

First Quarter Patient Satisfaction Results

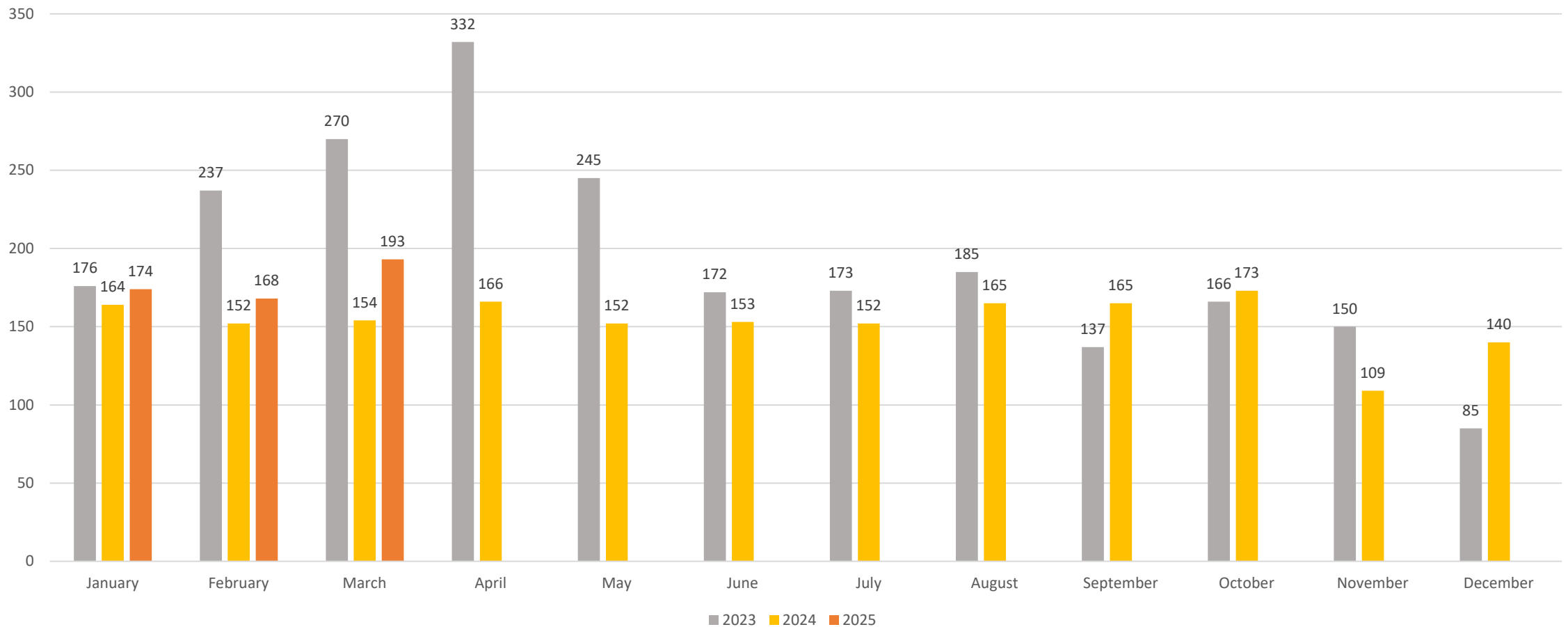
May 20, 2025

Patient Satisfaction

A thick, hand-drawn style orange line that underlines the text "Patient Satisfaction". It starts under the 'P' and ends under the 'n', following the width of the text.

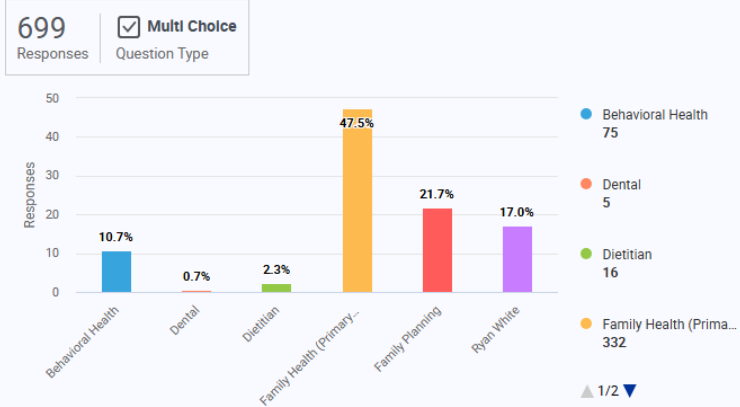
Participation Responses

Surveys Completed

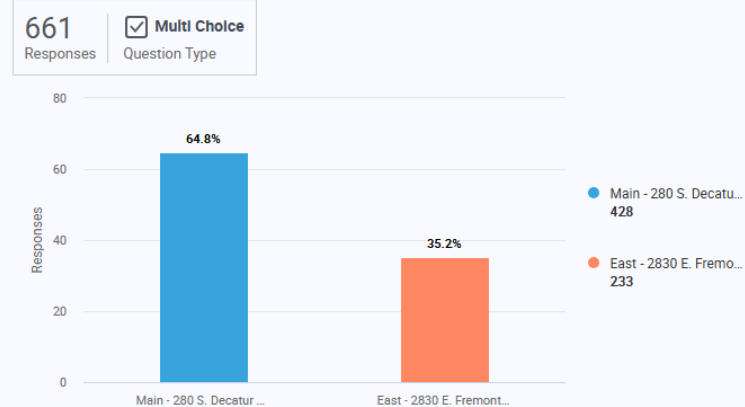


Service, Location, & Visit

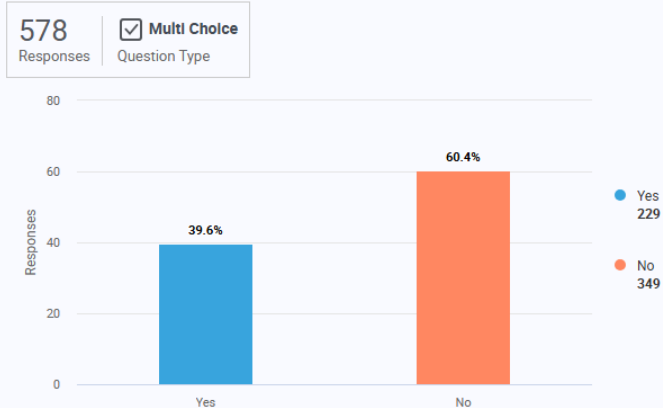
Service received during your visit?



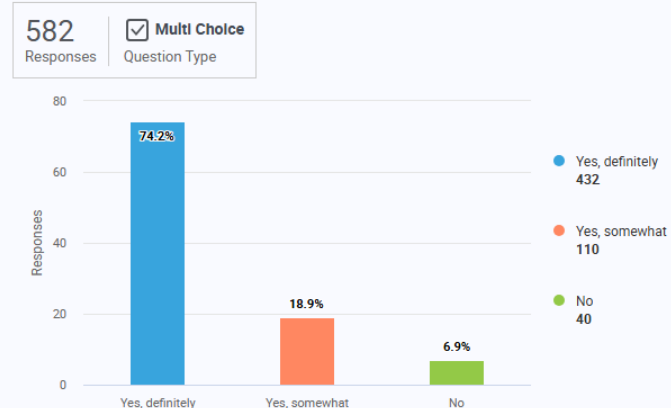
Community Health Center location?



Was your most recent visit for an illness, injury or condition that needed care right away?

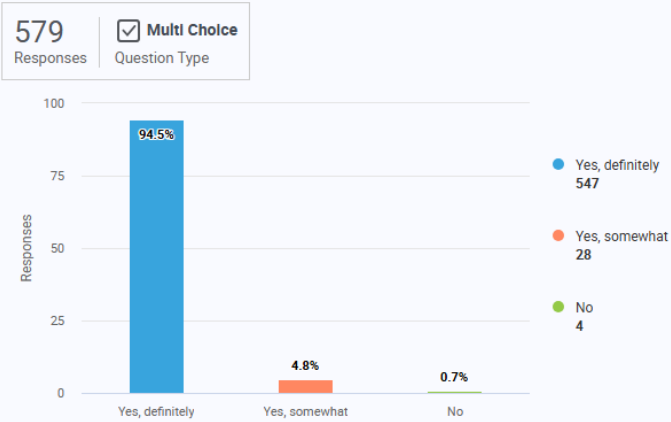


Was the recent visit as soon as you needed?

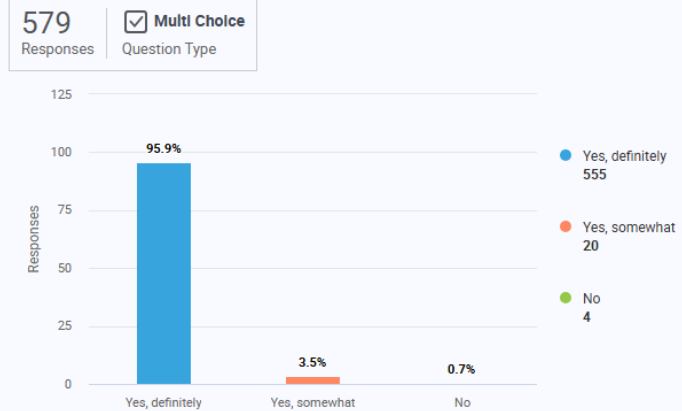


Provider

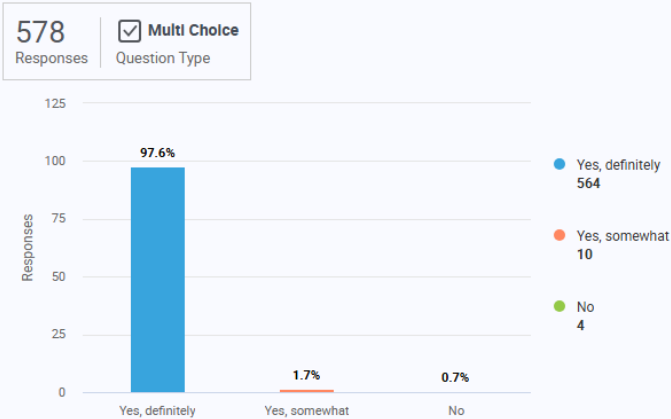
During your most recent visit, did this provider explain things in a way that was easy to understand?



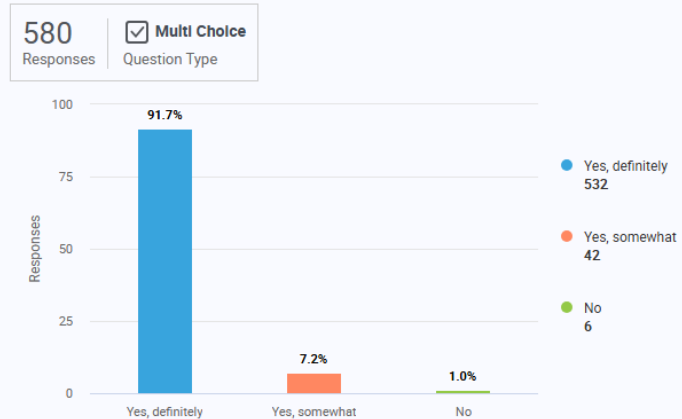
During your most recent visit, did this provider listen carefully to you?



During your most recent visit, did this provider show respect for what you had to say?



During your most recent visit, did this provider spend enough time with you?

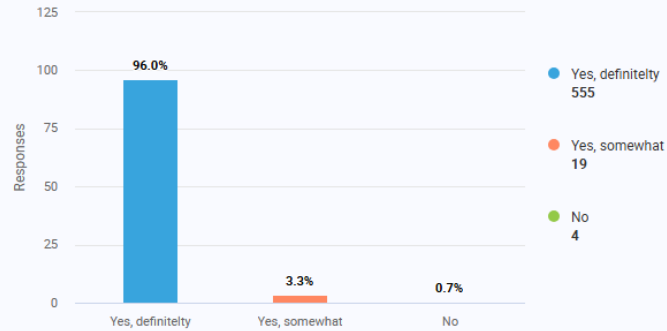


Staff, Scheduling, & Facility

Thinking about your most recent visit, were the staff as helpful as you thought they should be?

578
Responses

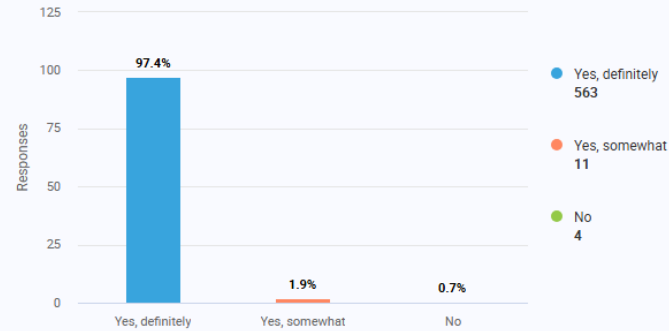
☒ Multi Choice
Question Type



Thinking about your most recent visit, did the staff treat you with courtesy and respect?

578
Responses

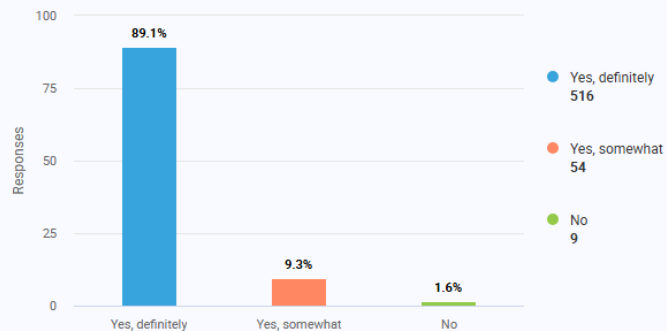
☒ Multi Choice
Question Type



Thinking about your recent visit, was it easy to schedule an appointment?

579
Responses

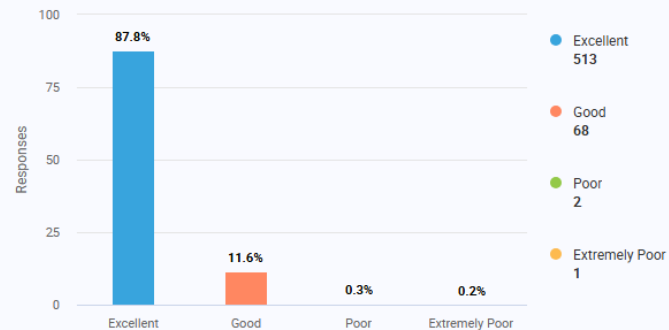
☒ Multi Choice
Question Type



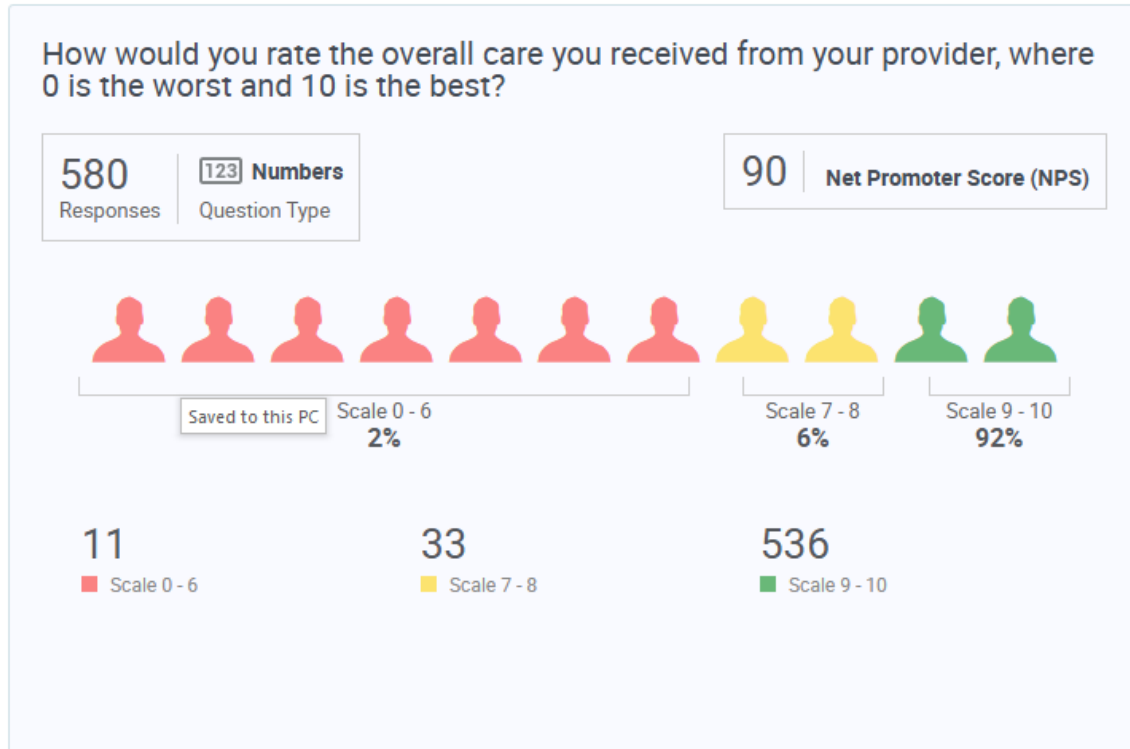
Thinking about the facility, how was the overall cleanliness and appearance?

584
Responses

☒ Multi Choice
Question Type



Net Promoter Score & Comments



unhappy highly recommend people los mejores (the best) kind receptionist no complaints mucha ayuda (very helpful) muy satisfecho (very satisfied) needs improvement provider wrong appointment bus passes pushy Racquel Tolzmann recomendaría mucho (I would highly recommend) family MVP very kind nutritionist best everything I love the facility accommodating very comfortable nurses not nice excelente cares best ever thorough fast appointment patient apoyo (support) informative doctors best approachable pleasure very cool telehealth understanding Dr. Bonello staff atencion (attention) best care professional service excellent nice thank you love treatment I received wrong department truly care helpful love expertise easy to understand outstanding clean office helpful love more attention Josefinas Ascanso looking forward clarity make you feel like you matter top of their game attentiveness followed through Lorretta Jennings listened grateful Cat Parker great service amazing gracias (thank you) great service not accepted Claudette Dr. Rivas much easier limpieza (cleanliness) careful friendly makes a difference muy eficientes (very efficient) safe environment front desk insurance convenient everyone good very informative keep it up visit time muy contenta (very happy) miscommunication sweet great provider scheduling happy family planning

Questions?

