

Patient Experience - What We Heard

Patient-reported outcome measures support our efforts to improve the quality of care.

- April 01, 2024 March 31, 2025



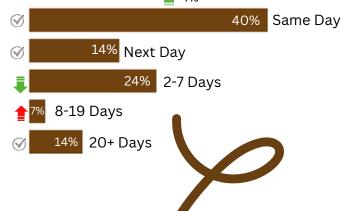








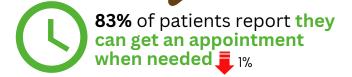
55% of patients, when wanted to be seen urgently, report being able to receive an appointment either the same or next day 1%

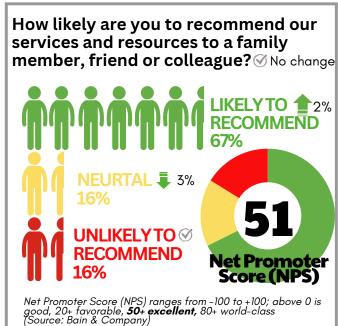


84% of patients are satisfied with their experience with reception 3%

97% of patients feel we are respectful of their culture, beliefs and traditions ⊗ No change









93% of patients felt that providers often or always spent enough time with them & had opportunity to ask questions



90% of patients felt that providers often or always involved them ♠ 2%