



Patient Satisfaction Survey 2020

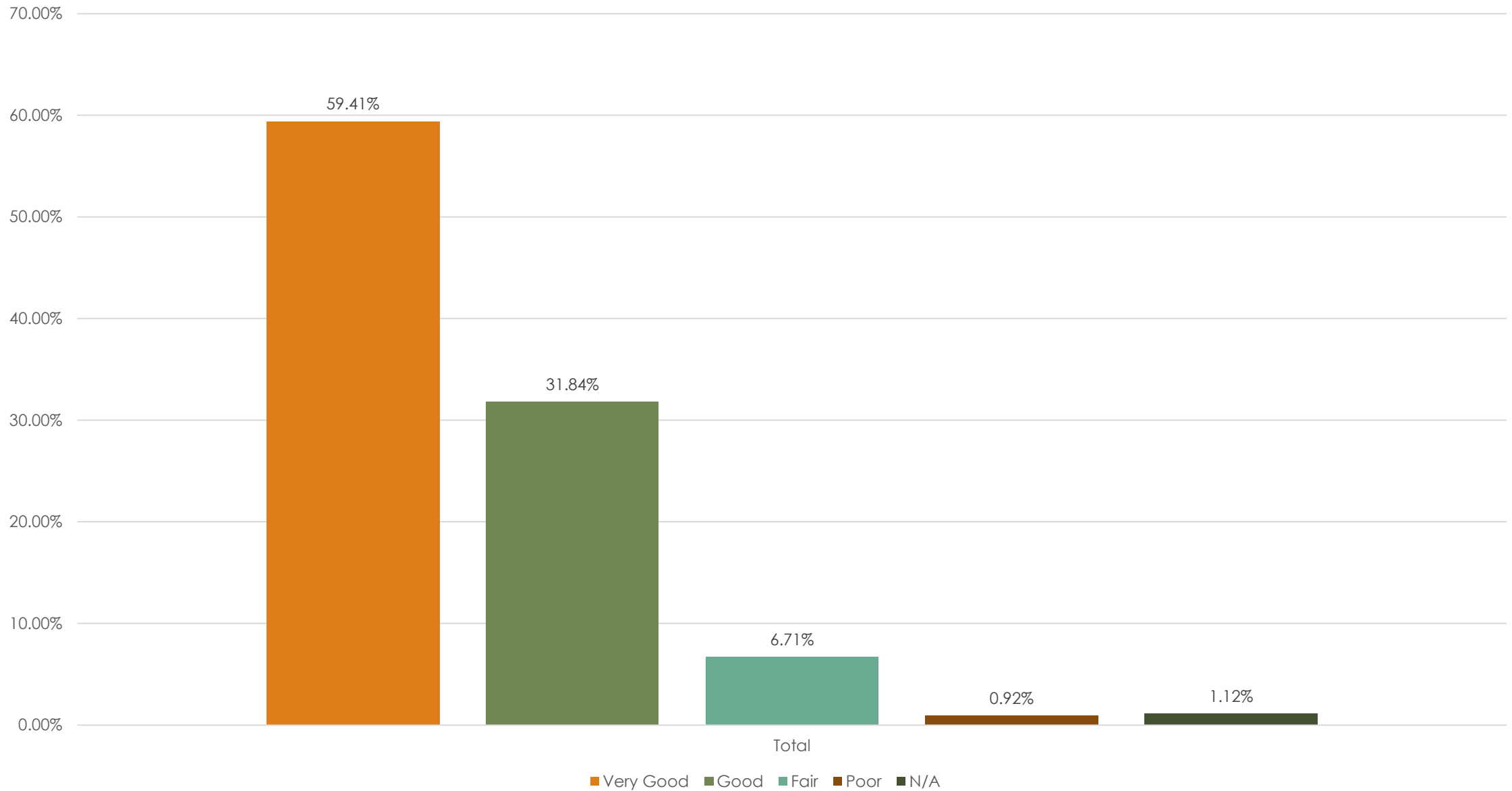
April 22, 2021

Patient surveyed = 998

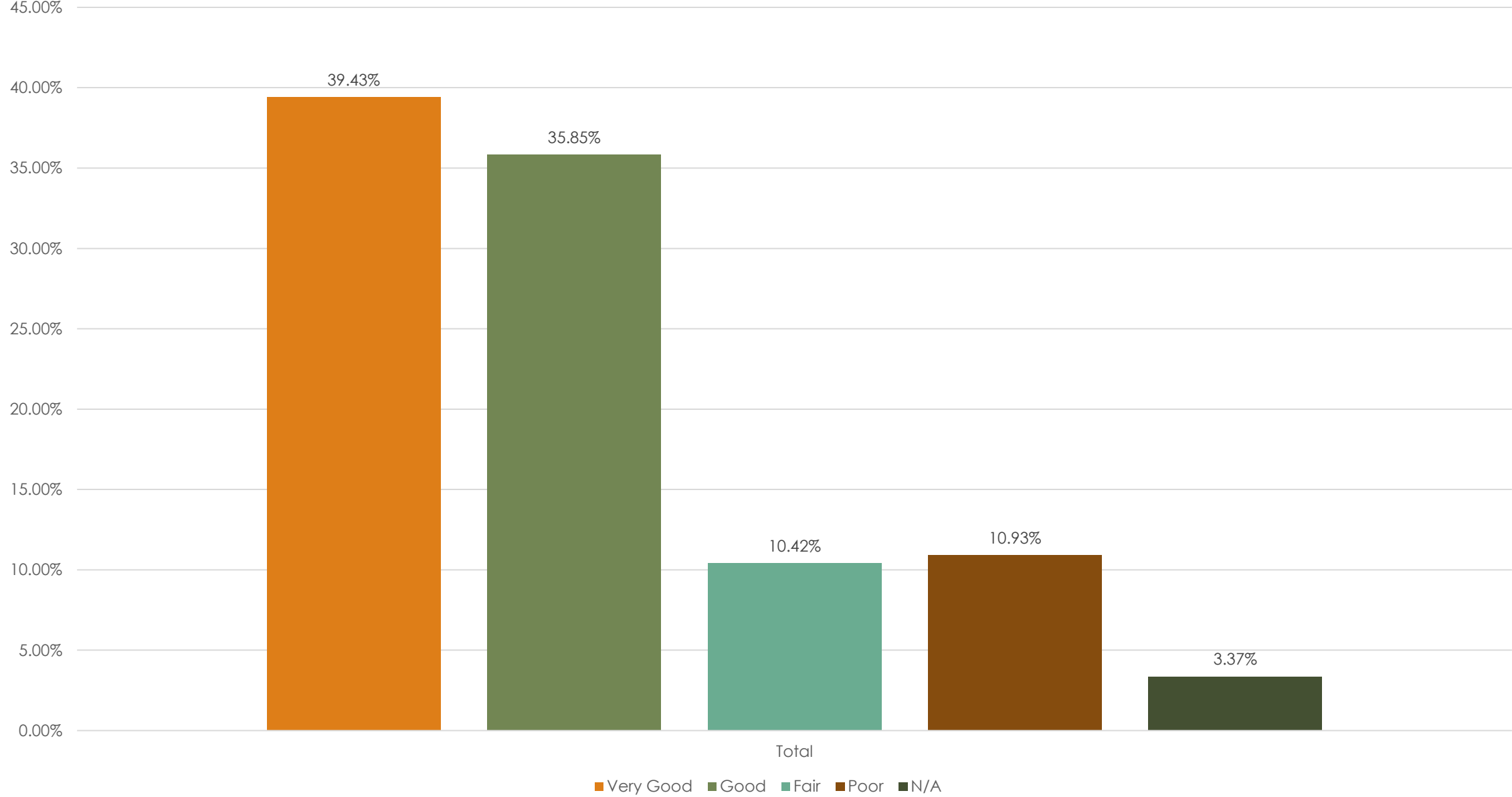
Clinics: 915, 952, 710, KPHC DT, and Kaaahi

Total	998	100.00%
Chinese	237	23.75%
Chuukese	64	6.41%
English	578	57.92%
Ilokano	19	1.90%
Korean	10	1.00%
Marshallese	12	1.20%
Tagalog	25	2.51%
Vietnamese	53	5.31%

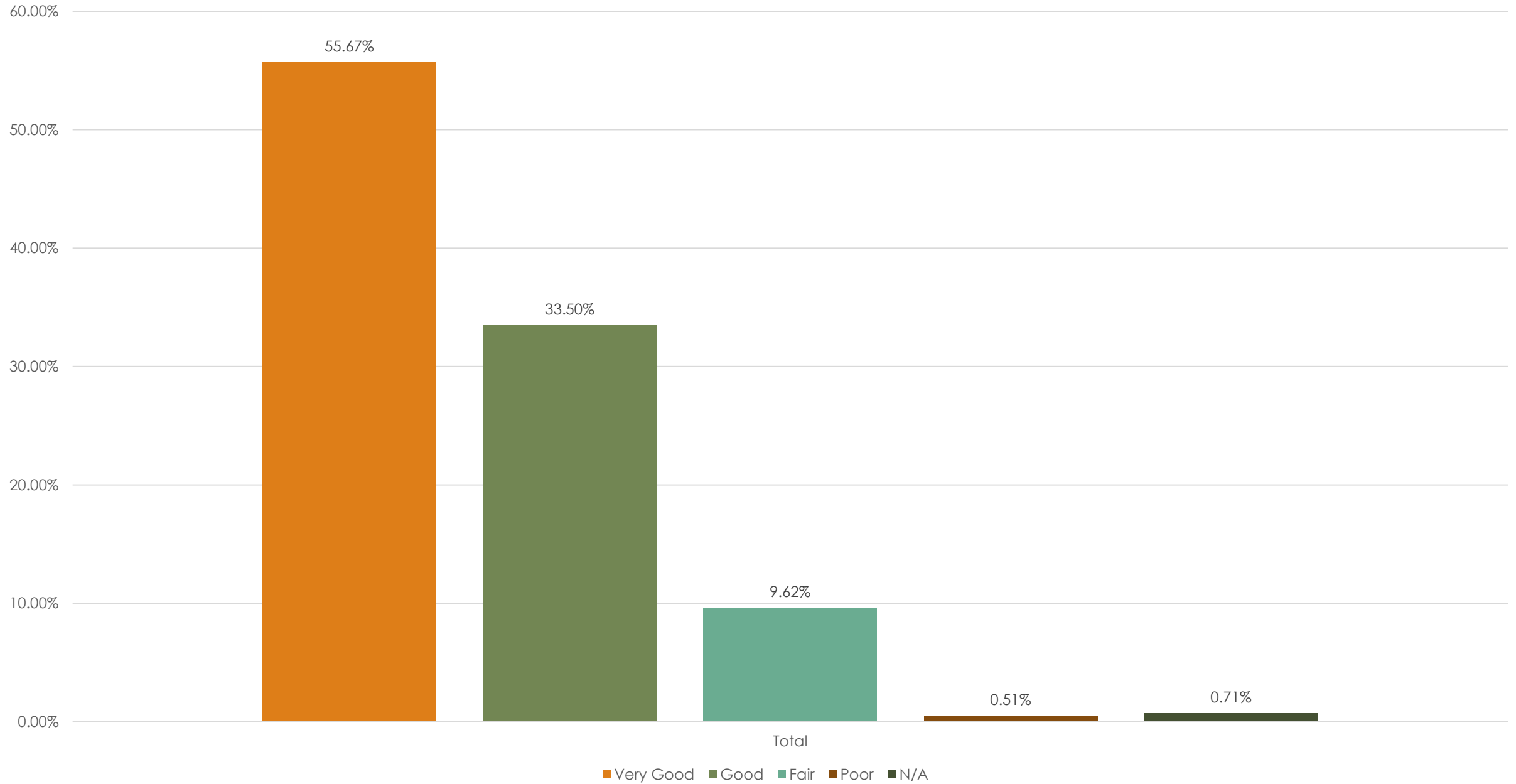
Q1 Hours of Operation



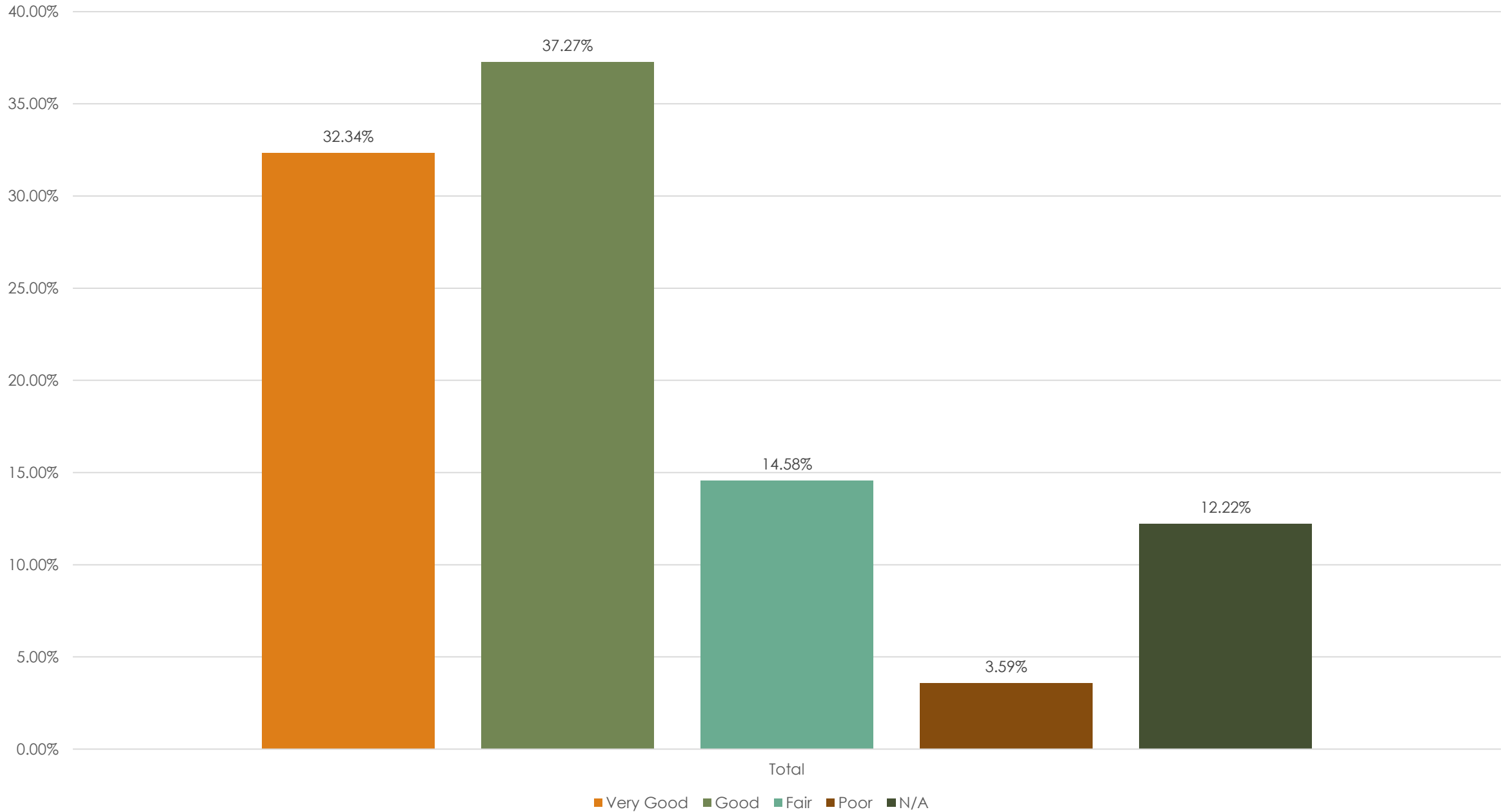
Q2 Getting Through to the Office By Phone



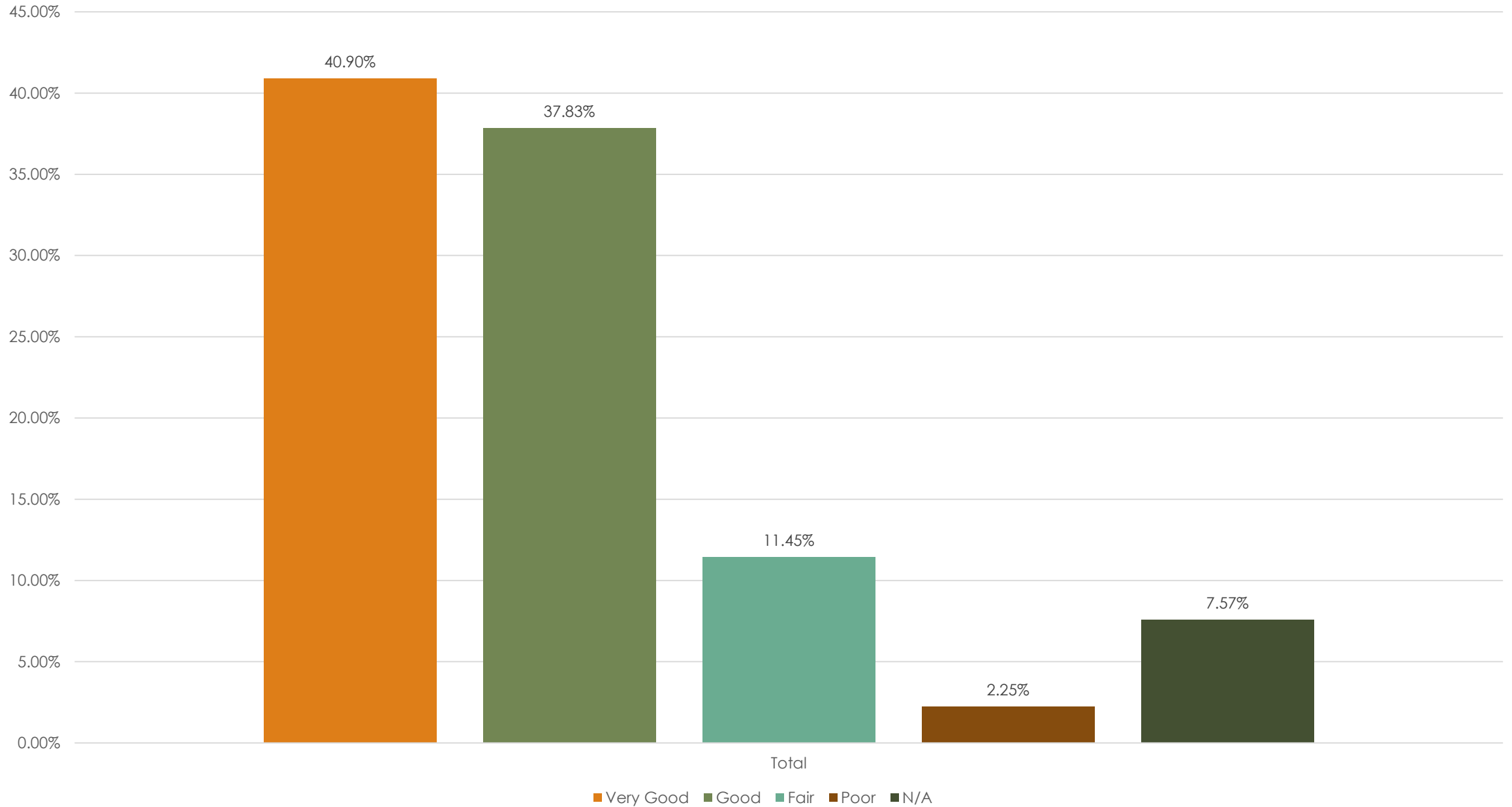
Q3 The Length of Time You Spent Waiting for Services Today?



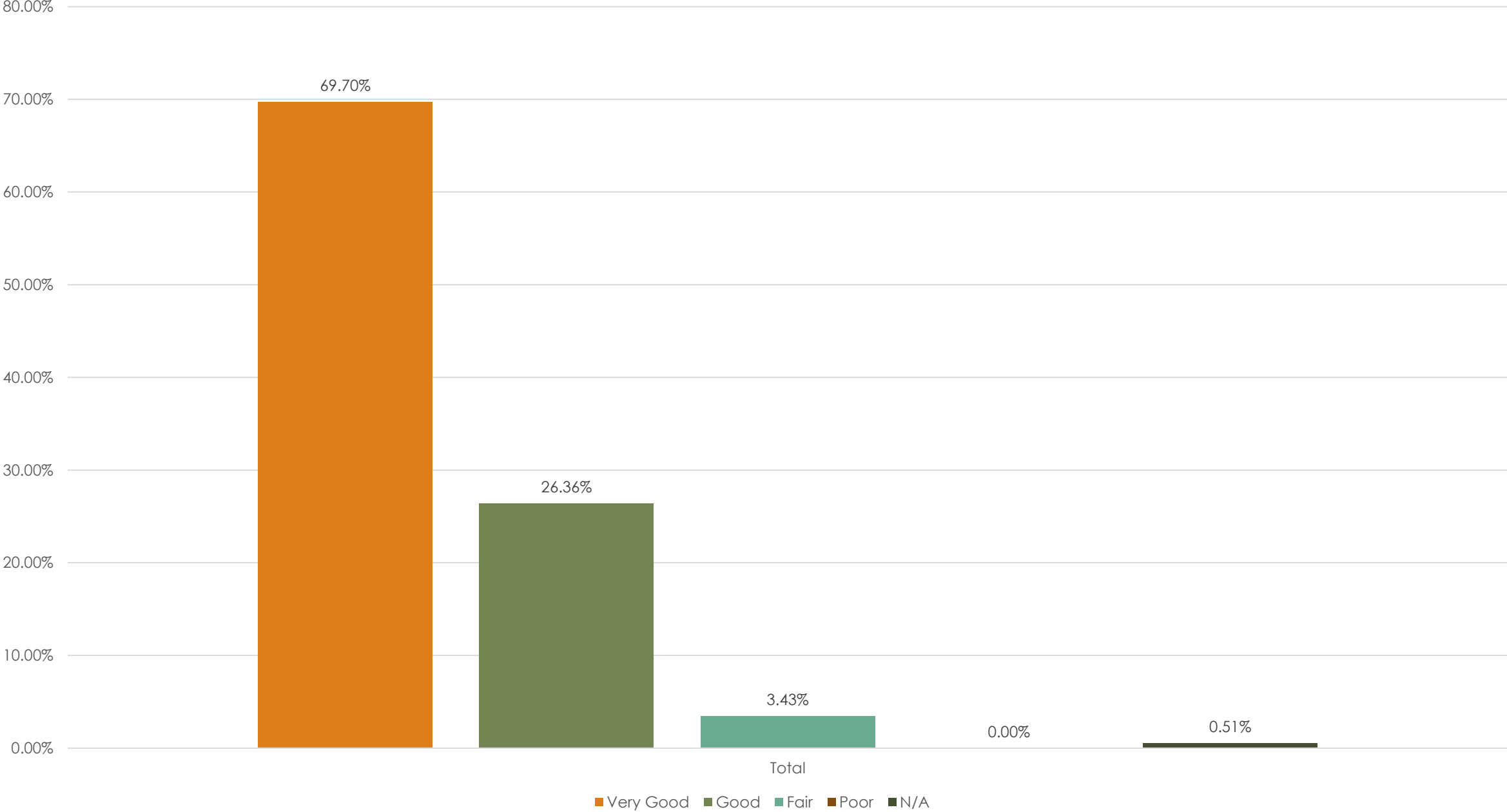
Q4 Your Ability to Contact Us for Medical Care After Our Office is Closed



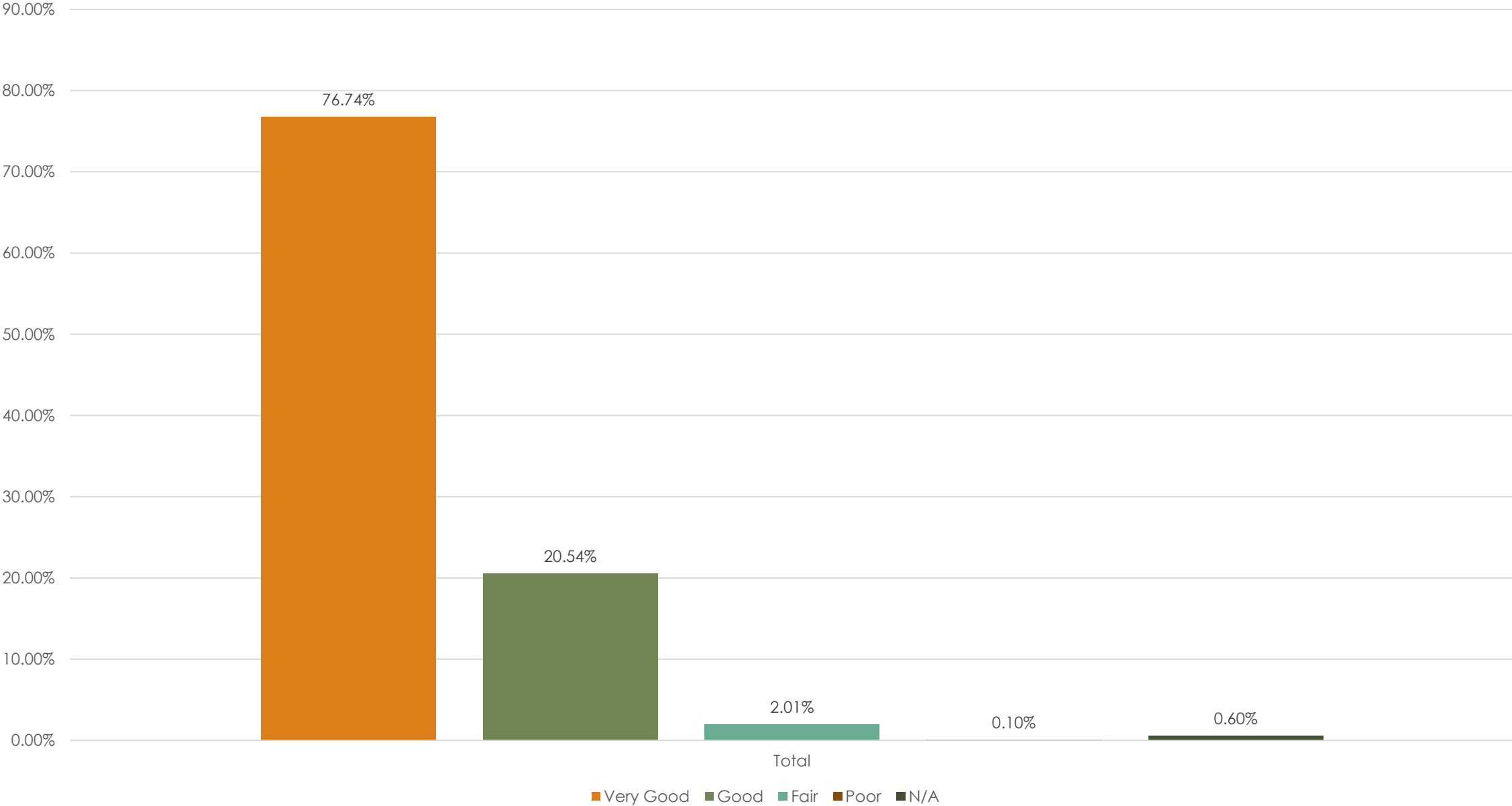
Q5 Able to Make Same Day Appointment When Sick or Hurt



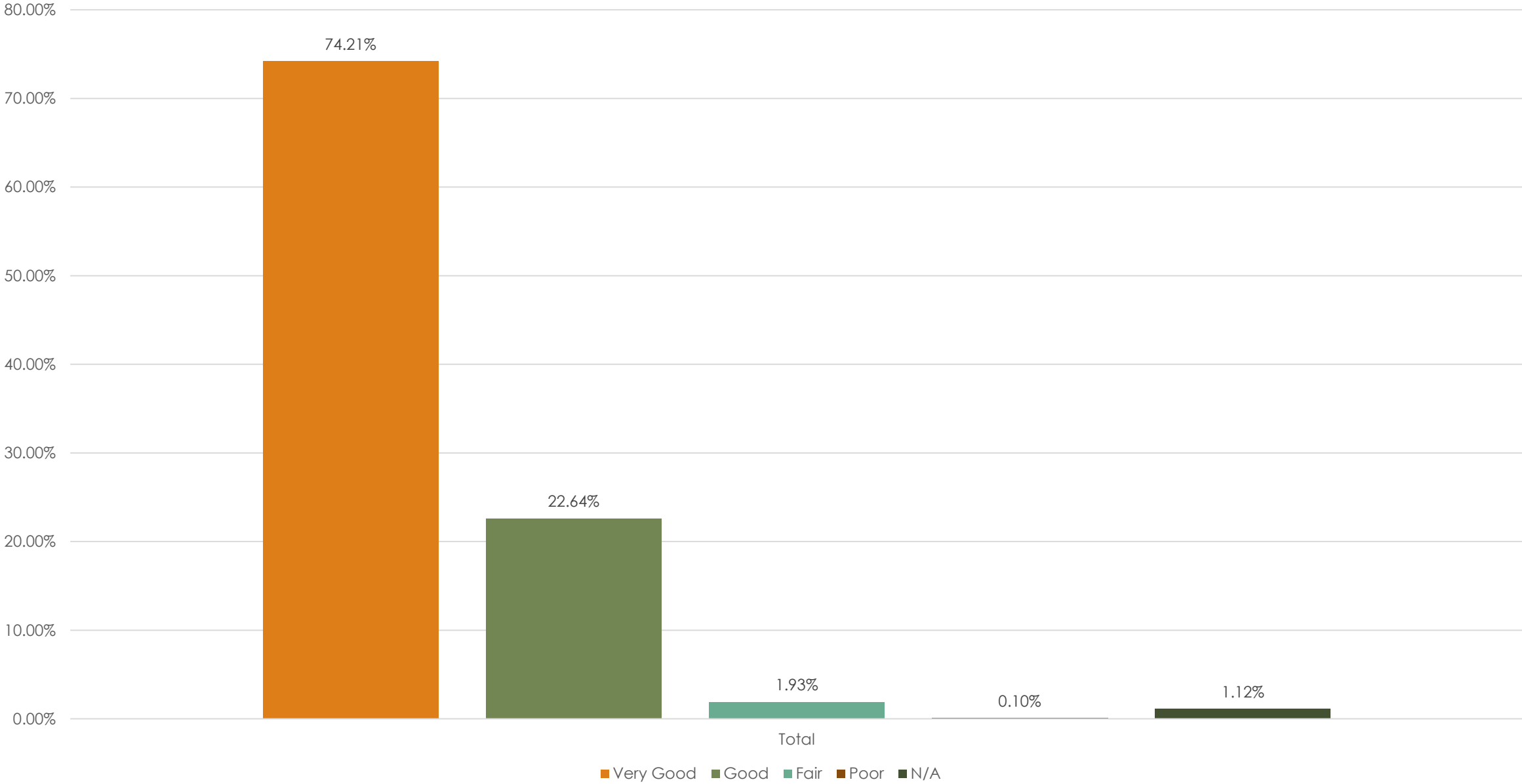
Q6 (Reception Staff) Treats You in a Respectful, Helpful, and Professional Way



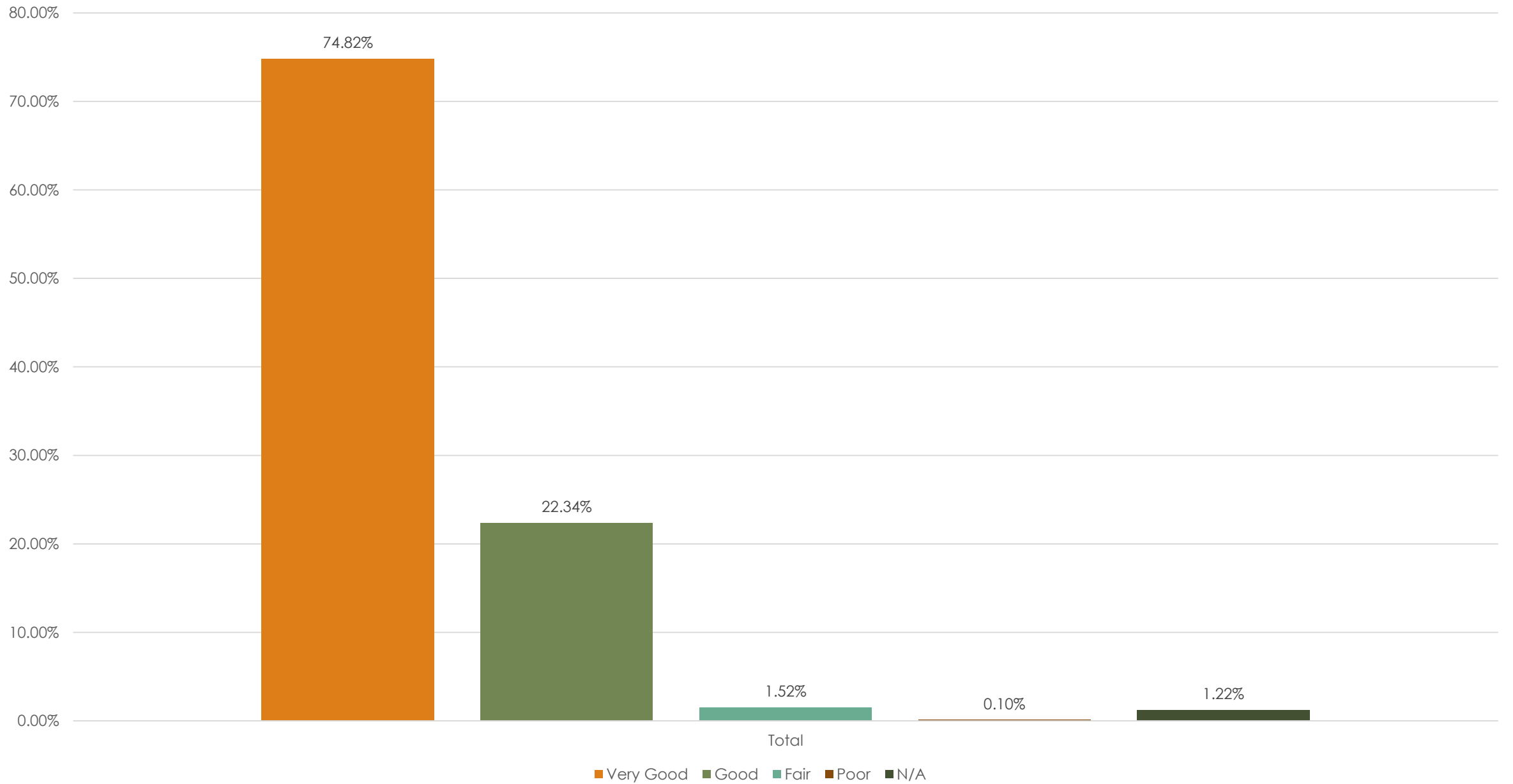
Q7:(Nurse/Medical Assistant) Treats You in a Respectful, Helpful, and Professional Way? n=993



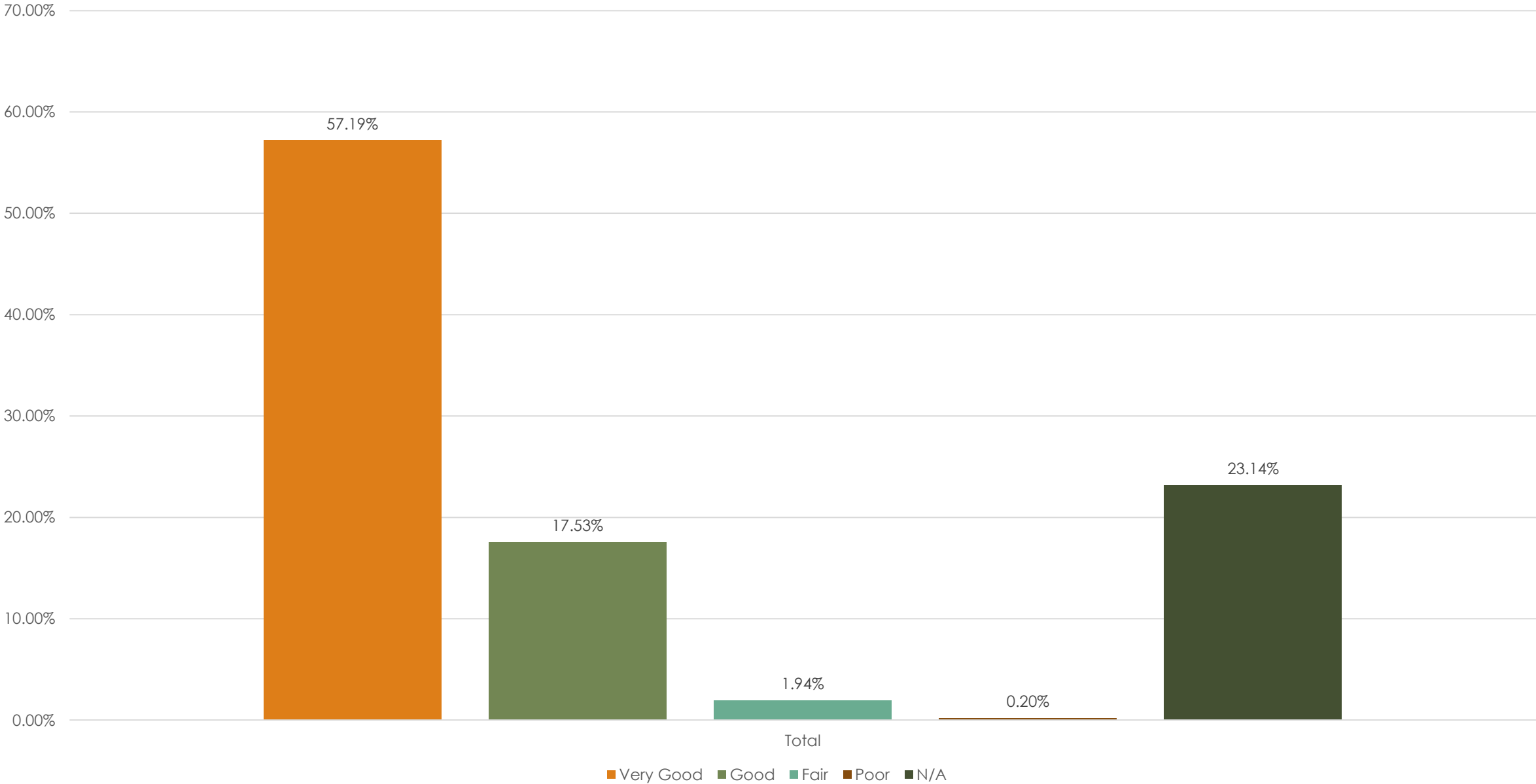
Q8: (Doctor/Nurse Practitioner/Midwife) Listens to You? n=985



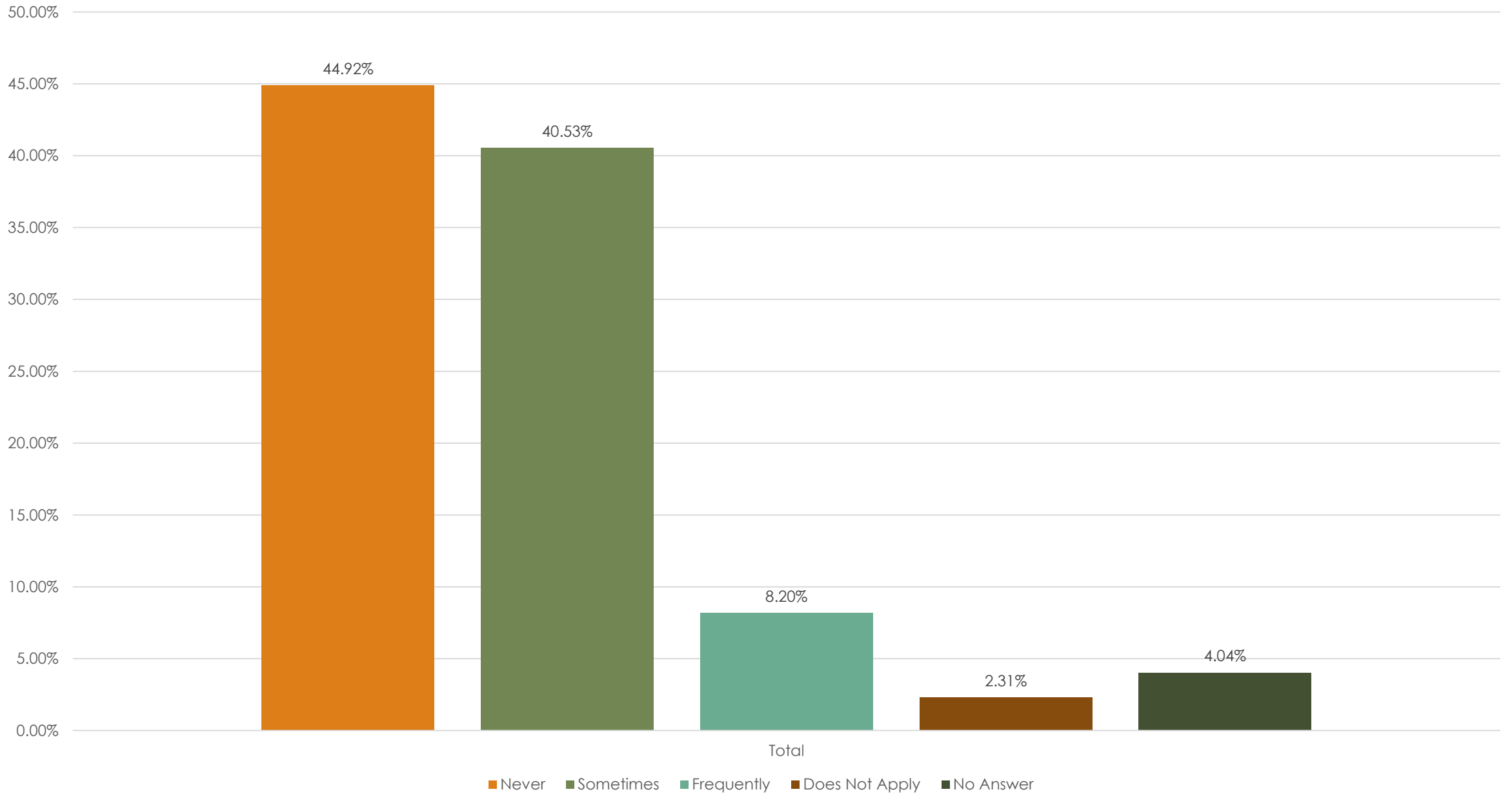
Q9 (Doctor/Nurse Practitioner/Midwife) Gives You Good Explanations, Advice, and Treatment



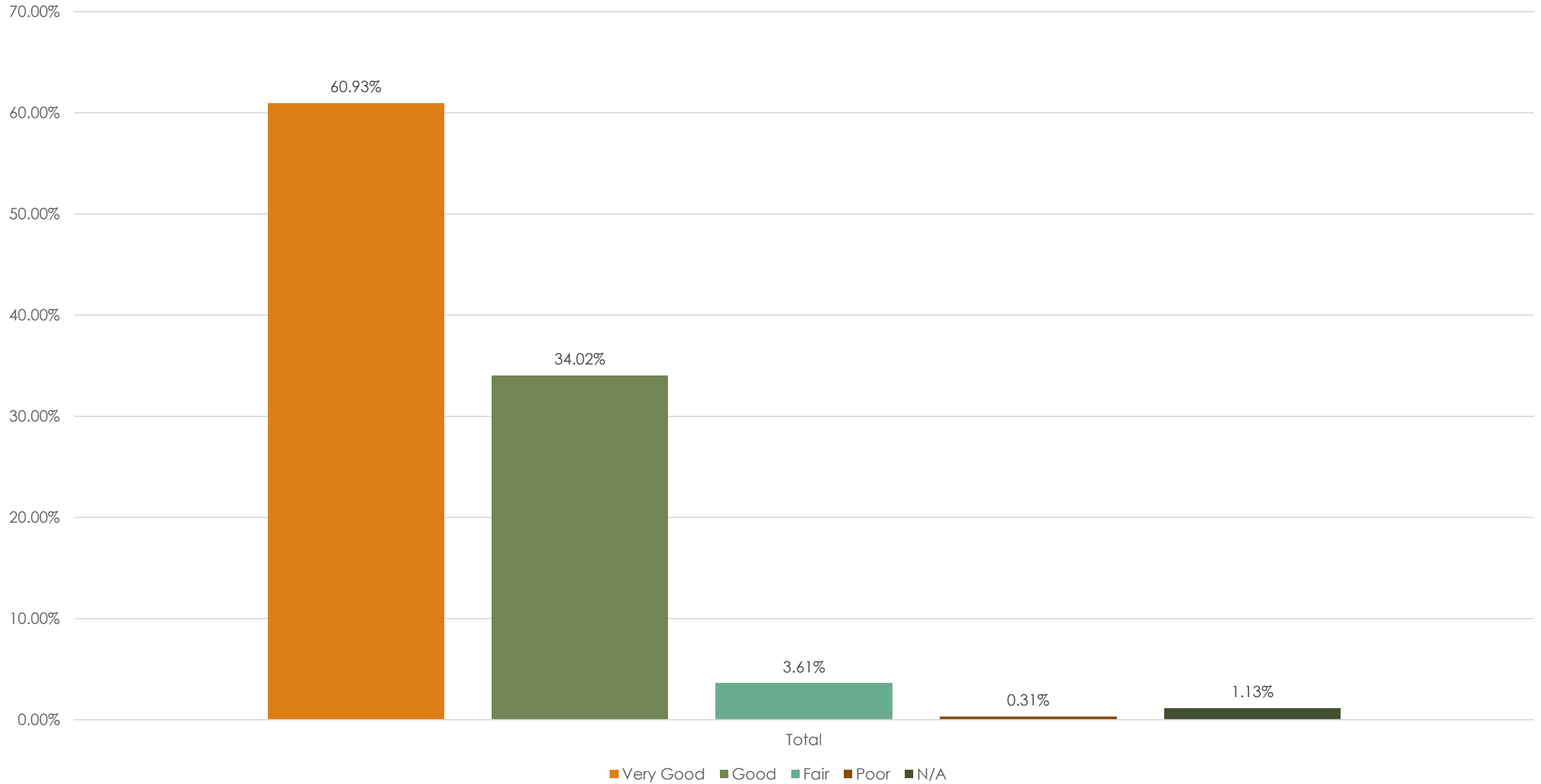
Q10: Interpreter Treats You in a Respectful, Helpful, and Professional Way? n=981



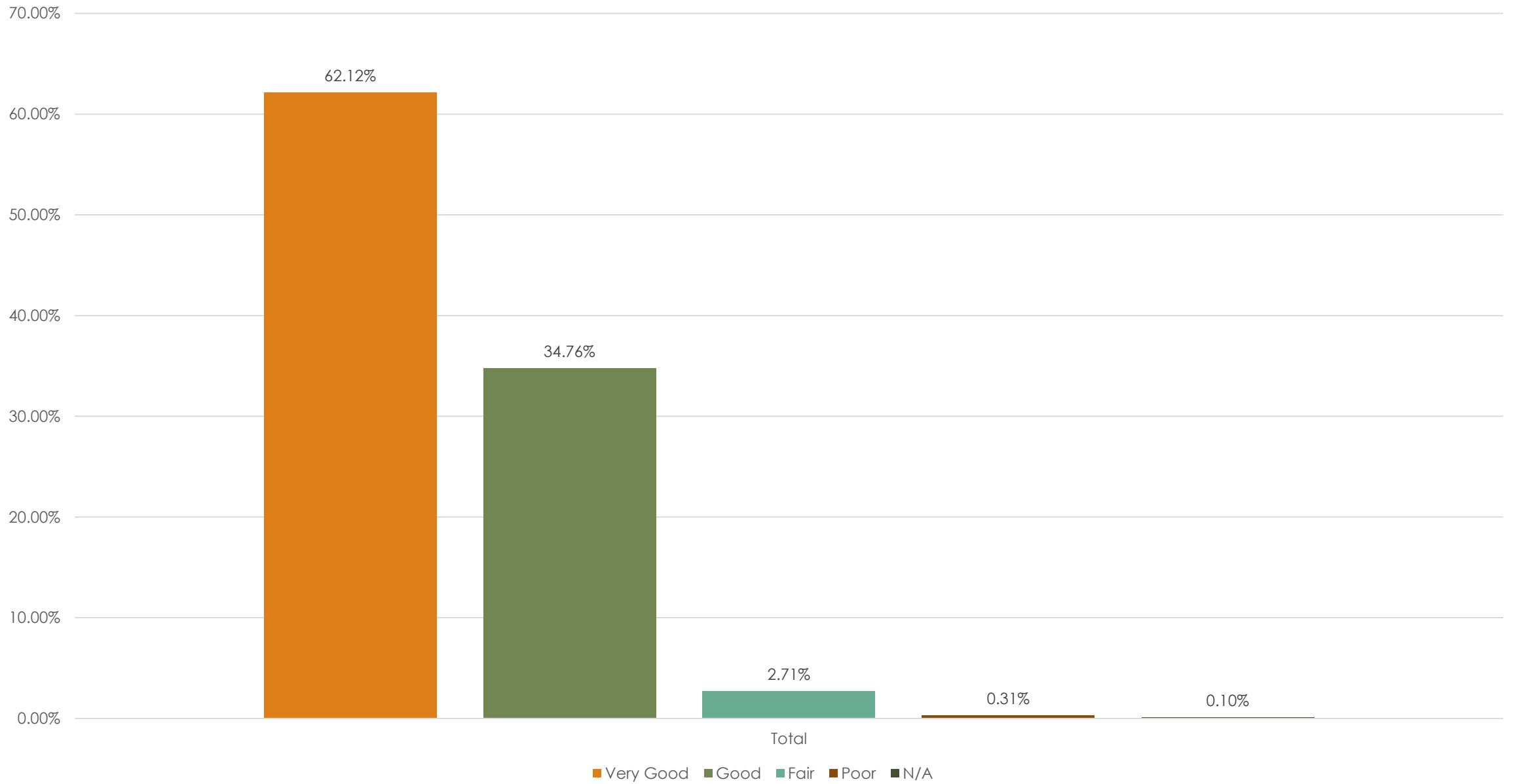
Q11 In the Last 12 Months, How Often Did You Have to See Someone Else When you Wanted to See Your Personal Doctor or Nurse



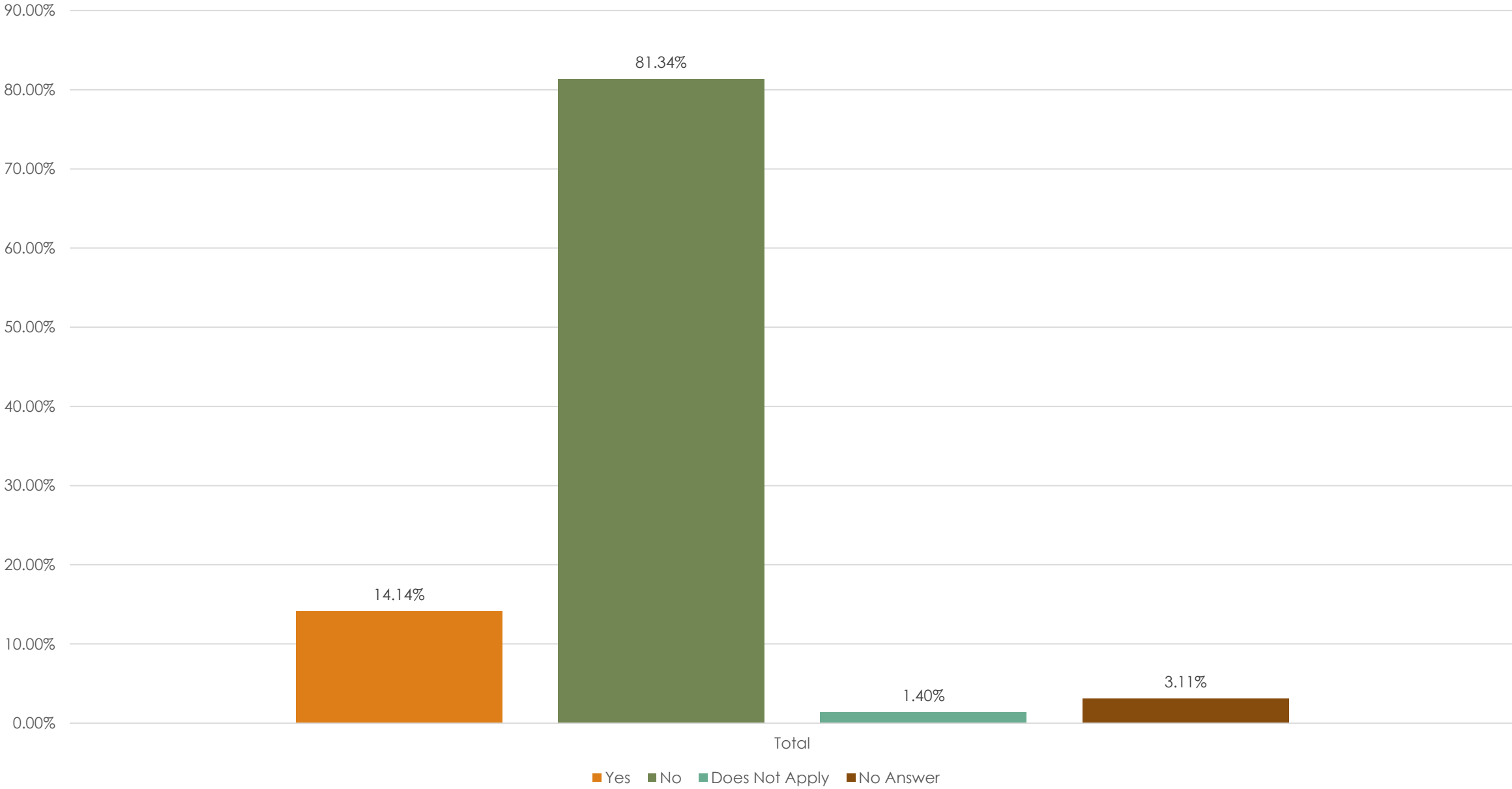
Q12 KPHC Provides a Comfortable, Safe, and Private Visit



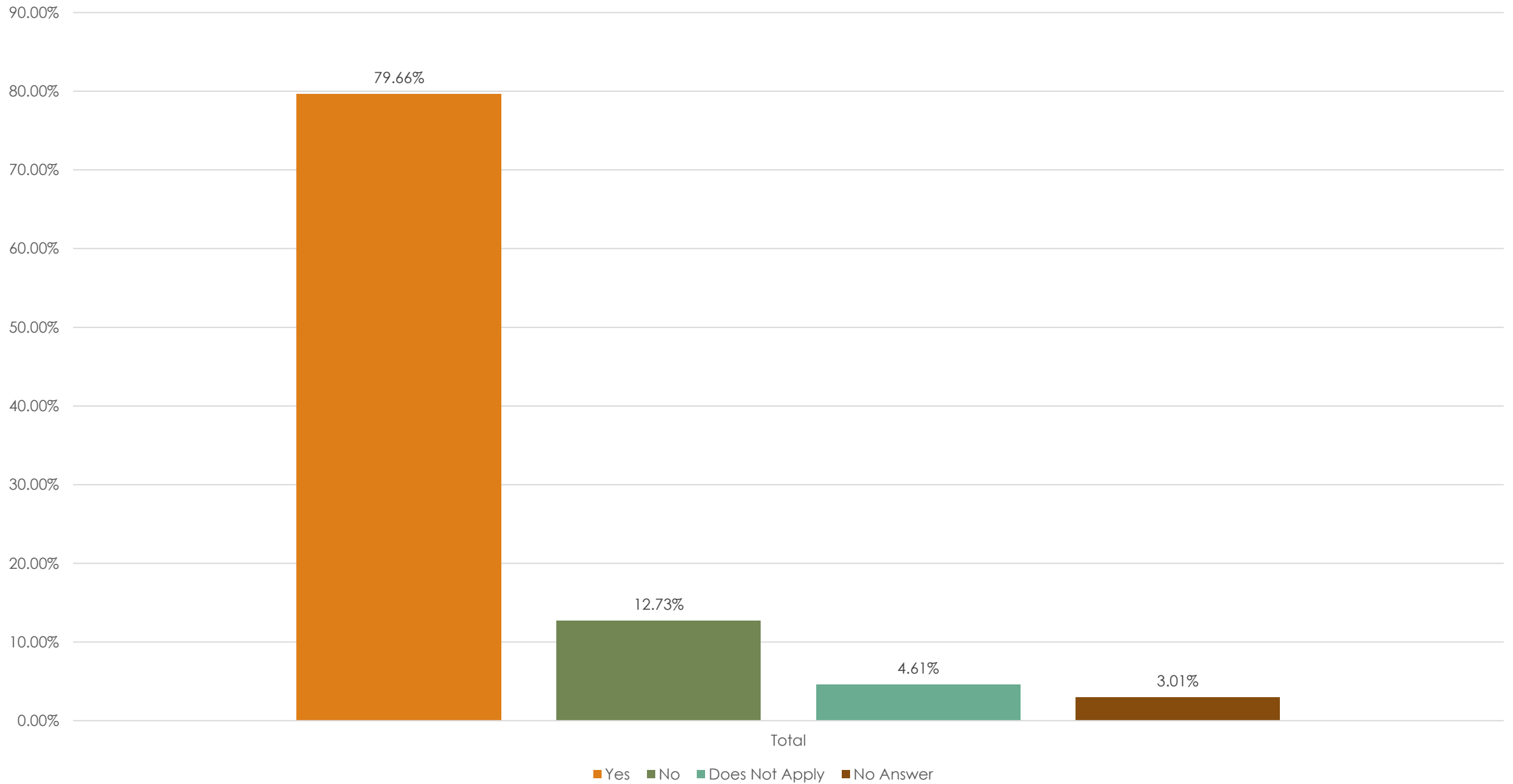
Q13 How Do You Feel About the Quality of the Visit Overall



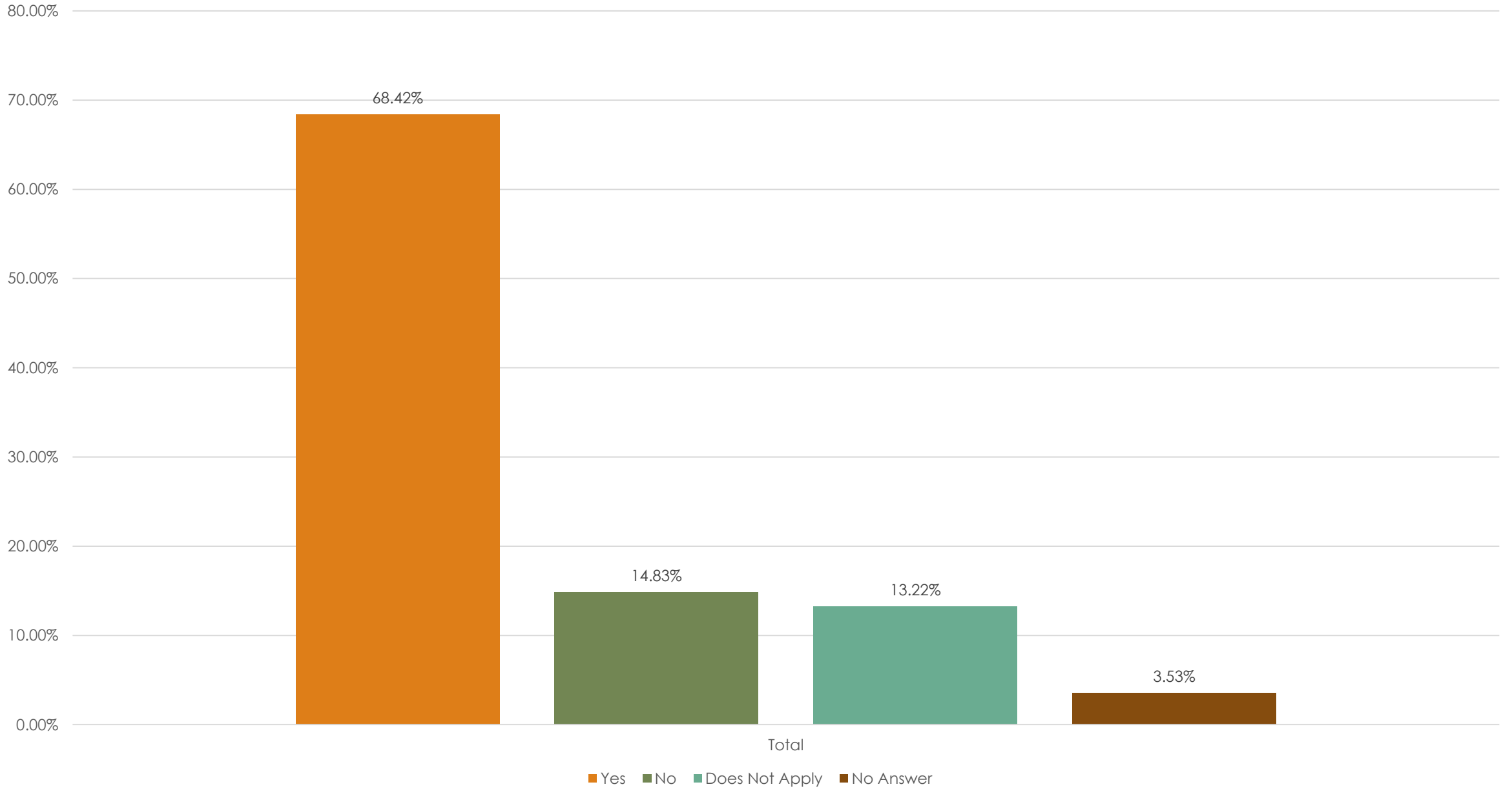
Q14 Is This Your First Time to Our Office



Q15 Did Someone Talk with You About Your Goals for Your Health



Q16 Have We Helped You Find Other Services That You May Need That We Do Not Provide





Thank you!

