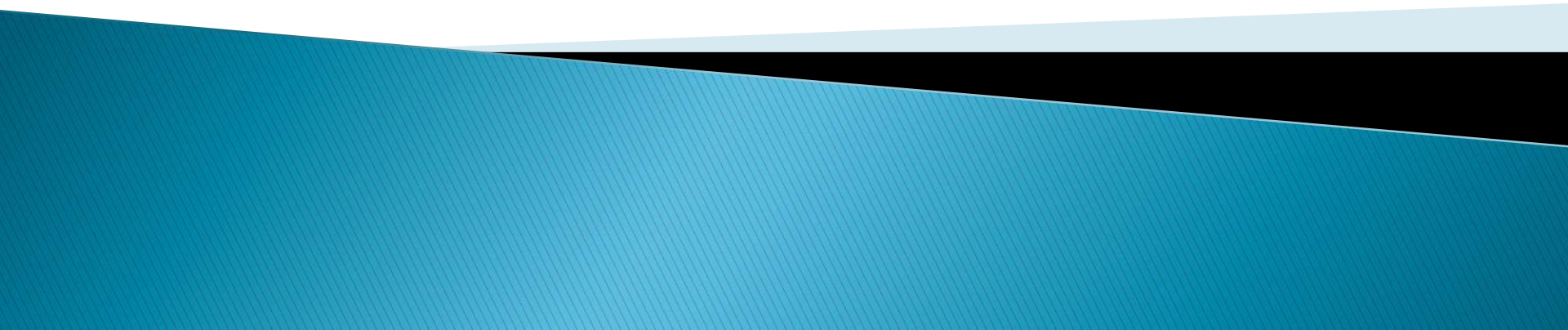
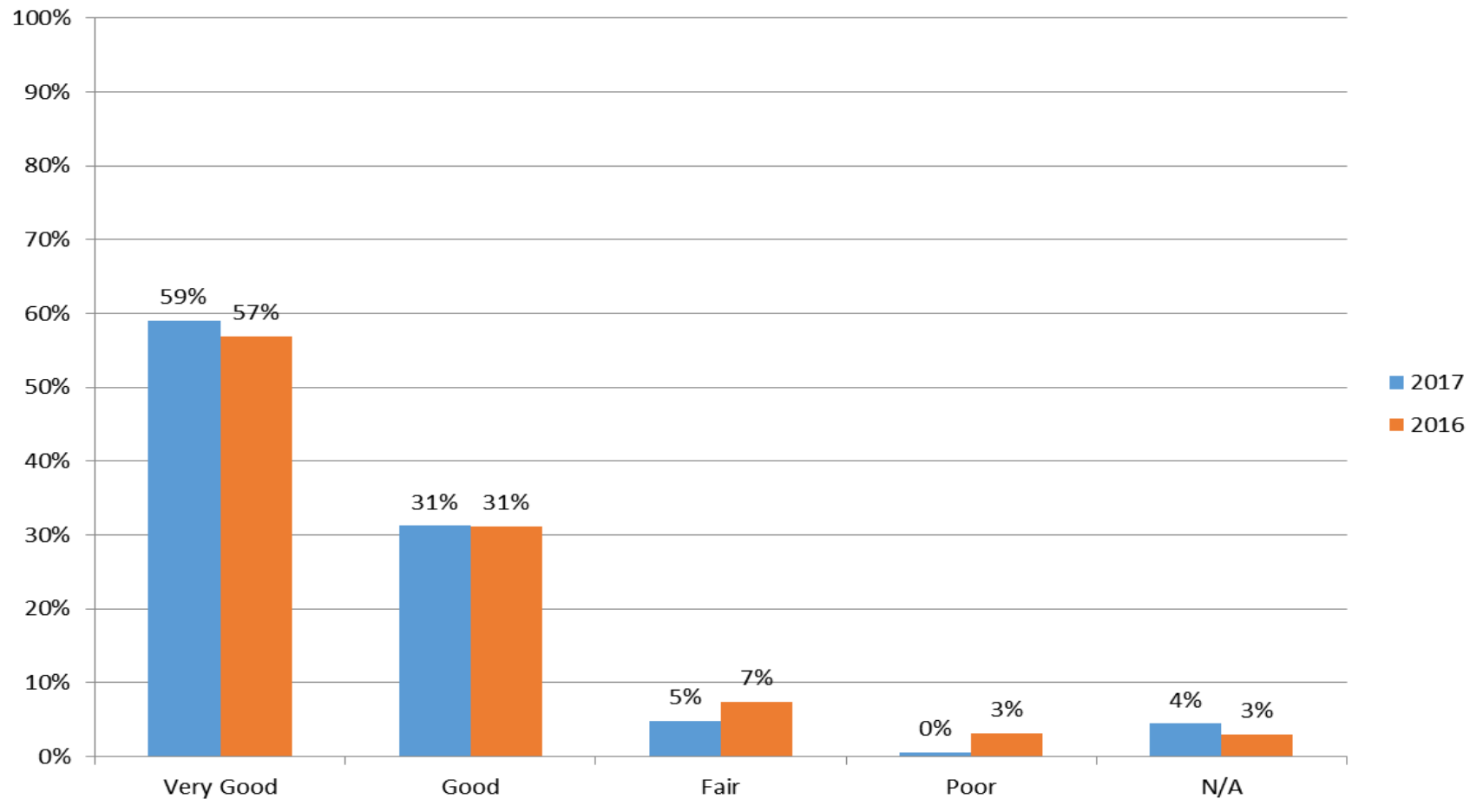


**2017 Patient Satisfaction
Survey Results
N=1018
August 3, 2017**

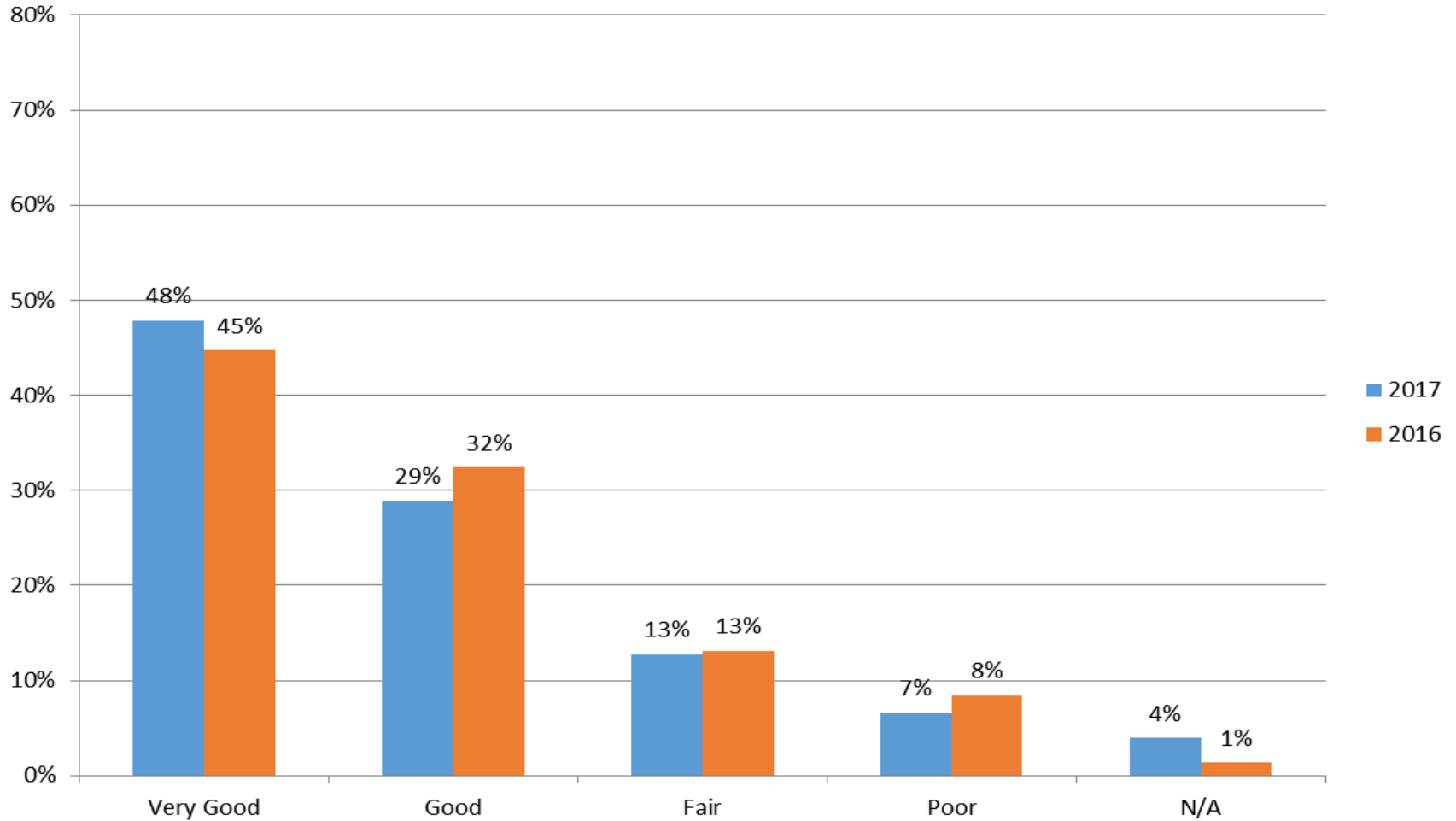


KPHC 2016-2017 Comparison

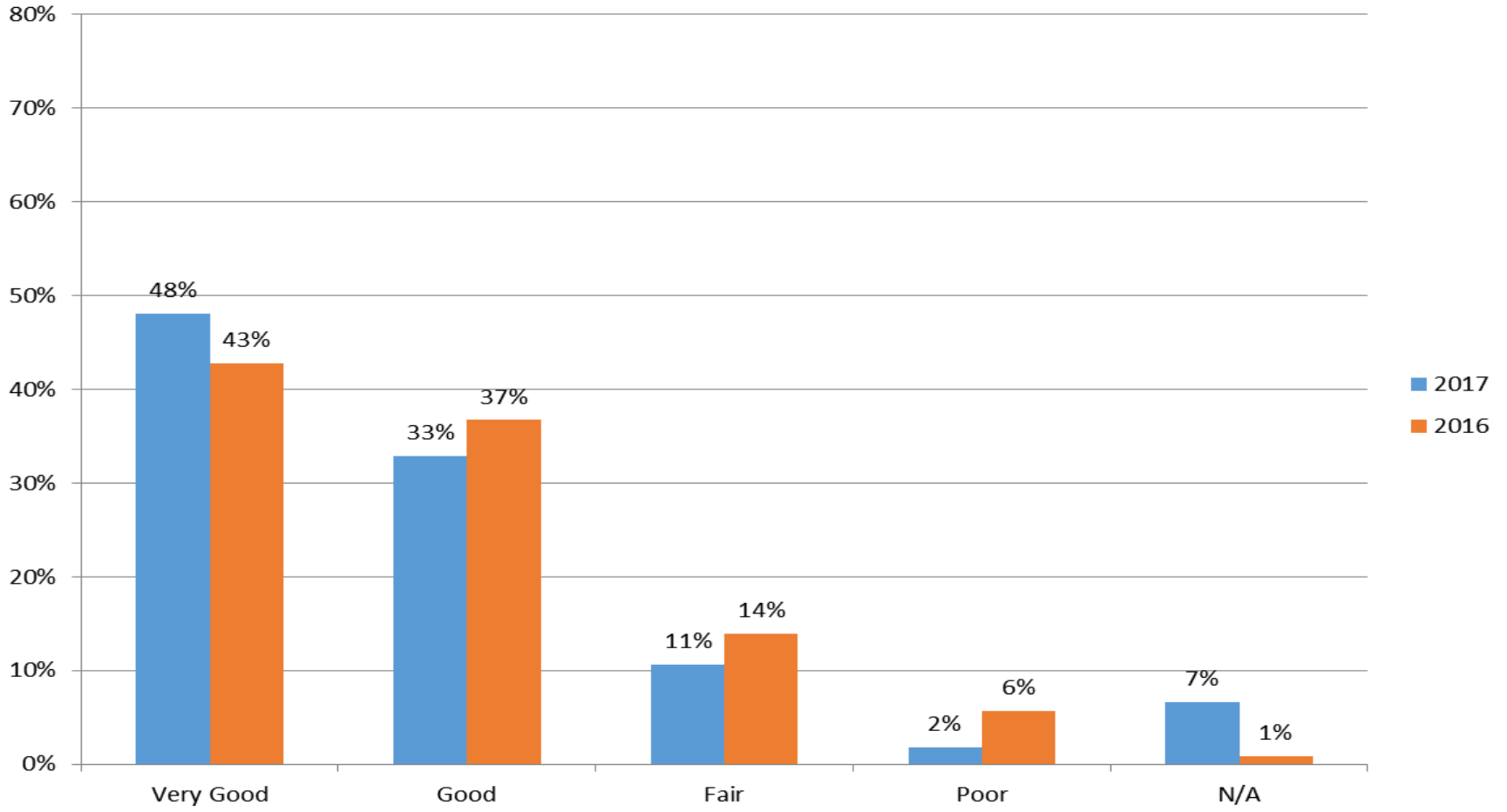
Q1: Hours of Operations



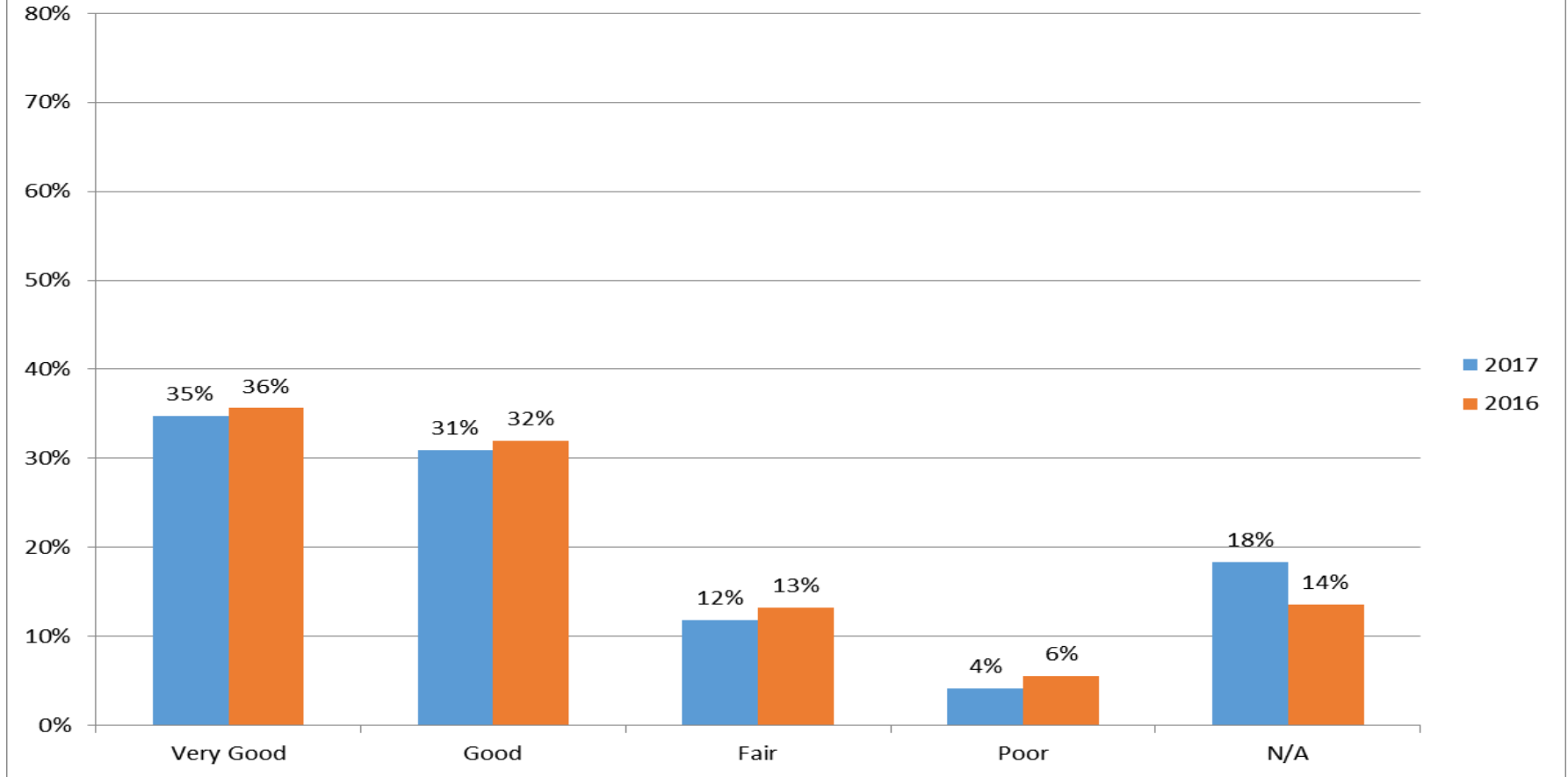
Q2: Getting through to office by phone



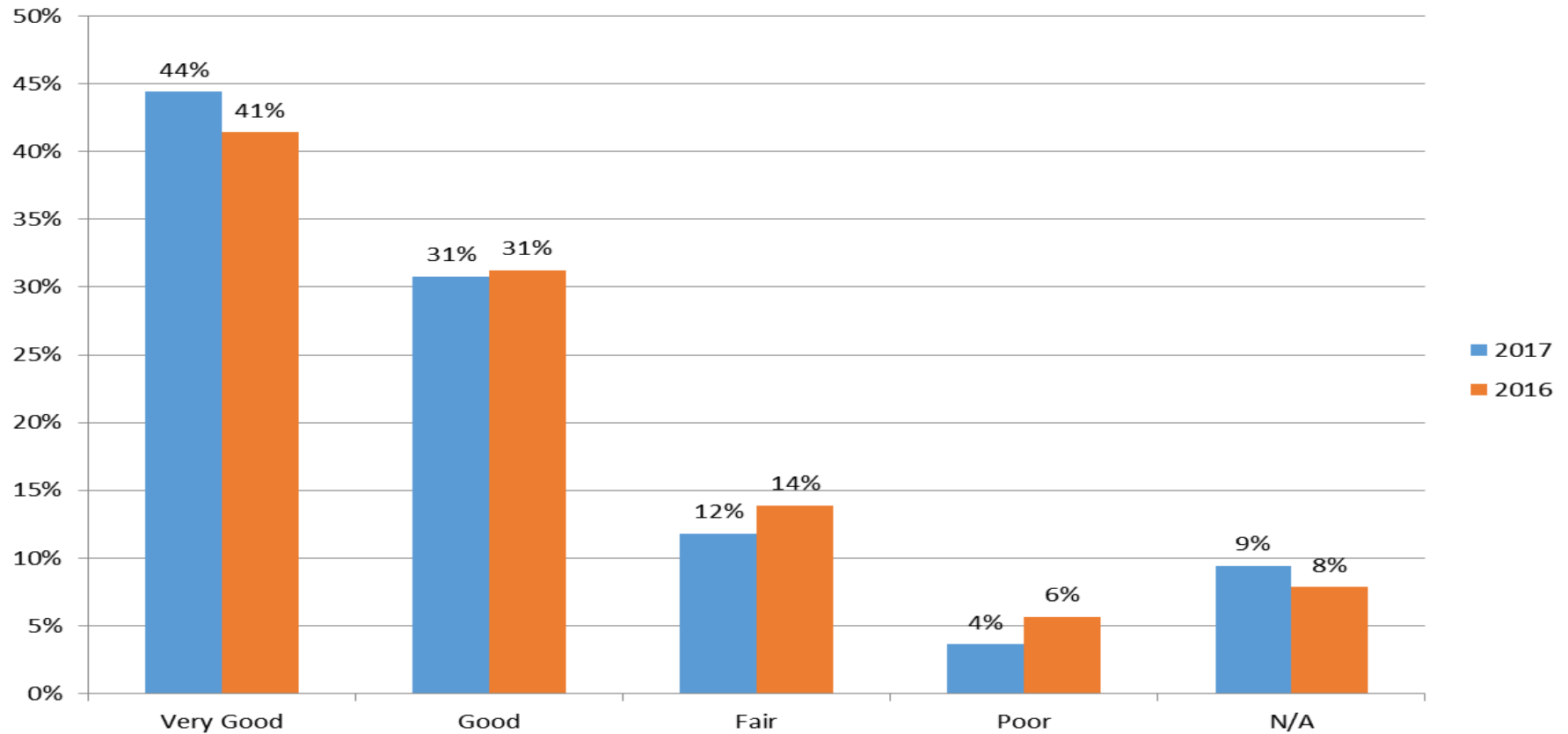
Q3: Length of time spent waiting for services



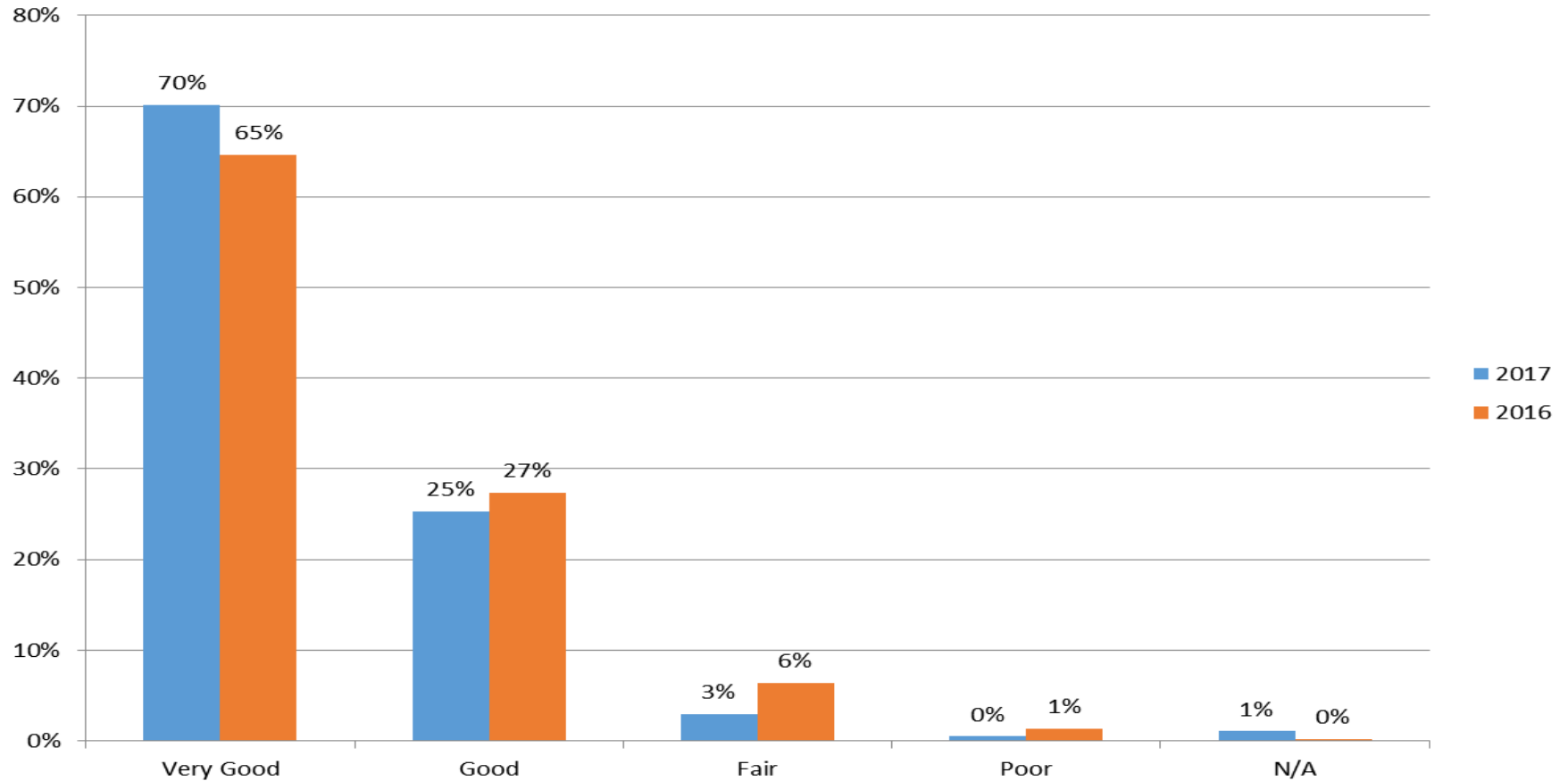
Q4: Ability to contact for medical care after office is closed



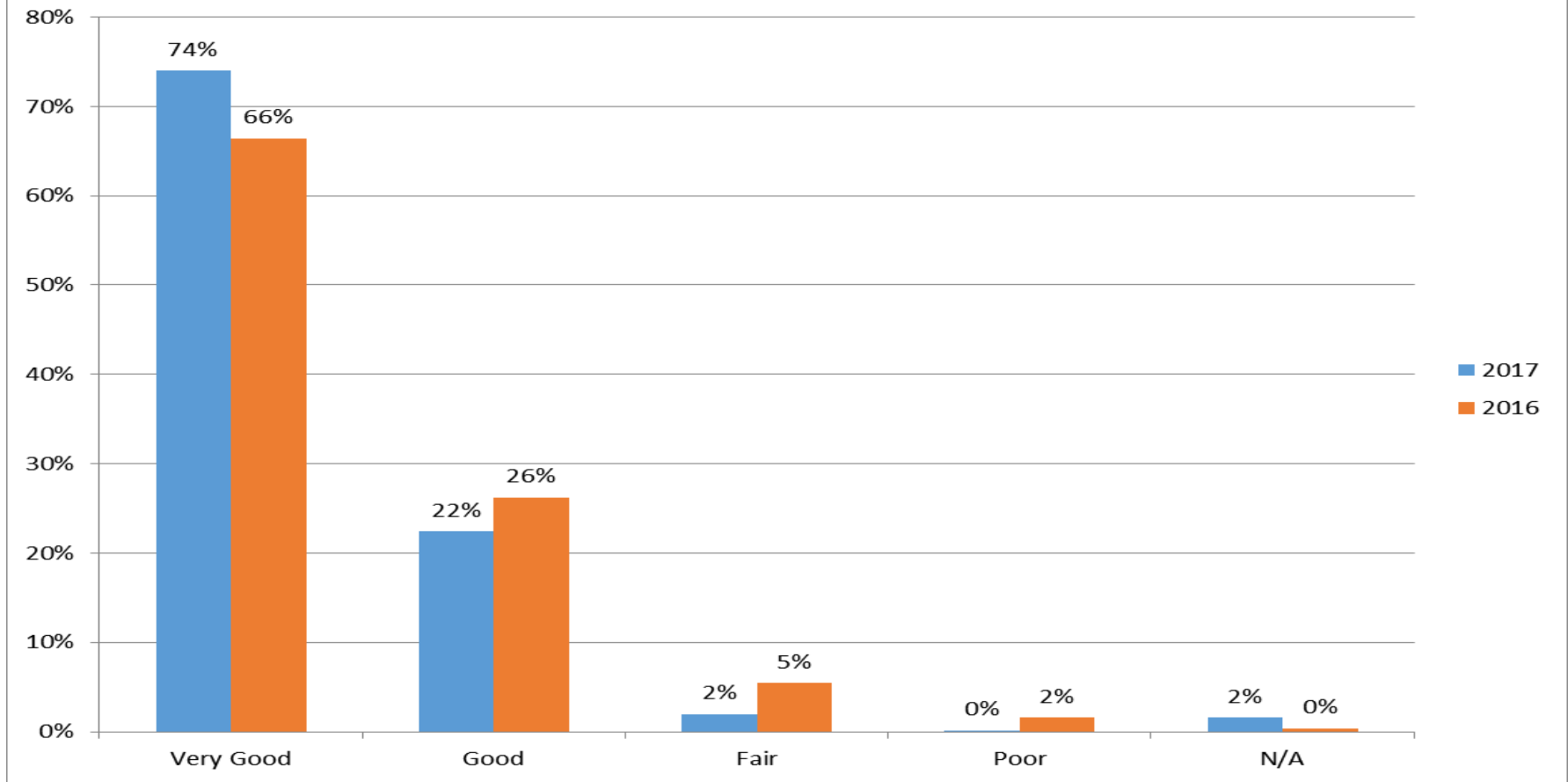
Q5: Able to make same day appointment when sick or hurt



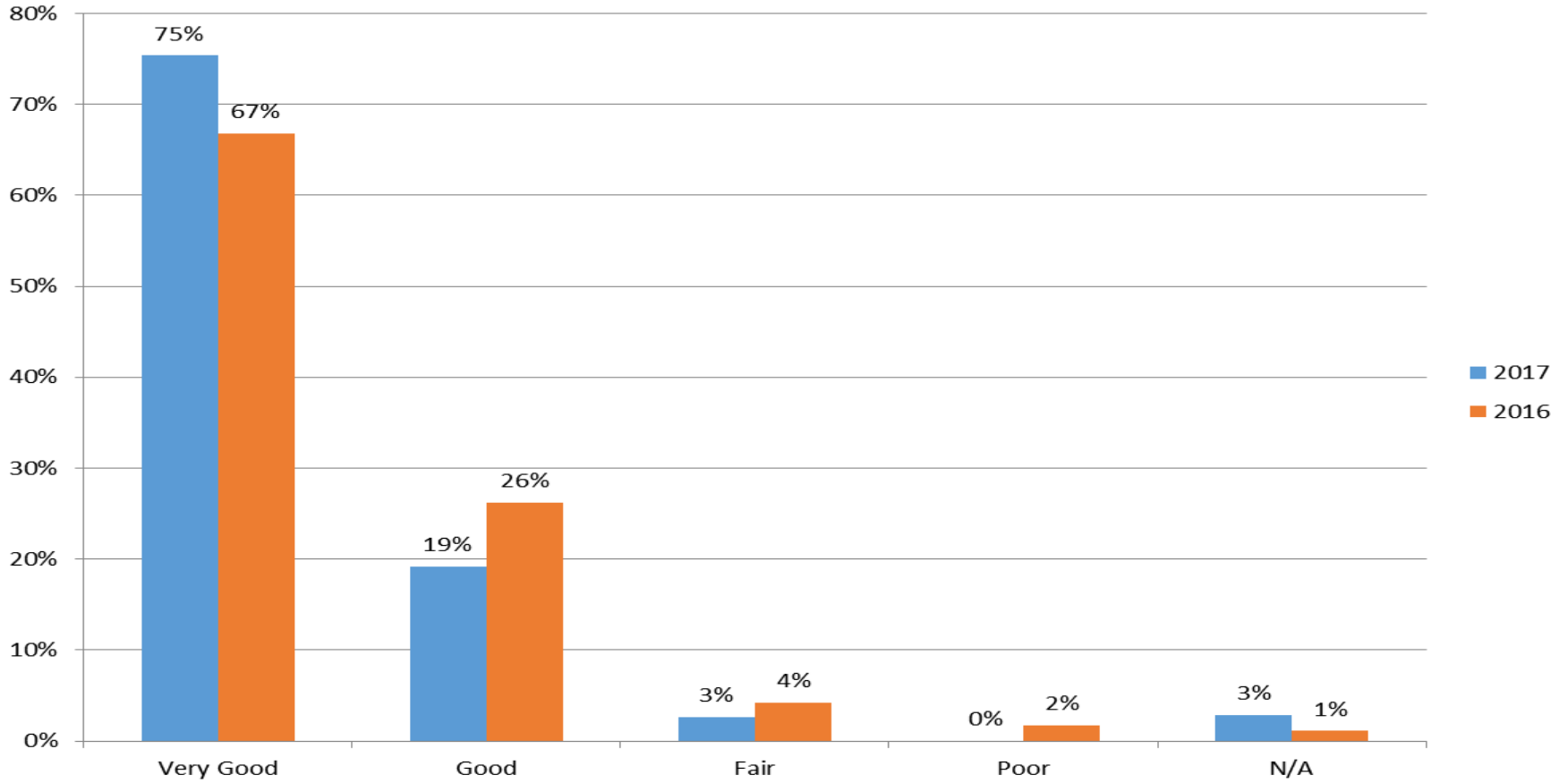
Q6: Reception Staff (Respectful, helpful & professional)



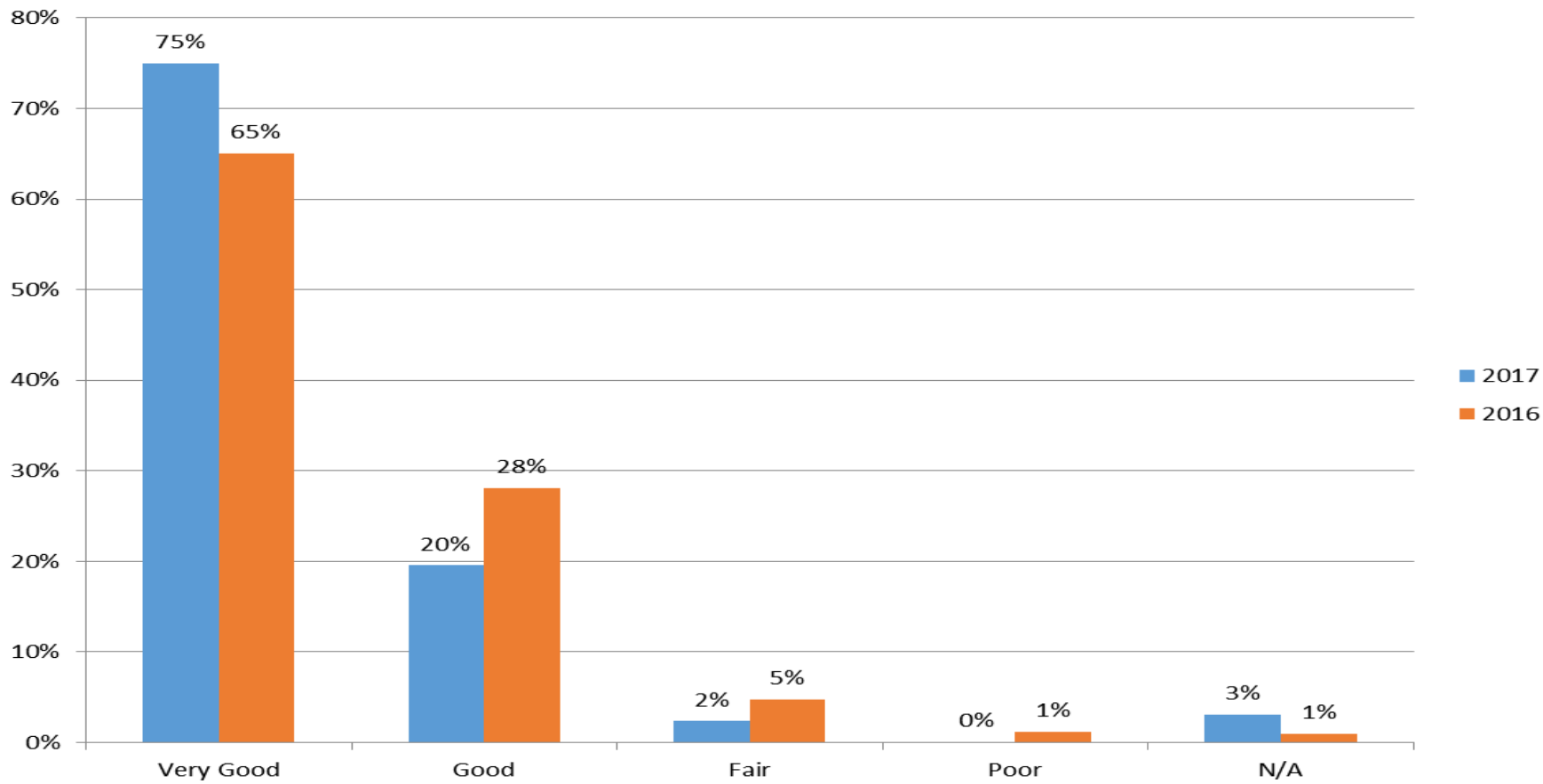
Q7: MA/Nurses (Respectful, helpful & professional)



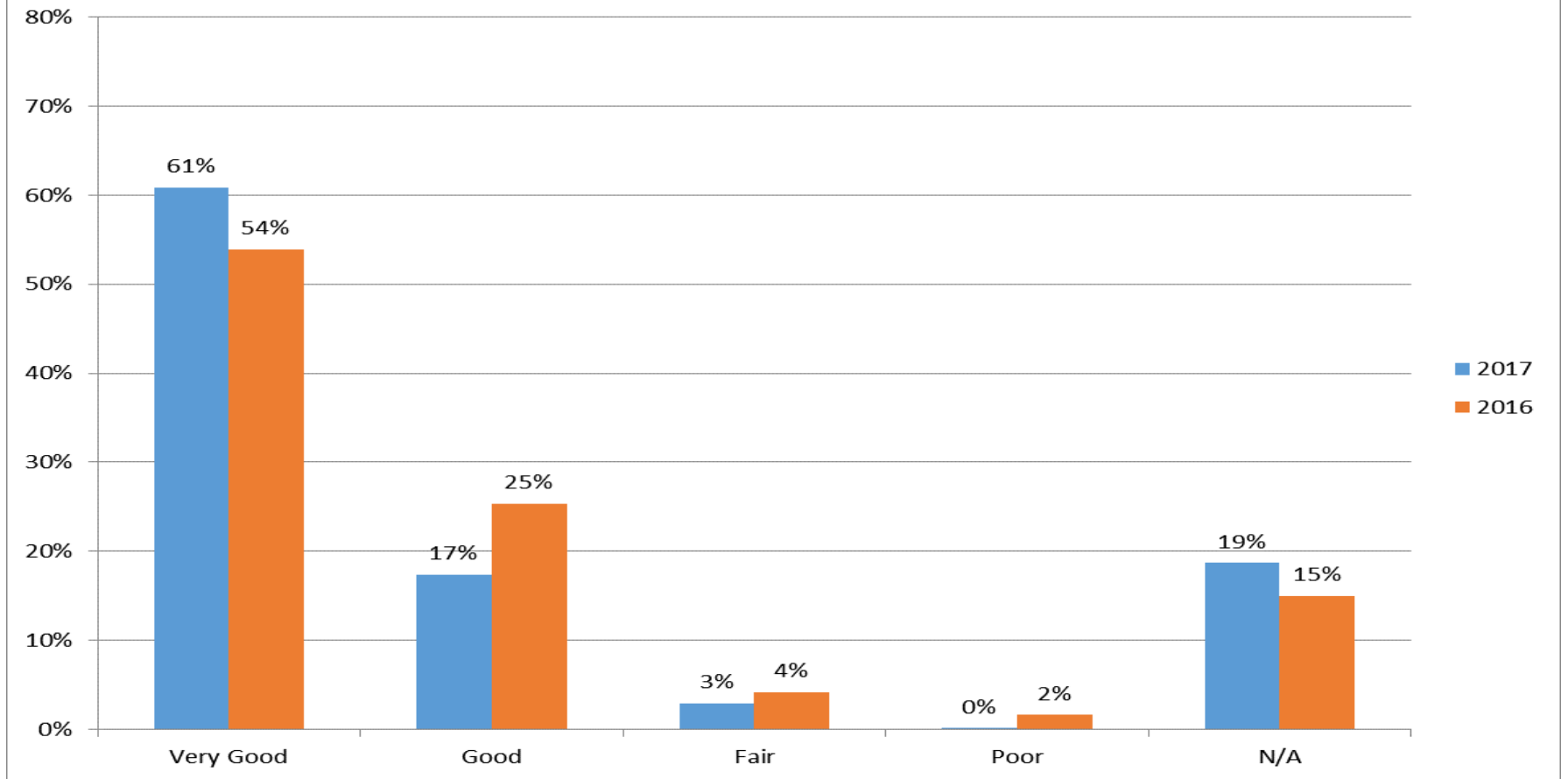
Q8: MD/NP/CNM listens to you



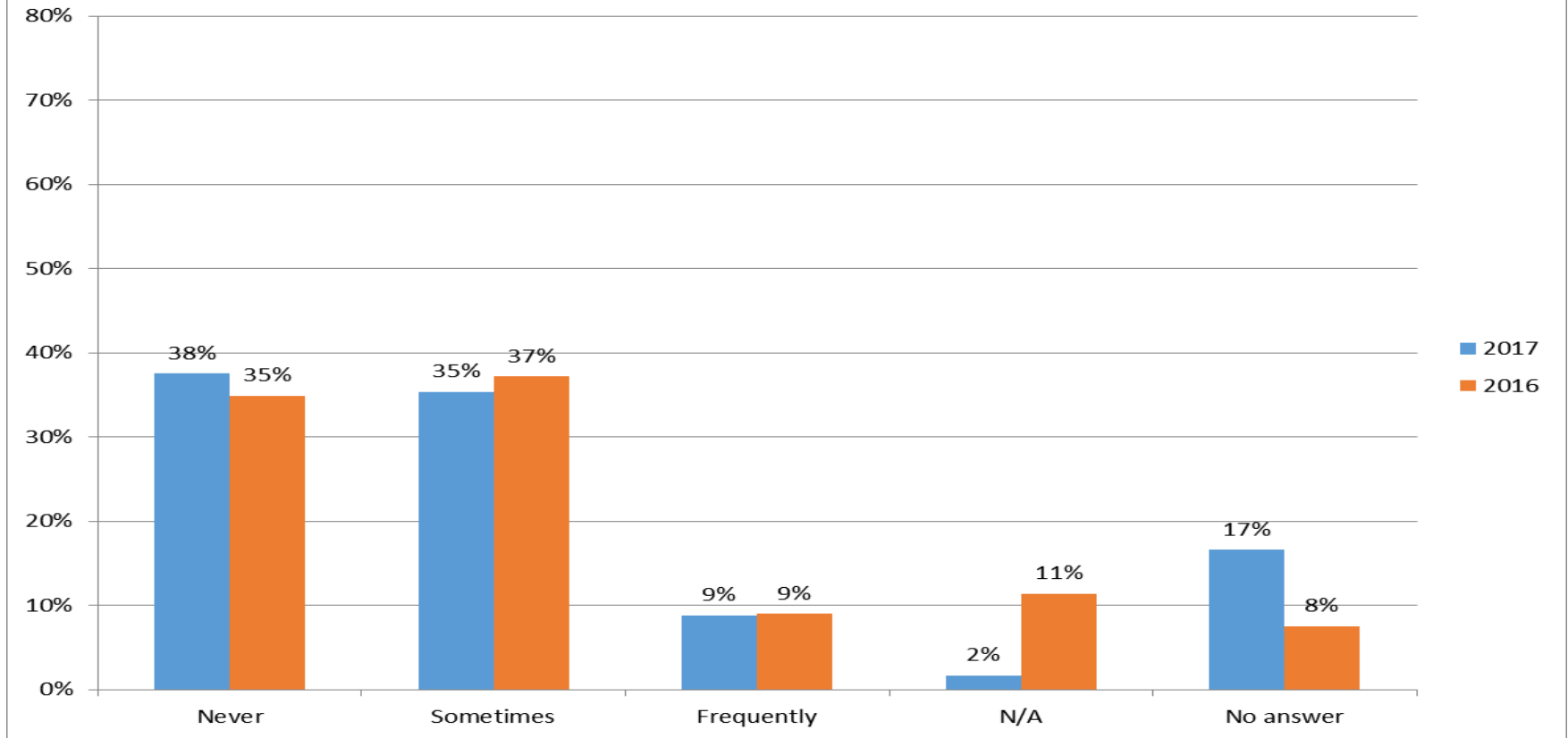
Q9: MD/NP/CNM (Good explanations, advice, treatment)



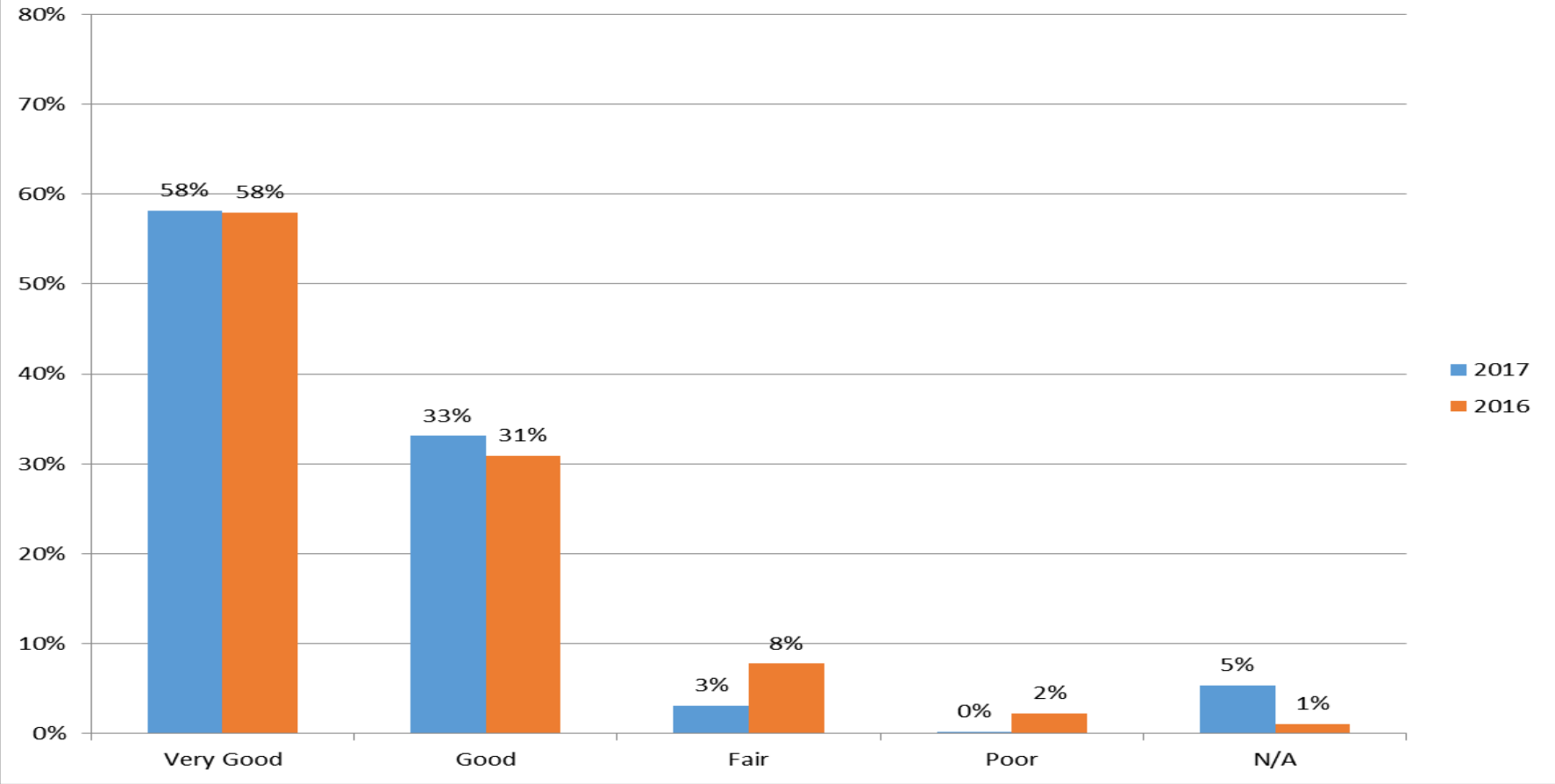
Q10: Interpreter (Respectful, helpful & professional)



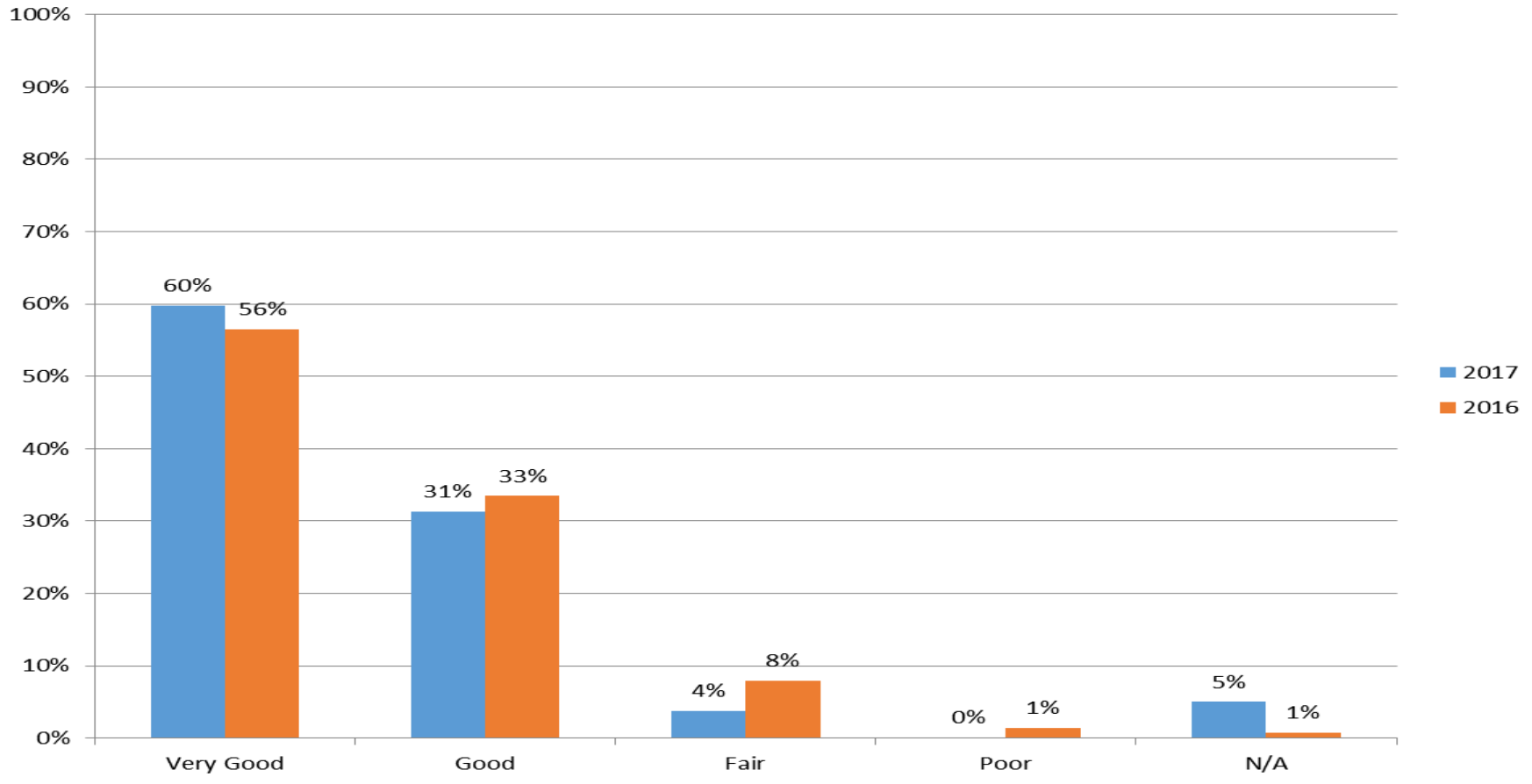
Q11: In last 12 months, how often did you see someone else



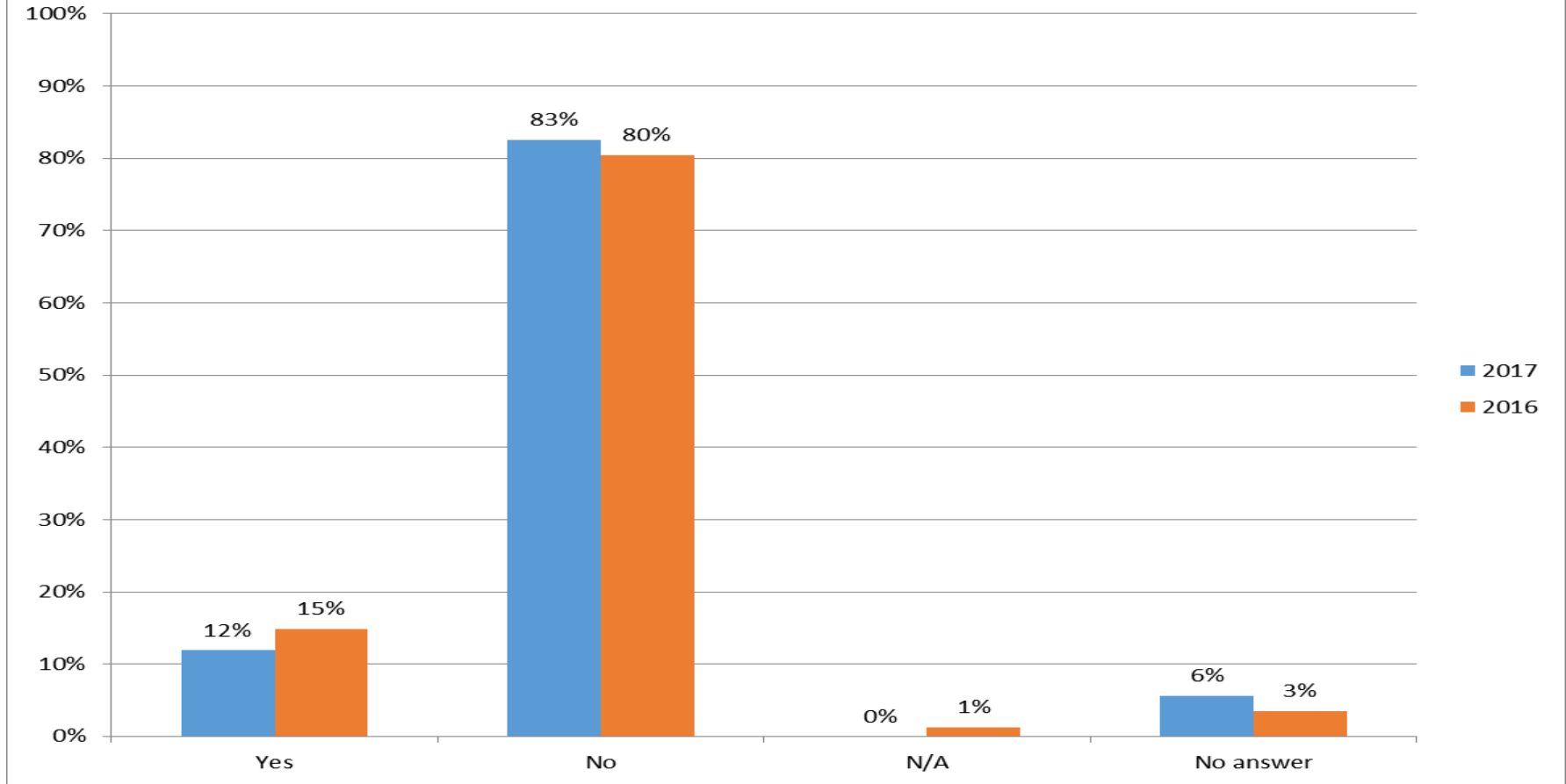
Q12: Provides a comfortable, safe and private visit



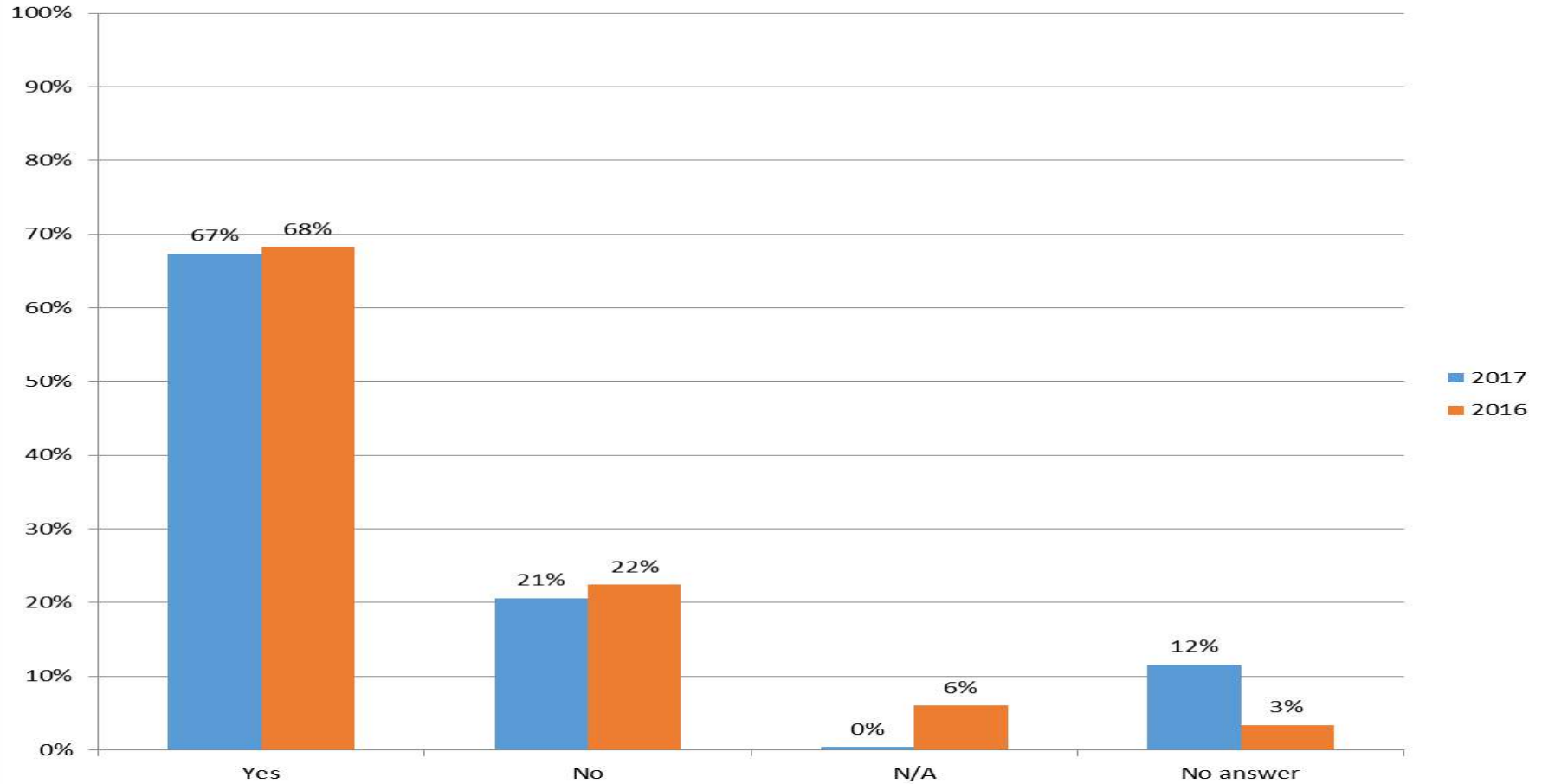
Q13: Overall quality of the visit



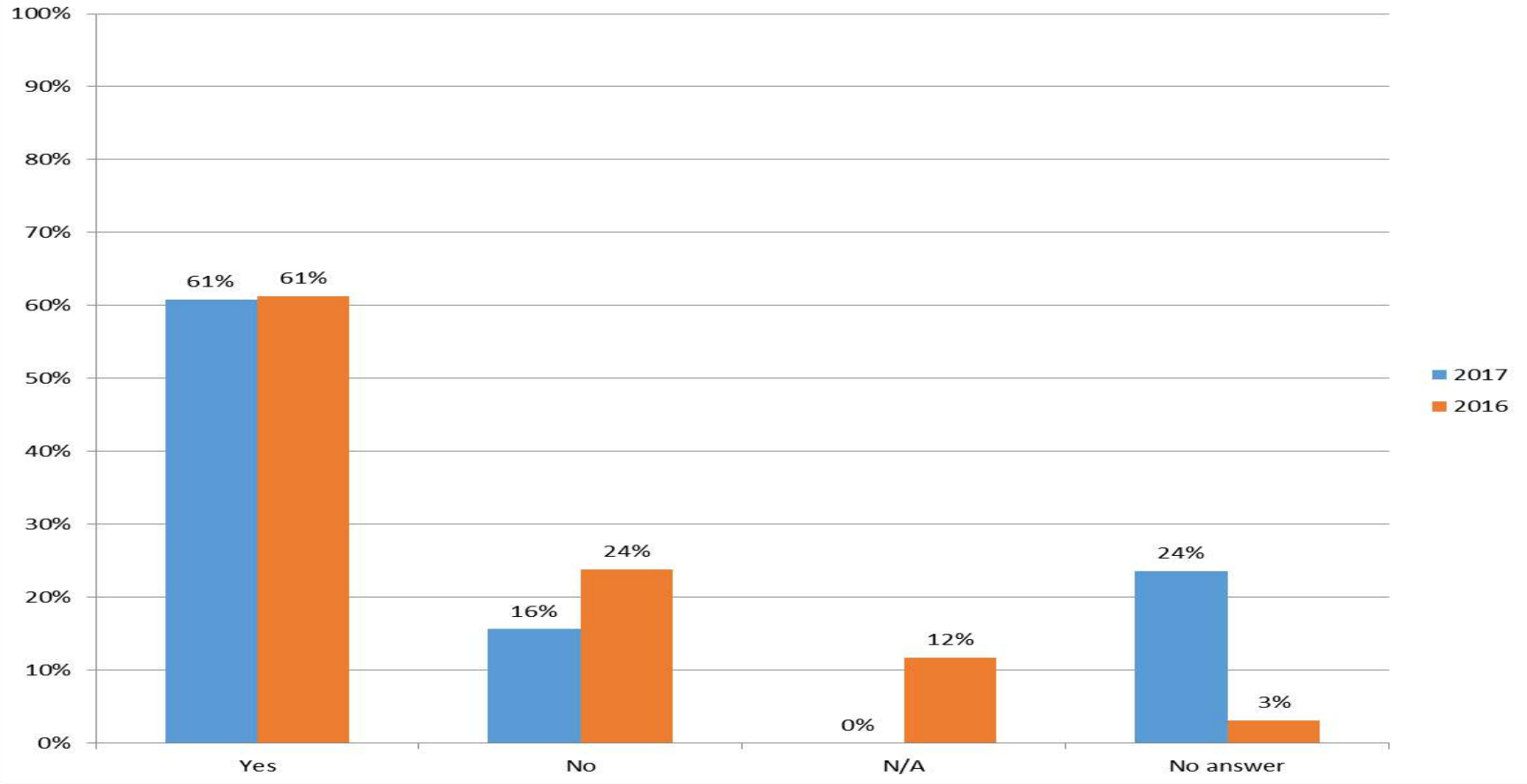
Q14: Is this your first time at the office



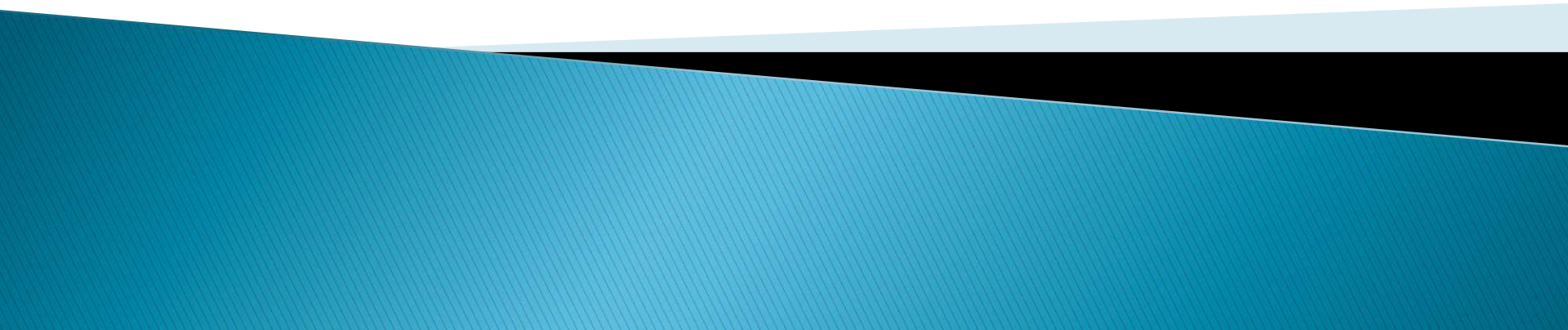
Q15: Did someone talk to you about your health goals



Q16: Have we helped you find other services you need



Patient Comments





Comments



- ▶ Excellent Service! Good! Nice & respectful people! Mahalo!
- ▶ KPHC provide care for my father. I constantly come here despite the far drive, traffic and all. I chose KPHC cause they show how much they love and care for patient from the Pacific Islands.
- ▶ Thank you for helping my life to continue by giving me good advice and to take care my medications.
- ▶ I am expressing myself that my condition is better now. Thank you!

Comments



- ▶ My doctor and her team gives me personalized care! My doctor ask me questions about my general health.
- ▶ This office helped me a lot with my health problems. It's good and safe place to be and I enjoy coming here.
- ▶ I am a new patient and I have been pleasantly surprised with how wonderful the patient care is here at KPHC.
- ▶ It is great to see a clinic like this especially since at that moment I did not have insurance and do not qualify for MedQuest.

Comments



- ▶ More Chinese Interpreters
- ▶ Sometimes the wait time is too long
- ▶ KPHC should work on the phone lines
- ▶ Unable to get through when calling for appointment. Waiting area is dirty.
- ▶ Once in a while kids are running around and parents say nothing. Supposed to be quiet.
- ▶ Some staff are rude

Thank you!

