

2016 PCC PATIENT SATISFACTION SURVEY

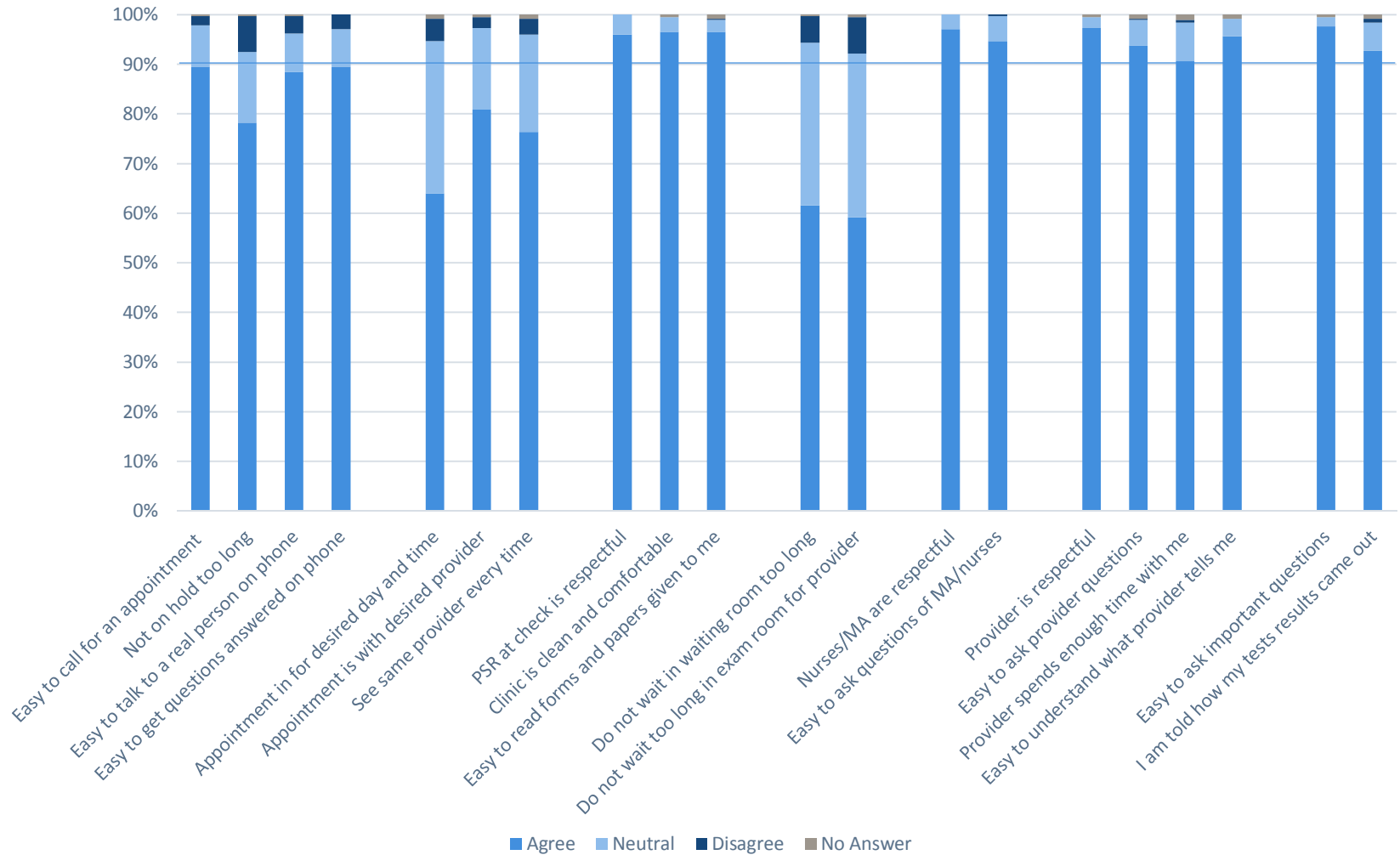
Highlights & First Impressions
February 2017

We collected 372 surveys this year.

	English	Spanish	Total
Pediatric (North)	18	59	77
Adolescent (North)	18	16	34
Adult (North)	30	65	95
Center for Women's Health	55	96	151
Manor ISD	4	11	15
<i>Total</i>	125	247	372

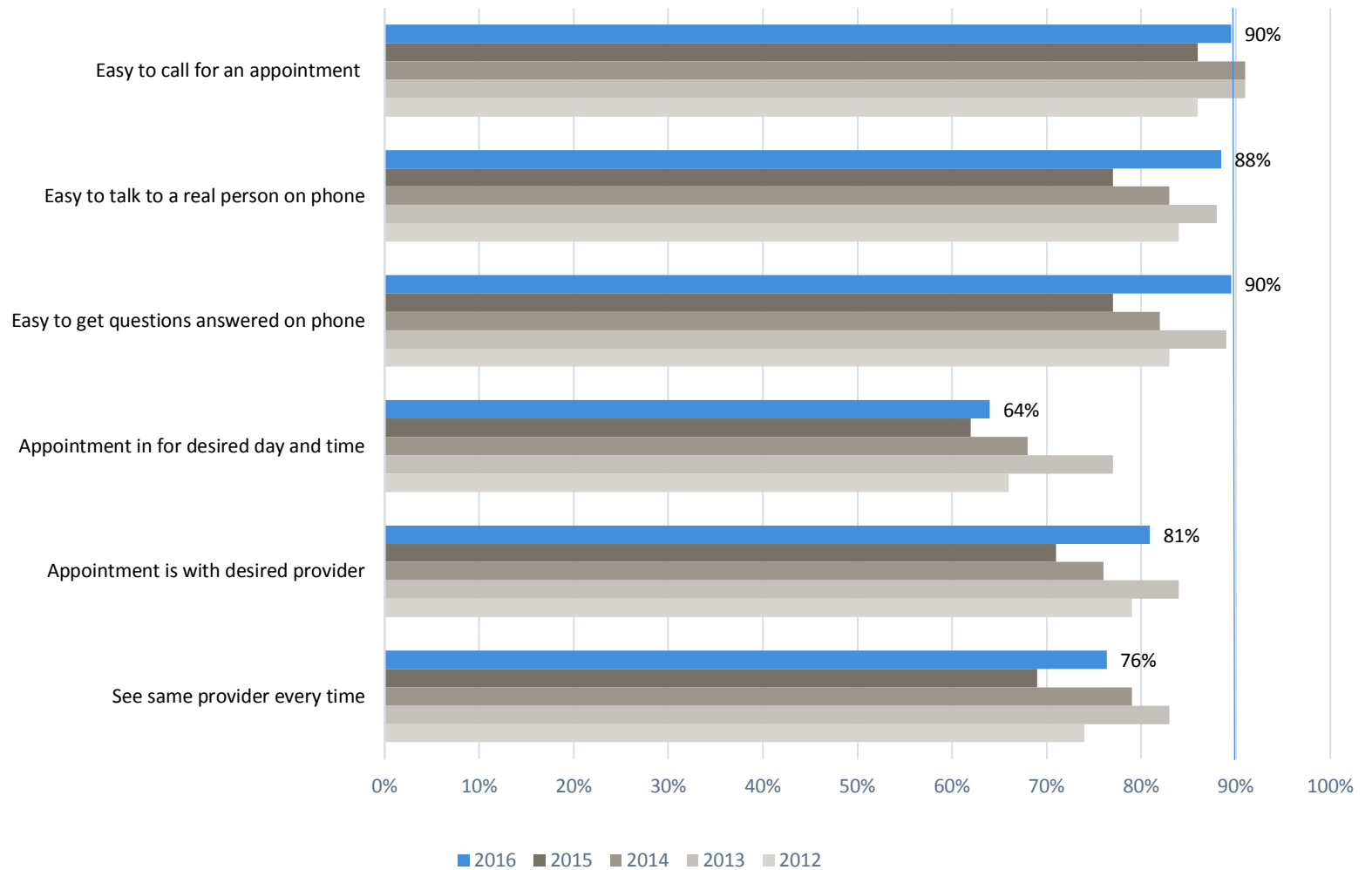
Many scores were very positive.

372 responses from all departments in English and Spanish, 2016



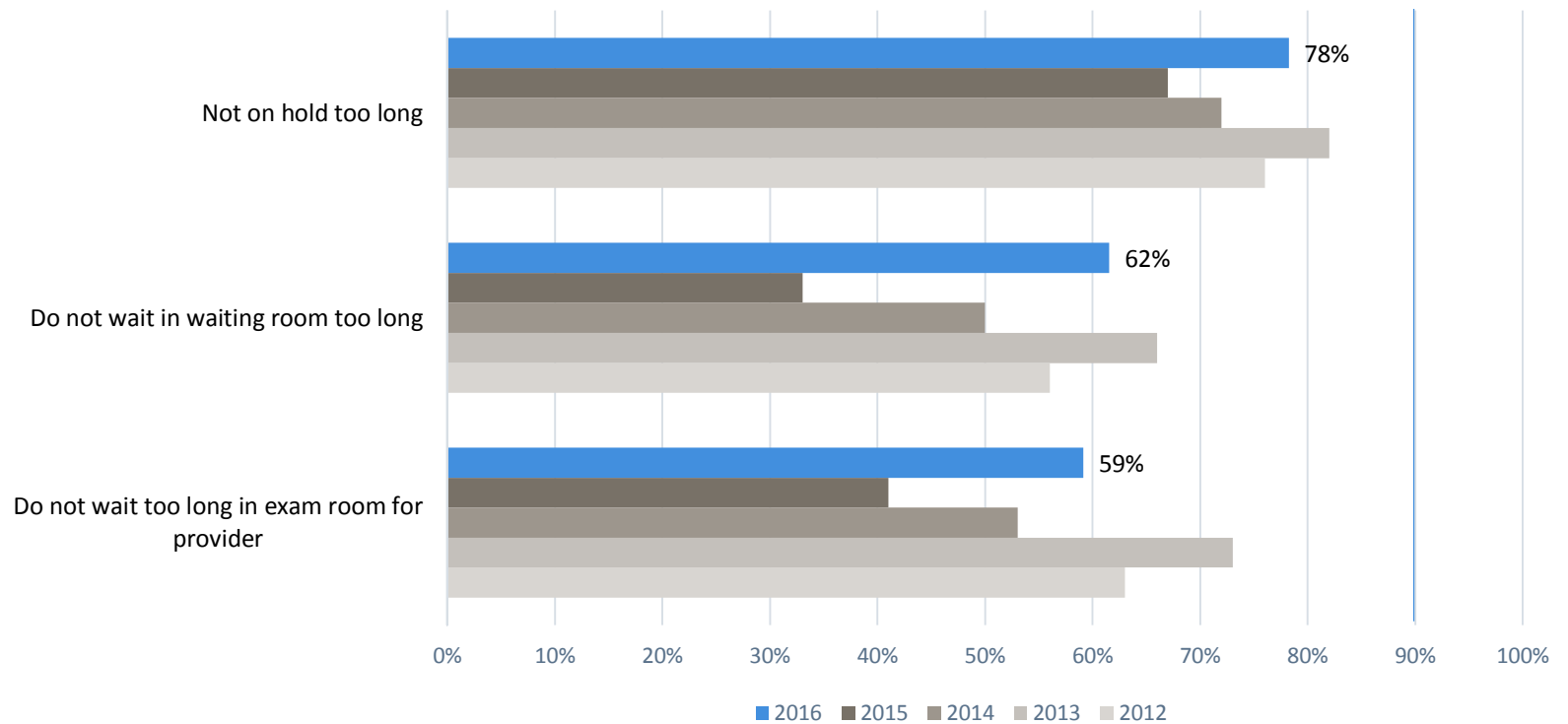
Access

All departments, English and Spanish, 2012-16



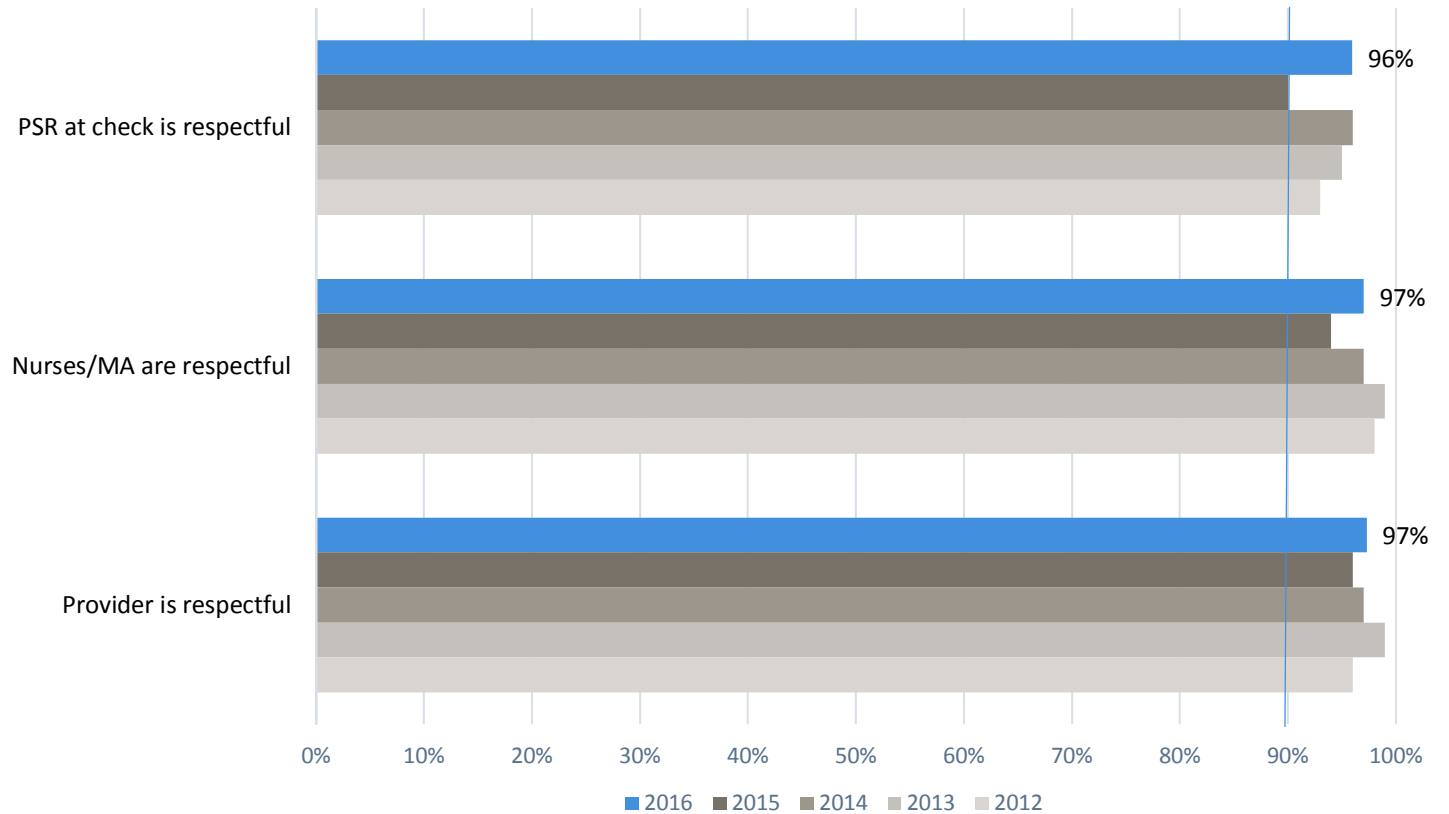
Wait

All departments, English and Spanish, 2012-16



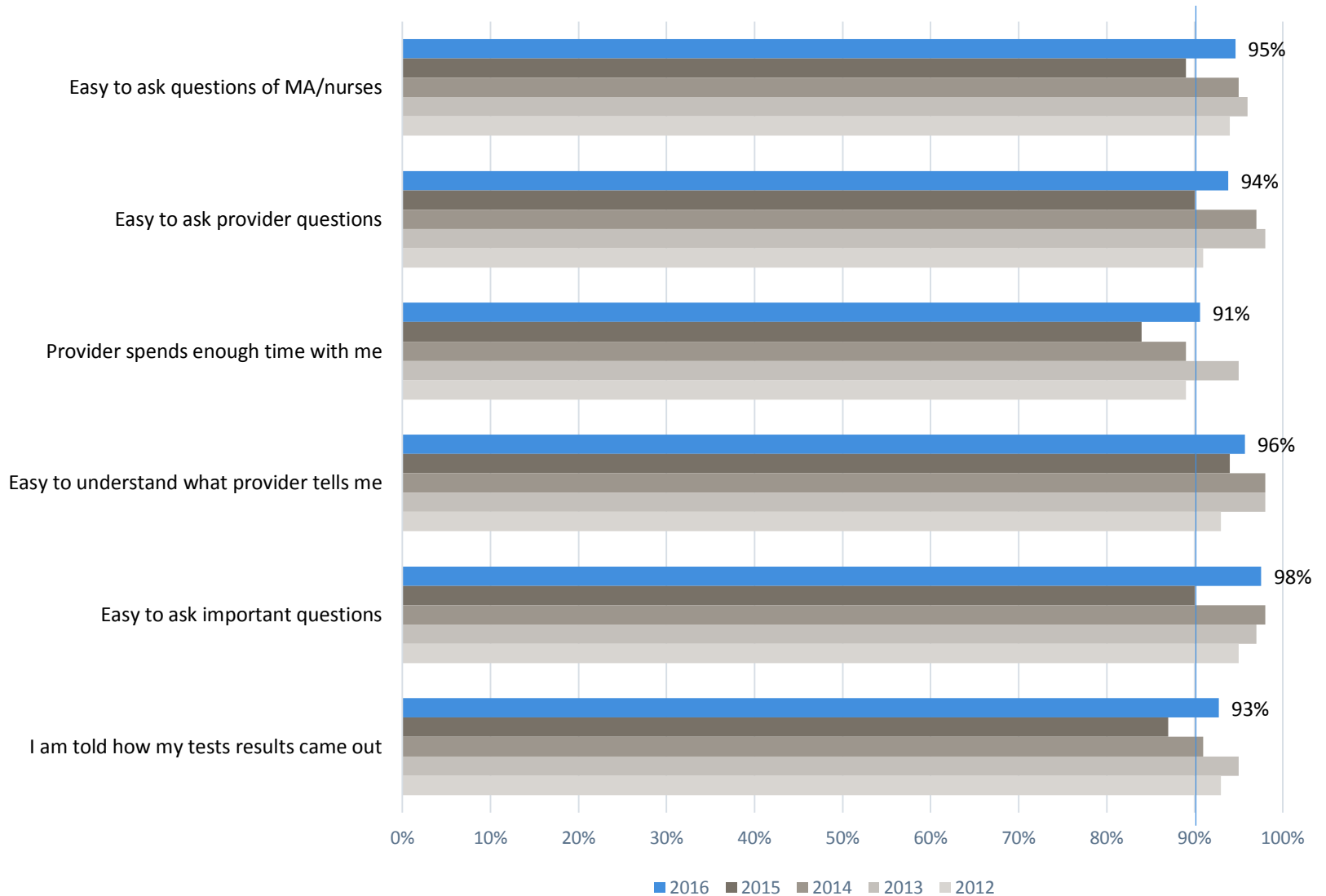
Respect

All departments, English and Spanish, 2012-16



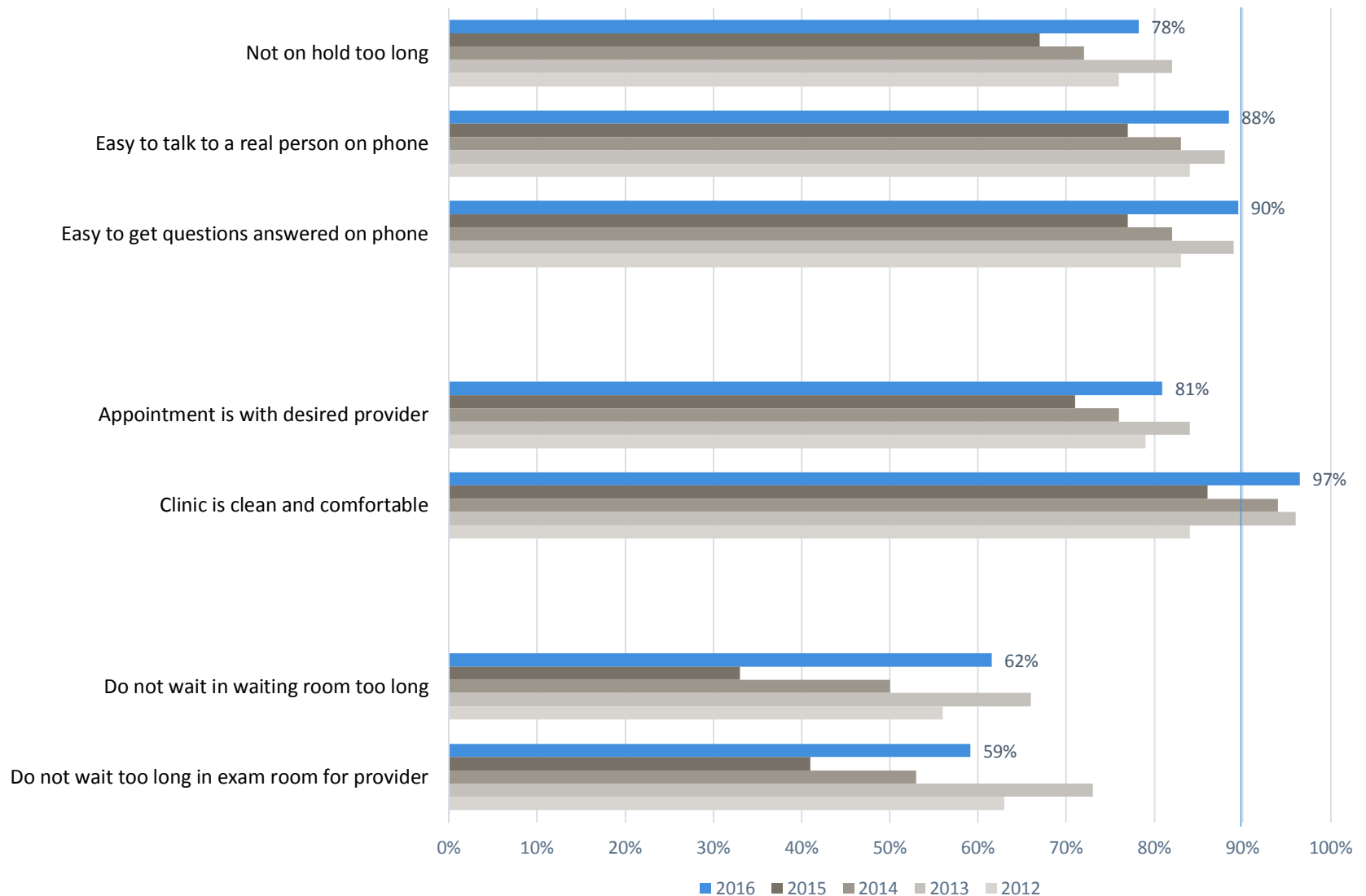
Communication

All departments, English and Spanish, 2012-16



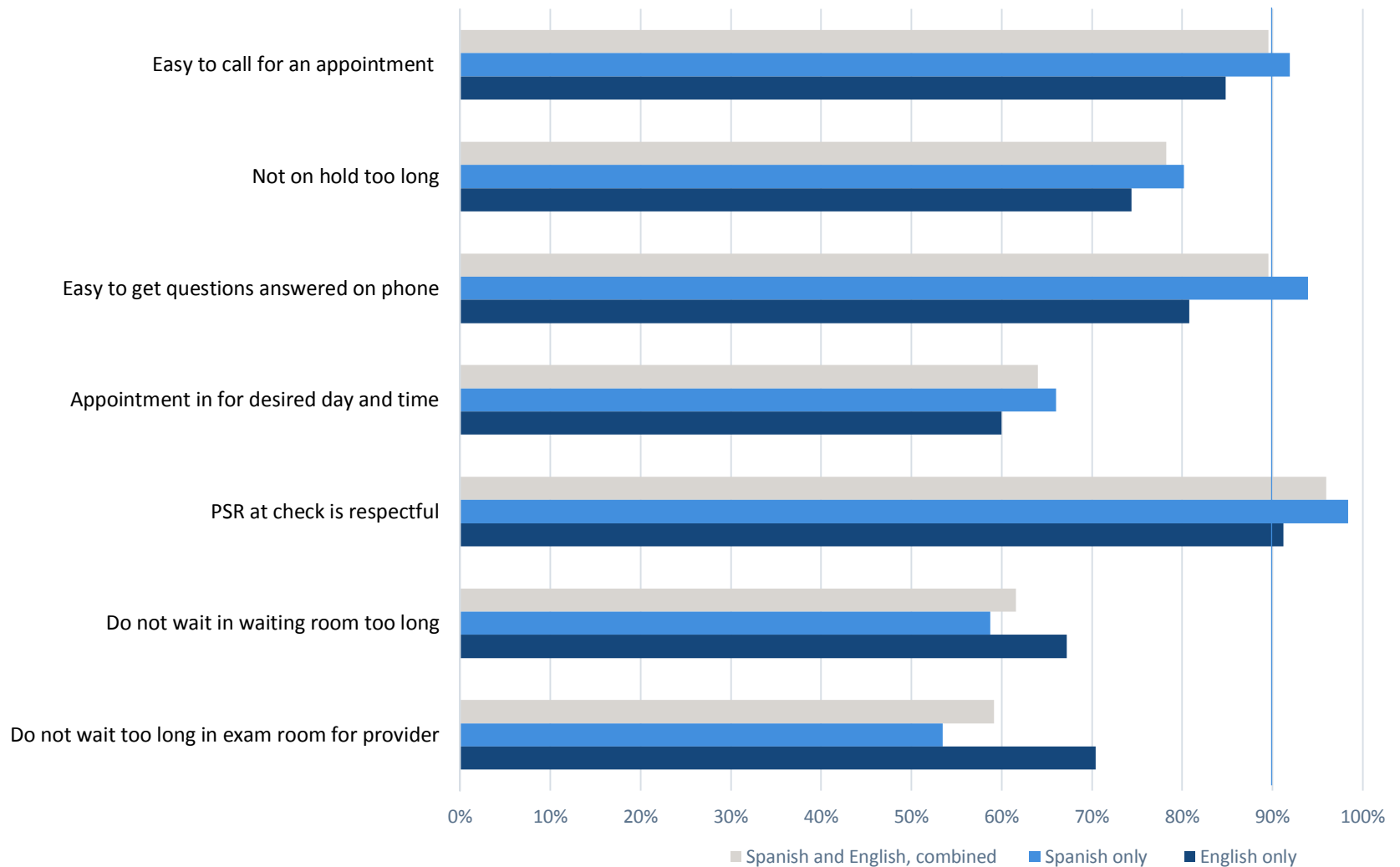
7 questions gained 10+ points.

All departments, English and Spanish, 2012-16



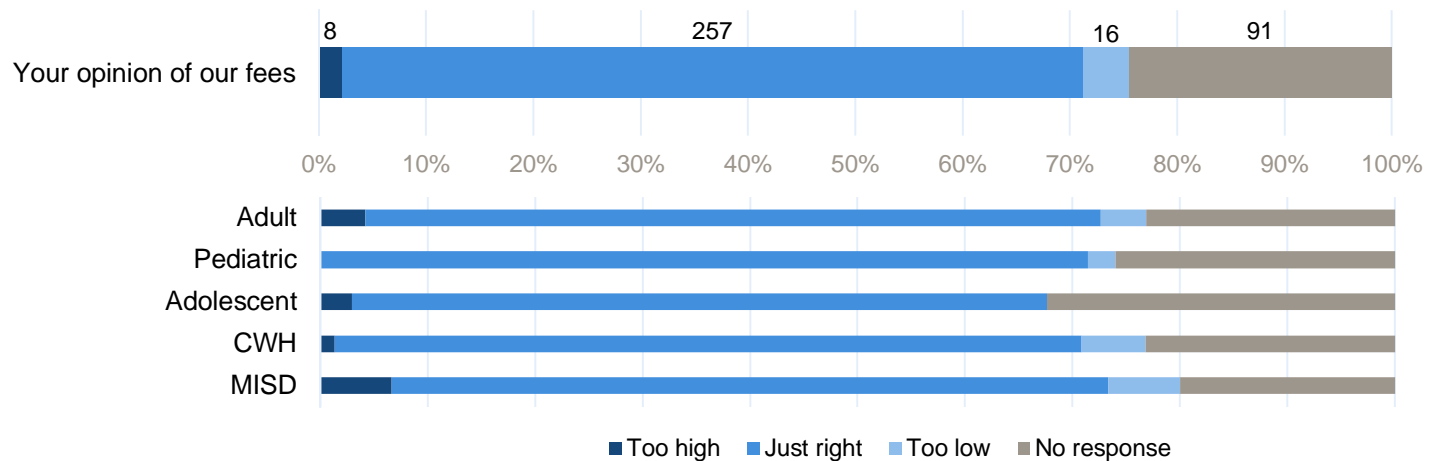
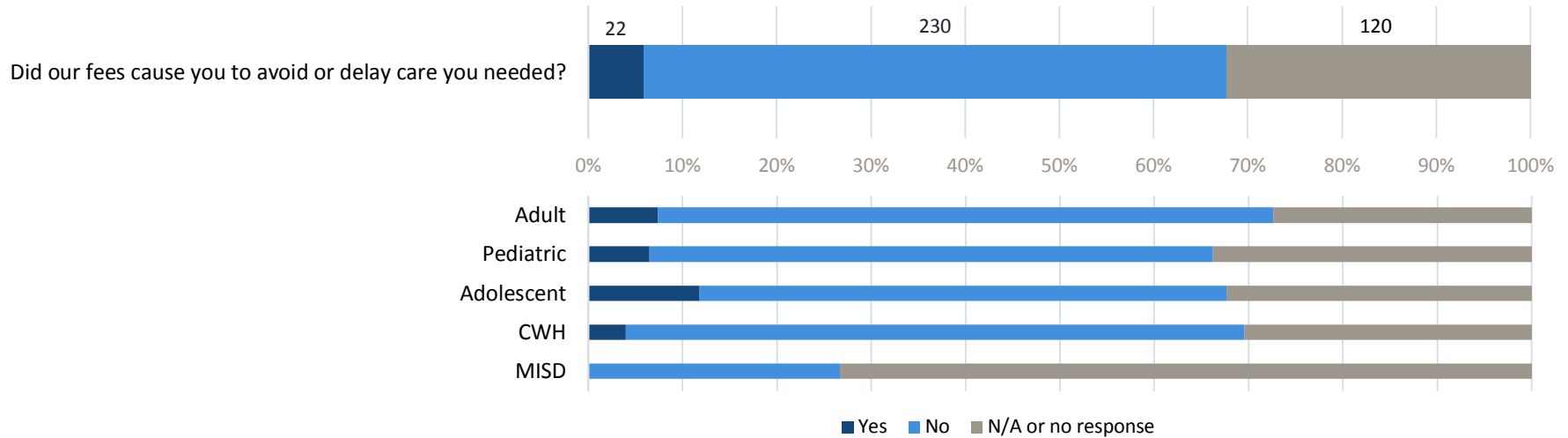
Some answers varied by language.

All departments, by survey language, 2016



Most were satisfied with our fees.

372 responses from all departments in English and Spanish, 2016



Some comments addressed fees.

Make my bills easy to understand with my actual balance.

(English, Adult department)

Have the front desk employees know the prices on all of the services and Labs. When I ask they aren't sure of the cost I have to pay.

(English, Adult department)

Lower the lab costs a bit.

(Spanish, CWH)