



**HO-CHUNK NATION**  
**DEPARTMENT OF HEALTH**



# CLIENT SATISFACTION

## SUMMARY RESULTS

July 2023



**WAŽA HIGIRAWI**  
**(We care)**





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

# SUMMARY

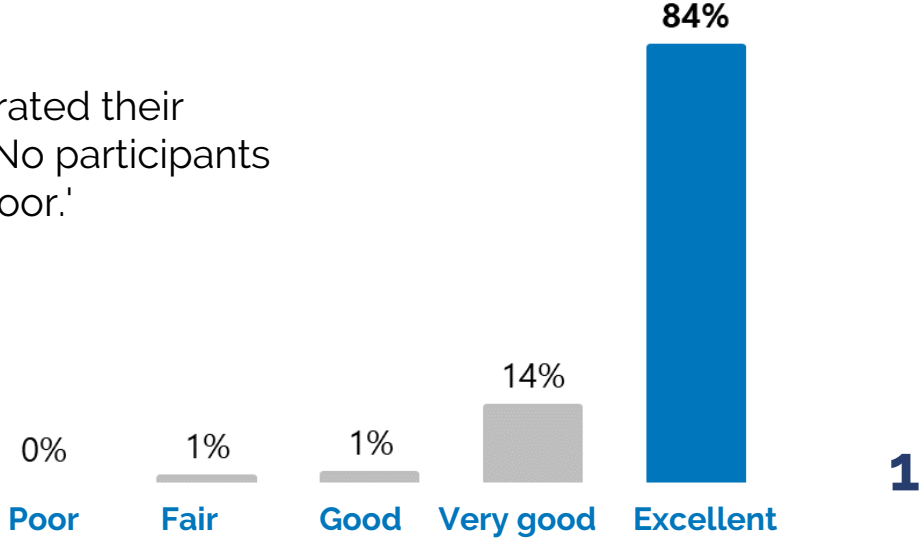
- 1** **There were 146 survey respondents.** This amount is higher when compared to the previous survey period (59). This survey period included shared survey flyers in various spaces and reminder letters sent to selected clients.
- 2** **Overall care was rated as 'very good,' with a mean score of 4.8.** This is a similar rating observed in the past three survey cycles.
- 3** The majority of respondents had services in-person, were 60 years and older, and had a tribal background.
- 4** When rating **quality of care items**, the **majority of sections had a "strongly agree" response of 79% or higher.** The highest rated item included "being provided with the physical assistance I needed."

## Overall Experience



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

About **84% of participants** rated their **experience as 'excellent.'** No participants rated their experience as 'poor.'



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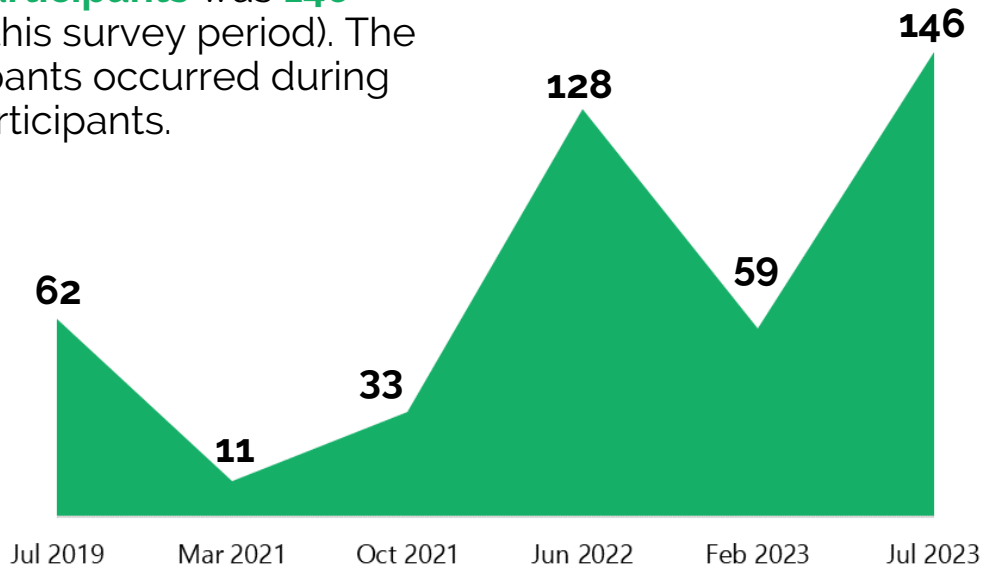


# Participant Responses

The number of participants has varied over time...

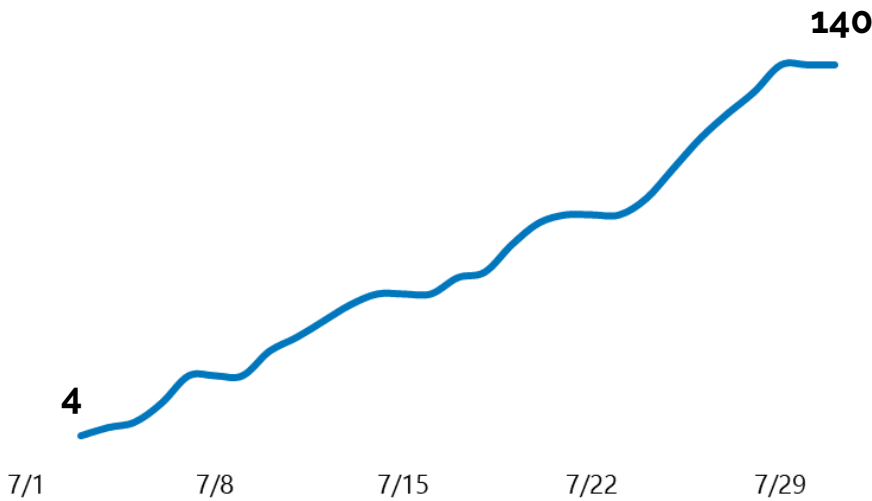
The **greatest number of participants** was **146 people, during July 2023** (this survey period). The smallest number of participants occurred during March 2021, with only 11 participants.

In addition, **most people heard about this survey from health staff** (82%) followed by online sources (8%), survey reminder letters (5%), and newspaper (1%). About 4% of responses did not specify where they heard about the survey.



**NOTE:** There is no participant information during 2020.

and during the survey collection period.....



**NOTE:** There are six submissions with an unknown service date. The survey was open until 8/11/23.

Participants had various service dates: **up to 11 participants from the same date submitted a survey.** The number of survey submissions stayed relatively similar throughout the period.

**About 18% of surveys were submitted online-** this is compared to 40% of surveys from last month's period.

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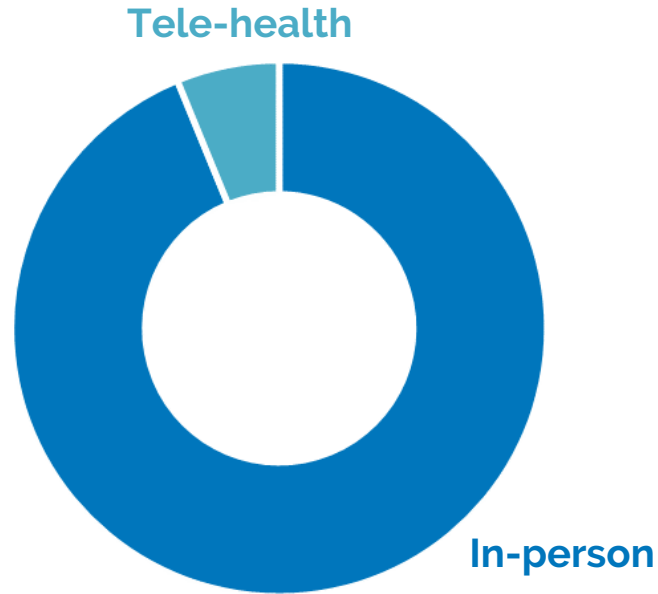
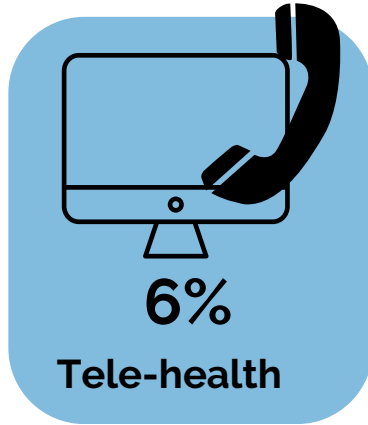
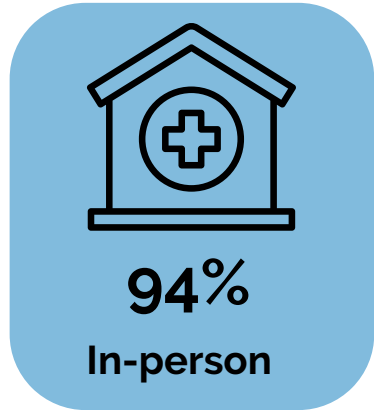


# Participant Characteristics

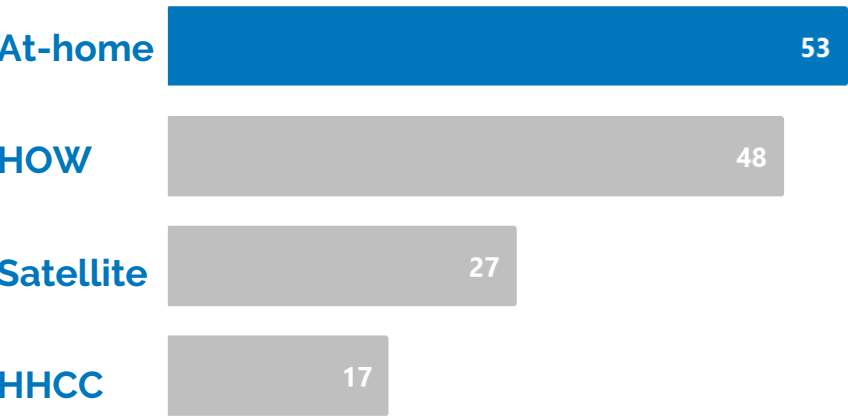
This informs to whom results can be applied to and who is taking our survey

## By format

Most of the participants had services in-person.



## By location



More participants reported using services associated with House of Wellness or those at their home: 48 participants reported using services at HOW and 53 received services in their home, 17 participants received services at Ho-Chunk Healthcare Center and 27 at a Health satellite site. There was 1 participant with an unknown service location.

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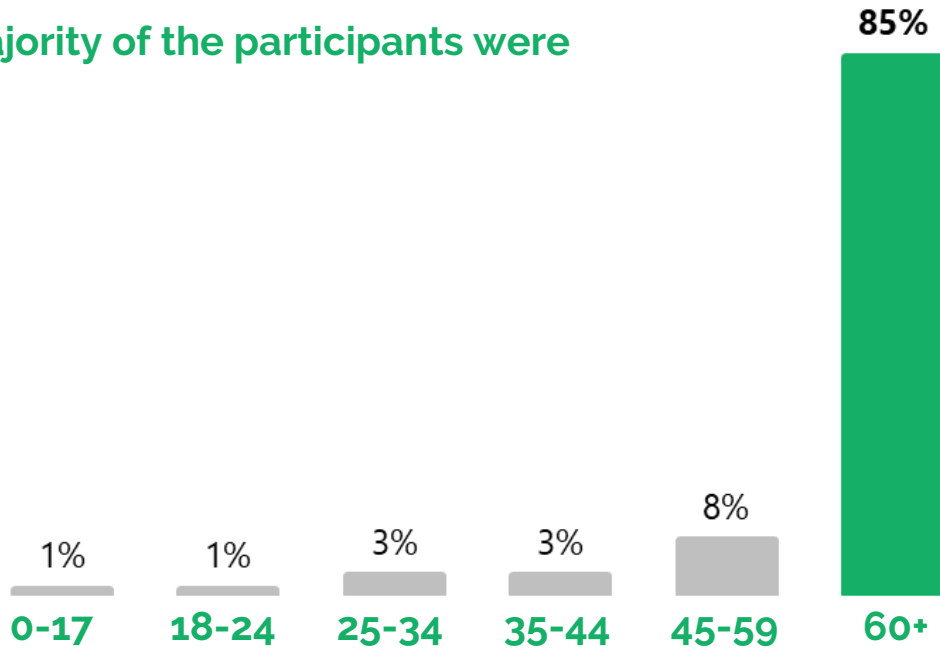
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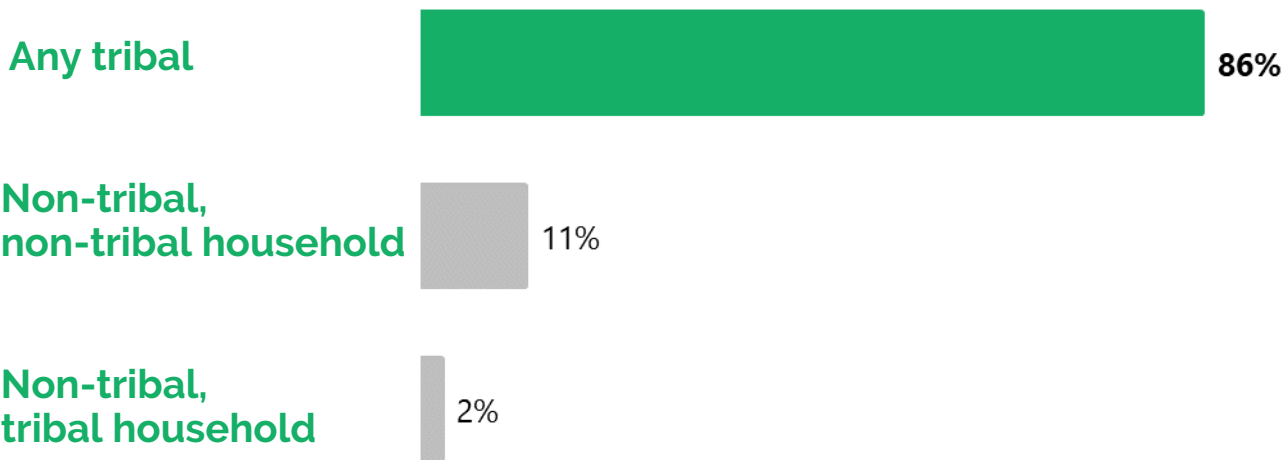
## By age

The majority of the participants were Elders.



## By tribal status

The majority of participants were tribal members. Of non-tribal participants, more came from a non-tribal household (meaning they are a Nation employee).



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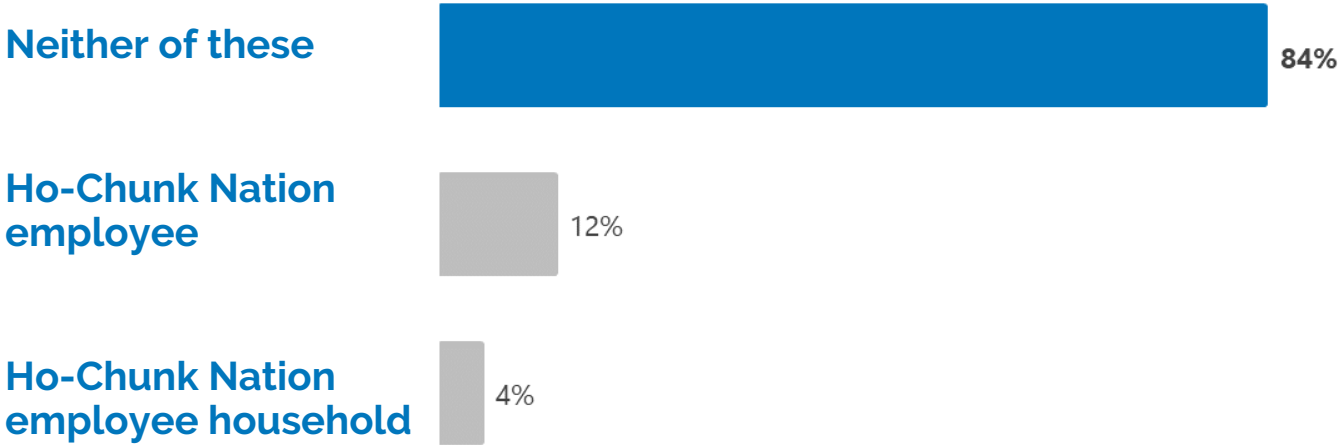
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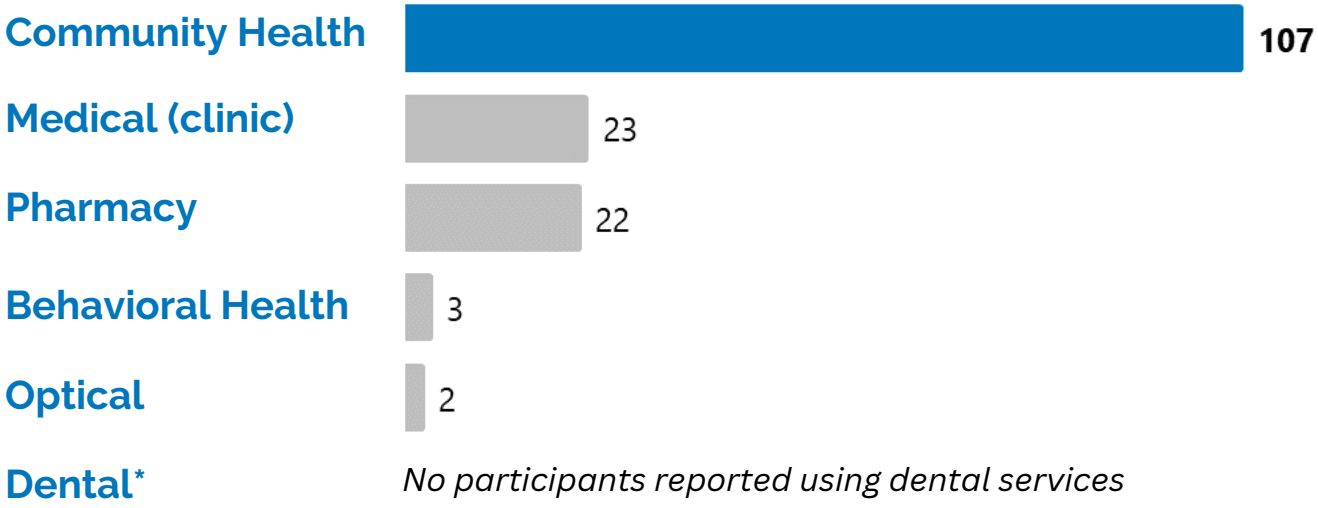
## By employment status

The majority of participants were not employed with the HCN or living in a HCN employee household (meaning they are tribal members eligible for our services).



## By service(s) utilized

A total of 157 services were utilized. Meaning, respondents used multiple services on the same date, with an average of 1.1 services used and a range of 1-2 reported by participants. **Community Health had the highest reported number of users at 107 respondents.**



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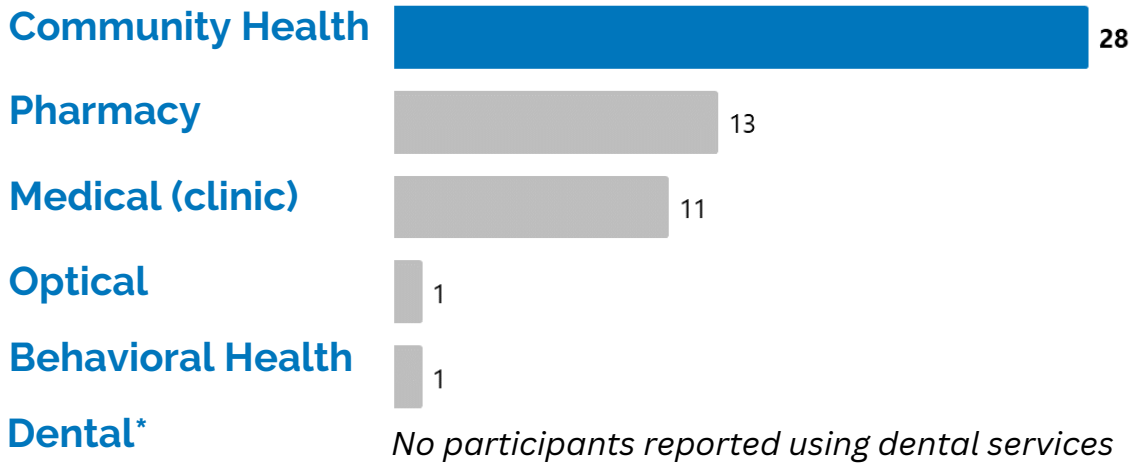


## Service(s) utilized by location

The majority of services associated with a clinic location were located at HOW/HHCC. Those receiving services at-home or at a satellite site were mostly associated with Community Health services.

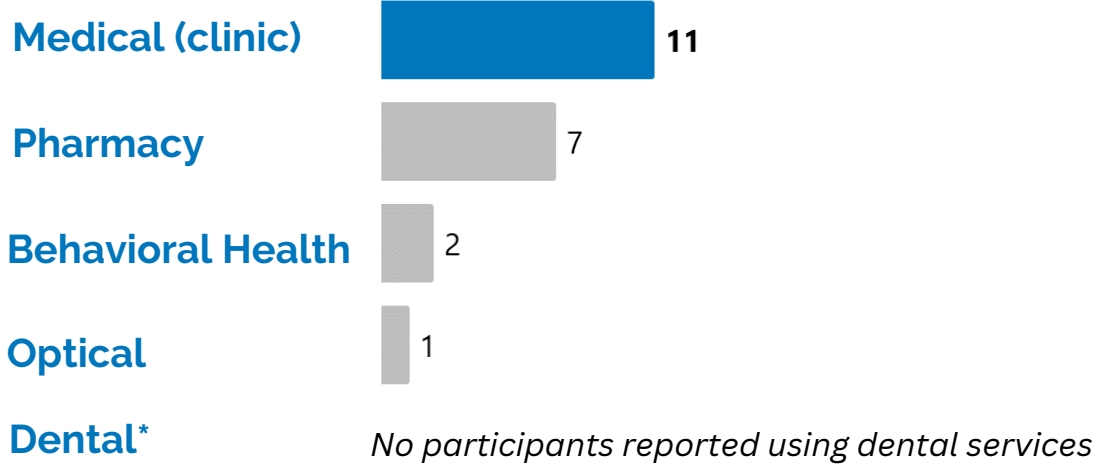
### Service(s) utilized at/associated with HOW

At HOW, 54 services were utilized, with an average of 1.1 used and a range of 1-2 reported by participants. **Community Health** had the **service with the greatest utilization with 28 respondents.**



### Service(s) utilized at/associated with HHCC

At HHCC, 21 services were utilized, with an average of 1.2 used and a range of 1-2 reported by participants. **Medical** had the **service with the greatest utilization with 11 respondents.** No services were reported for dental or community health.



**Community Health\*** No participants reported using CH services



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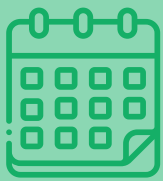


## Access of Care

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

## Organizational barriers to care

Nearly 90% 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, most were experienced with HOW services.



83%

Limited appointment availability



0%

Facility phones busy



17%

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 4.8 stars.

About 86% of participants rated their ability to get an appointment as 'excellent.' 124 out of 146 participants reported scheduling an appointment.

0%

Poor

0%

Fair

3%

Good

10%

Very good

86%

Excellent

7



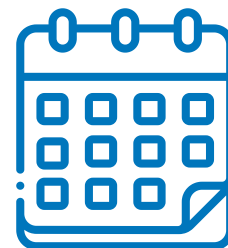
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## Reminders

Of appointments/services eligible to receive a reminder, **nearly 94% of clients received one**. Of clients not receiving a reminder, these were associated with Community Health services at HOW.



94%

Reminders were mostly sent by telephone...



96%  
telephone



3%  
mail



1%  
e-mail

## Timeliness

About **92% of clients were seen within 5 minutes of their scheduled appointment time**: 7% were seen within 15 minutes and 1% were seen within 30 minutes.



92%

Of clients whose appointments ran behind, 80% reported receiving care and services in a timely manner. All services were in-person. Services occurred at various sites including HOW (2), HHCC (2), and at home (6).

Various services were used including community health (8 clients), behavioral health (1 client), and clinic services (1 client).

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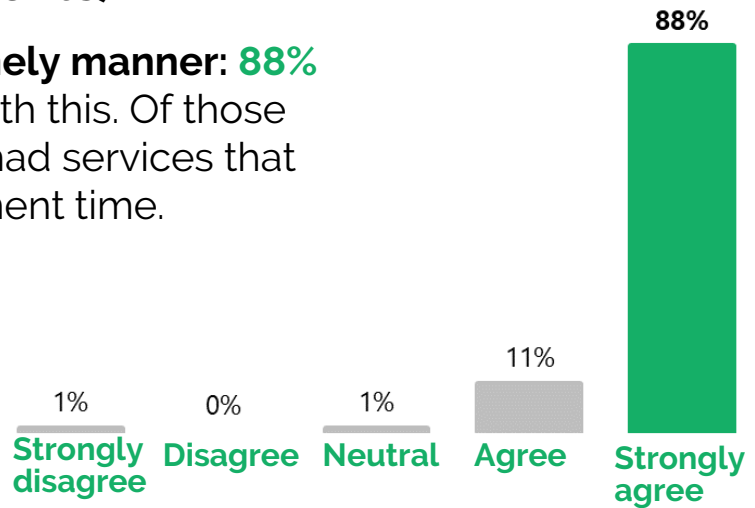
# Quality of care

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

## Timeliness

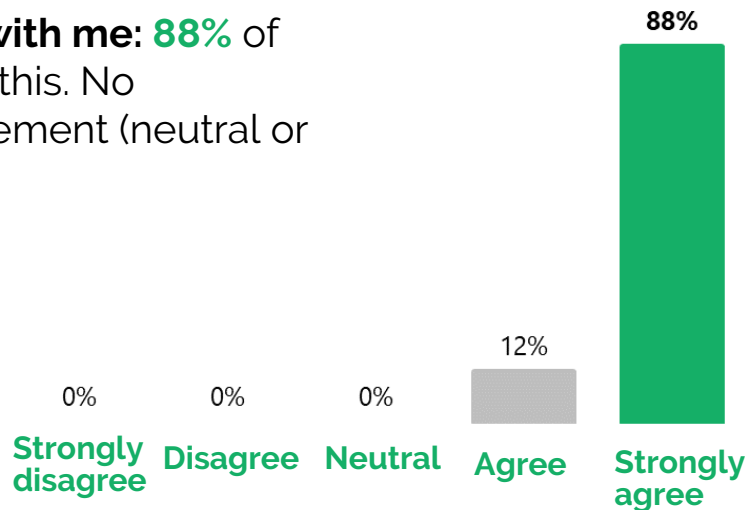
### Responsiveness (138 respondents)

I received care and services in a timely manner: **88%** of respondents **"strongly agreed"** with this. Of those disagreeing (neutral or less), clients had services that ran behind their scheduled appointment time.



### Duration (143 respondents)

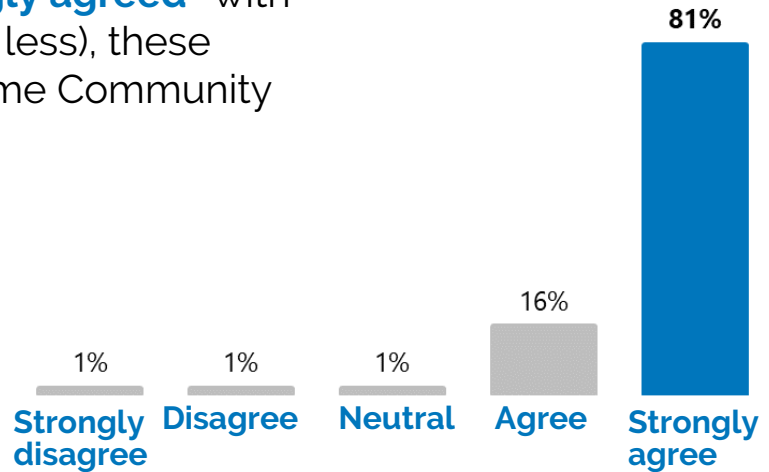
The health staff took enough time with me: **88%** of respondents **"strongly agreed"** with this. No respondents disagreed with this statement (neutral or less).



## Personal information

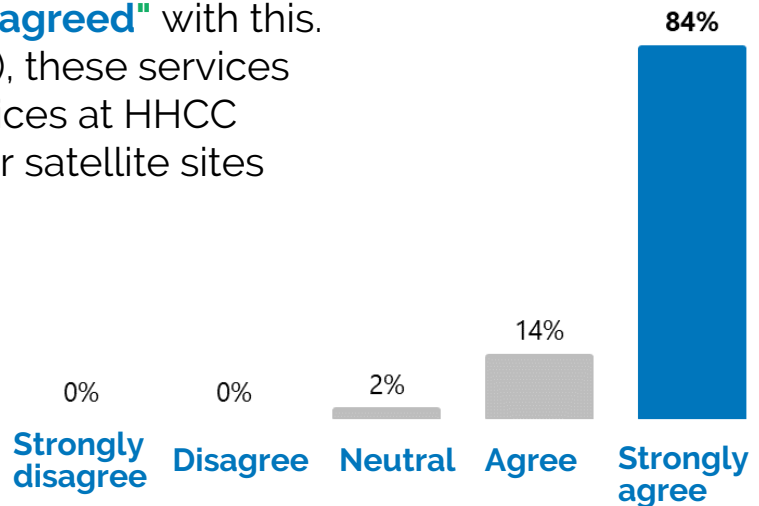
### Current (77 respondents)

I was asked if my personal/medical information was current: **81%** of respondents "**strongly agreed**" with this. Of those disagreeing (neutral or less), these services were associated with in-home Community Health services (3 respondents).



### Security/privacy (144 respondents)

I felt I could trust my health information with health staff: **84%** of respondents "**strongly agreed**" with this. Of those disagreeing (neutral or less), these services were associated with in-person services at HHCC (Pharmacy/Medical, 1 respondent) or satellite sites (Community Health, 1 respondent).



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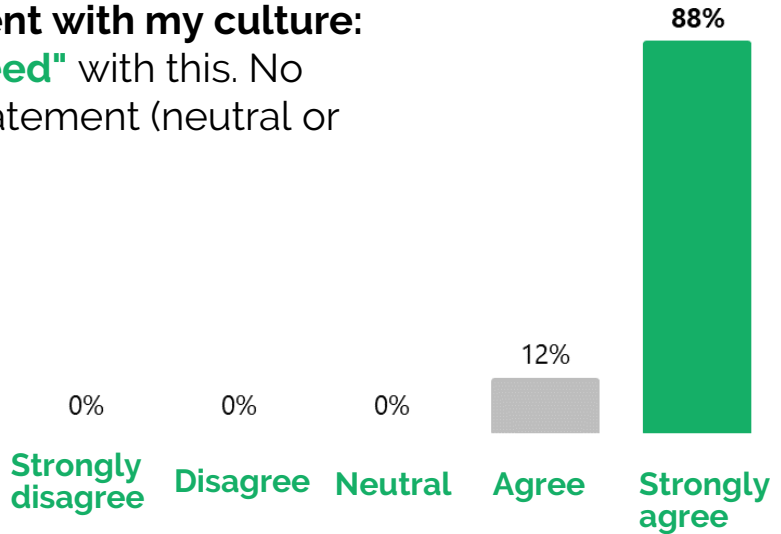
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# Client-led care & culturally-relevant care

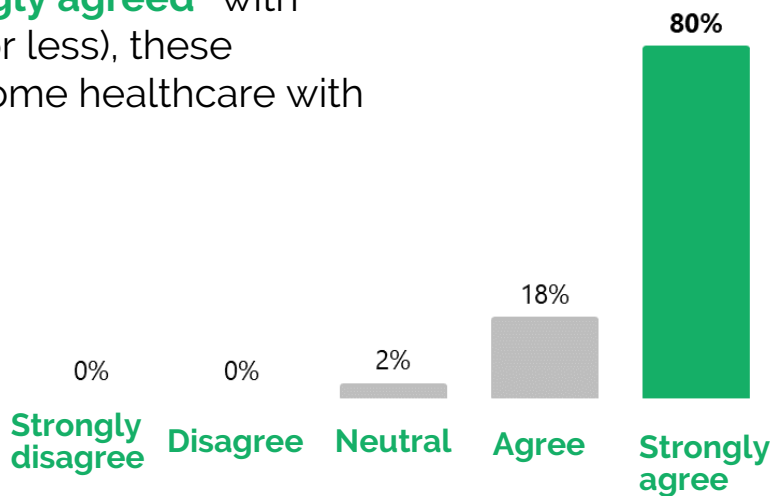
## Culturally appropriate (138 respondents)

I was treated in a manner consistent with my culture: **88%** of respondents "**strongly agreed**" with this. No respondents disagreed with this statement (neutral or less).



## Way(s) to improve health (85 respondents)

I am satisfied with how I was taught to improve my health: **80%** of respondents "**strongly agreed**" with this. Of those disagreeing (neutral or less), these services were associated with in-home healthcare with Community Health.



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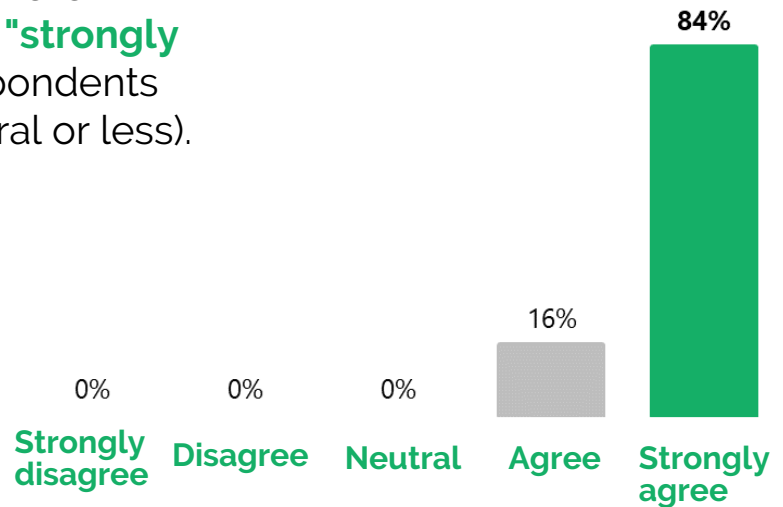




# Client-led care & culturally-relevant care cont.

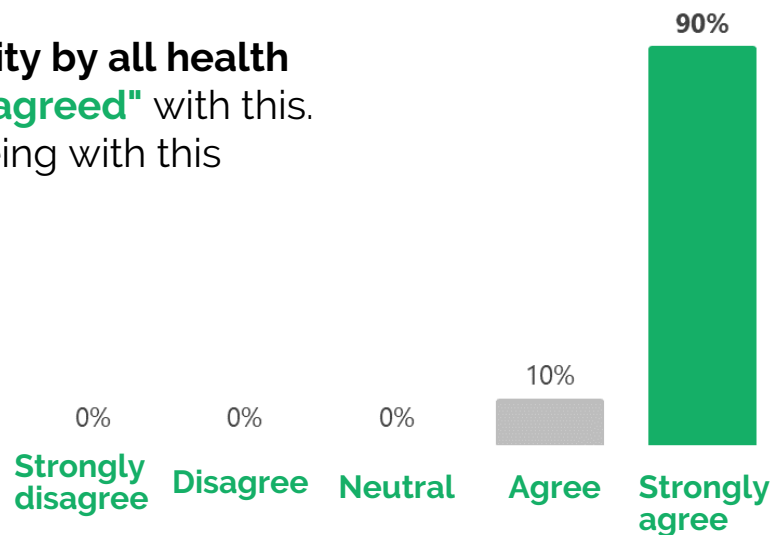
## Questions answered (99 respondents)

My questions, concerns, and needs were answered/met: **84%** of respondents "**strongly agreed**" with this. There were no respondents disagreeing with this statement (neutral or less).



## Treatment by staff (144 respondents)

I was treated with respect and dignity by all health staff: **90%** of respondents "**strongly agreed**" with this. There were no respondents disagreeing with this statement (neutral or less).

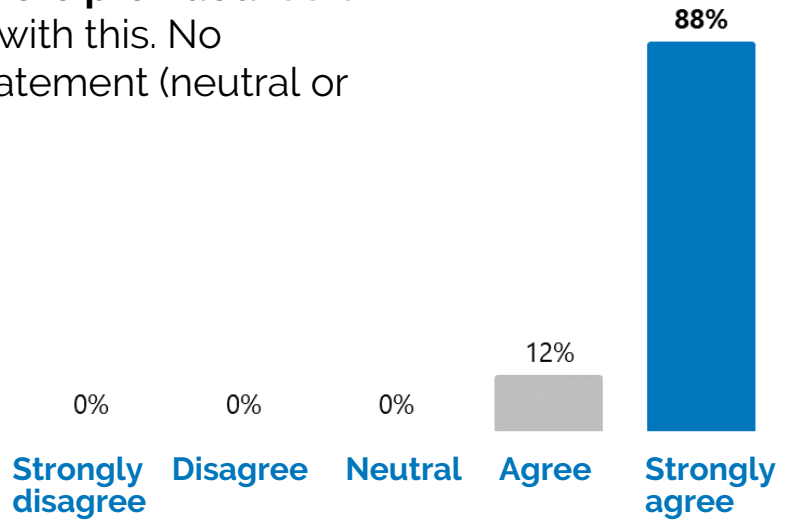




# Accessibility

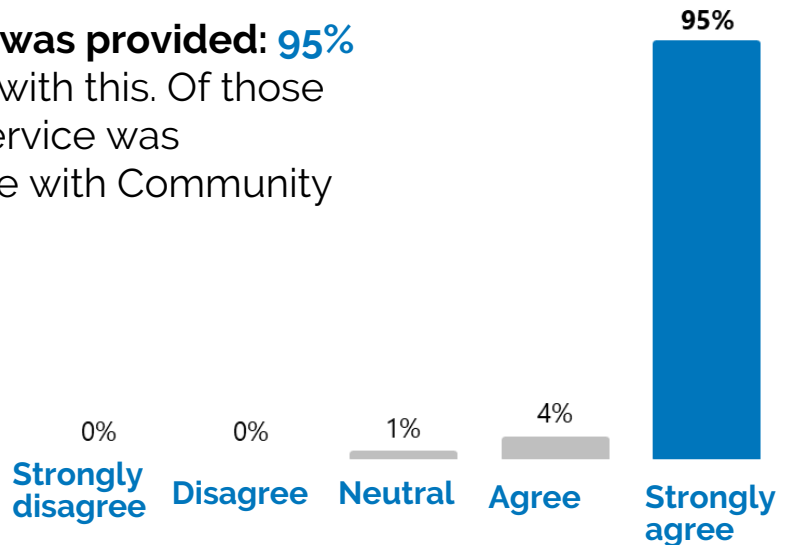
## Language services (59 respondents)

The language services I needed were provided: **88%** of respondents "**strongly agreed**" with this. No respondents disagreed with this statement (neutral or less).



## Physical assistance (120 respondents)

The physical assistance I needed was provided: **95%** of respondents "**strongly agreed**" with this. Of those disagreeing (neutral or less), this service was associated with in-home healthcare with Community Health (1 respondent).



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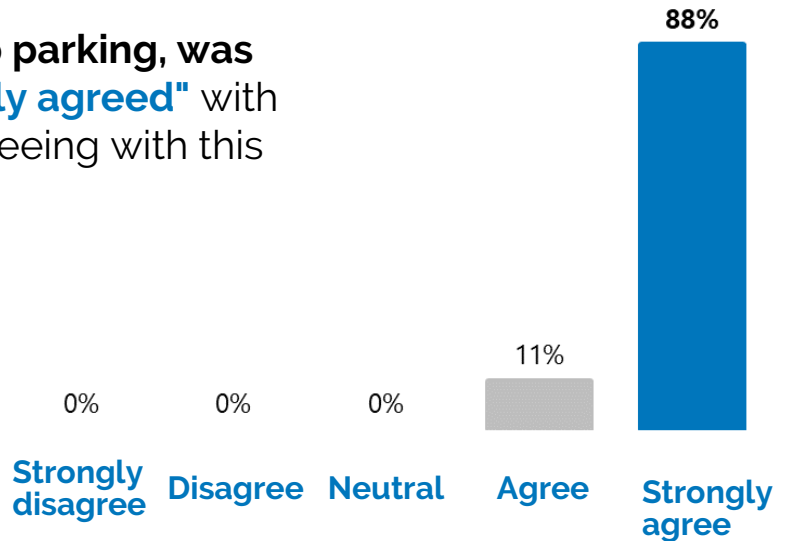
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## Accessibility cont.

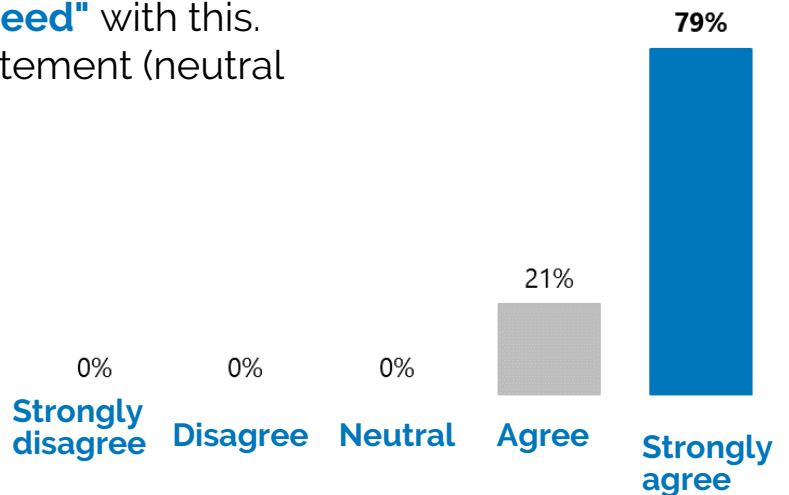
### Parking availability (81 respondents)

Parking, including Elder and handicap parking, was available: **88%** of respondents "**strongly agreed**" with this. There were no respondents disagreeing with this statement (neutral or less).



### Facility conditions (68 respondents)

The facility was clean, orderly, and quiet during my visit: **79%** of respondents "**strongly agreed**" with this. No respondents disagreed with this statement (neutral or less).



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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 12% of respondents (17) left any type of feedback.** Some comments have been modified to protect confidentiality.

## Compliments

- The pharmacy department is so awesome and friendly **(HOW)**.
- Really appreciate the foot clinic.
- Good and timely **(Community Health)**.
- Roselana is very good and helpful, so happy she was available **(Community Health)**.
- It was adequate and agreeable. Staff was pleasant and polite **(Pharmacy-HOW)**.
- Thank you for everything you do.
- I was pretty sick on this day and didn't have an appointment but they made me a priority. Very much appreciated **(HHCC-Medical Services)**.
- Service was prompt. I placed my refill request via the app and it was refilled the next day **(Pharmacy)**.
- All staff were very respectful, attentive, and kind. Answered my questions and it was great to see smiling faces **(HHCC-Medical Services)**.
- Excellent service **(HHCC-Medical Services)**.
- All of the pharmacy staff is amazing. Laney along with all the pharmacists are amazing!
- Dr. Gilmartin is the best. He should be a full-time provider.
- Jen was great. She listened to my concerns and was able to move forward. I appreciate how easy it is to work with her and ease of making appointments with her **(Behavioral Health)**.
- All good **(Pharmacy-HOW)**.
- Timely, friendly, and thorough **(Community Health-HOW)**.

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