

<b>Sacramento County Health Center Patient Experience Survey Data</b>	<b>Report Date: September 21, 2018 Survey Period: July 2018 Sample Size: 223</b>	<b>Report Date: March 11, 2019 Survey Period: December 2018 Sample Size: 439</b>
<b>Survey Question</b>	<b>Percent of Enrollees who responded “very good/good”</b>	<b>Percent of Enrollees who responded “very good/good”</b>
Able to make same day appointment when sick or hurt.	52%	58%
Health center hours work for me.	91%	89%
Length of wait time at the clinic.	82%	77%
Front desk is friendly and helpful.	92%	93%
Nurses and Medical Assistants listen to you.	95%	96%
Provider listens to you.	95%	94%
Provider spends enough time with you.	90%	93%
Provider gives you information you can understand.	96%	95%
Provider considers your personal or family beliefs.	93%	94%
Provider gives you good advice and treatment.	93%	94%
<b>Survey Question</b>	<b>Percent of patients who responded “yes” to this question.</b>	<b>Percent of patients who responded “yes” to this question.</b>
Would you send your family and friends to us?	96%	93%
Do you feel that we help you to make healthy lifestyle choices?	95%	92%
<b>Survey Question</b>	<b>Percent of patients who responded “no” to this question.</b>	<b>Percent of patients who responded “no” to this question.</b>
Do you have problems getting your medications? (transportation, pharmacy hours or cost)	76%	71%

Sacramento County Health Center Patient Experience Survey Data	Report Date: March 11, 2019 Survey Period: December 2018 Sample Size: 439			
Survey Question	Percent of Enrollees who responded "very good/good"			
	Adults (227)	Pediatrics (47)	Healthy Partners (163)	IBH (2)
Able to make same day appointment when sick or hurt.	58%	96%	54%	100%
Health center hours work for me.	84%	97%	94%	100%
Length of wait time at the clinic.	72%	84%	81%	100%
Front desk is friendly and helpful.	90%	97%	95%	100%
Nurses and Medical Assistants listen to you.	91%	100%	97%	100%
Provider listens to you.	92%	100%	97%	100%
Provider spends enough time with you.	89%	100%	95%	100%
Provider gives you information you can understand.	93%	98%	97%	100%
Provider considers your personal or family beliefs.	92%	100%	95%	100%
Provider gives you good advice and treatment.	92%	100%	95%	100%
Survey Question	Percent of patients who responded "yes" to this question.			
	Adults	Pediatrics	Healthy Partners	IBH
Would you send your family and friends to us?	89%	98%	99%	100%
Do you feel that we help you to make healthy lifestyle choices?	89%	95%	96%	50%
Survey Question	Percent of patients who responded "no" to this question.			
	Adult	Pediatrics	Healthy Partner	IBH
Do you have problems getting your medications? (transportation, pharmacy hours or cost)	69%	63%	75%	100%

