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

Likely to Recommend HPC

Progress Report continued
Phone System

Responsive to Questions and/or Complaints

Friendliness/Helpfulness of Operator

Ability to Access the Correct Person or Department

Time on Hold

Registration

Phones Answered Promptly

Helpfulness of Person Scheduling Appointment

Ease of Scheduling an Appointment

Availability of Appointment Times
Overall Care continued

Communications Related to Delays of Care
- 47.8%
- 13.8%
- 12.0%
- 4.1%
- 19.9%

Staff’s Concern for Your Privacy/Confidentiality
- 95.1%
- 7.9%
- 1.1%
- 0.7%

BEHAVIORAL HEALTH

Behavioral Health

Overall Care Received During this Visit
- 50.4%
- 29.3%
- 11.6%
- 9.8%
- 1.0%

Friendly, Personable and Concerned
- 51.2%
- 29.9%
- 10.0%
- 2.4%
- 2.4%

Ability to Listen to Your Needs
- 51.0%
- 30.0%
- 10.5%
- 8.0%
- 1.0%

Response to Your Questions and Explanations
- 84.8%
- 17.7%
- 12.2%
- 4.3%
- 1.0%
Behavioral Health continued

DIABETES CLINIC

Diabetes Clinic

Overall Care Received During This Visit

Friendly, Personable and Concerned

Ability to Listen to Your Needs

Response to Your Questions and Explanations

Very Satisfied | Satisfied | Neither | Dissatisfied | Very Dissatisfied

Very Satisfied | Satisfied | Neither | Dissatisfied | Very Dissatisfied
Diabetes Clinic continued

Visit

How Likely is it That You Would Recommend HPC to Your Friends and Family?

- Likely: 84.4%
- Unlikely: 15.6%

Do you Consider HPC Your Primary Doctor’s Office?

- Yes: 99.0%
- No: 1.0%

Where Were You or Your Child Seen?

<table>
<thead>
<tr>
<th>Location</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Olathe Health Dept.</td>
<td>62.7%</td>
</tr>
<tr>
<td>Shawnee Mission</td>
<td>16.3%</td>
</tr>
<tr>
<td>Other</td>
<td>10.7%</td>
</tr>
<tr>
<td>Mission Health Dept.</td>
<td>8.7%</td>
</tr>
</tbody>
</table>

If This Was Your First Visit, How Did You Hear About Us?

<table>
<thead>
<tr>
<th>Source</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider/Hospital/Agency</td>
<td>69.8%</td>
</tr>
<tr>
<td>School Nurse</td>
<td>11.3%</td>
</tr>
<tr>
<td>Other</td>
<td>11.3%</td>
</tr>
<tr>
<td>Social Media</td>
<td>4.7%</td>
</tr>
<tr>
<td>Provider</td>
<td>1.3%</td>
</tr>
<tr>
<td>Another Provider</td>
<td>1.3%</td>
</tr>
<tr>
<td>Referral</td>
<td>1.3%</td>
</tr>
<tr>
<td>Other</td>
<td>2.8%</td>
</tr>
</tbody>
</table>
For a complete report, contact Catherine Rice, Vice President of Marketing and Outreach, at crice@hpcjc.org.