

June 2017 Client Experience Survey Results

(Questions scored on a 1-5 Scale, 5=highest, 1=lowest)

Survey Question	HCH Average
I feel accepted at Health Care for the Homeless	4.8
I can be honest with my provider	4.8
Health Care for the Homeless keeps my personal information private	4.8
The clinic hours are convenient for me	4.7
My provider gives me good care and treatment	4.7
My provider takes my health concerns seriously	4.7
It is easy to move around the building and find where I need to go	4.6
The building is neat and clean	4.6
I feel comfortable and safe when I am waiting	4.6
The location of the clinic is convenient for me	4.6
Health Care for the Homeless informs me about the services it offers	4.6
I can easily get information about my own health care, like test results, when I need it	4.6
Health Care for the Homeless staff answer my questions in a way that I understand	4.6
My providers work together to come up with a health care plan for me that meets my needs	4.6
My provider refers me to other providers when necessary	4.6
If my provider and I were to disagree about something, we could work it out	4.6
My provider makes sure health care decisions and treatment goals fit with the other challenges I have in my life	4.6
My provider tries to get to know me	4.6
Health Care for the Homeless helps me gain the skills I need to manage my health care	4.6
I can get here without missing out on meals or a place to sleep	4.5
For scheduled appointments, the wait time is reasonable	4.5
Staff make things as easy as possible for me when they refer me to other outside services	4.5
If I miss an appointment, Health Care for the Homeless still gets me the help I need	4.4
Health Care for the Homeless tries to help me with things I might need right away, like food, shelter, or clothing	4.4
If my provider is unavailable, there is someone else who can help me	4.3
I can get an appointment with my provider when I want one	4.2
If I could not get here, staff would figure out how to get me the care I need	4.2
When I walk into the clinic without an appointment, the wait time is reasonable	4.2
Someone from my provider's office returns my phone calls quickly	4.2
I can reach my provider when I need to	4.2
The bathrooms are neat and clean	4.0
I can reach a provider when the clinic is closed	3.4

Comparison to November 2016 Survey

Organizational Averages by Question Category

Question Category	June 2016 Score Average	November 2016 Score Average	Change
Provider and Staff Quality	4.7	4.6	+0.1
Whole Person Care	4.7	4.6	+0.1
Coordination	4.6	4.6	Same
Clinic Space	4.5	4.3	+0.2
Client Access	4.4	4.4	Same
Communication	4.3	4.2	+0.1

- Same or improved score across all categories and questions
- Two largest improvements:
 - “I can reach a provider when the clinic is closed” (3.4 from 3.2)
 - “The bathrooms are neat and clean” (4.0 from 3.5)

Site Variation

- The question “The bathrooms are neat and clean” was above average at Baltimore County and West Baltimore (4.4 and 4.5 respectively) and Below Average at Fallsway (3.5).
- West Baltimore was above the HCH average for the questions “I can get an appointment with my provider when I want one” and “If my provider is unavailable, there is someone else who can help me”.
- Fallsway was below the organizational average on the question “I can get an appointment with my provider when I want one” (3.9 vs 4.2)

Site Improvement Goals

Clinic Site	Improvement Target	Nov '16 Score	2017 Goal	June '17 Score
Baltimore County	“When I walk into the clinic without an appointment, the wait time is reasonable”	4.1	4.5	4.3 (+0.2)
Fallsway	“I can reach a provider when the clinic is closed”	3.2	3.8	3.2 (same)
West Baltimore	“I can reach a provider when the clinic is closed”	2.8	5.0	3.6 (+0.8)