



## NIMIIPUU HEALTH PATIENT SATISFACTION SURVEY 2024

**If you have additional comments regarding the survey or Nimiipuu Health, there will be an option to include at the end of the survey**

1. Which Nimiipuu Health site did you most recently visit?

- Kamiah
- Lapwai

2. Which Department(s) did you visit? Check any or all that apply.

- Medical
- Dental
- Pharmacy
- Behavioral Health/Behavioral Telehealth
- Optometry
- Lab/X-Ray
- Massage/Physical Therapy
- Community Health
- Purchased and Referred Care
- Wellness Center
- Diabetes Coordinator
- Benefits Coordinator
- Patient Advocate
- Other (please specify)

3. How easy was it to schedule your appointment?

- Easy
- Somewhat easy
- Difficult
- Very difficult

4. How satisfied were you with the check-in process?

- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied

5. How long did you wait (beyond your appointment time) to be seen by your provider?

- Less than 5 minutes
- 5-10 minutes
- 10-20 minutes
- 20-30 minutes
- More than 30 minutes

6. How would you describe the care you received from your provider (Doctor, Dentist, Pharmacist, Mental Health Therapist, etc.)?

- Exceeded expectations
- Met expectations
- Below expectations

7. Were your concerns addressed and did your provider involve you when making treatment decisions?

- Yes
- No

8. Did you leave with a clear understanding of your plan of care, including any follow-up, if needed?

- Clear
- Somewhat clear
- Unclear

9. How familiar are you with the NMPH referral process?

- Familiar
- Somewhat familiar
- Not at all familiar

10. Were you provided health care that respected your culture and traditions?

- Yes
- No

11. Were you provided health care in a confidential setting? If not, please fill out a patient comment form (available through our Patient Advocate or any Patient Care Coordinator)

- Yes
- No

12. How satisfied are you with the cleanliness and appearance of our facility?

- Satisfied
- Somewhat satisfied
- Dissatisfied

13. How would you rate the overall care you received? Also, please provide any comments on how we can improve our services.

- High quality care
- Average level of care
- Low quality care

14. Are there any services you would like to see expanded or introduced here at Nimiipuu Health?

15. Are there any additional Comments regarding this survey or Nimiipuu Health?