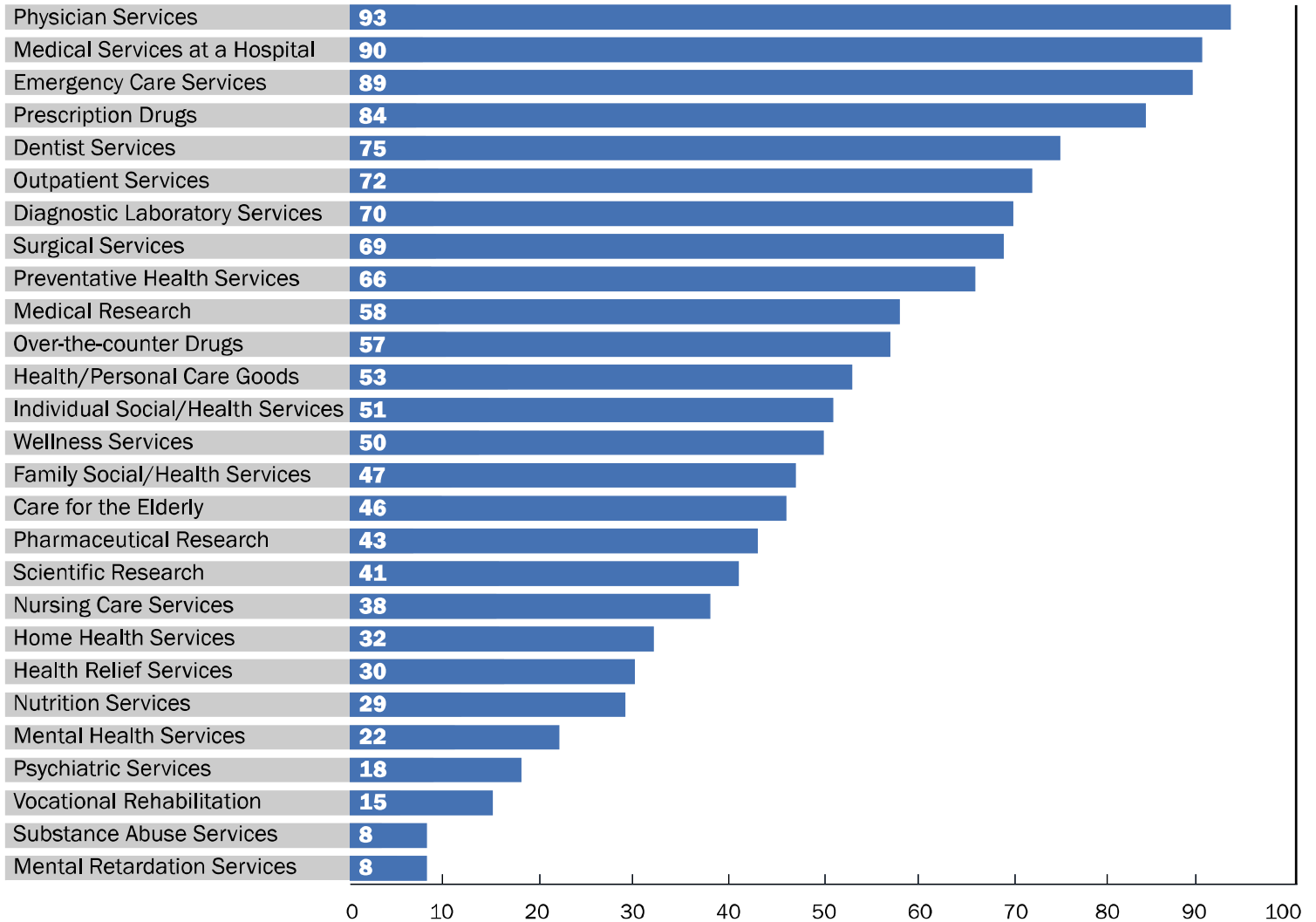


**CHARTS FOR MEDIA USE**

**Spectrum Health Value Study™**  
**Overall Importance Ratings for Health Care Services and Programs (Max-Diff Scores)**  
**All Respondents, Data Collected January and April, 2009**

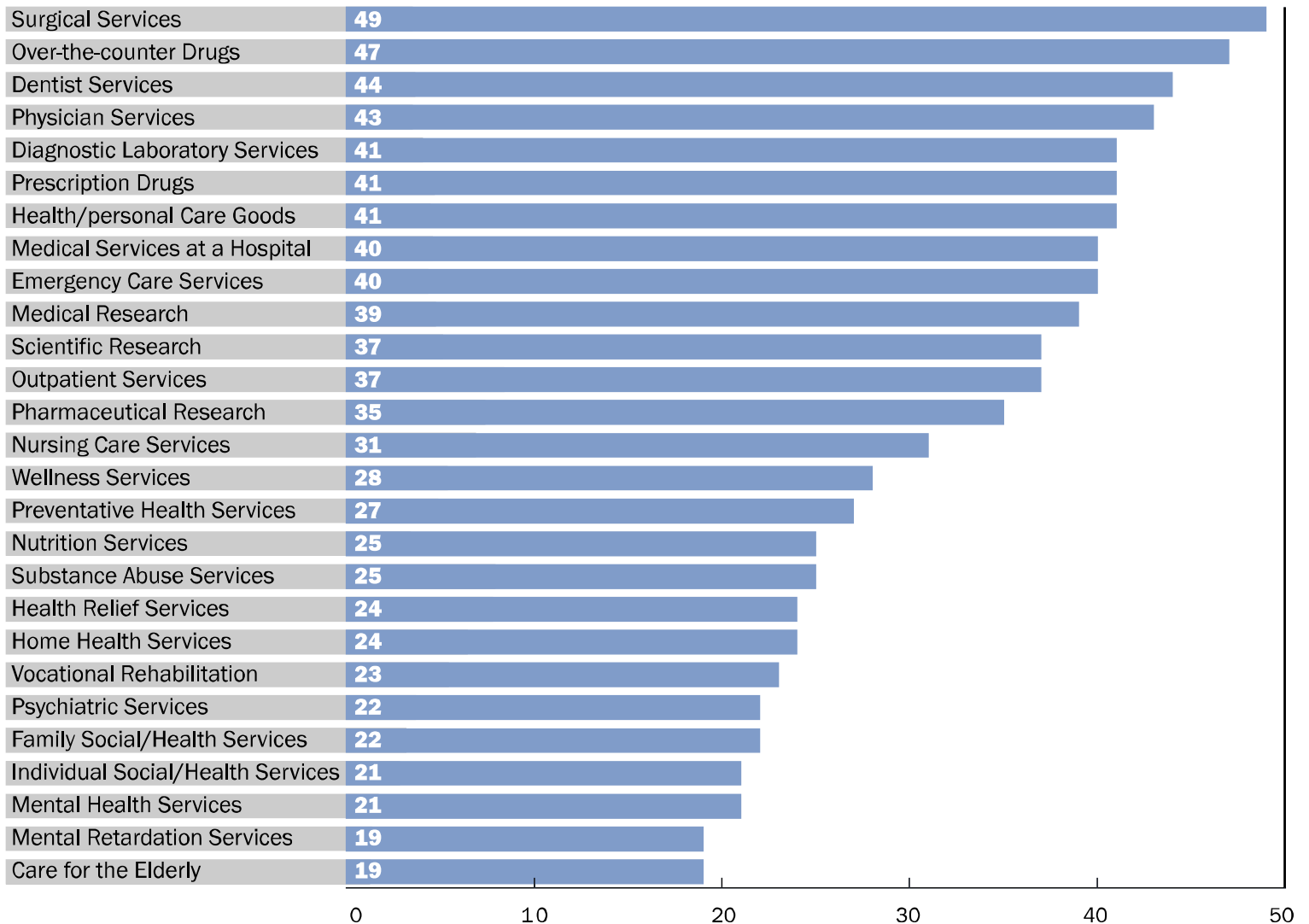


This information is made available to the public as part of the Spectrum Health Value Study™, and may be used for media, academic and policy analysis purposes with attribution (graphics files are available separately at [www.healthvaluestudy.com/media](http://www.healthvaluestudy.com/media).) Suggested citation: "Spectrum Health Value Study ([www.healthvaluestudy.com](http://www.healthvaluestudy.com)), 2009." Please contact Spectrum at [www.healthvaluestudy.com/contact-us](http://www.healthvaluestudy.com/contact-us) or at (202) 202-955-6222 with any questions.



Spectrum Health Value Study™

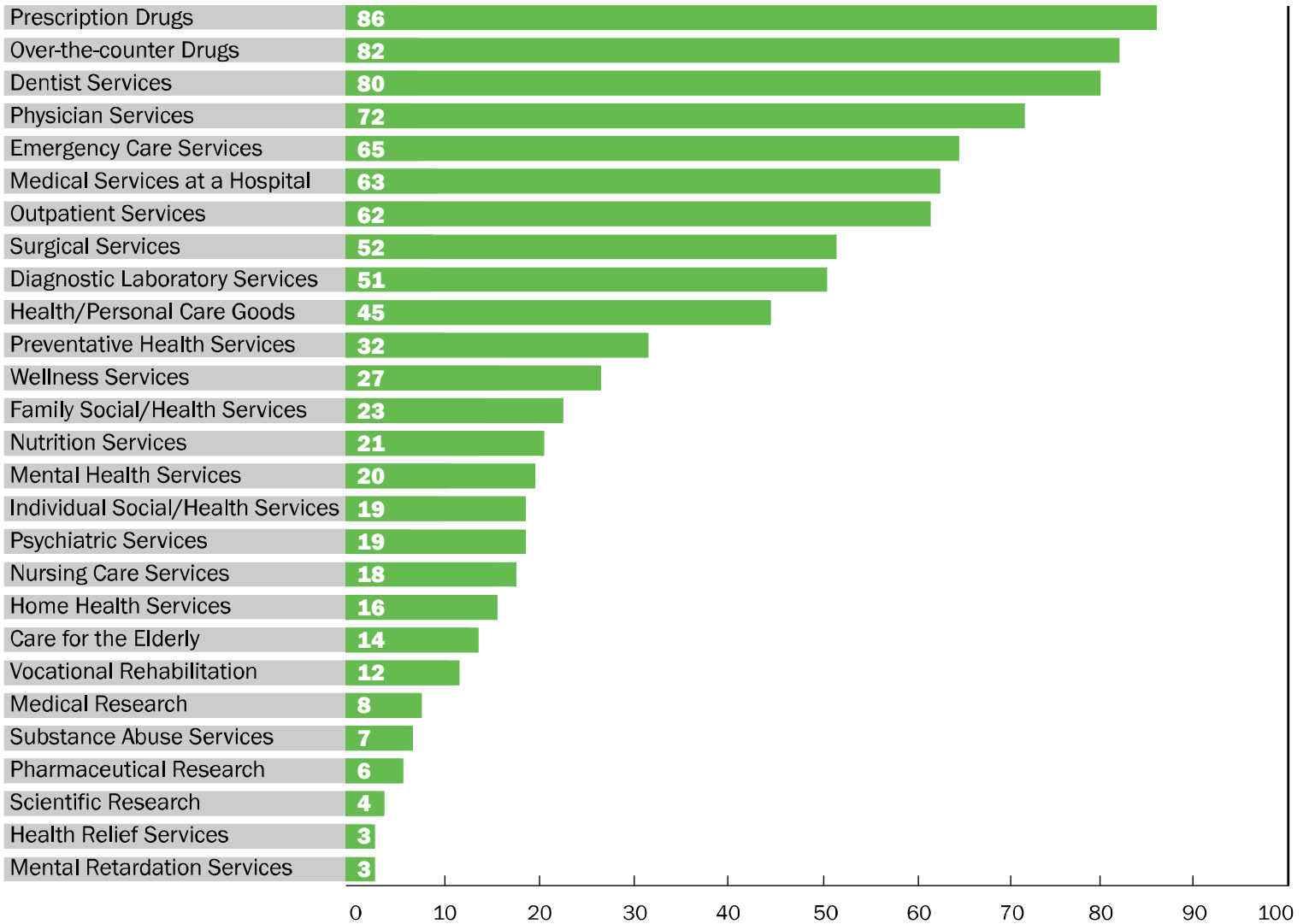
Health Service Ratings: High Level Ratings for Programs, Products and Services (Top 3 categories)  
All Respondents, Date Collected January and April, 2009



This information is made available to the public as part of the Spectrum Health Value Study™, and may be used for media, academic and policy analysis purposes with attribution (graphics files are available separately at [www.healthvaluestudy.com/media](http://www.healthvaluestudy.com/media).) Suggested citation: "Spectrum Health Value Study ([www.healthvaluestudy.com](http://www.healthvaluestudy.com)), 2009." Please contact Spectrum at [www.healthvaluestudy.com/contact-us](http://www.healthvaluestudy.com/contact-us) or at (202) 202-955-6222 with any questions.



Spectrum Health Value Study™  
Programs, Products and Services Ever Used  
All Respondents, Date Collected January and April, 2009



This information is made available to the public as part of the Spectrum Health Value Study™, and may be used for media, academic and policy analysis purposes with attribution (graphics files are available separately at [www.healthvaluestudy.com/media](http://www.healthvaluestudy.com/media).) Suggested citation: "Spectrum Health Value Study ([www.healthvaluestudy.com](http://www.healthvaluestudy.com)), 2009." Please contact Spectrum at [www.healthvaluestudy.com/contact-us](http://www.healthvaluestudy.com/contact-us) or at (202) 202-955-6222 with any questions.