Patient Satisfaction

A Conversation for Health Care for the Homeless Programs

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Welcome

Brief speaker introductions
Housekeeping
**Evaluations!**
Today’s agenda and format
Follow-up opportunity
Activity – Write!

A challenge
AND/OR
A question
Introduction

• Recently published Quick Guide
• Patient satisfaction and patient experience
• Health Center Program Requirements
• Patient-Centered Medical Home
Activity – Post Post-its!

Place your post-its under the corresponding stage.
Planning Stage

- Available resources?
  - technology, $/incentives, staff, volunteers, Consumer Advisory Boards (CAB)
- Staff roles
- Buy-in
- Birds-eye view
- Requirements of outside agencies
- The purpose statement
- “Special topics”
- Your HCH organizational model
- Involving consumers
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PLANNING
Discussion
Creating Stage

Homelessness

How satisfied are you with the hours the center is open?

Trauma

This place helps me get care without missing meals or a place to sleep.

Unique experiences & needs
Creating Stage – medium

- Paper surveys
- Free online surveying/polling software; Survey Monkey, kiosks in the lobby
- Focus groups
- Individual interviews
- Index size cards
- Suggestion drop box
Creating Stage – what are we assessing?

- Facilities
- Services
- Staff
  - Communication
  - Knowledge
  - relationship (e.g. friendliness, trust, respect)
  - empowering clients
- questions that evaluate access, safety, privacy, and coordination of care
Creating Stage – types of questions

- Closed ended & Likert scale (1-5, strongly agree -> strongly disagree)

- Open-ended (preferred type for focus groups) e.g.
  - How can we improve services?
  - What do you like best / least about the health center?
Creating Stage...additional considerations

- Posing questions
  - If I miss an appointment, the health center finds a way to help me. (positively stated)
  - If I miss an appointment, it is difficult to get the help I need. (negatively stated)

- Assessing services other than primary care

- Coding surveys/responses

- Collecting demographics
Creating Stage...additional considerations

- Comparing feedback from types of appointments

- **Remember:** involve consumers. What questions they would like to be asked?

- **Caution:** general population surveys templates
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CREATING
**XXXXXX Patient Satisfaction Survey**

Today's Date: __________

By taking this survey you help to improve clinic services. Please answer honestly. Your answers are confidential.

Age: __________ Gender: Male / Female / Transgendered

Race: circle one or more
Black / White / Asian American / Indian-Alaskan Native / Native Hawaiian / Other Pacific Islander / Rather not say

Are you Hispanic or Latino. Y / N

Did you have an appointment today or did you walk-in: Appointment / Walk-in

If you had an appointment, what time was the appointment: __________

How long did you wait to see the doctor this visit or at your last visit: __________

<table>
<thead>
<tr>
<th>Please circle the answer that best fits your experience:</th>
</tr>
</thead>
<tbody>
<tr>
<td>How well does staff help you schedule an appointment?</td>
</tr>
<tr>
<td>How easy is it for you to reach the clinic by phone?</td>
</tr>
<tr>
<td>Is the waiting room comfortable?</td>
</tr>
<tr>
<td>Are the exam rooms comfortable?</td>
</tr>
<tr>
<td>Do you generally find the clinic area clean?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Please circle the name of the doctor you see most often:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dr. XXXXX / Dr. XXXXX / Dr. XXXXX / Dr. XXXXX / Dr. XXXXX / Dr. XXXXX / Dr. XXXXX</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Please answer the following questions for the Doctor you see most often:</th>
</tr>
</thead>
<tbody>
<tr>
<td>How well do you feel the doctor listens to you?</td>
</tr>
<tr>
<td>Is the doctor friendly and helpful?</td>
</tr>
<tr>
<td>Does the doctor spend enough time with you?</td>
</tr>
<tr>
<td>Are your questions adequately answered?</td>
</tr>
<tr>
<td>Does your doctor make sure you have understood him/her?</td>
</tr>
<tr>
<td>How would you rate the advice/treatment you receive?</td>
</tr>
</tbody>
</table>

*Please answer the questions on the other side of this sheet*
Gathering Stage

- Advertising
- When to collect data
- Offering “how” options!
- Offering “who” options!
- Culturally and linguistically appropriate

- Reading level
- Offer reading/writing assistance
- Offer additional modalities; focus groups or individual interviews
- Consider primary language; offer interpretation services
- Consider auditory, visual, or cognitive disabilities
Reporting Stage

- Why (review purpose)
  - What do results mean? **Opportunity!**

- What
  - which comparisons to make
  - areas of success AND improvement

- When – a regular basis but...

- How and who – internal vs. external audiences
Patient Satisfaction Survey Results
August to December 2015

We have some new information from you...
You said we’re doing pretty darn good in these areas:

95% of you say the waiting room is comfortable
95% of the XXXXXXX Care Clinic patients said it was easy to reach us by phone
Most of you say we help you find other services you need

• 90% of you said the hours we are open work well for you
• 80% said the staff of the XXXXXXX Care Clinic is friendly, helpful and they listen to you.
• Over 80% of you said you have no problems getting your medications.

This is what you weren’t too happy about:

We cannot write prescriptions for narcotics.
We know some of you have pain and we will help you find alternative methods for relieving that pain.

The remodeling construction is almost over! We hope you are happy with the results, although we know the process has been a little trying.

Thank you for taking the time to tell us how we’re doing. Here is what you told us we are doing well at:

• 93% of you find the front desk staff friendly and helpful
• 97% rated your doctor good or great in the friendly and helpful category
• 92% of you said we help you live a healthier life

• 87% of you rated us good or great at being able to reach us by phone.
• 92% said we’re above average at answering your questions and listening to you.
• Our hours of operation work out well for 88% of you.
• Our doctors were scored good or great by over 90% of you when it comes to making sure you understand what they’re telling you.

These are the things we are addressing as you asked:

Repairs at the sub-basement level to eliminate the odor in the elevator
Repairs to the first level to eliminate the pooling of water when it rains.
Expanding and upgrading the clinic space to provide enhanced services

You can make suggestions anytime! Just ask the front desk clerk for a pen, paper and envelope. We love hearing from you!
Discussion
Implementing Feedback Stage

- These vary by health center
  - Plan-Do-Act-Study (PDSA) cycle
  - Trail-and-error

Then back to the forest... the planning stage.
IMPLEMENTING
Activity – Write!

Back side

As a result of this workshop in 6 months…

what will have changed at your program and/or

what will you be doing differently?

(list as many as possible)
Thank you!!!

Evaluations