

# Community Health Services (Organization) Patient Experience Survey Results - November 2014

## 1. Patient Information

### What is your age?

Response	Frequency	Percent	0	20	40	60	80	100
0-12	85	13.6%						
13-19	48	7.7%						
20-29	87	14.0%						
30-39	91	14.6%						
40-49	91	14.6%						
50-64	164	26.3%						
65+	57	9.1%						

### What is your gender?

Response	Frequency	Percent	0	20	40	60	80	100
Male	124	29.0%						
Female	302	70.6%						
Transgender	2	0.5%						

### Do you consider yourself Hispanic or Latino?

Response	Frequency	Percent	0	20	40	60	80	100
Yes, Hispanic or Latino	90	22.6%						
No, not Hispanic or Latino	309	77.4%						

### What is your race? (mark one or more)

Response	Frequency	Percent	0	20	40	60	80	100
Asian	5	0.9%						
Black/African American	61	10.8%						
White	509	90.1%						
Native Hawaiian	0	0.0%						
Other Pacific Islander	5	0.9%						
American Indian/Alaskan Native	6	1.1%						

### How would you rate your general health?

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	138	22.7%						
Good	296	48.7%						
Fair	163	26.8%						
Poor	11	1.8%						

## 2. Ease of Getting Care

### Able to get appointment for checkups (yearly exams, well-visits, regular follow-up visits)

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	347	55.9%						
Good	228	36.7%						
Fair	43	6.9%						
Poor	3	0.5%						

### Able to make same day appointment when sick or hurt

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	199	34.5%						
Good	232	40.3%						
Fair	113	19.6%						
Poor	32	5.6%						

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## Health center hours work for me

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	340	55.0%						
Good	234	37.9%						
Fair	40	6.5%						
Poor	4	0.6%						

## Phone calls get through easily

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	344	55.9%						
Good	214	34.8%						
Fair	50	8.1%						
Poor	7	1.1%						

## I get called back quickly

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	297	49.0%						
Good	238	39.3%						
Fair	63	10.4%						
Poor	8	1.3%						

## Able to get medical advice when the office is closed

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	150	27.9%						
Good	240	44.6%						
Fair	105	19.5%						
Poor	43	8.0%						

## Length of time waiting at the clinic

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	263	43.0%						
Good	278	45.4%						
Fair	62	10.1%						
Poor	9	1.5%						

## 3. Facility

### Easy to find clinic

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	443	70.8%						
Good	172	27.5%						
Fair	10	1.6%						
Poor	1	0.2%						

### Lobby and waiting room was comfortable and clean

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	506	81.4%						
Good	108	17.4%						
Fair	7	1.1%						
Poor	1	0.2%						

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## Exam room was comfortable and clean

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	506	81.6%						
Good	105	16.9%						
Fair	7	1.1%						
Poor	2	0.3%						

## Handicap accessibility

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	398	69.2%						
Good	159	27.7%						
Fair	14	2.4%						
Poor	4	0.7%						

## 4. Front Desk

### Friendly and helpful to you

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	531	84.8%						
Good	86	13.7%						
Fair	9	1.4%						
Poor	0	0.0%						

## 5. Nurses and Medical Assistants

### Listens to you

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	520	83.2%						
Good	99	15.8%						
Fair	6	1.0%						
Poor	0	0.0%						

### Friendly and helpful to you

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	514	84.0%						
Good	92	15.0%						
Fair	6	1.0%						
Poor	0	0.0%						

### Answers your questions

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	496	81.8%						
Good	103	17.0%						
Fair	7	1.2%						
Poor	0	0.0%						

## 6. Provider(s)

### Listens to you

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	473	77.2%						
Good	129	21.0%						
Fair	10	1.6%						
Poor	1	0.2%						

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## Spends enough time with you

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	449	74.0%						
Good	145	23.9%						
Fair	12	2.0%						
Poor	1	0.2%						

## Answers your questions

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	469	76.5%						
Good	132	21.5%						
Fair	11	1.8%						
Poor	1	0.2%						

## Friendly and helpful to you

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	488	80.3%						
Good	111	18.3%						
Fair	8	1.3%						
Poor	1	0.2%						

## Gives you information you can understand

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	467	76.6%						
Good	128	21.0%						
Fair	14	2.3%						
Poor	1	0.2%						

## Considers your personal or family beliefs

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	415	71.4%						
Good	150	25.8%						
Fair	16	2.8%						
Poor	0	0.0%						

## Involves other doctors and caregivers in your care when needed

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	394	68.3%						
Good	166	28.8%						
Fair	15	2.6%						
Poor	2	0.3%						

## Gives you good advice and treatment

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	449	75.0%						
Good	137	22.9%						
Fair	11	1.8%						
Poor	2	0.3%						

## 7. Experience with Today's Visit

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### Did anyone ask if you have problems with the medicine you take?

Response	Frequency	Percent	0	20	40	60	80	100
Yes	330	57.4%						
No	69	12.0%						
Not Applicable	176	30.6%						

### Do you have problems getting your medication? (transportation, pharmacy hours or cost)

Response	Frequency	Percent	0	20	40	60	80	100
Yes	59	9.9%						
No	407	68.4%						
Not Applicable	129	21.7%						

### Did someone talk with you about your goals for your health?

Response	Frequency	Percent	0	20	40	60	80	100
Yes	363	65.8%						
No	189	34.2%						

### Did you get a copy of your care plan?

Response	Frequency	Percent	0	20	40	60	80	100
Yes	359	63.9%						
No	88	15.7%						
Not Applicable	115	20.5%						

### Were you asked if you had visits with other healthcare providers since your last visit with us?

Response	Frequency	Percent	0	20	40	60	80	100
Yes	304	56.1%						
No	238	43.9%						

### Were you helped with making appointments to see other providers or for specialty care?

Response	Frequency	Percent	0	20	40	60	80	100
Yes	282	49.4%						
No	73	12.8%						
Not Applicable	216	37.8%						

## 8. General

### Have you ever been given information on what it means to have a "health home" or a "medical home"?

Response	Frequency	Percent	0	20	40	60	80	100
Yes	164	29.1%						
No	399	70.9%						

### If yes, do you feel that we are your health/medical home?

Response	Frequency	Percent	0	20	40	60	80	100
Yes	187	41.1%						
No	33	7.3%						
Not Applicable	235	51.6%						

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**You may need other services that we do not provide. Have we helped you find other services you need?**

Response	Frequency	Percent	0	20	40	60	80	100
Yes	298	52.4%						
No	50	8.8%						
Not Applicable	221	38.8%						

**Do you feel that we help you to make healthy lifestyle choices?**

Response	Frequency	Percent	0	20	40	60	80	100
Yes	531	95.5%						
No	25	4.5%						

**Would you send your friends and family to us?**

Response	Frequency	Percent	0	20	40	60	80	100
Yes	576	98.5%						
No	9	1.5%						

**Do you understand what we ask you to pay for your care?**

Response	Frequency	Percent	0	20	40	60	80	100
Yes	451	77.2%						
No	12	2.1%						
Not Applicable	121	20.7%						

**Do you feel what you pay is reasonable?**

Response	Frequency	Percent	0	20	40	60	80	100
Yes	438	74.4%						
No	9	1.5%						
Not Applicable	142	24.1%						

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