</b>	<b>\$ 1,516.74</b>	<b>\$ 4,397.98</b>	<b>\$ 2,809.49</b>	<b>\$ 9,238.19</b>	<b>\$ 43,037.59</b>
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<i>City of Manitowoc Visits</i>	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>December YTD 2019</i>
Provider Visit	38	12	53	40	41	38	39	34	29	38	33	46	441
Nurse Visit	2	3	2	-	2	3	3	5	1	1	-	-	22
Lab Visit	35	12	44	34	40	20	39	22	14	52	22	39	373
Vaccine	4	1	-	3	2	5	3	4	6	13	8	10	59
<b>Total Patient Visits</b>	<b>79</b>	<b>28</b>	<b>99</b>	<b>77</b>	<b>85</b>	<b>66</b>	<b>84</b>	<b>65</b>	<b>50</b>	<b>104</b>	<b>63</b>	<b>95</b>	<b>895</b>

<i>Total Provider Visit Types</i>	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>December YTD 2019</i>
OFFICE/OUTPT VISIT,NEW,LEVEL II	1		1		-		1			2	1		6
OFFICE/OUTPT VISIT,NEW,LEVEL III	9	2	8	6	4	13	2	3	1	7	2	4	61
OFFICE/OUTPT VISIT,NEW,LEVEL IV				1	1					1			3
OFFICE/OUTPT VISIT EST LEVEL II			3	1	-	2	1	3	3	5	4	5	27
OFFICE/OUTPT VISIT EST LEVEL III	24	9	36	28	26	20	29	22	20	19	21	31	285
OFFICE/OUTPT VISIT EST LEVEL IV	4	1	5	3	8		3	2	1	4	5	4	40
PREV NEW AGE 05-11						1		2					3
PREV NEW AGE 40-64									1				1
PREV EST AGE 05-11						1						1	2
PREV EST AGE 12-17				1			2	2	1			1	7
PREV EST AGE 18-39									1				1
PREV EST AGE 40-64					2	1	1		1				5
<b>Grand Total</b>	<b>38</b>	<b>12</b>	<b>53</b>	<b>40</b>	<b>41</b>	<b>38</b>	<b>39</b>	<b>34</b>	<b>29</b>	<b>38</b>	<b>33</b>	<b>46</b>	<b>441</b>

<i>Total Nurse Visit Types</i>	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>December YTD 2019</i>
OFFICE/OUTPT VISIT EST LEVEL I	2	3	2	-	2	3	3	5	1	1	-	-	22
<b>Grand Total</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>-</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>22</b>

**City of Manitowoc - Invoice Summary**  
**Patient Services/Vaccine/Clinic Labs**  
**Service Month: December 2019**

Patient Services					
Company		Description	Monthly Rate	Quantity/Participants	Total Monthly Fee
CITY		Monthly eligible member clinic fee	\$ 7.00	569	\$ 3,983.00
CITY		Pharmacy	\$ 136.26	1	\$ 136.26
CITY		Health Coaching	\$ 35.00	0	\$ -
CITY		Health Coaching (Credit)	\$ 35.00	0	\$ -

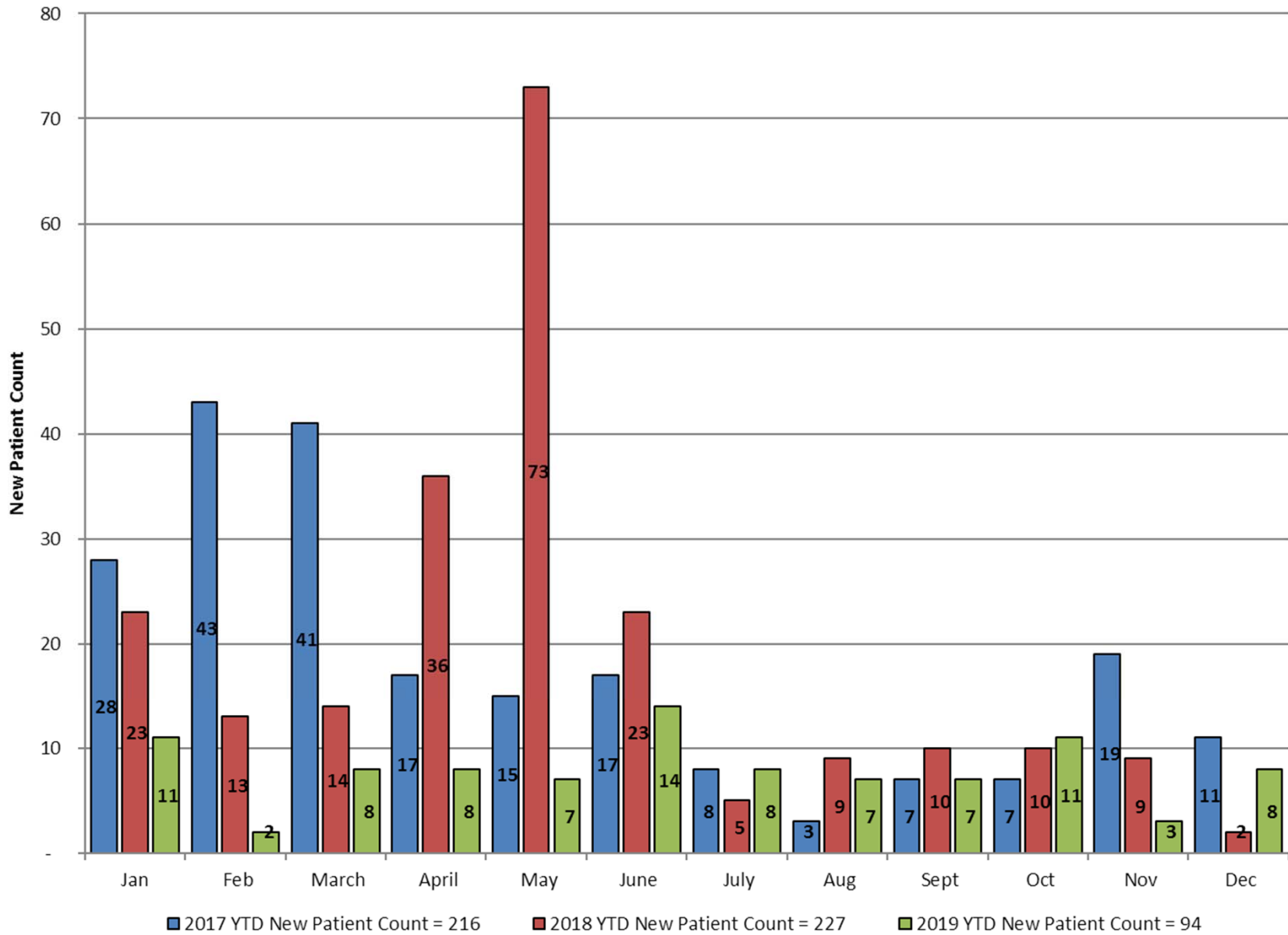
Vaccine					
Company	CPT code	Description	Contract Rate	Total Quantity	Total Cost
CITY	90471	IMMUNIZATION ADMIN SINGLE OR FIRST	No Charge	10	\$ -
CITY	90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACC, IM	\$ 19.00	5	\$ 95.00
CITY	90714.02	TD PRES FREE VACC, 7+ YRS	\$ 25.00	1	\$ 25.00
CITY	90746	HEP B VACC ADULT 3 DOSE, IM	\$ 60.00	1	\$ 60.00
CITY	90750	ZOSTER RECOMBINANT ADJUVANTED VACC 50 MCG IM (AKA SH)	\$ 132.00	3	\$ 396.00
<b>Total Clinic Vaccine</b>					<b>\$ 576.00</b>

Clinic Labs					
Company	CPT Code	Test Name	Contract Rate	Sum of Quantity	Total Lab Fee
CITY	36415	OVD VENIPUNCTURE	\$ 7.82	1	\$ 7.82
CITY	80048	BPNL BASIC METABOLIC PNL	\$ 3.62	4	\$ 14.48
CITY	80053	CPNL COMP METABOLIC PNL	\$ 4.50	1	\$ 4.50
CITY	80061	LIPPNL LIPID PANEL W/REFLEX + REFLEX TEST SENT TO MAIN	\$ 5.58	2	\$ 11.16
CITY	80076	LIVPNL HEPATIC FUNCTION PNL	\$ 3.46	1	\$ 3.46
CITY	82043	MAR MICROALBUMIN_RANDOM	\$ 4.59	2	\$ 9.18
CITY	83036	GLYH HEMOGLOBIN A1C	\$ 4.95	2	\$ 9.90
CITY	84439	FT4 FREE T4	\$ 4.83	1	\$ 4.83
CITY	84443	TSH TSH	\$ 4.83	1	\$ 4.83
CITY	85004	DIFA DIFFERENTIAL	Not on Contract	4	\$ -
CITY	85027	CBCNO HEME PROFILE	\$ 4.92	4	\$ 19.68
CITY	86038	ANABL ANA W REF AB AND IFA	\$ 22.38	1	\$ 22.38
CITY	86039	NAQNT IFA ANA TITER AND PATTERN	Not on Contract	1	\$ -
CITY	86225	DBSDNA ANTI-dsDNA	Not on Contract	1	\$ -
CITY	86235	ACENT ANTI-CENTROMERE AB	Not on Contract	1	\$ -
CITY	86235	ROMAB CHROMATIN AB, IgG	Not on Contract	1	\$ -
CITY	86235	JO1R JO 1 ANTIBODY	Not on Contract	1	\$ -
CITY	86235	RNPABS RIBONUCLEOPROTEIN AB	Not on Contract	1	\$ -
CITY	86235	RPPABR RIBOSOMAL P PROTEIN	Not on Contract	1	\$ -
CITY	86235	SCLER SCLERODERMA AB	Not on Contract	1	\$ -
CITY	86235	SMABS SMITH AB	Not on Contract	1	\$ -
CITY	86235	SMRNP SM/RNP ANTIBODY IgG	Not on Contract	1	\$ -
CITY	86235	SSAABS SJOGRENS SYNDROME A	Not on Contract	1	\$ -
CITY	86235	SSBABS SJOGRENS SYNDROME B	Not on Contract	1	\$ -
CITY	86592	RPR RPR	Not on Contract	1	\$ -
CITY	86704	HCAB HEP B CORE TOTAL AB	Not on Contract	1	\$ -
CITY	86900	ABRH ABO/RH(D)	Not on Contract	1	\$ -
CITY	86901	ABRH ABO/RH(D)	Not on Contract	1	\$ -
CITY	87077	A1I AEROBIC IDENTIFICATION	\$ 21.16	1	\$ 21.16
CITY	87081	STTH CULTURE STREP GRP A	\$ 16.33	4	\$ 65.32
CITY	87340	HBAG HEP B SURFACE AG	\$ 19.75	1	\$ 19.75
CITY	87389	HIVSCR HIV AG/AB COMBO SCR	\$ 24.53	2	\$ 49.06
<b>Total Lab</b>					<b>\$ 267.51</b>

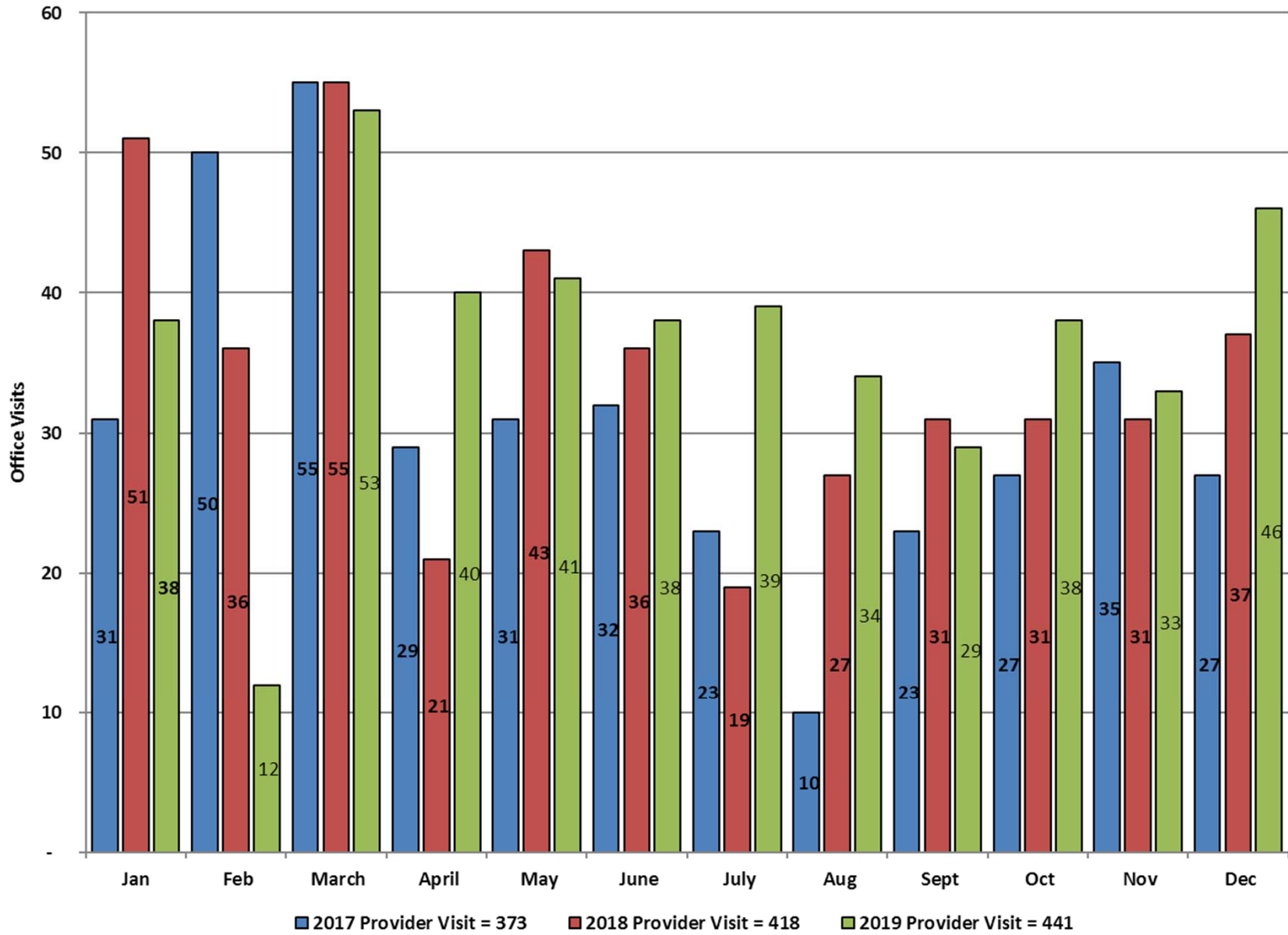
**TOTAL INVOICED \$ 4,962.77**

Health Coaching Credit					
Company	CPT code	Description	Contract Rate	Total Quantity	Total Cost
CITY		Health Coaching Credit	\$ 1,000.00	1	\$ 1,000.00
CITY		Health Coaching December	\$ 35.00	-0.5	\$ (17.50)
CITY		Health Coaching January	\$ 35.00	0	\$ -
CITY		Health Coaching February	\$ 35.00	0	\$ -
CITY		Health Coaching March	\$ 35.00	0	\$ -
CITY		Relax and Recharge Workshop 4/11/19 - 5/16/19	\$ 450.00	-1	\$ (450.00)
CITY		Health Coaching October 2019	\$ 35.00	-1.25	\$ (43.75)
<b>Total Clinic Health Coaching Credit</b>					<b>\$ 488.75</b>

## City of Manitowoc - New Patient Summary

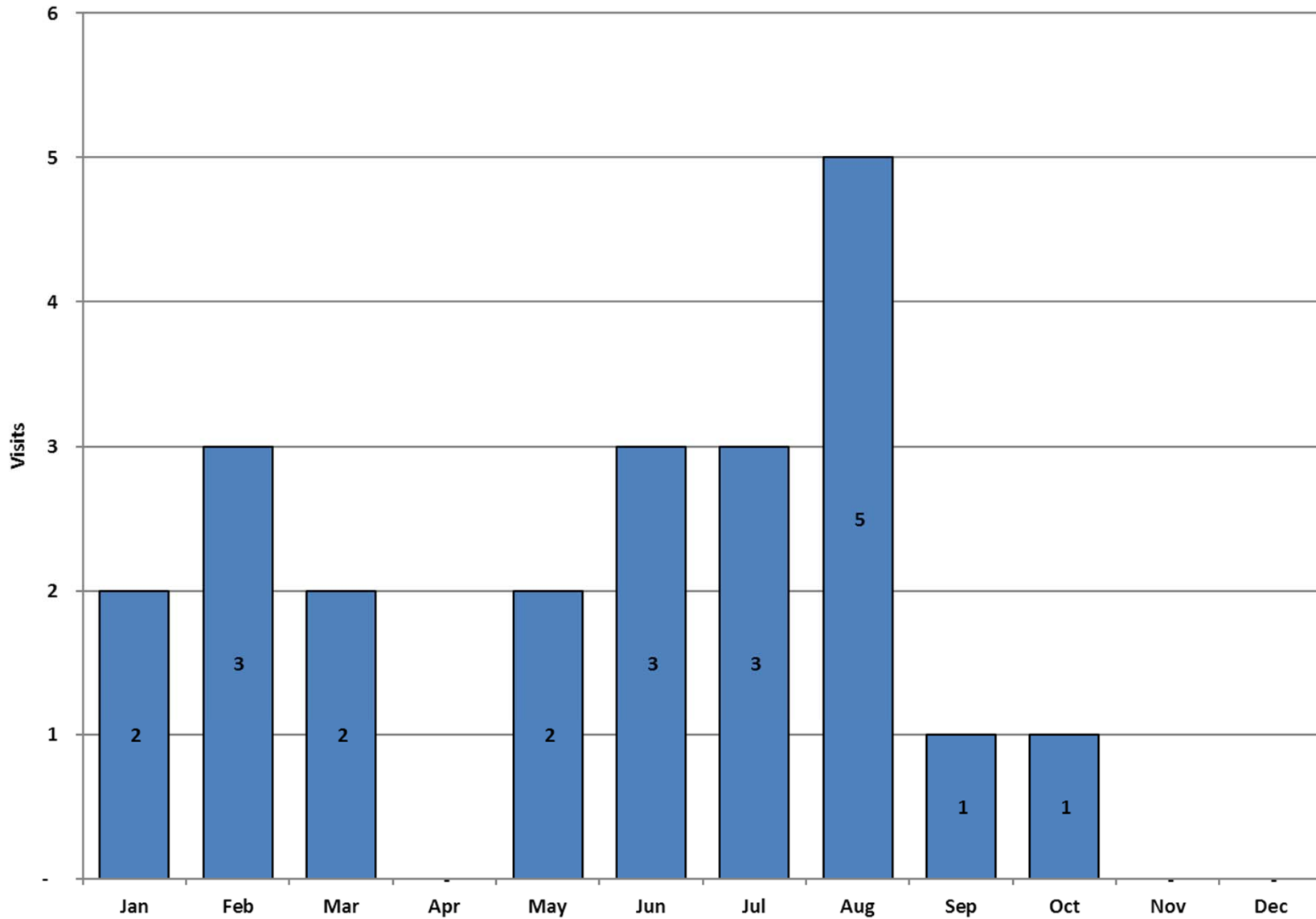


## City of Manitowoc - Provider Visits YTD Summary





## City of Manitowoc - Nurse Visits YTD Summary



■ Nurse Visit = 22

# City of Manitowoc - Visits By Day Summary

## Provider Visits - December 2019

Appointment Time	Monday	Tuesday	Wednesday	Thursday	Friday	Grand Total
<b>8 AM</b>	1		3	1	1	6
<b>9 AM</b>	2	1	2	1	2	8
<b>10 AM</b>			3	1	1	5
<b>11 AM</b>	3	3	2		3	11
<b>1 PM</b>	3	2	2	3	2	12
<b>2 PM</b>	1					1
<b>3 PM</b>	1		1			2
<b>4 PM</b>				1		1
<b>Grand Total</b>	11	6	13	7	9	46

## Nurse Visits - December 2019

Visit Type	Total
Nurse Visits	0
<b>Grand Total</b>	0

## Number of Cancelled/No Show Visits - December 2019

Date	Cancellation	No Show	Total
12/18/2019	1	2	3
12/4/2019	1		1
12/9/2019		1	1
12/16/2019		1	1
12/17/2019		1	1
12/27/2019		1	1
12/10/2019		1	1
12/24/2019	1		1
12/19/2019		1	1
<b>Grand Total</b>	3	8	11

# City of Manitowoc - Vaccine Summary

## YTD Quantity

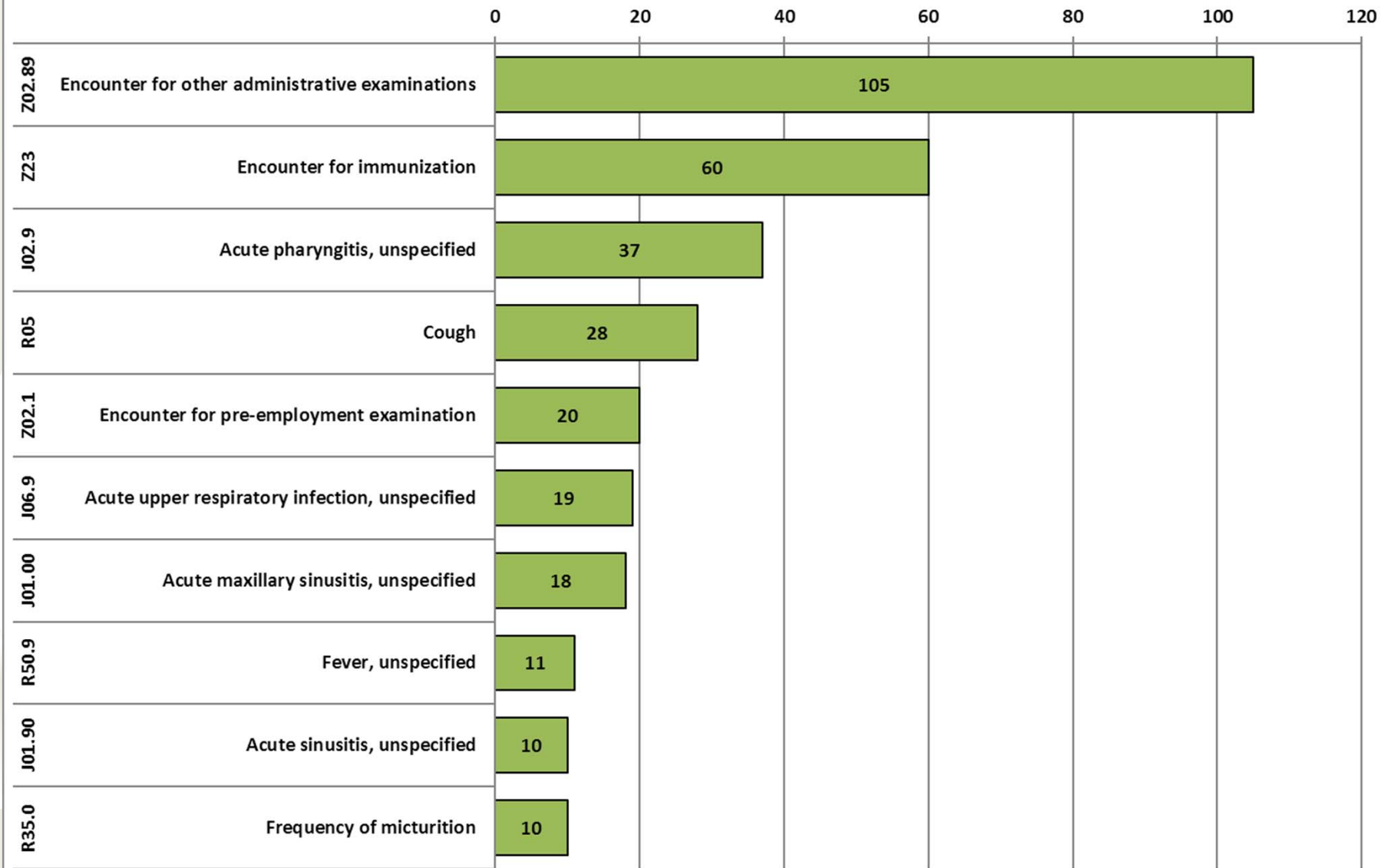
CPT Code	Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Qty
90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACC, IM	2	1	-		-					8	8	5	24
90688	INFLUENZA QUADRIVALENT SPLIT 0.5 ML VACC, IM			-		-								-
90714.02	TD PRES FREE VACC, 7+ YRS			-	1	1			2		2		1	7
90715	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS	2		-	1	-	1							4
90750	Shingles (Zoster) Vaccine				1	-	3	3	1	6	3		3	20
90746	HEP B VACC ADULT 3 DOSE, IM			-		1	1		1				1	4
<b>Total</b>		<b>4</b>	<b>1</b>	<b>-</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>13</b>	<b>8</b>	<b>10</b>	<b>59</b>

## YTD Cost

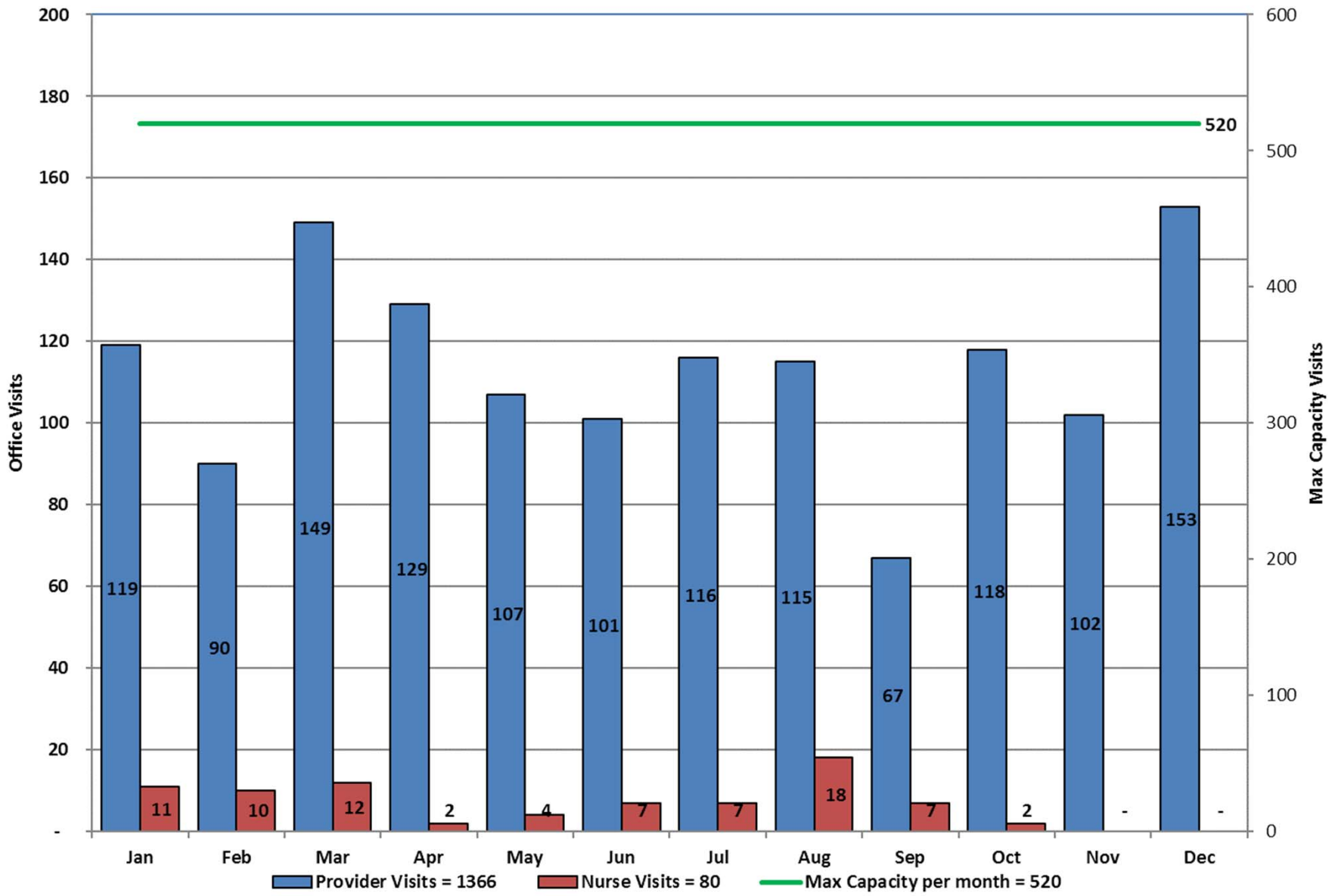
CPT Code	Description	Cost	YTD Qty	Total YTD Cost
90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACCINE	\$ 19.00	24	\$ 456.00
90688	INFLUENZA QUADRIVALENT SPLIT 0.5 ML VACC, IM	\$ 17.00	-	\$ -
90714.02	TD 7 YRS+ PRESERVATIVE FREE	\$ 25.00	7	\$ 175.00
90715	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS	\$ 39.00	4	\$ 156.00
90736	Shingles (Zostavax) Vaccine	\$ 223.07	-	\$ -
90750	Shingles (Zoster) Vaccine	\$ 132.00	20	\$ 2,640.00
90746	HEPATITIS B VACCINE ADULT IM 3 DOSE SCHEDULE	\$ 60.00	4	\$ 240.00
<b>Total</b>			<b>59</b>	<b>\$ 3,667.00</b>

## City of Manitowoc - Top Ten Diagnosis

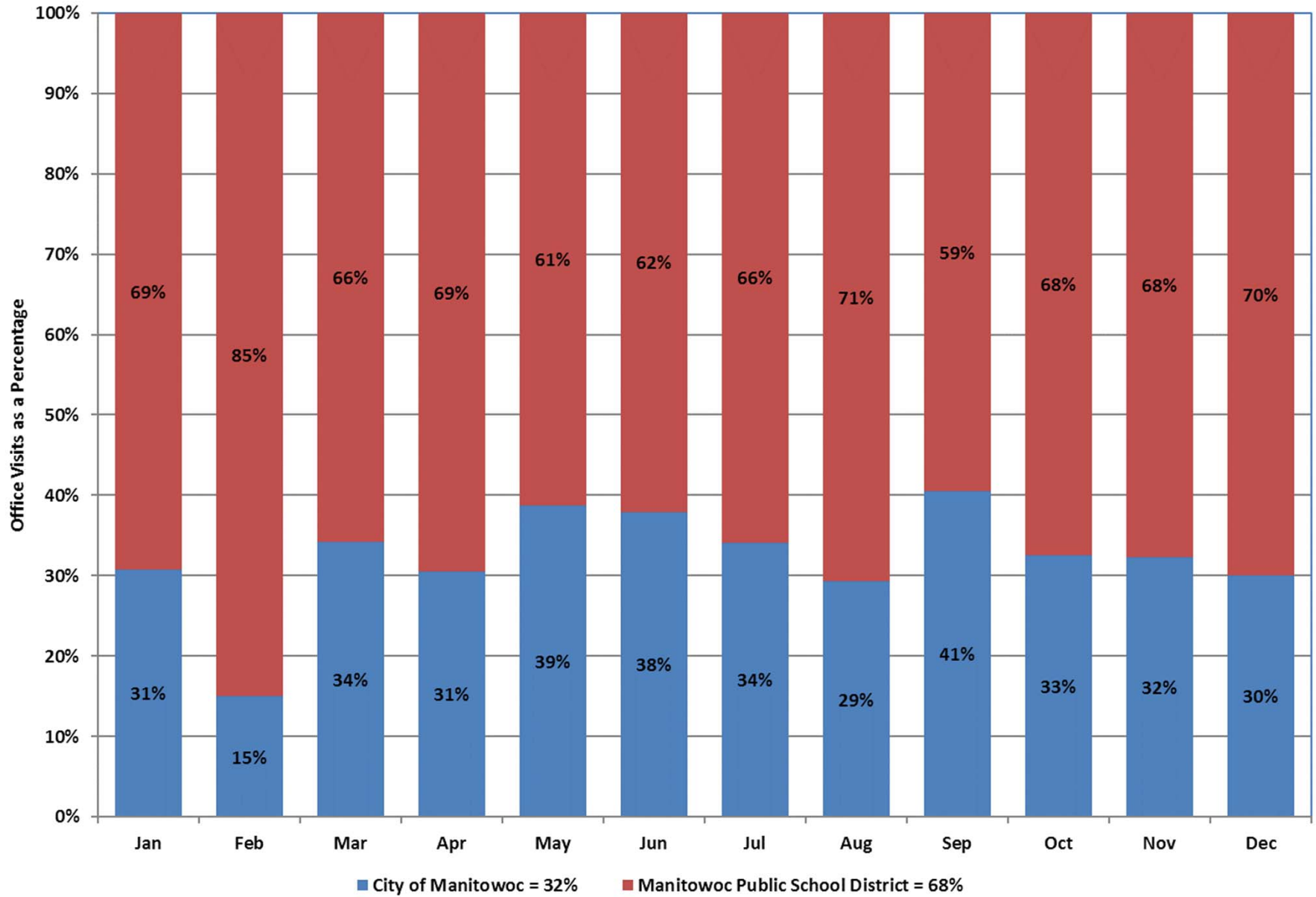
■ YTD Diagnosis



# Total Manty Health & Wellness Clinic Visits YTD



## Total Manty Health & Wellness Clinic Visits YTD Comparison

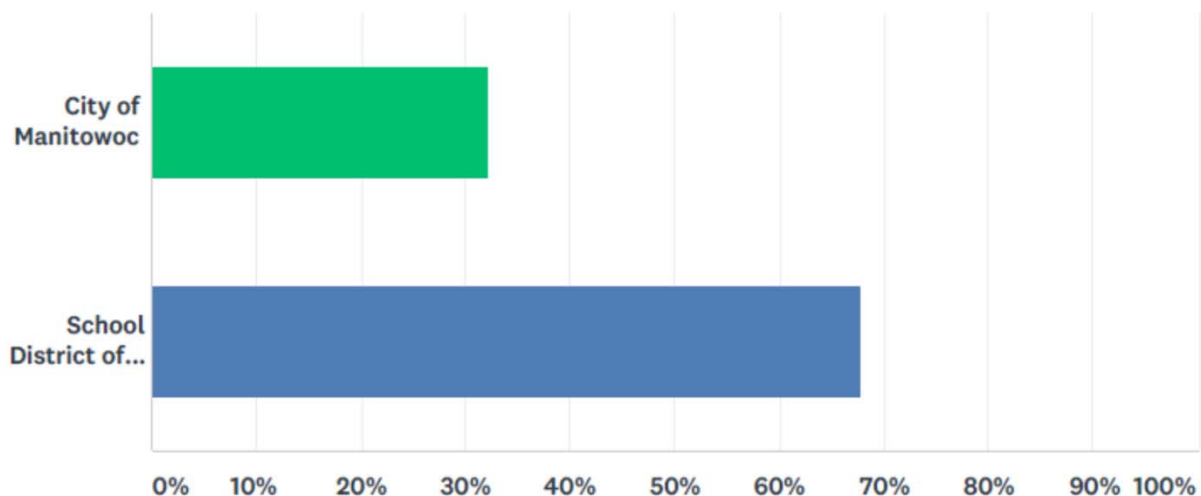


# Manty Clinic Patient Survey YTD

## Manty Health and Wellness Center Experience Survey

Q1 Please select the employer who provides you/your family with access to the Manty Health and Wellness Center.

Answered: 65 Skipped: 1



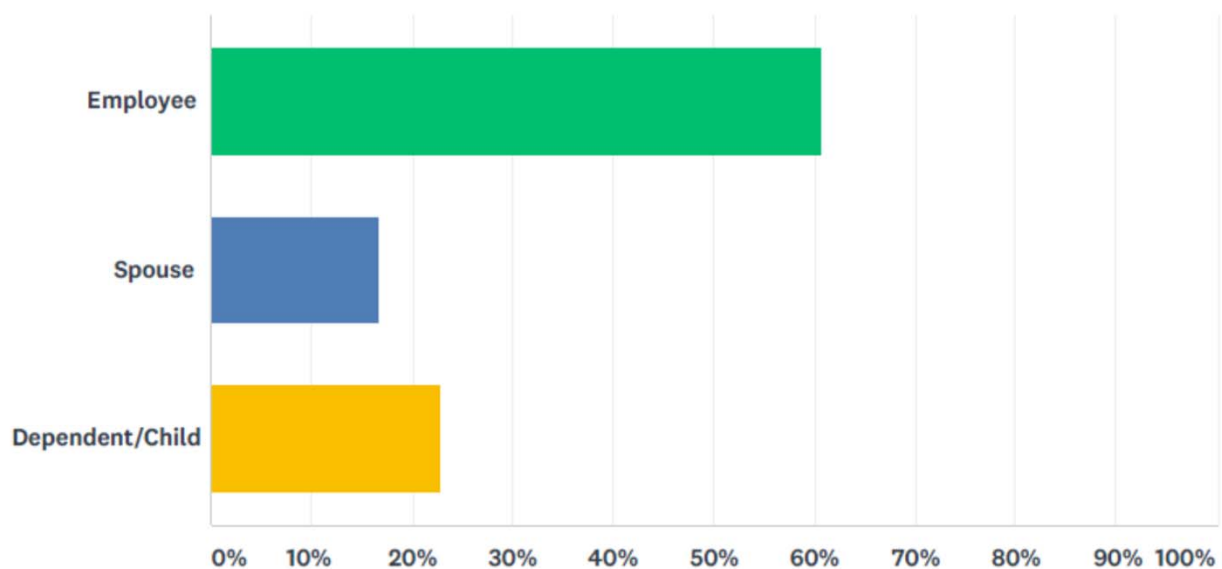
ANSWER CHOICES	RESPONSES
City of Manitowoc	32.31% 21
School District of Manitowoc	67.69% 44
TOTAL	65

# Manty Clinic Patient Survey YTD

## Manty Health and Wellness Center Experience Survey

Q2 Please select the option that best describes the patient.

Answered: 66 Skipped: 0



ANSWER CHOICES	RESPONSES	
Employee	60.61%	40
Spouse	16.67%	11
Dependent/Child	22.73%	15
TOTAL		66

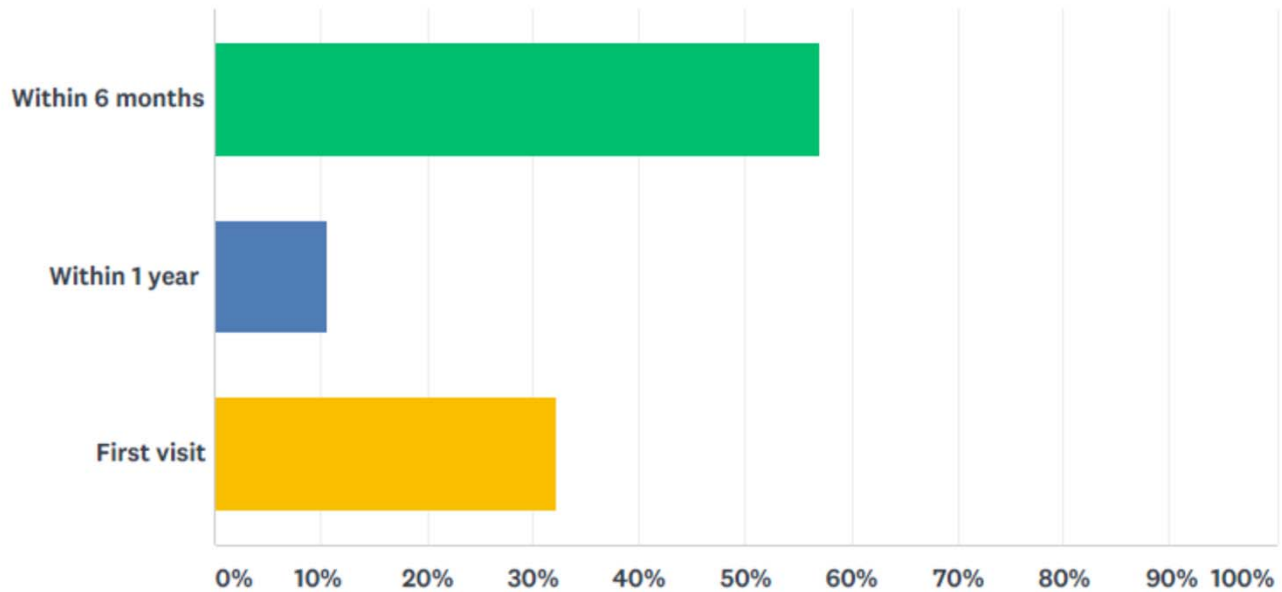


# Manty Clinic Patient Survey YTD

## Manty Health and Wellness Center Experience Survey

### Q3 When was your last visit to this clinic?

Answered: 65 Skipped: 1



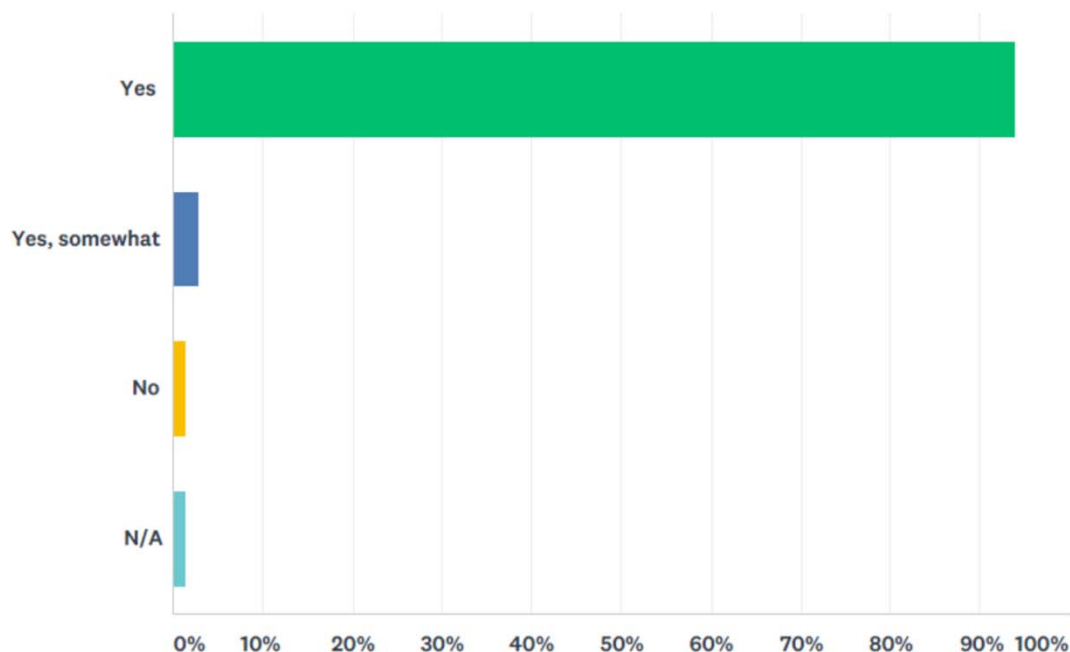
ANSWER CHOICES	RESPONSES	
Within 6 months	56.92%	37
Within 1 year	10.77%	7
First visit	32.31%	21
TOTAL		65

# Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

## Q4 Were you able to schedule an appointment as soon as you needed it?

Answered: 66 Skipped: 0



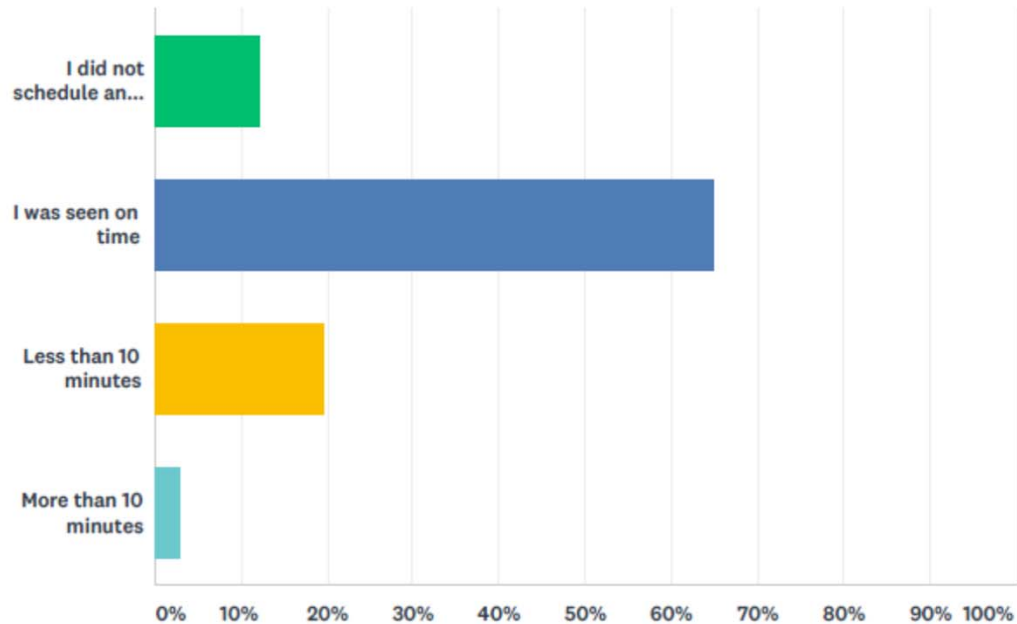
ANSWER CHOICES	RESPONSES	
Yes	93.94%	62
Yes, somewhat	3.03%	2
No	1.52%	1
N/A	1.52%	1
<b>TOTAL</b>		<b>66</b>

# Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q5 If you scheduled an appointment in advance, how long did you have to wait past your scheduled appointment time to be seen?

Answered: 66 Skipped: 0



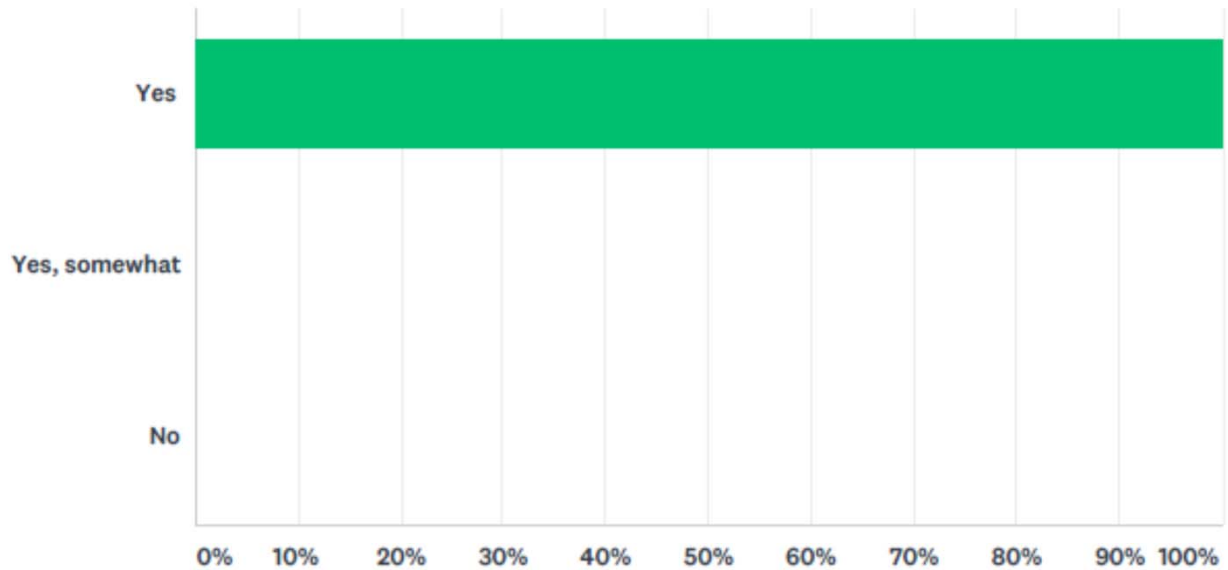
ANSWER CHOICES	RESPONSES	
I did not schedule an appointment in advance	12.12%	8
I was seen on time	65.15%	43
Less than 10 minutes	19.70%	13
More than 10 minutes	3.03%	2
TOTAL		66

# Manty Clinic Patient Survey YTD

## Manty Health and Wellness Center Experience Survey

### Q6 Was your provider friendly and courteous?

Answered: 66 Skipped: 0



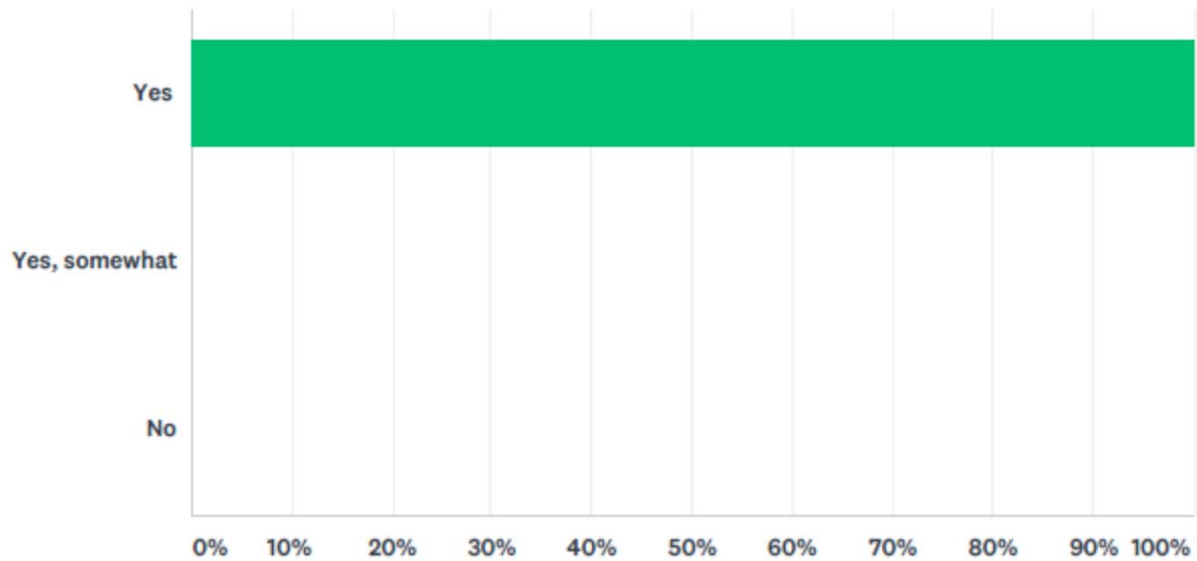
ANSWER CHOICES	RESPONSES	
Yes	100.00%	66
Yes, somewhat	0.00%	0
No	0.00%	0
<b>TOTAL</b>		<b>66</b>

# Manty Clinic Patient Survey YTD

## Manty Health and Wellness Center Experience Survey

Q7 Did your provider explain information in an easy to understand way?

Answered: 66 Skipped: 0



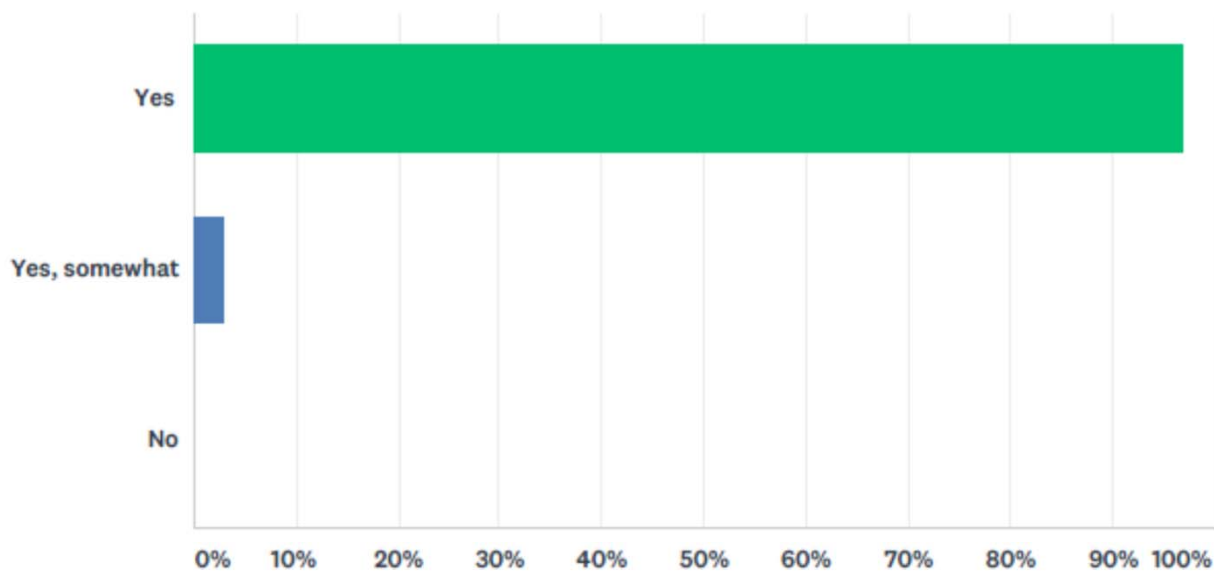
ANSWER CHOICES	RESPONSES	
Yes	100.00%	66
Yes, somewhat	0.00%	0
No	0.00%	0
<b>TOTAL</b>		<b>66</b>

# Manty Clinic Patient Survey YTD

## Manty Health and Wellness Center Experience Survey

Q8 Did your care team spend enough time with you to meet your needs?

Answered: 66 Skipped: 0



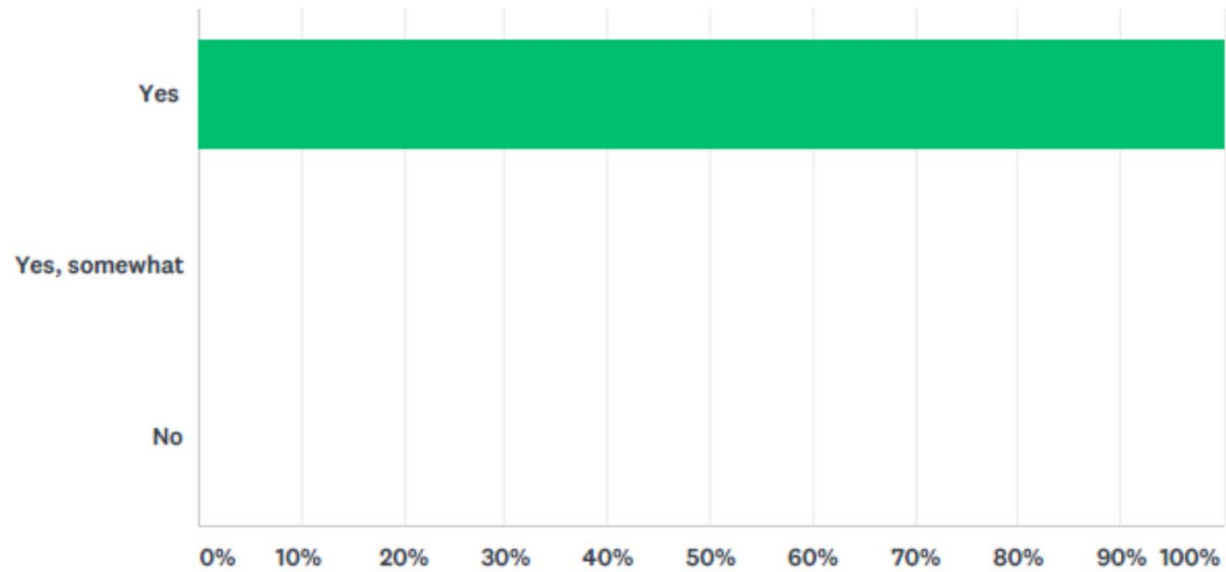
ANSWER CHOICES	RESPONSES	
Yes	96.97%	64
Yes, somewhat	3.03%	2
No	0.00%	0
<b>TOTAL</b>		<b>66</b>

# Manty Clinic Patient Survey YTD

## Manty Health and Wellness Center Experience Survey

### Q9 Was your care team friendly and courteous?

Answered: 66 Skipped: 0



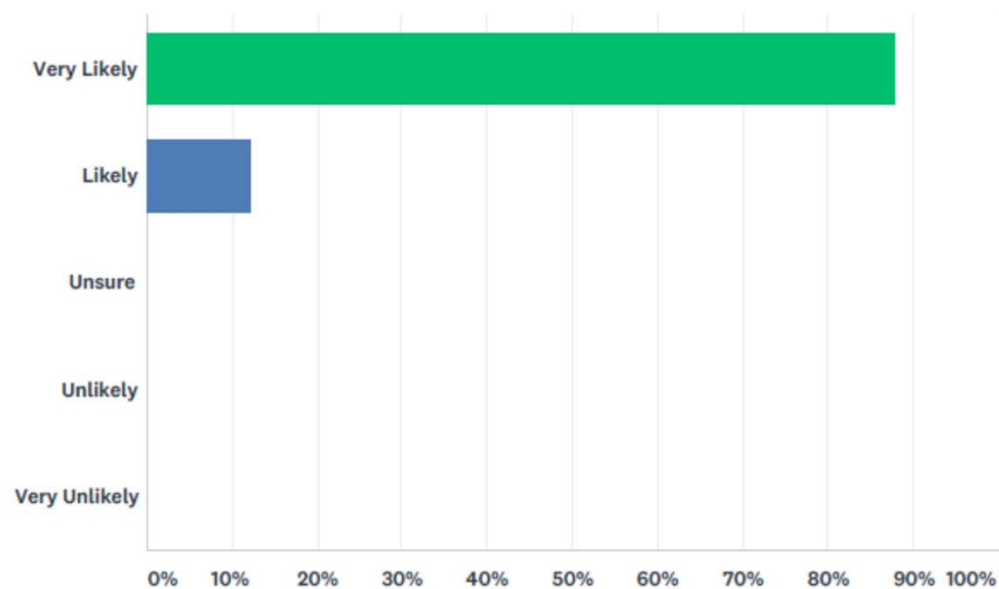
ANSWER CHOICES	RESPONSES	
Yes	100.00%	66
Yes, somewhat	0.00%	0
No	0.00%	0
<b>TOTAL</b>		<b>66</b>

# Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

## Q10 What is the likelihood that you will recommend the Manty Health and Wellness Center to other employees?

Answered: 66 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very Likely	87.88%	58
Likely	12.12%	8
Unsure	0.00%	0
Unlikely	0.00%	0
Very Unlikely	0.00%	0
<b>TOTAL</b>		<b>66</b>

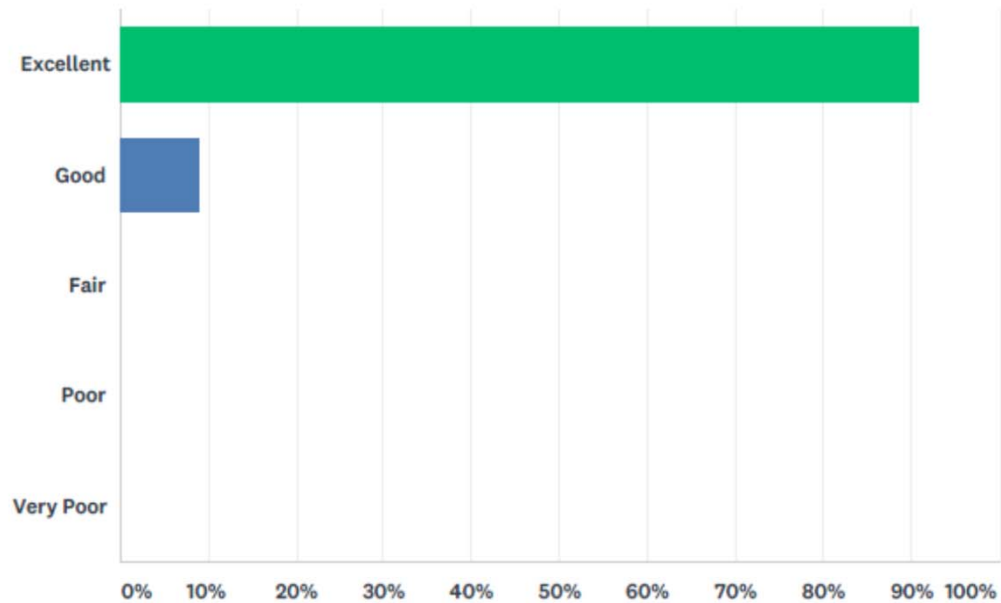


# Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

## Q11 How would you rate the care that you received?

Answered: 66 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent	90.91%	60
Good	9.09%	6
Fair	0.00%	0
Poor	0.00%	0
Very Poor	0.00%	0
<b>TOTAL</b>		<b>66</b>

# Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q12 Please share any other comments you have below:

Answered: 0 Skipped: 58