### 1. Patient Information

Poor

What is your age?								
Response	Frequency	Percent	0	20	40	60	80	100
0-12	0	0.0%		20	40	60	00	100
13-19	-							
	1	0.5%						
20-29	22	10.3%						
30-39	59	27.6%						
40-49	61	28.5%						
50-64	69	32.2%						
65+	2	0.9%						
What is your gender?								
Response	Frequency	Percent	0	20	40	60	80	100
Male	42	28.4%						
Female	106	71.6%						
Transgender	0	0.0%						
Do you consider yourself Hispanic or Latino?								
Response	Frequency	Percent	0	20	40	60	80	10
Yes, Hispanic or Latino	148	82.2%				÷		
No, not Hispanic or Latino	32	17.8%						
Nhat is your race? (mark one or more)								
Response	Frequency	Percent	0	20	40	60	80	10
Asian	9	10.6%						-
Black/African American	20	23.5%						
White	50	58.8%						
Native Hawaiian	1	1.2%						
Other Pacific Islander	6	7.1%						
American Indian/Alaskan Native	3	3.5%						
How would you rate your general health?	1							
Response	Frequency	Percent	0	20	40	60	80	10
Very Good	6	3.0%						
Good	52	25.9%						
Fair	121	60.2%						
Poor	22	10.9%						
2. Ease of Getting Care								
Able to get appointment for checkups (yearly exams, well-visits, re	egular follow-up visits)							
Response	Frequency	Percent	0	20	40	60	80	10
Very Good	74	35.1%						
Good	101	47.9%						
Fair	32	15.2%						
Poor	4	1.9%						
Able to make same day appointment when sick or hurt								
Response	Frequency	Percent	0	20	40	60	80	10
Very Good	39	20.6%	Ť	~				
Good	67	35.4%						
Fair	53	28.0%						
Poor	30	28.0% 15.9%						
	00	10.070						
Health center hours work for me	Frequency	Deveent	6	00	40	<u> </u>	00	10
Response Very Good	Frequency 104	Percent 49.8%	0	20	40	60	80	10
Good	89	42.6%						
Fair	14	6.7%						
Poor	2	1.0%						
Phone calls get through easily								
Response	Frequency	Percent	0	20	40	60	80	10
Very Good	93	46.7%						_
Good	74	37.2%						
Fair	23	11.6%			_			
Deer		4 E0/		-				

9

4.5%

get called back quickly Response	Frequency	Percent	0	20 40	60	80	10
Very Good	74	36.3%					
Good	91	44.6%					
Fair	27	13.2%					
Poor	12	5.9%					
	12	0.076					
Able to get medical advice when the office is closed							
Response	Frequency	Percent	0	20 40	60	8 <mark>0</mark>	10
Very Good	35	20.6%					
Good	63	37.1%					
Fair	45	26.5%					
Poor	27	15.9%					
ength of time waiting at the clinic							
Response	Frequency	Percent	0	20 40	60	80	10
Very Good	72	34.6%					
Good	90	43.3%					
Fair	40	19.2%					
Poor	6	2.9%					
- Facility							
B. Facility Easy to find clinic							
Response	Frequency	Percent	0	20 40	60	80	10
Very Good	144	67.0%					
Good	62	28.8%					
Fair	8	3.7%					
Poor		0.5%					
	·	0.070					
obby and waiting room was comfortable and clean							
Response	Frequency	Percent	0	20 40	60	80	10
Very Good	149	71.0%					
Good	50	23.8%					
Fair	11	5.2%					
Poor	0	0.0%					
Exam room was comfortable and clean							
Response	Frequency	Percent	0	20 40	60	80	10
Very Good	146	69.2%					
Good	59	28.0%					
Fair	6	2.8%					
Poor	0	0.0%	Γ				
landicap accessibility							
Response	Frequency	Percent	0	20 40	60	80	10
Very Good	102	59.0%	-	- <u>1</u> -			
Good	65	37.6%					
Fair	5	2.9%					
Poor	1	0.6%					
	1 ·	,	,	1			
I. Front Desk Friendly and helpful to you							
Response	Frequency	Percent	0	20 40	60	80	10
Very Good	156	72.9%	-	-0 40		00	10
Good							
Fair	53	24.8%					
	5	2.3%	•				
Poor	0	0.0%					
. Nurses and Medical Assistants							
istens to you							
Response	Frequency	Percent	0	20 40	60	80	10
Very Good	154	72.6%					
Good	53	25.0%					
Fair	5	2.4%					
Poor	0	0.0%					

Frequency           151           45           4           0   Frequency           143           50           9           1   Frequency           147           60           2           2   Frequency	Percent 75.5% 22.5% 2.0% 0.0% Percent 70.4% 24.6% 4.4% 0.5% Percent 69.7% 28.4% 0.9% 0.9%	0 0 0 0 0	20	40 40 40 40	60 60 60	80 80 80 80	100 100 100
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Frequency           143           50           9           1           Frequency           147           60           2           Frequency	Percent 70.4% 24.6% 4.4% 0.5% Percent 69.7% 28.4% 0.9%						
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147 60 2 2 Frequency	69.7% 28.4% 0.9%	0	20	40	60	80	100
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136		Ĭ					
2	1.0%						
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		0	20	40	60	80	100
2	1.0%						
Frequency	Percent	0	20	40	60	80	100
146	71.6%		· · ·				
52							
2	1.0%	ī					
Frequency	Percent	0	20	40	60	80	100
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	1.070						]
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		0	20	40	60	80	100
2	1.1%						
Frequency	Percent	0	20	40	60	80	100
113							
65	33.3%						
11							
	3.1%						
	136         59         5         2         Frequency         139         65         3         2         Frequency         146         52         4         2         Frequency         134         65         5         2         Frequency         110         71         7         2         Frequency         110         71         65         5         2         Frequency         113         65	136         67.3%           59         29.2%           5         2.5%           2         1.0%           Frequency         Percent           139         66.5%           65         31.1%           3         1.4%           2         1.0%           Frequency         Percent           146         71.6%           52         25.5%           4         2.0%           2         1.0%           Frequency         Percent           134         65.0%           65         31.6%           5         2.4%           2         1.0%           Frequency         Percent           134         65.0%           65         31.6%           5         2.4%           2         1.0%           Frequency         Percent           110         57.9%           71         37.4%           7         3.7%           2         1.1%           Frequency         Percent           113         57.9%           65         33.3%           11	136       67.3%         59       29.2%         5       2.5%         2       1.0%         Frequency       Percent       0         139       66.5%       65         65       31.1%       3         3       1.4%       2         2       1.0%       9         Frequency       Percent       0         146       71.6%       9         52       25.5%       9         4       2.0%       1         2       1.0%       9         Frequency       Percent       0         134       65.0%       9         65       31.6%       9         5       2.4%       1         2       1.0%       9         Frequency         Percent       0         110       57.9%       9         71       37.4%       1         7       3.7%       1         2       1.1%       1	136       67.3%         59       29.2%         5       2.5%         2       1.0%         Frequency       Percent       0       20         139       66.5%       65       31.1%       1         3       1.4%       1       2       1.0%       1         Frequency       Percent       0       20       20         146       71.6%       1       1       1         52       25.5%       1       1       1         4       2.0%       1       1       1       1         Frequency       Percent       0       20       20         134       65.0%       1       1       1         5       2.4%       1       1       1         Frequency       Percent       0       20       20         134       65.0%       1       1       1         5       2.4%       1       2       1       20         110       57.9%       1       2       2       20       20         113       57.9%       1       20       20       20       20       20	136       67.3%         59       29.2%         5       2.5%         2     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      4</td></t<>	136       67.3%         59       29.2%         5       2.5%         2       1.0%         Frequency       Percent       0       20       40       60         139       66.5%       0       0       0       0       0         65       31.1%       0       0       0       0       0         Frequency       Percent       0       20       40       60         146       71.6%       0       0       0       0         52       25.5%       0       0       0       0         2       1.0%       0       0       0       0         Frequency       Percent       0       20       40       60         134       65.0%       0       0       0       0         5       2.4%       0       0       0       0       0         110       57.9%       0       0       0       0       0         7       3.7%       0       0       0       0       0         Frequency       Percent       0       20       40       60       0	136       67.3%         59       29.2%         5       2.5%         2       1.0%         Frequency       Percent       0       20       40       60       80         139       66.5%       31.1%       3       1.4%       3       1.4%       3       1.4%       3       1.4%       4

Gives you good advice and treatment Response	Frequency	Percent	0	20	40	60	80	100
Very Good	121	63.4%			!			
Good	64	33.5%						
Fair	4	2.1%						
Poor	2	1.0%	Ī					
7. Experience with Today's Visit Did anyone ask if you have problems with the medicine y	/ou take?			·	·	·	,	
Response	Frequency	Percent	0	20	40	60	80	100
Yes	126	68.9%			1			
No	39	21.3%						
Not Applicable	18	9.8%						
Do you have problems getting your medication? (transpo	ortation, pharmacy hours or cost)							
Response	Frequency	Percent	0	20	40	60	80	100
Yes	48	25.9%						
No	125	67.6%						
Not Applicable	12	6.5%						
Did someone talk with you about your goals for your hea Response	ILT ? Frequency	Percent	0	20	40	60	8,0	100
Yes	131	74.4%	0	20	40			100
No	45	25.6%						
	10	20.070						
Did you get a copy of your care plan?			-					
Response	Frequency	Percent	0	20	40	60	80	100
Yes	90	54.9%						
No	62	37.8%						
Not Applicable	12	7.3%						
Were you asked if you had visits with other healthcare pr	oviders since your last visit with us?	7						
Response	Frequency	Percent	0	20	40	60	80	100
Yes	125	69.4%						
No	55	30.6%						
Were you helped with making appointments to see other	providers or for specialty care?							
Response	Frequency	Percent	0	20	40	60	8,0	100
Yes	121	69.5%			!`			
No								
-	.34	19.5%						
Not Applicable	34	19.5% 10.9%	_					
Not Applicable	19	10.9%						
8. General	19	10.9%						
8. General Have you ever been given information on what it means	to have a "health home" or a "medic	10.9%	0	20	40	60	80	100
8. General Have you ever been given information on what it means Response	to have a "health home" or a "medic Frequency	10.9% cal home"? Percent	0	20	40	60	80	100
8. General Have you ever been given information on what it means	to have a "health home" or a "medic	10.9% cal home"?	0	20	40	60	80	100
8. General Have you ever been given information on what it means Response Yes No	to have a "health home" or a "medic Frequency 84 109	10.9% cal home"? Percent 43.5%	0	20	40	60	80	100
8. General Have you ever been given information on what it means Response Yes No If yes, do you feel that we are your health/medical home	to have a "health home" or a "medic Frequency 84 109 ?	10.9% cal home"? Percent 43.5% 56.5%	0					
8. General Have you ever been given information on what it means Response Yes No If yes, do you feel that we are your health/medical home Response	to have a "health home" or a "medic Frequency 84 109 ? Frequency	10.9% cal home"? Percent 43.5% 56.5% Percent	0	20	40	60 60	80	100
8. General Have you ever been given information on what it means Response Yes No If yes, do you feel that we are your health/medical home Response Yes	19 to have a "health home" or a "medic Frequency 84 109 ? Frequency 114	10.9% cal home"? Percent 43.5% 56.5% Percent 78.1%	0					
8. General Have you ever been given information on what it means Response Yes No If yes, do you feel that we are your health/medical home Response Yes No	19 to have a "health home" or a "medic Frequency 84 109 ? Frequency 114 14	10.9% cal home"? Percent 43.5% 56.5% Percent 78.1% 9.6%	0					
8. General Have you ever been given information on what it means Response Yes No If yes, do you feel that we are your health/medical home Response Yes	19 to have a "health home" or a "medic Frequency 84 109 ? Frequency 114	10.9% cal home"? Percent 43.5% 56.5% Percent 78.1%	0					
8. General Have you ever been given information on what it means Response Yes No If yes, do you feel that we are your health/medical home Response Yes No Not Applicable You may need other services that we do not provide. Ha	19 to have a "health home" or a "medic Frequency 84 109 ? Frequency 114 14 18	10.9% cal home"? Percent 43.5% 56.5% Percent 78.1% 9.6% 12.3% s you need?	0		40	60		
8. General Have you ever been given information on what it means Response Yes No If yes, do you feel that we are your health/medical home Response Yes No Not Applicable You may need other services that we do not provide. Ha Response	19 to have a "health home" or a "medic Frequency 84 109 ? Frequency 114 14 18 ve we helped you find other service Frequency	10.9% cal home"? Percent 43.5% 56.5% Percent 78.1% 9.6% 12.3% s you need? Percent	0					
8. General Have you ever been given information on what it means Response Yes No If yes, do you feel that we are your health/medical home Response Yes No Not Applicable You may need other services that we do not provide. Ha Response Yes	19       to have a "health home" or a "media       Frequency       84       109       ?       Frequency       114       14       18       ve we helped you find other service       Frequency       127	10.9% cal home"? Percent 43.5% 56.5% Percent 78.1% 9.6% 12.3% s you need? Percent 71.8%	0	20	40	60	80	100
8. General Have you ever been given information on what it means Response Yes No If yes, do you feel that we are your health/medical home Response Yes No Not Applicable You may need other services that we do not provide. Ha Response Yes No	19       to have a "health home" or a "media       Frequency       84       109       ?       Frequency       114       14       18       ve we helped you find other service       Frequency       127       26	10.9% Cal home"? Percent 43.5% 56.5% Percent 78.1% 9.6% 12.3% s you need? Percent 71.8% 14.7%	0	20	40	60	80	100
8. General Have you ever been given information on what it means Response Yes No If yes, do you feel that we are your health/medical home Response Yes No Not Applicable You may need other services that we do not provide. Ha Response Yes	19       to have a "health home" or a "media       Frequency       84       109       ?       Frequency       114       14       18       ve we helped you find other service       Frequency       127	10.9% cal home"? Percent 43.5% 56.5% Percent 78.1% 9.6% 12.3% s you need? Percent 71.8%	0	20	40	60	80	100
8. General Have you ever been given information on what it means Response Yes No If yes, do you feel that we are your health/medical home Response Yes No Not Applicable You may need other services that we do not provide. Ha Response Yes No Not Applicable	19       to have a "health home" or a "medic       Frequency       84       109       ?       Frequency       114       14       18       ve we helped you find other service       Frequency       127       26       24	10.9% Cal home"? Percent 43.5% 56.5% Percent 78.1% 9.6% 12.3% s you need? Percent 71.8% 14.7%	0	20	40	60	80	100
8. General Have you ever been given information on what it means Response Yes No If yes, do you feel that we are your health/medical home Response Yes No Not Applicable You may need other services that we do not provide. Ha Response Yes No Not Applicable Do you feel that we help you to make healthy lifestyle ch	19       to have a "health home" or a "medic       Frequency       84       109       ?       Frequency       114       14       18       ve we helped you find other service       Frequency       127       26       24       oices?	10.9% cal home"? Percent 43.5% 56.5% Percent 78.1% 9.6% 12.3% s you need? Percent 71.8% 14.7% 13.6%	0	20	40	60 60	80	100
8. General Have you ever been given information on what it means Response Yes No If yes, do you feel that we are your health/medical home Response Yes No Not Applicable You may need other services that we do not provide. Ha Response Yes No	19       to have a "health home" or a "medic       Frequency       84       109       ?       Frequency       114       14       18       ve we helped you find other service       Frequency       127       26       24	10.9% Cal home"? Percent 43.5% 56.5% Percent 78.1% 9.6% 12.3% s you need? Percent 71.8% 14.7%	0	20	40	60	80	100

Would you send your friends and family to us?

Response	Frequency	Percent	0	20	40	60	80	100
Yes	189	97.4%						
No	5	2.6%						
Do you understand what we ask you to pay for yo	our care?							
Response	Frequency	Percent	0	20	40	60	80	100
Yes	101	58.4%		•				
No	26	15.0%						
Not Applicable	46	26.6%						
Do you feel what you pay is reasonable?								
Response	Frequency	Percent	0	20	40	60	80	100
Yes	96	54.9%						
No	16	9.1%						
Not Applicable	63	36.0%						

Report Created on 09/15/2016