

FeedTrail Quarterly Report

April 2025



Agenda

1. What is FeedTrail
2. Question Set
3. Organization Level Data
4. 2025 Reporting Roll Out Plan



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 shining the light moments and client service requests (complaints)



Question Set

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



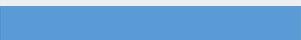
I was able to get this appointment as soon as I needed



The person who assisted you during the check-in process



The wait time to see



The overall experience with



Your treatment goals were met during the visit



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?



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



Staff included

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



Organization Level Data



HEALTH
CARE for the
HOMELESS



Q1 Response Rate and Overall Experience

Response Rate

22%

(1497/6833)

Overall Experience Rate

82%

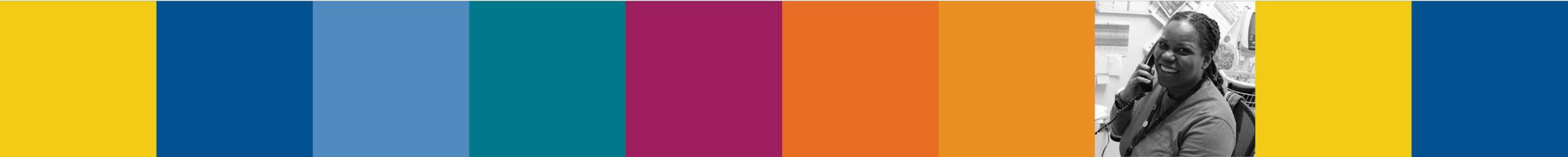
scored 5 out of 5

(659/804)



Communication Question Responses

Question		% Clients that selected 5 out of 5
Your ability to communicate with the practice		82% (654/804); Avg Score 4.67
		% Clients that selected item in list of options
What ways could we improve on communication	Telling me about my test results sooner	15% (5/33)
	Informing me about changes	15% (5/33)
	Calling back in a timely manner	24% (8/33)
	Other	45% (15/33)



Appointment Access Question Responses

Question		% Clients that selected 5 out of 5
Ability to get this appointment as soon as needed		75% (598/797); Avg Score 4.51
		% Clients that selected item in list of options
What would help you get an appointment sooner?	More convenient locations	4% (2/48)
	More availability of appointments during regular business hours	50% (24/48)
	Extended hours on nights and weekends	15% (7/48)
	Assistance with obtaining transportation to my appointment	8% (4/48)
	Other	22% (11/48)



Check-in Process Question Responses

Question		% Clients that selected 5 out of 5
The person who assisted you during the check-in process		78% (618/793); Avg Score 4.59
		% 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	18% (5/28)
	Maintain a professional and respectful demeanor	29% (8/28)
	Inform of potential wait times or delays	7% (2/28)
	Greet in a warm and friendly manner	14% (4/28)
	Other	32% (9/28)
The wait time to see the provider		5 out of 5: 77% (601/780); Avg Score 4.6



Provider Experience Question Responses

Question		% Clients that selected 5 out of 5
The overall experience with the provider		88% (691/785); Avg Score 4.75
Treatment goals were met during the visit		83% (616/742); Avg Score 4.67
		% Clients that selected item in list of options
What ways could we improve clinical care	Engage with me more on my goals and expectations	4% (1/27)
	Better explain treatments or procedures	15% (4/27)
	Better explain referrals	7% (2/27)
	Better explain medications	7% (2/27)
	Other	44% (12/27)
	Multiple Items Selected	19% (5/27)
What could the provider have done better	Spend more time with me	8% (2/25)
	Listen to and understand my concerns	24% (6/25)
	Involve me in decisions about my care	8% (2/25)
	Explain things in a way I understand	8% (2/25)
	Other	52% (13/25)

Barriers to Care Question Responses

Question	% 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	72% (152/213)
	I could not speak to someone in my preferred language or could not get an interpreter	7% (14/213)
	I could not find services at a location that worked for me	8% (16/213)
	I could not find services at a time that worked for me	45% (95/213)
	Multiple Items Selected	12% (26/213)



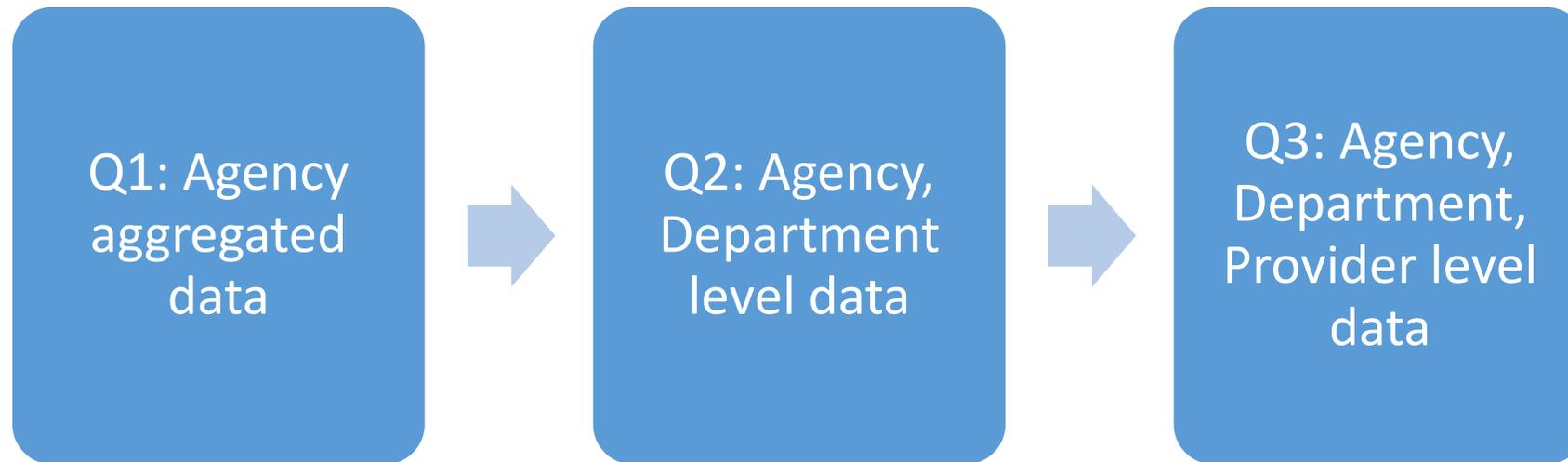
Overall Experience and Kudos Question Responses

Question	Response
How likely are you to recommend HCH to a friend or family member?	78% (607/778) scored 10 out of 10; 11% (70/778) scored 9 out of 10
Is there anyone that went above and beyond for you during your appointment that you would like to recognize?	Yes: 57% (345/606)

**Note: “I received fair treatment regardless of my race and/or ethnicity” and “I received care in a way that respected my culture and background” were added in April 2025 so do not have data in this report*



General Roll Out Plan for FeedTrail Reporting



Thanks!

Reach out to Lisa Hoffmann with questions
lhoffmann@hchmd.org

