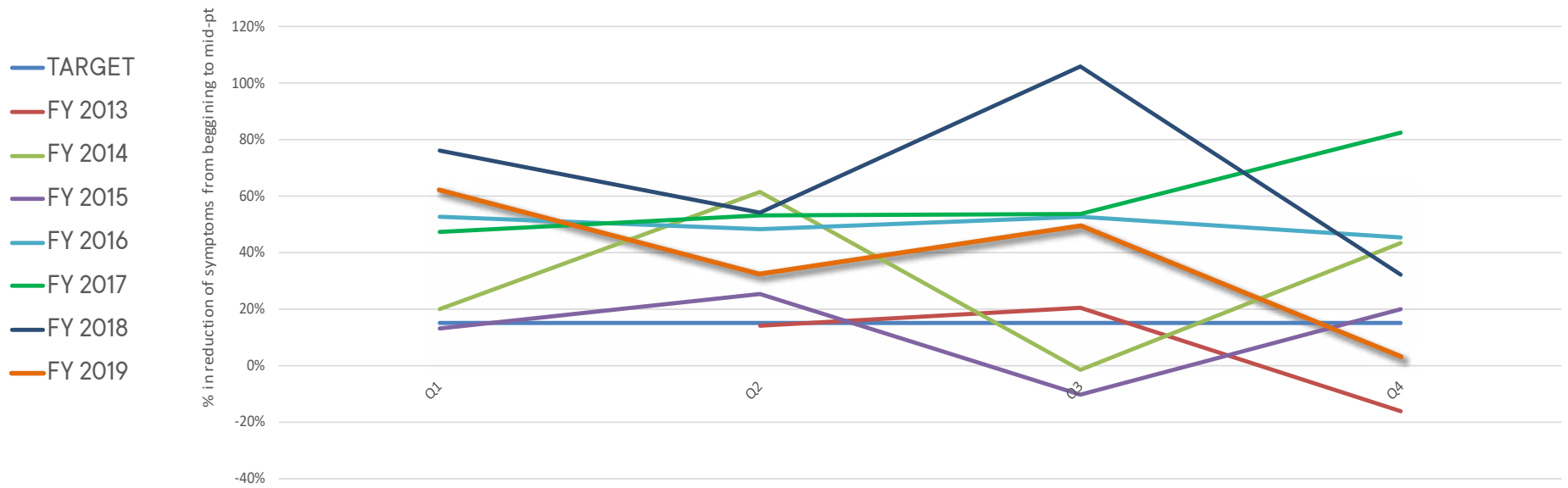


Effectiveness

Dilworth Center Effectiveness in Reducing Symptoms



Reduction in Symptoms

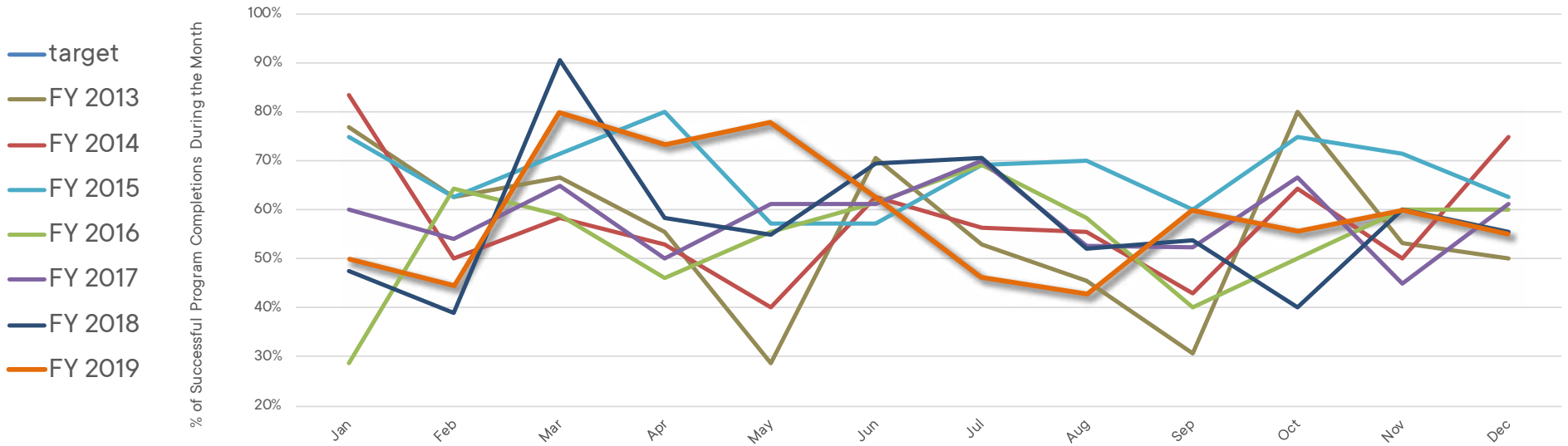
| Effectiveness | Q1-19 | Q2-19 | Q3-19 | Q4-19 | TARGET | 15% |
|--------------------------------|--------------|--------------|--------------|-------------|-----------------------------|-----|
| Patient Mid-point survey Score | 3.25 | 3.20 | 3.21 | 3.36 | Year to Date Average | |
| Patient beginning survey score | 2 | 2.42 | 2.15 | 3.25 | | |
| FY 2019 | 62.5% | 32.4% | 49.5% | 3.3% | 36.9% | |

While our surveys show a yearly average of 36.9% effectiveness in reducing symptoms, **the 4th quarter results were lower than the target.**

We found this was due to the manner in which this survey data is collected. 2 patients completed the beginning survey, while 7 completed the Mid-Point survey and those mid-point survey participants did not necessarily include the beginning survey participants. We recognize the importance of having a timeline of effectiveness data points from each patient, rather than comparing randomized, uncontrolled data. To address this issue, starting on January 1, 2020, we completely overhauled our survey system with a new, NAATP compliant survey system, and hired a data researcher to more effectively collect data.

Efficiency

Dilworth Center Efficiency of Treatment via Completions



Retention Rates

| Efficiency | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 | Target: 50% |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-----------------------------|
| # Patients that completed the program | 5 | 8 | 8 | 11 | 14 | 10 | 6 | 3 | 6 | 10 | 9 | 11 | Year to Date Average |
| # Patients that left the program and completed the program | 10 | 18 | 10 | 15 | 18 | 16 | 13 | 7 | 10 | 18 | 15 | 20 | |
| FY 2019 | 50.00% | 44.44% | 80.00% | 73.33% | 77.78% | 62.50% | 46.15% | 42.86% | 60.00% | 55.56% | 60.00% | 55.00% | 59% |

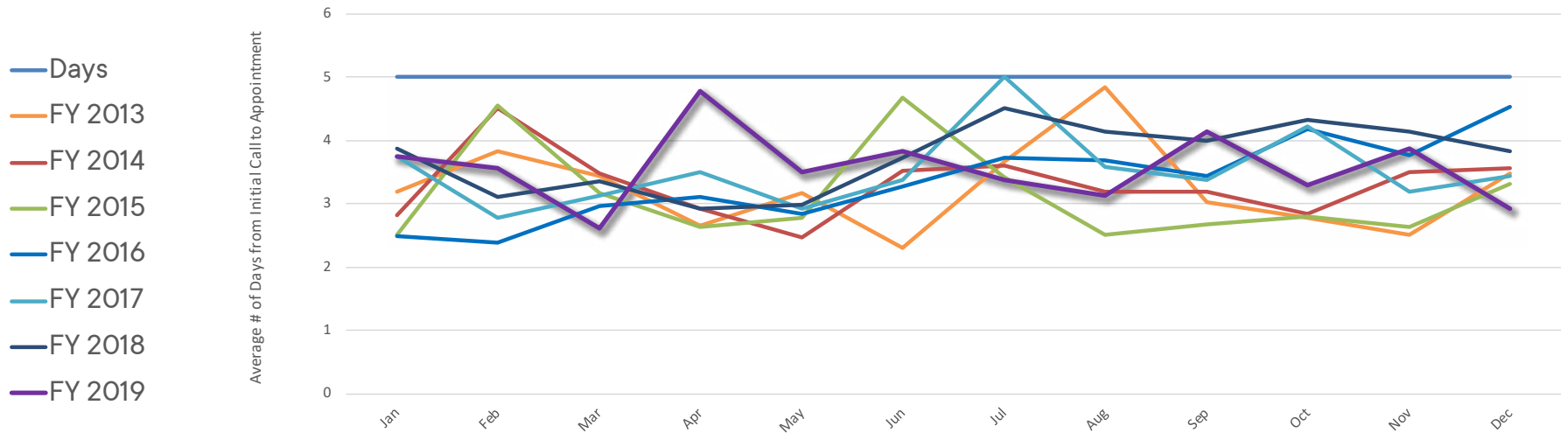
Quantitative Analysis: 2019 Results (Average for Year) are above threshold for improvement

Qualitative Analysis: Performance meets target.

Opportunities for Improving Efficiency: Please see the Critical Incident Report regarding ways to improve efficiency of treatment.

Access

Dilworth Center
Access to Service



Access to Service

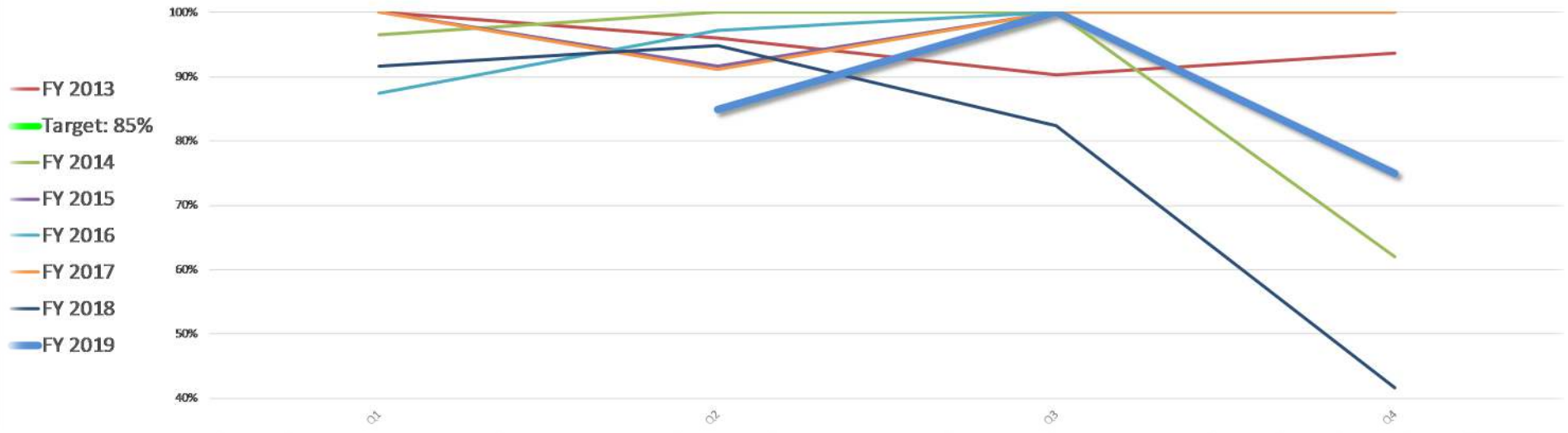
| Access | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 | TARGET | 5 |
|-------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|----------------------|---|
| Access to Service | 3.74 | 3.55 | 2.62 | 4.77 | 3.49 | 3.84 | 3.37 | 3.14 | 4.15 | 3.29 | 3.86 | 2.93 | Year to Date Average | |
| FY 2019 | 3.74 | 3.55 | 2.62 | 4.77 | 3.49 | 3.84 | 3.37 | 3.14 | 4.15 | 3.29 | 3.86 | 2.93 | 3.56 | |

Quantitative Analysis: 2019 Results (Average for Year) are above threshold for improvement

Qualitative Analysis: Performance meets target.

Opportunities for Improving Access to Service: All performance was at or below target of 5 days.

Dilworth Center
Patient Satisfaction



| Satisfaction | Q1-19 | Q2-19 | Q3-19 | Q4-19 | Target: 85% |
|-----------------------------|-----------------------|--------|---------|--------|----------------------|
| Patient Satisfaction Scores | No Survey Submissions | 85.00% | 100.00% | 75.00% | Year to Date Average |
| FY 19 | No Survey Submissions | 85.00% | 100.00% | 75.00% | 87% |

Quantitative Analysis: 2019 Results (Average for Year) are above threshold for improvement

Qualitative Analysis: Performance meets target.

Opportunities for Improving Satisfaction: Yearly average was at or above target, however Q4 was below the target satisfaction score of 85%. We believe that with our new survey system in place, a much more accurate picture of satisfaction scores will be available. It is very easy for an entire quarter to have it's satisfaction score pulled down, in this case, one patient was responsible for not meeting the quarter 4 target. There were 3 respondents in quarter 4, two of them reported 100% satisfaction and one close to 0% satisfaction.