

Community Health Services Medical Patient Experience Survey Results Organization - November 2018

1. Patient Information

What is your age?

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|----------|-----------|---------|---|----|----|----|----|-----|
| 0-12 | 24 | 7.2% | | | | | | |
| 13-19 | 13 | 3.9% | | | | | | |
| 20-29 | 41 | 12.3% | | | | | | |
| 30-39 | 50 | 15.1% | | | | | | |
| 40-49 | 55 | 16.6% | | | | | | |
| 50-64 | 95 | 28.6% | | | | | | |
| 65+ | 54 | 16.3% | | | | | | |

What is your gender?

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|-------------|-----------|---------|---|----|----|----|----|-----|
| Male | 64 | 30.0% | | | | | | |
| Female | 148 | 69.5% | | | | | | |
| Transgender | 1 | 0.5% | | | | | | |

Do you consider yourself Hispanic or Latino?

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|----------------------------|-----------|---------|---|----|----|----|----|-----|
| Yes, Hispanic or Latino | 49 | 26.6% | | | | | | |
| No, not Hispanic or Latino | 135 | 73.4% | | | | | | |

What is your race? (mark one or more)

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|--------------------------------|-----------|---------|---|----|----|----|----|-----|
| Asian | 1 | 0.3% | | | | | | |
| Black/African American | 33 | 10.7% | | | | | | |
| White | 273 | 88.9% | | | | | | |
| Native Hawaiian | 0 | 0.0% | | | | | | |
| Other Pacific Islander | 3 | 1.0% | | | | | | |
| American Indian/Alaskan Native | 5 | 1.6% | | | | | | |

How would you rate your general health?

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|-----------|-----------|---------|---|----|----|----|----|-----|
| Very Good | 40 | 12.4% | | | | | | |
| Good | 167 | 51.7% | | | | | | |
| Fair | 101 | 31.3% | | | | | | |
| Poor | 15 | 4.6% | | | | | | |

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 | 203 | 60.8% | | | | | | |
| Good | 117 | 35.0% | | | | | | |
| Fair | 13 | 3.9% | | | | | | |
| Poor | 1 | 0.3% | | | | | | |

Able to make same day appointment when sick or hurt

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|-----------|-----------|---------|---|----|----|----|----|-----|
| Very Good | 124 | 39.9% | | | | | | |
| Good | 132 | 42.4% | | | | | | |
| Fair | 43 | 13.8% | | | | | | |
| Poor | 12 | 3.9% | | | | | | |

Health center hours work for me

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|-----------|-----------|---------|---|----|----|----|----|-----|
| Very Good | 198 | 59.5% | | | | | | |
| Good | 113 | 33.9% | | | | | | |
| Fair | 21 | 6.3% | | | | | | |
| Poor | 1 | 0.3% | | | | | | |

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Phone calls get through easily

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|-----------|-----------|---------|---|----|----|----|----|-----|
| Very Good | 206 | 63.4% | | | | | | |
| Good | 99 | 30.5% | | | | | | |
| Fair | 19 | 5.8% | | | | | | |
| Poor | 1 | 0.3% | | | | | | |

I get called back quickly

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|-----------|-----------|---------|---|----|----|----|----|-----|
| Very Good | 176 | 55.0% | | | | | | |
| Good | 117 | 36.6% | | | | | | |
| Fair | 24 | 7.5% | | | | | | |
| Poor | 3 | 0.9% | | | | | | |

Able to get medical advice when the office is closed

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|-----------|-----------|---------|---|----|----|----|----|-----|
| Very Good | 94 | 33.8% | | | | | | |
| Good | 117 | 42.1% | | | | | | |
| Fair | 52 | 18.7% | | | | | | |
| Poor | 15 | 5.4% | | | | | | |

Length of time waiting at the clinic

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|-----------|-----------|---------|---|----|----|----|----|-----|
| Very Good | 158 | 48.6% | | | | | | |
| Good | 123 | 37.8% | | | | | | |
| Fair | 39 | 12.0% | | | | | | |
| Poor | 5 | 1.5% | | | | | | |

3. Facility

Easy to find clinic

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|-----------|-----------|---------|---|----|----|----|----|-----|
| Very Good | 255 | 76.1% | | | | | | |
| Good | 77 | 23.0% | | | | | | |
| Fair | 3 | 0.9% | | | | | | |
| Poor | 0 | 0.0% | | | | | | |

Lobby and waiting room was comfortable and clean

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|-----------|-----------|---------|---|----|----|----|----|-----|
| Very Good | 277 | 84.7% | | | | | | |
| Good | 49 | 15.0% | | | | | | |
| Fair | 1 | 0.3% | | | | | | |
| Poor | 0 | 0.0% | | | | | | |

Exam room was comfortable and clean

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|-----------|-----------|---------|---|----|----|----|----|-----|
| Very Good | 274 | 83.0% | | | | | | |
| Good | 56 | 17.0% | | | | | | |
| Fair | 0 | 0.0% | | | | | | |
| Poor | 0 | 0.0% | | | | | | |

Handicap accessibility

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|-----------|-----------|---------|---|----|----|----|----|-----|
| Very Good | 223 | 72.2% | | | | | | |
| Good | 80 | 25.9% | | | | | | |
| Fair | 4 | 1.3% | | | | | | |
| Poor | 2 | 0.6% | | | | | | |

4. Front Desk

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Friendly and helpful to you

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 | |
|-----------|-----------|---------|---|----|----|----|----|-----|--|
| Very Good | 284 | 85.3% | | | | | | | |
| Good | 48 | 14.4% | | | | | | | |
| Fair | 1 | 0.3% | | | | | | | |
| Poor | 0 | 0.0% | | | | | | | |

5. Nurses and Medical Assistants

Listens to you

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 | |
|-----------|-----------|---------|---|----|----|----|----|-----|--|
| Very Good | 272 | 81.7% | | | | | | | |
| Good | 59 | 17.7% | | | | | | | |
| Fair | 2 | 0.6% | | | | | | | |
| Poor | 0 | 0.0% | | | | | | | |

Friendly and helpful to you

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 | |
|-----------|-----------|---------|---|----|----|----|----|-----|--|
| Very Good | 267 | 83.4% | | | | | | | |
| Good | 51 | 15.9% | | | | | | | |
| Fair | 2 | 0.6% | | | | | | | |
| Poor | 0 | 0.0% | | | | | | | |

Answers your questions

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 | |
|-----------|-----------|---------|---|----|----|----|----|-----|--|
| Very Good | 266 | 81.6% | | | | | | | |
| Good | 57 | 17.5% | | | | | | | |
| Fair | 3 | 0.9% | | | | | | | |
| Poor | 0 | 0.0% | | | | | | | |

6. Provider(s)

Listens to you

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 | |
|-----------|-----------|---------|---|----|----|----|----|-----|--|
| Very Good | 258 | 78.9% | | | | | | | |
| Good | 62 | 19.0% | | | | | | | |
| Fair | 7 | 2.1% | | | | | | | |
| Poor | 0 | 0.0% | | | | | | | |

Spends enough time with you

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 | |
|-----------|-----------|---------|---|----|----|----|----|-----|--|
| Very Good | 253 | 77.8% | | | | | | | |
| Good | 66 | 20.3% | | | | | | | |
| Fair | 6 | 1.8% | | | | | | | |
| Poor | 0 | 0.0% | | | | | | | |

Answers your questions

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 | |
|-----------|-----------|---------|---|----|----|----|----|-----|--|
| Very Good | 256 | 78.3% | | | | | | | |
| Good | 67 | 20.5% | | | | | | | |
| Fair | 3 | 0.9% | | | | | | | |
| Poor | 1 | 0.3% | | | | | | | |

Friendly and helpful to you

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 | |
|-----------|-----------|---------|---|----|----|----|----|-----|--|
| Very Good | 265 | 81.0% | | | | | | | |
| Good | 59 | 18.0% | | | | | | | |
| Fair | 3 | 0.9% | | | | | | | |
| Poor | 0 | 0.0% | | | | | | | |

Gives you information you can understand

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 | |
|-----------|-----------|---------|---|----|----|----|----|-----|--|
| Very Good | 254 | 77.4% | | | | | | | |
| Good | 67 | 20.4% | | | | | | | |
| Fair | 7 | 2.1% | | | | | | | |
| Poor | 0 | 0.0% | | | | | | | |

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Considers your personal or family beliefs

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 | |
|-----------|-----------|---------|---|----|----|----|----|-----|--|
| Very Good | 232 | 73.7% | | | | | | | |
| Good | 78 | 24.8% | | | | | | | |
| Fair | 5 | 1.6% | | | | | | | |
| 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 | 232 | 73.7% | | | | | | | |
| Good | 72 | 22.9% | | | | | | | |
| Fair | 10 | 3.2% | | | | | | | |
| Poor | 1 | 0.3% | | | | | | | |

Gives you good advice and treatment

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 | |
|-----------|-----------|---------|---|----|----|----|----|-----|--|
| Very Good | 244 | 76.0% | | | | | | | |
| Good | 67 | 20.9% | | | | | | | |
| Fair | 10 | 3.1% | | | | | | | |
| 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 | 206 | 66.2% | | | | | | | |
| No | 44 | 14.1% | | | | | | | |
| Not Applicable | 61 | 19.6% | | | | | | | |

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

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 | |
|----------------|-----------|---------|---|----|----|----|----|-----|--|
| Yes | 39 | 12.3% | | | | | | | |
| No | 246 | 77.8% | | | | | | | |
| Not Applicable | 31 | 9.8% | | | | | | | |

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

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 | |
|----------|-----------|---------|---|----|----|----|----|-----|--|
| Yes | 229 | 77.1% | | | | | | | |
| No | 68 | 22.9% | | | | | | | |

Did you get a copy of your care plan?

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 | |
|----------------|-----------|---------|---|----|----|----|----|-----|--|
| Yes | 218 | 73.9% | | | | | | | |
| No | 31 | 10.5% | | | | | | | |
| Not Applicable | 46 | 15.6% | | | | | | | |

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 | 206 | 70.3% | | | | | | | |
| No | 87 | 29.7% | | | | | | | |

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

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 | |
|----------------|-----------|---------|---|----|----|----|----|-----|--|
| Yes | 172 | 56.0% | | | | | | | |
| No | 29 | 9.4% | | | | | | | |
| Not Applicable | 106 | 34.5% | | | | | | | |

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 | 108 | 35.9% | | | | | | | |
| No | 193 | 64.1% | | | | | | | |

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

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|----------------|-----------|---------|---|----|----|----|----|-----|
| Yes | 123 | 50.2% | | | | | | |
| No | 11 | 4.5% | | | | | | |
| Not Applicable | 111 | 45.3% | | | | | | |

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 | 174 | 57.8% | | | | | | |
| No | 27 | 9.0% | | | | | | |
| Not Applicable | 100 | 33.2% | | | | | | |

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

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|----------|-----------|---------|---|----|----|----|----|-----|
| Yes | 283 | 96.3% | | | | | | |
| No | 11 | 3.7% | | | | | | |

Would you send your friends and family to us?

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|----------|-----------|---------|---|----|----|----|----|-----|
| Yes | 312 | 99.4% | | | | | | |
| No | 2 | 0.6% | | | | | | |

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

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|----------------|-----------|---------|---|----|----|----|----|-----|
| Yes | 238 | 75.8% | | | | | | |
| No | 2 | 0.6% | | | | | | |
| Not Applicable | 74 | 23.6% | | | | | | |

Do you feel what you pay is reasonable?

| Response | Frequency | Percent | 0 | 20 | 40 | 60 | 80 | 100 |
|----------------|-----------|---------|---|----|----|----|----|-----|
| Yes | 222 | 70.3% | | | | | | |
| No | 9 | 2.8% | | | | | | |
| Not Applicable | 85 | 26.9% | | | | | | |

Report Created on 12/10/2018