

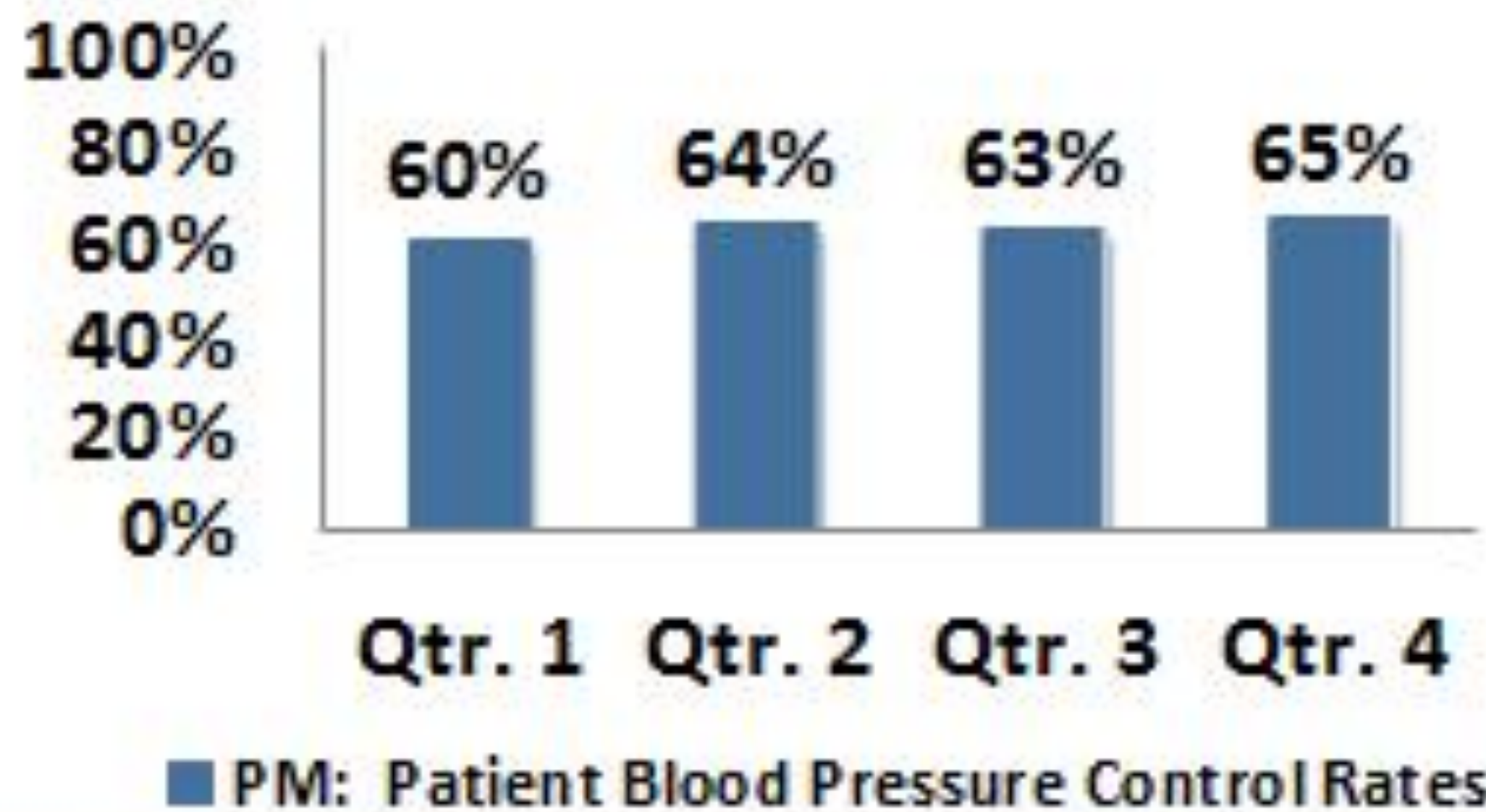
WE CARE ABOUT YOU AND YOUR HEALTH!

Quality Improvement Update

MANAGING YOUR BLOOD PRESSURE



Have You Seen Your Doctor About Your Blood Pressure?



The Key To Better Control Is A Great Patient-Doctor Partnership.



Patient Satisfaction

FMCS Patient Satisfaction Survey - Primary Medical Results

70 Responses 03/01/16-03/31/16

	Yes	No				Goal	Score
I have insurance.	97.01%	2.99%				>=4	4.85
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree		
I did not have to wait long to be helped by someone.	62.69%	25.37%	5.97%	4.48%	1.49%	>=4	4.43
Staff quickly understood my problem.	73.13%	23.88%	2.99%	0.00%	0.00%	>=4	4.70
Staff appeared knowledgeable and competent.	73.13%	20.90%	5.97%	0.00%	0.00%	>=4	4.67
Staff answered my questions very well.	72.06%	22.06%	4.41%	0.00%	1.47%	>=4	4.63
Staff helped me understand the cause and solution to my problem.	74.24%	19.70%	6.06%	0.00%	0.00%	>=4	4.68
Staff provided me with information or resources to help me manage my condition.	76.12%	19.40%	2.99%	0.00%	1.49%	>=4	4.69
Staff helped arrange care for me with other community services and/or providers as needed.	73.02%	17.46%	7.94%	1.59%	0.00%	>=4	4.62
Staff are considerate of my needs	79.41%	14.71%	5.88%	0.00%	0.00%	>=4	4.74
Staff keep my information confidential	83.33%	13.64%	3.03%	0.00%	0.00%	>=4	4.80
Staff are professional.	77.61%	19.40%	2.99%	0.00%	0.00%	>=4	4.75
Access: After hours service is available when needed.	40.82%	20.41%	28.57%	0.00%	10.20%	>=4	3.82
If I leave a message, staff responds to me within 24-48 hours	44.44%	27.78%	9.26%	16.67%	1.85%	>=4	3.96
Clinical advice by telephone is provided in a timely fashion when needed.	39.22%	27.45%	15.69%	13.73%	3.92%	>=4	3.84
Electronic (Email) clinical advice is provided timely when needed.	28.30%	37.74%	20.75%	7.55%	5.66%	>=4	3.75
Compared to similar agencies the quality of care at FMCS is better.	59.62%	28.85%	9.62%	1.92%	0.00%	>=4	4.46
I participate in services with FMCS because it is convenient.	59.62%	23.08%	7.69%	7.69%	1.92%	>=4	4.31
I will recommend FMCS to other with similar needs	72.22%	22.22%	3.70%	1.85%	0.00%	>=4	4.65
	Very Satisfied	Satisfied	Neutral	Dis-satisfied	Very Dis-satisfied		
I am satisfied with the level of care I receive at FMCS.	80.36%	19.64%	0.00%	0.00%	0.00%	>=4	4.80
I am satisfied with my customer service experience.	83.02%	16.98%	0.00%	0.00%	0.00%	>=4	4.83