

**Abbeville General Rural Health Clinics
Patient Satisfaction Survey Quarterly Reports
Q2 2019**

COMPARATIVE ANALYSIS BY CLINIC		MAURICE CLINIC		AGH CLINIC		ERATH/DEL CLINIC		WOMENS CLINIC		PEDS CLINIC	
DATE		4/1/19-6/30/19		4/1/19-6/30/19		4/1/19-6/30/19		4/1/19-6/30/19		4/1/19-6/30/19	
TOTAL # OF SURVEYS		274		15		21		8		7	
1. How would you describe your phone experience with you called to set this appointment?	1243	94%	71	95%	104	99%	40	100%	35	100%	
	1325		75		105		40		35		
2. How would you rate your wait time before you were called back to visit the doctor/nurse practitioner?	1248	93%	71	95%	102	97%	39	98%	34	97%	
	1340		75		105		40		35		
3. How would you rate the friendliness of the front desk staff?	1300	96%	72	96%	103	98%	40	100%	35	100%	
	1360		75		105		40		35		
4. How would you rate the friendliness of the nurse/medical assistant?	1324	97%	74	97%	101	96%	39	98%	35	100%	
	1360		75		105		40		35		
5. How would you rate the wait time to see the doctor/nurse practitioner once you were in the room?	1303	97%	75	100%	103	98%	39	98%	30	86%	
	1350		75		105		40		35		
6. Were all your questions answered during your visit with the doctor/nurse practitioner?	1314	97%	75	100%	103	98%	40	100%	35	100%	
	1350		75		105		40		35		
7. Did the doctor/nurse practitioner effectively communicate your treatment plan and goals?	1315	97%	75	100%	99	99%	39	98%	35	100%	
	1350		75		100		40		35		
8. How would you rate the self-management tools provided by your doctors office?	1273	97%	72	96%	99	99%	34	97%	35	100%	
	1315		75		100		35		35		
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?	1268	96%	73	97%	99	99%	35	100%	35	100%	
	1320		75		100		35		35		
10. Rate your experience on receiving routine urgent care, and/or after hours care?	1138	96%	73	97%	99	99%	30	100%	35	100%	
	1180		75		100		30		35		
11. The clinic provides me with information on community resources and education to assist in improving my overall health?	1227	96%	73	97%	97	97%	34	97%	35	100%	
	1278		75		100		35		35		
12. Your healthcare provider/team provides assistance and support to making changes in health habits and making health care decisions?	1228	96%	68	91%	97	97%	34	97%	35	100%	
	1275		75		100		35		35		
13. How would you rate the information provided on your clinical summary you received in prior visits?	1265	97%	68	91%	104	99%	35	100%	35	100%	
	1310		75		105		35		35		
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	1273	96%	74	99%	102	97%	40	100%	35	100%	
	1325		75		105		40		35		
OVERALL TOTALS	17582	96%	994	98%	1412	98%	518	99%	484	99%	
	18298		1020		1440		525		490		