

Patient Satisfaction Survey Results

COASTSIDE CLINIC, HALFMOON BAY



SAN MATEO COUNTY HEALTH
**SAN MATEO
MEDICAL CENTER**

Patient Feedback

Patient Feedback

- Improvement ideas
- Staff compliments

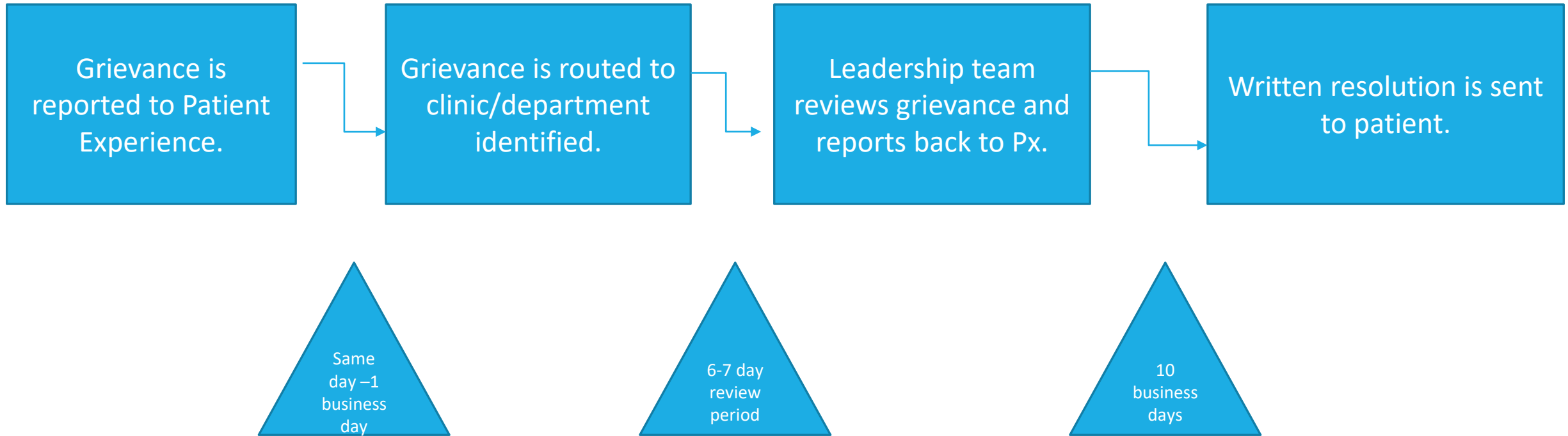
Concerns Requiring Immediate Attention

- Medication refills
- Difficulties connecting with clinic

Formal Grievances

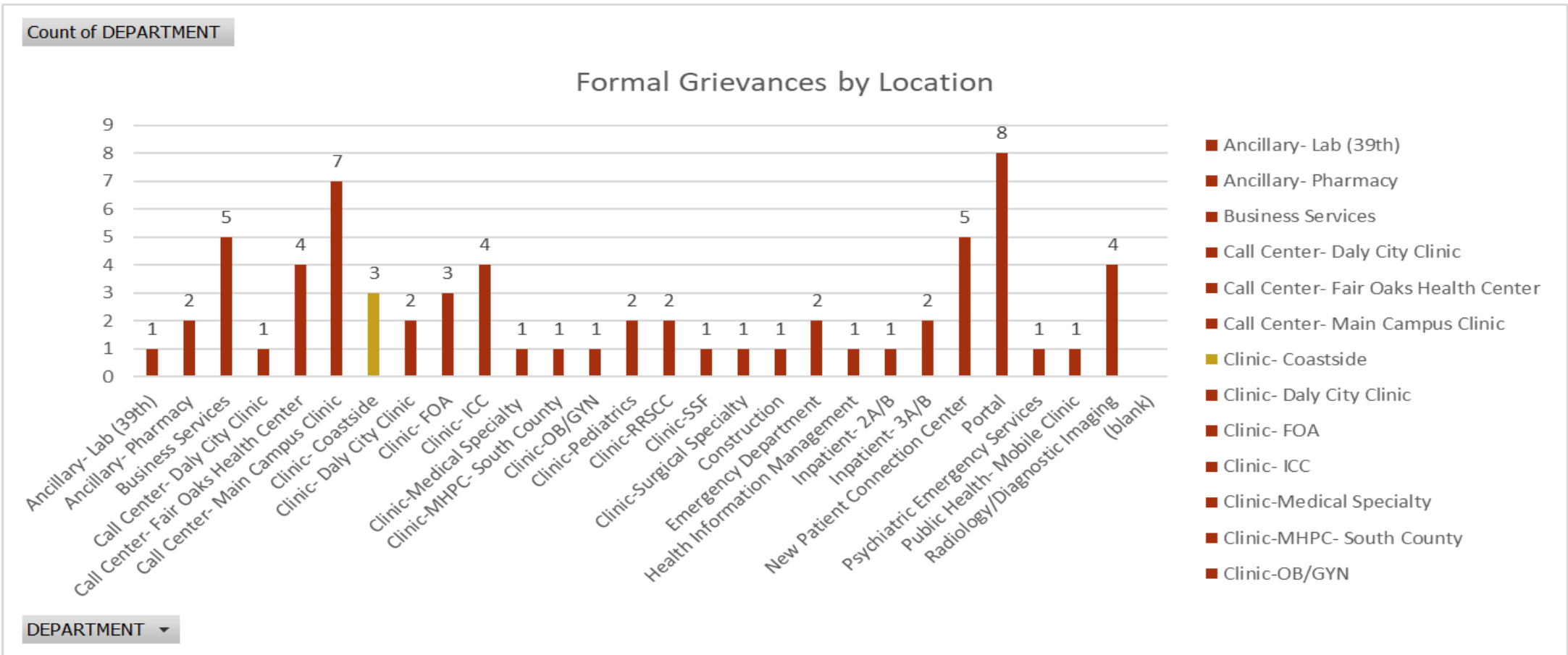
- Concerns with treatment of care or patient services
- Billing

Grievance Process



NRC Survey- Coastside Clinic Adult

January through March 2024



Additional Feedback Opportunities

- NRC Surveys- Received through phone calls, email, and/or text
- Patient and Family Advisory Council (coming soon)

NRC Survey- Coastside Clinic Adult

Question	YTD	Last 3 Months	Last Month	n-size	Score	Bench mark
Provider would recommend	80.3	83.8	85.2	21	90.5	89.6
Nurses courteous and respectful	71.5	78.0	68.8	27	70.4	84.2
Receptionist courtesy/respect	61.1	67.8	59.4	27	63.0	84.6
Worked together to meet needs	67.3	68.5	60.0	24	62.5	81.8
Spent enough time with patient	62.4	66.9	59.4	26	61.5	73.7
Would recommend	62.9	64.9	53.3	23	60.9	81.4
Seen by provider in timely manner	63.3	67.6	50.0	24	58.3	72.0
Trust provider w/ care	62.4	61.4	51.6	25	56.0	82.2
Quality of video/call	42.1	48.6	46.2	11	54.5	74.1
Knew what to do if questions	48.8	50.5	43.3	24	54.2	79.8
Provider listened	67.8	71.3	56.3	26	53.8	84.6
Knew medical history	54.9	57.9	51.6	25	52.0	72.9
Happy w/ appt time	55.6	61.0	46.9	27	51.9	61.7
Hand hygiene	63.7	65.5	42.1	16	43.8	78.4
Method of connecting was easy	34.9	42.5	42.9	12	41.7	68.9
Ease of scheduling appt	31.1	34.7	31.3	27	37.0	70.2
Facility was clean	59.7	56.8	36.8	16	31.3	82.1

Importance of Reporting

- Support patients in getting their needs met.
- Learn what is and isn't working for patient.
- Opportunity to partner with patients to improve our systems.
- Reporting enable us to identify trends to escalate to Improvement Councils.

Connecting with the Patient Experience Department

Phone: 650-573-3731

Email: HS_SMMC_PatientExperience@smcgov.org

Hours: Monday-Friday 7:00 am-3:30 pm

Interpreters available for all patients.

Report directly to clinic: A referral can be made on behalf of patients requesting to file a grievance.