

Making Patients Smile: Assessing Patient Satisfaction and Improving Surveys at Watts Healthcare Corporation

The assessment of patient satisfaction and recommendations for improved satisfaction surveys at Watts Healthcare Corporation in Los Angeles, CA to effectively report patient experiences.

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Abstract

Based on the American Medical Association, patient feedback and perceptions can cause a meaningful impact on healthcare delivery. Under Health Resources and Services Administration (HRSA) and the Patient Centered Medical Home (PCMH), Federally Qualified Health Centers (FQHCs) are expected to assess patient satisfaction. A HRSA provided survey was administered for a five-week period to patients of all ages in waiting rooms at Watts Healthcare Corporation. The sample population consisted of 333 participants, including 147 Black/African American and 182 Latino/Hispanic patients. Findings for Non-Latino and Latino/Hispanic patients were mostly positive (60% and above) in all survey categories: Access, Provider Satisfaction, Cost, Comfort/Cleanliness and Confidentiality/Privacy. While results were mostly positive, anecdotal evidence and updated guidelines suggest improvements on surveys can lead to a more accurate representation of patient experiences.

Keywords: Patient satisfaction, HRSA, quality improvement, patient experience, FQHC, PCMH, anecdotal evidence

Introduction

Throughout my opportunities in health care delivery, I have seen many patients dissatisfied with services rendered by health centers. In many cases, patients are content with their patient-provider relationship and are grateful to simply receive affordable health care. Subsequently they remain committed to their health center, convincing themselves their providers are just following rules from “above”, or administration. This continuous commitment might be translated as patient approval but it results in a misinterpretation of patient dissatisfaction. Although community health centers (CHCs) are beneficial in delivering health care to the underserved, the patient experience can be subpar if patient satisfaction is not measured effectively and accurately. I was asked to report on patient satisfaction by Watts Healthcare Corporation and wanted to guarantee patient experiences were not lessened by the multitude of paperwork CHCs undertake. I was interested to learn from patients who remembered to express their concerns and voice their opinions to enhance their patient experience.

Background

Patient satisfaction surveys give CHCs a way to understand patient needs and the quality of their services provided. With the data, health centers can create goals and improve services in order to ensure that patients are receiving the proper level of care. As any survey tool, the data is only as good as what is being measured. Due to this, it is important to use surveys that are measuring the aspects of care that CHCs, such as Watts Healthcare Corporation, are interested in. Additionally, to receive federal funding, CHCs can use a survey provided by Health Resources and Services Administration (HRSA) or their own patient satisfaction survey.¹ HRSA developed their patient satisfaction survey in 1999, after compiling survey tools from more than 300 health centers with the goal of creating a more standardized approach to patient satisfaction.¹

As patient satisfaction and patient experience become more important in healthcare delivery, survey tools are also being improved to better gather patient feedback. The latest survey that can be used is the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey.² This survey not only measures patient experience, but also measures several of the aspects of Patient Centered Medical Homes such as access, information, communication, and coordination of care amongst others.² These are all important variables for a CHC under PCMH recognition. Watts Healthcare Corporation annually collects patient satisfaction data and are currently using the HRSA provided survey.

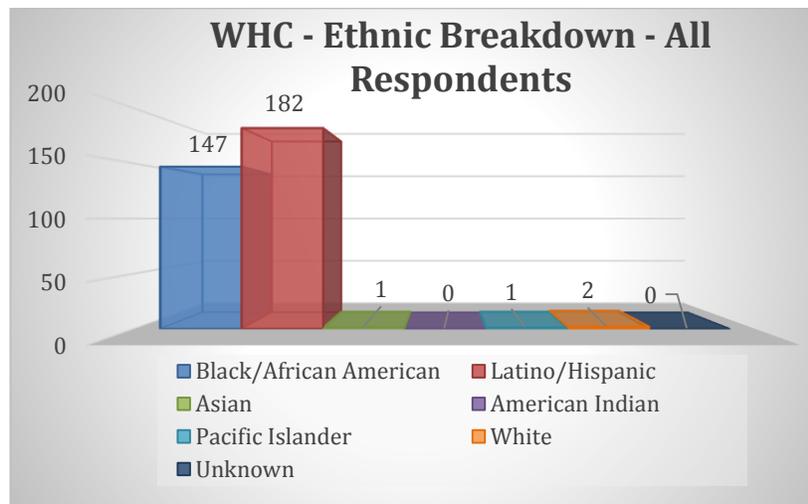
Methods

The target population of this study consisted of patients of all ages at Watts Healthcare Corporation. The majority of the target population reflects the community of Watts – Black/African American or Latino/Hispanic. The sample population of the study consisted of 333 patient participants. An additional eight patients were also surveyed, however due to current categorical data entry limitations their mixed race/ethnicity cannot be documented. The participants were randomly selected. The researcher approached patients in the waiting rooms of the Federally Qualified Health Center (FQHC). No one was included or excluded for economic status, gender, ethnicity, or any other reason. The only eligibility requirement was the participant must be a patient of the FQHC. The researcher distributed the surveys (both in English and Spanish) to any patients willing to participate. Patients were given incentives – a heart shaped stress ball – for participating. The patients were told to fill out *each* question on the sheet and that the comment section was optional. After each survey was collected, the researcher immediately placed them into an envelope without reading the responses for confidentiality purposes. The researcher assisted any patients experiencing trouble reading the survey. The

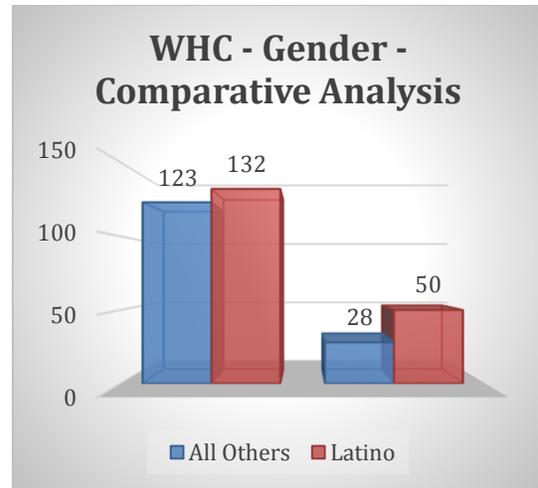
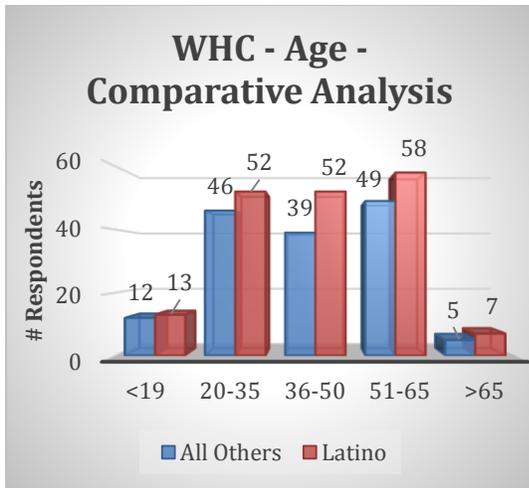
patients were told that the surveys were being used to improve the services at Watts Healthcare Corporation and that their responses were completely anonymous.

The data was collected using the patient satisfaction surveys. The researcher analyzed the data by using excel. The graphs needed were already predetermined by Watts Healthcare Corporation and not determined by the researcher. Each question correlated with one box on an excel spreadsheet. Therefore the total number of responses for each question was inputted into each box. As a system check, an entire row of boxes should add to the total number of participants.

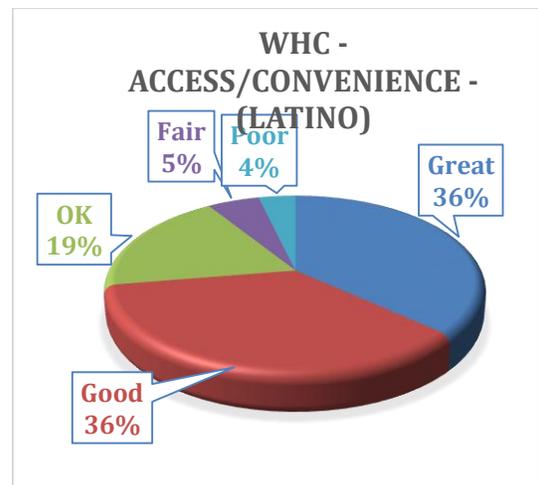
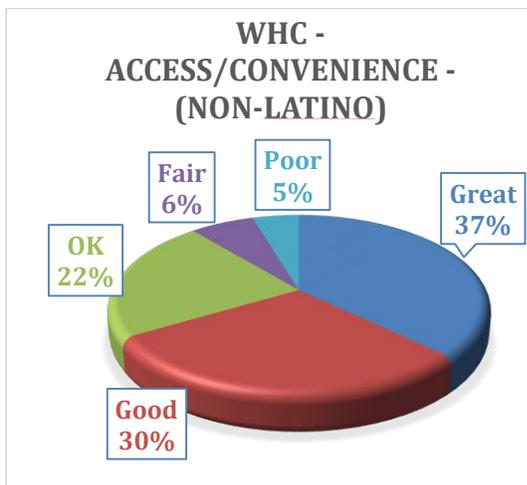
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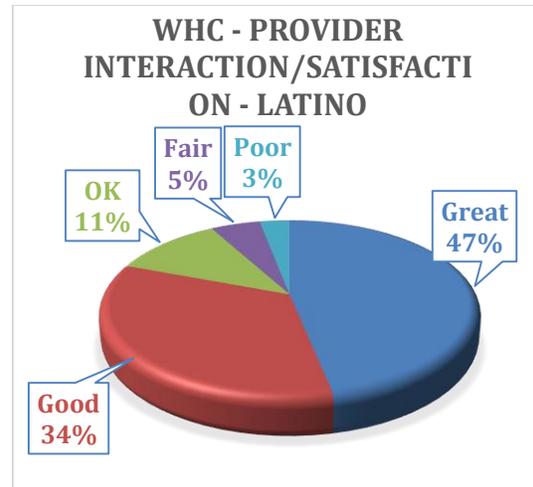
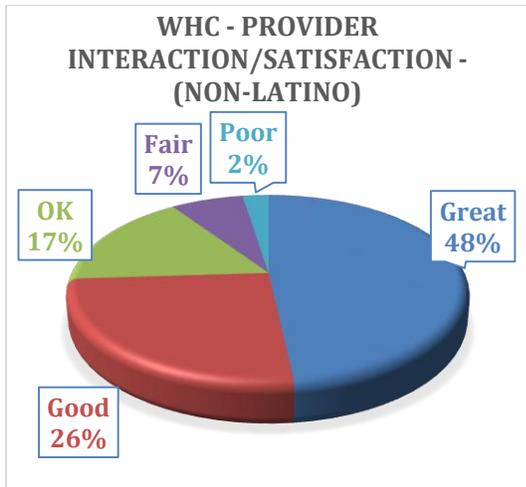
Out of the 333 patients surveyed, the two largest groups were Black/African American and Latino/Hispanic at 147 and 182 patients, respectively.



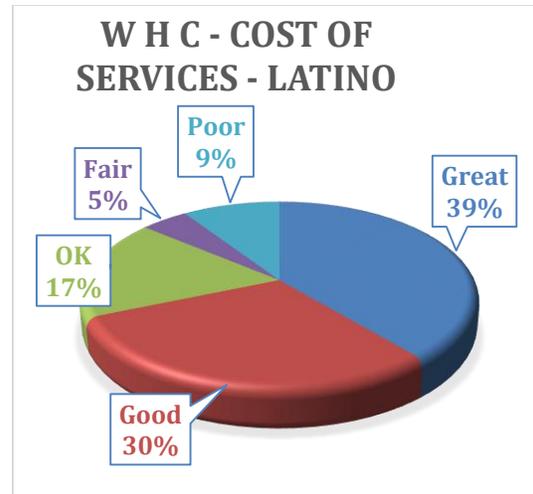
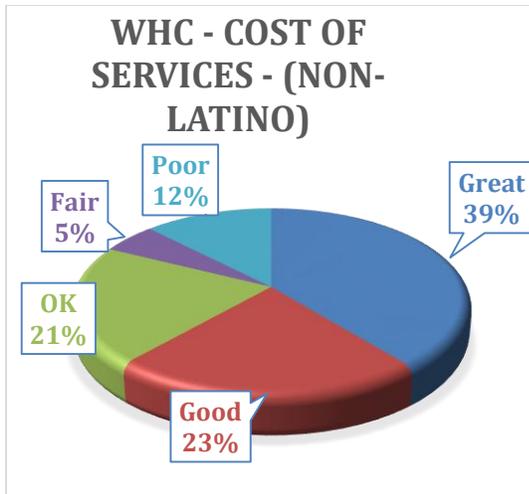
In comparison to all other races, Latino/Hispanic patients had a similar number of participants for age ranges less than 19 years old and over 65 years old. However, Latino/Hispanic patients of age groups 20-35, 36-50, and 51-65 had more participants than all other races. When compared to all other races, Latino/Hispanic patients also had more female than male participants.



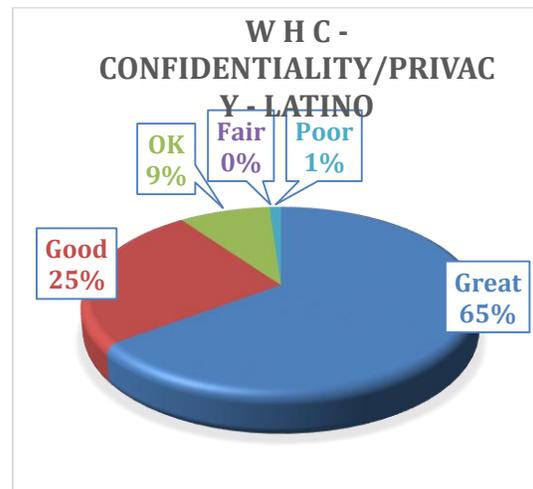
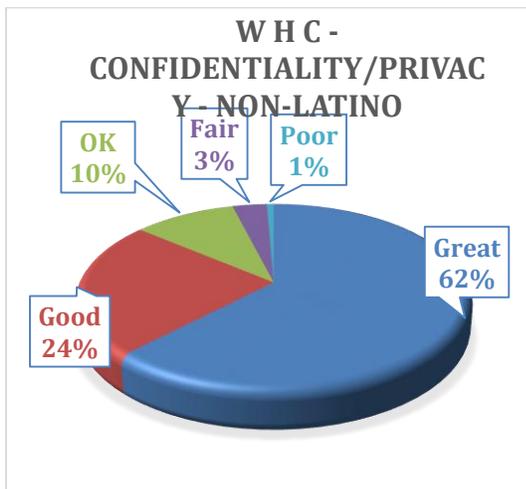
Out of the 151 non-Hispanic patients surveyed, 67% of the patients found the access and convenience of Watts Healthcare Corporation (also known as Watts Health Center to patients) was great or good. Out of the 182 Hispanic patients surveyed, 72% of the patients found the access and convenience of Watts Health Center to be great or good.



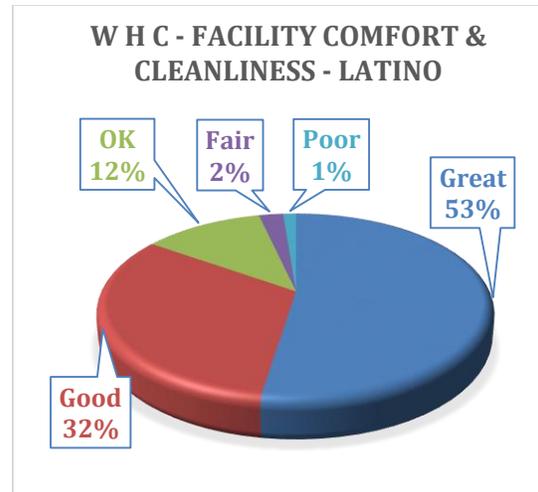
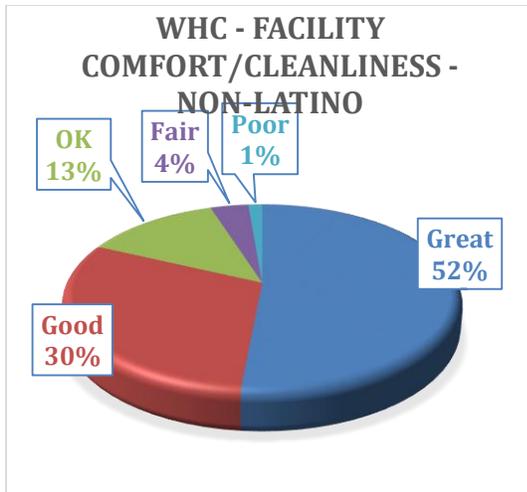
Out of the 151 non-Hispanic patients surveyed, 74% stated that Watts Health Center's providers, nurses, and medical assistants were great or good. Out of the 182 Hispanic patients surveyed, 81% stated that Watts Health Center's providers, nurses, and medical assistants were great or good.



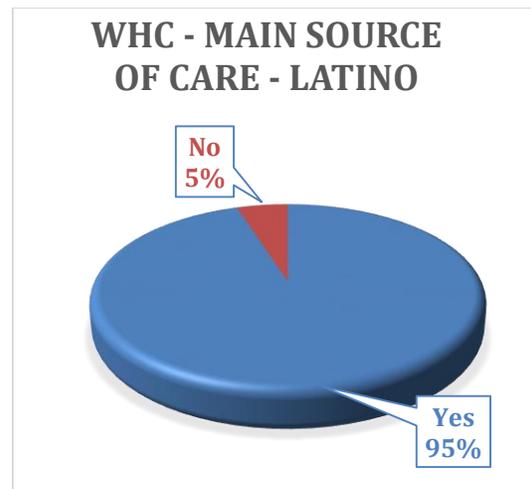
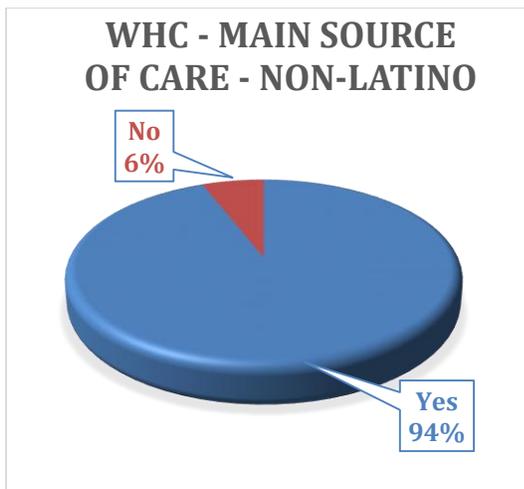
Of the 151 non-Hispanic patients surveyed, 62% stated that cost of services at Watts Health Center were great or good. Of the 182 Hispanic patients surveyed, 69% stated that cost of services at Watts Health Center were great or good.



Out of the 151 non-Hispanic patients surveyed, 86% stated they felt good or great about Watts Health Center maintaining patient confidentiality and privacy. Out of the 182 Hispanic patients surveyed, 90% stated they felt good or great about Watts Health Center maintaining patient confidentiality and privacy.



Out of the 151 non-Hispanic patients surveyed, 82% stated they felt great or good about their safety and comfort within the facility. As well, they found the facility clean and easy to navigate. Out of the 182 Hispanic patients surveyed, 85% stated they felt great or good about their safety and comfort within the facility. As well, they found the facility clean and easy to navigate.



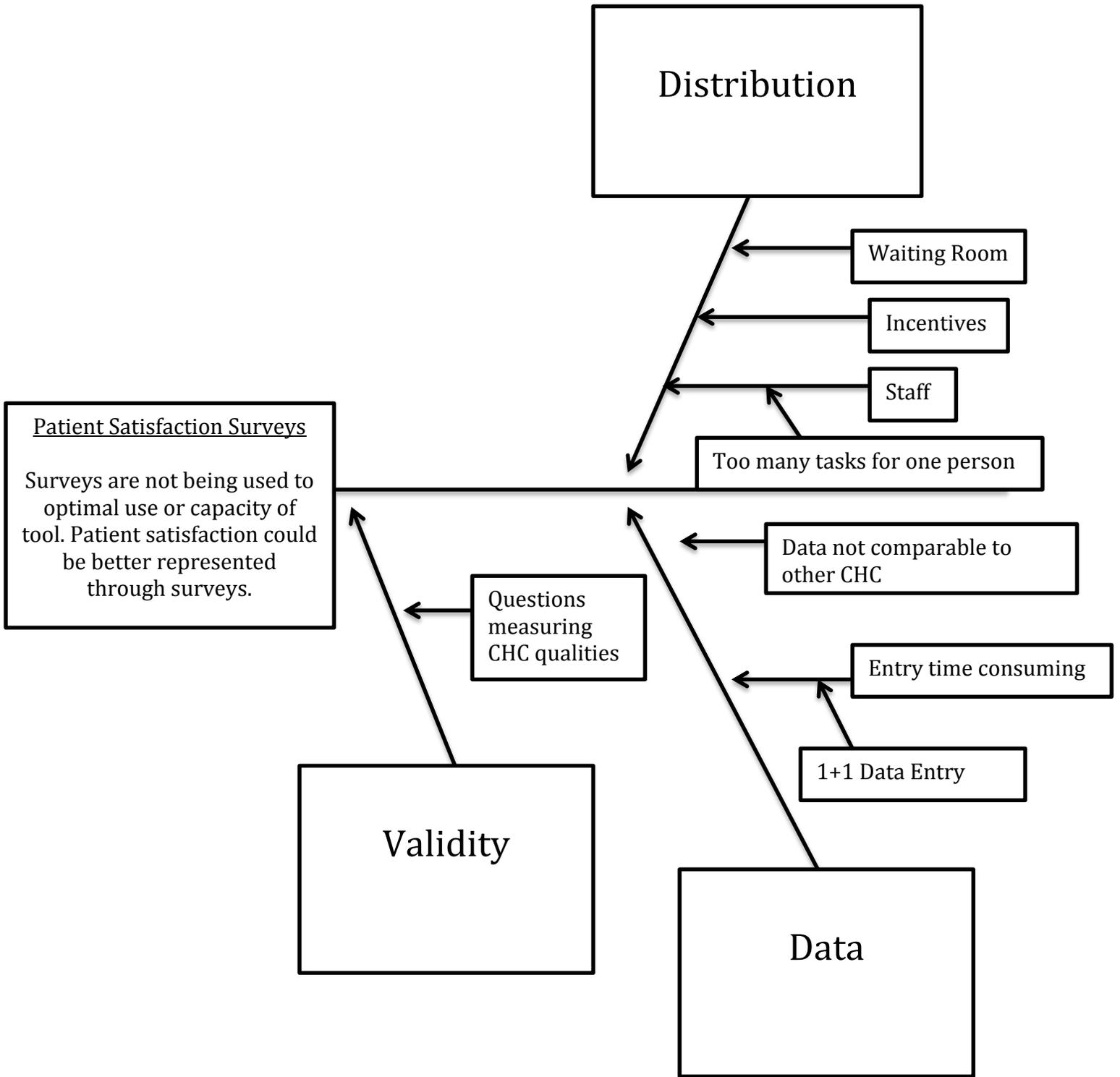
Of the 151 non-Hispanic patients surveyed, 94% considered Watts Health Center their main source of care. Of the 182 Hispanic patients surveyed, 95% considered Watts Health Center their main source of care.

Discussion

In analyzing the results, more than 60% of patients surveyed answered positively in all survey categories: access, provider satisfaction, cost, comfort/cleanliness, and confidentiality/privacy. The majority of both non-Hispanic patients and Hispanic patients identified Watts Healthcare Corporation (WHHC) as their main source of care, 94% and 95% respectively. Results indicate that based on the survey measures, patients are mostly satisfied with the services and care that they receive at WHHC.

Through survey administration I was able to communicate and discuss with patients regarding both their experiences taking the survey and at the center. During data collection, compiling the comments section (all of the optional comments patients provided can be found in the appendix of this paper) of the survey also gave me further insight into what the patients found important about care at the site. This information showed that while the survey was able to assess the basic level of satisfaction, there were aspects of the care that were not adequately measured and which patients were not satisfied with. Therefore, although the surveys showed mostly positive reviews, patient happiness with the services at WHHC was not completely represented. As with any survey tool, there are always limitations. The HRSA survey also had its limitations when it came to WHHC. To better understand and identify the limitations faced a fishbone root-cause analysis (found below) was utilized. The discussion of each limitation is explored alongside with possible improvements in the upcoming Recommendations section.

For further research, improvements made on the survey tool at WHHC can be made in order to more accurately represent patient experiences. Since there will be new ways to measure patient experience, the survey tool used should be regularly evaluated and updated as needed, within the site's resources.



Recommendations

Based on the results, anecdotal evidence, and the fishbone root-cause analysis, there are several areas of the patient satisfaction survey distribution and collection that could be improved. The central problem is that patient satisfaction surveys could be improved to get the optimal use of this tool at WHHC. This boiled down into three main categories: distribution, validity, and data.

The first, distribution, is affected by two problems. One being there is not enough staff covering the tasks that go with survey distribution. Such as handing out clipboards, pens, and incentives, or replacing completed surveys, storing completed surveys, and reaching each unit's wait room. The second is that by distributing surveys in the waiting room before the patient sees their provider, the patients are not thinking of their current WHHC experience, but their past experiences. This changes the accuracy of patient experiences when patient satisfaction surveys are not implemented year long but only for a season. Electronic health records (EHR) and electronic versions of the survey can be used to improve on these issues by reducing the workload on staff. An administrative staff member can run through the survey during the patient's visit and record it onto the patient's EHR, similarly to how clinical staff runs through other screenings documented in EHRs. Some CHCs in the country give patients the option to fill out this HRSA survey electronically as well as the paper version.³ Similarly, AMA and Press Ganey provide an electronic patient satisfaction survey through email and a service that takes care of data input.⁴ Watts Healthcare Corporation can collect surveys more efficiently by incorporating it into EHR or electronic versions of the survey on kiosks or other electronic devices at the center.

The second category is validity of the HRSA survey - are the questions measuring the

qualities of WHHC most effectively? Although surveys were available in both English and Spanish, patients still had trouble understanding questions and many times asked me to further explain. This confusion was not due to reading level but simply wording of each question. Additionally, when asked about payments, many patients had insurance and had difficulty answering questions. The latest NCQA (National Committee for Quality Assurance) guidelines for PCMH include the 2013 CAHPS survey (Consumer Assessment of Healthcare Providers and Systems).⁵ Downsides of using this survey are the costs to the CHC and the length for patients (over 50 questions). Some ways to deal with these issues are to use hybrid surveys with some questions from the CAHPS. The Colorado Community Health Network allows Colorado CHCs to use their own patient satisfaction surveys with the addition of 5 questions from the CAHPS.⁶ Relatedly, the Midwest Clinicians Network developed a revised version of the HRSA survey that includes PCMH measures of satisfaction.⁷ Based on these examples, it is recommended that a more concise format of questions from the HRSA and/or CAHPS be selected to reduce misunderstandings and increase validity.

The third category in the fishbone analysis is data. The concerns for data are that data entry is time consuming and that the results are not comparable with other CHCs. Watts Healthcare Corporation uses a “1+1” protocol for data entry. A researcher must type into each square (one square represents one response for one question) the number one and then keep adding one until they have reached the total number of responses. For example, if a question asks how a patient ranks the facilities cleanliness from 1 to 5 and 500 people have responded to this question, the researcher must type into excel 1+1+1...until they reach 500. For a survey with 20 questions, the researcher has now typed in 1+1 10,000 times for a sample population of 500. This takes days to complete and becomes much more difficult when respecting the privacy and

confidentiality of patients by only doing data entry at the facility to reduce chances of patient surveys lost outside of the CHC. Watts Healthcare Corporation uses this method due to comfort with this technique, but it is essential that resources be utilized to find an easier way to input data. The previous statement is especially true when considering Watts Healthcare Corporation expected 1,000 surveys in a six-week period. Recommendations mentioned previously could also help alleviate these concerns. Data entry could be improved by using electronic versions of the survey and/or by revising the survey to include fewer, more concise questions from the current surveys. By using questions from the CAHPS, data would be comparable with other CHCs in the nation. Lastly, WHHC can increase their productivity by hiring more staff or a third party member. There are many third party members that will collect the surveys and report the results for a fee.

Conclusion

“Hire a supervisor that receives questions/concerns from patients personally and face to face. Our concerns are important because patients sustain this clinic. The doctors should give more attention to their patients or hire someone who has more capacity.”

-- Patient at Watts Healthcare Corporation

Due to the limitation of funding, some of these recommendations might not be ideal for Watts Healthcare Corporation. The use of patient satisfaction surveys is fairly recent in healthcare, creating a limitation of research available as standardizations and guidelines are being refined with time. Regardless of funding being an issue, it's still important for surveys to be implemented correctly in order to improve patient experiences and outcomes.

As the quote above states, patients are the only reason health facilities exist and without their satisfaction health centers will lose their business. Patient satisfaction is essentially part of consumer marketing as patients (consumers) measure services and products of the health facility

(company).⁸ This only further proves the validity of the patient's quote and why health centers should be cautious when analyzing patient satisfaction from a business point of view. Health centers should not only examine patients' satisfaction but also patients' experiences. Many patients expressed their desire to be better appreciated at Watts Healthcare Corporation. Patients told me their commitment to WHHC was based on their acceptance that this was most affordable and most convenient. If effort is put into improving and effectively reporting patient experiences, patients will not only feel appreciated but also stop believing WHHC is an only or last resort.

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Appendix A: Patient Satisfaction Survey

English

[*Your Clinic Name Here*]

Patient Satisfaction Survey

We would like to know how you feel about the services we provide so we can make sure we are meeting your needs. Your responses are directly responsible for improving these services. All responses will be kept confidential and anonymous. Thank you for your time.

Your Age: _____

Your Sex: ___ Male ___ Female

Your Race/Ethnicity: ___ Asian ___ Pacific Islander ___ Black/African American ___
American Indian/Alaska Native ___ White (Not Hispanic or Latino) ___ Hispanic or Latino
(All Races) ___ Unknown

Please circle how well you think we are doing in the following areas:

GREAT: 5 GOOD: 4 OK: 3 FAIR: 2 POOR: 1

Ease of getting care:

Ability to get in to be seen: 5 4 3 2 1

Hours Center is open: 5 4 3 2 1

Convenience of Center's location: 5 4 3 2 1

Prompt return on calls: 5 4 3 2 1

Waiting:

Time in waiting room: 5 4 3 2 1

Time in exam room: 5 4 3 2 1

Waiting for tests to be performed: 5 4 3 2 1

Waiting for test results: 5 4 3 2 1

Staff:

Provider: (Physician, Dentist, Physician Assistant, Nurse Practitioner)

Listens to you: 5 4 3 2 1

Takes enough time with you: 5 4 3 2 1

Explains what you want to know: 5 4 3 2 1

Gives you good advice and treatment: 5 4 3 2 1

Nurses and Medical Assistants:

Friendly and helpful to you: 5 4 3 2 1

Answers your questions: 5 4 3 2 1

All Others:

Friendly and helpful to you: 5 4 3 2 1

Answers your questions: 5 4 3 2 1

Payment:

What you pay: 5 4 3 2 1

Explanation of charges: 5 4 3 2 1

Collection of payment/money: 5 4 3 2 1

Facility:

Neat and clean building: 5 4 3 2 1

Ease of finding where to go: 5 4 3 2 1

Comfort and Safety while waiting: 5 4 3 2 1

Privacy: 5 4 3 2 1

Confidentiality:

Keeping my personal information private: 5 4 3 2 1

The likelihood of referring your friends and relatives to us: 5 4 3 2 1

Do you consider this clinic your main source of care? Yes No

What do you like best about our center?

What do you like least about our Center?

Suggestions for improvement?

Thank you for completing our Survey!

Spanish

[Your Clinic Name Here]

Encuesta De Satisfacción Para el Paciente

Quisiéramos saber que piensa usted de los servicios de salud que ofrecemos para asegurarnos que estamos satisfaciendo sus necesidades. Sus respuestas se tomarán en cuenta para mejorar nuestros servicios. Sus respuestas serán tomadas confidencialmente y anónimamente. ¡Gracias por su tiempo!

Su Edad: _____

Su Sexo: Masculino ____ Femenino ____

Su Raza/Etnicidad: ____ Oriental ____ Isla Pacifica ____ Negro / africano Americano
____ Indio Americano / nativo de Alaska ____ Blanco (No Hispano ni Latino) ____ Hispano o Latino (Todas las Razas)

Por favor califique los servicios en las siguientes áreas y circule el número de acuerdo con la calidad de cada servicio:

MUY BUENO: 5 BUENO: 4 REGULAR: 3 POBRE: 2 MUY POBRE: 1

Facilidad de recibir cuidado:

Habilidad para obtener una cita 5 4 3 2 1

Horas de servicio del Centro 5 4 3 2 1

Lugar donde se encuentra el Centro 5 4 3 2 1

Rapidez en contestarle por teléfono 5 4 3 2 1

El Consultorio:

Tiempo en la sala del Centro 5 4 3 2 1

Tiempo en el cuarto de examen 5 4 3 2 1

Tiempo que espera para que le hagan un examen 5 4 3 2 1

Tiempo de espera para obtener los resultados del examen 5 4 3 2 1

Empleados:

Proveedor: (Doctor, Dentista, Asistente Médico, Enfermera Practicante)

Le escuchan 5 4 3 2 1

Se toman suficiente tiempo con usted 5 4 3 2 1

Le explican lo que usted quiere saber 5 4 3 2 1

Le dan buenos consejos y tratamiento 5 4 3 2 1

Enfermeras:

Son amistosos y amables cuando le ayuden 5 4 3 2 1

Le contestan sus preguntas 5 4 3 2 1

Todos Los Demás:

Amables y dispuestos en ayudarle 5 4 3 2 1

Le contestan sus preguntas 5 4 3 2 1

Pago:

Lo que usted paga 5 4 3 2 1

Explicación de cargos 5 4 3 2 1

Colección de pago / dinero 5 4 3 2 1

Lugar:

El consultorio está en orden y limpio 5 4 3 2 1

Es fácil de encontrar el lugar donde debe ir 5 4 3 2 1

Se siente cómodo y seguro cuando está esperando 5 4 3 2 1

Hay privacidad 5 4 3 2 1

Confidencialidad:

Mi información personal se mantiene en privado 5 4 3 2 1

La probabilidad de recomendar a parientes y amistades 5 4 3 2 1

¿Considera esta clínica su Centro de cuidado principal? Si No

¿Qué es lo que más le gusta de nuestro Centro?

¿Qué es lo que menos le gusta de nuestro Centro?

¿Tiene sugerencias para mejoramiento?

¡Gracias por su tiempo en llenar esta encuesta!

Appendix B: Comments

Non-Hispanic

What do you like best about our center?

Facility

- I feel comfortable here it's a nice place

Location/Hours

- The location right off the blue line train
- Location (15)
- It's local
- The hours and location

Staff

- Nurses and doctor take time with you and are polite
- Doctors are helpful (7)
- They are nice
- Staff is very friendly (2)
- Customer service
- Helpful all the time
- It's neat and organized, friendly people
- The friendliness of staff – the doctors are great
- Friendly
- They are always nice, great service, really great here
- The help they give
- Very good staff
- Professional staff
- People are friendly
- That the doctors and nurses listen to you and understand
- Staff
- I've been coming here since 1984 – people here help people
- Respectful, friendly
- The care and help
- Physician is knowledgeable
- The center takes care of business

Appointments

- Easy appointment dates are available

Cost/Affordability

- Low/No cost (2)
- Convenient in my budget

- My medication is free

Dental

- Good dental care
- A really good dentist

Complete Services

- The different departments
- Having all services in one building including door to center transportation

Quickness

- No long waiting
- Fast service

Clean and friendly

- Clean and friendly
- Very kind people and clean
- It's clean and everybody is friendly
- How clean it is and how welcomed you feel

Everything

- All of it (4)

Multiple Categories

- Convenient and past experiences
- Location and urgent care
- Dr. Parikh and urgent care

What do you like least about our center?

Location/Hours

- Bit far from where I live
- Location

Staff

- Nurses made me cry by treating me real bad
- The attitude (5)
- There is not enough networking with service providers and patients Management is not communicating well with patients. Management needs more knowledge on information. A lot of inefficient processes and workflow.

Appointments

- Referrals take too long to get the service done
- Appointment too late – it takes long time like 2 or 3 months
- Referral to outsource – for example, root canal

- Sometimes they send you to another place when treatment should be here
- Getting appointment can take up to months
- Poor return of phone calls and follow-ups

Wait time/ quickness

- Sometimes they are too slow
- The waiting for you to get seen
- The wait time is horrible sometimes I'm not seen till hours after my appointment and have to call in late to work
- Waiting time even though you have an appointment and you come early for it you are still not seen
- Wait time (17)
- Wait time – waited almost 2 hours for a signature
- Wait time – payments (no fee waivers)
- It's a long waiting period
- The wait time for being seen is too long
- Too many people a lot of wait time

Waiting Room

- Some of televisions in waiting room not working
- Have the tv on so maybe that can help ease the pain but other than that awesome

Transportation

- Many times transportation late – need help [more staff] so not have lots of patients to pick up or too late for travel
- Parking

Nothing

- There is nothing that I like least about your center
- Everything is fine so far

Suggestions for Improvement

Location/Hours

- Location

Staff/staffing

- Maybe getting more doctors at the clinic during different times of the year
- Need more help [to] speed up being seen plus it will take some of the workload off the ones [providers] who you are here
- Need more help so wait time not too long to sign and be seen and more transportation (vans and workers)
- Staff more knowledgeable and friendly
- More janitors and cleaner bathrooms
- Staff needs to be more respectful

- Federal and state regulations should be posted in registration office. Income regulations should be posted as well. Need more training with staff to improve communication with management.
- More workers and faster pace

Appointments

- Consistent follow up in a timely fashion

Wait time

- Too long waiting to see the doctor
- Make appointments exact time
- Should be called more quickly
- Shorten wait time (2)
- Move faster

Dental

- More policies to save teeth rather than pulling as insurance covers extractions

Nothing

- Keep up the good work
- Keep doing what you are doing
- Stay as nice as you are
- None at this time (2)

Funding

- More funding

Hispanic

What do you like best about our center?

Facility

- Clean (2)

Location/Hours

- Location (5)
- Close to my home
- Convenient
- Close to home and the service hours are convenient

Attention

- Attention (10)
- That they attend to one very well

All/complete services

- Various/complete services
- All services are here in one/same place/building (5)
- All services (3)
- You find all departments you need for adults and children
- Facility has all the necessary health exams/tests here, no need to go elsewhere
- Everything is here – even dental and eye vision doctor
- It has other departments like WIC and dentist
- A lot of services (3)

Service

- Services (9)
- When compared to other places, the services here are good
- Good care
- The ambiance of the work done here

Staff

- Like the way they treat you when you have a question they answer you with good response
- Taken care of well
- Kind staff (3)
- Best staff
- That they [Watts] attends to us when we need it
- Bilingual staff, doctor's kindness and dedication
- That they take my wife's pregnancy very serious since she has high blood pressure and all the test they do shows that they care
- They know what they are doing even till now
- Good doctors (2)
- The treatment of the patients
- The help they give patient and that they help with programs they have available
- The services of the doctors
- The treatment they give us with patience
- Friendly (4)

Wait time/quickness

- Quickness (2)
- The time that I have to wait for my check is short
- They attend to you quickly
- I have been here only two times and only for the dental clinic but so far I like it because they help me in a reasonable time as a walk in and registration was easy and fast

Low costs/affordability and health plans

- Second time in clinic for dental. I haven't experienced much but I think is a great opportunity for people to see a doctor at low cost.

- Convenient for people without health insurance
- Benefits
- The health plans
- Low costs (2)

Dental

- Dentist
- Dental cleaning

Everything

- Everything (6)
- Everything because I receive services kindly

Multiple Categories

- Transportation, clean facility, and the attention here
- Payment and close to home
- They attend to patients really well and the costs are comfortable for me
- It is much more reliable to get treatment here than a hospital
- Attention and bathrooms everywhere
- The attention received and the affordability
- Very clean and close
- Location and bilingual staff and doctor
- Doctors/Services

What do you like least about our center?

Location/Hours

- The location
- Location/Neighborhood
- A little too far from home
- The hours and the days – they should open Saturdays

Attention

- Attention

Staff

- The receptionists are not charismatic people and I do not like them. They are not amiable or friendly.
- Sometimes receptionists are rude (2)
- The nurses bother me because they do not answer my questions
- Nurses (4)

Appointments

- Wait time for appointments
- The appointments could be better like one after the other (closer appointments)

- Wait time is long to make next appointments
- Wait time to receive an appointment with my doctor is long
- Wait time for an appointment
- The scheduling of appointment usually does not work with my schedule
- That when I walk in because I feel sick and do not have an appointment with my doctor it is impossible to be seen. They send me to urgent care and I want to see my doctor not urgent care.
- Not enough availability of appointments and long wait (4hrs)
- To make a future appointment it takes too long and I think they should receive less people per day because it's too many people and they rush [dental] visits and do not leave your teeth clean. I do not like that they covered my wisdom tooth and they did a poor job. I now have chills in that tooth and to chew it hurts.

Wait time

- Wait time in waiting room (22)
- Sometimes in the waiting area they take too long to call you
- The appointments do not go by fast like if they were never made
- The wait time to see a doctor one hour or more
- The wait sometimes is too long
- Long waiting hours even when you have an appointment
- Long wait time due to too many people – too many recommendations to this place

Dental

- Dental service
- For one treatment there are a lot of appointments (dental)

Payments

- Payment
- Payments for medications

Nothing

- There is nothing wrong
- I like everything
- Nothing I dislike
- Everything good
- Nothing, everything is fine (2)

Multiple Categories

- Wait time/More amiable staff – lack of sensitivity to language barrier
- Good service, location, meds
- It is not that clean – could be way better – and some staff members are not friendly
- Wait time and also so far out appointments
- Long wait time for appointments and wait time two months to be seen – I do not like this
- Better service from doctor and the appointments take too long
- The location and the long waiting for next appointments

Suggestions for Improvement

Service

- Better attention
- Customer service
- A plan so that there is no medication payment

Staff

- If there were more doctors the attention would be better
- More staff to make the waiting less
- If possible, have more doctors available
- More dentists to make less wait time during appointments
- More staff
- That they work here with a conscience
- More amiable staff (2)
- The staff receiving phone calls and working in the front should be more humane. Like have a smile on their faces and look like they enjoy their jobs. They should be kind, charismatic, kind, and humble.
- Receptionists need to be more professional and should not be eating when talking to patients
- That they keep us informed about our appointments – are they going to see us or no? Because the other day I was here and everyone else left. This happened in general medicine (adult).
- Providers should go over which exams/labs are being performed and results from them
- Talk to the cleaning personal for improvements and for the staff attitude

Appointments

- Appointments should be scheduled closer together (2)
- To develop a system where we can be seen for next appointments sooner

Wait time

- That we get seen at the time of our actual appointments
- Faster service (2)
- Try to call in your patients a little faster
- Make people that have appointments leave at a reasonable time not 3 hours later
- Shorter wait time (2)
- Better organized appointments schedule to reduce waiting time

Dental

- Why they don't do the cleaning in one appointment and we don't have to come over and over for the same treatment?

Nothing

- Everything is fine (2)

- Everything is very good and in order

Things to add

- Have a child care center entertainment
- More opportunities for benefits and medications
- Hire a supervisor that receives questions/concerns from patients personally and face to face. Our concerns are important because patients sustain this clinic. The doctors should give more attention to their patients or hire someone who has more capacity.