

# Patient Satisfaction Survey Results

6/11/2018 – 7/30/2018



BAPTIST HEALTH®

FAMILY MEDICINE  
RESIDENCY PROGRAM

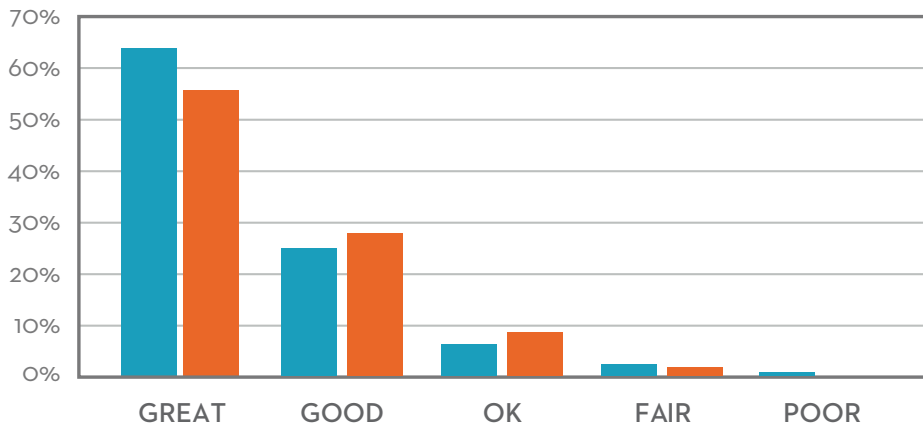
**All Patients**

**Vulnerable Patients**

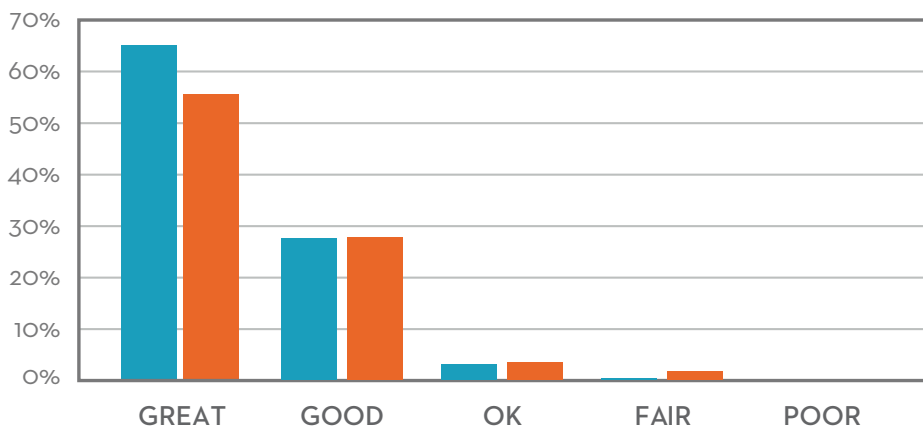
*Patient 65+ with Medicare or Dual Eligible or Any Age with No Permanent Residence*

## ACCESS

### Ability to be Seen

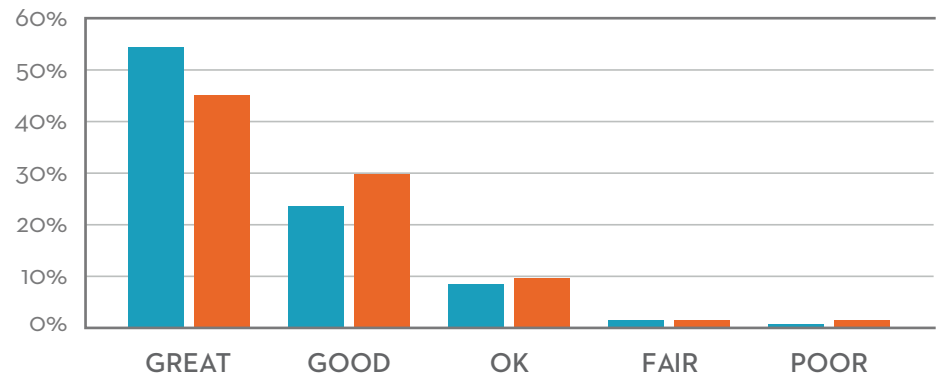


### Hours Clinic is Open

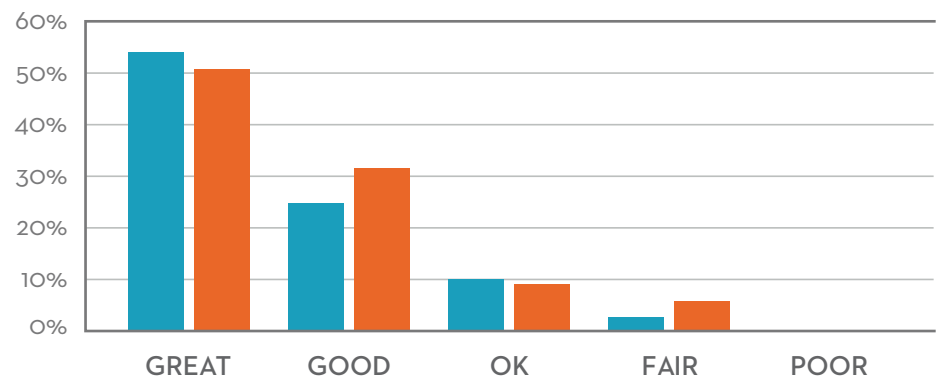


## COORDINATION

### Waiting for Referrals

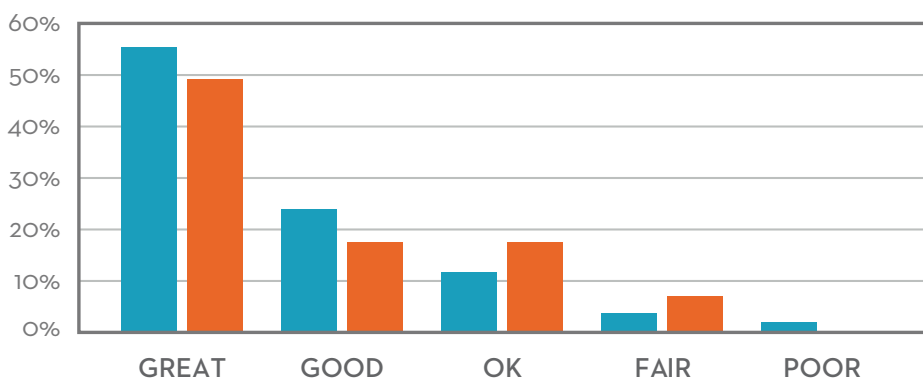


### Waiting for Test Results

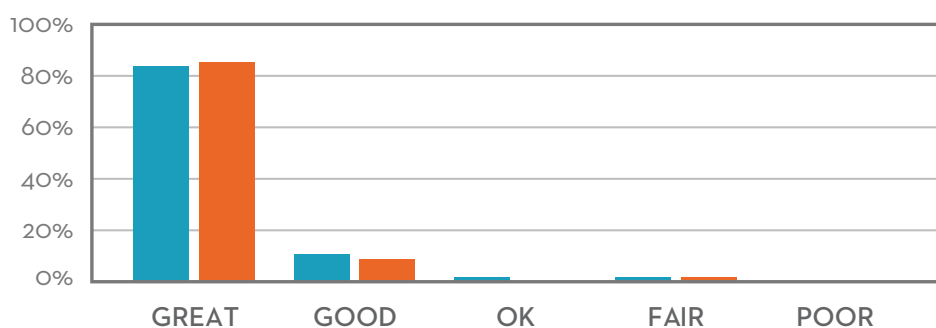


## COMMUNICATIONS

### Prompt Return on Calls

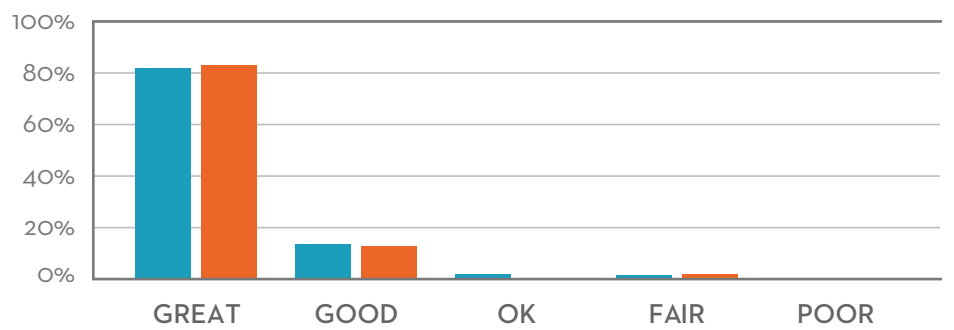


### Provider Listens to You



## WHOLE PERSON CARE

### Provider Takes Time With You



### Provider Explains What You Want to Know

