

2018 Patient Experience Survey Results

Below are the Patient Experience Survey results from last year's survey. We thank you for taking the time to let us know how we are doing. The percentages shown are respondents who answered "very good" or "good".

Ease of Getting Care	Medical	Medical Universe	Dental	Dental Universe	Behavioral Health	Behavioral Health Universe
Able to get appointment.	94.74%	95	78.28%	198	91.14%	79
Health center hours work for me.	93.62%	94	95.50%	200	96.20%	79
Phone calls get through easily.	91.58%	95	95.90%	195	92.41%	79
I get called back quickly.	92.31%	91	93.88%	196	90.79%	79
Able to get medical advice when the office is closed.	81.93%	83	72.19%	169	N/a	N/a
Length of time waiting at the clinic.	91.40%	93	83.76%	197	97.47%	79
Facility						
Easy to find the clinic.	97.92%	96	99.50%	200	97.92%	79
Lobby and waiting room was comfortable and clean.	97.92%	95	99.50%	199	98.73%	79
Exam room was comfortable and clean.	97.87%	94	100.00%	199	98.73%	79
Accessibility.	95.18%	83	98.92%	186	97.22%	76
Front Desk						
Friendly and helpful to you.	98.95%	95	99.00%	200	100.00%	79
Nurses and Dental/Medical Assistants						
Listen to you.	100.00%	94	99.50%	200	100.00%	64
Friendly and helpful to you.	100.00%	89	100.00%	198	100.00%	62
Answer your questions.	100.00%	90	100.00%	198	N/a	N/a

Providers/Therapist						
Listen to you.	100.00%	94	100.00%	200	100.00%	79
Spend enough time with you.	100.00%	94	98.99%	198	N/a	N/a
Answer your questions.	98.94%	94	99.49%	198	100.00%	79
Friendly and helpful to you.	100.00%	92	99.49%	195	100.00%	79
Experience With Today's Visit						
Did anyone ask if you have health problems/problems with the medicine you take?	86.70%	90	94.40%	199	N/a	N/a
Did someone talk with you about your goals for your health?	78.60%	84	81.30%	198	N/a	N/a
Did you get a copy of your care plan?	82.70%	87	90.80%	196	N/a	N/a
Were you asked if you had visits with other healthcare providers since your last visit with us?	58.50%	82	N/a	N/a	N/a	N/a
Were you helped with making appointments to see other providers or for specialty care?	86.70%	83	86.90%	198	N/a	N/a
General						
Would you send your friends and family to us?	98.80%	86	99.50%	197	97.20%	71
Do you understand what we ask you to pay for your care?	97.60%	86	99.50%	194	80.80%	78
Do you feel what you pay is reasonable?	97.70%	85	99.00%	195	N/a	N/a