



HO-CHUNK NATION DEPARTMENT OF HEALTH



CLIENT SATISFACTION

SUMMARY RESULTS

Q1 2026 (January - March)



WAŽA HIGIRAWI
(We care)





During Quarter 1 (January 2026 - March 2026), we received 315 submissions. Of these, 125 clients used services in Black River Falls, 161 in Baraboo, and all others used services elsewhere (e.g., satellite site or personal residence).

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

Overall Experience



On a scale from 1-5, clients (n= 310) rated their overall experience as 4.8 stars.

Most clients reported a positive experience. About **89%** 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 **89% of clients** (n = 281) **reported no barriers** to accessing services. Of clients experiencing at least one barrier (n=34), the **most commonly reported barrier was limited appointment availability** (36 barriers reported):

About ½ of appointment barriers were related to dental services at both sites (7= HHCC, 7= HOW). Nine clients reported limited clinic services (8= HHCC, 1= HOW), and four clients reported limited behavioral health services (3= HHCC, 1= HOW)

1

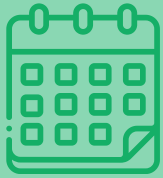


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Barriers experienced (36 barriers reported)

Other less commonly reported barriers (3%) included appointment cancellation due to arriving late (≥ 10 minutes).



75%

Limited appointment availability



19%

Facility phones busy / call not returned



3%

Unable to schedule with my preferred care provider

Appointment waiting period



On a scale from 1-5, clients (n= 282) rated their ability to get an appointment within a reasonable time as 4.5 stars.

About **71% of clients** rated their **ability to get an appointment as 'excellent.'**

1%

Poor

2%

Fair

9%

Good

18%

Very good

71%

Excellent

Reminders

Of appointments/services eligible to receive a reminder, **nearly 97% of clients received one.** Of clients not receiving a reminder (n= 6), these were mostly associated with clinic services or optical at both sites.

97%

2



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Time to be Seen

About 62% of clients with an appointment (n =198) were brought back to their exam room or meeting space at/before their scheduled time after checking in: 37% were brought back within 10 minutes, and 1% were brought back within 19 minutes.

62%

Among clients who took longer to room (+10 minutes), more were related to clinic services at HHCC and HOW.

Despite this, 99% 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.

Strongly Disagree

Disagree

Neutral

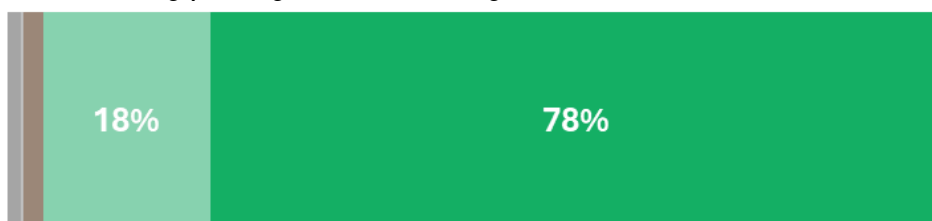
Agree

Strongly agree

Timeliness

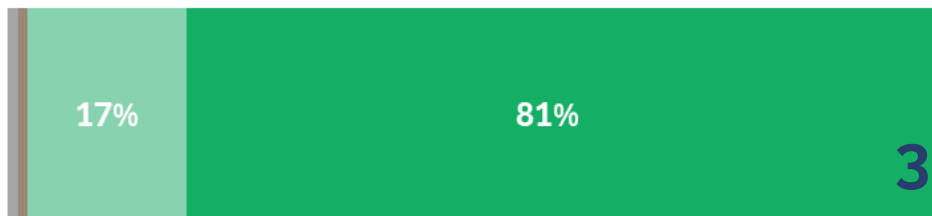
I received care/services in a timely manner (n =285).

1% Strongly disagree, 0.4% Disagree, 2% Neutral



The health staff took enough time with me (n= 277).

1% Strongly disagree, 1% Neutral



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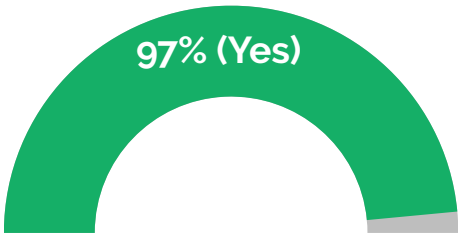
3



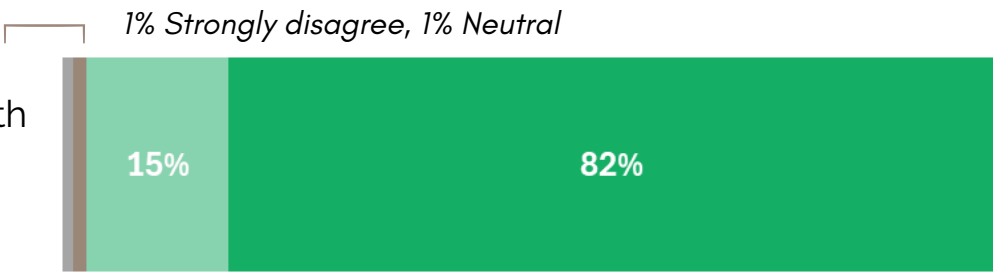
Strongly Disagree Disagree Neutral Agree Strongly agree

Personal information

I was asked if my personal and/or medical information was current (n = 244).

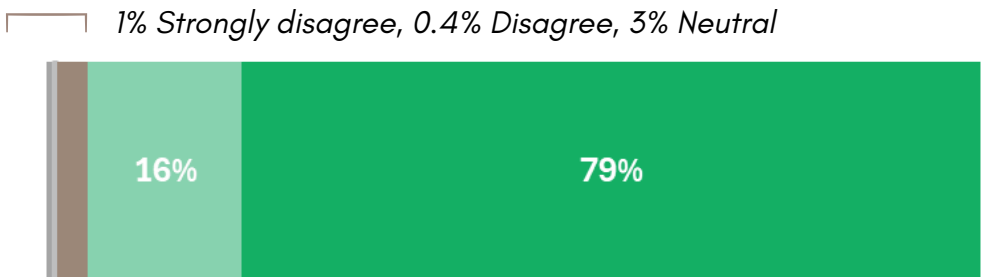


I felt I could trust health staff with my information (n = 276).

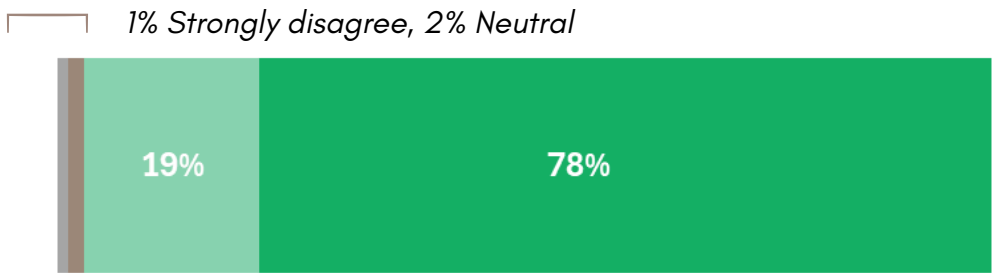


Client-led care

I was treated in a manner consistent with my culture (n = 273).



I am satisfied with how I was taught to improve my health. (n= 272).

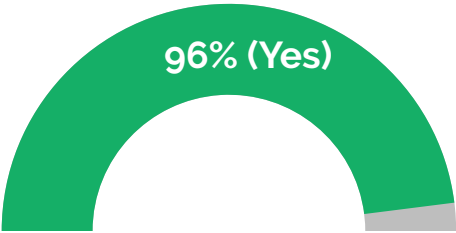




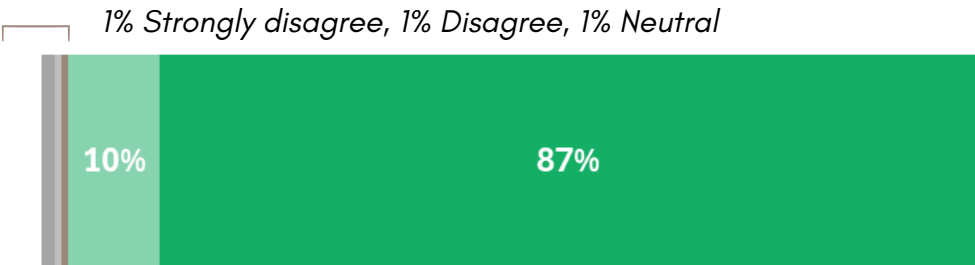
Strongly Disagree Disagree Neutral Agree Strongly agree

Client-led care

My questions, concerns, and needs were answered (n = 276).



I was treated with respect and dignity from all health staff (n= 284).



Accessibility

The language services I needed were provided (n = 67).



The physical assistance I needed was provided (n = 54).

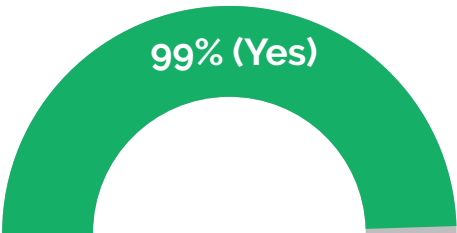




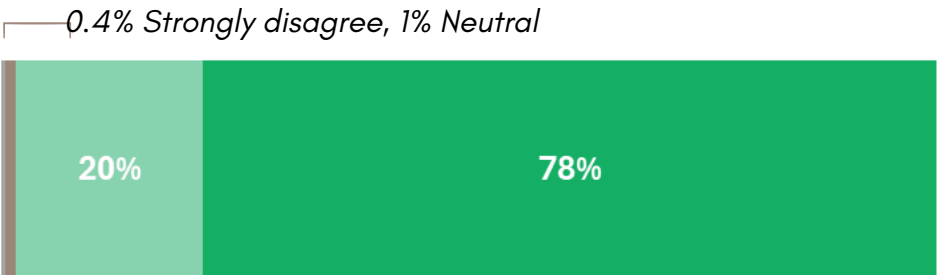
Strongly Disagree Disagree Neutral Agree Strongly agree

Accessibility

Parking, includer Elder and handicap parking, was accessible (n= 217).



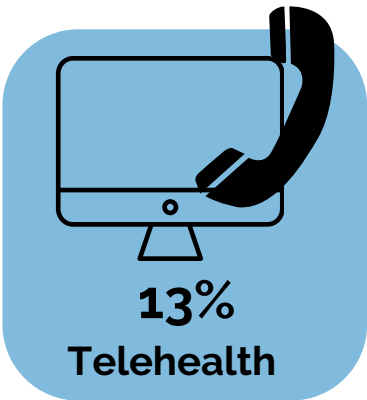
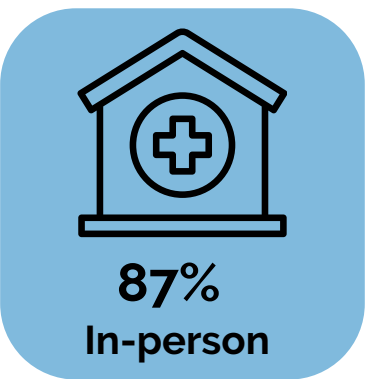
The facility was clean, orderly, and quiet during my visit (n= 255).



Client Details

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

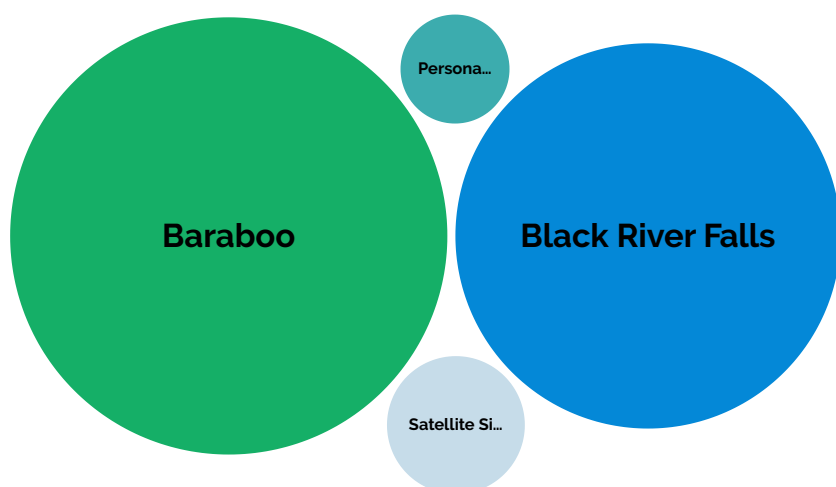
Service/appointment format



More clients (n= 273) had services and/or appointments in-person. Of those using telehealth services, this was more common among Community Health and Behavioral Health.



Service Details



More clients reported using services in Baraboo:

- Baraboo: 161
- Black River Falls: 125
- Satellite site: 19
- Personal residence: 10

Clients used a variety of services: Behavioral Health (63), Community Health (22), clinic or lab (132), Dental (61), Optical (24), Pharmacy (11), Insurance (1), and unknown (1).

Services used at Black River Falls

- Behavioral Health: 15
- Community Health: 8
- Clinic/lab: 62
- Dental: 26
- Optical: 11
- Pharmacy: 2

Services used at Baraboo

- Behavioral Health: 27
- Community Health: 6
- Clinic/lab: 70
- Dental: 35
- Optical: 13
- Pharmacy: 9

Questions? Please contact Dan Libke, Quality Improvement Director
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