

Community Health Center 2008 Satisfaction Survey Results

Overview: As of September 30th, 2008 the Community Health Center has received back a total of 110 Surveys. There were a total of 279 Surveys distributed. Of the 236 Surveys that were mailed we received back a total of 71 (30%). Of the 43 Surveys that were distributed at the Health Clinic we received back a total of 39 (91%). Overall the return rate was 39% in 2008. In 2007 the overall return rate was 42%.

1. Demographics

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

| | | | |
|----------------|----------------|------------------|-----------------|
| Medical Clinic | Contact Health | Community Center | Social Services |
| 67% | 65% | 30% | 15% |

Participants were 69% Coquille, 7% Other Native-American, and 24% 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?
 - a. Average Score: **(4.60)** (2007 - 4.56)
 - b. Average Score: Mailed **(4.47)** (2007 - 4.55)
 - c. Average Score: Office **(4.77)** (2007 - 4.56)

- B) How was the overall quality of service that you received?
 - a. Average Score: **(4.59)** (2007 - 4.57)

- C) Did the staff treat you in a polite and professional manner?
 - a. Average Score: **(4.64)** (2007 - 4.75)

- D) Have you received the appropriate and timely referrals that you need?
 - a. Average Score: **(4.55)** (2007 - 4.65)

- E) Were you able to reach the individual(s) that you needed to talk to?
 - a. Average Score: **(4.66)** (2007 - 4.56)

- F) Were you informed of your rights and how to make a complaint?
 - a. Average Score: **(4.10)** (2007 - 4.03)

- G) Was the information that you received helpful and understandable?
 - a. Average Score: **(4.49)** (2007 - 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) | 2008 Average | 2007 Average |
|---------------------------|------------------|---------------------|---------------------|
| Coquille Indian (75): | | 4.45 | 4.62 |
| Other Native American (7) | | 4.86 | (Not assessed) |
| Non-Native American (26): | | 4.85 | 4.37 |

| Service Utilization (Surveys) | 2008 Average | 2007 Average |
|--------------------------------------|---------------------|---------------------|
| Medical Clinic Users (72): | 4.60 | 4.43 |
| Contract Health Users (70): | 4.49 | 4.42 |
| Community Center Users (32): | 4.47 | 4.60 |
| Social Services Users (16): | 4.44 | 4.62 |

| Identified Populations* | (Surveys) | 2008 Average |
|--------------------------------|------------------|---------------------|
| Elders {Age 55 and above} | (24) | 4.75 |
| Females | (36) | 4.67 |
| Males | (24) | 4.54 |
| Families | (35) | 4.57 |

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

4. Community Health Center Program Utilization

This was a new addition to the 2008 Survey. 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 (75 Surveys).

| <u>Program Name</u> | <u>Awareness or Utilization</u> |
|---|--|
| A) Baby Equipment Program | 39% |
| B) Coats for Kids Program | 52% |
| C) Child Care Assistance | 29% |
| D) Parents as Teachers (0-3) Parent Education | 16% |
| E) Adult Fitness Program | 53% |
| F) Youth Fitness Program | 44% |
| G) Client Services Program | 25% |

5. Narrative Comments

In the survey we ask participants to identify what they like, what they dislike, and how we might expand our services. Comments

| Hits | % | Comment Category – What they like about our Services |
|------|-----|--|
| 46 | 43% | General Operations of the Community Health Center (All Programs) |
| 41 | 38% | Staff Professionalism and Friendliness |
| 7 | 7% | Providers |

| Hits | % | Comment Category – What they dislike about our services. |
|------|-----|---|
| 11 | 10% | CHC Staff (Friendliness, Professionalism, CHC Staff Participation in Tribal Events) |
| 6 | 5% | Contract Health Issues (Payments expedition, faster referrals, travel allotment) |
| 4 | 4% | Facility Improvements (Lobby Area Revisions) |
| 4 | 4% | Better Program Information Distribution / CHC Brochure |
| 4 | 4% | Dental / Vision Program Issues (Lack of knowledge of program) |
| 4 | 4% | Financial (Dissatisfaction with Costs and /or Tribal Benefits) |
| 3 | 3% | Lack of back-up Physician on call during vacations/absences |
| 2 | 2% | Dissatisfaction with requirement to use Cow Creek Clinic |
| 2 | 2% | Phone Issues - Staff Unavailable (Hints towards the Nursing Hotline) |
| 1 | 1% | Family Camp (Dissatisfaction with Central Oregon Location) |
| 1 | 1% | Lack of Reminder Calls (For Appointments) |

| Hits | % | Comment Category – If we could expand what would you like to see? |
|------|----|--|
| 9 | 8% | Expanded Preventive Health Care (Colonoscopy, Health Screenings Increased) |
| 7 | 7% | Expand Service hours (primarily to 6:00PM and Saturday) |
| 6 | 5% | Expanded Services to those who live outside the service area |
| 6 | 5% | Expanded / Concurrent Services to non-tribal family members (significant others) |
| 4 | 4% | Expanded Personal Outreach to Elders |
| 4 | 4% | Lab / Pharmacy / X-Ray / Cardiology |
| 3 | 3% | Increase CC Activities (Bingo, Family Nights, Adopted Kids, Increase for 18-55) |
| 2 | 2% | Community Center supported Child Care (Year Round) |
| 2 | 2% | Increase Traditional Native American Health / Reduce medication use in treatment |
| 1 | 1% | A Domestic Violence Program/Shelter |
| 1 | 1% | Chiropractor Services (once or twice a month) |
| 1 | 1% | Expansion of Adult Activities (18-55) |
| 1 | 1% | Expansion of Service Area Activities (Non-Coos) |
| 1 | 1% | Food Bank |
| 1 | 1% | Provide Employee Assistance Programming (Legal, Counseling) to Tribal Members |