

# Community Health Services Medical Patient Experience Survey Results Organization - November 2016

## 1. Patient Information

What is your age?

Response	Frequency	Percent	0	20	40	60	80	100
0-12	23	8.7%						
13-19	8	3.0%						
20-29	34	12.9%						
30-39	39	14.8%						
40-49	42	15.9%						
50-64	71	26.9%						
65+	47	17.8%						

What is your gender?

Response	Frequency	Percent	0	20	40	60	80	100
Male	56	32.7%						
Female	115	67.3%						
Transgender	0	0.0%						

Do you consider yourself Hispanic or Latino?

Response	Frequency	Percent	0	20	40	60	80	100
Yes, Hispanic or Latino	37	23.0%						
No, not Hispanic or Latino	124	77.0%						

What is your race? (mark one or more)

Response	Frequency	Percent	0	20	40	60	80	100
Asian	1	0.4%						
Black/African American	9	3.7%						
White	235	96.7%						
Native Hawaiian	0	0.0%						
Other Pacific Islander	0	0.0%						
American Indian/Alaskan Native	7	2.9%						

How would you rate your general health?

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	31	11.9%						
Good	114	43.7%						
Fair	90	34.5%						
Poor	26	10.0%						

## 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	155	58.5%						
Good	91	34.3%						
Fair	17	6.4%						
Poor	2	0.8%						

Able to make same day appointment when sick or hurt

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	94	38.1%						
Good	105	42.5%						
Fair	37	15.0%						
Poor	11	4.5%						

Health center hours work for me

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	147	55.5%						
Good	96	36.2%						
Fair	18	6.8%						
Poor	4	1.5%						

Phone calls get through easily

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	148	56.7%						
Good	94	36.0%						
Fair	18	6.9%						
Poor	1	0.4%						

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## I get called back quickly

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	122	47.3%						
Good	114	44.2%						
Fair	20	7.8%						
Poor	2	0.8%						

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

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	69	30.4%						
Good	96	42.3%						
Fair	44	19.4%						
Poor	18	7.9%						

## Length of time waiting at the clinic

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	115	44.2%						
Good	106	40.8%						
Fair	34	13.1%						
Poor	5	1.9%						

### 3. Facility

#### Easy to find clinic

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	205	76.8%						
Good	57	21.3%						
Fair	5	1.9%						
Poor	0	0.0%						

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

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	221	83.4%						
Good	43	16.2%						
Fair	1	0.4%						
Poor	0	0.0%						

#### Exam room was comfortable and clean

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	212	81.9%						
Good	46	17.8%						
Fair	1	0.4%						
Poor	0	0.0%						

#### Handicap accessibility

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	165	69.6%						
Good	59	24.9%						
Fair	9	3.8%						
Poor	4	1.7%						

### 4. Front Desk

#### Friendly and helpful to you

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	221	82.8%						
Good	42	15.7%						
Fair	3	1.1%						
Poor	1	0.4%						

### 5. Nurses and Medical Assistants

#### Listens to you

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	221	83.4%						
Good	40	15.1%						
Fair	3	1.1%						
Poor	1	0.4%						

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## Friendly and helpful to you

Response	Frequency	Percent	0 20 40 60 80 100				
Very Good	216	82.8%					
Good	42	16.1%					
Fair	2	0.8%					
Poor	1	0.4%					

## Answers your questions

Response	Frequency	Percent	0 20 40 60 80 100				
Very Good	214	82.0%					
Good	42	16.1%					
Fair	4	1.5%					
Poor	1	0.4%					

## 6. Provider(s)

### Listens to you

Response	Frequency	Percent	0 20 40 60 80 100				
Very Good	193	76.0%					
Good	50	19.7%					
Fair	7	2.8%					
Poor	4	1.6%					

### Spends enough time with you

Response	Frequency	Percent	0 20 40 60 80 100				
Very Good	176	70.1%					
Good	59	23.5%					
Fair	14	5.6%					
Poor	2	0.8%					

### Answers your questions

Response	Frequency	Percent	0 20 40 60 80 100				
Very Good	180	71.1%					
Good	62	24.5%					
Fair	8	3.2%					
Poor	3	1.2%					

### Friendly and helpful to you

Response	Frequency	Percent	0 20 40 60 80 100				
Very Good	187	75.1%					
Good	53	21.3%					
Fair	6	2.4%					
Poor	3	1.2%					

### Gives you information you can understand

Response	Frequency	Percent	0 20 40 60 80 100				
Very Good	182	72.2%					
Good	63	25.0%					
Fair	5	2.0%					
Poor	2	0.8%					

### Considers your personal or family beliefs

Response	Frequency	Percent	0 20 40 60 80 100				
Very Good	166	67.8%					
Good	63	25.7%					
Fair	14	5.7%					
Poor	2	0.8%					

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

Response	Frequency	Percent	0 20 40 60 80 100				
Very Good	159	64.9%					
Good	72	29.4%					
Fair	11	4.5%					
Poor	3	1.2%					

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Gives you good advice and treatment

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	175	70.3%						
Good	62	24.9%						
Fair	10	4.0%						
Poor	2	0.8%						

## 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	174	71.0%						
No	36	14.7%						
Not Applicable	35	14.3%						

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

Response	Frequency	Percent	0	20	40	60	80	100
Yes	35	14.1%						
No	192	77.4%						
Not Applicable	21	8.5%						

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

Response	Frequency	Percent	0	20	40	60	80	100
Yes	170	72.0%						
No	66	28.0%						

Did you get a copy of your care plan?

Response	Frequency	Percent	0	20	40	60	80	100
Yes	172	75.1%						
No	22	9.6%						
Not Applicable	35	15.3%						

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	143	61.9%						
No	88	38.1%						

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

Response	Frequency	Percent	0	20	40	60	80	100
Yes	133	56.1%						
No	33	13.9%						
Not Applicable	71	30.0%						

## 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	68	29.2%						
No	165	70.8%						

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

Response	Frequency	Percent	0	20	40	60	80	100
Yes	93	51.1%						
No	19	10.4%						
Not Applicable	70	38.5%						

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	130	57.0%						
No	23	10.1%						
Not Applicable	75	32.9%						

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




Response	Frequency	Percent	0	20	40	60	80	100
Yes	204	90.3%						
No	22	9.7%						

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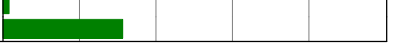
Would you send your friends and family to us?

Response	Frequency	Percent	0	20	40	60	80	100
Yes	226	95.8%						
No	10	4.2%						

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

Response	Frequency	Percent	0	20	40	60	80	100
Yes	166	70.0%						
No	9	3.8%						
Not Applicable	62	26.2%						

Do you feel what you pay is reasonable?

Response	Frequency	Percent	0	20	40	60	80	100
Yes	161	67.1%						
No	4	1.7%						
Not Applicable	75	31.3%						

Report Created on 11/30/2016