

## Patient Feedback Survey: Comparison of Other Health Centers\* (Jul-Dec 18) to SCHC (May-18; with subgroups at SCHC)

Question	Group	Very Good	Good	Good or Very Good Sum
How would you rate your general health?	Agg July-Dec 2018	22.1	46.6	68.7
	Sac 06/19 - TOT	7.5	35.6	43.1
	MediCal	7.9	37.0	44.9
	Uninsured	7.1	34.1	41.2
Able to get appointment for check ups?	Agg July-Dec 2018	57.7	34.3	92.0
	Sac 06/19 - TOT	37.6	45.4	83.0
	MediCal	37.1	45.7	82.8
	Uninsured	39.8	43.0	82.8
Able to make same day appointment when sick or hurt?	Agg July-Dec 2018	43.1	37.0	80.1
	Sac 06/19 - TOT	20.8	35.2	56.0
	MediCal	19.7	40.1	59.8
	Uninsured	23.3	25.6	48.9
Able to medical advise when the clinic is closed	Agg July-Dec 2018	34.0	39.5	73.5
	Sac 06/19 - TOT	14.9	40.1	55.0
	MediCal	14.3	43.6	57.9
	Uninsured	16.5	32.9	49.4
Providers - Considers your personal or family beliefs	Agg July-Dec 2018	71.4	22.0	93.4
	Sac 06/19 - TOT	61.0	30.7	91.7
	MediCal	64.5	30.8	95.3
	Uninsured	53.2	31.8	85.0

\*68 health centers were included in the aggregated survey.

Common Issues Mentioned
Long waits on phone and in waiting room
Insufficient time with provider (esp. doctors)
Need sooner appointments when ill
Specialists limited (eye issues)
Insufficient interpreters; some do not say what is said exactly.

Question	Group	Yes	No	NA
Did anyone ask you if you have problems with the medicine you take?	Agg July-Dec 2018	66.6	14.2	19.2
	Sac 06/19 - TOT	60.6	22.6	16.8
	MediCal	61.1	25.0	13.9
	Uninsured	58.8	18.8	22.5
Did you get a copy of your care plan?	Agg July-Dec 2018	65.2	18.5	16.3
	Sac 06/19 - TOT	70.5	21.0	8.5
	MediCal	68.5	20.5	11.0
	Uninsured	74.6	21.1	4.2
Were you asked if you had visits with out healthcare providers sine your last visit with us?	Agg July-Dec 2018	71.6	28.4	
	Sac 06/19 - TOT	63.1	36.9	
	MediCal	61.4	38.6	
	Uninsured	65.3	34.7	
Have you ever been given information on what it means to have a "health home" or a "medical home"?	Agg July-Dec 2018	43.1	56.9	
	Sac 06/19 - TOT	45.5	54.5	
	MediCal	36.0	64.0	
	Uninsured	64.9	35.1	
If yes, do you feel that we are your health/medical home?	Agg July-Dec 2018	55.9	8.6	35.5
	Sac 06/19 - TOT	68.8	11.4	19.9
	MediCal	56.9	12.8	30.3
	Uninsured	88.1	9.0	3.0
You may need other services that we do not provide. Have we helped you find other services you need?	Agg July-Dec 2018	64.2	9.8	26.0
	Sac 06/19 - TOT	75.2	11.7	13.1
	MediCal	71.2	11.5	17.3
	Uninsured	81.5	12.3	6.2
Do you understand what we ask you to pay for your care?	Agg July-Dec 2018	76.7	3.5	19.8
	Sac 06/19 - TOT	60.8	3.8	35.4
	MediCal	55.6	3.8	40.6
	Uninsured	71.2	4.1	24.7