

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 (FY21Q3) included feedback from patients who received services between January through March 2021. More than 2,700 English and Spanish surveys were sent via email and/or text.

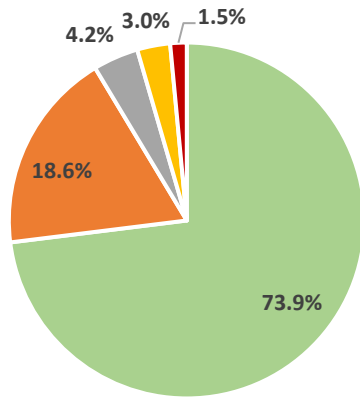
- Three hundred ninety-four individuals responded, resulting in a 9.5 percent response rate, with a confidence level of 95 percent and a margin of error of only six percent.
- Besides the great response rate, overall, our satisfaction results were the best so far. However, there is always room for improvement!

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?” More than 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?

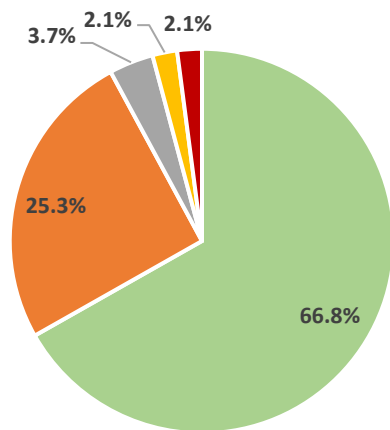


| |
|---------------|
| Very Likely |
| Likely |
| Neither |
| Unlikely |
| Very Unlikely |

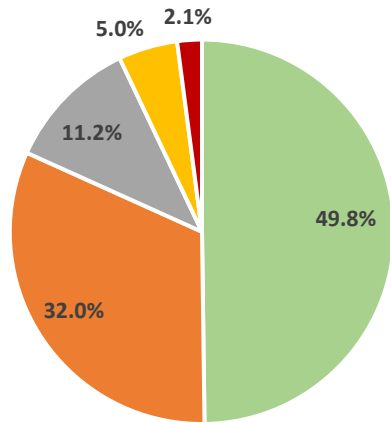
Overall Experience

| | | |
|----------------|--------------|-------------------|
| Very Satisfied | Satisfied | Neither |
| | Dissatisfied | Very Dissatisfied |

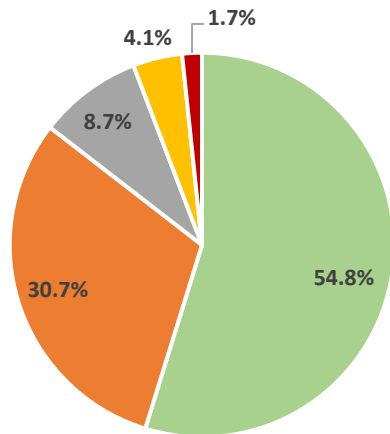
Overall Care Received During This Visit



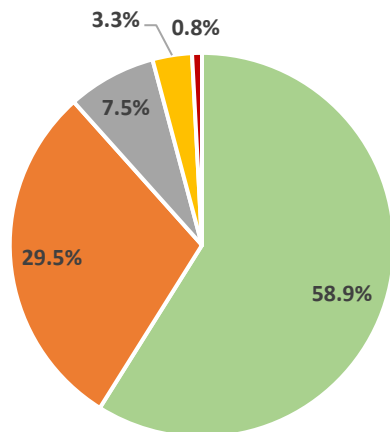
Waiting Time for Test Results



Waiting Time in Exam Room

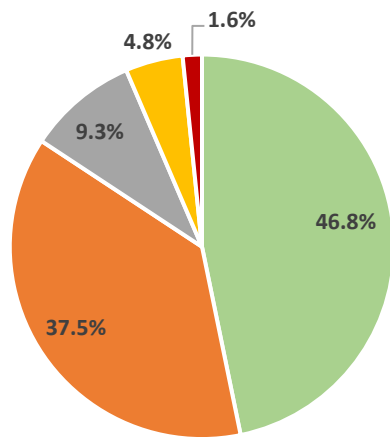


Waiting Time for Tests and Immunizations

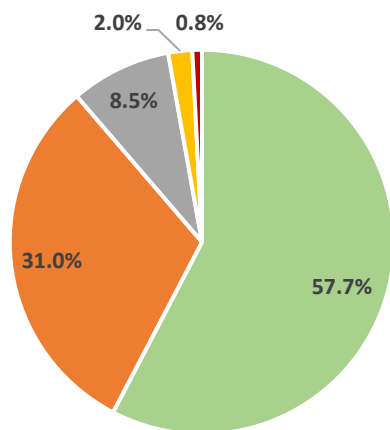


Phone System

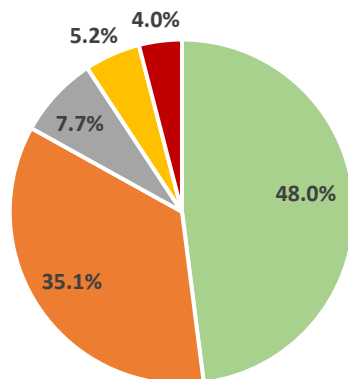
Phones Answered Promptly

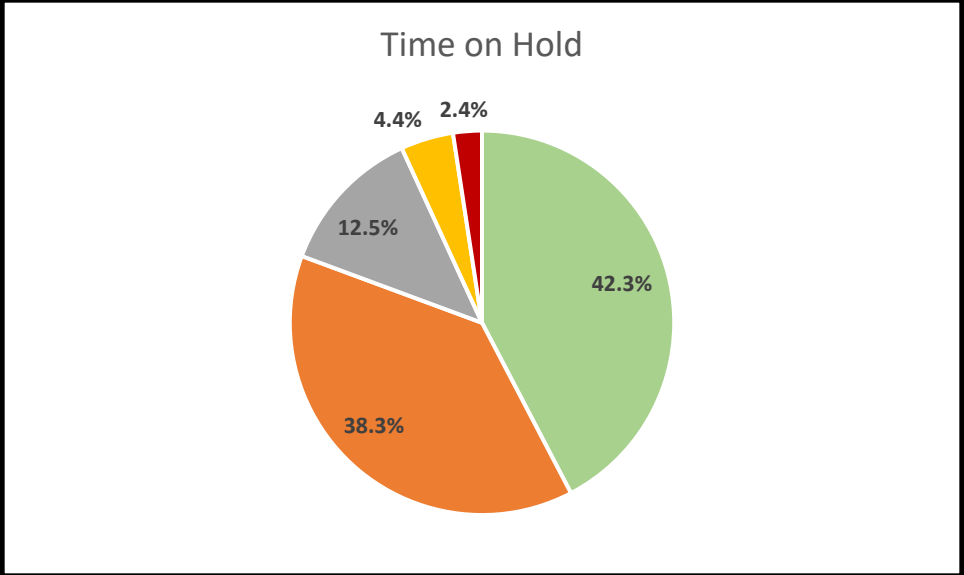


Friendliness/Helpfulness of Operator



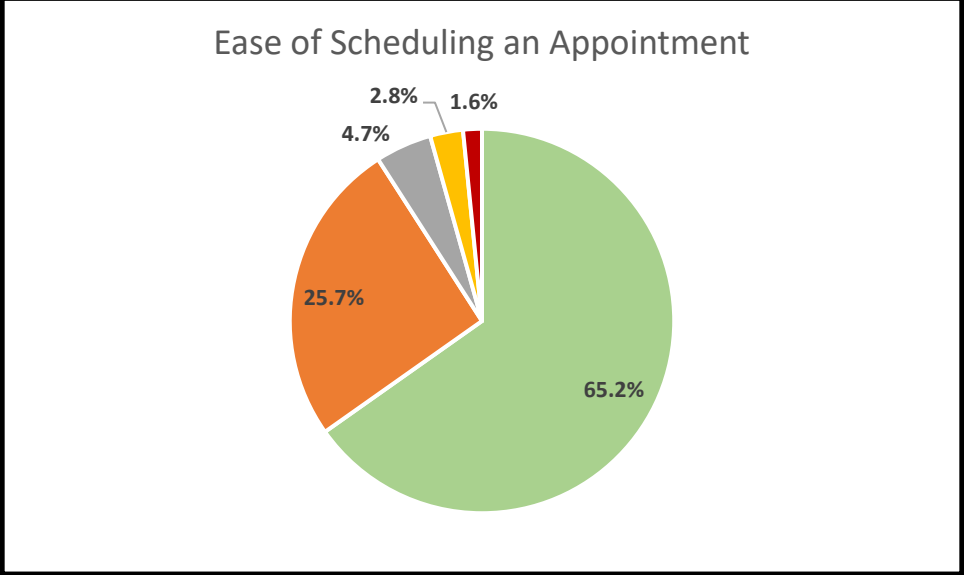
Ability to Access the Correct Person/Department Promptly



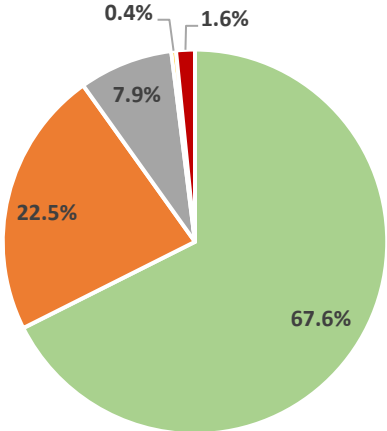


Registration

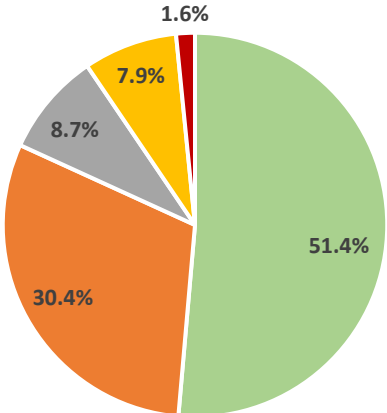
| | | |
|----------------|--------------|-------------------|
| Very Satisfied | Satisfied | Neither |
| | Dissatisfied | Very Dissatisfied |



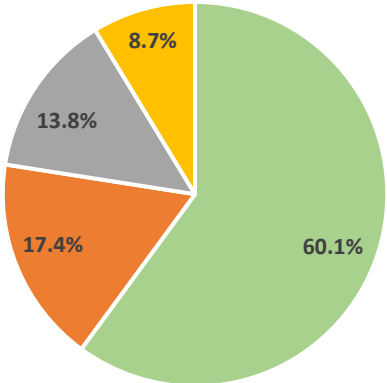
Helpfulness of Person Scheduling Appointment



Availability of Appointment Times

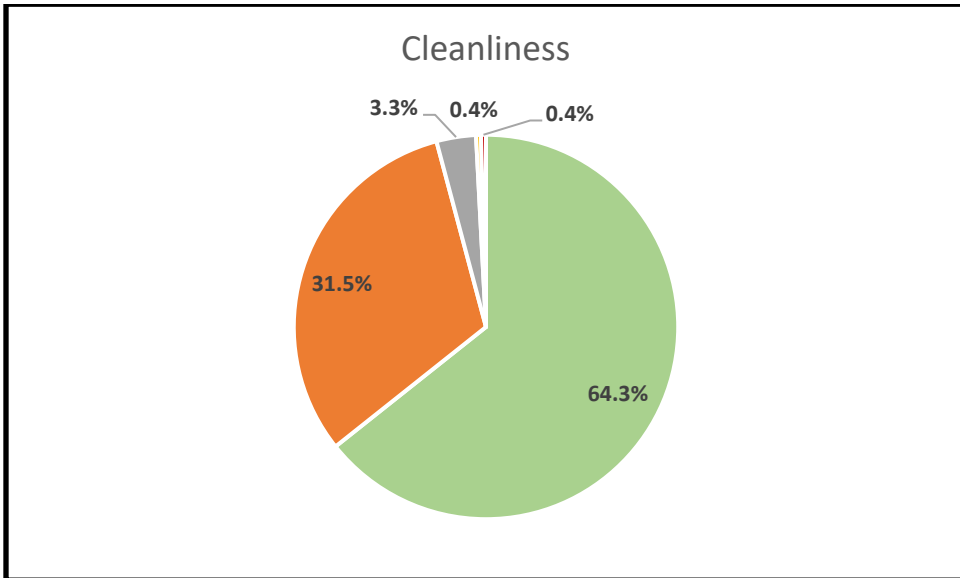
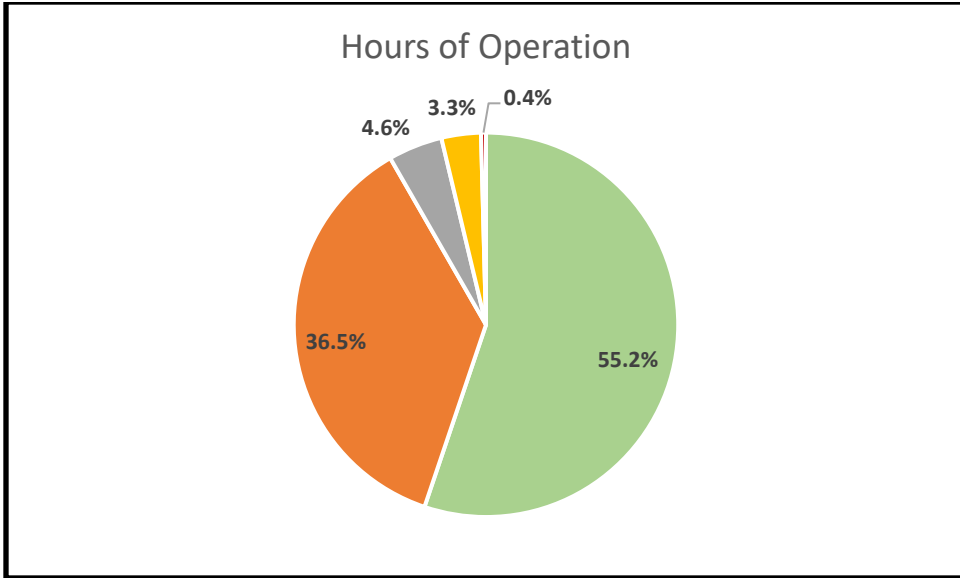


Did You Use the Patient Portal?



Facility

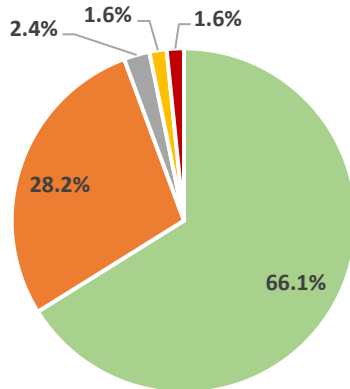
| | | |
|----------------|--------------|-------------------|
| Very Satisfied | Satisfied | Neither |
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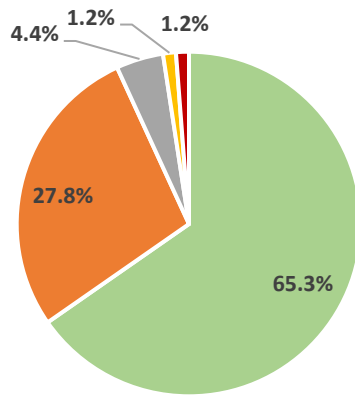
Check In

| | | |
|----------------|--------------|-------------------|
| Very Satisfied | Satisfied | Neither |
| | Dissatisfied | Very Dissatisfied |

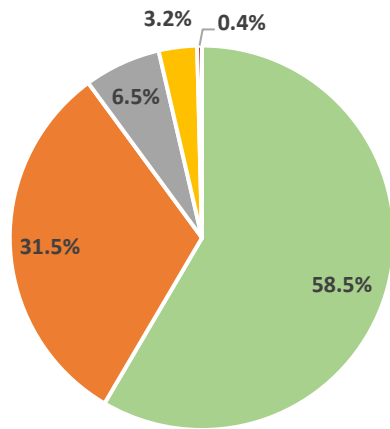
Friendliness/ Helpfulness/ Politeness
of Front Desk Receptionist



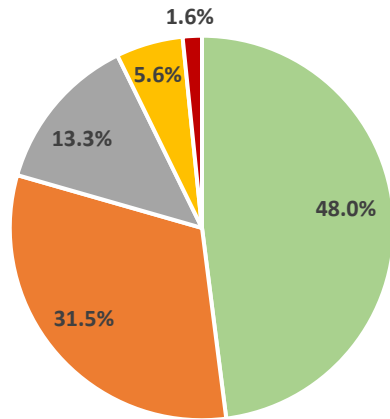
Any Questions/ Reg about your appointment
answered promptly



Time in Waiting Room



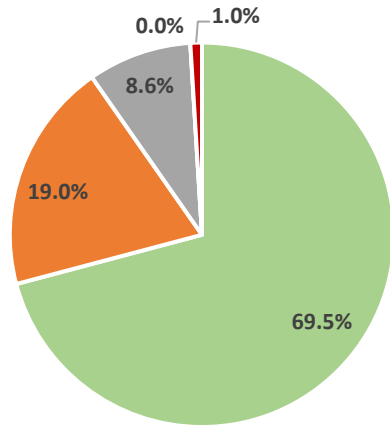
Communications Related to Delays



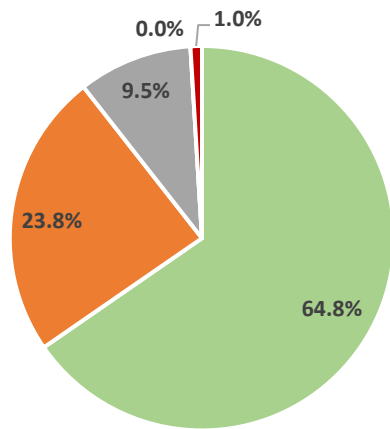
Behavioral Health

| | | |
|----------------|--------------|-------------------|
| Very Satisfied | Satisfied | Neither |
| | Dissatisfied | Very Dissatisfied |

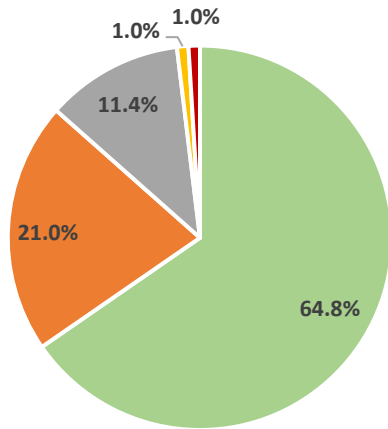
Overall Care Received During this Visit



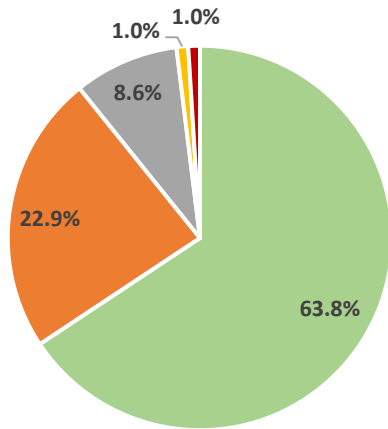
Friendly, Personable and Concerned



Ability to Listen to Your Needs



Response to Your Questions and Explanations



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