

## Sonoma Valley Community Health Center

March 2016 Patient Survey

Results Summary

Note: During this period we switched measurement tools. With this particular tool, some questions should not be answered based on responses to the previous questions. This was not taken into account when calculating "No Response" rates. Responses are a composite of two different surveys. Highlighted questions appear in one survey, but not the other. These responses are highlighted in blue or lavender.

	Yes	No	No Response
Is this the provider you usually see if you or your child needs a check-up, has a health problem, or gets sick or hurt?	71%	25.17%	3.8%

	Less than 6 Mos	6 Mos to 1 Yr.	1 Yr. to 3 Yrs.	3Yrs. To 5 Yrs.	5 or More Yrs.	No Response
How long have you or your child been going to this provider?	83	45	45	7	25	4
	39.71%	21.53%	21.53%	3.35%	11.96%	1.91%

	None	1 Time	2 Times	3 Times	4 Times	5 to 9 Times	10 or More Times	No Response
In the last 6 months, how many times did you or your child visit this provider for care?	9	62	57	26	14	31	7	3
	4.31%	29.67%	27.27%	12.44%	6.70%	14.83%	3.35%	1.44%

	Yes	No	No Response
In the last 6 months, did you ever stay in the exam room with your child during a visit to this provider?	41	7	3
	82.00%	14.00%	6.00%

	Yes	No	No Response
Did this provider give you enough information about what was discussed during the visit when you were not there?	6	2	42
	12.00%	4.00%	84.00%

	Yes	No	No Response
Is your child able to talk with providers about his or her health care?	26	18	6
	52.00%	36.00%	12.00%

	Never	Sometimes	Usually	Always	No Response
In the last 6 months, how often did this provider explain things in a way that was easy for <b>your child</b> to understand?	0	3	5	20	22
	0.00%	6.00%	10.00%	40.00%	44.00%

	Never	Sometimes	Usually	Always	No Response
In the last 6 months, how often did this provider listen carefully to <b>your child</b> ?	1	2	6	20	21
	2.00%	4.00%	12.00%	40.00%	42.00%

	Yes	No	No Response
Did this provider tell you that you needed to do anything to follow up on the care your child got during the visit?	44	5	1
	88.00%	10.00%	2.00%

	Yes	No	No Response
Did this provider give you enough information about what you needed to do to follow up on your or your child's care?	44	0	6
	88.00%	0.00%	12.00%

	Yes	No	No Response
In the last 6 months, did you contact this provider's office to get an appointment for you or your child for an illness, injury, or condition that <b>needed care right away</b> ?	93	107	9
	44.50%	51.20%	4.31%

	Never	Sometimes	Usually	Always	No Response
In the last 6 months, when you contacted this provider's office to get an appointment for care you or your child needed right away, how often did you get an appointment as soon as your child needed?	17	25	28	52	87
	8.13%	11.96%	13.40%	24.88%	41.63%

	Yes	No	No Response
In the last 6 months, did you make any appointments for a check-up or routine care for your child with this provider?	146	56	7
	69.86%	26.79%	3.35%

	Never	Sometimes	Usually	Always	No Response
In the last 6 months, when you made an appointment for a check-up or routine care for you or your child with this provider, how often did you get an appointment as soon as your child needed?	8	23	42	76	60
	3.83%	11.00%	20.10%	36.36%	28.71%

	Yes	No	No Response
In the last 6 months, did you contact this provider's office with a medical question about you or your child during regular office hours?	79	122	8
	37.80%	58.37%	3.83%

	Never	Sometimes	Usually	Always	No Response
In the last 6 months, when you contacted this provider's office during regular office hours, how often did you get an answer to your medical question that same day?	5	18	18	43	125
	2.39%	8.61%	8.61%	20.57%	59.81%

	Never	Sometimes	Usually	Always	No Response
In the last 6 months, how often did this provider explain things about your or your child's health in a way that was easy to understand?	0	16	30	153	10
	0.00%	7.66%	14.35%	73.21%	4.78%

	Never	Sometimes	Usually	Always	No Response
In the last 6 months, how often did this provider listen carefully to you?	2	2	5	39	2
	4.00%	4.00%	10.00%	78.00%	4.00%

	Never	Sometimes	Usually	Always	No Response
In the last 6 months, how often did this provider seem to know the important information about your child's medical history?	7	13	33	144	12
	3.35%	6.22%	15.79%	68.90%	5.74%

	Never	Sometimes	Usually	Always	No Response
In the last 6 months, how often did this provider show respect for what you had to say?	3	8	18	174	6
	1.44%	3.83%	8.61%	83.25%	2.87%

	Never	Sometimes	Usually	Always	No Response
In the last 6 months, how often did this provider spend enough time with you or your child?	4	19	26	154	6
	1.91%	9.09%	12.44%	73.68%	2.87%

	Yes	No	No Response
In the last 6 months, did this provider order a blood test, x-ray, or other test for your child?	123	75	11
	58.85%	35.89%	5.26%

	Never	Sometimes	Usually	Always	No Response
In the last 6 months, when this provider ordered a blood test, x-ray, or other test for your child, how often did someone from this provider's office follow up to give you those results?	36	8	17	52	96
	17.22%	3.83%	8.13%	24.88%	45.93%

	Yes	No	No Response
In the last 6 months, did you take any prescription medicine?	119	32	8
	74.84%	20.13%	5.03%

	Never	Sometimes	Usually	Always	No Response
In the last 6 months, how often did you and someone from this provider's office talk about all the prescription medicines you were taking?	24	14	23	61	37
	15.09%	8.81%	14.47%	38.36%	23.27%

Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?	8.94	Based on 202 out of 209 responses
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	Never	Sometimes	Usually	Always	No Response
In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	5	18	38	140	8
	2.39%	8.61%	18.18%	66.99%	3.83%

	Never	Sometimes	Usually	Always	No Response
In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	3	11	21	167	7
	1.44%	5.26%	10.05%	79.90%	3.35%

	Excellent	Very Good	Good	Fair	Poor	No Response
In general, how would you rate your or your child's overall health?	38	54	61	40	12	4
	18.18%	25.84%	29.19%	19.14%	5.74%	1.91%

	Excellent	Very Good	Good	Fair	Poor	No Response
In general, how would you rate your or your child's overall <b>mental or emotional</b> health?	43	53	60	38	8	7
	20.57%	25.36%	28.71%	18.18%	3.83%	3.35%

	Yes	No	No Response
Are you (or your child) of Hispanic or Latino origin or descent?	115	85	9
	55.02%	40.67%	4.31%

	White	Black	Asian	Pac. Islander	Native Indian / Alaskan	Other	No Response
What is your or your child's race?	98	2	2	0	0	85	22
	46.89%	0.96%	0.96%	0.00%	0.00%	40.67%	10.53%

	8th Grade or Less	Some HS	HS Grad / GED	Some College	4 Yr. College Grad	More than 4-yr College Degree	No Response
What is the highest grade or level of school that you (could be parent) have completed?	39	29	48	51	27	9	6
	18.66%	13.88%	22.97%	24.40%	12.92%	4.31%	2.87%

Number of Total Surveys

Adult Surveys	159
Children Surveys	50
Phone Surveys	109
In Person Surveys	100
Male Responders	41
Female Responders	165
Refused to Disclose	3
Avg. Responder Age	25 to 34 (Child Survey)
Avg. Responder Age	45 to 64 (Adult Survey)