

# FeedTrail Quarterly Report

## Q2 2025

July 2025



# Agenda

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



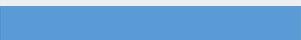
**I was able to get this appointment as soon as I needed**



**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**

**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

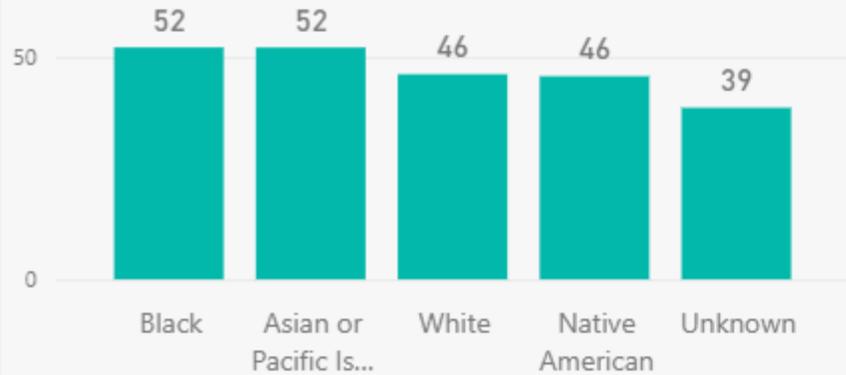


# Organization Level Data

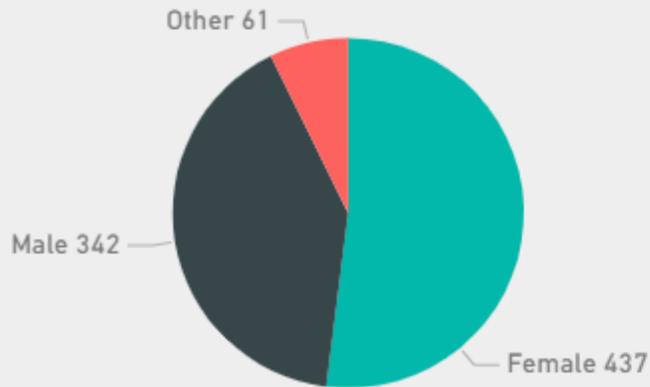


# Q2 Demographics

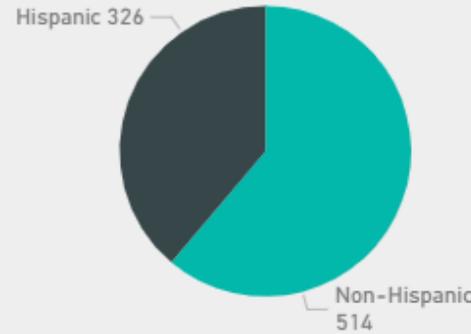
Average Age by Race



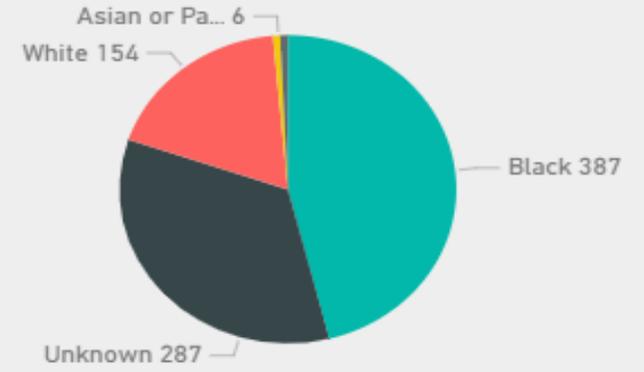
Gender



Ethnicity



Race



Race	Avg Age at Encounter	Surveys Sent	Survey Links Total Used Count	Response Rate
Asian or Pacific Islander	52.2	105	6	5.7%
Black	52.2	6,802	387	5.7%
Native American	45.7	83	6	7.2%
Unknown	38.6	3,627	280	7.7%
White	46.1	2,576	154	6.0%
<b>Total</b>	<b>47.2</b>	<b>13,193</b>	<b>833</b>	<b>6.3%</b>

Gender	Avg Age at Encounter	Surveys Sent	Survey Links Total Used Count	Response Rate
Female	43.6	5,877	437	7.4%
Male	49.5	6,097	342	5.6%
Other	53.0	1,219	54	4.4%
<b>Total</b>	<b>47.2</b>	<b>13,193</b>	<b>833</b>	<b>6.3%</b>

# Average Score per Question Category by Race

Question Category	Asian or Pacific... n = 6	Black n = 387	Native American n = 6	Includes Hispanic/Latinx population Unknown n = 280	White n = 154
Overall Organization	10.0	9.5	9.0	9.4	9.3
Provider Experience/Communication	10.0	9.3	9.7	9.5	9.2
Quality of Care	8.0	9.0	9.0	9.5	9.2

Key

Better compared to previous quarter

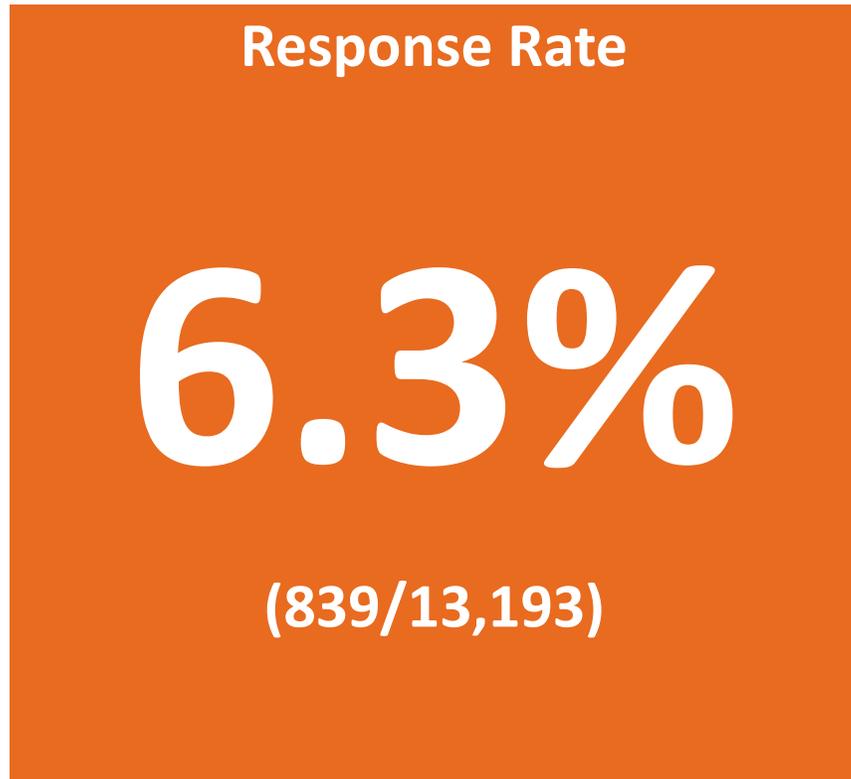
Worse compared to previous quarter



Better compared to previous quarter

Worse compared to previous quarter

## Q2 Response Rate and Overall Experience



Q1 comparison: 82% (659/804)



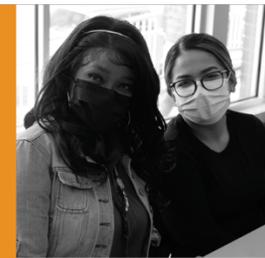
# Communication Question Responses

Question		Q1: % Clients that selected 5 out of 5	Q2: % Clients that selected 5 out of 5
Your ability to communicate with the practice		<b>82%</b> (654/804); Avg Score 4.67	<b>84%</b> (664/790); Avg Score 4.72
		<b>% Clients that selected item in list of options</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	<b>15%</b> (5/33)	<b>0%</b> (0/19)
	Informing me about changes	<b>15%</b> (5/33)	<b>26%</b> (5/19)
	Calling back in a timely manner	<b>24%</b> (8/33)	<b>16%</b> (3/19)
	Other	<b>45%</b> (15/33)	<b>58%</b> (11/19)



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

1. “Listening to the patient”
2. “Unable to make follow up appointment, was not given referral to neurologists, was not given refills for meds”
3. “I felt that I wasn't heard at all and that she was more concentrated on giving me medication for a secondary diagnosis and not to address any other options for my [other conditions]”



# Appointment Access Question Responses

Question		Q1: % Clients that selected 5 out of 5	Q2: % Clients that selected 5 out of 5
Ability to get this appointment as soon as needed		<b>75%</b> (598/797); Avg Score 4.51	<b>79%</b> (629/797); Avg Score 4.6
		<b>% Clients that selected item in list of options</b>	<b>% Clients that selected item in list of options</b>
What would help you get an appointment sooner?	More convenient locations	<b>4%</b> (2/48)	<b>3%</b> (3/30)
	More availability of appointments during regular business hours	<b>50%</b> (24/48)	<b>47%</b> (14/30)
	Extended hours on nights and weekends	<b>15%</b> (7/48)	<b>3%</b> (3/30)
	Assistance with obtaining transportation to my appointment	<b>8%</b> (4/48)	<b>13%</b> (4/30)
	Other	<b>22%</b> (11/48)	<b>33%</b> (10/30)



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

1. “ I made an appointment with my provider, which was not honored”
2. “Have to see a dentist no appointment available unless walk in first come first serve”
3. “Have Been their weekly for 3weeks but haven’t been seen”
4. “Me gustaba ir ahí pero ya no calificamos doló porque fui al lugar y era por llamada telefónica y solo porque fuimos en persona no calificamos;  
translation: “I used to like going there but we no longer qualify because I went to the place and it was supposed to be by phone call, and just because we went in person we didn't qualify.”



# Check-in Process Question Responses

Question		Q1: % Clients that selected 5 out of 5	Q2: % Clients that selected 5 out of 5
The person who assisted you during the check-in process		<b>78%</b> (618/793); Avg Score 4.59	<b>83%</b> (650/783); Avg Score 4.6
		<b>% Clients that selected item in list of options</b>	<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	<b>18%</b> (5/28)	*please note these were inadvertently removed from the survey and will be replaced in Q3
	Maintain a professional and respectful demeanor	<b>29%</b> (8/28)	
	Inform of potential wait times or delays	<b>7%</b> (2/28)	
	Greet in a warm and friendly manner	<b>14%</b> (4/28)	
	Other	<b>32%</b> (9/28)	
The wait time to see the provider		<b>5 out of 5: 77%</b> (601/780); Avg Score 4.6	<b>5 out of 5: 79%</b> (619/783); Avg Score 4.62

# Provider Experience Question Responses

Question		Q1: % Clients that selected 5 out of 5	Q2: % Clients that selected 5 out of 5
The overall experience with the provider		<b>88%</b> (691/785); Avg Score 4.75	<b>89%</b> (697/783); Avg Score 4.77
Treatment goals were met during the visit		<b>83%</b> (616/742); Avg Score 4.67	<b>84%</b> (582/693); Avg Score 4.66
		% Clients that selected item in list of options	% Clients that selected item in list of options
What ways could we improve clinical care	Engage with me more on my goals and expectations	<b>4%</b> (1/27)	<b>54%</b> (15/28)
	Better explain treatments or procedures	<b>15%</b> (4/27)	<b>21%</b> (6/28)
	Better explain referrals	<b>7%</b> (2/27)	<b>36%</b> (10/28)
	Better explain medications	<b>7%</b> (2/27)	<b>14%</b> (4/28)
	Other	<b>44%</b> (12/27)	<b>43%</b> (12/28)
What could the provider have done better	Spend more time with me	<b>8%</b> (2/25)	*please note these were inadvertently removed from the survey and will be replaced in Q3
	Listen to and understand my concerns	<b>24%</b> (6/25)	
	Involve me in decisions about my care	<b>8%</b> (2/25)	
	Explain things in a way I understand	<b>8%</b> (2/25)	
	Other	<b>52%</b> (13/25)	

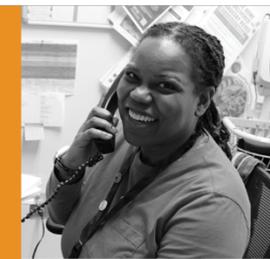
# What ways could we improve clinical care: *Other Responses*

1. “I need assistance through my insurance with wheelchair access or more something of a more medical support than just a walker people that's going to help me purchase on a wheelchair to access to my insurance company and for people to help me when I need especially asking for a sisters and my finances because I'm an assistant living and I'm not satisfied with it at all”



# Barriers to Care Question Responses

Question		Q1: % Clients that selected item in list of options	Q2: % 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	<b>72%</b> (152/213)	<b>64%</b> (136/212)
	I could not speak to someone in my preferred language or could not get an interpreter	<b>7%</b> (14/213)	<b>15%</b> (32/212)
	I could not find services at a location that worked for me	<b>8%</b> (16/213)	<b>33%</b> (70/212)
	I could not find services at a time that worked for me	<b>45%</b> (95/213)	<b>19%</b> (40/212)



# Overall Experience and REI Question Responses

Question	Q1 Response	Q2 Response
How likely are you to recommend HCH to a friend or family member?	<b>78%</b> (607/778) scored 10 out of 10; <b>11%</b> (70/778) scored 9 out of 10	<b>82%</b> (617/753) scored 10 out of 10; <b>7%</b> (53/753) scored 9 out of 10
		<b>% Clients that selected 5 out of 5</b>
I received fair treatment regardless of my race and/or ethnicity	Rolled out at end of April 2025	<b>88%</b> (542/617)
I received care in a way that respected my culture and background		<b>88%</b> (532/604)



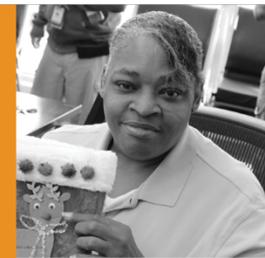
# Written explanations for “I received fair treatment regardless of my race and/or ethnicity”

1. “Porque asen los que se le da la gana cada paciente se merece que lo atiendan bien pero fue muy enojada la que nos dijo que no calificamos” translation: “Because they do whatever they want, each patient deserves to be treated well, but the one who told us that we don't qualify was very angry.”
2. “No treatment”
3. “Because I got a hotel”
4. “I never received any help for what I came in for”
5. “I was told that a taxpayer green card has no chance of food stamps benefits unless you're citizen, what I heard is that The place is NGO I demand explanation please sir/ma”
6. “I feel that if I was of a different culture Would not be going through this”
7. “[provider] is a racist”
8. “I felt that the lady I saw for my psychiatry appointment was very judgmental and has it unrealistic Expectations for me and a can a completely ungenue attitude. I felt she was very close-minded.”
9. “Service was terrible took my information and didn't help me with finding housing”



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

1. “Blacks are always treated differently”
2. “4day not seen the doctor yet”
3. “And I said I thought she was very close-minded and had a very One-sided view of my beliefs. I also felt that she recommended medication that was completely Inappropriate for my diagnosis.”
4. “I didn’t receive care that I needed”



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

**Yes: 59% (360/611)**



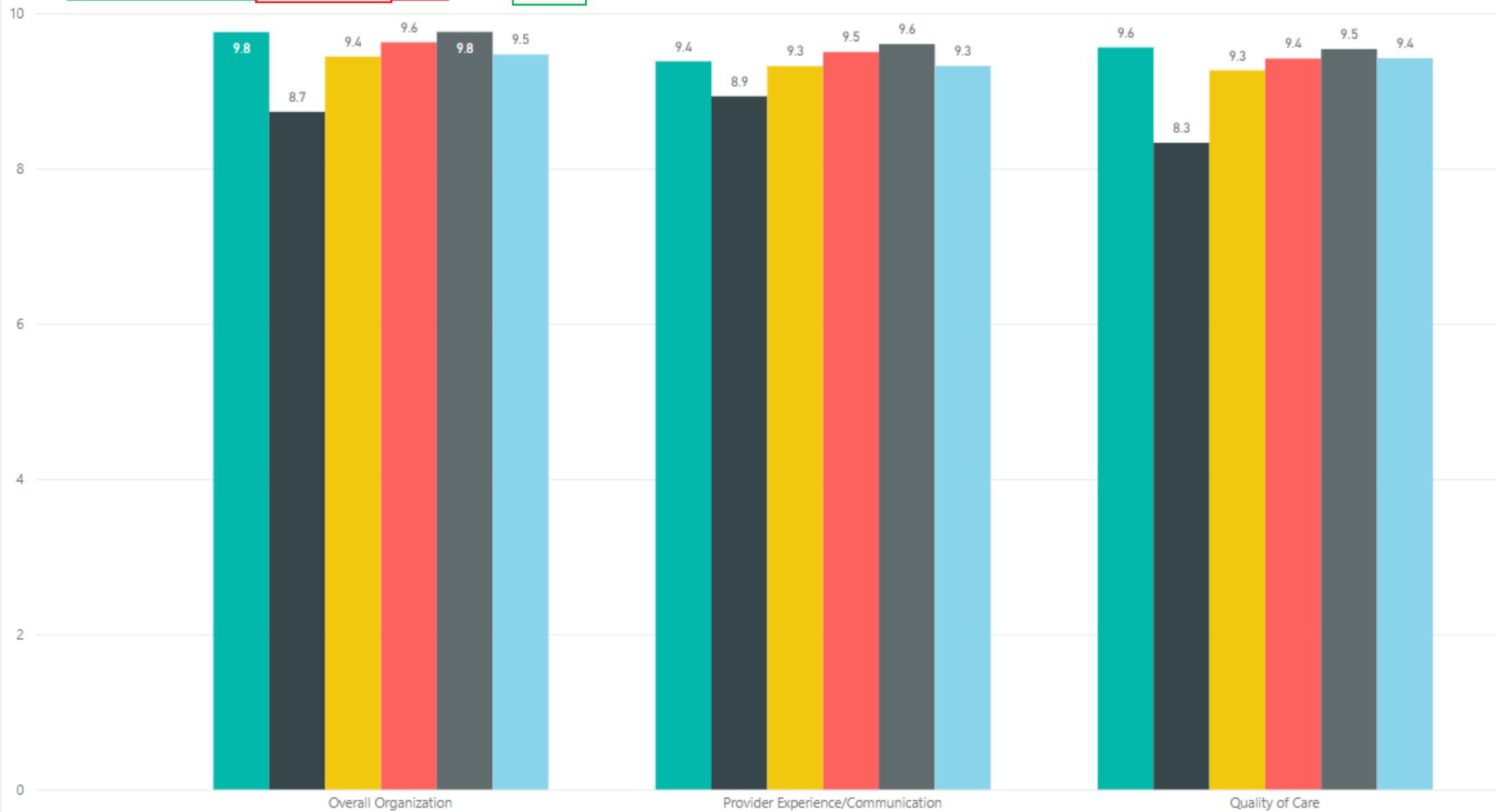
## Department Level Data (NEW!)



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### QUESTION CATEGORY - AVG SCORE AND TOTAL RESPONSES

Location ● Behavioral Health Therapist ● Case Management ● Dental ● Medical ● Nursing ● Psychiatry



# Provider Experience Question Responses: Medical

Question		Q2: % Clients that selected 5 out of 5
The overall experience with the provider		<b>92%</b> (284/309); Avg Score 4.84
Treatment goals were met during the visit		<b>86%</b> (224/261); Avg Score 4.75
		% Clients that selected item in list of options
What ways could we improve clinical care	Engage with me more on my goals and expectations	<b>29%</b> (2/7)
	Better explain treatments or procedures	<b>29%</b> (2/7)
	Better explain referrals	<b>29%</b> (2/7)
	Better explain medications	<b>14%</b> (1/7)
	Other	<b>29%</b> (2/7)
What could the provider have done better	Spend more time with me	*please note these were inadvertently removed from the survey and will be replaced in Q3
	Listen to and understand my concerns	
	Involve me in decisions about my care	
	Explain things in a way I understand	
	Other	

*Low denominators*

## Medical “What ways could we improve clinical care:” Other Responses

1. “Did not have patients current blood work to discuss and told me that she did not have time to pull up Even though she knew patient had been recently hospitalized”



# Provider Experience Question Responses: Nursing

Question		Q2: % Clients that selected 5 out of 5
The overall experience with the provider		<b>92%</b> (80/87); Avg Score 4.89
Treatment goals were met during the visit		<b>87%</b> (68/78); Avg Score 4.79
		% Clients that selected item in list of options
What ways could we improve clinical care	Engage with me more on my goals and expectations	<b>100%</b> (1/1)
	Better explain treatments or procedures	<b>0%</b> (0/1)
	Better explain referrals	<b>100%</b> (1/1)
	Better explain medications	<b>0%</b> (0/1)
	Other	<b>0%</b> (0/1)
What could the provider have done better	Spend more time with me	*please note these were inadvertently removed from the survey and will be replaced in Q3
	Listen to and understand my concerns	
	Involve me in decisions about my care	
	Explain things in a way I understand	
	Other	

*Low denominators*

# Provider Experience Question Responses: Case Management

Question		Q2: % Clients that selected 5 out of 5
The overall experience with the provider		<b>81%</b> (131/162); Avg Score 4.54
Treatment goals were met during the visit		<b>74%</b> (109/148); Avg Score 4.32
		<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	<b>67%</b> (10/15)
	Better explain treatments or procedures	<b>13%</b> (2/15)
	Better explain referrals	<b>33%</b> (5/15)
	Better explain medications	<b>13%</b> (2/15)
	Other	<b>40%</b> (6/15)
What could the provider have done better	Spend more time with me	*please note these were inadvertently removed from the survey and will be replaced in Q3
	Listen to and understand my concerns	
	Involve me in decisions about my care	
	Explain things in a way I understand	
	Other	

## CM “What ways could we improve clinical care:” Other Responses

1. “Listen to the person first”
2. “Guide the new patient, how to go about waiting”
3. “Thriughing us one category”
4. “Cómo puedo aser para calificar”; translation: “how can I qualify?”
5. “I have been waiting for my birth certificate for 2 years. I finally called them and they said that I owed \$6 towards the order to get it overnight by UPS. It should be there by Monday April 14 2025. I will check back then”

*Additional selections marked “other” did not include client entered free text*



# Provider Experience Question Responses: Dental

Question		Q2: % Clients that selected 5 out of 5
The overall experience with the provider		<b>90%</b> (78/87); Avg Score 4.83
Treatment goals were met during the visit		<b>82%</b> (59/72); Avg Score 4.68
		<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	<b>0%</b> (0/0)
	Better explain treatments or procedures	<b>0%</b> (0/0)
	Better explain referrals	<b>0%</b> (0/0)
	Better explain medications	<b>0%</b> (0/0)
	Other	<b>0%</b> (0/0)
What could the provider have done better	Spend more time with me	please note these were inadvertently removed from the survey and will be replaced in Q3
	Listen to and understand my concerns	
	Involve me in decisions about my care	
	Explain things in a way I understand	
	Other	

## Dental “What ways could we improve clinical care:” Other Responses

1. “The third-party connected to my treatment made a huge blunder that set my treatment back besides that the care that I received was extremely pleasant.”



# Provider Experience Question Responses: Behavioral Health

Question		Q2: % Clients that selected 5 out of 5
The overall experience with the provider		<b>87%</b> (75/86); Avg Score 4.8
Treatment goals were met during the visit		<b>89%</b> (75/84); Avg Score 4.81
		<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	<b>0%</b> (0/1)
	Better explain treatments or procedures	<b>0%</b> (0/1)
	Better explain referrals	<b>0%</b> (0/1)
	Better explain medications	<b>0%</b> (0/1)
	Other	<b>100%</b> (1/1)
What could the provider have done better	Spend more time with me	*please note these were inadvertently removed from the survey and will be replaced in Q3
	Listen to and understand my concerns	
	Involve me in decisions about my care	
	Explain things in a way I understand	
	Other	

## BH “What ways could we improve clinical care:” Other Responses

1. “Allow staff to be available for walk-ins”



# Provider Experience Question Responses: Psychiatry

Question		Q2: % Clients that selected 5 out of 5
The overall experience with the provider		<b>92%</b> (48/52); Avg Score 4.81
Treatment goals were met during the visit		<b>92%</b> (46/50); 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	<b>100%</b> (2/2)
	Better explain treatments or procedures	<b>100%</b> (2/2)
	Better explain referrals	<b>100%</b> (2/2)
	Better explain medications	<b>50%</b> (1/2)
	Other	<b>50%</b> (1/2)
What could the provider have done better	Spend more time with me	*please note these were inadvertently removed from the survey and will be replaced in Q3
	Listen to and understand my concerns	
	Involve me in decisions about my care	
	Explain things in a way I understand	
	Other	

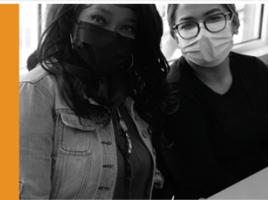
# FQHC Benchmarked Data



# FQHC Comparison for Q2

Of 83 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?	83.75, max score of 100	753	50th
The overall experience at Health Care for the Homeless	4.73, max score of 5	802	25 <sup>th</sup>
I was able to get this appointment as soon as I needed	4.6, max score of 5	797	25 <sup>th</sup>
The overall experience with [provider's name]	4.77, max score of 5	783	25 <sup>th</sup>
The wait time to see [provider's name]	4.62, max score of 5	783	25 <sup>th</sup>
The person who assisted you during the check-in process	4.69, max score of 5	783	25 <sup>th</sup>



# General Roll Out Plan for FeedTrail Reporting

Q1: Agency  
aggregated  
data



Q2: Agency,  
Department,  
Benchmarked  
level data



**Thanks!**

Reach out to Lisa Hoffmann with questions  
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