Patient Satisfaction Assessment Results

Currently Viewing All Combest Sites Patient Satisfaction Data from April 2020

Response Rates Across Combest Sites

<table>
<thead>
<tr>
<th>Site</th>
<th>Surveys Sent</th>
<th>Valid Responses</th>
<th>Response Rate %</th>
</tr>
</thead>
<tbody>
<tr>
<td>LCCHWC</td>
<td>100</td>
<td>50</td>
<td>50.00%</td>
</tr>
<tr>
<td>Senior House Calls</td>
<td>25</td>
<td>24</td>
<td>96.00%</td>
</tr>
<tr>
<td>Combest Central</td>
<td>100</td>
<td>78</td>
<td>78.00%</td>
</tr>
<tr>
<td>Abilene</td>
<td>100</td>
<td>72</td>
<td>72.00%</td>
</tr>
<tr>
<td>All Combest Sites</td>
<td>325</td>
<td>224</td>
<td>68.92%</td>
</tr>
</tbody>
</table>

Overall Satisfaction with the Combest Clinic Visit

0.7258
Low Satisfaction

Gap Analysis Values (GAVs)

- I was Able to Make a Timely Clinic Appointment GAV
  - During the Visit, I was Treated with a High Level of Respect GAV
  - I Spent Enough Time with the Health Care Provider GAV
  - The Health Care Provider Completely Explained My Care to Me GAV
  - I Will Highly Recommend the Senior House Calls Services to Others GAV
  - I Feel Much More Able to Take Care of Myself/Child/Family Member After Going to the Clinic GAV
  - The Van Arrived Exactly On Time to Take Me to the Combest Center GAV
  - The Van Service was Very Helpful for Me GAV
  - The Van Driver Clearly Explained When the Van Would Take Me Home GAV
  - The Clinic Staff Clearly Answered Each of My Questions about My Medicines GAV
  - The Clinic Staff Taught Me Exactly How to Take My Medicines GAV
  - The Prescription Assistance Program is Very Helpful for Me to Get My Medicines GAV
  - The Class Has Clearly Helped Me Learn How to Control My Diabetes GAV
  - The Class Provided Enough Time to Get Each of My Questions Answered GAV
  - The Information was Very Helpful to Me for Learning About Diabetes GAV
  - Overall Satisfaction with the Clinic Visit GAV

Overall Satisfaction GAV 0.7258

Strengths
Opportunities for Improvement
Challenges