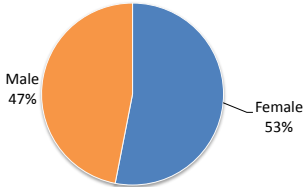# Customer Satisfaction Survey Summary Quarter 3, 2018
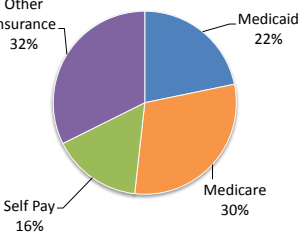
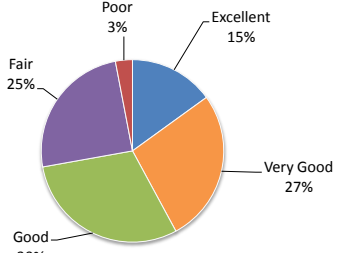### Gender

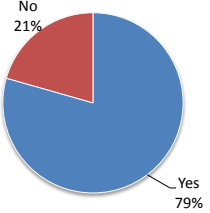- Female 53%
- Male 47%

Age

- Under 25 17%
- 25 to 44 21%
- 45 to 64 33%
- 65 or older 29%

Insurance Type

- Medicaid 22%
- Medicare 30%
- Self Pay 16%
- Other Insurance 32%

Overall Health

- Excellent 15%
- Very Good 27%
- Good 30%
- Fair 25%
- Poor 3%
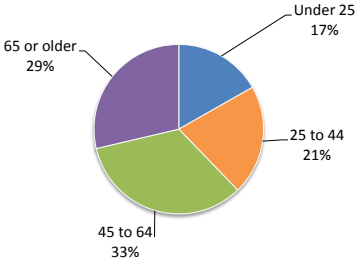
Were you able to see your Primary Care Provider today?

- Yes 79%
- No 21%

If you DID NOT see your Primary Care Provider today what was the reason?

- Lack of availabilty 12%
- Urgent 13%
- Long wait time 0%
- Other 25%
- N/A 50%
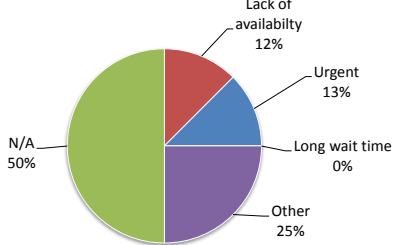
How often do you see someone else when you wanted to see your PCP?

- Frequently 3%
- Never 46%
- Sometimes 51%
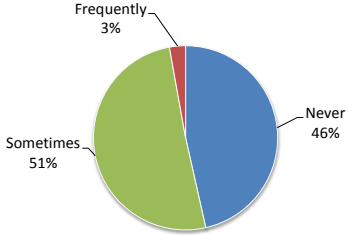
Clinic is conveniently located

- Neutral 7%
- Disagree 1%
- Strongly Disagree 0%
- Strongly Agree 51%
- Agree 41%
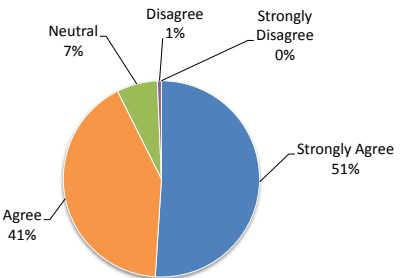
The person you spoke with on the phone was helpful and kind

- Neutral 3%
- Disagree 1%
- Strongly Disagree 0%
- Strongly Agree 57%
- Agree 39%
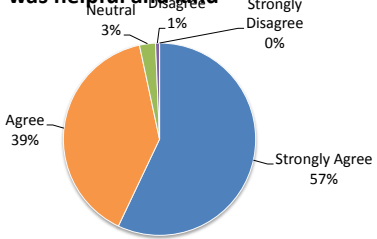
The wait time during your visit was reasonable

- Disagree 0%
- Strongly Disagree 1%
- Neutral 6%
- Strongly Agree 51%
- Agree 42%
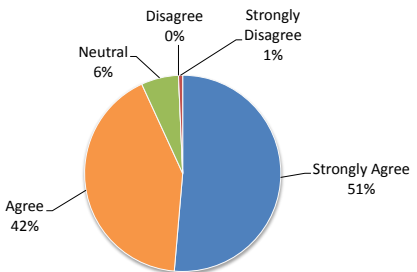
Your provider considered your personal or family beliefs

- Neutral 4%
- Disagree 0%
- Strongly Disagree 1%
- Agree 32%
- Strongly Agree 63%
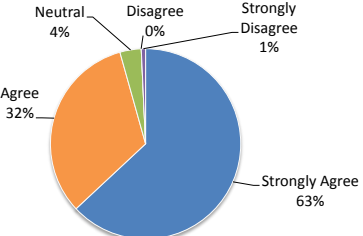
Reception was caring and helpful

- Disagree 0%
- Strongly Disagree 0%
- Neutral 2%
- Agree 36%
- Strongly Agree 62%
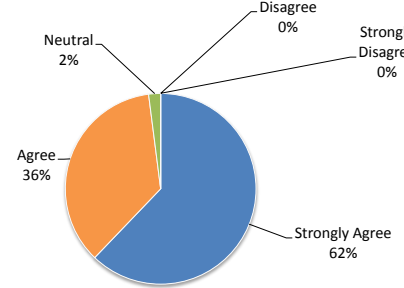
You are satisfied with the overall quality of your visit

- Strongly Agree 61%
- Agree 36%
- Neutral 1%
- Disagree 1%
- Strongly Disagree 1%
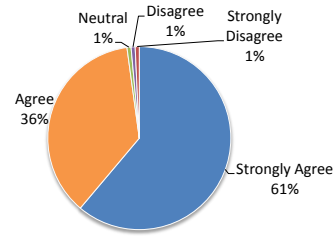
If you have seen a specialist (someone other than your KHS provider) recently, did your KHS provider seem informed and up-to-date about the care you received?
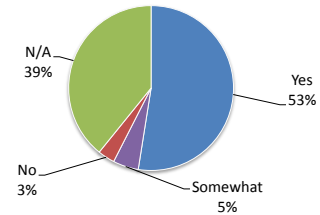
- Yes 41%
- Somewhat 6%
- No 11%
- N/A 42%
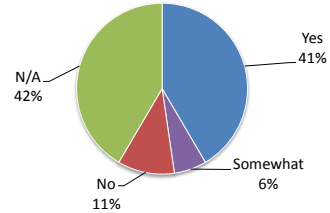
Did you have a chance to talk about your health goals during your visit?

- Yes 64%
- Somewhat 8%
- No 9%
- N/A 19%
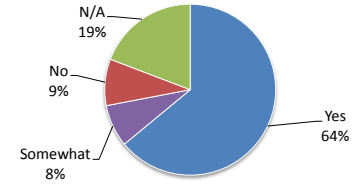
Were you asked if you had visits with other healthcare providers since your last visit with us?

- Yes 85%
- Somewhat 3%
- No 2%
- N/A 10%
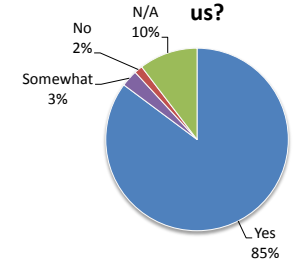
If you utilize the Sliding fee scale at KHS, do you feel it is fair and reasonable?

- Yes 53%
- Somewhat 5%
- No 3%
- N/A 39%

If you utilize the Sliding fee scale at KHS, do you feel it creates a barrier to care?

- Yes 27%
- Somewhat 5%
- No 24%
- N/A 44%
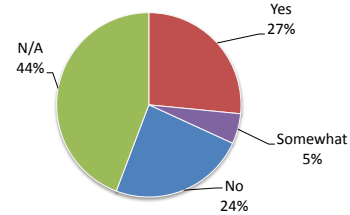
Your provider spends enough time with you

- Very Good 68%
- Good 27%
- Fair 5%
- Poor 0%
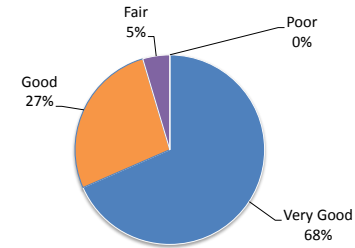
Your provider answers your questions

- Very Good 68%
- Good 27%
- Fair 3%
- Poor 2%
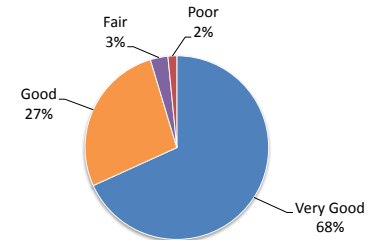
Your provider is friendly and helpful to you

- Very Good 71%
- Good 26%
- Fair 1%
- Poor 2%
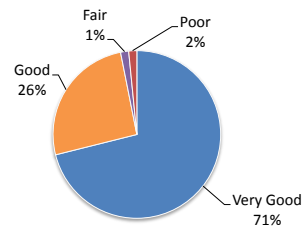
Your provider gives you information you can understand

- Very Good 73%
- Good 23%
- Fair 2%
- Poor 2%
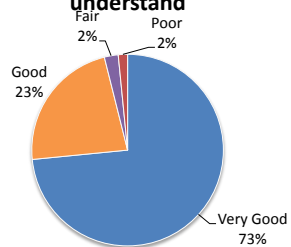
Your provider considers your personal or family beliefs

- Very Good 70%
- Good 23%
- Fair 5%
- Poor 2%
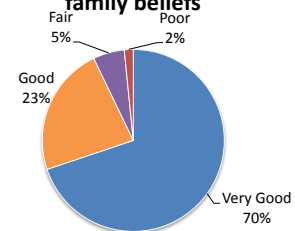
Your provider involves other doctors and caregivers in your care when needed

- Very Good 69%
- Good 26%
- Fair 3%
- Poor 2%
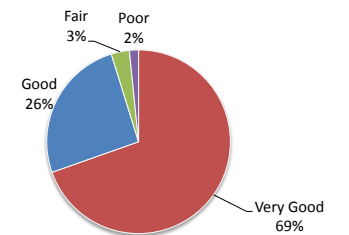
Your provider gives you quality advice and treatment

Fair 3%
Poor 2%
Good 25%
Very Good 70%
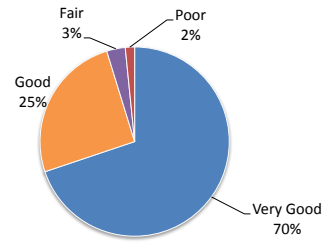
Would you recommend KHS to friends or family?

No 1%
Yes 99%