



**Composite Scores: Experience Ratings**

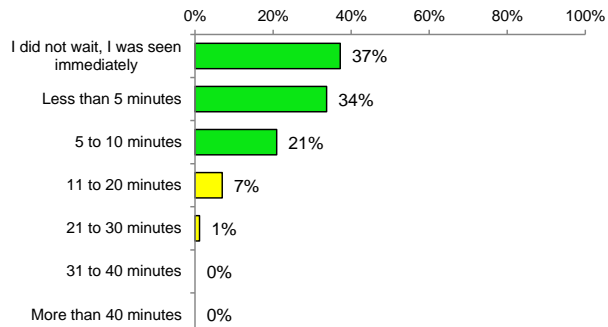
(A score based on a group of questions with a common theme. See below for questions included in each category)



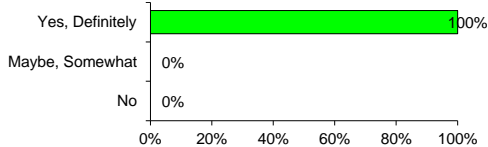
**Survey Questions used in composite scores**

|                                   |          |
|-----------------------------------|----------|
| Contact and Access                | 1, 2     |
| Quality of Access by telephone    | 30-34    |
| Wait Time for Provider            | 3, 4     |
| Comfort of Waiting Area           | 5        |
| Convenience of Appointment Times  | 35       |
| Reception Staff Communication     | 6, 7     |
| Quality of Provider Communication | 9-18, 22 |
| Dignity and Respect by Provider   | 19, 20   |
| Knowledge of Medical History      | 21, 36   |
| Confidence in Provider            | 23       |
| Privacy of Health information     | 24       |
| Usefulness of Instructions        | 25       |
| Consistency of information        | 37, 38   |

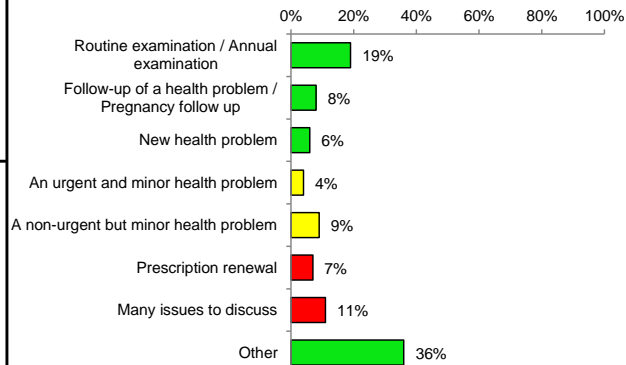
**Length of time waiting after scheduled appointment time**



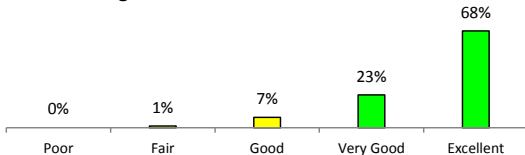
**Would you recommend the FHT?**



**What was the Reason for your visit?**

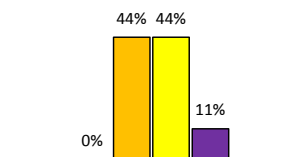


**Rating of the care and services of the FHT**



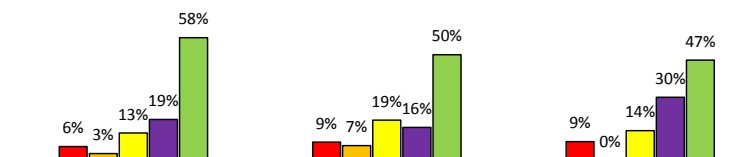
### Ministry Questions

Very Difficult   Somewhat difficult   Easy   Very Easy



Q26. Ability to get care after hours the last time you were sick at our Family Health Team without going to the Emergency Department or walk-in clinic?

Never   Rarely   Sometimes   Often   Always



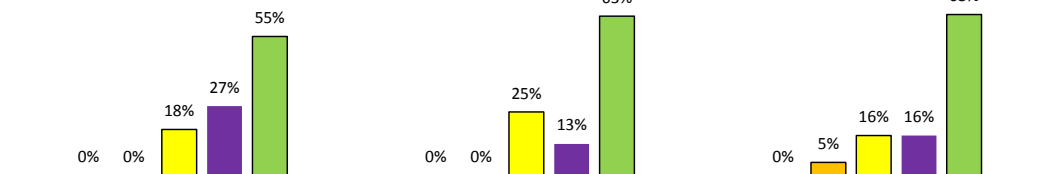
Q27. How often are you involved in decisions related to your care?

Q28. How often are you encouraged to ask questions?

Q29. How often does your provider spend enough time with you?

### Calling the Family Health Team

Never   Rarely   Sometimes   Often   Always

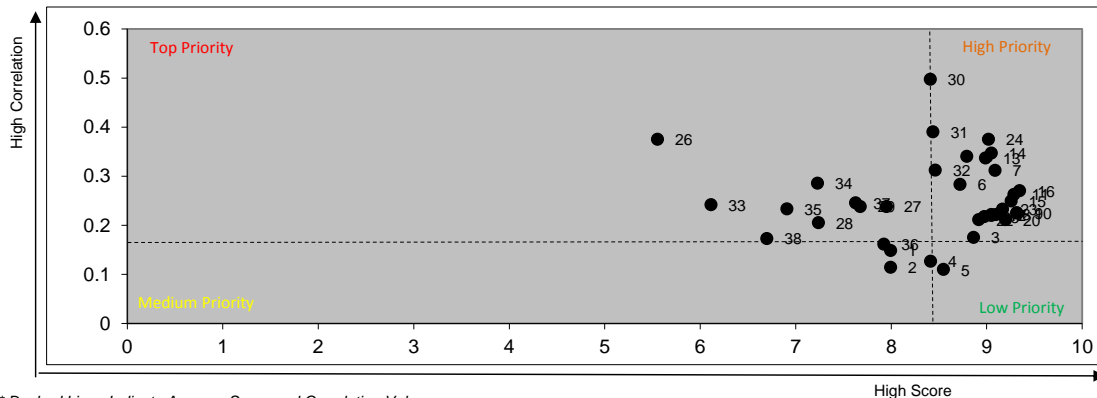


Q30. When you call us with an URGENT medical question or concern during regular practice hours, how often do you get an answer the same day?

Q31. When you call us with a NON-URGENT medical question or concern, how often is your question answered in a timely manner?

Q32. How often does reception pick up the phone when you call?

### Correlation of Experience Questions with Would you recommend the FHT ? (YTD)



#### Top Priority

**Strong correlation but lower than average score**

- 26. How easy it was to get medical care from us in the evening, weekend or holiday without going to emergency
- 34. Timing of appointment offered over the phone
- 33. Length of time waiting on hold

#### Priority Areas

#### High Priority

**Highest correlation and higher than average score**

- 24. Confidence that your personal health information was treated with the level of privacy and confidentiality that you expect
- 14. Showing care and compassion
- 8. How often patient has been able to see PREFERRED provider

**Satisfaction questions included on the Family Health Team Survey**

**Thinking about the visit you just had, how would you rate the following...**

1. The length of time it took between making your appointment and the visit you just had
2. The options that are available for you to make an appointment with us (eg. phone, online, etc.)
3. After registering, how long did you wait in the reception area PAST YOUR SCHEDULED APPOINTMENT TIME?
4. The length of time you had to wait in the reception / waiting area
5. The comfort of the reception / waiting area
6. The courtesy and respect shown to you by the reception staff
7. The ability of the reception staff to communicate in language you could understand
8. Thinking about your visits over the past year or so, how often have you been able to see your PREFERRED provider

**Thinking about the MAIN doctor / health care provider you spoke with during your recent visit, on a scale of Poor to Excellent, how would you rate this person on the following...**

9. Making you feel at ease
10. Letting you tell your "story"
11. Being interested in you as a whole person
12. Really listening
13. Fully understanding your concerns
14. Showing care and compassion
15. Being positive
16. Explaining things clearly
17. Helping you take control
18. Making a plan of action with you
19. Treating you with dignity and respect
20. Showing sensitivity to your needs and preferences
21. Having knowledge of your medical history
22. Giving you clear instructions about what to do after your visit is over

**Thinking about the visit you just had, on a scale of Poor to Excellent, how would you rate the following...**

23. Your confidence in the doctor / health care provider(s) you saw during the visit
24. Your confidence that your personal health information was treated with the level of privacy and confidentiality that you expect
25. The usefulness of the information you received for managing your care and treatment

**For the next set of questions, Instead of thinking about your most recent visit, we'd like you to think more broadly about your experience with us OVER THE LAST YEAR...**

26. The last time when you needed medical care in the evening weekend or holiday, how easy or difficult was it to get care at our Family Health Team without going to the Emergency Department or walk-in clinic?
27. How often are you involved to the extent that you want to be in decisions related to your care?
28. When you see your health care provider, how often do they or someone else in the office encourage you to ask questions?
29. When you see your health care provider, how often do they or someone else in the office spend enough time with you?
30. When you call us with an URGENT medical question or concern during regular practice hours, how often do you get an answer the same day?
31. When you call us with a NON-URGENT medical question or concern, how often is your question answered in a timely manner?
32. How often does reception pick up the phone when you call?
33. When you phone and the reception clerk puts you on hold, how would you rate the length of time you are waiting on hold?
34. When you schedule an appointment over the phone, how would you rate the timing of the appointment that you are offered?

**Thinking about all of the providers you have visited aover the past year or so, at the FHT how often...**

35. Did they seem to know your medical history?
36. Were they consistent in what they were telling you about your care and treatment?
37. Did they seem to work well together in caring for you?
38. In general, how would you rate your overall health?