



HO-CHUNK NATION
DEPARTMENT OF HEALTH



CLIENT SATISFACTION

SUMMARY RESULTS

2025



WAŽA HIGIRAWI
(We care)





Overview

From March 2025 to September 2025, 435 client feedback submissions were received: 147 of these were related to HHCC, 210 of these were related to HOW, and all others were related to somewhere else.

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

Overall Experience



On a scale from 1-5, clients (n= 423) rated their overall experience as 4.8 stars.

Most clients reported a positive experience. About 88% of all respondents rated their experience as "excellent."



Access of Care | This includes things like availability of care and regular access to care.

Organizational barriers to care

About 88% of respondents (n = 325) reported no barriers when trying to access services. Of those experiencing one or more barriers, the most commonly reported barrier was limited appointment availability (29 out of 41 barriers reported). Of those reporting a barrier, more of these (about 2/3rds) were associated with HHCC clinic or dental. Barriers reported at HOW were more diverse, and included limited appointments with dental, optical, clinic, behavioral health, and clinic services.

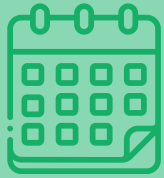


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Barriers experienced (n= 41)

Other less commonly reported barriers (6%) included difficulties way finding around clinic facilities and difficulties interacting with patient registration.



71%

Limited appointment availability



20%

Facility phones busy / call not returned



3%

Unable to schedule with my preferred care provider

Appointment waiting period



On a scale from 1-5, respondents (n= 344) rated their ability to get an appointment within a reasonable time as 4.6 stars.

About **72% of clients** rated their **ability to get an appointment as 'excellent.'**

1%

Poor

2%

Fair

7%

Good

18%

Very good

72%

Excellent

Reminders

Of appointments/services eligible to receive a reminder, **nearly 89% of clients received one.** Of clients not receiving a reminder (n= 35), these were mostly associated with clinic services at both sites.

89%

2



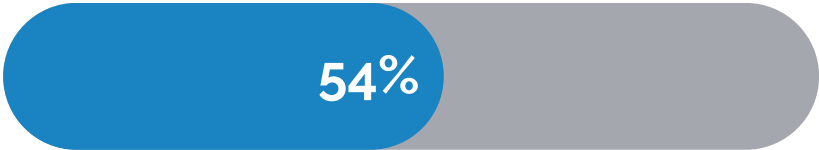
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Time to be Seen

About 54% of clients with an appointment (n =343) were seen before or at their scheduled appointment time: 42% were seen within 10 minutes, 3% were seen within 19 minutes, and 1% were seen 20 minutes after.



Of clients whose appointments ran behind (+10 minutes), more of these services were related to clinic services at HOW.

Despite this, about 70% of these clients still reported receiving care and services in a timely manner.



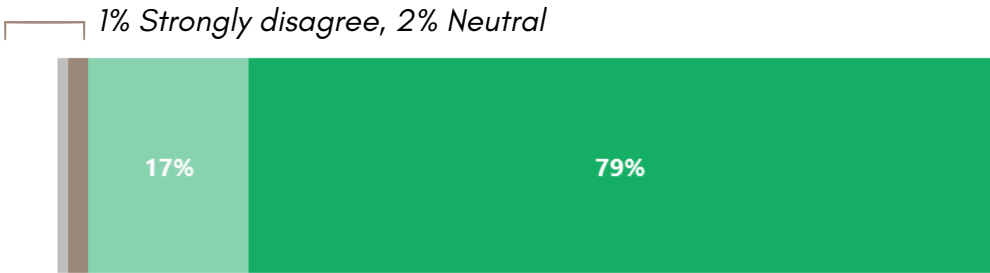
Quality of care

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

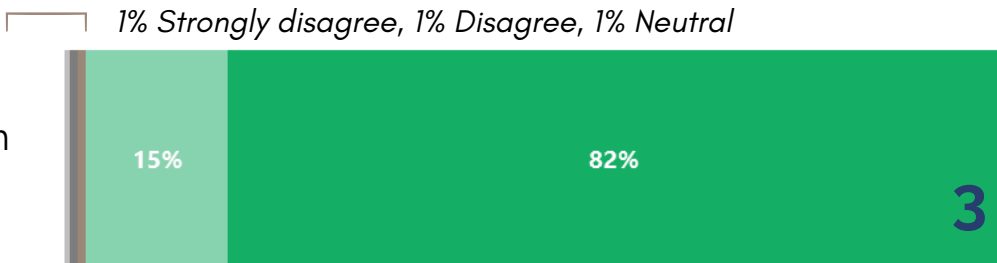


Timeliness

I received care/services in a timely manner (n =355).



The health staff took enough time with me (n= 348).



3



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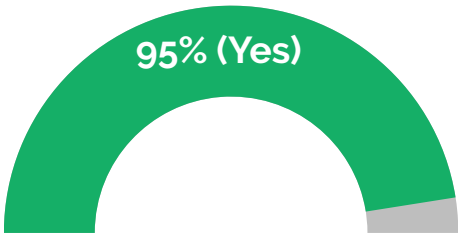




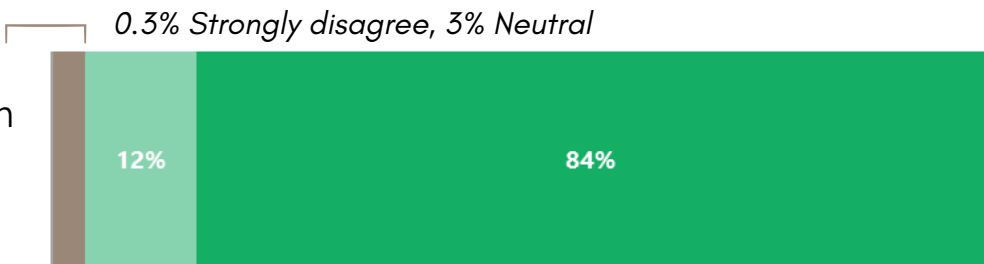
Strongly Disagree Disagree Neutral Agree Strongly agree

Personal information

I was asked if my personal and/or medical information was current (n = 305).

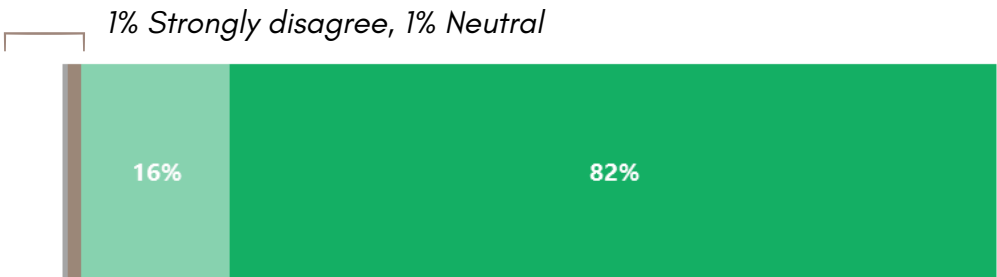


I felt I could trust health staff with my information (n = 346).

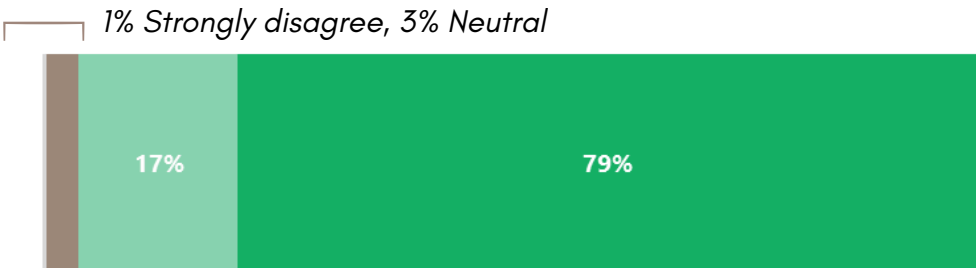


Client-led care

I was treated in a manner consistent with my culture (n = 402).



I am satisfied with how I was taught to improve my health. (n= 406).

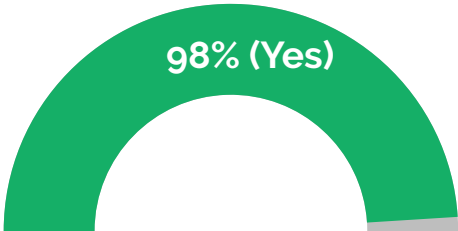




Strongly Disagree Disagree Neutral Agree Strongly agree

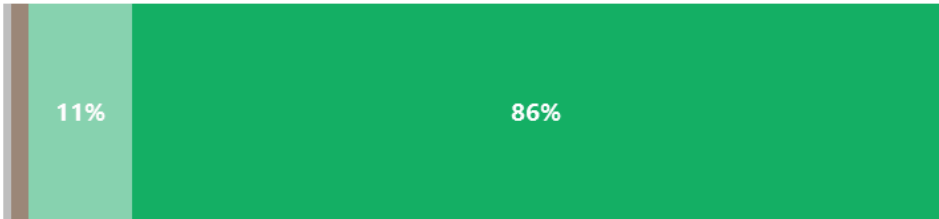
Client-led care

My questions, concerns, and needs were answered (n = 332).



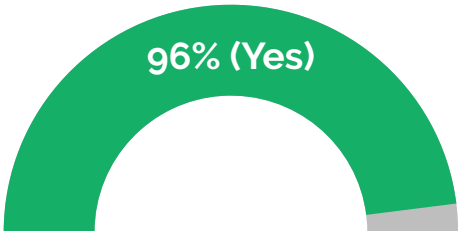
1% Strongly disagree, 2% Neutral

I was treated with respect and dignity from all health staff (n= 415).



Accessibility

The language services I needed were provided (n = 104).



The physical assistance I needed was provided (n = 86).

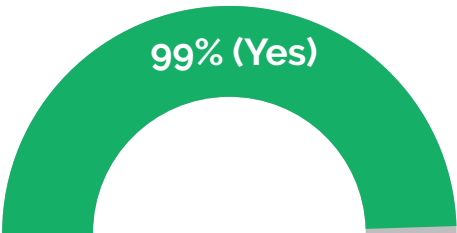




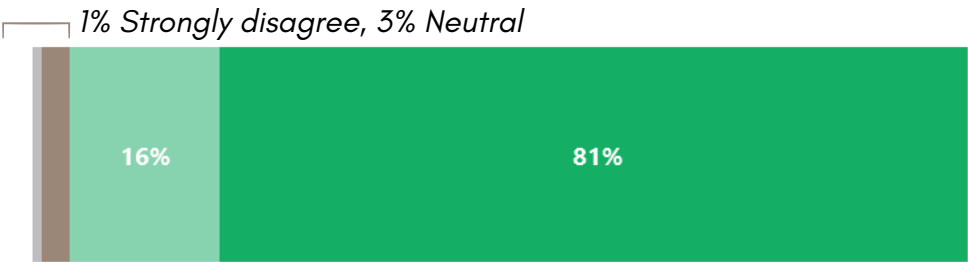
Strongly Disagree Disagree Neutral Agree Strongly agree

Accessibility

Parking, includer Elder and handicap parking, was accessible (n= 269).



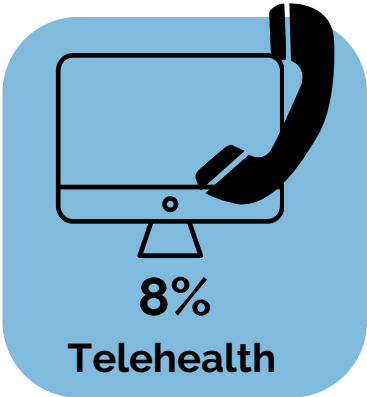
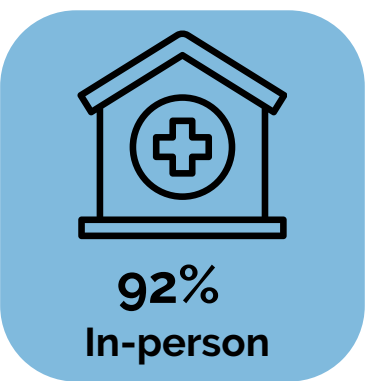
The facility was clean, orderly, and quiet during my visit (n= 325).



Client Details

This includes things like the type of utilized services, location of services, format of services, and personal characteristics.

Service/appointment format

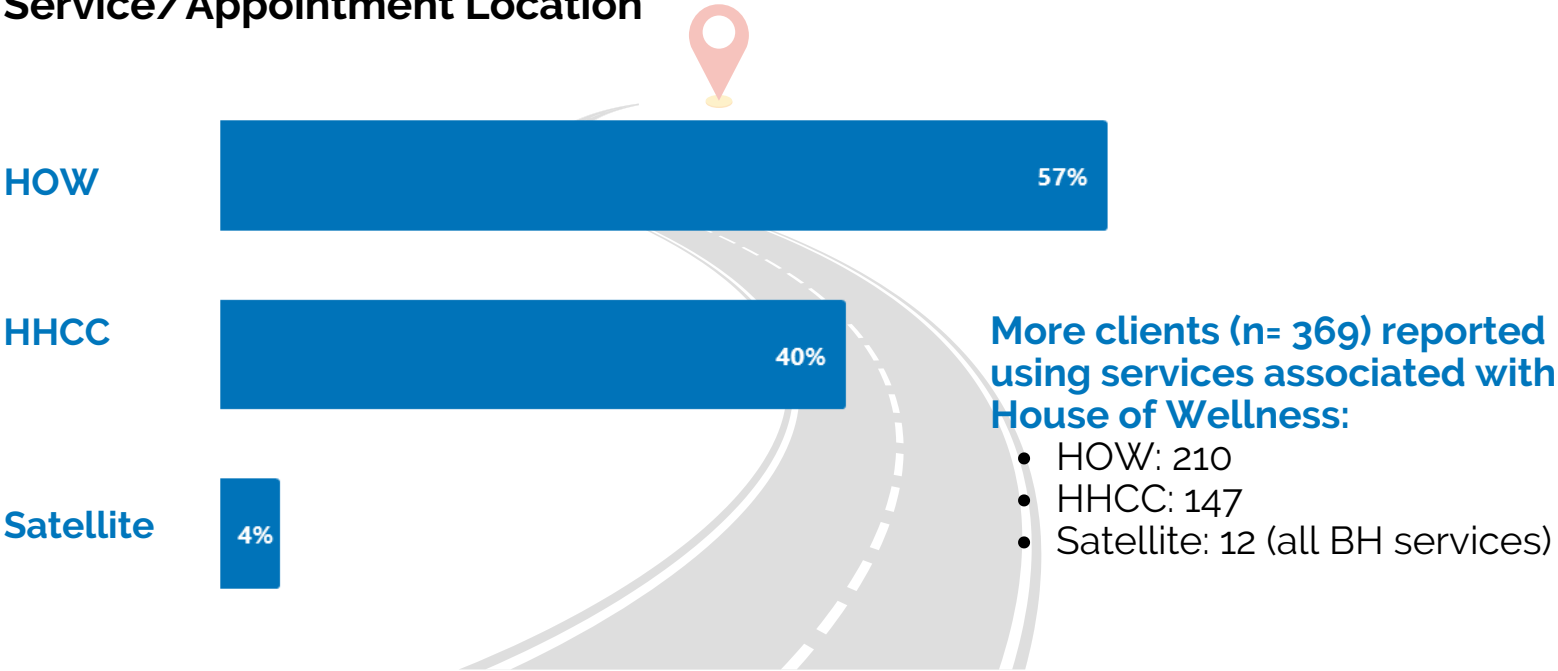


More clients (n= 431) had services and/or appointments in-person. Of those using telehealth services, this was more common among Community Health & Behavioral Health.





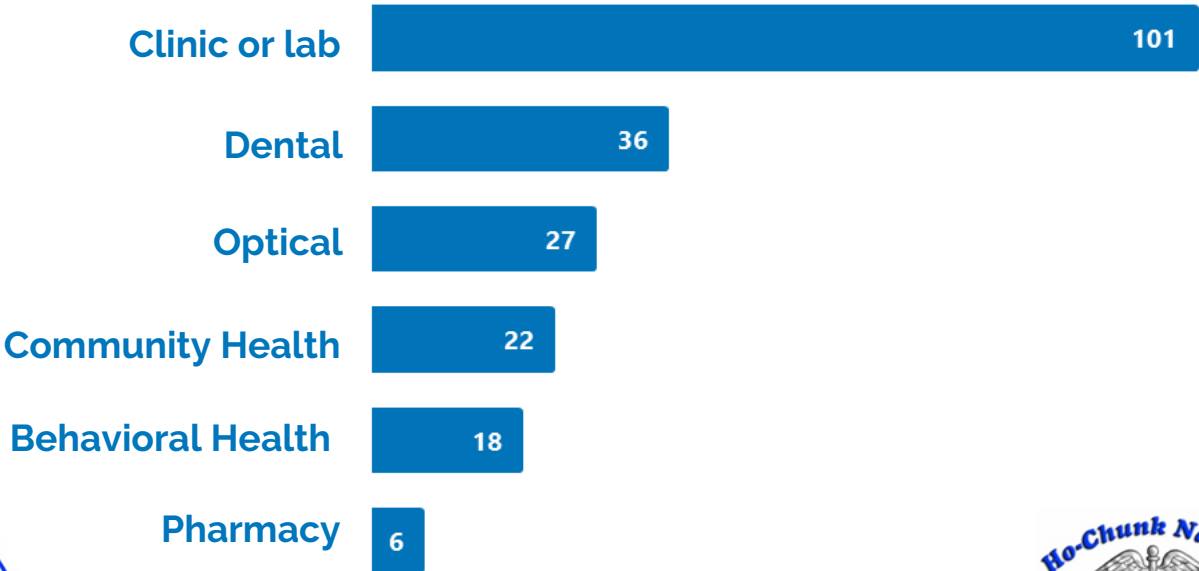
Service/ Appointment Location



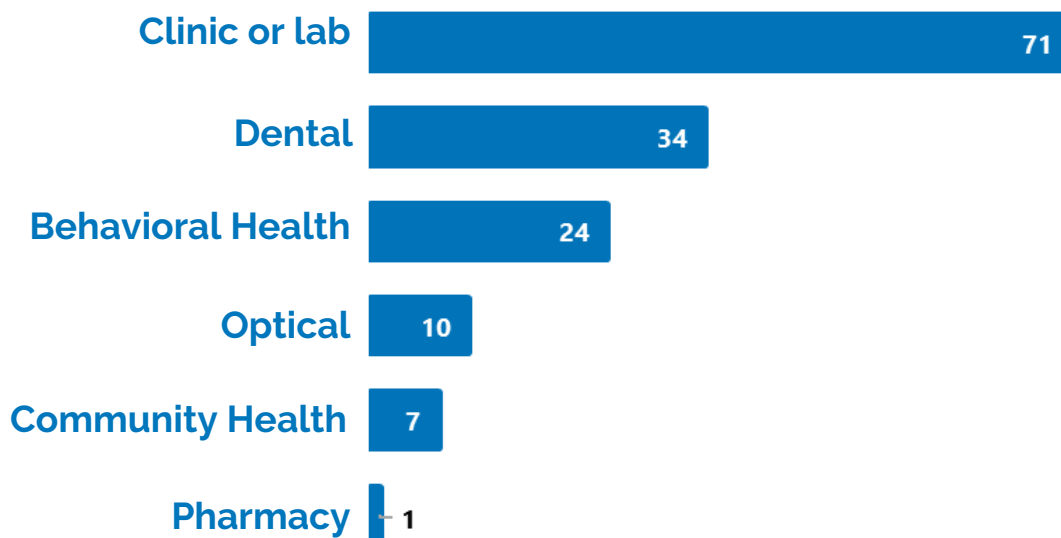
Service(s) utilized by location

Among all locations, a variety of services were reported: Behavioral Health (55), Community Health (88), clinic or lab (173), Dental (70), Optical (37), and Pharmacy (7). Note, Community Health has a supplementary survey. Often, the location of service is not reported or is outside of DOH buildings (e.g., community event, client residence).

Service(s) utilized at/associated with HOW



Service(s) utilized at/associated with HHCC



Questions? Please contact Dan Libke, Quality Improvement Director
Dan.Libke@ho-chunk.com

