



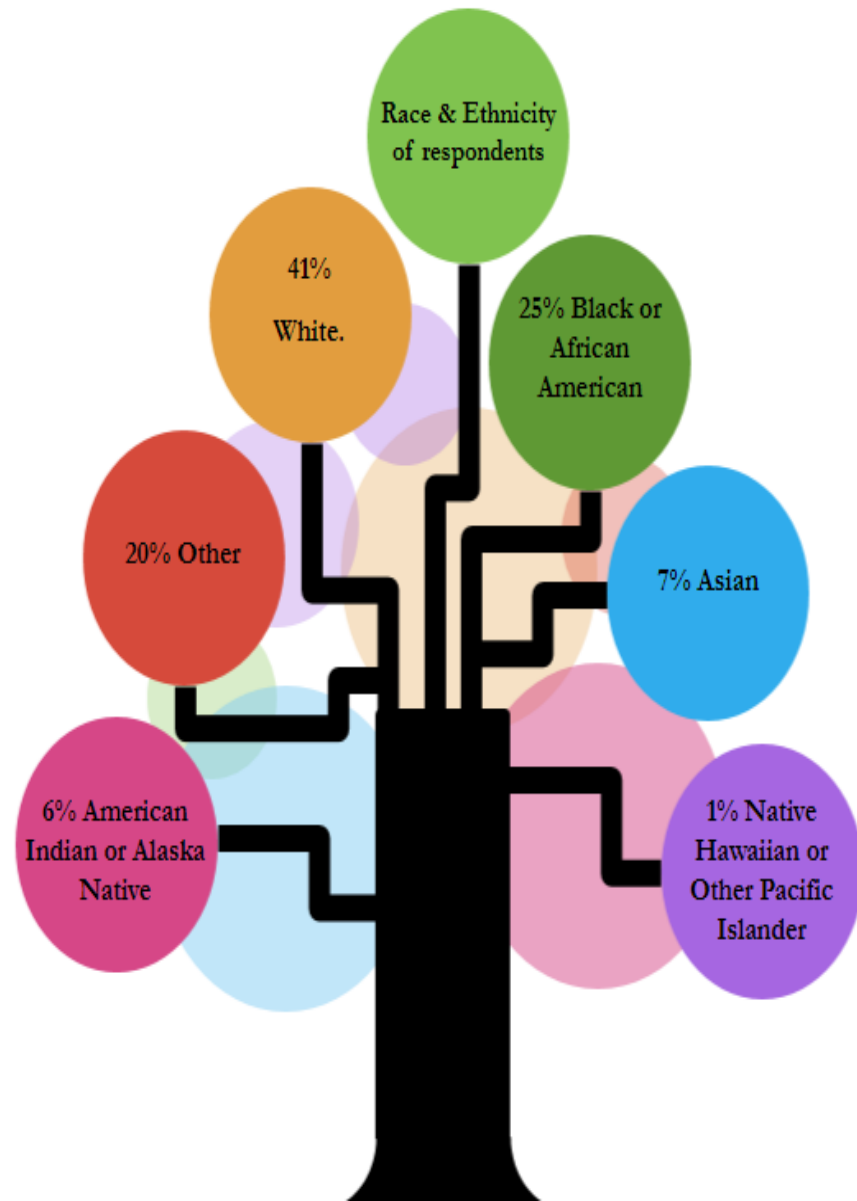
2020 Patient Satisfaction Survey

From all of us at the Sacramento Native American Health Center, we want to say thank YOU for taking time to complete the Patient Satisfaction Survey. Your responses help us in getting better at the care we provide to our community. The feedback you shared will help guide us towards improvements that will make our health center even better!!

Patient Satisfaction Survey 2020 QUICK FACTS			
Who:	The survey was sent to 3,333 active patients. 67% of survey respondents identified as Female, and 33% identified as Male. The majority of respondents are between the ages of 45-64.		
What:	Patient satisfaction survey (CAHPS 4.0) by AHRQ (Agency for Healthcare Research and Quality)		
When:	December 2020		
Where:	Sacramento Native American Health Center		
Why:	The feedback provided from this survey helps us to better improve the quality of our patient's health outcomes. The results will help guide improvement work to ensure we are achieving the highest standards of quality within our organization.		

Patient Satisfaction Survey - 2020

Sacramento Native American Health Center



The Sacramento Native American Health Center conducted its annual Patient Satisfaction Survey (CAHPS 4.0) in December of 2020. The questions in the survey are provided by the Agency for Healthcare Research and Quality) The results of this survey summarize patient experience, one piece of quality within a community health organization.

Appointment Access – Getting Timely Appointments/Care & Information

National Average Score – 65%
West Region Average Score – 61%
SNAHC – 74%

Provider Communication

National Average Score – 85%
West Region Average Score – 83%
SNAHC – 97%

Lab orders and Test results

National Average Score – 74%
West Region Average Score – 70%
SNAHC – 68%

Helpful, Courteous & Respectful Office Staff

National Average Score – 79%
West Region Average Score – 78%
SNAHC – 99%

Overall rating of patient/provider visit

Calculated by average rating of score from 8-10

National Average Score – 79%
West Region Average Score – 77%
SNAHC – 86%