

Community Health Center 2009 Satisfaction Survey Results

Overview: As of September 9, 2009 the Community Health Center has received back a total of 95 Surveys. There were a total of 277 Surveys distributed. Of the 237 Surveys that were mailed we received back a total of 63 (27%) Of the 40 Surveys that were distributed at the Health Clinic we received back a total of 32 (80%). That gives us an overall return rate of 34% for 2009. The return rate was 39% in 2008 and 42% in 2007.

1. Demographics

Returned Surveys identified the patient as participating in the following programs:

Medical Clinic	Contract Health	Community Center	Social Services
67%	60%	24%	14%

Participants were 71% Coquille Tribal Member, 9% Other Native-American, and 20% Non-Native American.

2. The Questions (Community Health Center)

We used a one to five scale to determine patient satisfaction. The following are the average scores for each question. (**Low Score = 1 High Score = 5**)*

A) What is your level of satisfaction with the services that you receive?	<u>2009</u>	<u>2008</u>	<u>2007</u>
a. Average Score:	4.56	4.60	4.56
b. Average Score: Mailed	4.46	4.47	4.55
c. Average Score: Office	4.75	4.77	4.56
 B) How was the overall quality of service that you received?	<u>2009</u>	<u>2008</u>	<u>2007</u>
a. Average Score:	4.53	4.59	4.57
 C) Did the staff treat you in a polite and professional manner?	<u>2009</u>	<u>2008</u>	<u>2007</u>
a. Average Score:	4.79	4.64	4.75
 D) Did you receive the appropriate and timely referrals that you need?	<u>2009</u>	<u>2008</u>	<u>2007</u>
a. Average Score:	4.63	4.55	4.65
 E) Were you able to reach the individual(s) that you needed to talk to?	<u>2009</u>	<u>2008</u>	<u>2007</u>
a. Average Score:	4.67	4.66	4.56
 F) Were you informed of your rights and how to make a complaint?	<u>2009</u>	<u>2008</u>	<u>2007</u>
a. Average Score:	4.18	4.10	4.03
 G) Was the information that you received helpful and understandable?	<u>2009</u>	<u>2008</u>	<u>2007</u>
a. Average Score:	4.65	4.49	4.58

3. The Questions (Demographic Breakdown).

The first question of the survey is the base format for the entire survey. The following is how each self identified group responded to this question:

“What is your level of satisfaction with the services that you receive?”

Race (Surveys)	2009 Average	2008	2007
Coquille Indian (67):	4.42	4.45	4.62
Other Native American (9)	4.89	4.86	(Not assessed)
Non-Native American (19):	4.57	4.85	4.37
Service Utilization (Surveys)	2009 Average	2008	2007
Medical Clinic Users (63):	4.56	4.60	4.43
Contract Health Users (57):	4.61	4.49	4.42
Community Center Users (23):	4.45	4.47	4.60
Social Services Users (13):	4.25	4.44	4.62
Identified Populations*	Surveys	2009 Average	2008
Elders { Age 55 and above }	(43)	4.55	4.75
Females	(36)	4.33	4.67
Males	(16)	4.93	4.54
Families	(42)	4.58	4.57

*Numbers calculated from identified demographics. In some surveys this information was not identified.

4. Men’s and Women’s Retreat Questions:

An idea was presented to the management of the Community Health Center to investigate potential interest and the possibility of facilitating a Tribal Adult River Rafting Trip in 2010. In an attempt to ascertain Coquille Tribal Member interest the following questions were added to the 2009 Satisfaction Survey. The following data is survey submissions by those who identified themselves as a Coquille Tribal Member (67). {some CIT Surveys had no response in this area}

1) Would you be interested in a Tribal Adult Rafting Trip? No: **54%**
Yes: **46%**

2) We also asked if a choice had to be made between a Tribal Adult Rafting Trip OR the Men’s/Women’s Retreats which would be their choice. The following information was collected.

- a) Men’s/Women’s Retreat: **59% (34)**
- b) Adult Rafting Trip: **41% (24)**

Surprisingly – there were mixed responses as well. Those who were interested in an Adult Rafting Trip identified the Retreats as their preference, and visa versa. One member said ‘neither’ when given the choice between the two events.

5. Community Center Program Utilization

In the 2008 Survey we assessed Social Service Program Awareness. In 2009 we opted to take a look at Tribal Awareness of Community Center Programming. We asked if individuals were aware of *and/or* utilized various programming available to Coquille Tribal Members. The results below reflect only the results from self-identified Coquille Tribal Members (62 Surveys).

<u>Program Name</u>	<u>Awareness or Utilization</u>
A) Head Start Program	40%
B) After School Program	43%
C) Teen Group	20%
D) Gymnasium and Fitness Activities	42%
E) Youth Mentoring	30%
F) Snow Camp	40%
G) Youth Golf	33%

In addition to awareness we also attempted to ascertain Tribal satisfaction with the Community Center and what programming could be implemented to better meet the needs of the population. The following are the results of those questions. The results, again, are specific to those who identified themselves as Coquille Indian Tribal Members in the demographic area of the Survey. It should also be noted a many respondents only completed partial sections of the Survey.

1. *Are you satisfied with the programs offered by the Community Center?*
 - i. 98% responded 'yes' that they were satisfied. (40 of 41 Surveys)

2. *If we could add one more program what would it be?*
 - i. The following program specific ideas were identified:
 - a. Native Dancing / Coquille Culture Class
 - b. Elders Bingo
 - c. Family Sports: Volleyball, Softball, etc
 - d. Kids and Elders Fishing Excursions
 - e. Fitness Class targeted to those over 50
 - f. Full Time Daycare / School Busing
 - g. Youth Golf Team
 - h. Gymnastics / Ballet / Other Dance

3. *What types of Fitness Classes and/or opportunities would you like to see offered?*
 - a. Walking / Running Club (9 Surveys)
 - b. Weight Training (6 Surveys)
 - c. Yoga (6 Surveys)
 - d. Aerobics (4 Surveys)

Also identified in the surveys were Softball, Belly Dancing, Native Dance, Cheerleading, Karate, Modern Dance, and an Elders specific exercise program.

6. Narrative Comments

In the survey we ask participants to identify what they like, what they dislike, and how we might expand our services. Not all areas were completed by each respondent.

# of Comments	%	Comment Category – What they like about our Services
49	65%	Staff Professionalism and Friendliness
22	28%	General Operations of the Community Health Center (All Programs)
3	4%	Providers (Dr. Willis and Pat Dudas)
2	3%	Location of Community Health Center

# of Comments	%	Comment Category – What they dislike about our services.
17	31%	<i>Specifically stated there was nothing they disliked about our services</i>
8	15%	Program Specific (no two complaints on the same program)
6	11%	Communications / Informational Issues (varied)
6	11%	Complaints relating specifically to their (lack of) Tribal Benefits
5	9%	Complaints relating to Staff or Staffing Issues (no two alike)
5	9%	Requesting Expanded and Saturday Hours
4	7%	Appointment Scheduling Issues
4	7%	Facilities Issues (Lobby area, magazines, loud door, etc)

# of Comments	%	Comment Category – If we could expand what would you like to see?
14	29%	Singular Program recommendations (varied) including a Depression Clinic, a Food Bank, Expanded Nutrition Classes, Smoking Cessation Classes, Youth Sports, a Youth Tribal Council, POW-WOW, and internal Elder Rehabilitation Services Programming.
10	21%	Program expansion or improvement including Parenting Skills, Wellness, Elder Rehabilitation, Headstart (other than Coos County), Family Sports, Nutrition – Healthy Cooking Education, Sports Physicians (at reduced cost), Internal Dental/Vision, and a Friday After-School program.
6	12%	Identified that no expansion of our services were needed or necessary
6	12%	Requested Tribal Benefit Expansion (specifically Dental)
4	8%	Expanded Community Health Center Clinic Hours
4	8%	Requested Tribal Benefit Expansion (other than Dental)
3	6%	Requested expansion in Physician choice
2	4%	Pharmacy Services