Patients Matter at Health Partnership and We Can Prove It!

Every year, nearly 11,000 patients walk through Health Partnership Clinic’s (HPC) 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. The Health Resources and Services Administration’s (HRSA) Bureau of Primary Health Care recently presented HPC with our 2021 Community Health Quality Recognition certificate in recognition of ranking among the top 20 percent of health centers for best overall clinical performance and badges for COVID-19 Data Reporter, PCMH and Advancing HIT for Quality. We’re so proud of this achievement!

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 (FY22Q1) included feedback from patients who received services between July through September 2021. More than 3,000 English and Spanish surveys were sent via email and/or text.

- Three hundred and seven individuals responded, resulting in nearly a 10 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 have been trending upwards.

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 93 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: 68.1%
- Likely: 25.1%
- Neither: 1.0%
- Unlikely: 2.0%
- Very Unlikely: 4.9%
Overall Experience

Overall Care Received During This Visit

- Very Satisfied: 62.6%
- Satisfied: 29.5%
- Neither: 5.3%
- Dissatisfied: 1.8%
- Very Dissatisfied: 0.7%

Waiting Time for Test Results

- Very Satisfied: 47.7%
- Satisfied: 36.3%
- Neither: 11.7%
- Dissatisfied: 3.9%
- Very Dissatisfied: 0.4%
Waiting Time for Tests and Immunizations

- 54.8%
- 33.1%
- 6.8%
- 3.6%
- 1.8%
Phone System

Phones Answered Promptly

- 42.8%
- 35.8%
- 13.3%
- 6.3%
- 1.8%

Friendliness/Helpfulness of Operator

- 57.9%
- 29.5%
- 13.0%
- 7.7%
- 3.9%
- 1.1%

Ability to Access the Correct Person/Department Promptly

- 46.3%
- 29.8%
- 13.0%
- 7.4%
- 3.5%
Registration

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<tr>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neither</th>
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<td>Dissatisfied</td>
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<tr>
<td>Very Dissatisfied</td>
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Ease of Scheduling an Appointment

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<td>56.5%</td>
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<td>33.0%</td>
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<td>4.1%</td>
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<td>1.4%</td>
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Helpfulness of Person Scheduling Appointment

- 61.2%
- 29.9%
- 4.4%
- 2.7%
- 1.7%

Availability of Appointment Times

- 43.5%
- 35.7%
- 10.2%
- 7.8%
- 2.7%

Did You Use the Patient Portal?

- 57.8%
- 20.7%
- 13.3%
- 8.2%
Facility

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<tr>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neither</th>
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<tbody>
<tr>
<td>51.6%</td>
<td>38.1%</td>
<td>6.4%</td>
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<tr>
<td>Dissatisfied</td>
<td>Very Dissatisfied</td>
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<tr>
<td>2.8%</td>
<td>1.1%</td>
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**Hours of Operation**
- Very Satisfied: 51.6%
- Satisfied: 38.1%
- Neither: 6.4%
- Dissatisfied: 2.8%
- Very Dissatisfied: 1.1%

**Cleanliness**
- Very Satisfied: 64.1%
- Satisfied: 30.6%
- Neither: 4.6%
- Dissatisfied: 0.7%
- Very Dissatisfied: 0.0%
Check In

<table>
<thead>
<tr>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neither</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
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</thead>
<tbody>
<tr>
<td>66.0%</td>
<td>25.6%</td>
<td>3.9%</td>
<td>2.5%</td>
<td>2.1%</td>
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Friendliness/ Helpfulness/ Politeness of Front Desk Receptionist

- 66.0%
- 25.6%
- 3.9%
- 2.5%
- 2.1%

Any Questions/ Reg about your appointment answered promptly

- 61.8%
- 29.5%
- 6.0%
- 1.8%
- 1.1%
- 1.1%
Behavioral Health

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<tr>
<th>Very Satisfied</th>
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<th>Neither</th>
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<tbody>
<tr>
<td>Dissatisfied</td>
<td>Very Dissatisfied</td>
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Overall Care Received During this Visit

- Very Satisfied: 52.2%
- Satisfied: 32.1%
- Dissatisfied: 11.2%
- Very Dissatisfied: 0.7%

Friendly, Personable and Concerned

- Very Satisfied: 54.5%
- Satisfied: 30.6%
- Dissatisfied: 13.4%
- Very Dissatisfied: 0.0%
- Neither: 0.0%
For a complete report, contact Catherine Rice, Vice President of Marketing and Outreach, at crice@hpcjc.org.