

PATIENT EXPERIENCES WITH CARE

SURVEY FINDINGS: WAVE 5 SUMMARY

The most recent patient experience survey was sent between November 2021 and February 2022 to our patients electronically at 13 of our teaching clinics. We received **the most responses** we've ever received for our wave 5 survey, allowing us to learn from more patients.

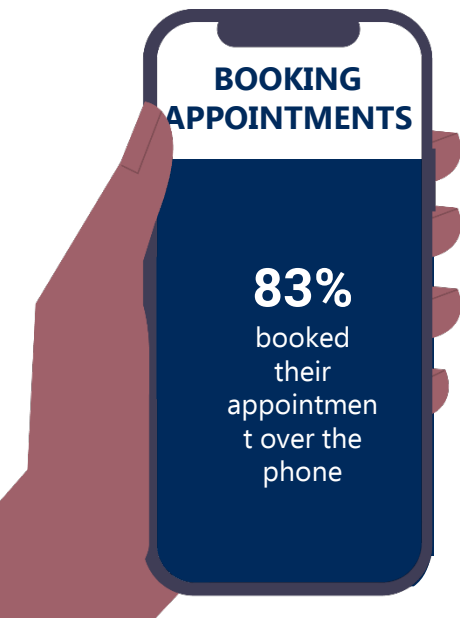
WHAT'S NEW

We included new questions in our most recent survey to learn more from you:

1 Booking experience

2 Phone experience

WHAT WE LEARNED



Less than 2%

waited more than 10 minutes before being able to speak with someone to book their appointment



92%

rated their experience when booking an appointment as good, very good or excellent

For patients who rated their phone booking experience as fair or poor, the top reasons were:

Had to call multiple times

Needed to wait for call back

Waited too long on the phone

CARE EXPERIENCE

93%

felt that they received care within a reasonable time from their primary care provider

94%

felt they were involved in decisions as much as they wanted in their care by their doctor or nurse practitioner

94%

were satisfied or very satisfied with the care they received at our clinic



NEXT STEPS

93%

wanted our clinics to continue in-person appointments

75%

wanted our clinics to continue phone appointments

42%

felt drop-in appointments were important

Based on these survey results, many of our teams are working on reducing wait times on the phone. We recently held [virtual sessions](#) for teams at different clinics to share what they have tried and learn together how we can better access to care.

Click [here](#) to learn more about our survey.