

HealthCareOne Patient Satisfaction Survey Data

Overview

HealthCareOne recently conducted a patient satisfaction survey across its hospitals, outpatient centers, and virtual care services to assess experiences with care access, quality, and administrative processes. The survey received over 25,000 responses from a diverse patient population.

Key Findings

Overall Satisfaction

- 72% rated their overall care experience as Good or Excellent
- 18% rated it as Fair
- 10% rated it as Poor

Wait Times

- 48% reported dissatisfaction with appointment wait times
- 34% experienced delays during in-person visits
- Common feedback:
 - “Scheduling appointments is frustrating, especially for specialist visits.”
 - “Long waits at clinics make it hard to plan my day.”

Staff Interactions

- 85% felt respected by their care teams
- 79% felt their concerns were listened to and addressed
- 22% noted staff seemed rushed or distracted during visits

Digital Experience

- 58% used online portals for scheduling or accessing records
- Of these, 41% reported usability challenges, citing confusing navigation and login issues
- 65% expressed interest in virtual assistant support for routine questions and appointment management

Privacy & Trust

- 72% trust HealthCareOne to keep their health data secure
- 18% are neutral
- 10% expressed concerns about data sharing with third-party technology vendors

Patient Priorities (Top Themes)

- Faster appointment scheduling and shorter wait times
- Clearer communication about care plans and follow-ups
- Easier-to-use digital tools for scheduling and health record access
- Assurance of data privacy and transparency in AI use
- More time and personal attention from care teams

Implications for AI Recommendations

- AI solutions should directly address scheduling, wait time, and communication gaps
- Digital tools must prioritize usability and accessibility for all patient populations
- Transparency around data use and AI decision-making is critical for patient trust