

Analysis Plan

The goals of the Patient Survey are to

- To gather nationally representative data about the patients of the funding stream programs and the services they obtain;
- To enable comparisons of care received by health center patients with care received by the general population, as measured by the National Health Interview Survey (NHIS) and other national surveys or benchmarks;
- To help policymakers and HRSA staff to:
 - assess how well HRSA-supported health care sites are currently able to meet health care needs,
 - identify areas for improvement and guide planning decisions,
 - complement data that are not routinely collected from other HRSA data sources, and
 - address gaps in the health care system.

The Patient Survey will do that by answering the following research questions:

- What populations/patient demographics are served by the HRSA Health Center programs?
- How are the populations/patients served by the four programs similar to or different from each other?
- What kinds of health problems do these patients have, and how does this compare to the general population?
- How are the Health Center grantees/sites typically used by their patients? Which services are used the most?
- How satisfied are Health Center patients with the services they receive?
- Do Health Center patients need and use more health care services/resources than the general population?
- How well are the needs of the underserved populations being met?

These questions will be answered primary through the creation of data tables. An example of a preliminary list of tables is below. Tables will be grouped in the final report by thematic area: Patient Characteristics, Access to Care, Quality of Care, and Patient Satisfaction. The tables will contain counts, means or percentages, and standard errors. Some tables will include significance testing (t-tests or chi-square tests) to explore differences between groups. In those cases, p-values will also be presented or symbols will be used to indicate the level of significance. To enhance understanding of the results, RTI will coordinate with HRSA to create an online dashboard for users to explore the data.

Examples of table shells are provided here:

Patient Age	Male	Female	Total
0-17			
18-24			
25-34			
35-44			
45-54			
55-64			
65 and Older			

Patient Race	Overall	CHC	MHC	Homeless	Public Housing
White					
Black or African-American					
American Indian or Native Alaskan					
Native Hawaiian or Pacific Islander					
Asian					
Other					

Cancer Screening - Pap Smear Test	Percent
Never had a pap smear test	
1 Year ago or Less	
More than 1 year, but not more than 2 years	
More than 2 years, but not more than 3 years	
More than 3 years, but not more than 4 years	
More than 4 years, but not more than 5 years	
Over 5 years ago	

Satisfaction Area	Excellent	Very Good	Total: Excellent & Very Good	Total: Fair & Poor
Ability to get in to be seen				
Hours the center is open				
Keeping your personal information Private				
Nurses answer your questions				
Collection of Payment				

Percent Yes for Household Receiving Public Assistance	Overall	CHC	MHC	Homeless	Public Housing
Food Stamps					
WIC					
TANF					
Section 8					
Other Public Assistance					

Table # # (Shell 1)

Variable	Patient Survey Unweighted Number	Patient Survey Weighted Number (in 1000s)	Patient Survey Percent	Patient Survey Male Percent	Patient Survey Male SE	Patient Survey Female Percent	Patient Survey Female SE	NHIS Unweighted Number	NHIS Weighted Number (in 1000s)	NHIS Percent	NHIS Male Percent	NHIS Male SE	NHIS Female Percent	NHIS Female SE
All Persons	#	#	#	#	#	#	#	#	#	#	#	#	#	#
Patient Type	#	#	#	#	#	#	#	#	#	#	#	#	#	#
Community Health Center	#	#	#	#	#	#	#	#	#	#	#	#	#	#
Migrant Health Center	#	#	#	#	#	#	#	#	#	#	#	#	#	#
Health Care for the Homeless	#	#	#	#	#	#	#	#	#	#	#	#	#	#
Public Housing Primary Care	#	#	#	#	#	#	#	#	#	#	#	#	#	#
Age	#	#	#	#	#	#	#	#	#	#	#	#	#	#
0–17 Years	#	#	#	#	#	#	#	#	#	#	#	#	#	#
18–44 Years	#	#	#	#	#	#	#	#	#	#	#	#	#	#
45–64 Years	#	#	#	#	#	#	#	#	#	#	#	#	#	#
65–74 Years	#	#	#	#	#	#	#	#	#	#	#	#	#	#
75 Years and Over	#	#	#	#	#	#	#	#	#	#	#	#	#	#
Race/Ethnicity	#	#	#	#	#	#	#	#	#	#	#	#	#	#
Asian/Pacific Islander	#	#	#	#	#	#	#	#	#	#	#	#	#	#
White Non-Hispanic	#	#	#	#	#	#	#	#	#	#	#	#	#	#
Black Non-Hispanic	#	#	#	#	#	#	#	#	#	#	#	#	#	#
Hispanic	#	#	#	#	#	#	#	#	#	#	#	#	#	#
Native American/Alaskan Native	#	#	#	#	#	#	#	#	#	#	#	#	#	#
Other	#	#	#	#	#	#	#	#	#	#	#	#	#	#
Unknown	#	#	#	#	#	#	#	#	#	#	#	#	#	#
Education	#	#	#	#	#	#	#	#	#	#	#	#	#	#
Less Than High School	#	#	#	#	#	#	#	#	#	#	#	#	#	#
High School	#	#	#	#	#	#	#	#	#	#	#	#	#	#
More Than High School	#	#	#	#	#	#	#	#	#	#	#	#	#	#
Poverty Status	#	#	#	#	#	#	#	#	#	#	#	#	#	#
Less Than 100% FPL	#	#	#	#	#	#	#	#	#	#	#	#	#	#
100 to 200% FPL	#	#	#	#	#	#	#	#	#	#	#	#	#	#
More Than 200% FPL	#	#	#	#	#	#	#	#	#	#	#	#	#	#

(continued)

Table # # (Shell 1) (continued)

Variable	Patient Survey Unweighted Number	Patient Survey Weighted Number (in 1000s)	Patient Survey Percent	Patient Survey Male Percent	Patient Survey Male SE	Patient Survey Female Percent	Patient Survey Female SE	NHIS Unweighted Number	NHIS Weighted Number (in 1000s)	NHIS Percent	NHIS Male Percent	NHIS Male SE	NHIS Female Percent	NHIS Female SE
Employment	#	#	#	#	#	#	#	#	#	#	#	#	#	#
Employed	#	#	#	#	#	#	#	#	#	#	#	#	#	#
Unemployed	#	#	#	#	#	#	#	#	#	#	#	#	#	#
Not in Labor Force	#	#	#	#	#	#	#	#	#	#	#	#	#	#
Location	#	#	#	#	#	#	#	#	#	#	#	#	#	#
Urban	#	#	#	#	#	#	#	#	#	#	#	#	#	#
Rural	#	#	#	#	#	#	#	#	#	#	#	#	#	#
Language Preferred	#	#	#	#	#	#	#	#	#	#	#	#	#	#
English Only	#	#	#	#	#	#	#	#	#	#	#	#	#	#
Other Non-English Language Only	#	#	#	#	#	#	#	#	#	#	#	#	#	#
English and Non-English Language	#	#	#	#	#	#	#	#	#	#	#	#	#	#
Number of Persons in Household	#	#	#	#	#	#	#	#	#	#	#	#	#	#
1	#	#	#	#	#	#	#	#	#	#	#	#	#	#
2	#	#	#	#	#	#	#	#	#	#	#	#	#	#
3-5	#	#	#	#	#	#	#	#	#	#	#	#	#	#
6 or More	#	#	#	#	#	#	#	#	#	#	#	#	#	#
Health Insurance	#	#	#	#	#	#	#	#	#	#	#	#	#	#
Medicaid Only	#	#	#	#	#	#	#	#	#	#	#	#	#	#
Medicare Only	#	#	#	#	#	#	#	#	#	#	#	#	#	#
Medicaid and Medicare	#	#	#	#	#	#	#	#	#	#	#	#	#	#
Other	#	#	#	#	#	#	#	#	#	#	#	#	#	#
Uninsured	#	#	#	#	#	#	#	#	#	#	#	#	#	#
Smoking Status	#	#	#	#	#	#	#	#	#	#	#	#	#	#
Current Smoker	#	#	#	#	#	#	#	#	#	#	#	#	#	#
Non-Smoker	#	#	#	#	#	#	#	#	#	#	#	#	#	#
Health Status	#	#	#	#	#	#	#	#	#	#	#	#	#	#
Excellent	#	#	#	#	#	#	#	#	#	#	#	#	#	#
Very Good	#	#	#	#	#	#	#	#	#	#	#	#	#	#
Good	#	#	#	#	#	#	#	#	#	#	#	#	#	#
Fair or Poor	#	#	#	#	#	#	#	#	#	#	#	#	#	#

(continued)

Table # # (Shell 5)

Variable	Unweighted N	Weighted N (in 1000s)	Excellent Percent	Excellent SE	Very Good Percent	Very Good SE	Good Percent	Good SE	Fair or Poor Percent	Fair or Poor SE
All Persons	#	#	#	#	#	#	#	#	#	#
Patient Type	#	#	#	#	#	#	#	#	#	#
Community Health Center	#	#	#	#	#	#	#	#	#	#
Migrant Health Center	#	#	#	#	#	#	#	#	#	#
Health Care for the Homeless	#	#	#	#	#	#	#	#	#	#
Public Housing Primary Care	#	#	#	#	#	#	#	#	#	#
Age	#	#	#	#	#	#	#	#	#	#
0–17 Years	#	#	#	#	#	#	#	#	#	#
18–44 Years	#	#	#	#	#	#	#	#	#	#
45–64 Years	#	#	#	#	#	#	#	#	#	#
65–74 Years	#	#	#	#	#	#	#	#	#	#
75 Years and Over	#	#	#	#	#	#	#	#	#	#
Race/Ethnicity	#	#	#	#	#	#	#	#	#	#
Asian/Pacific Islander	#	#	#	#	#	#	#	#	#	#
White Non-Hispanic	#	#	#	#	#	#	#	#	#	#
Black Non-Hispanic	#	#	#	#	#	#	#	#	#	#
Hispanic	#	#	#	#	#	#	#	#	#	#
Native American/Alaskan Native	#	#	#	#	#	#	#	#	#	#
Other	#	#	#	#	#	#	#	#	#	#
Unknown	#	#	#	#	#	#	#	#	#	#
Education	#	#	#	#	#	#	#	#	#	#
Less Than High School	#	#	#	#	#	#	#	#	#	#
High School	#	#	#	#	#	#	#	#	#	#
More Than High School	#	#	#	#	#	#	#	#	#	#
Poverty Status	#	#	#	#	#	#	#	#	#	#
Less Than 100% FPL	#	#	#	#	#	#	#	#	#	#
100 to 200% FPL	#	#	#	#	#	#	#	#	#	#
More Than 200% FPL	#	#	#	#	#	#	#	#	#	#
Employment	#	#	#	#	#	#	#	#	#	#
Employed	#	#	#	#	#	#	#	#	#	#
Unemployed	#	#	#	#	#	#	#	#	#	#
Not in Labor Force	#	#	#	#	#	#	#	#	#	#

(continued)

Table # # (Shell 16)

Variable	Unweighted N	Weighted N (in 1000s)	Very Percent	Very SE	Somewhat Percent	Somewhat SE	Not Very Percent	Not Very SE	Not at All Percent	Not at All SE
All Persons	#	#	#	#	#	#	#	#	#	#
Patient Type	#	#	#	#	#	#	#	#	#	#
Community Health Center	#	#	#	#	#	#	#	#	#	#
Migrant Health Center	#	#	#	#	#	#	#	#	#	#
Health Care for the Homeless	#	#	#	#	#	#	#	#	#	#
Public Housing Primary Care	#	#	#	#	#	#	#	#	#	#
Age	#	#	#	#	#	#	#	#	#	#
0-17 Years	#	#	#	#	#	#	#	#	#	#
18-44 Years	#	#	#	#	#	#	#	#	#	#
45-64 Years	#	#	#	#	#	#	#	#	#	#
65-74 Years	#	#	#	#	#	#	#	#	#	#
75 Years and Over	#	#	#	#	#	#	#	#	#	#
Race/Ethnicity	#	#	#	#	#	#	#	#	#	#
Asian/Pacific Islander	#	#	#	#	#	#	#	#	#	#
White Non-Hispanic	#	#	#	#	#	#	#	#	#	#
Black Non-Hispanic	#	#	#	#	#	#	#	#	#	#
Hispanic	#	#	#	#	#	#	#	#	#	#
Native American/Alaskan Native	#	#	#	#	#	#	#	#	#	#
Other	#	#	#	#	#	#	#	#	#	#
Unknown	#	#	#	#	#	#	#	#	#	#
Education	#	#	#	#	#	#	#	#	#	#
Less Than High School	#	#	#	#	#	#	#	#	#	#
High School	#	#	#	#	#	#	#	#	#	#
More Than High School	#	#	#	#	#	#	#	#	#	#
Poverty Status	#	#	#	#	#	#	#	#	#	#
Less Than 100% FPL	#	#	#	#	#	#	#	#	#	#
100 to 200% FPL	#	#	#	#	#	#	#	#	#	#
More Than 200% FPL	#	#	#	#	#	#	#	#	#	#
Employment	#	#	#	#	#	#	#	#	#	#
Employed	#	#	#	#	#	#	#	#	#	#
Unemployed	#	#	#	#	#	#	#	#	#	#
Not in Labor Force	#	#	#	#	#	#	#	#	#	#

(continued)

Table # # (Shell 16) (continued)

Variable	Unweighted N	Weighted N (in 1000s)	Very Percent	Very SE	Somewhat Percent	Somewhat SE	Not Very Percent	Not Very SE	Not at All Percent	Not at All SE
Location	#	#	#	#	#	#	#	#	#	#
Urban	#	#	#	#	#	#	#	#	#	#
Rural	#	#	#	#	#	#	#	#	#	#
Language Preferred	#	#	#	#	#	#	#	#	#	#
English Only	#	#	#	#	#	#	#	#	#	#
Other Non-English Language Only	#	#	#	#	#	#	#	#	#	#
English and Non-English Language	#	#	#	#	#	#	#	#	#	#
Health Insurance	#	#	#	#	#	#	#	#	#	#
Medicaid Only	#	#	#	#	#	#	#	#	#	#
Medicare Only	#	#	#	#	#	#	#	#	#	#
Medicaid and Medicare	#	#	#	#	#	#	#	#	#	#
Other	#	#	#	#	#	#	#	#	#	#
Uninsured	#	#	#	#	#	#	#	#	#	#
Health Status	#	#	#	#	#	#	#	#	#	#
Excellent	#	#	#	#	#	#	#	#	#	#
Very Good	#	#	#	#	#	#	#	#	#	#
Good	#	#	#	#	#	#	#	#	#	#
Fair or Poor	#	#	#	#	#	#	#	#	#	#
Usual Source of Care	#	#	#	#	#	#	#	#	#	#
Health Center	#	#	#	#	#	#	#	#	#	#
Other	#	#	#	#	#	#	#	#	#	#
No Usual Source of Care	#	#	#	#	#	#	#	#	#	#
Length of Time Since First Visit	#	#	#	#	#	#	#	#	#	#
Less Than 6 Months	#	#	#	#	#	#	#	#	#	#
6 Months to 1 Year	#	#	#	#	#	#	#	#	#	#
1 Year to 2 Years	#	#	#	#	#	#	#	#	#	#
2 Years to 3 Years	#	#	#	#	#	#	#	#	#	#
3 Years to 4 Years	#	#	#	#	#	#	#	#	#	#
4 Years to 5 Years	#	#	#	#	#	#	#	#	#	#
More Than 5 Years Ago	#	#	#	#	#	#	#	#	#	#

(continued)

Example List of Tables

Appendix A: Community Health Center, Migrant Health Center, Health Care for the Homeless, and Public Housing Primary Care Patients

Patient Characteristics

Table A1a	Characteristics of Health Center Users and U.S. Residents, 2008 NHIS Data
Table A1b	Characteristics of Health Center Users and U.S. Residents, 2009 NHIS Data
Table A2	Characteristics of Health Center Users by Patient Type
Table A3	Characteristics of Health Center Users by Insurance Status

Access to Care

Table E1	Number of Physician Contacts of Health Center Users
Table E2	Number of Visits to Health Center in Past 12 Months
Table E3	Unable to Acquire Medical Care
Table E4	Delays in Acquiring Medical Care
Table E5	Barriers to Access for Medical Care
Table E6	Unable to Acquire Prescription Medication
Table E7	Delays in Acquiring Prescription Medication
Table E8	Barriers to Access for Prescription Medication
Table E9	Unable to Acquire Mental Health Care
Table E10	Delays in Acquiring Mental Health Care
Table E11	Barriers to Access for Mental Health Care
Table E12	Unable to Acquire Dental Care
Table E13	Delays in Acquiring Dental Care
Table E14	Barriers to Access for Dental Care
Table E15	Unable to Acquire Family Planning Services
Table E16	Method of Communicating with Health Professionals at Health Center
Table E17	Method of Transportation to Health Center
Table F1	Pap in Last 3 Years, Female, Age 21–64
Table F2	Mammogram in Last 2 Years, Female, Age 50–74
Table F3	Colorectal Screening, Age 50–74
Table G1	Length of Time Since Last Dental Visit
Table G2	Visited Health Center for Dental Visit in the Last Year
Table G3	Satisfaction with Dental Services Received at Health Center
Table G4	Experienced a Toothache in the Past 6 Months
Table G5	Experienced Broken or Missing Teeth in the Past 6 Months
Table G6	Experienced Bleeding Gums in the Past 6 Months
Table H1	Ever Tested for HIV

Quality of Care

Table I1	Diet Advice for Hypertensive Nonelderly Adults, Subpopulation: Hypertensive, Age 18–64
Table I2	Change in Diet Advice for Hypertensive Nonelderly Adults, Subpopulation: Hypertensive, Counseled About Diet, Age 18–64

Table I3	Salt Intake Advice for Hypertensive Nonelderly Adults, Subpopulation: Hypertensive, Age 18–64
Table I4	Decreased Salt Intake for Hypertensive Nonelderly Adults, Subpopulation: Hypertensive, Counseled About Salt, Age 18–64
Table I5	Exercise Advice for Hypertensive Nonelderly Adults, Subpopulation: Hypertensive, Age 18–64
Table I6	Increase in Exercise Hypertensive Nonelderly Adults Subpopulation: Hypertensive, Counseled About Exercise, Age 18–64
Table I7	Alcohol Consumption Advice for Hypertensive Nonelderly Adults Subpopulation: Hypertensive, Age 18–64
Table I8	Decrease in Alcohol Consumption for Hypertensive Nonelderly Adults Subpopulation: Hypertensive, Counseled About Alcohol, Age 18–64
Table I9	Nonelderly Adults with Diabetes Receiving a Foot Exam in Past Year Subpopulation: Diabetic, Age 18–64
Table I10	Nonelderly Adults with Diabetes Receiving a Dental Exam in Past Year Subpopulation: Diabetic, Age 18–64
Table I11	Nonelderly Adults with Diabetes Receiving a Retinal Exam in Past Year Subpopulation: Diabetic, Age 18–64
Table I12	Received Flu Shot
Table I13	Received Flu Shot at Health Center, Subpopulation: Received Flu Shot
Table I14	Received Pneumonia Vaccine
Table I15	Received Lead Screening for Children, Subpopulation: Age 0–5
Table I16	Received Lead Screening for Children at Health Center, Subpopulation: Received Screening, Age 0–5

Patient Satisfaction

Table J1	Satisfaction with Ability to be Seen
Table J2	Satisfaction with Hours
Table J3	Satisfaction with Location
Table J4	Satisfaction with Wait Times in Waiting Room
Table J5	Satisfaction with Wait Times in Exam Room
Table J6	Satisfaction with Wait Times for Taking Tests
Table J7	Satisfaction with Wait Times for Receiving Test Results
Table J8	Satisfaction with Amount of Payment
Table J9	Satisfaction with Explanation of Payment
Table J10	Satisfaction with Collection of Payment
Table J11	Satisfaction with Cleanliness of Facility
Table J12	Satisfaction with Ease in Navigating Through Facility
Table J13	Satisfaction with Comfortableness of Facility
Table J14	Satisfaction with Privacy of Facility
Table J15	Satisfaction with Confidentiality
Table J16	Satisfaction with Provider Staff Listening
Table J17	Satisfaction with Amount of Time Spent with Provider
Table J18	Satisfaction with Explanation Provided by Provider
Table J19	Satisfaction with Advice Provided by Provider
Table J20	Satisfaction with Helpful and Friendly Nurses and Medical Assistants
Table J21	Satisfaction with Nurses' and Medical Assistants' Ability to Answer Questions

Table J22	Satisfaction with Helpful and Friendly Other Health Center Staff
Table J23	Satisfaction with Other Health Center Staff Members' Ability to Answer Questions
Table J24	Satisfaction with Quality of Services
Table J25	Likelihood of Referring Friends and Relatives to the Health Center

Appendix B: Community Health Center Patients

Patient Characteristics

Table B1	Self-Reported Health Status of Health Center Users
Table C1	Indicators of Depression by Socioeconomic Characteristics
Table D1	Usual Source of Care Among Health Center Users

Access to Care

Table E1	Number of Physician Contacts of Health Center Users
Table E2	Number of Visits to Health Center in Past 12 Months
Table E3	Unable to Acquire Medical Care
Table E4	Delays in Acquiring Medical Care
Table E5	Barriers to Access for Medical Care
Table E6	Unable to Acquire Prescription Medication
Table E7	Delays in Acquiring Prescription Medication
Table E8	Barriers to Access for Prescription Medication
Table E9	Unable to Acquire Mental Health Care
Table E10	Delays in Acquiring Mental Health Care
Table E11	Barriers to Access for Mental Health Care
Table E12	Unable to Acquire Dental Care
Table E13	Delays in Acquiring Dental Care
Table E14	Barriers to Access for Dental Care
Table E15	Unable to Acquire Family Planning Services
Table E16	Method of Communicating with Health Professionals at Health Center
Table E17	Method of Transportation to Health Center
Table F1	Pap in Last 3 Years, Female, Age 21–64
Table F2	Mammogram in Last 2 Years, Female, Age 50–74
Table F3	Colorectal Screening, Age 50–74
Table G1	Length of Time Since Last Dental Visit
Table G2	Visited Health Center for Dental Visit in the Last Year
Table G3	Satisfaction with Dental Services Received at Health Center
Table G4	Experienced a Toothache in the Past 6 Months
Table G5	Experienced Broken or Missing Teeth in the Past 6 Months
Table G6	Experienced Bleeding Gums in the Past 6 Months
Table H1	Ever Tested for HIV

Quality of Care

Table I1	Diet Advice for Hypertensive Nonelderly Adults Subpopulation: Hypertensive, Age 18–64
Table I2	Change in Diet Advice for Hypertensive Nonelderly Adults Subpopulation: Hypertensive, Counseled About Diet, Age 18–64
Table I3	Salt Intake Advice for Hypertensive Nonelderly Adults Subpopulation: Hypertensive, Age 18–64

Table I4	Decreased Salt Intake for Hypertensive Nonelderly Adults Subpopulation: Hypertensive, Counseled About Salt, Age 18–64
Table I5	Exercise Advice for Hypertensive Nonelderly Adults Subpopulation: Hypertensive, Age 18–64
Table I6	Increase in Exercise Hypertensive Nonelderly Adults Subpopulation: Hypertensive, Counseled About Exercise, Age 18–64
Table I7	Alcohol Consumption Advice for Hypertensive Nonelderly Adults Subpopulation: Hypertensive, Age 18–64
Table I8	Decrease in Alcohol Consumption for Hypertensive Nonelderly Adults Subpopulation: Hypertensive, Counseled About Alcohol, Age 18–64
Table I9	Nonelderly Adults with Diabetes Receiving a Foot Exam in Past Year Subpopulation: Diabetic, Age 18–64
Table I10	Nonelderly Adults with Diabetes Receiving a Dental Exam in Past Year Subpopulation: Diabetic, Age 18–64
Table I11	Nonelderly Adults with Diabetes Receiving a Retinal Exam in Past Year Subpopulation: Diabetic, Age 18–64
Table I12	Received Flu Shot
Table I13	Received Flu Shot at Health Center Subpopulation: Received Flu Shot
Table I14	Received Pneumonia Vaccine
Table I15	Received Lead Screening for Children Subpopulation: Age 0–5
Table I16	Received Lead Screening for Children at Health Center Subpopulation: Received Screening, Age 0–5

Patient Satisfaction

Table J1	Satisfaction with Ability to be Seen
Table J2	Satisfaction with Hours
Table J3	Satisfaction with Location
Table J4	Satisfaction with Wait Times in Waiting Room
Table J5	Satisfaction with Wait Times in Exam Room
Table J6	Satisfaction with Wait Times for Taking Tests
Table J7	Satisfaction with Wait Times for Receiving Test Results
Table J8	Satisfaction with Amount of Payment
Table J9	Satisfaction with Explanation of Payment
Table J10	Satisfaction with Collection of Payment
Table J11	Satisfaction with Cleanliness of Facility
Table J12	Satisfaction with Ease in Navigating Through Facility
Table J13	Satisfaction with Comfortableness of Facility
Table J14	Satisfaction with Privacy of Facility
Table J15	Satisfaction with Confidentiality
Table J16	Satisfaction with Provider Staff Listening
Table J17	Satisfaction with Amount of Time Spent with Provider
Table J18	Satisfaction with Explanation Provided by Provider
Table J19	Satisfaction with Advice Provided by Provider
Table J20	Satisfaction with Helpful and Friendly Nurses and Medical Assistants
Table J21	Satisfaction with Nurses' and Medical Assistants' Ability to Answer Questions
Table J22	Satisfaction with Helpful and Friendly Other Health Center Staff

Table J23 Satisfaction with Other Health Center Staff Members' Ability to Answer Questions

Table J24 Satisfaction with Quality of Services

Table J25 Likelihood of Referring Friends and Relatives to the Health Center

Appendix C: Responses for Race and Ethnicity

Table C-1. Responses for Race and Ethnicity

Table C-2. Responses for Multiple Races