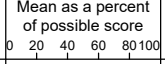
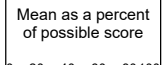
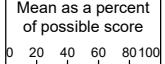
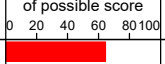







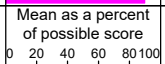










Fairfield Community Health Center

Medical Patient Experience

Site Comparison - September 2020

Questions	Data Filter	Count	Mean	Mean as a percent of possible score 	0-12	13-19	20-29	30-39	40-49	50-64	65+
1. Patient Information											
Patient's age	Aggregated Data Nov 2019 to August 2020	1439	0.00		14.8	8.9%	13.0	15.2	14.0	21.9	12.2
	Fairfield 0920	400	0.00		12.3	5.3%	15.0	12.8	14.0	29.8	11.0
	FCHC Main Street	281	0.00		15.7	6.0%	12.5	11.7	14.6	28.1	11.4
	FCHC Hunter Trace- Lancaster	85	0.00		1.2%	4.7%	18.8	16.5	10.6	36.5	11.8
	FCHC Baltimore	32	0.00		12.5	0.0%	25.0	12.5	18.8	25.0	6.3%
Questions	Data Filter	Count	Mean	Mean as a percent of possible score 	Male	Female	Do not identify as male or female				
Patient's gender	Aggregated Data Nov 2019 to August 2020	1383	0.00		35.7	64.0	0.4%				
	Fairfield 0920	398	0.00		40.7	58.8	0.5%				
	FCHC Main Street	281	0.00		44.1	55.9	0.0%				
	FCHC Hunter Trace- Lancaster	83	0.00		22.9	77.1	0.0%				
	FCHC Baltimore	32	0.00		56.3	37.5	6.3%				
Questions	Data Filter	Count	Mean	Mean as a percent of possible score 	Yes, Hispanic or Latino	No, not Hispanic or Latino					
Do you consider yourself Hispanic or Latino?	Aggregated Data Nov 2019 to August 2020	1274	0.00		20.7	79.3					
	Fairfield 0920	390	0.00		1.8%	98.2					
	FCHC Main Street	272	0.00		1.5%	98.5					
	FCHC Hunter Trace- Lancaster	84	0.00		0.0%	100.0					
	FCHC Baltimore	32	0.00		9.4%	90.6					
Questions	Data Filter	Count	Mean	Mean as a percent of possible score 	Very Good	Good	Fair	Poor			
How would you rate your general health?	Aggregated Data Nov 2019 to August 2020	1426	2.94		26.1	45.7	24.0	4.2%			
	Fairfield 0920	394	2.99		27.9	45.7	23.9	2.5%			
	FCHC Main Street	278	2.98		28.1	44.6	24.8	2.5%			
	FCHC Hunter Trace- Lancaster	84	3.01		27.4	47.6	23.8	1.2%			
	FCHC Baltimore	30	3.00		30.0	46.7	16.7	6.7%			
2. Ease of Getting Care											
Able to get appointment for checkups (yearly exams, well-visits, regular follow-up visits)	Aggregated Data Nov 2019 to August 2020	1446	3.46		55.6	35.9	7.3%	1.2%			
	Fairfield 0920	399	3.65		66.9	31.3	1.8%	0.0%			
	FCHC Main Street	281	3.59		61.9	35.6	2.5%	0.0%			
	FCHC Hunter Trace- Lancaster	85	3.79		78.8	21.2	0.0%	0.0%			
	FCHC Baltimore	31	3.77		77.4	22.6	0.0%	0.0%			
Questions	Data Filter	Count	Mean	Mean as a percent of possible score 	Very Good	Good	Fair	Poor	N/A		
Able to make same-day appointment when sick or hurt	Aggregated Data Nov 2019 to August 2020	1405	3.18		39.1	33.7	13.4	4.8%	9.0%		
	Fairfield 0920	396	3.32		40.7	29.3	12.4	0.8%	16.9		
	FCHC Main Street	277	3.26		37.5	29.2	14.8	0.7%	17.7		
	FCHC Hunter Trace- Lancaster	85	3.36		40.0	32.9	8.2%	1.2%	17.6		
	FCHC Baltimore	32	3.70		68.8	21.9	3.1%	0.0%	6.3%		
Questions	Data Filter	Count	Mean	Mean as a percent of possible score 	Very Good	Good	Fair	Poor			
Health center hours work for me	Aggregated Data Nov 2019 to August 2020	1433	3.50		57.7	35.0	6.5%	0.8%			
	Fairfield 0920	396	3.63		66.7	29.8	3.5%	0.0%			
	FCHC Main Street	277	3.62		65.7	30.7	3.6%	0.0%			
	FCHC Hunter Trace- Lancaster	85	3.67		69.4	28.2	2.4%	0.0%			
	FCHC Baltimore	32	3.59		65.6	28.1	6.3%	0.0%			
Questions	Data Filter	Count	Mean	Mean as a percent of possible score 	Very Good	Good	Fair	Poor			
Phone calls get through easily	Aggregated Data Nov 2019 to August 2020	1413	3.22		46.9	34.1	13.6	5.4%			
	Fairfield 0920	397	3.33		47.9	38.0	13.1	1.0%			
	FCHC Main Street	280	3.23		42.1	40.4	16.1	1.4%			
	FCHC Hunter Trace- Lancaster	84	3.57		61.9	33.3	4.8%	0.0%			
	FCHC Baltimore	31	3.55		61.3	32.3	6.5%	0.0%			

Fairfield Community Health Center

Medical Patient Experience



































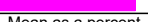




















Site Comparison - September 2020

Questions	Data Filter	Count	Mean	Mean as a percent of possible score	Very Good	Good	Fair	Poor	N/A		
I get called back quickly	Aggregated Data Nov 2019 to August 2020	1429	3.13		39.2	35.2	16.4	5.3%	3.9%		
	Fairfield 0920	399	3.28		45.9	33.8	15.0	2.0%	3.3%		
	FCHC Main Street	280	3.16		39.6	34.3	19.3	2.5%	4.3%		
	FCHC Hunter Trace- Lancaster	85	3.50		58.8	31.8	7.1%	1.2%	1.2%		
	FCHC Baltimore	32	3.66		65.6	34.4	0.0%	0.0%	0.0%		
Able to get medical advice when the office is closed	Aggregated Data Nov 2019 to August 2020	1370	3.04		27.4	28.1	14.0	5.4%	25.1		
	Fairfield 0920	398	3.24		31.2	26.9	9.3%	2.5%	30.2		
	FCHC Main Street	279	3.21		29.4	25.8	9.7%	2.9%	32.3		
	FCHC Hunter Trace- Lancaster	85	3.23		29.4	29.4	10.6	1.2%	29.4		
	FCHC Baltimore	32	3.46		50.0	31.3	3.1%	3.1%	12.5		
Questions	Data Filter	Count	Mean	Mean as a percent of possible score	Very Good	Good	Fair	Poor	N/A		
Length of time waiting at the clinic	Aggregated Data Nov 2019 to August 2020	1413	3.11		37.1	41.1	17.5	4.4%			
	Fairfield 0920	399	3.39		50.6	39.1	9.3%	1.0%			
	FCHC Main Street	280	3.31		45.7	41.4	11.4	1.4%			
	FCHC Hunter Trace- Lancaster	85	3.55		61.2	32.9	5.9%	0.0%			
	FCHC Baltimore	32	3.66		65.6	34.4	0.0%	0.0%			
3. Facility											
Easy to find clinic	Aggregated Data Nov 2019 to August 2020	1430	3.66		69.7	27.1	2.8%	0.4%			
	Fairfield 0920	398	3.79		79.1	20.6	0.3%	0.0%			
	FCHC Main Street	279	3.76		76.3	23.3	0.4%	0.0%			
	FCHC Hunter Trace- Lancaster	85	3.91		90.6	9.4%	0.0%	0.0%			
	FCHC Baltimore	32	3.72		71.9	28.1	0.0%	0.0%			
Lobby and waiting room was comfortable and clean	Aggregated Data Nov 2019 to August 2020	1409	3.66		70.4	26.1	3.0%	0.5%			
	Fairfield 0920	395	3.74		75.4	23.3	1.3%	0.0%			
	FCHC Main Street	277	3.69		70.8	27.4	1.8%	0.0%			
	FCHC Hunter Trace- Lancaster	84	3.90		90.5	9.5%	0.0%	0.0%			
	FCHC Baltimore	32	3.75		75.0	25.0	0.0%	0.0%			
Exam room was comfortable and clean	Aggregated Data Nov 2019 to August 2020	1413	3.69		72.0	25.2	2.5%	0.3%			
	Fairfield 0920	396	3.77		77.8	21.2	1.0%	0.0%			
	FCHC Main Street	277	3.72		73.3	25.3	1.4%	0.0%			
	FCHC Hunter Trace- Lancaster	85	3.89		89.4	10.6	0.0%	0.0%			
	FCHC Baltimore	32	3.84		84.4	15.6	0.0%	0.0%			
Questions	Data Filter	Count	Mean	Mean as a percent of possible score	Very Good	Good	Fair	Poor	N/A		
Handicap accessibility	Aggregated Data Nov 2019 to August 2020	1371	3.61		52.0	22.9	3.0%	0.6%	21.5		
	Fairfield 0920	395	3.69		54.4	19.5	1.8%	0.3%	24.1		
	FCHC Main Street	277	3.67		51.6	20.9	1.4%	0.4%	25.6		
	FCHC Hunter Trace- Lancaster	84	3.75		58.3	16.7	1.2%	0.0%	23.8		
	FCHC Baltimore	32	3.69		68.8	15.6	6.3%	0.0%	9.4%		
Questions	Data Filter	Count	Mean	Mean as a percent of possible score	Very Good	Good	Fair	Poor	N/A		
4. Front Desk											
Friendly and helpful to you	Aggregated Data Nov 2019 to August 2020	1429	3.72		75.5	21.3	2.7%	0.5%			
	Fairfield 0920	397	3.81		82.1	16.6	1.3%	0.0%			
	FCHC Main Street	279	3.76		77.4	21.1	1.4%	0.0%			
	FCHC Hunter Trace- Lancaster	85	3.93		94.1	4.7%	1.2%	0.0%			
	FCHC Baltimore	31	3.90		90.3	9.7%	0.0%	0.0%			
5. Nurses and Medical Assistants											
Listens to you	Aggregated Data Nov 2019 to August 2020	1441	3.71		74.5	22.8	2.4%	0.3%			
	Fairfield 0920	396	3.81		81.6	17.9	0.5%	0.0%			
	FCHC Main Street	278	3.78		78.1	21.6	0.4%	0.0%			
	FCHC Hunter Trace- Lancaster	85	3.92		92.9	5.9%	1.2%	0.0%			
	FCHC Baltimore	31	3.81		80.6	19.4	0.0%	0.0%			
Friendly and helpful to you	Aggregated Data Nov 2019 to August 2020	1390	3.72		75.3	22.1	2.2%	0.3%			
	Fairfield 0920	397	3.83		83.6	16.1	0.3%	0.0%			
	FCHC Main Street	278	3.80		80.2	19.4	0.4%	0.0%			
	FCHC Hunter Trace- Lancaster	85	3.93		92.9	7.1%	0.0%	0.0%			
	FCHC Baltimore	32	3.88		87.5	12.5	0.0%	0.0%			
Answers your questions	Aggregated Data Nov 2019 to August 2020	1427	3.70		73.7	23.4	2.5%	0.4%			
	Fairfield 0920	398	3.81		82.9	15.1	1.8%	0.3%			
	FCHC Main Street	279	3.76		79.2	18.3	2.2%	0.4%			
	FCHC Hunter Trace- Lancaster	85	3.92		92.9	5.9%	1.2%	0.0%			
	FCHC Baltimore	32	3.88		87.5	12.5	0.0%	0.0%			

Fairfield Community Health Center

Medical Patient Experience

Site Comparison - September 2020

Questions	Data Filter	Count	Mean	Mean as a percent of possible score	Very Good	Good	Fair	Poor				
				0 20 40 60 80 100								
6. Provider(s)												
Listens to you	Aggregated Data Nov 2019 to August 2020	1393	3.72		75.0	22.3	2.4%	0.4%				
	Fairfield 0920	396	3.77		79.8	17.9	1.8%	0.5%				
	FCHC Main Street	277	3.75		77.3	20.6	1.8%	0.4%				
	FCHC Hunter Trace- Lancaster	85	3.91		91.8	7.1%	1.2%	0.0%				
	FCHC Baltimore	32	3.59		68.8	25.0	3.1%	3.1%				
Spends enough time with you	Aggregated Data Nov 2019 to August 2020	1373	3.65		69.5	26.5	3.6%	0.5%				
	Fairfield 0920	395	3.75		77.2	21.3	1.3%	0.3%				
	FCHC Main Street	276	3.73		73.6	25.7	0.7%	0.0%				
	FCHC Hunter Trace- Lancaster	85	3.85		87.1	10.6	2.4%	0.0%				
	FCHC Baltimore	32	3.72		81.3	12.5	3.1%	3.1%				
Answers your questions	Aggregated Data Nov 2019 to August 2020	1382	3.70		73.0	24.0	2.6%	0.3%				
	Fairfield 0920	395	3.75		78.5	18.5	2.8%	0.3%				
	FCHC Main Street	276	3.73		76.1	21.0	2.9%	0.0%				
	FCHC Hunter Trace- Lancaster	85	3.86		88.2	9.4%	2.4%	0.0%				
	FCHC Baltimore	32	3.63		71.9	21.9	3.1%	3.1%				
Friendly and helpful to you	Aggregated Data Nov 2019 to August 2020	1368	3.72		75.3	22.2	2.2%	0.3%				
	Fairfield 0920	393	3.78		79.6	18.8	1.3%	0.3%				
	FCHC Main Street	275	3.76		76.7	22.5	0.7%	0.0%				
	FCHC Hunter Trace- Lancaster	84	3.89		89.3	10.7	0.0%	0.0%				
	FCHC Baltimore	32	3.63		78.1	9.4%	9.4%	3.1%				
Gives you information you can understand	Aggregated Data Nov 2019 to August 2020	1377	3.70		73.3	24.0	2.3%	0.4%				
	Fairfield 0920	398	3.75		77.1	20.6	2.0%	0.3%				
	FCHC Main Street	279	3.72		73.8	24.4	1.4%	0.4%				
	FCHC Hunter Trace- Lancaster	85	3.88		90.6	7.1%	2.4%	0.0%				
	FCHC Baltimore	32	3.63		68.8	25.0	6.3%	0.0%				
Considers your personal or family beliefs	Aggregated Data Nov 2019 to August 2020	1351	3.65		69.5	26.9	2.9%	0.7%				
	Fairfield 0920	397	3.73		76.1	21.7	1.3%	1.0%				
	FCHC Main Street	278	3.71		73.0	25.2	1.1%	0.7%				
	FCHC Hunter Trace- Lancaster	85	3.86		87.1	11.8	1.2%	0.0%				
	FCHC Baltimore	32	3.56		71.9	18.8	3.1%	6.3%				
Gives you good advice and treatment	Aggregated Data Nov 2019 to August 2020	1354	3.70		73.0	23.9	2.6%	0.4%				
	Fairfield 0920	398	3.77		78.6	19.6	1.8%	0.0%				
	FCHC Main Street	279	3.74		75.6	22.6	1.8%	0.0%				
	FCHC Hunter Trace- Lancaster	85	3.89		90.6	8.2%	1.2%	0.0%				
	FCHC Baltimore	32	3.69		71.9	25.0	3.1%	0.0%				
Questions	Data Filter	Count	Mean	Mean as a percent of possible score	Yes	No	N/A					
				0 20 40 60 80 100								
7. Experience with Today's Visit												
My provider and my other doctors/caregivers share information about my care.	Aggregated Data Nov 2019 to August 2020	1315	1.92		75.7	6.2%	18.1					
	Fairfield 0920	396	1.93		67.7	5.3%	27.0					
	FCHC Main Street	278	1.93		66.5	5.4%	28.1					
	FCHC Hunter Trace- Lancaster	85	1.93		80.0	5.9%	14.1					
	FCHC Baltimore	31	1.94		48.4	3.2%	48.4					
Did anyone ask if you have problems with the medicine you take?	Aggregated Data Nov 2019 to August 2020	1328	1.81		68.3	16.3	15.4					
	Fairfield 0920	396	1.86		68.2	11.4	20.5					
	FCHC Main Street	279	1.85		67.4	12.2	20.4					
	FCHC Hunter Trace- Lancaster	85	1.90		77.6	8.2%	14.1					
	FCHC Baltimore	30	1.79		50.0	13.3	36.7					
Do you have problems getting your medicine? (transportation, pharmacy hours or cost)	Aggregated Data Nov 2019 to August 2020	1355	1.77		20.4	69.9	9.8%					
	Fairfield 0920	396	1.82		15.4	68.2	16.4					
	FCHC Main Street	278	1.81		16.2	68.0	15.8					
	FCHC Hunter Trace- Lancaster	85	1.86		12.9	77.6	9.4%					
	FCHC Baltimore	31	1.74		16.1	45.2	38.7					
Questions	Data Filter	Count	Mean	Mean as a percent of possible score	Yes	No						
				0 20 40 60 80 100								
Did someone talk with you about your goals for your health?	Aggregated Data Nov 2019 to August 2020	1304	1.77		76.5	23.5						
	Fairfield 0920	394	1.84		83.8	16.2						
	FCHC Main Street	276	1.82		81.9	18.1						
	FCHC Hunter Trace- Lancaster	85	1.84		83.5	16.5						
	FCHC Baltimore	31	2.00		100.0	0.0%						






Fairfield Community Health Center

Medical Patient Experience

Site Comparison - September 2020

Questions	Data Filter	Count	Mean	Mean as a percent of possible score	Yes	No	N/A					
Did you get a copy of your care plan?	Aggregated Data Nov 2019 to August 2020	1319	1.78		66.3	18.6	15.0					
	Fairfield 0920	391	1.94		82.9	5.1%	12.0					
	FCHC Main Street	275	1.95		86.5	4.7%	8.7%					
	FCHC Hunter Trace- Lancaster	83	1.92		78.3	7.2%	14.5					
	FCHC Baltimore	31	1.95		64.5	3.2%	32.3					
Questions	Data Filter	Count	Mean	Mean as a percent of possible score	Yes	No	N/A					
Were you asked if you had visits with other healthcare providers since your last visit with us?	Aggregated Data Nov 2019 to August 2020	1289	1.69		68.6	31.4						
	Fairfield 0920	396	1.76		75.5	24.5						
	FCHC Main Street	279	1.73		73.5	26.5						
	FCHC Hunter Trace- Lancaster	84	1.77		77.4	22.6						
	FCHC Baltimore	31	1.87		87.1	12.9						
Questions	Data Filter	Count	Mean	Mean as a percent of possible score	Yes	No	N/A					
Were you helped with making appointments to see other providers for specialty care?	Aggregated Data Nov 2019 to August 2020	1323	1.85		64.5	11.6	23.9					
	Fairfield 0920	395	1.84		54.2	10.1	35.7					
	FCHC Main Street	279	1.82		53.8	12.2	34.1					
	FCHC Hunter Trace- Lancaster	83	1.91		59.0	6.0%	34.9					
	FCHC Baltimore	31	1.93		45.2	3.2%	51.6					
Questions	Data Filter	Count	Mean	Mean as a percent of possible score	Yes	No	N/A					
8. General												
Do you see the same provider for most of your medical visits at this clinic?	Aggregated Data Nov 2019 to August 2020	1344	1.89		89.1	10.9						
	Fairfield 0920	394	1.92		91.9	8.1%						
	FCHC Main Street	277	1.91		90.6	9.4%						
	FCHC Hunter Trace- Lancaster	84	1.93		92.9	7.1%						
	FCHC Baltimore	31	2.00		100.0	0.0%						
Questions	Data Filter	Count	Mean	Mean as a percent of possible score	Yes	No	N/A					
You may need community services that we do not provide. (such as food pantry or housing) Have we helped you connect to those services?	Aggregated Data Nov 2019 to August 2020	1332	1.52		29.5	27.3	43.2					
	Fairfield 0920	395	1.41		17.2	24.8	58.0					
	FCHC Main Street	278	1.40		17.6	26.6	55.8					
	FCHC Hunter Trace- Lancaster	84	1.30		10.7	25.0	64.3					
	FCHC Baltimore	31	1.77		32.3	9.7%	58.1					
Questions	Data Filter	Count	Mean	Mean as a percent of possible score	Yes	No	N/A					
Do you feel that we help you to make healthy lifestyle choices?	Aggregated Data Nov 2019 to August 2020	1334	1.94		94.0	6.0%						
	Fairfield 0920	393	1.95		95.2	4.8%						
	FCHC Main Street	276	1.93		93.5	6.5%						
	FCHC Hunter Trace- Lancaster	84	1.99		98.8	1.2%						
	FCHC Baltimore	31	2.00		100.0	0.0%						
Would you send your friends and family to us?	Aggregated Data Nov 2019 to August 2020	1331	1.98		97.5	2.5%						
	Fairfield 0920	394	1.98		98.5	1.5%						
	FCHC Main Street	277	1.98		97.8	2.2%						
	FCHC Hunter Trace- Lancaster	84	2.00		100.0	0.0%						
	FCHC Baltimore	31	2.00		100.0	0.0%						
Do you understand what we ask you to pay for your care?	Aggregated Data Nov 2019 to August 2020	1318	1.92		91.5	8.5%						
	Fairfield 0920	388	1.95		94.8	5.2%						
	FCHC Main Street	272	1.94		94.1	5.9%						
	FCHC Hunter Trace- Lancaster	83	1.98		97.6	2.4%						
	FCHC Baltimore	31	1.94		93.5	6.5%						
Have you ever missed an appointment at this clinic because you did not have the money to pay?	Aggregated Data Nov 2019 to August 2020	1338	1.22		21.7	78.3						
	Fairfield 0920	396	1.17		16.7	83.3						
	FCHC Main Street	279	1.15		15.1	84.9						
	FCHC Hunter Trace- Lancaster	84	1.06		6.0%	94.0						
	FCHC Baltimore	31	1.58		58.1	41.9						

Fairfield Community Health Center Medical Patient Experience Site Comparison - September 2020

Questions	Data Filter	Count	Mean	Mean as a percent of possible score	Very Good	Good	Fair	Poor			
How would you rate your overall experience with this visit?	Aggregated Data Nov 2019 to August 2020	1340	3.68		71.4	25.7	2.6%	0.4%			
	Fairfield 0920	397	3.80		81.6	17.4	0.8%	0.3%			
	FCHC Main Street	278	3.77		78.4	20.9	0.4%	0.4%			
	FCHC Hunter Trace- Lancaster	85	3.87		88.2	10.6	1.2%	0.0%			
	FCHC Baltimore	32	3.88		90.6	6.3%	3.1%	0.0%			

Report Created on 10/15/20