

Community Health Services (Organization) Patient Experience Survey Results - December 2013

1. Patient Information

What is your age?

Response	Frequency	Percent	0	20	40	60	80	100
0-12	88	19.3%						
13-19	49	10.7%						
20-29	64	14.0%						
30-39	78	17.1%						
40-49	53	11.6%						
50-64	84	18.4%						
65+	40	8.8%						

What is your gender?

Response	Frequency	Percent	0	20	40	60	80	100
Male	106	32.4%						
Female	220	67.3%						
Transgender	1	0.3%						

Do you consider yourself Hispanic or Latino?

Response	Frequency	Percent	0	20	40	60	80	100
Yes, Hispanic or Latino	97	31.7%						
No, not Hispanic or Latino	209	68.3%						

What is your race? (mark one or more)

Response	Frequency	Percent	0	20	40	60	80	100
Asian	1	0.3%						
Black/African American	41	10.4%						
White	351	89.1%						
Native Hawaiian	0	0.0%						
Other Pacific Islander	2	0.5%						
American Indian/Alaskan Native	11	2.8%						

How would you rate your general health?

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	102	22.6%						
Good	230	51.0%						
Fair	99	22.0%						
Poor	20	4.4%						

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	226	49.7%						
Good	180	39.6%						
Fair	44	9.7%						
Poor	5	1.1%						

Able to make same day appointment when sick or hurt

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	149	34.4%						
Good	180	41.6%						
Fair	71	16.4%						
Poor	33	7.6%						

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Health center hours work for me

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	266	58.3%						
Good	157	34.4%						
Fair	29	6.4%						
Poor	4	0.9%						

Phone calls get through easily

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	277	61.4%						
Good	134	29.7%						
Fair	36	8.0%						
Poor	4	0.9%						

I get called back quickly

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	218	48.6%						
Good	166	37.0%						
Fair	56	12.5%						
Poor	9	2.0%						

Able to get medical advice when the office is closed

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	120	29.1%						
Good	175	42.4%						
Fair	80	19.4%						
Poor	38	9.2%						

Length of time waiting at the clinic

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	147	32.7%						
Good	215	47.9%						
Fair	76	16.9%						
Poor	11	2.4%						

3. Facility

Easy to find clinic

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	349	76.4%						
Good	101	22.1%						
Fair	6	1.3%						
Poor	1	0.2%						

Lobby and waiting room was comfortable and clean

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	362	79.7%						
Good	89	19.6%						
Fair	3	0.7%						
Poor	0	0.0%						

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Exam room was comfortable and clean

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	363	80.0%						
Good	86	18.9%						
Fair	5	1.1%						
Poor	0	0.0%						

Handicap accessibility

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	298	69.6%						
Good	118	27.6%						
Fair	11	2.6%						
Poor	1	0.2%						

4. Front Desk

Friendly and helpful to you

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	393	86.0%						
Good	59	12.9%						
Fair	4	0.9%						
Poor	1	0.2%						

5. Nurses and Medical Assistants

Listens to you

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	370	81.1%						
Good	81	17.8%						
Fair	5	1.1%						
Poor	0	0.0%						

Friendly and helpful to you

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	372	84.0%						
Good	68	15.3%						
Fair	3	0.7%						
Poor	0	0.0%						

Answers your questions

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	361	81.1%						
Good	78	17.5%						
Fair	6	1.3%						
Poor	0	0.0%						

6. Provider(s)

Listens to you

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	357	77.8%						
Good	95	20.7%						
Fair	6	1.3%						
Poor	1	0.2%						

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Spends enough time with you

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	324	70.9%						
Good	118	25.8%						
Fair	15	3.3%						
Poor	0	0.0%						

Answers your questions

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	349	76.9%						
Good	98	21.6%						
Fair	6	1.3%						
Poor	1	0.2%						

Friendly and helpful to you

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	361	79.2%						
Good	86	18.9%						
Fair	8	1.8%						
Poor	1	0.2%						

Gives you information you can understand

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	341	74.6%						
Good	110	24.1%						
Fair	5	1.1%						
Poor	1	0.2%						

Considers your personal or family beliefs

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	307	69.8%						
Good	120	27.3%						
Fair	11	2.5%						
Poor	2	0.5%						

Involves other doctors and caregivers in your care when needed

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	290	65.8%						
Good	135	30.6%						
Fair	13	2.9%						
Poor	3	0.7%						

Gives you good advice and treatment

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	330	73.0%						
Good	109	24.1%						
Fair	12	2.7%						
Poor	1	0.2%						

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	259	57.3%						
No	59	13.1%						
Not Applicable	134	29.6%						

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

Response	Frequency	Percent	0	20	40	60	80	100
Yes	73	16.0%						
No	284	62.4%						
Not Applicable	98	21.5%						

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

Response	Frequency	Percent	0	20	40	60	80	100
Yes	277	64.6%						
No	152	35.4%						

Did you get a copy of your care plan?

Response	Frequency	Percent	0	20	40	60	80	100
Yes	245	56.1%						
No	82	18.8%						
Not Applicable	110	25.2%						

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	235	55.0%						
No	192	45.0%						

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

Response	Frequency	Percent	0	20	40	60	80	100
Yes	205	46.4%						
No	63	14.3%						
Not Applicable	174	39.4%						

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	106	23.9%						
No	338	76.1%						

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



Response	Frequency	Percent	0	20	40	60	80	100
Yes	137	35.4%						
No	20	5.2%						
Not Applicable	230	59.4%						

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	219	49.0%						
No	46	10.3%						
Not Applicable	182	40.7%						

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

Response	Frequency	Percent	0	20	40	60	80	100
Yes	412	94.3%						
No	25	5.7%						




Would you send your friends and family to us?

Response	Frequency	Percent	0	20	40	60	80	100
Yes	436	98.0%						
No	9	2.0%						

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

Response	Frequency	Percent	0	20	40	60	80	100
Yes	341	75.6%						
No	15	3.3%						
Not Applicable	95	21.1%						

Do you feel what you pay is reasonable?

Response	Frequency	Percent	0	20	40	60	80	100
Yes	328	72.4%						
No	13	2.9%						
Not Applicable	112	24.7%						

Report Created on 12/5/2013