



HO-CHUNK NATION
DEPARTMENT OF HEALTH



CLIENT SATISFACTION

SUMMARY RESULTS

February 2023



WAŽA HIGIRAWI
(We care)





NOTE: Totals may not add to 100% due to rounding.

SUMMARY

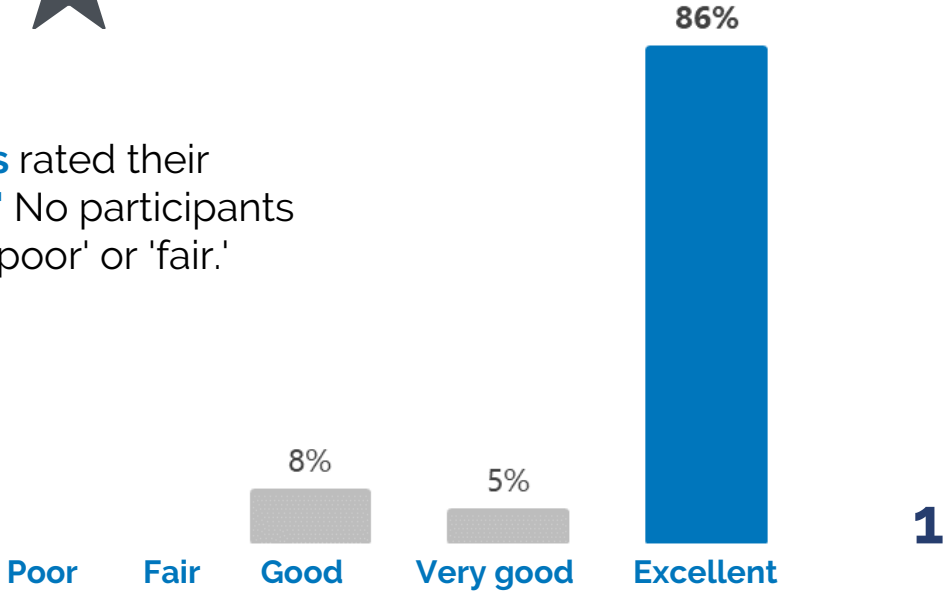
- 1** **There were 59 survey respondents.** This amount is lower when compared to the previous survey period which had the highest amount of responses so far (128). This survey period included shared survey flyers in various spaces and reminder letters sent to tele-health patients.
- 2** **Overall care was rated as 'very good,' with a mean score of 4.8.** This is a similar rating observed in the October 2021 and June 2022 survey.
- 3** The majority of respondents had services in-person, were 60 years and older, had a tribal background, or were employed with the Nation.
- 4** When rating **quality of care items**, the **majority of sections had a "strongly agree" response of 70% or higher.** The highest rated item included 'being treated with respect and dignity by all health staff.'

Overall Experience



On a scale from 1-5, respondents rated their overall experience as 4.8 stars.

About **86% of participants** rated their **experience as 'excellent.'** No participants rated their experience as 'poor' or 'fair.'



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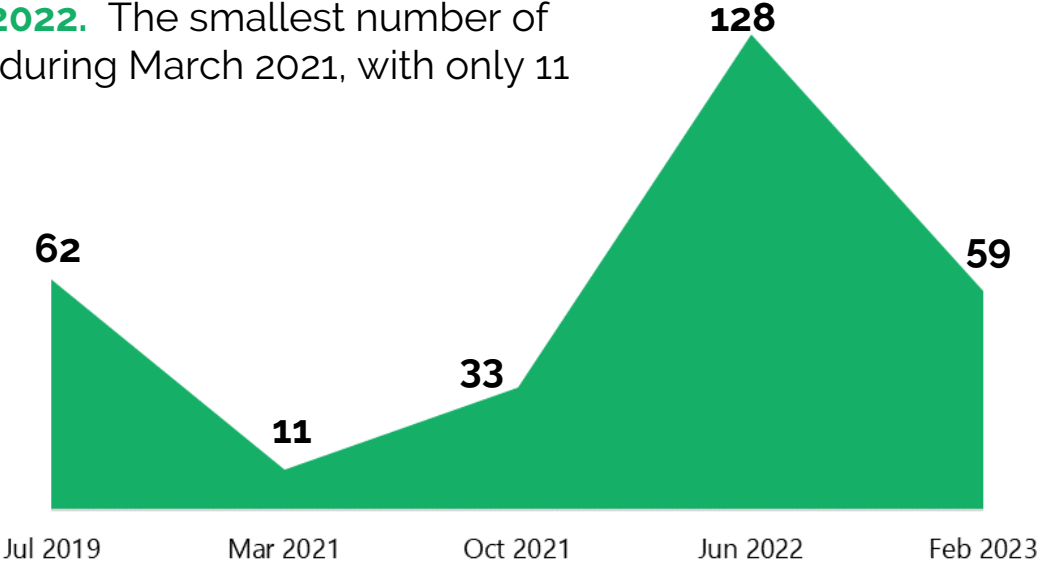




Participant Responses

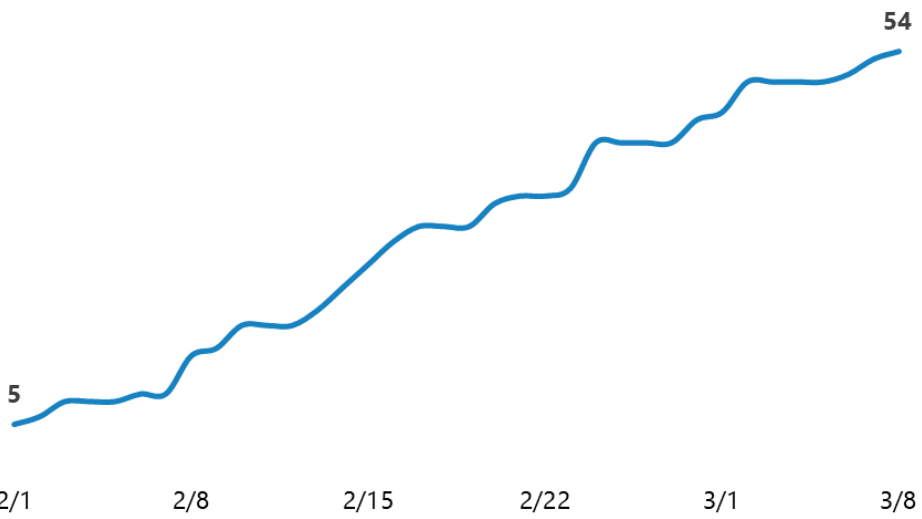
The number of participants has varied over time...

The **greatest number of participants** was **128 people, during June 2022**. The smallest number of participants occurred during March 2021, with only 11 participants.



NOTE: There is no participant information during 2020.

and during the survey collection period.....



The **greatest number of surveys were submitted during the middle to the end of the week** (Wednesday- Friday). Number of survey submissions stayed relatively similar throughout the period. **Almost 40% of surveys were submitted online:** 77% of tele-health visits and 28% in-person visits submitted online.

NOTE: There are five submissions with an unknown service date. The survey was open until 3/10/23.

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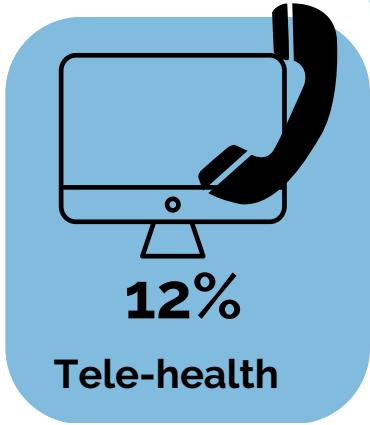
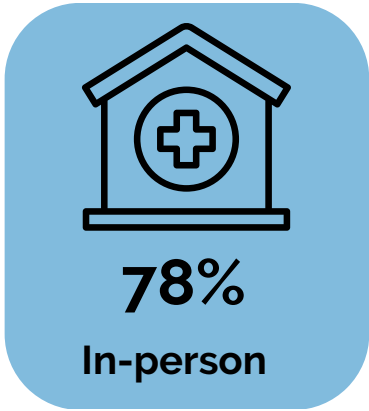


Participant Characteristics

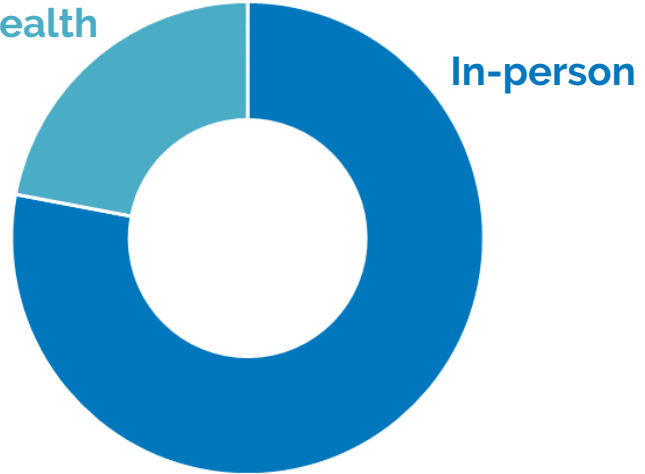
This informs to whom results can be applied to and who is taking our survey

By format

Most of the participants had services in-person.

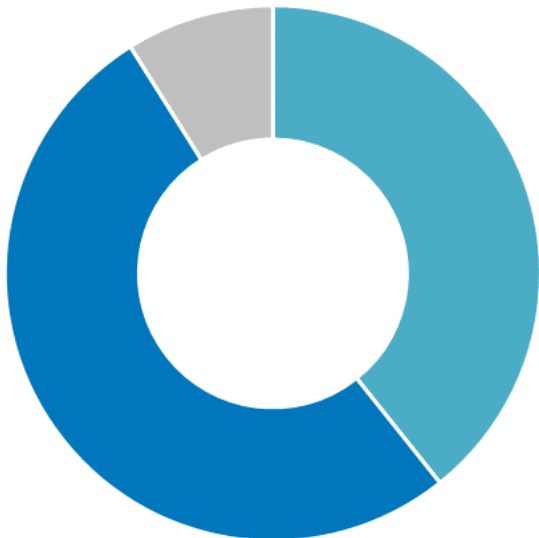


Tele-health



By location

At home



HHCC

HOW



More participants reported using services associated with House of Wellness: 29 participants reported using services there in comparison to 22 at Black River Falls and 5 taking place in the patient's home. There were no participants who reported using services from any of the satellite sites. There were 3 participants with unknown locations.

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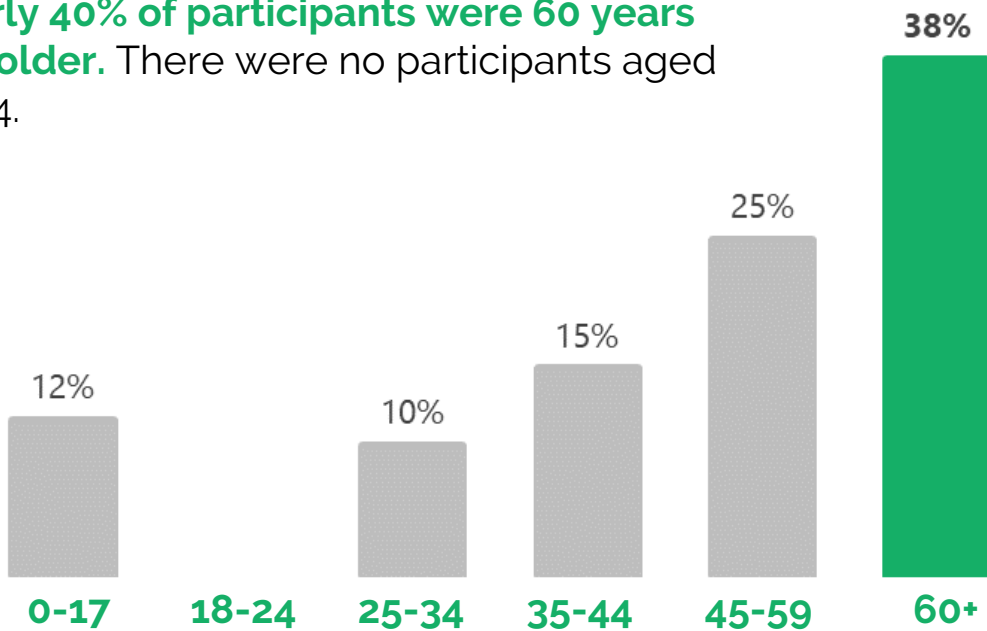
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By age

Nearly 40% of participants were 60 years and older. There were no participants aged 18-24.



By tribal status

Over 1/2 of participants were a tribal member. Of non-tribal participants, most came from a non-tribal household (meaning they are a Nation employee).



Any tribal



Non-tribal, non-tribal household



Non-tribal, tribal household



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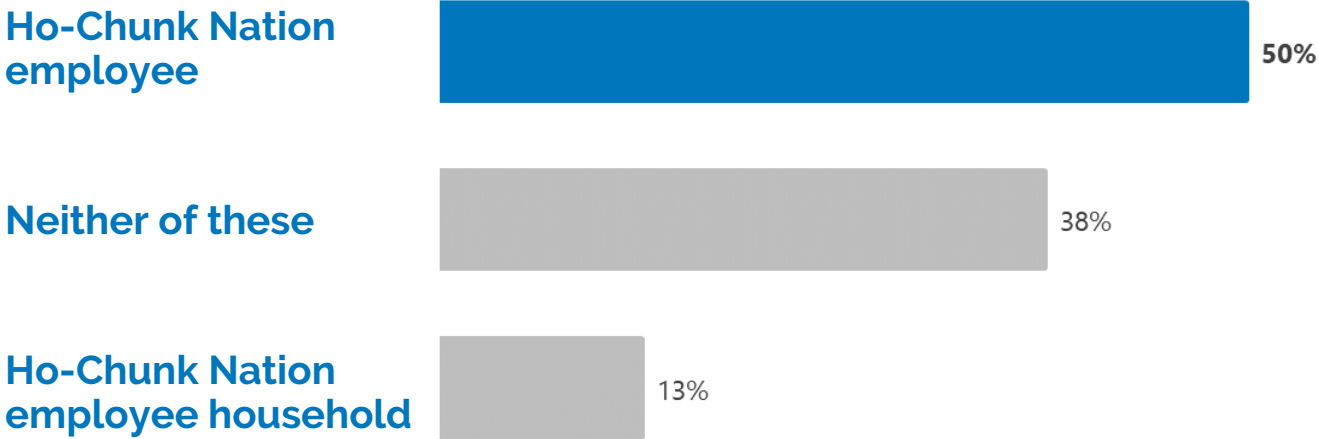
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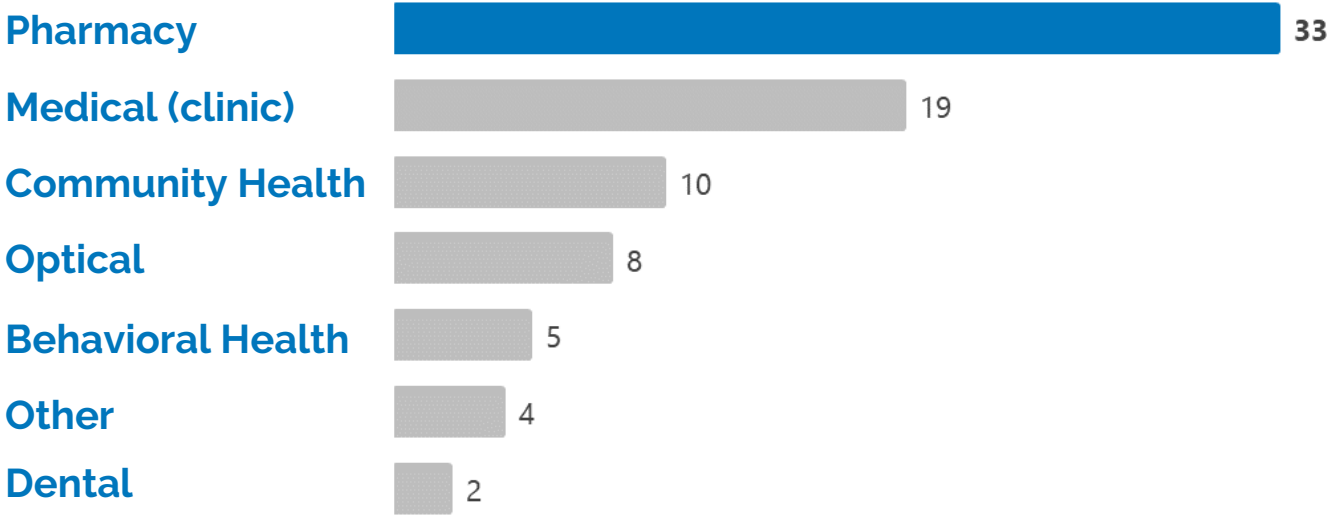
By employment status

1/2 of survey respondents reported they were a Ho-Chunk Nation employee. Similarly, about half of these employee respondents reported using services at HOW and half at HHCC.



By service(s) utilized

A total of 81 services were utilized. Meaning, respondents used multiple services on the same date, with an average of 1.4 services used and a range of 1-3 reported by participants. **Pharmacy had the highest reported number of users at 33 respondents.**



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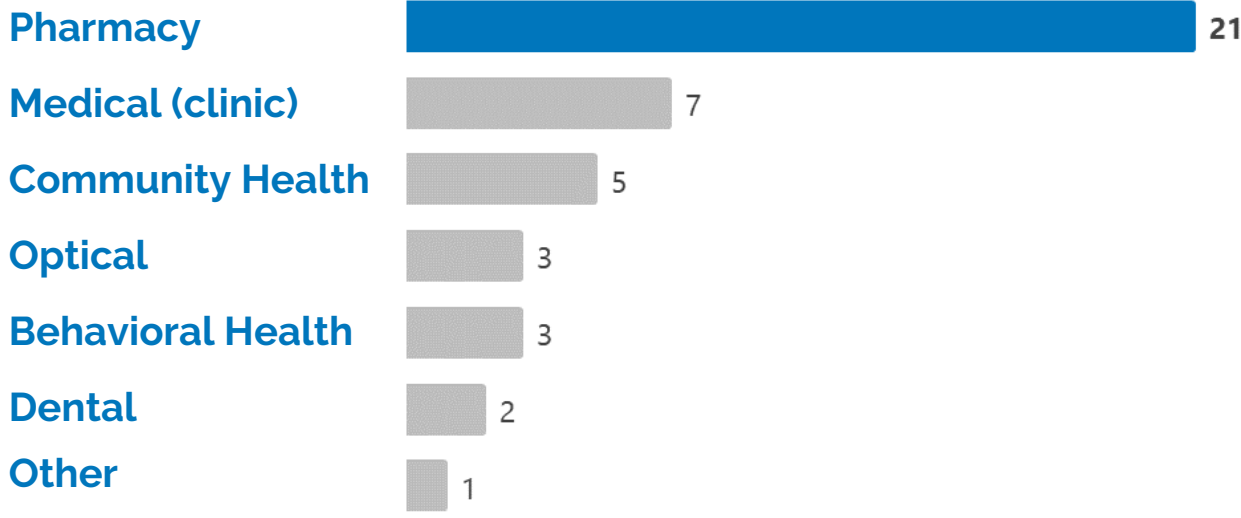


Service(s) utilized by location

The majority of services were associated with a clinic location (HOW/HHCC). Only five respondents reported receiving services at home-this was often Community Health.

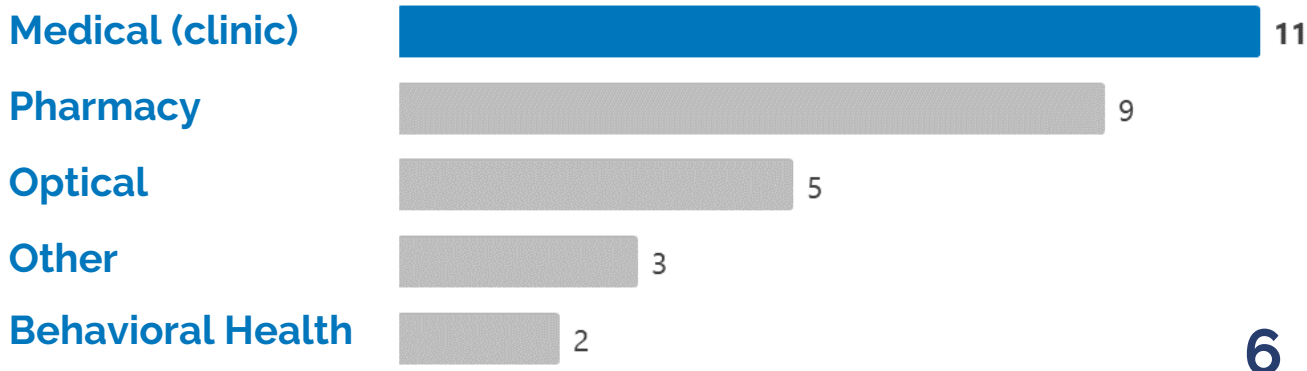
Service(s) utilized at/associated with HOW

At HOW, 42 services were utilized, with an average of 1.5 used and a range of 1-3 reported by participants. **Pharmacy** had the **service with the greatest utilization with 21 respondents.**



Service(s) utilized at/associated with HHCC

At HHCC, 30 services were utilized, with an average of 1.4 used and a range of 1-3 reported by participants. **Medical** had the **service with the greatest utilization with 11 respondents.** No services were reported for dental or community health.



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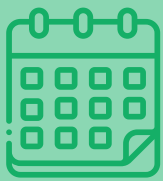


Access of Care

This includes things like availability of care, regular access to care, and health insurance coverage.

Organizational barriers to care

Nearly 81% of participants reported no barriers when trying to access services. Of those experiencing one or more barriers, the most commonly reported barrier was limited appointment availability. Of those reporting a barrier, about 1/2 were experienced with HOW services and 1/2 with HHCC services.



56%

Limited appointment availability



33%

Facility phones busy



11%

Unable to schedule with my preferred care provider

Appointment waiting period



On a scale from 1-5, respondents rated their ability to get an appointment within a reasonable time as 4.7 stars.

About 84% of participants rated their ability to get an appointment as 'excellent.' 45 out of 59 participants reported scheduling an appointment.

2%

Poor

2%

Fair

4%

Good

7%

Very good

84%

Excellent

7

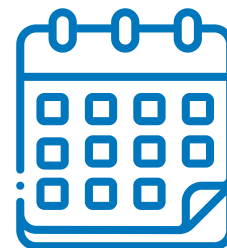


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Reminders

Of appointments/services eligible to receive a reminder, **nearly 97% of clients received one.**

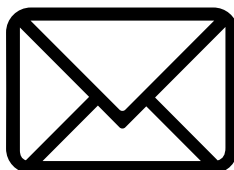


97%

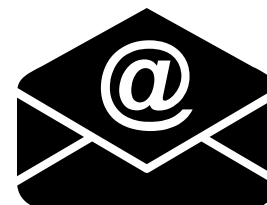
Reminders were mostly sent by telephone...



76%
telephone



7%
mail



17%
e-mail

Timeliness

About **83% of clients were seen within 5 minutes of their scheduled appointment time**; 11% were seen within 15 minutes and 6% were seen within 30 minutes.



83%

Of clients whose appointments ran behind, nearly all still reported receiving care and services in a timely manner; all of these clients had services located at HOW.

Various services were used including pharmacy (3 clients), medical (3 clients), dental (2 clients), and behavioral health (1 client).

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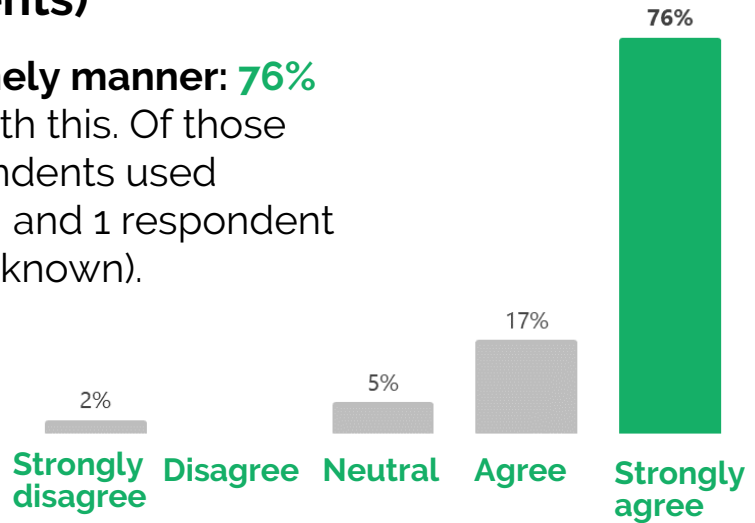
Quality of care

This includes things like client-led care, culturally-relevant care, safety and respect, and facility conditions.

Timeliness

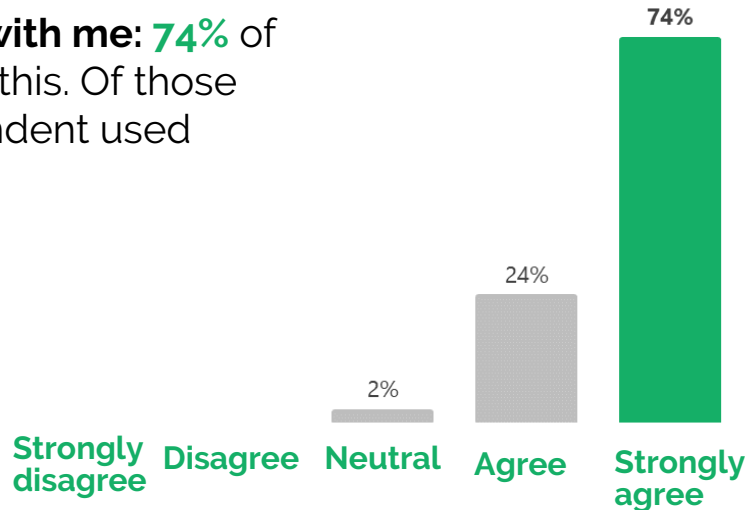
Responsiveness (58 respondents)

I received care and services in a timely manner: **76%** of respondents **"strongly agreed"** with this. Of those disagreeing (neutral or less), 3 respondents used Pharmacy services (2 HHCC, 1 HOW) and 1 respondent used Community Health services (unknown).



Duration (54 respondents)

The health staff took enough time with me: **74%** of respondents **"strongly agreed"** with this. Of those disagreeing (neutral or less), 1 respondent used Pharmacy services (HOW).



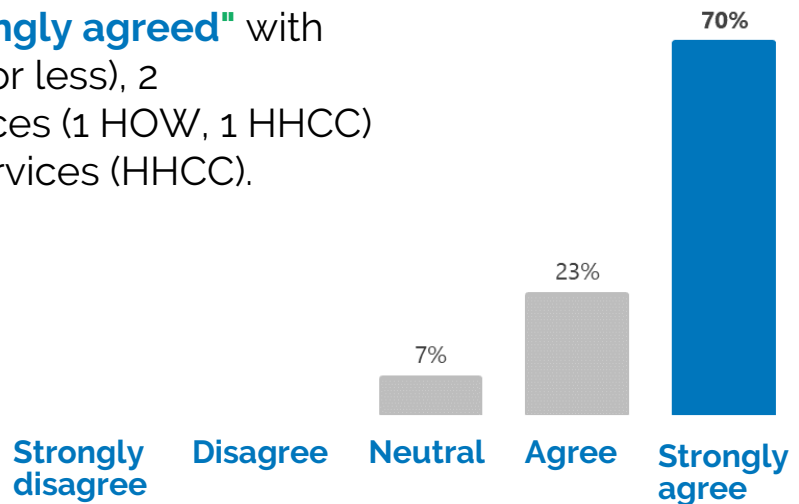
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Personal information

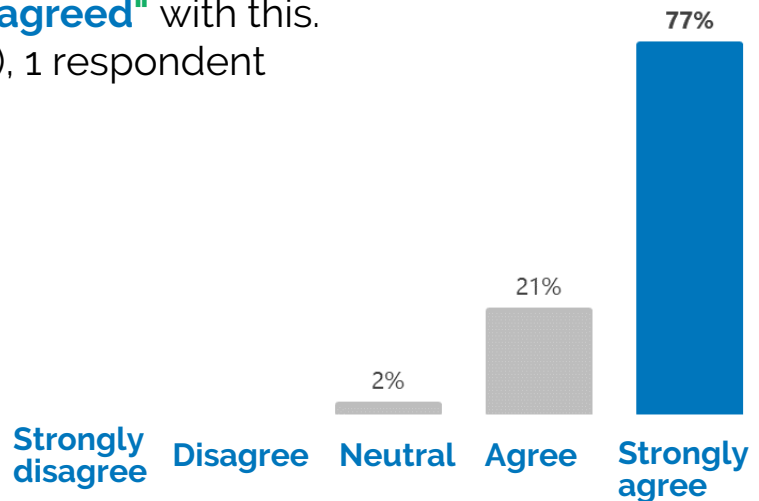
Current (44 respondents)

I was asked if my personal/medical information was current: **70%** of respondents "**strongly agreed**" with this. Of those disagreeing (neutral or less), 2 respondents used Pharmacy services (1 HOW, 1 HHCC) and 1 respondent used Medical services (HHCC).



Security/privacy (56 respondents)

I felt I could trust my health information with health staff: **77%** of respondents "**strongly agreed**" with this. Of those disagreeing (neutral or less), 1 respondent used Pharmacy services (HOW).



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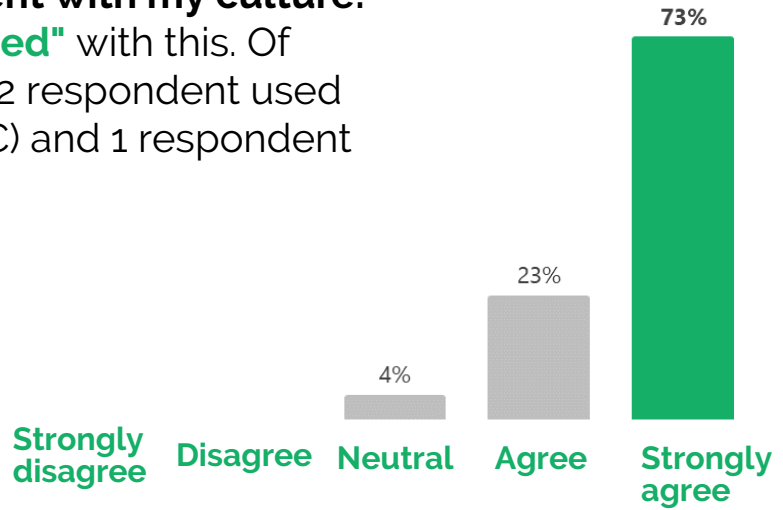


Client-led care & culturally-relevant care

Culturally appropriate (47 respondents)

I was treated in a manner consistent with my culture:

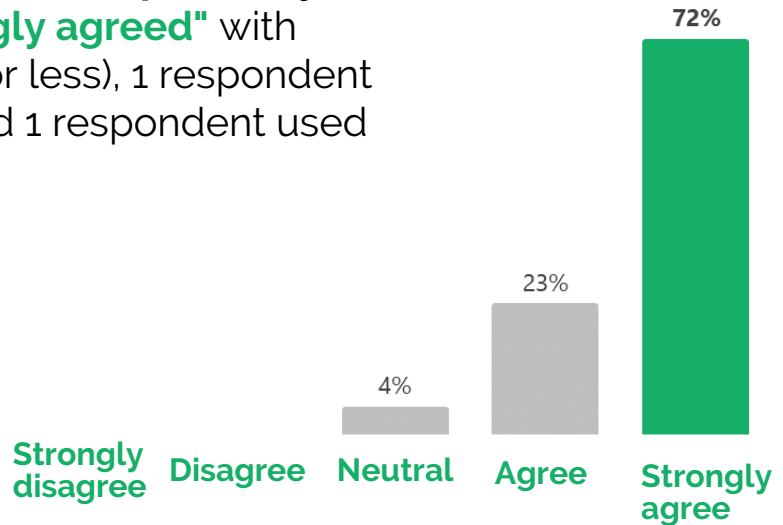
73% of respondents **"strongly agreed"** with this. Of those disagreeing (neutral or less), 2 respondent used Pharmacy services (1 HOW, 1 HHCC) and 1 respondent used Medical services (HHCC).



Way(s) to improve health (52 respondents)

I am satisfied with how I was taught to improve my

health: 72% of respondents **"strongly agreed"** with this. Of those disagreeing (neutral or less), 1 respondent used Pharmacy services (HOW) and 1 respondent used Medical services (HHCC).



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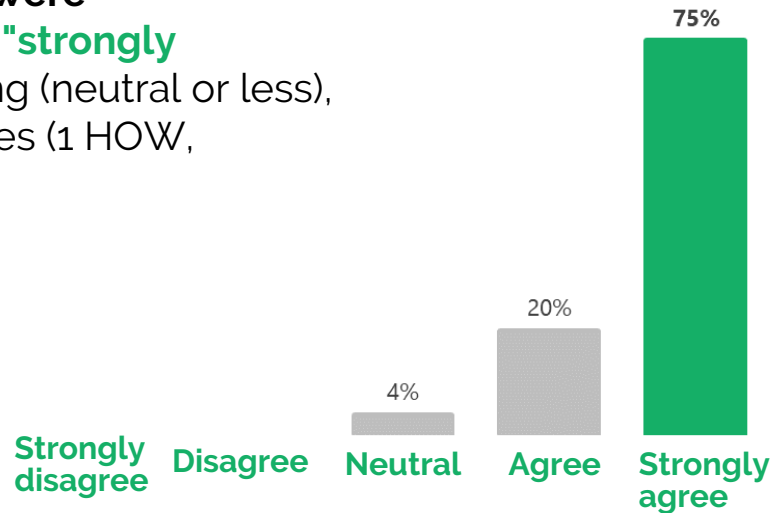




Client-led care & culturally-relevant care cont.

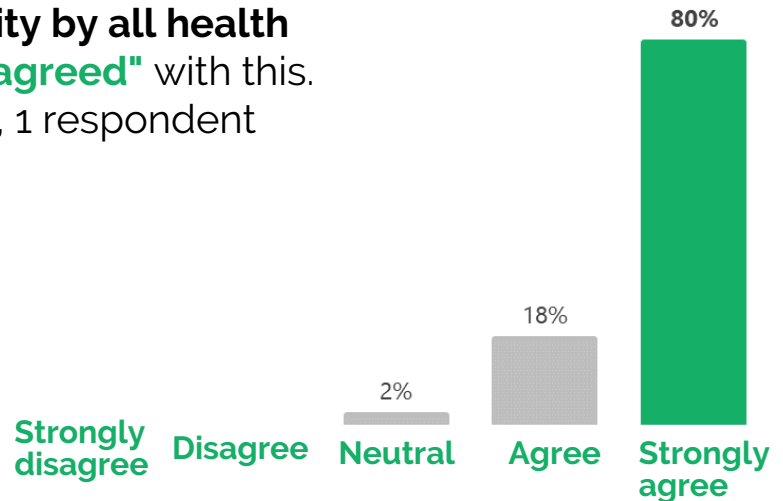
Questions answered (55 respondents)

My questions, concerns, and needs were answered/met: **75%** of respondents **"strongly agreed"** with this. Of those disagreeing (neutral or less), 2 respondents used Pharmacy services (1 HOW, 1 HHCC).



Treatment by staff (56 respondents)

I was treated with respect and dignity by all health staff: **80%** of respondents **"strongly agreed"** with this. Of those disagreeing (neutral or less), 1 respondent used Pharmacy services (HOW).

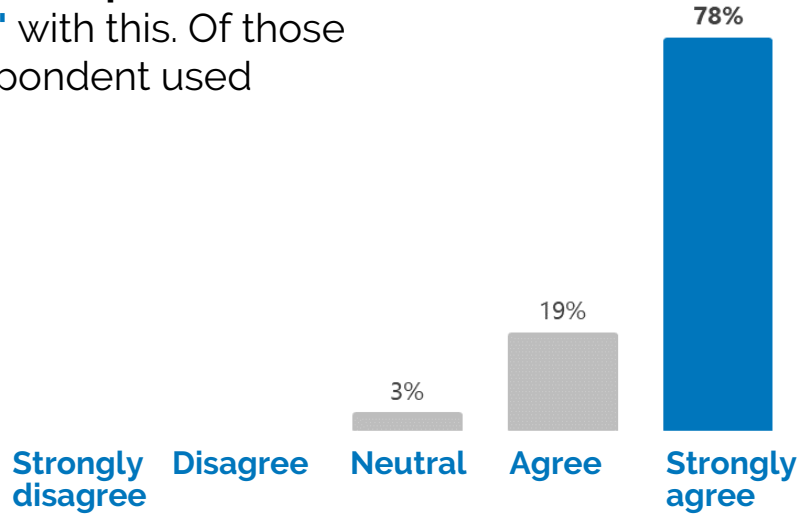




Accessibility

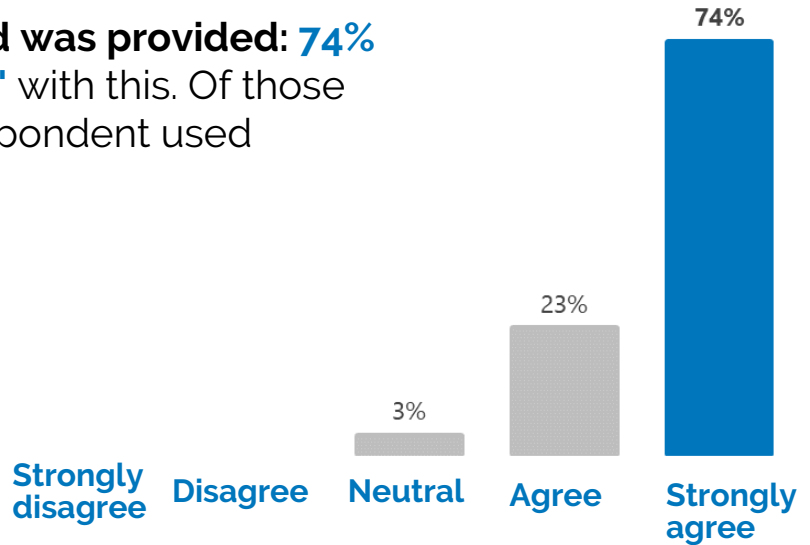
Language services (37 respondents)

The language services I needed were provided: **78%** of respondents **"strongly agreed"** with this. Of those disagreeing (neutral or less), 1 respondent used Pharmacy services (HOW).



Physical assistance (31 respondents)

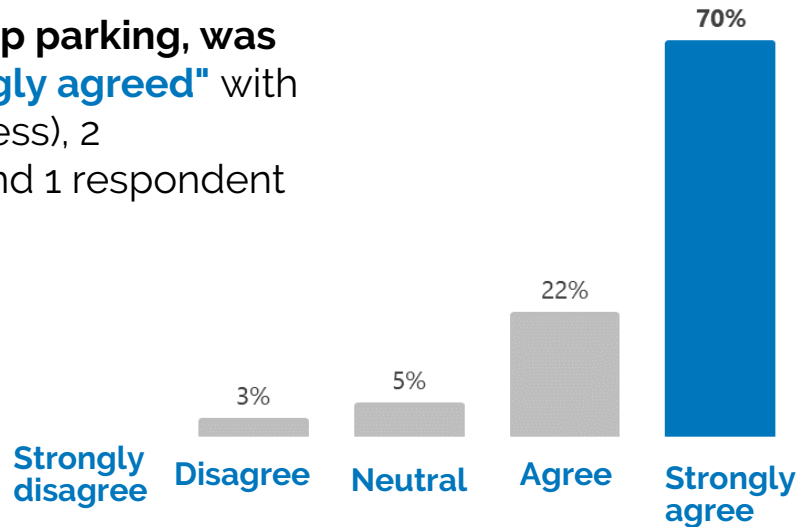
The physical assistance I needed was provided: **74%** of respondents **"strongly agreed"** with this. Of those disagreeing (neutral or less), 1 respondent used Pharmacy services (HOW)



Accessibility cont.

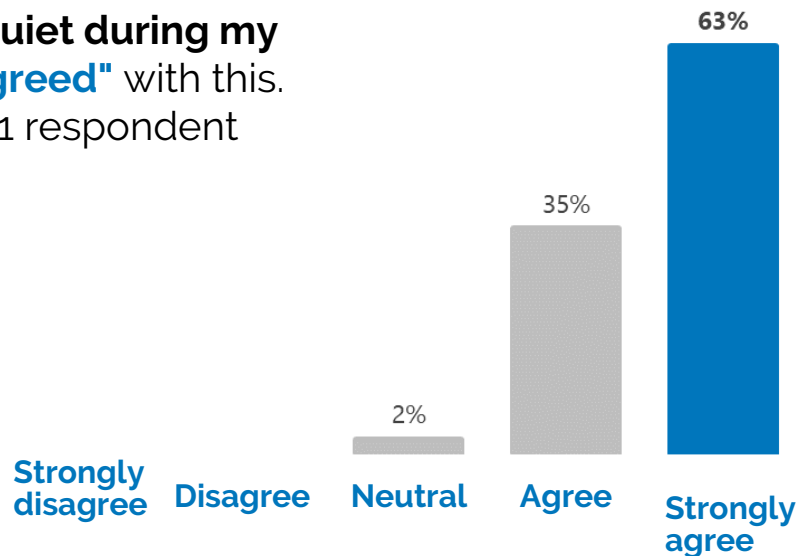
Parking availability (37 respondents)

Parking, including Elder and handicap parking, was available: **74%** of respondents "**strongly agreed**" with this. Of those disagreeing (neutral or less), 2 respondents used services at HOW and 1 respondent used services at HHCC.



Facility conditions (46 respondents)

The facility was clean, orderly, and quiet during my visit: **63%** of respondents "**strongly agreed**" with this. Of those disagreeing (neutral or less), 1 respondent used Pharmacy services at HOW.



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Open-ended feedback

At the end of the survey, respondents were able to provide any type of feedback in an open-ended format. **About 41% of respondents (24) left any type of feedback.**

Suggestions

- *I did notice awhile back that the mouse pad on the desk was very dirty. Maybe they've since been replaced, but thought I would mention that (HHCC, Pharmacy/Medical services).*

Compliments

- *The **staff in optical** area amazing and so welcoming (HHCC).*
- *The **optical and pharmacy staff** at **HOW** are always attentive, respectful, and knowledgeable.*
- *My care providers are AMAZING (Caitlin Clifford & Kyla Ripp)!*
- *Always with respect and caring. Thank you (Sam Delfosse-Baraboo).*
- *I was very satisfied with all your staff, very personal and caring (Dr. Sabourin).*
- ***Chris (Sequin)** took the time I needed and answered questions I had. **Pharmacy** was quick and the pharmacists I worked with were helpful and easy to talk to (HHCC).*
- ***Dr. Gilmartin** is a true gift to the health department. He is knowledgeable and up-to-date on current health issues in children. He took the time we needed to make my child feel comfortable and answer all my questions. We are so lucky to have him.*
- ***Sue (Christopherson)** was kind and answered all of my questions and I left feeling reassured about my condition and how to move forward.*
- *The **pharmacy** is the best. Prescriptions are accurate and always sent to me promptly (HHCC).*
- *You have the best **pharmacy staff** I have ever dealt with. They are very respectful and knowledgeable (HOW).*
- *I love my **pharmacy staff** (HOW).*
- *Lab, **Ted Hall**, nurses, and pharmacist are all great.*
- *This is one of the best providers the Health dept has (Kevin Gilmartin).*

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