



**SPECTRUM HEALTH VALUE STUDY™
Overall Health Care Service Ratings
Percent of High-Level Ratings (Top 3)
Data Collected January, April and August, 2009**

Total Respondents 3049

By Alphabetical Order	%
Care For The Elderly	19
Dentist Services	43
Diagnostic Laboratory Services	40
Emergency Care Services	40
Family Social/health Services	22
Health Relief Services (such As During A National Disaster)	24
Health/personal Care Goods	39
Home Health Services	24
Individual Social/health Services	21
Medical Research	39
Medical Services At A Hospital	40
Mental Health Services	21
Mental Retardation Services	20
Nursing Care Services	31
Nutrition Services	25
Outpatient Services	36
Over The Counter Drugs	46
Pharmaceutical Research	35
Physician Services	42
Prescription Drugs	41
Preventive Health Services	26
Psychiatric Services	23
Scientific Research	37
Substance Abuse Services	24
Surgical Services	49
Vocational Rehabilitation	22
Wellness Services	27

By Ranking	%
Surgical Services	49
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Dentist Services	43
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