

**HEALTH CENTER
PATIENT EXPERIENCE DATA**

Probably the greatest testament to the Healthy Partners patient experience is the number of patients who tell us they were referred by friends and family. (48%)

Additionally, dozens of staff members have shared stories about a patient or patient's family member who expressed gratitude for:

- Feeling welcomed
- Having access to a health clinic
- Receiving care in a modern facility
- Appreciating that the staff is kind and respectful
- Having services in their language of choice
- Having a provider diagnose their problem for the first time

Finally, the health center selected a new tool for Patient Satisfaction Surveys and will administer it quarterly. The tool was administered in September 2016, and will be repeated in January 2017. The survey results inform service planning and provide staff feedback. The following results are from the September 2016 survey. The following includes the percentage of patients who rated the health center experience as "very good/good":

- Able to make an appointment when sick or hurt 56%
- Length of wait time at the clinic 78%
- Would send your friends and family to us 97%
- Provider listens to you 98%
- Provider gives information you can understand 97%
- Provider considers your personal/family beliefs 96%