

## **Patients Matter at HPC**

Every year, nearly 13,000 patients walk through HPC's doors seeking health services—medical, behavioral health and dental.

Many battle chronic diseases; others struggle with mental issues and yet others face challenges of homelessness, abuse, loss of a job or a myriad of other stressors.

It is our mission to provide quality care. That means we must always look at ways to improve care and do what's right for our patients.

At HPC, we know that patients have the right to choose where to go for their health care, and we want to be their provider of choice—their medical home. That's why patient satisfaction is a top priority at HPC.

### **How do we know if we are meeting our patients' expectations? And doing it consistently?**

The best way is to ask our patients. Last year, we revamped our survey tool as well as incorporated questions that are required from grant funders and our Patient-Centered Medical Home Recognition program. We recently added questions about the services provided in our Diabetes Center.

Our questions range from the registration process, phones and front desk check in to provider/support staff and billing/payment process.

In October, 3,952 patients, who received services between July-September 2019, received a survey request (either in English or Spanish) via email or text.

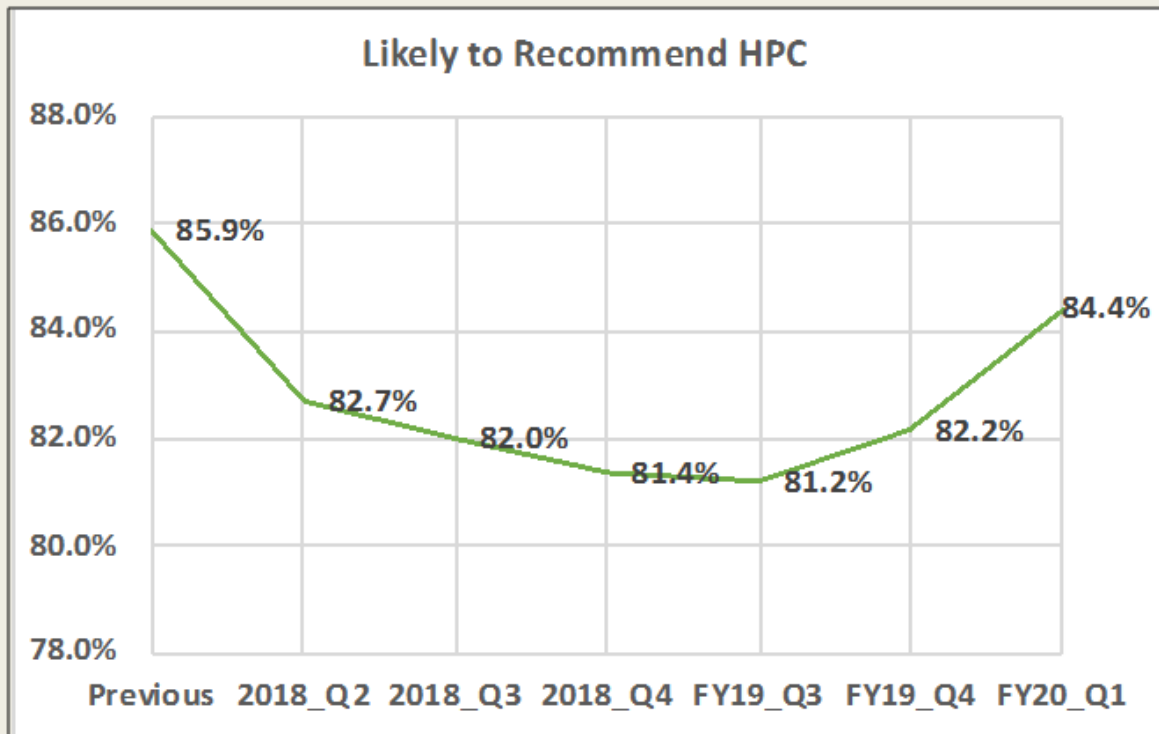
- Three hundred individuals responded, resulting in a 7.6 percent response rate, with a confidence level of 95 percent and a margin of error of only six percent.
- Besides the great response rate, overall, our satisfaction results were positive. However, there is always room for improvement!

One of the key questions I pay special attention to is “How likely is it that you would recommend HPC to your friends and family?” Responders indicated 84.4 percent would recommend HPC to friends and family, which increased over the last quarter! Several initiatives have been implemented to continue to improve the care we provide.

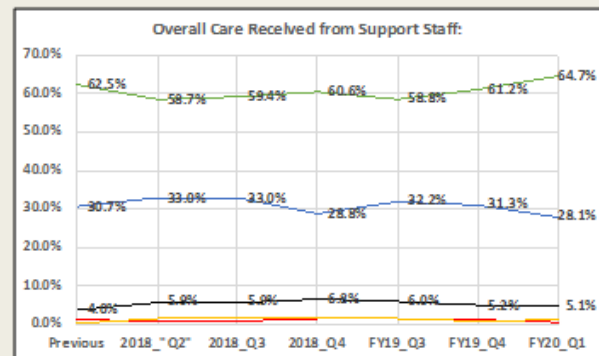
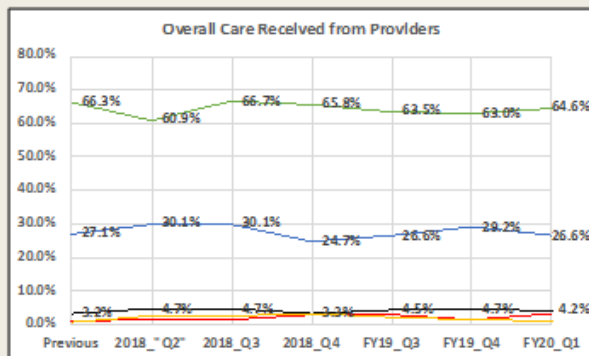
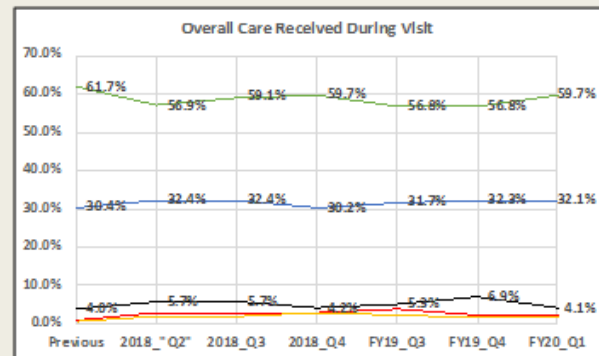
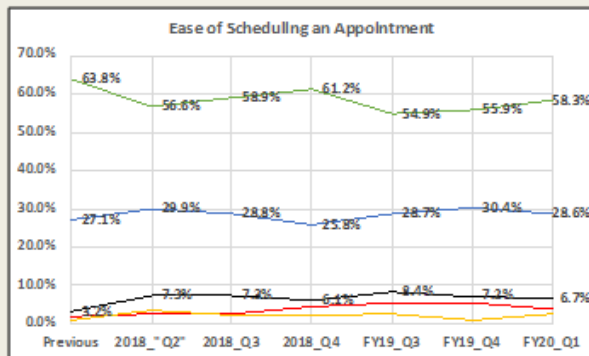
In addition, our team pays close attention to our patients' overall experience related to our facility, billing/payment process and the care we provide.

Here are some of the results:

# Progress Report



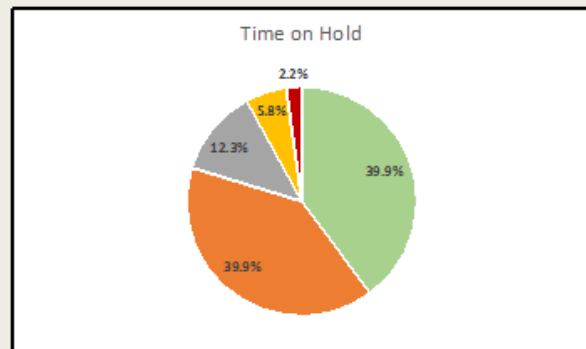
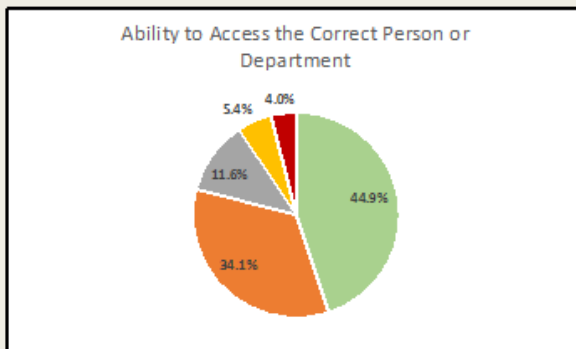
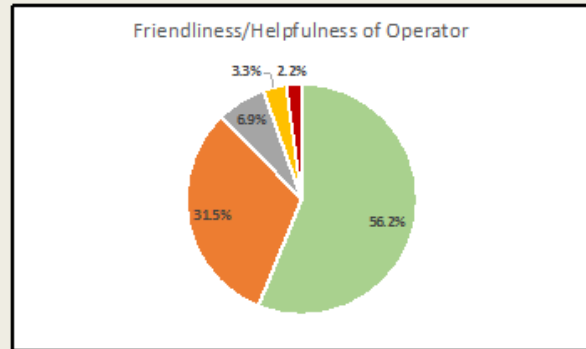
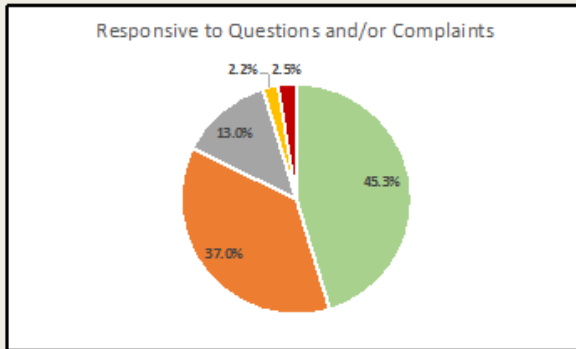
# Progress Report *continued*



PHONE SYSTEM

# Phone System

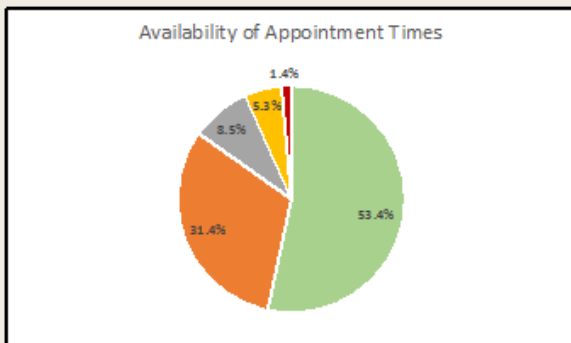
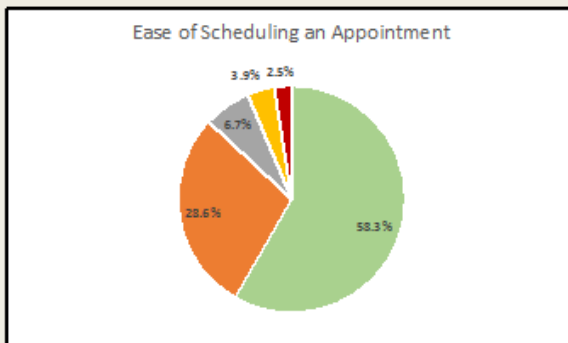
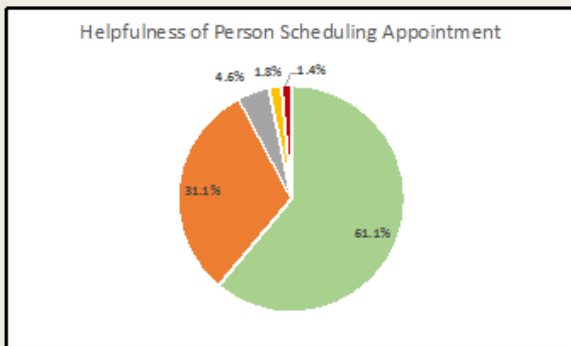
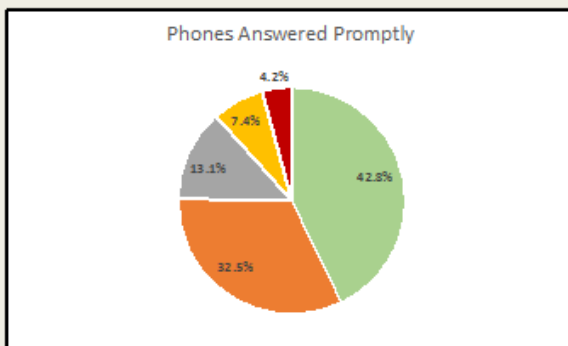
Very Satisfied	Satisfied	Neither
Dissatisfied	Very Dissatisfied	



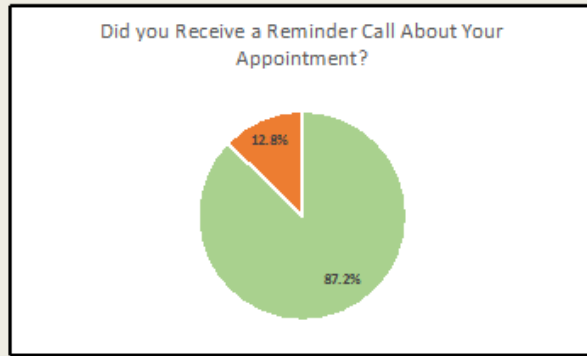
REGISTRATION

# Registration

Very Satisfied	Satisfied	Neither
Dissatisfied	Very Dissatisfied	



# Registration *continued*



Yes
No

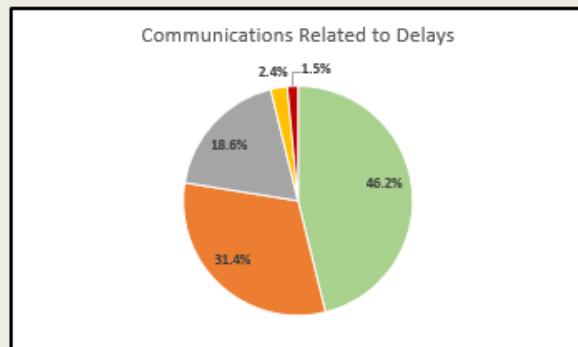
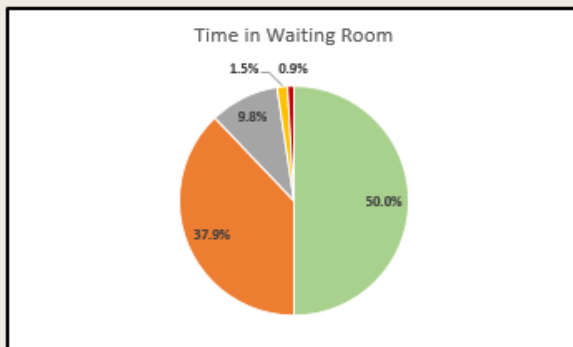
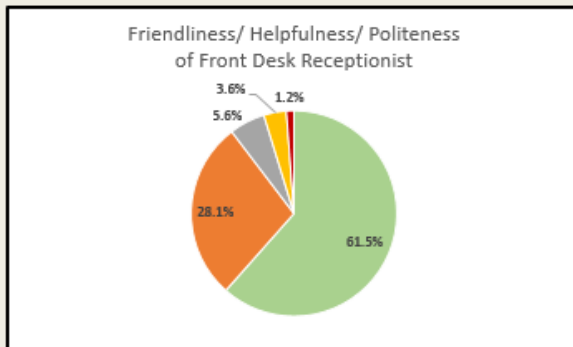


Within 24 Hours	Within 48 Hours	Over 48 Hours
Not Sure	Did Not Leave a Message	

## CHECK IN

# Check In

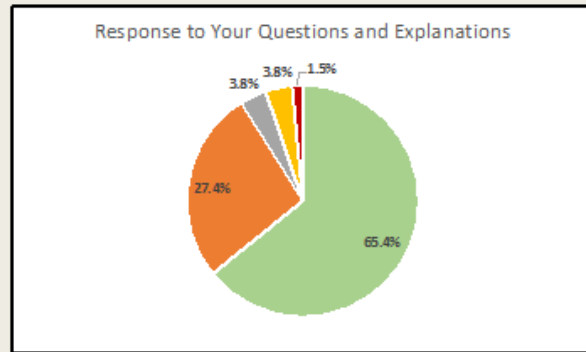
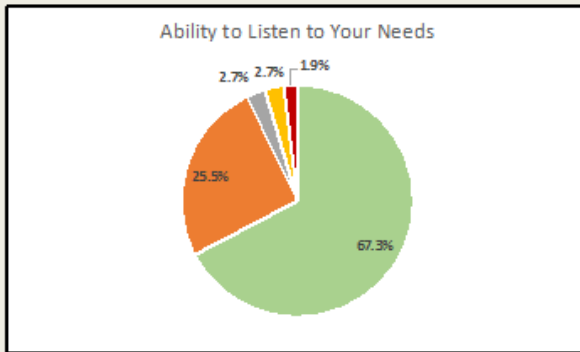
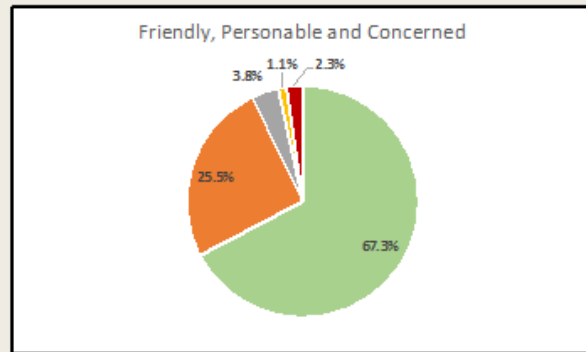
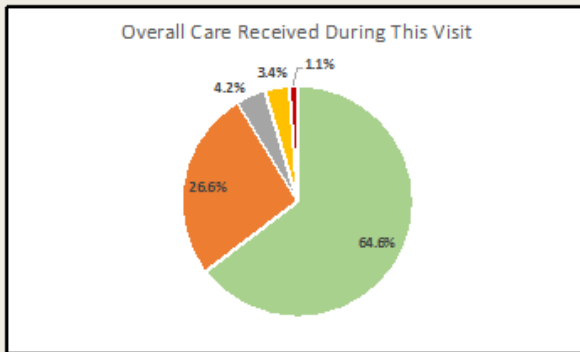
Very Satisfied	Satisfied	Neither
Disatisfied	Very Dissatisfied	



PROVIDER

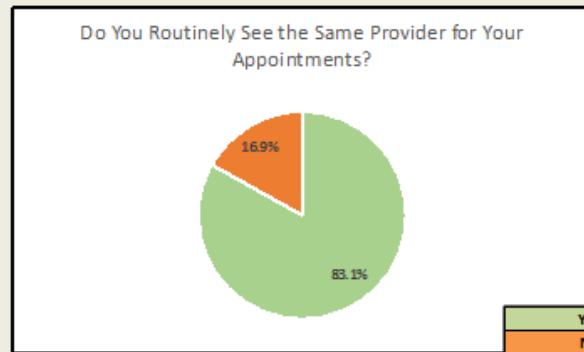
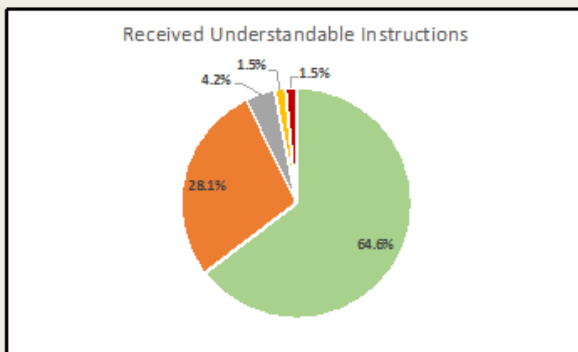
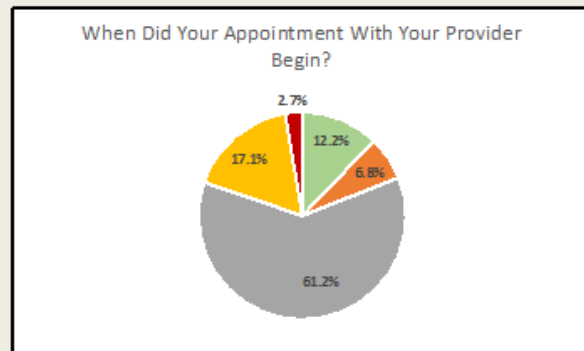
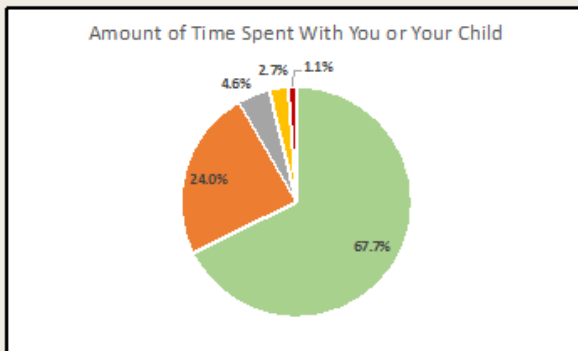
# Provider

Very Satisfied	Satisfied	Neither
	Dissatisfied	Very Dissatisfied



# Provider *continued*

Very Early	Somewhat Early	On Time
	Somewhat Late	Very Late

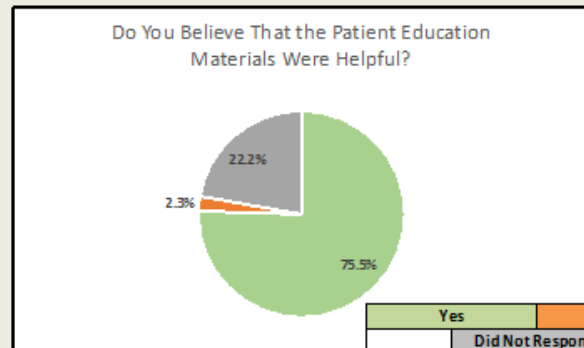
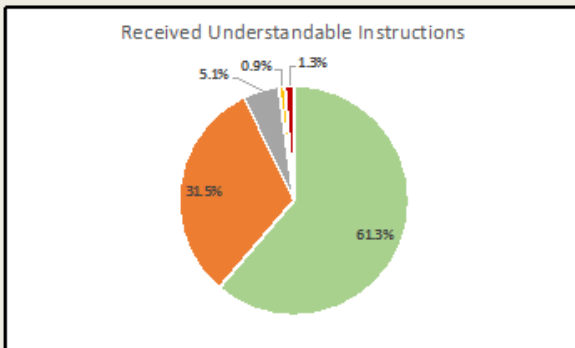
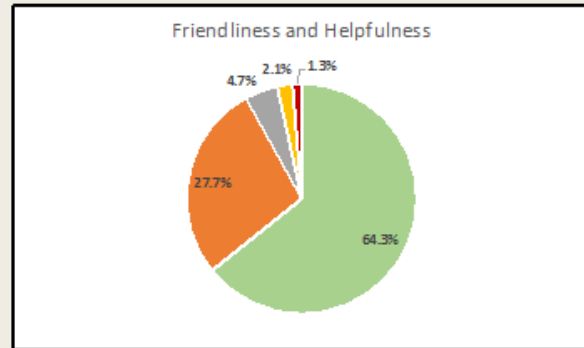
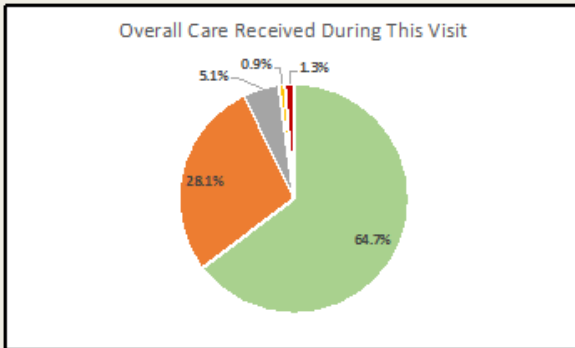


Yes
No

SUPPORT STAFF

# Support Staff

Very Satisfied	Satisfied	Neither
	Dissatisfied	Very Dissatisfied

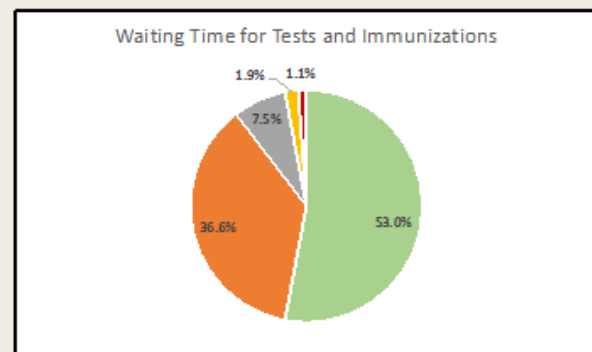
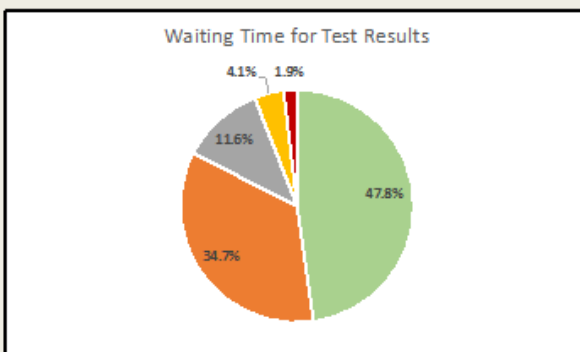
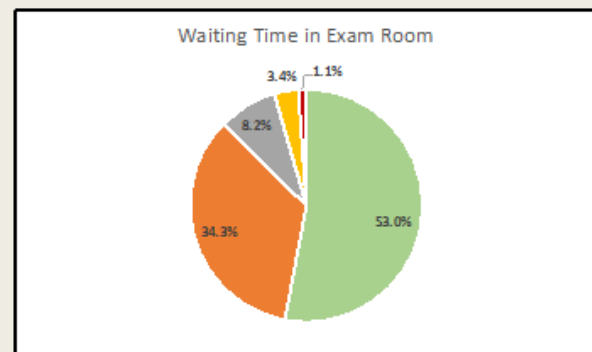
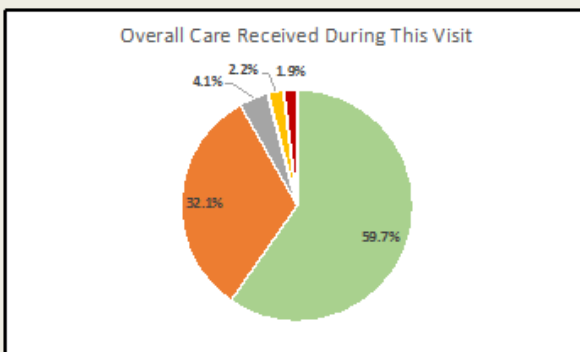


Yes	No
	Did Not Respond

OVERALL CARE

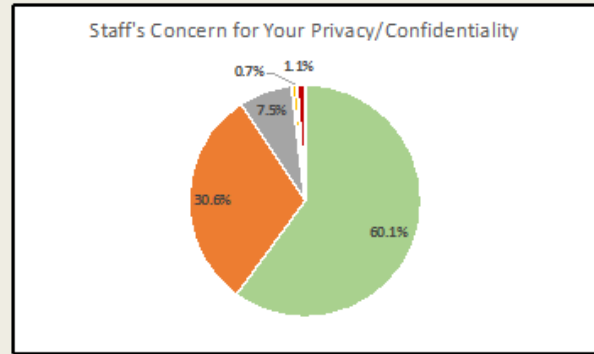
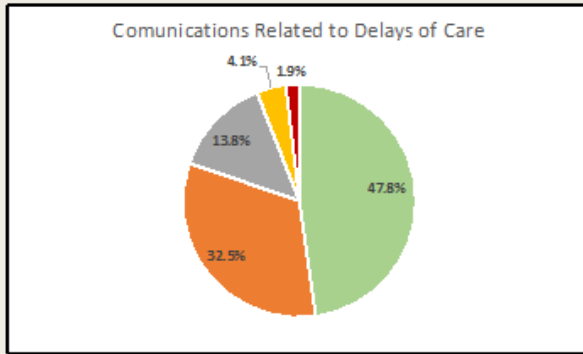
# Overall Care

Very Satisfied	Satisfied	Neither
	Dissatisfied	Very Dissatisfied



# Overall Care *continued*

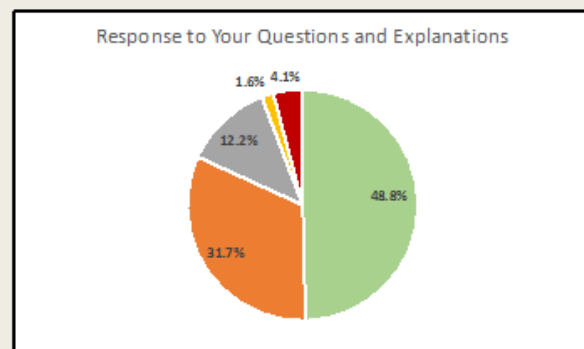
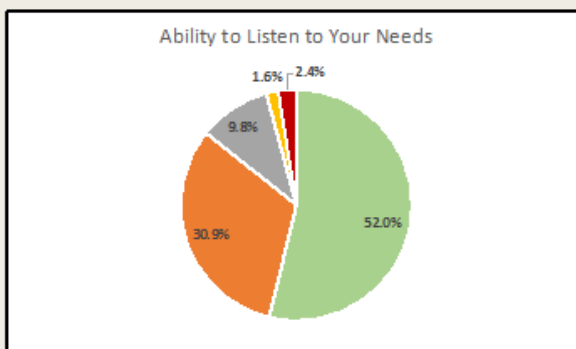
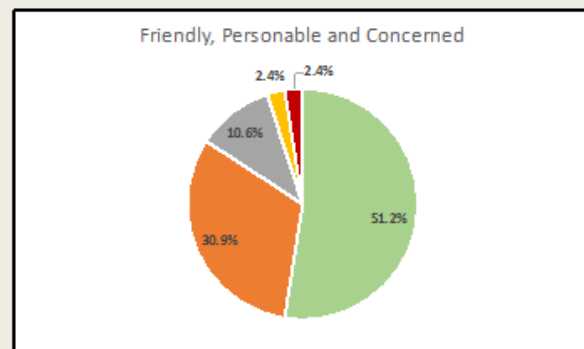
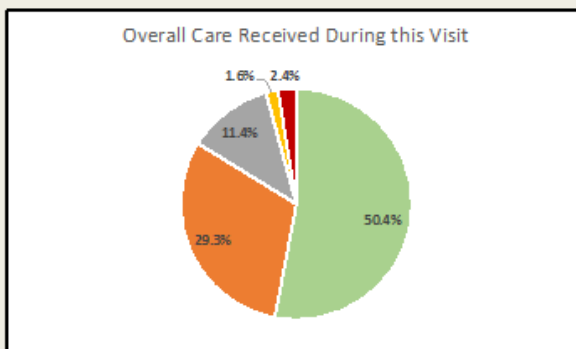
Very Satisfied	Satisfied	Neither
	Dissatisfied	Very Dissatisfied



## BEHAVIORAL HEALTH

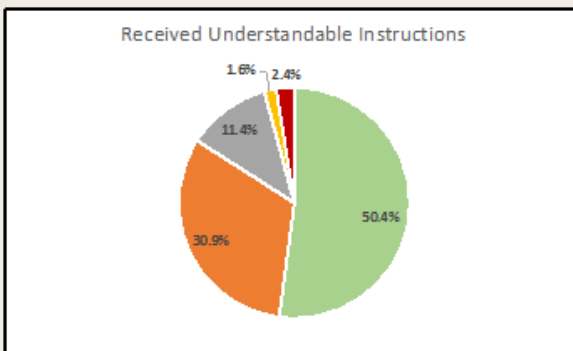
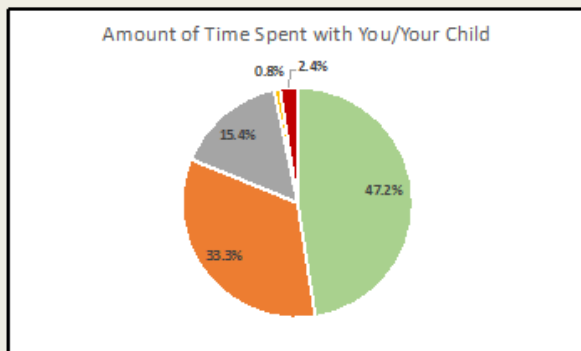
# Behavioral Health

Very Satisfied	Satisfied	Neither
	Dissatisfied	Very Dissatisfied



# Behavioral Health *continued*

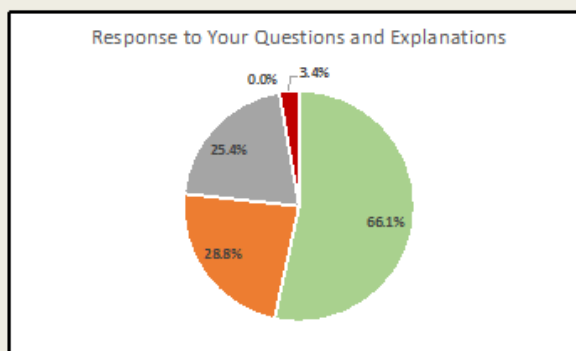
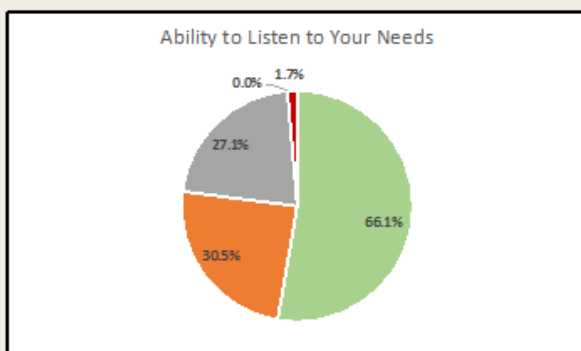
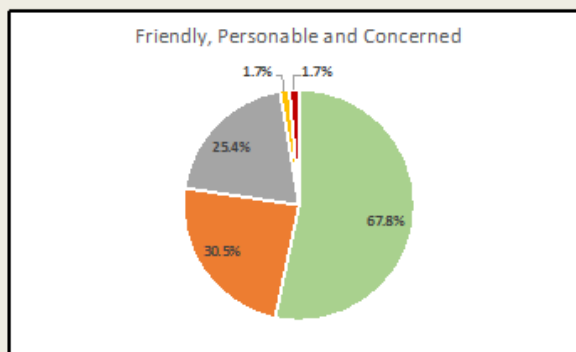
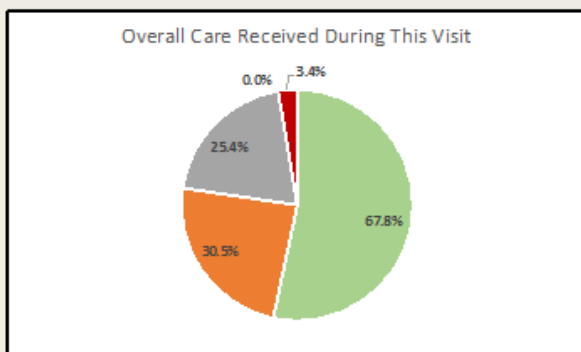
Very Satisfied	Satisfied	Neither
	Dissatisfied	Very Dissatisfied



## DIABETES CLINIC

# Diabetes Clinic

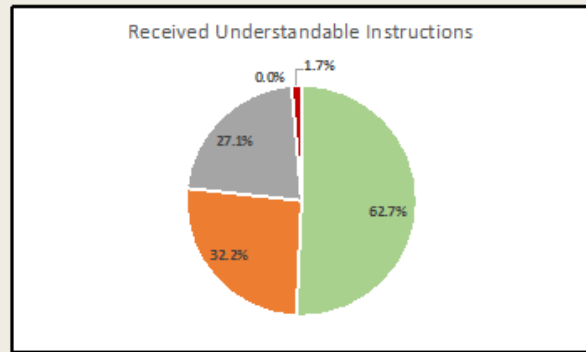
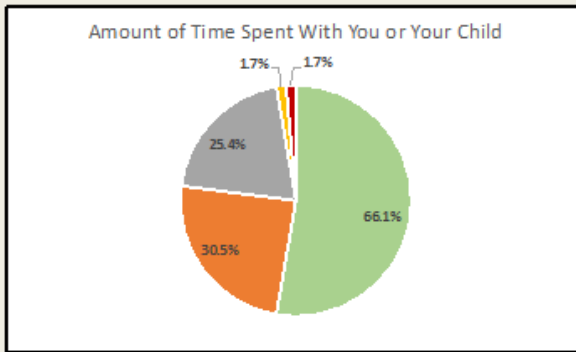
Very Satisfied	Satisfied	Neither
	Dissatisfied	Very Dissatisfied





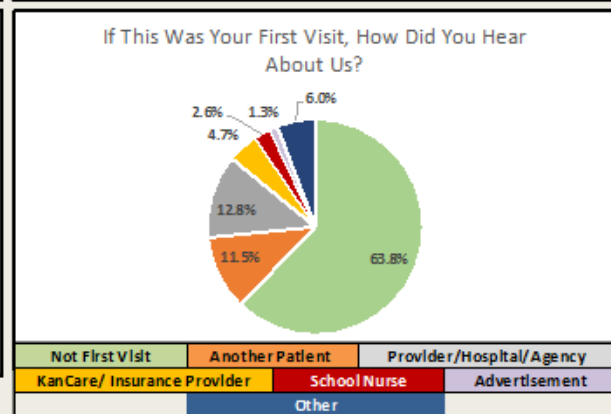
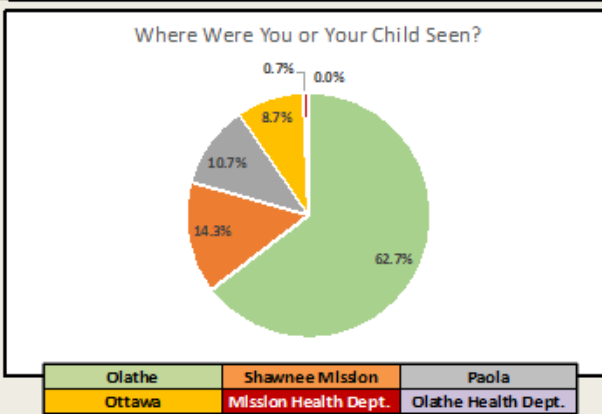
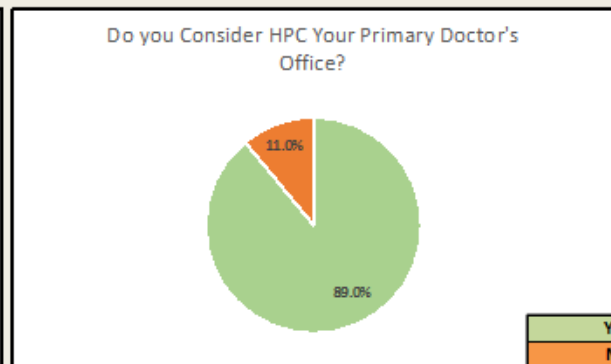
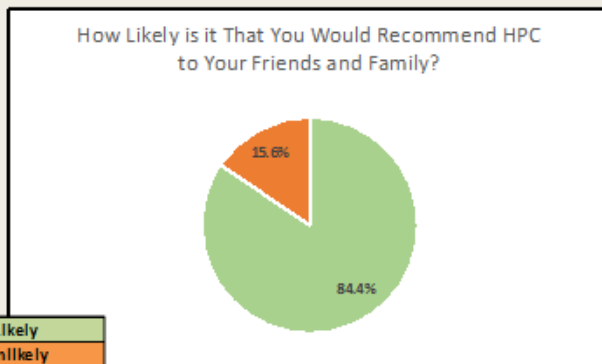
# Diabetes Clinic *continued*

Very Satisfied	Satisfied	Neither
	Dissatisfied	Very Dissatisfied



## VISIT

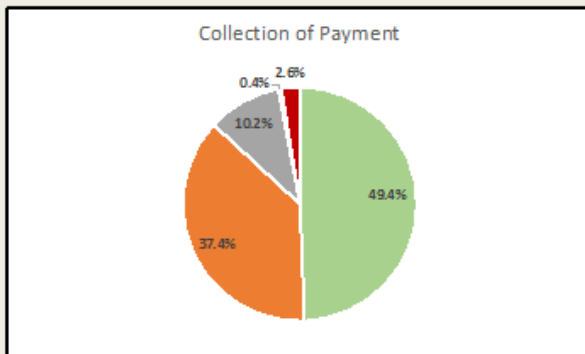
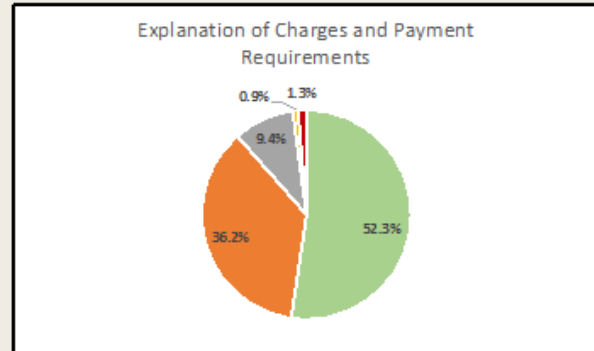
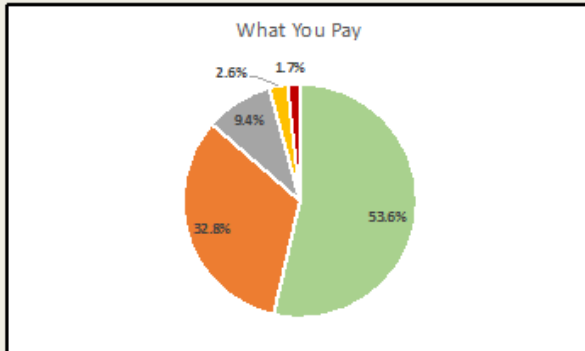
# Visit



**BILLING**

# Billing

Very Satisfied	Satisfied	Neither
	Dissatisfied	Very Dissatisfied



For a complete report, contact Catherine Rice, Vice President of Marketing and Outreach, at [crice@hpcjc.org](mailto:crice@hpcjc.org).