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:
Registration continued

Did you Receive a Reminder Call About Your Appointment?

- Yes: 91.5%
- No: 8.5%

If You Had to Leave a Message, How Quickly Did We Return Your Phone Call?

<table>
<thead>
<tr>
<th>Time Frame</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Within 24 Hours</td>
<td>32.0%</td>
</tr>
<tr>
<td>Within 48 Hours</td>
<td>16.5%</td>
</tr>
<tr>
<td>Over 48 Hours</td>
<td>12.3%</td>
</tr>
<tr>
<td>Not Sure</td>
<td>10.0%</td>
</tr>
<tr>
<td>Did Not Leave a Message</td>
<td>1.5%</td>
</tr>
</tbody>
</table>

Check In

Friendliness/ Helpfulness/ Politeness of Front Desk Receptionist

- Friendly: 61.0%
- Helpful: 28.2%
- Polite: 7.3%
- Others: 3.2%

Any Questions/ Reg about your appointment answered promptly

- Yes: 35.9%
- No: 55.9%

Time in Waiting Room

- 0-10 minutes: 44.6%
- 11-20 minutes: 20.1%
- 21-30 minutes: 19.5%
- Over 30 minutes: 6.7%
- Others: 0%

Communications Related to Delays

- Yes: 38.5%
- No: 34.9%
- Others: 19.5%
Overall Care continued

Communications Related to Delays of Care

Staff’s Concern for Your Privacy/Confidentiality

Behavioral Health

Overall Care Received During this Visit

Friendly, Personable and Concerned

Ability to Listen to Your Needs

Response to Your Questions and Explanations
Behavioral Health continued

- **Amount of Time Spent with You/Your Child**
  - Very Satisfied: 14%
  - Satisfied: 85%
  - Neither: 14%
  - Dissatisfied: 10.2%
  - Very Dissatisfied: 53.5%

- **Received Understandable Instructions**
  - Very Satisfied: 0%
  - Satisfied: 12.4%
  - Neither: 9.9%
  - Dissatisfied: 54.9%
  - Very Dissatisfied: 1.4%

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Diabetes Clinic

- **Overall Care Received During This Visit**
  - Very Satisfied: 0%
  - Satisfied: 13.6%
  - Neither: 22.0%
  - Dissatisfied: 33.9%
  - Very Dissatisfied: 3.4%

- **Friendly, Personable and Concerned**
  - Very Satisfied: 0%
  - Satisfied: 13.6%
  - Neither: 25.4%
  - Dissatisfied: 32.2%
  - Very Dissatisfied: 1.7%

- **Ability to Listen to Your Needs**
  - Very Satisfied: 0%
  - Satisfied: 13.6%
  - Neither: 22.0%
  - Dissatisfied: 33.9%
  - Very Dissatisfied: 3.4%

- **Response to Your Questions and Explanations**
  - Very Satisfied: 0%
  - Satisfied: 13.6%
  - Neither: 25.4%
  - Dissatisfied: 30.5%
  - Very Dissatisfied: 3.4%
Diabetes Clinic continued

Amount of Time Spent With You or Your Child

Received Understandable Instructions

Visit

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

Do you Consider HPC Your Primary Doctor’s Office?

Where Were You or Your Child Seen?

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

Likely

Unlikely

Yes

No

Clathe

Shawnee Mission

Paola

Ottawa

Mission Health Dept.

Clathe Health Dept.

Not First Visit

Another Patient

Provider/Hospital/Agency

KanCare/Insurance Provider

School Nurse

Advertisement

Other
For a complete report, contact Catherine Rice, Vice President of Marketing and Outreach, at crice@hpcjc.org.