



([SORULQJ /D\ DQG 3WRVYLDQHQJL QQVGHRI ³\$GHDX&DUH LQ ,QWHULRU \$ODVND \$Q 2QJRLQJ 3LO DEPARTMENT OF VD



, QWURGXFWLR

6LQFH WKH HDUO\ V SXEOLF KHDO\ WH  
DGHTXDWH SUHQDWDO FDUH KDYH HPSR  
WLPLQJ RI SUHQDWDO FDUH LQLWLD WSG

0HWKRGV

KUHGFXFAMHGRDQGHFIRQGXFWHG  
RUVVYHCHXWLGOMWEDPQVKR UHFHIL  
RQVNDGZWKH-QXPHEUSRYWLVLHPWV  
HFUXLWPHQW RFFXUHGEISRVWLQ  
RFLDO PHGLD JURXSV IRU WKH ,QW  
KHLHG NQRZOHGJH SUHIHUHQFHV  
UHQDWDO FDUH DV ZHOO DV H[SHUL  
WHUYLHZV ODVWHG KRXUV DQG  
QG TXDOLWDWLHYHO\ DQDO\]HG IROO  
URFHGXUHV RI \*URXDGWGFZIBRWVZ  
RPSOHWHG LQWHUYLHZV UHFHLYHG  
KDQN\ RXJLW

#### **Relationship with Provider**

SHSWKZRPHQ LGHQWVW HGD SRVLW  
PHYFSHUQHWDODWRFDUWHLQHDOWAHLDQG  
SHQHODWUQFEDUHWBRLQGLPHQVLRQ  
VWVWQYOLWVWVWVWVWVWVWVWVWVWVWVW  
UHRJU SWDQXNLAQHJWQCSHRYLWVWVWVW  
DQHCHSHWQKBDP  
HOFHSGAUQOQXGJQWQHLSRWSDUWX  
QHUFUHFRUGHQJQWUDQDQMLPQHQ  
GZLQWUWVWVWVWVWVWVWVWVWVWVWVWVW  
ZRWK SURYGHUVI FKRLFHV DQG ZH

**B D Q G F K D U D F W H**  
**Q F H D I Q G T X D N H**  
**U H Q D W L P Q V K L S L O F O X G H**  
**E Y O L D W I R O X U M M W**  
**F X O W X I D U R O D O**

**Q G H H G D V I V V**

L P S U R Y H W Z R X W

-FHQWUDO WR GHYHORSLQJ PR  
UHV RI DGHTXDWH SUHQDWDO F  
ULVYLQJ ILQGLQJ ZDV WKDW GH

VKHLU FDUH DOO RI RXU S DWUW  
VKHU RSWLPDO RU DGHTXDWH  
G ZH EHOLHYH WKDW ZRPHQ P

FLQJ WKH VFDOHV VR WR VSHD  
OW WKH\ KDG PRUH FKRLFHV UD  
WWHU EHFDXVH WKH\ JRW PRVW

K LW ZDV H[SHQVLYH DQG ULGG  
EDE\ LV DOLYH 2Q WKH RWKH  
RW JHW ZKDW WKH\ ZDQWHG EX

WKHLU EDE\ ZDV ERUQ DQG VXLU  
LYH UDWLQJV VHHP WR EH URRY  
RXWFRPH ± UDWKHU WKDQ H[SH]

D ORQJVLGH D SRVLWLYH ELUWK  
FOXVLRQ ZH DLP IRU WKLV VW  
IXH DEURVV OD\ DOG FJ RPHGIE

/DWLRQV IRU WKH WLPLQJ IUH  
WDO FDUH EHWWHU FRPPXQLF  
WXWLQV FXOWXUDO KXPLQLW

G H U V D Q G R W K H U K H D O W K S H U V  
¶ V D X W R Q R P \

5 H I H U H Q F H V  
Q & R O O R J H R I 2 E V W H W U L F L D Q V D R G P L O W H R H R Q L V E  
H \* U R O X S 3 U H Q D W D O & D U H S D B s t e l d s a n d G y m m i b b y 2 S L Q

'0 6LQJHU - .DON & ( 6FKO\H\W\QKUH\\$Q\(\$QDOLV,LCMDEQ  
+HDOWK+DUH :DVKLQJWRQD\WLRQ,OD\WLRQ,OD\WLRQ,OD\WLRQ,  
XFN 0 \$Q HYDOXDWLRQ RI WUDQFHV\WUDQFHV\WUDQFHV\WUDQFHV  
RI SUHQWDWD\WUDQFHV\WUDQFHV\WUDQFHV\WUDQFHV\WUDQFHV

HSDUWPHQW RI +HDOWK 6RFLDGFHDFWURFHSHVS&RURHS  
3UHQDWDO &DUH LQ )LUVW 7L1RHSGLWVRURHS /HD  
DLWLYH (SLGHPLRORJ &HQWVHSQDWDMHDLWLYHG H  
JH S . SDVOD 1DWLYH 7ULEDO +HDOWK &RQVRUWHS  
OS &HQW 2 )XWHUL /& )XWWHDGZCQKTKHDXVH

U\$ 9RJHO -3 + XQWHDQ (& / XVMWIDQDQD UNKXK BKHGXJ  
PHQW RI : RPHQ GXULQJ & KREDEUDQWSKQDQHGDWDWK  
VLF 5HYLHZ 3/R6 0HG H O SPBQL MRXL

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