



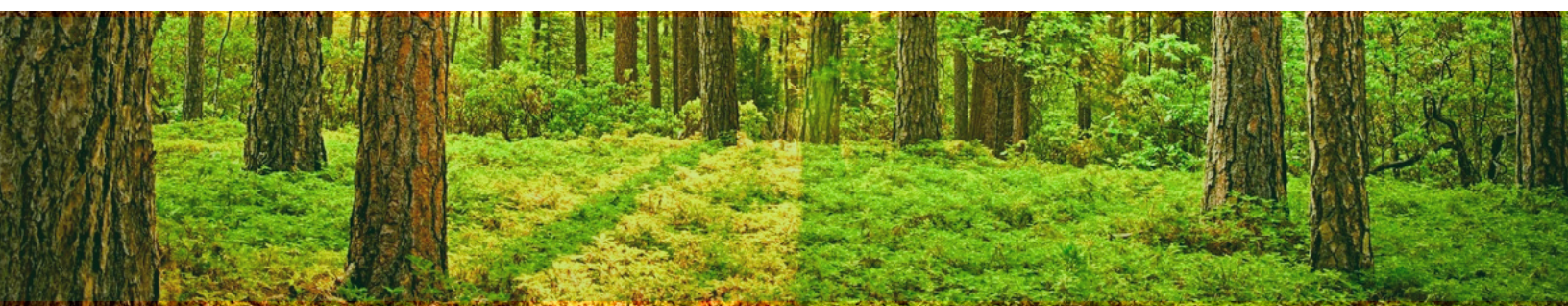
HO-CHUNK NATION
DEPARTMENT OF HEALTH



CLIENT SATISFACTION

SUMMARY RESULTS

June 2022



WAŻA HIGIRAWI
(We Care)





SUMMARY

- 1** **There were 128 survey respondents:** This is the highest number of responses received yet when compared to previous years. Since the October 2021 survey, the 'available services utilized' has expanded to include community health and environmental health.
- 2** **Overall care was rated as 'very good,' with a mean score of 4.6.** This is similar to ratings observed in the October 2021 survey.
- 3** The majority of respondents were older, a tribal member, or not employed with the Ho-Chunk Nation/ living in a household with someone employed with the Nation.
- 4** When rating **quality of care items**, the **majority of sections had an 'agree' response of 85% or higher.** The highest rated items included 'being treated in a manner consistent with one's culture' and 'being satisfied with how one was taught to improve their health.'

Overall Experience

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



About **68% of participants** rated their **experience as 'excellent.'** No participants rated their experience as 'poor' or 'fair.'



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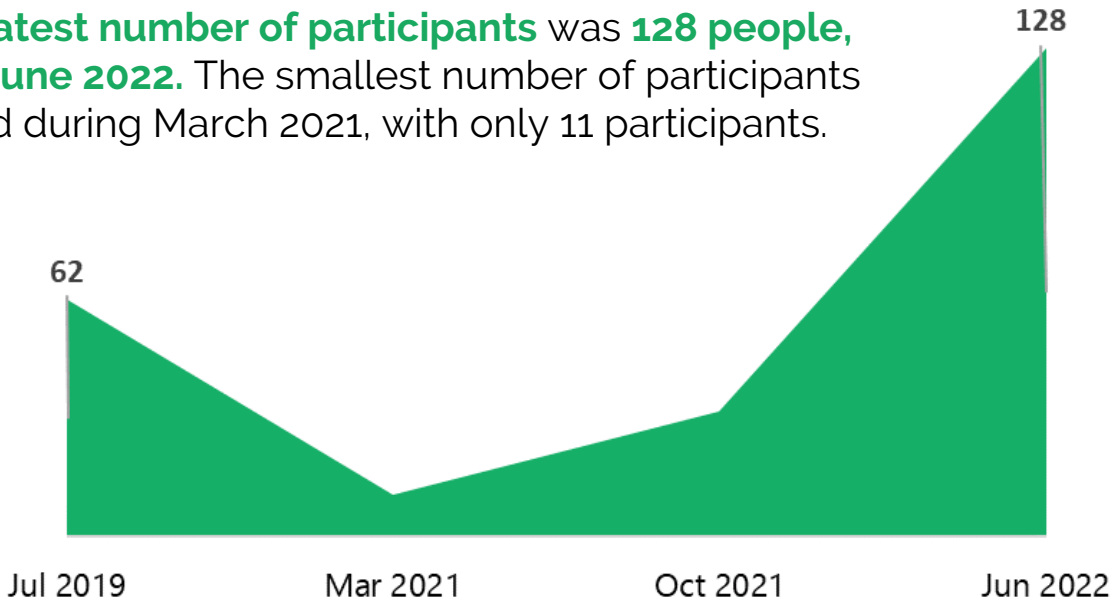




Participant Responses

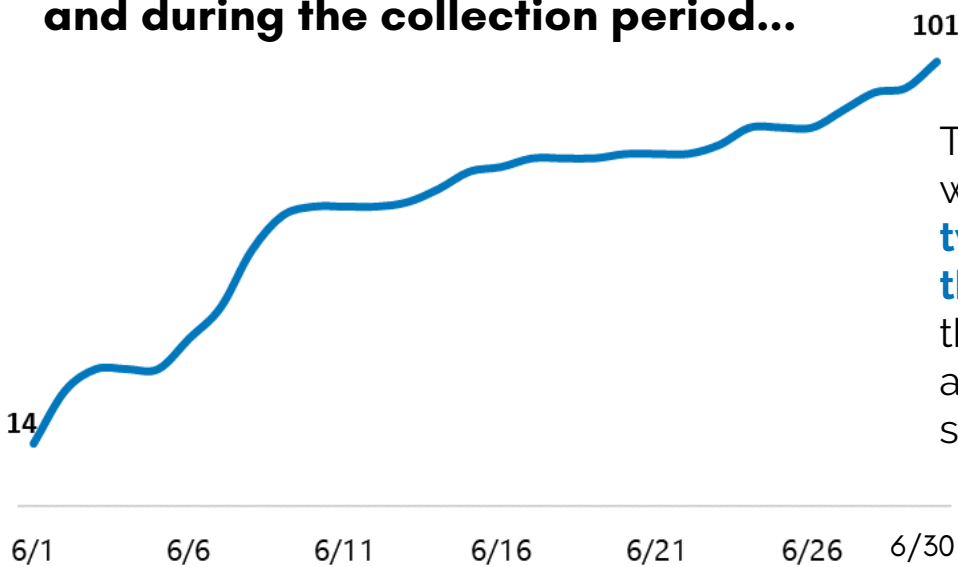
The number of participants has varied over time...

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 for 2020.

and during the collection period...



The **greatest number of surveys** were submitted within the **first two weeks of June** and **during the beginning of each week** throughout the entire month. In addition, there were no electronic submissions.

Note: There were 27 submissions with an unknown service date.



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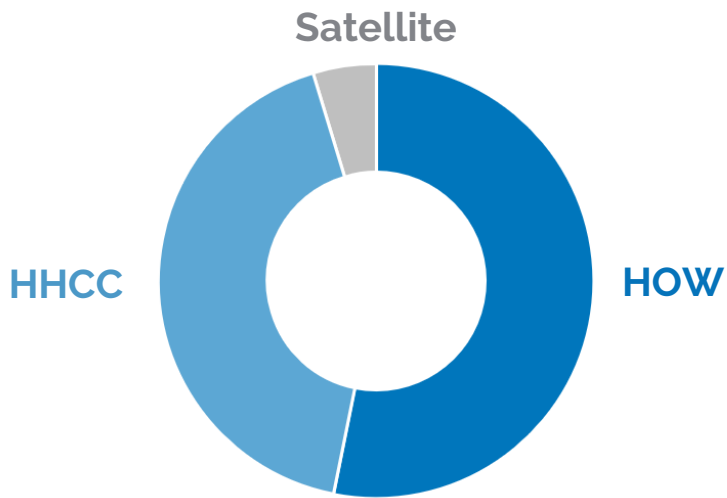




Participant Characteristics

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

By location



More participants reported using services at the House of Wellness: 68 participants reported using services there in comparison to 54 at HHCC and 6 at satellite sites.

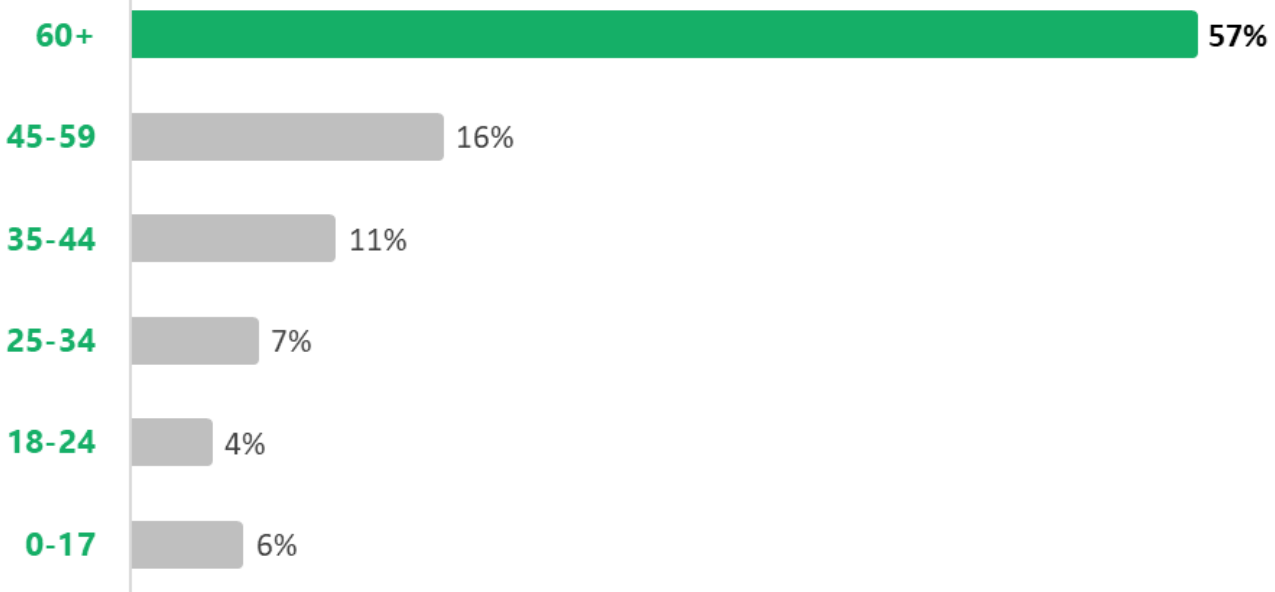


By age

Although the **majority of participants were 60 years and older (57%)**, this age category only makes up about 20% of patients when considering all patient service user age demographics from 2019-2021 reports.



Years in age

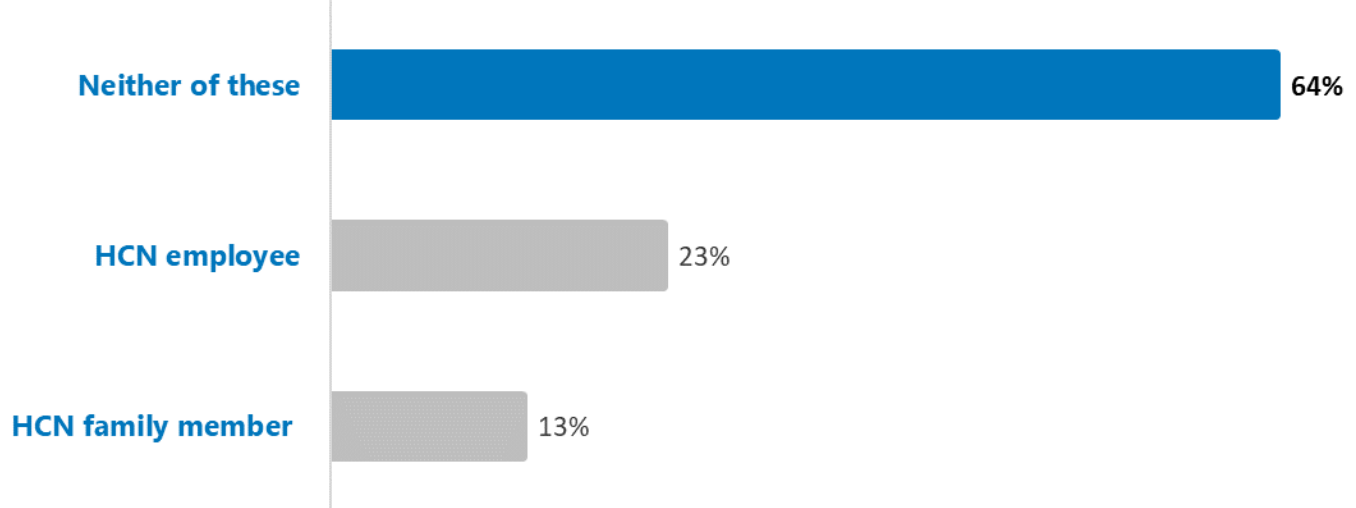




By employment status

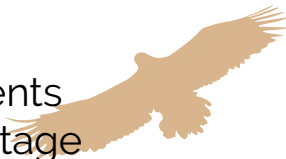
Almost **2/3** of survey respondents reported they were **not a Ho-Chunk Nation employee or a family member of someone employed with the Ho-Chunk Nation**. When comparing HHCC to HOW, a larger percentage of respondents reported working for the Ho-Chunk Nation.

Employment status

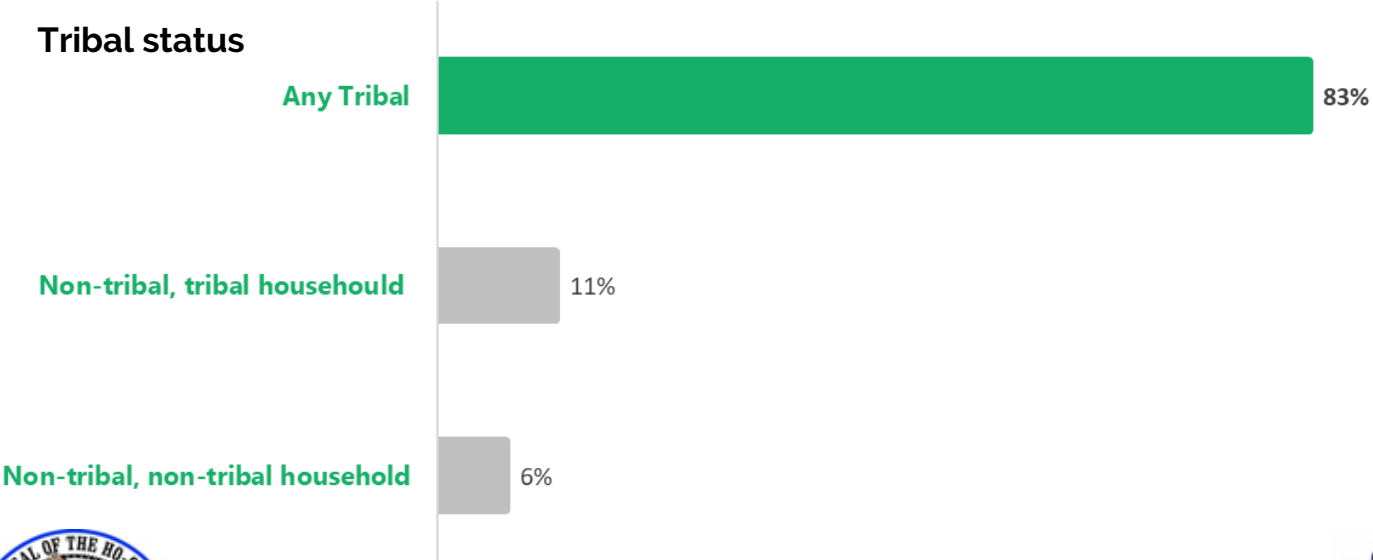


By tribal status

The majority of participants identified as any tribal. In addition, when comparing HHCC to HOW, there was a higher percentage of respondents reporting a 'non-tribal, non-tribal household.' Meaning, a larger percentage of non-tribal employees participated in the survey in comparison to those at HOW. 'Any tribal' was the highest value among both locations.



Tribal status



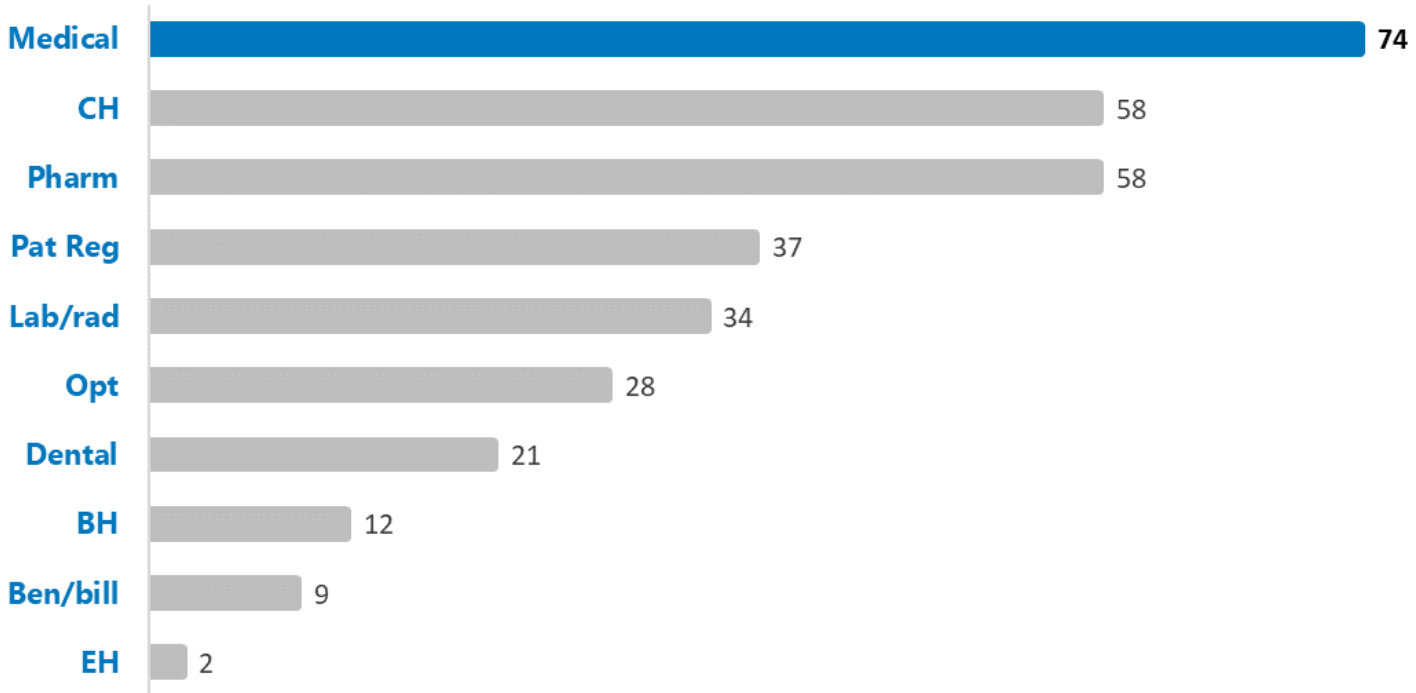


By utilized services



A total of 333 utilized services were reported. Meaning, respondents used multiple services on the same date, with an average of 2.7 services and a range of 1 to 10 utilized. **Medical services (clinic only) had the highest number of services reported, with a total of 74 respondents.**

Service(s) utilized



Service utilization summary continues on the following page.

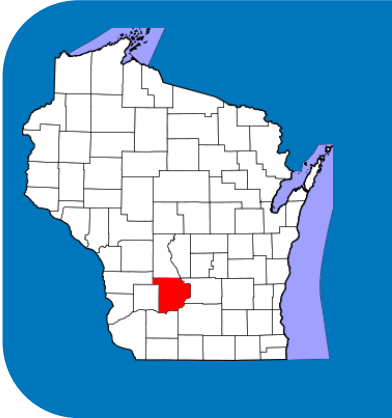




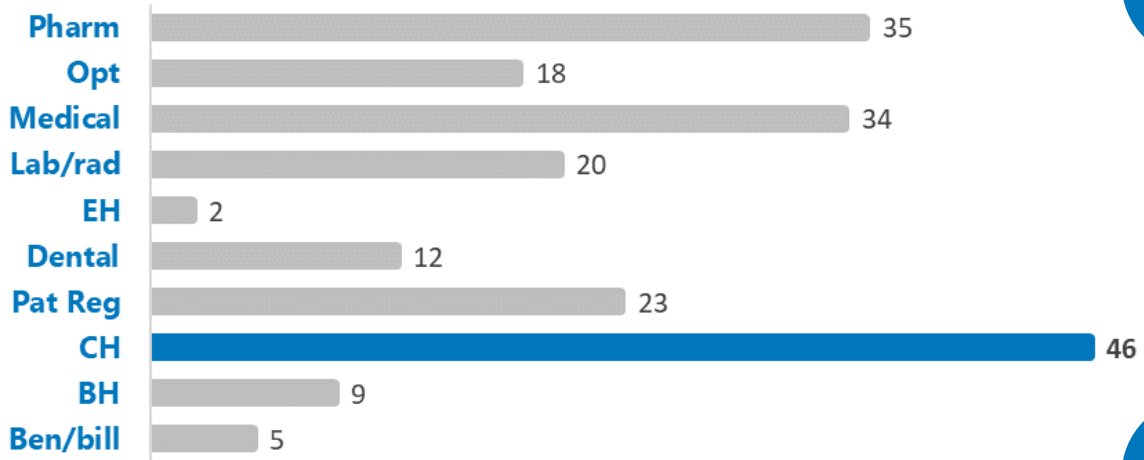
Utilized Services by location

At HOW, a total of 204 utilized services were reported with an average of 3.0 services and a range of 1 to 10 utilized.

Community health was the service with the greatest utilization with 46 respondents.

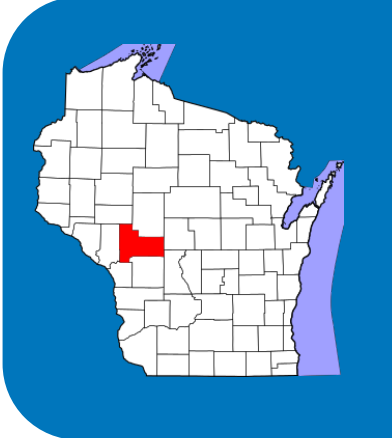


Service(s) utilized at HOW

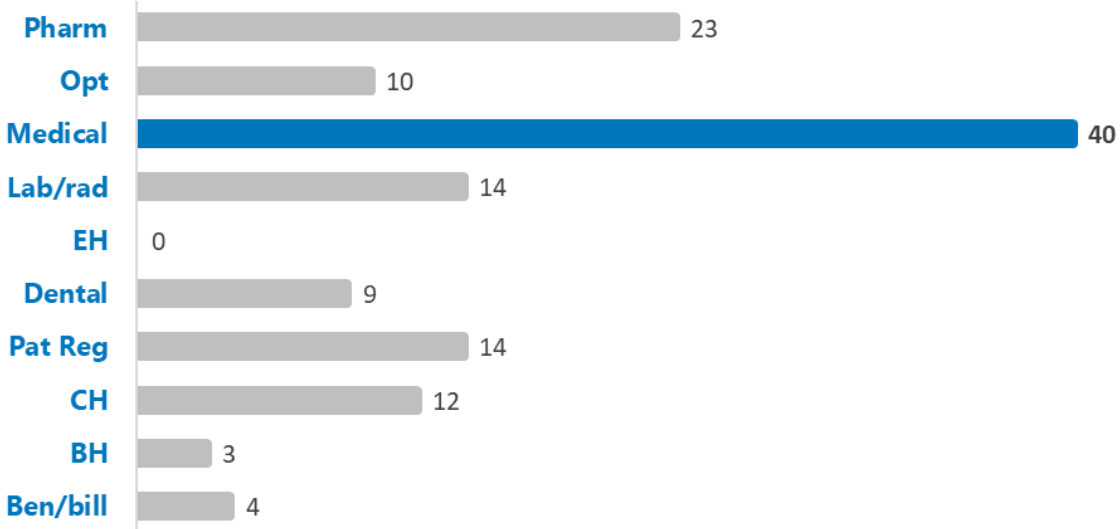


At HHCC, a total of 129 utilized services were reported with an average of 2.4 services and a range of 1 to 9 utilized.

Medical (clinic only) was the service with the greatest utilization with 40 respondents.



Service(s) utilized at HHCC





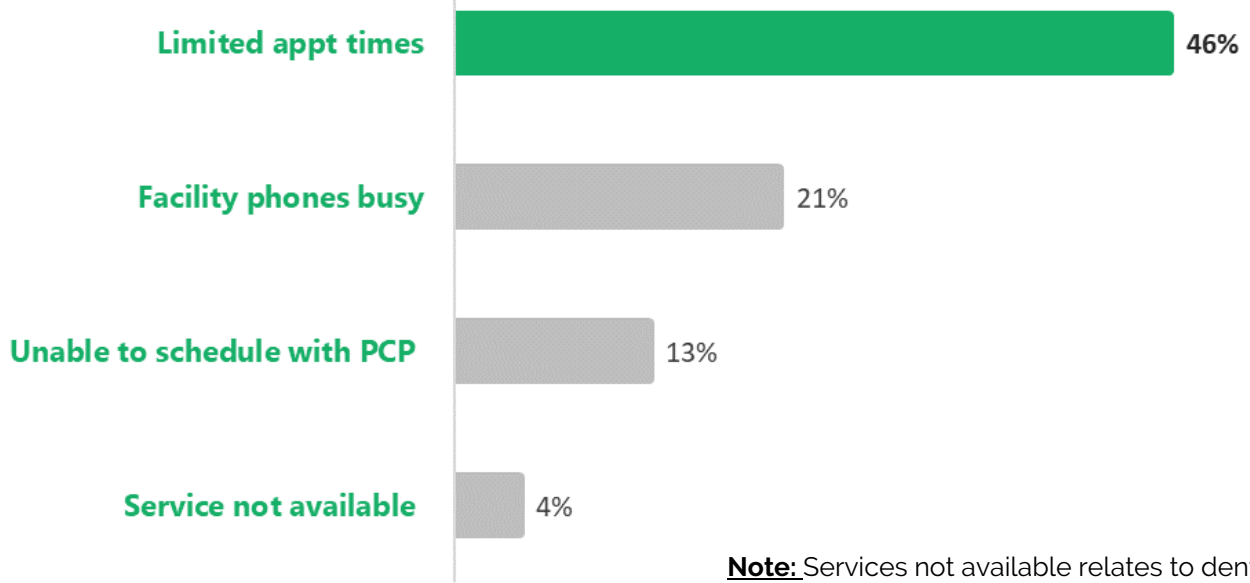
Access of care | This includes things like availability of care, regular access to care, and health insurance coverage,

Organizational barriers to care

Nearly 81% of respondents reported no barriers when trying to schedule an appointment. Of those experiencing one or more barriers, the most commonly reported barrier was limited appointment availability. Of those reporting a barrier, 64% occurred at HHCC and 36% at HOW.



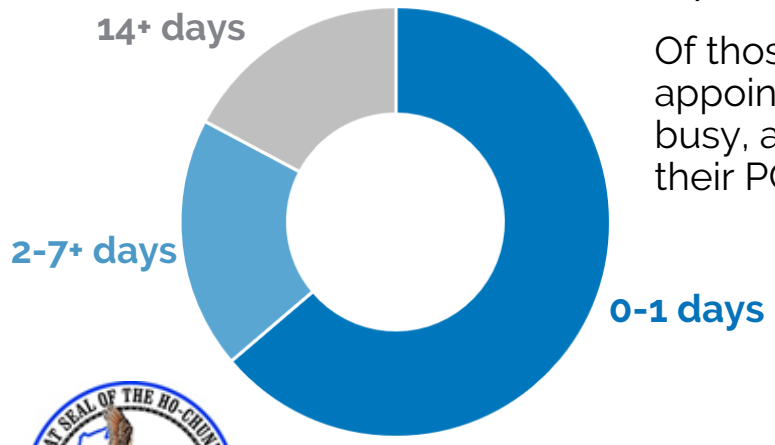
Barrier experienced



Note: Services not available relates to dental care at HHCC.

Appointment waiting period

About 64% of participants reported being able to schedule appointments the same day or the next day, 19% reported 2-7+ days, and 17% reported 14+ days.



Of those reporting 14+ days, 100% reported limited appointment availability, 18% reported facility phones busy, and 9% reported being unable to schedule with their PCP.

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Reminders

Of appointments eligible to receive a reminder, **nearly 95% of clients received a reminder.**



Reminders were most commonly received by telephone only...



72%
telephone



8%
mail



19%
mail & telephone

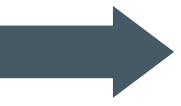
Of eligible clients not receiving reminders, 60% were for next-day appointments and 40% were for appointments within a week- this was not site specific, about 50% occurred at HOW and 50% at HHCC. In addition, all clients were scheduled for clinic-based appointments (e.g., medical, dental, optical).

Timeliness

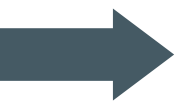
About **81% of clients were seen within 5 minutes of their scheduled appointment time:** 18% of clients were seen within 15 minutes and 1% of clients were seen within 30 minutes.



About 87% of delayed appointments were clinic-based services and 35% of these clients had more than one clinic service scheduled. The remaining delayed appointments (13%) were associated with community health.



Of delayed appointments, 56% of these were at HHCC, 40% at HOW, and 4% at satellite sites.



Of appointments running behind, about 50% of clients were notified of the appointment delay.

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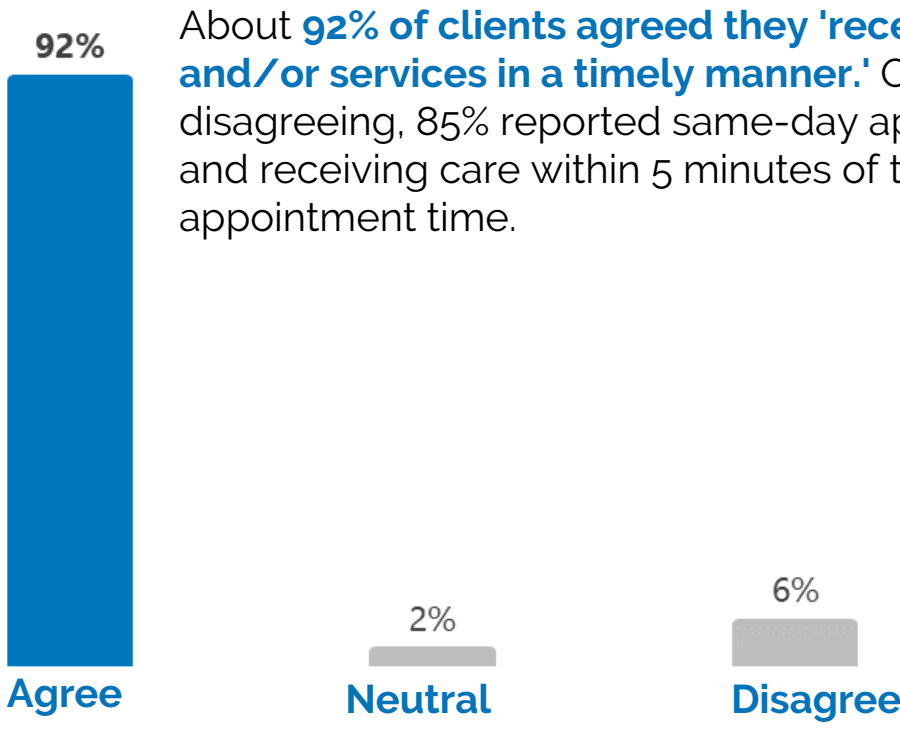


Quality of care

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

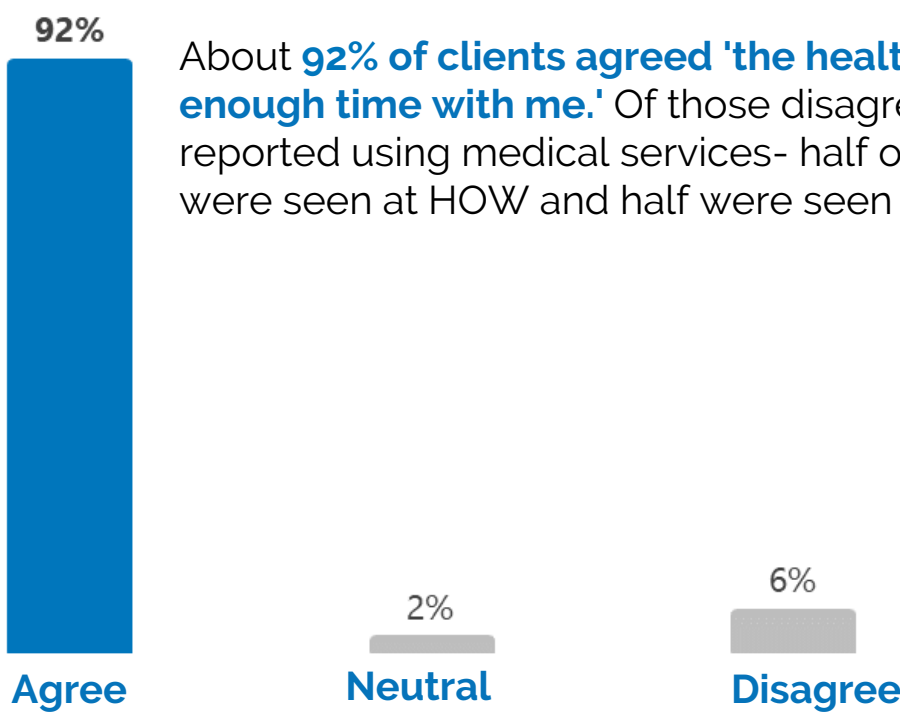
Adequate time for care

Responsiveness



About **92% of clients agreed they 'received care and/or services in a timely manner.'** Of those disagreeing, 85% reported same-day appointments and receiving care within 5 minutes of their scheduled appointment time.

Amount of time



About **92% of clients agreed 'the health staff took enough time with me.'** Of those disagreeing, 89% reported using medical services- half of these clients were seen at HOW and half were seen at HHCC.



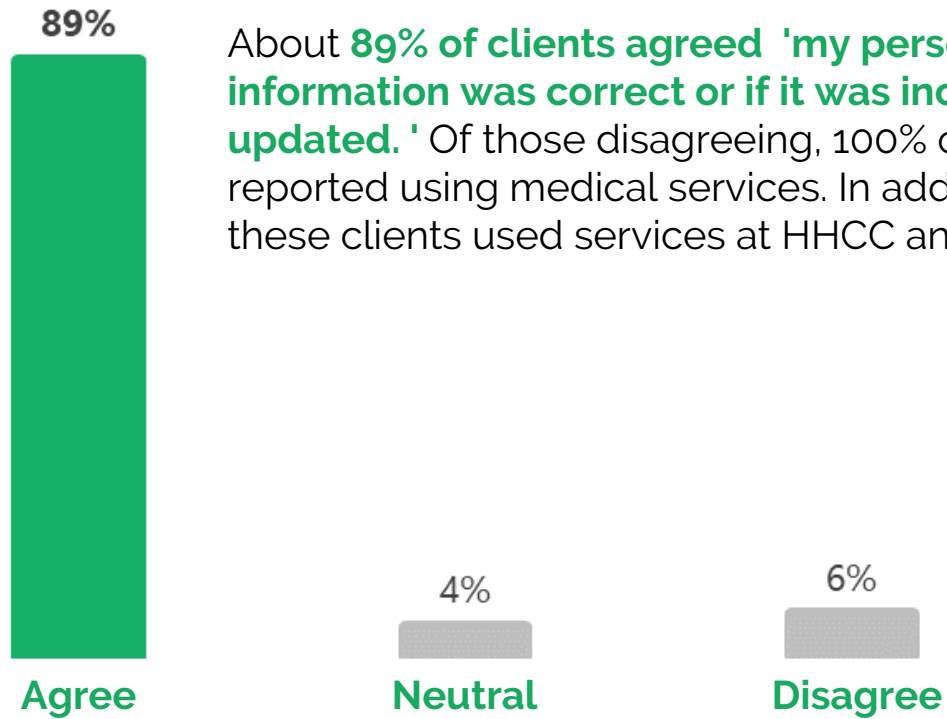
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Updates to personal information

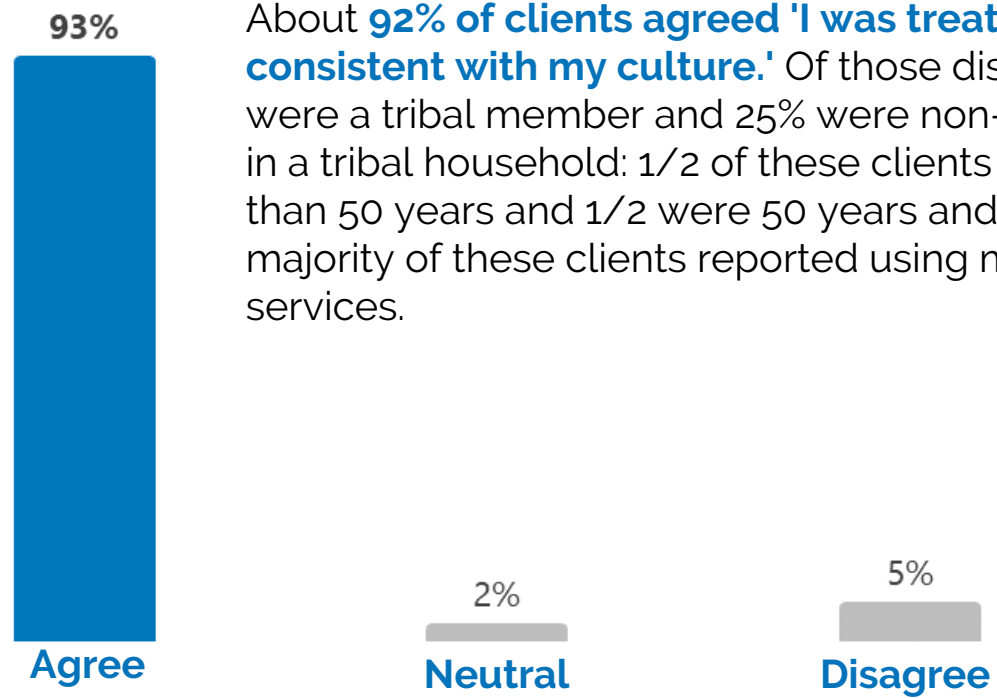
Updates to information



About **89% of clients agreed 'my personal information was correct or if it was incorrect, it was updated.'** Of those disagreeing, 100% of clients reported using medical services. In addition, 67% of these clients used services at HHCC and 33% at HOW.

Culturally-relevant care and cultural humility

Type of care



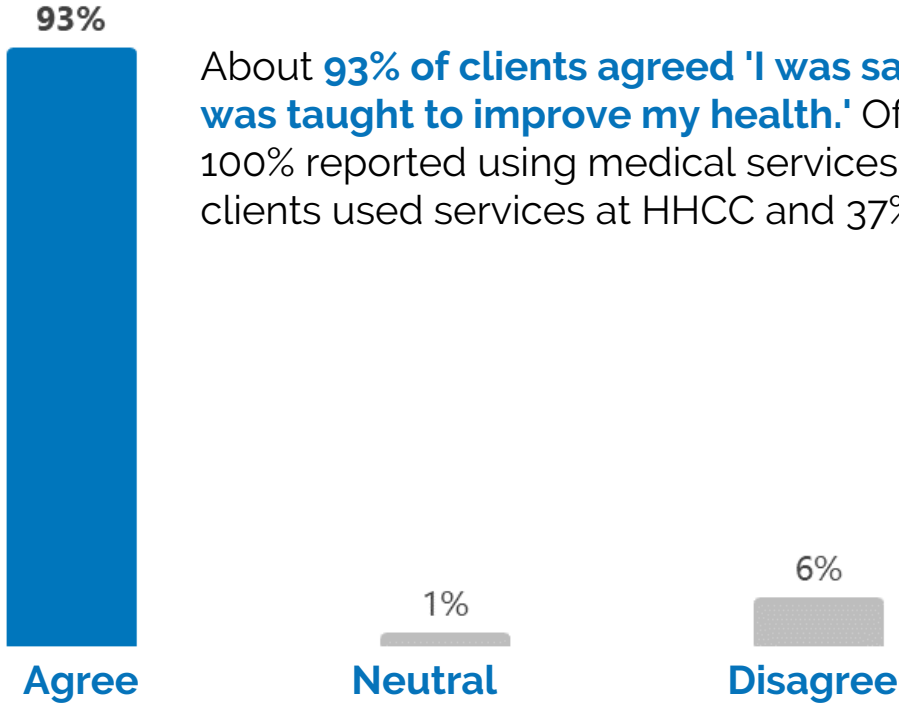
About **92% of clients agreed 'I was treated in a manner consistent with my culture.'** Of those disagreeing, 75% were a tribal member and 25% were non-tribal but living in a tribal household: 1/2 of these clients were younger than 50 years and 1/2 were 50 years and older. The majority of these clients reported using medical services.





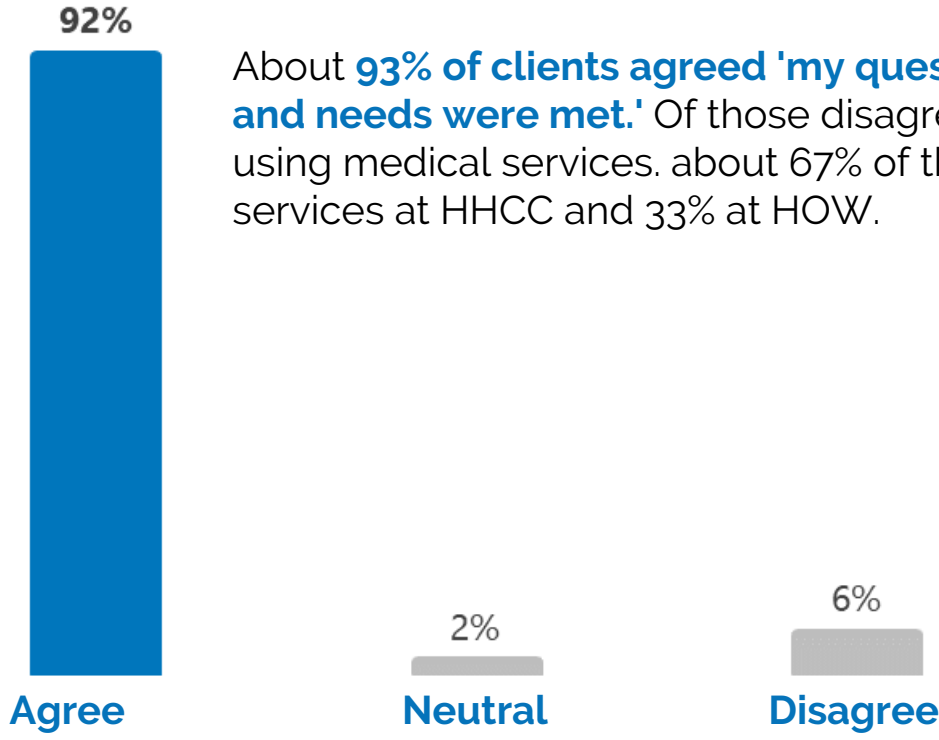
Culturally-relevant care and cultural humility cont.

Ways to improve health



About **93% of clients agreed 'I was satisfied with how I was taught to improve my health.'** Of those disagreeing, 100% reported using medical services: about 63% of these clients used services at HHCC and 37% at HOW.

Meeting questions, concerns, & needs



About **93% of clients agreed 'my questions, concerns, and needs were met.'** Of those disagreeing, 100% reported using medical services. about 67% of these clients used services at HHCC and 33% at HOW.





Culturally-relevant care and cultural humility cont.

Language services



About 47% of respondents reported needing language services. Of those needing services, **85% of clients agreed 'the language services I needed were provided.'** Of those disagreeing, 100% reported using medical services: about 89% of these clients used services at HHCC and 11% at HOW. Among those disagreeing, a variety of ages and tribal status' were reported.

Physical assistance



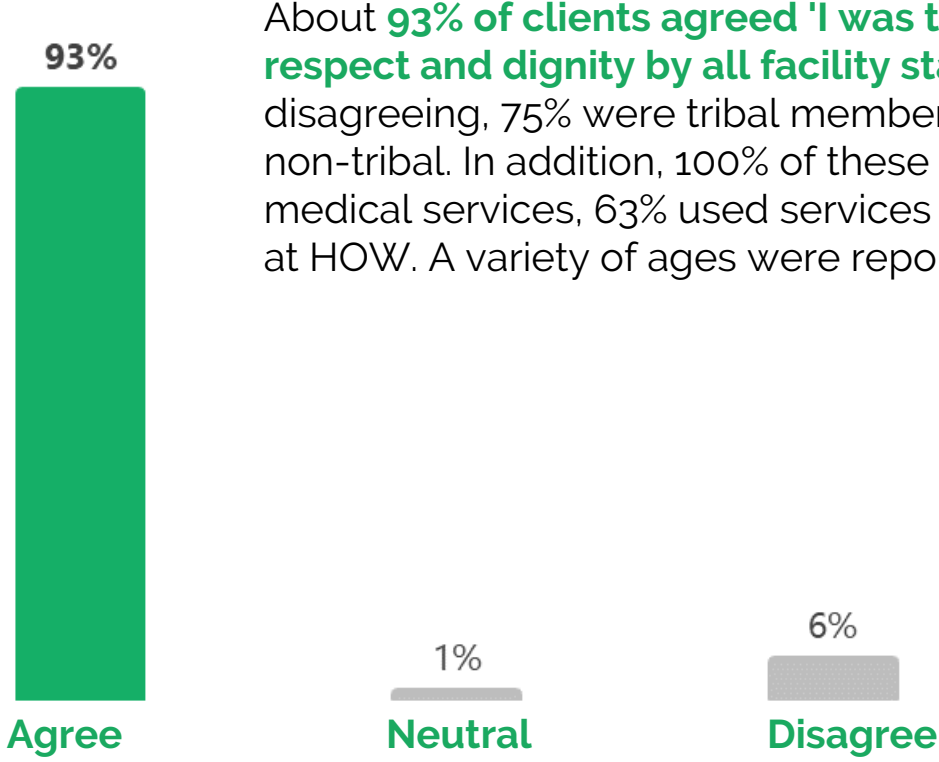
About 68% of respondents reported needing physical assistance. Of those needing assistance, **85% of clients agreed 'the physical assistance I need was provided.'** Of those disagreeing, 100% reported using medical services: about 89% of these clients used services at HHCC and 11% at HOW. Among those disagreeing, a variety of ages and tribal status' were reported.





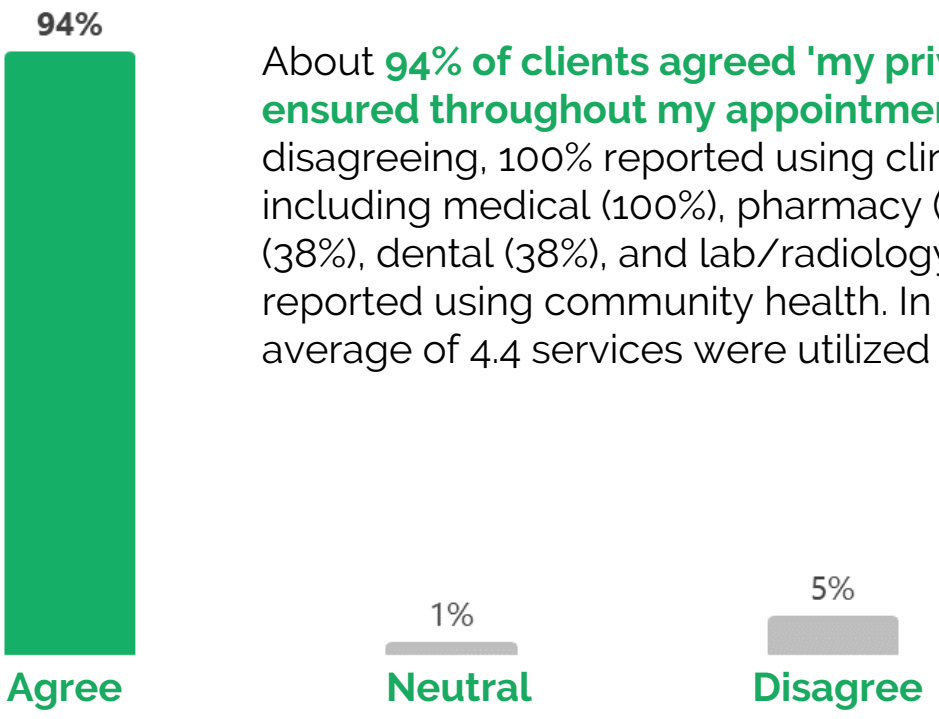
Safety, respect, and privacy.

Treatment by staff



About **93% of clients agreed 'I was treated with respect and dignity by all facility staff.'** Of those disagreeing, 75% were tribal members and 25% were non-tribal. In addition, 100% of these clients used medical services, 63% used services at HHCC and 37% at HOW. A variety of ages were reported.

Privacy



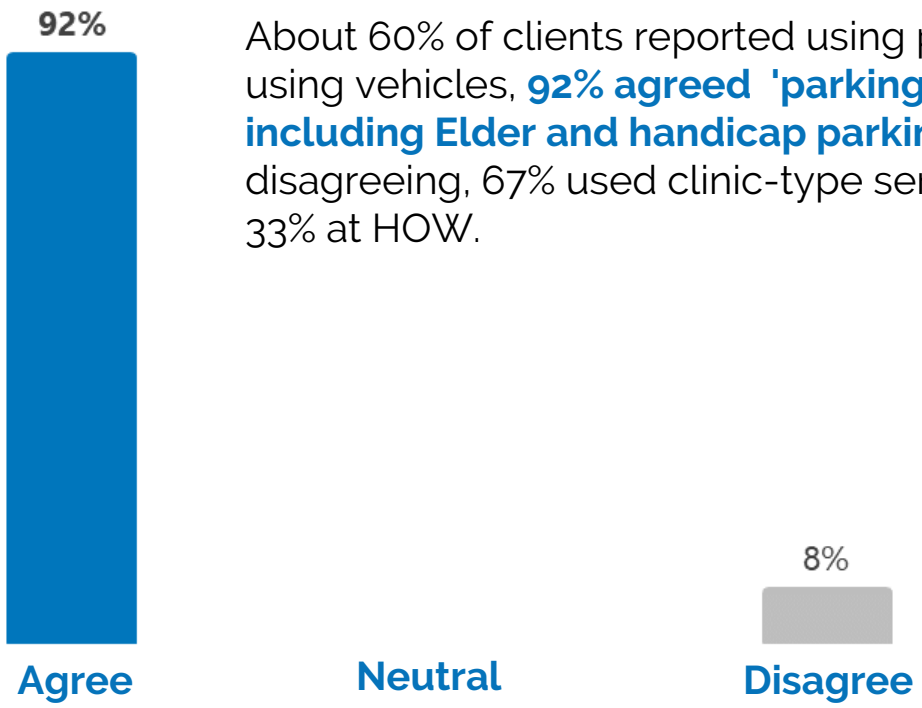
About **94% of clients agreed 'my privacy was ensured throughout my appointment.'** Of those disagreeing, 100% reported using clinic-types services including medical (100%), pharmacy (71%), optical (38%), dental (38%), and lab/radiology (38%), and 25% reported using community health. In addition, an average of 4.4 services were utilized in one visit.





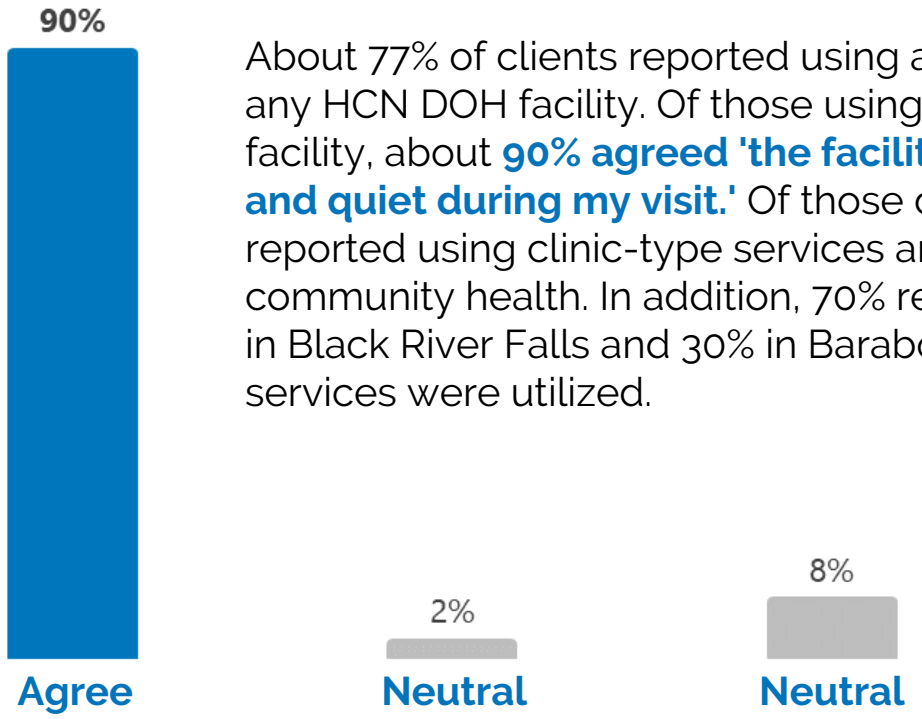
Facility conditions

Parking availability



About 60% of clients reported using parking. Of those using vehicles, **92% agreed 'parking was available, including Elder and handicap parking.'** Of those disagreeing, 67% used clinic-type services at HHCC and 33% at HOW.

Pleasant facility surroundings



About 77% of clients reported using at least one service at any HCN DOH facility. Of those using services at any facility, about **90% agreed 'the facility was clean, orderly, and quiet during my visit.'** Of those disagreeing, 100% reported using clinic-type services and 30% reported using community health. In addition, 70% reported using services in Black River Falls and 30% in Baraboo. An average of 3.6 services were utilized.





Open-ended feedback

At the end of the survey, respondents were able to provide any type of feedback in an open-ended type format. **Only 6% of respondents left any type of feedback.**

Of those providing feedback, comments were related to suggestions, compliments, and comments related to survey questions.

Suggestions

I would like staff to be Ho-Chunk and speak the language to me.

Compliments

Thanks for the hard work and taking such good care of us.

I observe employees, how they are with tribal members. I've had pleasant experiences with a pharmacy staff member each time, very professional.

The services I have been receiving are good but the ones of late have been above and beyond the staff I had.

I very seldom have any complaints. I have been coming here for many years.

Comments related to survey questions

I received a reminder by email.

Appointment reminder received by email.

