

Analysis of the Patient Satisfaction Survey
of Christian Global Medical Healthcare Incorporated.

Analysis done by:
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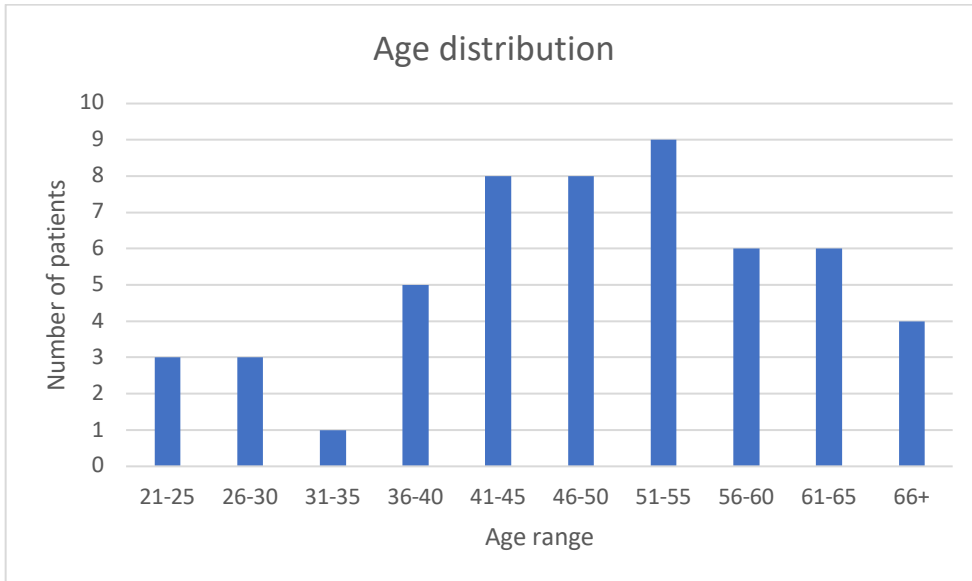
To whom it may concern:

On 5 September of 2018 CEO Dr. Manjergie C Ndebe presented me a total of fifty six survey cards reported to contain the totality of responses to a Patient Satisfaction Survey submitted by patients of Christian Global Medical Healthcare Incorporated from June to August 31, 2018 and placed by patient in a clinic locked box.

In what follows, I present my analysis of the responses collected in the cards. First, I present the results of questions that describe the population of patients polled. Then, I present the results relative to patient's satisfaction with CGMH.

Patient Demographics

- 1) The histogram below shows the distribution of patient ages partitioned by 5-year increments. Responding patients ranged in age between 21 and 72 years of age. Patients with ages between 51 and 55 being the most frequent, followed by ages 41-45 and 46-50.

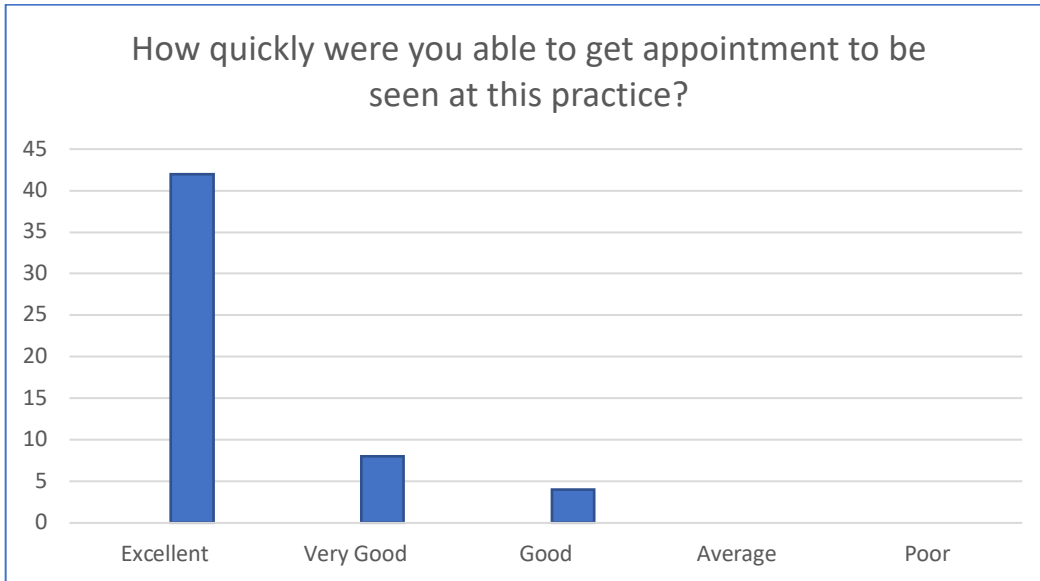


- 2) In terms of ethnicity, in the polled patients were 17 African-American, 14 Caucasians, 6 Hispanic or Latino, and 2 bi-racial or multiracial.
- 3) In terms of gender, the patients polled were: 27 female, 17 male, and 1 transgender.
- 4) Regarding religious preferences, there were 39 Christian, 4 Native American, 1 Atheism, 1 Satan Worshiper.
- 5) 50 of the patients polled had been seen at CMC before, and 4 were new patients.

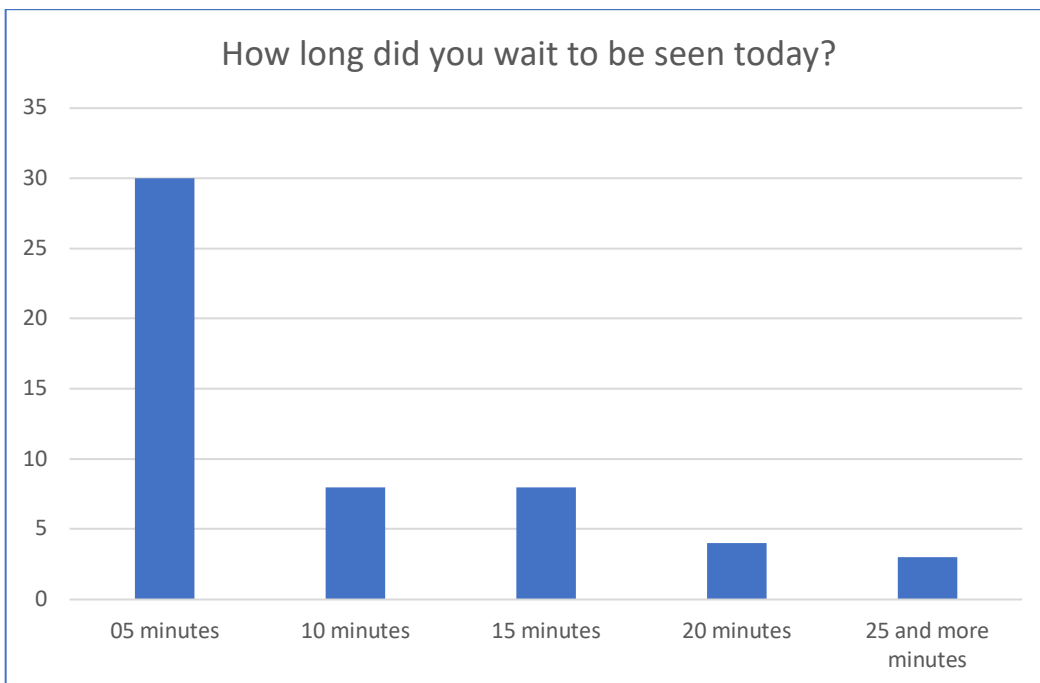
Patient Satisfaction:

a) Ease to getting Access to Healthcare

- 1) The graph below shows the responses to the question “How quickly were you able to get appointment to be seen at this practice?”. It is seen that over 90% of responders graded the time for appointments either ‘excellent’ or ‘very good’

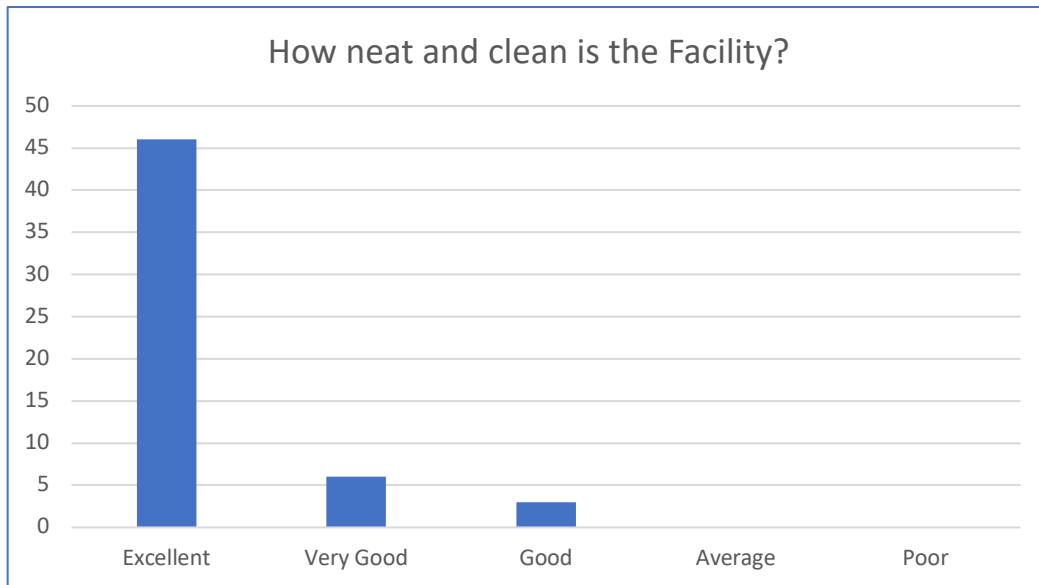


2) The figure below shows the responses to the question “How long did you wait to be seen today?”. This data indicates an average waiting time of 8 minutes, with 57% of responders were seen within 5 minutes and 72% of responders were seen within 10 minutes.

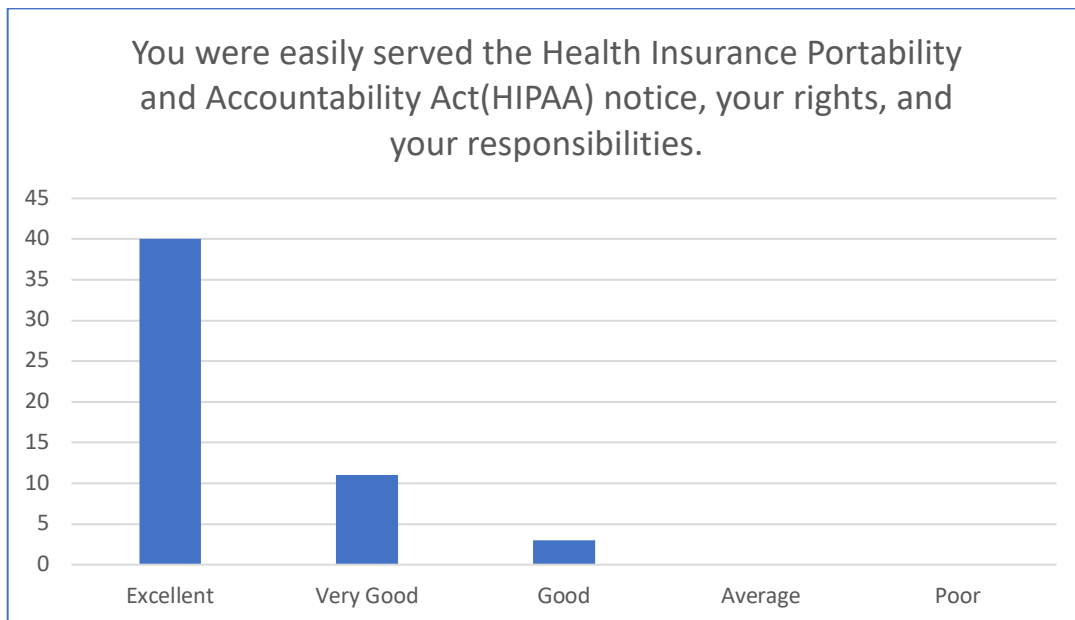


b) Facility

- 1) The figure below shows the responses on the question “How neat and clean is the Facility?”. 74% of responders graded the facility as “Excellent”.



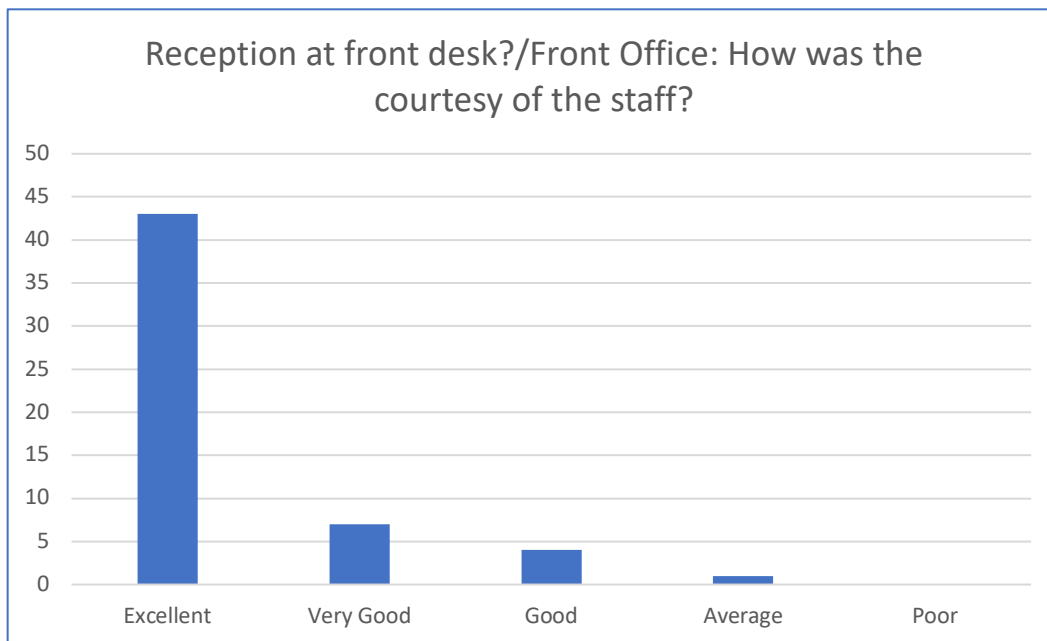
- 2) The figure below shows the responses on the question “You were easily served the Health Insurance Portability and Accountability Act(HIPAA) notice, your rights, and your responsibilities.”



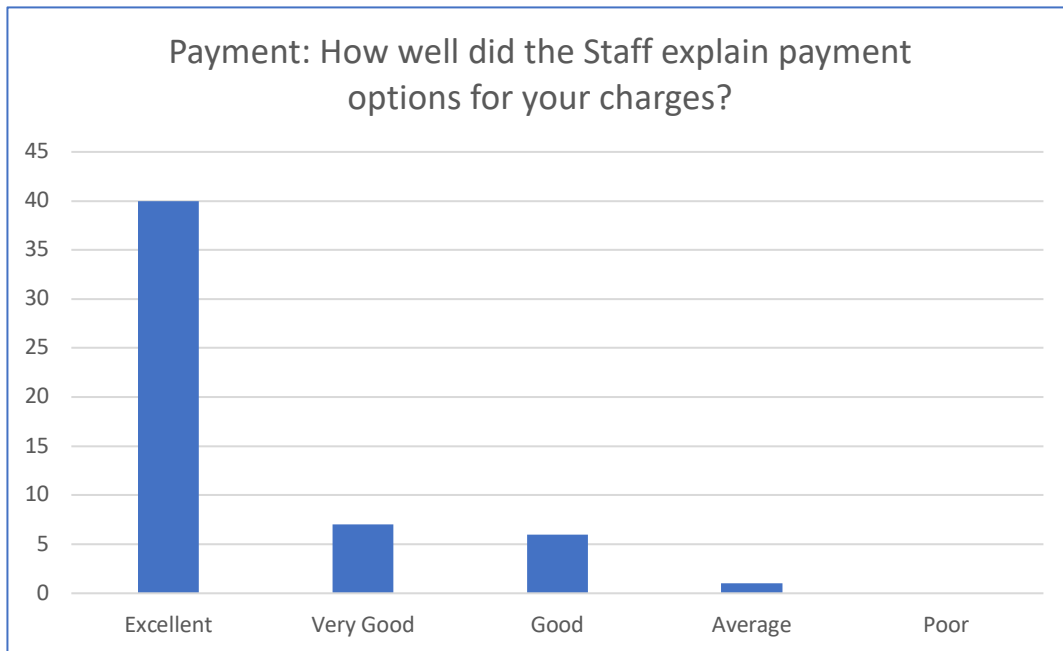
- 3) On the question “Rate the professional appearance (Hair, skin, clothes, shoes, odors) of the staff” the responses are shown below. 84% of all responders rated the personal appearance of CGMC staff as “Excellent”.



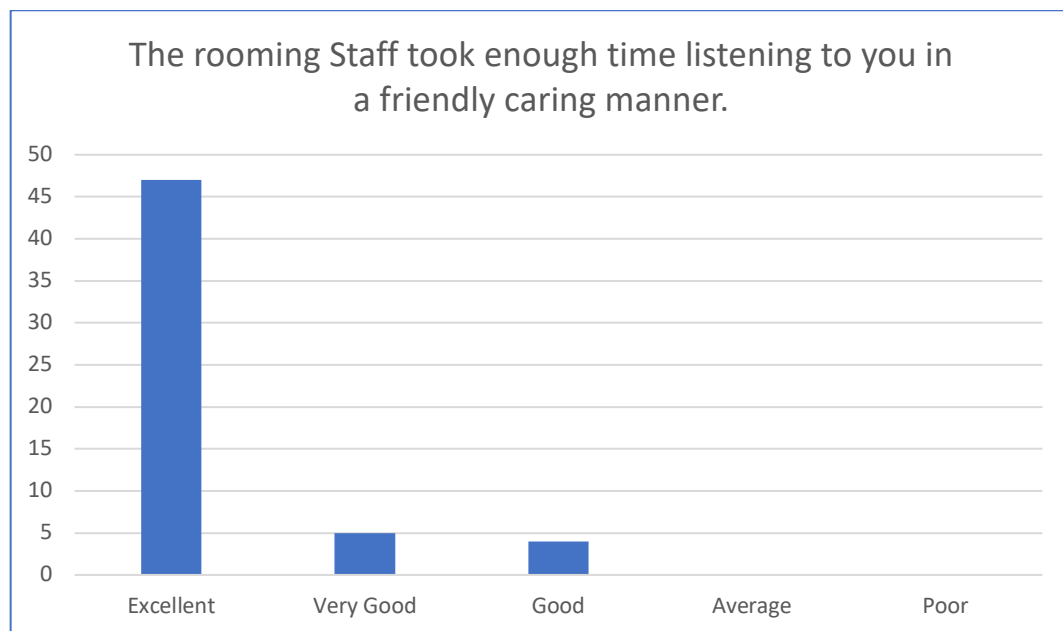
- 4) Patients polled responded to the question “Reception at front desk/Front Office: How was the courtesy of the staff?” as shown below. 78% of polled patients rated the courtesy of front desk staff as “Excellent”, while 90% of patients responded either “Excellent” or “Very Good”.



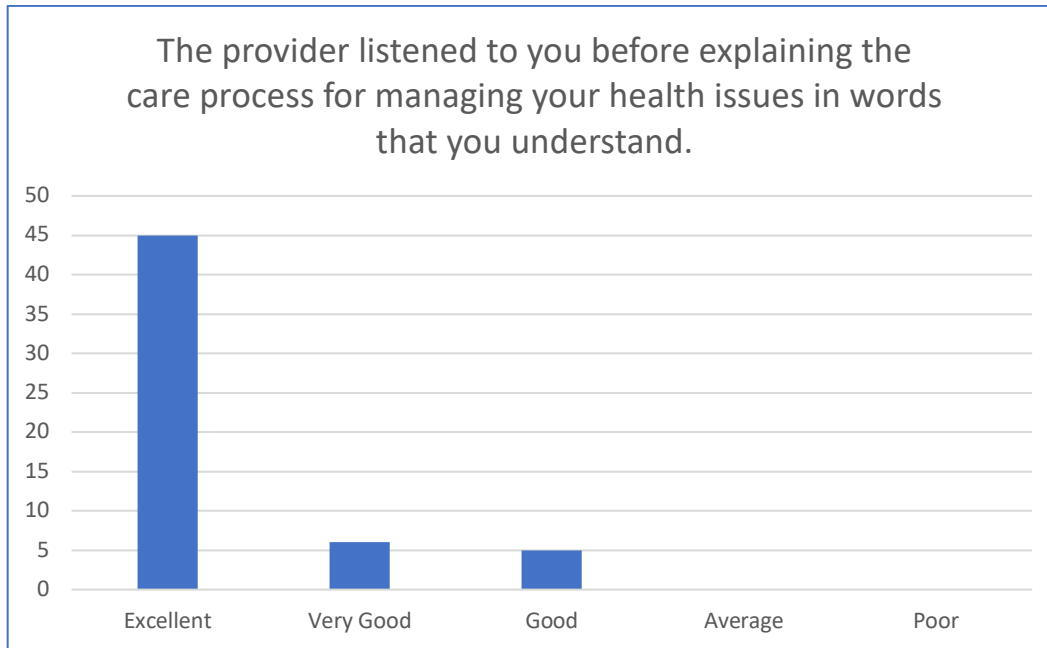
- 5) Regarding payment, patients polled responded to the question “How well did the Staff explain payment options for your charges?” as shown below. 74% of polled patients rated the courtesy of front desk staff as “Excellent”, while 87% of patients responded either “Excellent” or “Very Good”.



- 6) On the question “The rooming Staff took enough time listening to you in a friendly caring manner.”, 84% of polled patients rated the clinic as “Excellent”.



- 7) On the question “The provider listened to you before explaining the care process for managing your health issues in words that you understand.”, 80% of patients responded “Excellent”

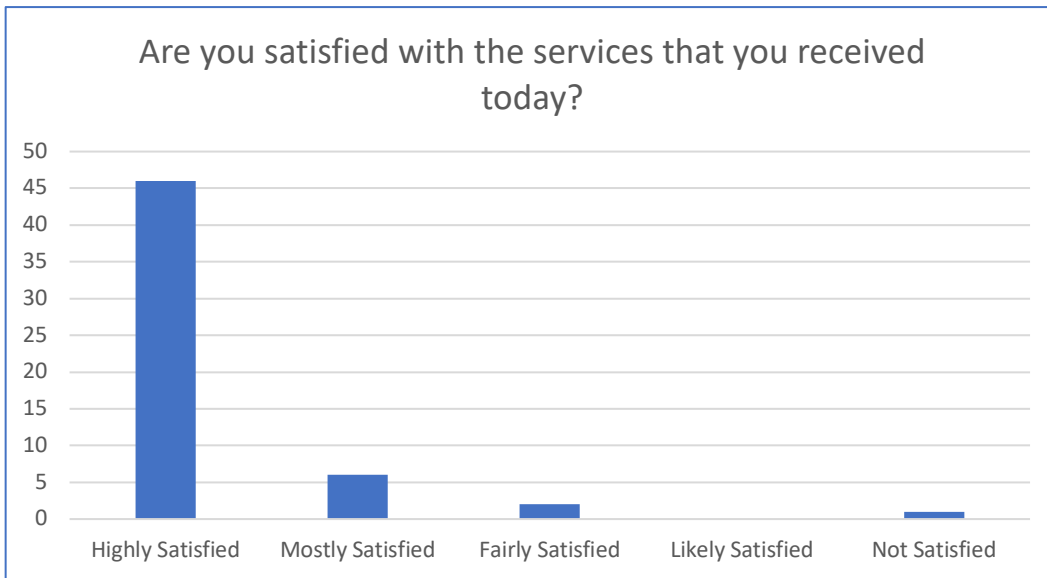


- 8) On the question “Did you receive services here at this practice that you were unable to access previously elsewhere?”, 45% responded “No” and 55% responded “Yes”.



c) Overall Patient Satisfaction

- 1) Regarding the overall satisfaction of patients polled, they responded to the question “Are you satisfied with the services that you received today?”. 84% of responders were “Highly Satisfied” and 95% of patients were “Very Satisfied” or “Highly Satisfied”.



- 2) Regarding the overall satisfaction of patients polled, they responded to the question “What is the likelihood of you referring your relatives, friends, workmates, neighbors, and others to this practice?”. 84% of responders were “Highly Satisfied” and 95% of patients were “Very Satisfied” or “Highly Satisfied”.

