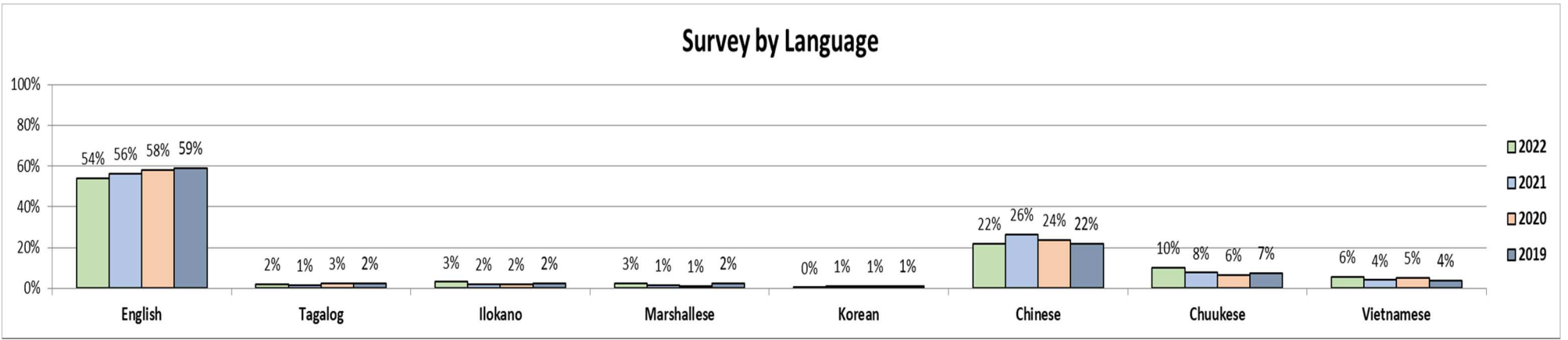
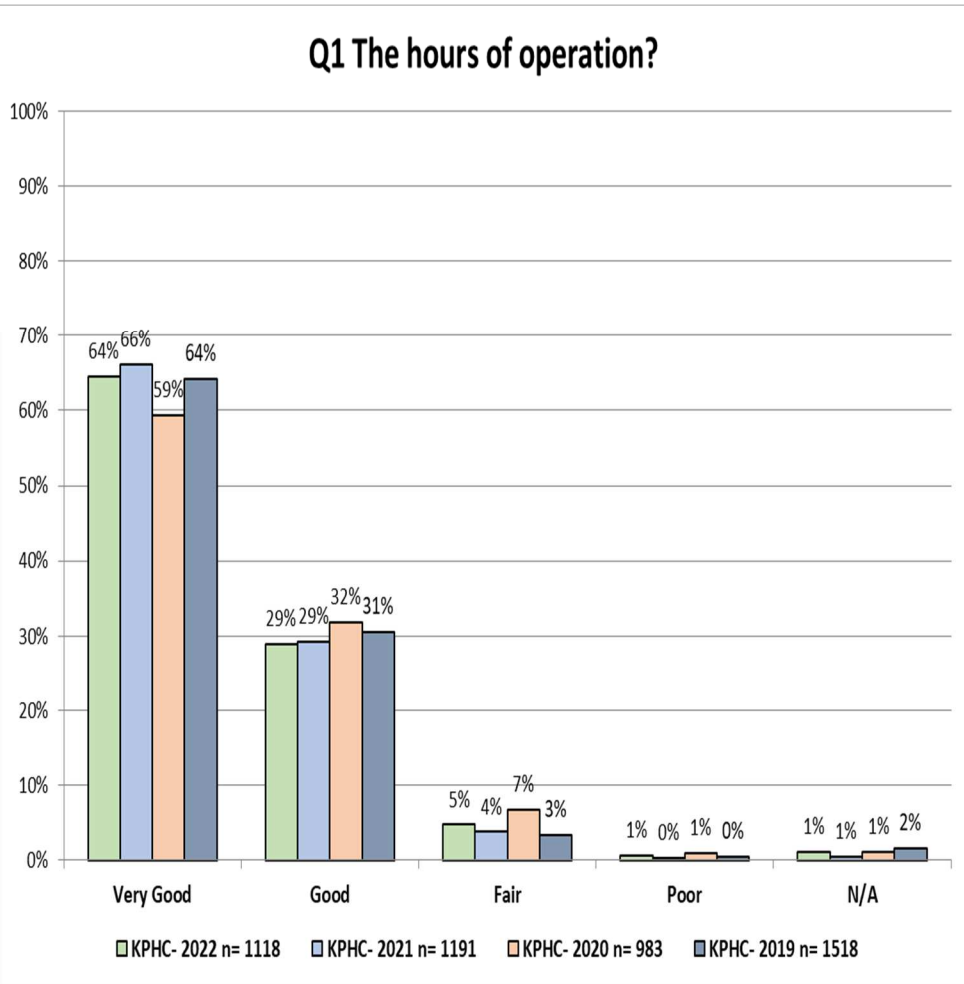


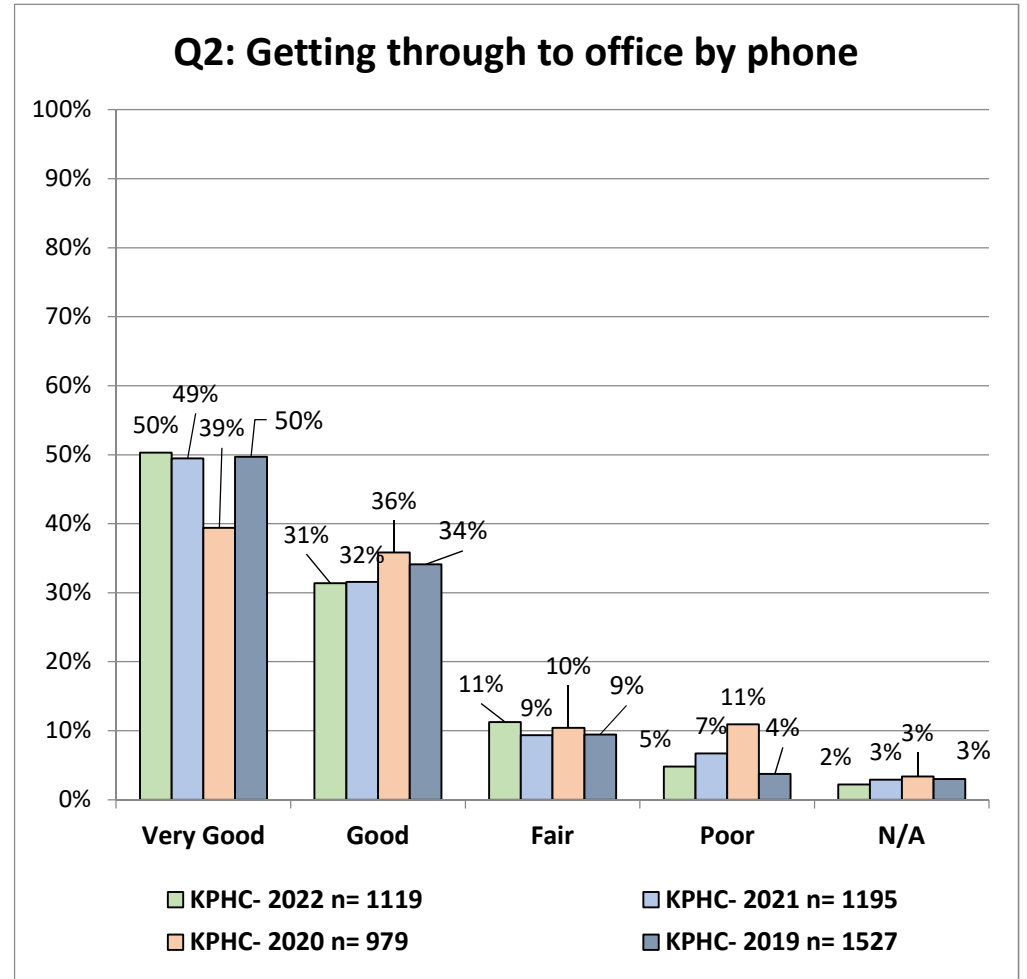
Survey by Language



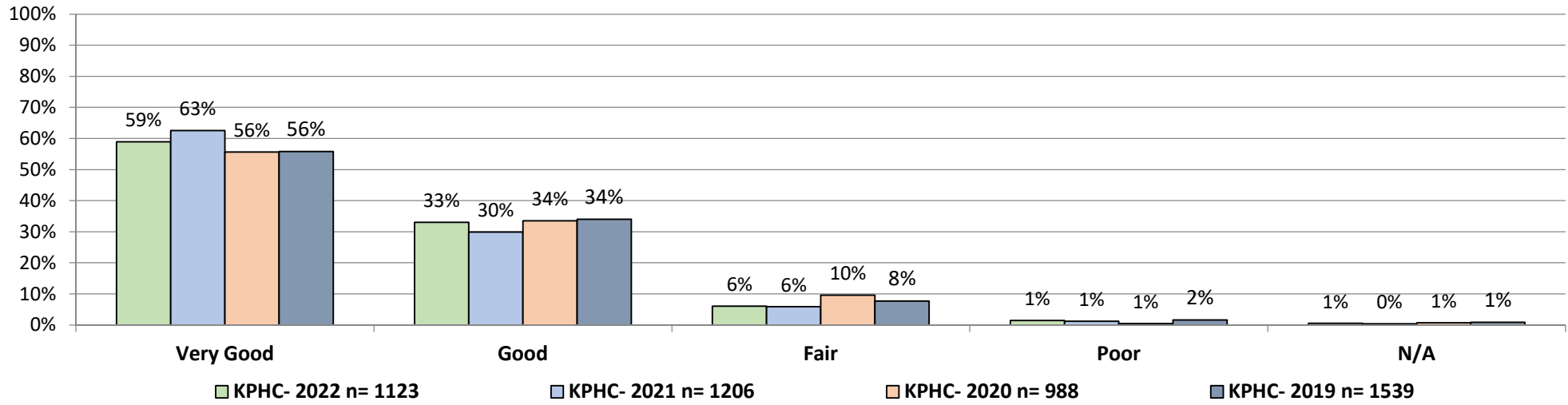
Q1 The hours of operation?



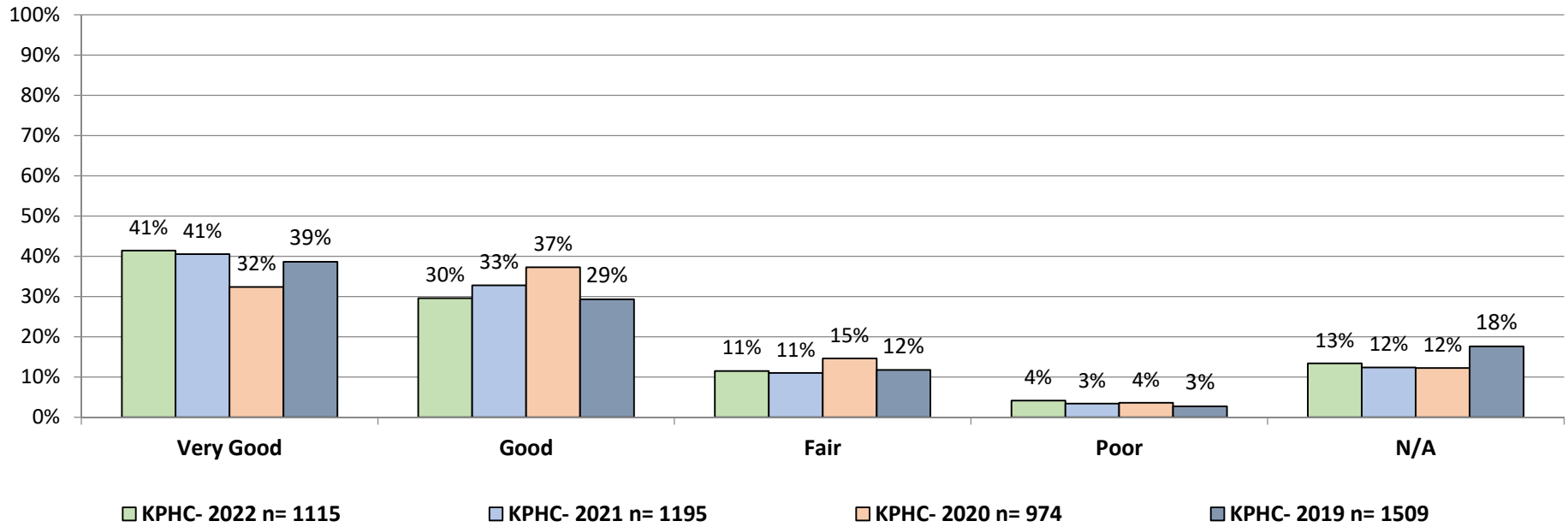
Q2: Getting through to office by phone



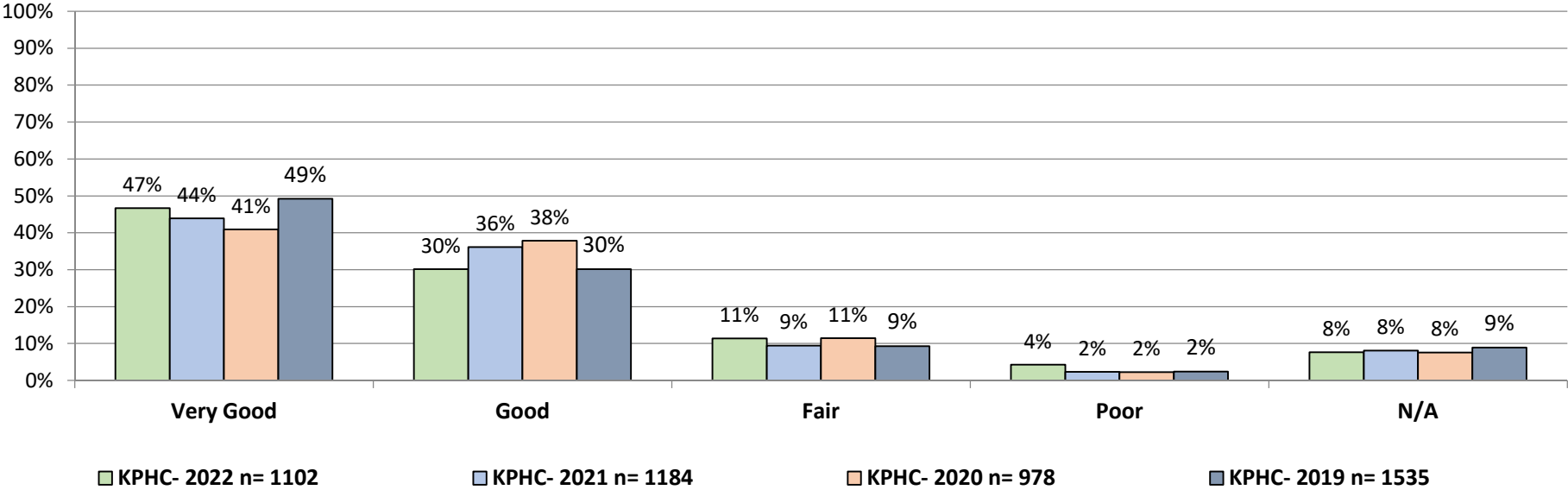
Q3: Length of time spent waiting for services



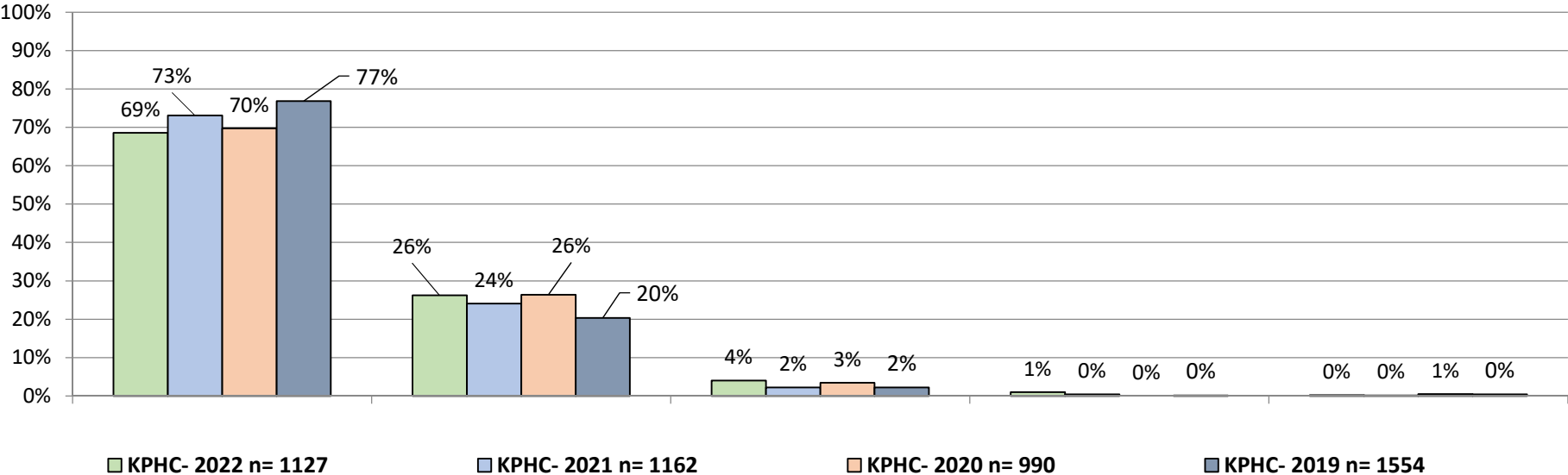
Q4: Ability to contact for medical care after office is closed



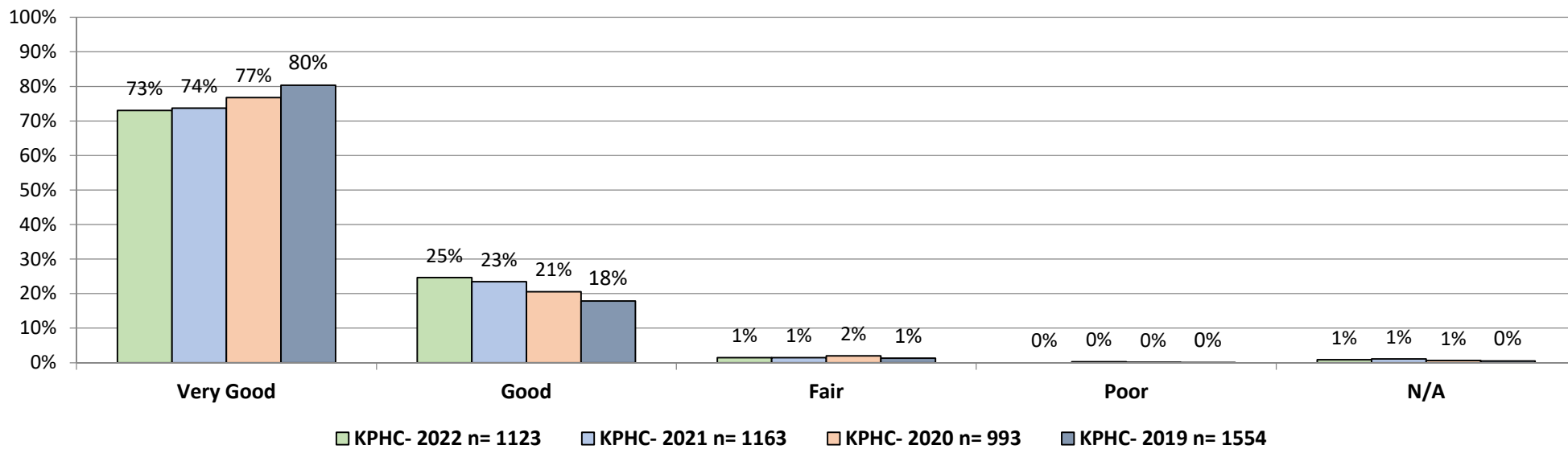
Q5: Able to make same day appointment when sick or hurt



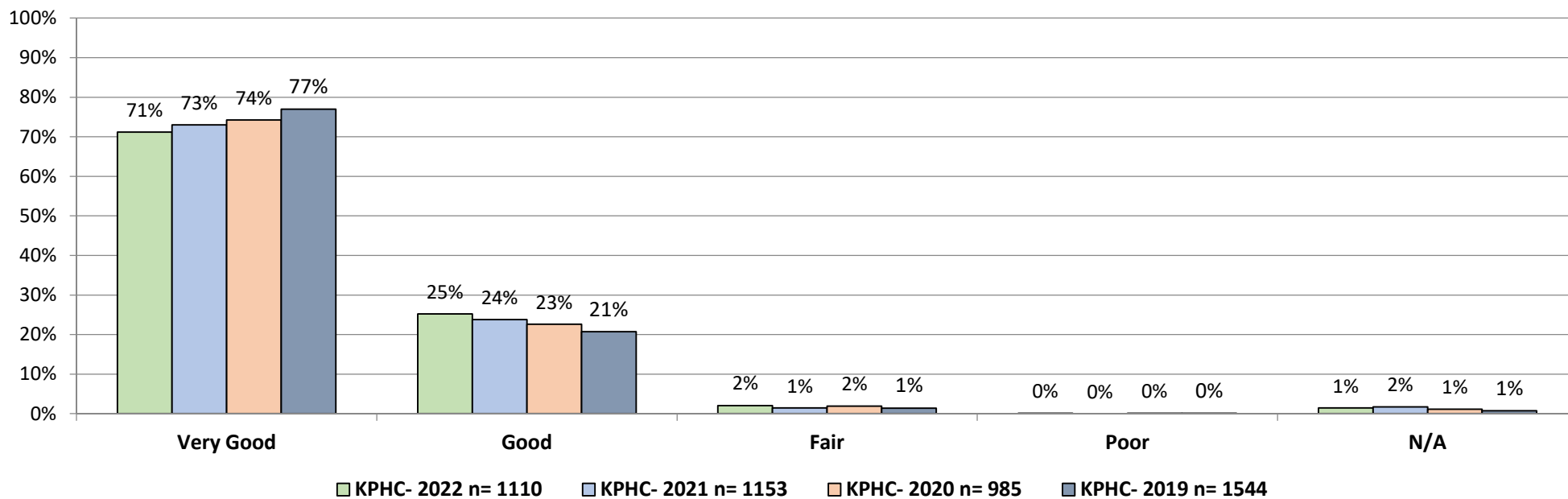
Q6: Reception Staff (Respectful, helpful & professional)



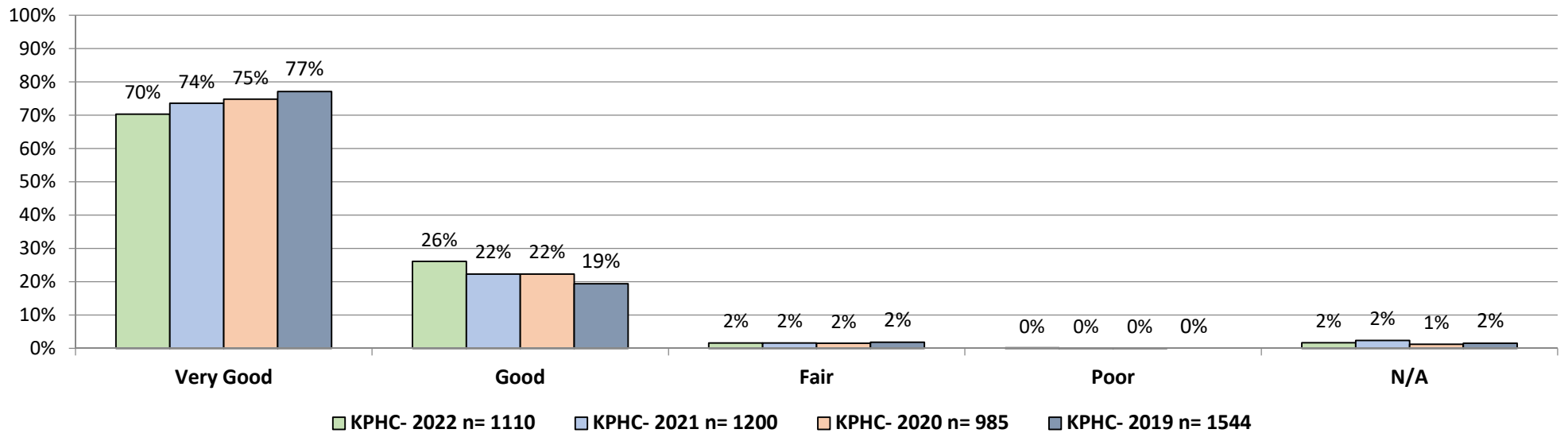
Q7: MA/Nurses (Respectful, helpful & professional)



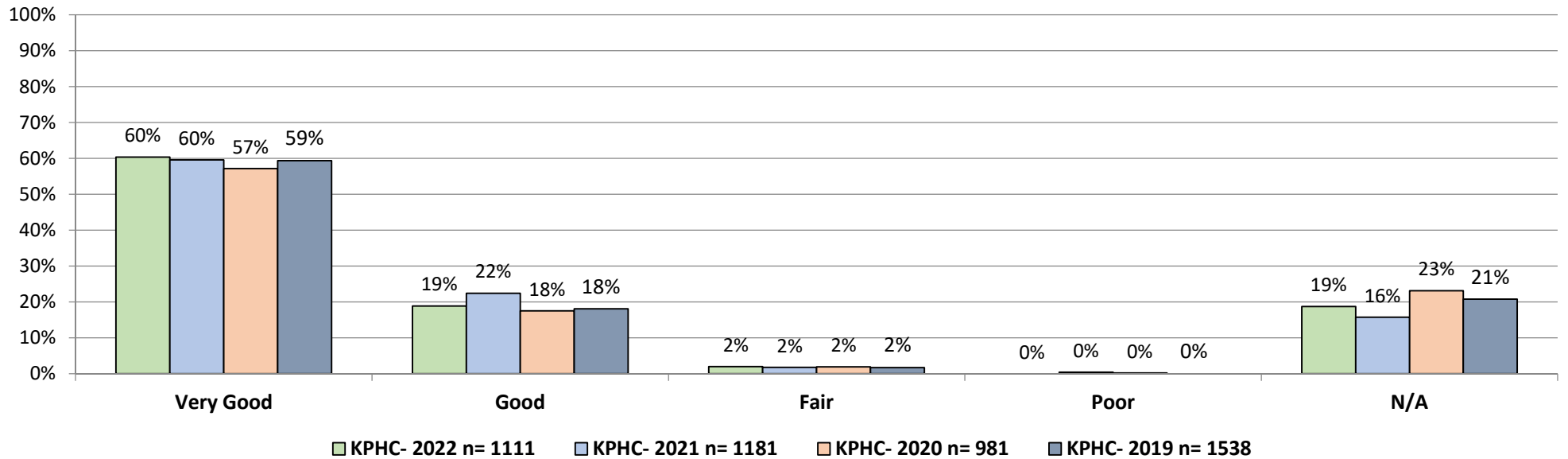
Q8: MD/NP/CNM listens to you



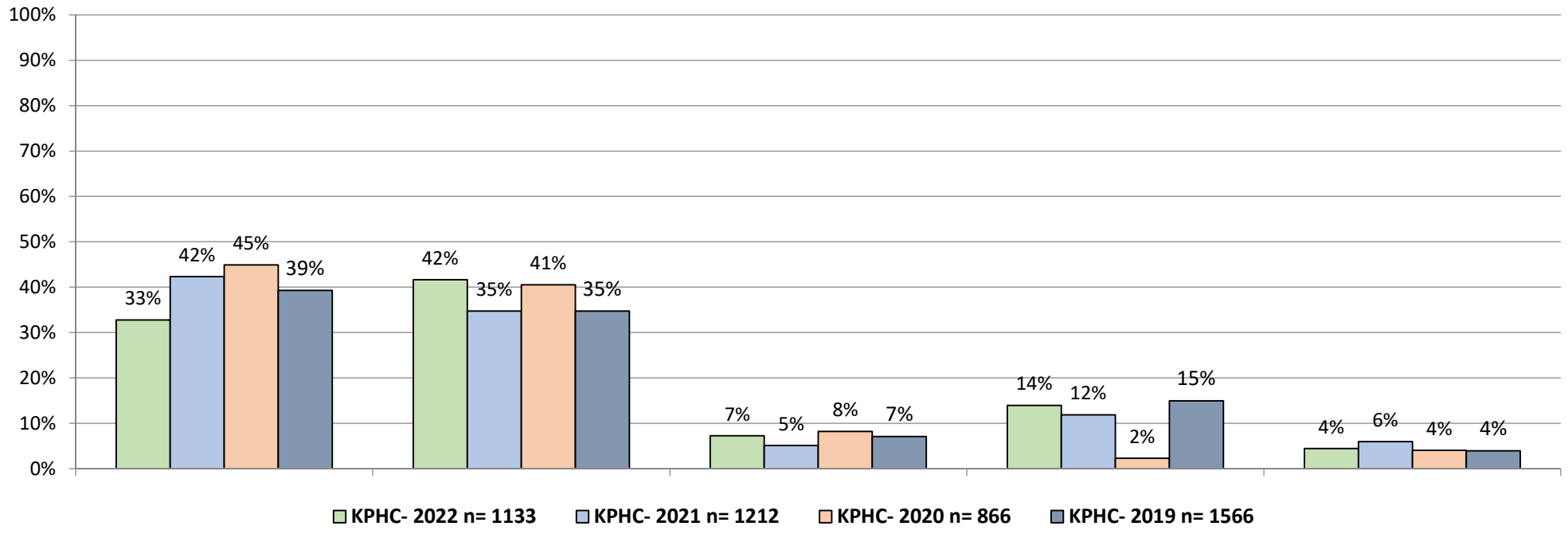
Q9: MD/NP/CNM (Good explanations, advice, treatment)



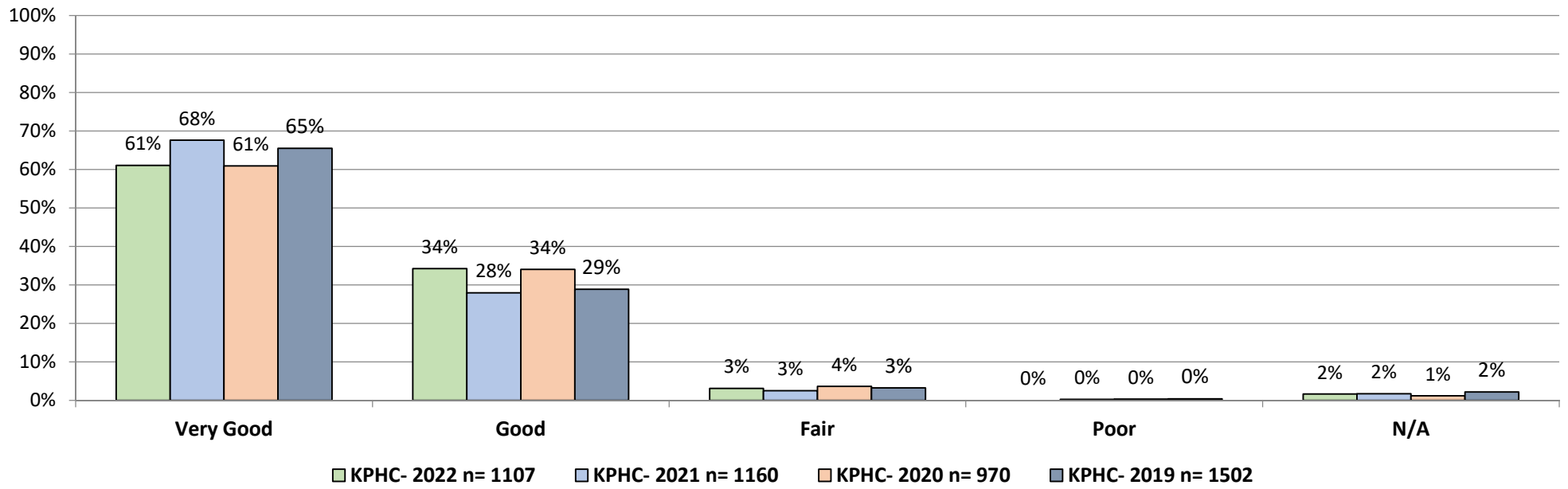
Q10: Interpreter (Respectful, helpful & professional)



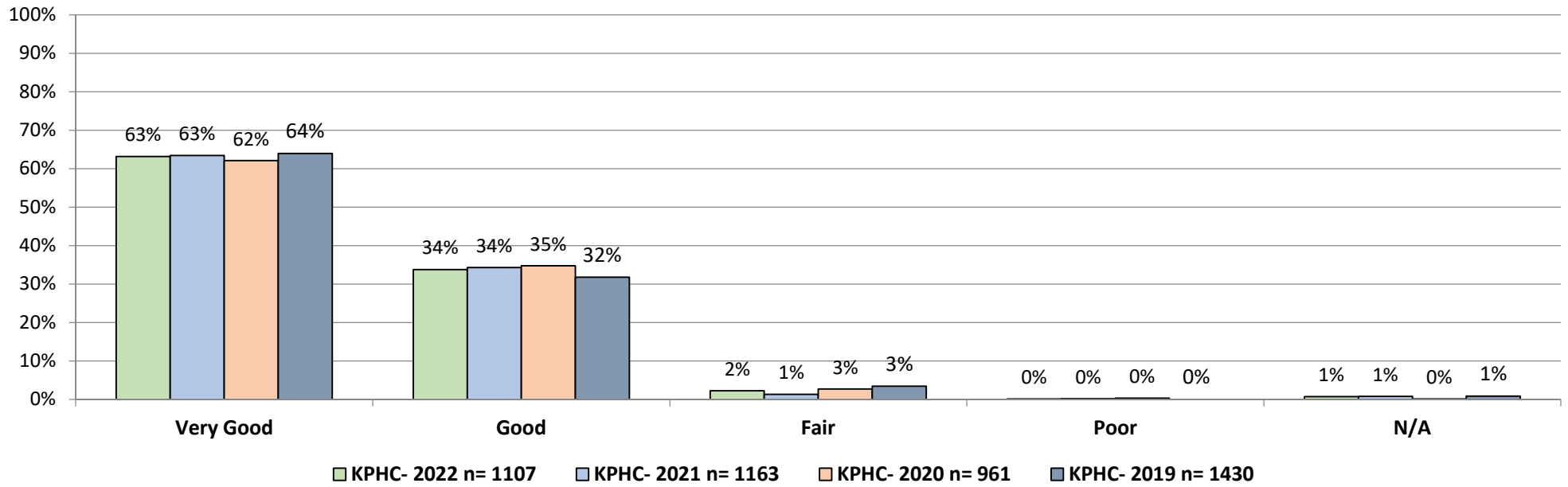
Q11: In last 12 months, how often did you see someone else



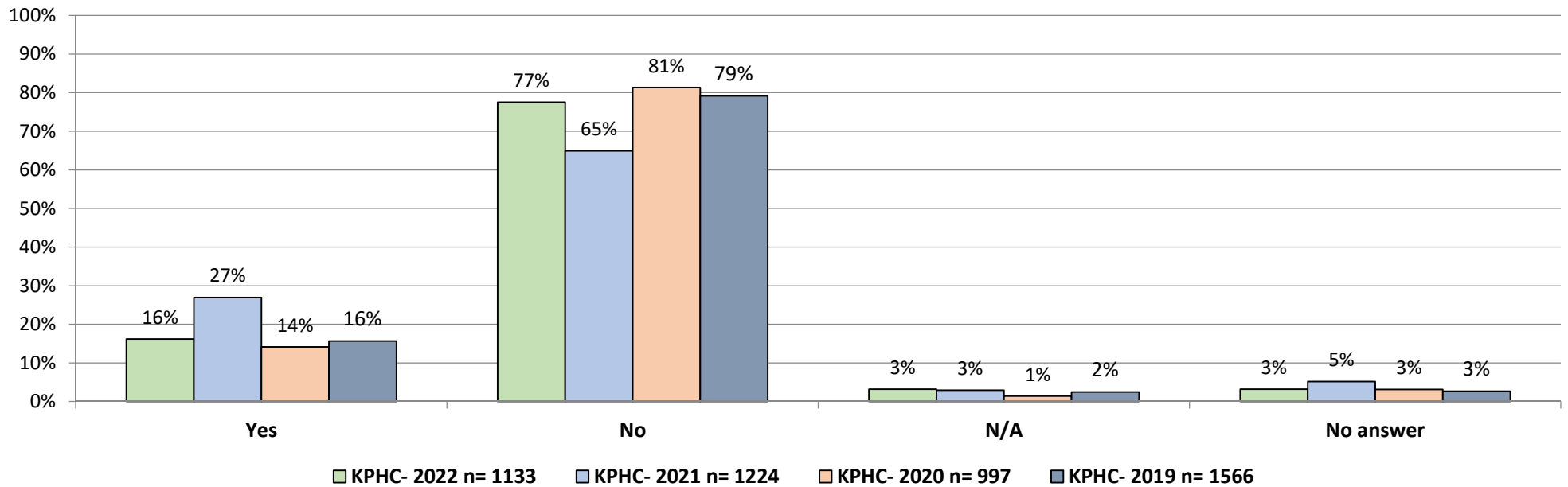
Q12: Provides a comfortable, safe and private visit



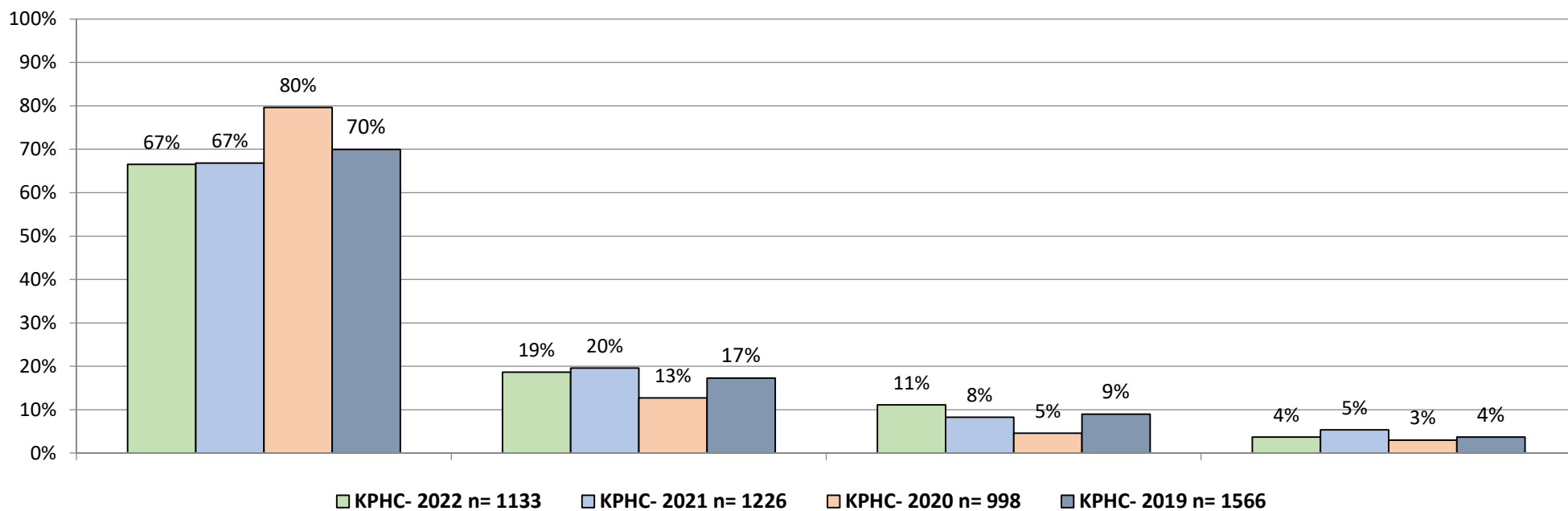
Q13: Overall quality of the visit



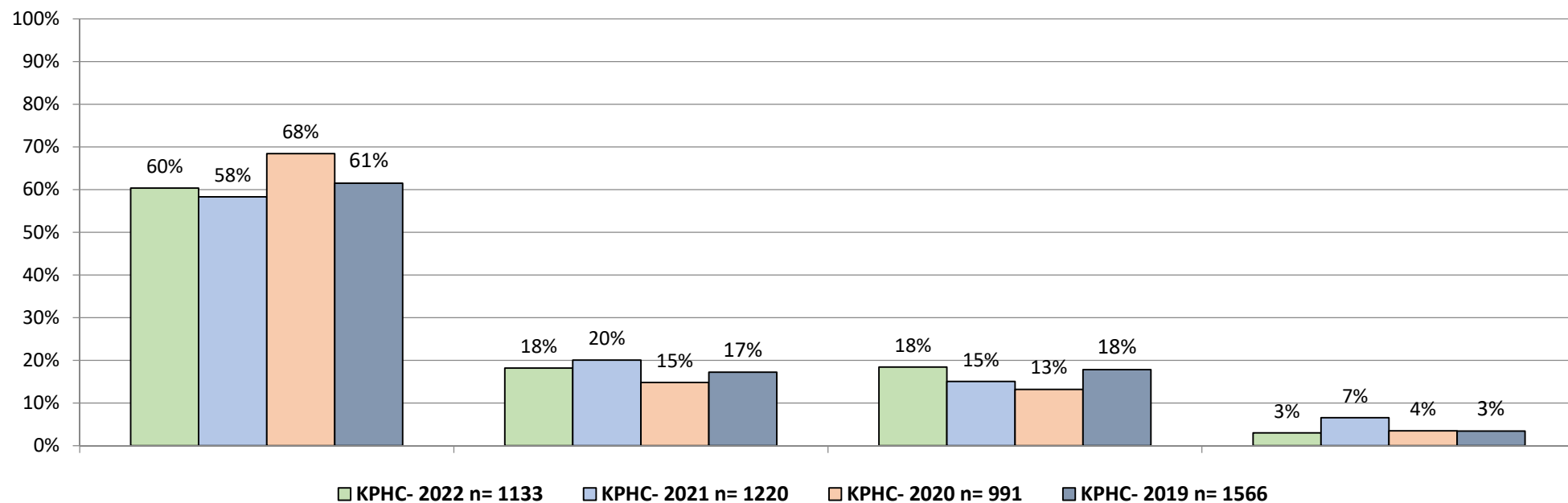
Q14: Is this your first time at the office



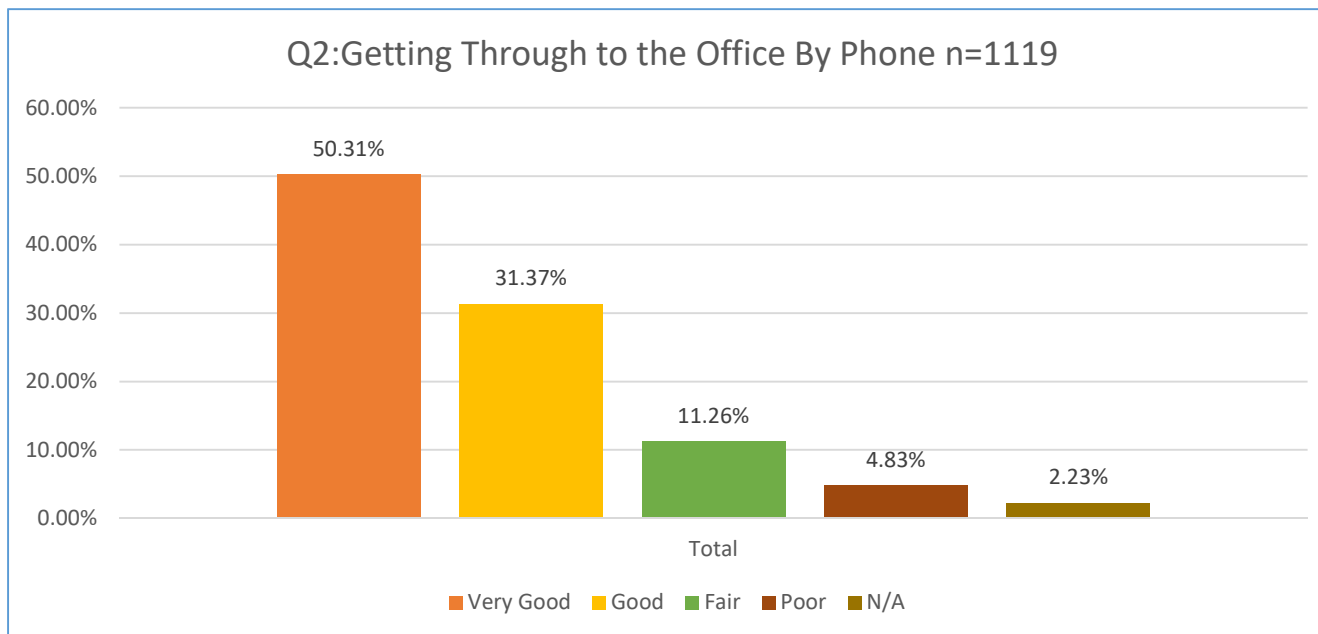
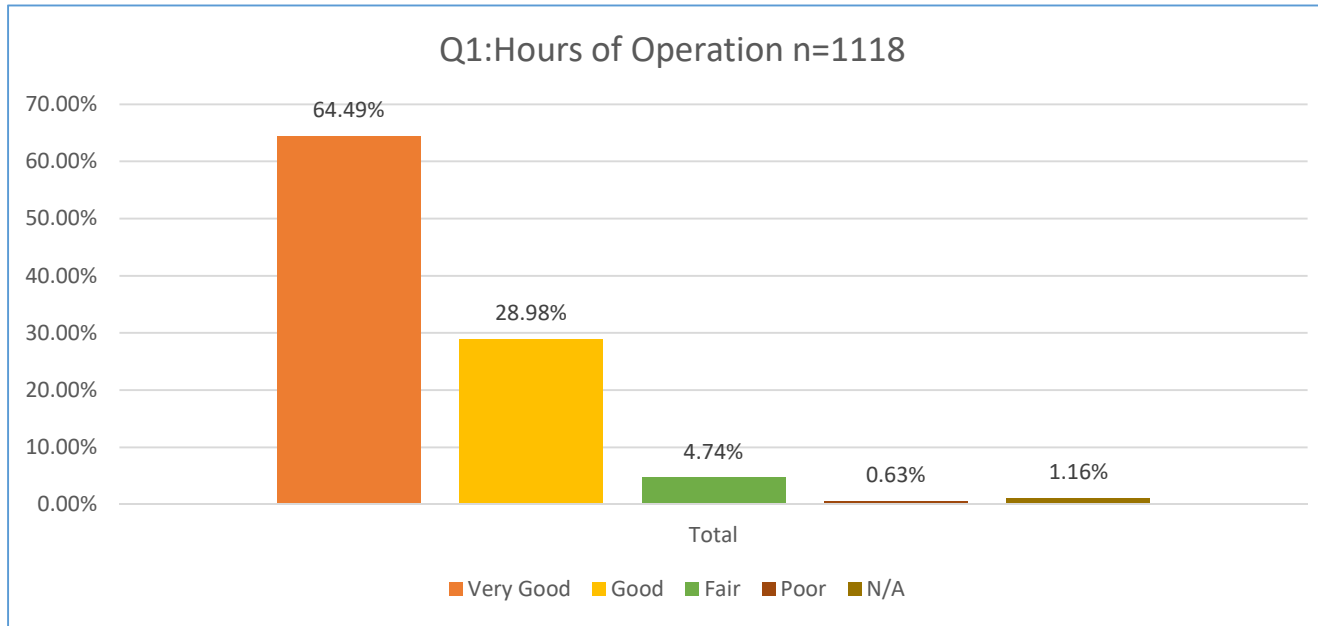
Q15: Did someone talk to you about your health goals



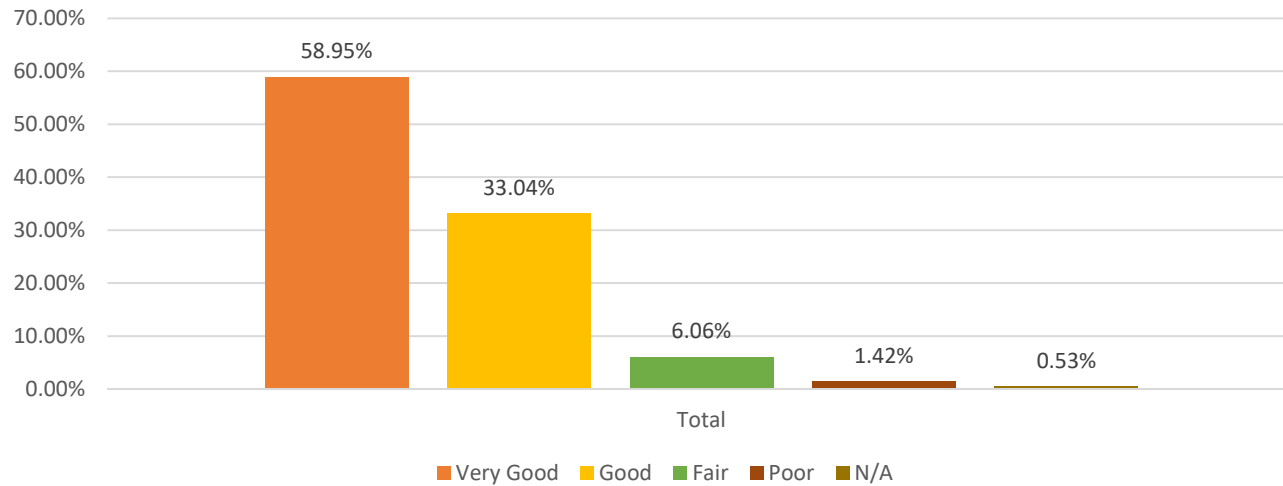
Q16: Have we helped you find other services you need



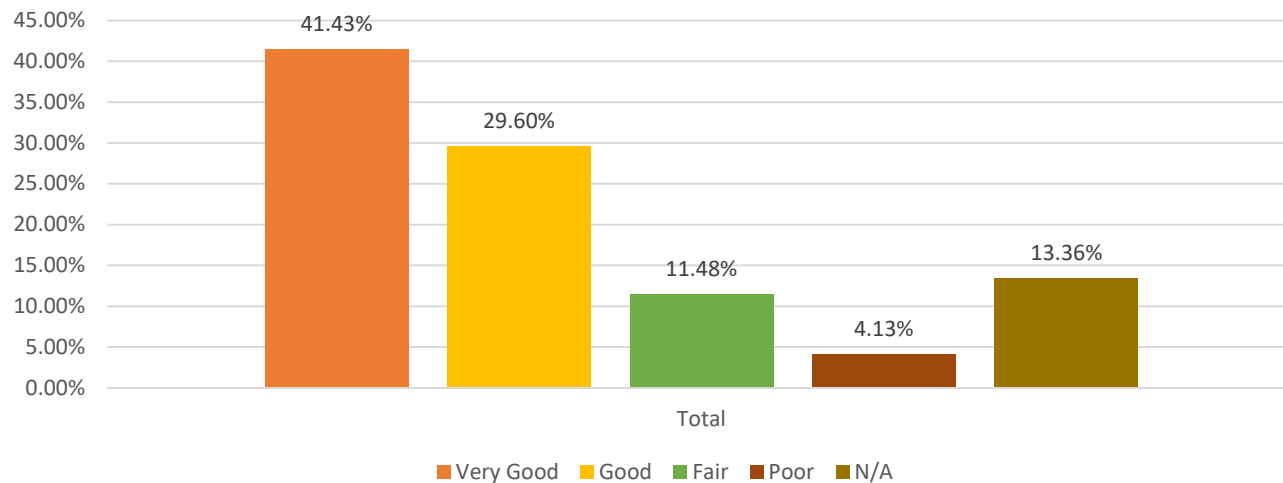
2021 RESULTS

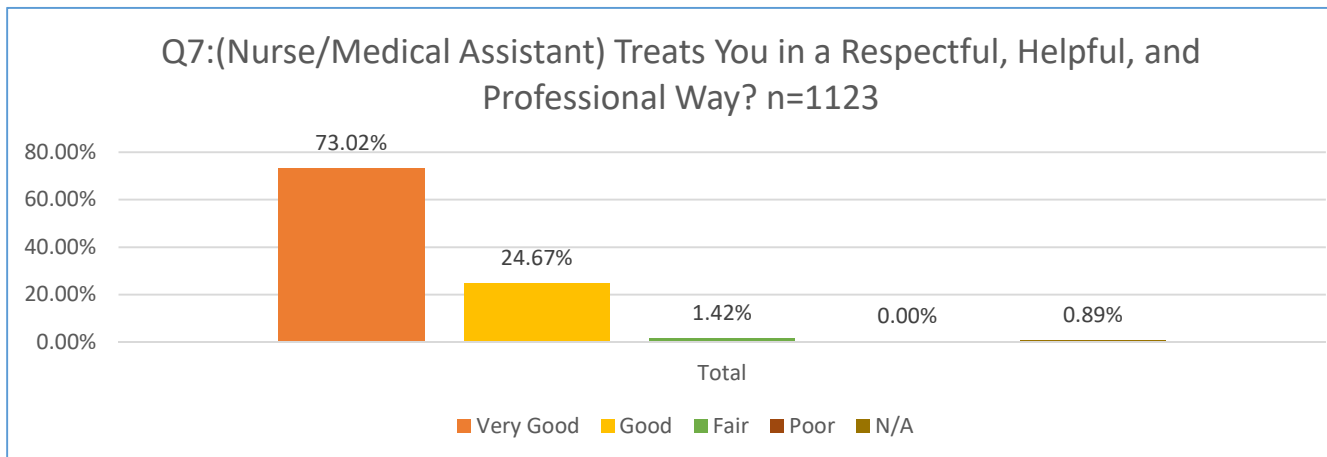
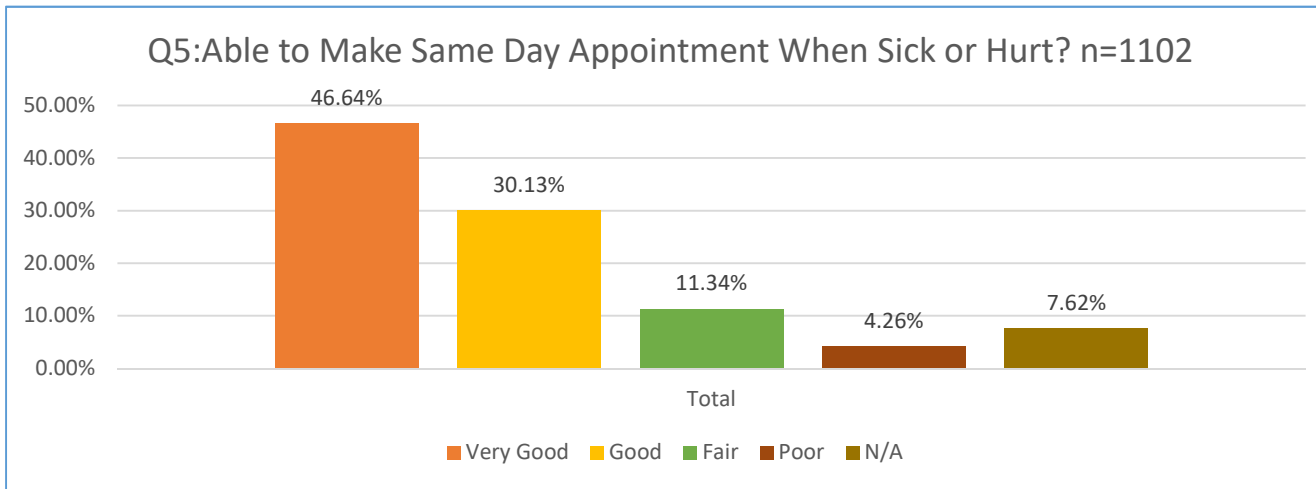


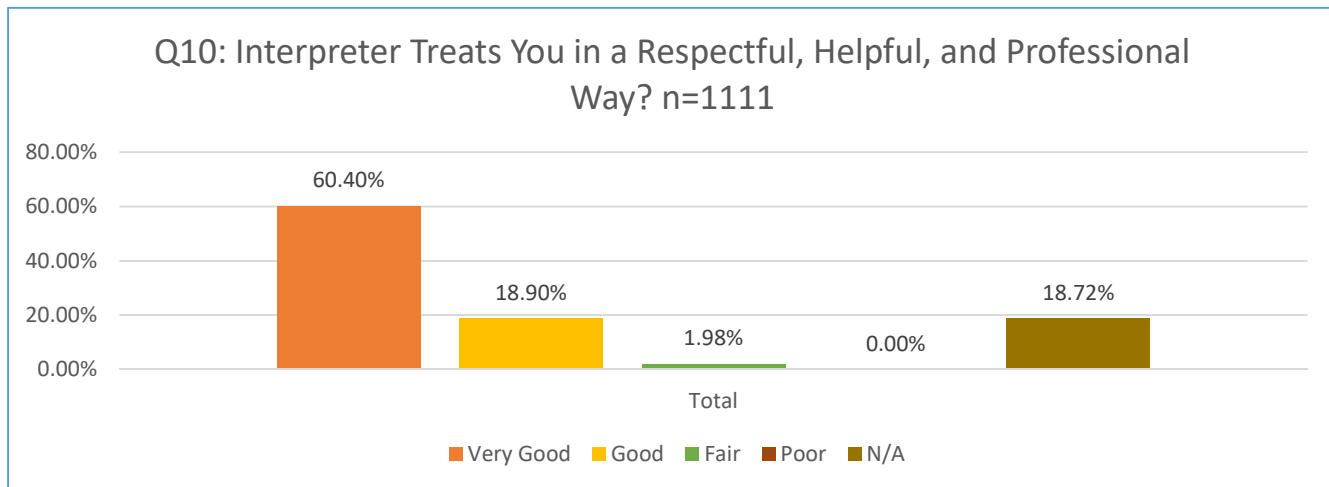
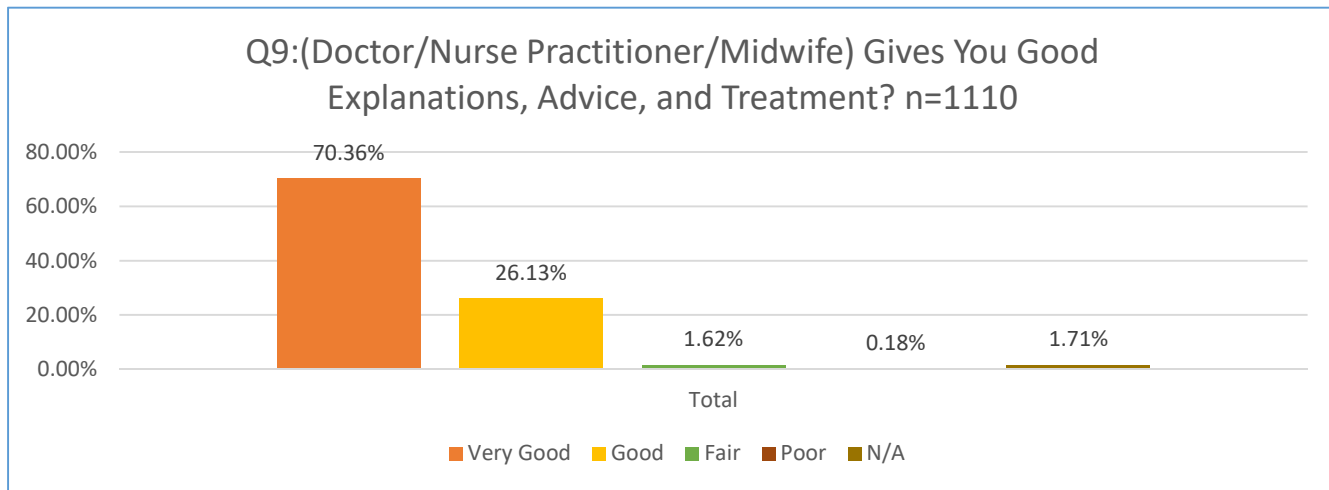
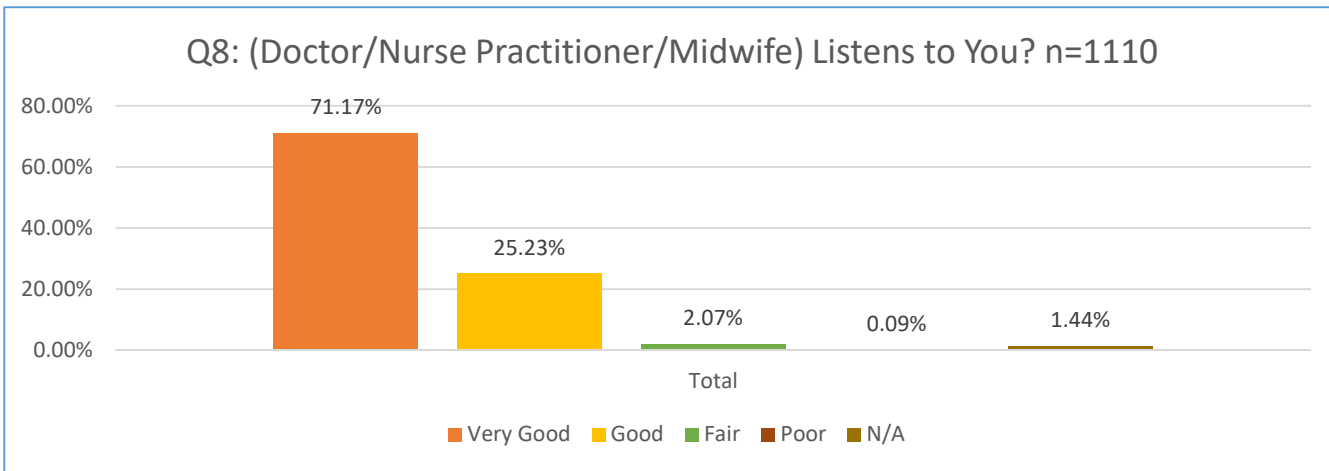
Q3: The Length of Time You Spent Waiting for Services Today?
n=1123



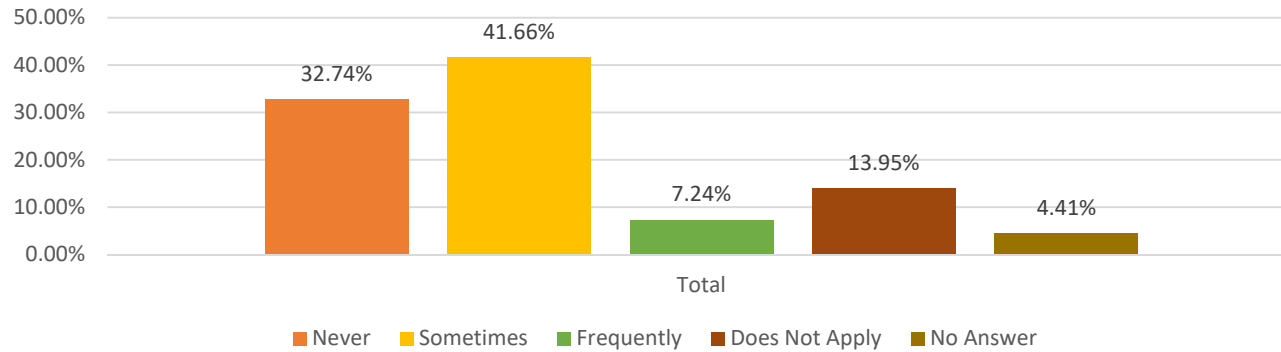
Q4: Your Ability to Contact Us for Medical Care After Our Office is Closed? n=1115



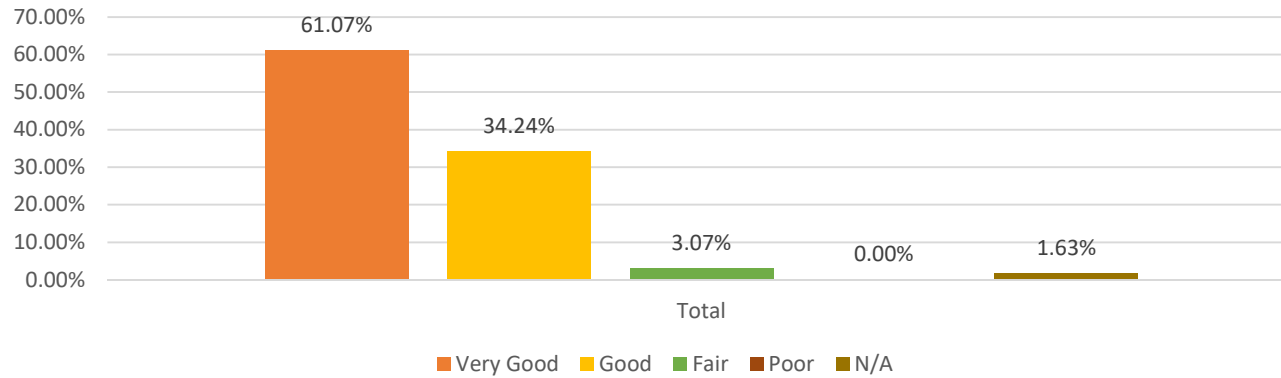




Q11 In the Last 12 Months, How Often Did You Have to See Someone Else When you Wanted to See Your Personal Doctor or Nurse n=1133



Q12 KPHC Provides a Comfortable, Safe, and Private Visit n=1107



Q13 How Do You Feel About the Quality of the Visit Overall n=1107

