



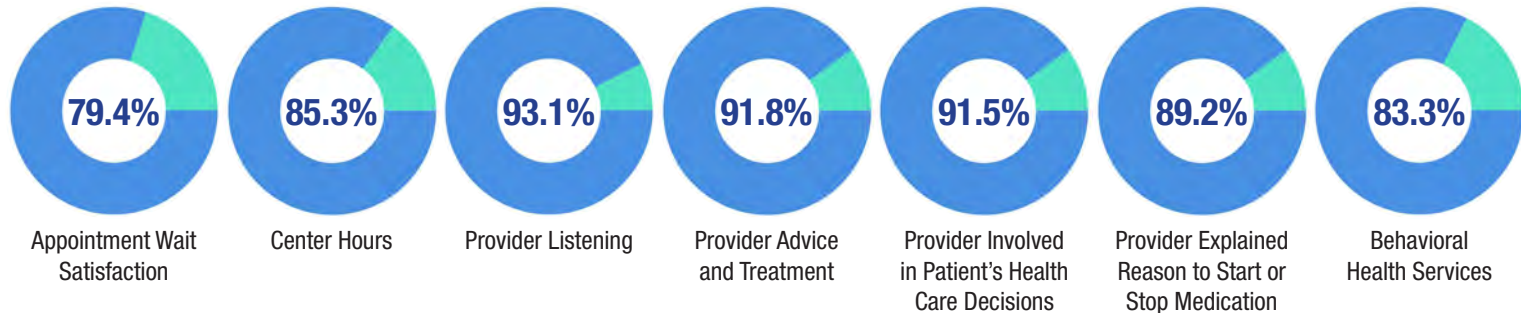
**SAN YSIDRO  
HEALTH**

# How satisfied are SAN YSIDRO HEALTH PATIENTS with their HEALTH CARE?

## OVERALL CLINIC SATISFACTION - MAY 2018



## PATIENT EXPERIENCE MEASURES - ALL SITES



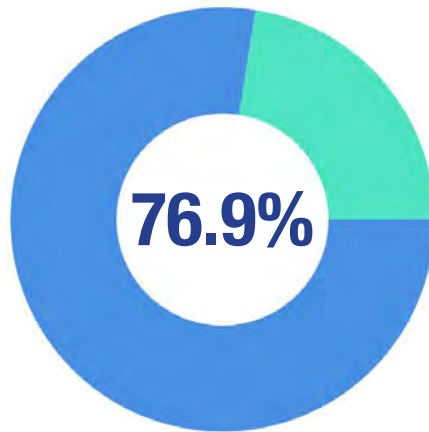


SAN YSIDRO  
HEALTH

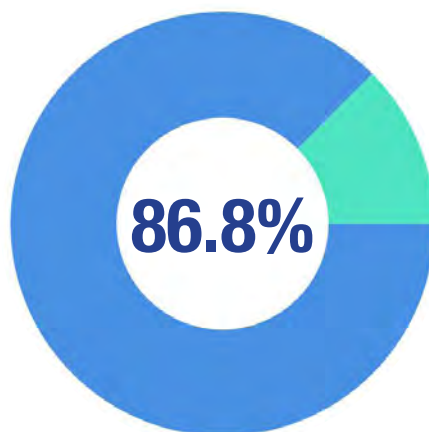
# How satisfied are SAN YSIDRO HEALTH PATIENTS with their HEALTH CARE? CHULA VISTA

## HOW ACCESSIBLE ARE CLINIC APPOINTMENTS AND HOURS

How satisfied are you with the wait time for an appointment?

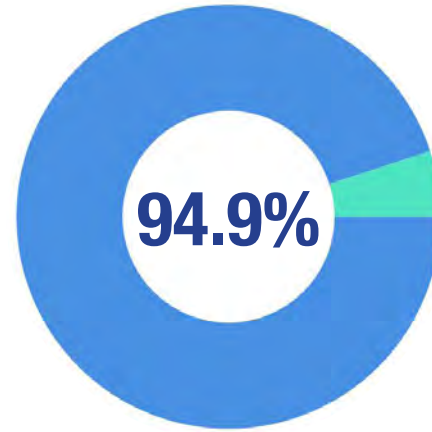


How satisfied are you with the hours that the center is open?

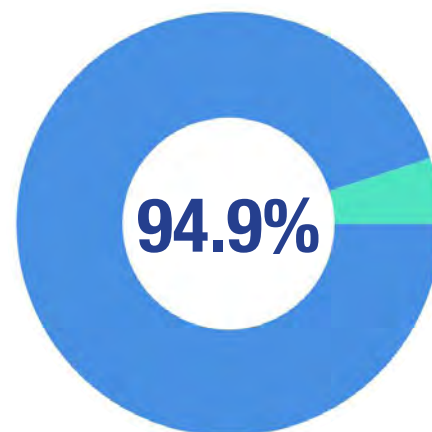


## COMMUNICATION WITH YOUR PROVIDER

How satisfied are you with the way the doctor listened to you?



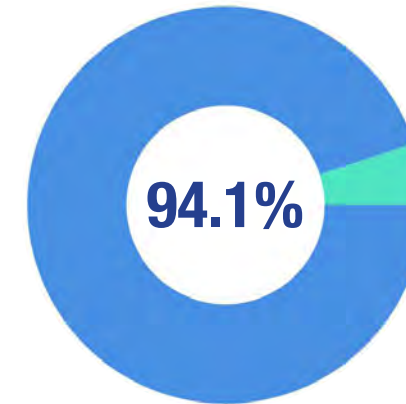
How satisfied are you with your doctor's advice and treatment plan?



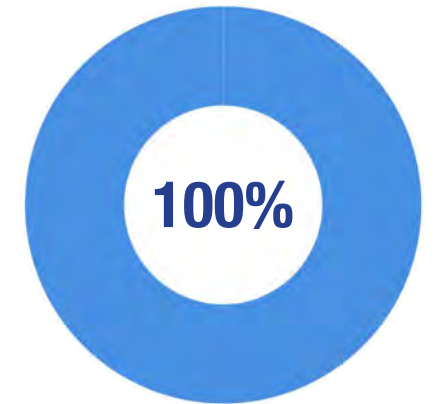
## PATIENT'S INVOLVEMENT IN HEALTHCARE



How satisfied are you with the way your doctor involved you in making decisions about your care and treatment plan?

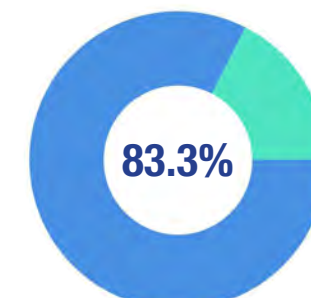


How satisfied are you with the way your doctor explained why you need to stop or change your medicine?



## BEHAVIORAL HEALTH

How satisfied are you with our Behavioral Health services?



MAY 2018

OVERALL CLINIC SATISFACTION:

94.1%

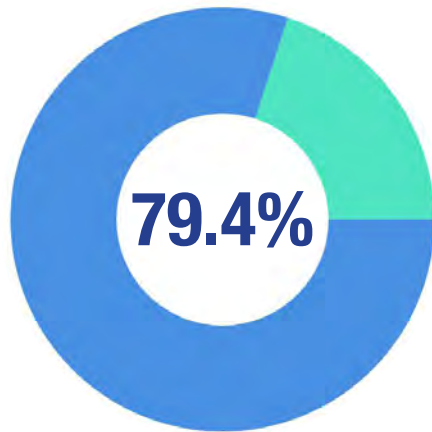


SAN YSIDRO HEALTH

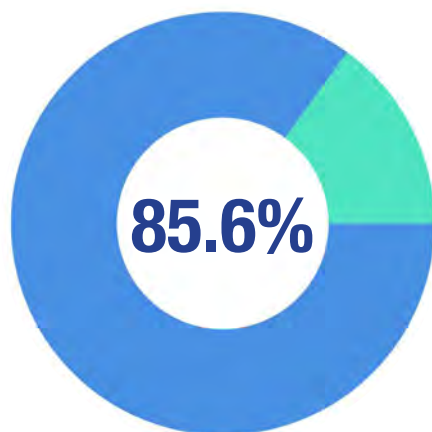
# How satisfied are SAN YSIDRO HEALTH PATIENTS with their HEALTH CARE? KING-CHAVEZ HEALTH CENTER

## HOW ACCESSIBLE ARE CLINIC APPOINTMENTS AND HOURS

How satisfied are you with the wait time for an appointment?

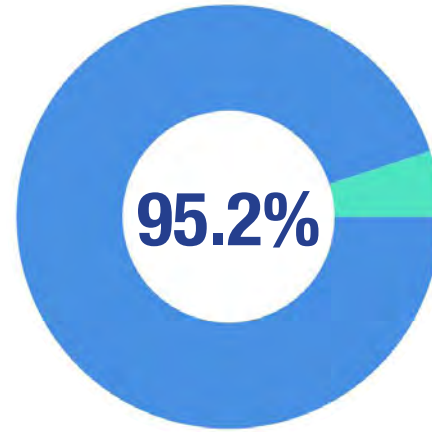


How satisfied are you with the hours that the center is open?

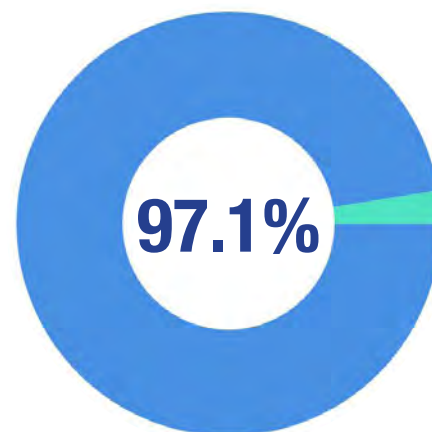


## COMMUNICATION WITH YOUR PROVIDER

How satisfied are you with the way the doctor listened to you?



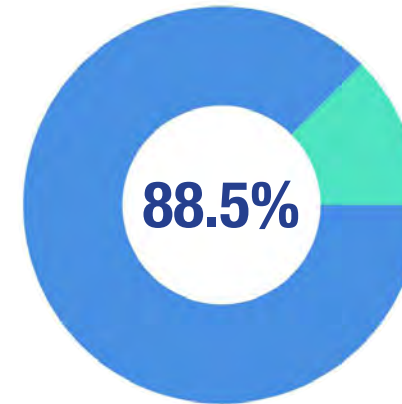
How satisfied are you with your doctor's advice and treatment plan?



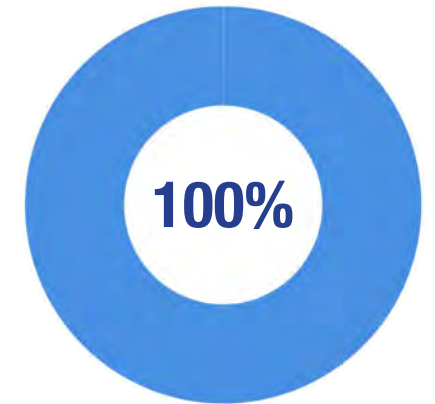
## PATIENT'S INVOLVEMENT IN HEALTHCARE



How satisfied are you with the way your doctor involved you in making decisions about your care and treatment plan?

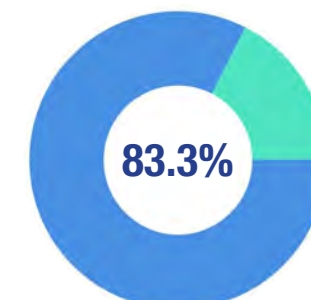


How satisfied are you with the way your doctor explained why you need to stop or change your medicine?



## BEHAVIORAL HEALTH

How satisfied are you with our Behavioral Health services?



MAY 2018

OVERALL CLINIC SATISFACTION:

92.3%

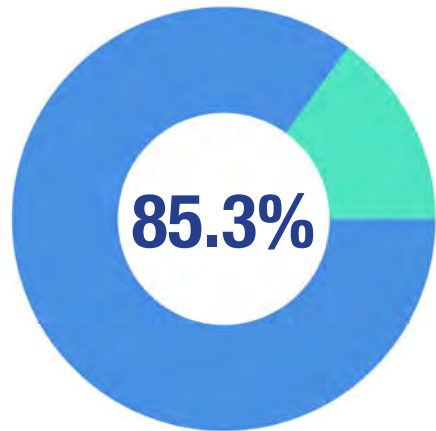


SAN YSIDRO  
HEALTH

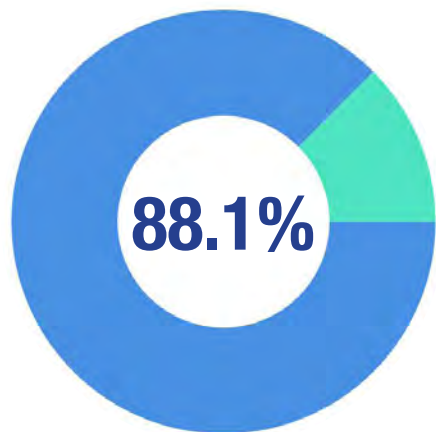
# How satisfied are SAN YSIDRO HEALTH PATIENTS with their HEALTH CARE? NATIONAL CITY

## HOW ACCESSIBLE ARE CLINIC APPOINTMENTS AND HOURS

How satisfied are you with the wait time for an appointment?

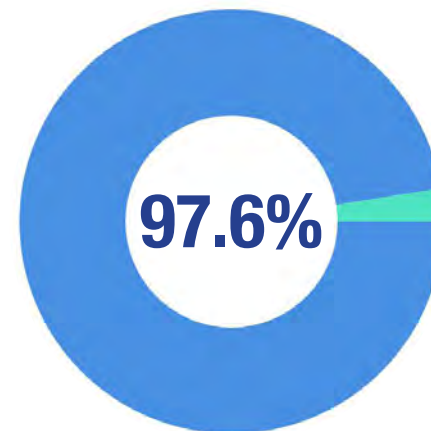


How satisfied are you with the hours that the center is open?

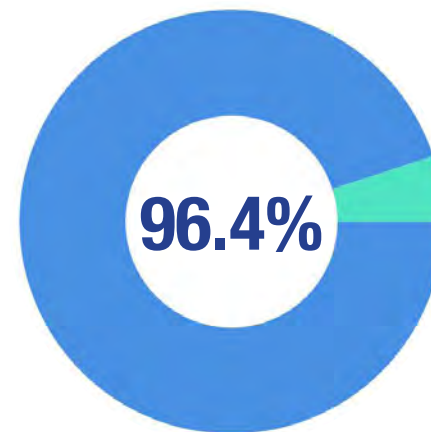


## COMMUNICATION WITH YOUR PROVIDER

How satisfied are you with the way the doctor listened to you?

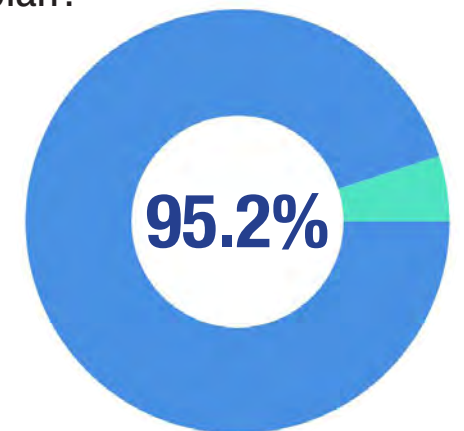


How satisfied are you with your doctor's advice and treatment plan?

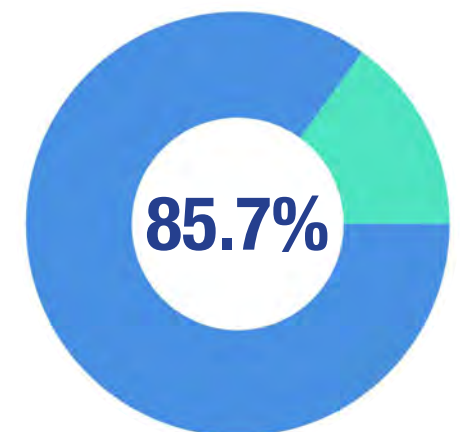
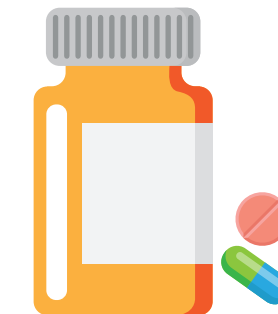


## PATIENT'S INVOLVEMENT IN HEALTHCARE

How satisfied are you with the way your doctor involved you in making decisions about your care and treatment plan?



How satisfied are you with the way your doctor explained why you need to stop or change your medicine?



MAY 2018

OVERALL CLINIC SATISFACTION:

91.7%

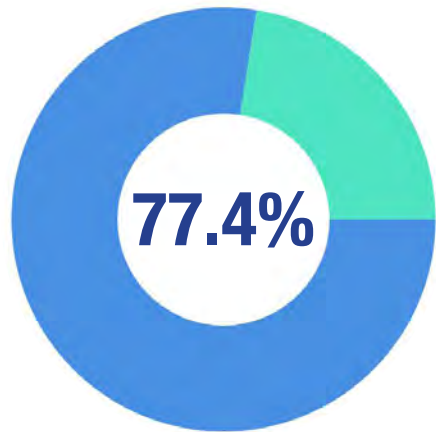


SAN YSIDRO  
HEALTH

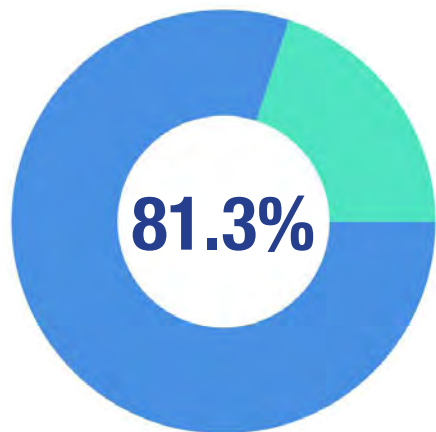
# How satisfied are SAN YSIDRO HEALTH PATIENTS with their HEALTH CARE? CHC - OCEANVIEW

## HOW ACCESSIBLE ARE CLINIC APPOINTMENTS AND HOURS

How satisfied are you with the wait time for an appointment?

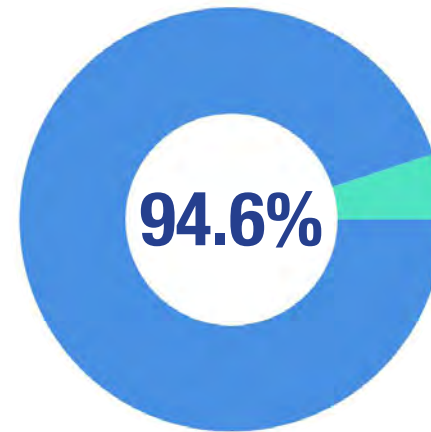


How satisfied are you with the hours that the center is open?

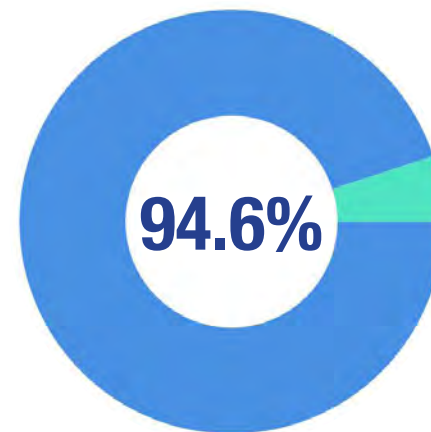


## COMMUNICATION WITH YOUR PROVIDER

How satisfied are you with the way the doctor listened to you?

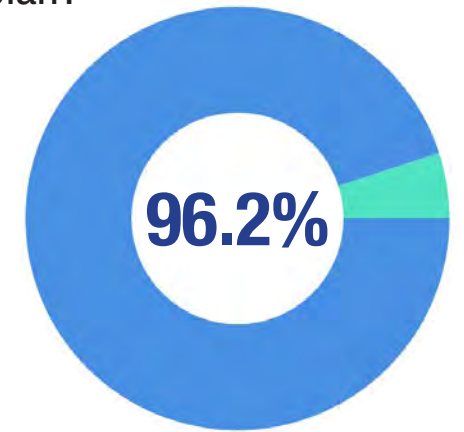


How satisfied are you with your doctor's advice and treatment plan?

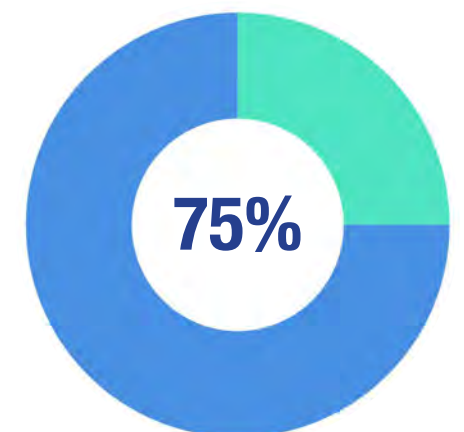
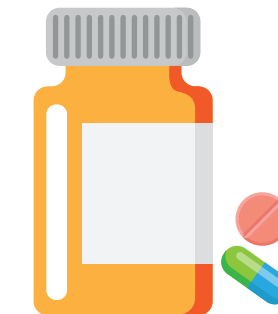


## PATIENT'S INVOLVEMENT IN HEALTHCARE

How satisfied are you with the way your doctor involved you in making decisions about your care and treatment plan?



How satisfied are you with the way your doctor explained why you need to stop or change your medicine?



MAY 2018

OVERALL CLINIC SATISFACTION:

92%

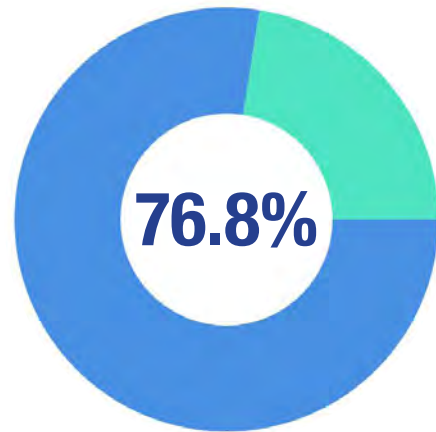


SAN YSIDRO  
HEALTH

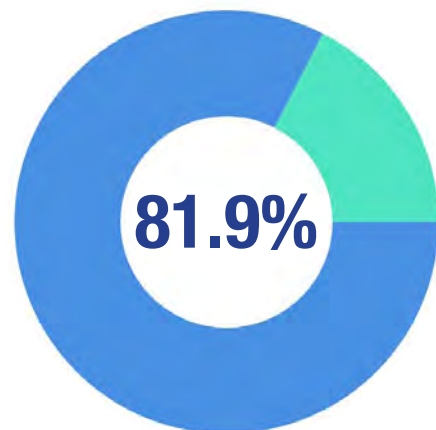
# How satisfied are SAN YSIDRO HEALTH PATIENTS with their HEALTH CARE? OTAY

## HOW ACCESSIBLE ARE CLINIC APPOINTMENTS AND HOURS

How satisfied are you with the wait time for an appointment?

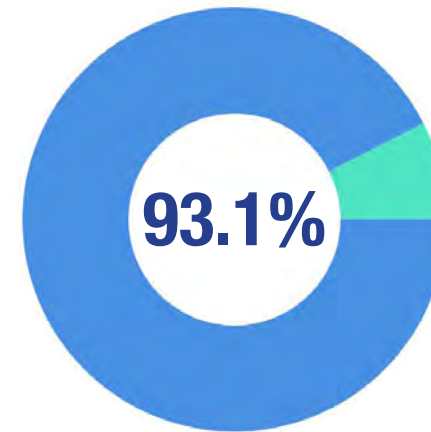


How satisfied are you with the hours that the center is open?

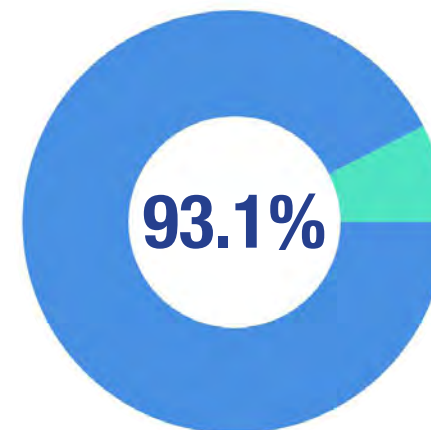


## COMMUNICATION WITH YOUR PROVIDER

How satisfied are you with the way the doctor listened to you?

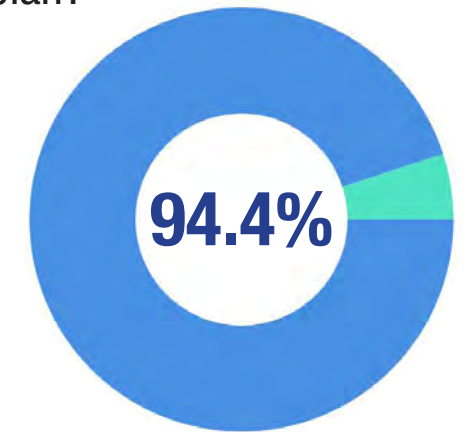


How satisfied are you with your doctor's advice and treatment plan?

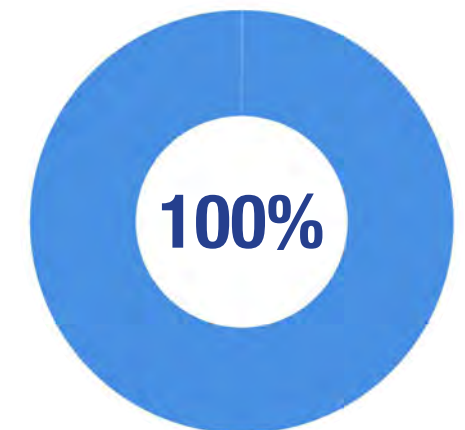


## PATIENT'S INVOLVEMENT IN HEALTHCARE

How satisfied are you with the way your doctor involved you in making decisions about your care and treatment plan?



How satisfied are you with the way your doctor explained why you need to stop or change your medicine?



MAY 2018

OVERALL CLINIC SATISFACTION:

90.3%

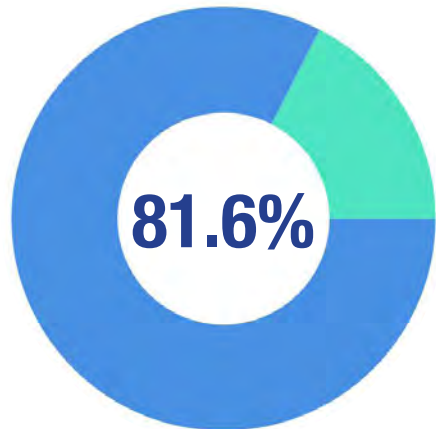


SAN YSIDRO  
HEALTH

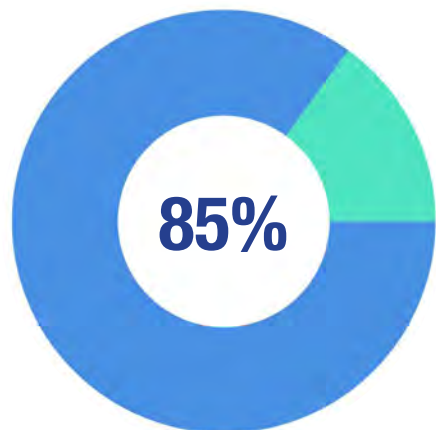
# How satisfied are SAN YSIDRO HEALTH PATIENTS with their HEALTH CARE? PARADISE HILLS

## HOW ACCESSIBLE ARE CLINIC APPOINTMENTS AND HOURS

How satisfied are you with the wait time for an appointment?

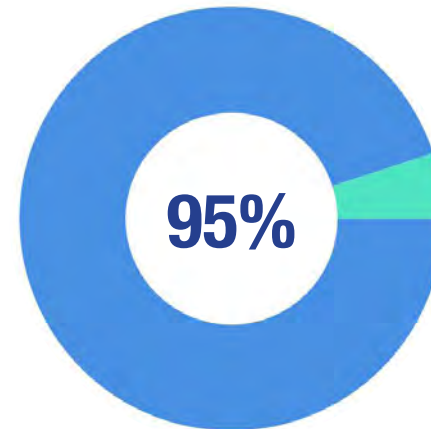


How satisfied are you with the hours that the center is open?

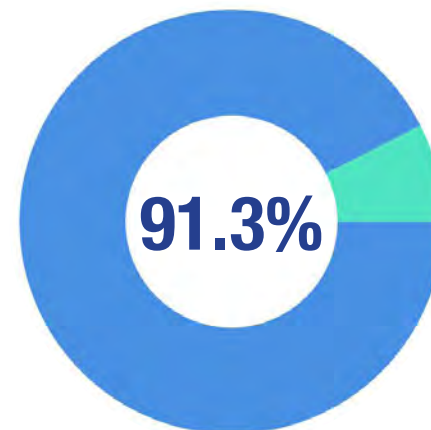


## COMMUNICATION WITH YOUR PROVIDER

How satisfied are you with the way the doctor listened to you?

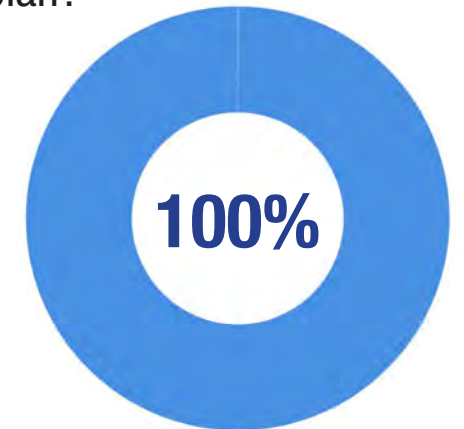


How satisfied are you with your doctor's advice and treatment plan?

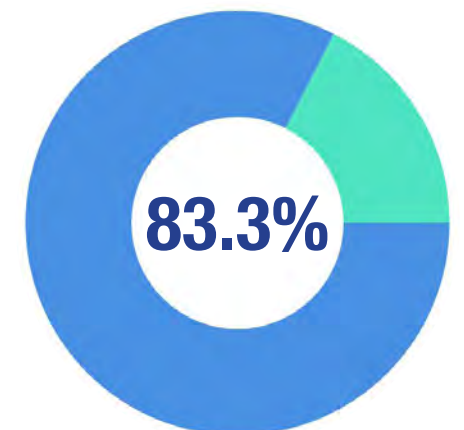
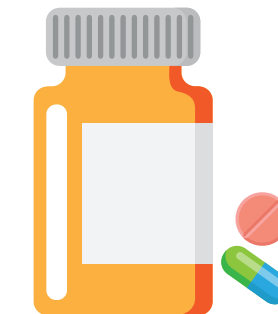


## PATIENT'S INVOLVEMENT IN HEALTHCARE

How satisfied are you with the way your doctor involved you in making decisions about your care and treatment plan?



How satisfied are you with the way your doctor explained why you need to stop or change your medicine?



MAY 2018

OVERALL CLINIC SATISFACTION:

86.3%

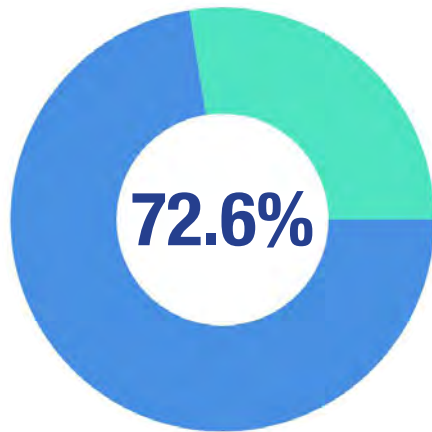


SAN YSIDRO HEALTH

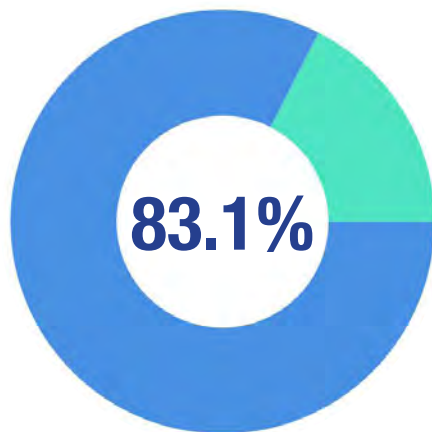
# How satisfied are SAN YSIDRO HEALTH PATIENTS with their HEALTH CARE? SAN YSIDRO HEALTH CENTER

## HOW ACCESSIBLE ARE CLINIC APPOINTMENTS AND HOURS

How satisfied are you with the wait time for an appointment?

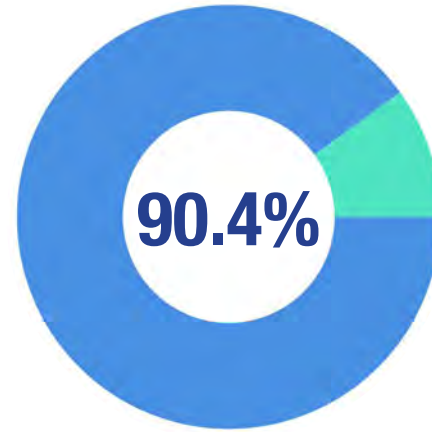


How satisfied are you with the hours that the center is open?

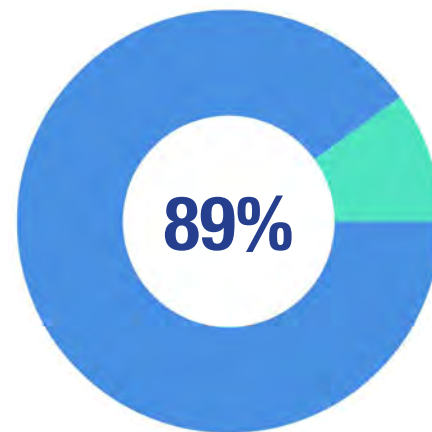


## COMMUNICATION WITH YOUR PROVIDER

How satisfied are you with the way the doctor listened to you?



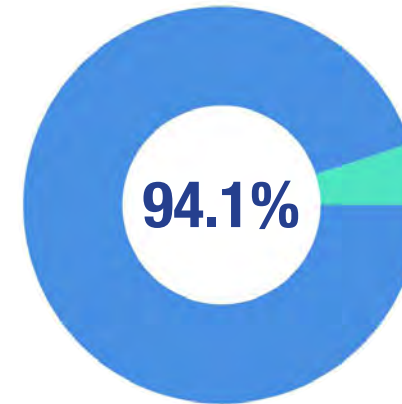
How satisfied are you with your doctor's advice and treatment plan?



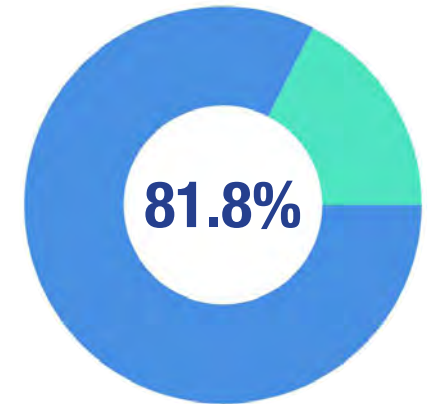
## PATIENT'S INVOLVEMENT IN HEALTHCARE



How satisfied are you with the way your doctor involved you in making decisions about your care and treatment plan?

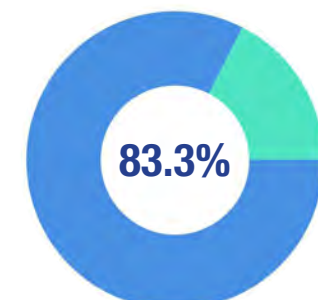


How satisfied are you with the way your doctor explained why you need to stop or change your medicine?



## BEHAVIORAL HEALTH

How satisfied are you with our Behavioral Health services?



MAY 2018

OVERALL CLINIC SATISFACTION:

86.8%



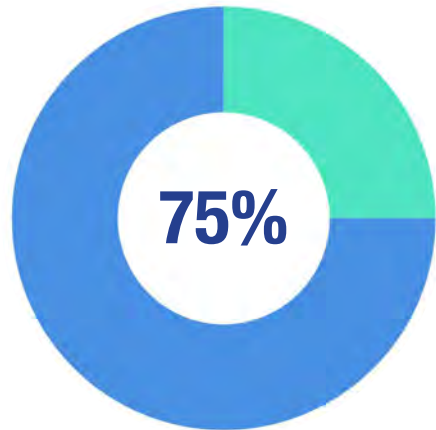


SAN YSIDRO HEALTH

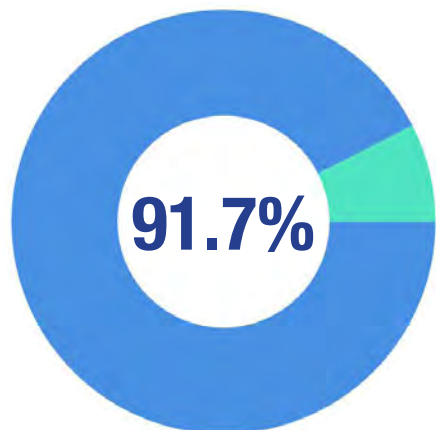
# How satisfied are SAN YSIDRO HEALTH PATIENTS with their HEALTH CARE? MATERNAL & CHILD HEALTH CENTER

## HOW ACCESSIBLE ARE CLINIC APPOINTMENTS AND HOURS

How satisfied are you with the wait time for an appointment?

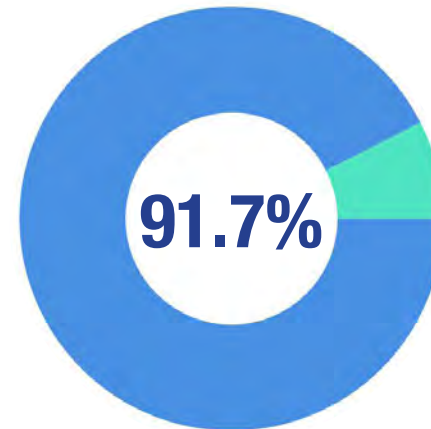


How satisfied are you with the hours that the center is open?

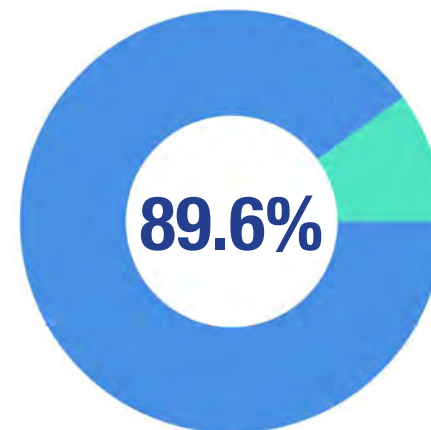


## COMMUNICATION WITH YOUR PROVIDER

How satisfied are you with the way the doctor listened to you?

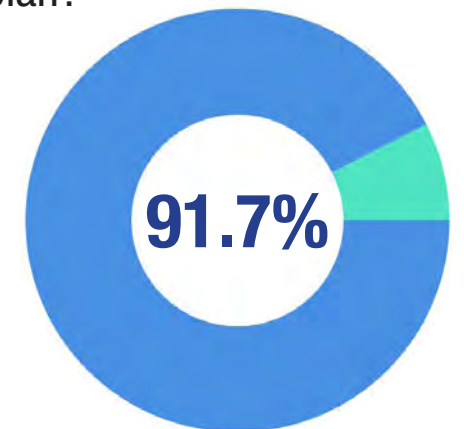


How satisfied are you with your doctor's advice and treatment plan?

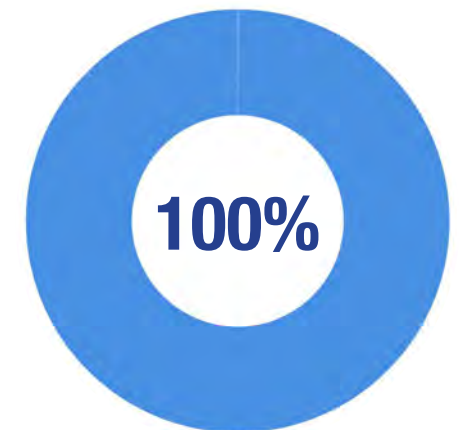
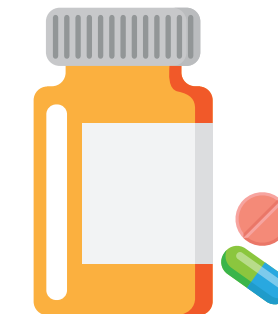


## PATIENT'S INVOLVEMENT IN HEALTHCARE

How satisfied are you with the way your doctor involved you in making decisions about your care and treatment plan?



How satisfied are you with the way your doctor explained why you need to stop or change your medicine?



MAY 2018

OVERALL CLINIC SATISFACTION:

87.5%

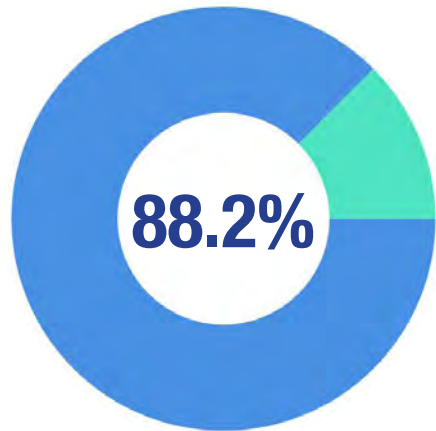


SAN YSIDRO HEALTH

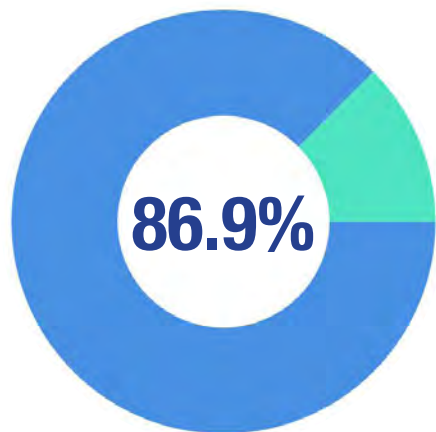
# How satisfied are SAN YSIDRO HEALTH PATIENTS with their HEALTH CARE? BEYER - SENIOR HEALTH SERVICES

## HOW ACCESSIBLE ARE CLINIC APPOINTMENTS AND HOURS

How satisfied are you with the wait time for an appointment?

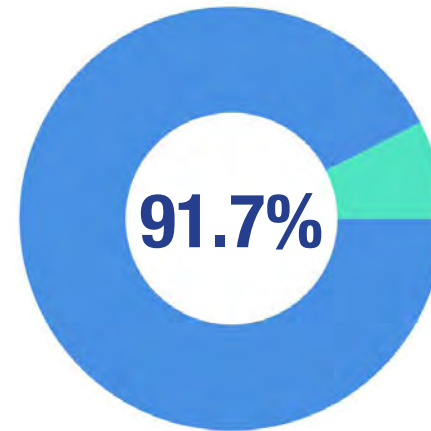


How satisfied are you with the hours that the center is open?

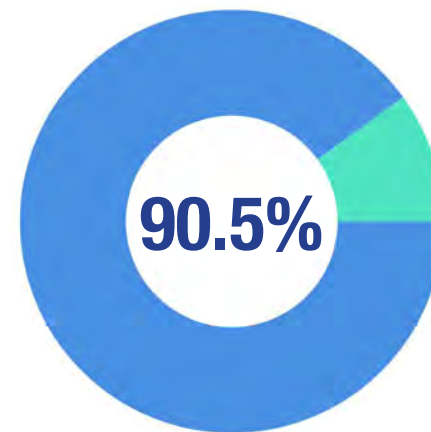


## COMMUNICATION WITH YOUR PROVIDER

How satisfied are you with the way the doctor listened to you?

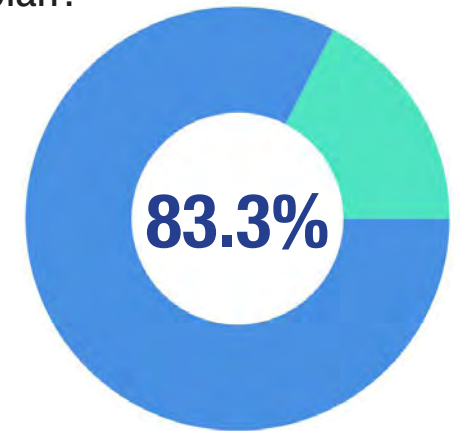


How satisfied are you with your doctor's advice and treatment plan?

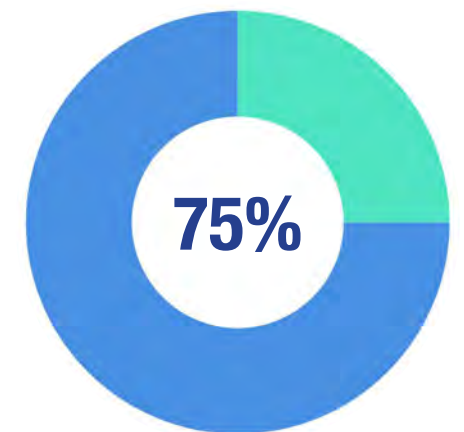
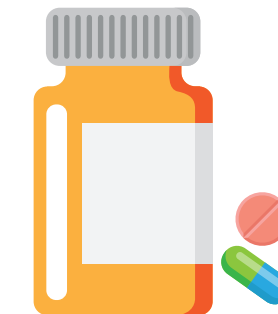


## PATIENT'S INVOLVEMENT IN HEALTHCARE

How satisfied are you with the way your doctor involved you in making decisions about your care and treatment plan?



How satisfied are you with the way your doctor explained why you need to stop or change your medicine?



MAY 2018

OVERALL CLINIC SATISFACTION:

88.1%

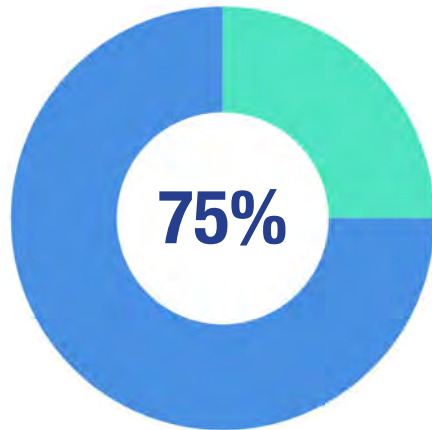


SAN YSIDRO HEALTH

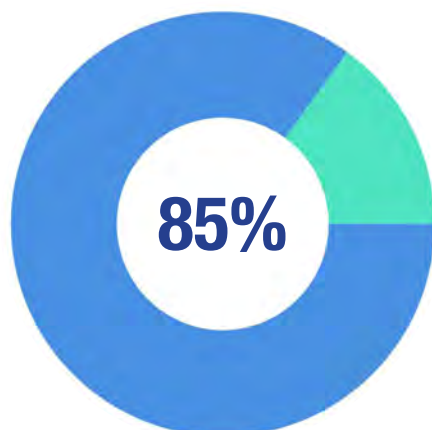
# How satisfied are SAN YSIDRO HEALTH PATIENTS with their HEALTH CARE? CHALDEAN & MIDDLE EASTERN SOCIAL SERVICES

## HOW ACCESSIBLE ARE CLINIC APPOINTMENTS AND HOURS

How satisfied are you with the wait time for an appointment?

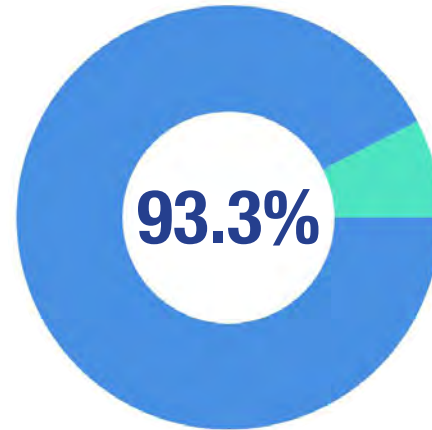


How satisfied are you with the hours that the center is open?

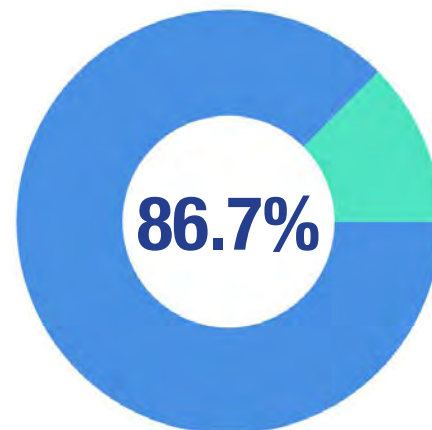


## COMMUNICATION WITH YOUR PROVIDER

How satisfied are you with the way the doctor listened to you?



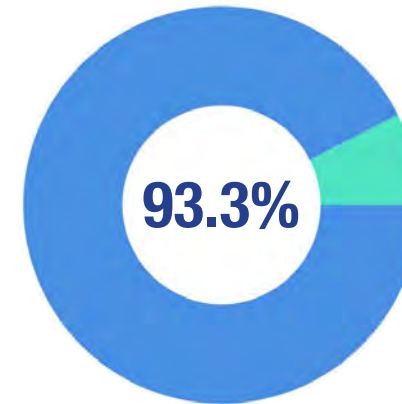
How satisfied are you with your doctor's advice and treatment plan?



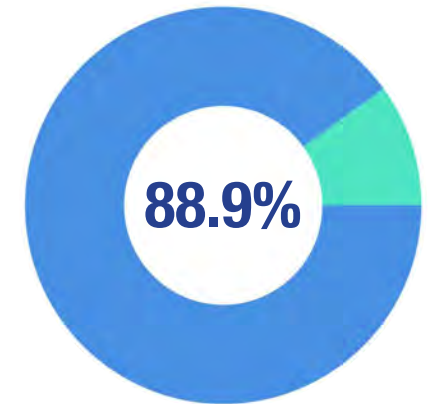
## PATIENT'S INVOLVEMENT IN HEALTHCARE



How satisfied are you with the way your doctor involved you in making decisions about your care and treatment plan?

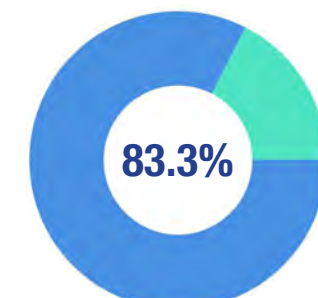


How satisfied are you with the way your doctor explained why you need to stop or change your medicine?



## BEHAVIORAL HEALTH

How satisfied are you with our Behavioral Health services?



MAY 2018

OVERALL CLINIC SATISFACTION:

83.3%

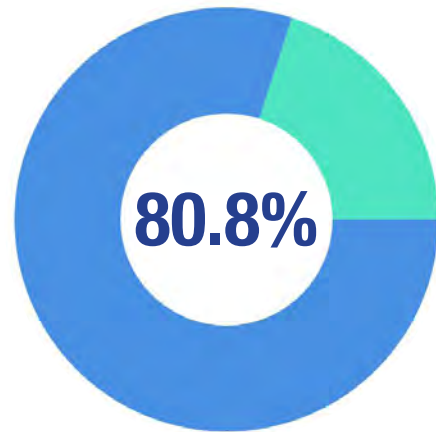


SAN YSIDRO  
HEALTH

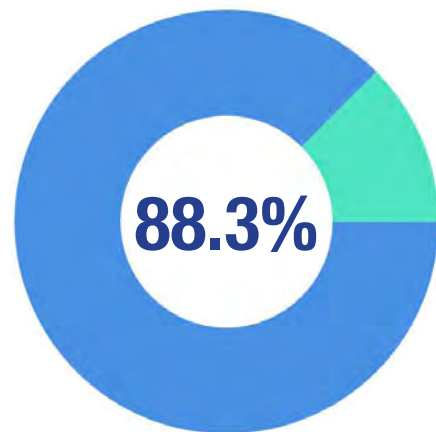
# How satisfied are SAN YSIDRO HEALTH PATIENTS with their HEALTH CARE? SOUTH BAY

## HOW ACCESSIBLE ARE CLINIC APPOINTMENTS AND HOURS

How satisfied are you with the wait time for an appointment?

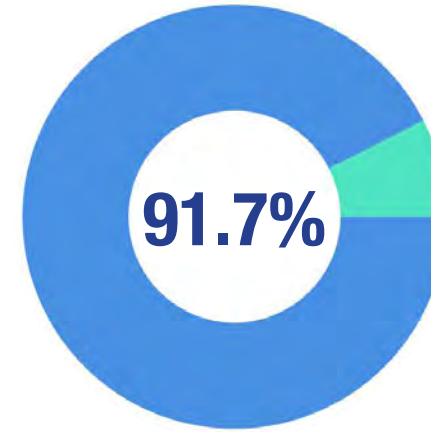


How satisfied are you with the hours that the center is open?

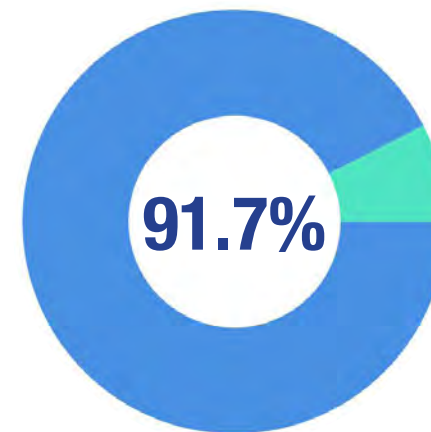


## COMMUNICATION WITH YOUR PROVIDER

How satisfied are you with the way the doctor listened to you?

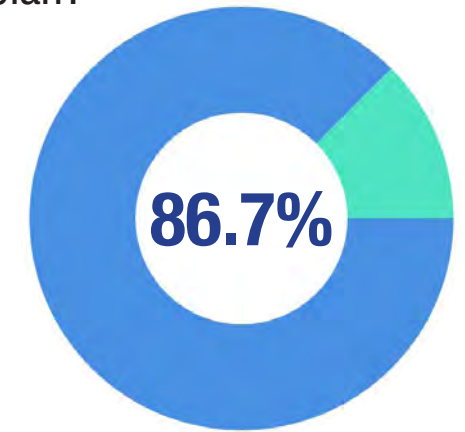


How satisfied are you with your doctor's advice and treatment plan?

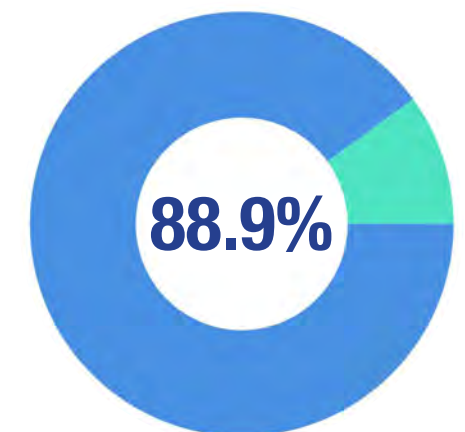
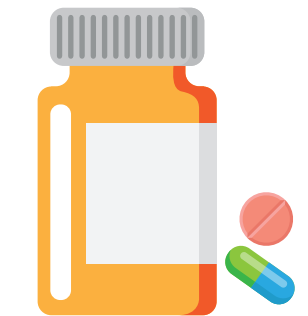


## PATIENT'S INVOLVEMENT IN HEALTHCARE

How satisfied are you with the way your doctor involved you in making decisions about your care and treatment plan?



How satisfied are you with the way your doctor explained why you need to stop or change your medicine?



MAY 2018

OVERALL CLINIC SATISFACTION:

91.7%