

2012 SAN MATEO COUNTY STD/HIV PROGRAM CLIENT SATISFACTION SURVEY (sample = 133)

Directions: Choose your answer by circling a response, marking in a box or filling in the blank. All responses are confidential.

1. How well were you treated by program staff?

Very Well **91%** Well **8%** Fair **1%** Poorly

2. What is your overall level of satisfaction with services provided?

- *if you have not used one of the services listed below, please leave line blank*

Service	Very Satisfied	Satisfied	Somewhat Unsatisfied	Very Unsatisfied
Registration Staff	91%	7%	1%	1%
Phone Courtesy	89%	11%		
Medical Provider	90%	10%		
Nursing	90%	9%		1%
Substance Abuse Counseling	87%	13%		
Social Work	86%	12%	1%	1%
Psychiatry	77%	19%	4%	
Mental Health Counseling	84%	15%	1%	
Benefits Counseling	84%	11%	5%	
Harm Reduction Therapy	82%	17%	1%	
Support Groups	82%	17%	1%	

3. How would you rate the nursing triage and phone response time?

Excellent **77%** Good **21%** Average **1%** Poor

4. How would you rate the condition of facilities at the clinic?

Excellent **75%** Good **20%** Average **5%** Poor

5. Have you had any difficulty showing up to your appointments? If yes, what barriers keep you from getting to your appointments?

No Transportation	Yes <u>33%</u>	No <u>67%</u>
Need to work/go to school	Yes <u>29%</u>	No <u>71%</u>
Don't feel like I need to see my doctor so much	Yes <u>25%</u>	No <u>75%</u>
Too many appointments	Yes <u>12%</u>	No <u>88%</u>
Other (please comment below)		
<ul style="list-style-type: none"> • Too depressed to make it in • Parking is horrible • Don't feel good enough to come in • Something comes up • Don't want to talk to anyone • Diarrhea 		

6. Have the services provided by the benefits counselor or social worker improved your access to medical care?

Yes **89%** No **3%** I don't know **8%**

7. Have the support services you receive at the clinic(s) reduced your risk of homelessness?

Yes **69%** No **13%** I don't know **18%**

8. What do you like most about our program or about your experience here?

Staff – 33	Like Family – 13	Attention – 6	Friendly – 5
Everything – 4	Great work – 3	Concerns for patients -2	
Don't change Anything	No problems	Benefit Counselor explains everything	
Don't know	Doctors	Care is Excellent	
Help with housing & bills	Location	People care	
Good accommodations	Irma & Ivonne	Convenience	
Kindness	Engaged in Care	Access to care	
Courtesy	No waiting	Affordable	
Full Service	Consistent	Fortunate to come here for care	
Humane treatment that all parties receive			
Makes me feel good and gives me hope that I will survive			
People make me feel capable and turn me into a battleship			
They are sincere in improving my situation			

9. What can we do to improve our program or your experience here?

Keep doing great work – 5	Nothing. You are perfection. – 5	Coffee – 3
Food – 3	Weekend appointments – 3	Keep smiling – 2
Help me get SSDI	Air conditioner	Be more patient with patients
Drs are not professional	Clone everyone	Continue to study HIV
Give me money to help with housing		Give me more information
Improve facilities	I feel blessed	Life is good
Bring back Drop-In Center	Music/jukebox	Quicker time to see doctor
Bring back lunch vouchers	Better staff	Sponsor me to go to college
Learn Spanish	More support groups	Very satisfied
More doctors	Ask better questions	Offer physical therapy

Control obnoxious people in the waiting room
Financial assistance for facial (wasting) reconstruction
Improve knowledge of nutritional supplements for health and well-being

10. Any comments or suggestions?

Provide and communicate by email – 2	Wear a mask when you are ill
Thank you to everyone!	Have services in one place
The television is great	Compassion and care keeps me coming back
Provide coffee and doughnuts	Parking situation is very very bad
3 doctors in one year? What gives?	Need water cooler back
Thank you for saving my life	The best care I ever had
Comfortable when here	You guys are great
Lower the prices at the cafeteria	All is good
SMMC has the best clinic. I `ve been coming for years – always been good	

Please respond to the following questions about yourself

Gender:	<u>78%</u> Male
	<u>19%</u> Female
	<u>3%</u> Transgendered
Age:	<u>1%</u> Under 24
	<u>39%</u> 25-44
	<u>59%</u> 45-64
	<u>1%</u> Over 65
Ethnicity:	<u>35%</u> Caucasian
	<u>2%</u> Asian
	<u>1%</u> Native Hawaiian/Pacific Islander
	<u>45%</u> Latino(a)
	<u>13%</u> African American
	<u>2%</u> American Indian
	<u>2%</u> Other
Residence:	<u>31%</u> South SM County
	<u>38%</u> Central SM County
	<u>27%</u> North SM County
	<u>4%</u> Coastside
Clinic Used:	<u>74%</u> Edison
	<u>20%</u> Willow
	<u>6%</u> North County