

# Community Health Services Medical Patient Experience Survey Results Organization - 2017

## 1. Patient Information

What is your age?

Response	Frequency	Percent	0	20	40	60	80	100
0-12	45	9.9%						
13-19	33	7.3%						
20-29	50	11.0%						
30-39	60	13.2%						
40-49	68	15.0%						
50-64	129	28.4%						
65+	69	15.2%						

What is your gender?

Response	Frequency	Percent	0	20	40	60	80	100
Male	86	29.8%						
Female	203	70.2%						
Transgender	0	0.0%						

Do you consider yourself Hispanic or Latino?

Response	Frequency	Percent	0	20	40	60	80	100
Yes, Hispanic or Latino	70	25.6%						
No, not Hispanic or Latino	203	74.4%						

What is your race? (mark one or more)

Response	Frequency	Percent	0	20	40	60	80	100
Asian	3	0.7%						
Black/African American	41	9.9%						
White	379	91.3%						
Native Hawaiian	1	0.2%						
Other Pacific Islander	2	0.5%						
American Indian/Alaskan Native	9	2.2%						

How would you rate your general health?

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	62	14.2%						
Good	208	47.5%						
Fair	145	33.1%						
Poor	23	5.3%						

## 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	277	60.7%						
Good	152	33.3%						
Fair	25	5.5%						
Poor	2	0.4%						

Able to make same day appointment when sick or hurt

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	190	44.6%						
Good	151	35.4%						
Fair	69	16.2%						
Poor	16	3.8%						

Health center hours work for me

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	285	62.8%						
Good	145	31.9%						
Fair	21	4.6%						
Poor	3	0.7%						

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## Phone calls get through easily

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	275	62.5%						
Good	143	32.5%						
Fair	20	4.5%						
Poor	2	0.5%						

## I get called back quickly

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	245	54.3%						
Good	163	36.1%						
Fair	35	7.8%						
Poor	8	1.8%						

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

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	122	31.0%						
Good	169	42.9%						
Fair	86	21.8%						
Poor	17	4.3%						

## Length of time waiting at the clinic

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	203	45.3%						
Good	188	42.0%						
Fair	56	12.5%						
Poor	1	0.2%						

### 3. Facility

#### Easy to find clinic

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	352	76.5%						
Good	99	21.5%						
Fair	9	2.0%						
Poor	0	0.0%						

#### Lobby and waiting room was comfortable and clean

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	391	86.9%						
Good	59	13.1%						
Fair	0	0.0%						
Poor	0	0.0%						

#### Exam room was comfortable and clean

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	365	81.3%						
Good	81	18.0%						
Fair	3	0.7%						
Poor	0	0.0%						

#### Handicap accessibility

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	308	73.5%						
Good	102	24.3%						
Fair	6	1.4%						
Poor	3	0.7%						

### 4. Front Desk

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## Friendly and helpful to you

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	381	83.6%						
Good	71	15.6%						
Fair	4	0.9%						
Poor	0	0.0%						

## 5. Nurses and Medical Assistants

### Listens to you

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	363	79.8%						
Good	83	18.2%						
Fair	8	1.8%						
Poor	1	0.2%						

### Friendly and helpful to you

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	356	80.5%						
Good	75	17.0%						
Fair	9	2.0%						
Poor	2	0.5%						

### Answers your questions

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	356	80.0%						
Good	78	17.5%						
Fair	10	2.2%						
Poor	1	0.2%						

## 6. Provider(s)

### Listens to you

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	349	78.6%						
Good	82	18.5%						
Fair	11	2.5%						
Poor	2	0.5%						

### Spends enough time with you

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	331	75.6%						
Good	89	20.3%						
Fair	12	2.7%						
Poor	6	1.4%						

### Answers your questions

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	339	76.5%						
Good	92	20.8%						
Fair	11	2.5%						
Poor	1	0.2%						

### Friendly and helpful to you

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	348	78.6%						
Good	83	18.7%						
Fair	12	2.7%						
Poor	0	0.0%						

### Gives you information you can understand

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	338	76.3%						
Good	97	21.9%						
Fair	8	1.8%						
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	309	72.5%							
Good	108	25.4%							
Fair	8	1.9%							
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	298	70.0%							
Good	111	26.1%							
Fair	14	3.3%							
Poor	3	0.7%							

Gives you good advice and treatment

Response	Frequency	Percent	0	20	40	60	80	100	
Very Good	333	76.2%							
Good	93	21.3%							
Fair	11	2.5%							
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	276	64.0%							
No	77	17.9%							
Not Applicable	78	18.1%							

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

Response	Frequency	Percent	0	20	40	60	80	100	
Yes	57	13.1%							
No	341	78.4%							
Not Applicable	37	8.5%							

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

Response	Frequency	Percent	0	20	40	60	80	100	
Yes	286	70.1%							
No	122	29.9%							

Did you get a copy of your care plan?

Response	Frequency	Percent	0	20	40	60	80	100	
Yes	276	68.8%							
No	53	13.2%							
Not Applicable	72	18.0%							

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	259	64.3%							
No	144	35.7%							

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

Response	Frequency	Percent	0	20	40	60	80	100	
Yes	220	53.3%							
No	48	11.6%							
Not Applicable	145	35.1%							

## 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	105	26.1%							
No	298	73.9%							

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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	129	41.0%						
No	18	5.7%						
Not Applicable	168	53.3%						

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	214	53.1%						
No	36	8.9%						
Not Applicable	153	38.0%						

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

Response	Frequency	Percent	0	20	40	60	80	100
Yes	385	95.8%						
No	17	4.2%						

Would you send your friends and family to us?

Response	Frequency	Percent	0	20	40	60	80	100
Yes	418	98.4%						
No	7	1.6%						

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

Response	Frequency	Percent	0	20	40	60	80	100
Yes	306	73.0%						
No	6	1.4%						
Not Applicable	107	25.5%						

Do you feel what you pay is reasonable?

Response	Frequency	Percent	0	20	40	60	80	100
Yes	288	69.2%						
No	8	1.9%						
Not Applicable	120	28.8%						

Report Created on 5/2/2018