

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.

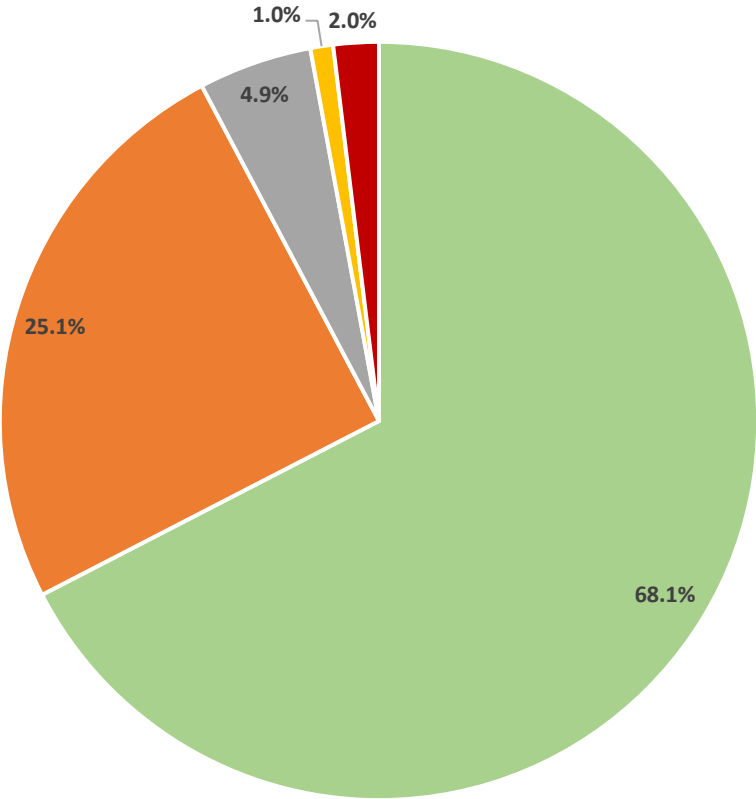
- Three hundred and seven individuals responded, resulting in nearly a 10 percent response rate, with a confidence level of 95 percent and a margin of error of only six percent.
- Besides the great response rate, overall, our satisfaction results have been trending upwards.

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:

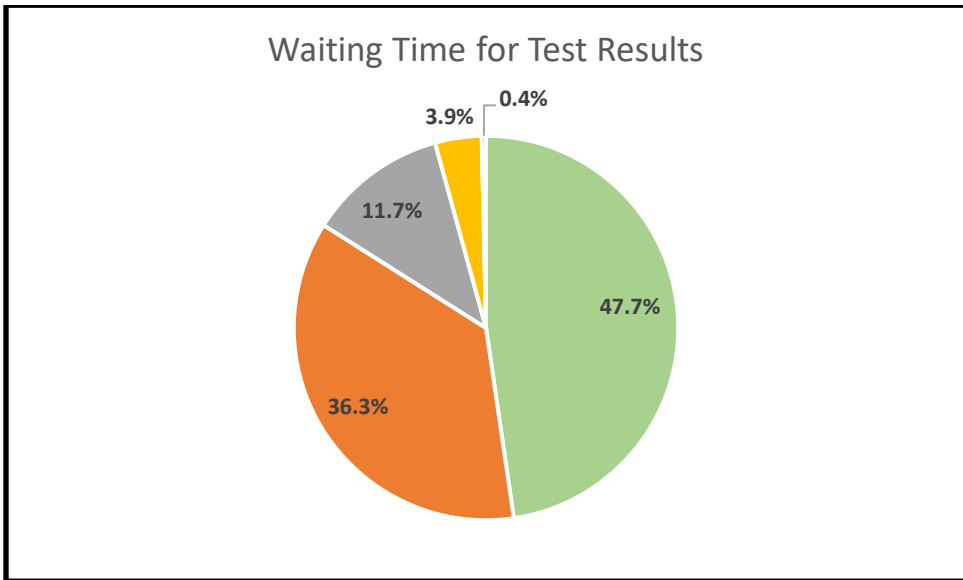
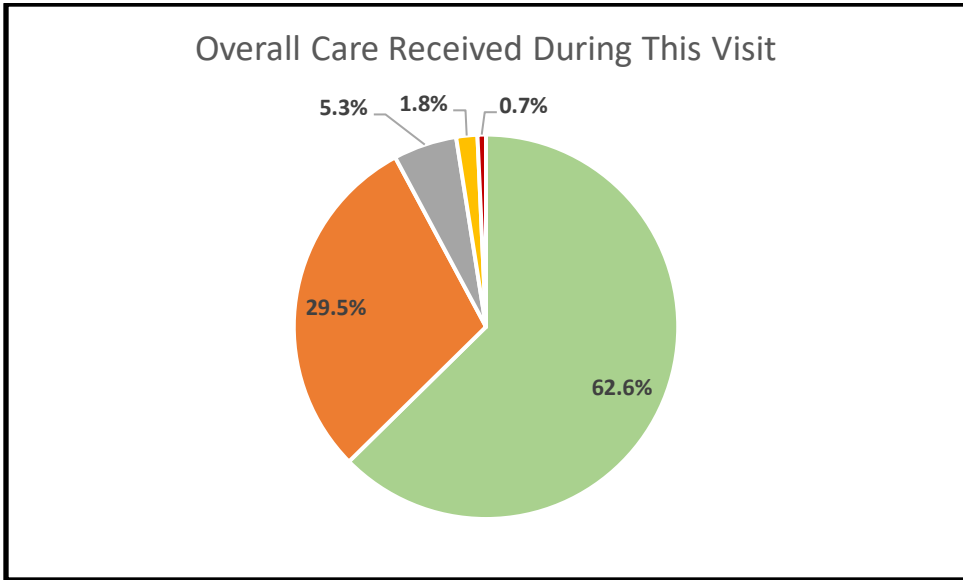
How Likely is it that You Would Recommend HPC to your Friends and Family?



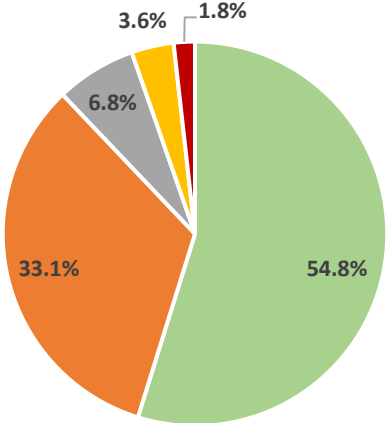
Very Likely
Likely
Neither
Unlikely
Very Unlikely

Overall Experience

Very Satisfied	Satisfied	Neither
	Dissatisfied	Very Dissatisfied

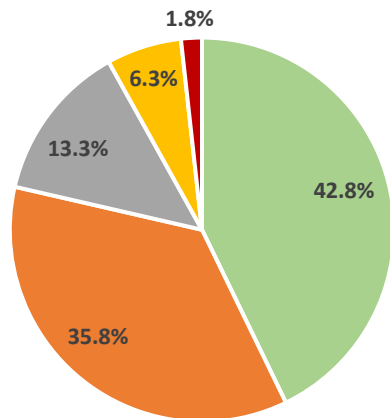


Waiting Time for Tests and Immunizations

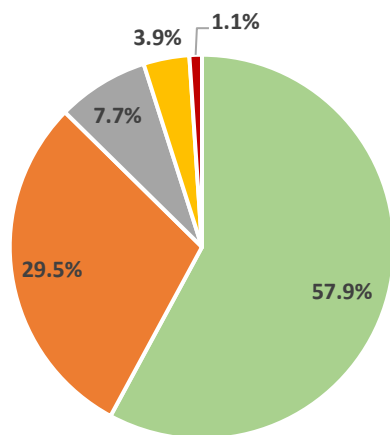


Phone System

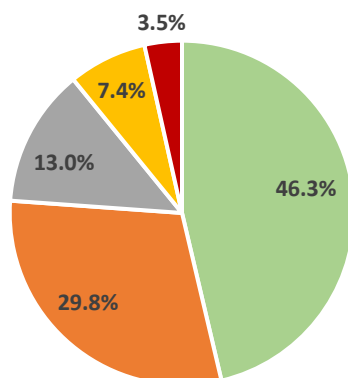
Phones Answered Promptly



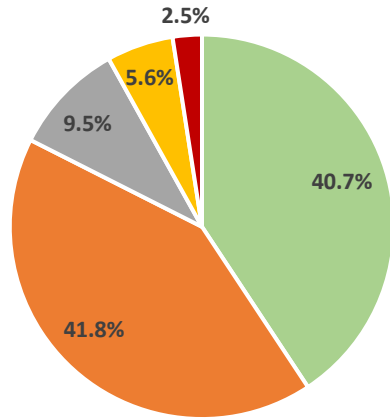
Friendliness/Helpfulness of Operator



Ability to Access the Correct Person/Department Promptly



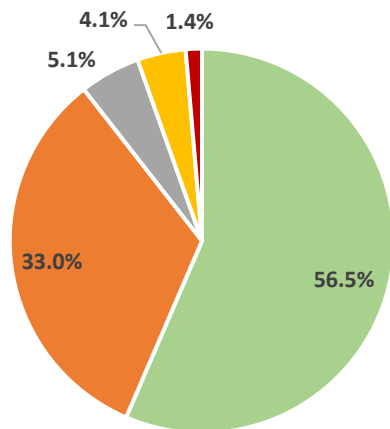
Time on Hold



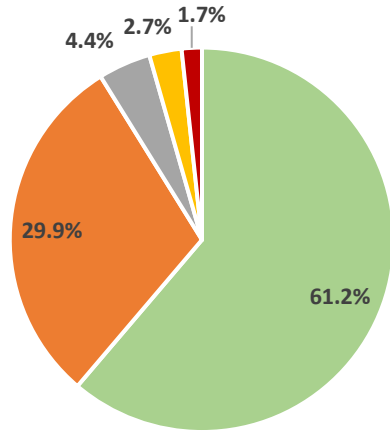
Registration

Very Satisfied	Satisfied	Neither
	Dissatisfied	Very Dissatisfied

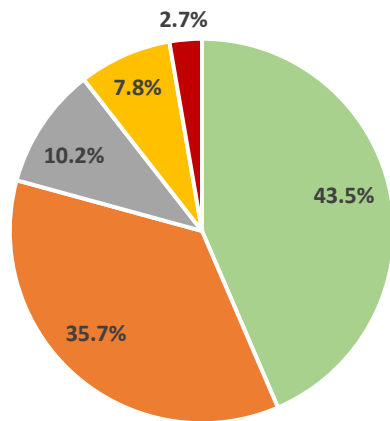
Ease of Scheduling an Appointment



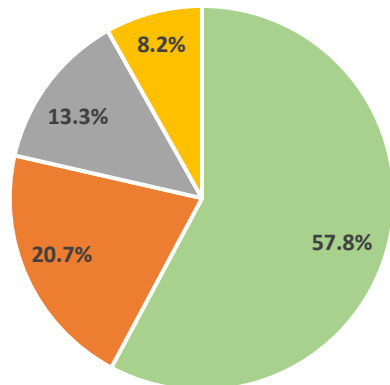
Helpfulness of Person Scheduling Appointment



Availability of Appointment Times

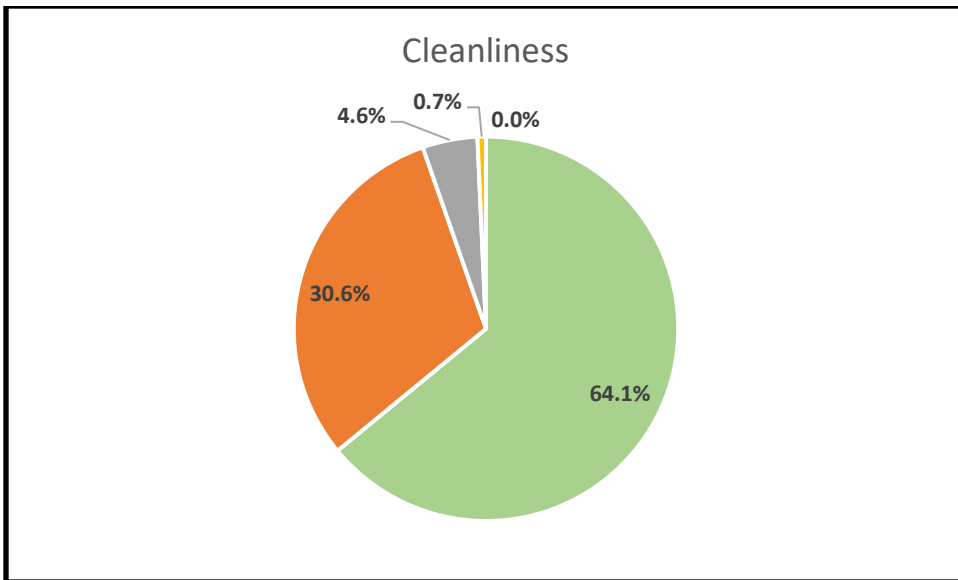
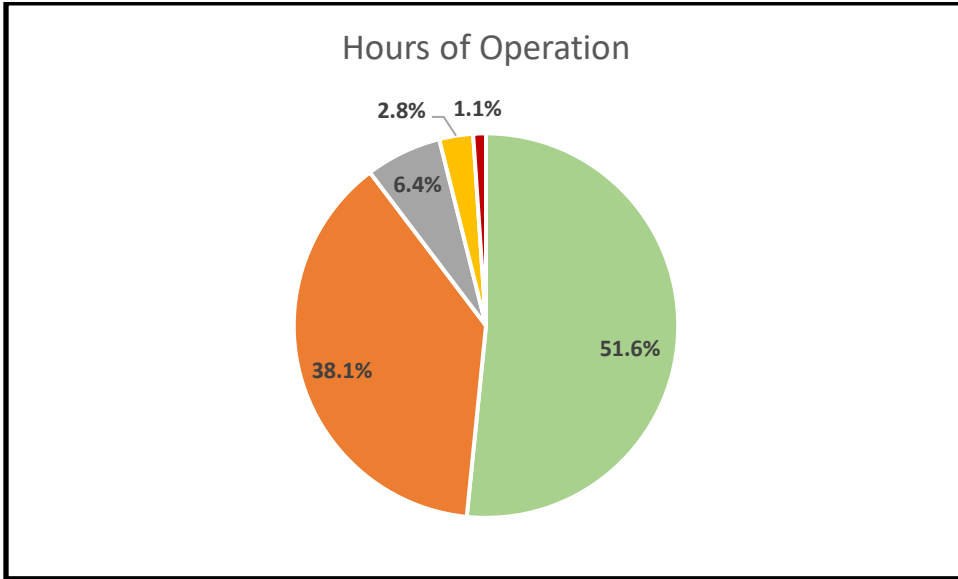


Did You Use the Patient Portal?



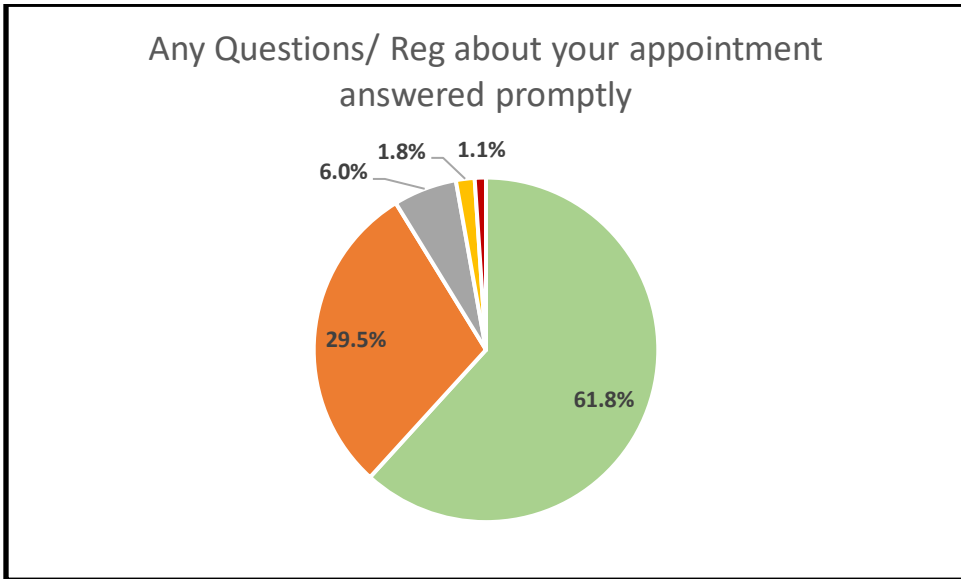
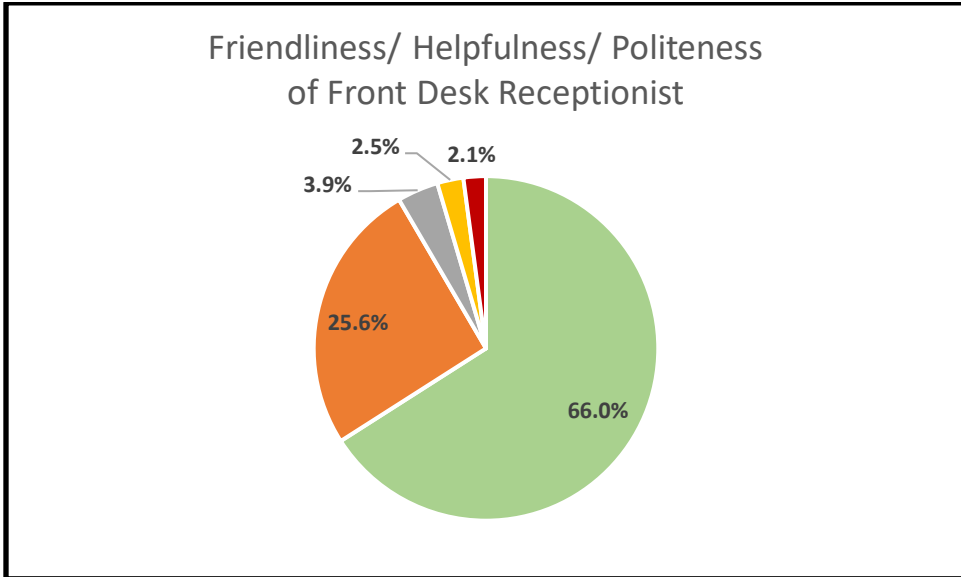
Facility

Very Satisfied	Satisfied	Neither
	Dissatisfied	Very Dissatisfied

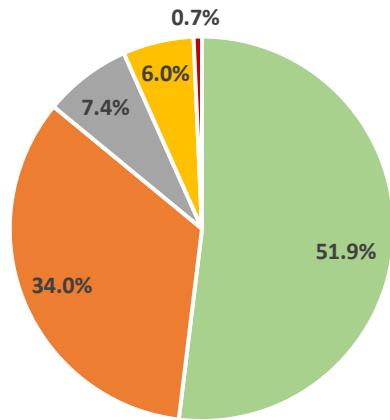


Check In

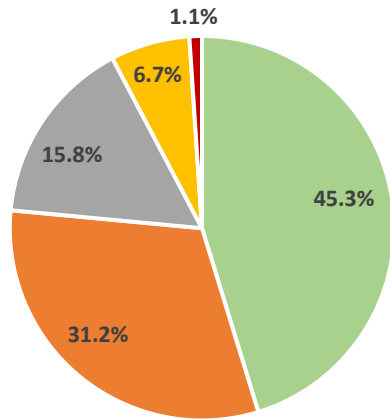
Very Satisfied	Satisfied	Neither
	Dissatisfied	Very Dissatisfied



Time in Waiting Room

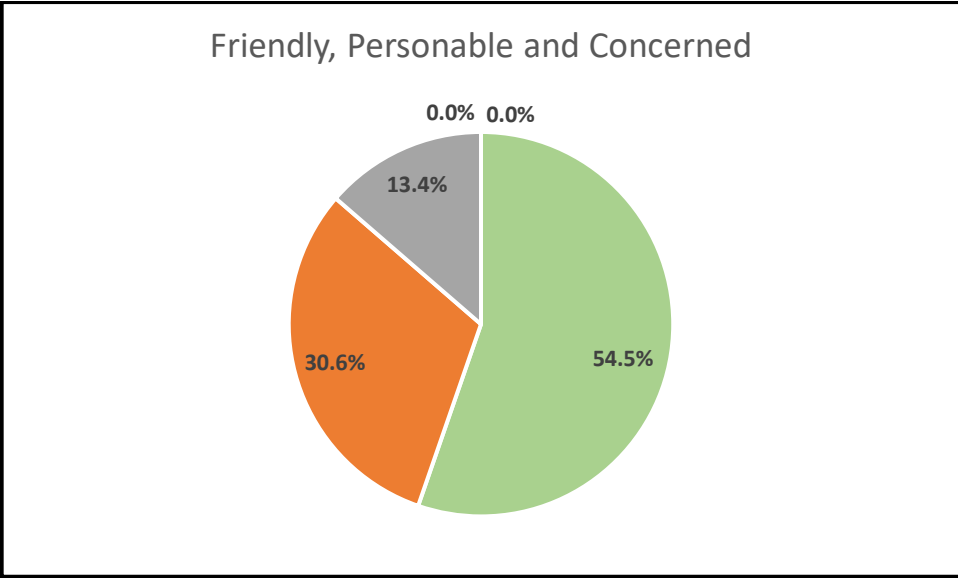
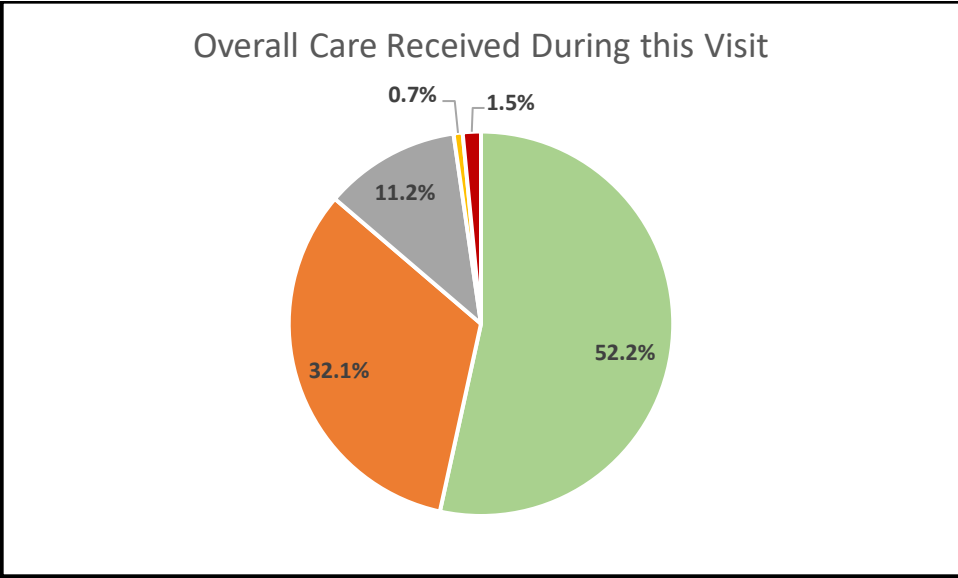


Communications Related to Delays

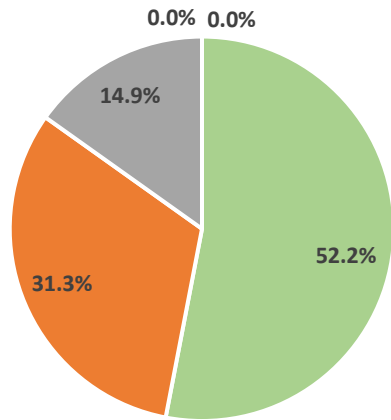


Behavioral Health

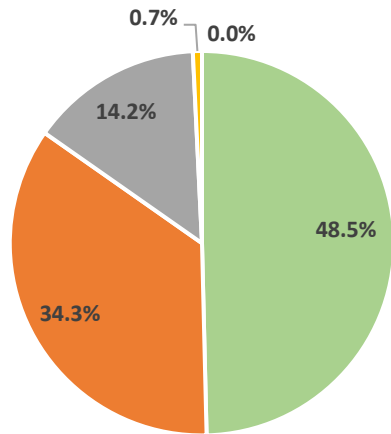
Very Satisfied	Satisfied	Neither
	Dissatisfied	Very Dissatisfied



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.