The Colorado Health Foundation™

Title: Patient Satisfaction Survey

Author: The Colorado Health Foundation Patient Portal Funding Opportunity Grantees: Summit Community Care Clinic and Sister Joanna Bruner Family Medicine Center

Context for Use: Survey questions such as these can be used with an online survey program. An introductory email can estimate the time it takes to complete the survey and provide a link to it.

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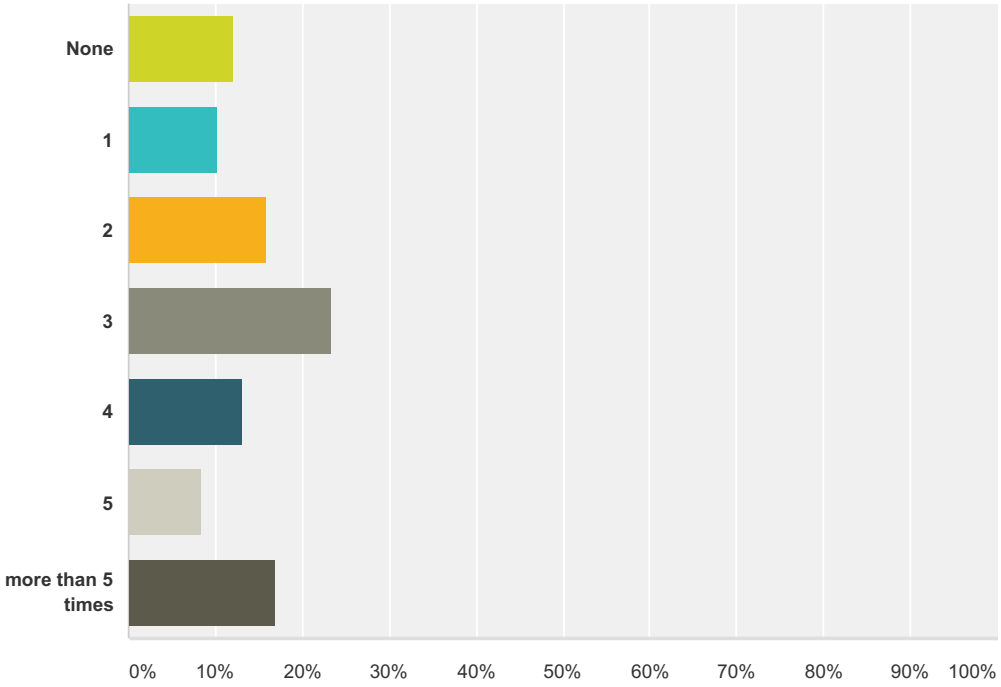
Q1 In the past 6 months, how many times have you phoned Bruner Family Medicine?

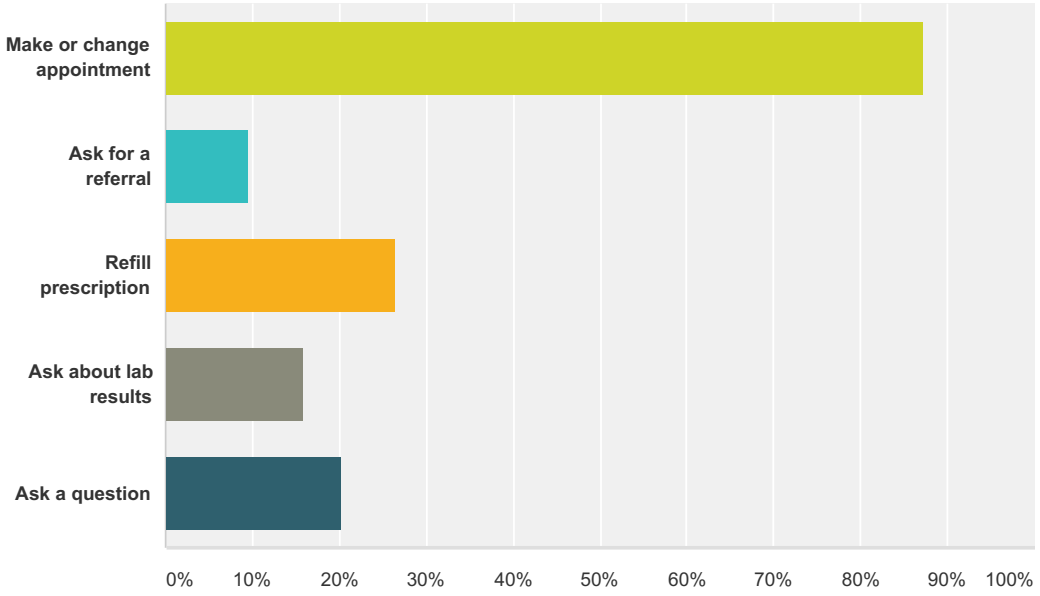
Answered: 107 Skipped: 2



Answer Choices	Responses	
None	**12.15%**	13
1	**10.28%**	11
2	**15.89%**	17
3	**23.36%**	25
4	**13.08%**	14
5	**8.41%**	9
more than 5 times	**16.82%**	18
Total		**107**

Q2 If you phoned Bruner Family Medicine in the past 6 months, what was your reason?

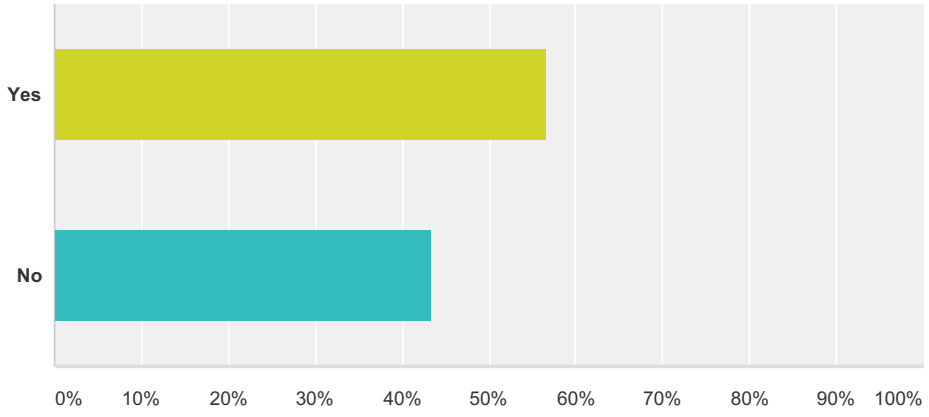
Answered: 94 Skipped: 15



Answer Choices	Responses	
Make or change appointment	**87.23%**	82
Ask for a referral	**9.57%**	9
Refill prescription	**26.60%**	25
Ask about lab results	**15.96%**	15
Ask a question	**20.21%**	19
Total Respondents: 94		

Q3 Are you currently enrolled in the Patient Portal?

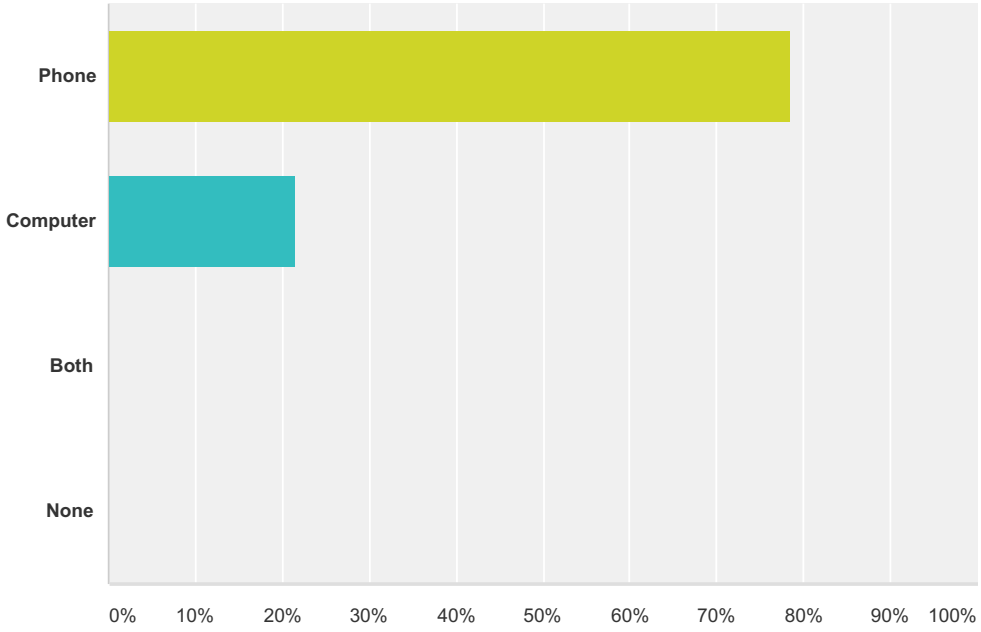
Answered: 106 Skipped: 3



Answer Choices	Responses	
Yes	**56.60%**	60
No	**43.40%**	46
Total		**106**

Q4 Are you using the patient portal on your phone or a computer

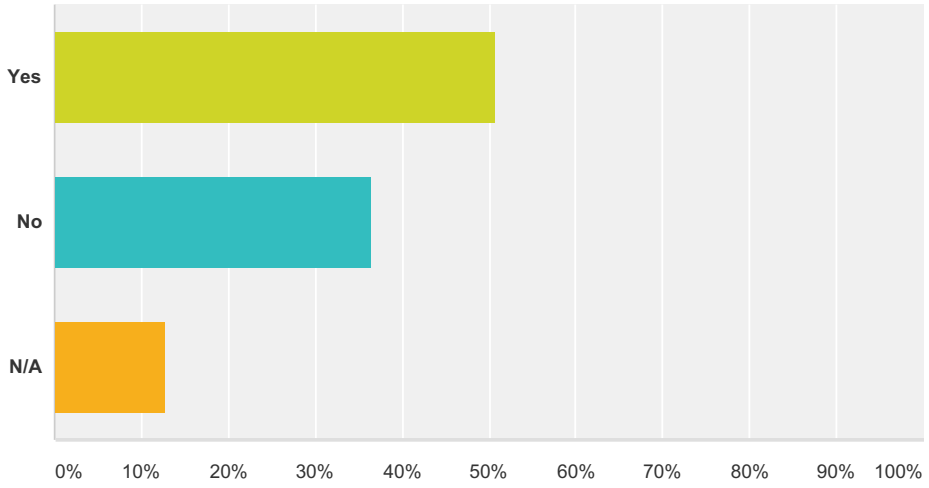
Answered: 14 Skipped: 95



Answer Choices	Responses	
Phone	**78.57%**	11
Computer	**21.43%**	3
Both	**0.00%**	0
None	**0.00%**	0
Total		**14**

Q5 If no, did you know we offer secure, online connection to your health record using the Patient Portal?

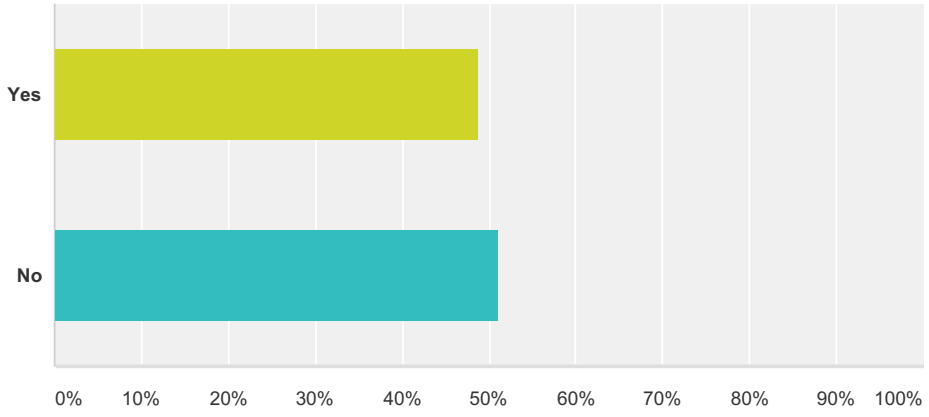
Answered: 63 Skipped: 46



Answer Choices	Responses	
Yes	**50.79%**	32
No	**36.51%**	23
N/A	**12.70%**	8
Total		**63**

Q6 If yes, is there a reason why you did not sign up?

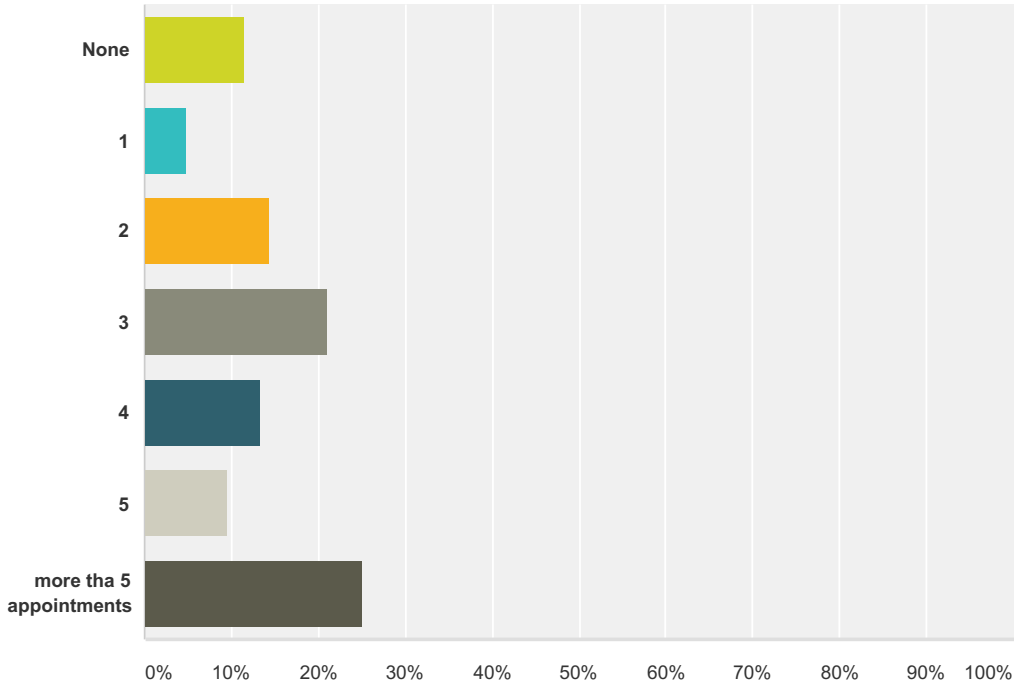
Answered: 41 Skipped: 68



Answer Choices	Responses	
Yes	**48.78%**	20
No	**51.22%**	21
Total		**41**

Q7 In the past 6 months, how many appointments have you had at Bruner Family Medicine?

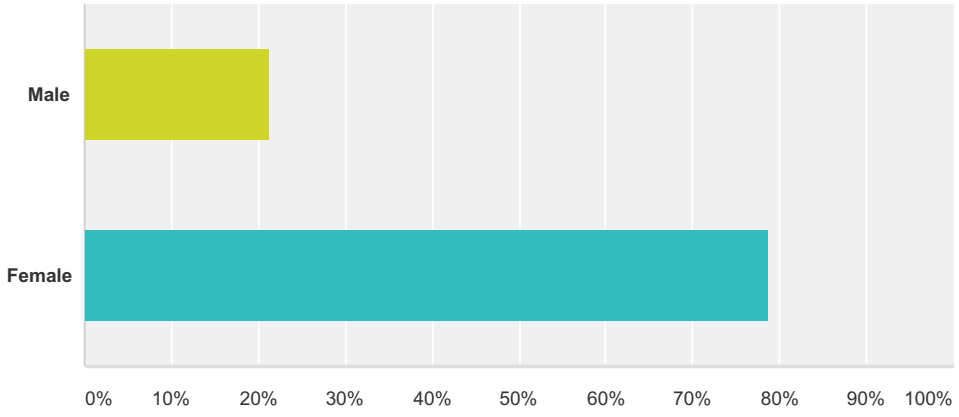
Answered: 104 Skipped: 5



Answer Choices	Responses	
None	**11.54%**	12
1	**4.81%**	5
2	**14.42%**	15
3	**21.15%**	22
4	**13.46%**	14
5	**9.62%**	10
more tha 5 appointments	**25.00%**	26
Total		**104**

Q8 Are you male or female?

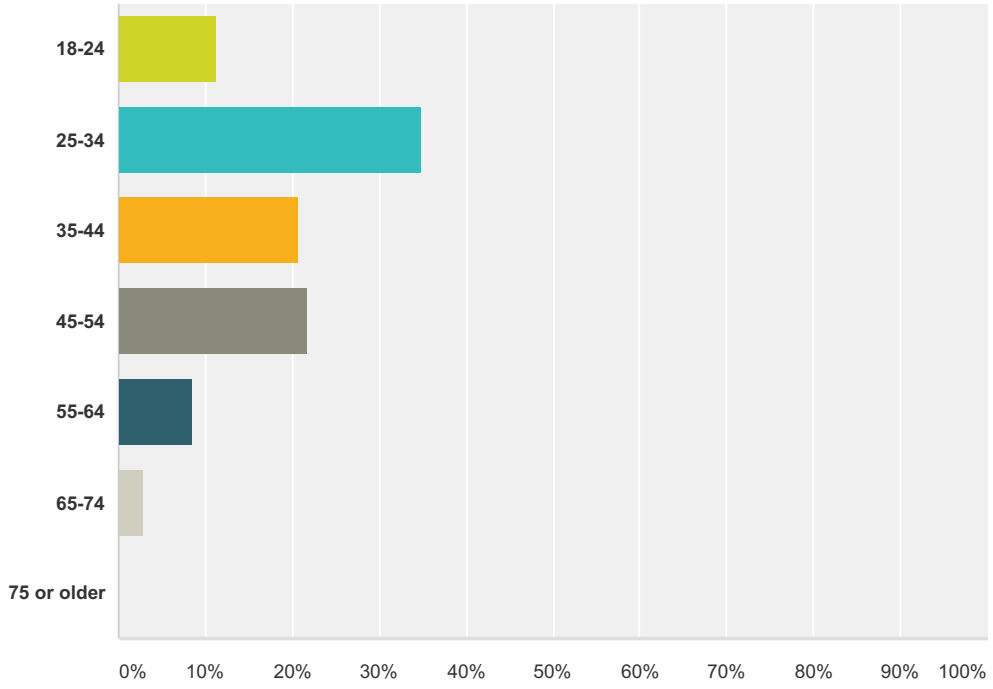
Answered: 108 Skipped: 1



Answer Choices	Responses	
Male	**21.30%**	23
Female	**78.70%**	85
Total		**108**

Q9 How old are you?

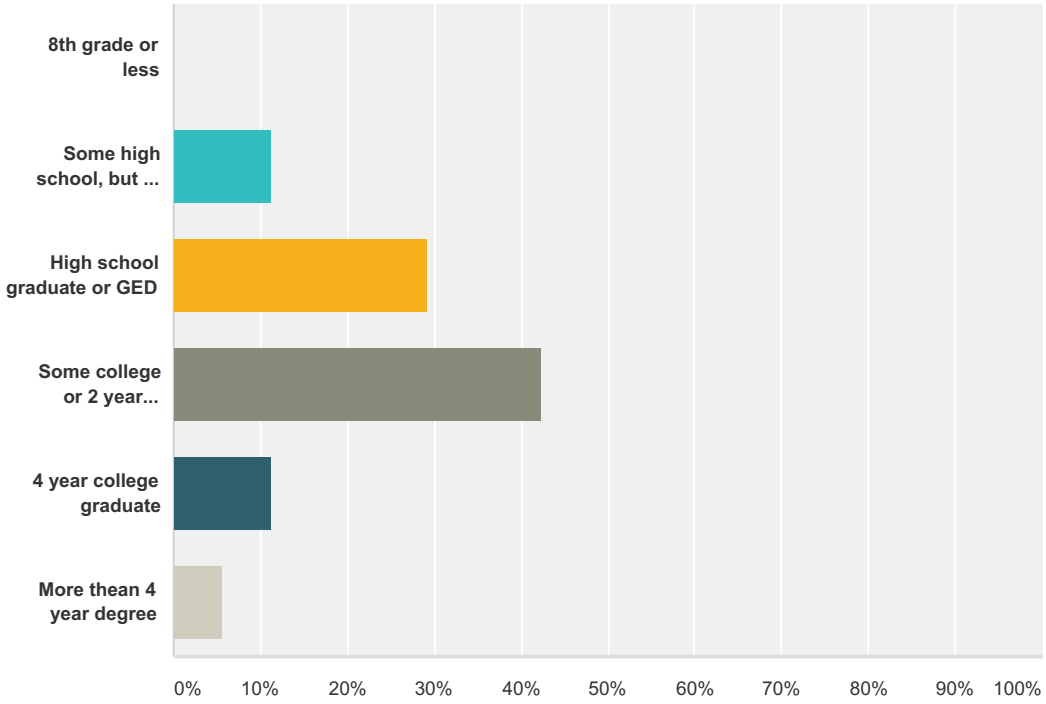
Answered: 106 Skipped: 3



Answer Choices	Responses	
18-24	**11.32%**	12
25-34	**34.91%**	37
35-44	**20.75%**	22
45-54	**21.70%**	23
55-64	**8.49%**	9
65-74	**2.83%**	3
75 or older	**0.00%**	0
Total		**106**

Q10 What is the highest grade or level of school you have completed?

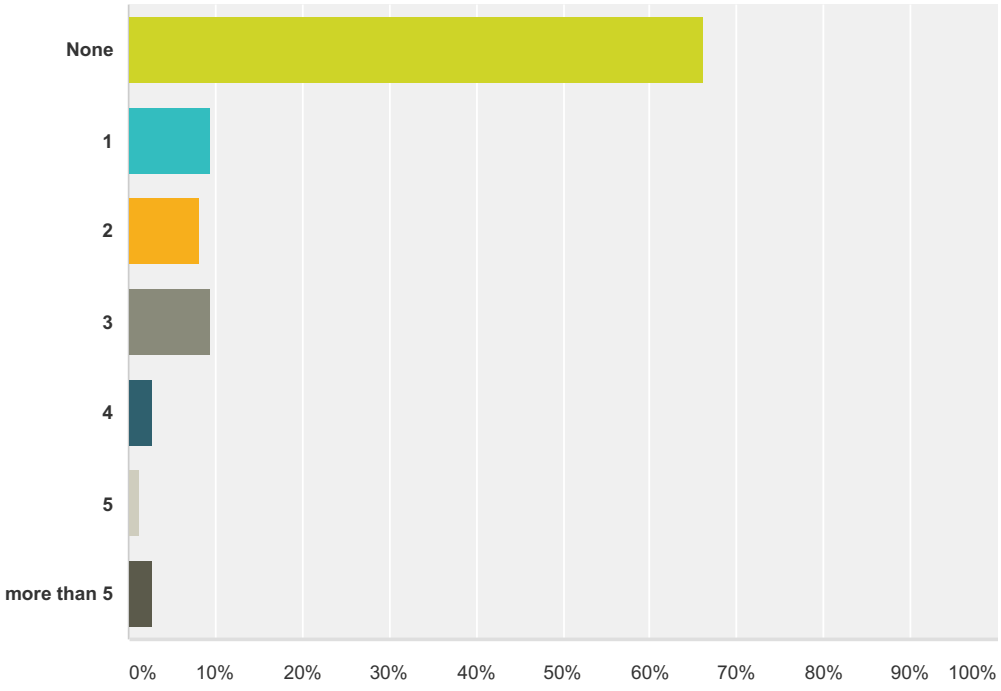
Answered: 106 Skipped: 3



Answer Choices	Responses	
8th grade or less	**0.00%**	0
Some high school, but did not graduate	**11.32%**	12
High school graduate or GED	**29.25%**	31
Some college or 2 year degree	**42.45%**	45
4 year college graduate	**11.32%**	12
More thean 4 year degree	**5.66%**	6
Total		**106**

Q11 In the past 6 months, how many times did you send a secure message to Bruner Family Medicine?

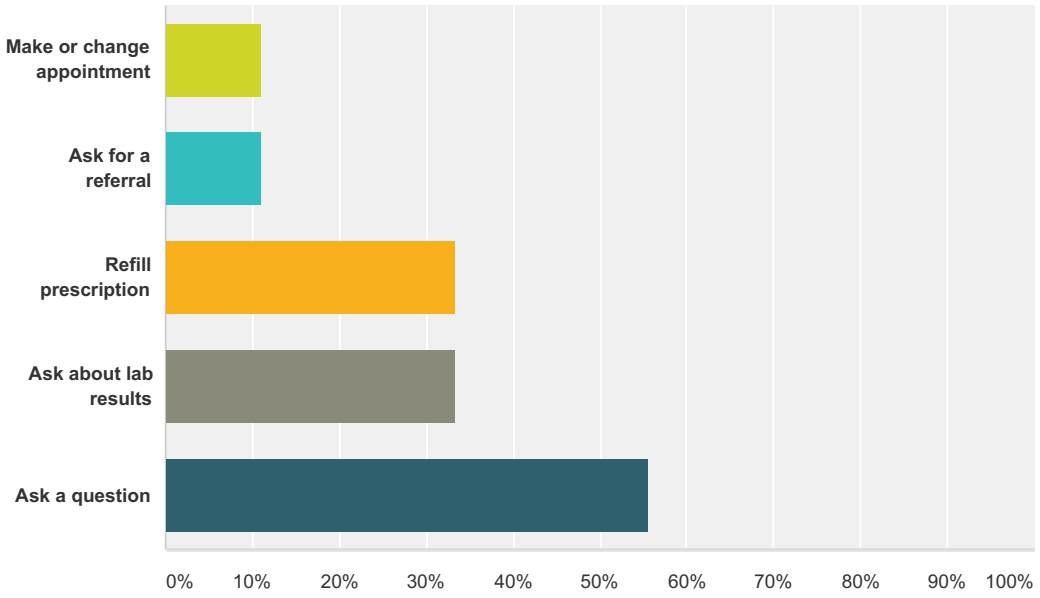
Answered: 74 Skipped: 35



Answer Choices	Responses	
None	**66.22%**	49
1	**9.46%**	7
2	**8.11%**	6
3	**9.46%**	7
4	**2.70%**	2
5	**1.35%**	1
more than 5	**2.70%**	2
Total		**74**

Q12 If yes, what was your reason?

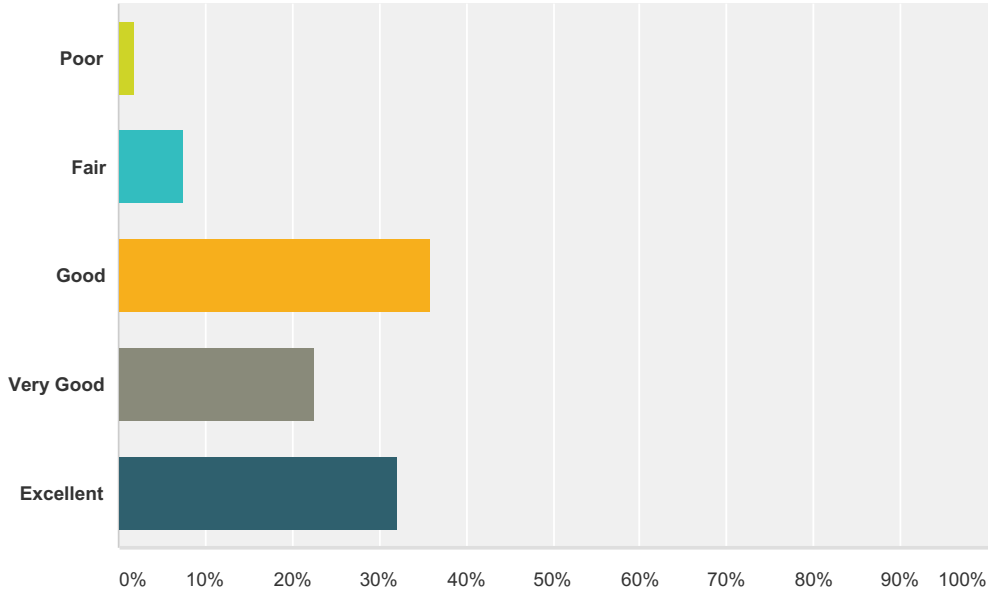
Answered: 9 Skipped: 100



Answer Choices	Responses	
Make or change appointment	**11.11%**	1
Ask for a referral	**11.11%**	1
Refill prescription	**33.33%**	3
Ask about lab results	**33.33%**	3
Ask a question	**55.56%**	5
Total Respondents: 9		

Q13 How would you rate the Patient Portal in the past 6 months?

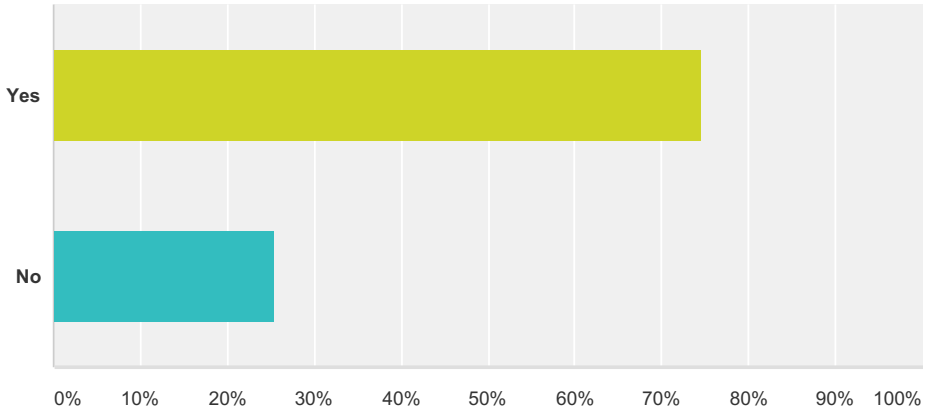
Answered: 53 Skipped: 56



Answer Choices	Responses	
Poor	**1.89%**	1
Fair	**7.55%**	4
Good	**35.85%**	19
Very Good	**22.64%**	12
Excellent	**32.08%**	17
Total		**53**

Q14 In the past 6 months, did using Patient Portal save you the time of having to make a telephone call to Bruner Family Medicine?

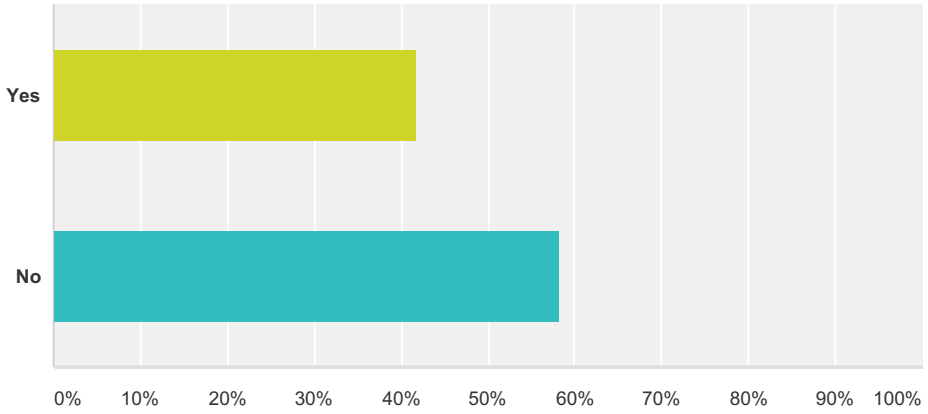
Answered: 51 Skipped: 58



Answer Choices	Responses	
Yes	**74.51%**	38
No	**25.49%**	13
Total		**51**

Q15 In the past 6 months, did using the Patient Portal keep you from having to schedule an additional appointment at Bruner Family Medicine

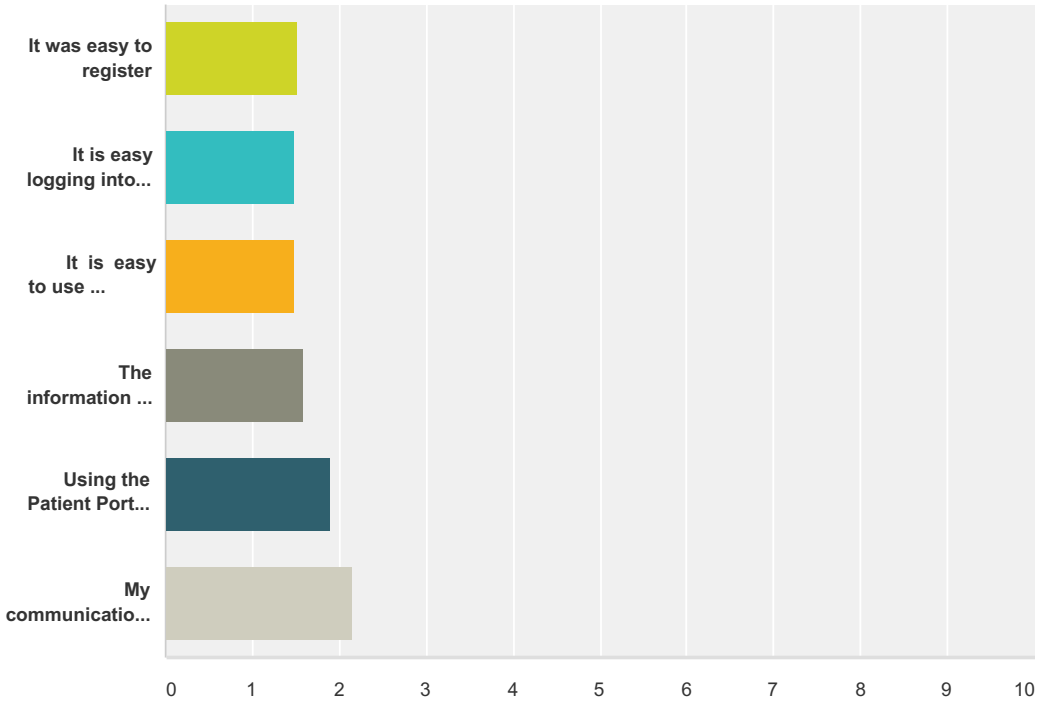
Answered: 48 Skipped: 61



Answer Choices	Responses	
Yes	**41.67%**	20
No	**58.33%**	28
Total		**48**

Q16 Please check the box that you agree with most based on your experience with the patient portal in the last 6 months:

Answered: 52 Skipped: 57



	Strongly Agree	Agree	Neutral	Disagree	Strongly disagree	Total	Weighted Average
It was easy to register	**52.94%** 27	**45.10%** 23	**0.00%** 0	**0.00%** 0	**1.96%** 1	51	1.53
It is easy logging into the patient portal	**59.62%** 31	**36.54%** 19	**1.92%** 1	**0.00%** 0	**1.92%** 1	52	1.48
It is easy to use the patient portal	**58.00%** 29	**40.00%** 20	**0.00%** 0	**0.00%** 0	**2.00%** 1	50	1.48
The information in the patient portal is easy to understand	**54.00%** 27	**38.00%** 19	**6.00%** 3	**0.00%** 0	**2.00%** 1	50	1.58
Using the patient portal makes me feel more connected with my Doctor	**42.86%** 21	**30.61%** 15	**22.45%** 11	**2.04%** 1	**2.04%** 1	49	1.90
My communication with the clinic has been better since I have been using the patient portal	**30.00%** 15	**32.00%** 16	**34.00%** 17	**2.00%** 1	**2.00%** 1	50	2.14

Q17 Is there anything we can imporve in the patient portal?

Answered: 16 Skipped: 93

Patient portal survey - Spanish

1. Cuántas veces ha usado el Portal para Pacientes de la Clínica Comunitaria del condado de Summit en los últimos 6 meses?

- ◯ Nunca
- ◯ 1
- ◯ 2
- ◯ 3
- ◯ 4
- ◯ 5
- ◯ Más de 5 veces

2. Si uso el Portal para Pacientes de la Clínica Comunitaria del condado de Summit en los últimos 6 meses, para cuales servicios lo utilizo?

- ☐ Comunicarme con el doctor(a) o enfermero(a)
- ☐ Pedir receta medica
- ☐ Ver su expediente de salud
- ☐ Encontrar información sobre un problema de salud
- ☐ Pedir una remisión con un especialista
- ☐ Ver resultados de laboratorio
- ☐ Mandar un mensaje para pedir una cita

Otro (por favor especifique):

3. Si uso el Portal para Pacientes de la Clínica Comunitaria del condado de Summit en los últimos 6 meses, cuál es su puntuación en general?

- ◯ Pobre
- ◯ Normal
- ◯ Buena
- ◯ Muy buena
- ◯ Excelente
- ◯ No he utilizado el Portal para Pacientes en los últimos 6 meses

4. Le evito tener que llamar a la clínica (SCCC) el usar el Portal para Pacientes?

- ◯ Si
- ◯ No
- ◯ No he utilizado el Portal de Paciente en los últimos 6 meses

5. Le ahorro una cita en la clínica (SCCC) el usar el Portal para Pacientes?

- ◯ Si
- ◯ No
- ◯ No he utilizado el Portal de Paciente en los últimos 6 meses

6. El Portal para Pacientes de la Clínica Comunitaria del condado de Summit puede ser utilizado como un recurso para ayudarle a obtener más información acerca de cualquier tipo de condición que pueda tener.

Si tiene una de las siguientes condiciones, usa usted el Portal para Pacientes para obtener más información sobre la condición (es)?

	Si	No
Diabetes o azúcar alta	○	○
Hipertension o presionalta	○	○
Asma	○	○
Bronchitis crónica o enfisema	○	○
Enfermedad cardiaca	○	○
Cancer	○	○
Depresion	○	○
HIV/SIDA	○	○
Cualquier enfermedad cronica	○	○
N/A	○	○

7. Tiene usted alguna preocupación al usar el Portal para Pacientes de SCCC?

8. Hay alguna manera en la que podríamos mejorar el Portal para Pacientes de SCCC?

Gracias por tomarse el tiempo de completar este cuestionario!

Done

SurveyMonkey®

Patient portal survey

1. How many times have you used Summit Community Care Clinic (SCCC) patient portal in the past 6 months?

- ◯ Never
- ◯ 1
- ◯ 1
- ◯ 3
- ◯ 4
- ◯ 5
- ◯ More than 5 times

2. If you used SCCC patient portal in the past 6 months, for which services did you use it? (Check all that apply)

- ☐ Communicate with doctor or nurse
- ☐ Refill prescriptions
- ☐ View health records
- ☐ Find information about a health issue
- ☐ Request a referral
- ☐ View lab results
- ☐ Send a message to request an appointment

Other (please specify)

3. If you used SCCC patient portal in the past 6 months, what is your overall rating of it?

- ◯ Poor
- ◯ Fair
- ◯ Good
- ◯ Very good
- ◯ Excellent
- ◯ I did not use the patient portal in the past 6 months

4. Did using SCCC patient portal save you a call to the clinic in the past 6 months?

- ◯ Yes
- ◯ No
- ◯ I did not use the patient portal in the past 6 months

5. Did using SCCC patient portal save you a visit to the clinic in the past 6 months?

- ◯ Yes
- ◯ No
- ◯ I did not use the patient portal in the past 6 months

6. SCCC patient portal can be used as a resource to help you get more information about any medical condition you might have. If you have any of the following conditions do you use the portal to get more information on the condition(s)?

	Yes	No
Diabetes or high blood sugar	○	○
Hypertension or high blood pressure	○	○
Asthma	○	○
Chronic bronchitis or emphysema	○	○
Heart disease	○	○
Cancer	○	○
Depression	○	○
HIV/AIDS	○	○
Any other chronic illness	○	○
N/A	○	○

7. Do you have any concerns about using SCCC patient portal?

8. Are there any ways that we can improve SCCC patient portal?

Thank your for taking the time to complete this questionnaire!

Done

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