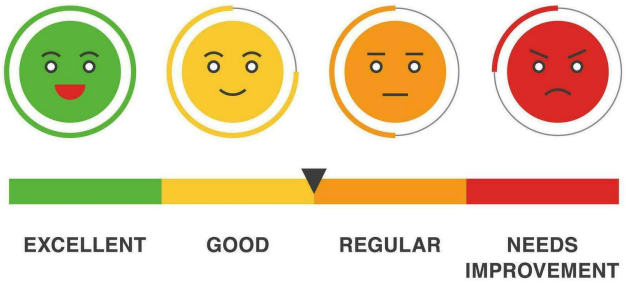
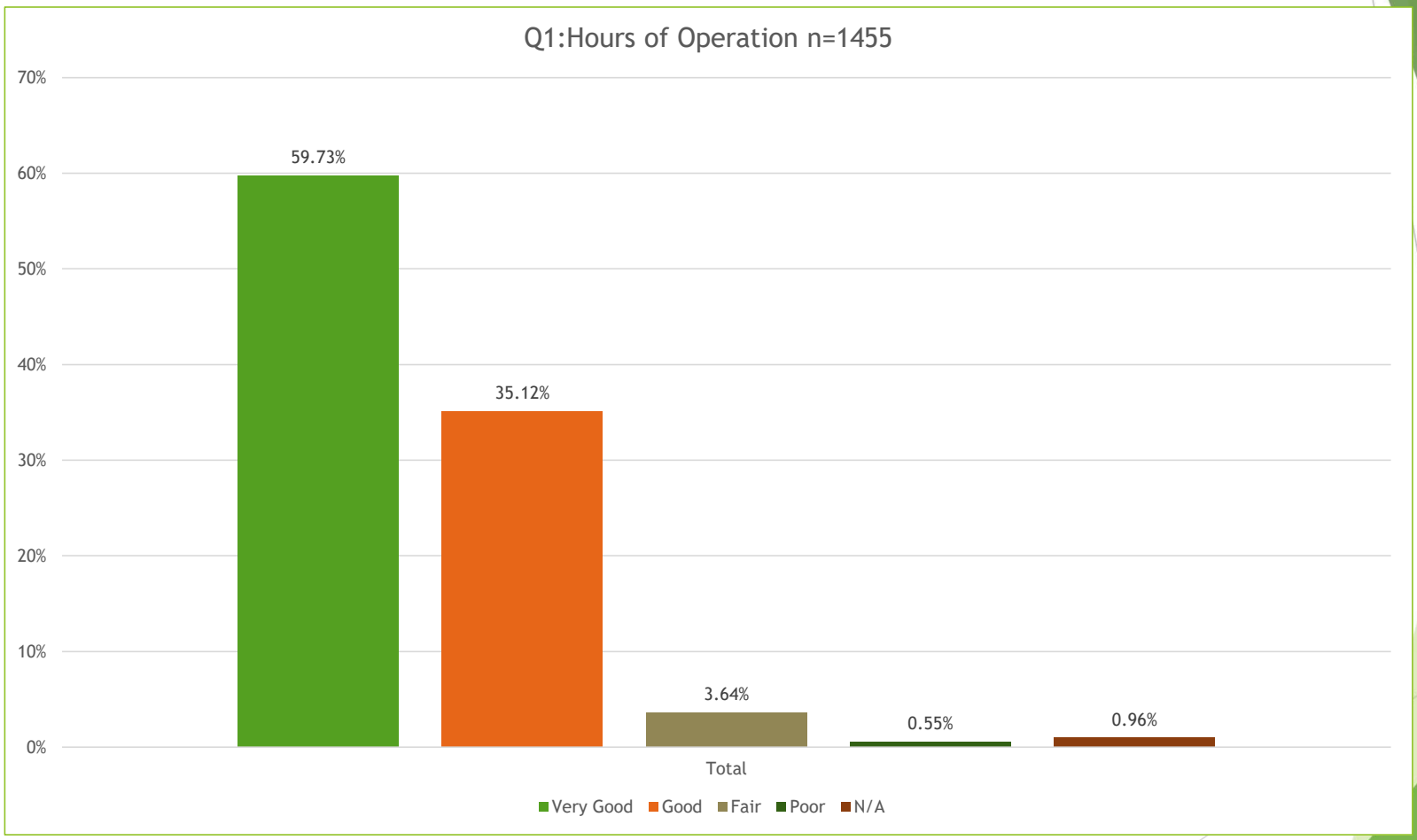
Patient Satisfaction Survey 2025

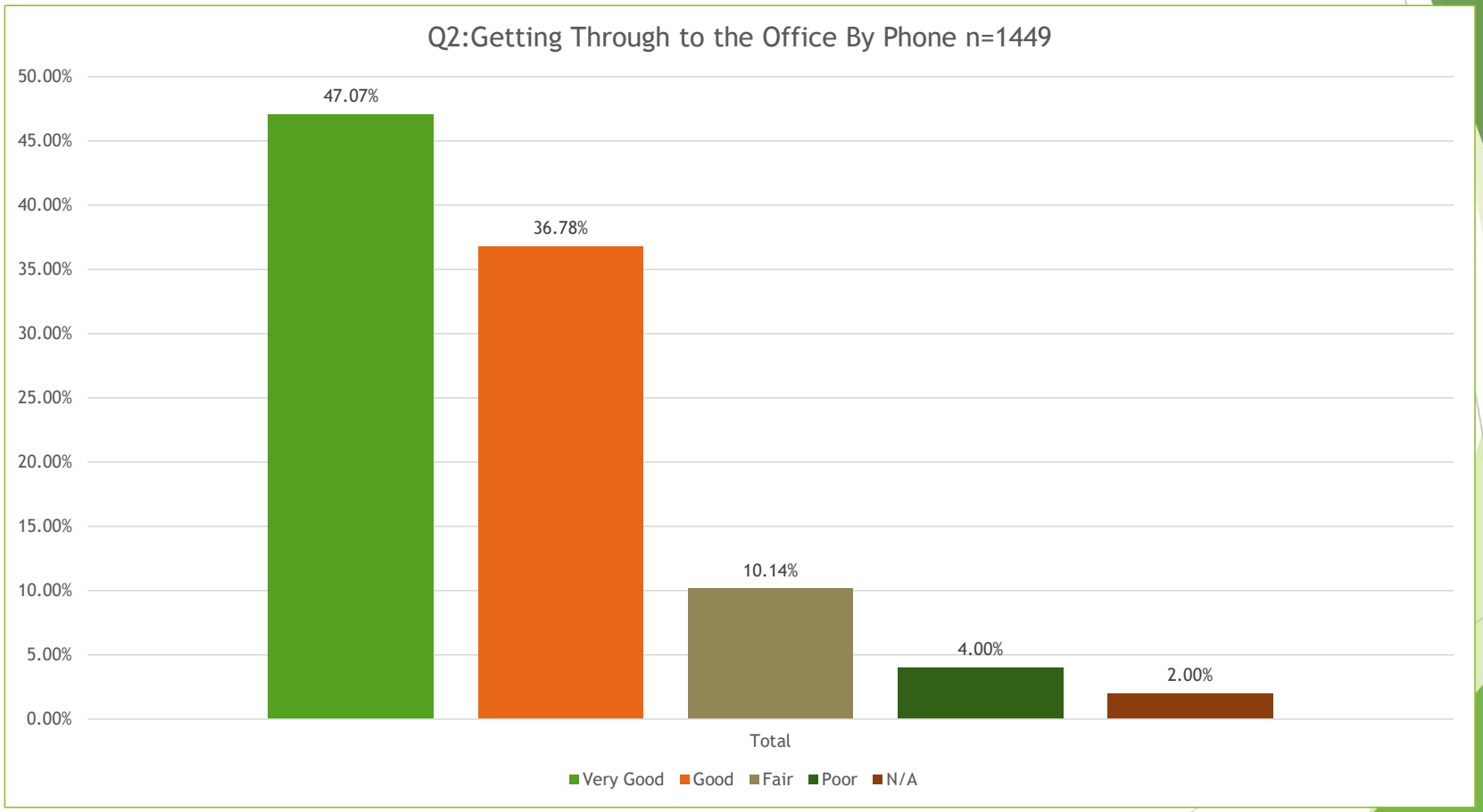
June 17, 2025

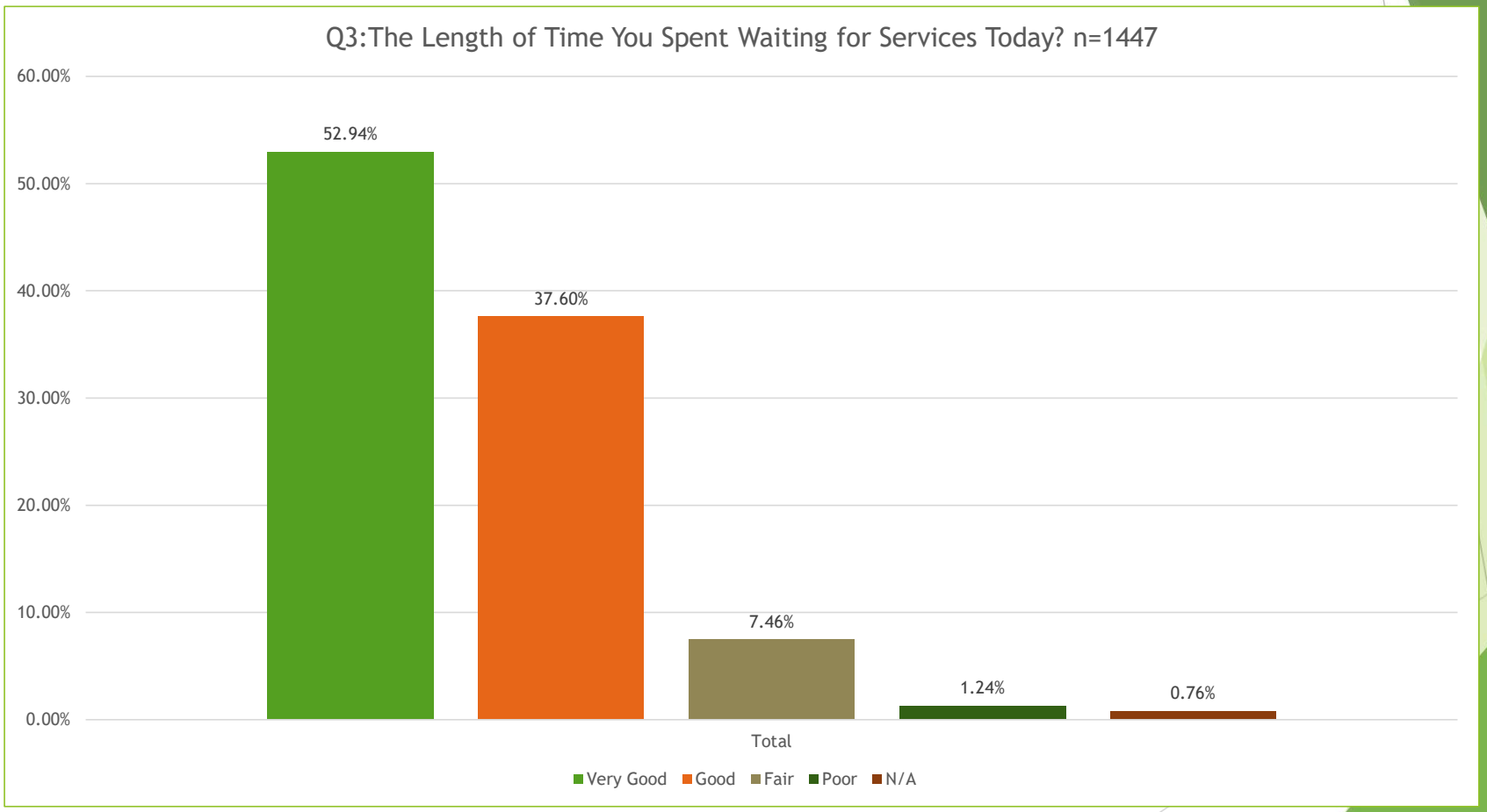
Patient Surveyed
1,481

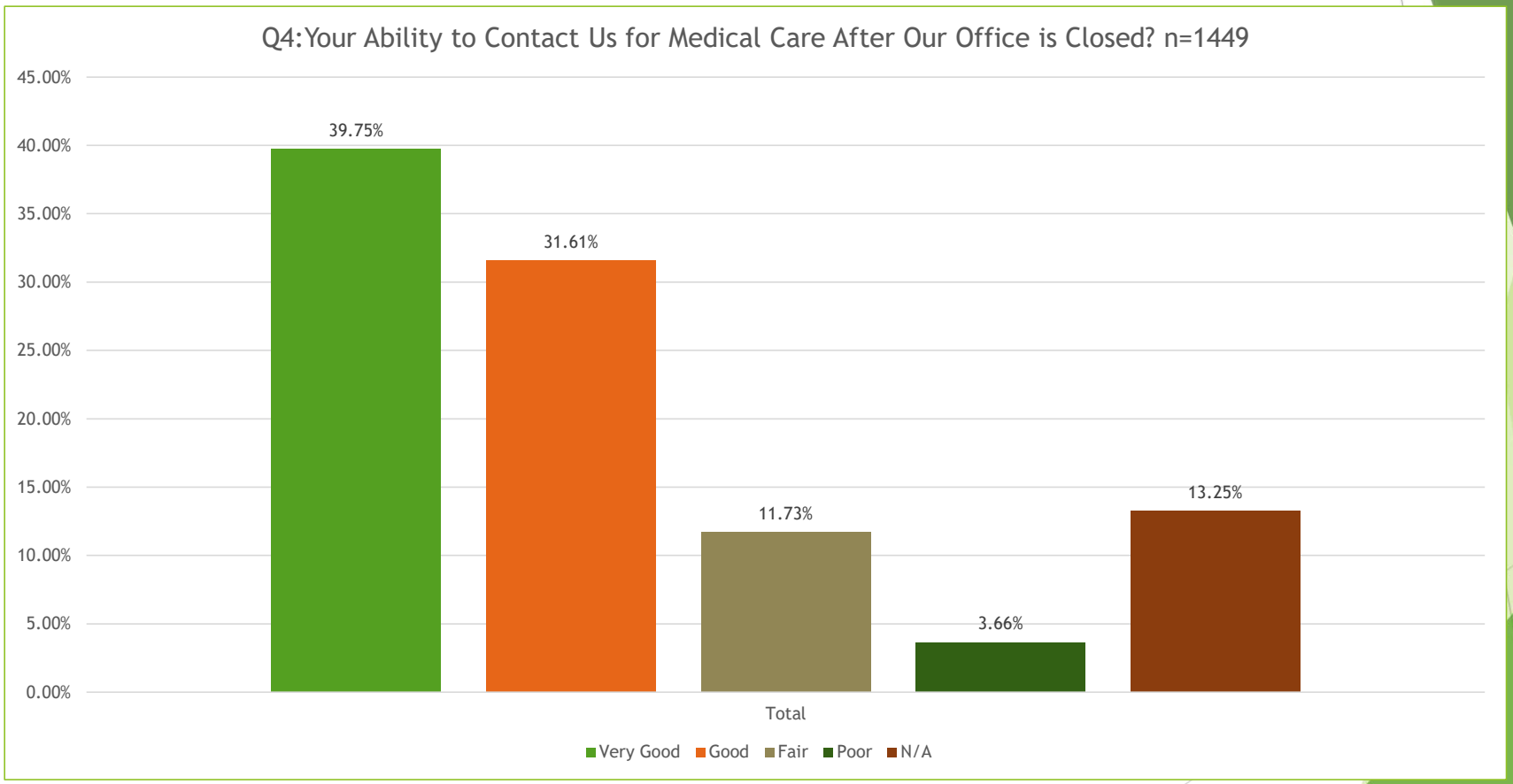


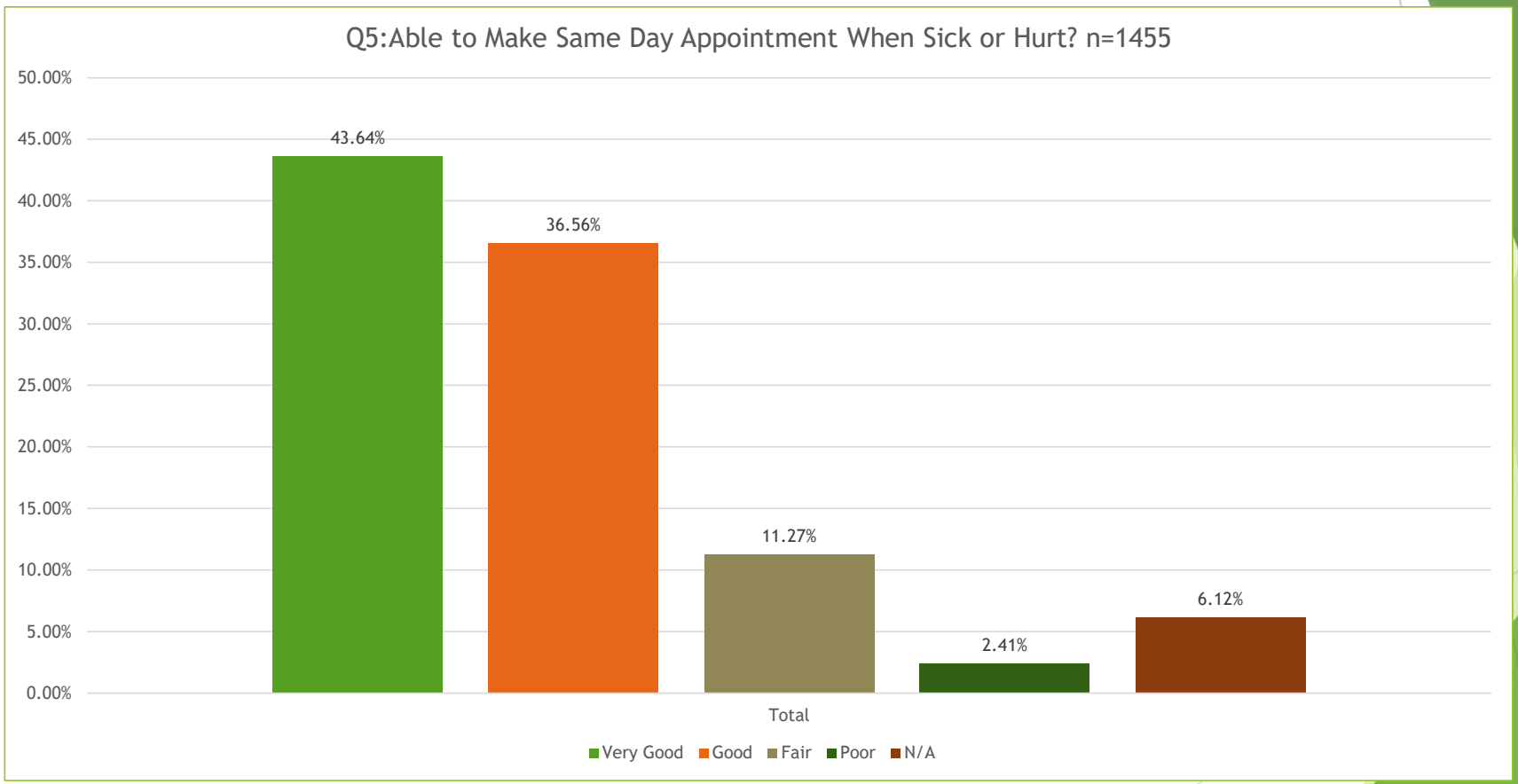
Total	**1481**	**100.00%**
Chinese	402	27.14%
Chuukese	112	7.56%
English	716	48.35%
Ilokano	75	5.06%
Korean	10	0.68%
Marshallese	16	1.08%
Tagalog	48	3.24%
Vietnamese	102	6.89%

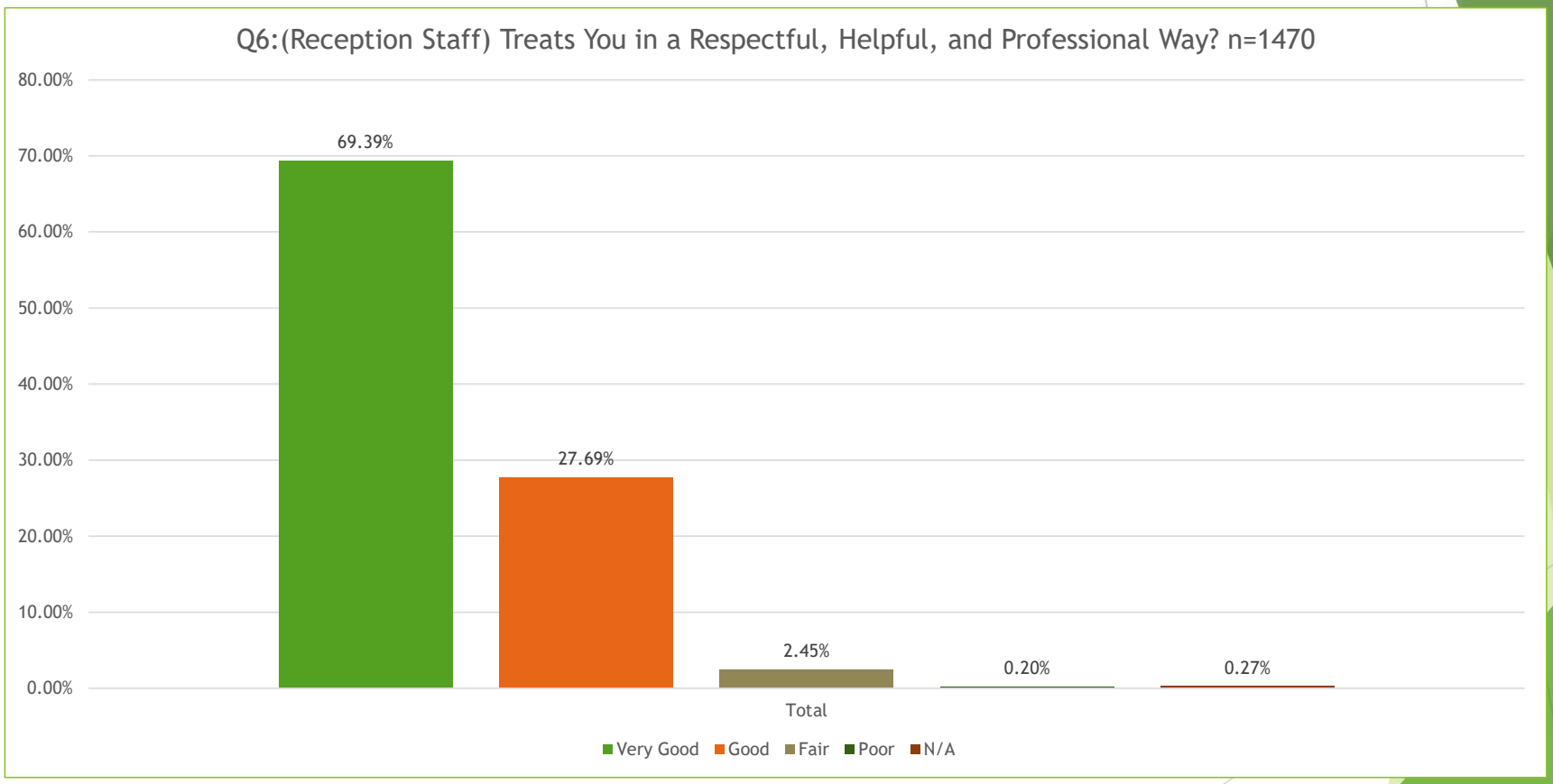

Q1:Hours of Operation n=1455
70%
60%
50%
40%
30%
20%
10%
0%
59.73%
35.12%
3.64%
0.55%
0.96%
Total
Very Good
Good
Fair
Poor
N/A

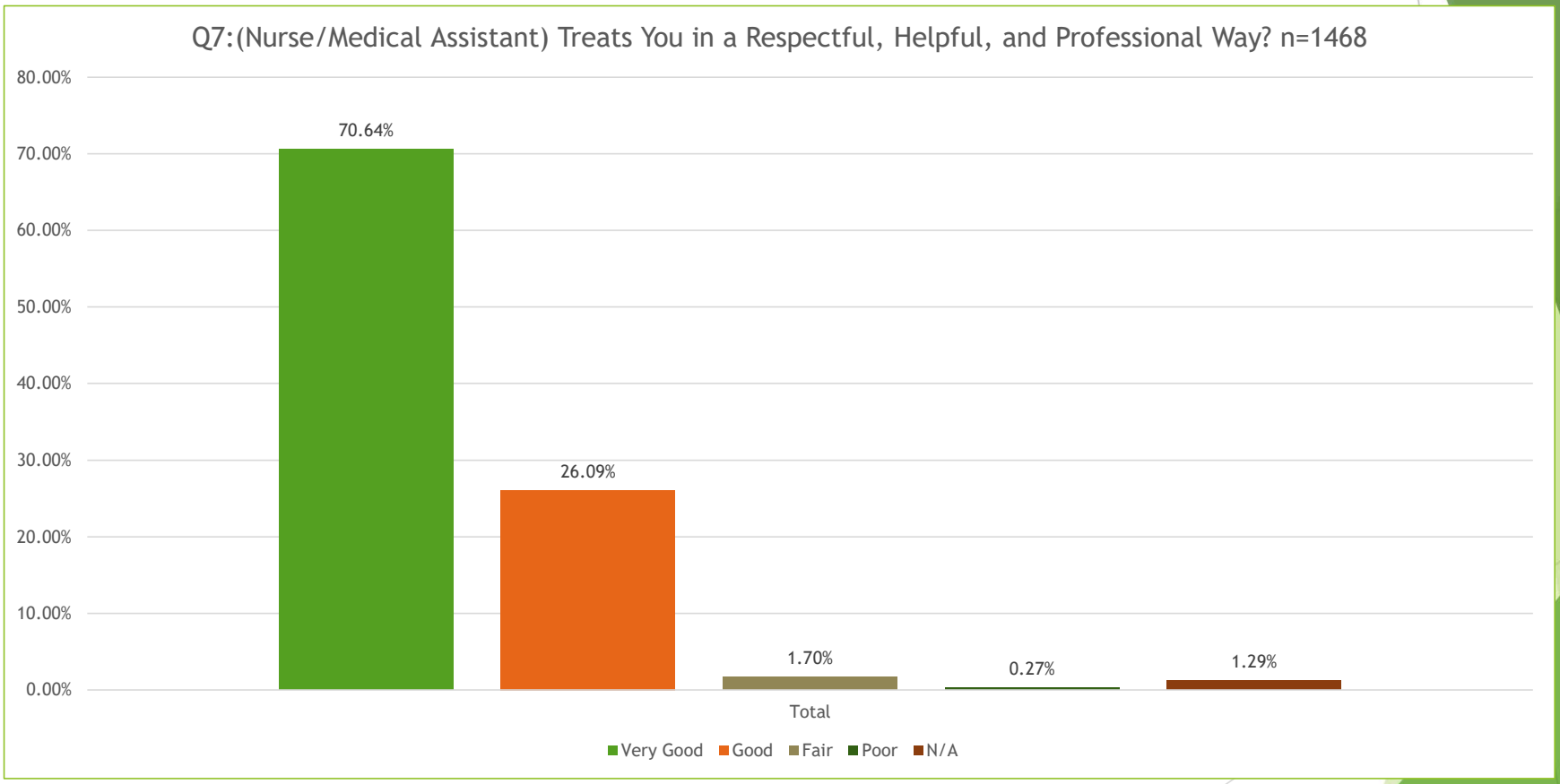

Q2:Getting Through to the Office By Phone n=1449
50.00%
45.00%
40.00%
35.00%
30.00%
25.00%
20.00%
15.00%
10.00%
5.00%
0.00%
47.07%
36.78%
10.14%
4.00%
2.00%
Total
Very Good
Good
Fair
Poor
N/A

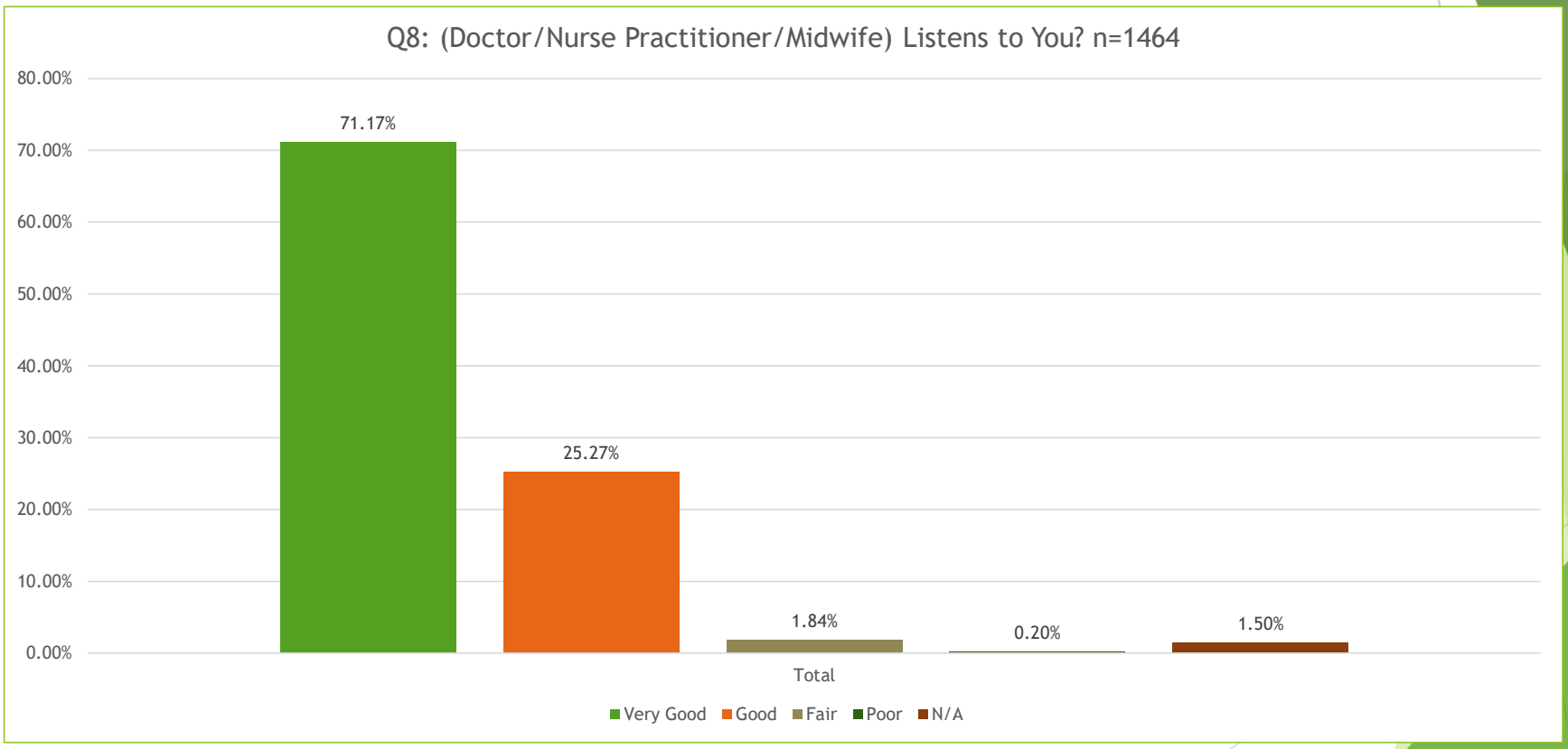

Q3:The Length of Time You Spent Waiting for Services Today? n=1447
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
52.94%
37.60%
7.46%
1.24%
0.76%
Total
Very Good
Good
Fair
Poor
N/A

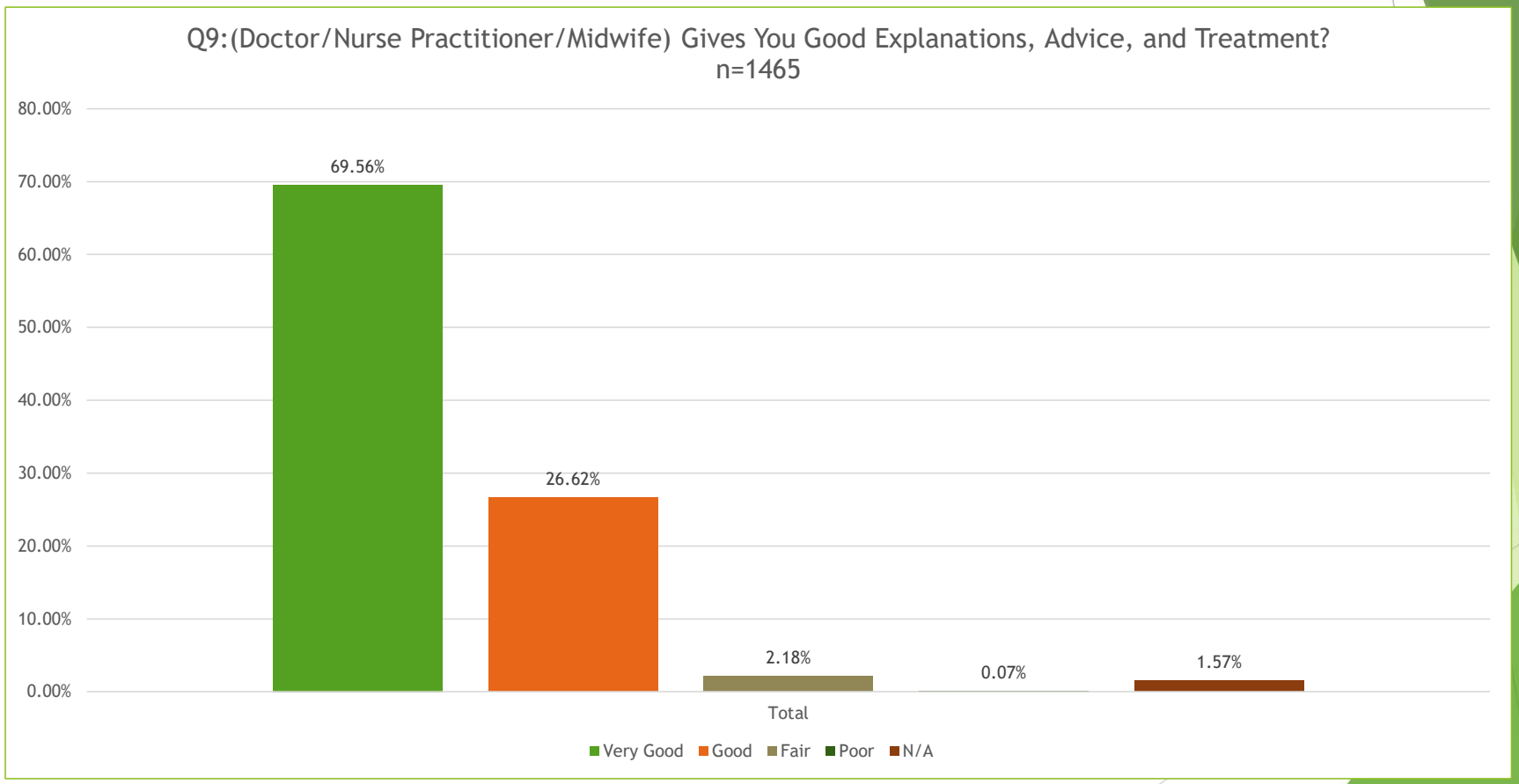

Q4:Your Ability to Contact Us for Medical Care After Our Office is Closed? n=1449
45.00%
40.00%
35.00%
30.00%
25.00%
20.00%
15.00%
10.00%
5.00%
0.00%
39.75%
31.61%
11.73%
3.66%
13.25%
Total
Very Good
Good
Fair
Poor
N/A

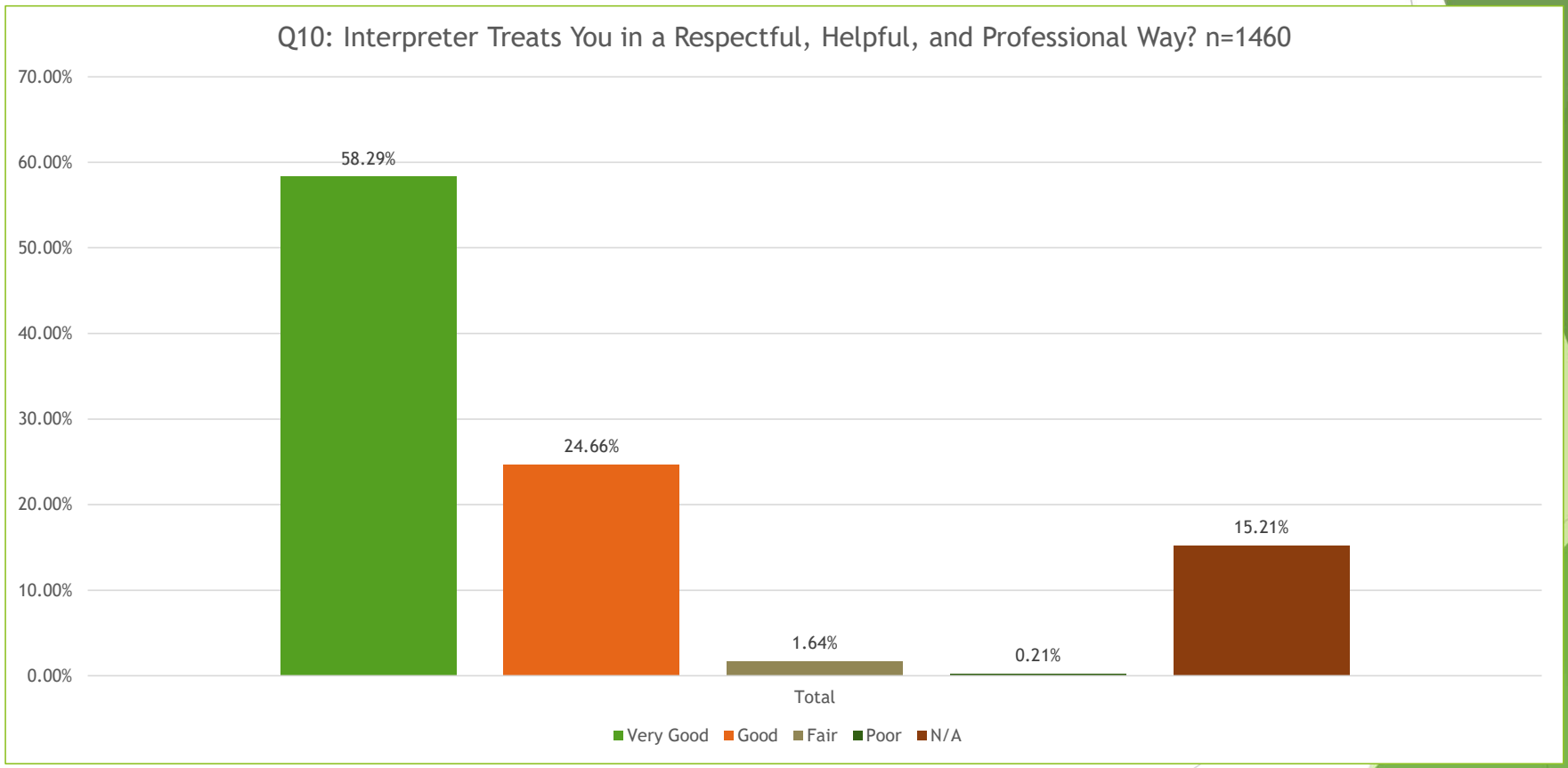

Q5:Able to Make Same Day Appointment When Sick or Hurt? n=1455
50.00%
45.00%
40.00%
35.00%
30.00%
25.00%
20.00%
15.00%
10.00%
5.00%
0.00%
43.64%
36.56%
11.27%
2.41%
6.12%
Total
Very Good
Good
Fair
Poor
N/A

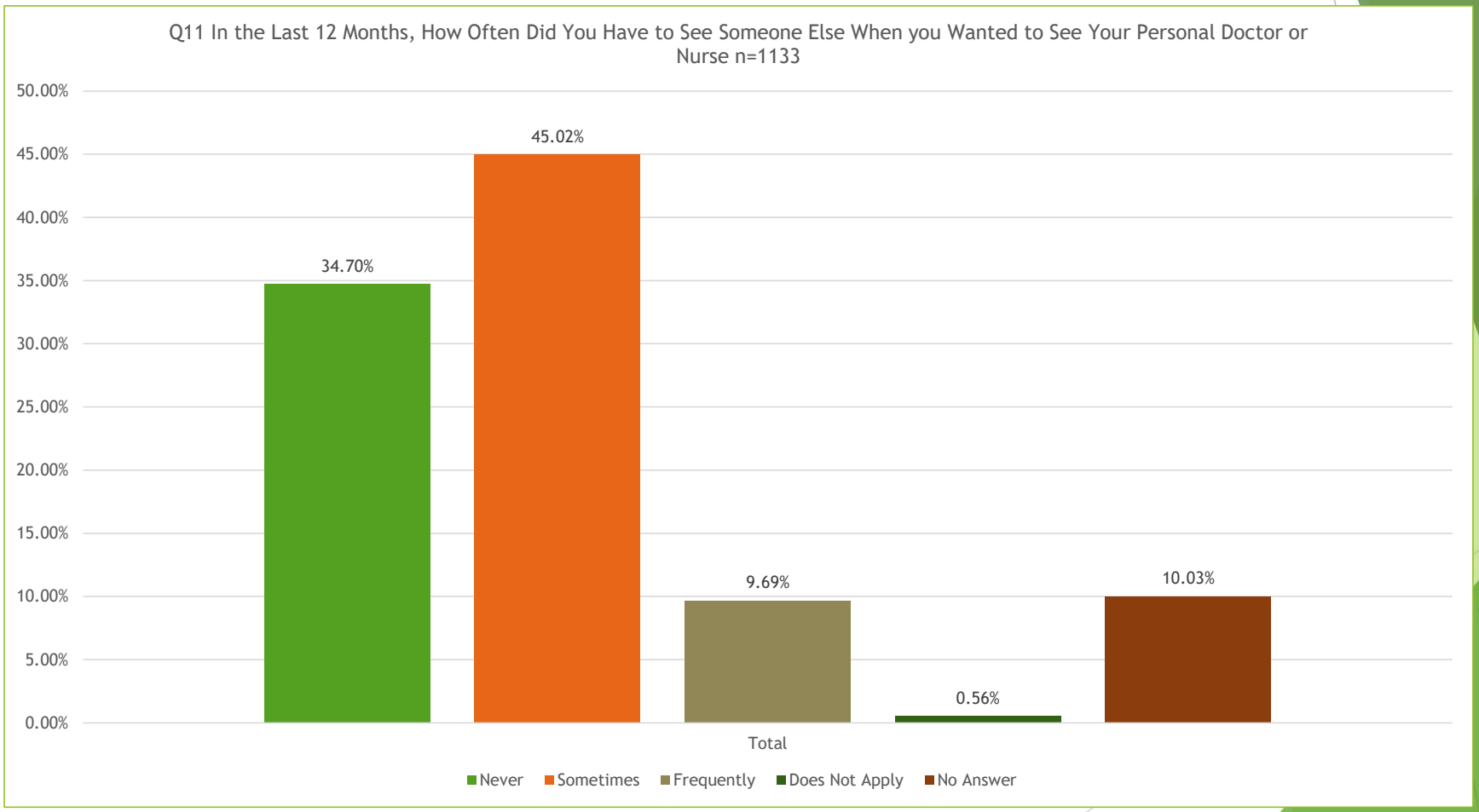

Q6:(Reception Staff) Treats You in a Respectful, Helpful, and Professional Way? n=1470
80.00%
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
69.39%
27.69%
2.45%
0.20%
0.27%
Total
Very Good
Good
Fair
Poor
N/A

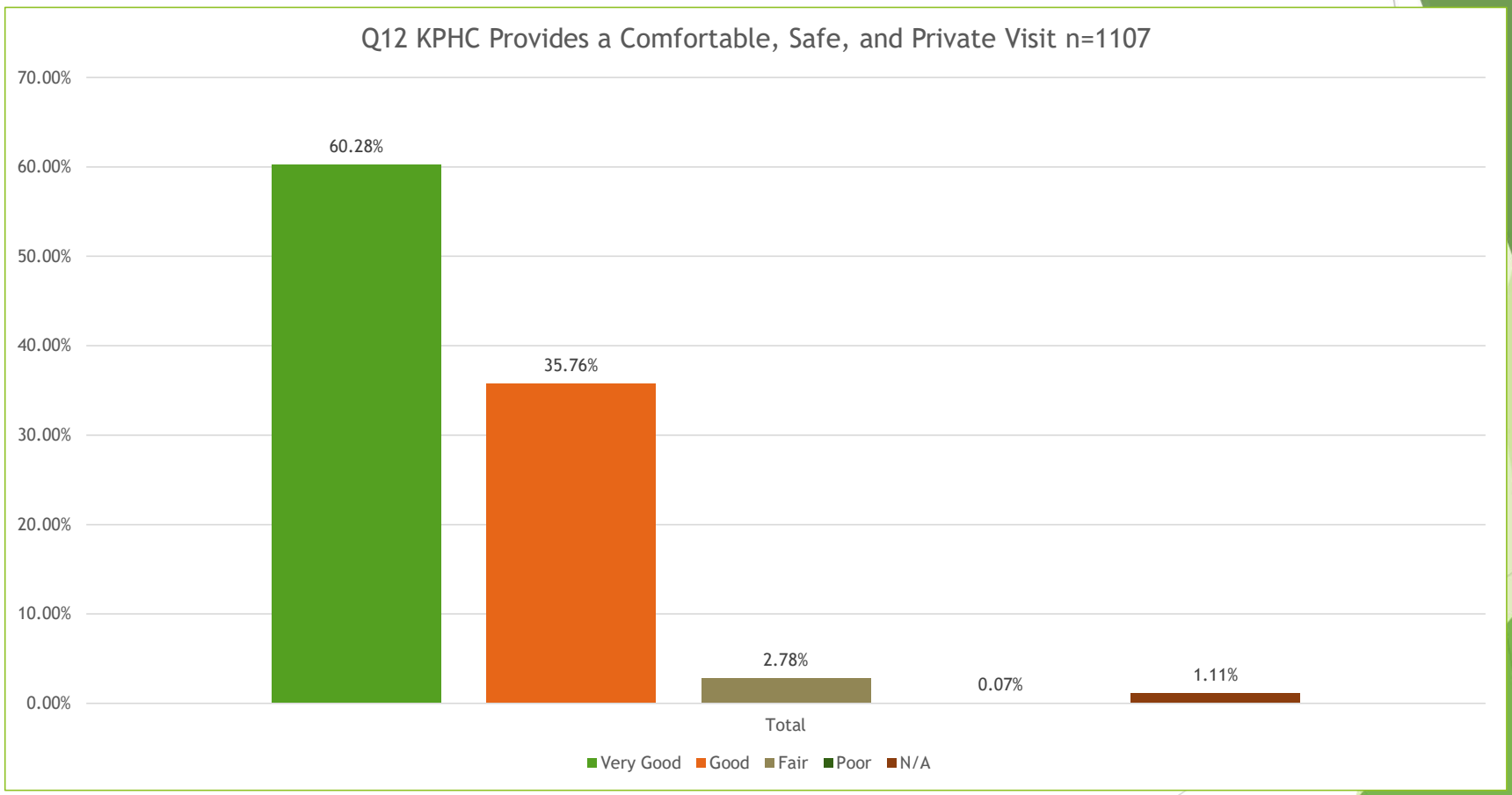

Q7:(Nurse/Medical Assistant) Treats You in a Respectful, Helpful, and Professional Way? n=1468
80.00%
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
70.64%
26.09%
1.70%
0.27%
1.29%
Total
Very Good
Good
Fair
Poor
N/A

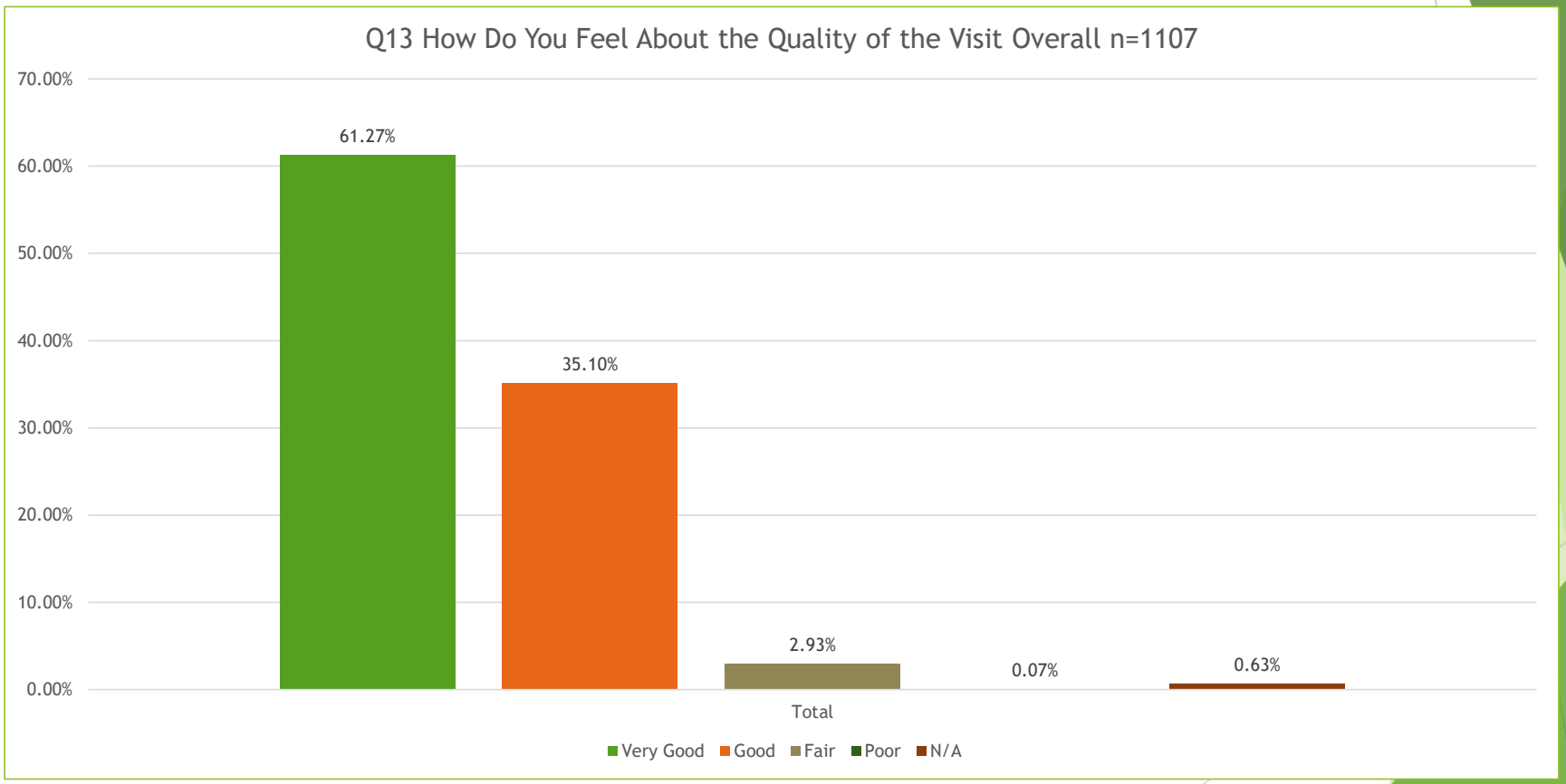

Q8: (Doctor/Nurse Practitioner/Midwife) Listens to You? n=1464
80.00%
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
71.17%
25.27%
1.84%
0.20%
1.50%
Total
Very Good
Good
Fair
Poor
N/A

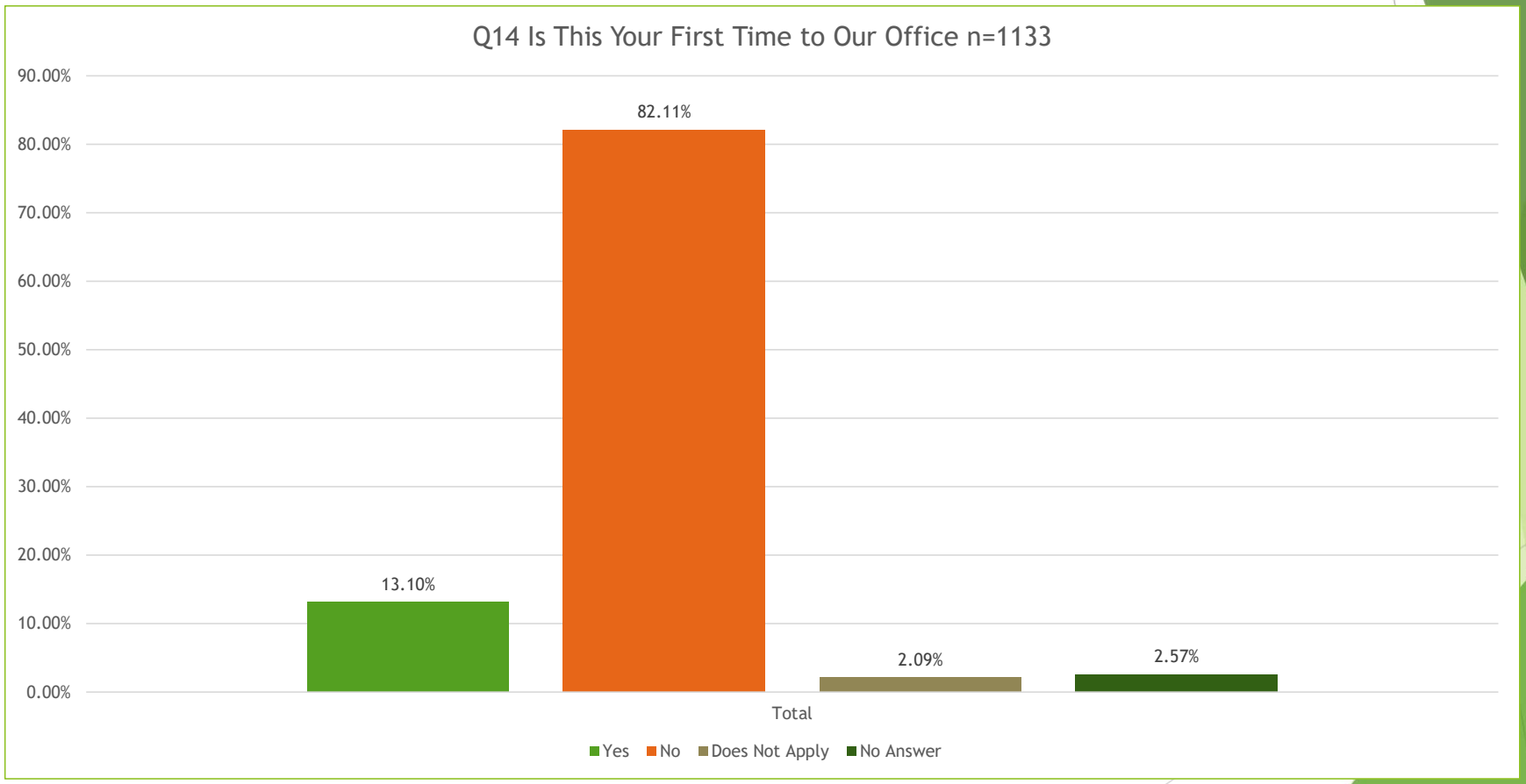

Q9:(Doctor/Nurse Practitioner/Midwife) Gives You Good Explanations, Advice, and Treatment?
n=1465
80.00%
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
69.56%
26.62%
2.18%
0.07%
1.57%
Total
Very Good
Good
Fair
Poor
N/A

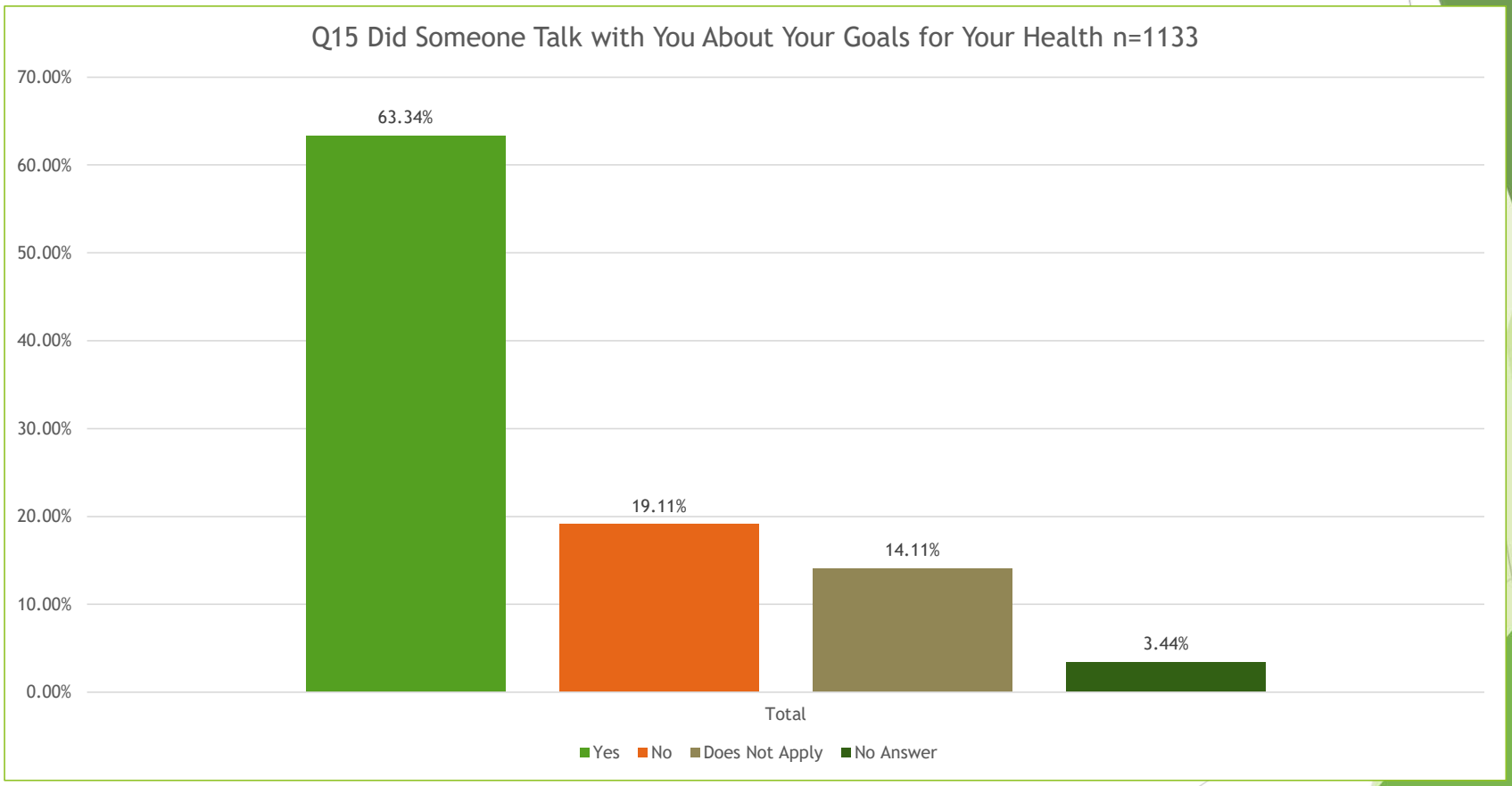

Q10: Interpreter Treats You in a Respectful, Helpful, and Professional Way? n=1460
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
58.29%
24.66%
1.64%
0.21%
15.21%
Total
Very Good
Good
Fair
Poor
N/A

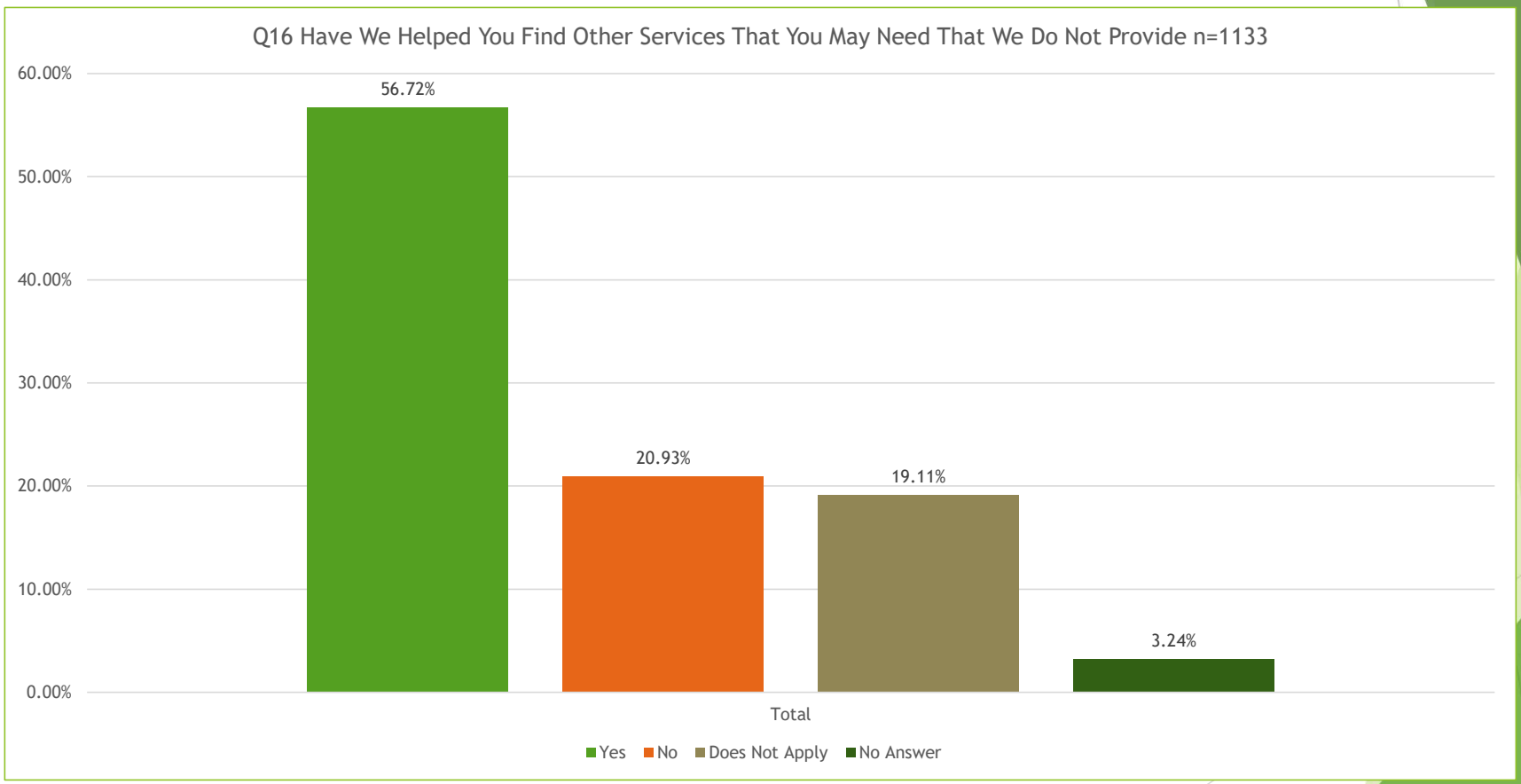

Q11 In the Last 12 Months, How Often Did You Have to See Someone Else When you Wanted to See Your Personal Doctor or Nurse n=1133
50.00%
45.00%
40.00%
35.00%
30.00%
25.00%
20.00%
15.00%
10.00%
5.00%
0.00%
34.70%
45.02%
9.69%
0.56%
10.03%
Total
Never
Sometimes
Frequently
Does Not Apply
No Answer


Q12 KPHC Provides a Comfortable, Safe, and Private Visit n=1107
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
60.28%
35.76%
2.78%
0.07%
1.11%
Total
Very Good
Good
Fair
Poor
N/A


Q13 How Do You Feel About the Quality of the Visit Overall n=1107
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
61.27%
35.10%
2.93%
0.07%
0.63%
Total
Very Good
Good
Fair
Poor
N/A


Q14 Is This Your First Time to Our Office n=1133
90.00%
80.00%
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
82.11%
13.10%
2.09%
2.57%
Total
Yes
No
Does Not Apply
No Answer


Q15 Did Someone Talk with You About Your Goals for Your Health n=1133
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
63.34%
19.11%
14.11%
3.44%
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 n=1133
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
56.72%
20.93%
19.11%
3.24%
Total
Yes
No
Does Not Apply
No Answer

KPHC is a big help for me, specially that I don't have medical insurance yet. Dr. Lucas and Dr. Wang are very good Doctors to me, treated me well. Ate Mildred, my interpreter always there for me.

100% the best of all the best in services. Kalihi Palama health center is the best for me and my children because of their open arms and hands to help us in needs. One of the best staffs is Mildred and M.s Marian. They are always there for us to help and make sure that everything is good and reassure that whatever and whenever we needs help, they are there. KPHC are always giving us hope, care, love and be of help always.

Special Shout Out

To: Gecil, You're an amazing nurse. Your compassion and care make real difference in patients. Thank you for all you do. Please keep up the good work.

Front desk lady, I believed her name is Alele she's very friendly, she answered all my questions, she's funny and loud. This kind of person you want to keep at this place. Please don't let her go, keep her as much as possible. You can't find someone like her working as a receptionist. Very down to earth.

We just love Dr. Walter. He is kind, gentle to my grandkids and reading materials help us with reading at home. Thank you for being great.

Dr. Lucas is very approachable. I can explain to him everything I feel about my sickness.

Thank you all for your hard work and kindness!

Thank you KPHC for always providing the best and being flexible with my schedule. Everyone here always treats me with respect and so kind. I never had any problems thankfully. I'll be back soon. Thank you

Thank you for your hard work, dedication and for caring for your patients. Appreciate you all! God Bless!

Thank You!

Thank you for caring for my son every time we visit. I really appreciate. The only concern I have is calling the office thru the phone is very poor. Thank you that's all.

Thanks to all for great service. "10"

Thank you all very much for all your hard work!

Kalihi Palama Health Center has been wonderful in help providing and keeping my Ohana safe and healthy.

KPHC is okay, since childhood of my grandkids, been helping us already. I hope the clinic will not change in taking good care of their patients.

Excellent service for me, my wife and my entire family

Serving Families

Love the people and how they treated my family, trust them with my health.

I've been with Kalihi Palama for a few years me and my family love the services and the staffs. I feel safe and comfortable with the staffs here at Kalihi Palama. I'm grateful for everything you do for me and my family.

Plan to Improve Patient Experience

- Exploring self check-in
- Exploring AI for patient scheduling
- Hiring additional regular KPHC provider
- Creating a provider room at 915
- Standardizing provider schedules/minimizing variations in schedules
- Customer service refresher training

Thank you