

# West County Health Centers Community Survey Results



West County  
Health Centers

*Caring for our Communities*  
a **californiahealth** center

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West County Health Centers conducted a community survey to get feedback about the programs and services we provide at our Health Centers in Guerneville, Sebastopol, Forestville, and Occidental.

These results are from 489 respondents who accepted our invitation to tell us how WCHC is doing.



PATIENT  
**68%**  
Responses: 317



COMMUNITY MEMBER  
**22%**  
Responses: 105



STAFF  
**17%**  
Responses: 79

Do you feel that WCHC uses and distributes healthcare resources appropriately in your community? (10 being the highest "Yes")



7.5 OUT OF 10 RATED #10 AS HIGHEST "YES"

Do you feel like WCHC cares about and is invested in the overall health of our communities? (10 being the highest "Yes")



8 OUT OF 10 RATED #10 AS HIGHEST "YES"

“During my husband’s recent illness we were treated with expertise and kindness”

On a scale of 1-5, how would you rate your experience with West County Health Centers? (5 being "excellent")

**53%** ★★★★★

**24%** ★★★★

**14%** ★★★

**4%** ★★

**3%** ★

“People are warm, helpful, caring, and knowledgeable”

What services would you like to see added or enhanced?

\*Top five answers below.

- 1 Expanded Dental Services
- 2 Expanded Mental Health Services
- 3 Satisfied with Services Offered
- 4 Senior Services
- 5 Transportation

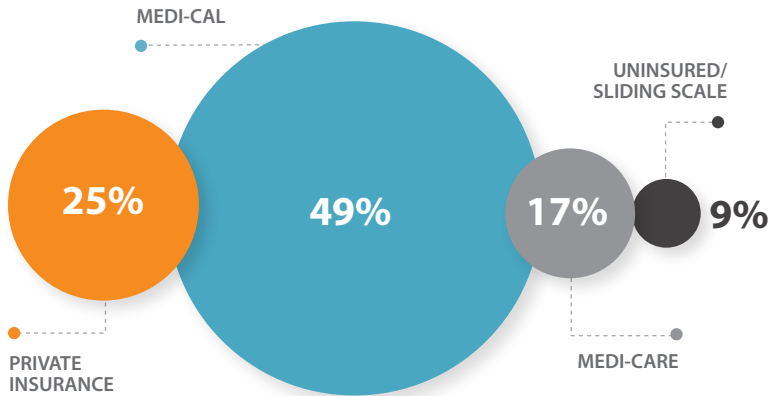
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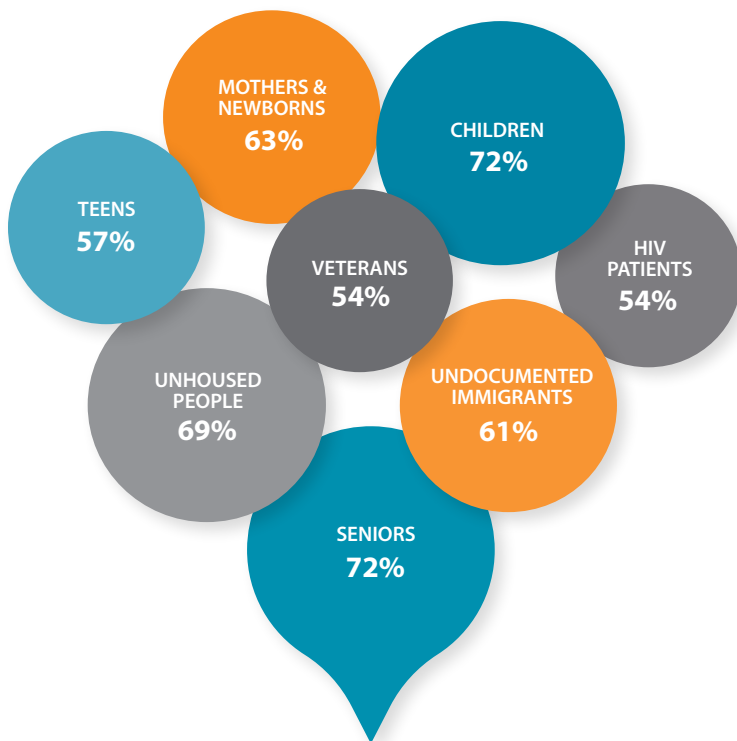
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WCHC accepts many types of health insurance. Below is the insurance status of our 15,000 patients.

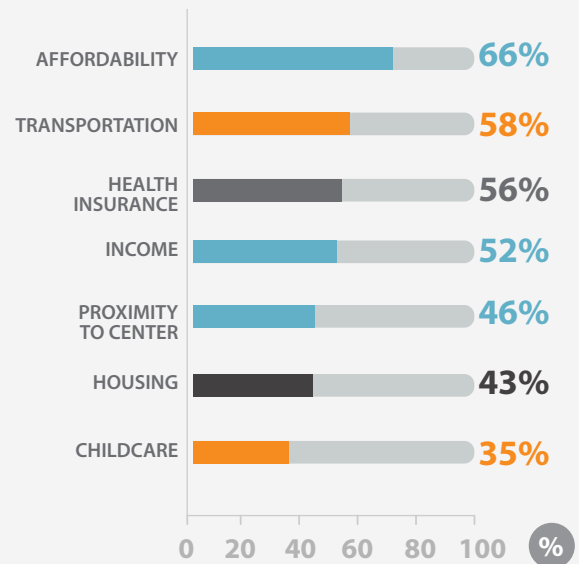


What populations of vulnerable and underserved WCHC patients in your community are most important to you?



Which of the following do you think are significant barriers to health care access in our community?

Top responses.



The majority (60%) of West County Health Centers Board of Directors are patients.

54% of West County Health Centers 220 Staff reside in western Sonoma County.

