

Community Health Services Medical Patient Experience Survey Results Organization - November 2015

1. Patient Information

What is your age?

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|----------|-----------|---------|---|----|----|----|----|-----|
| 0-12 | 85 | 14.3% | | | | | | |
| 13-19 | 60 | 10.1% | | | | | | |
| 20-29 | 68 | 11.5% | | | | | | |
| 30-39 | 89 | 15.0% | | | | | | |
| 40-49 | 86 | 14.5% | | | | | | |
| 50-64 | 140 | 23.6% | | | | | | |
| 65+ | 65 | 11.0% | | | | | | |

What is your gender?

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|-------------|-----------|---------|---|----|----|----|----|-----|
| Male | 155 | 37.4% | | | | | | |
| Female | 259 | 62.6% | | | | | | |
| Transgender | 0 | 0.0% | | | | | | |

Do you consider yourself Hispanic or Latino?

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|----------------------------|-----------|---------|---|----|----|----|----|-----|
| Yes, Hispanic or Latino | 116 | 33.0% | | | | | | |
| No, not Hispanic or Latino | 235 | 67.0% | | | | | | |

What is your race? (mark one or more)

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|--------------------------------|-----------|---------|---|----|----|----|----|-----|
| Asian | 7 | 1.3% | | | | | | |
| Black/African American | 52 | 10.0% | | | | | | |
| White | 459 | 88.4% | | | | | | |
| Native Hawaiian | 2 | 0.4% | | | | | | |
| Other Pacific Islander | 7 | 1.3% | | | | | | |
| American Indian/Alaskan Native | 6 | 1.2% | | | | | | |

How would you rate your general health?

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|-----------|-----------|---------|---|----|----|----|----|-----|
| Very Good | 139 | 23.9% | | | | | | |
| Good | 261 | 44.9% | | | | | | |
| Fair | 151 | 26.0% | | | | | | |
| Poor | 30 | 5.2% | | | | | | |

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 | 324 | 54.7% | | | | | | |
| Good | 227 | 38.3% | | | | | | |
| Fair | 39 | 6.6% | | | | | | |
| Poor | 2 | 0.3% | | | | | | |

Able to make same day appointment when sick or hurt

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|-----------|-----------|---------|---|----|----|----|----|-----|
| Very Good | 175 | 32.2% | | | | | | |
| Good | 227 | 41.7% | | | | | | |
| Fair | 114 | 21.0% | | | | | | |
| Poor | 28 | 5.1% | | | | | | |

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Health center hours work for me

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|-----------|-----------|---------|---|----|----|----|----|-----|
| Very Good | 318 | 54.1% | | | | | | |
| Good | 238 | 40.5% | | | | | | |
| Fair | 31 | 5.3% | | | | | | |
| Poor | 1 | 0.2% | | | | | | |

Phone calls get through easily

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|-----------|-----------|---------|---|----|----|----|----|-----|
| Very Good | 346 | 59.1% | | | | | | |
| Good | 205 | 35.0% | | | | | | |
| Fair | 33 | 5.6% | | | | | | |
| Poor | 1 | 0.2% | | | | | | |

I get called back quickly

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|-----------|-----------|---------|---|----|----|----|----|-----|
| Very Good | 292 | 50.3% | | | | | | |
| Good | 240 | 41.4% | | | | | | |
| Fair | 46 | 7.9% | | | | | | |
| Poor | 2 | 0.3% | | | | | | |

Able to get medical advice when the office is closed

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|-----------|-----------|---------|---|----|----|----|----|-----|
| Very Good | 136 | 27.8% | | | | | | |
| Good | 222 | 45.4% | | | | | | |
| Fair | 98 | 20.0% | | | | | | |
| Poor | 33 | 6.7% | | | | | | |

Length of time waiting at the clinic

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|-----------|-----------|---------|---|----|----|----|----|-----|
| Very Good | 232 | 39.9% | | | | | | |
| Good | 263 | 45.2% | | | | | | |
| Fair | 84 | 14.4% | | | | | | |
| Poor | 3 | 0.5% | | | | | | |

3. Facility

Easy to find clinic

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|-----------|-----------|---------|---|----|----|----|----|-----|
| Very Good | 422 | 70.6% | | | | | | |
| Good | 160 | 26.8% | | | | | | |
| Fair | 13 | 2.2% | | | | | | |
| Poor | 3 | 0.5% | | | | | | |

Lobby and waiting room was comfortable and clean

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|-----------|-----------|---------|---|----|----|----|----|-----|
| Very Good | 464 | 78.4% | | | | | | |
| Good | 123 | 20.8% | | | | | | |
| Fair | 5 | 0.8% | | | | | | |
| Poor | 0 | 0.0% | | | | | | |

Exam room was comfortable and clean

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|-----------|-----------|---------|---|----|----|----|----|-----|
| Very Good | 462 | 78.3% | | | | | | |
| Good | 126 | 21.4% | | | | | | |
| Fair | 2 | 0.3% | | | | | | |
| Poor | 0 | 0.0% | | | | | | |

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Handicap accessibility

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|-----------|-----------|---------|---|----|----|----|----|-----|
| Very Good | 343 | 64.0% | | | | | | |
| Good | 170 | 31.7% | | | | | | |
| Fair | 13 | 2.4% | | | | | | |
| Poor | 10 | 1.9% | | | | | | |

4. Front Desk

Friendly and helpful to you

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|-----------|-----------|---------|---|----|----|----|----|-----|
| Very Good | 485 | 81.4% | | | | | | |
| Good | 102 | 17.1% | | | | | | |
| Fair | 7 | 1.2% | | | | | | |
| Poor | 2 | 0.3% | | | | | | |

5. Nurses and Medical Assistants

Listens to you

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|-----------|-----------|---------|---|----|----|----|----|-----|
| Very Good | 475 | 79.7% | | | | | | |
| Good | 113 | 19.0% | | | | | | |
| Fair | 8 | 1.3% | | | | | | |
| Poor | 0 | 0.0% | | | | | | |

Friendly and helpful to you

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|-----------|-----------|---------|---|----|----|----|----|-----|
| Very Good | 474 | 80.7% | | | | | | |
| Good | 108 | 18.4% | | | | | | |
| Fair | 4 | 0.7% | | | | | | |
| Poor | 1 | 0.2% | | | | | | |

Answers your questions

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|-----------|-----------|---------|---|----|----|----|----|-----|
| Very Good | 462 | 78.4% | | | | | | |
| Good | 121 | 20.5% | | | | | | |
| Fair | 6 | 1.0% | | | | | | |
| Poor | 0 | 0.0% | | | | | | |

6. Provider(s)

Listens to you

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|-----------|-----------|---------|---|----|----|----|----|-----|
| Very Good | 433 | 75.6% | | | | | | |
| Good | 127 | 22.2% | | | | | | |
| Fair | 12 | 2.1% | | | | | | |
| Poor | 1 | 0.2% | | | | | | |

Spends enough time with you

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|-----------|-----------|---------|---|----|----|----|----|-----|
| Very Good | 402 | 70.5% | | | | | | |
| Good | 149 | 26.1% | | | | | | |
| Fair | 18 | 3.2% | | | | | | |
| Poor | 1 | 0.2% | | | | | | |

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Answers your questions

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|-----------|-----------|---------|---|----|----|----|----|-----|
| Very Good | 425 | 74.6% | | | | | | |
| Good | 138 | 24.2% | | | | | | |
| Fair | 7 | 1.2% | | | | | | |
| Poor | 0 | 0.0% | | | | | | |

Friendly and helpful to you

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|-----------|-----------|---------|---|----|----|----|----|-----|
| Very Good | 440 | 77.6% | | | | | | |
| Good | 121 | 21.3% | | | | | | |
| Fair | 5 | 0.9% | | | | | | |
| Poor | 1 | 0.2% | | | | | | |

Gives you information you can understand

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|-----------|-----------|---------|---|----|----|----|----|-----|
| Very Good | 422 | 74.3% | | | | | | |
| Good | 134 | 23.6% | | | | | | |
| Fair | 12 | 2.1% | | | | | | |
| Poor | 0 | 0.0% | | | | | | |

Considers your personal or family beliefs

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|-----------|-----------|---------|---|----|----|----|----|-----|
| Very Good | 372 | 68.0% | | | | | | |
| Good | 164 | 30.0% | | | | | | |
| Fair | 10 | 1.8% | | | | | | |
| Poor | 1 | 0.2% | | | | | | |

Involves other doctors and caregivers in your care when needed

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|-----------|-----------|---------|---|----|----|----|----|-----|
| Very Good | 369 | 68.5% | | | | | | |
| Good | 148 | 27.5% | | | | | | |
| Fair | 21 | 3.9% | | | | | | |
| Poor | 1 | 0.2% | | | | | | |

Gives you good advice and treatment

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|-----------|-----------|---------|---|----|----|----|----|-----|
| Very Good | 421 | 74.6% | | | | | | |
| Good | 135 | 23.9% | | | | | | |
| Fair | 8 | 1.4% | | | | | | |
| Poor | 0 | 0.0% | | | | | | |

7. Experience with Today's Visit

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

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|----------------|-----------|---------|---|----|----|----|----|-----|
| Yes | 312 | 57.9% | | | | | | |
| No | 79 | 14.7% | | | | | | |
| Not Applicable | 148 | 27.5% | | | | | | |

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

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|----------------|-----------|---------|---|----|----|----|----|-----|
| Yes | 71 | 13.0% | | | | | | |
| No | 365 | 67.0% | | | | | | |
| Not Applicable | 109 | 20.0% | | | | | | |

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

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|----------|-----------|---------|---|----|----|----|----|-----|
| Yes | 329 | 64.6% | | | | | | |
| No | 180 | 35.4% | | | | | | |

Did you get a copy of your care plan?

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|----------------|-----------|---------|---|----|----|----|----|-----|
| Yes | 344 | 66.7% | | | | | | |
| No | 66 | 12.8% | | | | | | |
| Not Applicable | 106 | 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 | 286 | 57.1% | | | | | | |
| No | 215 | 42.9% | | | | | | |

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

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|----------------|-----------|---------|---|----|----|----|----|-----|
| Yes | 264 | 50.2% | | | | | | |
| No | 83 | 15.8% | | | | | | |
| Not Applicable | 179 | 34.0% | | | | | | |

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 | 140 | 27.0% | | | | | | |
| No | 379 | 73.0% | | | | | | |

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

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|----------------|-----------|---------|---|----|----|----|----|-----|
| Yes | 161 | 38.8% | | | | | | |
| No | 41 | 9.9% | | | | | | |
| Not Applicable | 213 | 51.3% | | | | | | |

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 | 303 | 56.5% | | | | | | |
| No | 55 | 10.3% | | | | | | |
| Not Applicable | 178 | 33.2% | | | | | | |

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




| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|----------|-----------|---------|---|----|----|----|----|-----|
| Yes | 489 | 93.3% | | | | | | |
| No | 35 | 6.7% | | | | | | |

Would you send your friends and family to us?




| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|----------|-----------|---------|---|----|----|----|----|-----|
| Yes | 538 | 97.8% | | | | | | |
| No | 12 | 2.2% | | | | | | |

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

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 | |
|----------------|-----------|---------|---|----|----|----|----|-----|--|
| Yes | 408 | 74.5% |  | | | | | | |
| No | 15 | 2.7% |  | | | | | | |
| Not Applicable | 125 | 22.8% |  | | | | | | |

Do you feel what you pay is reasonable?

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 | |
|----------------|-----------|---------|---|----|----|----|----|-----|--|
| Yes | 378 | 69.4% |  | | | | | | |
| No | 17 | 3.1% |  | | | | | | |
| Not Applicable | 150 | 27.5% |  | | | | | | |

Report Created on 11/19/2015