

# **BPHC PATIENT SURVEY RESULTS: National Results & Greater Baden Medical Services, Inc. Survey Responses**



The 2009 Bureau of Primary Health Care (BPHC) Patient Survey, sponsored by the Health Resources and Services Administration (HRSA), was conducted to obtain nationally representative data on the patients seeking services from all four types of section 330-funded health center programs (Community Health Center, Migrant Health Center, Health Care for the Homeless and Public Housing Primary Care). The purpose of the survey was to gather person-level data about the patients of these programs and the services they obtain; enable comparisons of care received by health center patients with care received by the general population, as measured by national surveys; and gather information which will assist policymakers and BPHC staff to assess how well HRSA-supported health care sites are currently able to meet health care needs.

Interviewing took place between September and December 2009. A total of 4,562 patients of all ages were interviewed from 112 unique grantees, involving 352 health center sites. Patients seen at the health center in the previous 12 months were eligible to be interviewed.

After an extensive process of cleaning and weighting the data, we are pleased to provide you with selected results from your own respondents, with comparisons to the national results from all participating grantees and sites. Please be assured that this report will not be shared with the Bureau of Primary Health Care or any other organization. In addition, all future uses of the data will be for research purposes only, and BPHC will not use the data to scrutinize individual grantee performance.

Grantees should exercise caution when comparing the results of their health centers to the national results. In many cases, the sample of patients from individual grantees was small and statistical comparisons to the national results would not be valid. Results for one grantee may appear different from the national results, when in fact, there are not significant differences. The following results can help you understand the patient population, patient needs and patient satisfaction at this grantee.

We hope these results will improve your knowledge of your patients and the care you provide. Thank you for your participation in the BPHC Patient Survey!

# PATIENT HEALTH STATUS

## What is your current health status?

Response	Grantee	National
Excellent	53.8%	12.4%
Very Good	16.7%	22.3%
Good	12.7%	33.0%
Fair	16.8%	24.6%
Poor	0.0%	7.8%

## Compare your current health status to how it was 12 months ago.

Response	Grantee	National
Better	50.6%	29.2%
Worse	0.0%	13.0%
About the same	49.4%	57.8%

## How long ago was your first visit to the health center?

Response	Grantee	National
Less than 6 months ago	0.0%	15.1%
At least 6 months but not more than 1 year ago	0.0%	10.6%
At least 1 year but no more than 2 years ago	0.0%	13.3%
At least 2 years but no more than 3 years ago	14.3%	12.0%
At least 3 years but no more than 4 years ago	0.0%	9.1%
At least 4 years but no more than 5 years ago	0.0%	8.1%
More than 5 years ago	85.7%	31.9%

## How did you find out that you could come here for services?

Response	Grantee	National
Friend/family/neighbor told me	0.0%	21.5%
Family took me here	0.0%	8.0%
Advertisement in community	0.0%	2.6%
At a meeting	0.0%	0.5%
Contacted by someone from the health center	0.0%	2.0%
Through my insurance	0.0%	1.8%
Social services	0.0%	3.8%
A doctor or the emergency room	0.0%	4.3%
Other	0.0%	0.0%

# ACCESS TO CARE

In the last 12 months, were you unable to get medical care, tests, or treatments you or a doctor believed necessary?

Response	Grantee	National
Yes	50.3%	20.5%
No	49.7%	79.5%

Top reasons given for responding "yes"

Reason	Grantee
Could not afford care	100.0%

In the last 12 months, were you unable to get prescription medicines you or a doctor believed necessary?

Response	Grantee	National
Yes	36.4%	16.9%
No	63.6%	83.1%

Top reasons given for responding "yes"

Reason	Grantee
Could not afford care	100.0%

In the last 12 months, were you unable to get dental care, tests, or treatments you or a dentist believed necessary?

Response	Grantee	National
Yes	76.8%	39.7%
No	23.2%	60.3%

Top reasons given for responding "yes"

Reason	Grantee
Could not afford care	70.1%
Insurance company would not approve, cover, or pay for care	29.9%

## ACCESS TO CARE SUMMARY FOR THIS GRANTEE

	Medical Care	Prescriptions	Dental Care
Proportion of patients that in the previous 12 months needed, but were not able to get, medical care, tests, or treatment	50.3%	36.4%	76.8%
Main reason patients gave for being unable to get treatment	Could not afford care	Could not afford care	Could not afford care

## P R E S C R I P T I O N S

Think about the last time someone at the health center prescribed medication for you.

	Grantee		National	
	Yes	No	Yes	No
Were you satisfied with the way the medication was explained to you, such as instructions on how to take it and possible side effects?	0.0%	0.0%	95.7%	4.3%
Were you satisfied with the way your questions about the medication were answered?	0.0%	0.0%	98.2%	1.8%

## D E N T A L C A R E

About how long has it been since you last visited a dentist?

	Grantee	National
6 months or less	8.2%	33.7%
More than 6 months but not more than a year	0.0%	15.6%
More than 1 year but not more than 2 years	81.2%	17.3%
More than 2 years but not more than 5 years	4.6%	17.2%
More than 5 years	6.0%	13.3%
I have never have been to a dentist	0.0%	2.9%

How many adult teeth have you lost?

	Grantee	National
All	6.0%	7.3%
Some	76.6%	46.7%
None	17.4%	46.0%

How would you describe the condition of your teeth or gums and false teeth?

	Grantee	National
Excellent	13.6%	11.7%
Very Good	21.5%	20.7%
Good	48.6%	29.0%
Fair	16.4%	23.2%
Poor	0.0%	15.4%

# SATISFACTION

## Ease of Getting Care

	Grantee Excellent & Very Good	National Excellent & Very Good
Ability to get in to be seen	94.0%	69.2%
Hours center is open	100.0%	73.1%
Convenience of center's location	81.2%	71.6%
Prompt return of calls	100.0%	58.3%

## Waiting

	Grantee Excellent & Very Good	National Excellent & Very Good
Time in waiting room	77.3%	43.3%
Time in exam room	77.3%	51.7%
Waiting for tests to be performed	77.3%	52.9%
Waiting for test results	94.0%	53.3%

## Payment

	Grantee Excellent & Very Good	National Excellent & Very Good
What you pay	59.5%	67.7%
Explanation of charges	100.0%	64.4%
Collection of payment	100.0%	66.2%

## Facility

	Grantee Excellent & Very Good	National Excellent & Very Good
Neat and clean building	87.2%	79.2%
Ease of finding where to go	94.0%	78.8%
Comfort and safety while waiting	100.0%	75.7%
Privacy	100.0%	77.9%

## SATISFACTION (continued)

### Confidentiality

	Grantee Excellent & Very Good	National Excellent & Very Good
Keeping your personal information private	100.0%	82.3%

### Provider Staff

	Grantee Excellent & Very Good	National Excellent & Very Good
Listen to you	100.0%	81.0%
Take enough time with you	100.0%	77.3%
Explain what you want to know	87.2%	79.0%
Give you good advice and treatment	100.0%	81.2%

### Nurses and medical assistants

	Grantee Excellent & Very Good	National Excellent & Very Good
Friendly and helpful to you	100.0%	83.3%
Answer your questions	100.0%	81.2%

### How would you rate the overall quality of the services you receive?

	Grantee	National
Excellent	95.4%	52.9%
Very Good	4.6%	30.6%
Good	0.0%	14.2%
Fair	0.0%	1.8%
Poor	0.0%	0.5%

### What is the likelihood of you referring friends or relatives to this health center?

	Grantee	National
Very likely	100.0%	84.3%
Somewhat likely	0.0%	11.5%
Not very likely	0.0%	2.2%
Not at all likely	0.0%	2.0%

### What are the three main reasons you go this health center for your health care instead of someplace else?

	Grantee
1. Convenient location	79.7%
2. You can afford it	16.8%
3. Other	3.5%