

Patient Experience Survey Report

Fall 2018



New River Health Association
All Sites

Prepared by:  **Primary Care Association**
Miles Ahead of the Curve...Minutes Away From Home



The West Virginia Primary Care Association (WVPCA) recognizes that patient experience is one of the top priorities of health centers. The patient experience is an integral component of Patient-Centered Medical Home (PCMH) recognition and, more importantly, is a driver to improve patient engagement, patient care outcomes and patient retention. Everyone has a role in the patient journey: from the front office staff to the CEO and clinical staff. By putting the emphasis on a patient's care experience — including: respect, partnership, shared decision making, well-coordinated transitions, and efficiency — health centers will see improvements in their patient satisfaction survey data.

Patient Experience Surveys are collected on a biannual basis. This report provides data specific to New River - All Sites.

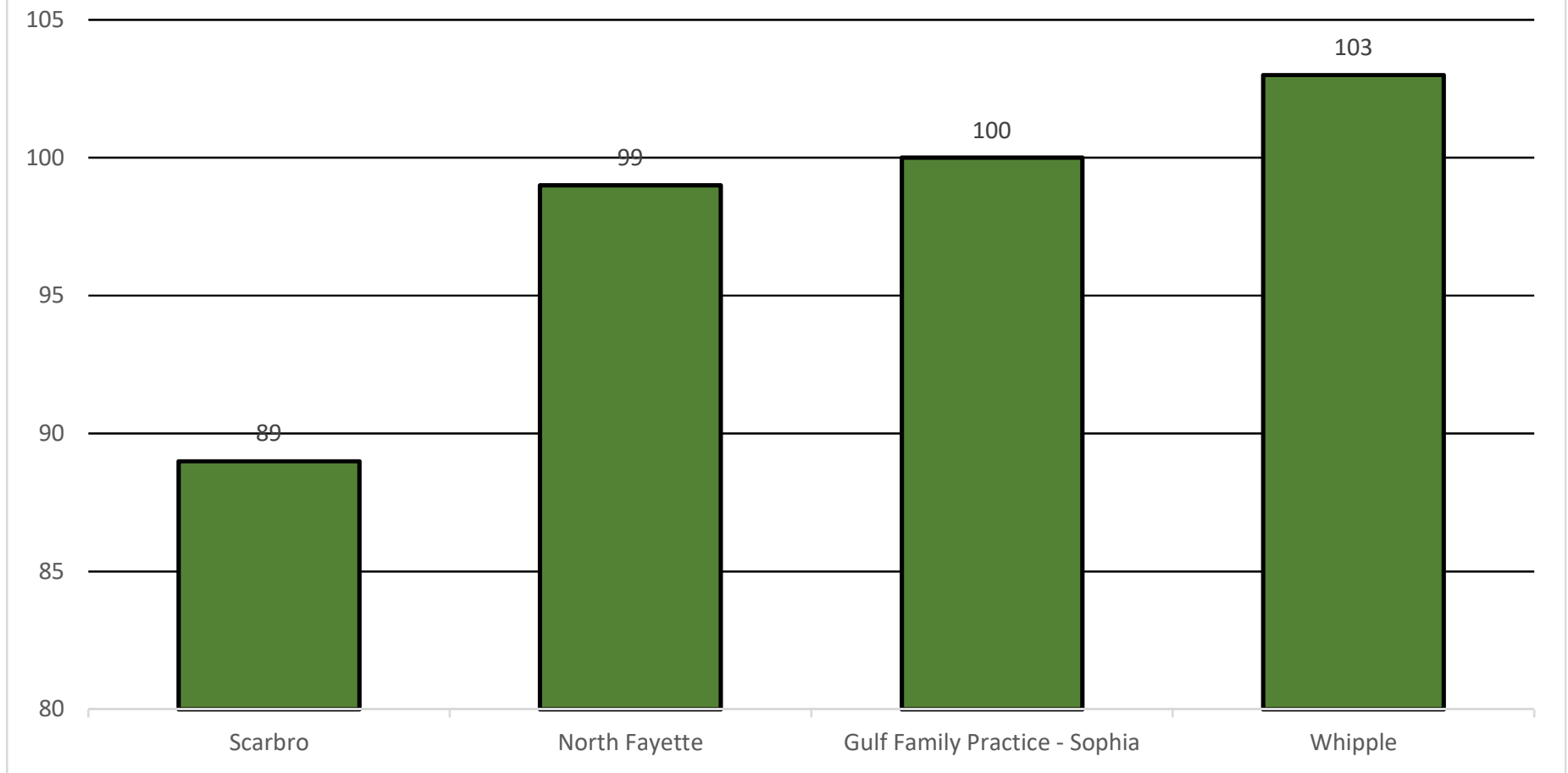
New River - All Sites were requested to survey 590 patients and supplied the WVPCA with 392 completed surveys. It is important to note that some survey questions have multiple response possibilities and therefore the actual count may surpass the number of surveys supplied. Additionally, some respondents declined to answer all questions, which generated fewer results for some questions. All data points presented in the report are response counts, indicating one respondent, unless otherwise noted (i.e. depicted as a percentage). Further, with the addition of the QR code and online functionality, the total number of surveys may exceed the number of completed and returned surveys.

The entire program, including questions, structure and reports, are reviewed each survey period. The 2018 survey question wording and order on the survey instrument was updated following user feedback, market research and consultation with Qualtrics. The report kept many elements from prior survey periods but added updates we believe will enhance the final deliverable.

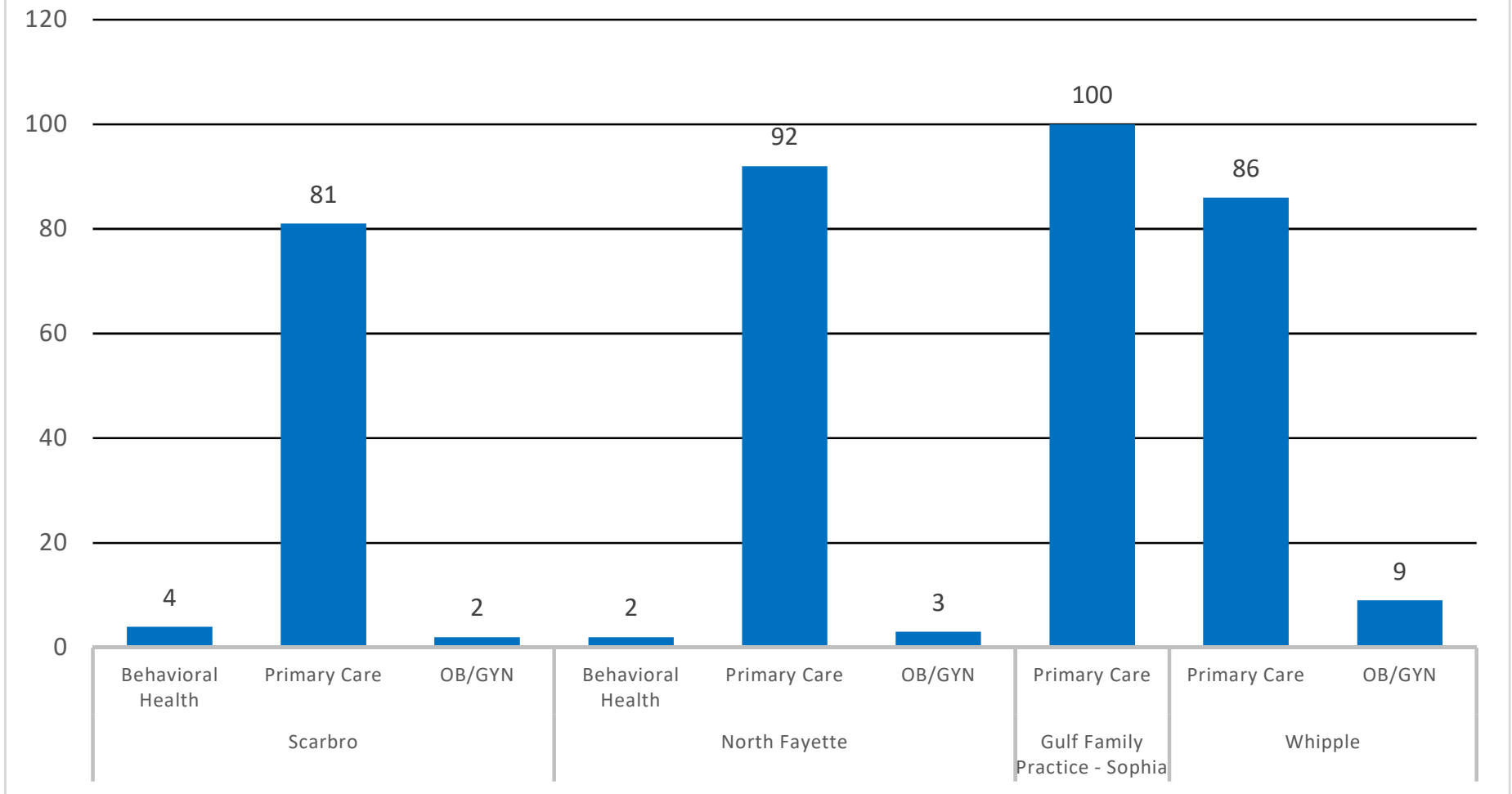
Highlights of the report updates for 2018:

- The Net Promoter Score is an analytic of the 'recommend' question found on the survey. The purpose is to show the percentage of net customers/patients that will actively recommend your health center to others. It gives a deeper dive into the sentiment of your customers/patients versus a simple yes/no "would you recommend" question.
- The Patient Experience Question Index (PEQI) was introduced in the 2017 Benchmarking report and included a 0 to 1 metric, with closer to 1 being preferable (see PEQI methodology at end of report). The original idea behind the PEQI was to give the health centers a number to compare between other health centers for the benchmark report. Now, the PEQI is available to compare against other survey periods for your health center. A table with each survey period's PEQI has been added with a trend line graphic giving an "at-a-glance" dashboard.

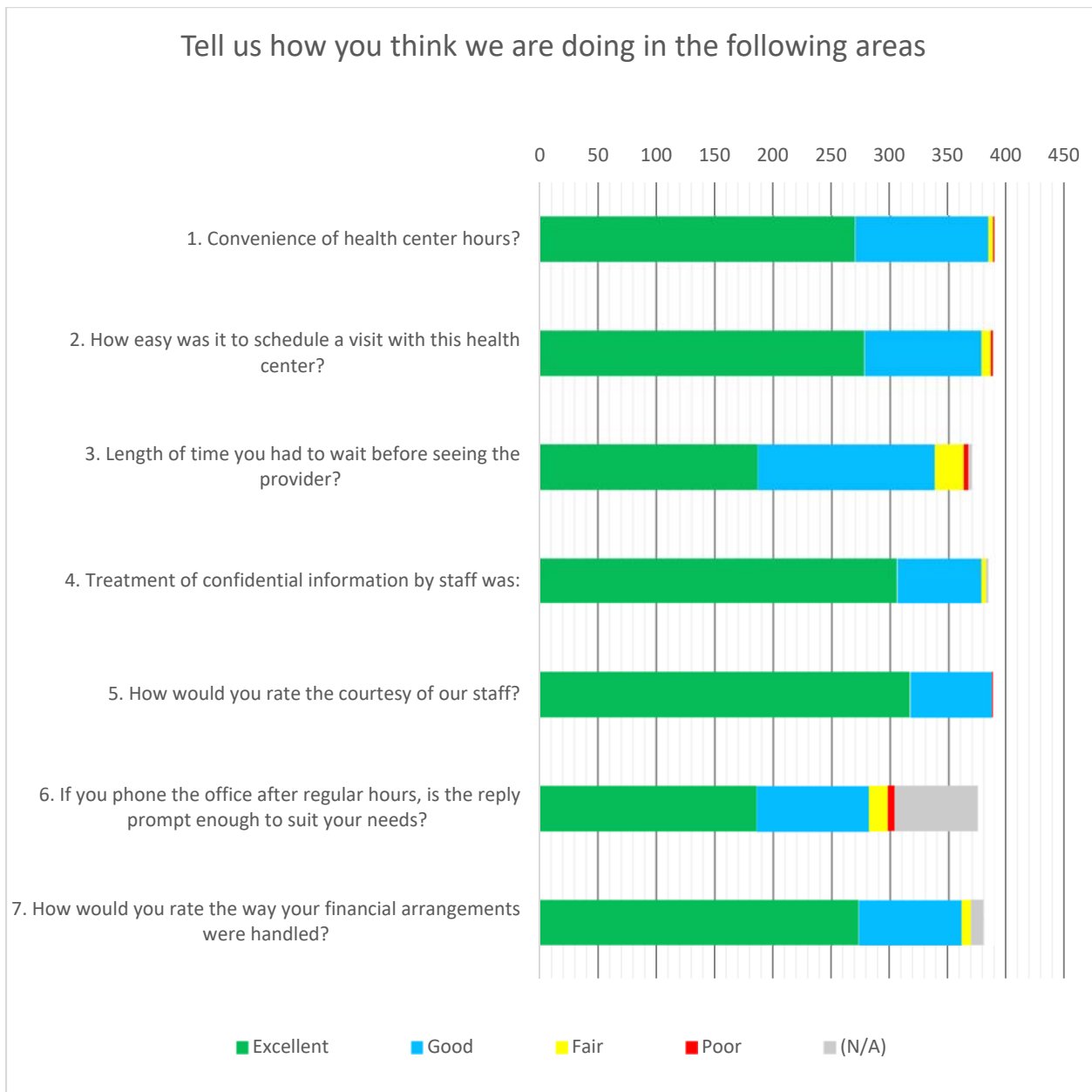
Site of Visit
391 Total Responses



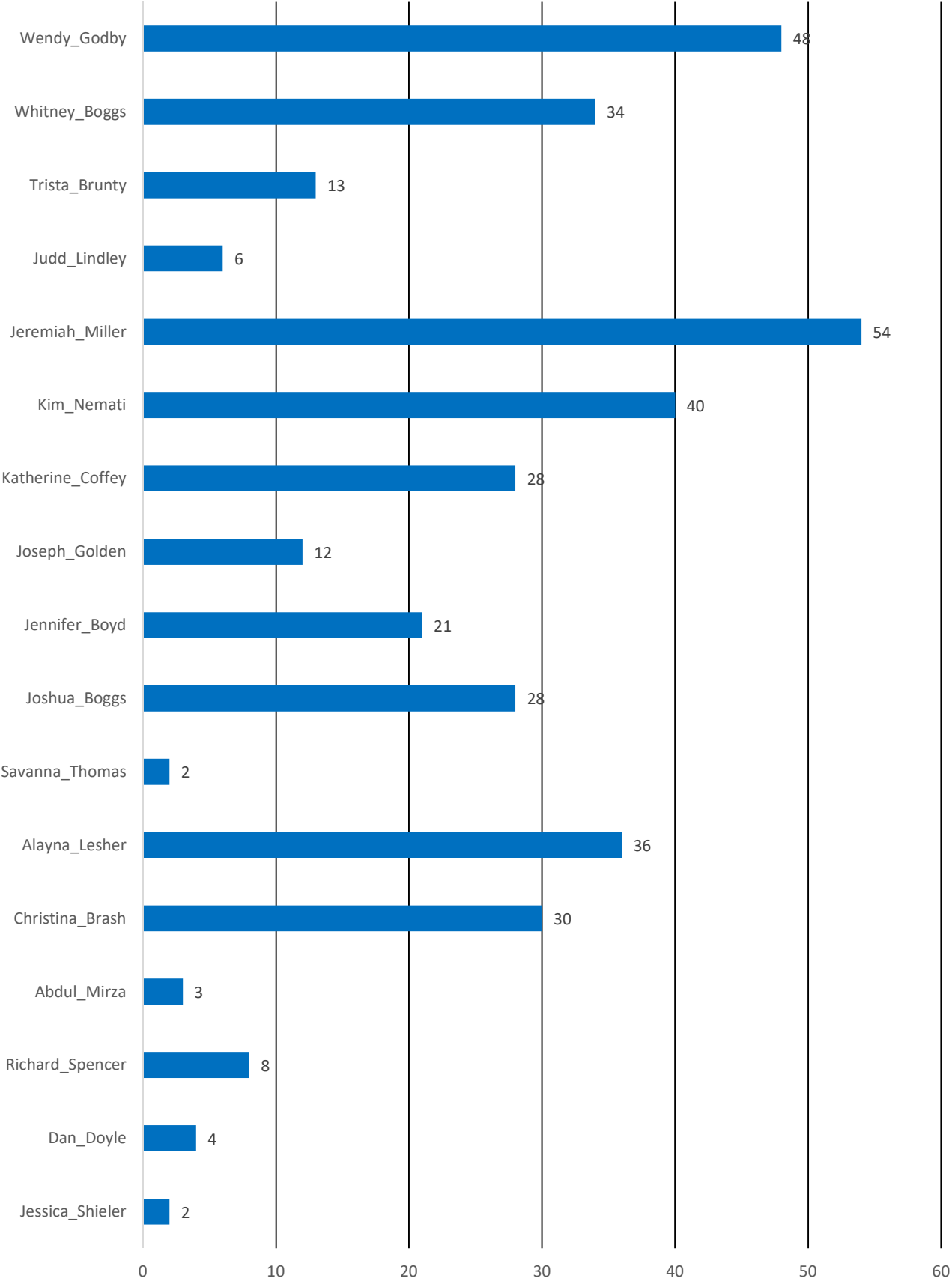
Please indicate the type of service provided during visit:



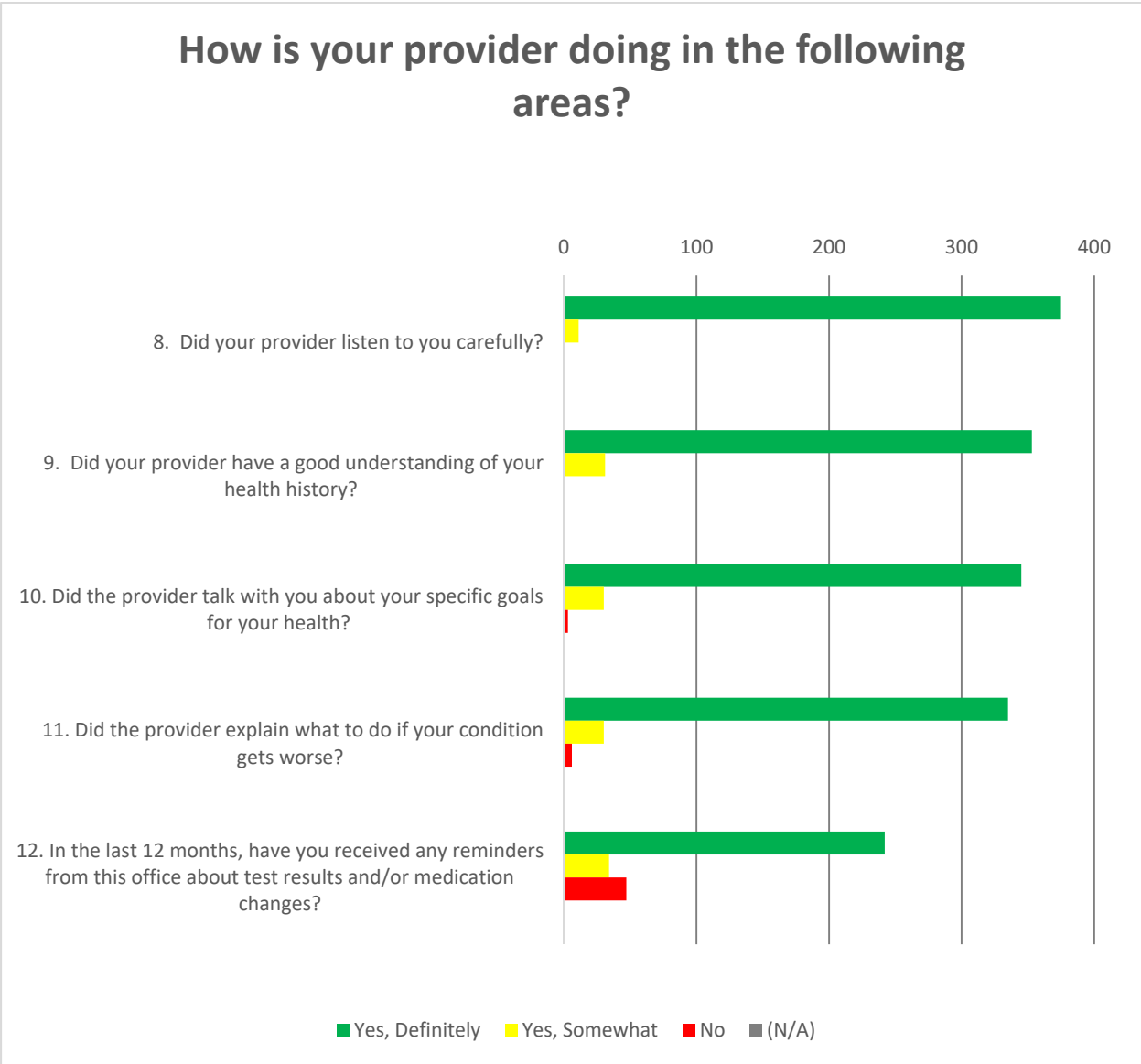
Question	Excellent	Good	Fair	Poor	(N/A)	Total
1. Convenience of health center hours?	270	114	4	1	0	389
2. How easy was it to schedule a visit with this health center?	278	100	8	2	0	388
3. Length of time you had to wait before seeing the provider?	187	151	25	4	3	370
4. Treatment of confidential information by staff was:	306	72	4	0	2	384
5. How would you rate the courtesy of our staff?	317	70	0	1	0	388
6. If you phone the office after regular hours, is the reply prompt enough to suit your needs?	186	96	16	6	71	375
7. How would you rate the way your financial arrangements were handled?	273	88	8	0	11	380



Print the name of the provider you saw during your visit today:



Question	Yes, Definitely	Yes, Somewhat	No	(N/A)	Total
8. Did your provider listen to you carefully?	375	11	0	0	386
9. Did your provider have a good understanding of your health history?	353	31	1	0	385
10. Did the provider talk with you about your specific goals for your health?	345	30	3	0	378
11. Did the provider explain what to do if your condition gets worse?	335	30	6	0	371
12. In the last 12 months, have you received any reminders from this office about test results and/or medication changes?	242	34	47	0	323



8. Did your provider listen to you carefully?

	Yes, Definitely	Yes, Somewhat	Grand Total
Jessica_Shieler	2		2
Dan_Doyle	3	1	4
Richard_Spencer	7		7
Abdul_Mirza	3		3
Christina_Brash	30		30
Alayna_Lesher	36		36
Savanna_Thomas	2		2
Joshua_Boggs	28		28
Jennifer_Boyd	21		21
Joseph_Golden	11	1	12
Katherine_Coffey	25	3	28
Kim_Nemati	36	2	38
Jeremiah_Miller	52	2	54
Judd_Lindley	6		6
Trista_Brunty	13		13
Whitney_Boggs	33	1	34
Wendy_Godby	47		47

9. Did your provider have a good understanding of your health history?

	No	Yes, Definitely	Yes, Somewhat	Grand Total
Jessica_Shieler		2		2
Dan_Doyle		3	1	4
Richard_Spencer	1	6		7
Abdul_Mirza		3		3
Christina_Brash		28	2	30
Alayna_Lesher		32	3	35
Savanna_Thomas		2		2
Joshua_Boggs		25	3	28
Jennifer_Boyd		21		21
Joseph_Golden		11	1	12
Katherine_Coffey		22	6	28
Kim_Nemati		36	3	39
Jeremiah_Miller		48	5	53
Judd_Lindley		6		6
Trista_Brunty		11	1	12
Whitney_Boggs		31	3	34
Wendy_Godby		48		48

10. Did the provider talk with you about your specific goals for your health?

	No	Yes, Definitely	Yes, Somewhat	Grand Total
Jessica_Shieler		2		2
Dan_Doyle		2	2	4
Richard_Spencer		7		7
Abdul_Mirza		3		3
Christina_Brash		26	2	28
Alayna_Lesher		33	2	35
Savanna_Thomas		2		2
Joshua_Boggs	1	25	2	28
Jennifer_Boyd		20		20
Joseph_Golden		11	1	12
Katherine_Coffey	1	23	3	27
Kim_Nemati		34	5	39
Jeremiah_Miller		46	5	51
Judd_Lindley	1	5		6
Trista_Brunty		13		13
Whitney_Boggs		31	3	34
Wendy_Godby		45	2	47

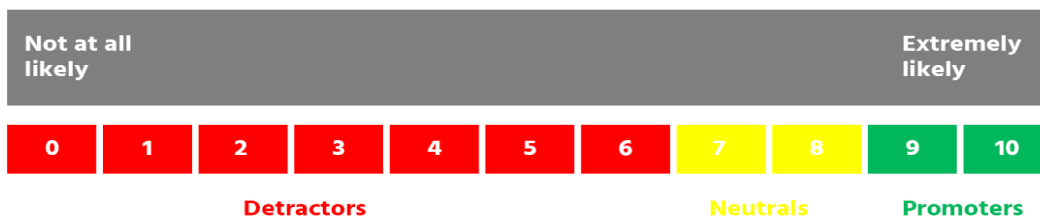
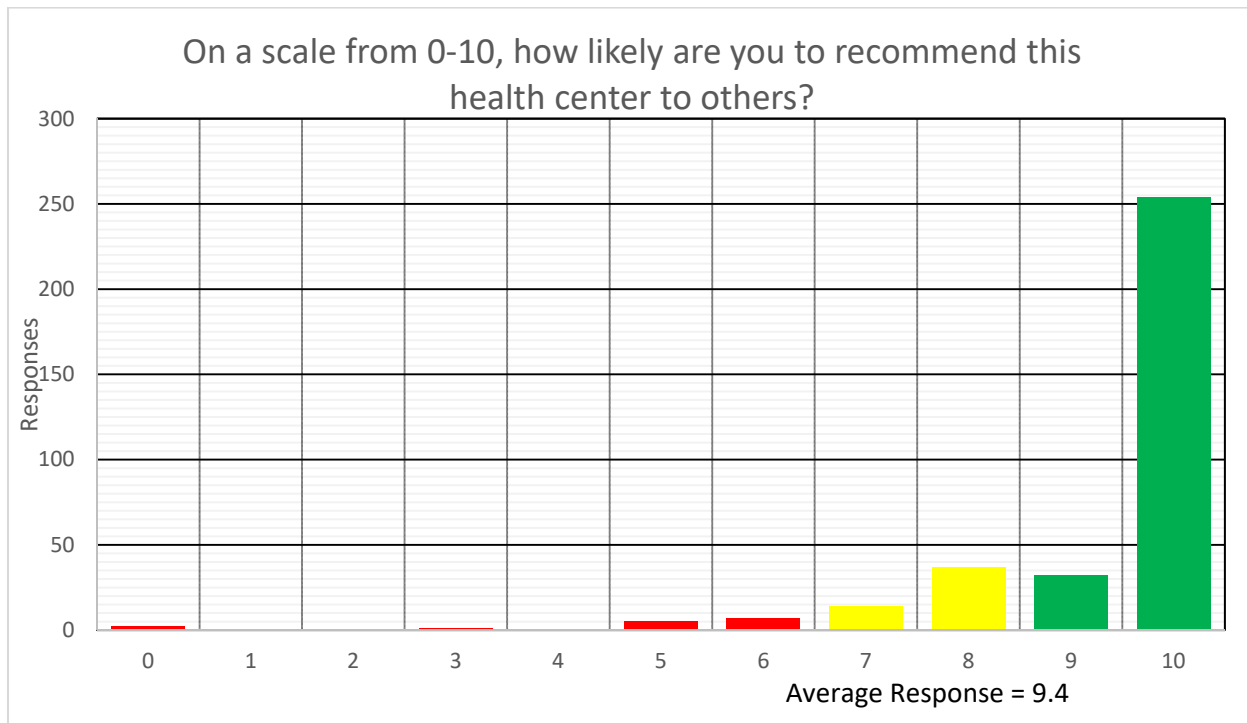
11. Did the provider explain what to do if your condition gets worse?

	No	Yes, Definitely	Yes, Somewhat	Grand Total
Jessica_Shieler		2		2
Dan_Doyle		2	1	3
Richard_Spencer	1	6		7
Abdul_Mirza		3		3
Christina_Brash		25	2	27
Alayna_Lesher	1	33	1	35
Savanna_Thomas		2		2
Joshua_Boggs		26	1	27
Jennifer_Boyd		19	1	20
Joseph_Golden		8	4	12
Katherine_Coffey	1	24	3	28
Kim_Nemati	1	33	3	37
Jeremiah_Miller	2	44	5	51
Judd_Lindley		5		5
Trista_Brunty		12	1	13
Whitney_Boggs		29	3	32
Wendy_Godby		45	2	47

12. In the last 12 months, have you received any reminders from this office about test results and/or medication changes?

	No	Yes, Definitely	Yes, Somewhat	Grand Total
Jessica_Shieler		1	1	2
Dan_Doyle		2	1	3
Richard_Spencer		4		4
Abdul_Mirza		2		2
Christina_Brash	3	23		26
Alayna_Lesher	7	20	3	30
Savanna_Thomas		1		1
Joshua_Boggs	9	14	2	25
Jennifer_Boyd	1	15	2	18
Joseph_Golden		9	2	11
Katherine_Coffey	4	15	4	23
Kim_Nemati	2	23	4	29
Jeremiah_Miller	10	28	7	45
Judd_Lindley		2		2
Trista_Brunty		12	1	13
Whitney_Boggs	4	28	1	33
Wendy_Godby	5	29	5	39

How likely are you to recommend? - Net Promoter Score

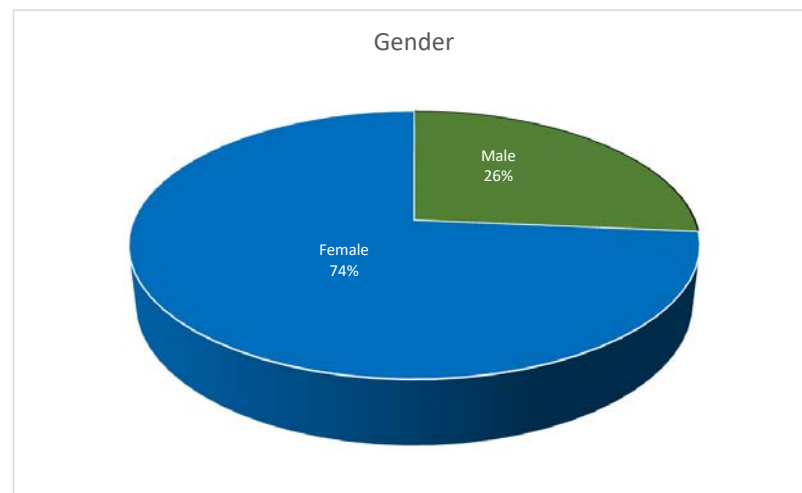
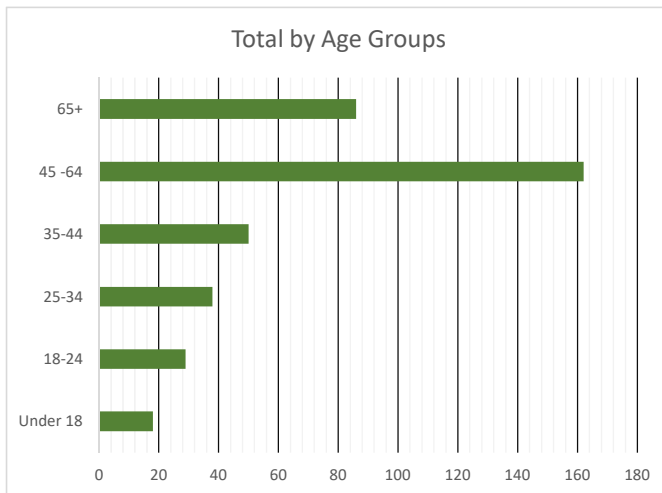
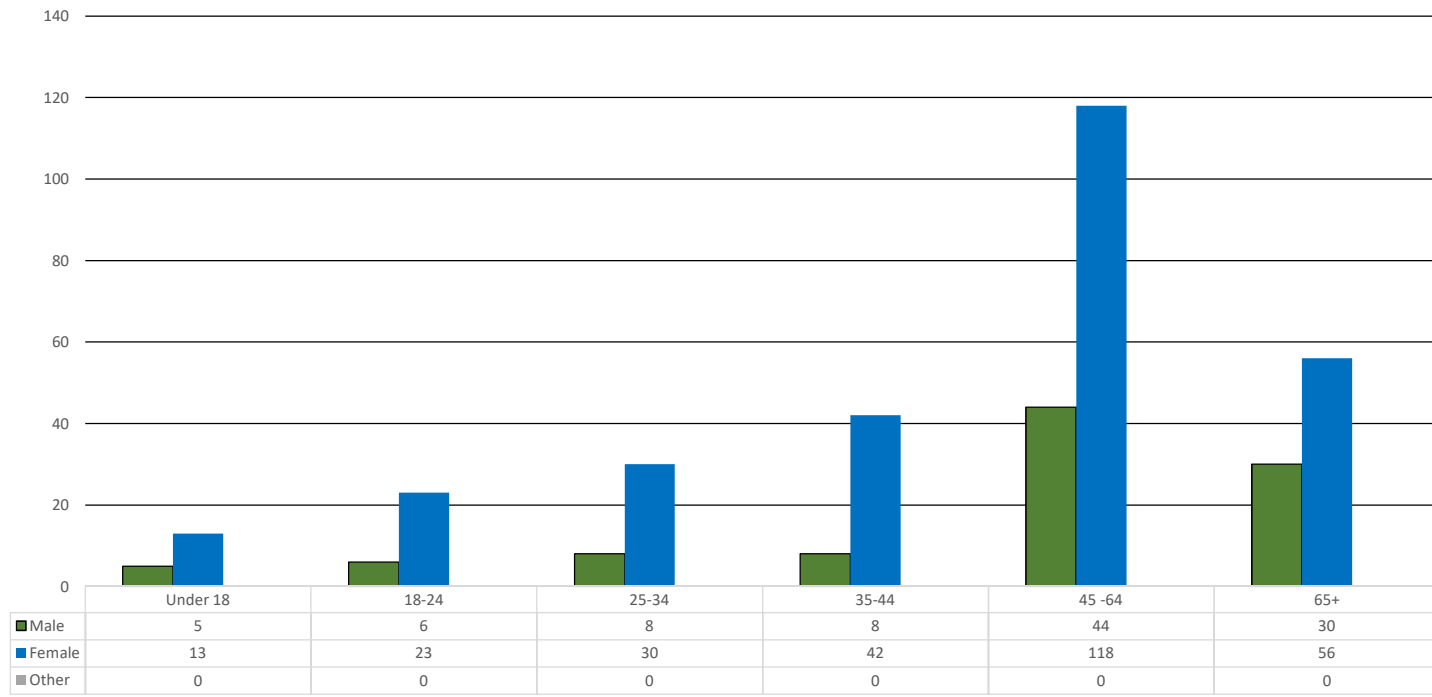


$\% \text{ Promoters} - \% \text{ Detractors} = \text{Net Promoter Score}$

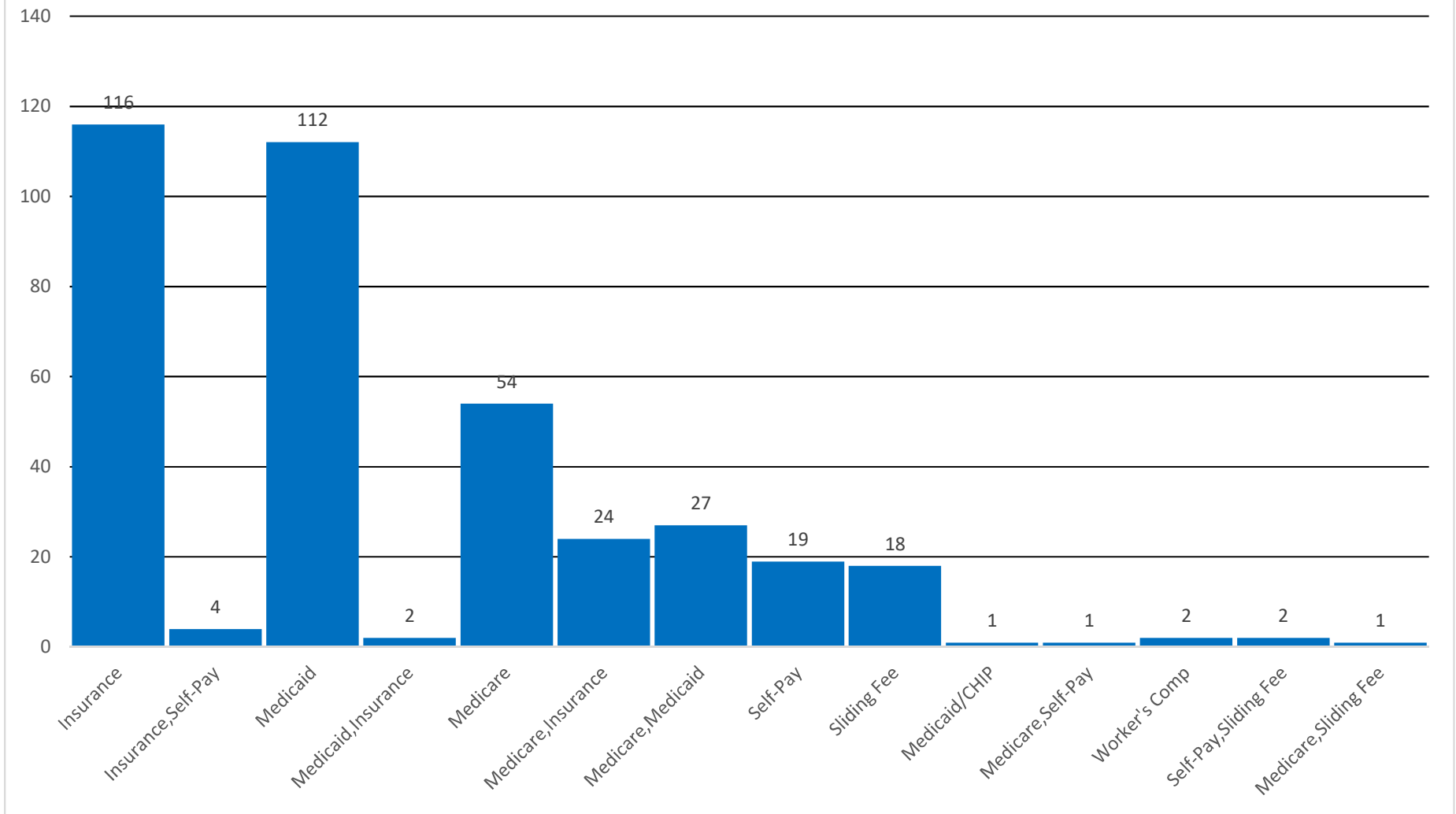
- **Promoters** (score 9-10) are loyal enthusiasts who will keep visiting and refer others, fueling growth. Promoters are almost six times as likely to forgive, are five times more likely to revisit and are more than twice as likely to actually recommend
- **Passives/Neutrals** (score 7-8) are satisfied but unenthusiastic customers who are vulnerable to competitive offerings.
- **Detractors** (score 0-6) are unhappy customers who can damage your brand and impede growth through negative word-of-mouth.

Category	Count	Percent
Detractor	15	4.3%
Passive	51	14.5%
Promoter	286	81.3%
Total	352	
Net Promoter Score	271	77.0%

Please mark the following for the person seen by the provider today (Age/Gender)



How was your visit paid for?

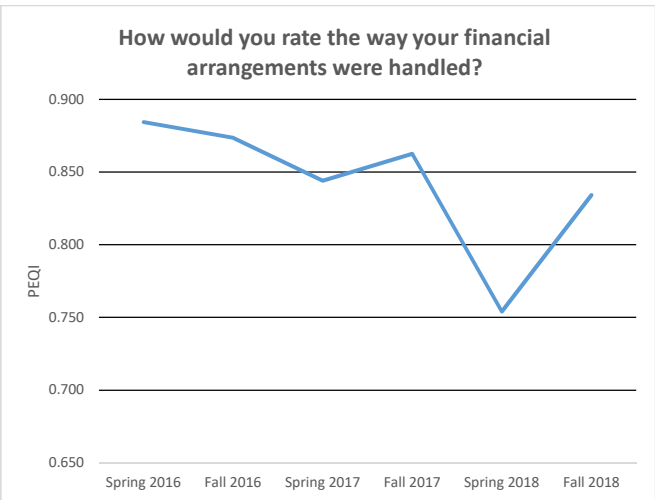
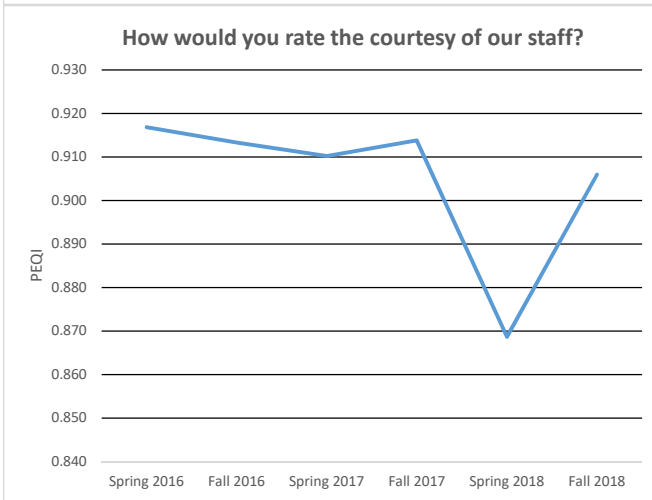
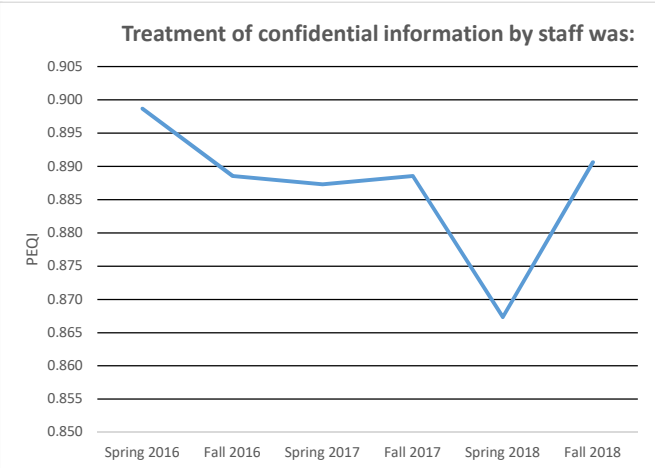
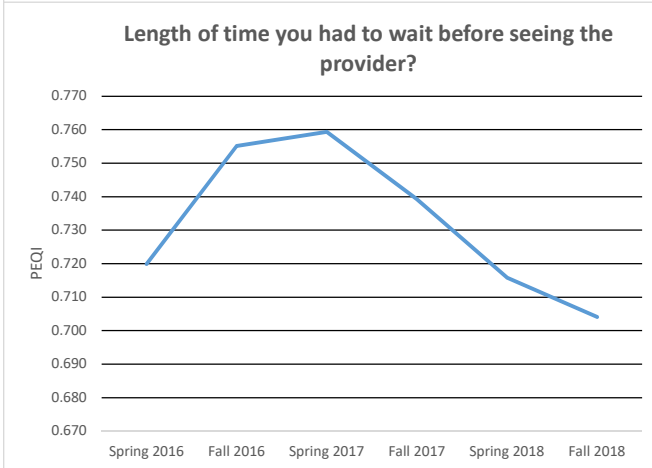
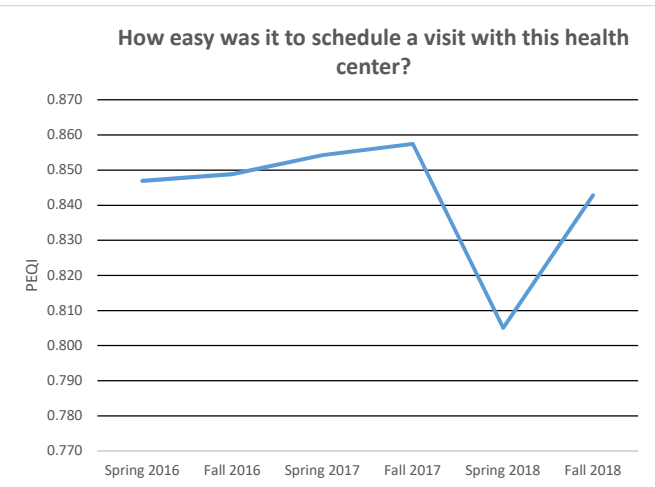
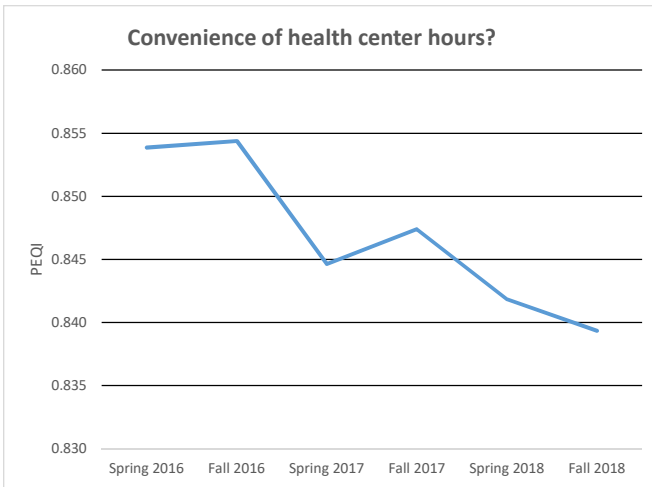


If you have comments or suggestions for improvement, please enter below. (Presented as written)	Net Promoter score (see page 9)	Locations
I asked my nurse for certain information and she helped me. I could not of had better service anywhere. The doctor I saw today is the most daring doctor (Golden) I have ever had and has helped me more than anyone will ever know. The receptionist is always very nice and helpful.	Promoter	Gulf Family Practice - Sophia
Well satisfied.	Promoter	Gulf Family Practice - Sophia
My only suggestion is the ability to get through on the phone - with all the prompts and messages, it takes at least 5-7 minutes to get to talk to receptionist. It should be easier. Thanks.	Promoter	Gulf Family Practice - Sophia
Waiting room was too warm.	Promoter	Gulf Family Practice - Sophia
hour to get out of the lobby and into an examination room! It took 30 minutes to see my provider. Kati is awesome. I would refer anyone to her and have if they are already in the healthcare org.		Gulf Family Practice - Sophia
Very nice and everyone is helpful.	Promoter	Gulf Family Practice - Sophia
Everyone great, kind and there for your needs. I recommend it to all that I know. A few people comes here and loves the care.	Promoter	Gulf Family Practice - Sophia
Better phone service. Hard to get a phone call in.	Promoter	Gulf Family Practice - Sophia
Appreciate that he took the time to explain my last lab results which were done 3 mos. ago. I've never seen this person before. Extremely polite and shows great concern (Miller).	Promoter	Gulf Family Practice - Sophia
Received appointment quickly. Gave me a face mask to keep others from getting ill when I arrived.	Promoter	Gulf Family Practice - Sophia
The staff is always very polite and helpful.	Promoter	Gulf Family Practice - Sophia
Everything went great.		Gulf Family Practice - Sophia
I have been a patient here for many years. (Dr. Golden)	Promoter	Gulf Family Practice - Sophia
The lady at the window (great). My nurse Angie is very prompt, courteous and kind and does her work very well. Last but not least, my doctor (Miller) is a very caring, understanding, always takes enough time to talk to me about my problems and my medicine. I've had a lot of doctors and he is at the top of the list (BEST).		Gulf Family Practice - Sophia
Referral time period to other doctor could be shorter.	Promoter	Gulf Family Practice - Sophia
I like New River Health Clinic.	Promoter	Gulf Family Practice - Sophia
When I call for a refill, or to speak with a nurse it is nearly impossible to get to them for any questions or concerns. The doctors and nurses do not have enough time to do the follow ups and patient questions. They need to see less patients per day or provide a nurse that can take over these responsibilities for them.	Detractor	Gulf Family Practice - Sophia
The staff here are very nice and I would recommend this practice to everyone!!! I look forward to getting quality continued care from Dr. Miller and staff.	Promoter	Gulf Family Practice - Sophia
Complimentary coffee in waiting for patients and a coat rack	Passive	North Fayette
Thank you for your great care of me and my family!	Promoter	North Fayette
Love the Staff!	Promoter	North Fayette
Very satisfied with care and treatment	Promoter	North Fayette
change after seeing dr.	Passive	North Fayette
There's no better doctor than Dr. Boggs for my husband and I.	Promoter	North Fayette
My husband and I have used N.R.H System for years and have always been pleased with the services we have received.	Promoter	North Fayette
Better notice on test results	Promoter	North Fayette

If you have comments or suggestions for improvement, please enter below. (Presented as written)	Net Promoter score (see page 9)	Locations
No suggestion for improvement- rather just a "gold star" for Jenny who listens patiently& always consults& suggests- She takes precise amount of time needed for my appointments & so I never feel rushed. I hope she has a "file" for positive comments.	Promoter	North Fayette
Feel friendly like home!	Promoter	North Fayette
Jennifer and her nurses have scheduled me immediately after calls from another doctor about my condition which was sincerely appreciated by me, and which is a rare thing in most offices. It is good to know if you have an emergency someone is there for you.	Promoter	North Fayette
I am very upset over Zack Vance leaving New River Health. I feel this is a very good doctor that was helping my husband out w/ heart issues. We have followed him to continue his care. I am very pleased w/Jennifer Boyd- I hope she stays here:)	Promoter	North Fayette
Always excellent service. Caring Staff.	Promoter	North Fayette
I've been coming here for years and seeing Kim N. She is the best as far as I'm concerned.	Promoter	North Fayette
Always pleased with my service.	Promoter	North Fayette
Kim was so friendly & nice to me& caring.	Promoter	North Fayette
I have always been treated good. My doctors are always kind and listen to your health issues.	Promoter	Scarbro
Very thorough physical exam. Listened well. Genuinely concerned. Very very pleased.	Promoter	Scarbro
long waite		Scarbro
So I waited over 2 hour to be seen, it was frustrating, but he did a good job at throughly checking for everything.	Detractor	Scarbro
Chris Brash rocks!	Promoter	Scarbro
Great staff, great health center, I have never had any issues! Love the new patient portal!	Promoter	Scarbro
My whole family appreciates Chris and her patient care.	Promoter	Scarbro
NRFHC is A-OK	Promoter	Scarbro
Thank you!	Promoter	Scarbro
Been going here for years love the staff here.	Promoter	Scarbro
I think this has always been a very nice place to come for services. Staff is always very kind and accommodating! Thanks!!	Promoter	Scarbro
have been a patient since I was younger, always loved it here. They really listen and understanding of my needs. Very Friendly/courteous staff! Reccomended to anyone! My 1st choice for healthcare!	Promoter	Scarbro
Alls Good here!		Scarbro
When patients get used to a provider and the provider is no longer going to be with the facility the facility should call the patient to let the patient know that a new provider needs to be chosen.	Detractor	Scarbro
calls on a test or lab result	Promoter	Scarbro
treated very well	Promoter	Whipple
Liked Dr Lindley made me feel at ease right off his nurses and he was very professional.	Promoter	Whipple
She has a good personality and is very knowledgeable. I like her.	Promoter	Whipple
very prompt/friendly service	Passive	Whipple
Good information given to help with health of patient		
Always polite Always courtious Always friendly Always informative	Promoter	Whipple
Dr Boggs is a wonderful doctor that listens and cares for her patients. Would highly recommend Dr Boggs to everyone.	Promoter	Whipple

If you have comments or suggestions for improvement, please enter below. (Presented as written)	Net Promoter score (see page 9)	Locations
Sometimes lab work was not reported to Humana	Passive	Whipple
Issues are improving	Detractor	Whipple
The patient portal is a really great tool. I would love if we were able to schedule online as well. Sometimes I feel like when I call I'm left on hold for a long time. I think Wendy is great and she is always very apt to answer questions I might have.	Passive	Whipple
Wendy Godby is very kind and it is very easy to talk to her.	Promoter	Whipple
All good ladies.	Promoter	Whipple
Everything has been excellent!	Promoter	Whipple
It's extremely too cold in this office. Turn some heat on!	Promoter	Whipple
Nina is awesome sauce!	Promoter	Whipple
Thank you for a good visit@ Much better than the placement of the IUD 1st time.	Promoter	Whipple
She is a very good listener, and cares about her patients (Godby)		Whipple
Wendy is just great.	Promoter	Whipple

Patient Experience Question Index (PEQI) Dashboard



Patient Experience Question Index (PEQI):

For the numerator in the index calculation each excellent response is worth 2 points, each good response is worth 1, fair responses are counted as 0 and poor responses are counted as -1. NA and blank responses are not calculated. These responses are then totaled.

For the denominator, all responses are counted as 2 points each. This represents if all responses were excellent.

A simple ratio is calculated of the actual responses totals by the assigned points over all responses counted as 2 each. Showing an index with a range of 0 to 1 for each organization over each survey period with results closer to 1 being ideal.

Example:

There were 100 responses to the survey question.

- 60 – Excellent
- 20 – Good
- 10 – Fair
- 10 – Poor

Doing the calculation for the numerator would be $(60*2)+(20*1)+(10*0)+(10*-1)=130$. For the denominator, total response of $100*2=200$. The Index is then calculated as $130/200$ or 0.65. This calculation is applied to each survey period for the selected questions and then plotted on a line to see the slope over time.