

# Joy-Southfield Health & Education Center

*An Evidence- and Community-Based Intervention to  
Promote Health Care Equity in Detroit*

Anonymous Client Demographics &  
Satisfaction Survey Results

Jan 1 - Oct 30, 2008



***“Every one is treated special here, as if they  
had a million dollars worth of insurance.”***

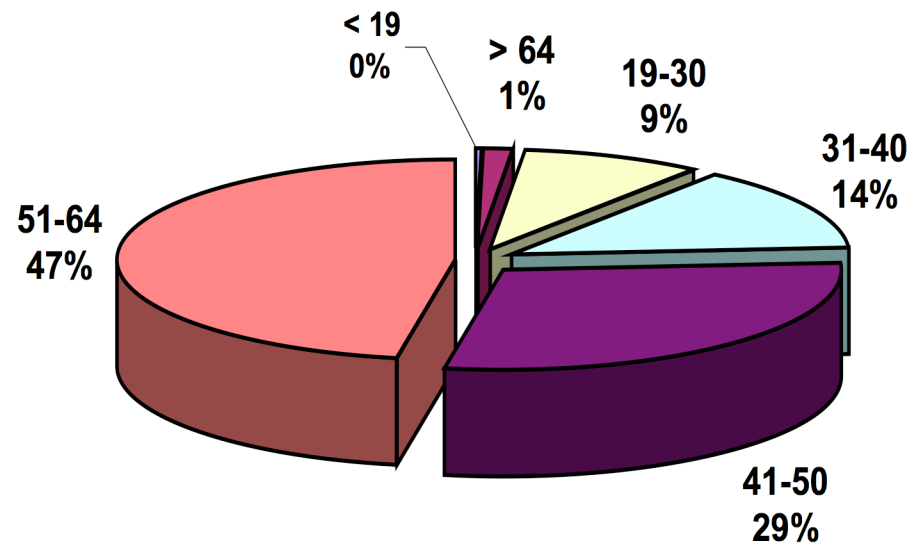
***G. Green, JSHEC client and advocate, May 21, 2008***



# Background

- JSCDC offers free primary & preventive health care to uninsured adults (ages > 18)
- Patients are encouraged, but not required, to complete anonymous demographic and satisfaction surveys
- The results are analyzed by administrators who are not directly involved in delivering the health care services
- About half of patients complete surveys
- Patients can complete a new survey with each visit
- These data do not include pediatric patients (ages 0-18) who are seen at our site in collaboration with the Children's Hospital of Michigan CATCH Mobile Pediatric Clinic

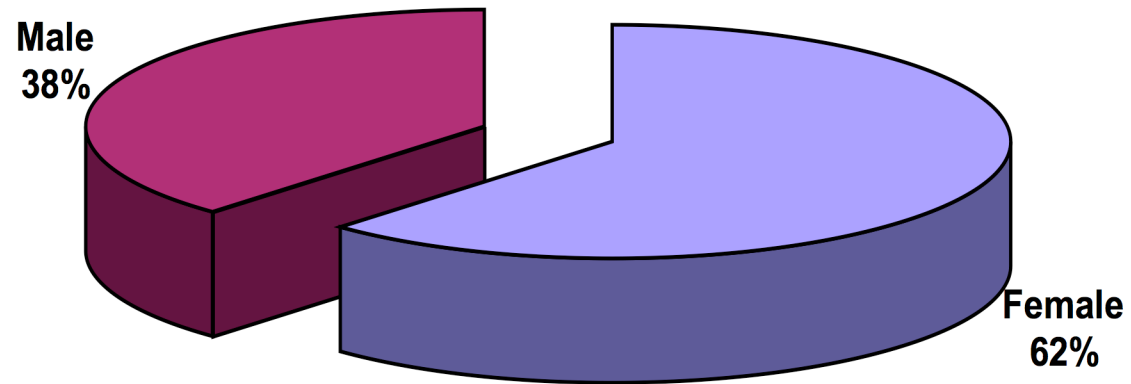
# Age Distribution Jan - Oct 2008



n = 1038

No response (NR) = 40

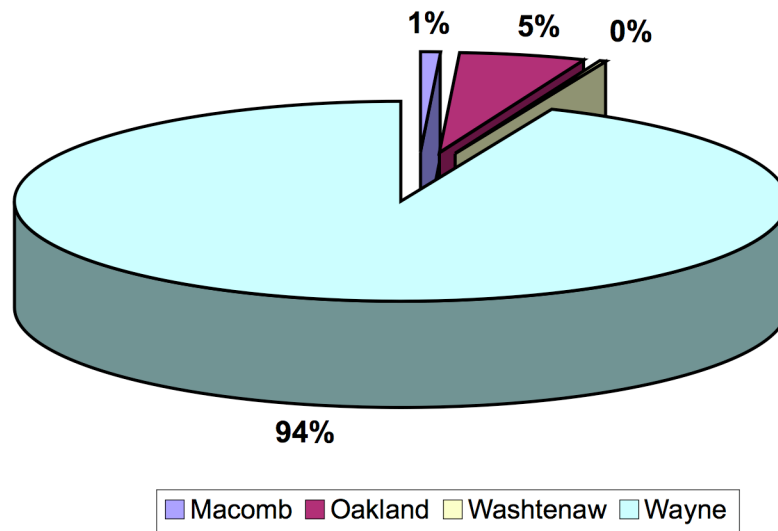
## ***Gender Breakdown Jan - Oct 2008***



n = 1026  
NR = 52

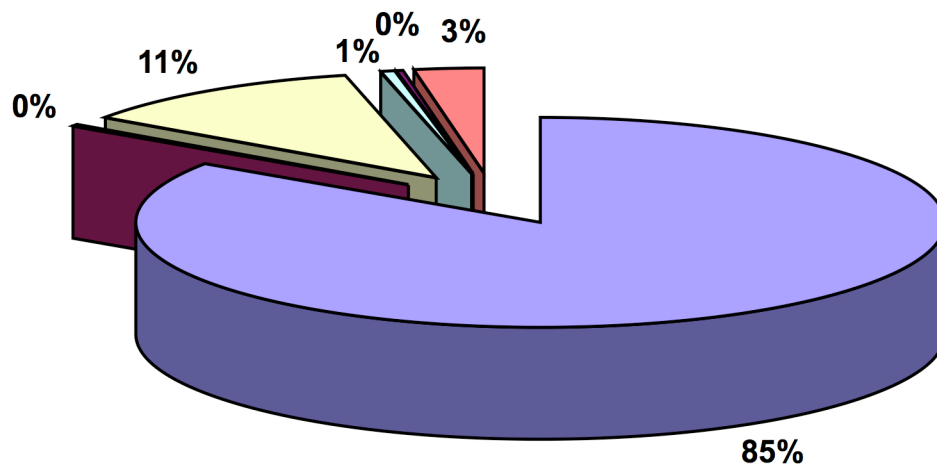
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## ***Geographic Distribution By County Jan - Oct 2008***



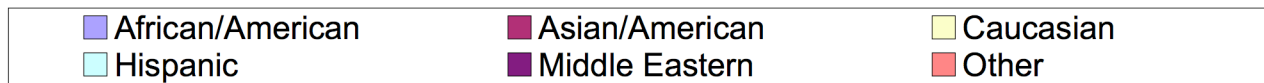
n = 1045  
NR = 33

## ***Race/Ethnicity Jan - Oct 2008***

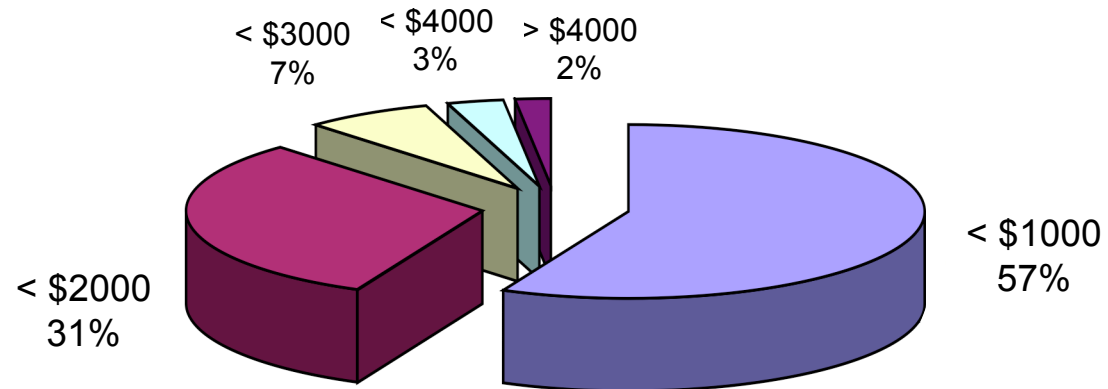


n = 908

NR = 188



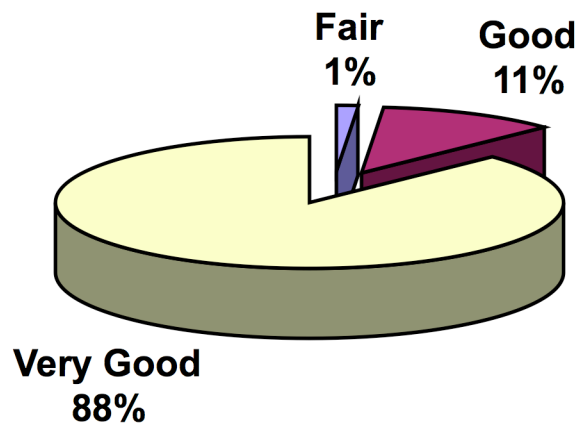
## Monthly Household Income Jan - Oct 2008



n = 965

NR = 113

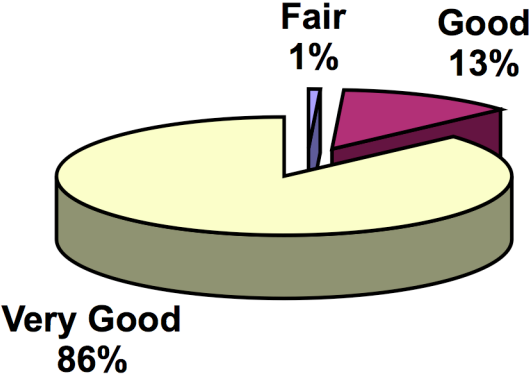
***Treated with Respect Jan - Oct 2008***



n = 1064  
NR = 16

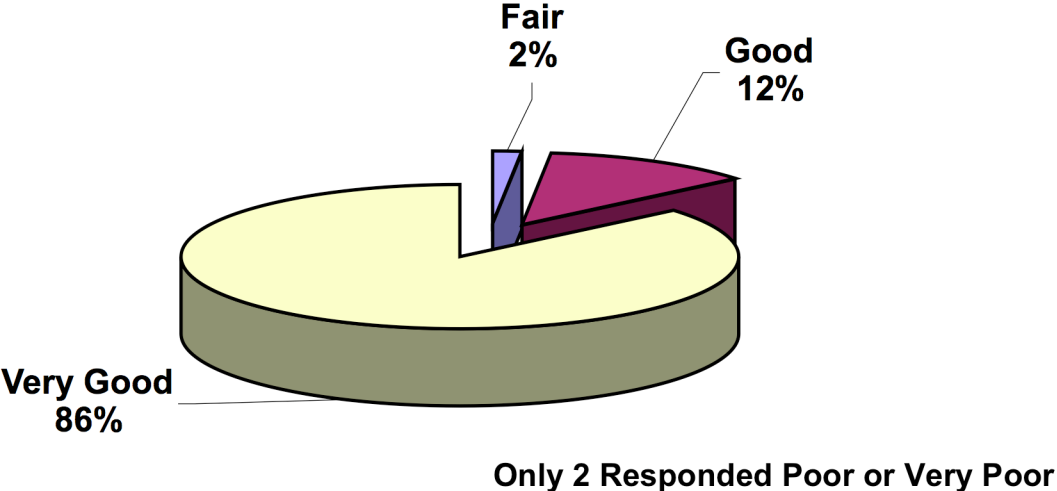
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# Clarity of Instructions Jan - Oct 2008



n = 1052  
NR = 25

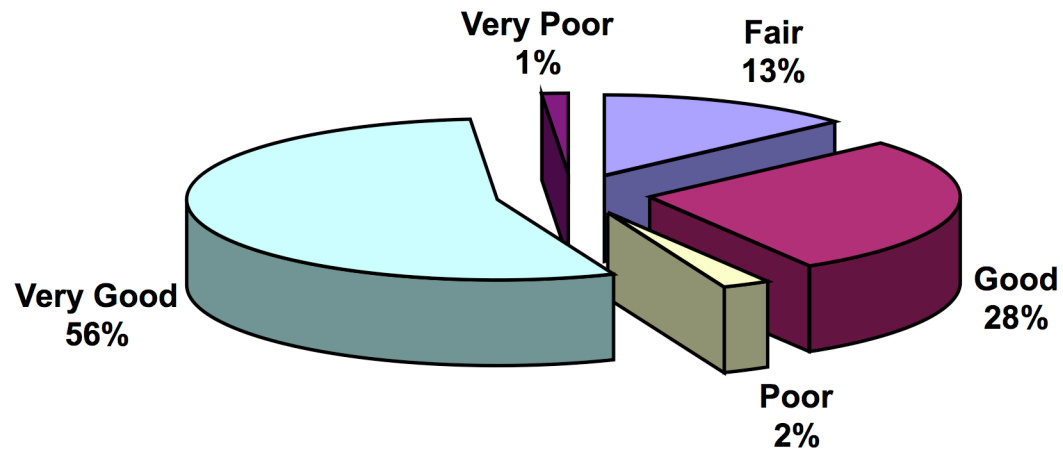
# Overall Satisfaction Jan - Oct 2008



n = 1051  
NR = 25

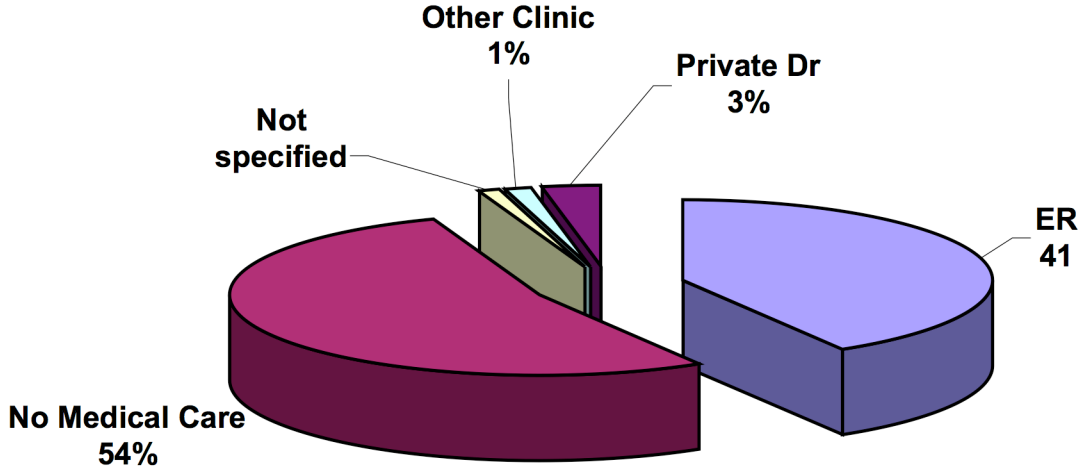
Only 2 Responded Poor or Very Poor

## Length of Wait Jan - Oct 2008



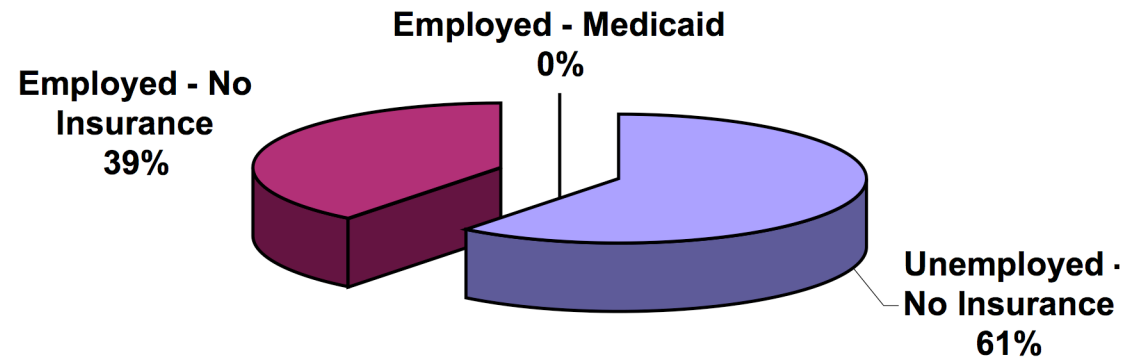
n = 968  
NR = 110

# Source of Care Without Joy-Soutfield Clinic Jan - Oct 2008



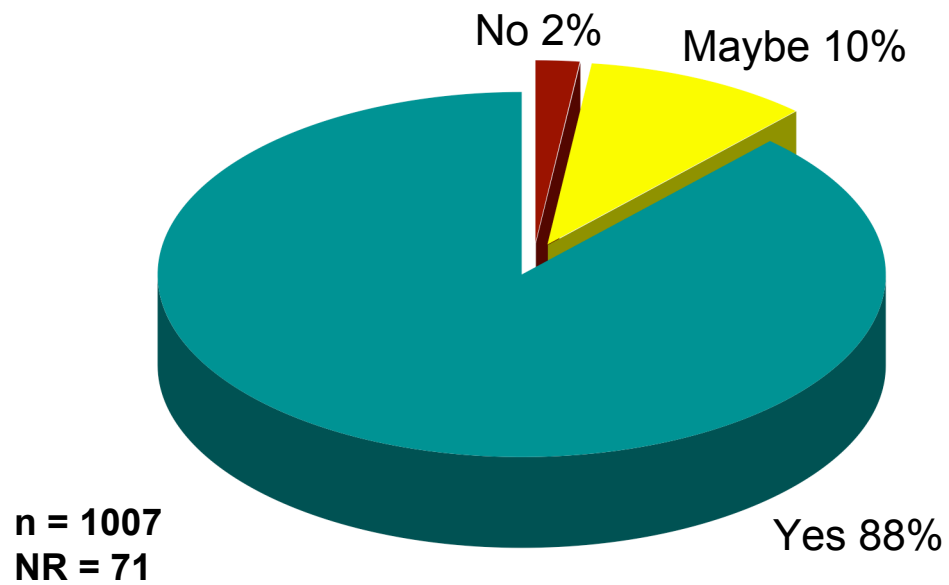
n = 984  
NR = 94

## Employment Medical Insurance Jan - Oct 2008



n = 1042  
NR = 36

Do you think your health has improved or will improve as a result of today's visit?



Thanks to the Staff, Volunteers & Clients for Producing  
These Great Outcomes. Keep Up the Good Work!



*“Thank you! This is the best Christmas present I got!”*

*- Clinic patient, Dec 2006*