Strategic Objective 3.1
Key Measure
Percent of Specialty Care Appointments Scheduled Within 30 Days of Desired Date

2003	
Results	89%
Targets	80%
2004	
Results	93%
Targets	90%
2005	
Results	93%
Targets	93%
2006	
Results	94%
Targets	93%
2007	
Results	95%
Targets	95%
Strategic Target	
Results	N/A
Targets	95%

(1) Actual 2007 results data through 08/2007. Final data are expected in 11/2007.
(2) ST = Strategic Target