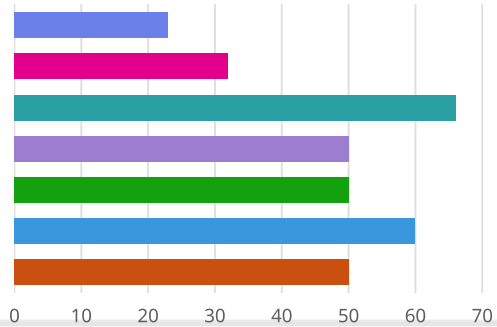
PCMH P.E. Survey Q3 2026

1. Location of appointment

331 responses

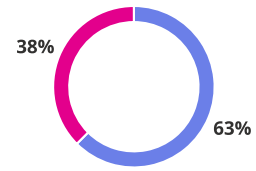
Sandpoint Dental	23
Sandpoint Pediatrics	32
Sandpoint Family Medicine	66
Priest River	50
Bonners Ferry	50
Same Day	60
CCBHC	50



2. Gender

328 responses

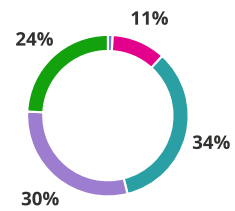
Woman	205
Man	123
Prefer not to say	0



3. Overall Health:

306 responses

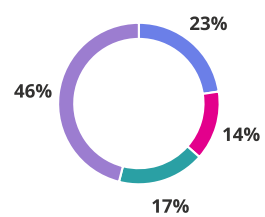
Poor	3
Fair	33
Good	105
Very good	91
Excellent	74



4. Insurance type:

252 responses

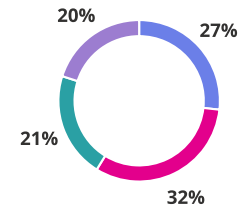
Medicaid	57
Medicare	35
Self Pay	44
Other Insurance	116



5. Age:

284 responses

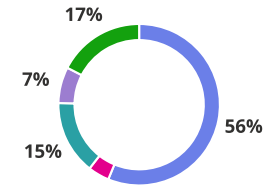
Under 25	76
25-44	91
45-64	60
65+	57



6. Who did you see today?

304 responses

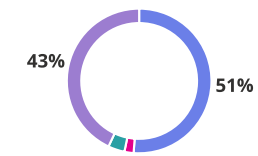
My primary care provider (PCP)	171
A different medical provider (not my PCP)	13
I used the same day clinic	45
I saw my dental provider	22
I saw my behavioral health provider	53



7. If you utilized the sliding scale today, did you feel it is fair and created the chance to seek care that you would otherwise not receive?

244 responses

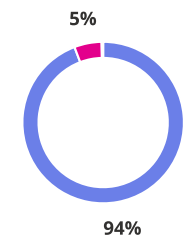
Yes	125
Somewhat	5
No	9
N/A	105



8. Is the clinic conveniently located to easily attend your appointments?

329 responses

Yes	310
Somewhat	18
No	1

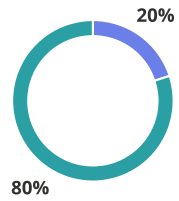


PCMH P.E. Survey Q3 2026

9. If no, please select why:

5 responses

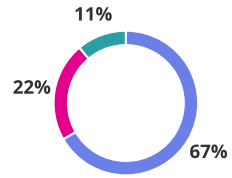
No public/personal transportation	1
Personal health issues impacted ability to...	0
Other	4



10. If you were not able to make it to the clinic for whatever reason, were you offered telehealth as an alternative option for care?

207 responses

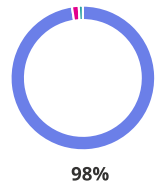
Yes	138
No	46
N/A	23



11. Are you satisfied with the customer service you received from the front office team (phone & in person)?

329 responses

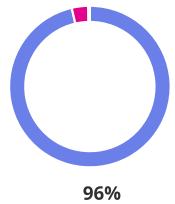
Yes	321
Somewhat	5
No	3



12. Was the wait time during your visit reasonable?

305 responses

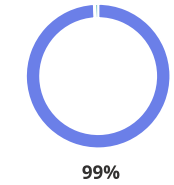
Yes	294
Somewhat	10
No	1



13. Did your care team show acceptance and non-judgmental support that is in line with your personal values?

322 responses

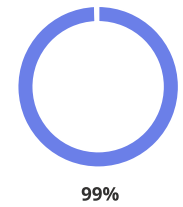
Yes	319
No	1
Somewhat	2



14. Was your care team helpful and caring?

327 responses

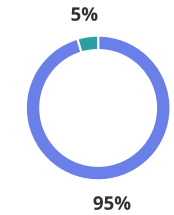
Yes	325
No	1
Somewhat	1



15. Do you feel involved in setting goals for your future health or wellness plan?

324 responses

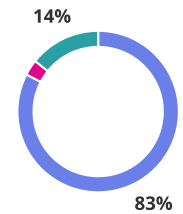
Yes	309
No	0
Somewhat	15



16. Did your care team ask about your medications and how they are working?

316 responses

Yes	261
No	10
N/A	45

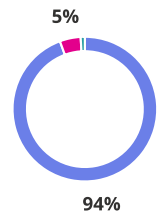


PCMH P.E. Survey Q3 2026

17. Did your care team give you information that is useful for your health and wellness needs?

321 responses

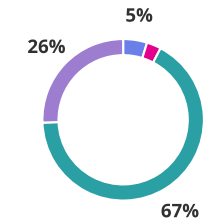
Yes	303
Somewhat	15
No	3



21. Do you have problems getting your medications?

313 responses

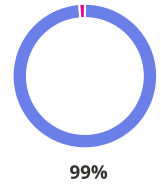
Yes	15
Somewhat	9
No	209
N/A	80



18. Was the information provided at your visit explained in a way that you understood?

321 responses

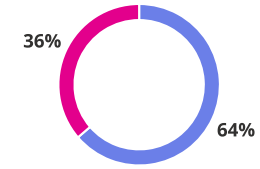
Yes	317
Somewhat	4
No	0



23. Is your primary pharmacy one of the KCH pharmacies (BF or Sandpoint)?

314 responses

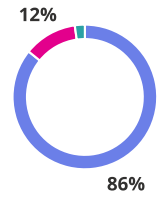
Yes	200
No	114



19. During your visit, did your care team ask about or show awareness of care you receive from other medical providers?

268 responses

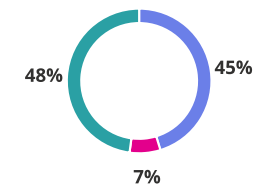
Yes	230
No	32
Other	6



24. Have you ever been informed on what it means to have a “health home” or “medical home”?

305 responses

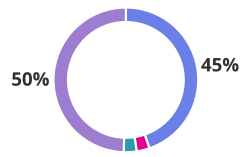
Yes	138
Somewhat	21
No	146



20. If you needed other care outside of KCH, did your care team help you with that process?

313 responses

Yes	140
Somewhat	9
No	9
N/A	155



25. Do you feel that KCH offers services that are needed to help the community?

313 responses

Yes	303
Somewhat	9
No	1

