

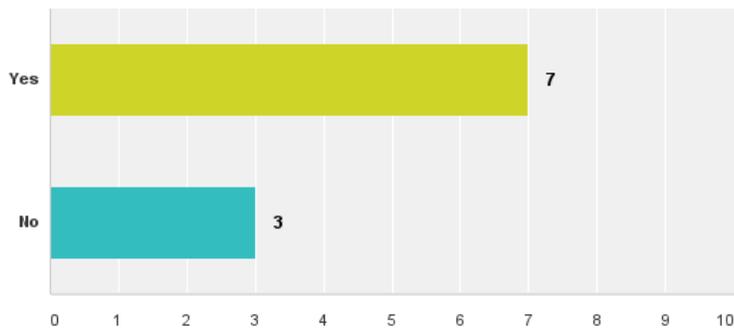


Where Your Health Happens Tool Kit Survey

Summary Report - February 2016

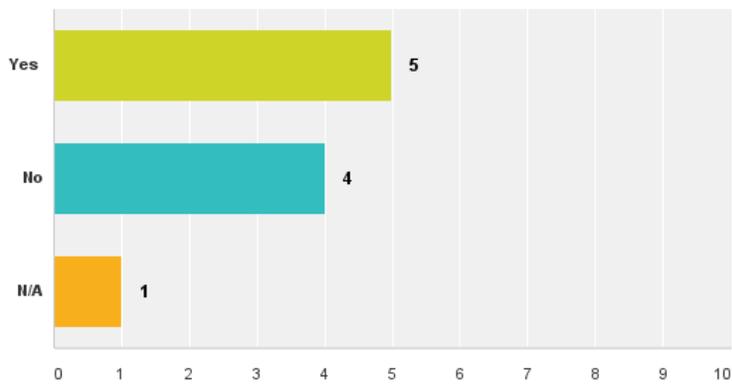
Q2 Did your clinic receive the Rack Card mailed in November?

Answered: 10 Skipped: 0



Q3 If yes, are the Rack Cards displayed in your clinic?

Answered: 10 Skipped: 0



If yes, please describe where it is displayed. If no, please explain the barriers to displaying the rack card.

YES:

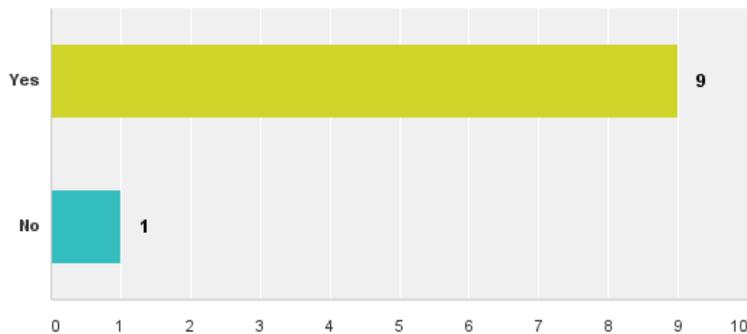
- In the front lobby
- In the patient waiting room.
- We hand them out with our surveys
- In the patient waiting room
- In main waiting room area
- We added them to new patient packets and emergency prep kits for patients.

NO:

- We already have a patient handbook in use that explains PCMH in regards to our practice workflows.

Q4 Did your clinic receive the PDF print files of the Talking Points and Poster emailed in late November?

Answered: 10 Skipped: 0

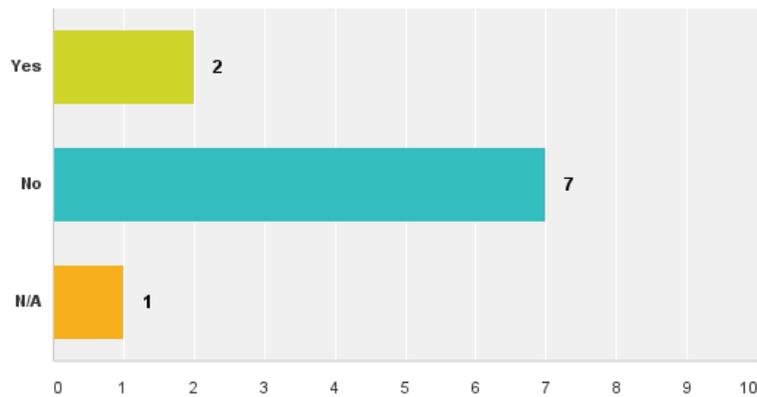


If yes, please describe how your clinic staff is using the Talking Points.

- Billings Clinic devised a medical home brochure for patients
- All staff received the information so they may respond appropriately when asked questions.
- The information was reviewed.
- Apologies, not currently using. Hope to develop online training later this year.
- We did not distribute, as we felt they would be duplicative and confusing with existing efforts at practice transformation.
- They were directed by their Operational Director to not display as they are trying to eliminate clutter in the clinic. They (the directors) felt they had sufficient information about PCMH posted.

Q6 If yes, did you print and display the Poster?

Answered: 10 Skipped: 0



If yes, where is it displayed? If no, what are the barriers to displaying the poster?

YES:

- Posters displayed at all nursing stations
- We had already designed information for our patients. In an effort to keep our lobby neat appearing we chose to put screens in each exam room with rolling messaging that provides information about PCMH and tells patients how to access services. We also have a specific PureView pamphlet that we review with new patients letting them know how to access care, etc.
- We displayed it on our TV screen in our waiting rooms at both clinics
- See above.

NO:

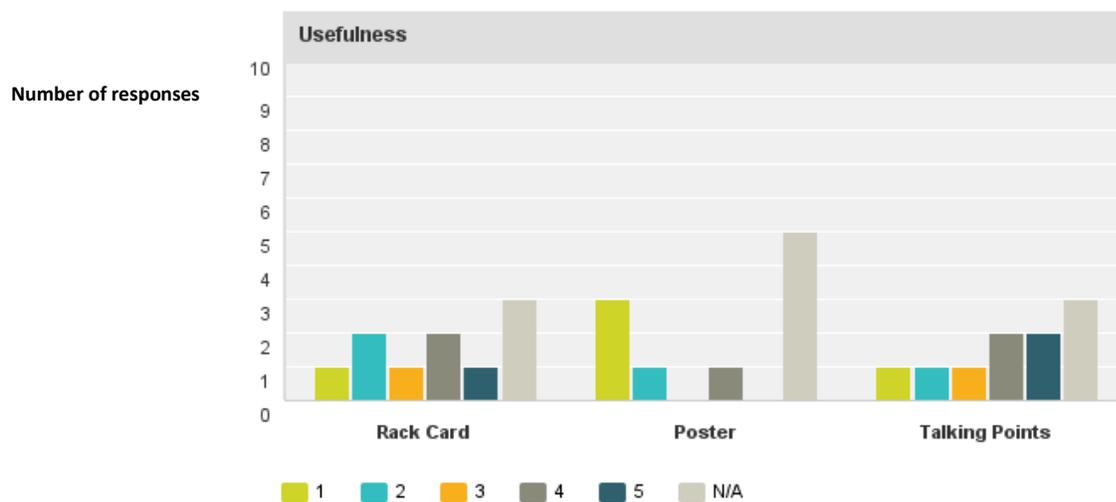
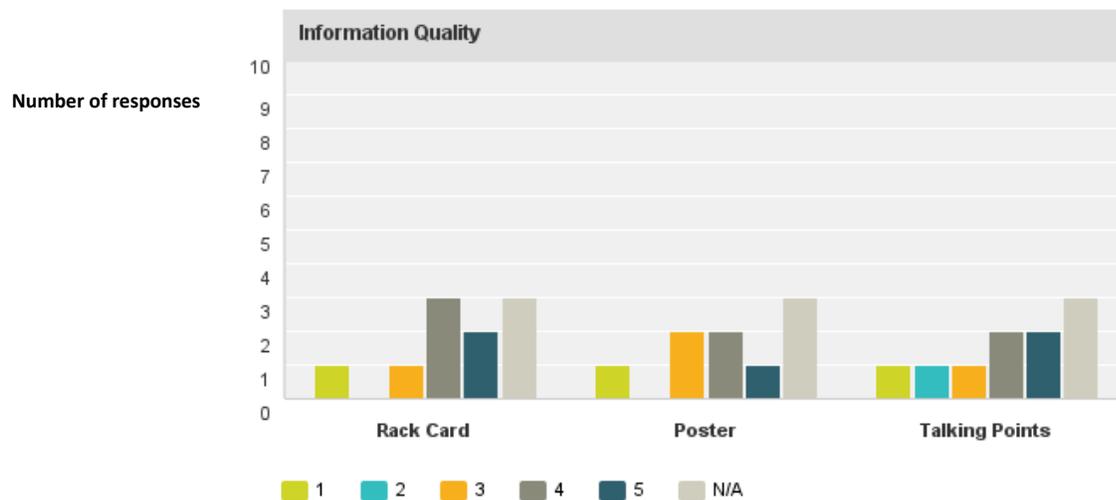
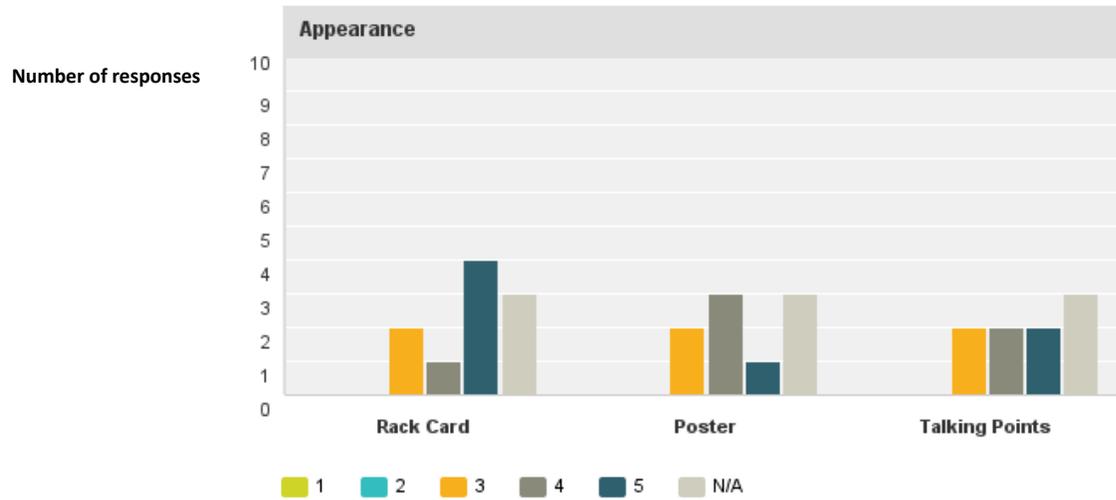
- No good printers, and feedback from HRSA that we had too many signs.
- We are working on customizing the poster with our information and will post it in the waiting room and likely in each examining room.

Please share any comments or suggestions to improve the messaging or appearance.

- appearance was great
- Did not receive
- We just haven't been able to offer training yet due to some competing projects- but we like the talking points!

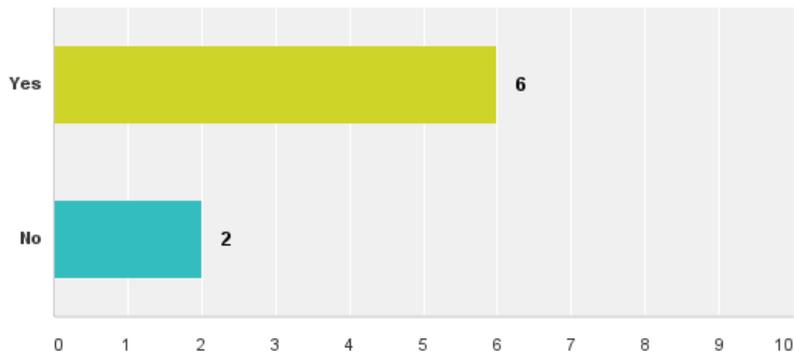
Q7 Rate the tool kit materials on a scale of 1 (lowest) to 5 (highest).

Answered: 10 Skipped: 0



Q8 Does the tool kit clearly communicate to patients the goals and objectives of a PCMH?

Answered: 8 Skipped: 2



If no, please explain why not:

- I thought they were vague
- Did not receive
- The materials were very general.

Please describe what, if any, feedback your clinic has received on the PCMH education tool kit.

- None (3)
- We did not get anything
- Very few patients took the rack cards. Our staff regularly uses PCMH related terms in everyday conversations with our patients.
- We haven't sought feedback and I haven't gotten any.
- We did not use it.

What other patient education tools would be useful to your clinic?

- At this time I do not have a further request for materials.
- Can't think of any
- None. The Talking Points and Rack Card are very useful.
- Letting the patients know we care about the quality of healthcare they are receiving
- Patient education tools on goals setting on a variety of topics. Patient tools to record their readiness to
- None at this time.
- Videos that were short in duration...15 minutes each maybe.