

**Abbeville General Rural Health Clinics
Patient Satisfaction Survey Annual Report
2018**

COMPARATIVE ANALYSIS BY CLINIC		MAURICE CLINIC		AGH CLINIC		ERATH/DEL CLINIC		WOMENS CLINIC		PEDS CLINIC	
DATE		1/1/18-12/31/18		1/1/18-12/31/18		1/1/18-12/31/18		1/1/18-12/31/18		1/1/18-12/31/18	
TOTAL # OF SURVEYS		162		54		23		10		54	
1. How would you describe your phone experience with you called to set this appointment?	724	95%	224	95%	113	98%	55	100%	256	97%	
	765		235		115		55		265		
2. How would you rate your wait time before you were called back to visit the doctor/nurse practitioner?	734	91%	253	95%	111	97%	49	97%	247	95%	
	804		265		115		50		260		
3. How would you rate the friendliness of the front desk staff?	776	95%	258	97%	115	100%	55	100%	265	100%	
	815		265		115		55		265		
4. How would you rate the friendliness of the nurse/medical assistant?	786	98%	257	97%	114	99%	54	98%	264	100%	
	805		265		115		55		265		
5. How would you rate the wait time to see the doctor/nurse practitioner once you were in the room?	770	96%	254	96%	109	95%	54	98%	262	99%	
	805		265		115		55		265		
6. Were all your questions answered during your visit with the doctor/nurse practitioner?	790	97%	257	97%	115	100%	55	100%	259	100%	
	815		265		115		55		260		
7. Did the doctor/nurse practitioner effectively communicate your treatment plan and goals?	791	98%	256	97%	114	99%	54	98%	258	99%	
	810		265		115		55		260		
8. How would you rate the self-management tools provided by your doctors office?	769	96%	251	97%	115	100%	54	98%	252	97%	
	800		260		115		55		260		
9. How would you rate the follow-up and coordination of your care by the physician/staff including referrals to specialist, changes in medications and lab or imaging results?	762	96%	252	97%	115	100%	49	98%	241	96%	
	795		260		115		50		250		
10. Rate your experience on receiving routine urgent care, and/or after hours care?	658	96%	246	96%	96	96%	45	100%	250	96%	
	685		255		100		45		260		
11. The clinic provides me with information on community resources and education to assist in improving my overall health?	739	96%	244	96%	113	98%	50	100%	250	96%	
	770		255		115		50		260		
12. Your healthcare provider/team provides assistance and support to making changes in health habits and making health care decisions?	767	96%	252	97%	108	98%	55	100%	237	95%	
	795		260		110		55		250		
13. How would you rate the information provided on your clinical summary you received in prior visits?	745	96%	246	96%	115	100%	50	100%	241	96%	
	775		255		115		50		250		
14. Considering all aspects of the medical office would you say you are: (0) Neutral, (1) Very Dissatisfied, (2) Somewhat dissatisfied, (3) Somewhat satisfied, (4) Very satisfied, (5) Completely satisfied	765	96%	256	97%	115	100%	55	100%	246	95%	
	800		265		115		55		260		
TOTALS		10576	96%	3506	96%	1568	99%	734	99%	3528	97%
		11039		3635		1590		740		3630	