

Survey Question	June 2017	Nov 2016	Change
Clinic Space			
It is easy to move around the building and find where I need to go	4.6	4.5	0.1
The building is neat and clean	4.6	4.5	0.1
The bathrooms are neat and clean	4.0	3.5	0.5
I feel comfortable and safe when I am waiting	4.6	4.6	0.0
Client Access			
The location of the clinic is convenient for me	4.6	4.6	0.0
The clinic hours are convenient for me	4.7	4.7	0.0
I can get here without missing out on meals or a place to sleep	4.5	4.5	0.0
I can get an appointment with my provider when I want one	4.2	4.1	0.1
If my provider is unavailable, there is someone else who can help me	4.3	4.2	0.1
If I miss an appointment, Health Care for the Homeless still gets me the help I need	4.4	4.4	0.0
If I could not get here, staff would figure out how to get me the care I need	4.2	4.2	0.0
When I walk into the clinic without an appointment, the wait time is reasonable	4.2	4.2	0.0
For scheduled appointments, the wait time is reasonable	4.5	4.5	0.0
Communication			
Health Care for the Homeless informs me about the services it offers	4.6	4.5	0.1
I can easily get information about my own health care, like test results, when I need it	4.6	4.5	0.1
Someone from my provider's office returns my phone calls quickly	4.2	4.1	0.1
I can reach my provider when I need to	4.2	4.2	0.0
I can reach a provider when the clinic is closed	3.4	3.2	0.2
Health Care for the Homeless staff answer my questions in a way that I understand	4.6	4.7	-0.1
Coordination			
My providers work together to come up with a health care plan for me that meets my needs	4.6	4.6	0.0
My provider refers me to other providers when necessary	4.6	4.6	0.0
Staff make things as easy as possible for me when they refer me to other outside services	4.5	4.5	0.0
Provider and Staff Quality			
My provider gives me good care and treatment	4.7	4.6	0.1
My provider takes my health concerns seriously	4.7	4.7	0.0
If my provider and I were to disagree about something, we could work it out	4.6	4.6	0.0
Whole Person Care			
My provider makes sure health care decisions and treatment goals fit with the other challenges I have in my life	4.6	4.5	0.1
My provider tries to get to know me	4.6	4.5	0.1
Health Care for the Homeless helps me gain the skills I need to manage my health care	4.6	4.5	0.1
Health Care for the Homeless tries to help me with things I might need right away, like food, shelter, or clothing	4.4	4.5	-0.1
I feel accepted at Health Care for the Homeless	4.8	4.7	0.1
I can be honest with my provider	4.8	4.8	0.0
Health Care for the Homeless keeps my personal information private	4.8	4.8	0.0