



Reporting period: 7/1/2019 - 6/30/2020

	Response Rate		Response Goal		Goal Met
Completed Only	408 out of 505	81%	28%		YES
Including Refused	589 out of 505	117%	28%		YES

Access Domain

	Agree	Neutral	Disagree	Agree %	Neutral %	Disagree %
Domain Totals	289	18	7	92.0%	5.7%	2.2%

Domain Survey Questions

	Agree %	Neutral %	Disagree %
4.) The location of services was convenient (parking, public transportation, distance, etc.)	90.7%	5.8%	3.5%
5.) Staff was willing to see me as often as I felt was necessary	93.5%	3.7%	2.9%
6.) Staff returned my calls within 24 hours	92.2%	4.1%	3.7%
7.) Services were available at times that were good for me	93.5%	4.4%	2.0%

Participation in Treatment Domain

	Agree	Neutral	Disagree	Agree %	Neutral %	Disagree %
Domain Totals	302	10	5	95.3%	3.2%	1.6%

Domain Survey Questions

	Agree %	Neutral %	Disagree %
9.) I felt comfortable asking questions about my services, treatment or medication	96.3%	2.0%	1.8%

Quality and Appropriateness Domain

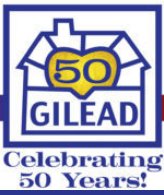
	Agree	Neutral	Disagree	Agree %	Neutral %	Disagree %
Domain Totals	293	23	2	92.1%	7.2%	0.6%

Domain Survey Questions

	Agree %	Neutral %	Disagree %
8.) Staff here believes that I can grow, change, and recover	96.3%	2.5%	1.2%
10.) I felt free to complain	92.1%	4.3%	3.5%
11.) I was given information about my rights	90.7%	5.1%	4.3%
12.) Staff told me what side effects to watch out for	87.2%	7.6%	5.3%
13.) Staff respected my wishes about who is, and who is not, to be given information about my treatment and/or services	94.7%	3.9%	1.4%
14.) Staff was sensitive to my cultural/ethnic background (race, religion, language, etc.)	93.7%	4.2%	2.1%
15.) Staff helped me obtain information I needed so that I could take charge of managing my illness	92.6%	5.9%	1.5%



Outcome Domain						
	Agree	Neutral	Disagree	Agree %	Neutral %	Disagree %
Domain Totals	257	39	7	84.8%	12.9%	2.3%
Domain Survey Questions				Agree %	Neutral %	Disagree %
17.) I deal more effectively with daily problems				89.9%	6.7%	3.5%
18.) I am better able to control my life				90.0%	5.7%	4.3%
19.) I am better able to deal with crisis				89.3%	7.4%	3.3%
20.) I am getting along better with my family				84.6%	10.5%	4.9%
21.) I do better in social situations				85.1%	10.0%	5.0%
22.) I do better in school and/or work				84.4%	12.1%	3.5%
23.) My symptoms are not bothering me as much				79.4%	11.5%	9.1%
Satisfaction with Services Domain						
	Agree	Neutral	Disagree	Agree %	Neutral %	Disagree %
Domain Totals	292	17	4	93.3%	5.4%	1.3%
Domain Survey Questions				Agree %	Neutral %	Disagree %
1.) I like the services that I received here				95.8%	3.1%	1.1%
2.) If I had other choices, I would still get services from this agency				92.5%	4.9%	2.6%
3.) I would recommend this agency to a friend or family member				95.3%	3.3%	1.4%
Respect Wishes with Family Involvement Domain						
	Agree	Neutral	Disagree	Agree %	Neutral %	Disagree %
Domain Totals	266	26	3	90.2%	8.8%	1.0%
Domain Survey Questions				Agree %	Neutral %	Disagree %
16.) My wishes are respected about the amount of family involvement I want in my treatment				93.5%	5.6%	0.9%
Recovery Domain						
	Agree	Neutral	Disagree	Agree %	Neutral %	Disagree %
Domain Totals	225	57	7	77.9%	19.7%	2.4%
Domain Survey Questions				Agree %	Neutral %	Disagree %
24.) I am more involved in my community (church, volunteering, sports, support groups, work, etc.)				75.2%	16.4%	8.4%



25.) I am able to pursue my interests	84.8%	11.4%	3.9%
26.) I can have the life I want, despite my disease/disorder	82.3%	9.7%	8.0%
27.) I feel like I am in control of my treatment	85.6%	8.3%	6.1%
28.) I give back to my family and/or community	85.9%	9.5%	4.6%

Additional Gilead Questions

Domain Survey Questions	Agree %	Neutral %	Disagree %
29.) Gilead makes it easy for me to have a voice in how Gilead operates	80.4%	14.8%	4.8%
30.) I feel that the quality of my life is better this year than it was last year	85.2%	7.3%	7.5%
31.) I am satisfied with the amount of support and contact I receive from my family, friends, self-help groups, church groups, or other natural supports	87.9%	7.2%	4.9%

Additional Comments

Click to view all comments below (73):