

# FeedTrail Quarterly Report

## Q4 2025

10/1/2025 – 12/31/2025 Data



# 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



Your ability to communicate with the practice



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



The person who assisted you during the check-in process



The wait time to see [redacted]



The overall experience with [redacted]



Your treatment goals were met during the visit



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



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



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?



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



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

# Staff included

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



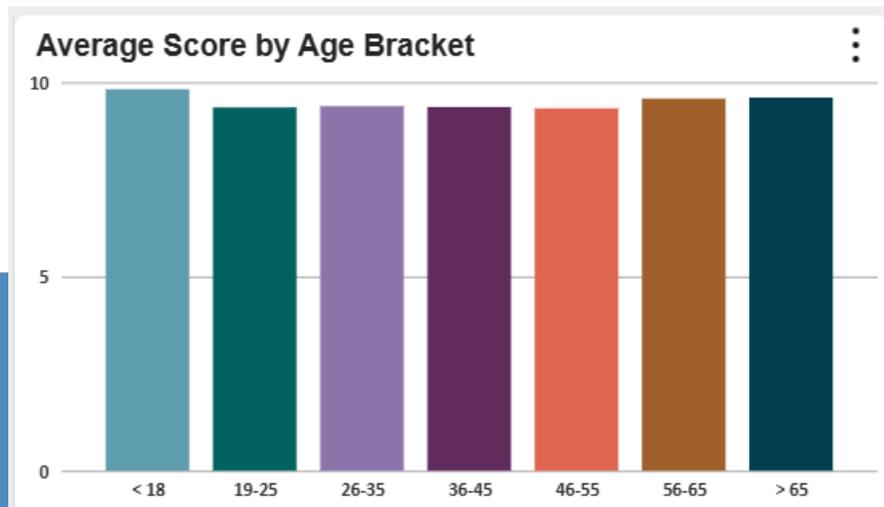
# Organization Level Data



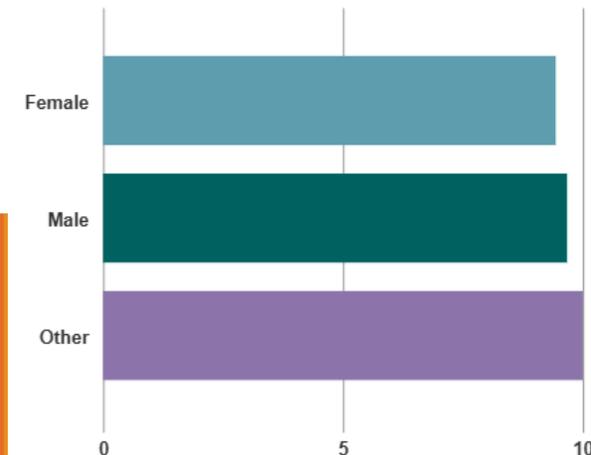
# Q4 Demographics

## Response Rate by Location and Race

Location	Asian ...	Black	Native...	Unkn...	White	Total	Hispanic	Total
Behavioral Healt...	20.0%	5.1%	0.0%	2.9%	4.8%	<b>4.7%</b>	2.9%	<b>2.9%</b>
Case Management	10.0%	6.1%	25.0%	8.5%	8.1%	<b>7.4%</b>	7.9%	<b>7.9%</b>
Dental	0.0%	6.6%	0.0%	4.5%	15.3%	<b>7.2%</b>	5.7%	<b>5.7%</b>
Medical	12.5%	5.7%	10.0%	7.4%	6.0%	<b>6.5%</b>	6.7%	<b>6.7%</b>
Nursing	0.0%	3.9%	7.7%	3.9%	4.6%	<b>4.0%</b>	5.0%	<b>5.0%</b>
Psychiatry	0.0%	4.0%	5.6%	2.7%	5.2%	<b>4.1%</b>	1.9%	<b>1.9%</b>
<b>Total</b>	<b>9.2%</b>	<b>5.1%</b>	<b>7.2%</b>	<b>6.1%</b>	<b>6.6%</b>	<b>5.7%</b>	<b>6.0%</b>	<b>6.0%</b>



### Average Score by Gender



Better compared to previous quarter

Worse compared to previous quarter

# Q2 Response Rate and Overall Experience

Response Rate

5.7%

(630/10,822)

Overall Experience Rate

89%

scored 5 out of 5

(d=615)

Q3 comparison: 87% (690/802)



Better compared to previous quarter

Worse compared to previous quarter

# Communication Question Responses

Question		Q3: % Clients that selected 5 out of 5	Q4: % Clients that selected 5 out of 5
Your ability to communicate with the practice		85% (651/766) Avg Score 4.73	<b>88%</b> (d=617) <b>Avg Score 4.78</b>
		<b>% Clients that selected item in list of options</b>	
What ways could we improve on communication	Telling me about my test results sooner	4% (1/23)	<b>9%</b> (d=11)
	Informing me about changes	22% (5/23)	<b>36%</b> (d=11)
	Calling back in a timely manner	26% (6/23)	<b>27%</b> (d=11)
	Other	48% (11/23)	<b>27%</b> (d=11)



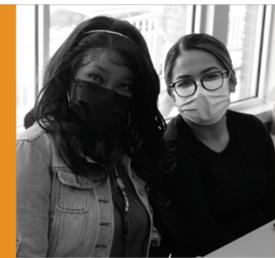
# What ways could we improve on communication: *Other Responses*

## Accessed Fallsway Dental

- “First of all, we need a translator for those of us who don’t speak the language”

## Accessed West Baltimore Medical

- “Nothing”



# Appointment Access Question Responses

Question		Q3: % Clients that selected 5 out of 5	Q4: % Clients that selected 5 out of 5
Ability to get this appointment as soon as needed		80% (603/754) Avg Score 4.6	<b>82%</b> (d=614) Avg Score 4.67
		<b>% Clients that selected item in list of options</b>	
What would help you get an appointment sooner?	More convenient locations	0% (0/26)	<b>0%</b> (d=18)
	More availability of appointments during regular business hours	42% (11/26)	<b>39%</b> (d=18)
	Extended hours on nights and weekends	15% (4/26)	<b>28%</b> (d=18)
	Assistance with obtaining transportation to my appointment	12% (3/26)	<b>6%</b> (d=18)
	Other	31% (8/26)	<b>28%</b> (d=18)



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

## Accessed West Baltimore Case Management

- “Caseworker keeping apts on time”

## Accessed Fallsway Medical

- “I had to wait for months just to get an appointment”
- “Nothing”

## Accessed Fallsway Dental

- “It’s difficult to get thru the phone”



# Check-in Process Question Responses

Question		Q3: % Clients that selected 5 out of 5	Q4: % Clients that selected 5 out of 5
The person who assisted you during the check-in process		85% (643/757) Avg Score 4.8	<b>85%</b> (d=615) Avg Score 4.75
		<b>% Clients that selected item in list of options</b>	
How could the person who assisted you during the check-in process improve	Treat me with fairness	15% (2/13)	<b>8%</b> (d=12)
	Maintain a professional and respectful demeanor	8% (1/13)	<b>42%</b> (d=12)
	Inform of potential wait times or delays	8% (1/13)	<b>17%</b> (d=12)
	Greet in a warm and friendly manner	31% (4/13)	<b>17%</b> (d=12)
	Other	38% (5/13)	<b>17%</b> (d=12)
The wait time to see the provider		<b>5 out of 5: 82%</b> (617/752); Avg Score 4.7	<b>5 out of 5: 82%</b> (d=616); Avg Score 4.71



# What ways could the person assisting at check in improve:

## *Other Responses*

### Accessed Fallsway Nursing

- “When I come and get checked in for my appointment the secretary, very nasty first and second floor I should be treated like I am coming to turn myself in to an institution. Knowing your job title in the field you signed up for must attain a positive energy if you’re not feeling well to work, go home and let someone else fill in for you in the cleanup person walking around like the ready to get into a boxing match etc... 😞”

### Accessed Fallsway Case Management

- “No son profesionales” *translation: “they are not professionals”*



# Provider Experience Question Responses

Question		Q3: % Clients that selected 5 out of 5	Q4: % Clients that selected 5 out of 5
The overall experience with the provider		90% (677/752); Avg Score 4.82	<b>92%</b> (d=605) Avg Score 4.83
Treatment goals were met during the visit		85% (582/685); Avg Score 4.72	<b>88%</b> (d=582) Avg Score 4.76
		<b>% Clients that selected item in list of options</b>	
What ways could we improve clinical care	Engage with me more on my goals and expectations	35% (8/23)	<b>46%</b> (d=13)
	Better explain treatments or procedures	22% (5/23)	<b>31%</b> (d=13)
	Better explain referrals	17% (4/23)	<b>23%</b> (d=13)
	Better explain medications	9% (2/23)	<b>15%</b> (d=13)
	Other	56% (13/23)	<b>31%</b> (d=13)
What could the provider have done better	Spend more time with me	8% (d=12)	<b>10%</b> (d=10)
	Listen to and understand my concerns	8% (d=12)	<b>30%</b> (d=10)
	Involve me in decisions about my care	0% (d=12)	<b>10%</b> (d=10)
	Explain things in a way I understand	8% (d=12)	<b>10%</b> (d=10)
	Other	75% (d=12)	<b>40%</b> (d=10)

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

## Accessed West Baltimore Case Management

- “Actually make the call to me. Don’t call after hours let it rain poison hang up and then reschedule me for 2 days later”
- “The whole thing. I never saw my case worker because the lobby attendant took more time to engage in drawn out conversations in Spanish than to figure out why everyone in the lobby was seen before me bit I was the first one there and on time for my appointment but never saw my case worked and they once they called my case worker a second time 39 mins after my arrival I was made to wait longer. So I left VERY upset at the level of service and respect for my time.”

## Accessed Fallsway Case Management

- “Helping with housing”



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

## Accessed West Baltimore Medical

- “Nothing he is great”

## Accessed Fallsway Case Management

- “Find some places that rent to peocare more do morele with a income”
- “No me atendio”

## Accessed Fallsway Psychiatry

- “She never called”



# Barriers to Care Question Responses

Question		Q3: % Clients that selected item in list of options	Q4: % 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	63% (143/227)	57% (d=200)
	I could not speak to someone in my preferred language or could not get an interpreter	9% (20/227)	5% (d=200)
	I could not find services at a location that worked for me	25% (57/227)	12% (d=200)
	I could not find services at a time that worked for me	9% (20/227)	35% (d=200)



# Care Coordination Question Responses *(new!)*

Question	<u>Q4</u> : % Clients that selected item in list of options	
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	<b>86%</b> (d=434)
	Good – most staff worked together efficiently	<b>9%</b> (d=434)
	Fair – some staff worked together, but there were communication challenges	<b>2%</b> (d=434)
	Limited – staff did not seem to work together well on my care	<b>1%</b> (d=434)
	Very limited – staff did not work together on my care at all	<b>2%</b> (d=434)



# Overall Experience and REI Question Responses

Question	Q3 Response	Q4 Response
How likely are you to recommend HCH to a friend or family member?	89% (643/722) scored 10/10; 9% (65/722) scored 9 out of 10	<b>92% (d=589) scored 10 out of 10;</b> <b>8% (d=589) scored 9 out of 10</b>
<b>% Clients that selected 5 out of 5</b>		
I received fair treatment regardless of my race and/or ethnicity	90% (603/670)	<b>91% (d=561)</b>
I received care in a way that respected my culture and background	89% (593/667)	<b>91% (d=549)</b>



# Write in Responses for “Please explain your response in scoring overall organization experience”

## Accessed West Baltimore Case Management

- “I did not receive ANY care.”

## Accessed Fallsway Case Management

- “Didn’t get any service”

## Accessed Fallsway Medical

- “I’m always careful myself”



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

Accessed West Baltimore Case Management

- “My treatment was not fair at all. As if my insurance was not respected”

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

None



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

**Yes: 55% (d=451)**



# Department Level Data



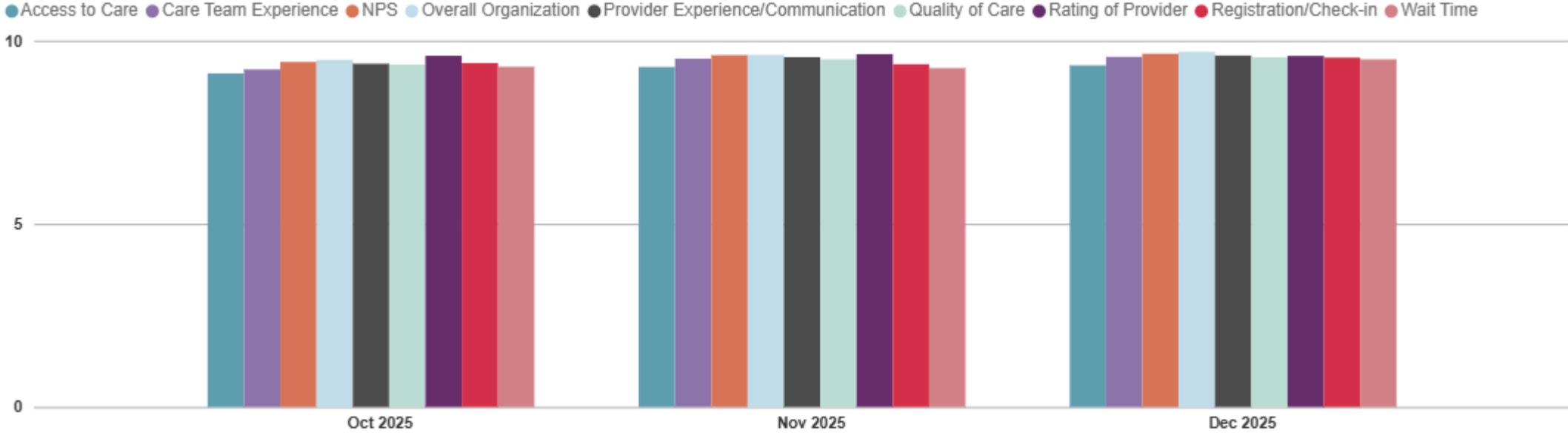
## Please note

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 Month-to-Month

Average Score by Month and Question Category



# Provider Experience Question Responses: Medical

Question		Q3: % Clients that selected 5 out of 5	Q4: % Clients that selected 5 out of 5
The overall experience with the provider		93% (272/293) Avg Score 4.88	<b>91%</b> (d=234) Avg Score 4.88
Treatment goals were met during the visit		91% (231/254) Avg Score 4.84	<b>90%</b> (d=217) Avg Score 4.86
		<b>% Clients that selected item in list of options</b>	
What could the provider have done better	Spend more time with me	<i>This question was not properly working for this specialty in the client experience platform</i>	0% (d=2)
	Listen to and understand my concerns		0% (d=2)
	Involve me in decisions about my care		0% (d=2)
	Explain things in a way I understand		50% (d=2)
	Other		0% (d=2)
What ways could we improve clinical care	Engage with me more on my goals and expectations	20% (1/5)	100% (d=2)
	Better explain treatments or procedures	20% (1/5)	50% (d=2)
	Better explain referrals	0% (0/5)	50% (d=2)
	Better explain medications	0% (0/5)	50% (d=2)
	Other	60% (3/5)	0% (d=2)

Low denominators

# Provider Experience Question Responses: Nursing

Question		Q3: % Clients that selected 5 out of 5	Q4: % Clients that selected 5 out of 5
The overall experience with the provider		89% (77/87) Avg Score 4.75	<b>92%</b> (d=73) Avg Score 4.86
Treatment goals were met during the visit		79% (61/77) Avg Score 4.56	<b>88%</b> (d=67) Avg Score 4.84
		<b>% Clients that selected item in list of options</b>	
What could the provider have done better	Spend more time with me	<i>This question was not properly working for this specialty in the client experience platform</i>	<b>0%</b> (d=1)
	Listen to and understand my concerns		<b>0%</b> (d=1)
	Involve me in decisions about my care		<b>100%</b> (d=1)
	Explain things in a way I understand		<b>0%</b> (d=1)
	Other		<b>0%</b> (d=1)
What ways could we improve clinical care	Engage with me more on my goals and expectations	20% (1/5)	<b>0%</b> (d=1)
	Better explain treatments or procedures	20% (1/5)	<b>100%</b> (d=1)
	Better explain referrals	0% (0/5)	<b>0%</b> (d=1)
	Better explain medications	0% (0/5)	<b>0%</b> (d=1)
	Other	60% (3/5)	<b>0%</b> (d=1)

Low denominators

# Provider Experience Question Responses: Case Management

Question		Q3: % Clients that selected 5 out of 5	Q4: % Clients that selected 5 out of 5
The overall experience with the provider		81% (104/128) Avg Score 4.55	<b>80%</b> (d=105) Avg Score 4.5
Treatment goals were met during the visit		74% (87/117) Avg Score 4.38	<b>77%</b> (d=76) Avg Score 4.36
		<b>% Clients that selected item in list of options</b>	
What could the provider have done better	Spend more time with me	0% (0/9)	<b>20%</b> (d=5)
	Listen to and understand my concerns	11% (1/9)	<b>40%</b> (d=5)
	Involve me in decisions about my care	0% (0/9)	<b>0%</b> (d=5)
	Explain things in a way I understand	11% (1/9)	<b>0%</b> (d=5)
	Other	78% (7/9)	<b>40%</b> (d=5)
What ways could we improve clinical care	Engage with me more on my goals and expectations	42% (5/12)	<b>44%</b> (d=9)
	Better explain treatments or procedures	25% (3/12)	<b>11%</b> (d=9)
	Better explain referrals	33% (4/12)	<b>22%</b> (d=9)
	Better explain medications	8% (1/12)	<b>11%</b> (d=9)
	Other	58% (7/12)	<b>44%</b> (d=9)

Low denominators

# Provider Experience Question Responses: Dental

Question		Q3: % Clients that selected 5 out of 5	Q4: % Clients that selected 5 out of 5
The overall experience with the provider		94% (d=90) Avg Score 4.94	<b>93%</b> (d=72) Avg Score 4.86
Treatment goals were met during the visit		89% (d=89) Avg Score 4.85	<b>94%</b> (d=69) Avg Score 4.88
		<b>% Clients that selected item in list of options</b>	
What could the provider have done better	Spend more time with me	<i>This question was not properly working for this specialty in the client experience platform</i>	<b>0%</b> (d=1)
	Listen to and understand my concerns		<b>100%</b> (d=1)
	Involve me in decisions about my care		<b>0%</b> (d=1)
	Explain things in a way I understand		<b>0%</b> (d=1)
	Other		<b>0%</b> (d=1)
What ways could we improve clinical care	Engage with me more on my goals and expectations	<b>0%</b> (0/0)	<b>0%</b> (d=1)
	Better explain treatments or procedures	<b>0%</b> (0/0)	<b>100%</b> (d=1)
	Better explain referrals	<b>0%</b> (0/0)	<b>0%</b> (d=1)
	Better explain medications	<b>0%</b> (0/0)	<b>0%</b> (d=1)
	Other	<b>0%</b> (0/0)	<b>0%</b> (d=1)

Low denominators

# Provider Experience Question Responses: Behavioral Health

Question		Q3: % Clients that selected 5 out of 5	Q4: % Clients that selected 5 out of 5
The overall experience with the provider		89% (90/101) Avg Score 4.85	<b>93%</b> (d=81) Avg Score 4.86
Treatment goals were met during the visit		82% (80/97) Avg 82.47	<b>92%</b> (d=79) Avg Score 4.86
		<b>% Clients that selected item in list of options</b>	
What could the provider have done better	Spend more time with me	<i>This question was not properly working for this specialty in the client experience platform</i>	0% (d=0)
	Listen to and understand my concerns		0% (d=0)
	Involve me in decisions about my care		0% (d=0)
	Explain things in a way I understand		0% (d=0)
	Other		0% (d=0)
What ways could we improve clinical care	Engage with me more on my goals and expectations	0% (0/0)	0% (d=0)
	Better explain treatments or procedures	0% (0/0)	0% (d=0)
	Better explain referrals	0% (0/0)	0% (d=0)
	Better explain medications	0% (0/0)	0% (d=0)
	Other	0% (0/0)	0% (d=0)

# Provider Experience Question Responses: Psychiatry

Question		Q3: % Clients that selected 5 out of 5	Q4: % Clients that selected 5 out of 5
The overall experience with the provider		94% (49/52) Avg Score 4.92	<b>98% (d=45)</b> Avg Score 4.91
Treatment goals were met during the visit		90% (45/50) Avg Score 4.84	<b>89% (d=44)</b> Avg Score 4.82
		% Clients that selected item in list of options	
What could the provider have done better	Spend more time with me	0% (d=0)	0% (d=1)
	Listen to and understand my concerns	0% (d=0)	0% (d=1)
	Involve me in decisions about my care	0% (d=0)	0% (d=1)
	Explain things in a way I understand	0% (d=0)	0% (d=1)
	Other	0% (d=0)	100% (d=1)
What ways could we improve clinical care	Engage with me more on my goals and expectations	100% (1/1)	0% (d=0)
	Better explain treatments or procedures	0% (0/1)	0% (d=0)
	Better explain referrals	0% (0/1)	0% (d=0)
	Better explain medications	100% (1/1)	0% (d=0)
	Other	0% (0/1)	0% (d=0)

Low denominators

# 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?	88.78, max score of 100	589	75 <sup>th</sup>
The overall experience at Health Care for the Homeless	4.79, max score of 5	615	25 <sup>th</sup>
I was able to get this appointment as soon as I needed	4.67, max score of 5	614	25 <sup>th</sup>
The overall experience with [provider's name]	4.83, max score of 5	605	25 <sup>th</sup>
The wait time to see [provider's name]	4.71, max score of 5	616	25 <sup>th</sup>
The person who assisted you during the check-in process	4.75, max score of 5	615	25 <sup>th</sup>

