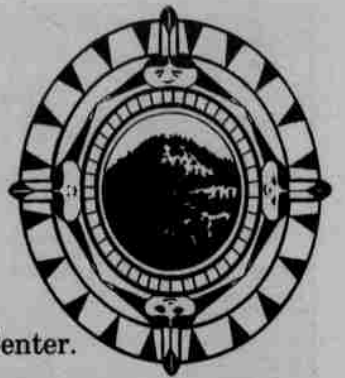


Grand Ronde Health & Wellness Center

# Patient Focused Survey Results

Submitted by Mary Alice Bowen, Quality Improvement Coordinator and Safety Officer for the Tribe



During the last couple of weeks in October the Health & Wellness Center conducted a patient and client focused survey to determine if those who utilize our services are satisfied. The outcome of the satisfaction survey is shown in the graph (below). A total of 857 surveys were handed out during a two week time period. Of those surveys, there were 407 returned which determined an overall response rate of 47%.

All of the patients were asked ten questions relating to their visit experience. In all, the majority of those surveyed view the services as "very good." When asked whether they would recommend the Health & Wellness Center to others — 348 said yes and 20 said no.

Areas that the Health Center will be focusing on improving:

- A) Wait times to get appointments.
- B) The amount of time spent in the Health Center.
- C) Phone calls answered promptly.
- D) The efficiency of the check-in process.

In the spring of 2001, the Health Center will conduct another survey (same 10 questions) to determine if we are improving in our areas of focus. I would like to thank all of those patients and clients who took the time to complete our survey, as we truly value your opinions.

Grand Ronde Health & Wellness Center

## Patient and Client Focused Survey

October 2000

	Medical	Urgent Care	Dental	Behavioral Health	Pharmacy	Massage Therapy	Target
1) The amount of time you waited to get an appointment? ...	3.39	3.46	4.18	4.02	4.00	4.59	4.00
2) The amount of time spent in the Health Center? .....	3.08	3.10	4.35	4.08	3.70	4.50	4.00
3) Your phone calls answered promptly? .....	3.46	3.80	4.03	4.06	4.03	4.38	4.00
4) The efficiency of the check-in process? .....	3.66	3.94	4.36	4.23	4.00	4.24	4.00
5) The time spent with each person seen? .....	4.02	3.94	4.60	4.31	4.38	4.60	4.00
6) The technical skills of each person you saw? .....	4.11	3.95	4.75	4.21	4.35	4.71	4.00
7) Explanation of what was done for you? .....	3.99	4.03	4.72	4.16	4.33	4.75	4.00
8) Helpfulness & professionalism of our staff? .....	4.02	3.99	4.75	4.16	4.57	4.73	4.00
9) What was the overall value of your visit today? .....	3.88	3.96	4.75	4.20	4.54	4.69	4.00
10) Would you recommend Health Center to others? .....	348 said YES		20 said NO				

RATINGS	
1.00	poor
2.00	fair
3.00	good
4.00	very good
5.00	excellent
Health Center	
Target Rating ..... 4.00	

## Congratulations to Tribal youth Ukiah Lomboy

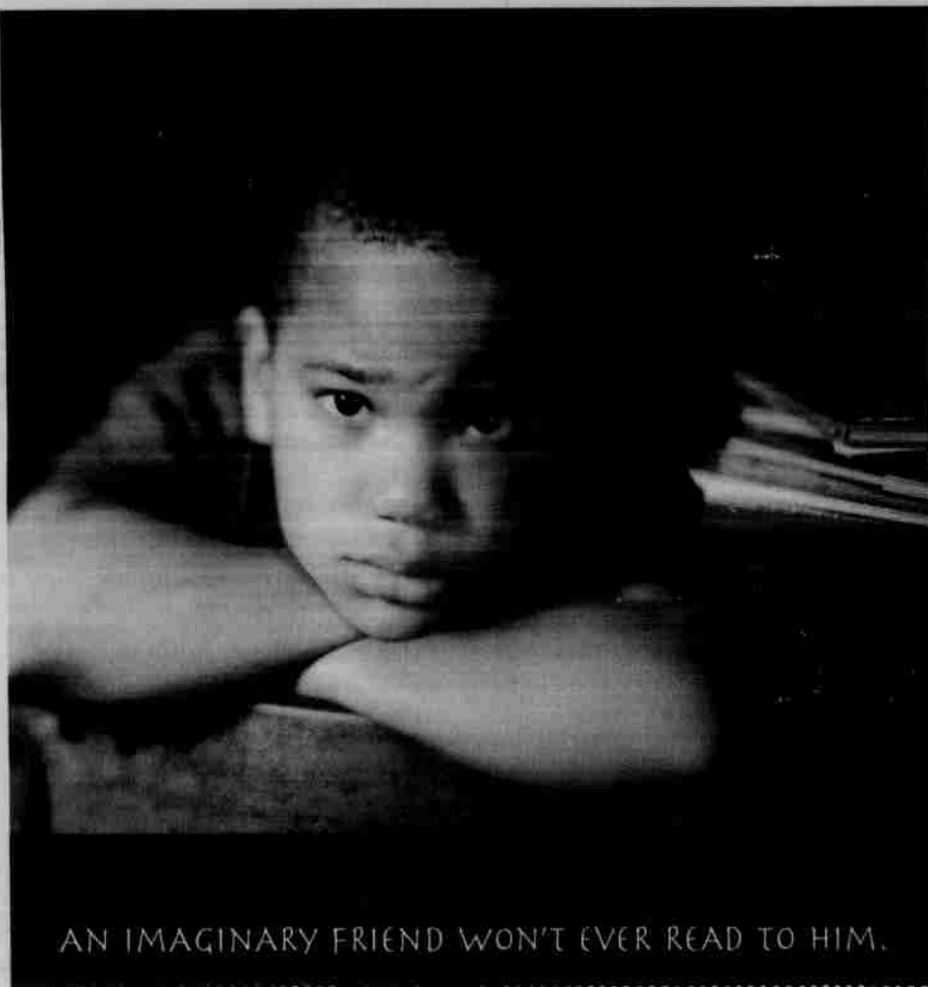
Willamina Elementary School students recently participated in the Great Escape Check It Out Contest. Ukiah Lomboy, a 1st grader in Miss Fent Huntley's class, entered her home fire escape plan. She won 3rd place out of 5,300 participants. Ukiah was awarded a brand new 15-speed Huffy bike and helmet. WAY TO GO, UKIAH!



Congratulations to Venetia Ream

For your success in graduating from Western Business College

From Dad, Mom & Family



AN IMAGINARY FRIEND WON'T EVER READ TO HIM.

The purchase of books and expansion of the SMART reading program in a partnership with the Blazers is just one example of how Oregon benefits from the Grand Ronde Tribes and Spirit Mountain Community Fund. The Community Fund gives 6% of profits from Spirit Mountain Casino to local schools, health care, environmental protection, and other worthy programs. Since its 1997 inception, thousands of Oregonians have shared in the benefits of the Community Fund, proving that the spirit of giving something back is alive and well at Spirit Mountain.



www.thecommunityfund.com



Happy 6th Birthday LEI-LANI HERNANDEZ November 10

From Grampa & Gramma

HAPPY 5<sup>TH</sup> BIRTHDAY TAKODA NASHOBA WHITE



LOVE & KISSES GRANDPA & GRANDMA

Congratulations to Shannon & Manny Hernandez on the birth of their Thanksgiving Baby

Anthony Duane Hernandez

Nov. 23, 2000



★ TYSON HERBER ★  
You're my Shinning Star!  
Happy 18th Birthday  
November 25th



I love you so very much.  
Mom (& the gang at CTGR)