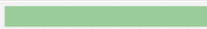
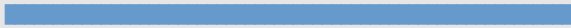
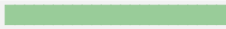





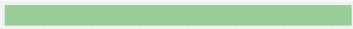



## Patient Experience Survey



This survey will ask you about seven situations you may have experienced as a patient.





Each time you mark YES to a question, you will be asked a few quick follow-up questions.

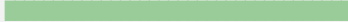


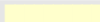
| 1. Have you had a healthcare professional fail to spend adequate time with you?                                      |  | Response Percent | Response Total |
|--|--|------------------|----------------|
| No   |   | 25.9%            | 41             |
| Yes  |  | 74.1%            | 117            |
| Total # of respondents <b>158</b> . Statistics based on <b>158</b> respondents; <b>0</b> filtered; <b>0</b> skipped. |  |                  |                |

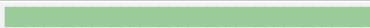
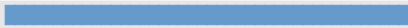
| 1a) Have you discussed this problem with the person responsible for causing it?                                       |   | Response Percent | Response Total |
|---|---|------------------|----------------|
| No, I've said nothing.  |    | 28.4%            | 33             |
| I've spoken with others but not the person who really needed to hear it.  |    | 28.4%            | 33             |
| I've hinted at my concern but not come out and said it  |  | 14.7%            | 17             |
| I've been completely candid about my concerns with the person who really needed to hear it.                           |  | 28.4%            | 33             |
| Total # of respondents <b>158</b> . Statistics based on <b>116</b> respondents; <b>0</b> filtered; <b>42</b> skipped. |   |                  |                |

| 1b) How has this problem affected your health?  |   | Response Percent | Response Total |
|---|---|------------------|----------------|
| It hasn't had any affect on my health.  |  | 45.1%            | 51             |
| It has minimially affected my health.   |  | 34.5%            | 39             |
| It has moderately affected my health.   |  | 12.4%            | 14             |
| It has substantially affected my health.  |  | 8%               | 9              |
| Total # of respondents <b>158</b> . Statistics based on <b>113</b> respondents; <b>0</b> filtered; <b>45</b> skipped. |   |                  |                |

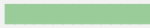
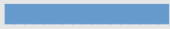


| 2. Have you had a healthcare professional act patronizing or condescending toward you?  |  | Response Percent | Response Total |
|---|--|------------------|----------------|
| No  |   | 30.4%            | 48             |
| Yes   |  | 69.6%            | 110            |
| Total # of respondents 158. Statistics based on 158 respondents; 0 filtered; 0 skipped. |  |                  |                |

| 2a) Have you discussed this problem with the person who was responsible for causing it?  |   | Response Percent | Response Total |
|--|---|------------------|----------------|
| No, I've said nothing.   |  | 25.7%            | 28             |
| I've spoken to others but not the person who really needed to hear it.                   |  | 36.7%            | 40             |
| I've hinted at my concern but not come out and said it.                                  |  | 10.1%            | 11             |
| I've been completely candid about my concern with the person who needed to hear it.      |  | 27.5%            | 30             |
| Total # of respondents 158. Statistics based on 109 respondents; 0 filtered; 49 skipped. |   |                  |                |

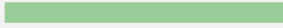


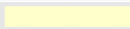
| 2b) How has this problem affected your health?   |   | Response Percent | Response Total |
|--|---|------------------|----------------|
| It hasn't had any affect on my health.   |  | 45%              | 49             |
| It has minimally affected my health.   |  | 32.1%            | 35             |
| It has moderately affected my health.  |  | 10.1%            | 11             |
| It has substantially affected my health.   |  | 12.8%            | 14             |
| Total # of respondents 158. Statistics based on 109 respondents; 0 filtered; 49 skipped. |   |                  |                |

| 3. Have you had a healthcare professional fail to explain the diagnosis, treatment options, medication, or next steps in enough detail? |   | Response Percent | Response Total |
|---|---|------------------|----------------|
| No  |  | 47.5%            | 75             |
| Yes   |  | 52.5%            | 83             |

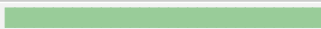
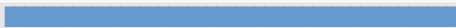
Total # of respondents 158. Statistics based on 158 respondents; 0 filtered; 0 skipped.

| 3a) Have you discussed this problem with the person who was responsible for causing it? |   | Response Percent | Response Total |
|---|---|------------------|----------------|
| No, I've said nothing.  |  | 19.3%            | 16             |
| I've spoken with others but not the person who really needed to hear it.                |  | 21.7%            | 18             |
| I've hinted at my concern but not come out and said it.                                 |  | 18.1%            | 15             |
| I've been completely candid about my concern with the person who needed to hear it.     |  | 41%              | 34             |




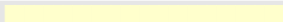
Total # of respondents 158. Statistics based on 83 respondents; 0 filtered; 75 skipped.





| 3b) How has this problem affected your health? |   | Response Percent | Response Total |
|--|---|------------------|----------------|
| It hasn't had any affect on my health.         |  | 36.1%            | 30             |
| It has minimally affected my health.           |  | 31.3%            | 26             |
| It has moderately affected my health.          |  | 15.7%            | 13             |
| It has substantially affected my health.       |  | 16.9%            | 14             |



Total # of respondents 158. Statistics based on 83 respondents; 0 filtered; 75 skipped.


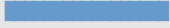


| 4. Have you had a healthcare professional fail to listen or truly understand what you were trying to say? |   | Response Percent | Response Total |
|---|---|------------------|----------------|
| No  |  | 41.1%            | 65             |
| Yes   |  | 58.9%            | 93             |


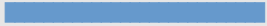

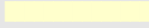
Total # of respondents 158. Statistics based on 158 respondents; 0 filtered; 0 skipped.

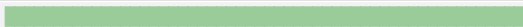

| 4a) Have you discussed this problem with the person who was responsible for causing it? |   | Response Percent | Response Total |
|---|---|------------------|----------------|
| No, I've said nothing.  |  | 19.4%            | 18             |
| I've spoken with others but not the person who really needed to hear it.                |  | 23.7%            | 22             |
| I've hinted at my concern but not come out and said it.                                 |  | 20.4%            | 19             |
| I've been completely candid about my concern with the person who needed to hear it.     |  | 36.6%            | 34             |
| Total # of respondents 158. Statistics based on 93 respondents; 0 filtered; 65 skipped. |   |                  |                |


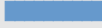


| 4b) How has this problem affected your health?  |   | Response Percent | Response Total |
|---|---|------------------|----------------|
| It hasn't had any affect on my health.  |    | 30.4%            | 28             |
| It has minimally affected my health.  |  | 31.5%            | 29             |
| It has moderately affected my health.   |  | 27.2%            | 25             |
| It has substantially affected my health.  |  | 10.9%            | 10             |
| Total # of respondents 158. Statistics based on 92 respondents; 0 filtered; 66 skipped. |   |                  |                |


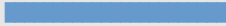

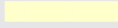
| 5. Have you ever been nervous or concerned that your healthcare professional might be making (or has already made) an incorrect diagnosis or is suggesting an inappropriate treatment? |   | Response Percent | Response Total |
|--|---|------------------|----------------|
| No   |  | 46.8%            | 74             |
| Yes  |  | 53.2%            | 84             |
| Total # of respondents 158. Statistics based on 158 respondents; 0 filtered; 0 skipped.  |   |                  |                |

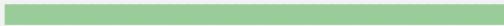

| 5a) Have you discussed this concern with the person who was responsible for causing it? |   | Response Percent | Response Total |
|---|---|------------------|----------------|
| No, I've said nothing.  |  | 10.7%            | 9              |
| I've spoken with others but not the person who really needed to hear it.                |  | 21.4%            | 18             |
| I've hinted at my concern but not come out and said it.                                 |  | 21.4%            | 18             |
| I've been completely candid about my concern with the person who needed to hear it.     |  | 46.4%            | 39             |
| Total # of respondents 158. Statistics based on 84 respondents; 0 filtered; 74 skipped. |   |                  |                |




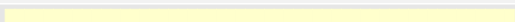
| 5b) How has this problem affected your health?  |   | Response Percent | Response Total |
|---|---|------------------|----------------|
| It hasn't had any affect on my health.  |    | 23.8%            | 20             |
| It has minimally affected my health.  |   | 34.5%            | 29             |
| It has moderately affected my health.   |  | 22.6%            | 19             |
| It has substantially affected my health.  |  | 19%              | 16             |
| Total # of respondents 158. Statistics based on 84 respondents; 0 filtered; 74 skipped. |   |                  |                |



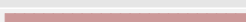
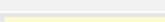
| 6. Have you ever been nervous or concerned that the healthcare professional treating you might be making (or has already made) a medication error: for example, wrong drug, wrong dosage, wrong combination of drugs, etc? |   | Response Percent | Response Total |
|--|---|------------------|----------------|
| No   |  | 67.1%            | 106            |
| Yes  |  | 32.9%            | 52             |
| Total # of respondents 158. Statistics based on 158 respondents; 0 filtered; 0 skipped.  |   |                  |                |

| 6a) Have you discussed this concern with the person who was responsible for causing it?  |   | Response Percent | Response Total |
|--|---|------------------|----------------|
| No, I've said nothing.   |  | 9.6%             | 5              |
| I've spoken with others but not the person who really needed to hear it.                 |  | 13.5%            | 7              |
| I've hinted at my concern but not come out and said it.                                  |  | 9.6%             | 5              |
| I've been completely candid about my concern with the person who needed to hear it.      |  | 67.3%            | 35             |
| Total # of respondents 158. Statistics based on 52 respondents; 0 filtered; 106 skipped. |   |                  |                |

| 6b) How has this problem affected your health?   |   | Response Percent | Response Total |
|--|---|------------------|----------------|
| It hasn't had any affect on my health.   |    | 29.4%            | 15             |
| It has minimally affected my health.   |   | 29.4%            | 15             |
| It has moderately affected my health.  |  | 25.5%            | 13             |
| It has substantially affected my health.   |  | 15.7%            | 8              |
| Total # of respondents 158. Statistics based on 51 respondents; 0 filtered; 107 skipped. |   |                  |                |

| 7. Have you ever had a concern that a healthcare professional was not going to (or didn't) adequately control your pain? |   | Response Percent | Response Total |
|--|---|------------------|----------------|
| No   |  | 65.2%            | 103            |
| Yes  |  | 34.8%            | 55             |
| Total # of respondents 158. Statistics based on 158 respondents; 0 filtered; 0 skipped.                                  |   |                  |                |

| 7a) Have you discussed this concern with the person who was responsible for causing it?                               |   | Response Percent | Response Total |
|---|---|------------------|----------------|
| I've said nothing but felt concerned.   |  | 10.9%            | 6              |
| I've spoken with others but not the person who really needed to hear it.  |  | 5.5%             | 3              |
| I've hinted at my concerns but not come out and said it.  |  | 18.2%            | 10             |
| I've been completely candid about my concern with the person who needed most to hear it.                              |  | 65.5%            | 36             |
| Total # of respondents <b>158</b> . Statistics based on <b>55</b> respondents; <b>0</b> filtered; <b>103</b> skipped. |   |                  |                |

| 7b) How has this problem affected your health?  |   | Response Percent | Response Total |
|---|---|------------------|----------------|
| It hasn't had any affect on my health.  |    | 25.5%            | 14             |
| It has minimally affected my health.  |  | 21.8%            | 12             |
| It has moderately affected my health.   |  | 30.9%            | 17             |
| It has substantially affected my health.  |  | 21.8%            | 12             |
| Total # of respondents <b>158</b> . Statistics based on <b>55</b> respondents; <b>0</b> filtered; <b>103</b> skipped. |   |                  |                |