

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.

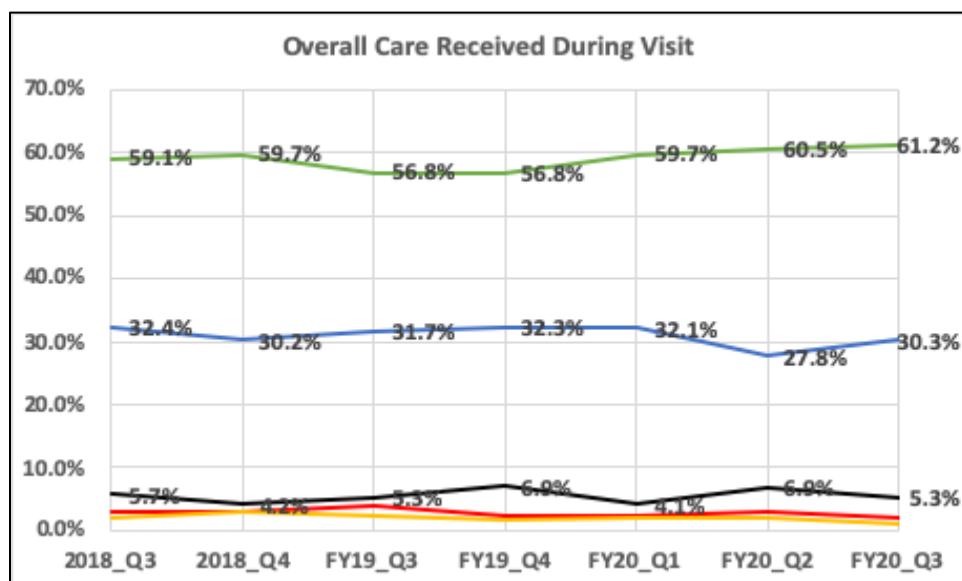
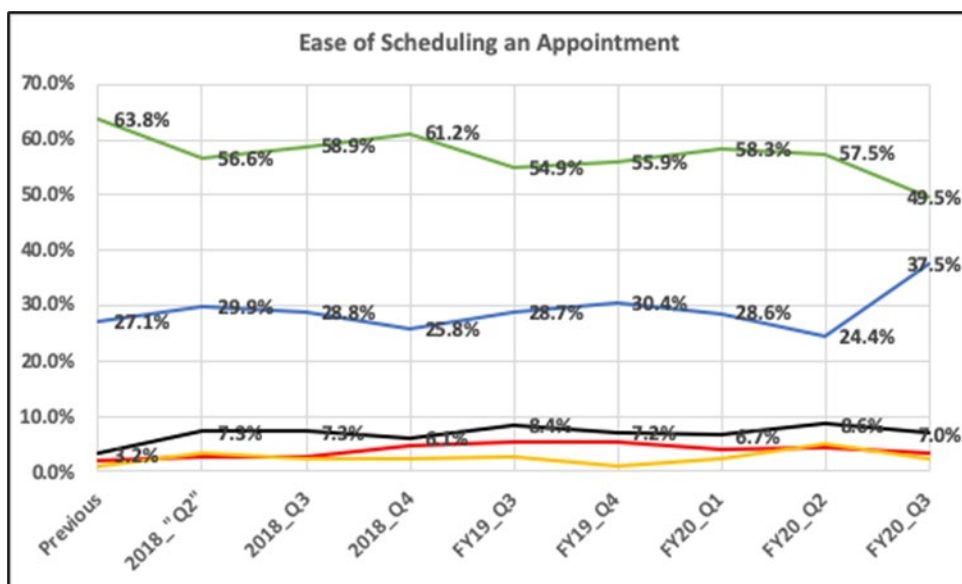
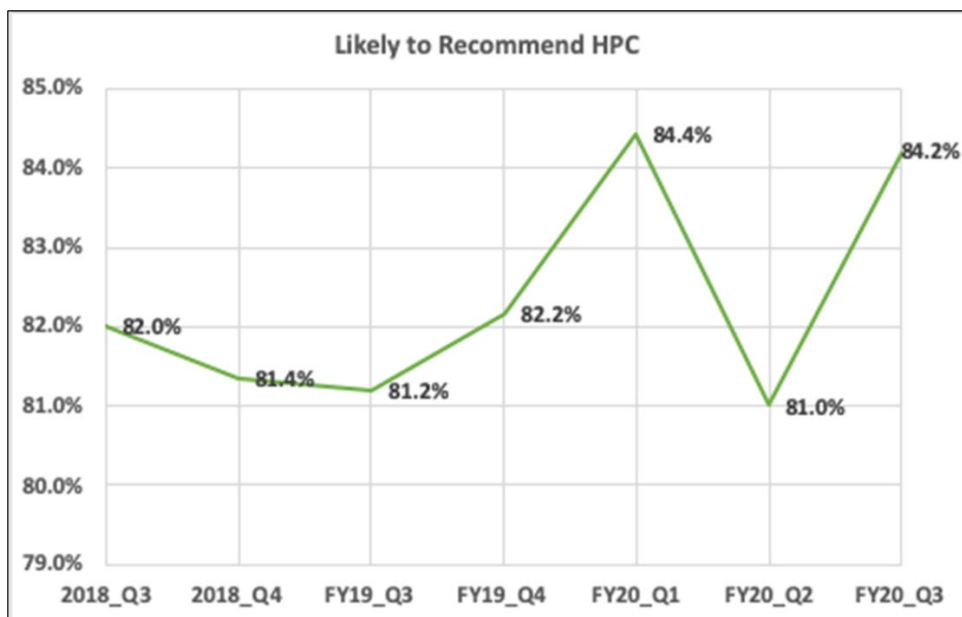
In April, 2,198 patients, who received services between January-March 2020, received a survey request (either in English or Spanish) via email or text.

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

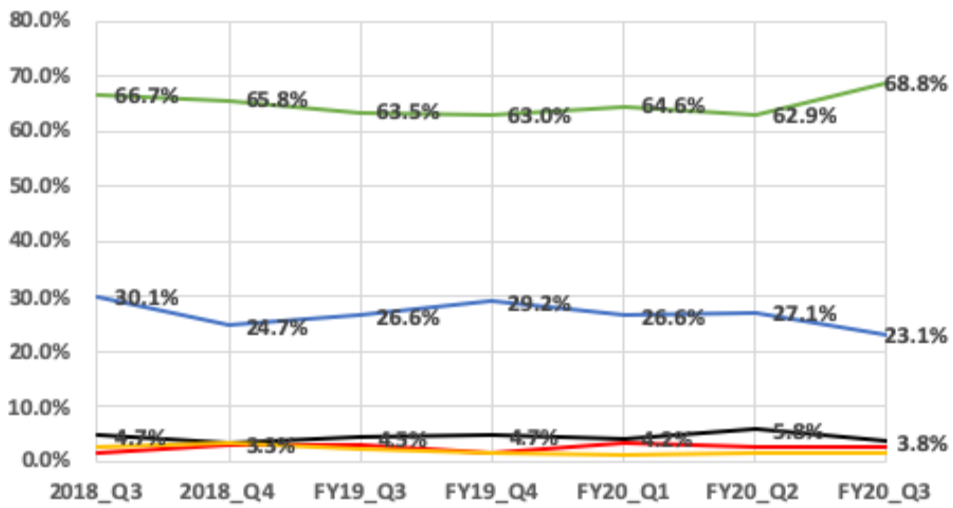
One of the key questions I pay special attention to is "How likely is it that you would recommend HPC to your friends and family?" Responders indicated 84.2 percent (3.1 percent increase over the previous quarter) would recommend HPC to friends and family! Several initiatives have been implemented to 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.

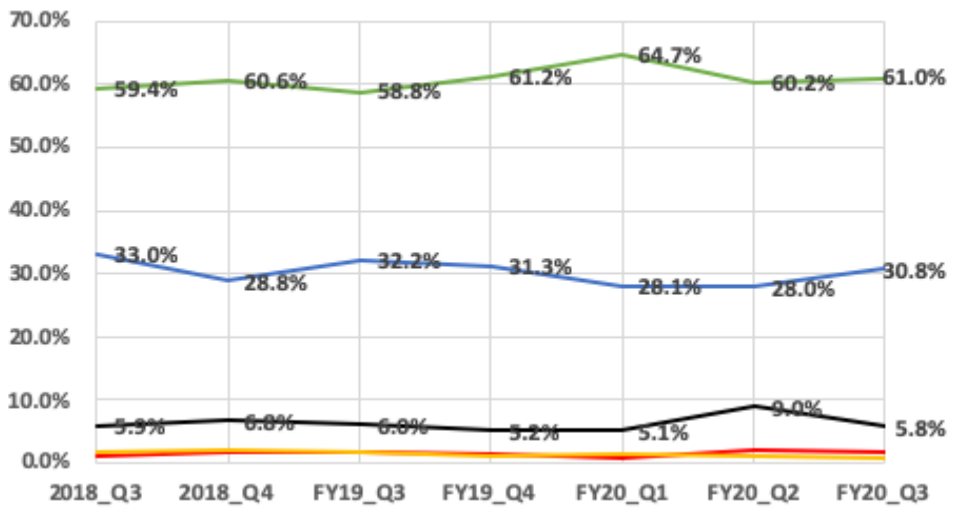
Here are some of the results:



Overall Care Received from Providers

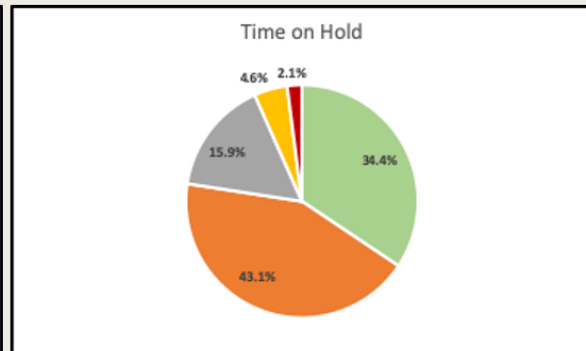
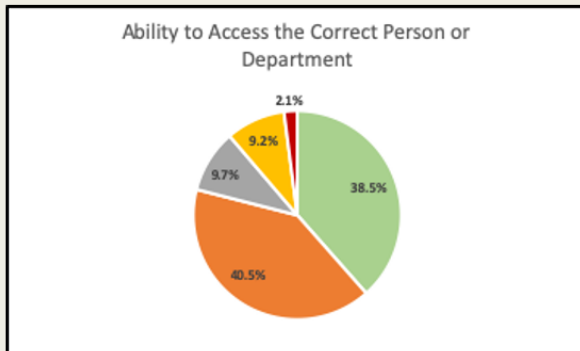
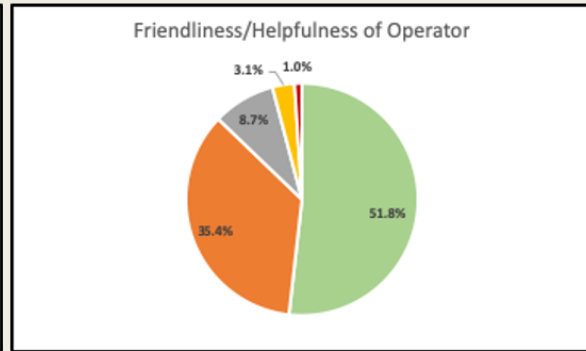
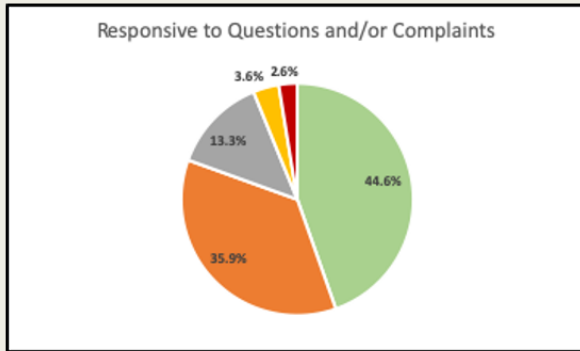


Overall Care Received from Support Staff:



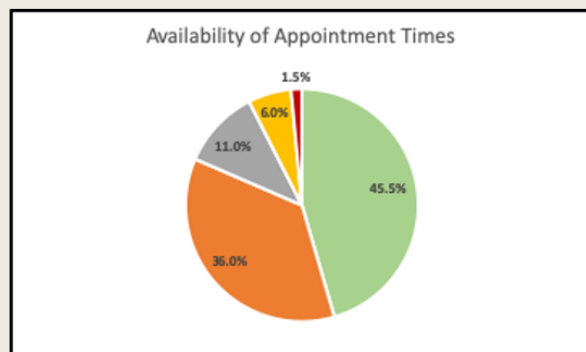
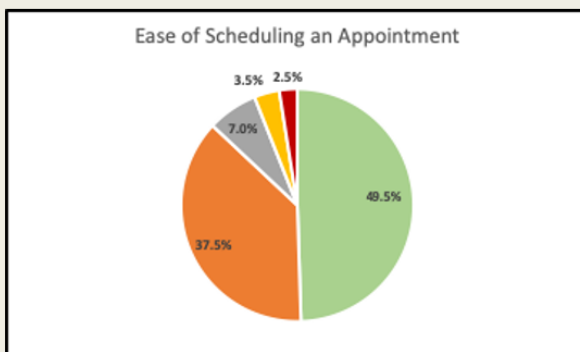
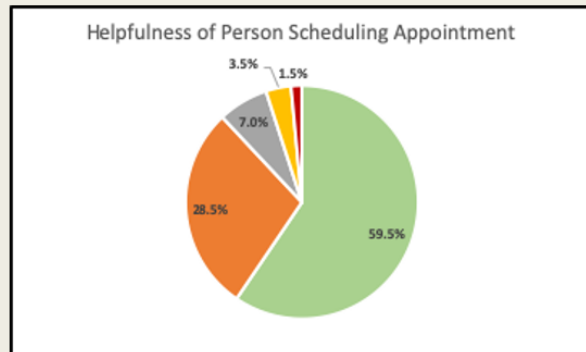
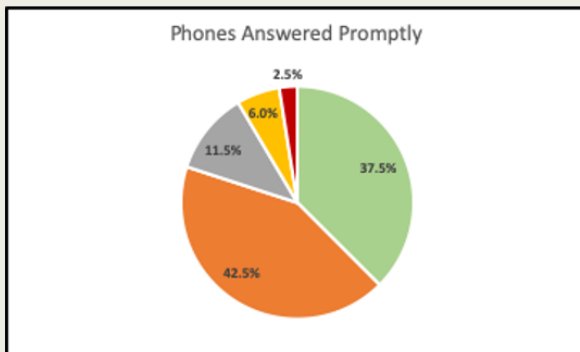
Phone System

Very Satisfied	Satisfied	Neither
Dissatisfied	Very Dissatisfied	

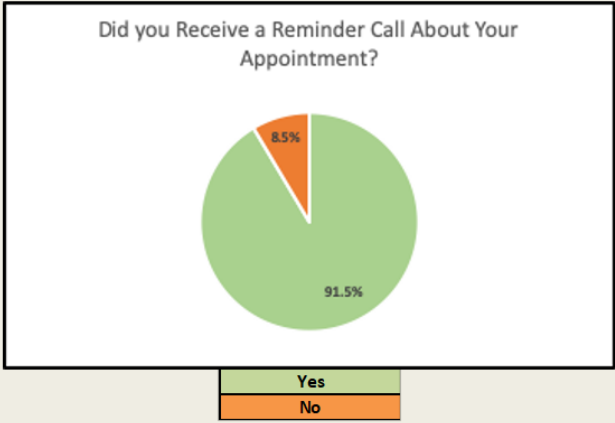


Registration

Very Satisfied	Satisfied	Neither
Dissatisfied	Very Dissatisfied	

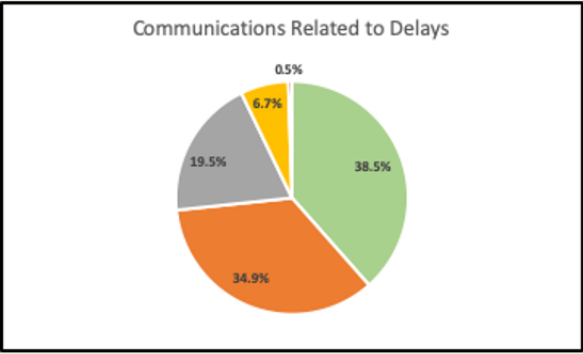
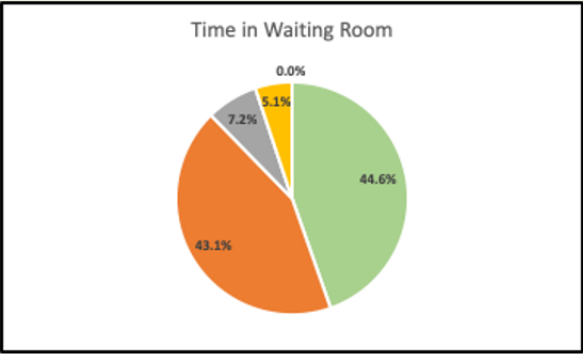
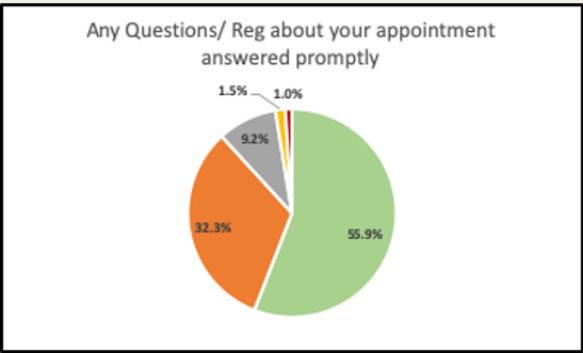
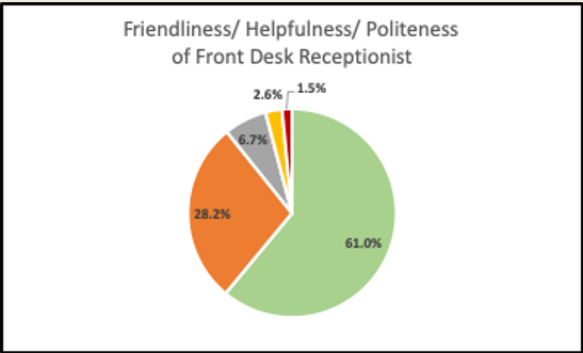


Registration *continued*



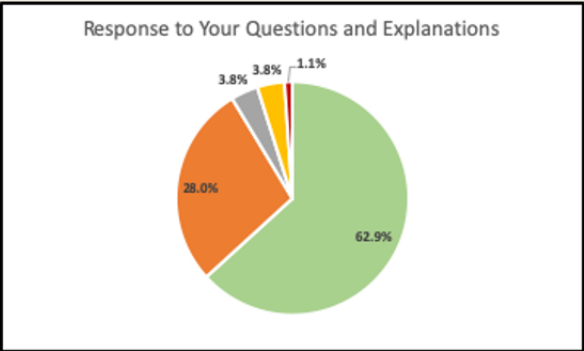
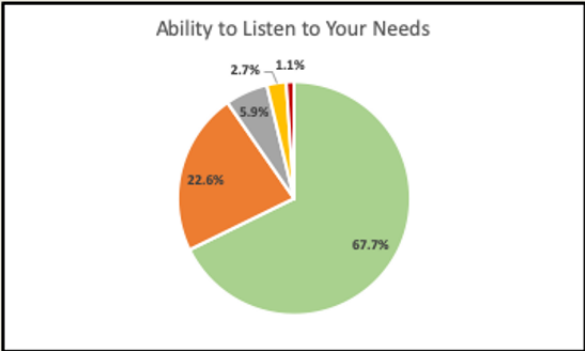
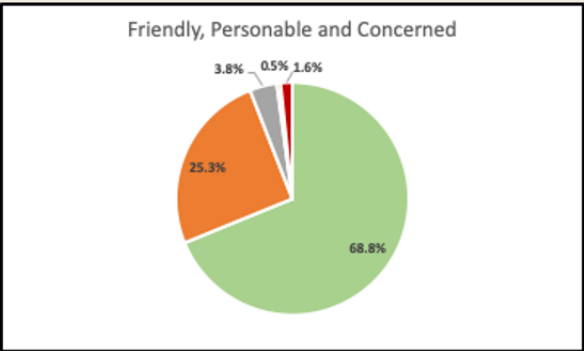
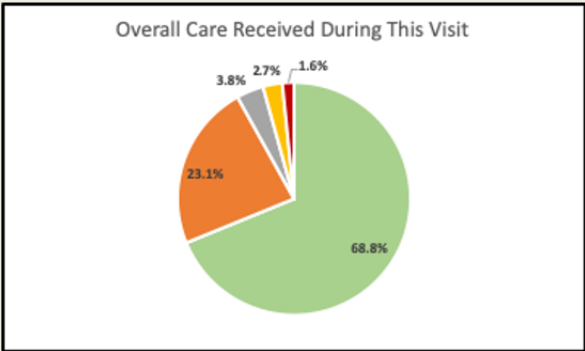
Check In

Very Satisfied	Satisfied	Neither
	Dissatisfied	Very Dissatisfied



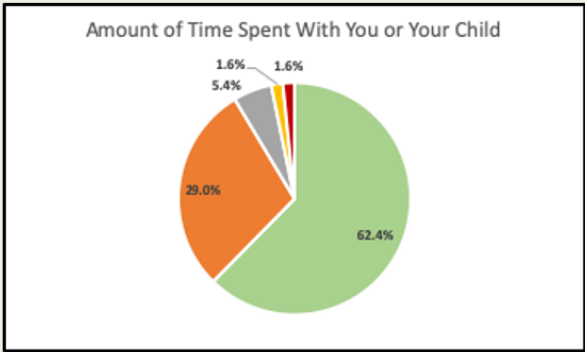
Provider

Very Satisfied	Satisfied	Neither
	Dissatisfied	Very Dissatisfied

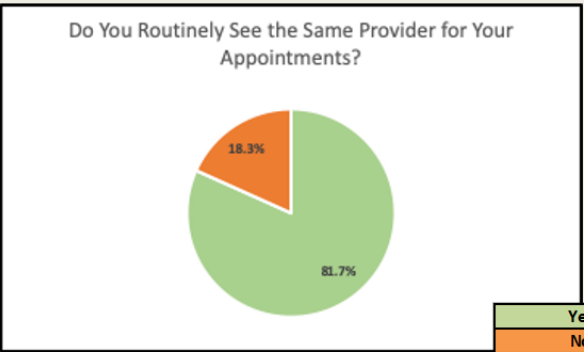
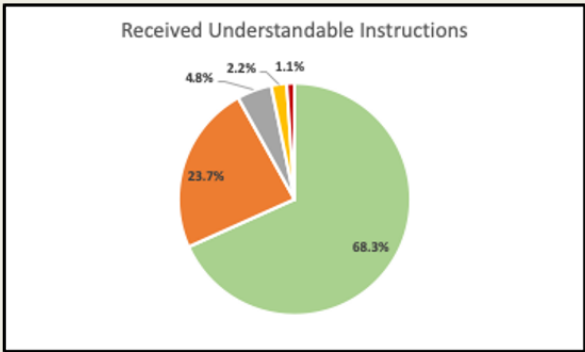


Provider *continued*

Very Satisfied	Satisfied	Neither
	Dissatisfied	Very Dissatisfied



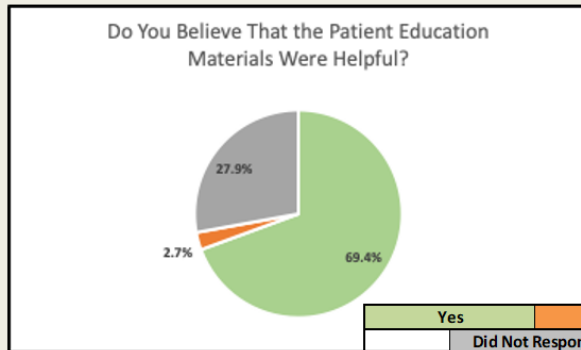
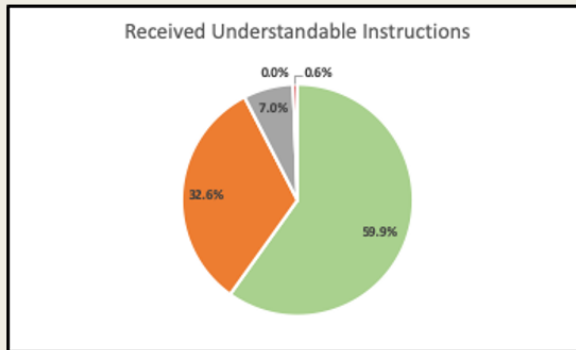
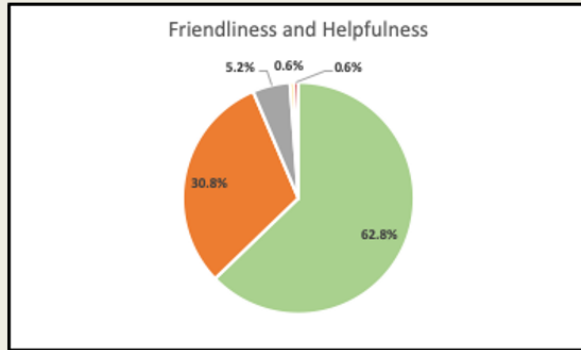
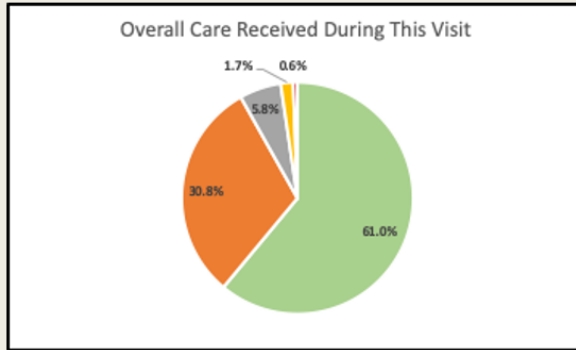
Very Early
Somewhat Early
On Time
Somewhat Late
Very Late



Yes
No

Support Staff

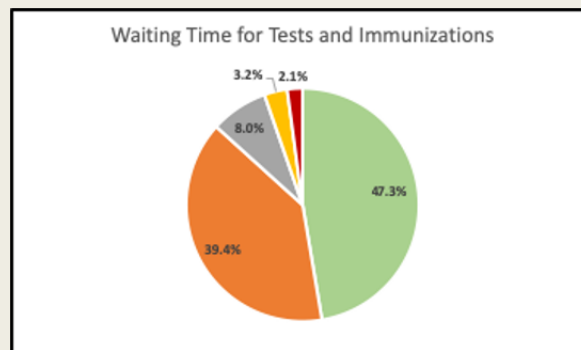
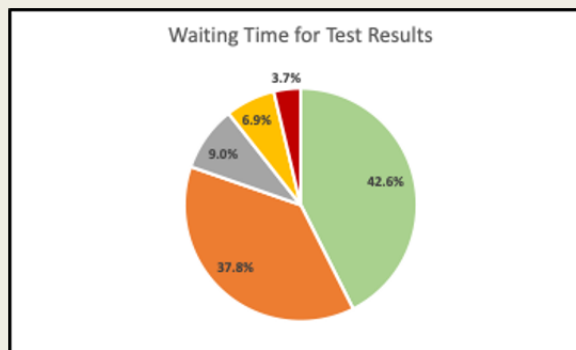
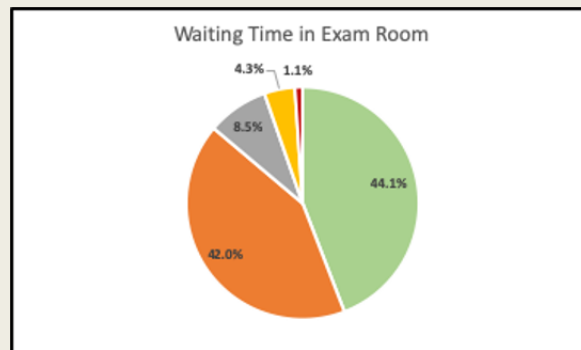
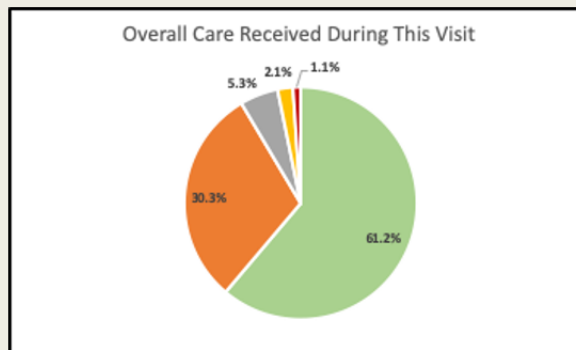
Very Satisfied	Satisfied	Neither
	Dissatisfied	Very Dissatisfied



Yes	No
Did Not Respond	

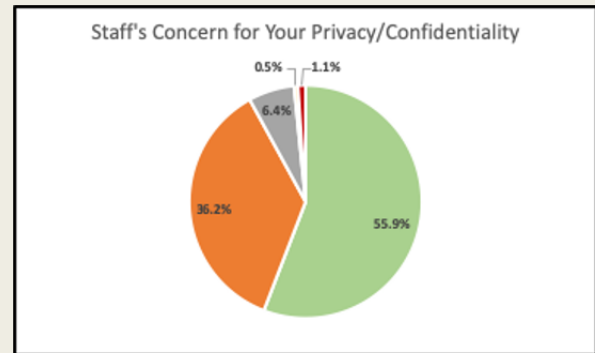
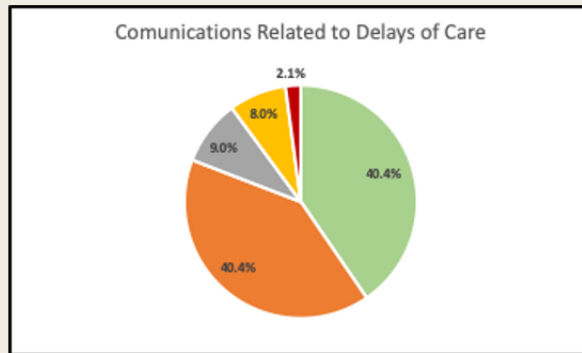
Overall Care

Very Satisfied	Satisfied	Neither
	Dissatisfied	Very Dissatisfied



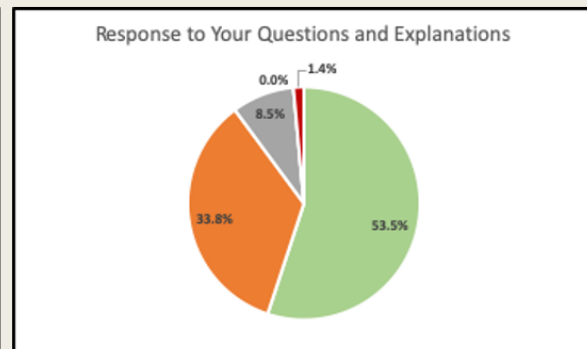
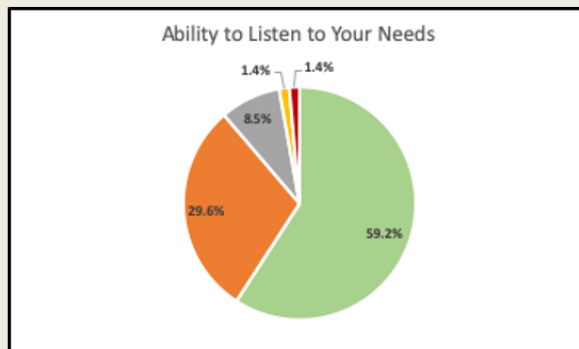
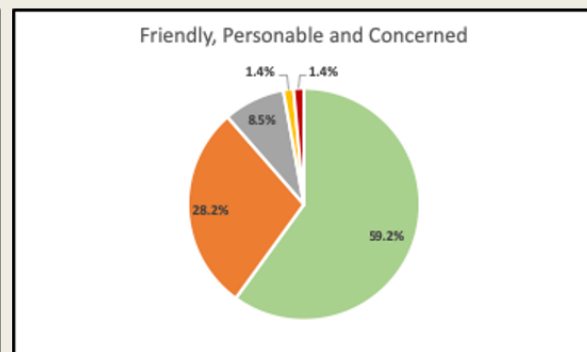
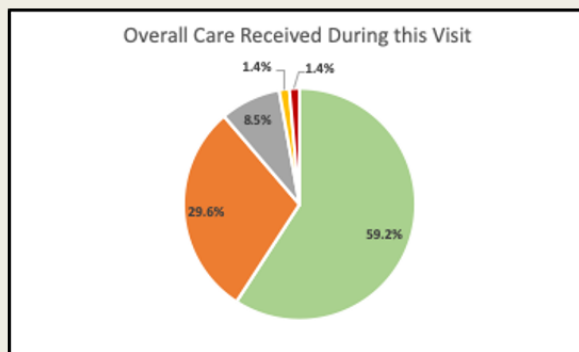
Overall Care *continued*

Very Satisfied	Satisfied	Neither
	Dissatisfied	Very Dissatisfied



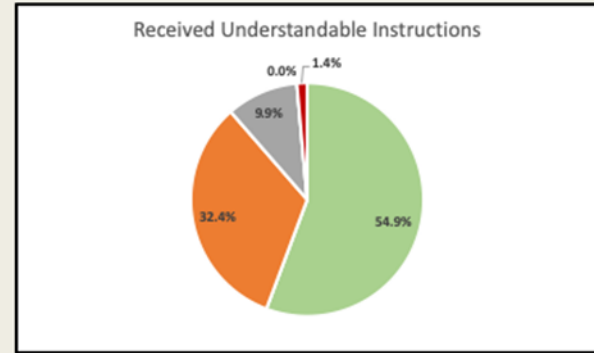
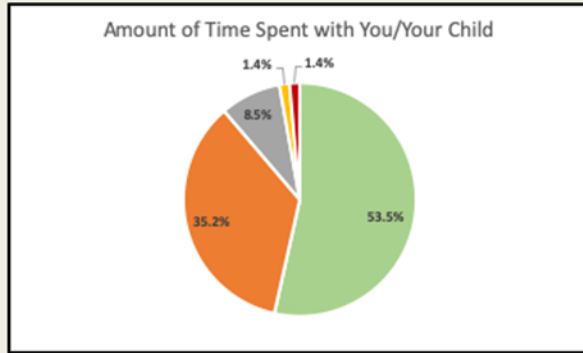
Behavioral Health

Very Satisfied	Satisfied	Neither
	Dissatisfied	Very Dissatisfied



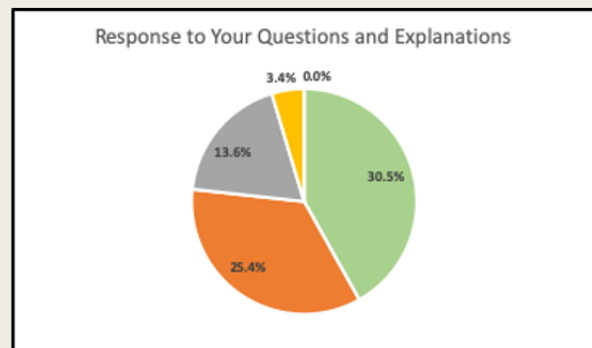
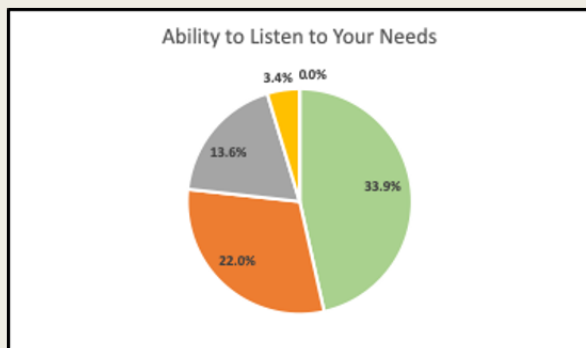
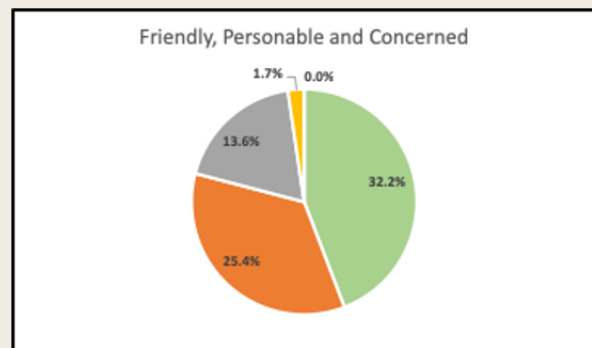
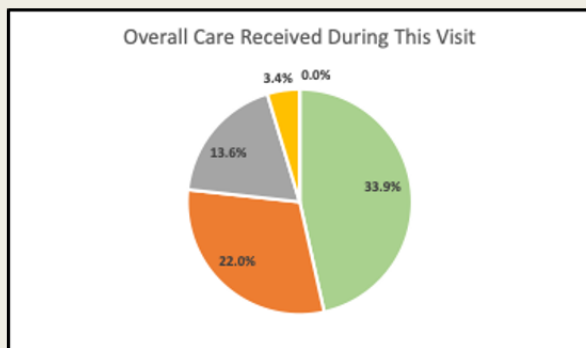
Behavioral Health *continued*

Very Satisfied	Satisfied	Neither
	Dissatisfied	Very Dissatisfied



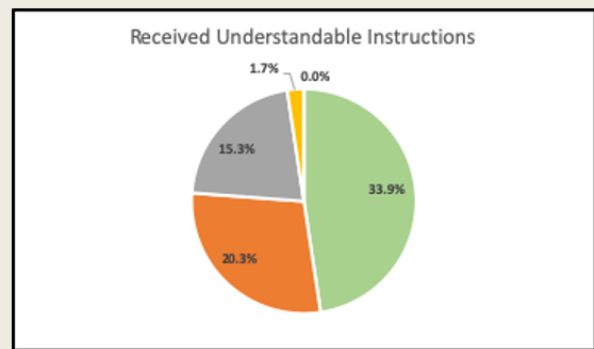
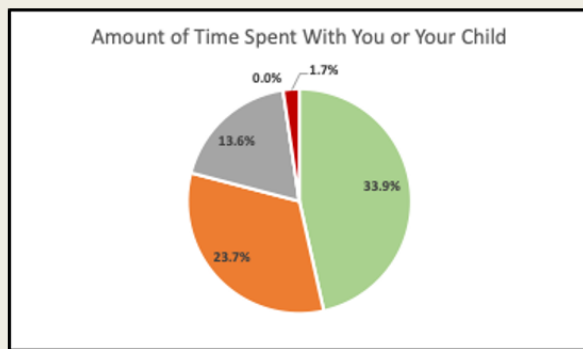
Diabetes Clinic

Very Satisfied	Satisfied	Neither
	Dissatisfied	Very Dissatisfied

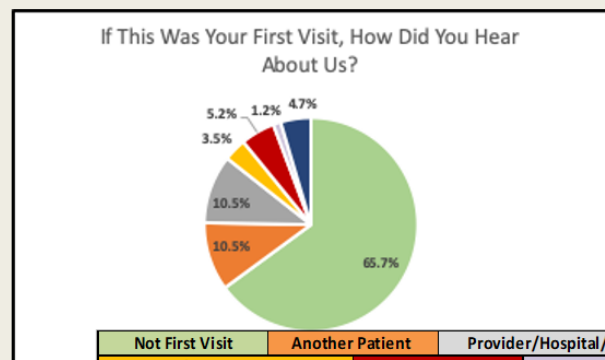
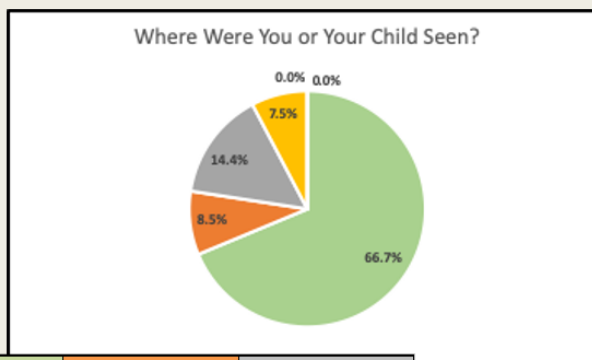
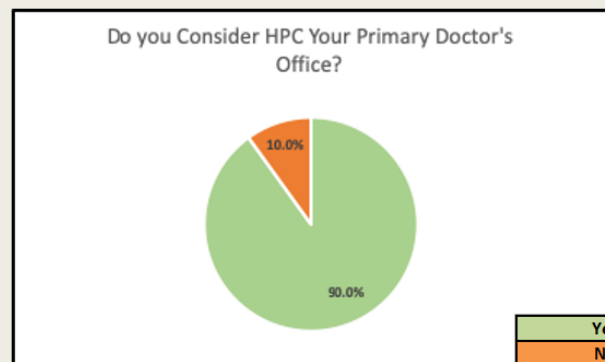
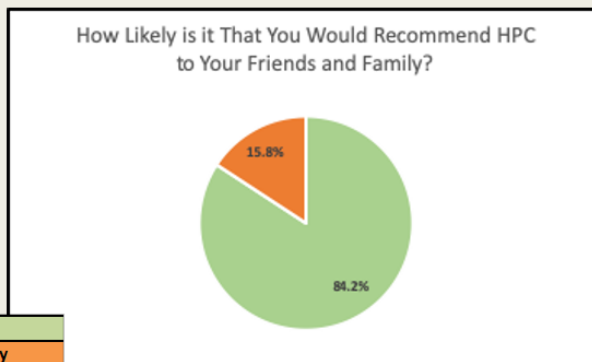


Diabetes Clinic *continued*

Very Satisfied	Satisfied	Neither
Dissatisfied	Very Dissatisfied	



Visit

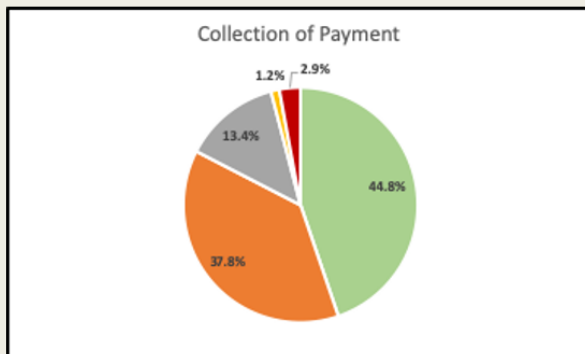
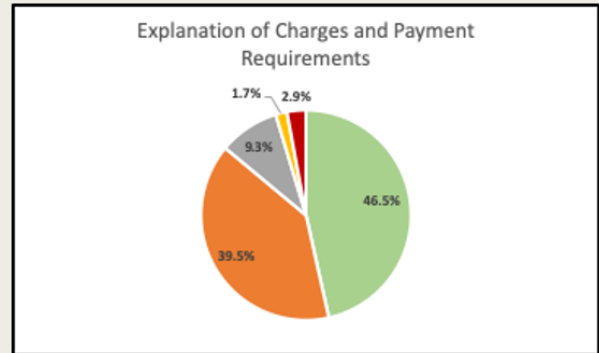
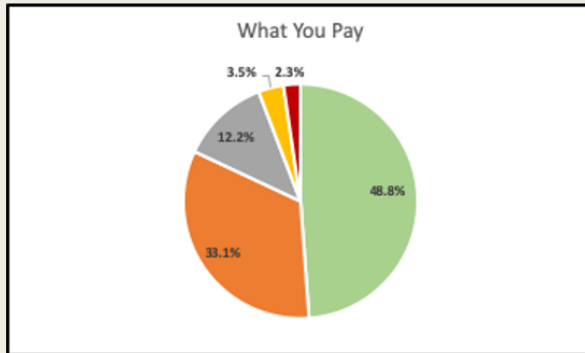


Olathe	Shawnee Mission	Paola
Ottawa	Mission Health Dept.	Olathe Health Dept.

Not First Visit	Another Patient	Provider/Hospital/Agency
KanCare/ Insurance Provider	School Nurse	Advertisement
	Other	

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.