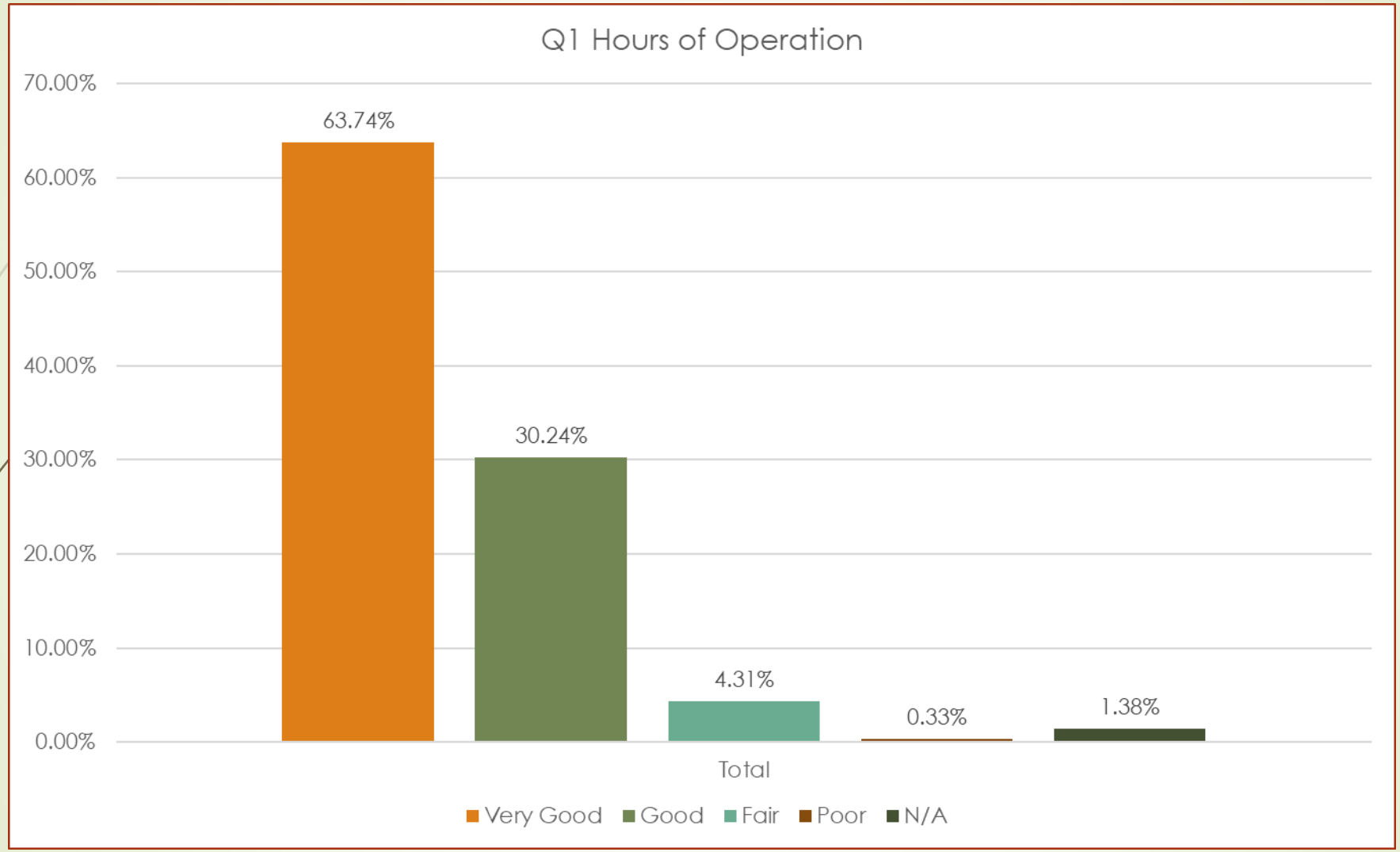
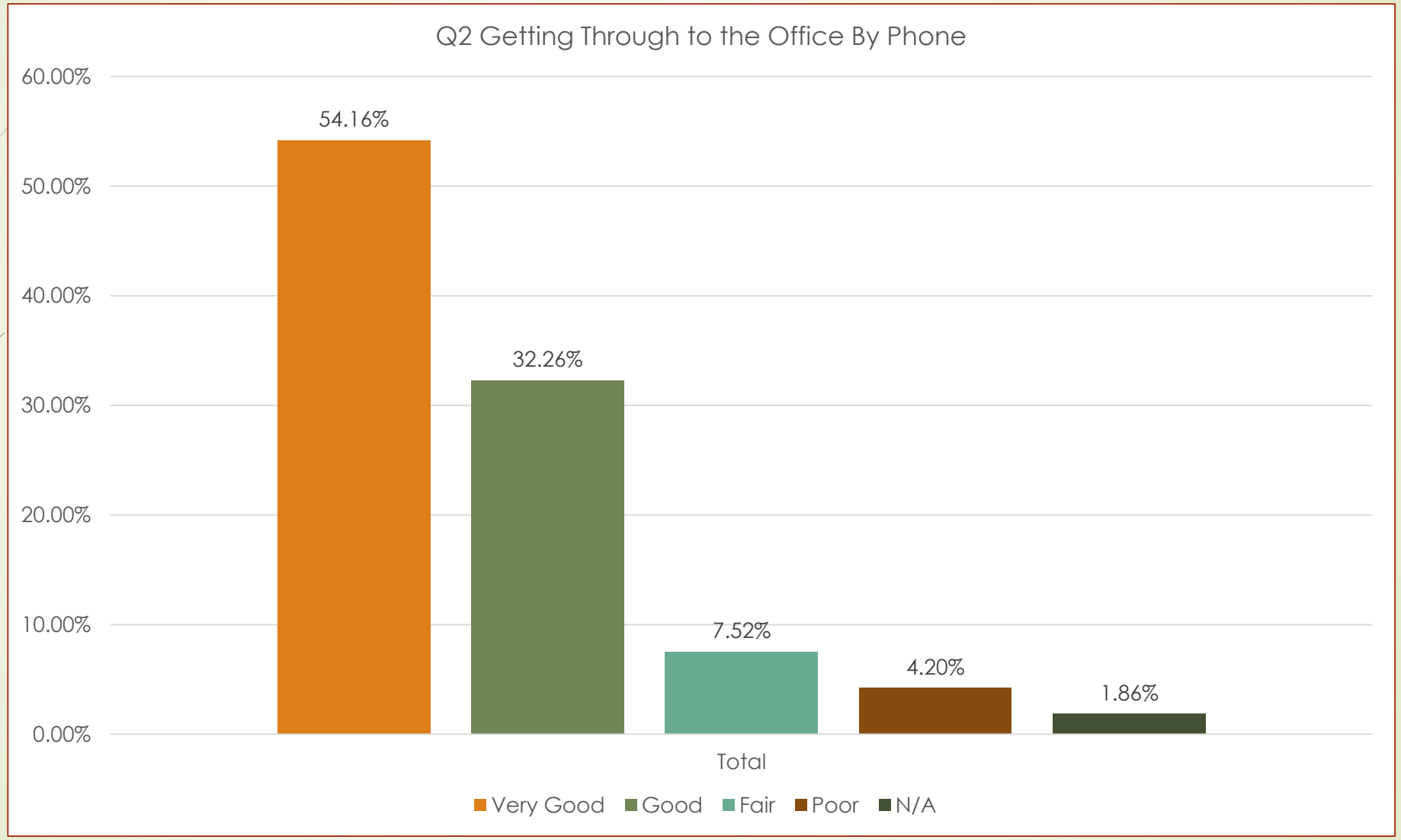
Patient Satisfaction Survey 2024

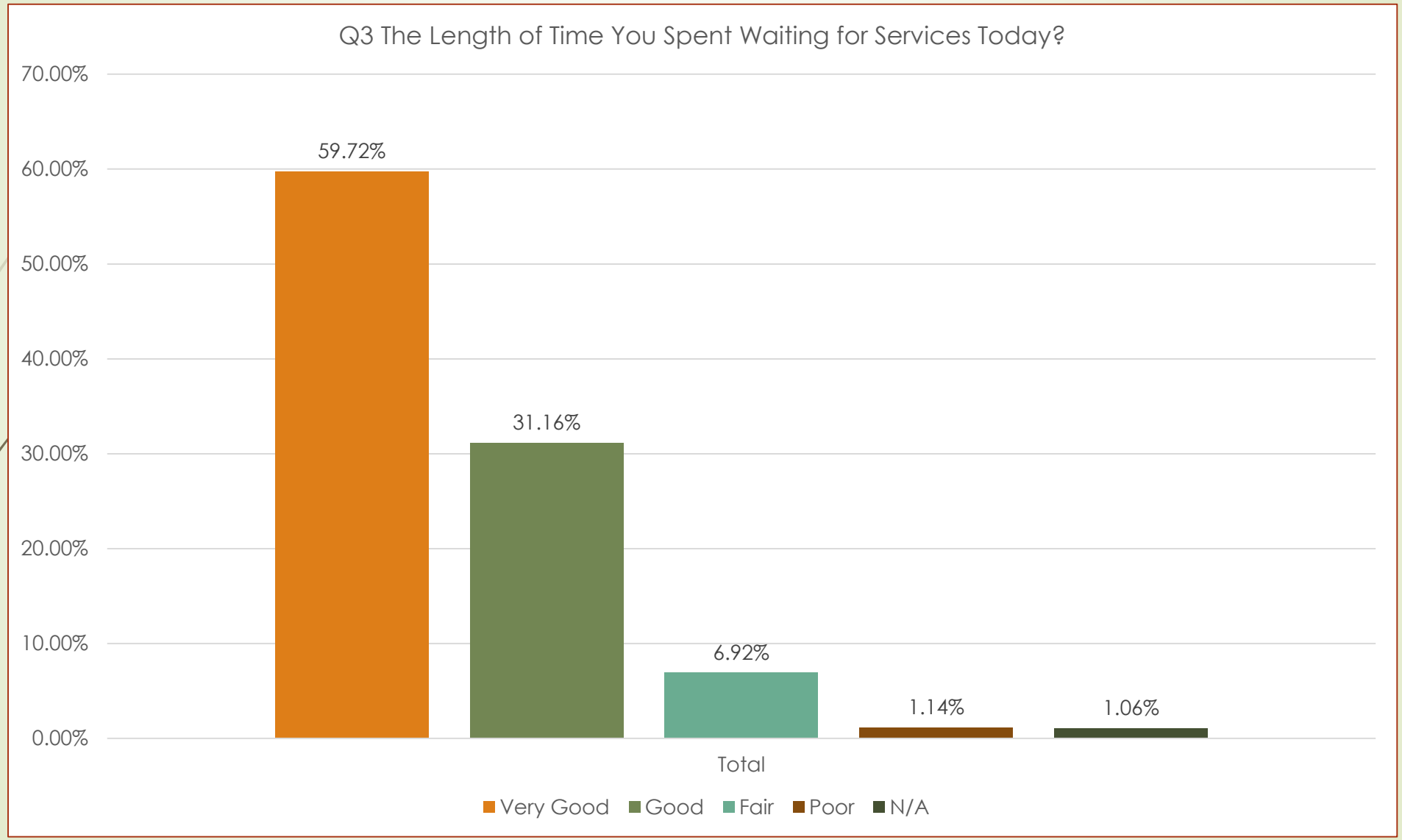
July 30, 2024

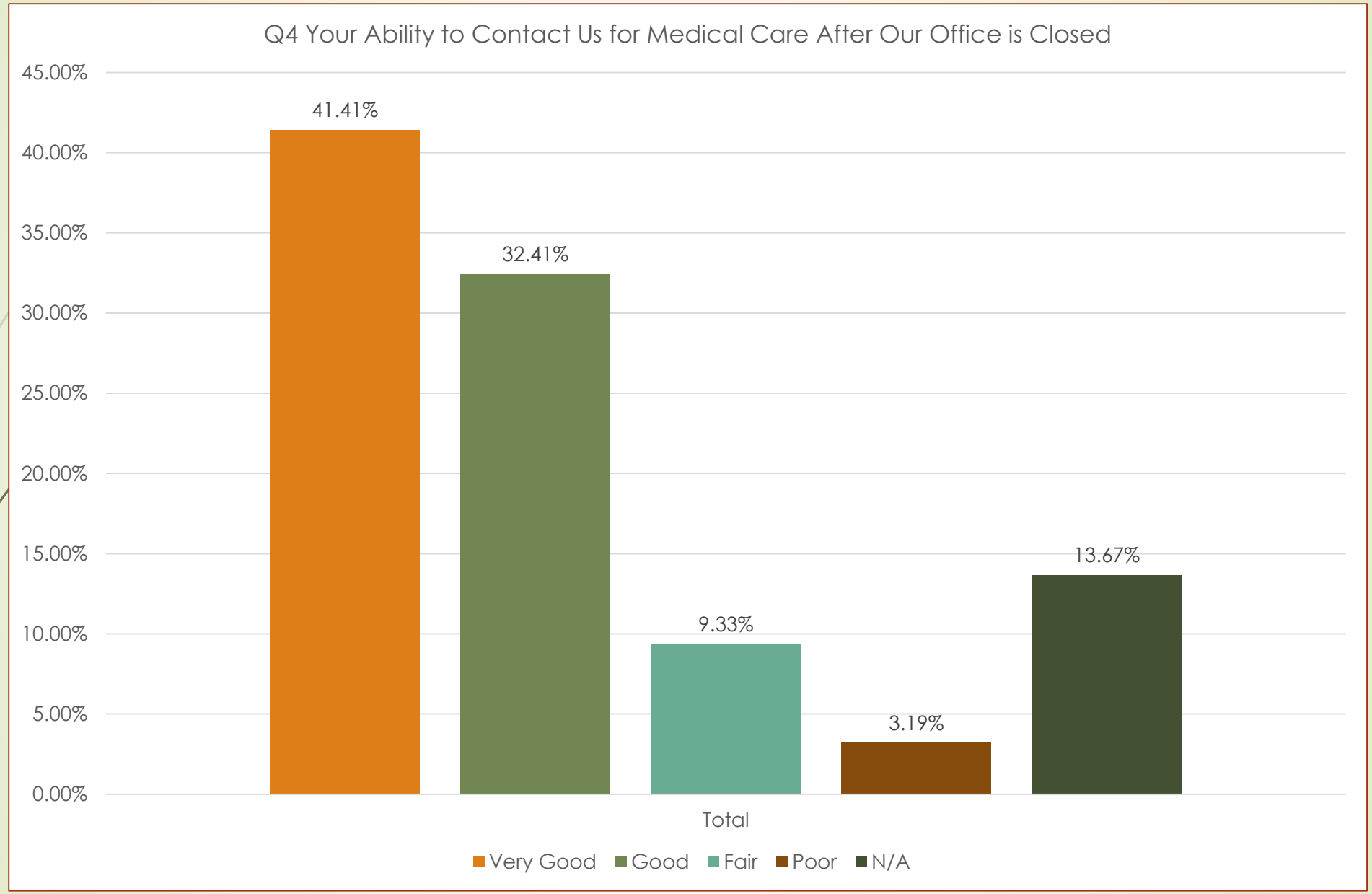
Patient surveyed = 1,256

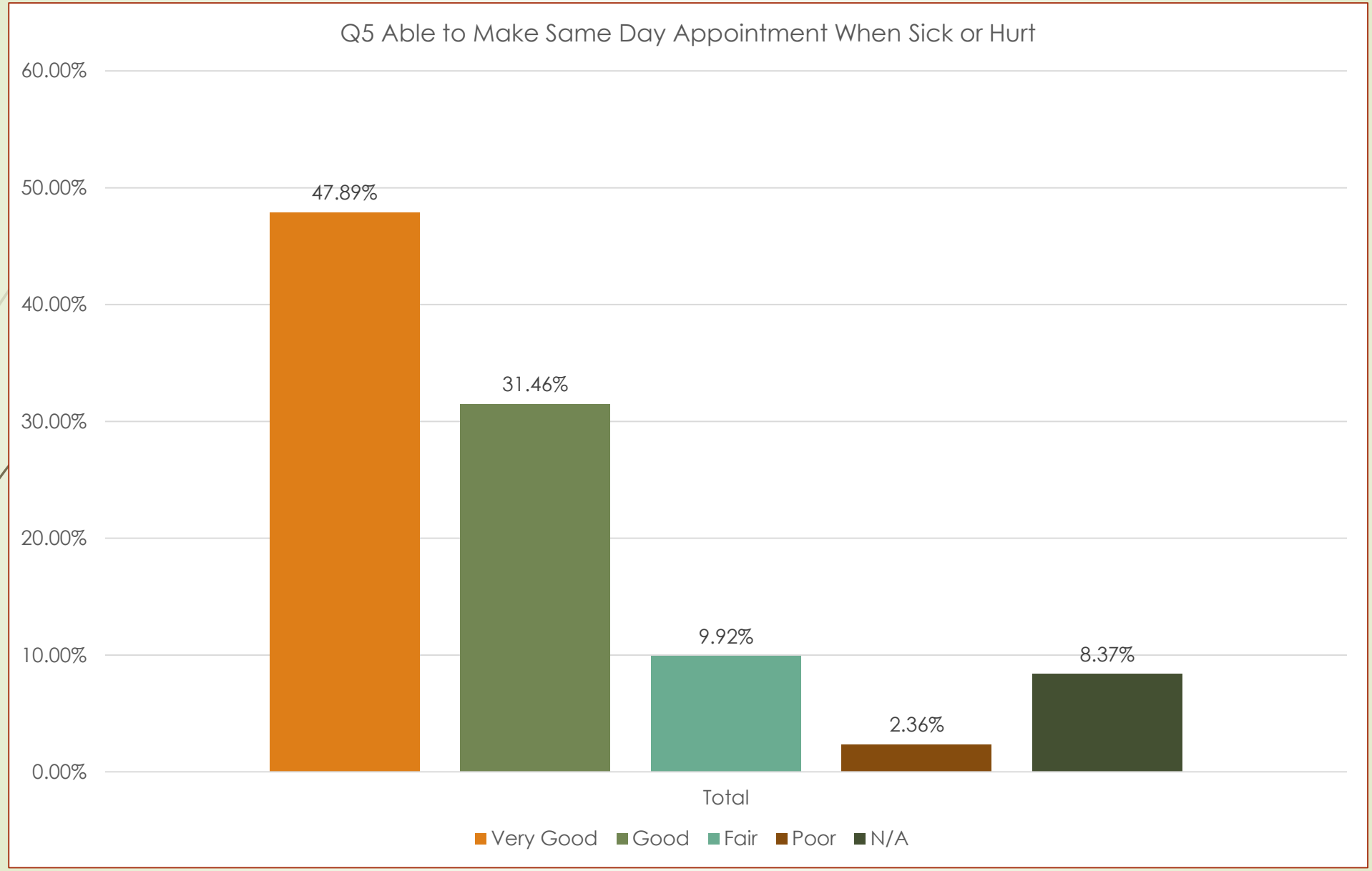
Total	1256	100.00%
Chinese	339	26.99%
Chuukese	80	6.37%
English	669	53.26%
Ilokano	22	1.75%
Korean	5	0.40%
Marshallese	25	1.99%
Tagalog	18	1.43%
Vietnamese	98	7.80%

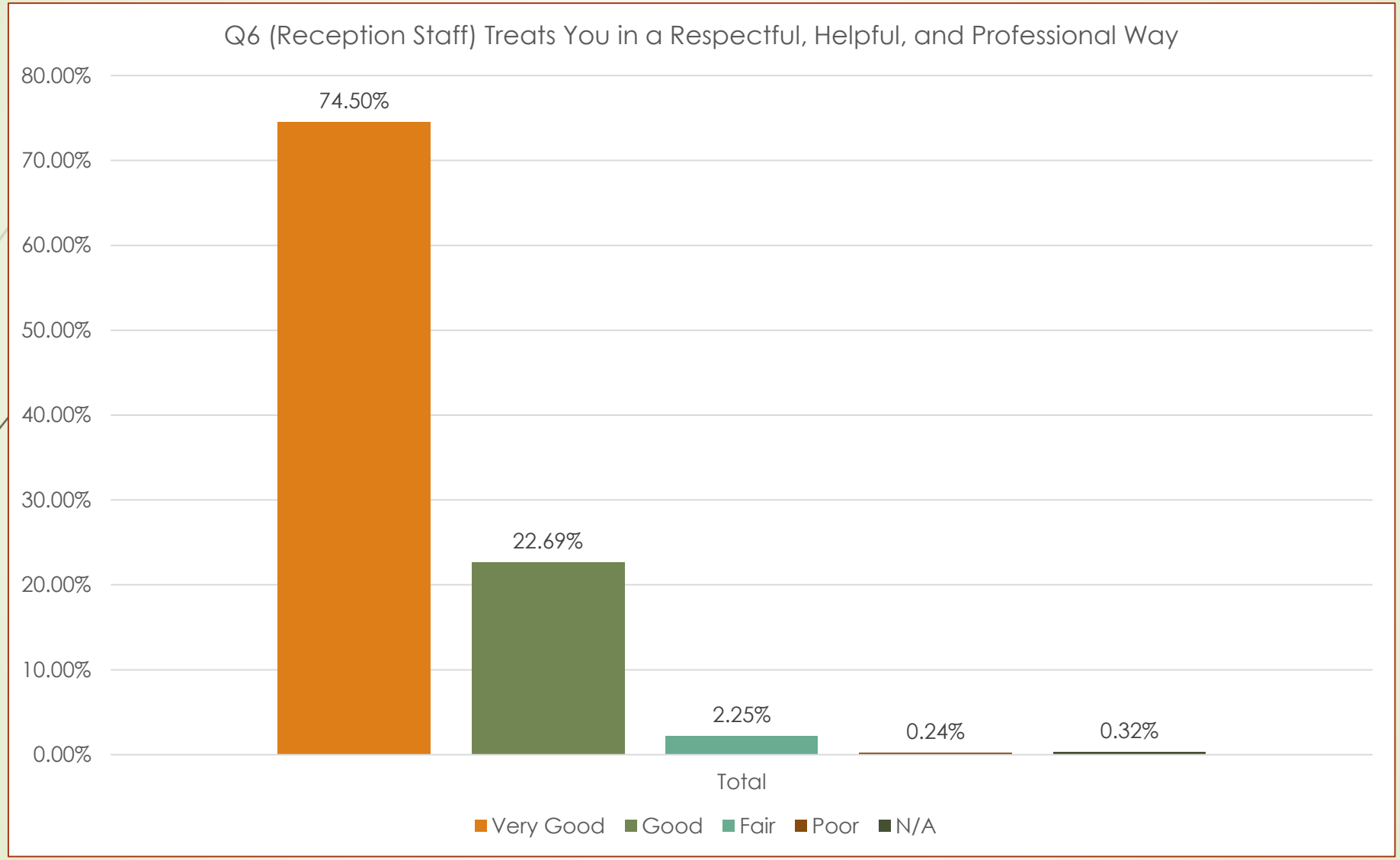

Q1 Hours of Operation
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
63.74%
30.24%
4.31%
0.33%
1.38%
Total
Very Good
Good
Fair
Poor
N/A

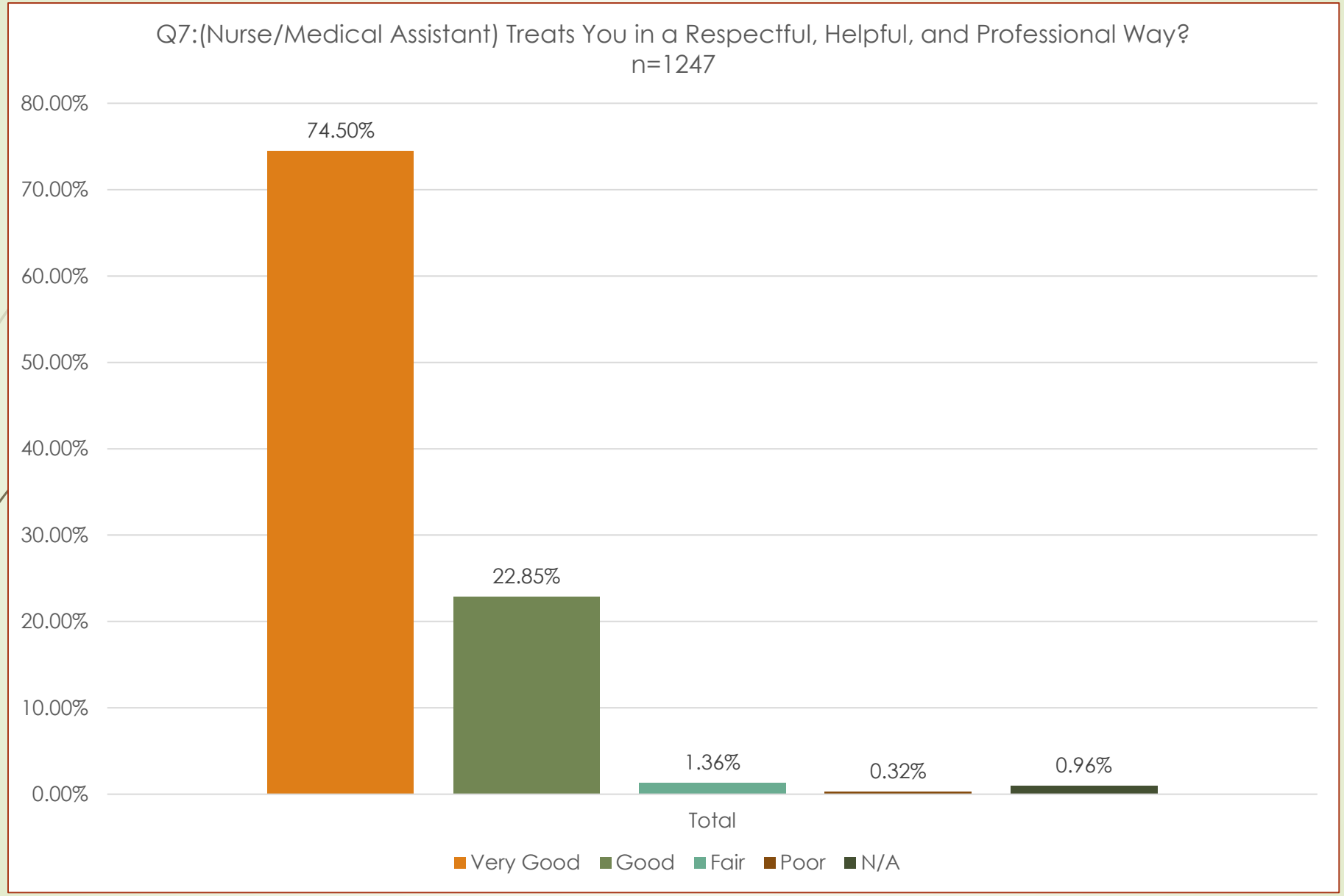

Q2 Getting Through to the Office By Phone
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
54.16%
32.26%
7.52%
4.20%
1.86%
Total
Very Good
Good
Fair
Poor
N/A

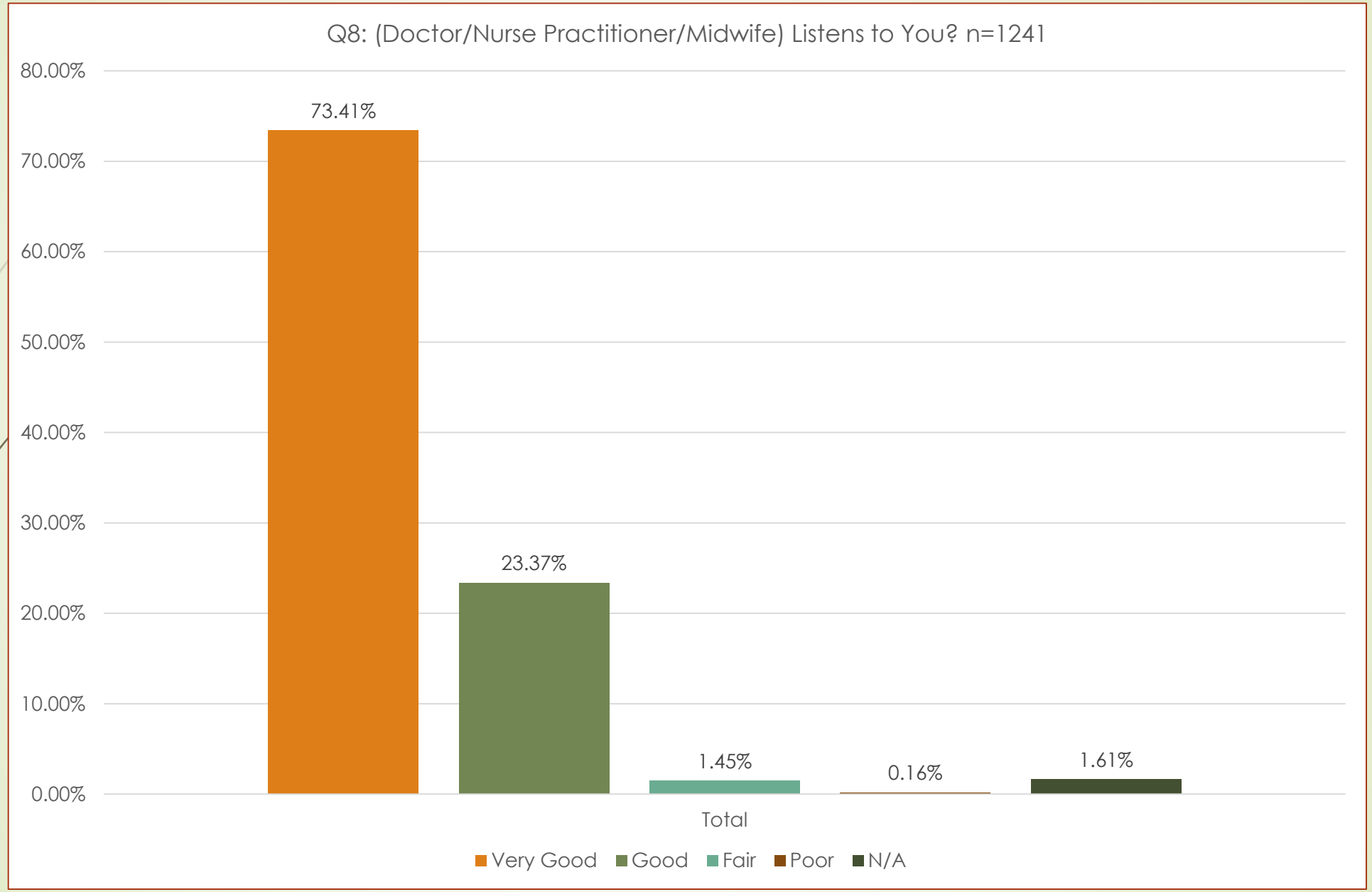

Q3 The Length of Time You Spent Waiting for Services Today?
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
59.72%
31.16%
6.92%
1.14%
1.06%
Total
Very Good
Good
Fair
Poor
N/A

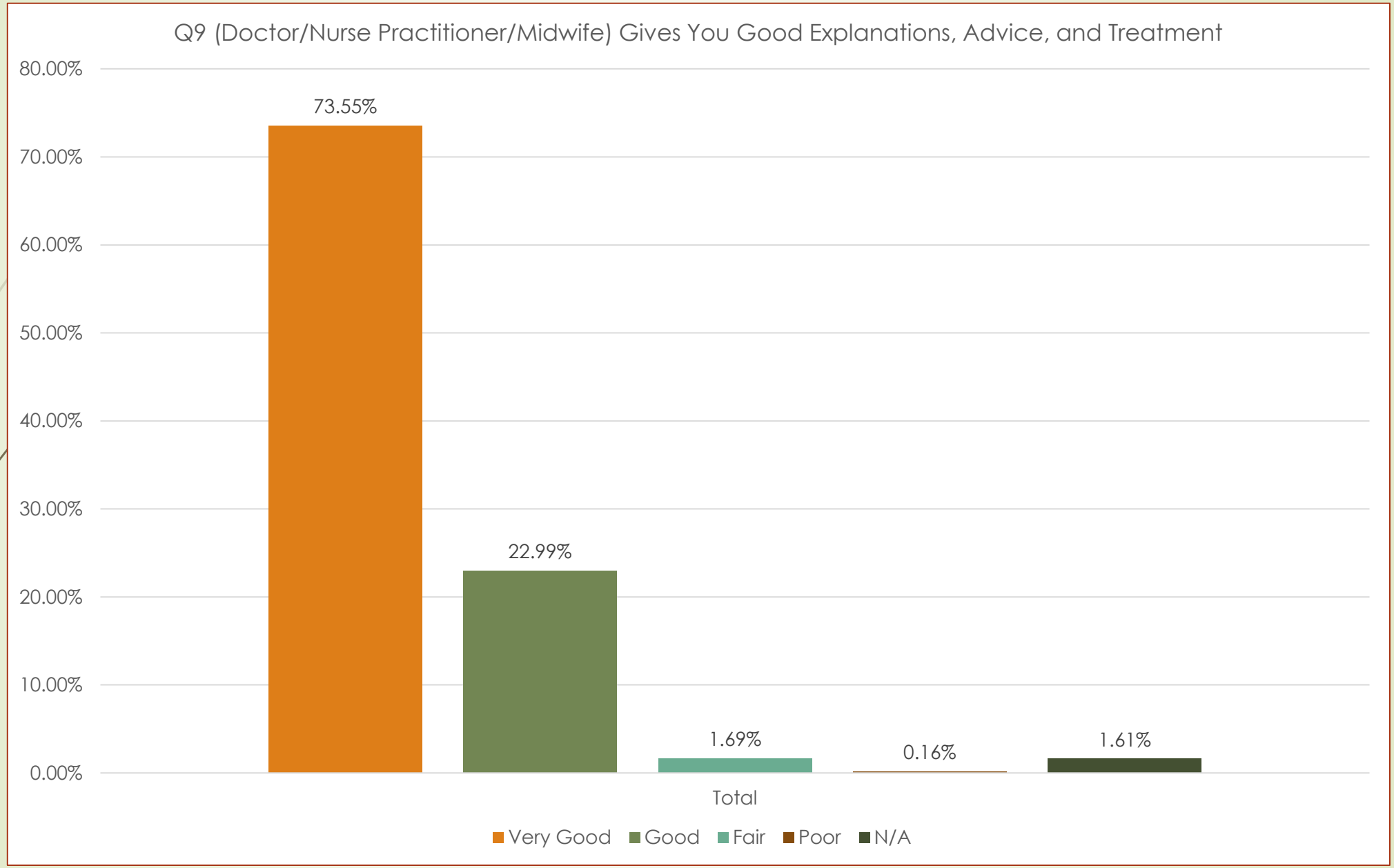

Q4 Your Ability to Contact Us for Medical Care After Our Office is Closed
45.00%
40.00%
35.00%
30.00%
25.00%
20.00%
15.00%
10.00%
5.00%
0.00%
41.41%
32.41%
9.33%
3.19%
13.67%
Total
Very Good
Good
Fair
Poor
N/A

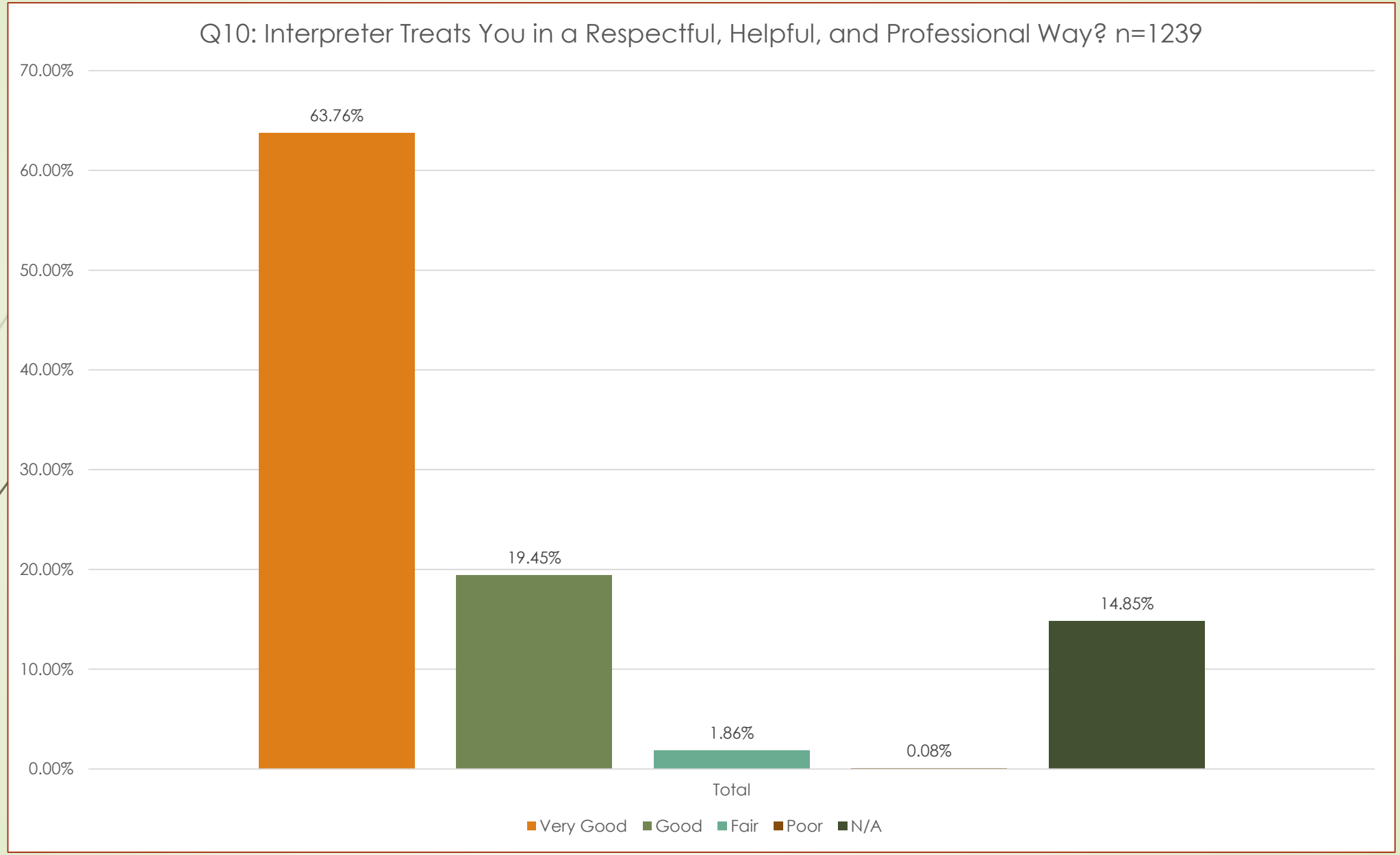

Q5 Able to Make Same Day Appointment When Sick or Hurt
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
47.89%
31.46%
9.92%
2.36%
8.37%
Total
Very Good
Good
Fair
Poor
N/A

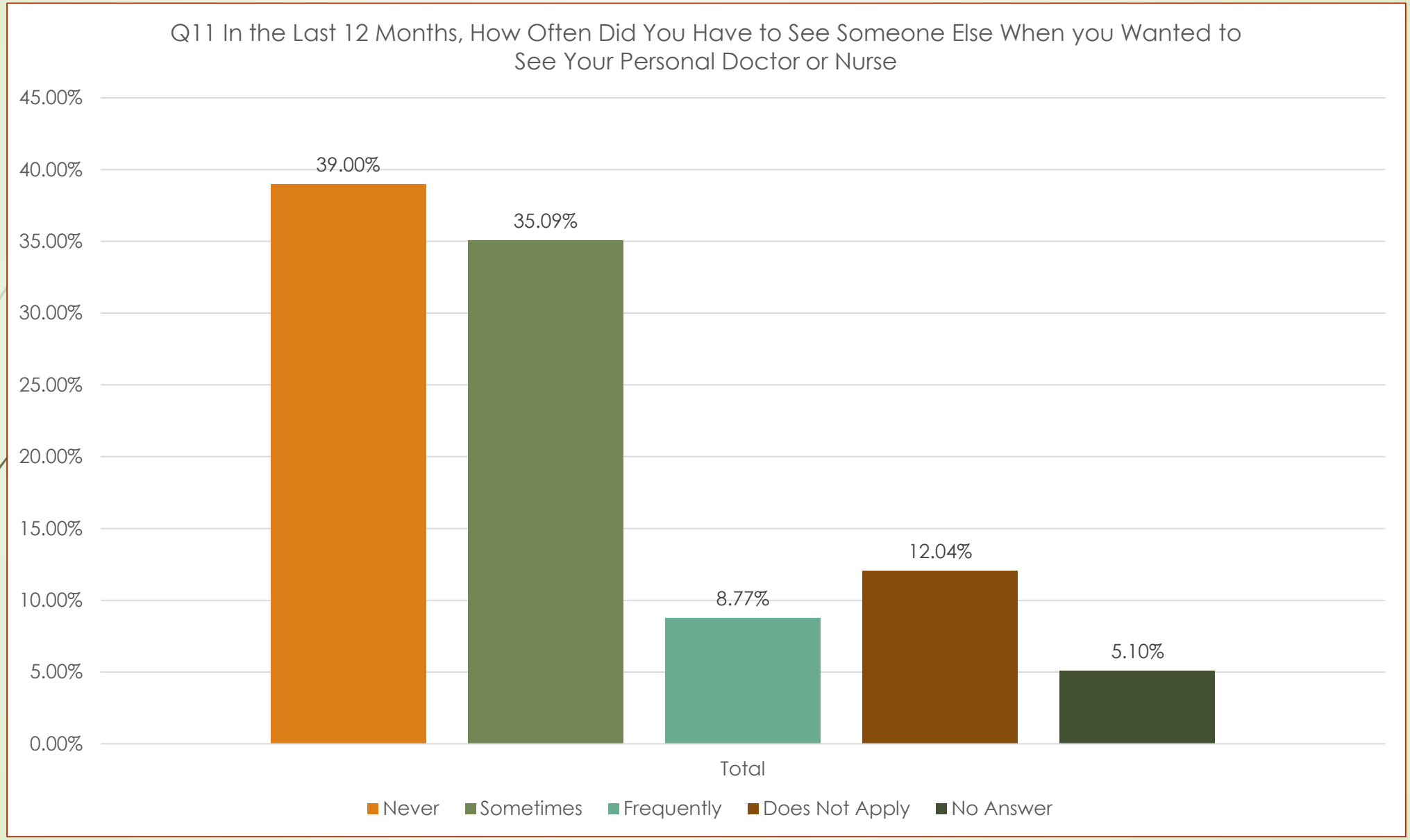

Q6 (Reception Staff) Treats You in a Respectful, Helpful, and Professional Way
80.00%
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
74.50%
22.69%
2.25%
0.24%
0.32%
Total
Very Good
Good
Fair
Poor
N/A

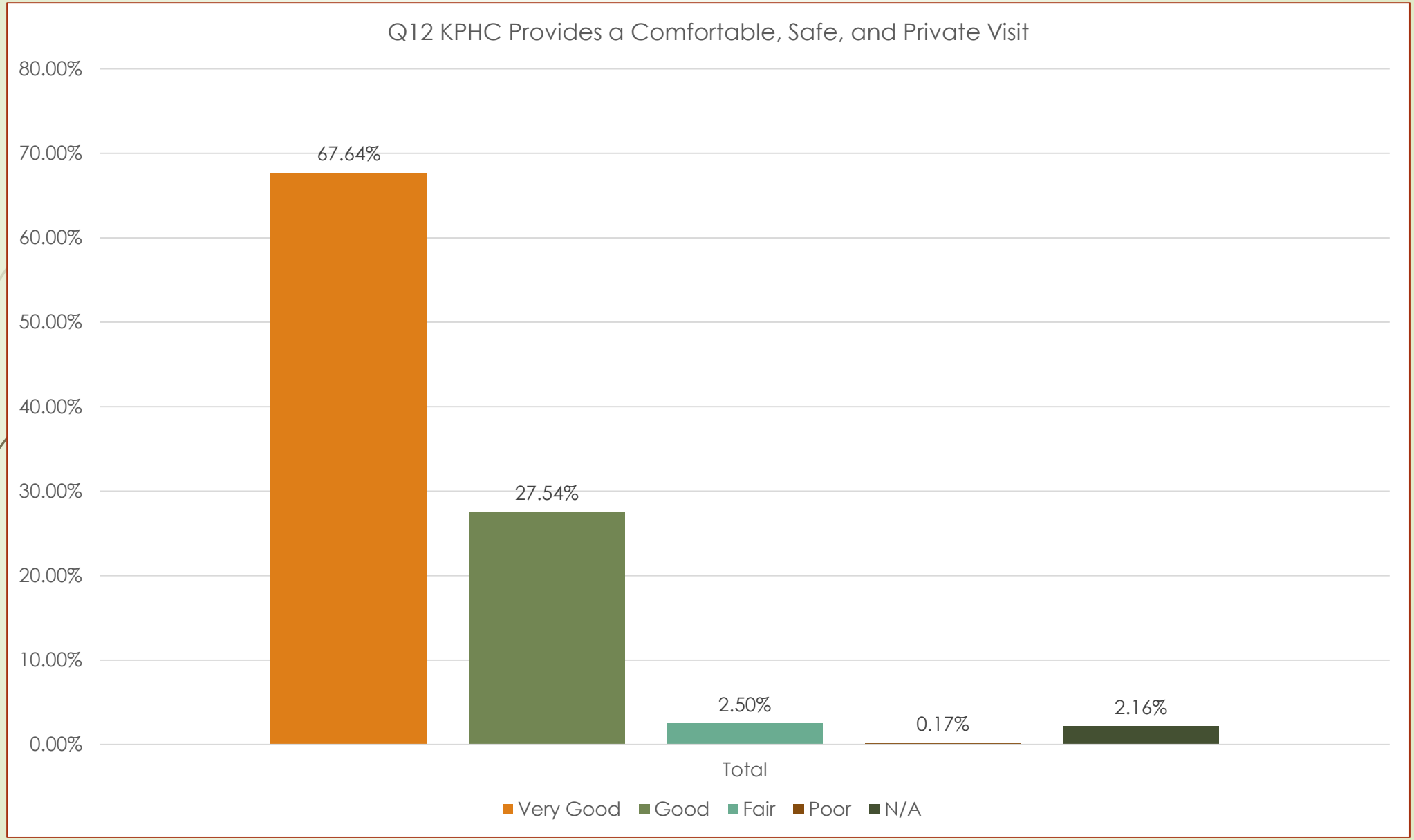

Q7:(Nurse/Medical Assistant) Treats You in a Respectful, Helpful, and Professional Way?
n=1247
80.00%
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
74.50%
22.85%
1.36%
0.32%
0.96%
Total
Very Good
Good
Fair
Poor
N/A

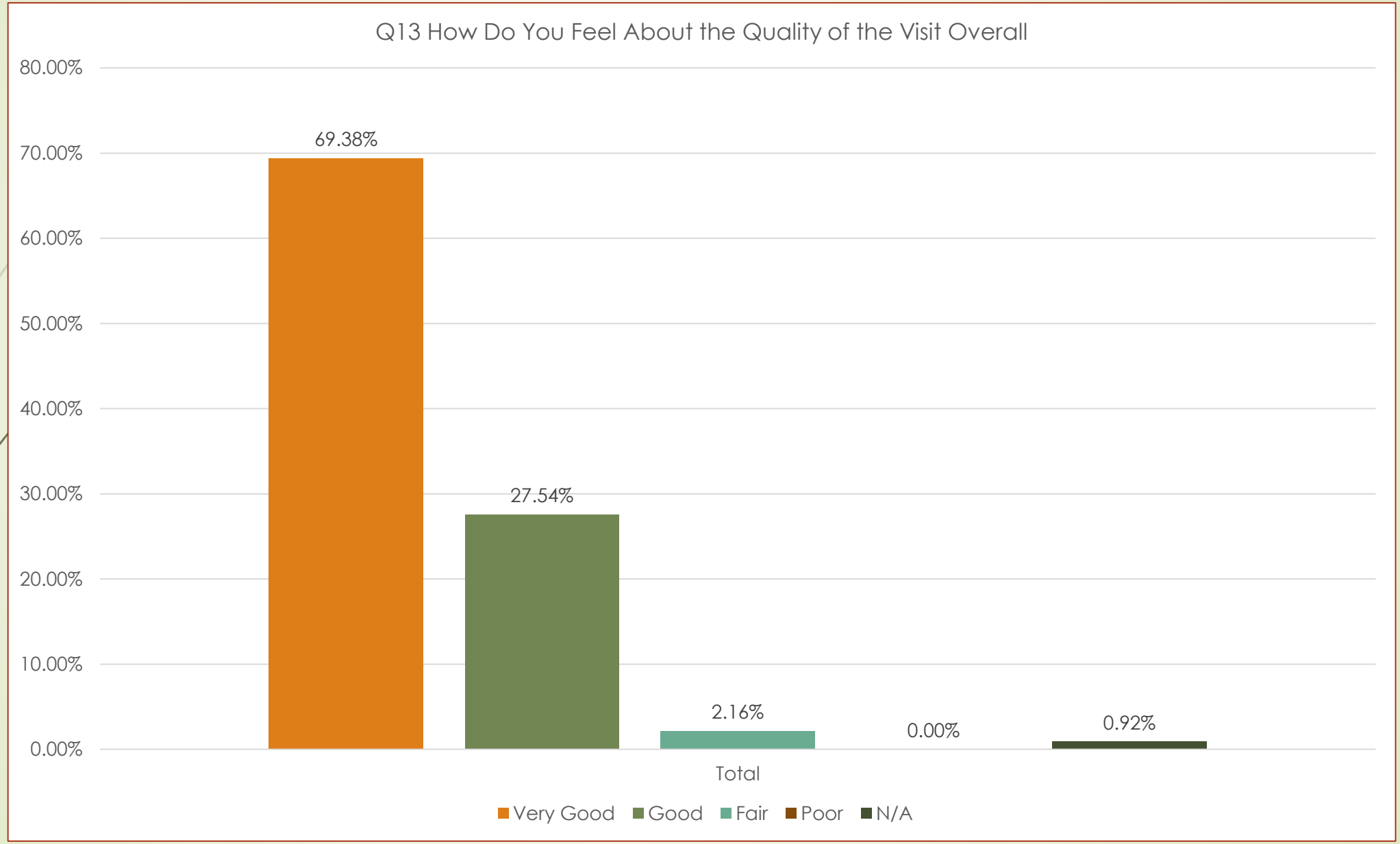

Q8: (Doctor/Nurse Practitioner/Midwife) Listens to You? n=1241
80.00%
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
73.41%
23.37%
1.45%
0.16%
1.61%
Total
Very Good
Good
Fair
Poor
N/A

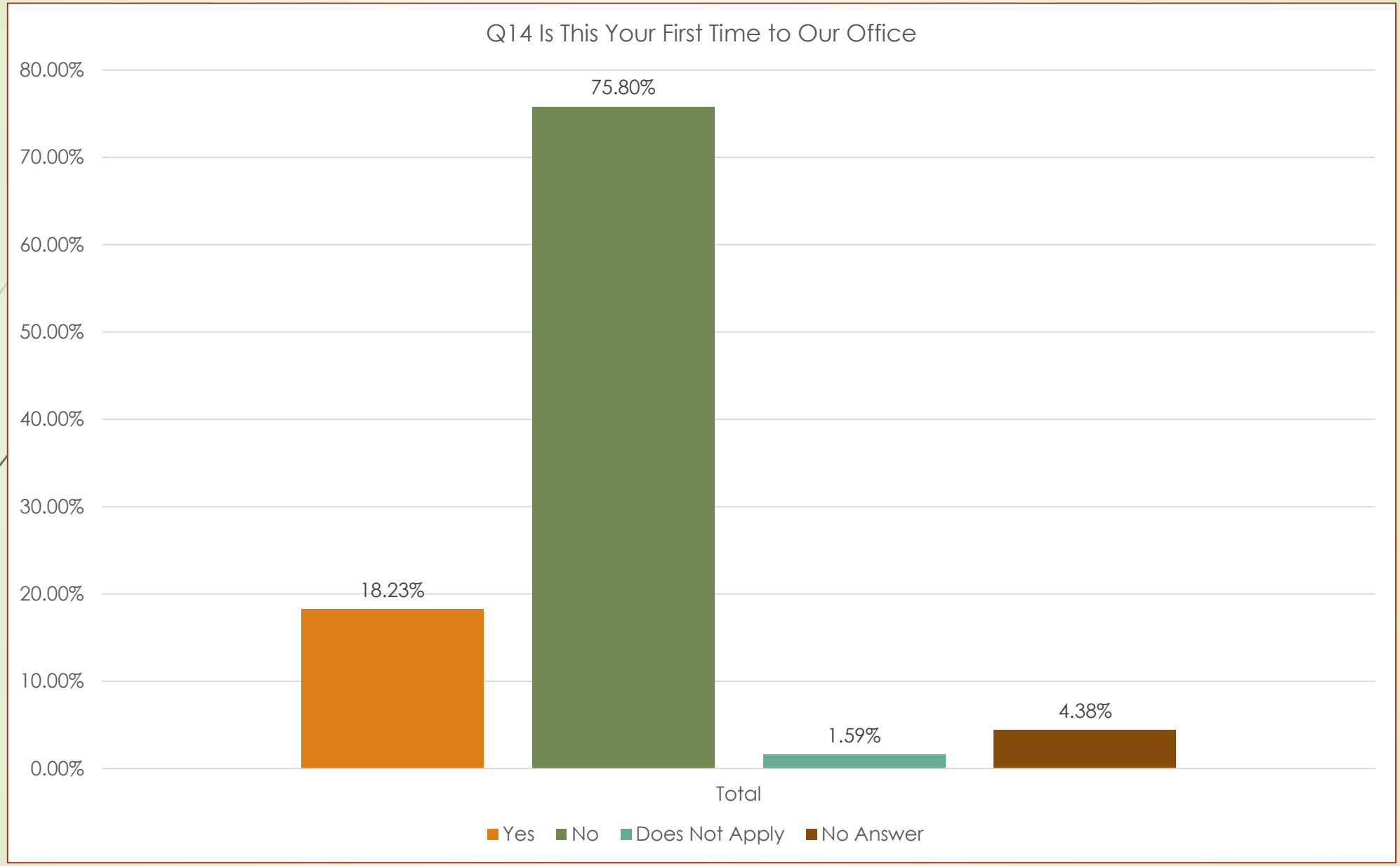

Q9 (Doctor/Nurse Practitioner/Midwife) Gives You Good Explanations, Advice, and Treatment
80.00%
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
73.55%
22.99%
1.69%
0.16%
1.61%
Total
Very Good
Good
Fair
Poor
N/A

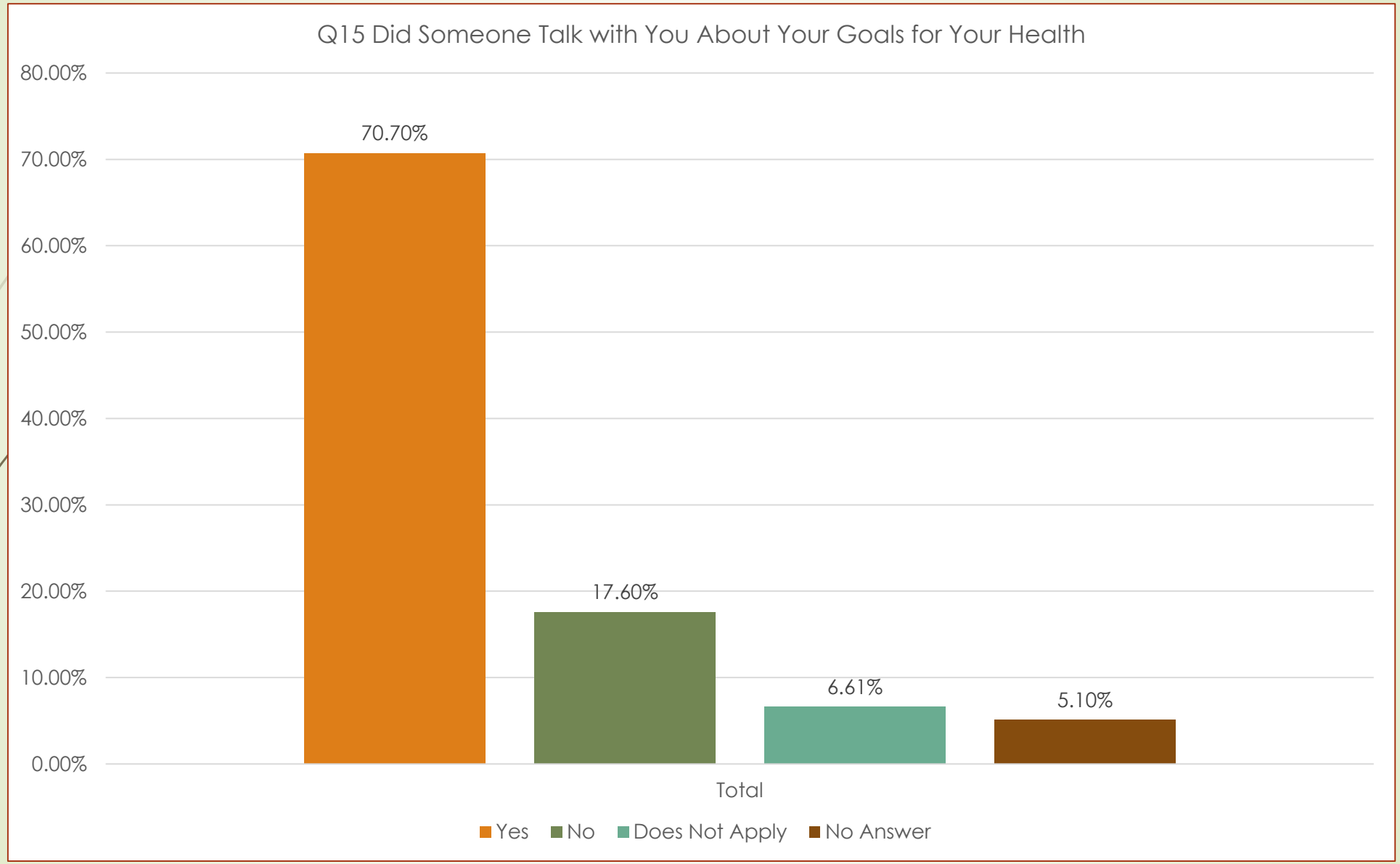

Q10: Interpreter Treats You in a Respectful, Helpful, and Professional Way? n=1239
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
63.76%
19.45%
1.86%
0.08%
14.85%
Total
Very Good
Good
Fair
Poor
N/A

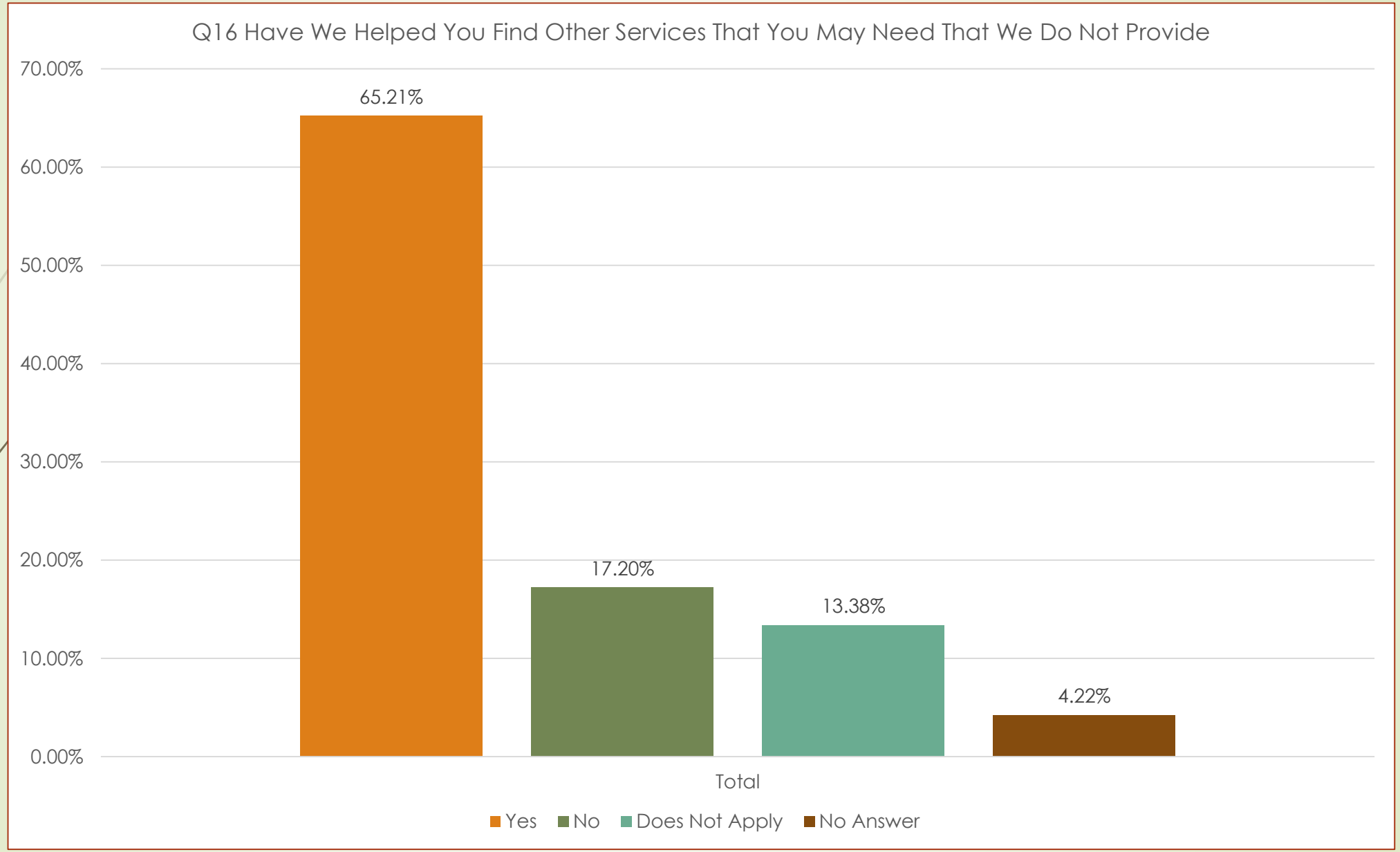

Q11 In the Last 12 Months, How Often Did You Have to See Someone Else When you Wanted to See Your Personal Doctor or Nurse
45.00%
40.00%
35.00%
30.00%
25.00%
20.00%
15.00%
10.00%
5.00%
0.00%
39.00%
35.09%
8.77%
12.04%
5.10%
Total
Never
Sometimes
Frequently
Does Not Apply
No Answer


Q12 KPHC Provides a Comfortable, Safe, and Private Visit
80.00%
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
67.64%
27.54%
2.50%
0.17%
2.16%
Total
Very Good
Good
Fair
Poor
N/A


Q13 How Do You Feel About the Quality of the Visit Overall
80.00%
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
69.38%
27.54%
2.16%
0.00%
0.92%
Total
Very Good
Good
Fair
Poor
N/A


Q14 Is This Your First Time to Our Office
80.00%
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
18.23%
75.80%
1.59%
4.38%
Total
Yes
No
Does Not Apply
No Answer


Q15 Did Someone Talk with You About Your Goals for Your Health
80.00%
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
70.70%
17.60%
6.61%
5.10%
Total
Yes
No
Does Not Apply
No Answer


Q16 Have We Helped You Find Other Services That You May Need That We Do Not Provide
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
65.21%
17.20%
13.38%
4.22%
Total
Yes
No
Does Not Apply
No Answer

Everyone has been doing lots for me. Especially for my health and condition which I was able to recover relief from all my anxiety and stress for my sickness condition.

I enjoy being a Kalihi Palama patient. The Doctor's, Nurses, staff are pretty good. Great is the word. I am blessed and so is my son. He is a patient also. God Bless us with a great team. Thank you for all you have done for me and my son. Much Mahalo. 11 years here at Kalihi Palama you all need a raise in pay. I will put in a good word. To Dr. Kintu and Daren

Very grateful for the staff here at KPHC. MY Doctor Marinette is always caring and informative with concerns and updates about my health. Location is very convenient. I highgly rate my experiences here at KPHC 710. Mahalo

I would rate 10/10 very good customer service.

10/10 Recommend! Been coming here ever since I was a child, always felt safe and taken cared of.

Overall experience is great. Only frustation would be trying to reach someone on the phone. I tend to leave multiple voicemails and rare occasions do a call back is in the first 2 days since I called.

Thank you for the great service I been, everytime I come to KPHC. Staff and workers has been helpful. Aloha Mahalo Much!

Rate 8 to 9. However, I would like to see more female providers with availability hours. I also like the office hours to open during weekends at least Saturday because parents go work and child are been excuse from school it's hard to work the hours of operation.

Great service. I was able to get a same day appointment considering the circumtances and urgency for my child's healthcare needs. Staff and Doctors are very respectful.

There's nothing else to say, but thank you to the clinic KPHC for the good service that they provide, in such as take care us with our appointments or the language assistance for helping me and kids reminding our appointments.

I rate this clinic 10/10 because they very fast to check in and the Doctor are really quick to learn the sickness of my son and to determine what to do to make it all better. I like how fast and affection this clinic is and I am a proud member and a patient. I thank you for all you guys and hope it continues to grow and grow.

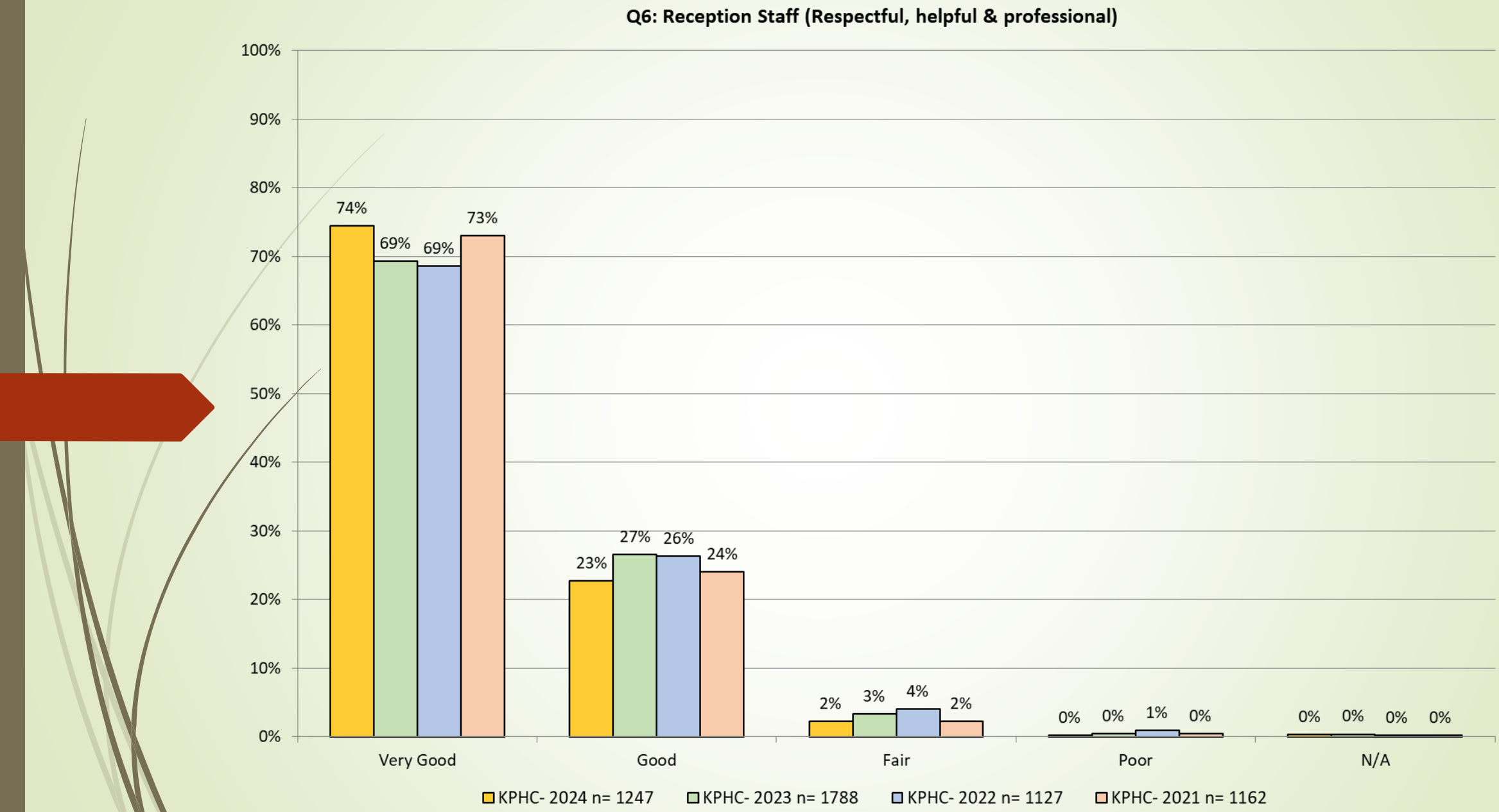
I'd give a 9/10 with 10 being super-awesome! Only reason it's a 9 is because sometimes its hard to get through the phone or to even speak w/ nurses (it's always a call back). I've had experiences with leaving voicemails and sometimes dob't get a call back till the next day. It's also hard to schedule sameday or same week appointments unless the followings: 1. Follow up after going to ER. 2. Lucky if someone cancels and appointment (When I call to check). Overall, staffs are great! Very caring, understanding, supportive and awesome friendly services!

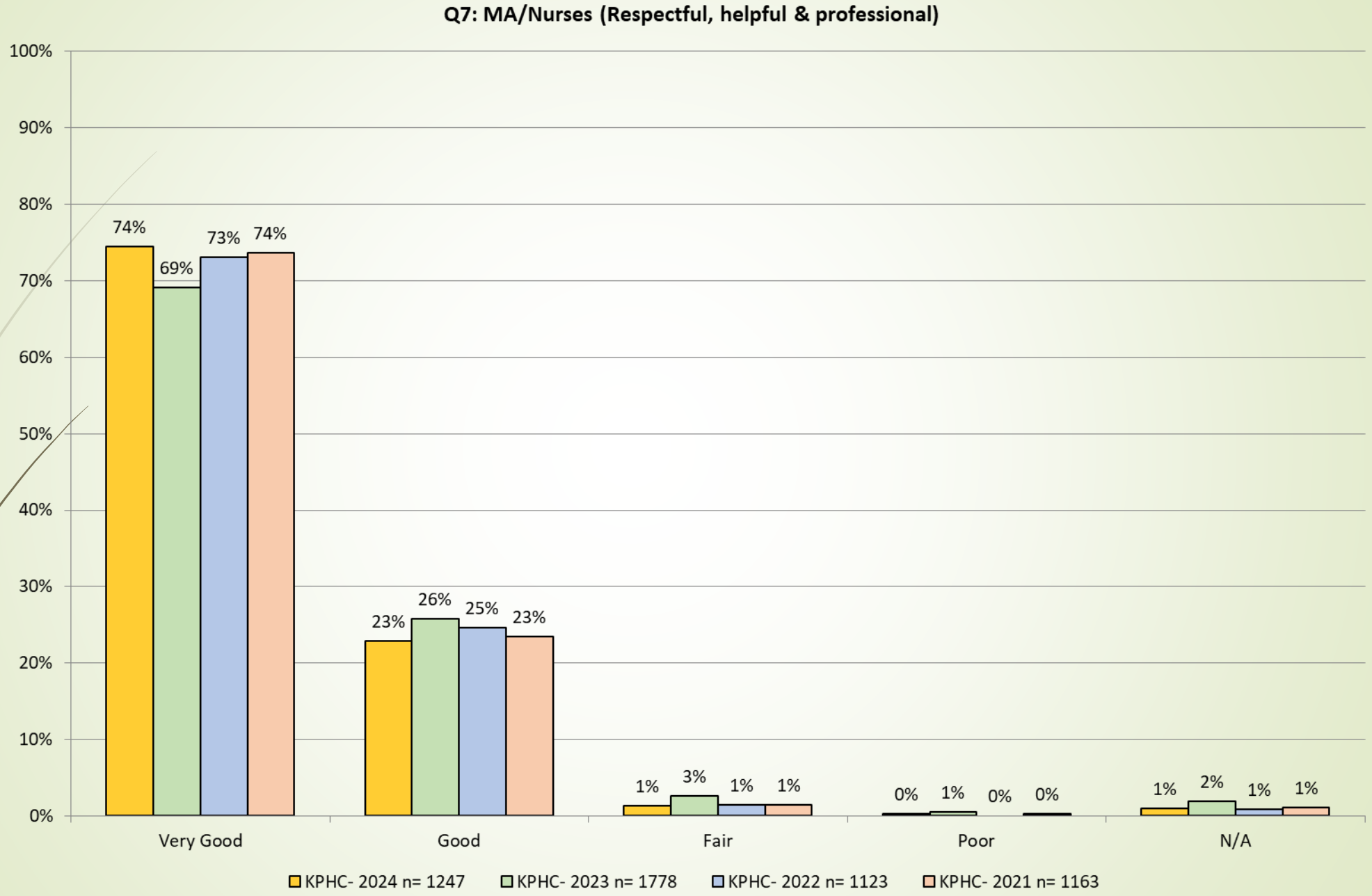
There seems to be a shortage of chairs available in the waiting room for the number of people who are here. During my visit today (only my 2nd), I had to answer a bunch of the same intake questions because the MA said she couldn't find me/pull me up in the system.

Front desk Aleli is a great worker very professional.

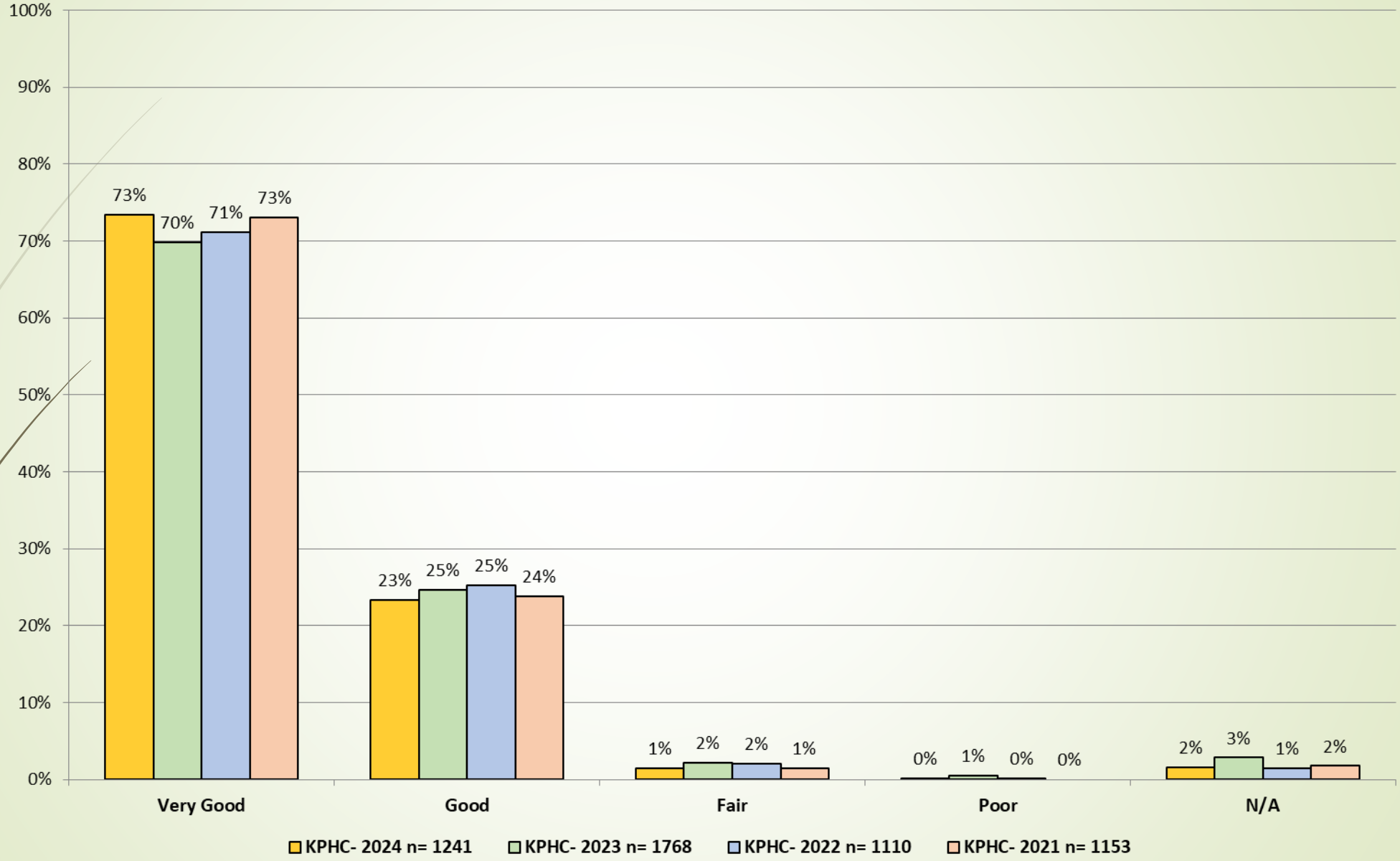
Well I thought that your office was veruy caring and also very thank all you workers for still helping me. I'm really so thankful for all you guys love and care. Just keep up the good work. Thank you guys so much.

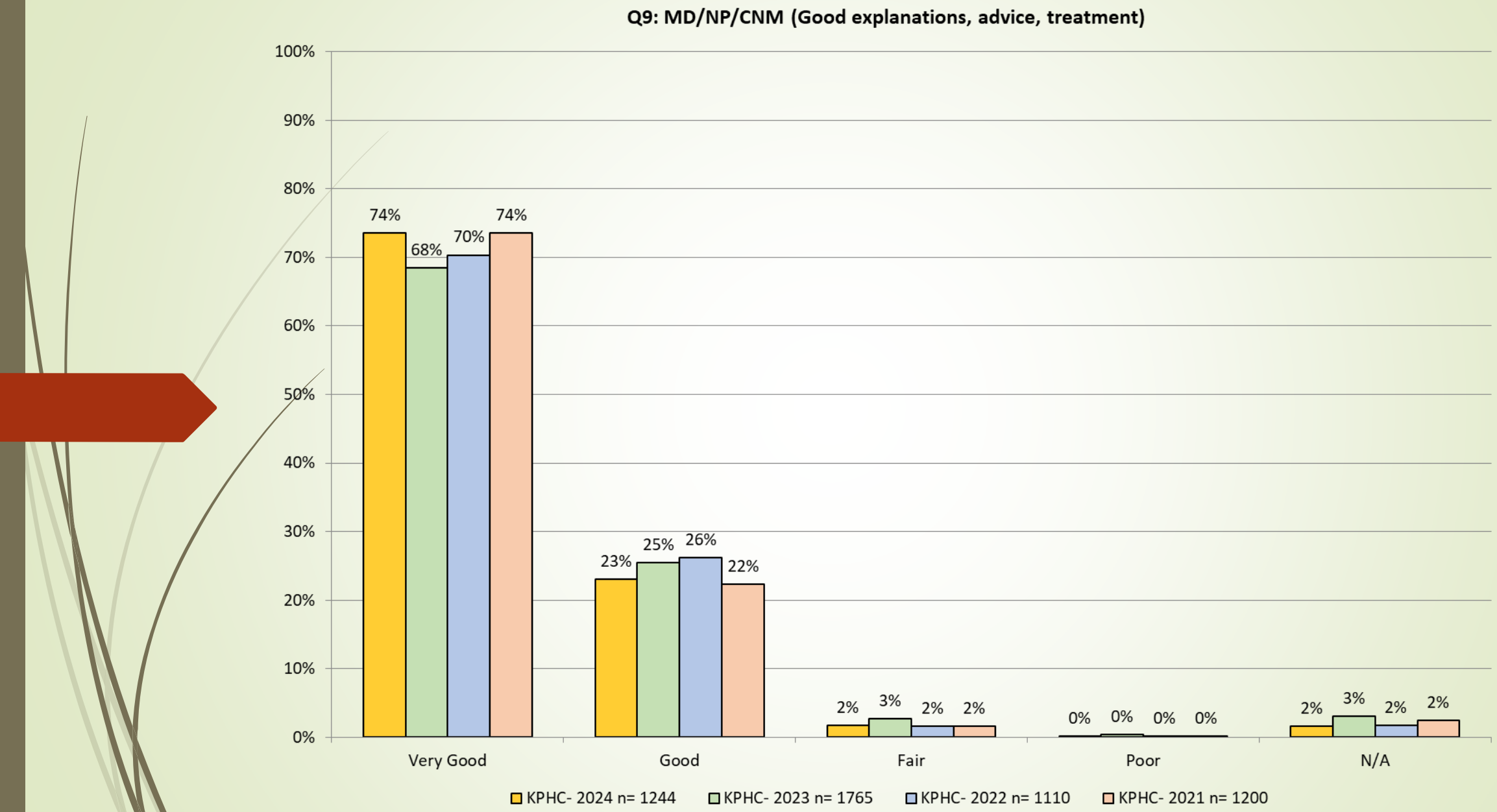
Great staffs and Dr. Raymundo. I always bring my kids to KPHC and they are always helpful and friendly. Much Mahalp and appreciated the hard work.


Q6: Reception Staff (Respectful, helpful & professional)
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
74%
69%
69%
73%
23%
27%
26%
24%
2%
3%
4%
2%
0%
0%
1%
0%
0%
0%
0%
0%
Very Good
Good
Fair
Poor
N/A
KPHC- 2024 n= 1247
KPHC- 2023 n= 1788
KPHC- 2022 n= 1127
KPHC- 2021 n= 1162

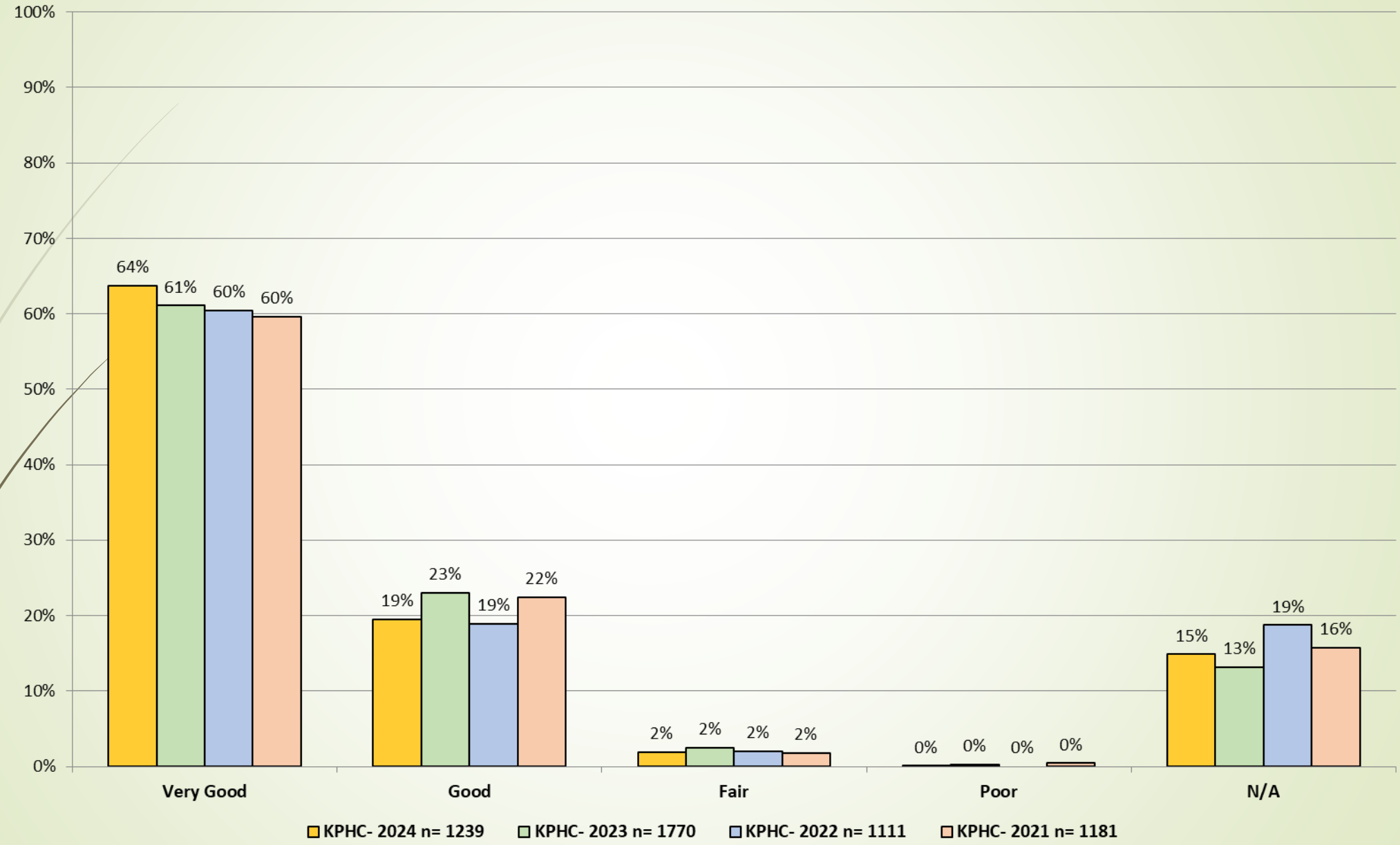

Q7: MA/Nurses (Respectful, helpful & professional)
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
74%
69%
73%
74%
23%
26%
25%
23%
1%
3%
1%
1%
0%
1%
0%
0%
1%
2%
1%
1%
Very Good
Good
Fair
Poor
N/A
KPHC- 2024 n= 1247
KPHC- 2023 n= 1778
KPHC- 2022 n= 1123
KPHC- 2021 n= 1163

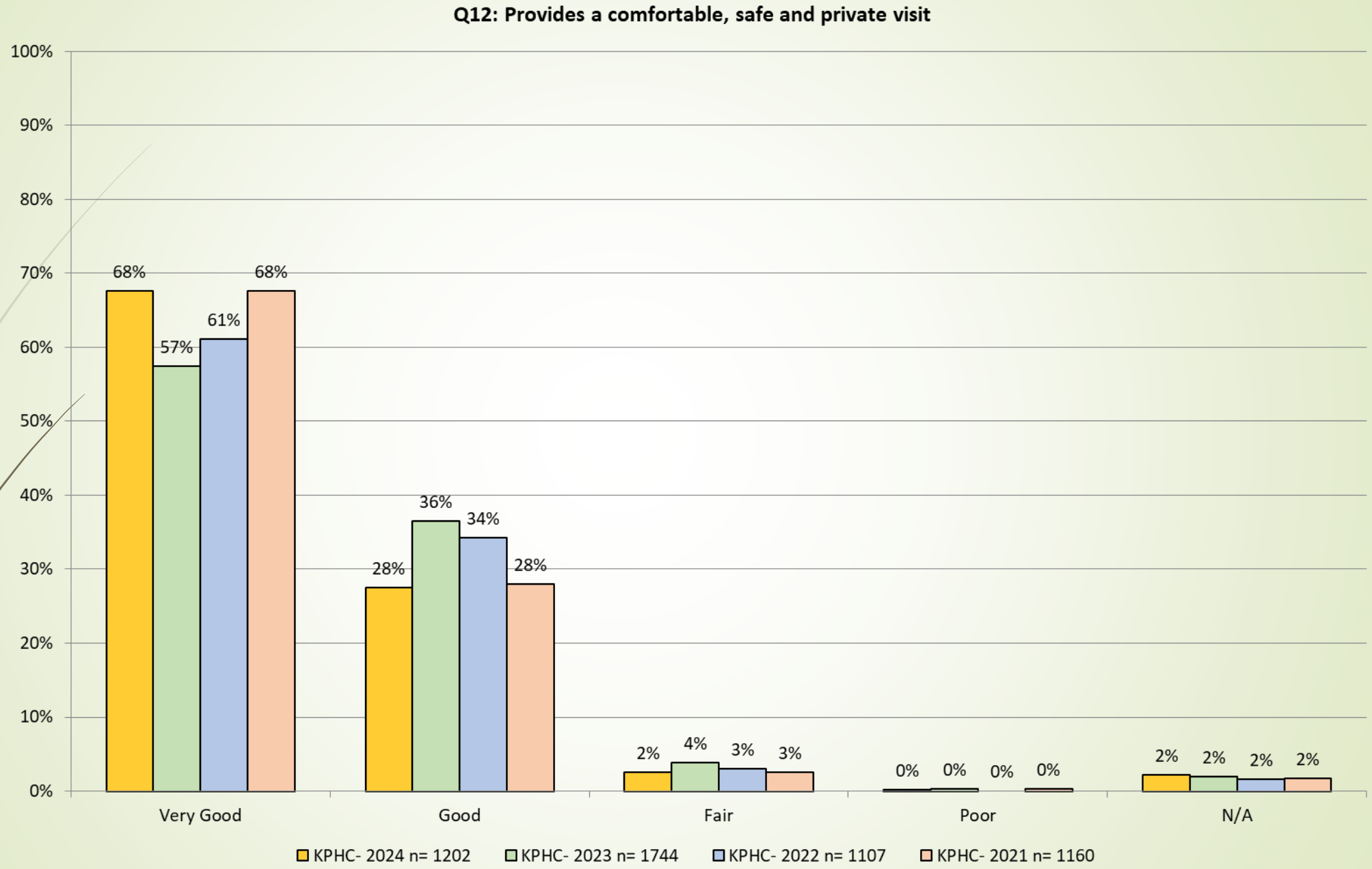
Q8: MD/NP/CNM listens to you

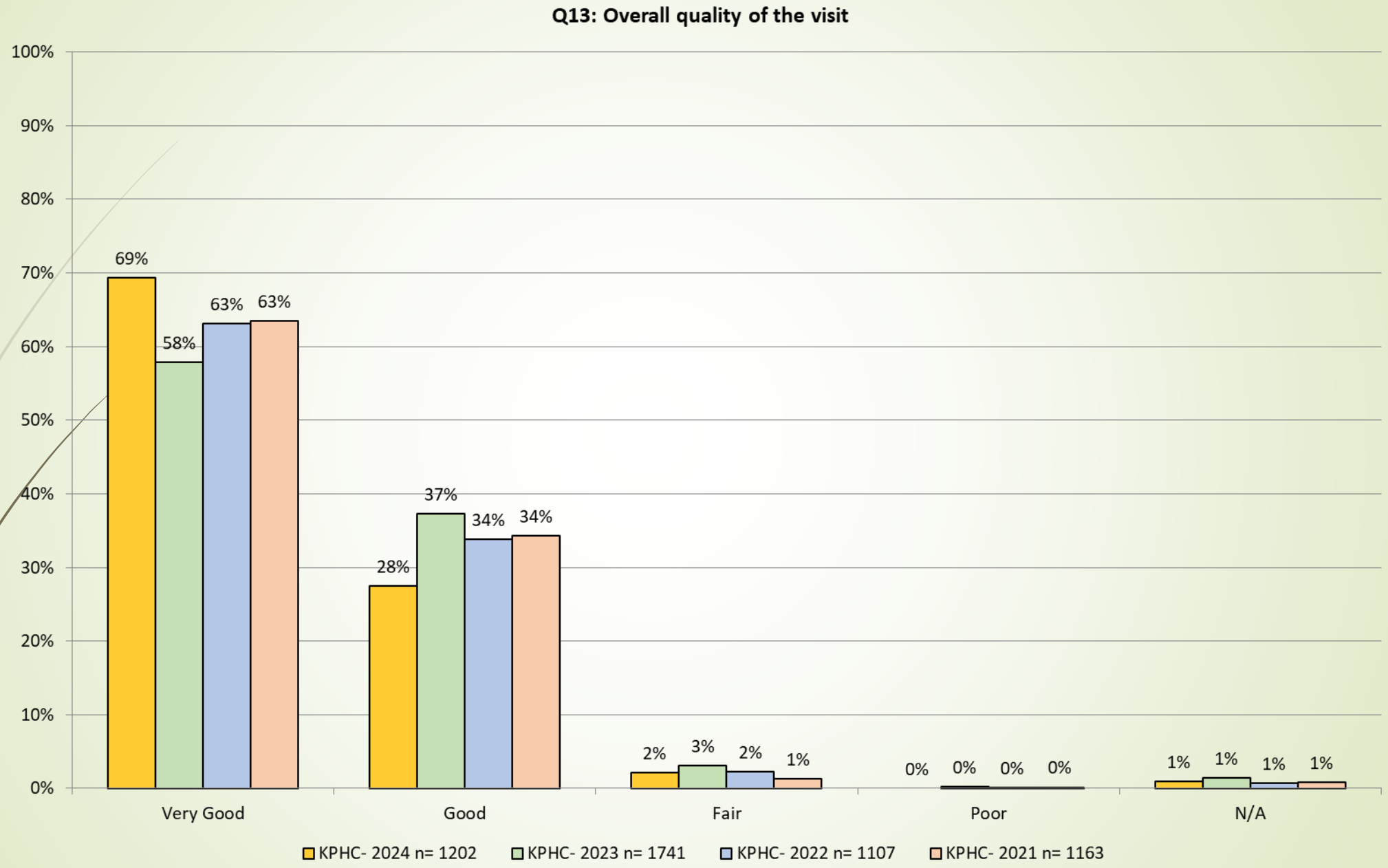


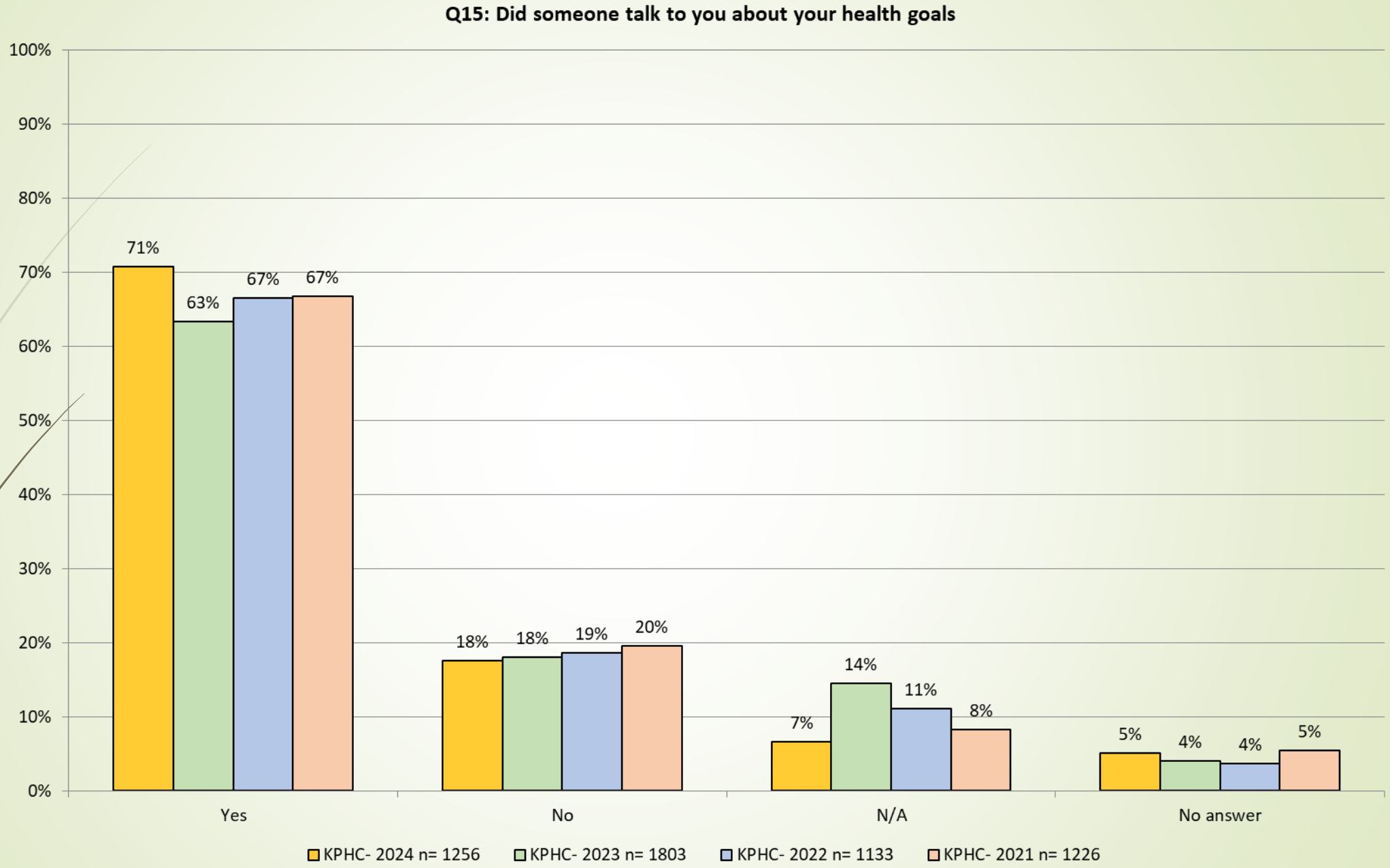

Q9: MD/NP/CNM (Good explanations, advice, treatment)
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
74%
68%
70%
74%
23%
25%
26%
22%
2%
3%
2%
2%
0%
0%
0%
0%
2%
3%
2%
2%
Very Good
Good
Fair
Poor
N/A
KPHC- 2024 n= 1244
KPHC- 2023 n= 1765
KPHC- 2022 n= 1110
KPHC- 2021 n= 1200

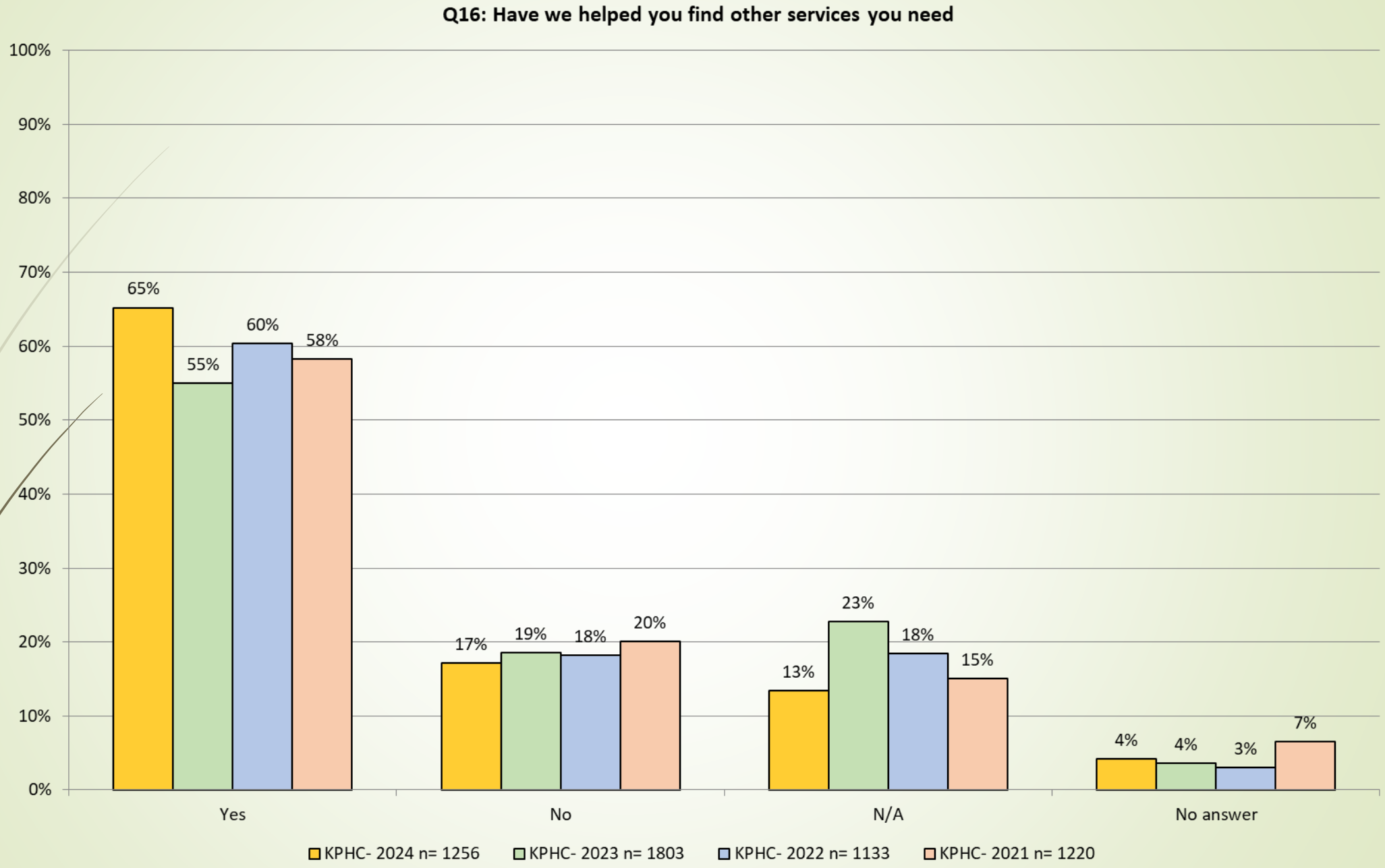
Q10: Interpreter (Respectful, helpful & professional)




Q12: Provides a comfortable, safe and private visit
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
68%
57%
61%
68%
28%
36%
34%
28%
2%
4%
3%
3%
0%
0%
0%
0%
2%
2%
2%
2%
Very Good
Good
Fair
Poor
N/A
KPHC- 2024 n= 1202
KPHC- 2023 n= 1744
KPHC- 2022 n= 1107
KPHC- 2021 n= 1160


Q13: Overall quality of the visit
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
69%
58%
63%
63%
28%
37%
34%
34%
2%
3%
2%
1%
0%
0%
0%
0%
1%
1%
1%
1%
Very Good
Good
Fair
Poor
N/A
KPHC- 2024 n= 1202
KPHC- 2023 n= 1741
KPHC- 2022 n= 1107
KPHC- 2021 n= 1163


Q15: Did someone talk to you about your health goals
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
71%
63%
67%
67%
18%
18%
19%
20%
7%
14%
11%
8%
5%
4%
4%
5%
Yes
No
N/A
No answer
KPHC- 2024 n= 1256
KPHC- 2023 n= 1803
KPHC- 2022 n= 1133
KPHC- 2021 n= 1226


Q16: Have we helped you find other services you need
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
65%
55%
60%
58%
17%
19%
18%
20%
13%
23%
18%
15%
4%
4%
3%
7%
Yes
No
N/A
No answer
KPHC- 2024 n= 1256
KPHC- 2023 n= 1803
KPHC- 2022 n= 1133
KPHC- 2021 n= 1220

Thank you!