

# Aggregated Data for Comparison (66 Health Centers - 31,045) Patient Experience Survey Results - July to December 2013

## 1. Patient Information

### What is your age?

Response	Frequency	Percent	0	20	40	60	80	100
0-12	3723	12.4%						
13-19	2570	8.6%						
20-29	5925	19.8%						
30-39	5291	17.7%						
40-49	4735	15.8%						
50-64	5862	19.6%						
65+	1830	6.1%						

### What is your gender?

Response	Frequency	Percent	0	20	40	60	80	100
Male	6998	32.6%						
Female	14440	67.2%						
Transgender	35	0.2%						

### Do you consider yourself Hispanic or Latino?

Response	Frequency	Percent	0	20	40	60	80	100
Yes, Hispanic or Latino	6003	31.7%						
No, not Hispanic or Latino	12959	68.3%						

### What is your race? (mark one or more)

Response	Frequency	Percent	0	20	40	60	80	100
Asian	775	3.0%						
Black/African American	6716	25.6%						
White	18182	69.4%						
Native Hawaiian	113	0.4%						
Other Pacific Islander	317	1.2%						
American Indian/Alaskan Native	1074	4.1%						

### How would you rate your general health?

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	7434	25.5%						
Good	13804	47.4%						
Fair	6715	23.1%						
Poor	1178	4.0%						

## 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	15585	52.1%						
Good	11322	37.9%						
Fair	2594	8.7%						
Poor	399	1.3%						

### Able to make same day appointment when sick or hurt

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	11302	39.5%						
Good	10874	38.0%						
Fair	4665	16.3%						
Poor	1759	6.2%						

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### Health center hours work for me

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	16547	55.8%						
Good	10989	37.0%						
Fair	1883	6.3%						
Poor	251	0.8%						

### Phone calls get through easily

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	13211	44.9%						
Good	10554	35.9%						
Fair	3980	13.5%						
Poor	1678	5.7%						

### I get called back quickly

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	11363	39.1%						
Good	11490	39.5%						
Fair	4710	16.2%						
Poor	1522	5.2%						

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

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	7794	29.8%						
Good	10625	40.6%						
Fair	5468	20.9%						
Poor	2278	8.7%						

### Length of time waiting at the clinic

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	9865	33.6%						
Good	12271	41.8%						
Fair	5753	19.6%						
Poor	1490	5.1%						

## 3. Facility

### Easy to find clinic

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	20831	69.6%						
Good	8226	27.5%						
Fair	768	2.6%						
Poor	111	0.4%						

### Lobby and waiting room was comfortable and clean

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	20571	69.2%						
Good	8104	27.3%						
Fair	926	3.1%						
Poor	109	0.4%						

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### Exam room was comfortable and clean

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	20981	71.2%						
Good	7779	26.4%						
Fair	654	2.2%						
Poor	66	0.2%						

### Handicap accessibility

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	16550	61.5%						
Good	9000	33.4%						
Fair	1142	4.2%						
Poor	240	0.9%						

### 4. Front Desk

#### Friendly and helpful to you

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	22222	74.4%						
Good	6627	22.2%						
Fair	896	3.0%						
Poor	133	0.4%						

### 5. Nurses and Medical Assistants

#### Listens to you

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	21772	73.3%						
Good	7168	24.1%						
Fair	674	2.3%						
Poor	90	0.3%						

#### Friendly and helpful to you

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	21719	74.7%						
Good	6634	22.8%						
Fair	648	2.2%						
Poor	83	0.3%						

#### Answers your questions

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	21079	72.6%						
Good	7077	24.4%						
Fair	767	2.6%						
Poor	94	0.3%						

### 6. Provider(s)

#### Listens to you

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	21302	72.6%						
Good	7244	24.7%						
Fair	689	2.3%						
Poor	106	0.4%						

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### Spends enough time with you

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	19674	67.6%						
Good	8121	27.9%						
Fair	1147	3.9%						
Poor	174	0.6%						

### Answers your questions

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	20674	70.9%						
Good	7465	25.6%						
Fair	894	3.1%						
Poor	107	0.4%						

### Friendly and helpful to you

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	21378	73.6%						
Good	6827	23.5%						
Fair	729	2.5%						
Poor	105	0.4%						

### Gives you information you can understand

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	20706	71.2%						
Good	7484	25.7%						
Fair	809	2.8%						
Poor	100	0.3%						

### Considers your personal or family beliefs

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	18442	65.7%						
Good	8398	29.9%						
Fair	1071	3.8%						
Poor	141	0.5%						

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

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	18106	64.6%						
Good	8513	30.4%						
Fair	1219	4.4%						
Poor	180	0.6%						

### Gives you good advice and treatment

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	20050	70.0%						
Good	7577	26.5%						
Fair	903	3.2%						
Poor	114	0.4%						

## 7. Experience with Today's Visit

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### Did anyone ask if you have problems with the medicine you take?

Response	Frequency	Percent	0	20	40	60	80	100
Yes	17047	60.4%						
No	4436	15.7%						
Not Applicable	6722	23.8%						

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

Response	Frequency	Percent	0	20	40	60	80	100
Yes	5271	18.6%						
No	18221	64.4%						
Not Applicable	4798	17.0%						

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

Response	Frequency	Percent	0	20	40	60	80	100
Yes	18108	67.3%						
No	8809	32.7%						

### Did you get a copy of your care plan?

Response	Frequency	Percent	0	20	40	60	80	100
Yes	14739	54.6%						
No	6570	24.4%						
Not Applicable	5662	21.0%						

### 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	16157	60.4%						
No	10612	39.6%						

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

Response	Frequency	Percent	0	20	40	60	80	100
Yes	15019	54.6%						
No	4182	15.2%						
Not Applicable	8328	30.3%						

## 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	10014	36.5%						
No	17387	63.5%						

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



Response	Frequency	Percent	0	20	40	60	80	100
Yes	11556	50.2%						
No	2310	10.0%						
Not Applicable	9140	39.7%						

### 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	16151	58.7%						
No	3105	11.3%						
Not Applicable	8237	30.0%						

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

Response	Frequency	Percent	0	20	40	60	80	100
Yes	25381	93.3%						
No	1826	6.7%						




### Would you send your friends and family to us?

Response	Frequency	Percent	0	20	40	60	80	100
Yes	27128	96.8%						
No	898	3.2%						

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

Response	Frequency	Percent	0	20	40	60	80	100
Yes	22896	81.8%						
No	1194	4.3%						
Not Applicable	3885	13.9%						

### Do you feel what you pay is reasonable?

Response	Frequency	Percent	0	20	40	60	80	100
Yes	22138	79.1%						
No	1142	4.1%						
Not Applicable	4722	16.9%						

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