

FeedTrail Quarterly Report

Q3 2025

October 2025



Agenda

1. FeedTrail reminders
2. Organization Level Data
3. Department Level Data
4. FQHC Benchmarked Data



FeedTrail

1. Client Experience Survey
2. Email and Text message sent to clients when provider closes encounter note
3. Evaluates quality of service and clinical care
4. Meets regulatory, accrediting, and grant requirements
5. Generates passing the light moments and client service requests (complaints)



Standard Survey

On a scale of 1-5, please rate your level of satisfaction during your recent visit:
1 - Very Dissatisfied 2 - Dissatisfied 3 - Neither Satisfied nor Dissatisfied 4 - Satisfied 5 - Very Satisfied

The overall experience at Health Care for the Homeless

1 2 3 4 5

Your ability to communicate with the practice

1 2 3 4 5

I was able to get this appointment as soon as I needed

1 2 3 4 5

The person who assisted you during the check-in process

1 2 3 4 5

The wait time to see me

1 2 3 4 5

The overall experience with me

1 2 3 4 5

Your treatment goals were met during the visit

1 2 3 4 5

How well did we (your medical or dental provider, case manager, therapist, and other staff) work together to make sure you had the care you needed?

☐ Excellent - everyone worked together very well to meet my needs

☐ Good - most staff worked together efficiently

☐ Fair - some staff worked together, but there were communication challenges

☐ Limited - staff did not seem to work together well on my care

☐ Very limited - staff did not work together on my care at all

I received fair treatment regardless of my race and/or ethnicity

1 2 3 4 5

I received care in a way that respected my culture and background

1 2 3 4 5

Have you ever skipped or postponed getting healthcare at Health Care for the Homeless in the past six months for any of the following reasons? (Select ALL that apply)

☐ I could not find services at a time that worked for me

☐ I could not find services at a location that worked for me

☐ I could not speak to someone in my preferred language or could not get an interpreter

☐ I was not able to get transportation

On a scale of 0-10, where 10 is the best:

How likely are you to recommend Health Care for the Homeless to a friend or family member?

0 1 2 3 4 5 6 7 8 9 10

How likely are you to recommend Health Care for the Homeless to a friend or family member?

0 1 2 3 4 5 6 7 8 9 10

Please provide any additional comments you would like to share about your experience with us

Enter your comment here

Is there anyone that went above and beyond for you during your appointment that you would like to recognize?

☐ Yes

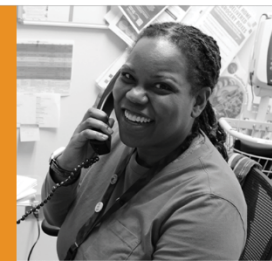
☐ No

Send

New, data will be available in Q4

Staff included

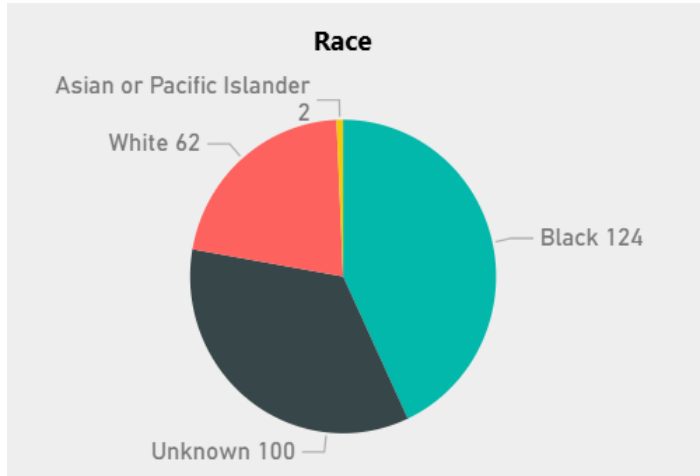
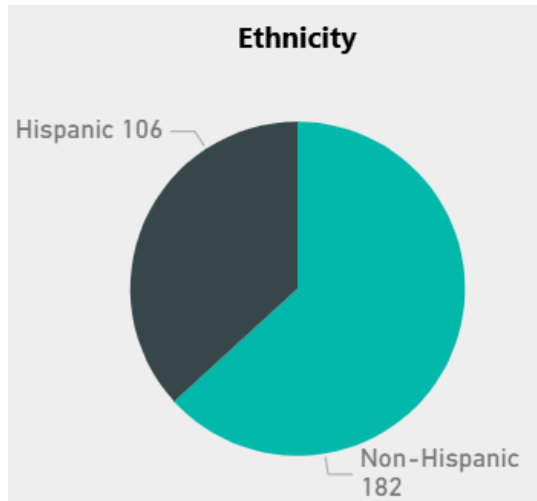
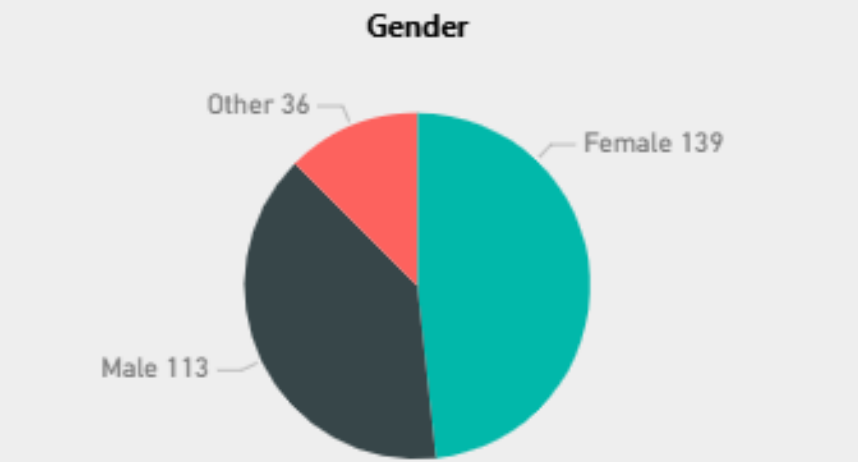
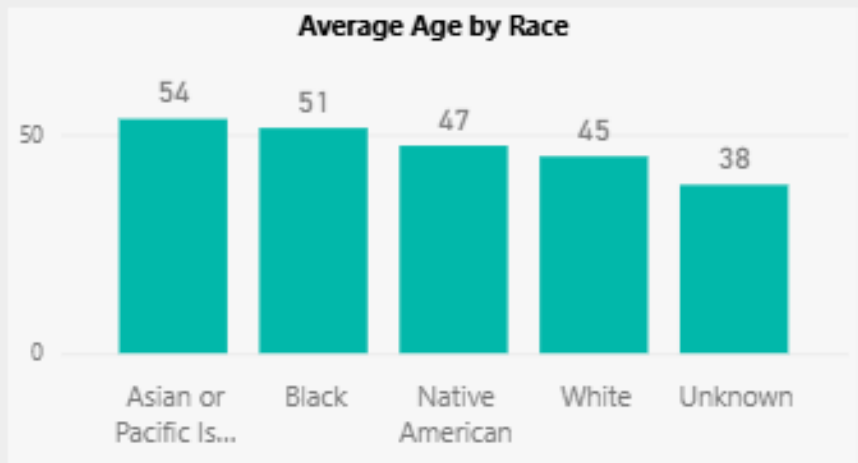
1. Case Management
2. Psychiatry
3. Behavioral Health Therapists
4. Medical
5. Nursing



Organization Level Data



Q3 Demographics



Race	Avg Age at Encounter	Surveys Sent	Survey Links Total Used Count	Response Rate
Asian or Pacific Islander	53.5	20	2	10.0%
Black	51.4	1,708	124	7.3%
Native American	47.4	5	0	0.0%
Unknown	38.5	983	99	10.1%
White	45.0	656	62	9.5%
Total	46.4	3,372	287	8.5%

Gender				
Gender	Avg Age at Encounter	Surveys Sent	Survey Links Total Used Count	Response Rate
Female	42.9	1,481	139	9.4%
Male	48.5	1,556	113	7.3%
Other	52.4	335	35	10.4%
Total	46.4	3,372	287	8.5%

Average Score per Question Category by Race

Question Category	Asian or Pacific...	Black	Native American	Unknown	White
Overall Organization	7.5	9.5	9.5	9.8	9.7
Provider Experience/Com...	8.3	9.2	9.6	9.5	9.7
Quality of Care	8.0	9.1	9.3	9.7	9.6

Key

Better compared to previous quarter

Worse compared to previous quarter



Better compared to previous quarter

Worse compared to previous quarter

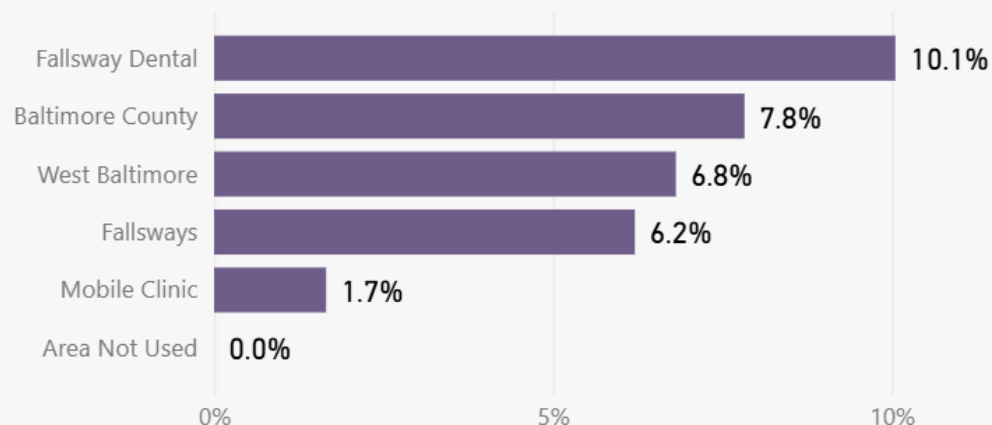
Q2 Response Rate and Overall Experience

Response Rate

6.5%

(795/12,000)

Response Rate and # of Responses Received by Area



Overall Experience Rate

87%

scored 5 out of 5

(666/765)

Q2 comparison: 86% (690/802)



Better compared to previous quarter

Worse compared to previous quarter

Communication Question Responses

Question		Q2: % Clients that selected 5 out of 5	Q3: % Clients that selected 5 out of 5
Your ability to communicate with the practice		84% (664/790); Avg Score 4.72	85% (651/766) Avg Score 4.73
		% Clients that selected item in list of options	% Clients that selected item in list of options
What ways could we improve on communication	Telling me about my test results sooner	0% (0/19)	4% (1/23)
	Informing me about changes	26% (5/19)	22% (5/23)
	Calling back in a timely manner	16% (3/19)	26% (6/23)
	Other	58% (11/19)	48% (11/23)



What ways could we improve on communication: *Other Responses*

Accessed Fallsway Medical

- “HIPAA patient privacy customer service client service”
- “Being able to reach staff by phone easier”

Accessed Fallsway Case Management

- “Lack of information not knowledgeable”
- “Show up to appointment on time”

Accessed Fallsway Nursing

- “When [someone’s appointment is to] to see their original Doctor, stop sending a person to an alternative nurse who really can't help you”

Accessed Community Site Behavioral Health

- “No one is never there to talk to them”

Accessed Baltimore County Medical

- “Courtesy” (accessed Baltimore County Medical)



Appointment Access Question Responses

Question		Q2: % Clients that selected 5 out of 5	Q3: % Clients that selected 5 out of 5
Ability to get this appointment as soon as needed		79% (629/797); Avg Score 4.6	80% (603/754) Avg Score 4.6
		% Clients that selected item in list of options	% Clients that selected item in list of options
What would help you get an appointment sooner?	More convenient locations	3% (3/30)	0% (0/26)
	More availability of appointments during regular business hours	47% (14/30)	42% (11/26)
	Extended hours on nights and weekends	3% (3/30)	15% (4/26)
	Assistance with obtaining transportation to my appointment	13% (4/30)	12% (3/26)
	Other	33% (10/30)	31% (8/26)



What would help you to get an appointment sooner: *Other Responses*

Accessed Fallsway Case Management

- “More communication from workers to patients.”
- “Me conecte para la llamada y nunca nadie apareció” *translation: I connected for the call and no one ever showed up.*
- “If someone would just call me”
- “Real actual resources”
- “I need help with everything”

Accessed Fallsway Medical

- “Keep the appointment and the agreement and not have someone giving different information to send me away”
- “Schedule be booked for months”



Check-in Process Question Responses

Question		Q2: % Clients that selected 5 out of 5	Q3: % Clients that selected 5 out of 5
The person who assisted you during the check-in process		83% (650/783); Avg Score 4.6	85% (643/757) Avg Score 4.8
		% Clients that selected item in list of options	% Clients that selected item in list of options
How could the person who assisted you during the check-in process improve	Treat me with fairness	*please note these were inadvertently removed from the survey and will be replaced in Q3	15% (2/13)
	Maintain a professional and respectful demeanor		8% (1/13)
	Inform of potential wait times or delays		8% (1/13)
	Greet in a warm and friendly manner		31% (4/13)
	Other		38% (5/13)
The wait time to see the provider		5 out of 5: 79% (619/783); Avg Score 4.62	5 out of 5: 82% (617/752); Avg Score 4.7

Provider Experience Question Responses

Question		Q2: % Clients that selected 5 out of 5	Q3: % Clients that selected 5 out of 5
The overall experience with the provider		89% (697/783); Avg Score 4.77	90% (677/752); Avg Score 4.82
Treatment goals were met during the visit		84% (582/693); Avg Score 4.66	85% (582/685); Avg Score 4.72
		% Clients that selected item in list of options	% Clients that selected item in list of options
What ways could we improve clinical care	Engage with me more on my goals and expectations	54% (15/28)	35% (8/23)
	Better explain treatments or procedures	21% (6/28)	22% (5/23)
	Better explain referrals	36% (10/28)	17% (4/23)
	Better explain medications	14% (4/28)	9% (2/23)
	Other	43% (12/28)	56% (13/23)
What could the provider have done better	Spend more time with me	*please note these were inadvertently removed from the survey and will be replaced in Q3	8% (/12)
	Listen to and understand my concerns		8% (/12)
	Involve me in decisions about my care		0% (0/12)
	Explain things in a way I understand		8% (/12)
	Other		75% (/12)

What ways could we improve clinical care: *Other Responses*

Accessed Fallsway Medical

- “To give me recommendations from the disrespectful belittling violating Communications of a front desk non-medical front desk greeter”
- “I have a primary care Doctor who is K.B., who I usually see. I had gotten out of the hospital about a week and a half previous and was needing to get an appointment due to continued pain. I was scheduled with the male doctor when I couldn't get in to see my own. While he appeared pleasant, he had no ideas for further treatment for me & made me feel dismissed in more ways than one. Including not treating me for pain even though I am an addict. I have been clean since 2017. I have never once asked for pain medicine and all the years I've been going to HCH. So make matters worse my virtual appointment I was scheduled with my own primary (Dr. K.B.) was rescheduled for a later day unbeknownst to me. I was supposed to see her on July 31, but someone scheduled me not to see her until August 5. So then I would have no one to help me with the extreme pelvic pain I'm experiencing.”

Accessed Fallsway Case Management

- “I need housing not treatment”
- “How does a person who doesn't have transportation supposed to get to their appointments meaning the one ones giving by the Dr referrals”
- “Communication”



What ways could we improve clinical care: *Other Responses*

Accessed Fallsway Case Management

- “I was very disappointed in the unprofessionalism of this man. He accused me of getting frustrated with him when I tried to explain that I came in Monday to make appointment for Wednesday and he accused me of being frustrated and getting smart I assured him that was not the case I was in pain because I need back surgery, he told me I shouldn't be seeing social worker I should be on the other side see pain management smh while also accusing me of being frustrated he proceeded to read me my rights and put me in my place he told me "" I am a 65 yr old man and you're not going disrespect me when you need my help. Now if you want me to see if A can see you since you're a walk in I can check. Which he did by the time Ms. A came in I was in tears because of the pain and humiliation and degrading I didn't feel treated like human by him just a number. Ms. A consoled me encouraged me and uplifted me while also proceeded to update my housing information and provided me pull ups and wrote email and letter for me to obtain clothes for myself and kids”
- “I was told on the phone to come in and talk to a case manager to determine if I could receive care when the answer was no. It would be ideal if all employees answering the phones knew the basic guidelines of who can receive care.”
- “Providing no real resources that can deliver none of this help.. no real resources the mayors office is trash”

Accessed Fallsway Nursing

- “I took a test for infection a few days later I got a call saying no infection was found a few days later I went to the ER they found a bad infection I don't blame they need to do better with the test”
- “The nurse was a no-show”
- “I checked in on my phone no one came so I rechecked in at the front at 2:10 pm I got there @1:20pm. I left @ 3:10pm or at least after 3pm. So I never saw the doctor. To her defense she called personally. I want to add, I was given medicine for high cholesterol and I wasn't even given my lab results. That makes me uncomfortable as a person who has little faith and trust in government supported places especially for free. Just be aware that seems like a ploy knowing people maybe homeless who cares so we will test products on them.”

What could the provider have done better: *Other Responses*

Accessed Fallsway Medical

- “Not try to cover the back I have the front desk person take the time to intake the HIPAA violation and work on her hypocratic every night”

Accessed Fallsway Case Management

- “Conectarse y no tenerme 35 minutos en espera” *translation: Connect and not have me on hold for 35 minutes*
- “Ayudar a quienes lo necesitan” *translation: help those in need*
- “She has a poor customer service”
- “Was not knowledgeable or resourceful”
- “Never saw them”
- “I never saw this person”
- “Communication”



Barriers to Care Question Responses

Question		Q2: % Clients that selected item in list of options	Q3: % Clients that selected item in list of options
Have you ever skipped or postponed getting health care at Health Care for the Homeless in the past six months for any of the following reasons	I was not able to get transportation	64% (136/212)	63% (143/227)
	I could not speak to someone in my preferred language or could not get an interpreter	15% (32/212)	9% (20/227)
	I could not find services at a location that worked for me	33% (70/212)	25% (57/227)
	I could not find services at a time that worked for me	19% (40/212)	9% (20/227)



Overall Experience and REI Question Responses

Question	Q2 Response	Q3 Response
How likely are you to recommend HCH to a friend or family member?	82% (617/753) scored 10 out of 10; 7% (53/753) scored 9 out of 10	89% (643/722) scored 10/10; 9% (65/722) scored 9 out of 10
	% Clients that selected 5 out of 5	
I received fair treatment regardless of my race and/or ethnicity	88% (542/617)	90% (603/670)
I received care in a way that respected my culture and background	88% (532/604)	89% (593/667)



Written explanations for “I received fair treatment regardless of my race and/or ethnicity”

Accessed Fallsway Medical

- “I've been asking for her help for you with all information give me with no help returned no services fulfilled” -

Accessed Fallsway Nursing

- “The nurse was a no-show”

Accessed Fallsway Case Management

- “Not by this man he shouldn't be working with the public and this is coming from a woman who dedicated her working life to medical field and worked at umms for 15yrs until I retired for health reasons.”
- “Respetó” translation: respect



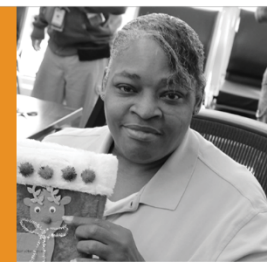
Written explanations for “I received care in a way that respected my culture and background”

Accessed Fallsway Case Management

- “Normal amable” *translation: normal friendly*
- “No this man only shows respect when you kissing his behind he was black as well so It was race but I'm pretty sure he treated me like this because of the background he thought I had.”

Accessed Fallsway Medical

- “Front desk Associates violating HIPAA laws and orally spoke about my personal records that she should have not been reading or had to speak on out loud to anyone”
- “The nurse was a no show”



Was there anyone that went above and beyond for you during your appointment that you would like to recognize?

Yes: 55% (304/553)



Department Level Data



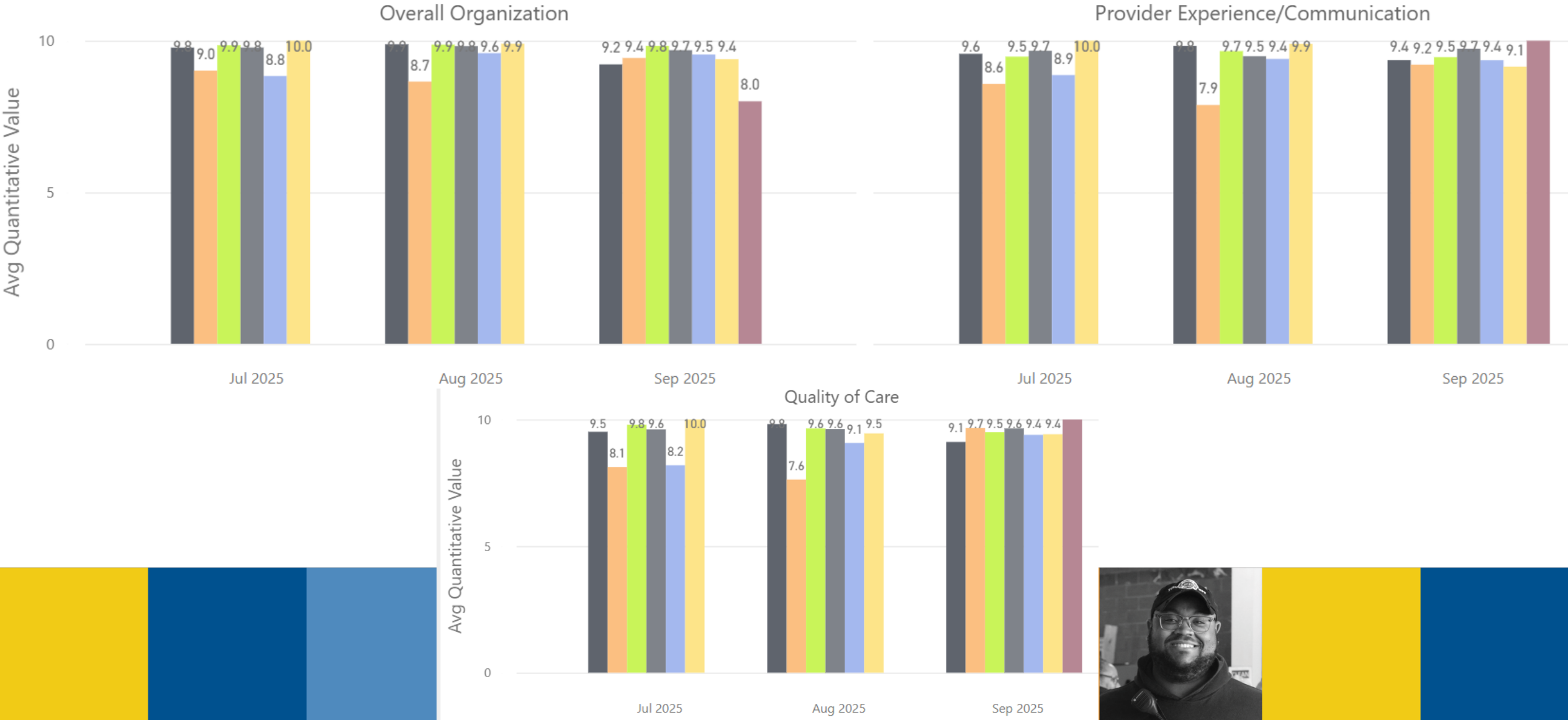
Please note

To avoid redundancy and for flow of the presentation, all “Other” responses to questions are captured in the Organization Level Data slides above. Each comment is categorized into the service line that was accessed.



Quant Question Comparison of Departments Month-to-Month

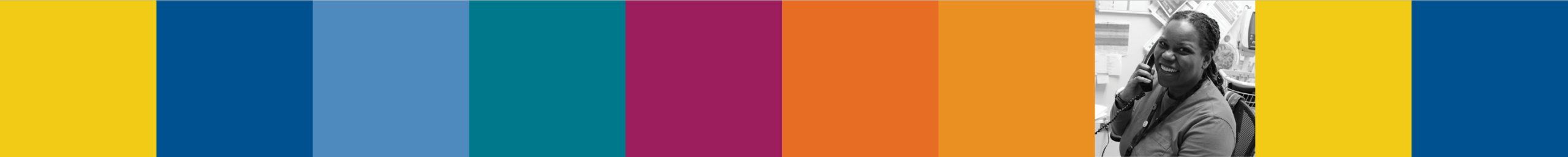
Location ● Behavioral Health Therapist ● Case Management ● Dental ● Medical ● Nursing ● Psychiatry ● QR Baltimore County



Provider Experience Question Responses: Medical

Question		Q2: % Clients that selected 5 out of 5	Q2: % Clients that selected 5 out of 5
The overall experience with the provider		92% (284/309); Avg Score 4.84	93% (/293) Avg Score 4.88
Treatment goals were met during the visit		86% (224/261); Avg Score 4.75	91% (/254) Avg Score 4.84
		% Clients that selected item in list of options	
What ways could we improve clinical care	Engage with me more on my goals and expectations	29% (2/7)	20% (1/5)
	Better explain treatments or procedures	29% (2/7)	20% (1/5)
	Better explain referrals	29% (2/7)	0% (0/5)
	Better explain medications	14% (1/7)	0% (0/5)
	Other	29% (2/7)	60% (3/5)

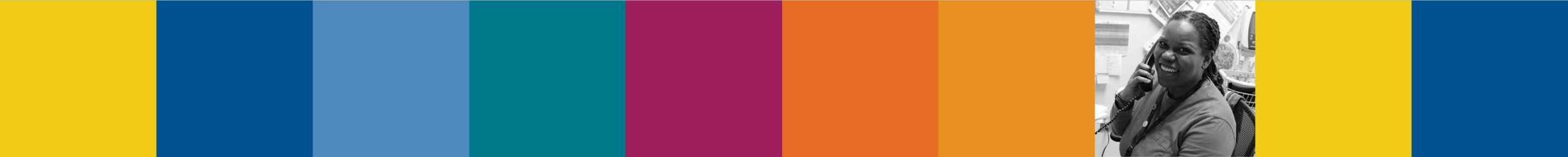
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Provider Experience Question Responses: Nursing

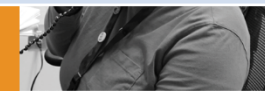
Question		Q2: % Clients that selected 5 out of 5	Q3: % Clients that selected 5 out of 5
The overall experience with the provider		92% (80/87); Avg Score 4.89	89% (77/87) Avg Score 4.75
Treatment goals were met during the visit		87% (68/78); Avg Score 4.79	79% (61/77) Avg Score 4.56
		% Clients that selected item in list of options	
What ways could we improve clinical care	Engage with me more on my goals and expectations	100% (1/1)	20% (1/5)
	Better explain treatments or procedures	0% (0/1)	20% (1/5)
	Better explain referrals	100% (1/1)	0% (0/5)
	Better explain medications	0% (0/1)	0% (0/5)
	Other	0% (0/1)	60% (3/5)

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Provider Experience Question Responses: Case Management

Question		Q2: % Clients that selected 5 out of 5	Q3: % Clients that selected 5 out of 5
The overall experience with the provider		81% (131/162); Avg Score 4.54	81% (104/128) Avg Score 4.55
Treatment goals were met during the visit		74% (109/148); Avg Score 4.32	74% (87/117) Avg Score 4.38
		% Clients that selected item in list of options	
What ways could we improve clinical care	Engage with me more on my goals and expectations	67% (10/15)	42% (5/12)
	Better explain treatments or procedures	13% (2/15)	25% (3/12)
	Better explain referrals	33% (5/15)	33% (4/12)
	Better explain medications	13% (2/15)	8% (1/12)
	Other	40% (6/15)	58% (7/12)
What could the provider have done better	Spend more time with me	*please note these were inadvertently removed from the survey and will be replaced in Q3	0% (0/9)
	Listen to and understand my concerns		11% (1/9)
	Involve me in decisions about my care		0% (0/9)
	Explain things in a way I understand		11% (1/9)
	Other		78% (7/9)



Provider Experience Question Responses: Dental

Question		Q2: % Clients that selected 5 out of 5	Q3: % Clients that selected 5 out of 5
The overall experience with the provider		90% (78/87); Avg Score 4.83	94% (/90) Avg Score 4.94
Treatment goals were met during the visit		82% (59/72); Avg Score 4.68	89% (/89) Avg Score 4.85
		% Clients that selected item in list of options	
What ways could we improve clinical care	Engage with me more on my goals and expectations	0% (0/0)	0% (0/0)
	Better explain treatments or procedures	0% (0/0)	0% (0/0)
	Better explain referrals	0% (0/0)	0% (0/0)
	Better explain medications	0% (0/0)	0% (0/0)
	Other	0% (0/0)	0% (0/0)



Provider Experience Question Responses: Behavioral Health

Question		Q2: % Clients that selected 5 out of 5	Q3: % Clients that selected 5 out of 5
The overall experience with the provider		87% (75/86); Avg Score 4.8	89% (90/101) Avg Score 4.85
Treatment goals were met during the visit		89% (75/84); Avg Score 4.81	82% (80/97) Avg 82.47
		% Clients that selected item in list of options	
What ways could we improve clinical care	Engage with me more on my goals and expectations	0% (0/1)	0% (0/0)
	Better explain treatments or procedures	0% (0/1)	0% (0/0)
	Better explain referrals	0% (0/1)	0% (0/0)
	Better explain medications	0% (0/1)	0% (0/0)
	Other	100% (1/1)	0% (0/0)



Provider Experience Question Responses: Psychiatry

Question		Q2: % Clients that selected 5 out of 5	Q3: % Clients that selected 5 out of 5
The overall experience with the provider		92% (48/52); Avg Score 4.81	94% (49/52) Avg Score 4.92
Treatment goals were met during the visit		92% (46/50); Avg Score 4.76	90% (45/50) Avg Score 4.84
		% Clients that selected item in list of options	
What ways could we improve clinical care	Engage with me more on my goals and expectations	100% (2/2)	100% (1/1)
	Better explain treatments or procedures	100% (2/2)	0% (0/1)
	Better explain referrals	100% (2/2)	0% (0/1)
	Better explain medications	50% (1/2)	100% (1/1)
	Other	50% (1/2)	0% (0/1)

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FQHC Benchmarked Data



FQHC Comparison for Q3

Of 84 FQHC FeedTrail accounts, Health Care for the Homeless is scoring:

Question	Score	Number of Responses	Percentile
How likely are you to recommend Health Care for the Homeless to a friend or family member?	85.69, max score of 100	722	50 th
The overall experience at Health Care for the Homeless	4.76, max score of 5	765	25 th
I was able to get this appointment as soon as I needed	4.64, max score of 5	754	25 th
The overall experience with [provider's name]	4.82, max score of 5	752	25 th
The wait time to see [provider's name]	4.7, max score of 5	752	25 th
The person who assisted you during the check-in process	4.76, max score of 5	757	25 th

