



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



# CLIENT SATISFACTION

## SUMMARY RESULTS

July 2024



**WAŽA HIGIRAWI**  
**(We care)**





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

# SUMMARY

- 1** **There were 142 survey respondents.** This amount is similar when compared to the previous survey period (146). This survey period included shared survey flyers in various spaces and reminder texts sent to clients with eligible services.
- 2** **Overall care was rated as 'very good,' with a mean score of 4.5.** This is a similar rating observed in the past survey cycles.
- 3** The majority of respondents had services in-person, were 45 years and older, and were a tribal member.
- 4** When rating **quality of care items**, the **majority of sections had a "strongly agree" response of 68% or higher.** The highest rated item included "I was treated with respect and dignity by all health staff."

## Overall Experience



On a scale from 1-5, respondents rated their overall experience as 4.6 stars.

**Most participants reported a positive experience.** About **76%** of all respondents rated their experience as "excellent."



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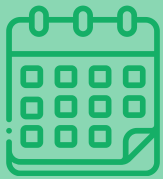


## Access of Care

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

## Organizational barriers to care

Nearly 83% 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 dental services at both locations.



63%

Limited appointment availability



32%

Facility phones busy / call not returned



5%

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 4.5 stars.

About 69% of participants rated their ability to get an appointment as 'excellent.' 120 out of 142 participants reported scheduling an appointment.

3%

Poor

2%

Fair

8%

Good

19%

Very good

69%

Excellent

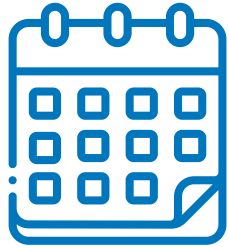


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## Reminders

Of appointments/services eligible to receive a reminder, **nearly 95% of clients received one**. Of clients not receiving a reminder (5), these were associated with Medical Services (clinic only) at both sites.

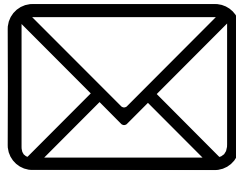


95%

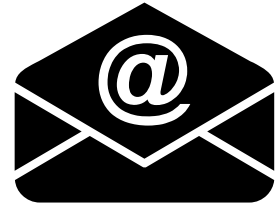
Reminders were mostly sent by telephone...



77%  
telephone



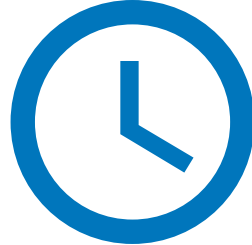
15%  
mail



4%  
e-mail

## Timeliness

About **91% of clients were seen within 5 minutes of their scheduled appointment time**: 6% were seen within 15 minutes and 3% were seen within 30 minutes.



91%

Of clients whose appointments ran behind, these services were associated with House of Wellness and were mostly in-person. Specific services included Medical Services (clinic only), Pharmacy, and Dental.

Despite this, 60% of these clients still reported receiving care and services in a timely manner.

3



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# Quality of care

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

Strongly Disagree

Disagree

Neutral

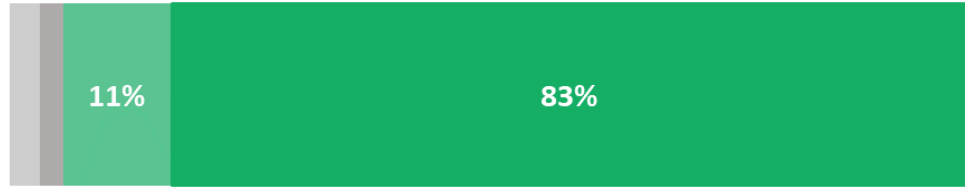
Agree

Strongly agree

## Timeliness

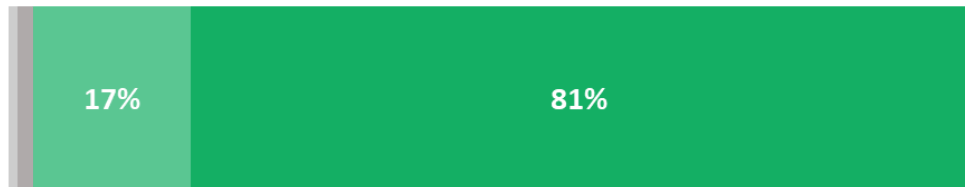
I received care/services in a timely manner.

3% Strongly disagree, 2% Neutral



The health staff took enough time with me.

1% Strongly disagree, 2% Neutral



## Personal information

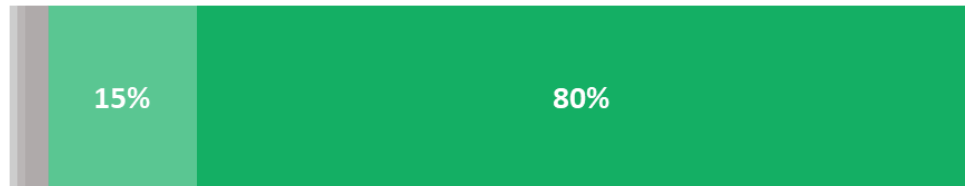
I was asked if my personal/medical information was current.

2% Disagree, 4% Neutral



I felt I could trust health staff with my information.

1% Strongly disagree, 1% Disagree, 2% Neutral



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Strongly Disagree

Disagree

Neutral

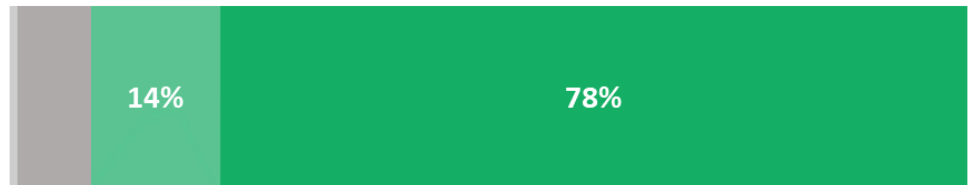
Agree

Strongly agree

### Client-led care

I was treated in a manner consistent with my culture.

1% Strongly disagree, 8% Neutral



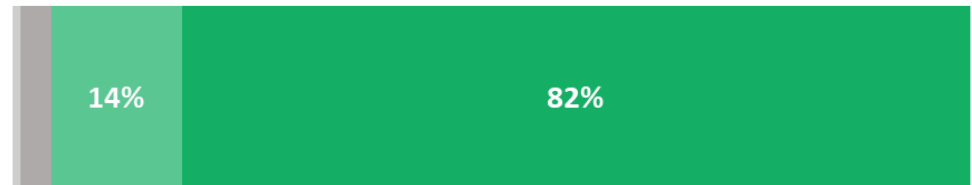
I am satisfied with how I was taught to improve my health.

1% Strongly disagree, 4% Neutral



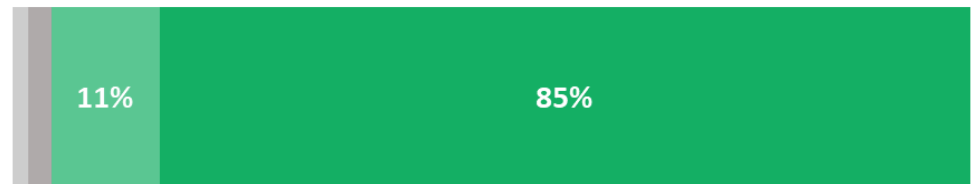
My questions, concerns, or needs were answered

1% Strongly disagree, 3% Neutral



I was treated with respect and dignity from all health staff.

2% Strongly disagree, 2% Neutral



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Strongly Disagree

Disagree

Neutral

Agree

Strongly agree

## Accessibility

The language services I needed were provided.

1% Strongly disagree, 9% Neutral



The physical assistance I needed was provided.

3% Strongly disagree, 10% Neutral



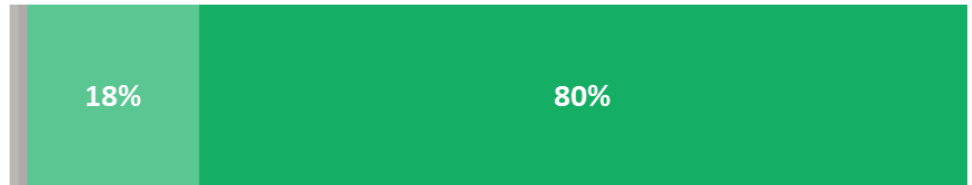
Parking, includer Elder and handicap parking, was accessible.

7% Neutral



The facility was clean, orderly, and quiet during my visit.

1% Disagree, 1% Neutral



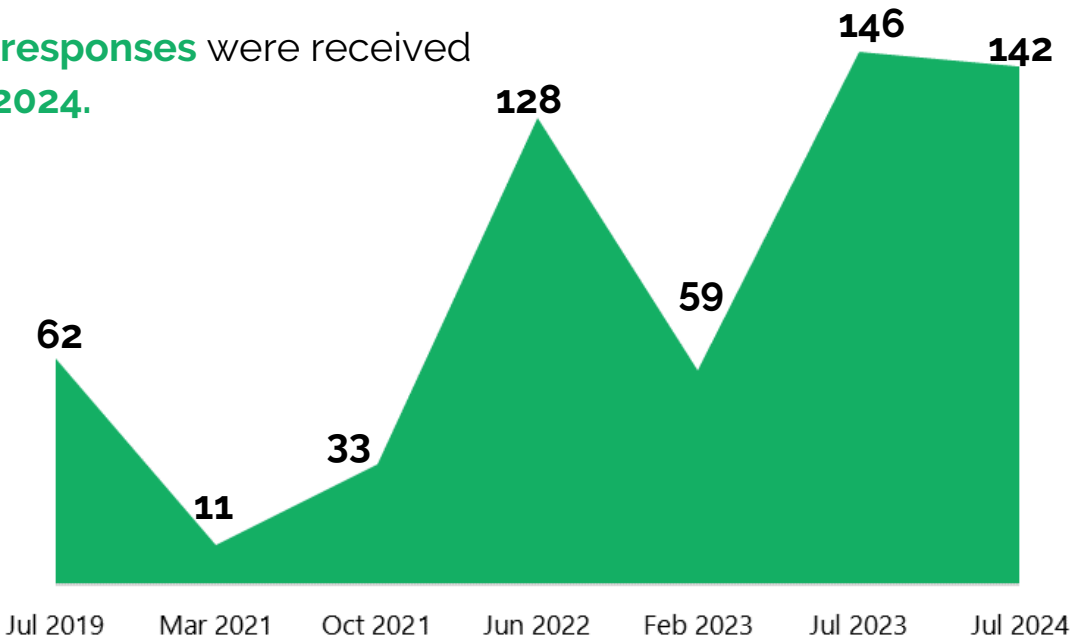


# Participant Responses

The number of participants has varied over time...

The **greatest number of responses** were received during **July 2023 & July 2024**.

These two time periods reflect when the QI Division was conducting a QI study to increase participant response and diversity in the client feedback surveys.



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

and how clients learned about the survey being available...

**Most clients learned about the survey** through survey **text-message reminders**.

**8%**  
Website

**3%**  
Mail

**15%**  
In-person

**75%**  
Text

**Note:** 83% of respondents (114 clients) shared where they learned about the survey. In-person includes from health staff, community events, and physical signage in the clinic.



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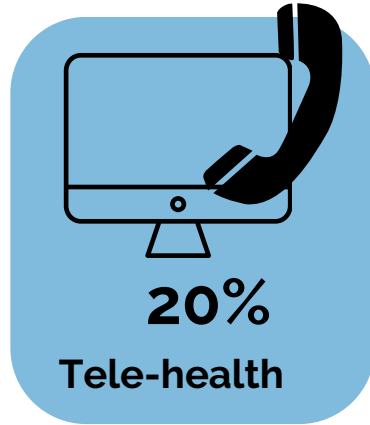
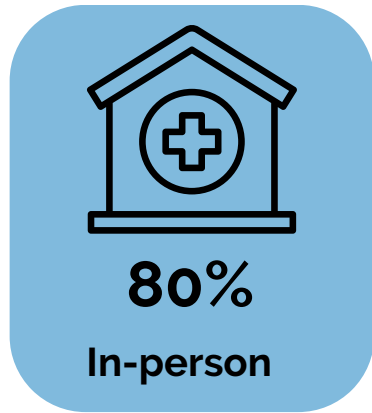


# Participant Characteristics

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

## By format

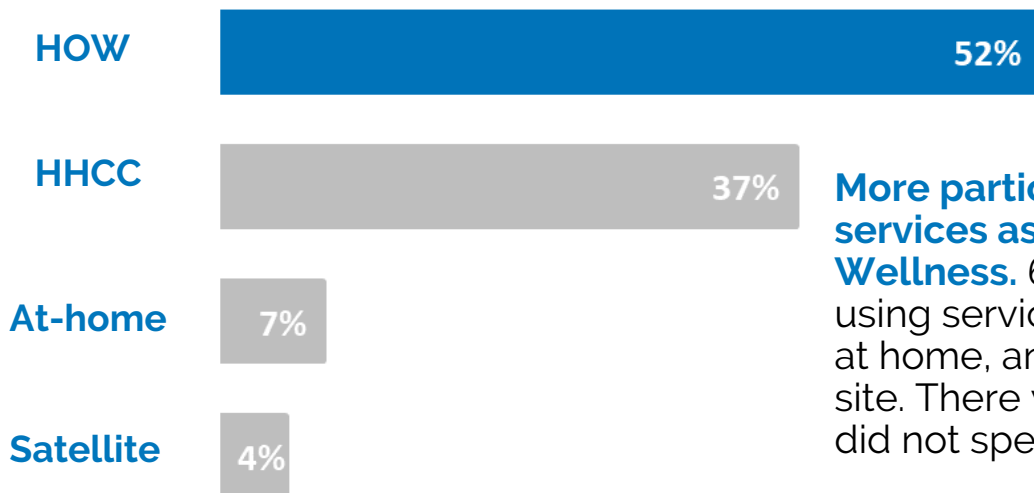
Most of the participants had services in-person.



## Tele-health



## By location



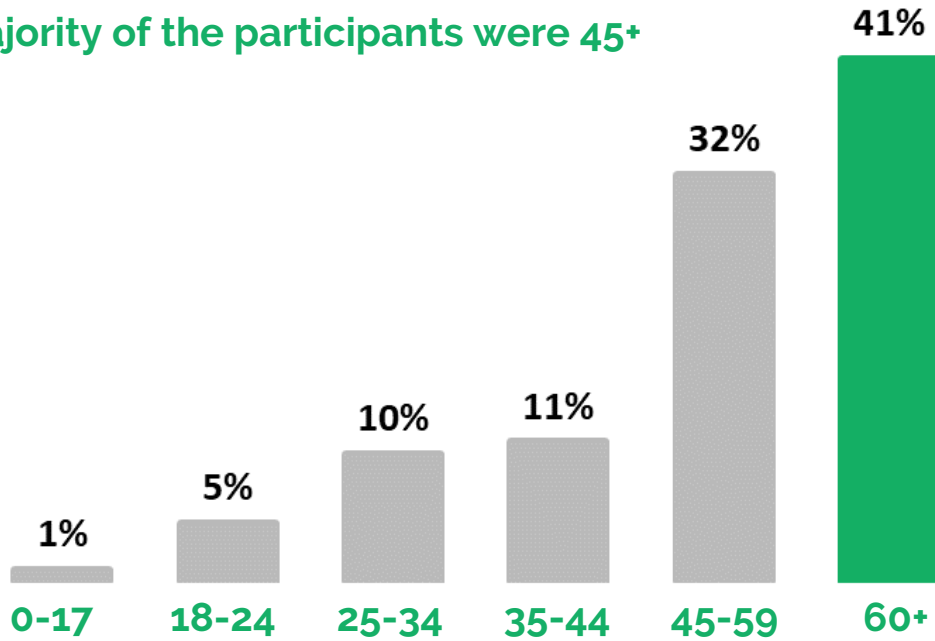
More participants reported using services associated with House of Wellness. 64 participants reported using services at HOW, 45 at HHCC, 8 at home, and 5 at any Health satellite site. There were 20 respondents who did not specify their service location.





## By age

The majority of the participants were 45+ years.



## 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).



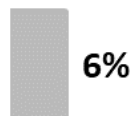
Any tribal



Non-tribal, non-tribal household



Non-tribal, tribal household



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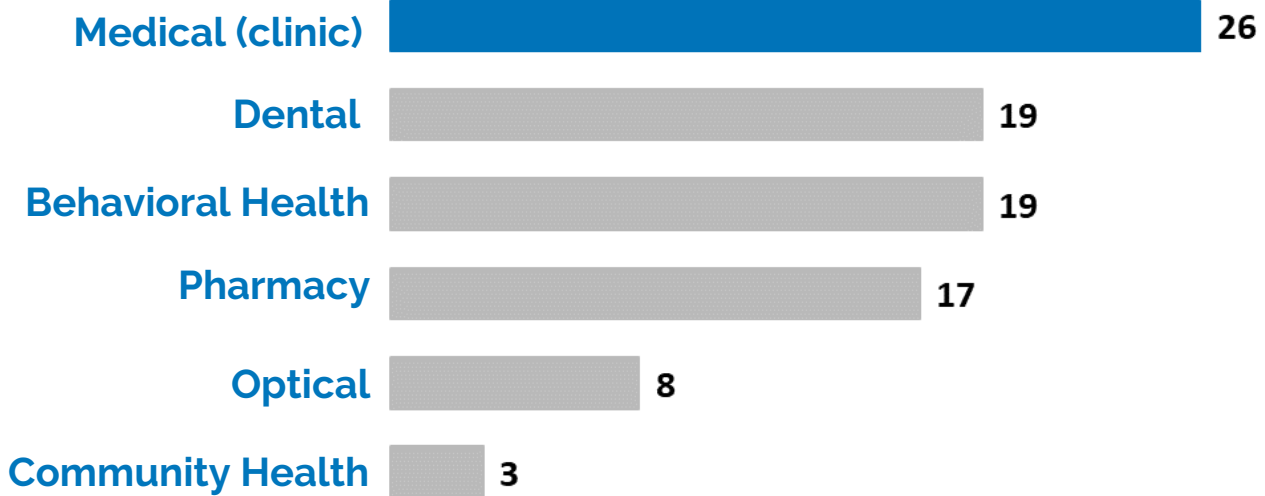


# Service(s) utilized by location

The majority of services were utilized/associated with a main clinic site at HOW or HHCC.

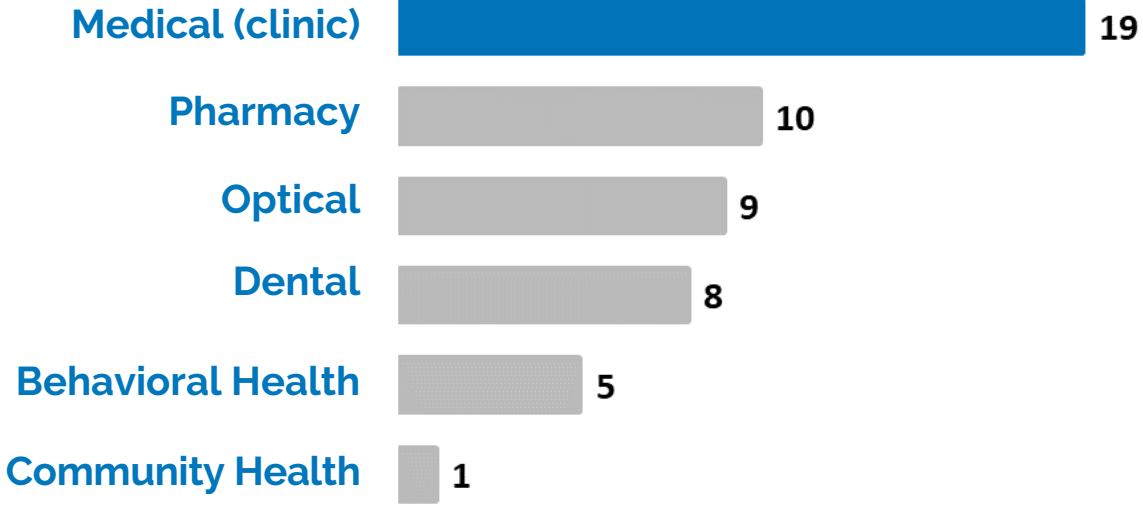
## Service(s) utilized at/associated with HOW

At HOW, 92 services were utilized, with an average of 1.4 used and a range of 1-6 reported by respondents.



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

At HHCC, 52 services were utilized, with an average of 1.8 used and a range of 1-3 reported by respondents.



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