

Prime Care Medical Center 3rd Quarter CAHPS Survey

About Provider

1)Your provider	Bartz	7	44%
	Eason	1	6%
	Gray	0	0%
	King	4	25%
	Linder	1	6%
	Luttrell	2	13%
	Moore	1	6%
	Shirley	0	0%
2)Provider you usually see	Yes	16	100%
	No	0	0%
3)How long going to provider	Less than 6 Months	0	0%
	At least 6 months but less than 1 year	0	0%
	At least 1 year but less than 3 years	1	6%
	At least 3 year but less than 5 years	2	13%
	5 years or more	13	81%
4)How many times did you visit this provider	None	0	0%
	1 time	1	6%
	2	4	25%
	3	1	6%
	4	0	0%
	5 to 9	5	31%
	10 or more times	5	31%
5)Did you phone office to get appt.	Yes	15	94%
	No (go to 8)	1	6%
6)How often did you get appt as soon as needed	Never	0	0%
	Sometimes	1	7%
	Usually	5	33%
	Always	9	60%
7)How many days did you have to wait for appt	Same day	9	60%
	1 day	4	27%
	2 to 3 days	2	13%
	4 to 7 days	0	0%
	More than 7 days	0	0%
8)Have you made appt for checkup/routine care	Yes	14	88%
	No (go to 10)	2	13%
9)How often did you get checkup/routine appt when needed	Never	0	0%
	Sometimes	0	0%
	Usually	3	21%
	Always	11	79%
10)Were you provided info about after hours care	Yes	11	69%
	No	5	31%
11)Did you need care after hours	Yes	6	38%
	No goto 13	10	63%
12)How often did you get care after hours	Never	0	0%
	Sometimes	0	0%
	Usually	1	17%
	Always	5	83%
13)Have you called for medical question during regular hours	Yes	11	69%
	No goto 15	5	31%
14)How often did you get an answer	Never	0	0%
	Sometimes	1	9%
	Usually	6	55%
	Always	4	36%
15)Have you called for medical question after hours	Yes	3	19%
	No goto 17	13	81%
16)How often did you get an answer after hours	Never	0	0%
	Sometimes	1	33%
	Usually	0	0%
	Always	2	67%
17)Have you gotten any reminders from office	Yes	8	50%
	No	8	50%

18)How often you seen provider within 15 min of appt	Never	4	25%
	Sometimes	2	13%
	Usually	6	38%
	Always	4	25%
19)How ofter were things expained in a way you understand	Never	0	0%
	Sometimes	0	0%
	Usually	0	0%
	Always	16	100%
20)How often did provider listen carefully to you	Never	0	0%
	Sometimes	0	0%
	Usually	2	13%
	Always	14	88%
21)Did you talk with provider about health concerns	Yes	16	100%
	No (goto 23)	0	0%
22)How often did you get understandable answers	Never	0	0%
	Sometimes	0	0%
	Usually	1	6%
	Always	15	94%
23)How often did provider know important medical history	Never	0	0%
	Sometimes	1	6%
	Usually	2	13%
	Always	13	81%
24)How often did provider show respect for you had to say	Never	0	0%
	Sometimes	0	0%
	Usually	2	13%
	Always	14	88%
25)How often did provider spend enough time with you	Never	0	0%
	Sometimes	0	0%
	Usually	1	6%
	Always	15	94%
26)Did provider order labs, x-ray or other test	Yes	13	81%
	No (goto 28)	3	19%
27)How often did someone give you results from tests	Never	1	8%
	Sometimes	0	0%
	Usually	4	31%
	Always	8	62%
28)Did you and provider talk about starting or stoping meds	Yes	13	81%
	No (goto 32)	3	19%
29)How much did provider talk about reason you want to take it	Not at all	0	0%
	A little	1	8%
	Some	5	38%
	A lot	7	54%
30)How much did provider talk about reason you do not want to take it	Not at all	3	23%
	A little	3	23%
	Some	2	15%
	A lot	5	38%
31)Did provider ask you what you thought was best	Yes	12	92%
	No	1	8%
32) Rate your provider	0 Worst provider	0	0%
	1	0	0%
	2	0	0%
	3	0	0%
	4	0	0%
	5	0	0%
	6	0	0%
	7	2	13%
	8	0	0%
	9	1	6%
	10 Best Provider	13	81%
33)Did you see a speacialist for a health problem	Yes	12	75%
	No (goto 35)	4	25%

34)Was provider informed about your care from specialist	Never	1	9%
	Sometimes	1	9%
	Usually	4	36%
	Always	5	45%
35)Has anyone talked about specific goals for your health	Yes	9	56%
	No	7	44%
36)Has anyone ask if there is things that make it hard to take care of you health	Yes	5	31%
	No	11	69%
37)Did you take any prescription meds	Yes	16	100%
	No (goto 39)	0	0%
38)Did anyone talk at each visit about med you were taking	Yes	12	80%
	No	3	20%
39)Anyone ask if you felt sad, empty, or depressed	Yes	9	56%
	No	7	44%
40)Anyone ask if things in your life are worrying you or causing stress	Yes	9	56%
	No	7	44%
41)Anyone talk about personel/family problems alcohol/drug use or mental illness	Yes	8	50%
	No	8	50%
42)How often were clerks/receptionist helpful	Never	0	0%
	Sometimes	1	6%
	Usually	3	19%
	Always	12	75%
43)How often did clerks/receptionist treat you with courtesy and respect	Never	0	0%
	Sometimes	1	6%
	Usually	1	6%
	Always	14	88%
44)How would you rate your overall health	Excellent	1	6%
	Very Good	5	31%
	Good	3	19%
	Fair	4	25%
	Poor	3	19%
45)How would you rate your overall mental and emotional health	Excellent	2	13%
	Very Good	1	6%
	Good	10	63%
	Fair	1	6%
	Poor	2	13%
46)What is your age	Under 18	0	0%
	18 to 24	0	0%
	25 to 34	2	13%
	35 to 44	3	19%
	45 to 54	5	31%
	55 to 64	3	19%
	65 to 74	3	19%
	75 or older	0	0%
47)Are you Male or Female	Male	4	25%
	Female	12	75%
48)What is your highest grade of education	8th grade or less	0	0%
	Some high school, but did not graduate	0	0%
	High school graduate or GED	5	31%
	Some college or 2-year degree	5	31%
	4-year college graduate	3	19%
	More than 4-year college degree	3	19%
49) Are you hispanic or Latino	Yes	0	0%
	No	16	100%
50) What is your race	White	15	94%
	Black or African American	1	6%
	Asian	0	0%
	Native Hawaiian or other Pacific Islander	0	0%
	American Indian or Alaskan Native	0	0%
	Other	0	0%
51)did someone help with survey	Yes	1	6%

52)How did they help

No	15	94%
Read the questions to me	1	100%
Entered the answers I gave	0	0%
Answered questions for me	0	0%
Translated the questinos into my language	0	0%
Helped in some other way	0	0%