

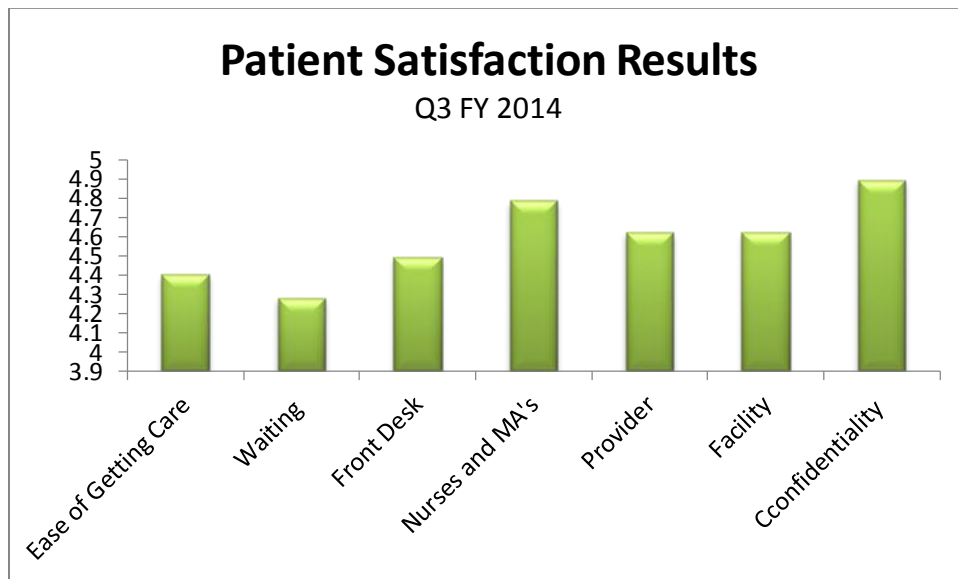
# Patient Satisfaction Surveys

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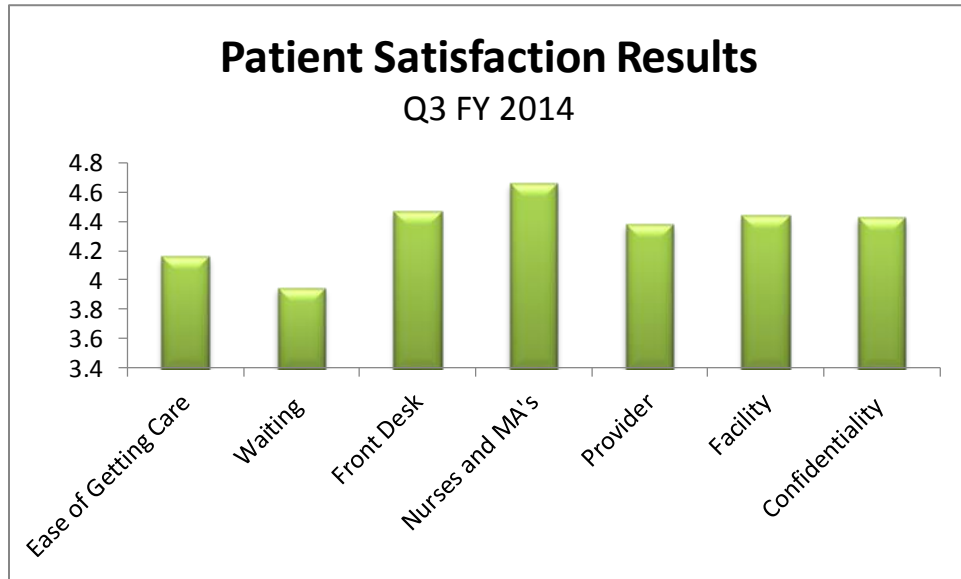
La Maestra Community Health Centers participates in Patient Satisfaction monitoring through the Council of Community Clinics which conducts quarterly surveys with all of the participating local health centers. During the survey period, patients are encouraged to complete a questionnaire that measures their satisfaction with critical indicators such as; the friendliness of staff, time spent with their provider and the quality of the facility. The survey results are shared throughout the organization and drive our ongoing quality improvement efforts.

The following graphs show the results of the surveys for each of our sites for the 3<sup>rd</sup> quarter of 2014.

## Fairmount – City Heights



## National City



## El Cajon

