

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. We send out a quarterly survey via SurveyMonkey. Our questions range from the registration process, phones and front desk check in to provider/support staff and billing/payment process.

Our last survey results (FY21Q2) included feedback from patients who received services between October through December 2020. More than 2,700 English and Spanish surveys were sent via email and/or text.

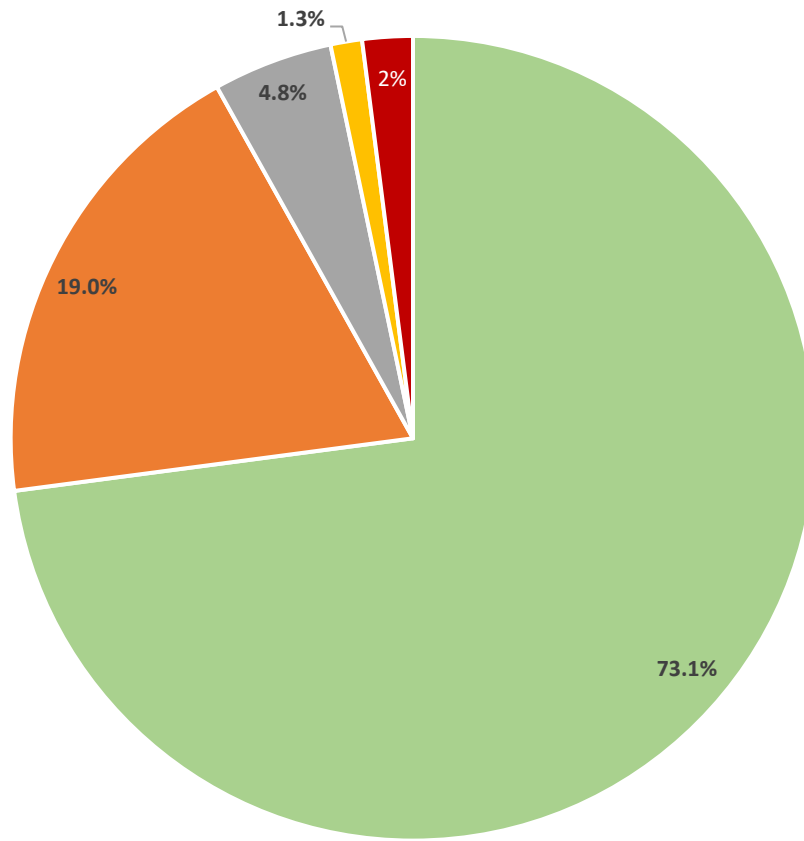
- Three hundred ninety-four individuals responded, resulting in a 14 percent response rate, with a confidence level of 95 percent and a margin of error of only five percent.
- Besides the great response rate, overall, our satisfaction results were the best so far. However, there is always room for improvement!

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?” Ninety-two (92) percent of the responders indicated they would “very likely” or “likely” 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:

How Likely is it that You Would Recommend HPC to your Friends and Family?

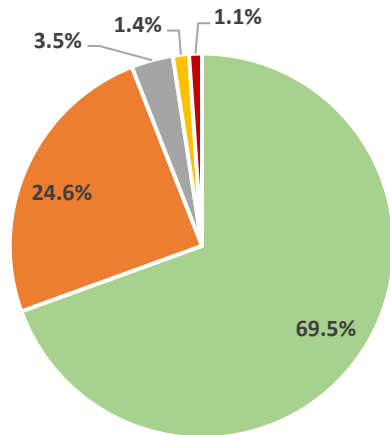


Very Likely
Likely
Neither
Unlikely
Very Unlikely

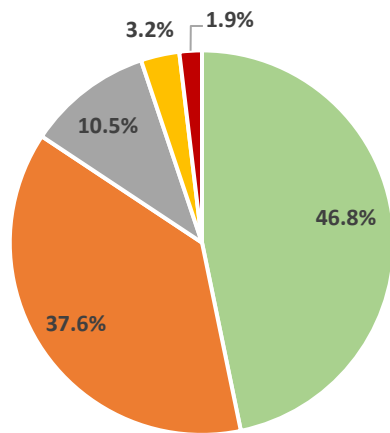
Overall Care

Very Satisfied	Satisfied	Neither
	Dissatisfied	Very Dissatisfied

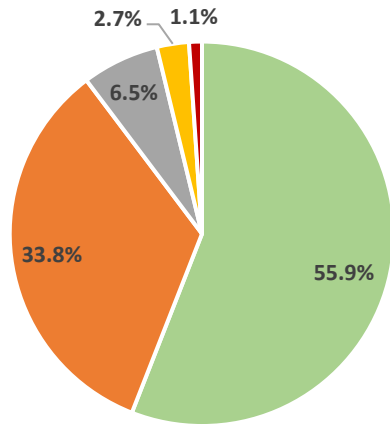
Overall Care Received During This Visit



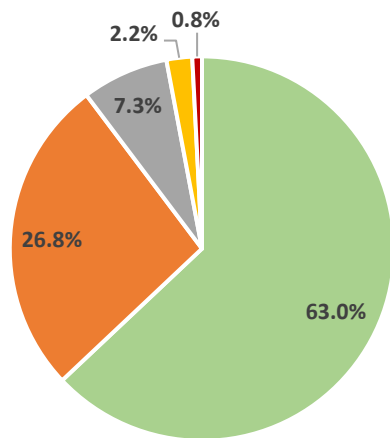
Waiting Time for Test Results



Waiting Time in Exam Room

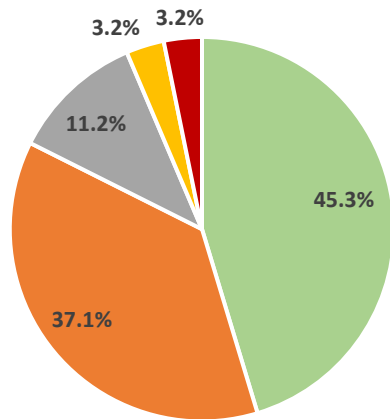


Waiting Time for Tests and Immunizations

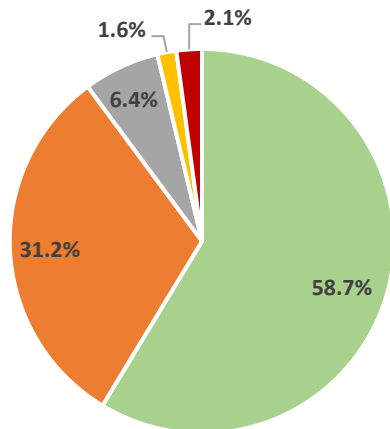


Phone System

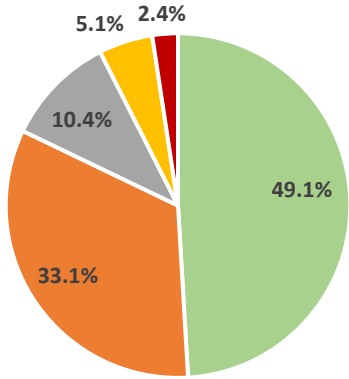
Phones Answered Promptly



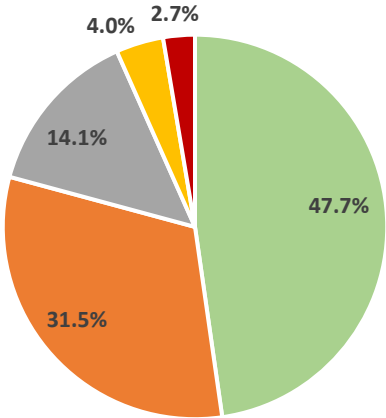
Friendliness/Helpfulness of Operator



Ability to Access the Correct Person/Department Promptly



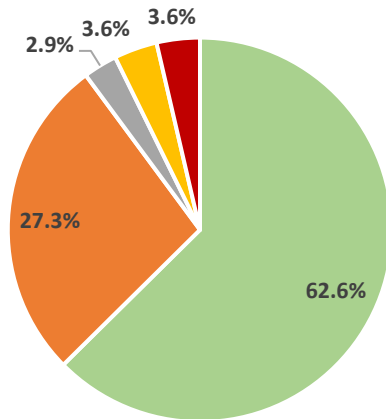
Time on Hold



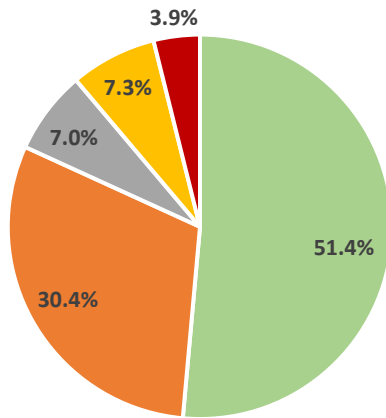
Registration

Very Satisfied	Satisfied	Neither
	Dissatisfied	Very Dissatisfied

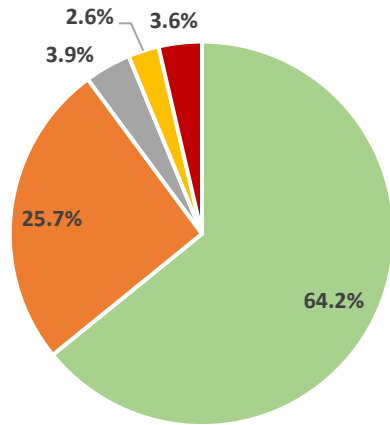
Ease of Scheduling an Appointment



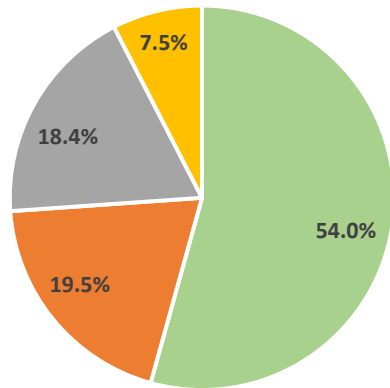
Availability of Appointment Times



Helpfulness of Person Scheduling Appointment



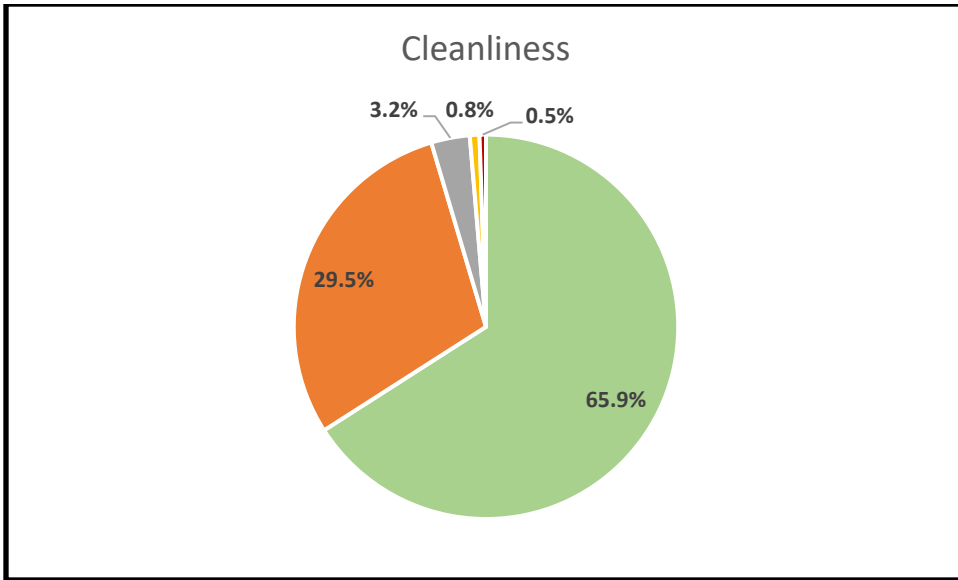
Did You Use the Patient Portal?



Yes	No
Not familiar wih this	
If not, why	

Facility

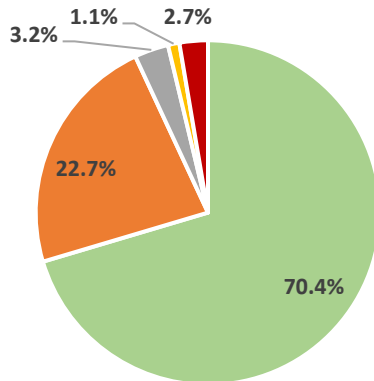
Very Satisfied	Satisfied	Neither
	Dissatisfied	Very Dissatisfied



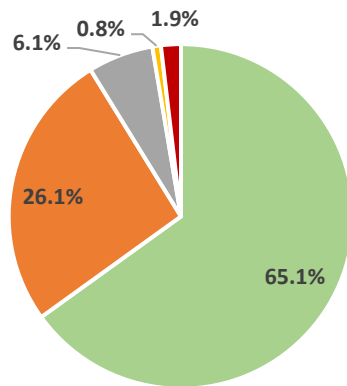
Check In

Very Satisfied	Satisfied	Neither
	Dissatisfied	Very Dissatisfied

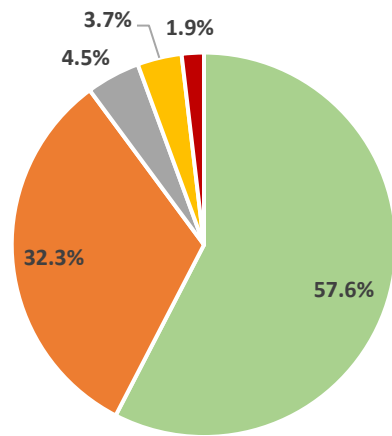
Friendliness/ Helpfulness/ Politeness
of Front Desk Receptionist



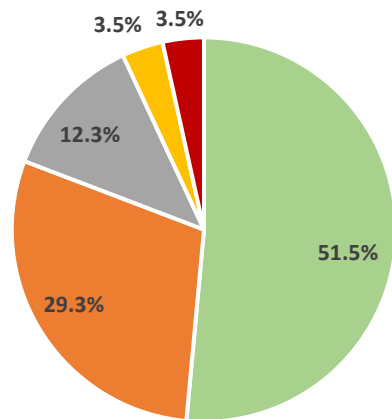
Any Questions regarding your Appointment
Answered Promptly



Time in Waiting Room



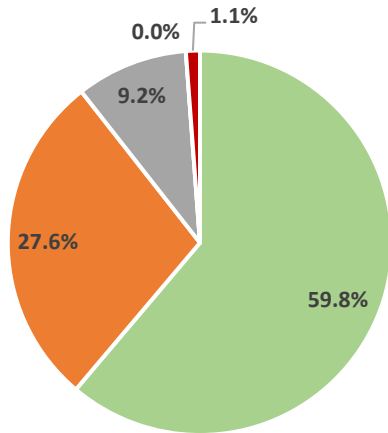
Communications Related to Delays



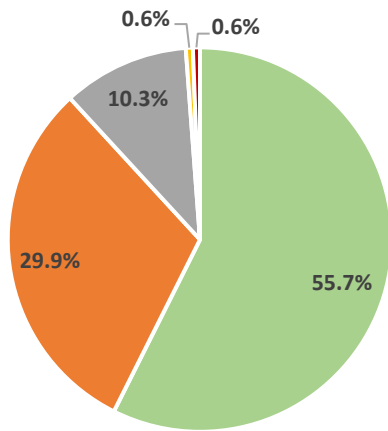
Behavioral Health

Very Satisfied	Satisfied	Neither
	Dissatisfied	Very Dissatisfied

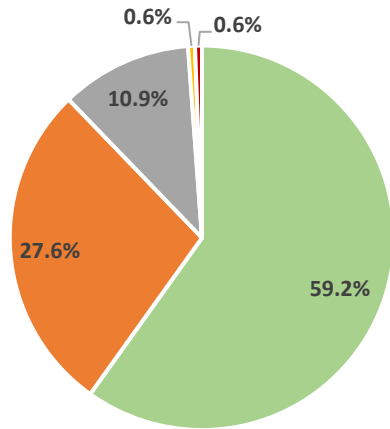
Overall Care Received During this Visit



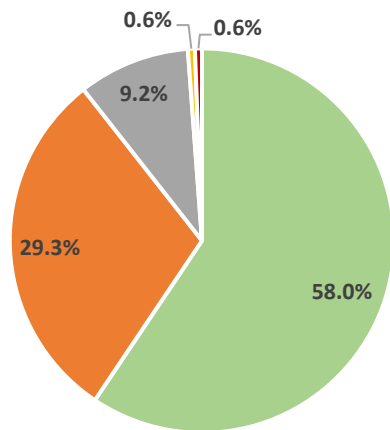
Friendly, Personable and Concerned



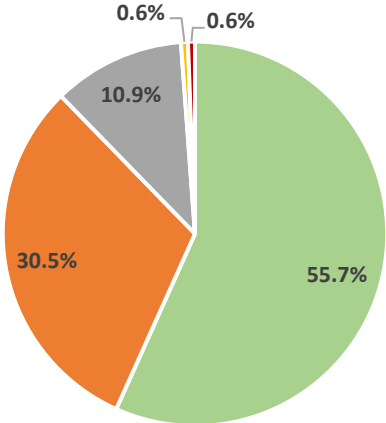
Ability to Listen to Your Needs



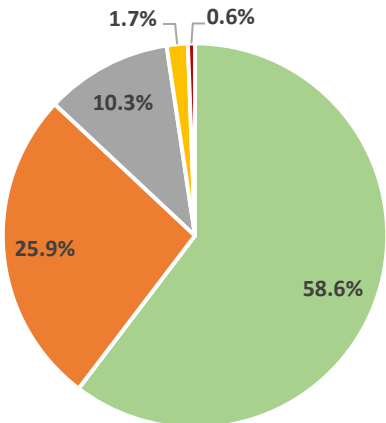
Response to Your Questions and Explanations



Amount of Time Spent with You/Your Child



Received Understandable Instructions



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