



Community Health Services

Your Partners for Better Health

Organizational Patient Satisfaction Survey 2020

January - March 2020

Dental

Your Appointment	Excellent	Very Good	Good		Fair	Poor
1. Appointment available within a reasonable amount of time	78.79%	9.09%	9.09%	96.97%	3.03%	0.00%
2. Ability to make a same day appointment when you have a toothache	77.78%	0.00%	16.67%	94.45%	0.00%	5.55%

3. Waiting time in the dental exam room	78.79%	12.12%	9.09%	100.00%	0.00%	0.00%
4. Waiting time in the reception area	84.85%	9.09%	6.06%	100.00%	0.00%	0.00%

Communication	Excellent	Very Good	Good		Fair	Poor
5. Your ability to contact us after hours	64.28%	14.29%	21.43%	100.00%	0.00%	0.00%

6. Your phone calls were answered promptly	85.71%	10.71%	3.58%	100.00%	0.00%	0.00%
7. When you call the provider's office, your call was returned within one business day?	89.47%	10.53%	0.00%	100.00%	0.00%	0.00%

Facility	Excellent	Very Good	Good		Fair	Poor
8. Convenient hours of operation	78.79%	9.09%	9.09%	96.97%	3.03%	0.00%
9. Easy to follow signage and directions	78.79%	9.09%	12.12%	100.00%	0.00%	0.00%
10. Safe environment	81.82%	15.15%	3.03%	100.00%	0.00%	0.00%

11. Overall comfort and cleanliness	87.10%	9.67%	3.23%	100.00%	0.00%	0.00%
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Practice	Excellent	Very Good	Good		Fair	Poor
12. Quality of your dental care	90.91%	6.06%	0.00%	96.97%	0.00%	3.03%

	Yes	No
13. Do you feel the nominal fee is affordable?	100.00%	0.00%
14. Do you have problems getting your medication (transportation, pharmacy hours, cost)?	12.50%	87.50%

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15. Have you ever been given information on what it means to have a "health home" or a "medical home"?	75.76%	24.24%

16. How did you hear about our practice?	Family / Friends	Social Media	Other	Newspaper	Radio
	58.70%	0.00%	41.30%	0.00%	0.00%

Provider	Excellent	Very Good	Good		Fair	Poor
17. Amount of time provider spent with you	81.82%	15.15%	0.00%	96.97%	0.00%	3.03%
18. Instructions given regarding medication/follow-up care	79.31%	17.24%	0.00%	96.55%	0.00%	3.45%
19. Things explained in a way you could understand	78.12%	18.75%	0.00%	96.87%	0.00%	3.13%
20. Time taken to listen and answer your questions	81.24%	15.63%	0.00%	96.87%	0.00%	3.13%
21. Helped you find other healthcare services, if needed	78.57%	14.29%	0.00%	92.86%	0.00%	7.14%
22. Respectful of your beliefs	79.16%	16.67%	0.00%	95.83%	0.00%	4.17%

Staff	Excellent	Very Good	Good		Fair	Poor
23. Care and concern of our dental assistants	81.24%	12.50%	3.13%	96.87%	3.13%	0.00%
24. Courtesy of the person who took your call	82.14%	14.29%	3.37%	99.80%	0.00%	0.00%
25. Friendliness of the receptionist upon your arrival	87.88%	12.12%	0.00%	100.00%	0.00%	0.00%
26. Helpfulness of the staff who assisted you with billing or insurance questions	81.48%	14.81%	0.00%	96.29%	0.00%	3.71%

Medical

Your Appointment	Excellent	Very Good	Good		Fair	Poor
1. Appointment available within a reasonable amount of time	71.43%	20.50%	6.21%	98.14%	1.86%	0.00%
2. Ability to make a same day appointment when you are sick or hurt	53.01%	26.51%	10.84%	90.36%	7.23%	2.41%
2018						
2017						
3. Waiting time in the exam room	52.53%	27.22%	13.92%	93.67%	5.70%	0.63%
4. Waiting time in the reception area	55.63%	28.13%	13.75%	97.51%	2.50%	0.00%
Communication	Excellent	Very Good	Good		Fair	Poor
5. Your ability to contact us after hours	48.33%	15.00%	16.67%	80.00%	13.33%	6.67%

6. Your phone calls were answered promptly	57.04%	28.89%	11.11%	97.04%	2.96%	0.00%
7. When you call the provider's office, your call was returned within one business day?	55.42%	19.28%	20.48%	95.18%	3.61%	1.21%

Facility	Excellent	Very Good	Good		Fair	Poor
8. Convenient hours of operation	59.09%	27.27%	11.69%	98.05%	1.30%	0.65%
9. Easy to follow signage and directions	69.59%	21.63%	8.78%	100.00%	0.00%	0.00%
10. Safe environment	69.47%	22.14%	6.87%	98.48%	0.76%	0.76%
11. Overall comfort and cleanliness	70.45%	20.45%	6.83%	97.73%	2.27%	0.00%

Practice	Excellent	Very Good	Good		Fair	Poor
12. Quality of your medical care	85.72%	4.76%	0.00%	90.48%	4.76%	4.76%

	Yes	No
13. Do you feel the nominal fee is affordable?	100.00%	0.00%
14. Do you have problems getting your medication (transportation, pharmacy hours, cost)?	0.00%	100.00%
15. Have you ever been given information on what it means to have a "health home" or a "medical home"?	39.89%	60.11%
2018	35.90%	
2017	26.10%	

16. How did you hear about our practice?	Family / Friends	Social Media	Other	Newspaper	Radio
	45.32%	5.04%	46.04%	2.88%	0.72%

Provider	Excellent	Very Good	Good		Fair	Poor
17. Amount of time provider spent with you	69.87%	23.08%	5.13%	98.08%	0.64%	1.28%
18. Instructions given regarding medication/follow-up care	69.67%	21.93%	5.81%	97.41%	1.94%	0.65%
19. Things explained in a way you could understand	72.44%	19.23%	5.13%	96.80%	2.56%	0.64%
20. Time taken to listen and answer your questions	74.19%	15.48%	7.75%	97.42%	1.29%	1.29%

21. Helped you find other healthcare services, if needed	66.41%	19.53%	7.03%	92.97%	0.00%	7.03%
22. Respectful of your beliefs	73.48%	17.42%	6.06%	96.96%	0.76%	2.28%

Staff	Excellent	Very Good	Good		Fair	Poor
23. Care and concern of our nurses/ medical assistants	62.50%	26.97%	7.24%	96.71%	1.97%	1.32%
24. Courtesy of the person who took your call	70.94%	20.95%	6.76%	98.65%	1.35%	0.00%
25. Friendliness of the receptionist upon your arrival	70.13%	22.08%	5.19%	97.40%	1.95%	0.65%
26. Helpfulness of the staff who assisted you with billing or insurance questions	76.24%	14.85%	6.93%	98.02%	1.98%	0.00%