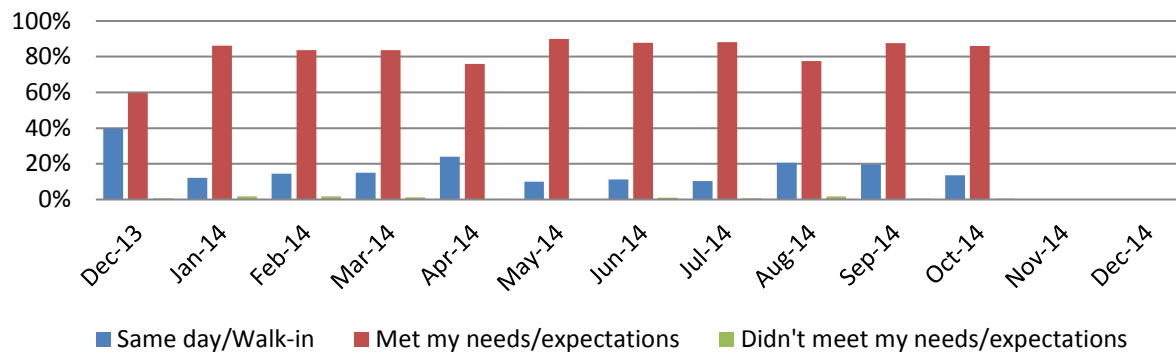


Measure	1-Dec	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
Were you able to get an appointment today that met your needs?													
Same day/Walk-in	40%	12%	15%	15%	24%	10%	11%	10%	21%	19.8%	14%		
Met my needs/expectations	60%	86%	84%	84%	76%	90%	88%	88%	78%	87.7%	86%		
Did not meet my needs/expectations	1%	2%	2%	1%	0%	0%	1%	1%	2%	0.4%	0%		
Did the clinic staff members that took care of you acknowledge you by name?													
They all did	92%	90%	95%	90%	88%	80%	91%	83%	74%	91%	89%		
Some did	7%	10%	2%	10%	11%	20%	9%	16%	24%	8%	9%		
None of them did	1%	0%	4%	0%	1%	0%	0%	1%	2%	1%	2%		
Did the clinic staff members that took care of you tell you how long to expect?													
They all did	77%	70%	81%	67%	74%	50%	70%	73%	53%	76%	74%		
Some did	16%	16%	13%	18%	15%	10%	17%	16%	25%	12%	12%		
None of them did	7%	14%	6%	15%	11%	20%	13%	12%	17%	11%	14%		
Did your healthcare provider review your medication with you?													
Yes, completely	82%	88%	89%	80%	79%	90%	78%	83%	76%	84%	77%		
Yes, somewhat	6%	4%	5%	8%	8%	10%	11%	5%	6%	4%	9%		
No, not at all	2%	1%	0%	0%	2%	0%	0%	1%	1%	1%	2%		
N/A	10%	8%	5%	13%	11%	0%	12%	11%	18%	11%	12%		
Did your healthcare team provide you the tools and knowledge to manage your care at home?													
Yes, completely	85%	84%	88%	89%	84%	90%	85%	86%	85%	82%	83%		
Yes, somewhat	9%	4%	7%	3%	9%	10%	9%	6%	5%	8%	7%		
No, not at all	1%	2%	0%	0%	1%	0%	0%	1%	1%	0.4%	2%		
N/A	6%	9%	5%	8%	6%	0%	5%	7%	9%	9%	7%		
Would you refer a friend or family to us?													
Yes	100%	97%	100%	100%	99%	90%	100%	100%	99%	100%	99%		
No	0%	3%	0%	0%	1%	10%	1%	0%	1%	0%	1%		
Ethnicity													
AI/AN	12%	21%	18%	19%	17%	30%	11%	12%	16%	13%	15%		
Black/African	1%	0%	2%	6%	3%	0%	3%	2%	3%	2%	4%		
Hispanic/Latino	44%	42%	32%	49%	44%	30%	47%	40%	41%	45%	37%		
Native Hawaiian/Pacific Islander	1%	1%	0%	1%	0%	0%	1%	1%	0%	0%	1%		
Asian	3%	4%	2%	0%	2%	0%	4%	3%	3%	4%	6%		
White	23%	21%	34%	17%	21%	40%	23%	26%	33%	23%	26%		
Multi-ethnic	5%	9%	2%	1%	5%	0%	4%	8%	2%	8%	3%		
Multi-ethnic w/ AI/AN	12%	5%	10%	7%	10%	0%	7%	9%	2%	9%	8%		

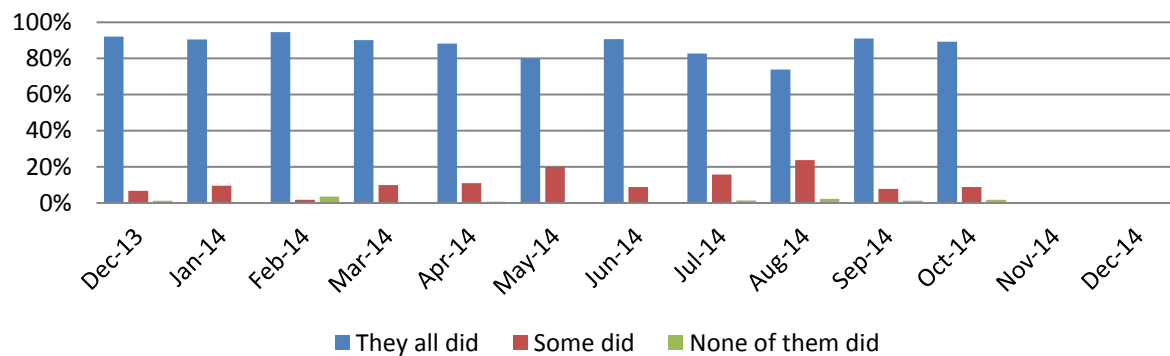
Measure 1

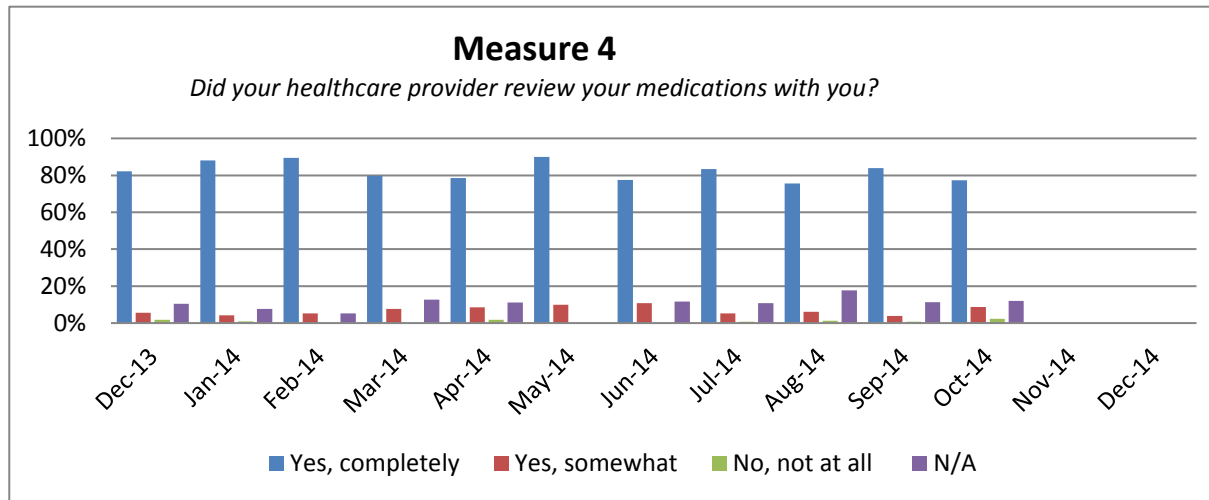
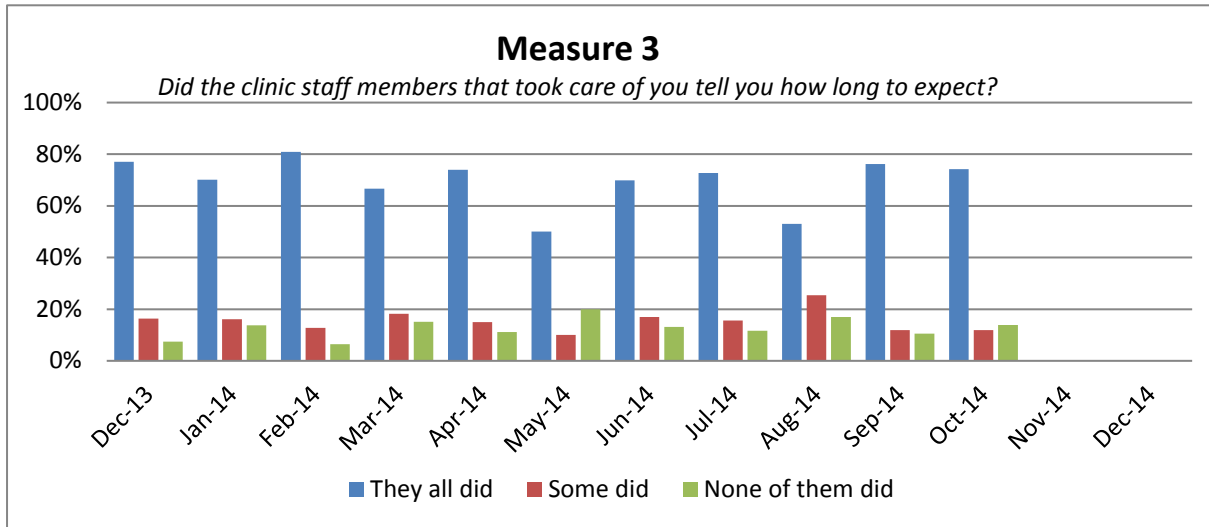
Were you able to get an appointment that met your needs?



Measure 2

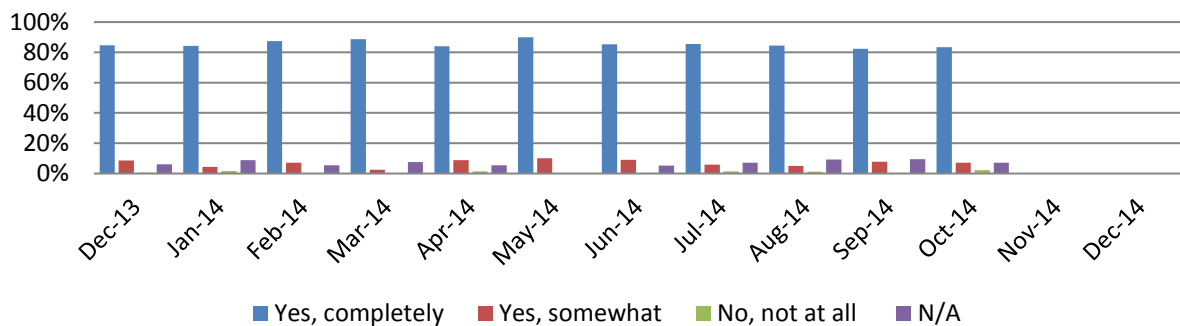
Did the clinic staff members that took care of you acknowledge you by name?





Measure 5

Did your healthcare team provide you the tools and knowledge to manage your care at home?



Measure 6

Would you refer your family and friends to us?

