

Healthcare for the Homeless Client Experience Survey Results: November 2017

Category/Question	Response	HCH	National	Variance
COMPOSITE 1: Getting Timely Appointments, Care and Information	Never/Sometimes	24%	10%	14%
	Usually	19%	22%	-3%
	Always	57%	67%	-10%
In the last 6 months, when you contacted this provider's office to get an appointment for CARE YOU NEEDED RIGHT AWAY, how often did you get an appointment as soon as you needed?	Never/Sometimes	27%	10%	17%
	Usually	19%	21%	-2%
	Always	54%	69%	-15%
In the last 6 months, when you made an appointment for a CHECKUP OR ROUTINE CARE with this provider, how often did you get an appointment as soon as you needed?	Never/Sometimes	19%	7%	12%
	Usually	18%	21%	-3%
	Always	63%	72%	-9%
In the last 6 months, when you contacted this provider's office during regular office hours, how often did you get an answer to your medical question that same day?	Never/Sometimes	26%	14%	12%
	Usually	19%	25%	-6%
	Always	55%	61%	-6%
COMPOSITE 2: How Well Providers Communicate With Patients	Never/Sometimes	15%	3%	12%
	Usually	12%	9%	3%
	Always	74%	88%	-14%
In the last 6 months, how often did this provider explain things in a way that was easy to understand?	Never/Sometimes	17%	4%	13%
	Usually	11%	10%	1%
	Always	72%	86%	-14%
In the last 6 months, how often did this provider listen carefully to you?	Never/Sometimes	14%	3%	11%
	Usually	11%	8%	3%
	Always	75%	88%	-13%
In the last 6 months, how often did this provider show respect for what you had to say?	Never/Sometimes	11%	3%	8%
	Usually	10%	6%	4%
	Always	79%	91%	-12%
In the last 6 months, how often did this provider spend enough time with you?	Never/Sometimes	16%	4%	12%
	Usually	15%	11%	4%
	Always	70%	85%	-15%
COMPOSITE 3: Helpful, Courteous, and Respectful Office Staff	Never/Sometimes	18%	4%	14%
	Usually	13%	14%	-1%
	Always	70%	82%	-12%
In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	Never/Sometimes	21%	6%	15%
	Usually	14%	18%	-4%
	Always	64%	76%	-12%
In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	Never/Sometimes	13%	3%	10%
	Usually	12%	10%	2%
	Always	76%	88%	-12%
COMPOSITE 4: Providers Use of Information to Coordinate Patient Care	Never/Sometimes	25%	11%	14%
	Usually	14%	15%	-1%
	Always	61%	74%	-13%
In the last 6 months, how often did this provider seem to know the important information about your medical history?	Never/Sometimes	20%	6%	14%
	Usually	13%	16%	-3%
	Always	68%	79%	-11%
In the last 6 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from this provider's office follow up to give you those results?	Never/Sometimes	26%	12%	14%
	Usually	12%	12%	0%
	Always	62%	76%	-14%
In the last 6 months, how often did you and someone from this provider's office talk about all the prescription medicines you were taking?	Never/Sometimes	30%	17%	13%
	Usually	16%	16%	0%
	Always	54%	67%	-13%

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What number would you use to rate this provider?	0-6	13%	4%	9%
	7-8	22%	13%	9%
	9-10	65%	82%	-17%
PCMH COMPOSITE: Talking with You About Taking Care of Your Own Health	Yes	64%	52%	12%
	No	36%	48%	-12%
In the last 6 months, did someone from this provider's office talk with you about specific goals for your health?	Yes	71%	62%	9%
	No	29%	38%	-9%
In the last 6 months, did someone from this provider's office ask you if there were things that make it hard for you to take care of your health?	Yes	57%	42%	15%
	No	43%	58%	-15%
Did this provider's office give you information about what to do if you needed care during evenings, weekends, or holidays?	Yes	77%	72%	5%
	No	23%	28%	-5%
In the last 6 months, did you see a specialist for a particular health problem?	Yes	47%	53%	-6%
	No	53%	47%	6%
In the last 6 months, how often did the provider discussed in Question 1 seem informed and up-to-date about the care you got from specialists?	Never/Sometimes	20%	12%	8%
	Usually	12%	21%	-9%
	Always	67%	67%	0%
In the last 6 months, did you and someone from this provider's office talk about things in your life that worry you or cause you stress?	Yes	64%	51%	13%
	No	36%	49%	-13%

HCH Survey Questions (1-5 scale)	Nov 2016	June 2017	Nov 2017
<i>Client Access</i>			
I can get here without missing out on meals or a place to sleep	4.5	4.5	4.2
I can reach a provider when the clinic is closed	3.2	3.4	3.3
<i>Whole Person Care</i>			
My provider makes sure health care decisions and treatment goals fit with the other challenges I have in my life	4.5	4.6	4.4
Health Care for the Homeless helps me gain the skills I need to manage my health care	4.5	4.6	4.3