

HEALTH CENTER PATIENT EXPERIENCE DATA

Survey Question	Percent of Enrollees who responded “very good/good”	Percent of Enrollees who responded “very good/good”
	August 2016 n=219	February 2017 n=111
Able to make an appointment when sick or hurt.	56%	63%
Health center hours work for me.	91%	91%
Length of wait time at the clinic.	78%	75%
Front desk is friendly and helpful.	99%	95%
Provider listens to you.	98%	97%
Nurses and Medical Assistants’ listens to you.	98%	96%
Provider spends enough time with you.	97%	93%
Provider gives you information you can understand.	97%	94%
Provider considers your personal or family beliefs.	96%	97%
Provider gives you good advice and treatment.	96%	96%
Survey Question	Percent of patients who responded “yes” to this question.	Percent of patients who responded “yes” to this question.
Would you send your family and friends to us?	97%	99%
Do you feel that we help you to make healthy lifestyle choices?	89.4%	95.5%
Survey Question	Percent of patients who responded “no” to this question.	Percent of patients who responded “no” to this question.
Do you have problems getting your medications? (transportation, pharmacy hours or cost)	67.6%	76.9%