

Fairfield Community Health Centers Medical Patient Experience Survey Results Organization - September 2019

1. Patient Information

What is your age?

Response	Frequency	Percent	0	20	40	60	80	100
0-12	38	9.1%						
13-19	15	3.6%						
20-29	57	13.6%						
30-39	60	14.4%						
40-49	64	15.3%						
50-64	126	30.1%						
65+	58	13.9%						

What is your gender?

Response	Frequency	Percent	0	20	40	60	80	100
Male	137	33.0%						
Female	278	67.0%						
Transgender	0	0.0%						

Do you consider yourself Hispanic or Latino?

Response	Frequency	Percent	0	20	40	60	80	100
Yes, Hispanic or Latino	11	2.7%						
No, not Hispanic or Latino	395	97.3%						

What is your race? (mark one or more)

Response	Frequency	Percent	0	20	40	60	80	100
Asian	2	0.5%						
Black/African American	12	2.9%						
White	404	96.9%						
Native Hawaiian	4	1.0%						
Other Pacific Islander	1	0.2%						
American Indian/Alaskan Native	4	1.0%						

How would you rate your general health?

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	95	23.2%						
Good	177	43.2%						
Fair	121	29.5%						
Poor	17	4.1%						

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	253	60.7%						
Good	144	34.5%						
Fair	18	4.3%						
Poor	2	0.5%						

Able to make same day appointment when sick or hurt

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	172	42.9%						
Good	165	41.1%						
Fair	50	12.5%						
Poor	14	3.5%						

Health center hours work for me

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	242	58.3%						
Good	149	35.9%						
Fair	24	5.8%						
Poor	0	0.0%						

Fairfield Community Health Centers Medical Patient Experience Survey Results Organization - September 2019

Phone calls get through easily

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	201	49.3%						
Good	159	39.0%						
Fair	41	10.0%						
Poor	7	1.7%						

I get called back quickly

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	175	42.9%						
Good	164	40.2%						
Fair	59	14.5%						
Poor	10	2.5%						

Able to get medical advice when the office is closed

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	131	33.8%						
Good	178	45.9%						
Fair	60	15.5%						
Poor	19	4.9%						

Length of time waiting at the clinic

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	173	41.4%						
Good	182	43.5%						
Fair	53	12.7%						
Poor	10	2.4%						

3. Facility

Easy to find clinic

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	311	74.8%						
Good	101	24.3%						
Fair	4	1.0%						
Poor	0	0.0%						

Lobby and waiting room was comfortable and clean

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	290	69.4%						
Good	117	28.0%						
Fair	11	2.6%						
Poor	0	0.0%						

Exam room was comfortable and clean

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	300	72.3%						
Good	112	27.0%						
Fair	3	0.7%						
Poor	0	0.0%						

Handicap accessibility

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	263	64.5%						
Good	140	34.3%						
Fair	5	1.2%						
Poor	0	0.0%						

4. Front Desk

Fairfield Community Health Centers Medical Patient Experience Survey Results Organization - September 2019

Friendly and helpful to you

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	333	79.9%						
Good	79	18.9%						
Fair	5	1.2%						
Poor	0	0.0%						

5. Nurses and Medical Assistants

Listens to you

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	324	78.3%						
Good	86	20.8%						
Fair	3	0.7%						
Poor	1	0.2%						

Friendly and helpful to you

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	331	79.8%						
Good	81	19.5%						
Fair	2	0.5%						
Poor	1	0.2%						

Answers your questions

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	325	78.3%						
Good	85	20.5%						
Fair	4	1.0%						
Poor	1	0.2%						

6. Provider(s)

Listens to you

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	326	78.9%						
Good	83	20.1%						
Fair	4	1.0%						
Poor	0	0.0%						

Spends enough time with you

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	317	77.3%						
Good	89	21.7%						
Fair	4	1.0%						
Poor	0	0.0%						

Answers your questions

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	326	79.3%						
Good	81	19.7%						
Fair	4	1.0%						
Poor	0	0.0%						

Friendly and helpful to you

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	329	79.7%						
Good	80	19.4%						
Fair	4	1.0%						
Poor	0	0.0%						

Gives you information you can understand

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	327	79.4%						
Good	81	19.7%						
Fair	4	1.0%						
Poor	0	0.0%						

Fairfield Community Health Centers Medical Patient Experience Survey Results Organization - September 2019

Considers your personal or family beliefs

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	301	74.3%						
Good	100	24.7%						
Fair	3	0.7%						
Poor	1	0.2%						

Involves other doctors and caregivers in your care when needed

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	305	75.5%						
Good	97	24.0%						
Fair	2	0.5%						
Poor	0	0.0%						

Gives you good advice and treatment

Response	Frequency	Percent	0	20	40	60	80	100
Very Good	312	76.1%						
Good	96	23.4%						
Fair	2	0.5%						
Poor	0	0.0%						

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	284	69.8%						
No	52	12.8%						
Not Applicable	71	17.4%						

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

Response	Frequency	Percent	0	20	40	60	80	100
Yes	43	10.6%						
No	303	75.0%						
Not Applicable	58	14.4%						

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

Response	Frequency	Percent	0	20	40	60	80	100
Yes	315	78.0%						
No	89	22.0%						

Did you get a copy of your care plan?

Response	Frequency	Percent	0	20	40	60	80	100
Yes	352	86.9%						
No	14	3.5%						
Not Applicable	39	9.6%						

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	333	82.6%						
No	70	17.4%						

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

Response	Frequency	Percent	0	20	40	60	80	100
Yes	249	61.9%						
No	26	6.5%						
Not Applicable	127	31.6%						

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	157	38.6%						
No	250	61.4%						

Fairfield Community Health Centers Medical Patient Experience Survey Results Organization - September 2019

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

Response	Frequency	Percent	0	20	40	60	80	100
Yes	146	38.6%						
No	48	12.7%						
Not Applicable	184	48.7%						

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	216	53.2%						
No	25	6.2%						
Not Applicable	165	40.6%						

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

Response	Frequency	Percent	0	20	40	60	80	100
Yes	396	96.6%						
No	14	3.4%						

Would you send your friends and family to us?

Response	Frequency	Percent	0	20	40	60	80	100
Yes	404	98.8%						
No	5	1.2%						

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

Response	Frequency	Percent	0	20	40	60	80	100
Yes	260	63.6%						
No	7	1.7%						
Not Applicable	142	34.7%						

Do you feel what you pay is reasonable?

Response	Frequency	Percent	0	20	40	60	80	100
Yes	249	61.3%						
No	8	2.0%						
Not Applicable	149	36.7%						

Report Created on 10/23/2019