

This report was prepared by Metrix Matrix and summarizes results from the 2016 administration of a Patient Survey on behalf of the Healthcare For The Homeless (HCHMD). In this report, survey results are presented for Web and Phone Survey results.

# **Health Care For The Homeless**

## **HCHMD**

### **Patient Report 2016**

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## I. Introduction

### PATIENT EXPERIENCE REPORTING

Patient Experience Reporting allows a healthcare organization's stakeholders, from Practice Managers to Clinicians, a means to measure patient experience empirically, as well as providing participating patients with an anonymous feedback medium. This standardized practice has been implemented by a broad range of healthcare providers. Metrix Matrix, on behalf of Health Care for the Homeless (HCHMD) administered a mixed-mode patient experience survey to a random sampling of the HCHMD patient population.

### SURVEY SPECIFICATIONS

The survey instrument used for this study was developed by HCHMD and was fielded via a mixed-mode methodology.

This study included both phone and web based components.

Some of the top level definitions, defining the scope of this study, include:

**Practice** - One or more clinicians who practice together and provide patient care at a single geographic location.

**Clinician** - Physicians, nurse practitioners, nurses, psychiatrists, behavioral health therapists, case managers and occupational therapists who practice in the participating site location.

**Target Population** – The target population for this survey included all of HCHMD's patient population, of any age, who have had at least one or more qualifying visits to a HCHMD practice site.

### SAMPLING AND METHODOLOGY

Phone contact data files were generated by HCHMD and securely transmitted to Metrix Matrix. The final sample population was randomly selected by Metrix Matrix and derived from the phone contact data provided by HCHMD. Predetermined site quotas for the phone component of the survey administration were agreed upon by both Metrix matrix and HCHMD prior to fielding.

PRACTICE NAME	TARGET QUOTA	SURVEYS COMPLETED
FALLSWAY (ONE VISIT)	120	120
FALLSWAY (MULTIPLE VISITS)	86	87
BALT. CTY. (ONE VISIT)	16	16
BALT. CTY. (MULTIPLE VISITS)	6	6
WEST BALT. (ONE VISIT)	12	12
WEST BALT. (MULTIPLE VISITS)	9	6
<b>TOTAL</b>	<b>249</b>	<b>247</b>

HCHMD opted for a mixed-mode survey methodology that followed a two wave protocol. The first wave was completed using a phone survey. Simultaneously, a web based survey was administered by volunteers at practice sites, immediately after a patient completed a visit at the participating site location. The survey responses were collected using a mobile computing device. A total of **103 surveys** were completed using the web based survey mode.

**Combined, 350 completed surveys were included in this patient experience report.**

## II. Executive Summary

\* There were no statistically significant<sup>1</sup> differences found when comparing responses of English and Spanish speakers, or when comparing responses between the three HCHMD practice sites.

### PROVIDER RATINGS

- 76% of respondents indicated that they *agreed*, when asked if their providers worked together to come up with healthcare plans that met their needs.
- 77% of respondents indicated that they *agreed*, when asked if their provider referred them to other providers when needed.
- 82% of respondents indicated that they *agreed*, when asked if their provider gave them good care and treatment.
- 83% of respondents indicated that they *agreed*, when asked if their provider took their health concerns seriously.
- 75% of respondents indicated that they *agreed*, when asked if their provider made sure healthcare decisions and treatment goals fit in with other life challenges.
- 76% of respondents indicated that they *agreed*, when asked if their provider tries to get to know them.

<sup>1</sup> In this report, the significance level is set to 5%. Those results identified as significant may occur due to chance less than 5% of the time. In other terms, if this survey was performed again with the same population, there would be a greater than 95% probability that this result would be identified as significant again.

## 2016 Health Care for the Homeless Client Experience Survey: Overall Score Averages on 5-point Scale

Survey Question	Score
I can be honest with my provider	4.80
Health Care for the Homeless keeps my personal information private	4.78
Health Care for the Homeless staff answer my questions in a way that I understand	4.72
I feel accepted at Health Care for the Homeless	4.69
The clinic hours are convenient for me	4.68
My provider takes my health concerns seriously	4.65
I feel comfortable and safe when I am waiting	4.65
My provider gives me good care and treatment	4.65
My providers work together to come up with a health care plan for me that meets my needs	4.60
If my provider and I were to disagree about something, we could work it out	4.59
The location of the clinic is convenient for me	4.59
My provider refers me to other providers when necessary	4.58
My provider makes sure health care decisions and treatment goals fit with the other challenges I have in my life	4.54
Health Care for the Homeless helps me gain the skills I need to manage my health care	4.54
It is easy to move around the building and find where I need to go	4.54
The building is neat and clean	4.54
Health Care for the Homeless informs me about the services it offers	4.53
I can easily get information about my own health care, like test results, when I need it	4.53
Staff make things as easy as possible for me when they refer me to other outside services	4.49
My provider tries to get to know me	4.48
For scheduled appointments, the wait time is reasonable	4.48
I can get here without missing out on meals or a place to sleep	4.48
Health Care for the Homeless tries to help me with things I might need right away, like food, shelter, or clothing	4.45
If I miss an appointment, Health Care for the Homeless still gets me the help I need	4.40
If my provider is unavailable, there is someone else who can help me	4.24
If I could not get here, staff would figure out how to get me the care I need	4.23
When I walk into the clinic without an appointment, the wait time is reasonable	4.17
I can reach my provider when I need to	4.16
Someone from my provider's office returns my phone calls quickly	4.09
I can get an appointment with my provider when I want one	4.08
The bathrooms are neat and clean	3.55
I can reach a provider when the clinic is closed	3.24

Scale: 5 = Highest, 1= lowest

**2016 Health Care for the Homeless Client Experience Survey: Overall Survey Category Averages**

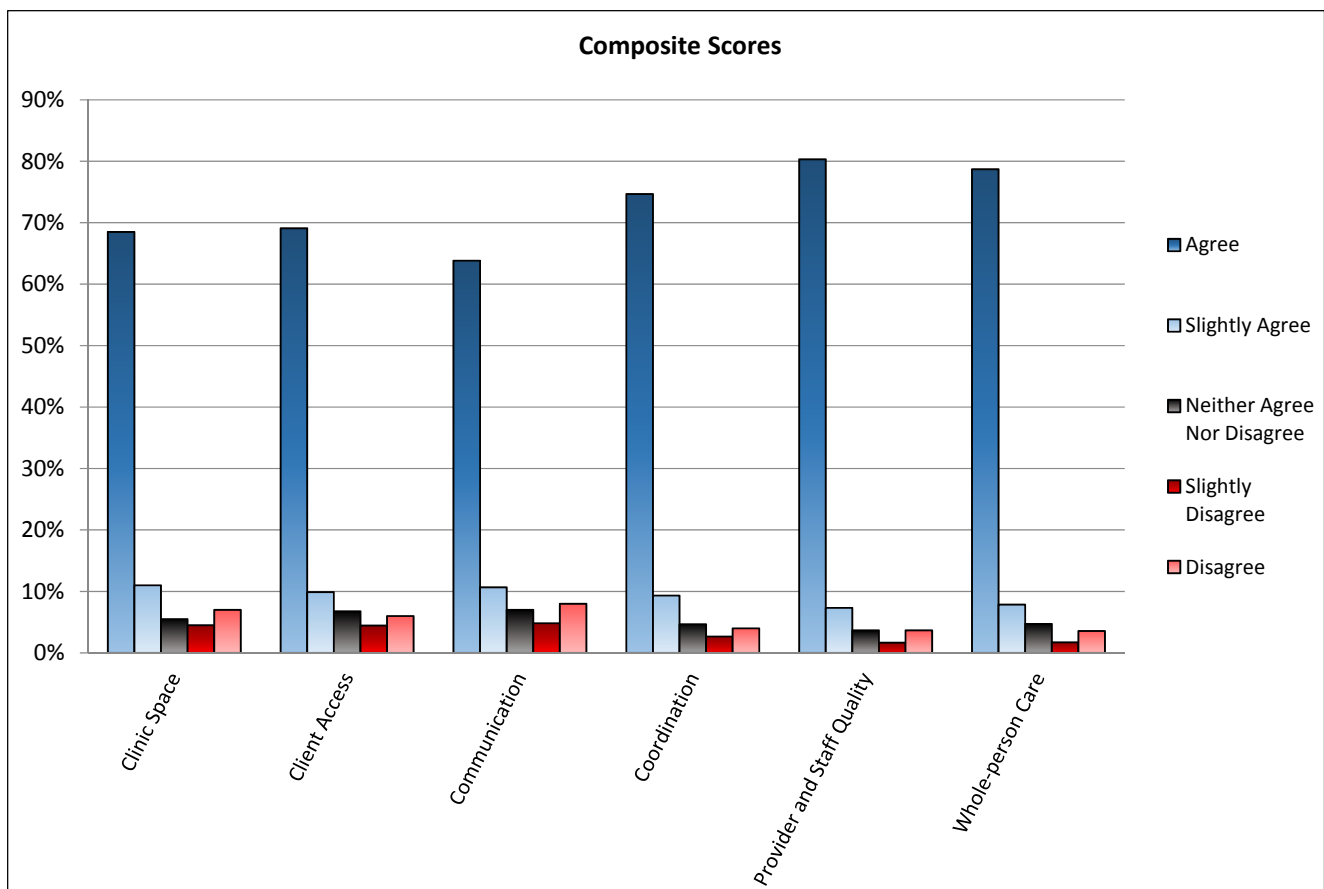
<b>Question Category</b>	<b>Score</b>
Provider and Staff Quality	4.63
Whole Person Care	4.61
Coordination	4.56
Client Access	4.37
Clinic Space	4.33
Communication	4.24

Scale: 5 = Highest, 1= lowest

## COMPOSITE SCORES

Agreement scale questions were analyzed using six composite measures related to: Clinic Space, Client Access, Communication, Coordination, Provider and Staff Quality, Whole-person Care. Each composite is a category of measurement that includes the results of more than one survey question.

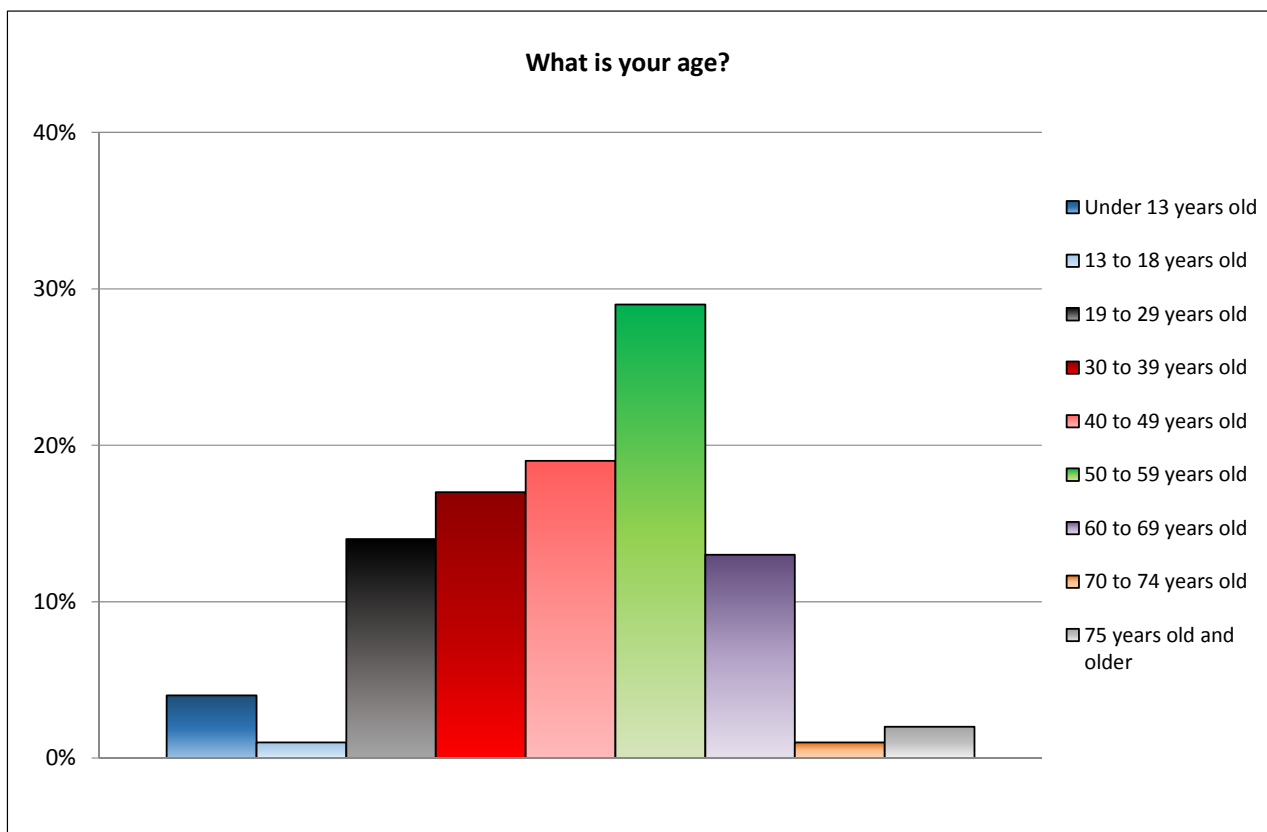
	Agree	Slightly Agree	Neither Agree Nor Disagree	Slightly Disagree	Disagree
<b>Clinic Space</b>	69%	11%	6%	5%	7%
<b>Client Access</b>	69%	10%	7%	4%	6%
<b>Communication</b>	64%	11%	7%	5%	8%
<b>Coordination</b>	75%	9%	5%	3%	4%
<b>Provider and Staff Quality</b>	80%	7%	4%	2%	4%
<b>Whole-person Care</b>	79%	8%	5%	2%	4%



### III. Survey Results

#### What is your age?

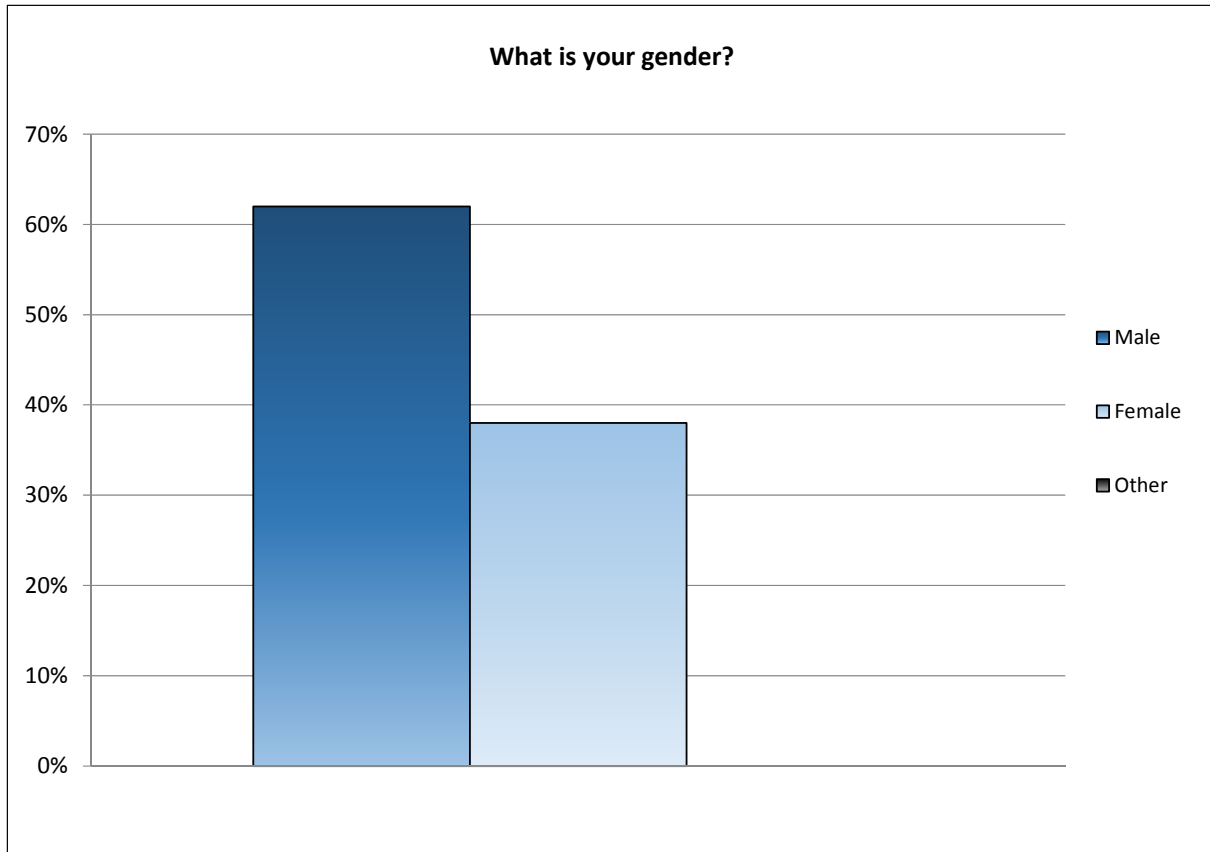
What is your age?	Base	350 100%
	Under 13 years old	14 4%
	13 to 18 years old	2 1%
	19 to 29 years old	49 14%
	30 to 39 years old	61 17%
	40 to 49 years old	66 19%
	50 to 59 years old	103 29%
	60 to 69 years old	45 13%
	70 to 74 years old	2 1%
	75 years old and older	8 2%





### What is your gender?

What is your gender?	Base	350 100%
	Male	217 62%
	Female	132 38%
	Other	1 *



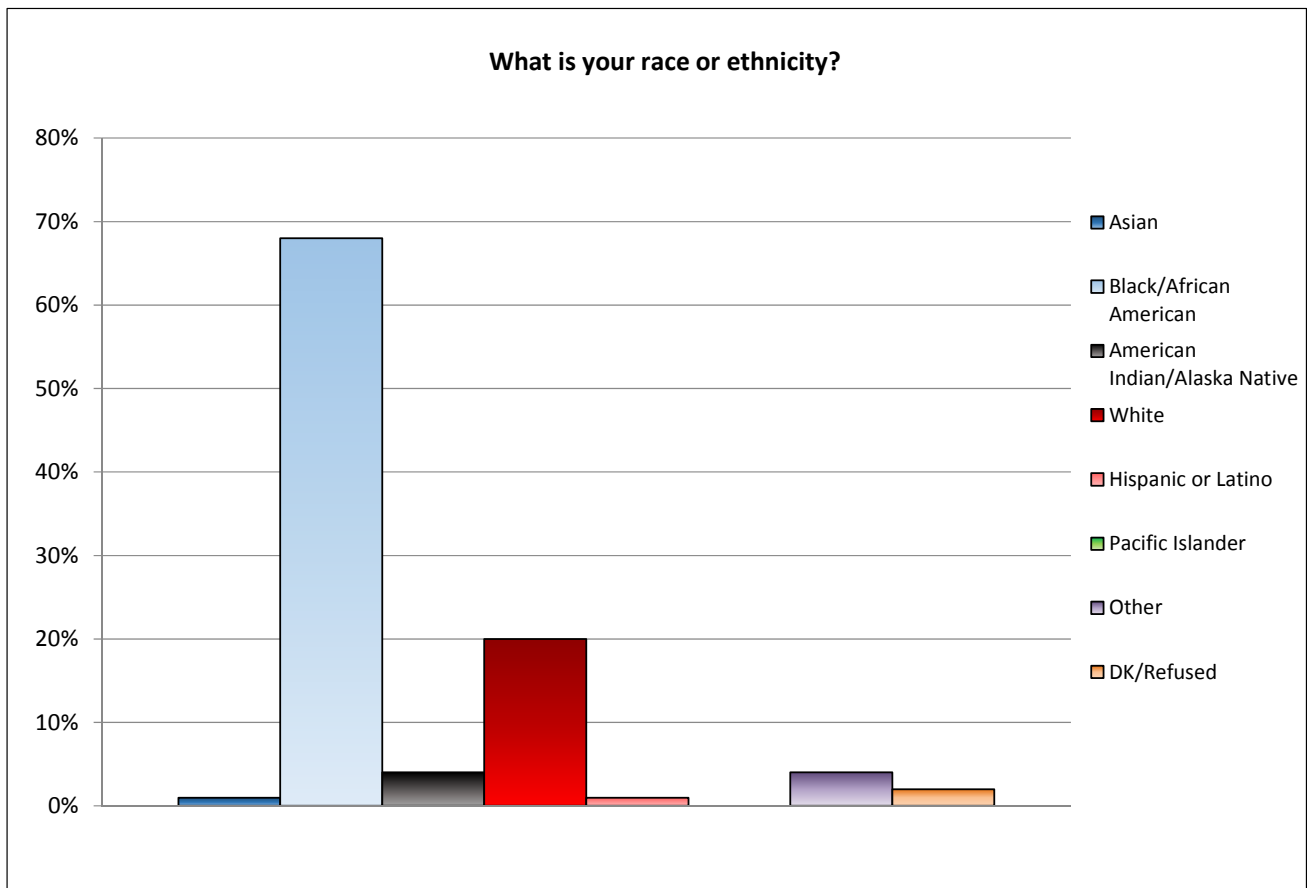
### Do you consider yourself transgender?

Do you consider yourself transgender?	Base	350 100%
	Yes	11 3%
	No	339 97%



### What is your race or ethnicity?

<b>What is your race or ethnicity?</b>	<b>Base</b>	<b>350</b> <b>100%</b>
	Asian	3 1%
	Black/African American	237 68%
	American Indian/Alaska Native	15 4%
	White	70 20%
	Hispanic or Latino	5 1%
	Pacific Islander	- -
	Other	14 4%
	DK/Refused	6 2%

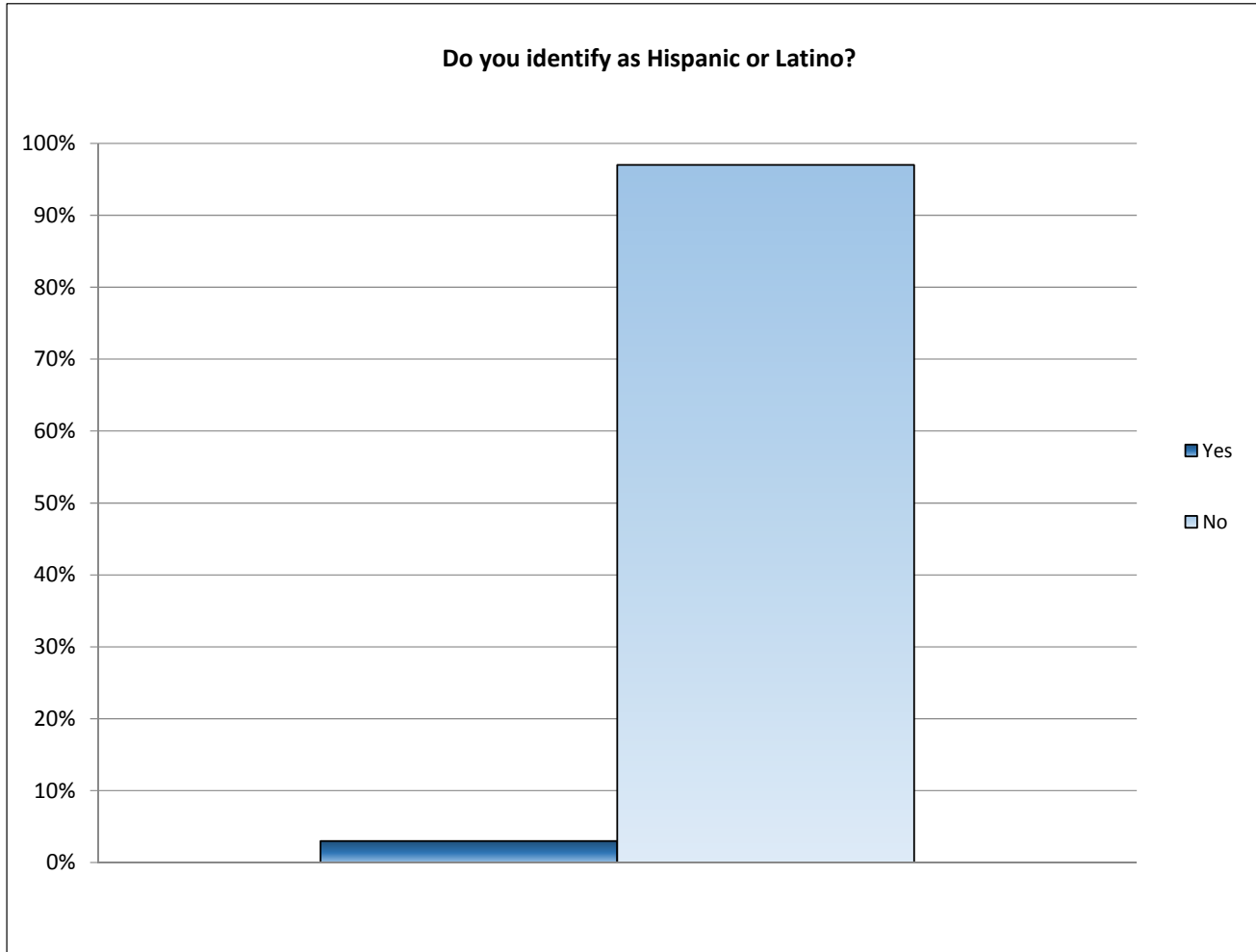


## Other Ethnicity?

<b>What is your race or ethnicity?</b>	<b>Other Ethnicity?</b>
Other	CAUCASIAN AND AFRICAN-AMERICAN (MIXED)
Other	HEBREW-ISRAELITE
Other	Italian and west indies
Other	White and African American
Other	Black/African American and Native American
Other	African American and Hispanic
Other	Mixed Race
Other	Mulatto African American and White
Other	Mixed
Other	MIXED

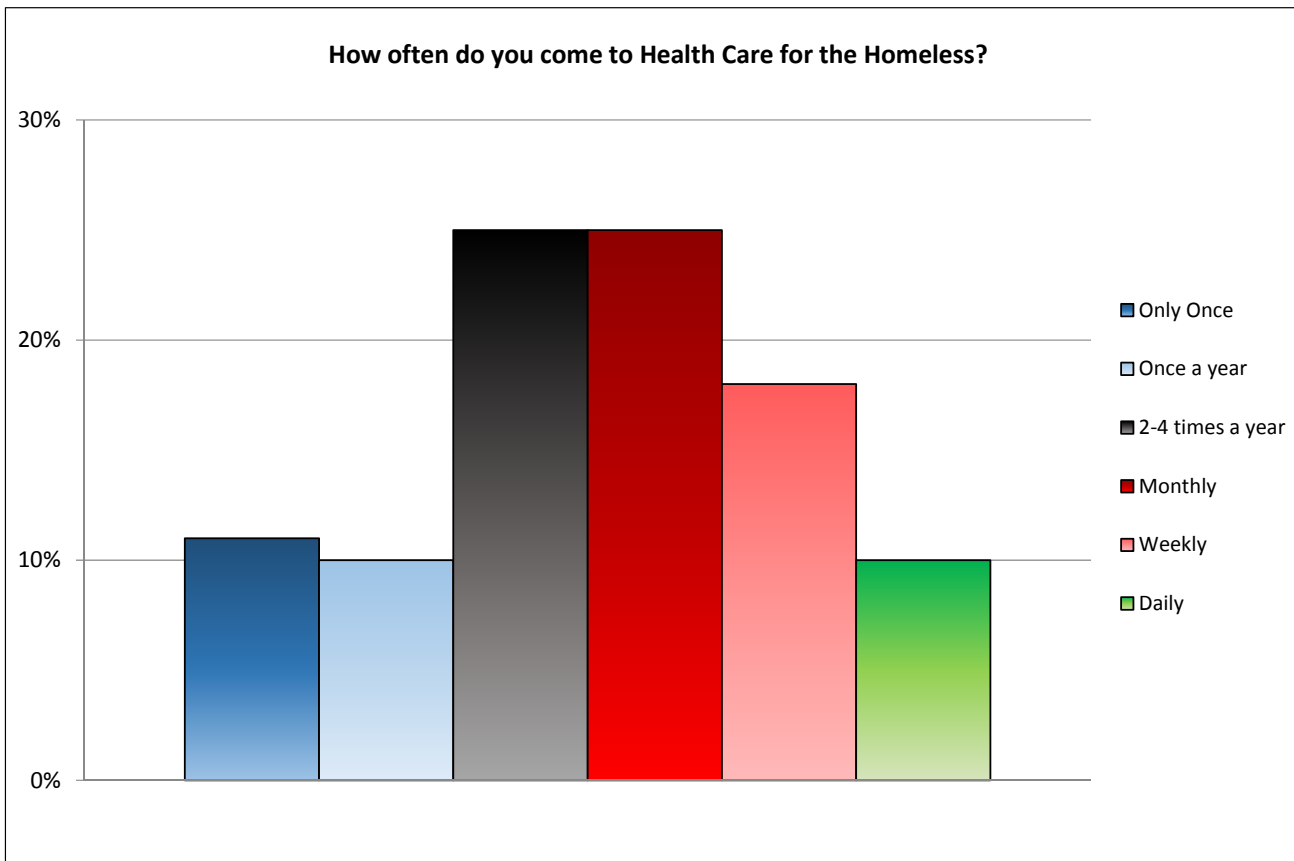
### Do you identify as Hispanic or Latino?

Do you identify as Hispanic or Latino?	Base	350 100%
	Yes	9 3%
	No	341 97%



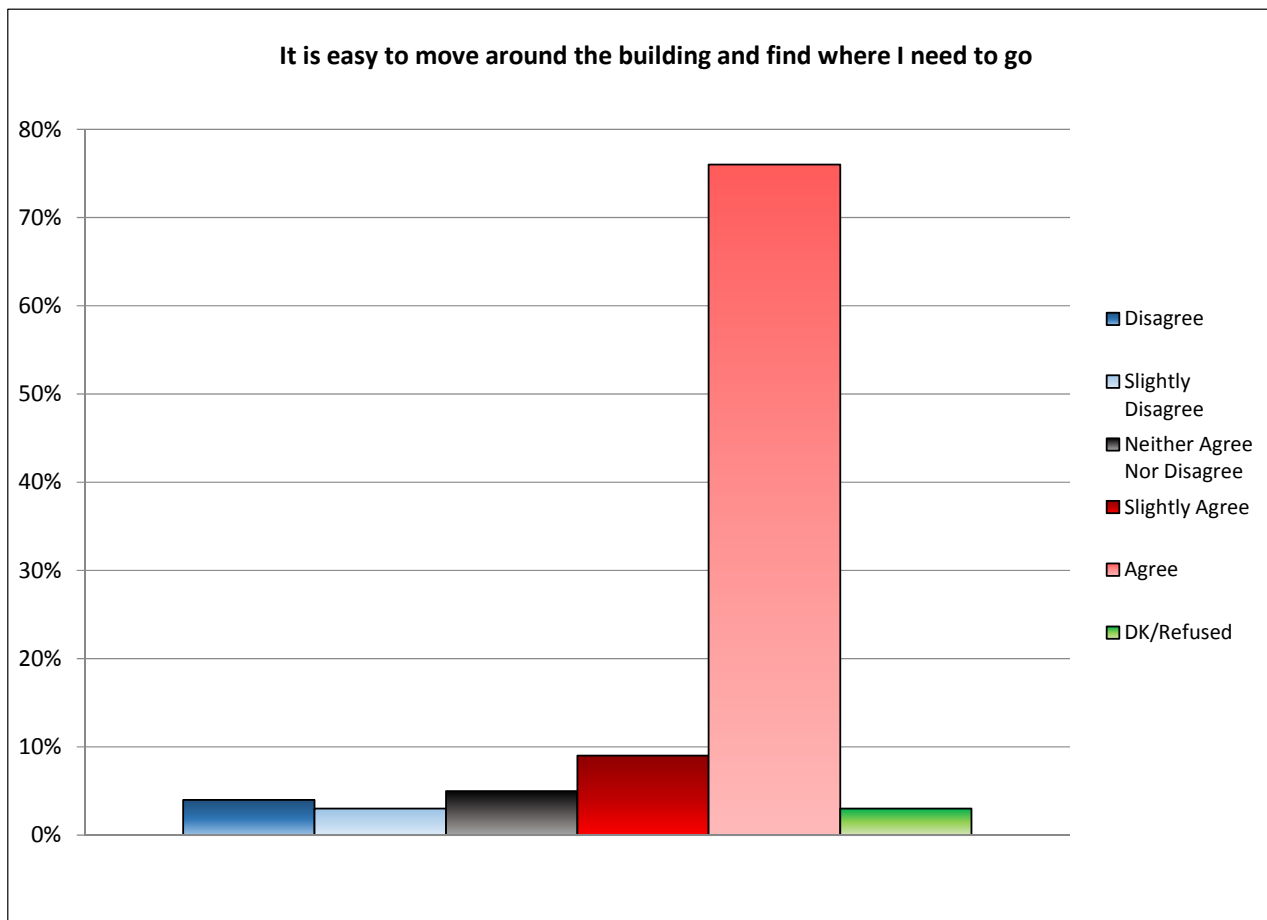
### How often do you come to Health Care for the Homeless?

How often do you come to Health Care for the Homeless?	<b>Base</b>	<b>350</b> <b>100%</b>
	Only Once	40 11%
	Once a year	34 10%
	2-4 times a year	88 25%
	Monthly	89 25%
	Weekly	64 18%
	Daily	35 10%



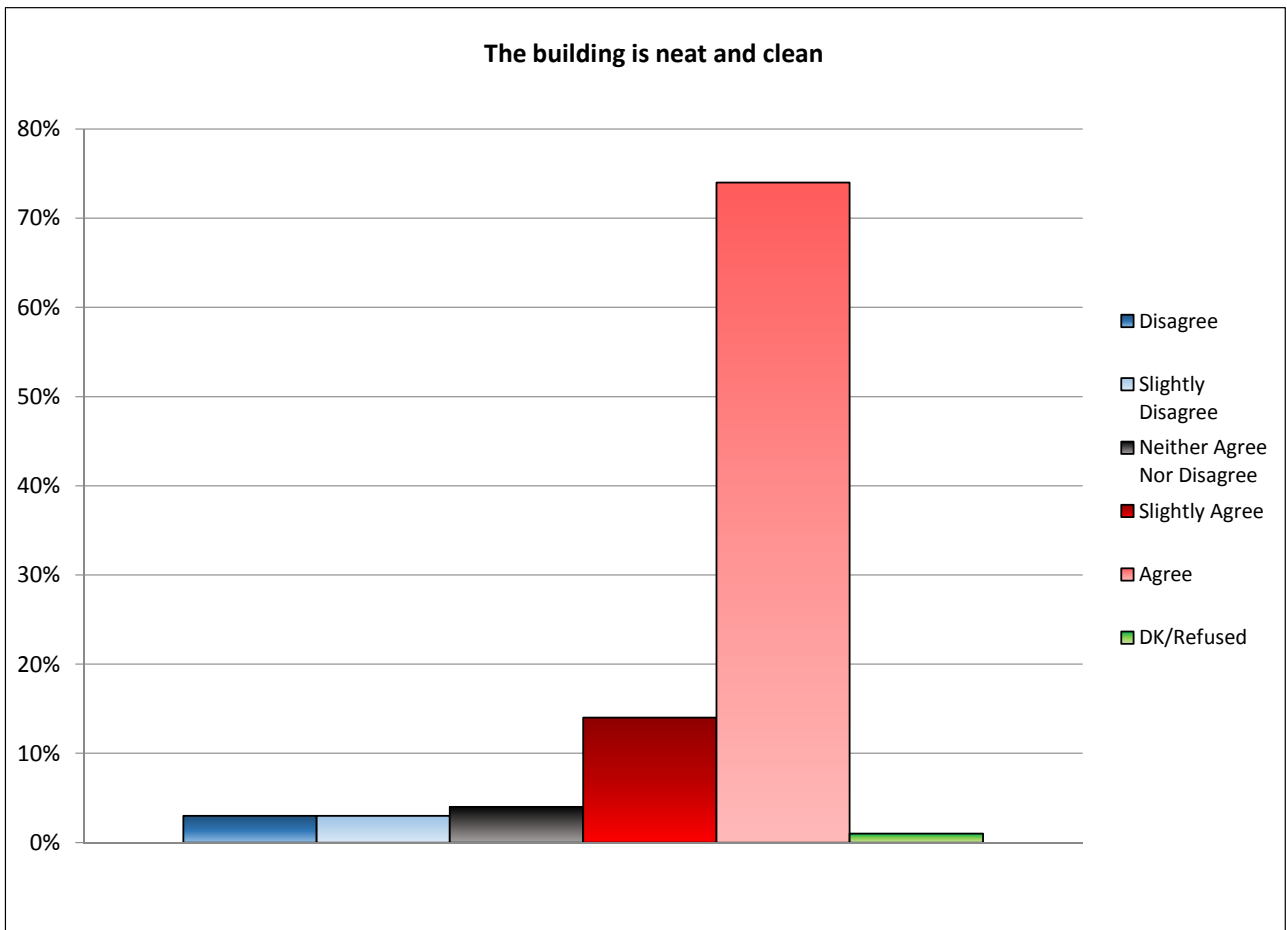
**It is easy to move around the building and find where I need to go.**

It is easy to move around the building and find where I need to go	<b>Base</b>	<b>350</b> <b>100%</b>
	Disagree	14 4%
	Slightly Disagree	12 3%
	Neither Agree Nor Disagree	17 5%
	Slightly Agree	31 9%
	Agree	267 76%
	DK/Refused	9 3%



**The building is neat and clean.**

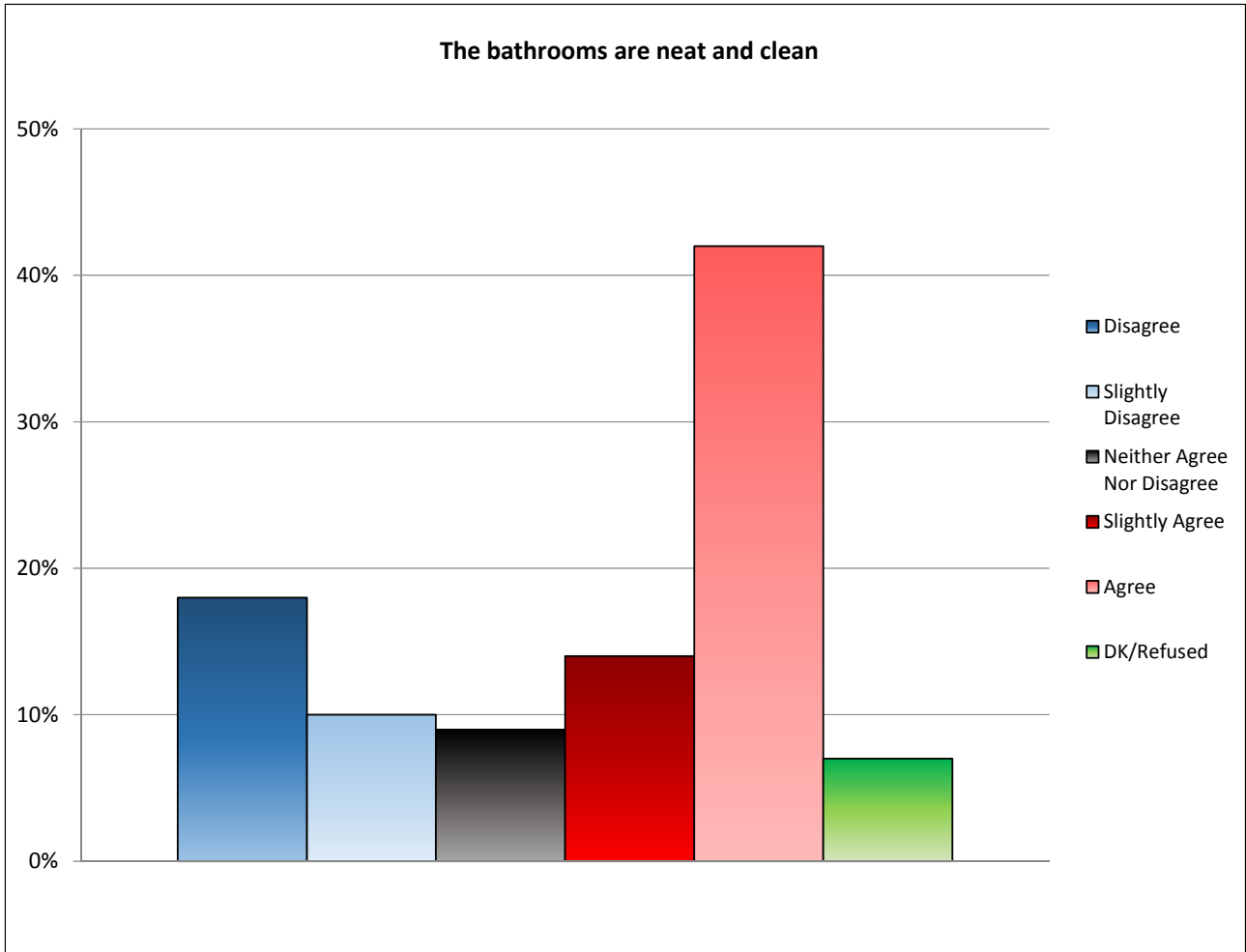
<b>The building is neat and clean</b>	<b>Base</b>	<b>350</b> <b>100%</b>
	Disagree	12 3%
	Slightly Disagree	12 3%
	Neither Agree Nor Disagree	13 4%
	Slightly Agree	50 14%
	Agree	260 74%
	DK/Refused	3 1%





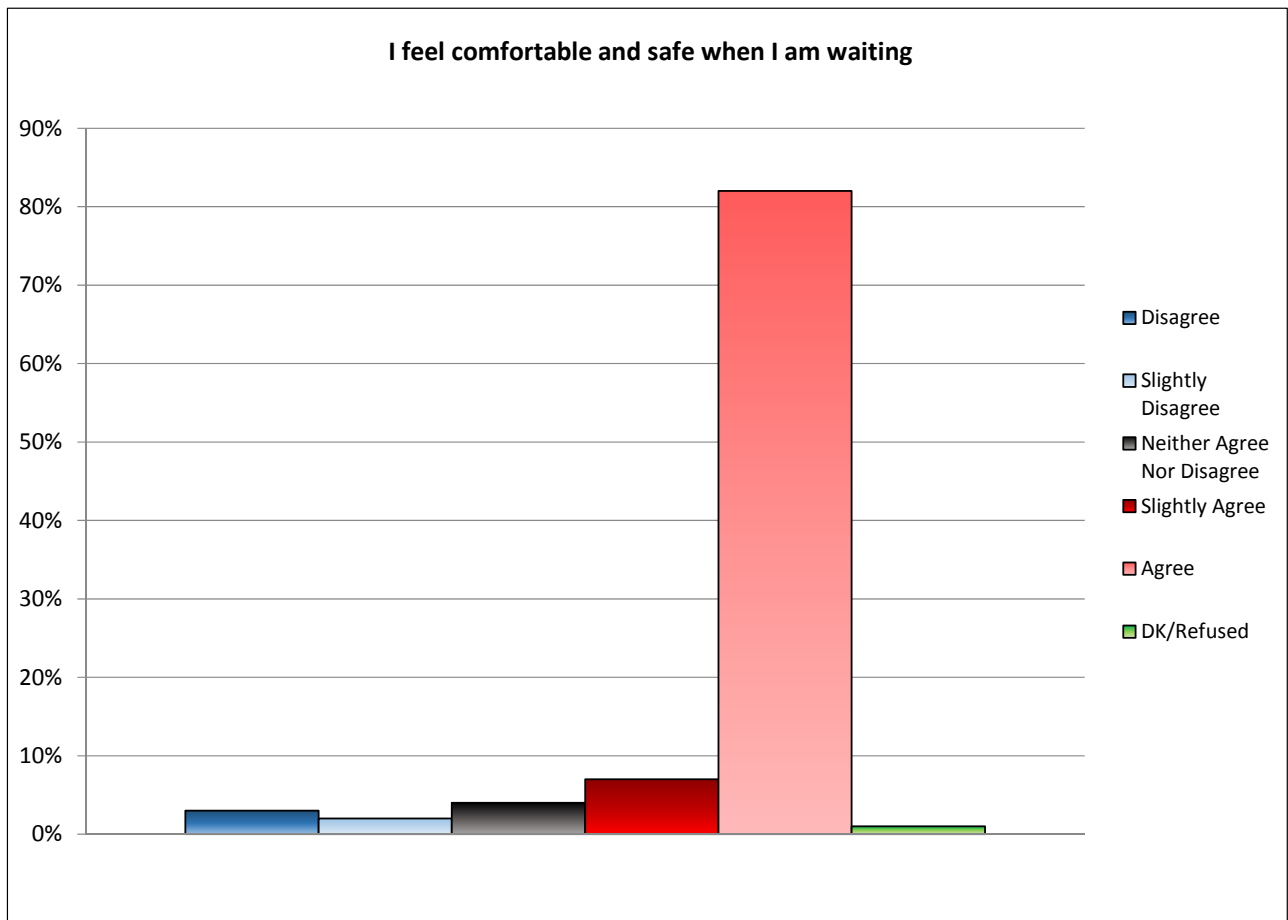
**The bathrooms are neat and clean.**

<b>The bathrooms are neat and clean</b>	<b>Base</b>	<b>350</b> <b>100%</b>
	Disagree	63 18%
	Slightly Disagree	36 10%
	Neither Agree Nor Disagree	33 9%
	Slightly Agree	48 14%
	Agree	146 42%
	DK/Refused	24 7%



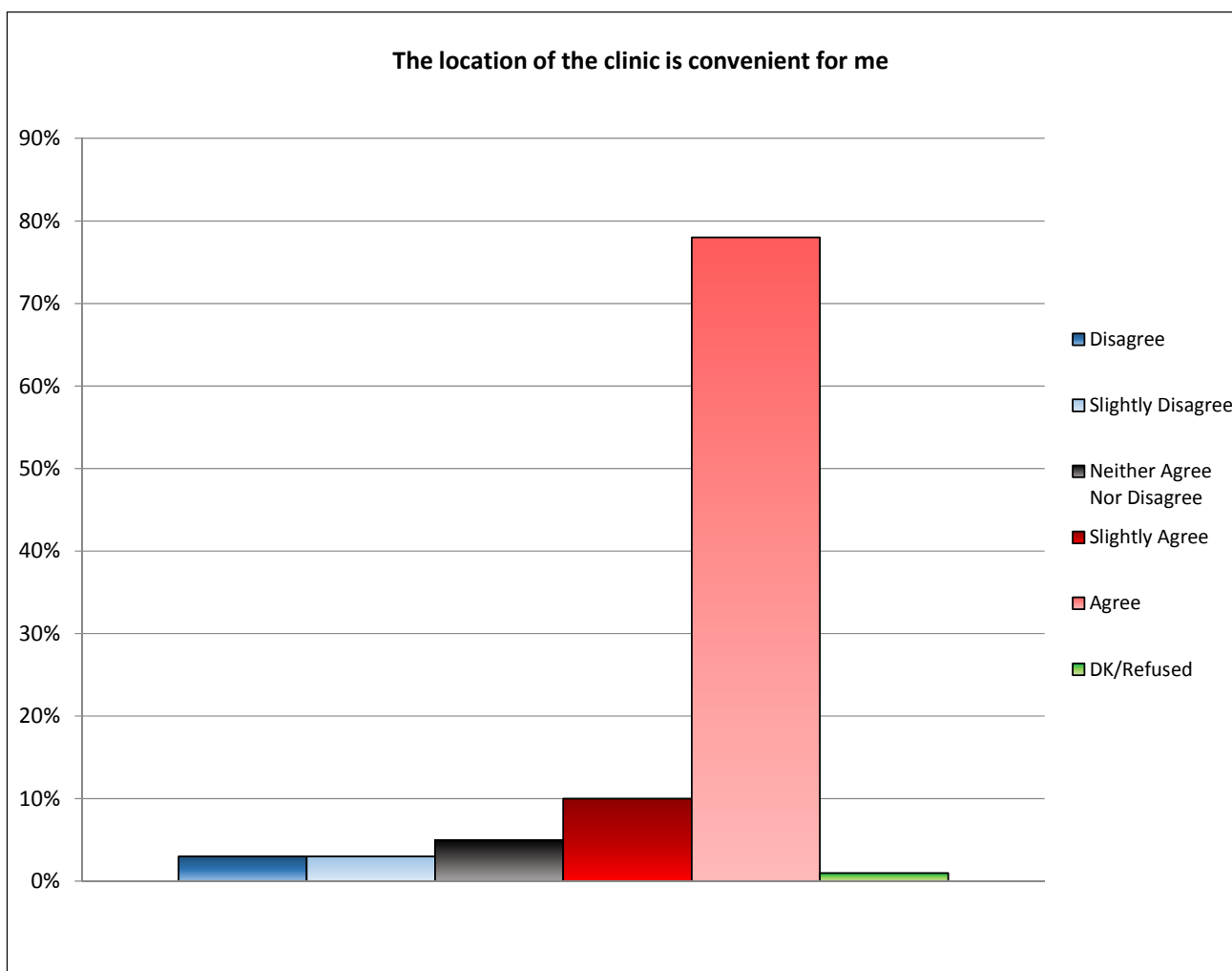
**I feel comfortable and safe when I am waiting.**

<b>I feel comfortable and safe when I am waiting</b>	<b>Base</b>	<b>350</b> <b>100%</b>
	Disagree	11 3%
	Slightly Disagree	7 2%
	Neither Agree Nor Disagree	15 4%
	Slightly Agree	26 7%
	Agree	286 82%
	DK/Refused	5 1%



**The location of the clinic is convenient for me.**

<b>The location of the clinic is convenient for me</b>	<b>Base</b>	<b>350</b> <b>100%</b>
	Disagree	11 3%
	Slightly Disagree	9 3%
	Neither Agree Nor Disagree	17 5%
	Slightly Agree	35 10%
	Agree	273 78%
	DK/Refused	5 1%

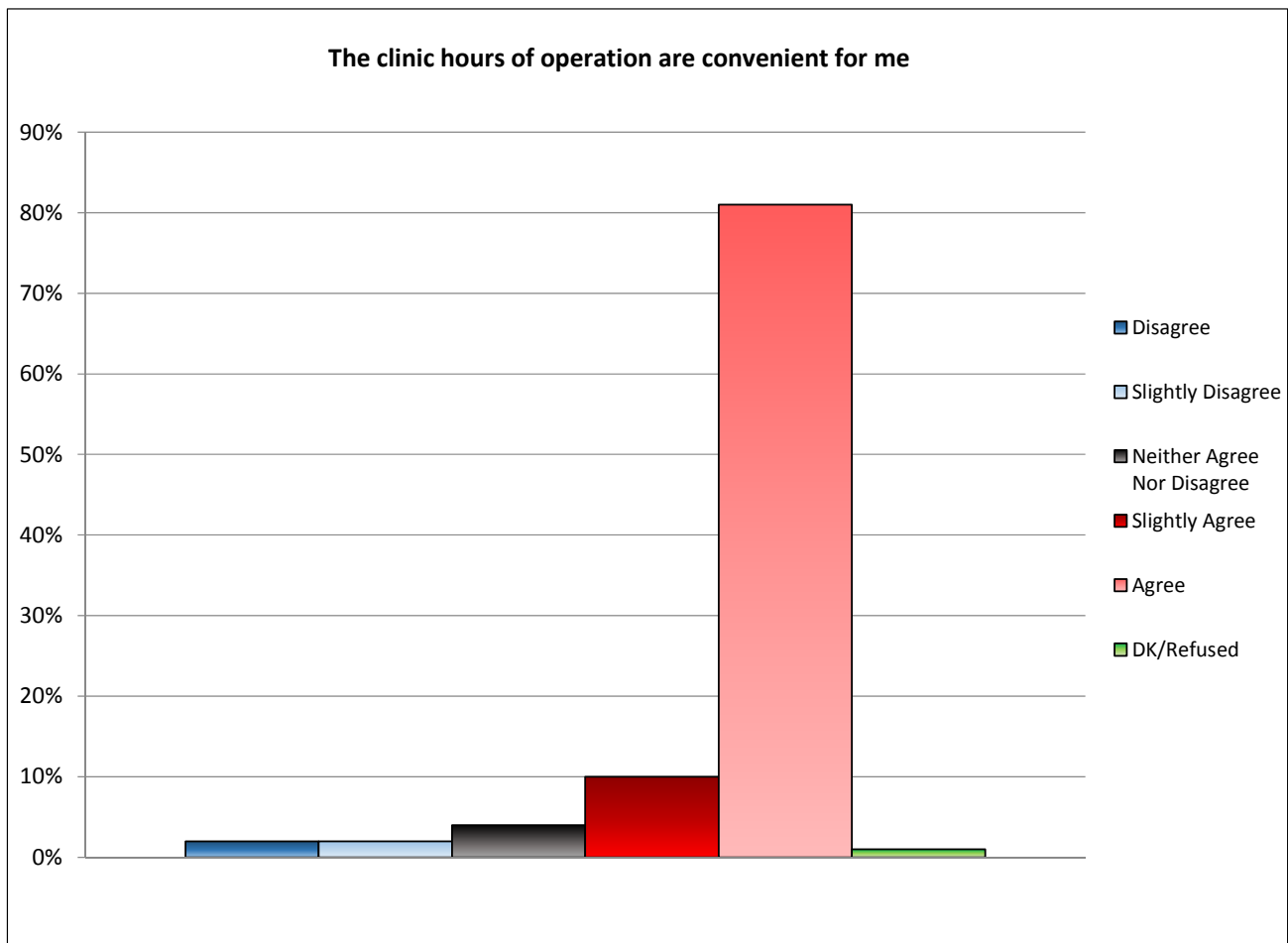


**If the location is not convenient, why not?**

<b>The location of the clinic is convenient for me.</b>	<b>If the location is not convenient, why not?</b>
Disagree	I walk and I don't have bus fare.
Disagree	It's in busy location too busy too much traffic. It should be in a better place far from all the traffic.
Disagree	If we are talking about the main place I didn't know where I was going and it was out there.
Disagree	Well the one on Bellaire you can only go on Mondays. I have moved around from shelter to shelter. Rosedale was very convenient but hard to get appointments. They had so many people coming.
Disagree	GETTING THERE IS FAR.
Disagree	The bus service was not convenient.
Disagree	The location is not convenient because I live in Columbia MD. That is almost an hour away.
Disagree	There should be more than one. It should be one in the county not just in the city. There should be more in both places.
Disagree	Because it's a hour bus ride and the cost of tokens to there get is more than I have to use for healthcare.

**The clinic hours of operation are convenient for me.**

<b>The clinic hours of operation are convenient for me</b>	<b>Base</b>	<b>350 100%</b>
	Disagree	6 2%
	Slightly Disagree	8 2%
	Neither Agree Nor Disagree	14 4%
	Slightly Agree	34 10%
	Agree	285 81%
	DK/Refused	3 1%

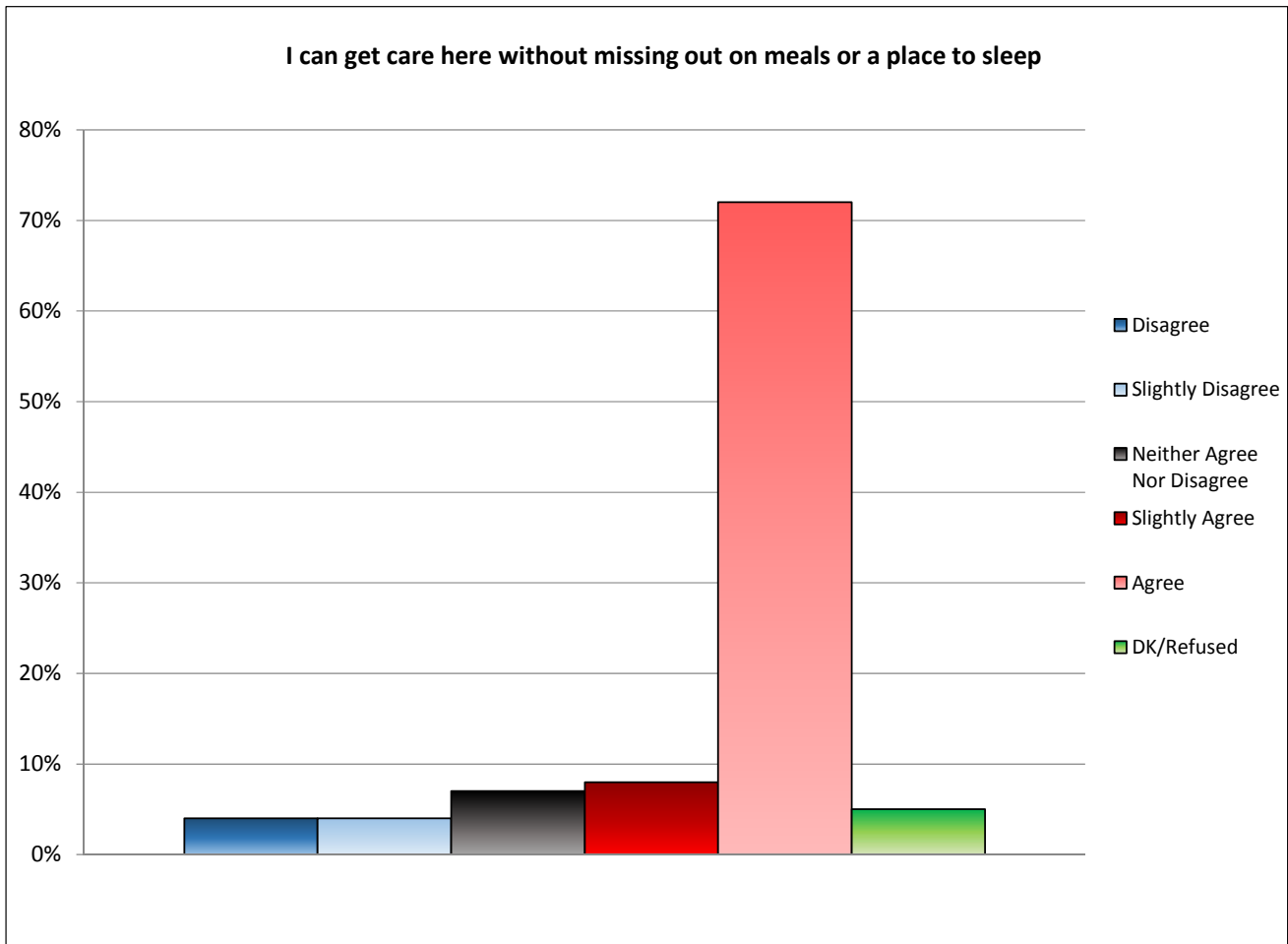


**If these times do not work well for you, which hours would work better?**

The clinic hours of operation are convenient for me.	If these times do not work well for you, which hours would work better?
Disagree	8:00am to 5:00pm
Disagree	I work Monday through Friday. Saturdays and Sunday's would be good for me.
Disagree	In Bellaire it's only Monday and they have very little resources. Falls way was too far away. I used the dental clinic and it takes months to get an appointment.
Disagree	IT'S THE TIME TO WAIT FOR IF YOU DON'T HAVE AN APPOINTMENT IT IS TOO LONG.
Disagree	I would prefer 8am

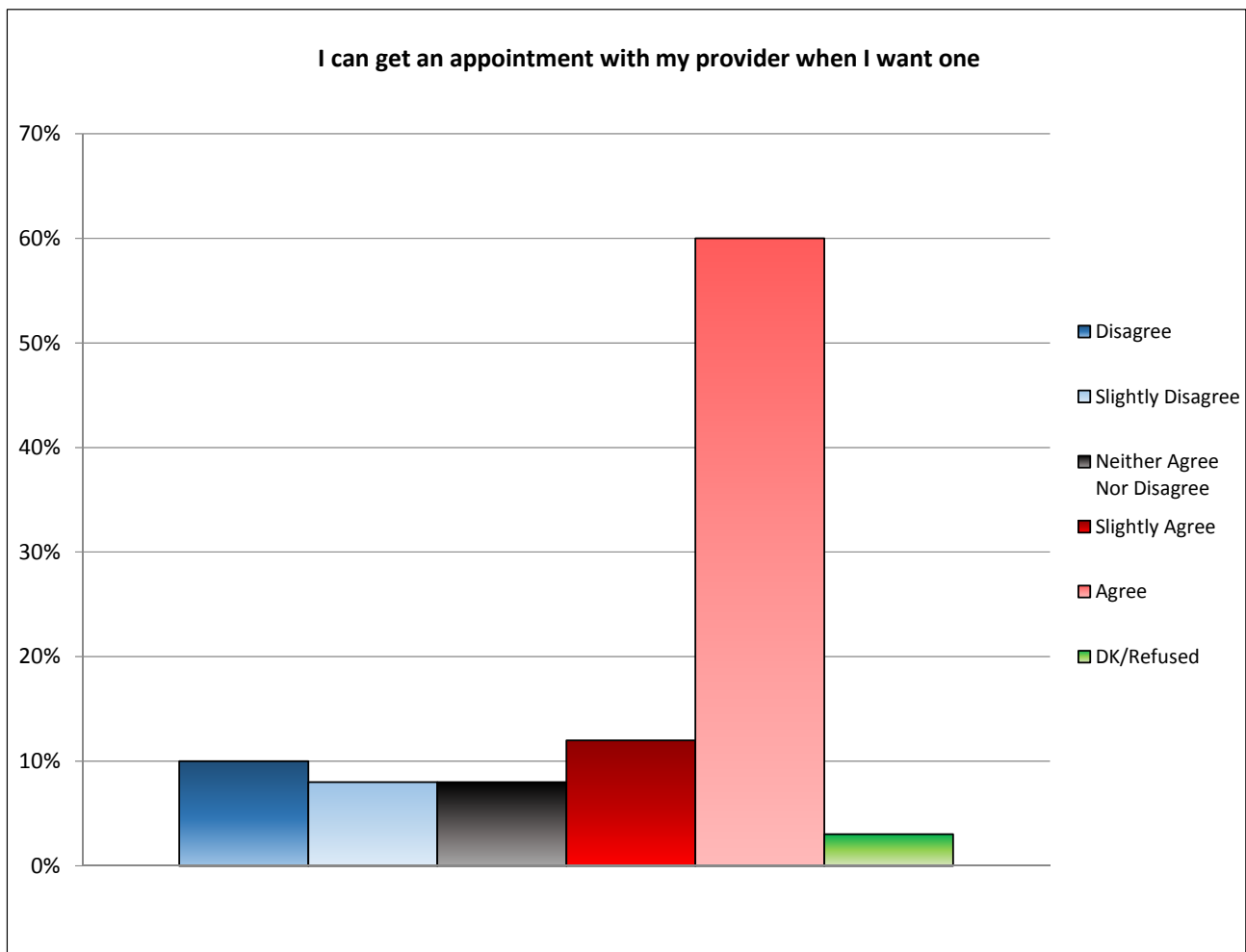
**I can get care here without missing out on meals or a place to sleep.**

<b>I can get care here without missing out on meals or a place to sleep</b>	<b>Base</b>	<b>350</b> <b>100%</b>
	Disagree	14 4%
	Slightly Disagree	14 4%
	Neither Agree Nor Disagree	24 7%
	Slightly Agree	28 8%
	Agree	253 72%
	DK/Refused	17 5%



**I can get an appointment with my provider when I want one.**

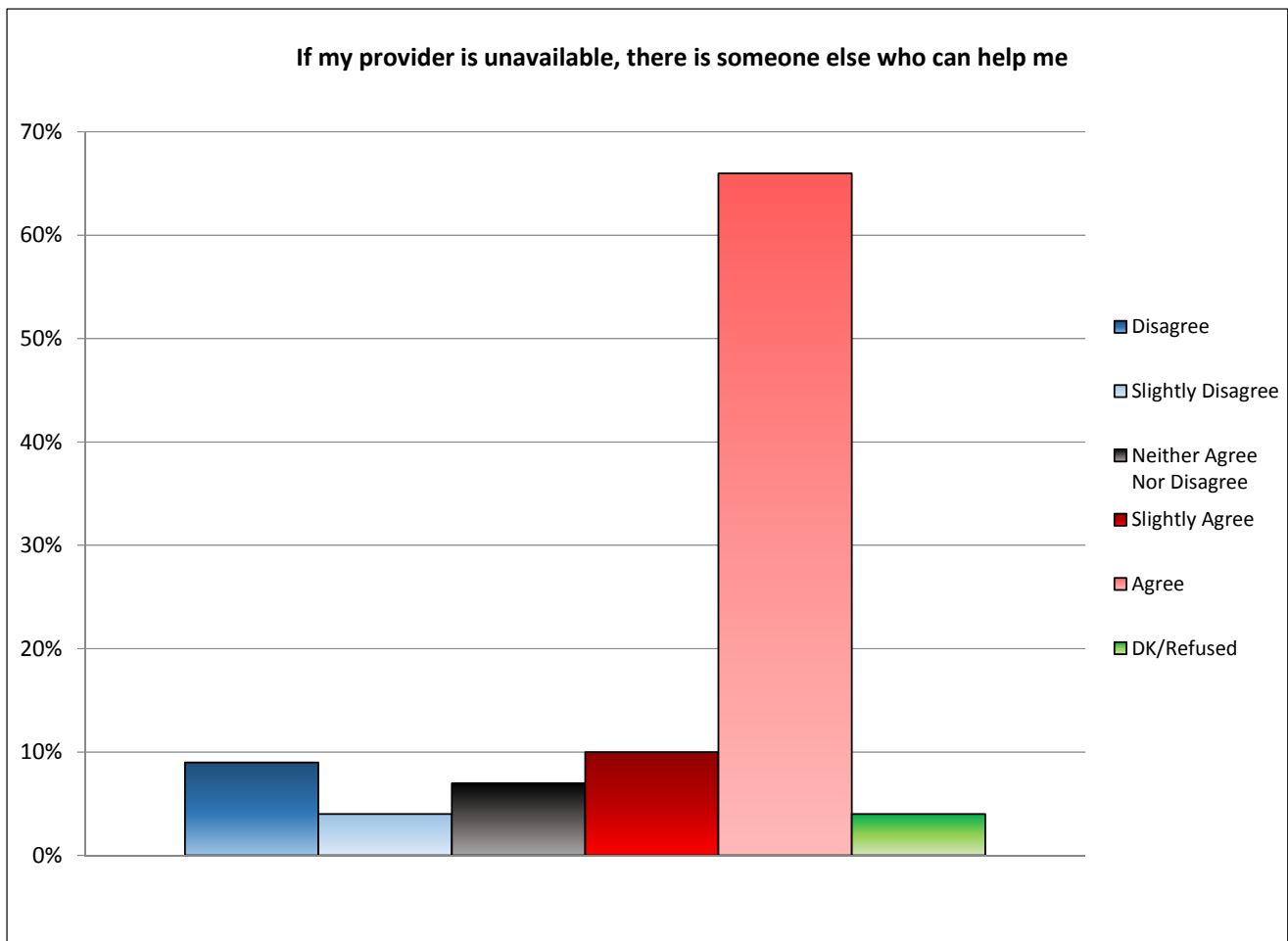
<b>I can get an appointment with my provider when I want one</b>	<b>Base</b>	<b>350</b> <b>100%</b>
	Disagree	34 10%
	Slightly Disagree	27 8%
	Neither Agree Nor Disagree	27 8%
	Slightly Agree	41 12%
	Agree	209 60%
	DK/Refused	12 3%





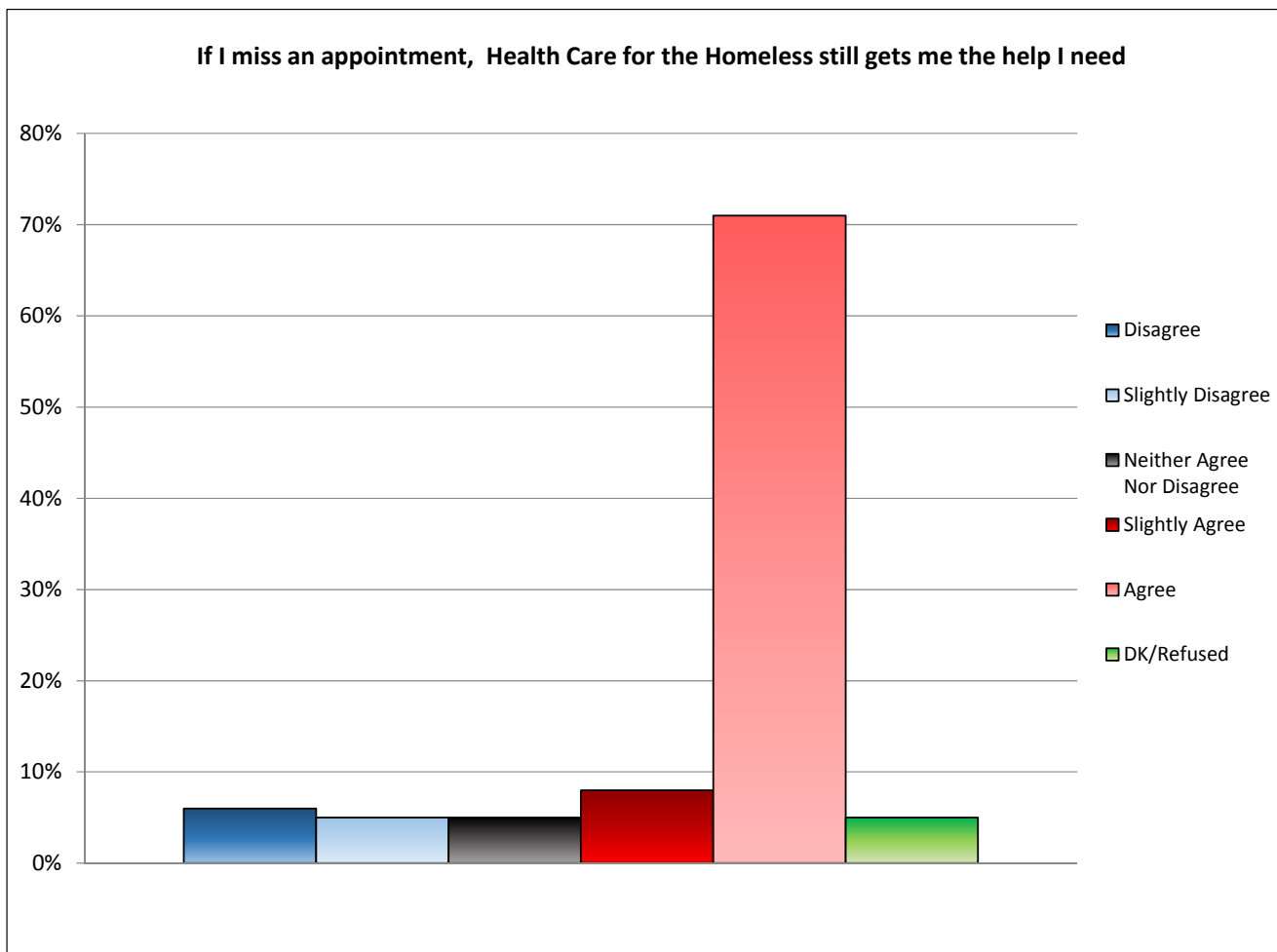
If my provider is unavailable, there is someone else who can help me.

If my provider is unavailable, there is someone else who can help me	<b>Base</b>	<b>350</b> <b>100%</b>
	Disagree	31 9%
	Slightly Disagree	15 4%
	Neither Agree Nor Disagree	26 7%
	Slightly Agree	35 10%
	Agree	230 66%
	DK/Refused	13 4%



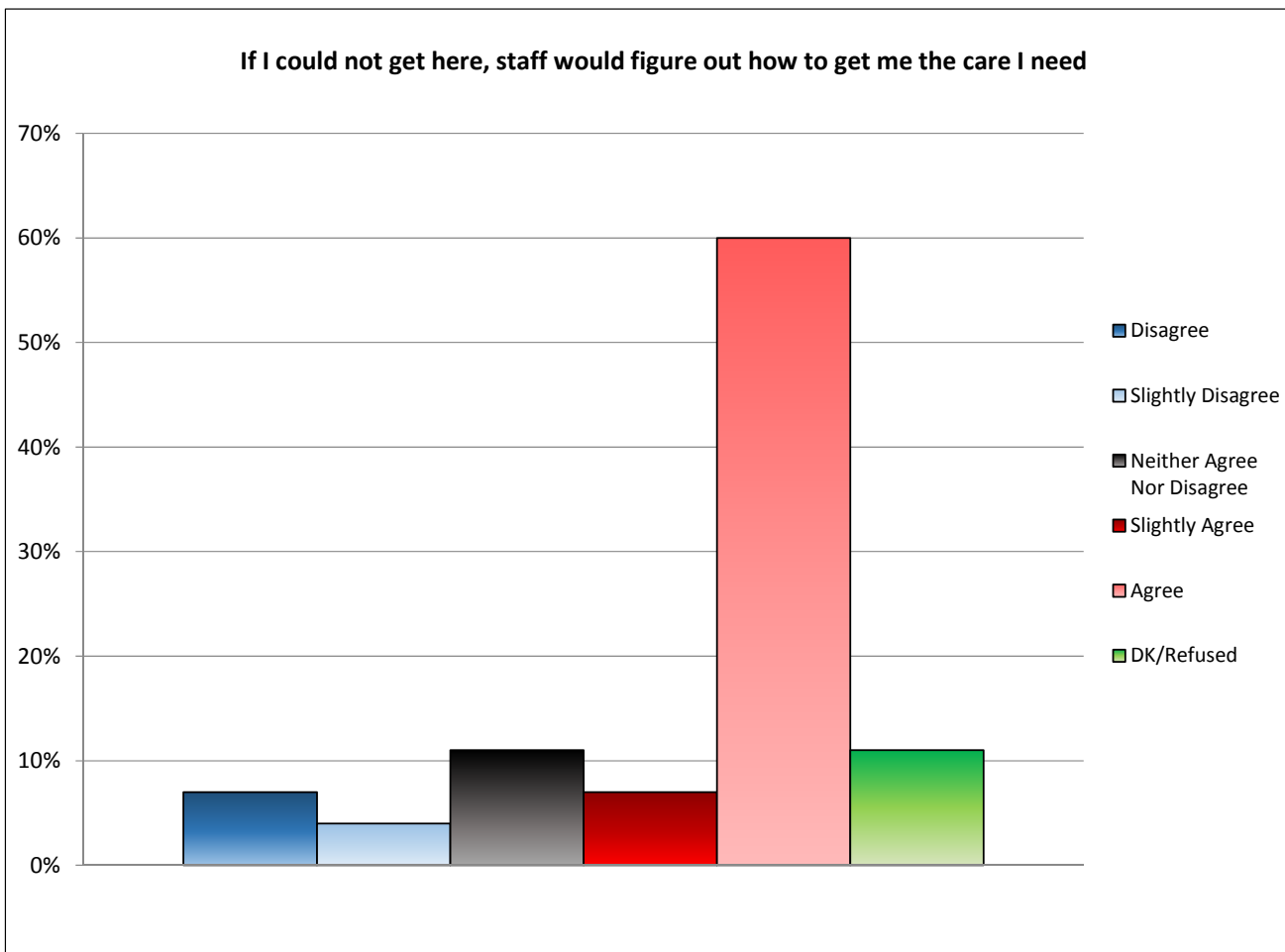
**If I miss an appointment, Health Care for the Homeless still gets me the help I need.**

<b>If I miss an appointment, Health Care for the Homeless still gets me the help I need</b>	<b>Base</b>	<b>350 100%</b>
	Disagree	22 6%
	Slightly Disagree	17 5%
	Neither Agree Nor Disagree	18 5%
	Slightly Agree	27 8%
	Agree	250 71%
	DK/Refused	16 5%



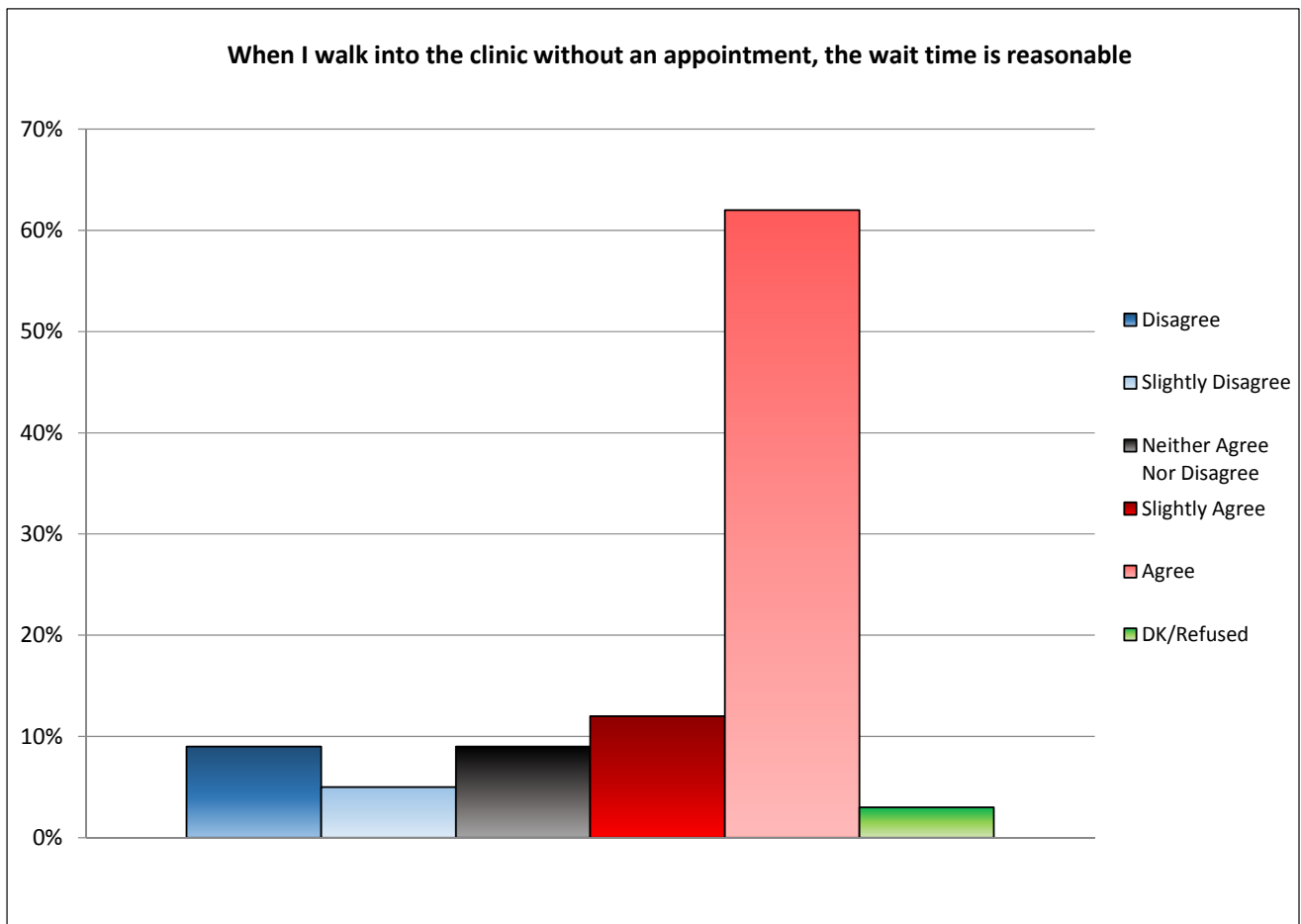
**If I could not get here, staff would figure out how to get me the care I need.**

If I could not get here, staff would figure out how to get me the care I need	<b>Base</b>	<b>350</b> <b>100%</b>
	Disagree	24 7%
	Slightly Disagree	13 4%
	Neither Agree Nor Disagree	40 11%
	Slightly Agree	26 7%
	Agree	209 60%
	DK/Refused	38 11%



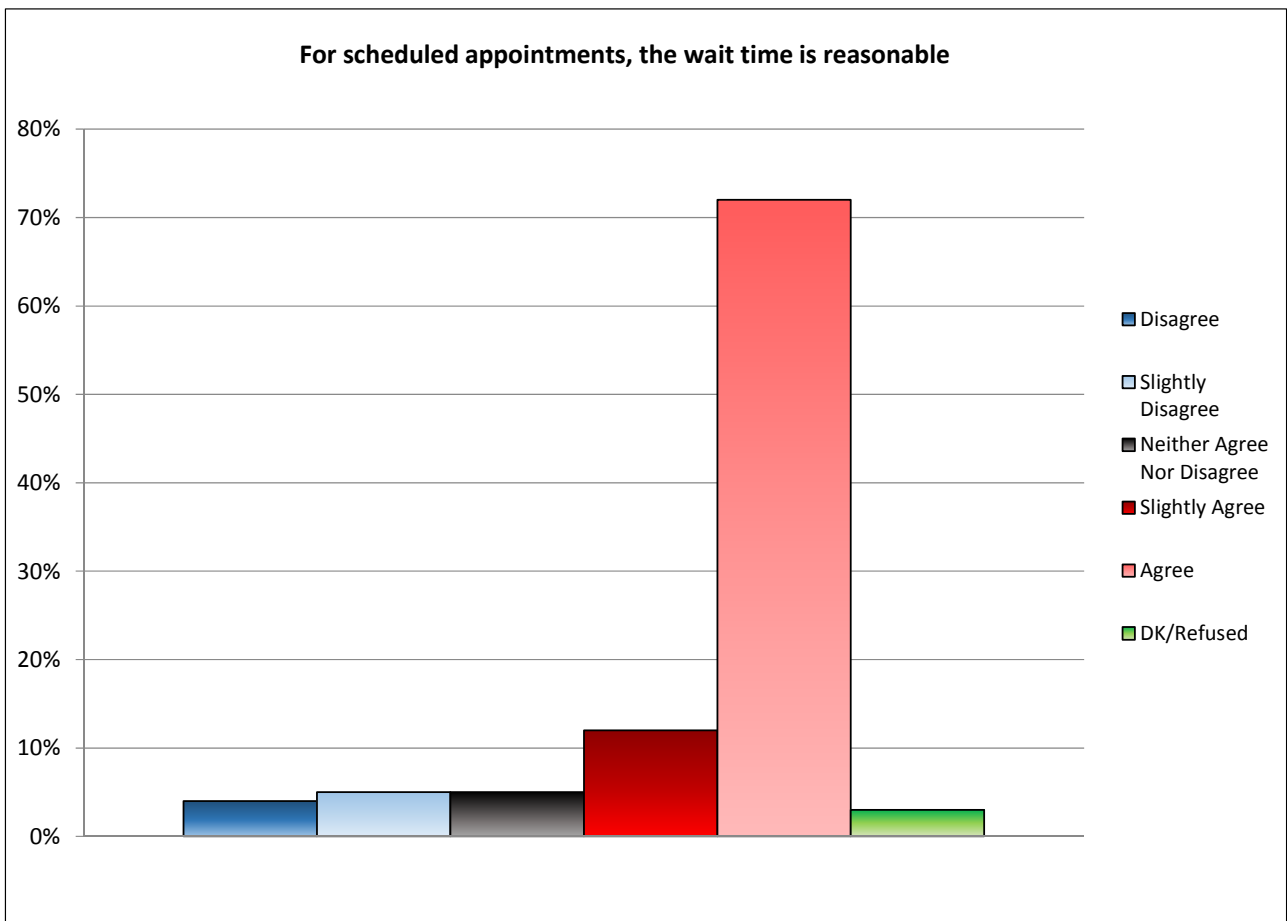
**When I walk into the clinic without an appointment, the wait time is reasonable.**

When I walk into the clinic without an appointment, the wait time is reasonable	<b>Base</b>	<b>350</b> <b>100%</b>
	Disagree	32 9%
	Slightly Disagree	17 5%
	Neither Agree Nor Disagree	30 9%
	Slightly Agree	43 12%
	Agree	218 62%
	DK/Refused	10 3%



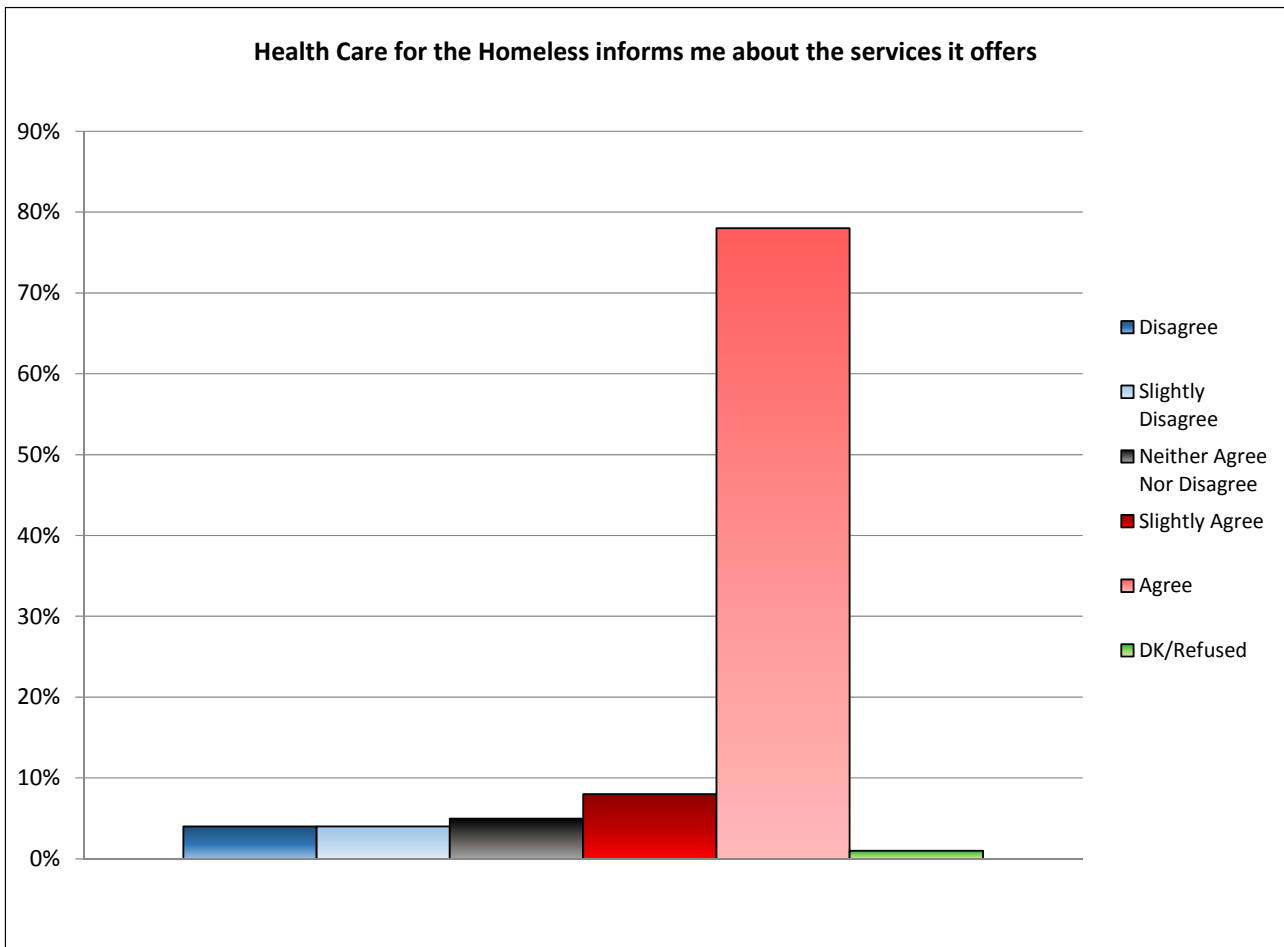
For scheduled appointments, the wait time is reasonable.

<b>For scheduled appointments, the wait time is reasonable</b>	<b>Base</b>	<b>350</b> <b>100%</b>
	Disagree	14 4%
	Slightly Disagree	16 5%
	Neither Agree Nor Disagree	16 5%
	Slightly Agree	42 12%
	Agree	253 72%
	DK/Refused	9 3%



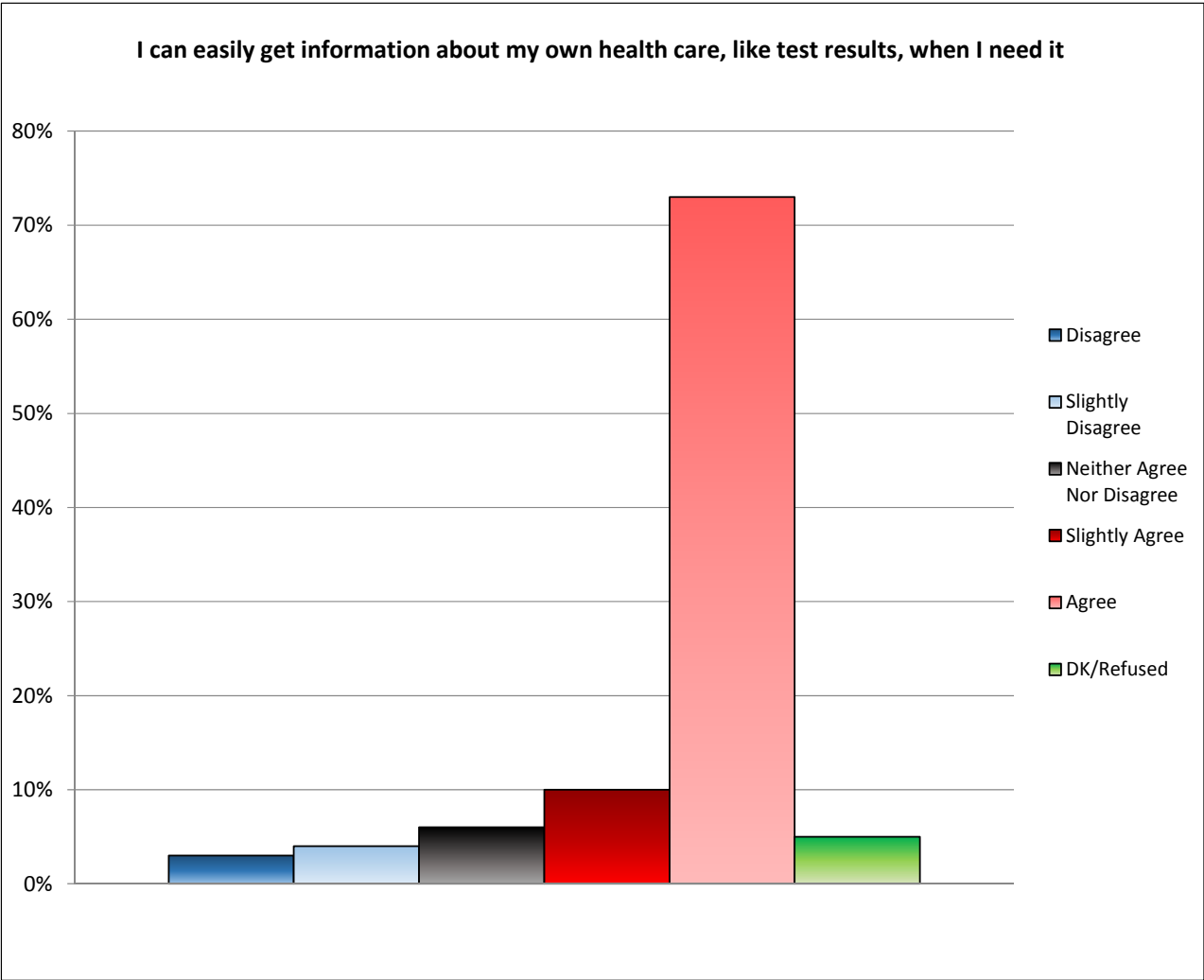
**Health Care for the Homeless informs me about the services it offers.**

<b>Health Care for the Homeless informs me about the services it offers</b>	<b>Base</b>	<b>350</b> <b>100%</b>
	Disagree	14 4%
	Slightly Disagree	15 4%
	Neither Agree Nor Disagree	17 5%
	Slightly Agree	28 8%
	Agree	274 78%
	DK/Refused	2 1%



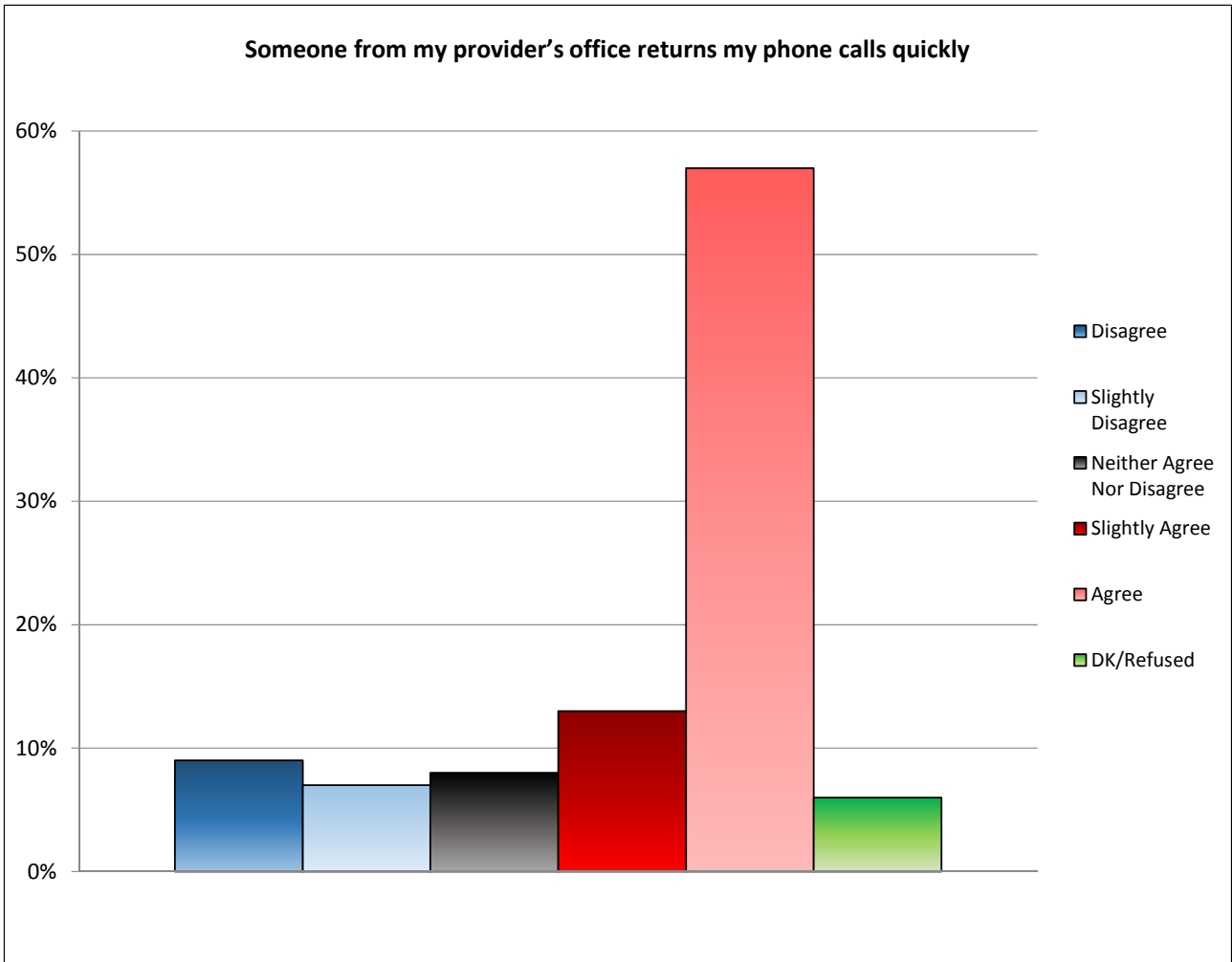
I can easily get information about my own health care, like test results, when I need it.

I can easily get information about my own health care, like test results, when I need it	<b>Base</b>	<b>350</b> <b>100%</b>
	Disagree	11 3%
	Slightly Disagree	13 4%
	Neither Agree Nor Disagree	20 6%
	Slightly Agree	35 10%
	Agree	255 73%
	DK/Refused	16 5%



**Someone from my provider's office returns my phone calls quickly.**

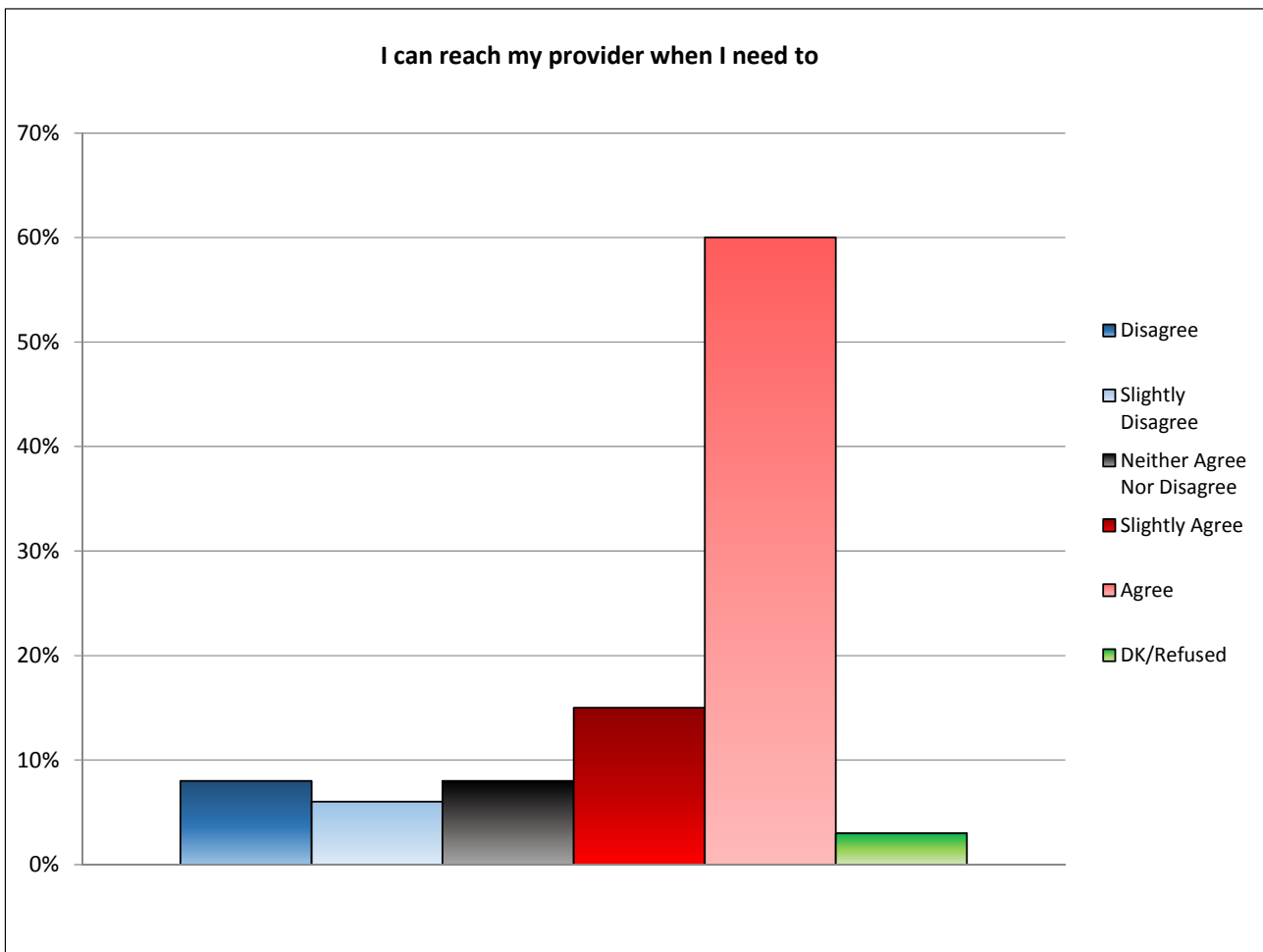
<b>Someone from my provider's office returns my phone calls quickly</b>	<b>Base</b>	<b>350 100%</b>
	Disagree	30 9%
	Slightly Disagree	26 7%
	Neither Agree Nor Disagree	29 8%
	Slightly Agree	45 13%
	Agree	199 57%
	DK/Refused	21 6%





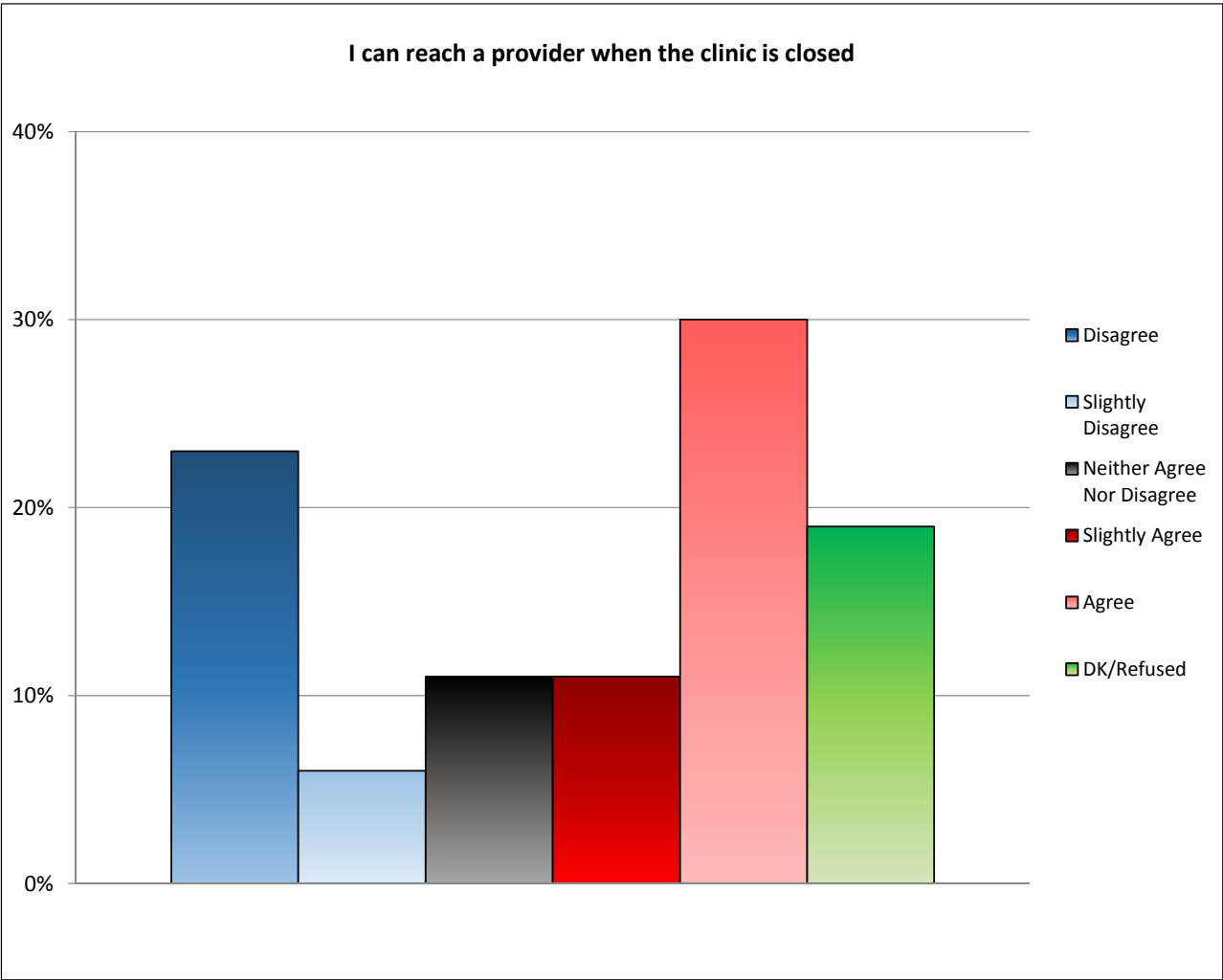
**I can reach my provider when I need to.**

<b>I can reach my provider when I need to</b>	<b>Base</b>	<b>350</b> <b>100%</b>
	Disagree	29 8%
	Slightly Disagree	20 6%
	Neither Agree Nor Disagree	28 8%
	Slightly Agree	53 15%
	Agree	211 60%
	DK/Refused	9 3%



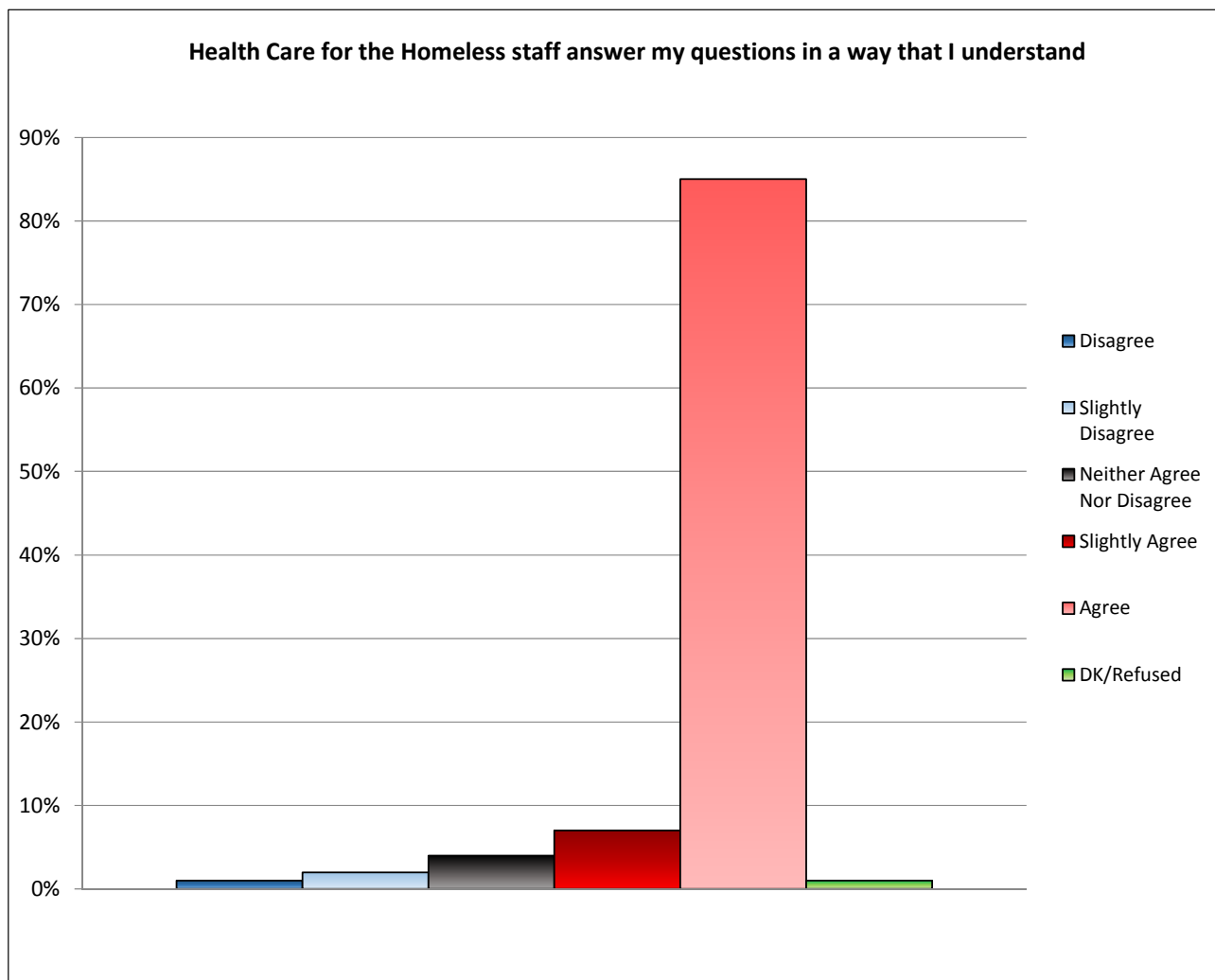
I can reach a provider when the clinic is closed.

I can reach a provider when the clinic is closed	<b>Base</b>	<b>350</b> <b>100%</b>
	Disagree	79 23%
	Slightly Disagree	22 6%
	Neither Agree Nor Disagree	39 11%
	Slightly Agree	37 11%
	Agree	105 30%
	DK/Refused	68 19%



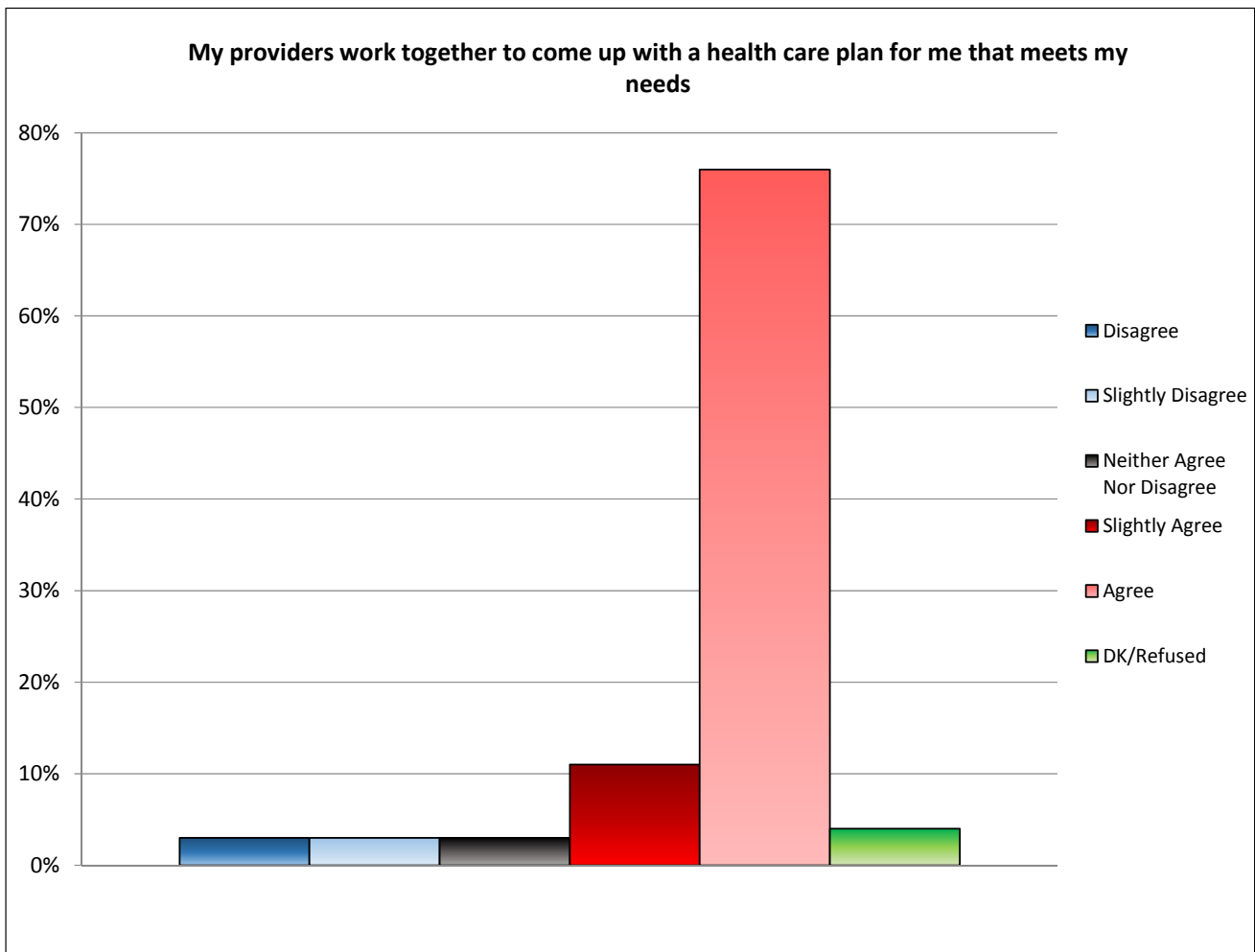
**Health Care for the Homeless staff answer my questions in a way that I understand.**

Health Care for the Homeless staff answer my questions in a way that I understand	<b>Base</b>	<b>350</b> <b>100%</b>
	Disagree	5 1%
	Slightly Disagree	8 2%
	Neither Agree Nor Disagree	14 4%
	Slightly Agree	24 7%
	Agree	296 85%
	DK/Refused	3 1%



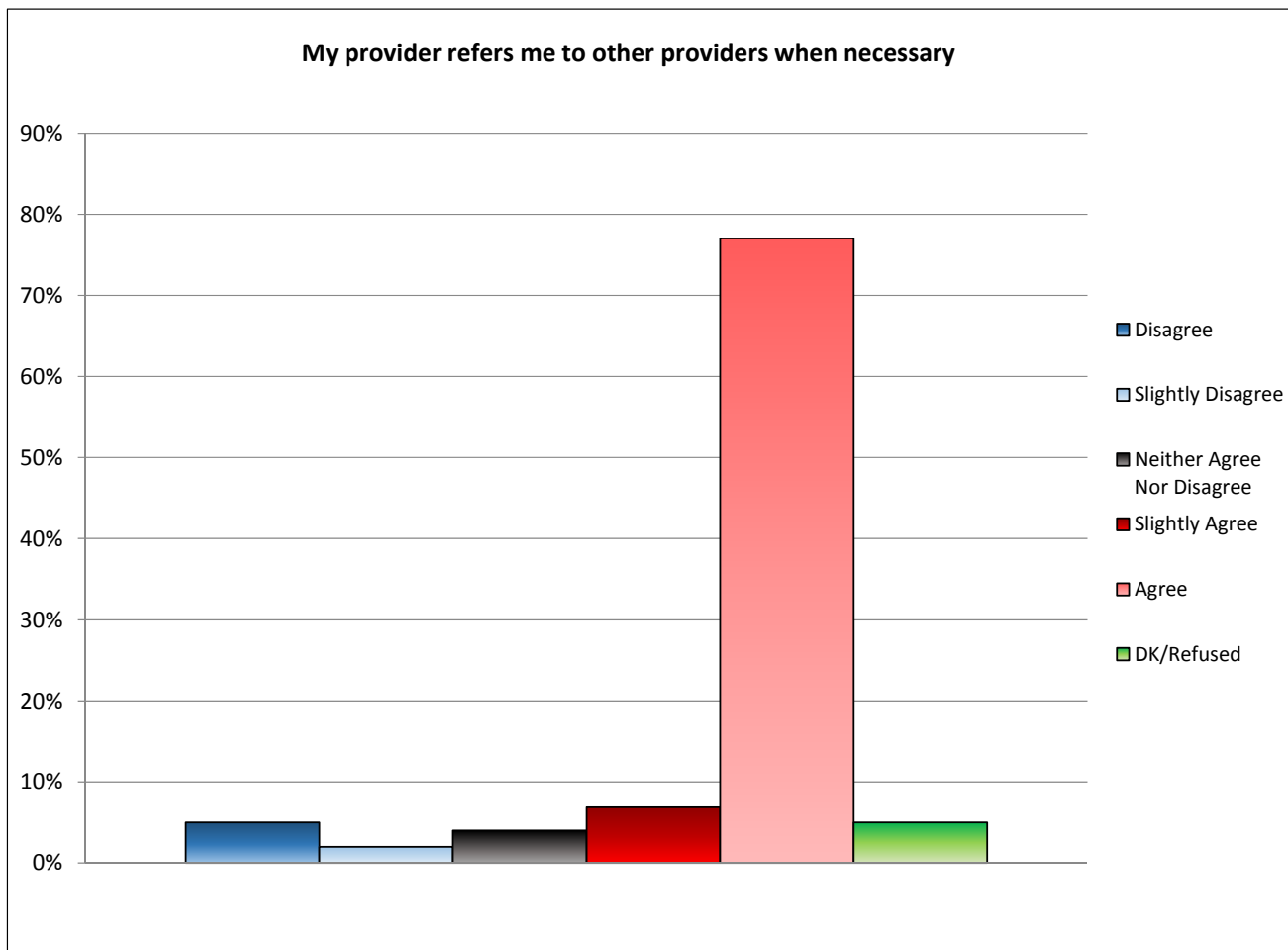
**My providers work together to come up with a health care plan for me that meets my needs.**

My providers work together to come up with a health care plan for me that meets my needs	<b>Base</b>	<b>350</b> <b>100%</b>
	Disagree	10 3%
	Slightly Disagree	11 3%
	Neither Agree Nor Disagree	12 3%
	Slightly Agree	39 11%
	Agree	265 76%
	DK/Refused	13 4%



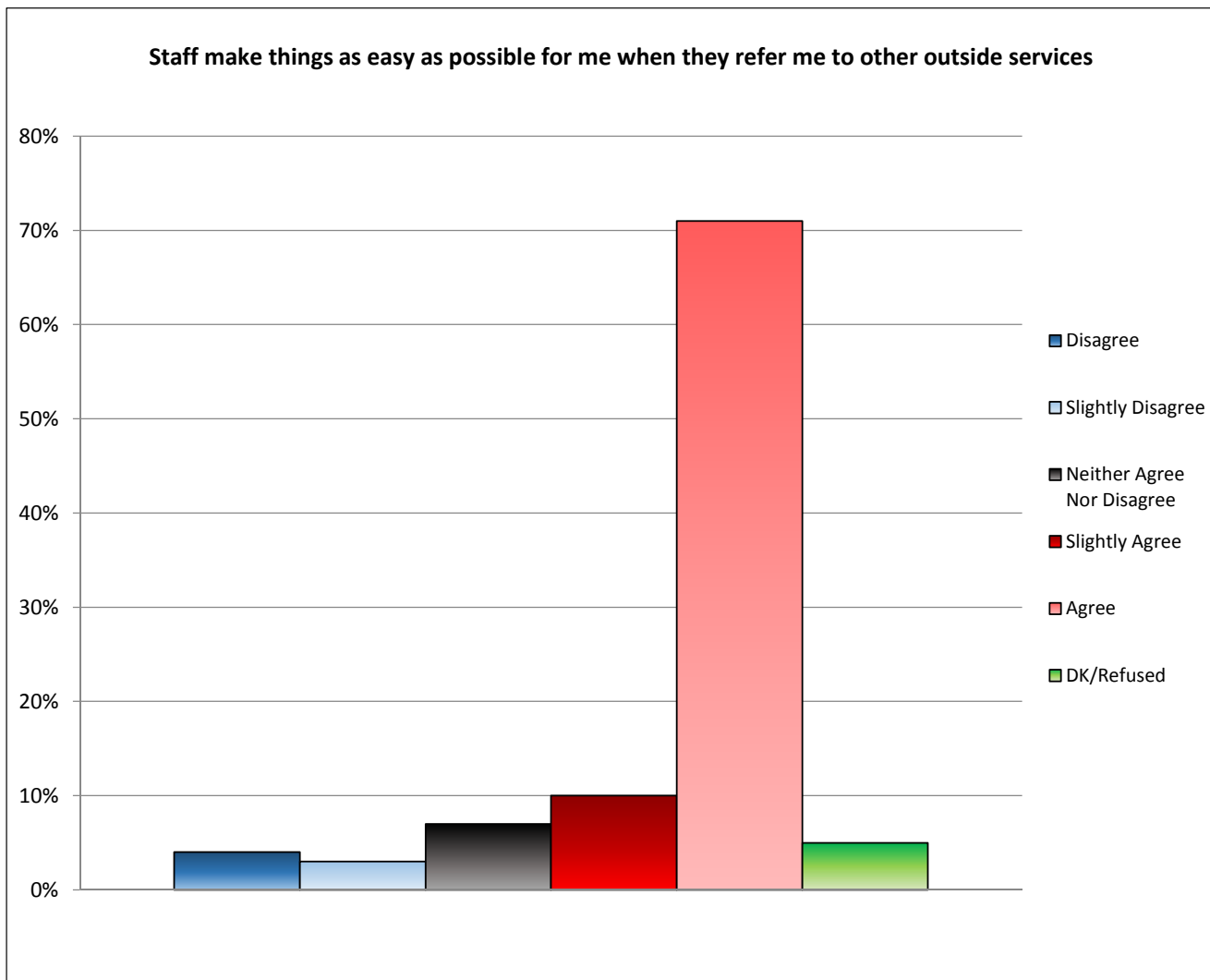
**My provider refers me to other providers when necessary.**

My provider refers me to other providers when necessary	Base	350 100%
	Disagree	17 5%
	Slightly Disagree	6 2%
	Neither Agree Nor Disagree	14 4%
	Slightly Agree	25 7%
	Agree	271 77%
	DK/Refused	17 5%



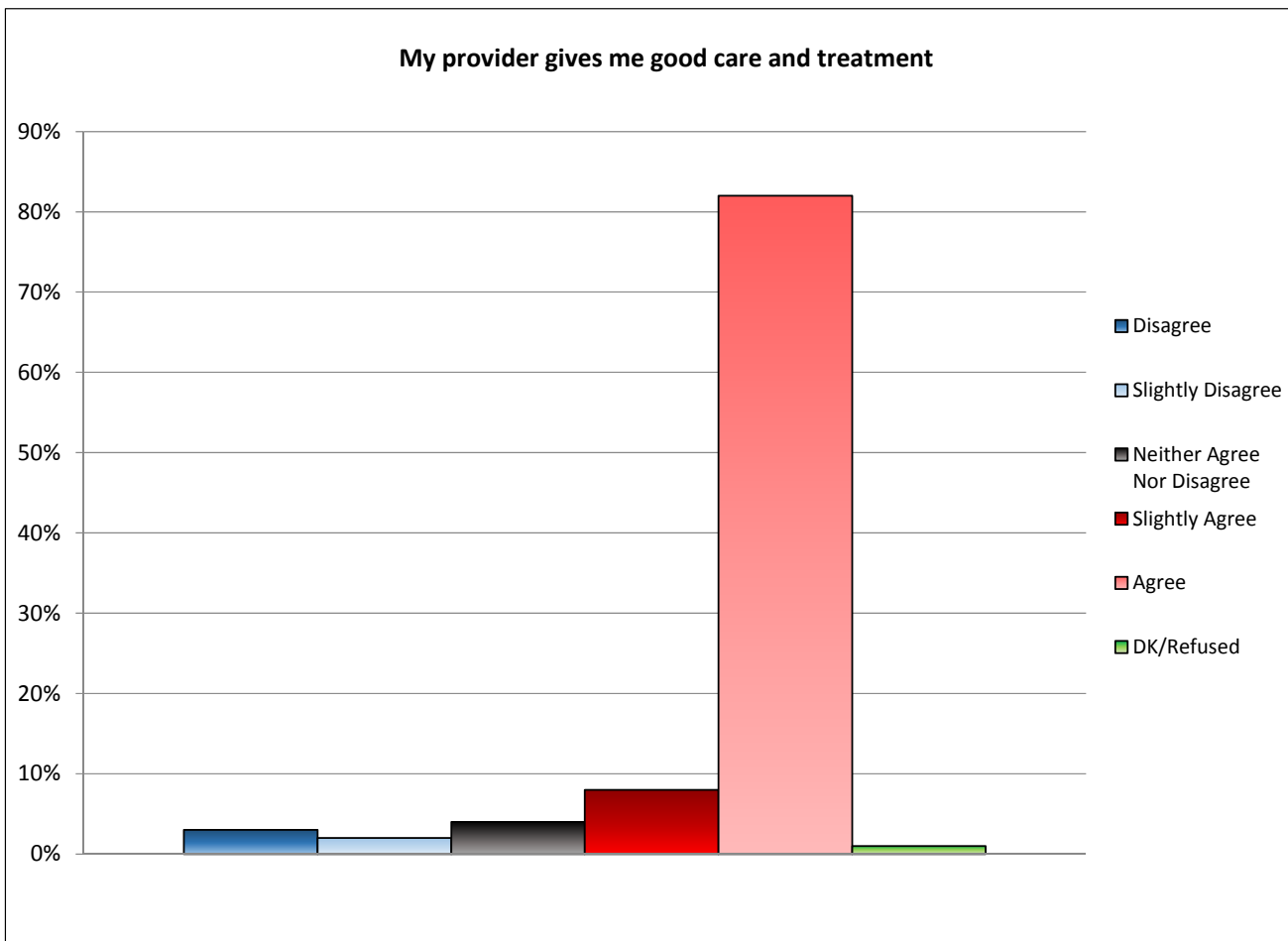
**Staff make things as easy as possible for me when they refer me to other outside services.**

<b>Staff make things as easy as possible for me when they refer me to other outside services</b>	<b>Base</b>	<b>350</b> <b>100%</b>
	Disagree	15 4%
	Slightly Disagree	10 3%
	Neither Agree Nor Disagree	23 7%
	Slightly Agree	34 10%
	Agree	249 71%
	DK/Refused	19 5%



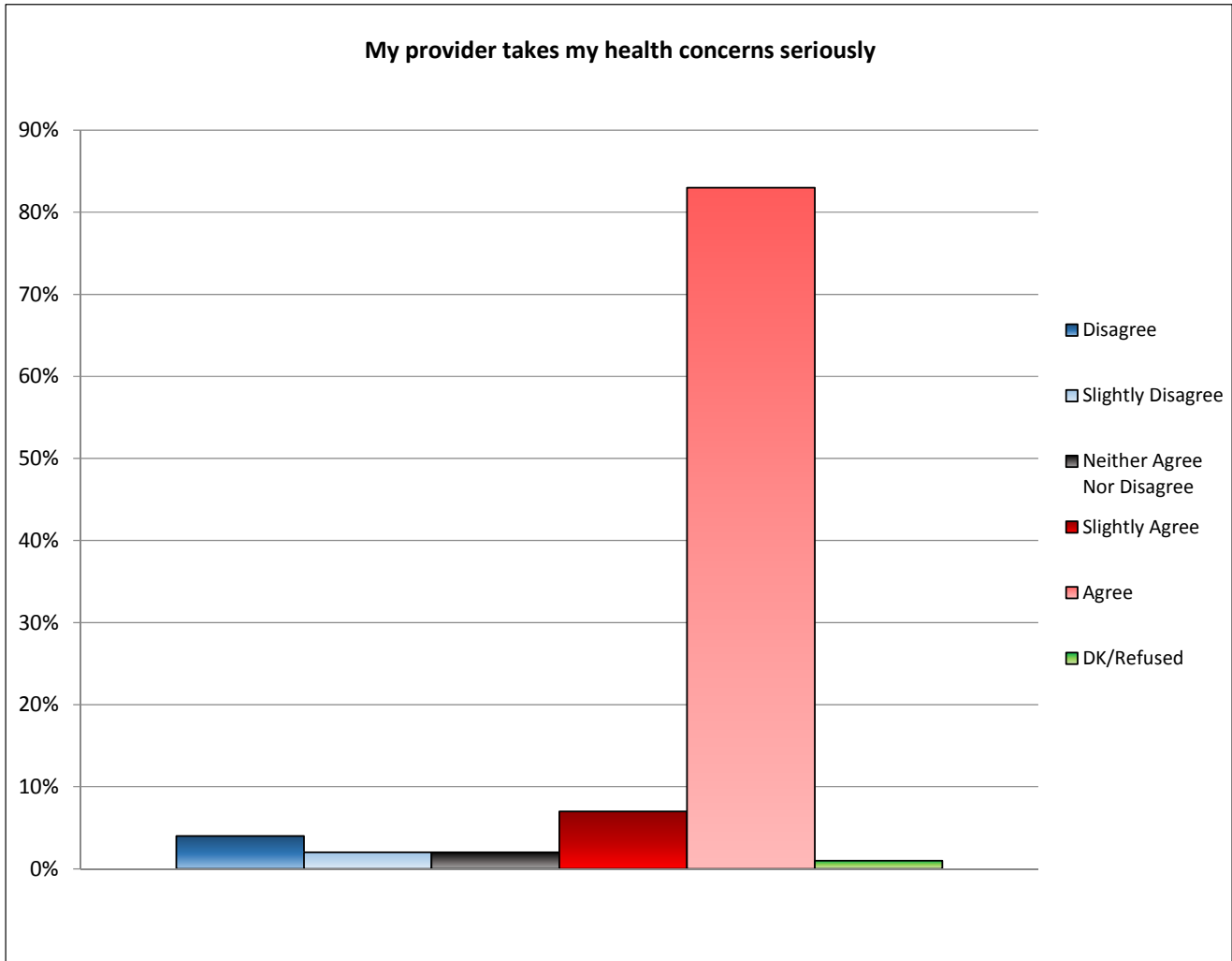
**My provider gives me good care and treatment.**

<b>My provider gives me good care and treatment</b>	<b>Base</b>	<b>350</b> <b>100%</b>
	Disagree	12 3%
	Slightly Disagree	6 2%
	Neither Agree Nor Disagree	14 4%
	Slightly Agree	27 8%
	Agree	286 82%
	DK/Refused	5 1%



**My provider takes my health concerns seriously.**

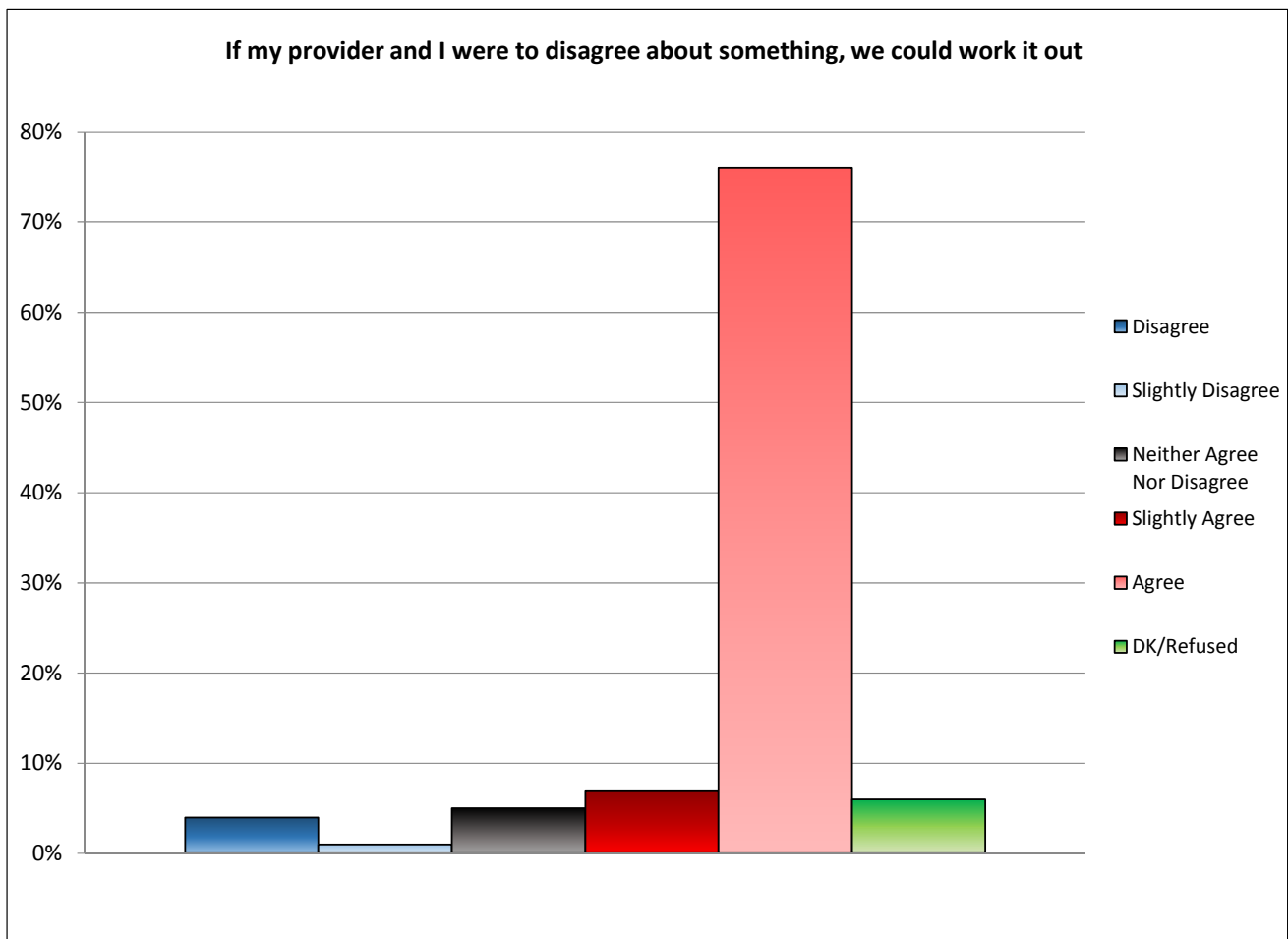
My provider takes my health concerns seriously	Base	350 100%
	Disagree	14 4%
	Slightly Disagree	8 2%
	Neither Agree Nor Disagree	8 2%
	Slightly Agree	24 7%
	Agree	291 83%
	DK/Refused	5 1%





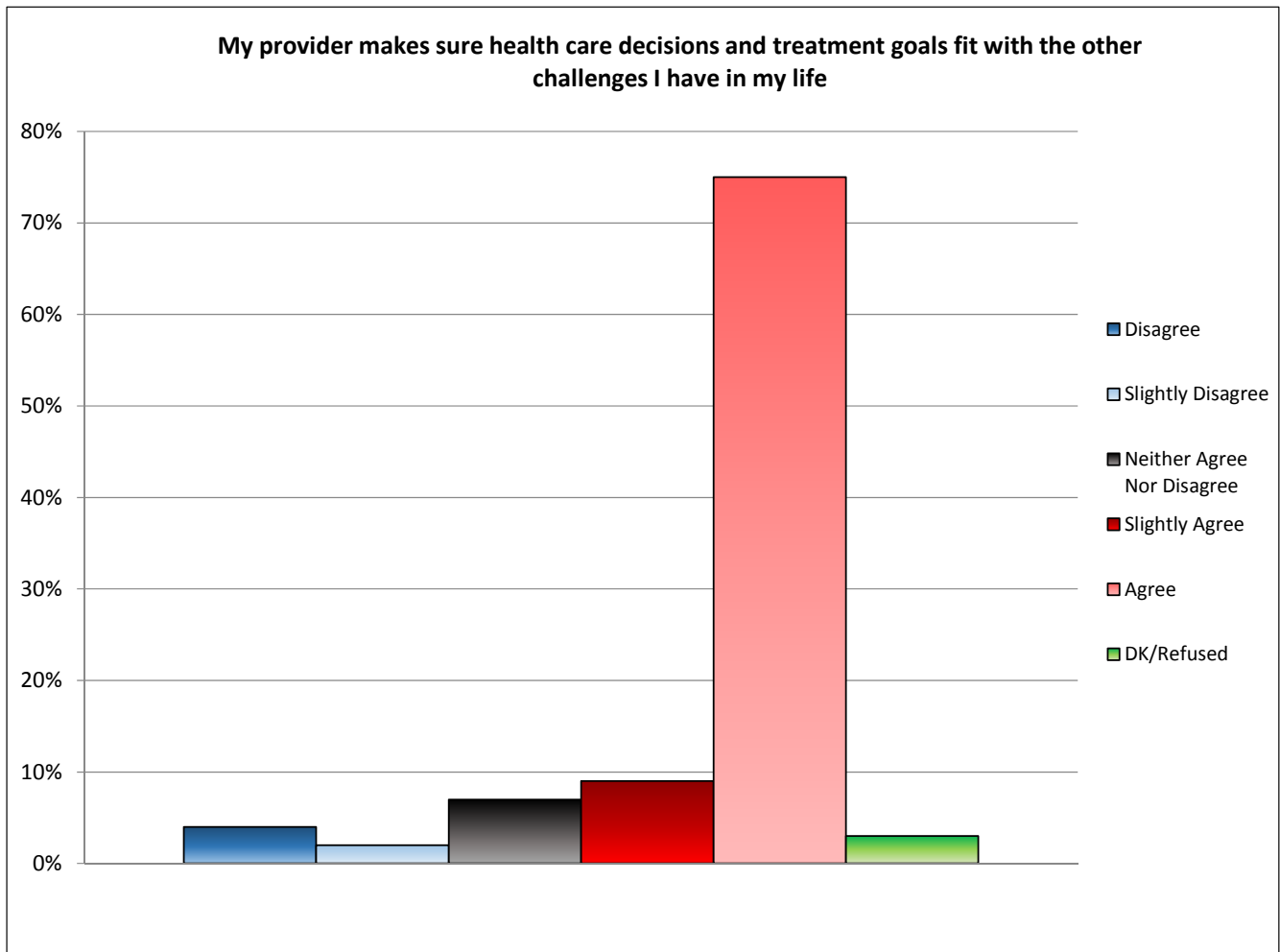
If my provider and I were to disagree about something, we could work it out.

If my provider and I were to disagree about something, we could work it out	Base	350 100%
	Disagree	15 4%
	Slightly Disagree	5 1%
	Neither Agree Nor Disagree	17 5%
	Slightly Agree	24 7%
	Agree	267 76%
	DK/Refused	22 6%



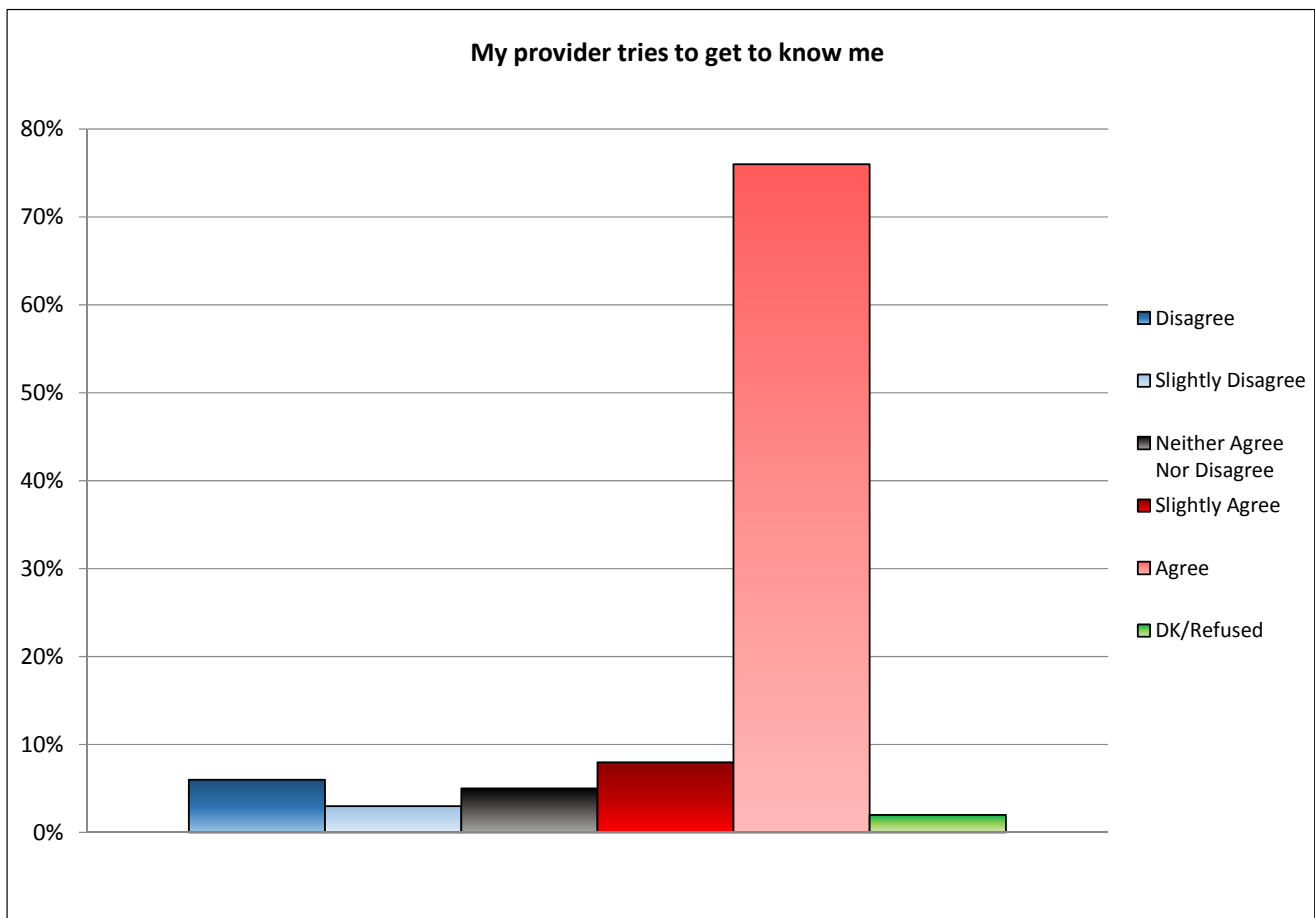
**My provider makes sure health care decisions and treatment goals fit with the other challenges I have in my life.**

My provider makes sure health care decisions and treatment goals fit with the other challenges I have in my life	Base	350 100%
	Disagree	14 4%
	Slightly Disagree	6 2%
	Neither Agree Nor Disagree	24 7%
	Slightly Agree	32 9%
	Agree	262 75%
	DK/Refused	12 3%



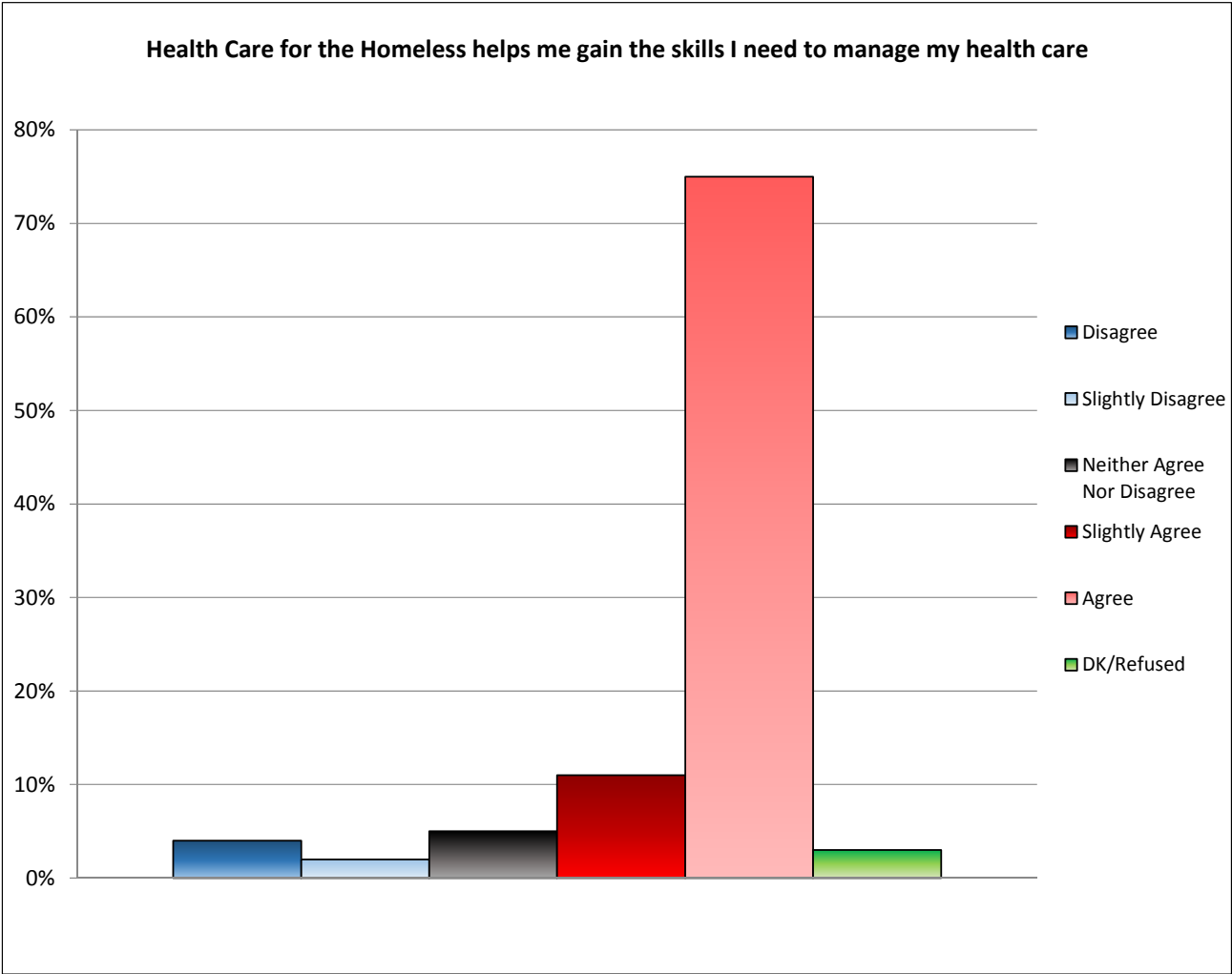
### My provider tries to get to know me.

<b>My provider tries to get to know me</b>	<b>Base</b>	<b>350</b> <b>100%</b>
	Disagree	22 6%
	Slightly Disagree	9 3%
	Neither Agree Nor Disagree	18 5%
	Slightly Agree	28 8%
	Agree	267 76%
	DK/Refused	6 2%



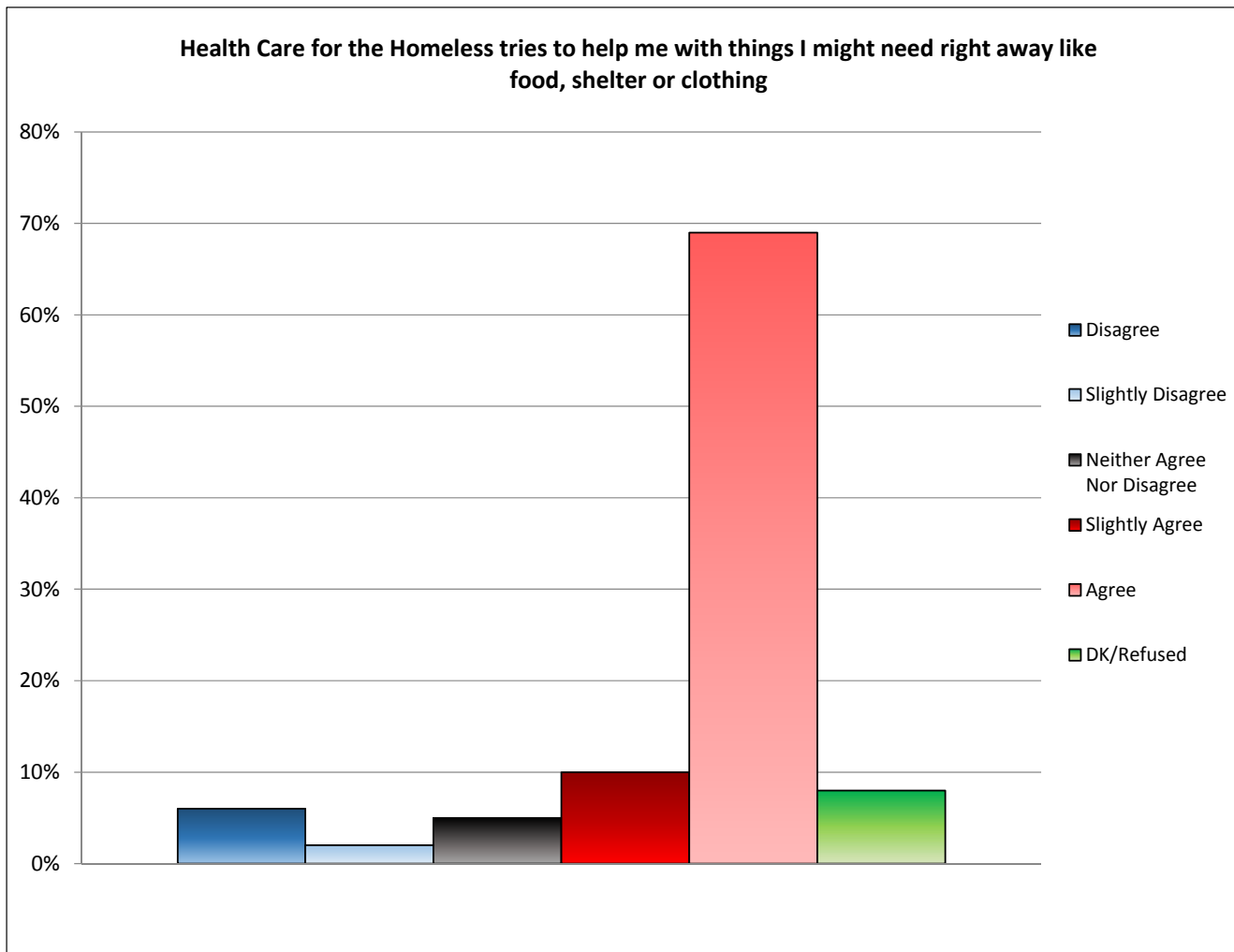
**Health Care for the Homeless helps me gain the skills I need to manage my health care.**

Health Care for the Homeless helps me gain the skills I need to manage my health care	<b>Base</b>	<b>350</b> <b>100%</b>
	Disagree	15 4%
	Slightly Disagree	7 2%
	Neither Agree Nor Disagree	18 5%
	Slightly Agree	38 11%
	Agree	262 75%
	DK/Refused	10 3%



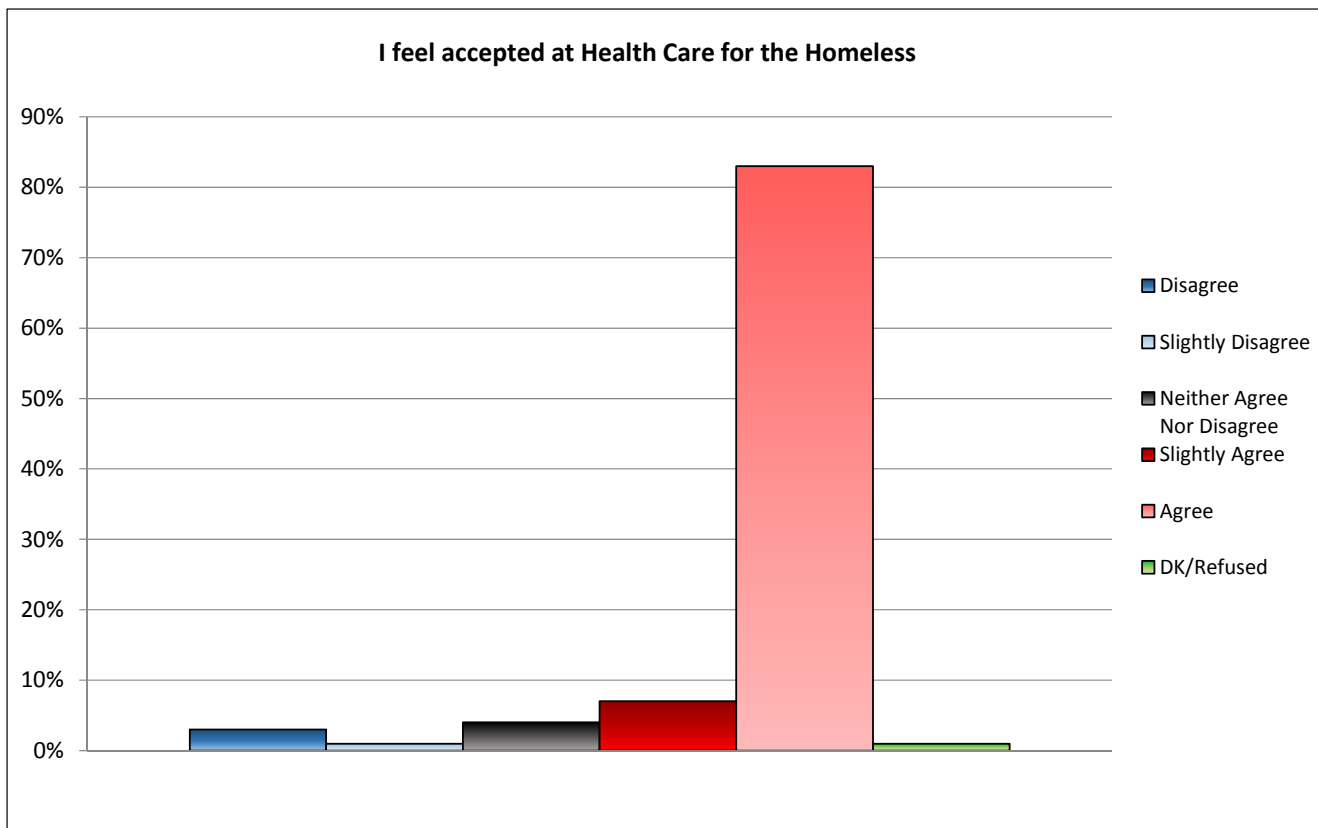
**Health Care for the Homeless tries to help me with things I might need right away like food, shelter or clothing.**

Health Care for the Homeless tries to help me with things I might need right away like food, shelter or clothing	Base	350 100%
	Disagree	20 6%
	Slightly Disagree	8 2%
	Neither Agree Nor Disagree	19 5%
	Slightly Agree	35 10%
	Agree	240 69%
	DK/Refused	28 8%



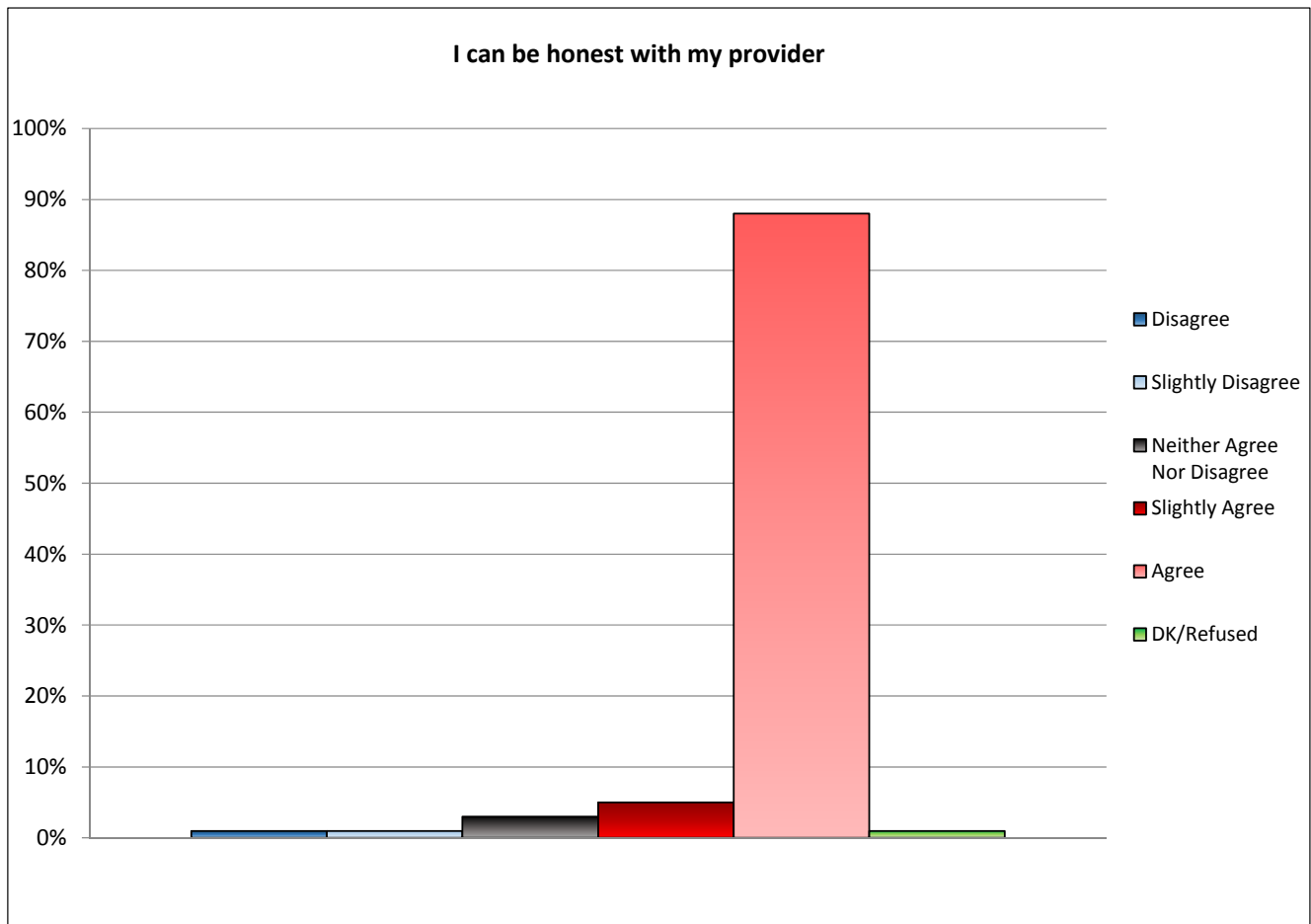
### I feel accepted at Health Care for the Homeless.

I feel accepted at Health Care for the Homeless	Base	350 100%
	Disagree	10 3%
	Slightly Disagree	4 1%
	Neither Agree Nor Disagree	14 4%
	Slightly Agree	26 7%
	Agree	291 83%
	DK/Refused	5 1%



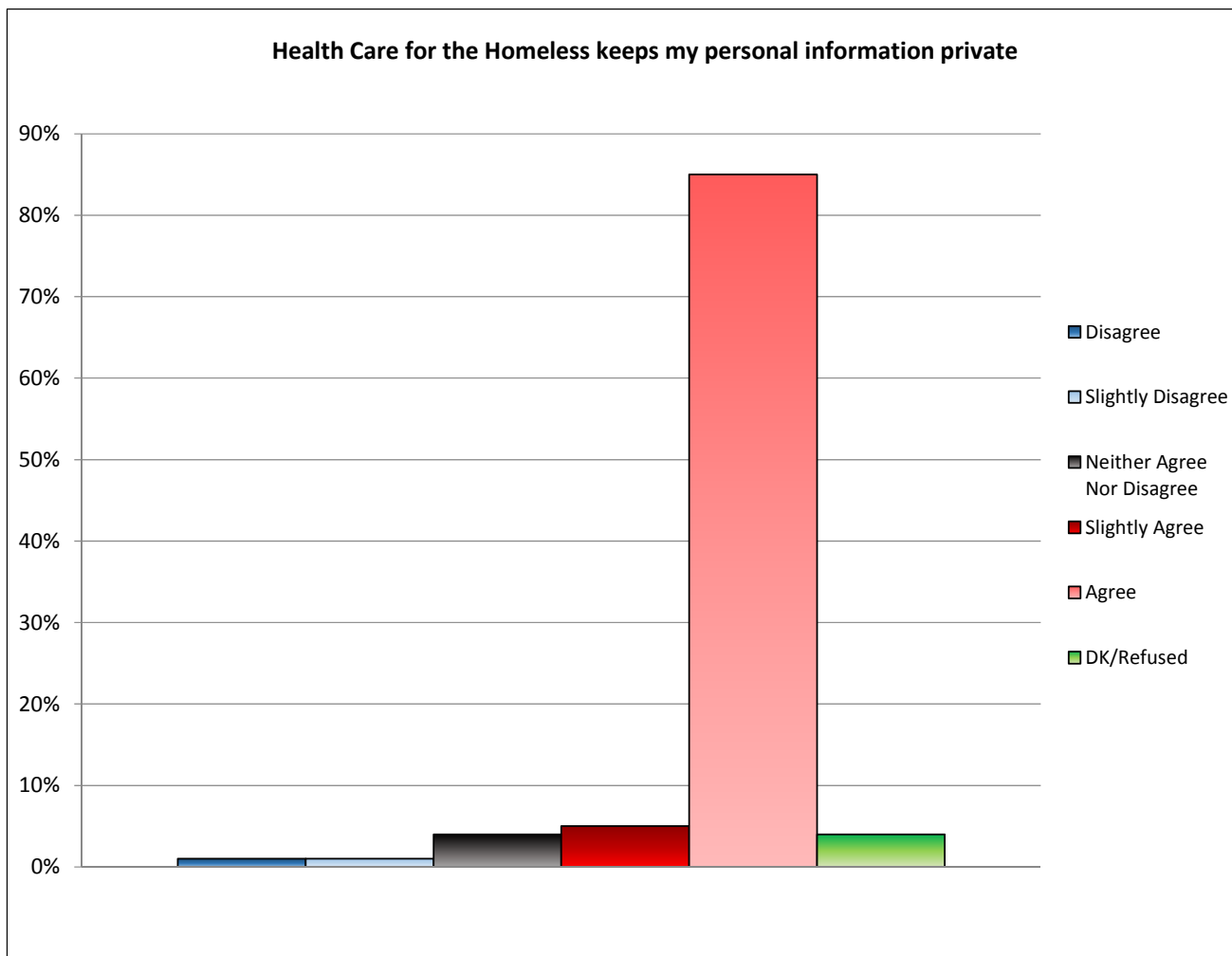
I can be honest with my provider.

I can be honest with my provider	Base	350 100%
	Disagree	5 1%
	Slightly Disagree	3 1%
	Neither Agree Nor Disagree	10 3%
	Slightly Agree	19 5%
	Agree	308 88%
	DK/Refused	5 1%



**Health Care for the Homeless keeps my personal information private.**

Health Care for the Homeless keeps my personal information private	Base	350 100%
	Disagree	5 1%
	Slightly Disagree	3 1%
	Neither Agree Nor Disagree	14 4%
	Slightly Agree	17 5%
	Agree	298 85%
	DK/Refused	13 4%





## What do you like best about Health Care for the Homeless?

<b>What do you like best about Health Care for the Homeless?</b>	
1	While it's pretty good. They help the homeless people out. It's really nice of them.
2	The people are patient and work with you.
3	They provide good care. They are a safe place to come clean and friendly.
4	They try to help you.
5	They are happy.
6	I can come there.
7	They are good to me. No complaints at all.
8	The have friendly people that work there. So long as you are seen on the mental side it is great. However if you are seen about your health that is another store.
9	I like it because it's an outlet for homeless people and a way for people to get back on their feet. It provides the help and it is helpful. It can be better. We all can be better but it's a way people can get back on their feet when people have taken a fall in life.
10	So far medical, that's about it.
11	Convenience of the clinic.
12	The service was free when I went there. They helped me get my insurance back and I'm thankful for that. It is very important.
13	They help us with what I need.
14	You got health care for the homeless.
15	I like the location. I can always go there and talk to someone about my medication.
16	They will come anywhere regardless of the homeless people.
17	Nothing because they don't help with nothing. They're just there.
18	I like the fact that they have all the stuff in one place like the eye care and dental.
19	They provided me with health care when I had none and they helped me get health care insurance.
20	They help me so much and they help me with things other than my health care.
21	It's a very nice place.
22	They are convenient.
23	The people there really care about the homeless.
24	What I like is that the wait is not too long at all.
25	The people there are friendly and it is convent for me.
26	I liked it a lot it was my first time going there.
27	They are helpful and do everything I ask.
28	When I do need my medicine they make sure I get it.
29	I don't know I barely be there.
30	Their way of helping you.
31	IT'S CONVENIENT AND THE STAFF IS HELPFUL.
32	THE PEOPLE DOWNSTAIRS WERE HELPFUL (THE RECEPTION WAS HELPFUL). THE SOCIAL WORKER DIDN'T HELP ME WITH MY CRISIS. SHE DIDN'T SEEM TO CARE ABOUT MY SITUATION. SHE SEEMED TO BRUSH ME OFF.
33	IT IS EXTREMELEY CONVENIENT AND EASY TO USE WHEN I NEEDED IT.
34	LIKE THE CONVENIENCY OF THE LOCATIONS AND THEY TREAT ME WITH ALL THE NECESSARY HELP.
35	That I can go there and be honest. They've really gone above and beyond to make sure I get what I need when I needed It. It was in timely manner to get what I need now.
36	THEY ARE VERY NICE AND HELPFUL. THEY GET TO BECOME FRIENDS WITH THE PATIENTS FIRST. WHEN I HAVE TO JUST WALK IN SOMETIMES I GET HELP RIGHT AWAY AND THEY MOVE AT A FAST PACE WHERE PATIENTS MOVE IN AND OUT.
37	IT'S GOOD. THEY ASK IF WHAT THEY HAVE ON ME IS CORRECT (ELSE) THAT'S ALL
38	PEOPLE WERE NICE AND ALWAYS GOT YOU THE HELP YOU NEEDED.
39	The thing I like the most is that the staff is compassionate.
40	IT'S SOMEWHERE FOR PEOPLE TO GO AND GET HELP WITH SERVICES. THE PEOPLE ARE NICE.
41	IT IS CLEAN. THEY ARE HELPFUL. THEY HELP ME TO KNOW ANY QUESTIONS THAT I MAY HAVE A LITTLE DIFFULTY UNDERSTANDING. THEY WILL TAKE THEIR TIME TO EXPLAIN IT AS MANY TIMES AS NEEDED. THE DOCTORS ARE VERY HELPFUL. THEY WILL EXPLAIN ALL YOUR MEDICATIONS TO YOU AND TELL YOU HOW IMPORTANT IT IS TO TAKE IT. THEY EXPLAIN THE IMPORTANCE OF KEEPING ALL APPOINTMENTS.

What do you like best about Health Care for the Homeless?	
42	THE STAFF IS VERY RESPECTFUL.
43	IF I HAVE A PROBLEM THEY GO WITHIN THEIR NETWORK AND IT IS 3 DIFFERENT KINDS TO GO WITH AND YOU HAVE TO STAY WITHIN THAT PROVIDER.
44	IT HAS NICE PEOPLE AND I LIKE THE SERVICES THEY OFFER. THE THERAPY SESSIONS ARE GOOD.
45	THEY TOOK CARE OF BUSINESS.
46	THAT IT PROVIDES A LOT OF DIFFERENT SERVICES BESIDES HEALTHCARE LIKE YOGA AND MEDITATION AND THINGS THAT ARE NECESSARY FOR LIFE'S CHALLENGES. THEY OFFER THINGS THAT CAN GET YOU THROUGH THINGS LIKE EVICTION PREVENTION PROGRAMS AND LIKE THE PROGRAMS THAT YOU CAN GO TO WHEN YOU ARE HOMELESS THEY GIVE YOU THE RESOURCES TO MAKE LIFE EASY. YOGA AND MEDITATION IS GOOD FOR YOU BECAUSE IT HELPS TO RELIEVE STRESS. THE SOCIAL WORKER AND PEDIATRIC DEPARTMENT ARE AWESOME. WHEN I WENT IN THERE ON MY FIRST DAY I EXPLAINED EVERYTHING TO HER AND SHE LOOKED INTO IT NOT LIKE OTHER PLACES. THEY SAY THEY ARE GOING TO LOOK INTO IT BUT THEY DON'T. I WAS NEW TO THE CITY SHE HELPED ME GET MY DAUGHTER INTO THE SCHOOL HELPED ME WITH VOUCHER FOR SCHOOL CLOTHES AND SHE MADE SURE I HAD TRANSPORTATION AS FAR AS TOKENS SO I COULD TAKE CARE OF MY BUSINESS. SHE CALLED THE SCHOOL AND GAVE ME A REFERRAL SO I WOULDN'T HAVE TO GO TO THE BOARD OF EDUCATION. SHE JUST REALLY HELPED ME A LOT. SHE JUST DIDN'T TELL ME SHE WAS GOING TO HELP BUT SHE DID.
47	EVERYTHING. THE STAFF IS NICE AND THEY TAKE GOOD CARE OF THEIR PATIENTS.
48	A CONVENIENT LOCATION.
49	THEY'RE AN ASSET TO THE COMMUNITY AND TAKE CARE OF THE CLIENTS.
50	THEY PROVIDE ME AND LET ME KNOW AND KEEP THINGS UP SO IT WON'T RUN OUT. I LIKE THE PROGRAM AND PEOPLE AND YOUR OPTIONS HOW TO GET TO AND FROM.
51	EVERYBODY THERE IS VERY FRIENDLY AND THEY ARE HELPFUL THERE.
52	THE BEST THING IS THE PLACE ITSELF - THEY HELP THE HOMELESS AND LOW INCOME FAMILIES.
53	THE WAY THEY TREATED ME AND MY YOUNGEST SON. THEY TREATED US EXTREMELY WELL BECAUSE MY SON HAS MILD AUTISM.
54	I LIKE WHEN I WENT DOWN THERE IT WAS NEVER A PROBLEM. I ALWAYS GOT MY MEDICINE I NEVER HAD TO GET INTO A FIGHT OR ANYTHING.
55	THEY HAVE GOOD SERVICES AND THE STAFF CARES.
56	TREAT YOU LIKE A HUMAN BEING SO NICE AND GIVE YOU ALL THE ATTENTION ALWAYS AND CONCERNS.
57	THE SERVICES ARE BEAUTIFUL TO HAVE SO YOU CAN GET HELP WHEN YOU NEED IT.
58	A GOOD RESOURCE WHEN YOU DON'T HAVE ANOTHER HEALTH PROVIDER. THEY ARE OPEN REASONABLE HOURS.
59	THAT THERE ARE REALLY HERE TO HELP AND THEY UNDERSTAND THE CONDITION I'M IN.
60	I LIKE THE QUALITY OF CARE THEY OFFER.
61	IT'S CONVENIENT. IF I MISS AN APPOINTMENT I GET ANOTHER RIGHT AWAY AND STAFF IS VERY GOOD PEOPLE.
62	MY DOCTOR ALWAYS ANSWERS MY QUESTIONS AND REFERS ME TO OTHER PROVIDERS.
63	I LIKE THE PROVIDER THE COMMUNICATION AND THE WAY THEY TREAT US WITH COMPASSION.
64	THE CONVENIENT LOCATION AND CARE THEY GIVE YOU.
65	I LIKE THE WHOLE SETUP. THEY'RE HERE TO HELP WHEN CARE IS NEEDED.
66	THEY PROVIDE GOOD HEALTH CARE; GIVING ME THE HELP I NEED AT THE TIME.
67	THEY HELP ME WITH MY BILLS THAT NEED TO BE PAID BECAUSE I DON'T KNOW ABOUT SOMETHING REGARDING MY BILLS. THEY GIVE ME THE TREATMENT THAT I NEED AND THEY MAKE SURE I GET MY MEDICATION.
68	THEY WERE ABLE TO HELP ME GET MEDICAID.
69	I LIKE THAT IT WAS QUICK AND FAST SERVICE. THE HOURS WERE GOOD.
70	BECAUSE THEY HELP ME AND THEY REACH OUT TO YOUR HEALTH NEEDS.
71	THE CARE YOU GET AND YOU CAN TALK TO THEM. THEY DON'T PUSH ANYTHING ON YOU AND IF YOU SAY THE MEDICATION DOESN'T WORK FOR YOU THEY'LL GET YOU THE ONE THAT DOES.
72	THEY'VE BEEN VERY CARING TOWARDS ME.
73	I LIKE THEY HELP US WHEN WE REALLY NEED IT OR WHEN WE ARE POOR AND WE DON'T HAVE ANY PLACE TO GO THEY GIVE US A PLACE TO STAY.
74	NOTHING SPECIFIC I'M JUST GLAD IT'S THERE.

<b>What do you like best about Health Care for the Homeless?</b>	
75	I'M HAPPY THEY HAVE ON-SITE SERVICES LIKE PHARMACY MENTAL HEALTH AND OTHER GOOD SERVICES.
76	NOTHING.
77	I DON'T UNDERSTAND WHAT I LIKE IT'S THE HOSPITAL.
78	THERE WAS A TIME WHEN I WAS HOMELESS WITH MY CHILDREN THEY FOUND A PLACE FOR US TO STAY WITH MY KIDS FOR 6 MONTHS AND THEY HELPED ME WITH THAT. THEY ALSO HELP WITH FOOD VOUCHERS AND OTHER RESOURCES THAT WILL HELP YOU GET THE THINGS THAT YOU NEED. YOU JUST HAVE TO BE WILLING TO DO WHAT THEY TELL YOU TO DO.
79	NOTHING.
80	THERE ARE NICE PEOPLE AND THE LOCATION IS CONVENIENT.
81	EVERYTHING IS FINE AND VERY GOOD SERVICES ARE PROVIDED TO ALL.
82	NO ANSWER FOR THAT.
83	I LIKE THAT THEY COMBINE HEALTHCARE WITH OTHER SERVICES.
84	EVERYONE IS NICE AND TOTALLY CONCERNED FOR THE PEOPLE.
85	THEY REALLY DO EVERYTHING THAT YOU ASKED ME AS FAR AS HELPING ME OUT.
86	GIVING ME HELP. THEY PROVIDE YOU WITH THE HELP THAT YOU NEED.
87	THE STRUCTURE IS ORGANIZED HAS A GOOD SYSTEM GOING.
88	THEY'RE THERE FOR ME WHEN I NEED THEM.
89	THAT THEY ARE MORE AFFORDABLE THAN OTHER FACILITIES.
90	WHEN I WAS GOING THERE EVERYDAY, RESPECT AND THE REASON I'M NOT HOMELESS NOW IS BECAUSE OF I WAS ABLE TO GET A VOUCHER FOR HOUSING. COUNSELORS MADE SURE THAT I UNDERSTOOD WHAT I WAS FACING BY STAYING DRUG FREE.
91	THAT THEY ARE MY PROVIDER AND I HAVE SOMEONE TO TAKE CARE OF ME.
92	THEY HAVE A PROFESSIONAL STAFF THAT TRIES TO MEET YOUR NEEDS.
93	THE STAFF WAS COURTEOUS RESPECTFUL AND INFORMATIVE.
94	IT WAS A CONVENIENT LOCATION AND THERE WAS CARE WHEN I NEEDED IT.
95	MY DOCTOR IS THE BEST PROVIDER I'VE EVER HAD IN MY LIFE. IT COULD BE JUST A SCRATCH FROM MY CAT AND HE'LL PUT A BAND-AID ON IT. THERE IS A PROVIDER AT THE JO EICHER AT THE FALLAWAY LOCATION THAT I'D LIKE OT RECOMMEND FOR A PROMOTION.
96	MY PROVIDER IS GOOD WITH HELPING ME WITH MY NEEDS.
97	THAT THEY CARE FOR OTHER PEOPLE THAT ARE IN REAL NEED.
98	THEY TAKE CARE OF ME WHEN I NEED THEM TO. THEY HELP ME WITH THE DENTIST OPTICAL AND MEDICATIONS WHEN I NEED THEM.
99	I LIKE THAT THEY DO TAKE MY HEALTH SERIOUSLY AND WILL REFER ME TO ANY OTHER PROVIDER IF IT'S NEEDED.
100	EVERYTHING IS GREAT OVER THERE I HAVE NO PROBLEMS WITH ANYTHING.
101	APPOINTMENTS ARE ON TIME AND THE DOCTORS ARE WELL EXPERIENCED.
102	EVERYTHING IS EXCELLENT. I GET VERY GOOD CARE AND IT'S A GREAT STAFF.
103	JUST THAT I LIKE THE EXCELLENT SERVICE THAT I GET.
104	THE LOCATION IS SO CLOSE TO THE BUS STOP AND THEY HAVE HELPFUL EMPLOYEES.
105	IT'S SIMILAR TO HAVING SOCIAL SERVICES BUT IS MORE FRIENDLY AND QUICKER AND A BETTER ATMOSPHERE.THEY GAVE US COFFEE AND STUFF AND THEY HAVE PICTURES ON THE WALLS.
106	I JUST LIKE THAT ME AND MY CASE MANAGER TALKED ABOUT THE SERVICES THAT THEY PROVIDE LIKE HOUSING AND THINGS THAT I NEED LIKE FOOD AND SHELTER.
107	THEY DO A JOB WELL DONE FOR THE PEOPLE.
108	I LIKE THAT THEY DONT GIVE UP ON THE HOMELESS. GO OUT OF THEIR WAY TO BE THERE.
109	I LIKE ALL THE SERVICES THEY HAVE. EVERYTIME I WENT THERE IT'S GREAT SERVICE FROM THE DOCTORS AND EVERYONE.
110	MY COUNSELOR WAS VERY UNDERSTANDING. MADE ME FEEL WELCOME NOT JUDGING ME. I ONLY WENT ONCE BUT ONCE I REACHED UPSTAIRS, IT WAS A COMFORTING FEELING. WAS TRYING TO UNDERSTAND ME NO JUDGING.
111	THE PLACE I GO TO HAS SAME DAY SERVICE.
112	THEY HELP ANY AND EVERYONE WHICH IS GREAT FOR THE ONES WHO DON'T HAVE A CAR TO GET SOMEWHERE ELSE.
113	THAT THEY DID TAKE THE TIME TO MEET WITH ME AND HEARD MY CONCERNS AND TO AT LEAST TRY TO HELP AND THEY TOOK ME SERIOUSLY.
114	THAT THEY HAVE LOTS OF RESOURCES.
115	I LIKE THAT IT IS AVAILABLE TO PEOPLE THAT REALLY NEED THIS KIND OF HELP.

<b>What do you like best about Health Care for the Homeless?</b>	
116	THE EMPLOYEES GO THE EXTRA MILE TO MAKE SURE EVERYTHING IS WORKING FOR THE PATIENT.
117	NOTHING THEY DIDN'T REALLY HELP. THEY SAID THEY COULDN'T DO ANYTHING FOR ME.
118	THAT THEY HELP EVERYONE OUT WHEN THEY NEED CARE THEY DON'T TURN YOU AWAY.
119	YOU GET FAST SERVICE YOU GET OUT OF THERE FAST.
120	THEY TRY TO DO AS MUCH AS POSSIBLE FOR YOU.
121	GOOD SERVICES AND THEY'RE NICE TO YOU.
122	I LIKE THAT THEY HAVE THE MOBILE UNITS THAT COME TO DIFFERENT PLACES. IT WAS VERY HELPFUL ESPECIALLY FOR PEOPLE WITH KIDS BUT NO CAR.
123	THEY HELP YOU WITH HOUSING (MEAN) THEY FIND YOU SOMEWHERE TO LIVE (ELSE) NO
124	I LIKED THE DOCTORS THERE. IN PARTICULAR DR. KAWASKAI.
125	WHAT I LIKE BEST ABOUT HEALTH CARE FOR THE HOMELESS WOULD BE MY PROVIDER. SHE ALWAYS ANSWERS MY QUESTIONS HONESTLY.
126	WHAT I LIKE BEST ABOUT HEALTH CARE FOR THE HOMELESS IS THAT THEY LISTEN TO ME.
127	I like the medical opportunities that are offered there.
128	I LIKE THE ATMOSPHERE THERE. IT'S WARM AND INVITING.
129	I like that Health Care for the Homeless tries to make arrangements around what your needs are at that time.
130	THEIR STAFF IS VERY GOOD.
131	LOCATIONS FOR HEALTH CARE FOR THE HOMELESS ARE CLOSE TO ME AND I CAN MAKE TRIPS EASILY.
132	I like that I could get medicine at no cost.
133	I like that after my check-up I get the medicine I need right away.
134	I LIKE THE EASE OF ACCESS AND THE SERVICES I NEED.
135	I LIKE EVERYTHING.
136	I GUESS WHAT I LIKE THE BEST ABOUT HEALTH CARE FOR THE HOMELESS IS THAT THEY ARE ASSOCIATED WITH MERCY. AND WHEN I NEEDED A SPECIALIST THEY WERE ABLE TO HELP ME FIND ONE.
137	I LIKED THE FACT THAT THEY GAVE YOU APPOINTMENTS THAT FIT AROUND YOUR SCHEDULE.
138	The clinic is there when I need help.
139	I like that everyone there is pleasant and pays attention to my needs.
140	WHAT I LIKE BEST ABOUT HEALTH CARE FOR THE HOMELESS IS THAT IT'S FREE.
141	They provide a lot of services and service you as quickly as possible.
142	It is convenient for me when I am unable to go to the hospital.
143	I like all of it and I like the fact that the doctors and all the workers make you feel comfortable and it is a good place to get help and they have all kinds of choices for me and they will always help me with everything I need and I think they are very good people who care about everyone.
144	The staff is very good and are very active and very compassionate.
145	I like how welcomed they make you feel.
146	Most of the things I need are right there and not far away like if I need a Dentist there is one there or for anything I need it is there.
147	The people are friendly. They make sure I get what I need. They are also down to earth.
148	The nurses are real. They take care of other people's children, which is a hard thing to do.
149	The doctors and people are very nice.
150	I love the understanding and support I get from them. I feel like a family there not a patient.
151	My case manager. She is very respectful and knowledgeable.
152	They never judge you for the situation you are in.
153	n/a
154	The staff is great. They are very Informative.
155	They really help me no matter what I need. When I go there I get out in a reasonable amount of time. The first doctor I met there is still my doctor today.
156	They treat everyone well. We get treated like a human being.
157	They take the time to get to know you. They are very helpful when I need help.
158	They have a welcoming response. They are very compassionate. They have empathy.
159	THEY WENT OUT OF THERE FOR ME HELP ME GET STABLE TO MOVE FORWARD.
160	The service provided by my doctor.
161	The doctors are very helpful. They actually listen to what you have to say.
162	I like the customer service that they give.

<b>What do you like best about Health Care for the Homeless?</b>	
163	I like the staff. They are very nice and talk to you like you are a person and not just someone off the street.
164	It is very convenient. The pharmacy is right there. I also like the van they provide for transportation.
165	They are local and they came up with the health care for the homeless.
166	I like everything about them. I have gotten to know them on a personal level which is good and also it is a convenient place to get to.
167	LISA ONE OF THE WORKERS I really like one of the staff members. Her name is Lisa. She is very helpful and very respectful.
168	They have really good service and when I need something they help me.
169	The health care provider IS very helpful.
170	I like the staff They ARE VERY PROFESSIONAL.
171	The communication between me and my social worker.
172	The lighting is nice not too dark but nice and bright and you are treated like a person and not looked down on because of your situation.
173	They are very courteous and respectful to me.
174	I would say my doctor because I have a relationship with her like no other. She puts in the effort to meet my needs which is extra special.
175	You don't need insurance to go there. They will help YOU to the best of their ability.
176	They took the time to provide the best care possible.
177	I can easily get there and see the doctor.
178	The location is very convenient for me.
179	n/a
180	I like miss Jamie because she will go out of her way to help. She is a good person.
181	The service is quick
182	I am very comfortable with the doctors there.
183	I don't have any positives about the programs at this point.
184	Health Care for Homeless gives me the help I need and even dentistry work they help assist me with.
185	They help you with everything
186	The treatment I was getting there before was very good. They helped me with everything I needed but now since I changed where I live it is not as easy.
187	The wait times are reasonable.
188	When I went there they were very patient with me. They were easy to work with and they seemed to really care.
189	The staff will sit you in and help provide you with the things you need.
190	THEY HELP WITH EVERYTHING. I HAVE NO COMPLAINTS.
191	The atmosphere and the way the people treat you. They are very concerned about you and your needs.
192	I can get help when I need it.
193	The hospitality was very moving I felt welcome.
194	It's a life line it helps you when you have no other resources to health care wise keep yourself healthy.
195	They helped me out with a few things. They gave me a complete medical check; they took blood and everything. But I had a problem with a dental appointment where I had to wait for two months. Other than that they have been fine.
196	Health Care for Homeless gave me good service.
197	The location is very convenient.
198	Large staff deals with different situations well.
199	I would say the atmosphere. The people there give out a good feeling that they really want to help you.
200	My therapist Selena Huey helps by being a good care provider and always listens.
201	Health Care for the Homeless helps you with your medication counselling. They also help you with housing and dentistry.
202	It is very convenient.
203	They talk to you and try to get to know what you need. They really talk to you and not just skip over things.
204	Provide services for the ones in need.
205	The staff is helpful and caring.
206	I like how fast they work.

<b>What do you like best about Health Care for the Homeless?</b>	
207	I like it because Health Care for the Homeless accepted me without insurance and helped me to get insurance. They also maintain your appts and the medication I needed until I got insurance. They helped me get insurance.
208	It's convenient and good hours of operation.
209	The people and the employees were wonderful. They help so much.
210	The clinic is very helpful and they attend to your needs as well as referrals they are very professional .
211	Great services turned my life around. Miss Judy at Baltimore office is awesome.
212	Not a thing. I have to travel all the way to Essex.
213	I am very close to my doctor. I think I can talk to him about anything. That is very important to me.
214	The counsellors were very respectful and very helpful.
215	Very low waiting time. Staff is very helpful and nice.
216	I like the location at Health Care for the Homeless because it is at a small office and it runs very officially. Also it run smoothly and they have boxes clothes food you can take what you want. If the receptionist is absent the nurse takes over as the receptionist and it still runs smoothly.
217	They are very Convenient and can talk to provider.
218	Convenient location and staff makes you feel accepted . .
219	Gave me help when you needed it .
220	They have the availability for plenty of people.
221	They usually set me up with the appointment times I need and they let me know where to go for any service I need that they do not have.
222	Not too much of a hassle for health care needs.
223	Health Care for the Homeless is convenient.
224	When they communicate about situation about medications for your situation they are understanding.
225	The Location and hours of service are very reasonable.
226	They acknowledge you when you walk in they are compassionate. They also advocate the homeless people.
227	I was treated the same day and I did not have to come back.
228	They seem to treat you well and not like transient.
229	Quality of care.
230	Because they help people in need.
231	THEY EXPLAIN EVERYTHING TO YOU SO YOU UNDERSTAND.
232	THE SERVICE IS GOOD.
233	Place to go to get care due to lack of healthcare insurance and resources.
234	BEST PROGRAM.
235	LOVE HER DOCTOR ANDPHARMACY.
236	THE WAY YOU COMMUNICATE AND THE TRUST.
237	The service is great and Health Care for the Homeless was very compassionate. They go above and beyond to assist you.
238	Quality of care and got help when needed.
239	I like that they help the homeless. That is what is most important that they help the homeless and also that they give free insurance.
240	Cost effective.
241	I like the way they run their business.
242	The wait time for your doctor was not long.
243	Mona. She's very supportive and checks on me.
244	THEY WAY THEY SAVED MY LIFE.
245	STAFF.
246	THEY HELP PEOPLE OUT WHEN THEY NEED IT.
247	THE HELP THEY PROVIDE FOR ME.

## What would you improve about Health Care for the Homeless?

<b>What would you improve about Health Care for the Homeless?</b>	
1	First time I went they helped with me getting my Medicaid. The second time I went back the doctor wasn't in. Because doctor was not in I haven't gone back. Other than that I really don't have an answer.
2	I can't say at the moment; nothing out of order.
3	I wouldn't change it at all.
4	What I would improve is when your doctor is out of building doing his or hers studies that there be another doctor who would be able to help you. Also when you go to set up appointment. I wish that it was easier and you could speak with someone.
5	Just the time they close.
6	I feel they should change how and who the give vouchers out to. I feel if you have just came home from prison and you are trying that they should give you a voucher easier.
7	They (are) about the business. I wouldn't change anything.
8	They doctors are rude and have a heavy patent load. They don't observe the patents and a lot falls through the cracks. Also you see the nurse more than doctors.
9	I would improve the staff attitudes. That's the number one thing that concerns me with healthcare. People come there for help and the staff's attitude stinks. They're not professional and were belligerent to me. Other than that I received help and care. It's just their attitudes that need to change.
10	Better case managers to work with people have the time to make appointments so you can get an appointment if you don't have an appointment.
11	Nothing.
12	The bathroom was closed one time I went there. Everybody was complaining. I had to change my baby in the doctor's office. The doctor was good there was no problem with that. The pharmacy doesn't always have what I need.
13	Nothing they good the way they are.
14	Something to show where the building is located and where they can enter.
15	I would improve the hours. Longer hours of operations and weekends.
16	I would improve linking homeless clinic to information on improving the homeless lives. When we come to the homeless clinic we are homeless because of challenges. They should have information readily available where they can go and get help like flyers.
17	Nothing.
18	More communication between the staff and the patient.
19	Faster appointments more providers.
20	Nothing everything is fine.
21	Nothing it's fine the way I see it and the staff is nice.
22	They can improve on accuracy.
23	They can improve on their availability. Sometimes a person can't get there right away and the time will cut off. Be able to contact your provider that you have built a bond with and care about your health care. If you really need to talk to them it may be a mental situation rather than a physical need.
24	Walk-in appointment times are too early in the morning.
25	I would change how hard it is to get people on the phone when I call.
26	Nothing.
27	People come to hang out. I think they are in the way of the people that need to be there to get the help.
28	Cleaning the restrooms more often. And as far outpatient try to be a little more faster because some people are really sick. Stop letting people sleep in there when they don't have appointments. And they do that in the bathroom.
29	Nothing.
30	Not right off hand I can think of.
31	NOTHING.
32	MAY BE MORE HELPFUL AND CARING TO PEOPLE BY THE SOCIAL WORKERS.
33	NOTHING.
34	BETTER AFTER HOURS ATTENTION.
35	THEY HAVEN'T BEEN ABLE TO RETURN MY PHONE CALL ABOUT TEST RESULTS.
36	NOTHING.
37	NOTHING.
38	NOTHING.

What would you improve about Health Care for the Homeless?	
39	THEY COULD PROBABLY USE MORE GRANT MONEY.
40	HELP PEOPLE WITH LIVING SITUATIONS GET HOUSING.
41	NOTHING
42	NOTHING EVERYTHING IS FINE
43	I WOULD IMPROVE THE OPTICAL PART ABOUT IT BECAUSE YOU ONLY CAN SEE THE PROVIDER ONLY ONCE EVERY TWO YEARS.
44	NOTHING REALLY EVERYTHING IS FINE.
45	NOTHING
46	I WOULD HAVE WHOEVER CLEANS THE BATHROOMS DO BETTER BUT SOMETIMES YOU GET SOME NASTY PEOPLE THAT COME IN ON THE DOWNSTAIRS FLOOR, SO I JUST THINK THEY NEED PEOPLE TO GO IN AND CLEAN THE BATHROOM UP A LITTLE BETTER. THEY NEED TO MAYBE CLEAN IT SEVERAL TIMES A DAY.
47	NOTHING. EVEYRTHING IS WONDERFUL
48	CONTINUED SERVICES NEEDED WHEN PLACED IN A PRIVATE HOME.
49	THERE ARE STILL A LOT OF HOMELESS SO THEY SHOULD LOOK FOR OTHER HOMELESS PEOPLE TO OFFER SERVICES IF THEY WOULD ACCEPT THEM.
50	THE SERVICE I GET IS FINE. GET MORE STAFF PEOPLE OR MAYBE HAVE MORE PROGRAMS LIKE WHEN THEY GIVE OUT BAG LUNCHESES WHEN YOU CAN'T GET TO THE SOUP KITCHEN.
51	THE BATHROOMS NEED TO BE CLEANED MUCH BETTER.
52	NOTHING.
53	NOTHING I WAS HONESTLY IMPRESSED BY HOW GOOD THE STAFF WAS.
54	I THINK THEY NEED MORE SECURITY WHEN PEOPLE COME IN THERE THEY ARE HIGH OFF DRUGS AND THEY WILL LEAN ALL ON YOU IF THEY ARE SITTING NEXT TO YOU.
55	I HAVEN'T HAD ANY PROBLEMS WITH THEM SO I COULDN'T SAY.
56	BETTER EQUIPMENT AVAILABLE LIKE X-RAY MACHINES RIGHT AT THE FACILITY.
57	KEEPING PEOPLE FROM SLEEPING IN FRONT OF THE BUILDING.
58	HAVE MORE FACILITIES RIGHT NOW THERE ARE ONLY 3 OR 4 AND THEY ARE SPACED OUT.
59	(NOTHING) THEY'RE DOING A GOOD JOB.
60	WORK MORE ON THE SCHEDULING AND APPOINTMENT WAIT TIMES.
61	THEY SHOULD PROVIDE BOOKS FOR YOU TO READ WHILE YOU'RE WAITING.
62	JUST TO UP MY MEDICINES THE MEDS ARE NOT STRONG ENOUGH.
63	NOTHING THEY ARE DOING A WONDERFUL JOB.
64	THE WAIT IS TOO LONG AND IF YOU MISS YOU DON'T HAVE AN APPOINTMENT ANYMORE.
65	NOTHING (MEAN) EVERYTHING IS FINE
66	NOT TOO MUCH CAUSE THEY ARE PRETTY GOOD.
67	THEY DON'T NEED ANY IMPROVEMENT
68	THE LOCATION (MEAN) IT WAS NO WAY TO PARK AT ALL
69	THERE SHOULD BE A SHORTER WAIT FOR APPOINTMENT TIMES.
70	THEY MEET MY NEEDS.
71	NOTHING REALLY. (REPEAT) SOMETIMES THERE ARE PEOPLE THERE THAT AREN'T READY TO GET YOUR HEALTH STRAIGHTENED OUT SHOULDN'T BE HANGING AROUND THE BUILDING. I WANTED TO DO WHAT I NEEDED TO DO TO GET BACK ON MY FEET.
72	NOT SURE.
73	I WOULD LIKE THE STAFF TO ALL WORK TOGETHER TO MAKE SURE THAT EVERYONE IS TAKEN CARE OF BECAUSE NORMALLY I DON'T HAVE ANY PROBLEMS BUT THE LAST TIME I WAS THERE I HAD A REALLY BAD EXPERIENCE. SHE DIDN'T DO ANYTHING FOR ME SHE ACTED LIKE SHE DIDN'T CARE. SHE ONLY CARED ABOUT HERSELF SHE DIDN'T TRY TO EXPLAIN ANYTHING TO ME OR TO TRY TO UNDERSTAND ANYTHING ABOUT MY PAIN OR WHAT I WAS GOING THERE FOR. SHE JUST DIDN'T CARE ABOUT HOW I WAS FEELING I WAS IN PAIN SHE DIDN'T CARE SO ALL THE STAFF SHOULD BE MORE CONCERNED ABOUT THE PATIENTS EVEN THOUGH THEY MIGHT NOT BE IN A GOOD MOOD.
74	THE WAIT TIME IS TOO LONG.
75	THE STAFF NEEDS TO BE MORE SENSITIVE TOWARDS PATIENTS FEELINGS (MEAN) NO CONCERN AT ALL ON HOW THEY'RE DOING.
76	THE KIDS PLAY AREA CAN JUST BE KEPT A LITTLE CLEANER.
77	NO I DON'T.



<b>What would you improve about Health Care for the Homeless?</b>	
78	THERE SHOULD BE MORE HELP IF THEY ANSWER YOUR PHONE CALLS. IT TAKES AWHILE FOR THEM TO GET BACK IN TOUCH WITH YOU WHEN YOU CALL THEM FASTER REACHING OUT TO THE PATIENTS.
79	NOTHING.
80	IF THERE'S LESS TIME TO WAIT IF THERE'S NO APPOINTMENT.
81	NOTHING.
82	NOTHING.
83	OPERATING HOURS.
84	NOTHING TO IMPROVE.
85	TO HELP ALL THE OTHER PEOPLE THAT'S OUT THERE BUT IT'S UP TO THEM TO COME IN AND ASK FOR HELP.
86	NOTHING EVERYTHING WAS FINE FOR THE TWO VISITS.
87	I CANT THINK OF ANYTHING I WOULD IMPROVE.
88	THE BATHROOM IS TRIFLING. SOMEONE NEEDS TO TEND TO THE BATHROOMS BECAUSE THEY ARE DEALING WITH THE HOMELESS. NEEDS TO BE CLEANED EVERY HOUR.
89	ONLY THAT THE WAIT TIMES ARE TOO LONG.
90	THE BATHROOMS ARE NOT CLEANED ENOUGH THEY NEED TO BE CLEANED MORE.
91	WITH THE FRONT DOOR THERE ARE THE PEOPLE THAT'S OUT THERE LAYING ON THE STEPS THAT'S MY MAIN ISSUE.
92	NOTHING I'M COMPLETELY SATISFIED.
93	NOTHING OTHER THAN HELPING GET EXTRA FUNDING SO THEY CAN HELP MORE.
94	IF MY OWN DOCTOR IS SOUGHT AND USED I CAN NOT USE THE FACILITY ANY LONGER.
95	THE CONDITIONS OF THE BATHROOMS ARE HORRIBLE.
96	I WAS WAITING FOR A REFERRAL FOR FOUR MONTHS.
97	WELL IF THE DOCTORS WOULD JUST CARE A LITTLE BIT MORE ABOUT THE PEOPLE BECAUSE SOMETIMES PEOPLE REALLY NEED THE HELP BIT. I FEEL LIKE THEY DON'T GET THE HELP BUT OTHER PEOPLE GET IT AND THEY DON'T REALLY NEED IT BUT IT'S HARD TO DEFINE WHO REALLY DOES NEEDS IT AND SO THAT'S A PRETTY HARD QUESTION.
98	NOTHING.
99	NOTHING.
100	NOTHING AT ALL IT'S FINE AS IT IS.
101	HAVE EARLIER APPOINTMENTS.
102	NOTHING.
103	NOTHING.
104	MORE SUFFICIENT PROCESS FOR ALL VISITORS TO CUT DOWN THE WAITING LINES.
105	IF YOU COME IN TO SIGN UP FOR HEALTHCARE YOU HAVE TO GET THERE REALLY EARLY CAUSE OF THE WAITS.
106	NOTHING
107	THERE ARE ONLY CERTAIN TIMES TO CHECK IN AND IF YOU MISSED TIMES, YOU HAD TO CHECK IN AGAIN AT 1:45.
108	NOTHING
109	I COULDN'T SAY THAT I CAN MAKE AN IMPROVEMENT.
110	HONESTLY THE BATHROOMS IN THE DOWNSTAIRS AREA. (ELSE) THE ODOR IN THE WAITING AREA SMELLS LIKE HEAVY URINE. (ELSE) THE SECURITY GUARDS ARE MORE ONGUARD AS FAR AS THEIR JOBS AND THEY'RE RUDE NEED TO BE MORE PATIENT AND UNDERSTANDING.
111	INCREASE SECURITY PERSONEL.
112	NOTHING.
113	BEING ABLE TO MAKE A CONNECTION WITH PEOPLE REGARDLESS OF THE OTHER SERVICES LIKE HAVING THERAPY THERE OR MISMANGEMENT. THEY DIDN'T HELP ME BECAUSE I COULDN'T BE A PART OF ONE OF THEIR MAJOR PROGRAMS BECAUSE I WASN'T AN ADDICT AND THE FACT THAT I HAVE A THERAPIST AND A PRIMARY DOCTOR I COULDN'T GET THE CARE THAT I NEEDED. AT LEAST ONE PART OF THEIR MAJOR SERVICES THEY COULDN'T HELP ME.
114	NOTHING.
115	GET 10 MORE BUILDINGS, 10 TIMES MORE STAFF, AND HAVE THE ABILITY TO SERVE MORE PEOPLE. THEN THERE WILL BE A SHORT WAIT. IT WAS REALLY HARD; I HAD TO COME BACK 3 TIMES BEFORE I COULD GET SERVICE BECAUSE THEY TOOK SO LONG I HAD TO GO TO WORK. THE PLACE COULD BE MUCH CLEANER THERE WERE JUNKIES ALL IN THE WAITING ROOM. IT NEEDS MORE SECURITY. I AM CERTAIN THAT THE STAFF IS DOING THE BEST JOB THEY CAN.

<b>What would you improve about Health Care for the Homeless?</b>	
116	NOT SURE THEY DO A GREAT JOB!
117	THEY NEED TO HAVE BETTER RESOURCES FOR PEOPLE. NO ONE THERE COULD HELP ME WITH MY HOMELESSNESS. THEY REFERRED ME TO LEGAL AID WHO COULDN'T HELP ME EITHER. THEY NEED BETTER RESOURCES FOR PEOPLE.
118	NOTHING
119	NOTHING
120	MORE ATTENTION TO HELPING THE HOMELESS GET HOUSING.
121	NO ANSWERS READILY WHEN YOU CALL AND MISSED APPTS TAKE LONG TO APPLY AGAIN
122	CASE MANAGEMENT. I FEEL LIKE THEY PICK AND CHOOSE WHOSE SERVICE THEY JUDGE IS WORTHY OF EXPEDITING. THERE SHOULD BE SOMEONE OVERSEEING THE CASE MANAGEMENT.
123	THEY NEED HELP WITH KEEPING THE BATHROOMS CLEAN AROUND THE CLOCK.
124	I HAVE NO SUGGESTIONS AT THIS TIME.
125	I DO NOT HAVE ANY SUGGESTIONS AT THIS TIME.
126	HEALTH CARE FOR THE HOMELESS JUST NEEDS TO SPREAD THE WORD. THEY COULD OFFER PAMPHLETS SO PEOPLE ARE AWARE OF THE PROGRAM. MANY THINK IT'S JUST FOR THE HOMELESS BUT IT'S NOT. HEALTH CARE FOR THE HOMELESS OFFERS HELP WITH DOCTORS THERAPISTS HOUSING IDS AND MUCH MORE.
127	I would improve the hours of operations.
128	ONE SUGGESTION I HAVE WOULD BE TO KEEP THE BATHROOMS CLEANER.
129	I don't have any suggestions. I had no problems with the service provided by Health Card for the Homeless.
130	I HAVE NO SUGGESTIONS AT THIS TIME.
131	I DO NOT HAVE ANY SUGGESTIONS AT THIS TIME.
132	I would like to see if Health Care for the Homeless could help seniors that have some income get senior apartments for living quarters so that the homeless shelter would have more openings for the homeless who are sick.
133	I would like to see more doctors available.
134	I HAVE NO SUGGESTIONS AT THIS TIME.
135	I HAVE NO SUGGESTIONS AT THIS TIME.
136	HEALTH CARE FOR THE HOMELESS COULD KEEP THEIR BATHROOMS CLEANER.
137	HEALTH CARE FOR THE HOMELESS COULD IMPROVE UPON THE EASE OF OBTAINING APPOINTMENTS FOR MENTAL HEALTH VISITS.
138	I am satisfied with everything.
139	Nothing I am satisfied with everything
140	HEALTH CARE FOR THE HOMELESS COULD OFFER MORE HEALTH CARE PROVIDERS.
141	I would like to see more security at the clinic
142	They need better communication when it comes to important documents.
143	I would like to see if there is anything I could do for others like they have done for me. It would be nice if I could go there and help out now that I am doing better.
144	The staff should be more exceptional.
145	I think that maybe they could add another location.
146	There are times when the wait time is long and sometimes you could be waiting in line and they think you did not show up for your appointment and put you down as a no show so they need to work on that.
147	I don't feel anything needs to be improved
148	They need to Create more jobs. They should hire some of the people that they are cleaning up.
149	The doctor would not approve anything. They need to approve more health care services.
150	The main lobby could be kept cleaner and the bathrooms could be kept cleaner as well.
151	Improve the appointment process. They tell you they will mail it to you yet never do so.
152	They need to make sure people are in the right lines.
153	The bathrooms need to be cleaned more often.
154	NOTHING.
155	I can't think of anything I am very satisfied with everything they do.
156	They need to advertise more and do some commercials.
157	NOT SURE.
158	They need to give them more money so they can help more people.
159	TO GET SATELLITES IN DIFFERENT PARTS OF THE CITY.

<b>What would you improve about Health Care for the Homeless?</b>	
160	They need to do something with the people hanging around in the lobby and the bathrooms.
161	We need more access to speak to our providers.
162	I want them to provide a hall.
163	I would say to have less junkies there. I just don't like to be around them. Maybe they could set up a separate area for them.
164	They need to have less wait times.
165	They need to get more staff.
166	The bathrooms need to be cleaned.
167	NOTHING
168	n/a
169	They need to make it easier to make a appointment.
170	They leave the air conditioner on all the time. That makes people get sick.
171	I would not know at this point right now.
172	The employees' salaries need to be higher. They need more federal funding for the program. .
173	They need to provide better service in the waiting area.
174	The waiting time for appointments sometimes it is long and other times it is short. They need to come up with a better system so that if it is going to be a long wait they can let you know instead of just sitting there. They could also do something about the chairs which are very uncomfortable.
175	Some of the doctors NEED TO BE MORE UNDERSTANDING. Some of the doctors to be more understanding.
176	The bathrooms need to be a lot cleaner than they are.
177	They need to do something with the homeless outside of the building.
178	They need better organization in the waiting rooms.
179	They need to get better at getting back in touch with people.
180	The front desk Is very disrespectful to them. They look down upon people less fortunate than them.
181	The cleanliness of the outside the of the facility.
182	n/a
183	Waiting room setup as well as handling of incoming patients there appears to be a lack of concern for schedule. This has been a concern thru out my process. Having long wait times consistently hours late at a time from 9am appointment getting seen by 3pm.
184	The length of time you wait to be seen for your visit.
185	Nothing.
186	I would like for them to be able to answer the phone. It seems like I am no longer on their priority list since I had to change locations and had to stop going there for a while.
187	Equipment was more up to date.
188	I can't think of anything for them to improve on. No I can't think of anything.
189	No there is not anything I feel needs to be approved.
190	More attentive to housing needs.
191	Nothing. No, I can't think of anything to improve.
192	Nothing.
193	nothing
194	No places for improvement at this I feel they do well for the people they help.
195	I would say just to keep appointments when scheduled. I had to wait two months for a dental appointment.
196	No there isn't anything I would like to improve.
197	Nothing.
198	Waiting area can be a little cleaner in appearance, chairs can be moved around to fit other needs, and greeting patients when they arrive.
199	I would say they need to get better at working together. Sometimes it seems that the right hand doesn't know what the left hand is doing.
200	I would provide a cleaner environment for waiting area and I want housing to be more available a little faster .
201	I would like Health Care for the Homeless. They need to improve more housing.
202	Scheduling for appointments.
203	I can't think of anything they need to improve. No I can't think of anything except maybe clean the bathrooms better.

<b>What would you improve about Health Care for the Homeless?</b>	
204	I think there should be improvements in referrals and more physicians and staff to help the large amount of patients.
205	Nothing.
206	I would like them to improve on how they do their methods on their housing.
207	No. There is not anything needed to improve with Health Care for the Homeless.
208	The facility cleanliness needs improvement.
209	Bigger facility.
210	Nothing. The issue has to do with outside the building and smoking.
211	Hire second receptionist.
212	I need a closer location to help me get the help I need and getting an appointment.
213	I would say more space but I think they are already working on that to either move to a new location or change the one they have.
214	Nothing.
215	They should have more seating in the waiting room.
216	No I cannot say so.
217	Nothing.
218	Nothing.
219	Nothing at all to improve.
220	Nothing.
221	The lines in the morning are really long so maybe they could change the way they schedule the appointments.
222	A location near to me and stop the debating about what my healthcare needs are. Stop providing meds that I don't need.
223	I will not want to improve anything.
224	Try to understand that communication barriers exist for needs of the patient.
225	More locations.
226	They need more staffing for improvement of services.
227	They need more doctors so they can assist more people.
228	It would be nice if there was another office in other places nearby.
229	Make office and waiting area bigger.
230	Can't think of a single thing they can do also I feel they do a great job .
231	NOT AT THE MOMENT.
232	KEEP THE PATIENT'S PROPERTY SAFE.
233	Location is somewhat far for me also staffing could be better.
234	NOTHING
235	NO
236	NO
237	No everything fell right in place everything were good me.
238	Response on homeless requests.
239	I can't think of anything they need to improve on. No nothing.
240	Take better of toilet facilities seats especially.
241	I would like them to be better coordinate and organized.
242	The acceptance of me going to the facility all the time.
243	Their dental is too long of a wait.
244	NO.
245	MORE EXPERIENCED PROVIDERS.
246	MORE RESOURCES.
247	BIGGER PLACE.