Legislation Text

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Director of Healthcare Operations Report - Burke

FQHC Healthcare Operations Metric of the Month - "Patient Satisfaction Survey Results"
LCHD/CHC sends, via text or email, a seven-question survey to each patient after their visit. The response rate to this survey has consistently been 4-7%. Twice a year, for one month, LCHD/CHC will send out a more comprehensive 28 question survey to collect detailed patient feedback on interactions with the Patient Access Center (i.e., appointment scheduling), lab staff, assistance with referrals, after hours accessibility, hours of operation, patient self-management goals, and what patients are asked to pay for services (sliding fee). Attached are the current comprehensive survey questions.

Listed below are the after-visit survey questions and attached are the overall survey responses from January - April 2021. This survey data is also available by individual provider. Survey results are reviewed at a high level with all clinic staff at least once a month with compliments shared and concerns addressed with the respective staff member.

After Visit Survey Questions

1) Ease of making an appointment
2) Cleanliness and appearance of our facility
3) Respect and courtesy of our staff
4) Wait time for the provider
5) Overall care you received from your provider
6) Likelihood of recommending our practice to family/friends
7) Free form text compliments or concerns

COVID-19 Vaccine Update
COVID-19 vaccine administration for FQHC patients continues at the Grand, Midlakes, North Shore and Zion Health Centers. We will begin to administer COVID-19 vaccines at the Belvidere Medical Building on June 15, 2021. Outreach efforts continue to those who are not registered in AllVax, are in the eligible to schedule category, and are due for their second dose and have not scheduled.

Construction Updates
BMB: Ceiling demolition and new ceiling installation on the 1st and 2nd floors were completed at the end of May. Internal Infection Control and Safety staff continue to work closely with Facilities staff to ensure that all regulatory/certifying organization standards are being met and continue to be adhered to. The main stairwell work began on June 1, 2021 and is anticipated to be completed by July 2, 2021.

Zion: Construction of a simulation lab (clinical staff testing area) and additional dental exam room are scheduled to begin on June 4, 2021. These activities will not interfere with current Zion operations.

None, for information only.