Participants provided comments on a variety of criteria. The information below depicts performance on six core areas: willingness to recommend to colleagues, ability to satisfy industry need, ability to meet expectations, ability to exceed expectations, ease of use, and value.

**WOULD RECOMMEND**
I would recommend this service to my colleagues.

- Strongly Agree: 67%
- Agree: 33%
- Indifferent: 0%
- Disagree: 0%
- Strongly Disagree: 0%
- NA: 0%

Mean Score = 4.67

**EXCEEDS EXPECTATIONS**
The service exceeded expectations.

- Strongly Agree: 33%
- Agree: 50%
- Indifferent: 17%
- Disagree: 0%
- Strongly Disagree: 0%
- NA: 0%

Mean Score = 4.17

**SATISFIES INDUSTRY NEED**
The service satisfies a need in the healthcare industry.

- Strongly Agree: 81%
- Agree: 19%
- Indifferent: 0%
- Disagree: 0%
- Strongly Disagree: 0%
- NA: 0%

Mean Score = 4.81

**MEETS EXPECTATIONS**
The service met expectations.

- Strongly Agree: 78%
- Agree: 22%
- Indifferent: 0%
- Disagree: 0%
- Strongly Disagree: 0%
- NA: 0%

Mean Score = 4.78

**EASY TO USE**
The service is easy to use.

- Strongly Agree: 67%
- Agree: 33%
- Indifferent: 0%
- Disagree: 0%
- Strongly Disagree: 0%
- NA: 0%

Mean Score = 4.67

**VALUE**
The service represents good value for the cost.

- Strongly Agree: 57%
- Agree: 43%
- Indifferent: 0%
- Disagree: 0%
- Strongly Disagree: 0%
- NA: 0%

Mean Score = 4.57

To learn more about HFMA’s Peer Review program, visit hfma.org/peerreview