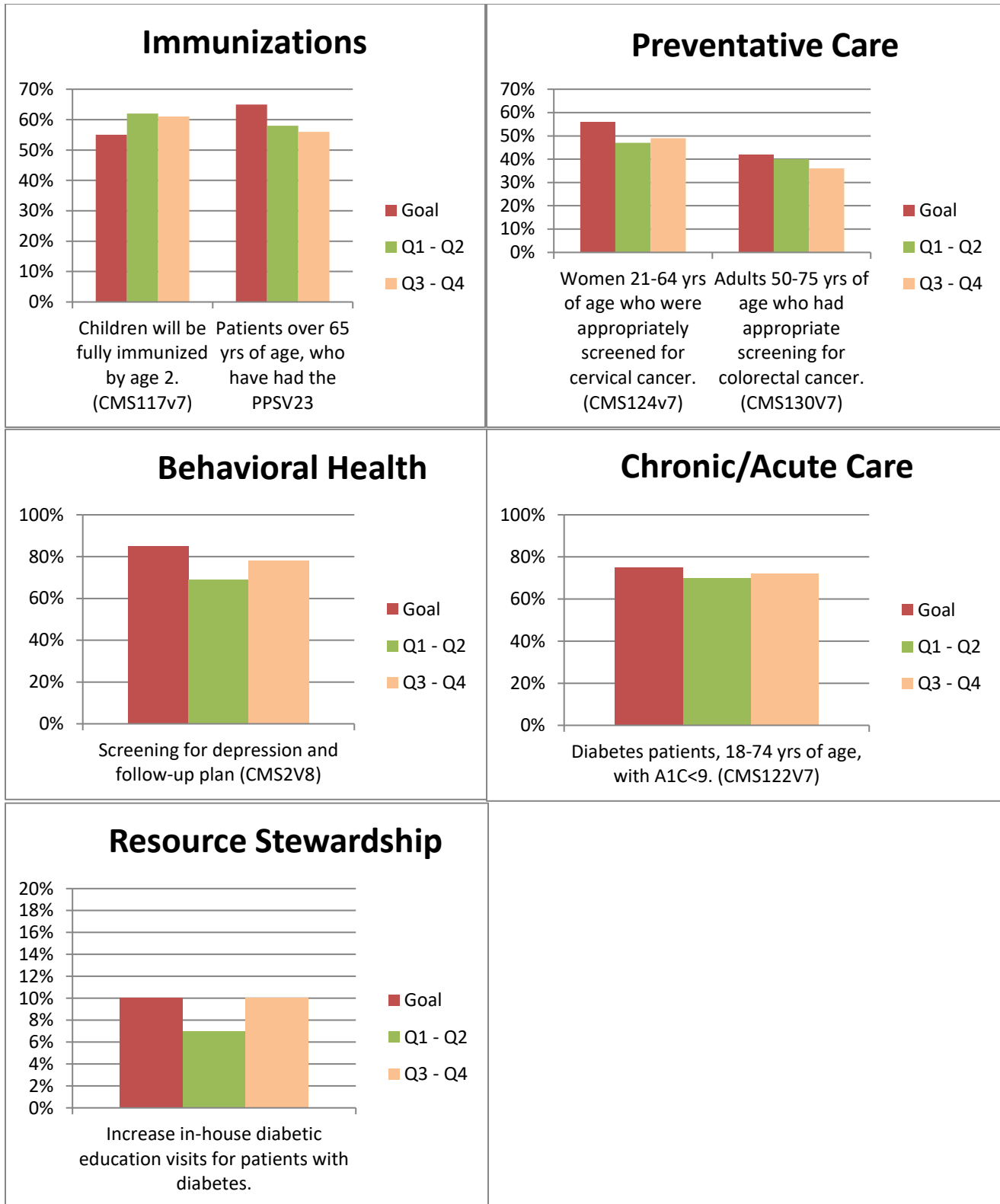


# Family HealthCare

PCMH Clinical Performance Results - 2020

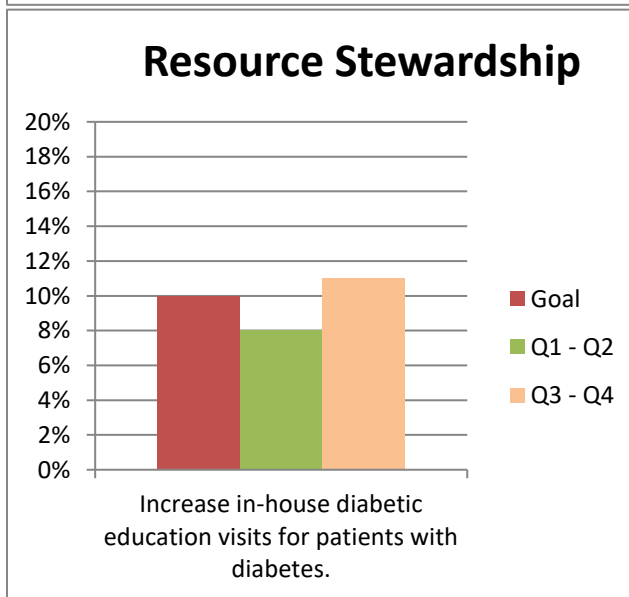
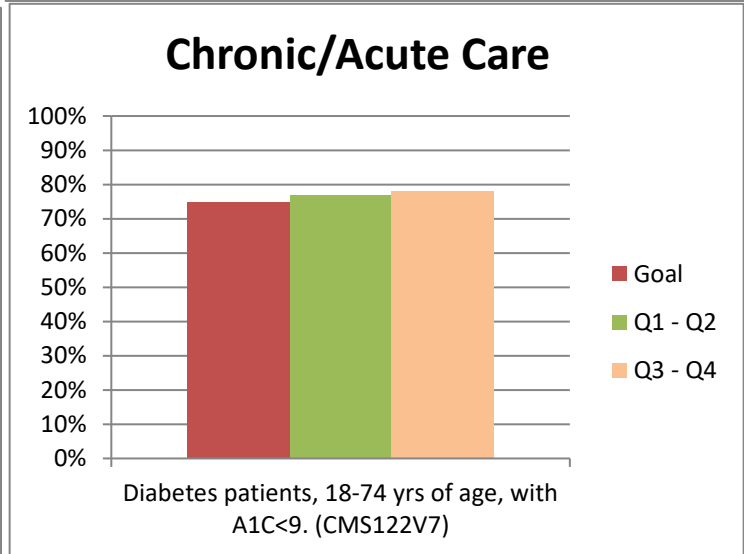
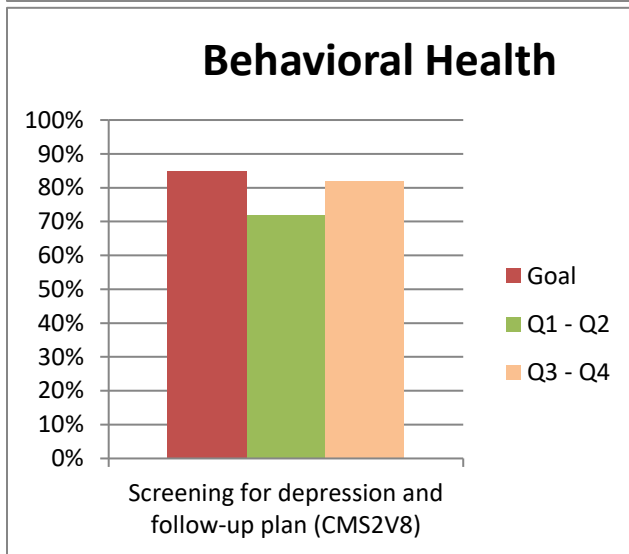
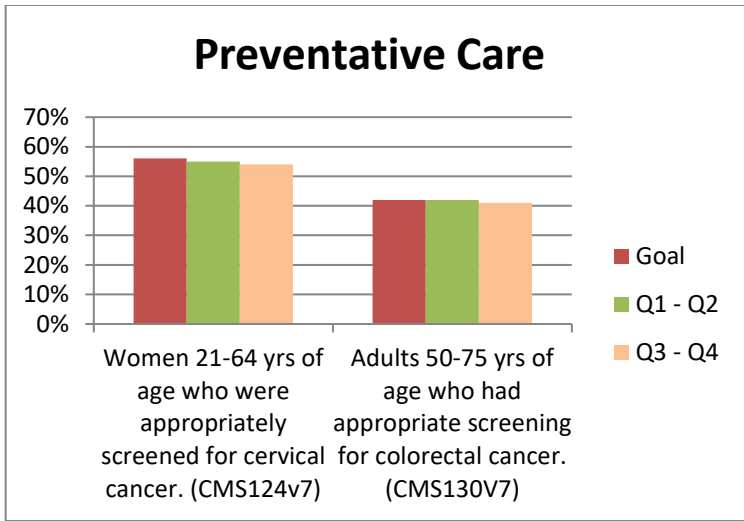
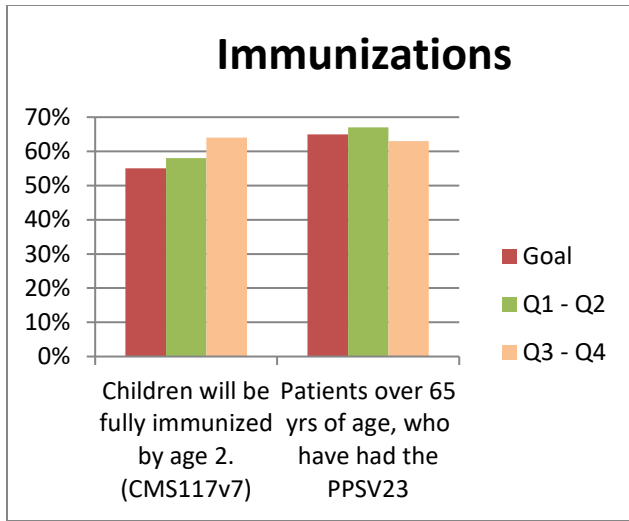
## Downtown Clinic



# Family HealthCare

PCMH Clinical Performance Results - 2020

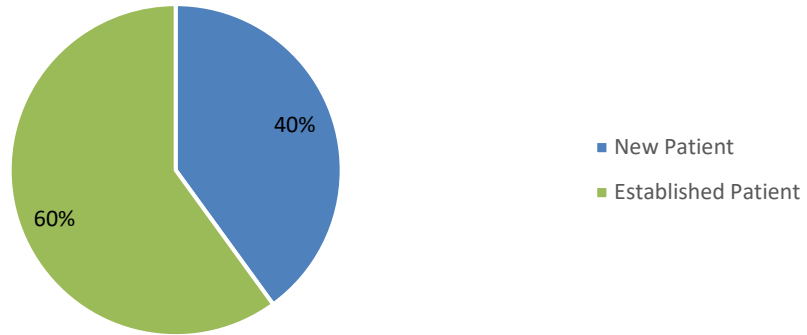
## South Fargo Clinic



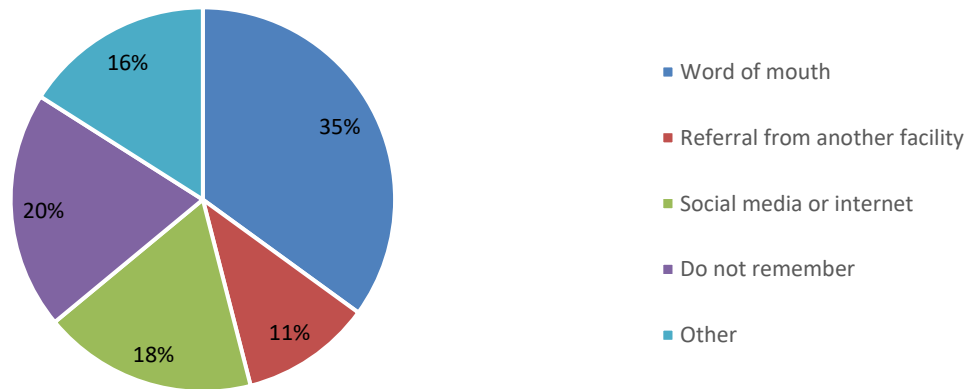
# Family HealthCare

## Patient Satisfaction Survey Results - 2020

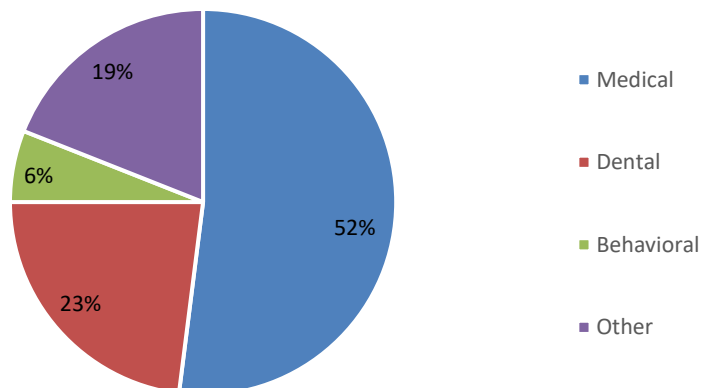
### Are you a new or established patient?



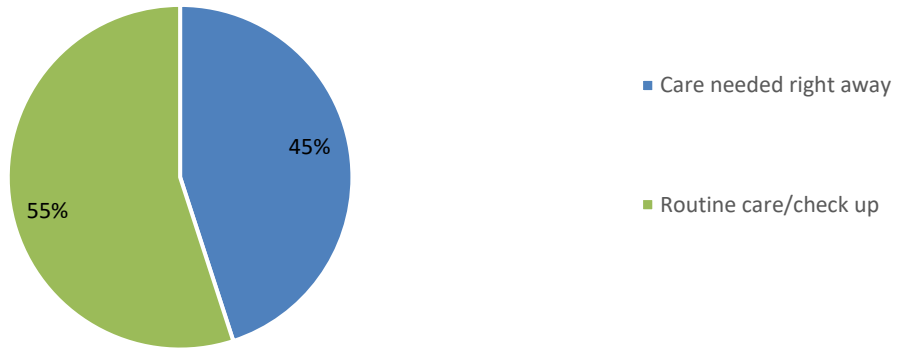
### How did you hear about Family HealthCare?



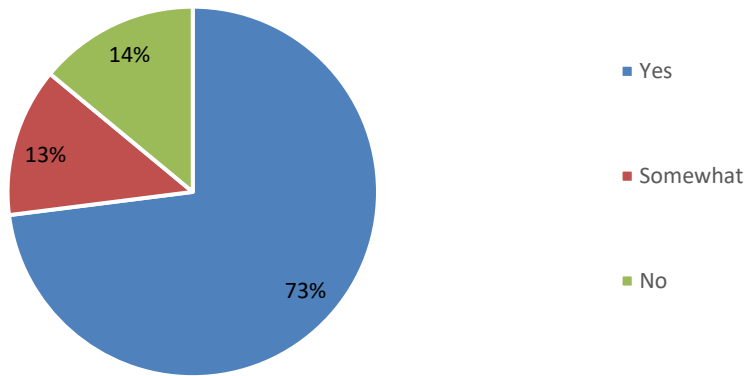
### What kind of care did you receive today?



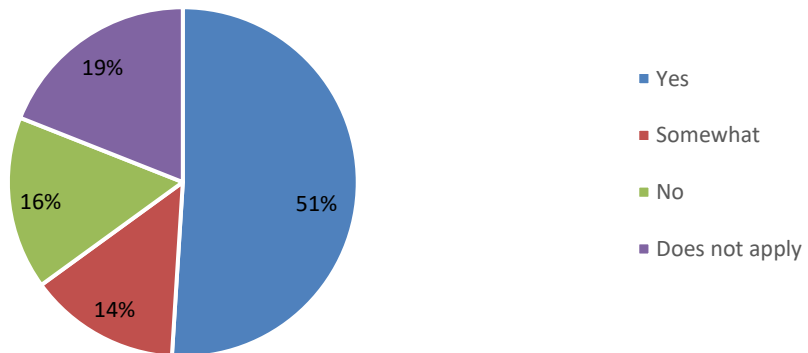
Was your visit for a condition that needed care right away or for routine care?



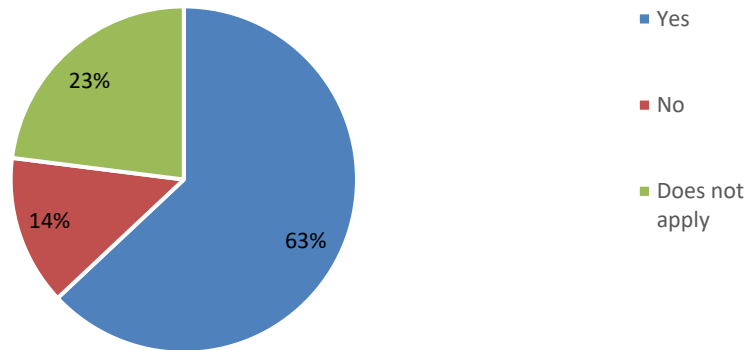
Did you receive an appointment for routine care as soon as needed?



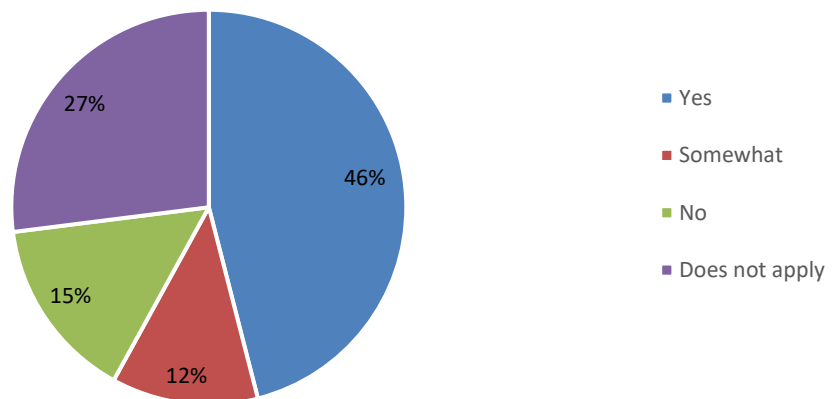
Did your Family HealthCare provider seem informed about your care from other providers?



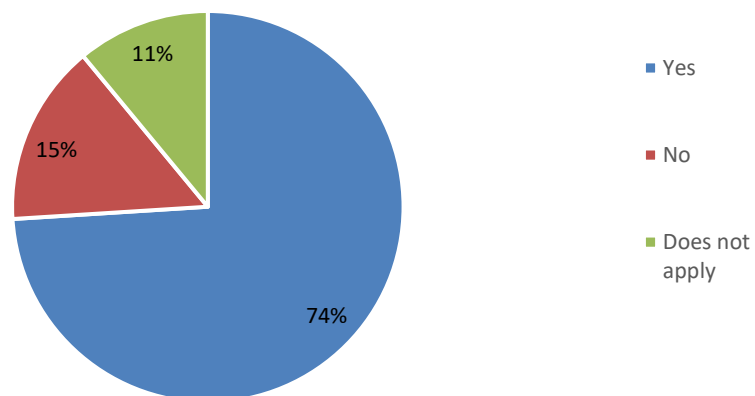
Have you and your provider talked about all the prescription medications you are taking?



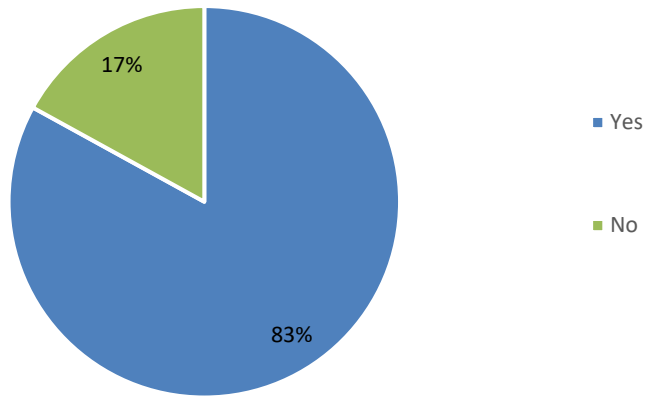
Did you receive an appointment with a specialist as soon as needed?



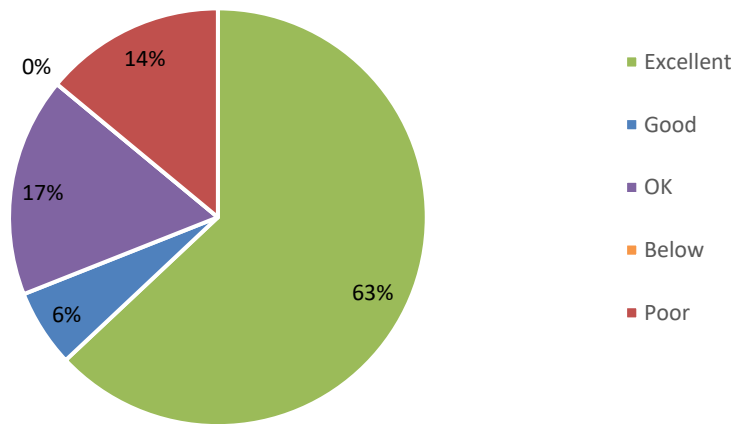
Did your care team introduce themselves?



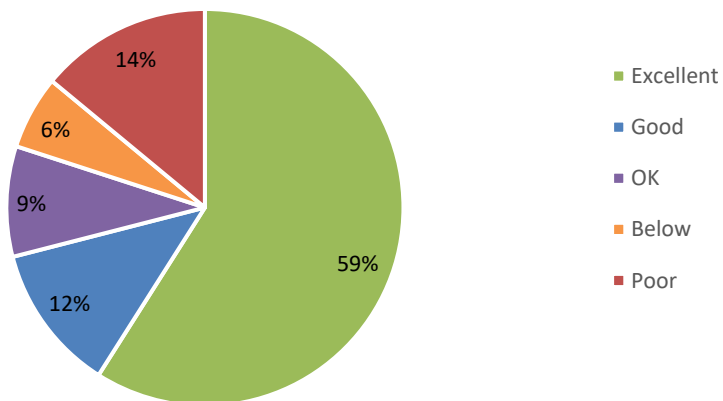
### Were your health concerns addressed at your appointment today?



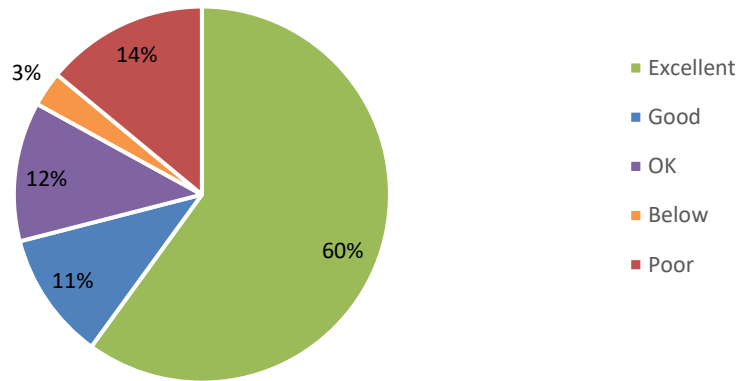
### What is your overall rating of your visit today?



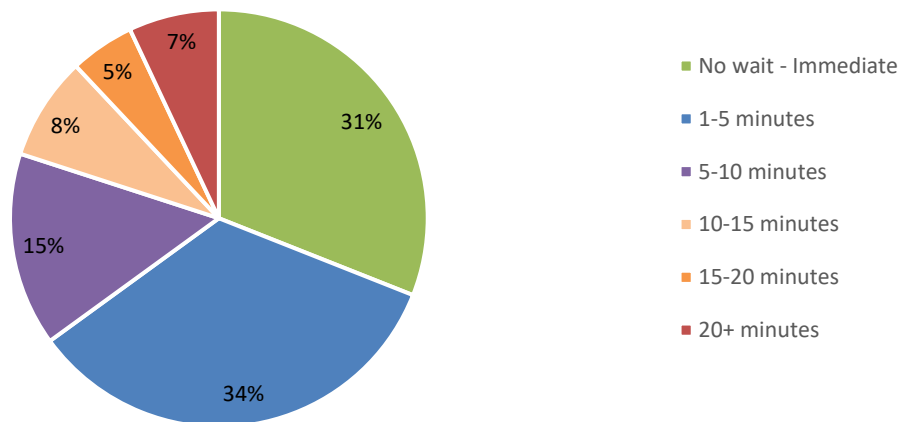
### How would you rate the extent to which the provider listened carefully to you?



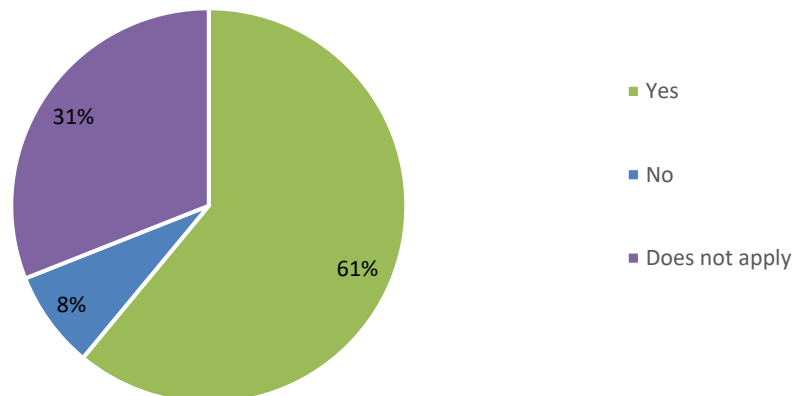
How would you rate the extent to which the provider explained things in a way that was easy to understand?



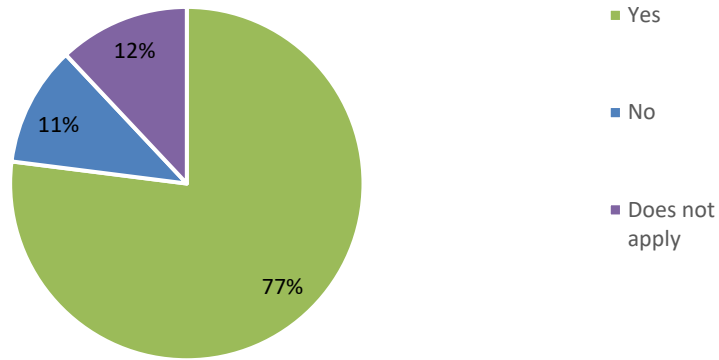
How long was your wait to be registered today?



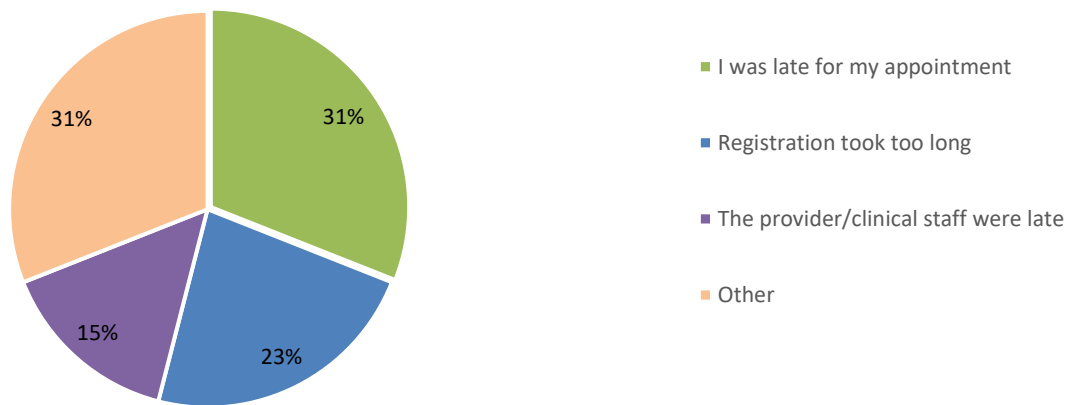
If a co-pay was required, was it affordable for you?



### Did you see your provider within 15 minutes of your scheduled appointment time?



### Why did it take longer than 15 minutes?



### How would you rate the kindness of the Family HealthCare staff you talked to today?

