

Approved By: Board of Directors	Adopted Date: 04/03/03
Distribution: Administration, Site Administrators	Revision Date(s): 03/21/13, 08/29/18
Category: Administration and Governance	Reviewed Date(s):

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PURPOSE:

To define the process for collecting and following up on patient satisfaction information at Open Door Community Health Centers (ODCHC).

POLICY:

There are three processes for routinely gathering information on patient satisfaction. This information is used to assist ODCHC with maintaining a patient-centered perspective, to support health literacy and to solicit recommendations on specific processes, projects and materials.

Patient Satisfaction Surveys

- ODCHC contracts with a third-party vendor to gather feedback from patients, and to provide summarized results to inform quality-improvement activities.
- The contracted vendor will use a standardized survey tool approved for a Patient Centered Medical Home and regulatory purposes.
- Questions will be offered in English and Spanish by telephone or mail.
- The contracted vendor will contact a random sample of patients who have had a visit with a primary care provider (MD, DO, NP or PA), a dentist or hygienist. Specialists and locum tenens providers are excluded, as are new providers until the beginning of the 2nd quarter after their start date. The survey will ask about the patient's interaction with ODCHC, and report back to ODCHC Quality Improvement with the results analytics, trends, and benchmarks.
- The vendor will report quarterly survey results with trended information and comparison to national and state benchmarks. Results will be distributed to the Executive Team, Site Administrators and Medical Directors.

Patient Advisors

ODCHC invites Patient Advisors to share their perspective on health center operations. Advisors are convened to discuss ongoing as well as specific topics, such as Teen and Transgender services, and for projects such as new facilities and service lines. In appreciation for Advisors' time, they are offered a meal or stipend and transportation assistance upon request. Recommendations from Advisors are shared with appropriate levels of management, who decide which recommendations will be incorporated into planning and implementation.

Patient Advisors routinely:

- Review "patient facing" materials under the direction of the Communications Manager.
- Conduct health center walk-throughs with health center and Quality Improvement staff.

Patient Comment Cards

- Each facility will have a supply of patient comment cards and a collection box in a prominent public area.
- Cards will be pre-marked to identify the facility. Patients with comments or suggestions will be encouraged to complete a card.

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- Comment card boxes will be checked regularly by Site Administrators. Cards with positive comments will be posted for staff. Cards with suggestions or problems requiring immediate attention will be copied to the Regional Director.
- The Site Administrator is responsible for following up on identified problems and distributing comment data to appropriate staff.

In addition, special surveys may be used for collecting data on specific topics or at special events, as approved by the COO for approval.

REFERENCES:

None

ASSOCIATED DOCUMENTS:

OPS.049 Patient Satisfaction Policy (Retired)

KEYWORD TAGS:

Customer, client, experience