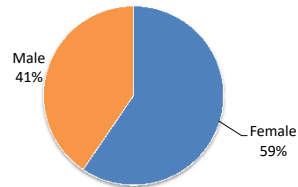
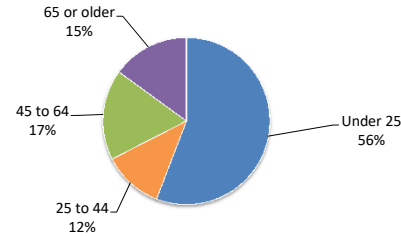


# Customer Satisfaction Survey Summary Quarter 4, 2019

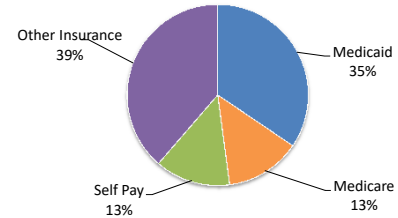
**Gender**



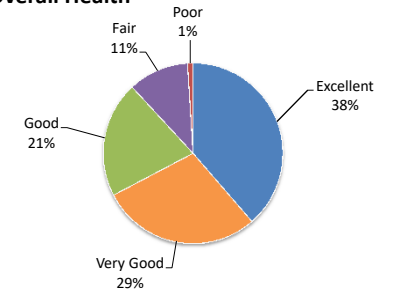
**Age**



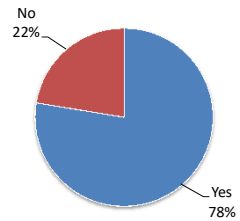
**Insurance Type**



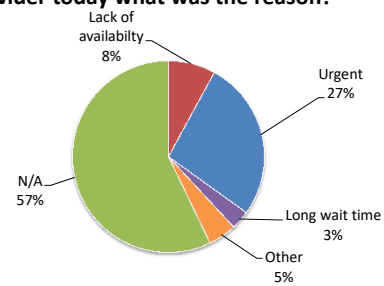
**Overall Health**



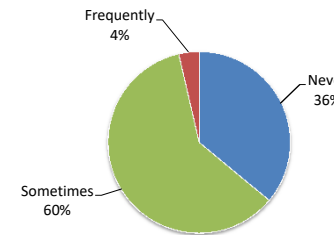
**Were you able to see your Primary Care Provider today?**



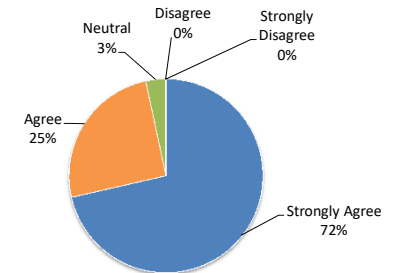
**If you DID NOT see your Primary Care Provider today what was the reason?**



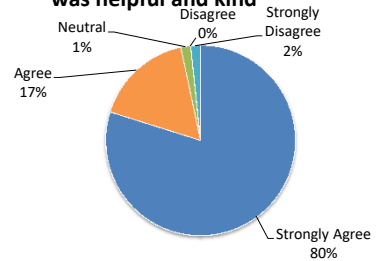
**How often do you see someone else when you wanted to see your PCP?**



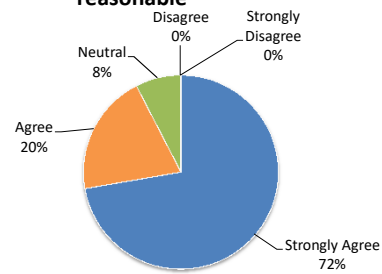
**Clinic is conveniently located**



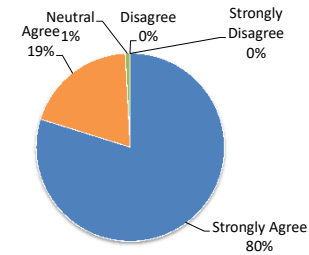
**The person you spoke with on the phone was helpful and kind**



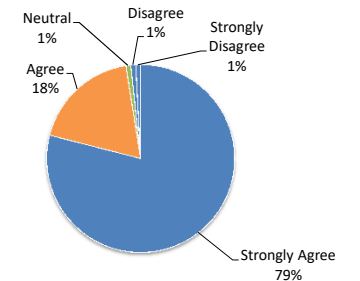
**The wait time during your visit was reasonable**



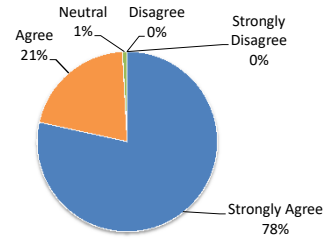
**Your provider considered your personal or family beliefs**



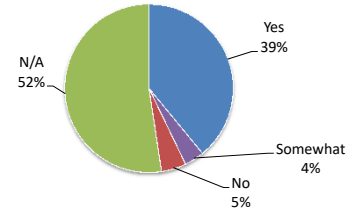
**Reception was caring and helpful**



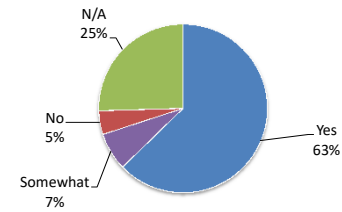
**You are satisfied with the overall quality of your visit**



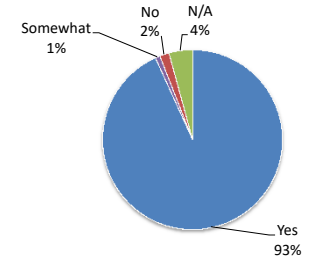
**If you have seen a specialist (someone other than your KHS provider) recently, did your KHS provider seem informed and up-to-date about the care you received?**



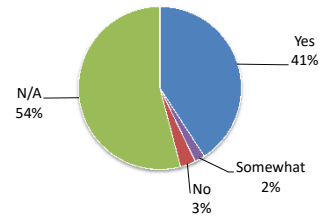
**Did you have a chance to talk about your health goals during your visit?**



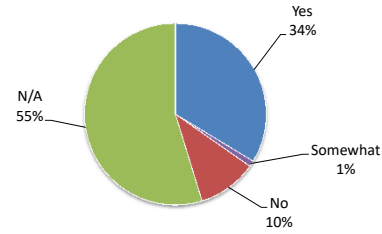
**Do you feel safe and comfortable when you come to our clinic for care?**



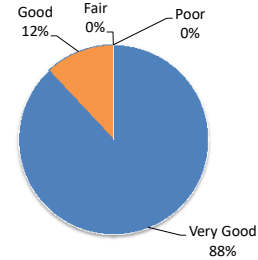
**If you utilize the Sliding fee scale at KHS, do you feel it is fair and reasonable?**



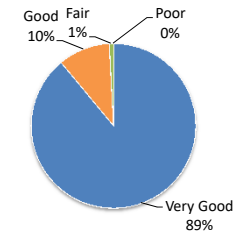
**If you utilize the Sliding fee scale at KHS, do you feel it removes a barrier to care?**



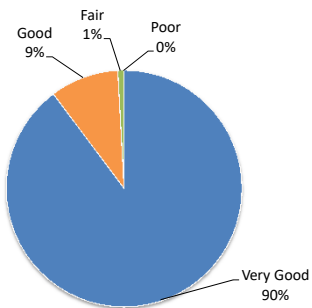
**Did the nursing/ medical support staff listen to you and your concerns**



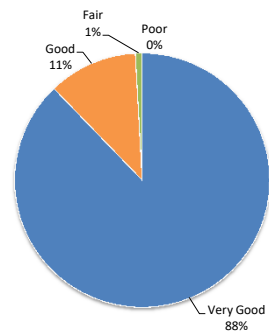
**Did the nurse/ medical support staff answer your questions or refers you to someone who can**



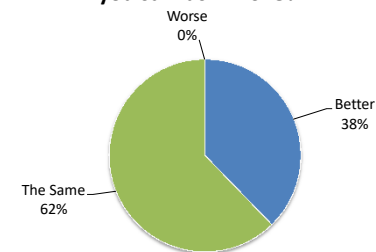
**Did the nurse/ medical support staff treat you with courtesy and respect**



**What was the nurse/ medical support staff's attitude towards a request**



**How do you feel your wait time while in the clinic for this visit compares to the last time you saw us in 2018?**



Population Summary	
<b>Gender:</b>	59% Female 41% Male
<b>Health Rating:</b>	39% Excellent 29% Very Good 21% Good 11% Fair 1% Poor
<b>Age Range</b>	56% Under 25 12% 25 to 44 18% 45 to 65 15% 65 and older

Surveys Collected:	
Bonnors Ferry	8
Priest River	35
Sandpoint	15
Peds	63
<b>Total</b>	<b>121</b>