2008-2009 Patient Satisfaction Survey - Medical Services

1. How satisfied were you with your ability to be seen at Curry Health Center in a timely manner?	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Average Scores
Weighted avg score	4.24	4.31	4.21	4.40								4.29
Total respondants	131	41	108	52								332
Overall avg	4.24	4.31	4.21	4.40	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4.29
Percentage	0.85	0.86	0.84	0.88	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.86
2. I was treated with respect, consideration, and dignity.	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	
Weighted avg score	4.58	4.60	4.36	4.48								4.51
Total respondants	132	41	108	52								333
Overall avg	4.58	4.60	4.36	4.48	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4.51
Percentage	0.92	0.92	0.87	0.90	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.90
3. I was provided with sufficient information concerning my illness/injury, how it would be treated, when to expect improvement and what to do if I did not improve.	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	
Weighted avg score	4.17	4.20	4.06	4.17								4.15
Total respondants	132	41	108	52								333
Overall avg	4.17	4.20	4.06	4.17	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4.15
Percentage	0.83	0.84	0.81	0.83	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.83
4. I felt my questions and concerns were listened to and addressed.	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	
Weighted avg score	4.24	4.33	4.17	4.13								4.22
Total respondants	132	41	108	52								333
Overall avg	4.24	4.33	4.17	4.13	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4.22
Percentage	0.85	0.87	0.83	0.83	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.84
5. I was provided with appropriate privacy for my visit.	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	
Weighted avg score	4.65	4.52	4.4	4.5								4.52
Total respondants	130	41	107	52								330
Overall avg	4.65	4.52	4.40	4.50	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4.52
Percentage	0.93	0.90	0.88	0.90	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.90
6. Please indicate your opinion on any costs you incurred for services or supplies at Curry Health.	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	
Weighted avg score	3.38	3.48	3.46	3.33								3.41
Total respondants	131	41	107	52								331
Overall avg	3.38	3.48	3.46	3.33	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3.41
Percentage	0.68	0.70	0.69	0.67	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.68
7. On your day of service, how was your ACTUAL wait time compared to what you were TOLD TO EXPECT?	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	
Weighted avg score	3.45	3.76	3.71	3.56								3.62
Total respondants	131	40	107	52								330
Overall avg	3.45	3.76	3.71	3.56	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3.62
Percentage	0.69	0.75	0.74	0.71	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.72
8. Overall, how satisfied were you with your experience at Curry Health Center?	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	
Weighted avg score	4.19	4.29	4.17	4.38								4.26
Total respondants	132	41	108	52								333
Overall avg	4.19	4.29	4.17	4.38	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4.26
Percentage	0.84	0.86	0.83	0.876	0	0	0	0	0	0	0	0.85