

Sacramento County Health Center Medical Patient Experience Survey Results Organization - September 2016

1. Patient Information

What is your age?

Response	Frequency	Percent	0	20	40	60	80	100
0-12	0	0.0%						
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	100
Yes, Hispanic or Latino	148	82.2%						
No, not Hispanic or Latino	32	17.8%						

What is your race? (mark one or more)

Response	Frequency	Percent	0	20	40	60	80	100
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?

Response	Frequency	Percent	0	20	40	60	80	100
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, regular follow-up visits)

Response	Frequency	Percent	0	20	40	60	80	100
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	100
Very Good	39	20.6%						
Good	67	35.4%						
Fair	53	28.0%						
Poor	30	15.9%						

Health center hours work for me

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	104	49.8%						
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	100
Very Good	93	46.7%						
Good	74	37.2%						
Fair	23	11.6%						
Poor	9	4.5%						

Sacramento County Health Center Medical Patient Experience Survey Results Organization - September 2016

I get called back quickly

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	74	36.3%						
Good	91	44.6%						
Fair	27	13.2%						
Poor	12	5.9%						

Able to get medical advice when the office is closed

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	35	20.6%						
Good	63	37.1%						
Fair	45	26.5%						
Poor	27	15.9%						

Length of time waiting at the clinic

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	72	34.6%						
Good	90	43.3%						
Fair	40	19.2%						
Poor	6	2.9%						

3. Facility

Easy to find clinic

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	144	67.0%						
Good	62	28.8%						
Fair	8	3.7%						
Poor	1	0.5%						

Lobby and waiting room was comfortable and clean

Response	Frequency	Percent	0	20	40	60	80	100
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	100
Very Good	146	69.2%						
Good	59	28.0%						
Fair	6	2.8%						
Poor	0	0.0%						

Handicap accessibility

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	102	59.0%						
Good	65	37.6%						
Fair	5	2.9%						
Poor	1	0.6%						

4. Front Desk

Friendly and helpful to you

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	156	72.9%						
Good	53	24.8%						
Fair	5	2.3%						
Poor	0	0.0%						

5. Nurses and Medical Assistants

Listens to you

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	154	72.6%						
Good	53	25.0%						
Fair	5	2.4%						
Poor	0	0.0%						

Sacramento County Health Center Medical Patient Experience Survey Results Organization - September 2016

Friendly and helpful to you

Response	Frequency	Percent	0 20 40 60 80 100				
Very Good	151	75.5%					
Good	45	22.5%					
Fair	4	2.0%					
Poor	0	0.0%					

Answers your questions

Response	Frequency	Percent	0 20 40 60 80 100				
Very Good	143	70.4%					
Good	50	24.6%					
Fair	9	4.4%					
Poor	1	0.5%					

6. Provider(s)

Listens to you

Response	Frequency	Percent	0 20 40 60 80 100				
Very Good	147	69.7%					
Good	60	28.4%					
Fair	2	0.9%					
Poor	2	0.9%					

Spends enough time with you

Response	Frequency	Percent	0 20 40 60 80 100				
Very Good	136	67.3%					
Good	59	29.2%					
Fair	5	2.5%					
Poor	2	1.0%					

Answers your questions

Response	Frequency	Percent	0 20 40 60 80 100				
Very Good	139	66.5%					
Good	65	31.1%					
Fair	3	1.4%					
Poor	2	1.0%					

Friendly and helpful to you

Response	Frequency	Percent	0 20 40 60 80 100				
Very Good	146	71.6%					
Good	52	25.5%					
Fair	4	2.0%					
Poor	2	1.0%					

Gives you information you can understand

Response	Frequency	Percent	0 20 40 60 80 100				
Very Good	134	65.0%					
Good	65	31.6%					
Fair	5	2.4%					
Poor	2	1.0%					

Considers your personal or family beliefs

Response	Frequency	Percent	0 20 40 60 80 100				
Very Good	110	57.9%					
Good	71	37.4%					
Fair	7	3.7%					
Poor	2	1.1%					

Involves other doctors and caregivers in your care when needed

Response	Frequency	Percent	0 20 40 60 80 100				
Very Good	113	57.9%					
Good	65	33.3%					
Fair	11	5.6%					
Poor	6	3.1%					

Sacramento County Health Center Medical Patient Experience Survey Results Organization - September 2016

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%						

7. Experience with Today's Visit

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

Response	Frequency	Percent	0	20	40	60	80	100
Yes	126	68.9%						
No	39	21.3%						
Not Applicable	18	9.8%						

Do you have problems getting your medication? (transportation, 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 health?

Response	Frequency	Percent	0	20	40	60	80	100
Yes	131	74.4%						
No	45	25.6%						

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 providers since your last visit with us?

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	80	100
Yes	121	69.5%						
No	34	19.5%						
Not Applicable	19	10.9%						

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	84	43.5%						
No	109	56.5%						

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

Response	Frequency	Percent	0	20	40	60	80	100
Yes	114	78.1%						
No	14	9.6%						
Not Applicable	18	12.3%						

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	127	71.8%						
No	26	14.7%						
Not Applicable	24	13.6%						

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




Response	Frequency	Percent	0	20	40	60	80	100
Yes	161	89.4%						
No	19	10.6%						

Sacramento County Health Center Medical Patient Experience Survey Results Organization - September 2016




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 your 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