



Hilltown Community Health Center

Administrative Offices
58 Old North Road
Worthington, MA 01098
413-238-5511
www.hchcweb.org

**BOARD MEETING
JULY 27, 2017
WORTHINGTON HEALTH CENTER
5:30 PM**

AGENDA

1. Call to Order
2. Approval of the June 13, 2017 Meeting Minutes
3. Welcome new Board member, Matt Bannister
4. Finance Committee Report
5. Chief Executive Officer / Senior Manager Reports
6. Committee Reports (as needed)
 - Executive Committee
 - Recruiting, Orientation, and Nominating (RON)
 - Corporate Compliance
 - Facilities
 - Personnel
 - Quality Improvement
 - Expansion
 - Strategic Planning
6. Old Business
7. New Business
 - Complementary and Alternative Medicine, change in scope
 - Risk Management Report, Jan-June 2017
 - Patient Satisfaction Survey Results, Spring 2017
 - Policy Review
 1. Care & Management of High Risk Patients (NCQA)
 2. Grant and Contract Approval (Annual Review)
 3. Board Orientation Policy (Annual Review)
 4. Board Member Recruitment and Retention Plan (Annual Review)
 - Employee Credentialing -New Employee:
Frances Huberman, LCSW
 - Employee Privileging:
Deb Lesko, Hygienist
Lora Grimes, MD

Serena Torrey, LCSW
Suzanne Kresiak, LICSW
Randall Fisher, LICSW

8. Adjourn

HCHC BOARD OF DIRECTORS MEETING

Location: Union Station, Northampton, MA

Date/Time: 06/13/2017 6:00pm

MEMBERS: John Follet, Chair; Wendy Lane Wright, Clerk; Nancy Brenner, Vice Chair; Alan Gaitenby; Tim Walter; Wendy Long; Cheryl Hopson; Kathryn Jensen; Lee Manchester

STAFF: Eliza Lake, CEO; Frank Mertes, CFO; Janet Laroche, Executive Assistant; Michael Purdy, CCCSO

GUEST: Matt Bannister

Agenda Item	Summary of Discussion	Decision/Next Steps	Person Responsible/ Due Date
Approval of Minutes 05/25/2017	John Follet called the meeting to order at 6:05pm. The May 25, 2017 minutes were reviewed by the Board members present. A motion was made by Tim Walter to approve the May 25, 2017. The motion was seconded by Lee Manchester. The motion to approve the May 25 minutes was approved unanimously. It was noted that Wendy Long abstained from the vote.	The May 25, 2017 minutes were approved	
Guest: Matt Bannister, PeoplesBank; Potential New Board Member	John welcomed and introduced Matt Bannister. Matt works at PeoplesBank in the marketing department. He previously worked for the American Heart Association. He has an interest in public health and wellness. PeoplesBank has recently given a donation to the Amherst campaign and the bank is learning more about community health centers. HCHC Board members introduced themselves to Matt.		
Finance Committee	There was no report this month due to this Board meeting taking place earlier in the month than usual. Frank commented that the last month was a high revenue month. He'll have more details later in June after the books have been closed.		

	<p>Dept heads were recently spoken with about the financials, including Cynthia speaking with reception. It's felt this helped give a better understanding of the health center's financial picture.</p>		
CEO Report	<p>First, Michael announced new hires: new Optometrist working 20 hours has been hired; a limited license dentist has been hired for Amherst. He has no dental degree from a U.S. dental school, but does from another country. He can practice here as long as one of our dentists signs off on his charts. Sometimes limited-license dentists stay longer at their employer since their options can be limited for employment. He speaks Arabic and will be starting in the fall; a full-time dentist has also been hired. He lives in Amherst, very experienced and will practice in Amherst; a behavioral health clinician has been hired and will be starting July 17 in Huntington.</p> <p>Eliza reported that she recently met with a consultant to discuss the possibility of offering cultural sensitivity training for staff.</p> <p>Frank attended a construction meeting for the Amherst site. He reported that things are a bit ahead of schedule at this time. There are some electrical issues to work out with the town and several different solutions are to be proposed.</p> <p>The C3 team came out to HCHC on June 1st for discussions with staff members. Staff brought up some concerns during this time. C3 has been approved as an ACO in the state.</p> <p>We've been granted \$10,000 for xxx.</p>		

	<p>Three health centers in the state received this funding. It will be used for evaluations of social determinants of health. This is an important project for the health center. The information collected from this grant will be beneficial for grant writing purposes.</p> <p>Eliza recently attended a meeting at the Holyoke Health Center regarding an immigrant protection project. This advocacy group is offering training for immigrant rights, including what happens to the children of immigrants if their parents get picked up/detained. Lawyers have been trained on bond hearings. Five people have been detained so far in Western Mass. There's a hotline for people to call with questions and issues. HCHC will be part of this advocacy group. Wendy Long expressed interest in trainings if/when they are offered. Eliza wanted to share this with the Board to be sure everyone was in agreement with this.</p> <p>A Non-district ACO funds training was attended. Increasing loan repayment applications for providers, fund existing residency programs; psychiatrists to work at CHCs, quarterly meetings for providers, and pay to health centers for providers to attend these trainings. Application is due in November.</p>		
Executive Committee	There was no report from the Executive Committee this month.		
Recruitment, Orientation & Nominating (RON) Committee	Tim reported that the committee has another prospective board member who met with the RON committee. The next step will be for her to meet with John and Eliza.		

	<p>She's a paralegal and excited to join the Board.</p> <p>Tim also reported that all the current officers have agreed to continue for in their roles on the Board for another year. Tim has agreed to be treasurer for a year.</p>		
Corporate Compliance Committee	It's almost time to renew our FTCA liability insurance. Eliza, Janet and Bridget sat in on a webcast recently and learned of the new requirements being implemented for next year, many related to Risk Management.		
Facilities Committee	No report this month.		
Personnel Committee	Personnel committee did not meet yet this month.		
Quality Improvement Committee	QI has not yet met this month.		
Expansion Committee	No report this month.		
Strategic Planning Committee	Mission, vision and values posters are to be created and hung in all the sites.		
Committee Reports	After all the committee reports had been reviewed and discussed, Tim Walter made a motion to accept all committee reports. The motion was seconded by Nancy Brenner and without further discussion were approved by all.	Committee reports presented at this meeting were approved.	
Old Business	None		
New Business	None		
New Board Member Discussion	Matt Bannister was excused from the meeting. The Board discussed voting Matt on to the Board. It was asked what happens if someone gets voted on to the Board, but then		

	<p>declines? It's happened in the past and it would be ok, if it was to happen.</p> <p>It was asked if Matt would be considered one of the members from Amherst? The answer was no, not at the present time. It's hoped that new Board members from Amherst will also be patients, if possible. Matt's skills would be beneficial to this Board. He understands non-profits and is very connected in the valley. Tim Walter made a motion to invite Matt Bannister to join the board. Alan Gaitenby seconded the motion. With no further discussion needed, the vote to invite Matt Bannister to the Board was approved unanimously.</p>	<p>It was approved to invite Matt Bannister to join the Board.</p>	
Adjourn	<p>A motion to suspend the meeting was made by Wendy Long and seconded by Cheryl Hopson. The meeting suspended at 6:45pm.</p> <p>The meeting will continue at the Annual Meeting to begin at 7:30pm.</p> <p>The next regular Board meeting is scheduled for July 27, 2017 at 5:30pm at the Worthington Health Center.</p>		

Submitted by,

Janet Laroche, Executive Assistant

Meeting Minutes

COMMITTEE: Personnel

Location: Huntington

Date/Time: June 20, 2017/8:00am

TEAM MEMBERS: John Follet, Wendy Long, Lee Manchester, Suzanne Kresiak, Bridget Rida, Carolyn Sailor

ABSENT: John Bergeron, Karen Rowe, Pat Kirouac

Agenda Item	Summary of Discussion	Decision/Next Steps	Person Responsible/ Due Date
Personnel Policies Handbook	The CORI Policy was designed to fit the handbook from the template suggested was reviewed and approved. Small changes were made to the Medical and Personal Leaves of Absence Policy. Further policies reviewed were Patient and Public Relations Policy which will be removed as the topic is covered elsewhere, Care of Patient Records, Change of Personal Data, Protecting HCHC Information, Appearance, Fragrance-Controlled Work environment.	Changes will be incorporated.	
Next Meeting		July 11, 2017	

Meeting Minutes

COMMITTEE: Personnel

Location: Worthington

Date/Time: July 11, 2017/8:00 am

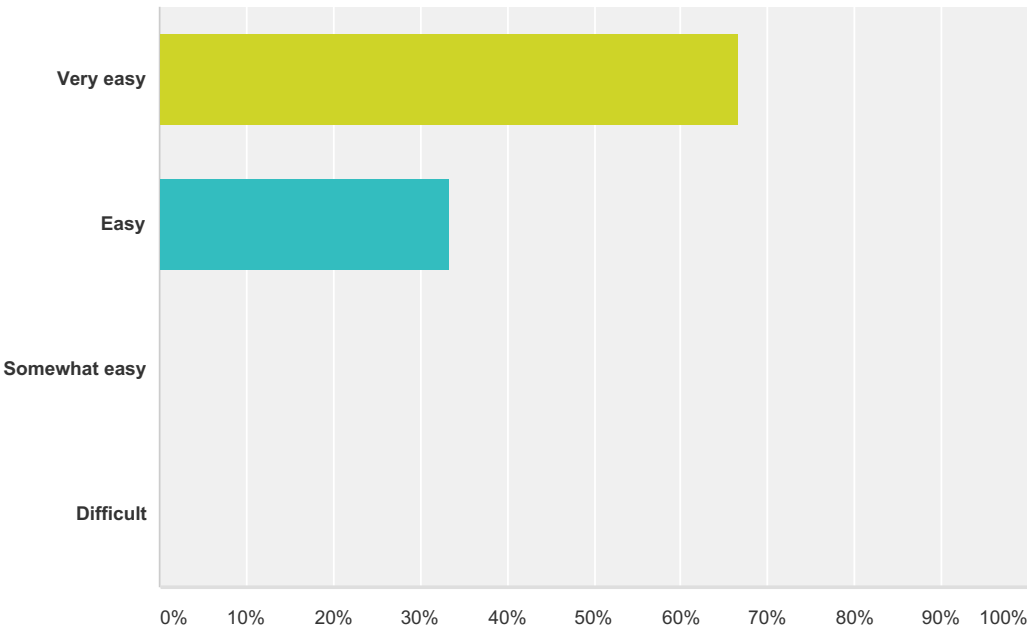
TEAM MEMBERS: John Follet, Wendy Long, Lee Manchester, Bridget Rida, Pat Kirouac

ABSENT: John Bergeron, Karen Rowe, Suzanne Krisiak, Carolyn Sailor

Agenda Item	Summary of Discussion	Decision/Next Steps	Person Responsible/ Due Date
Personnel Policies Handbook	The Personal Telephone Calls and Faxes policy was examined and major changes are proposed with regards to cell phone use in the workplace. Suitable wording from two sample policies were reviewed and a new policy will be drafted.	Bridget will write a draft of new policy.	Next meeting
Next Meeting	A new Social Media Policy will be adapted and other loose ends will be covered to end the Handbook project		Tuesday September 12, 2017 8:00 am Huntington

Q1 How easy was it to get your most recent appointment?

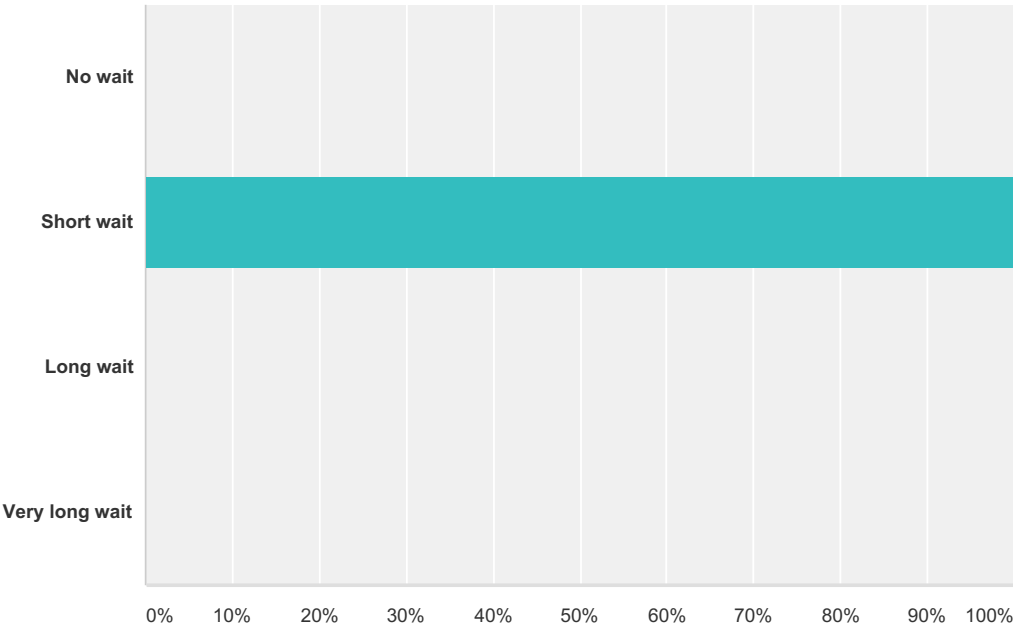
Answered: 3 Skipped: 0



Answer Choices	Responses	
Very easy	66.67%	2
Easy	33.33%	1
Somewhat easy	0.00%	0
Difficult	0.00%	0
Total		3

Q2 How long was your wait in the waiting room?

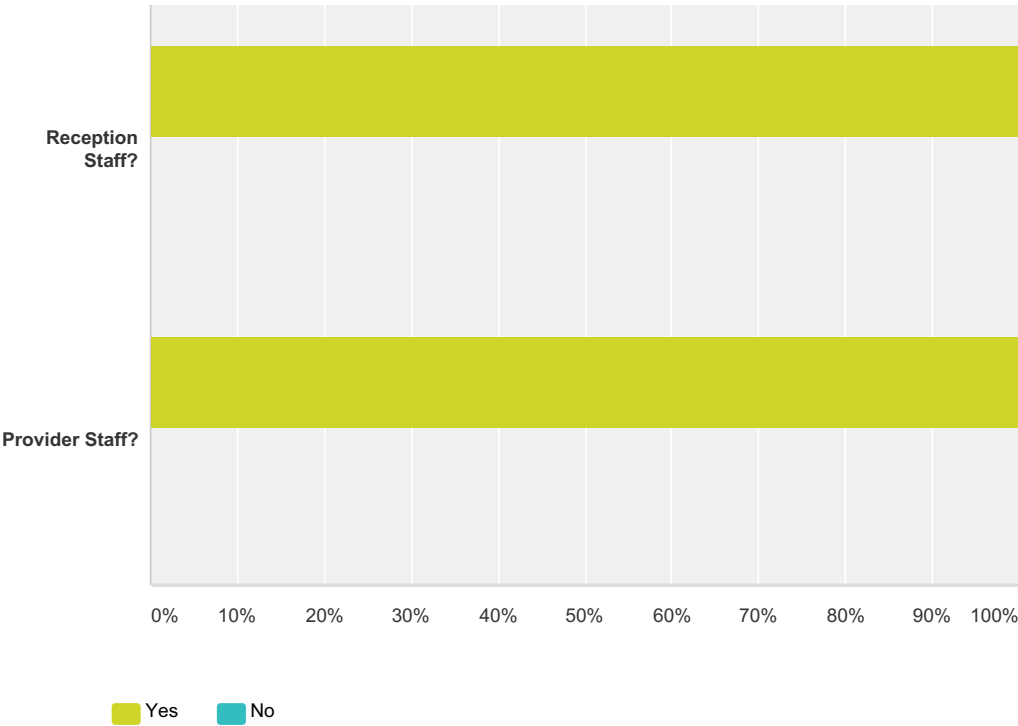
Answered: 3 Skipped: 0



Answer Choices	Responses	
No wait	0.00%	0
Short wait	100.00%	3
Long wait	0.00%	0
Very long wait	0.00%	0
Total		3

Q3 Do you feel you were treated politely and with respect by the:

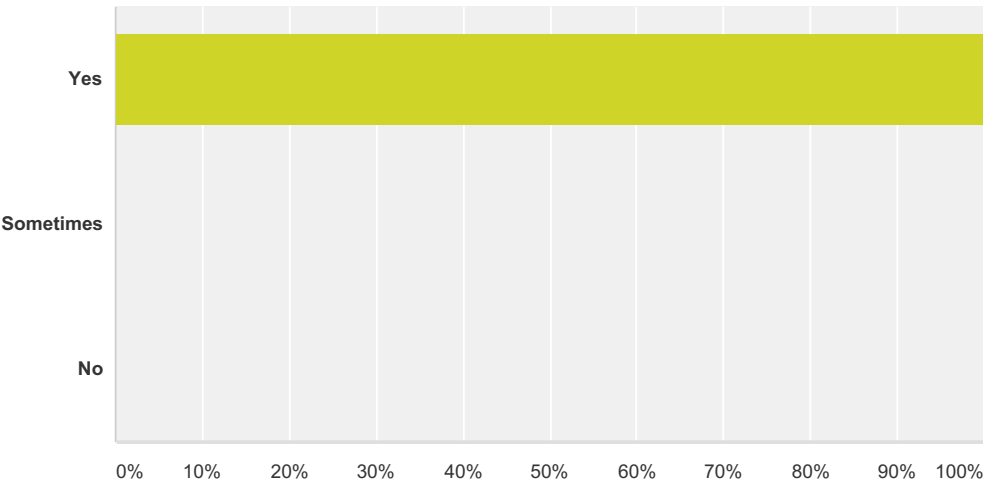
Answered: 3 Skipped: 0



	Yes	No	Total
Reception Staff?	100.00% 3	0.00% 0	3
Provider Staff?	100.00% 3	0.00% 0	3

Q4 Do you feel understood and listened to by staff?

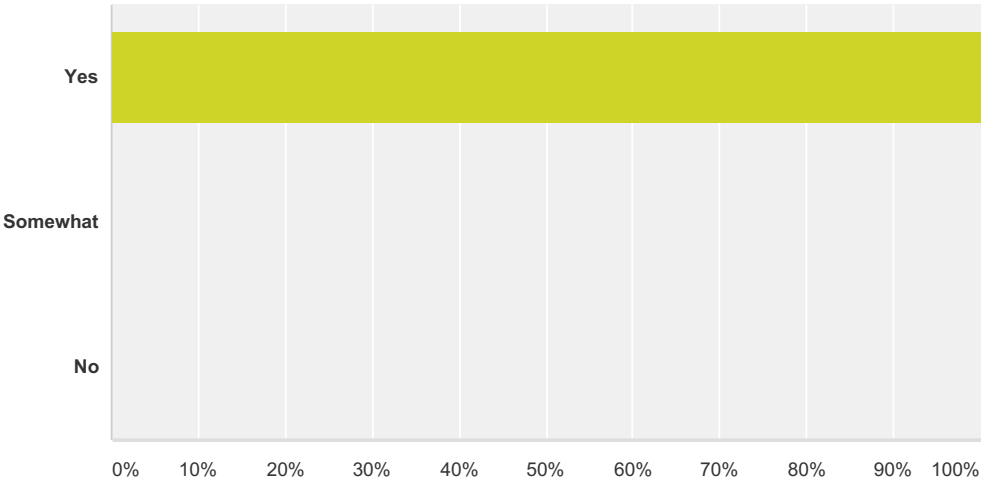
Answered: 3 Skipped: 0



Answer Choices	Responses	
Yes	100.00%	3
Sometimes	0.00%	0
No	0.00%	0
Total		3

Q5 Do you feel your personal health information is kept confidential?

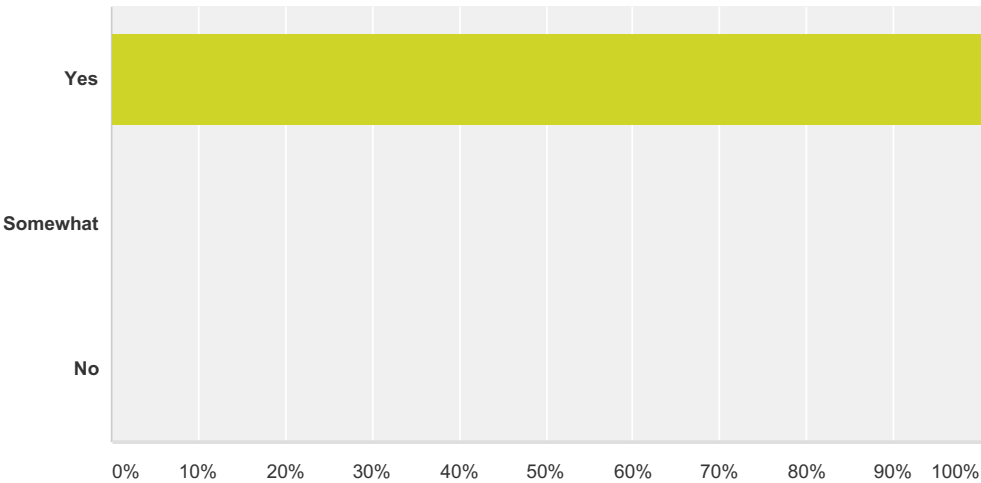
Answered: 3 Skipped: 0



Answer Choices	Responses	
Yes	100.00%	3
Somewhat	0.00%	0
No	0.00%	0
Total		3

Q6 Are your language and cultural needs being met?

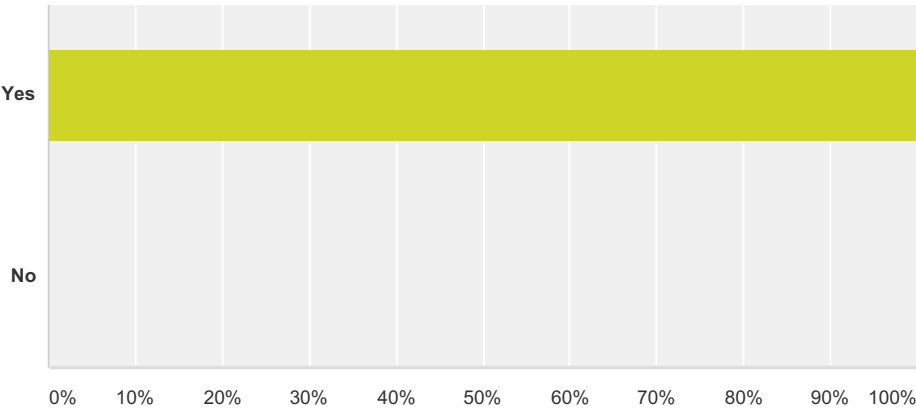
Answered: 3 Skipped: 0



Answer Choices	Responses	
Yes	100.00%	3
Somewhat	0.00%	0
No	0.00%	0
Total		3

Q7 Are you satisfied with your overall experience at the Health Center?

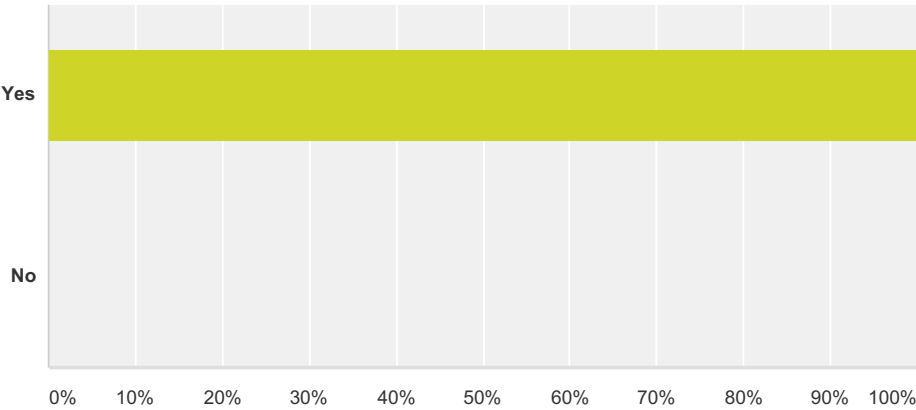
Answered: 3 Skipped: 0



Answer Choices	Responses	
Yes	100.00%	3
No	0.00%	0
Total		3

Q8 Would you recommend the Health Center to family and friends?

Answered: 3 Skipped: 0



Answer Choices	Responses	
Yes	100.00%	3
No	0.00%	0
Total		3

Q9 Is there anything else you'd like to share with us?

Answered: 0 Skipped: 3

#	Responses	Date
	There are no responses.	

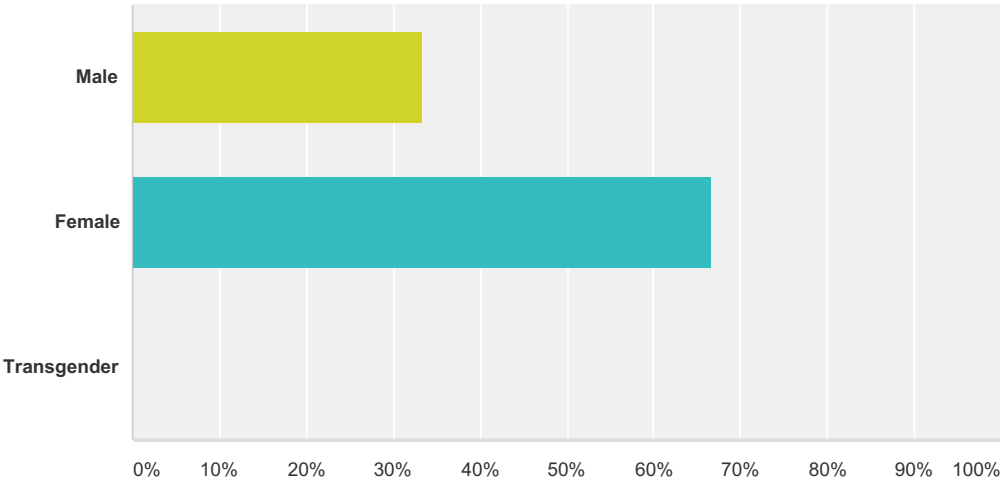
Q10 About You: Age

Answered: 3 Skipped: 0

#	Responses	Date
1	65	6/15/2017 8:27 AM
2	54	6/15/2017 8:26 AM
3	37	6/15/2017 8:25 AM

Q11 About You: Gender

Answered: 3 Skipped: 0

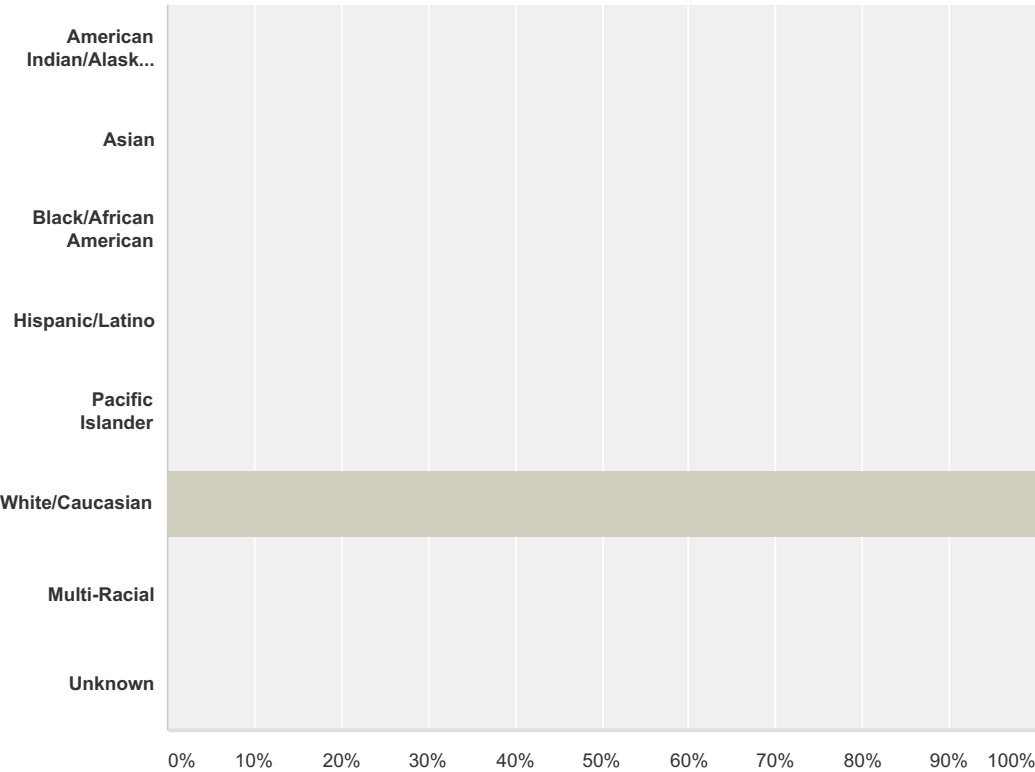


Answer Choices	Responses
Male	33.33%1
Female	66.67%2
Transgender	0.00%0
Total Respondents: 3	

#	Other (please specify)	Date
	There are no responses.	

Q12 About You: Race/Ethnicity

Answered: 3 Skipped: 0

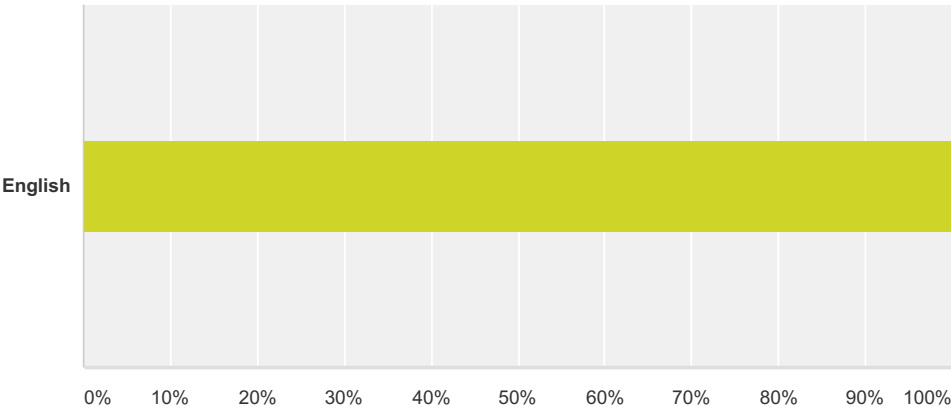


Answer Choices	Responses
American Indian/Alaska Native	0.00%0
Asian	0.00%0
Black/African American	0.00%0
Hispanic/Latino	0.00%0
Pacific Islander	0.00%0
White/Caucasian	100.00%3
Multi-Racial	0.00%0
Unknown	0.00%0
Total Respondents: 3	

#	Other (please specify)	Date
	There are no responses.	

Q13 About You: Primary Language

Answered: 3 Skipped: 0

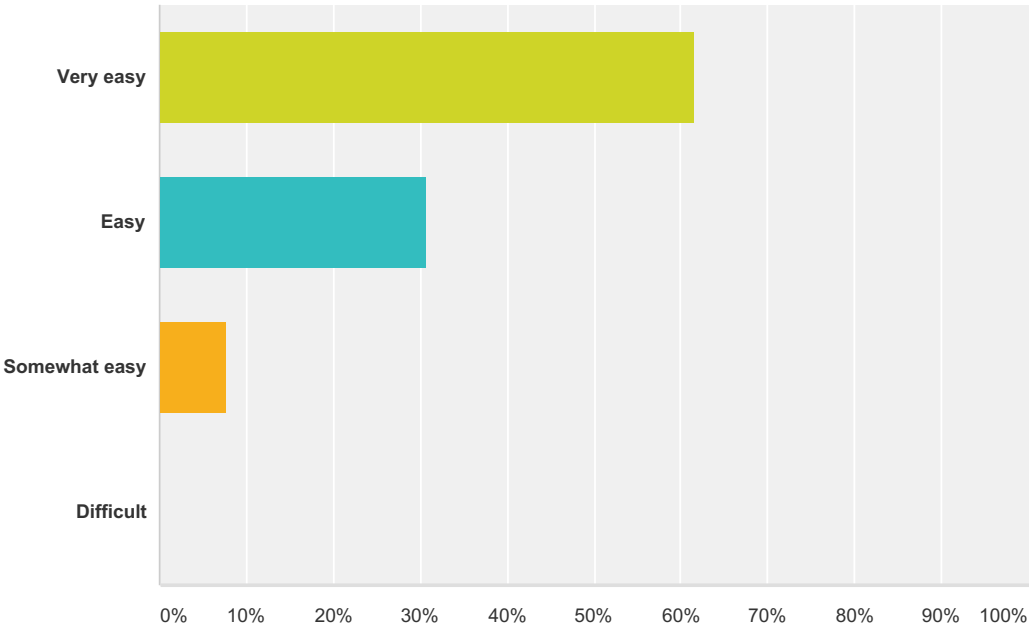


Answer Choices	Responses
English	100.00% 3
Total Respondents: 3	

#	Other (please specify)	Date
	There are no responses.	

Q1 How easy was it to get your most recent appointment?

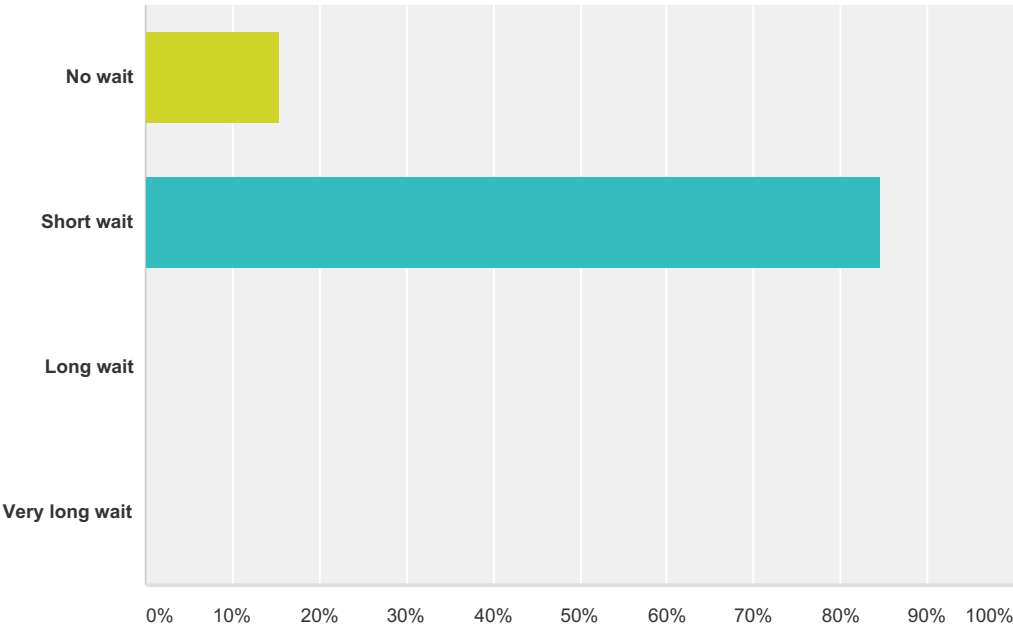
Answered: 13 Skipped: 0



Answer Choices	Responses	
Very easy	61.54%	8
Easy	30.77%	4
Somewhat easy	7.69%	1
Difficult	0.00%	0
Total		13

Q2 How long was your wait in the waiting room?

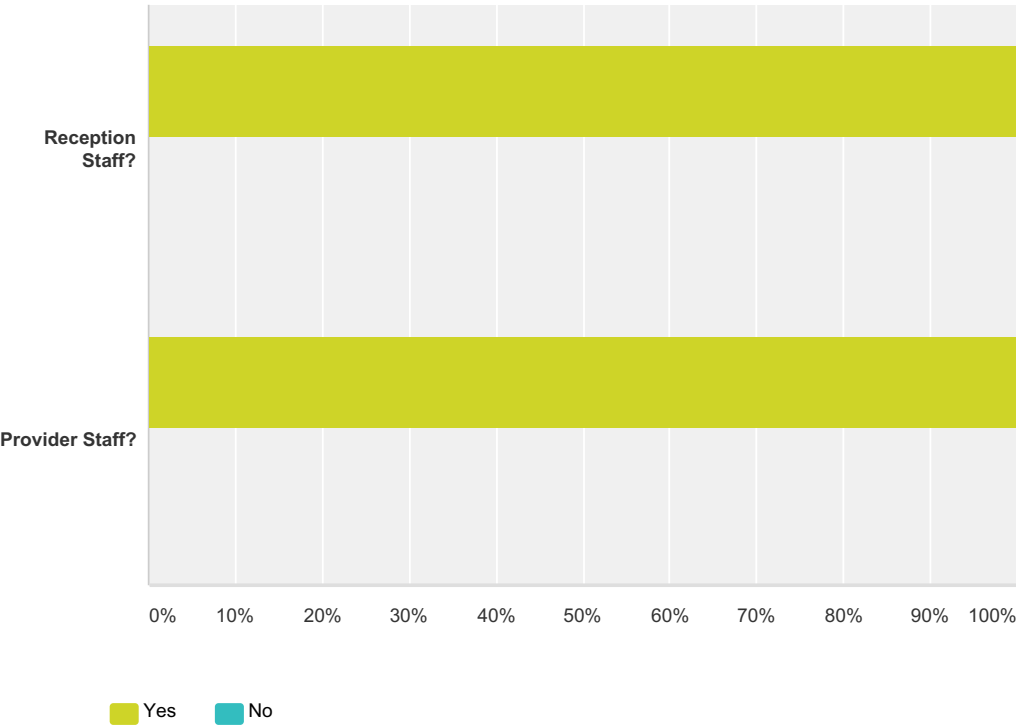
Answered: 13 Skipped: 0



Answer Choices	Responses	
No wait	15.38%	2
Short wait	84.62%	11
Long wait	0.00%	0
Very long wait	0.00%	0
Total		13

Q3 Do you feel you were treated politely and with respect by the:

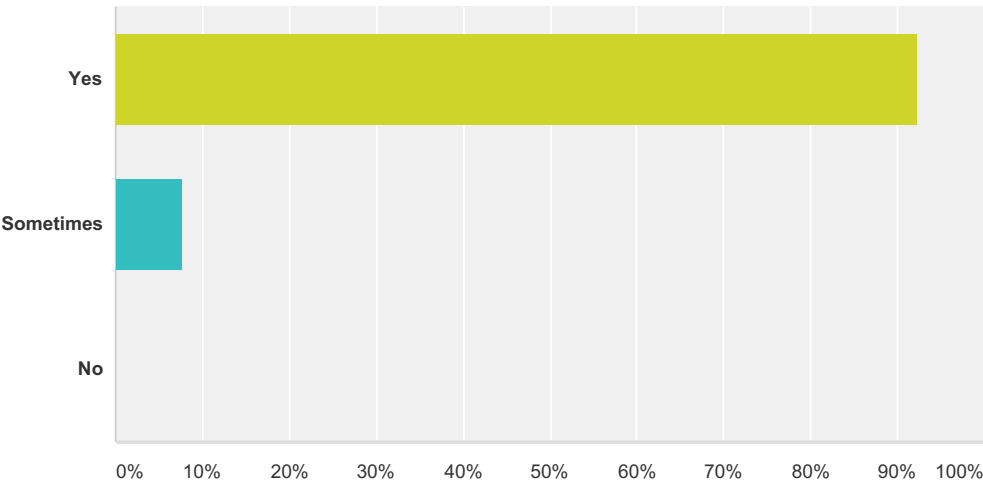
Answered: 13 Skipped: 0



	Yes	No	Total
Reception Staff?	100.00% 13	0.00% 0	13
Provider Staff?	100.00% 11	0.00% 0	11

Q4 Do you feel understood and listened to by staff?

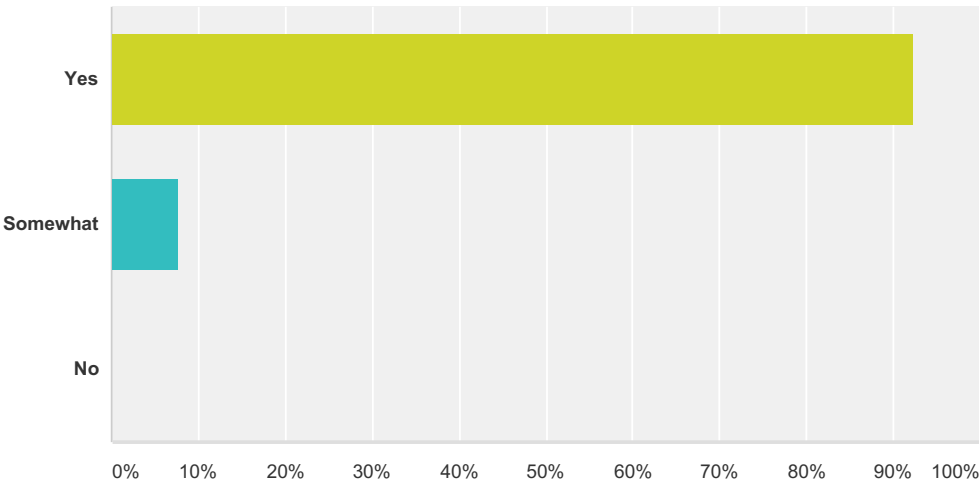
Answered: 13 Skipped: 0



Answer Choices	Responses	
Yes	92.31%	12
Sometimes	7.69%	1
No	0.00%	0
Total		13

Q5 Do you feel your personal health information is kept confidential?

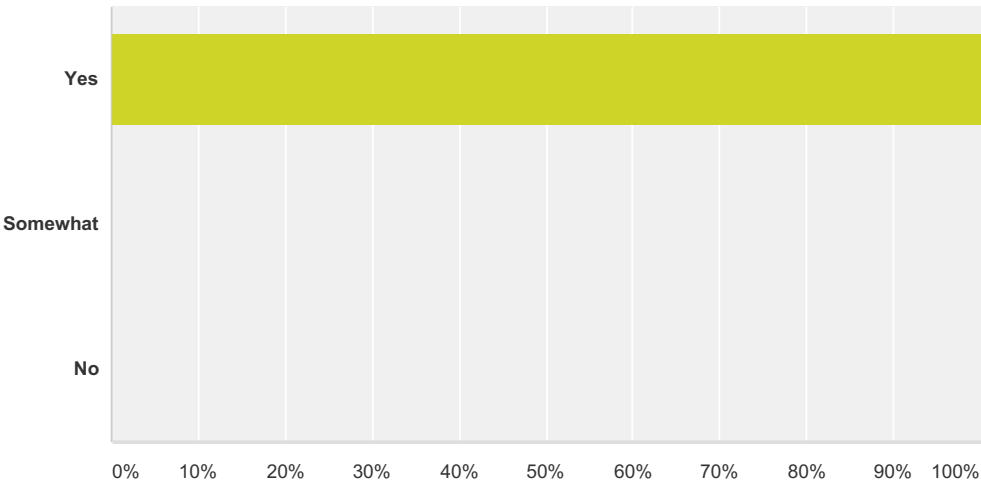
Answered: 13 Skipped: 0



Answer Choices	Responses	
Yes	92.31%	12
Somewhat	7.69%	1
No	0.00%	0
Total		13

Q6 Are your language and cultural needs being met?

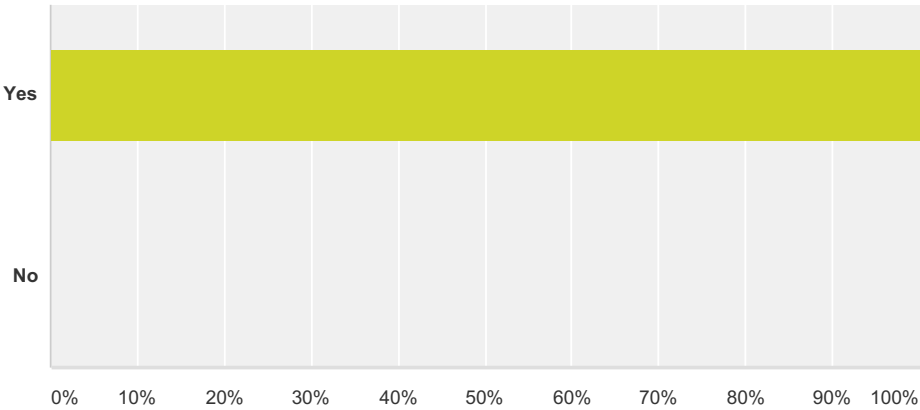
Answered: 13 Skipped: 0



Answer Choices	Responses	
Yes	100.00%	13
Somewhat	0.00%	0
No	0.00%	0
Total		13

Q7 Are you satisfied with your overall experience at the Health Center?

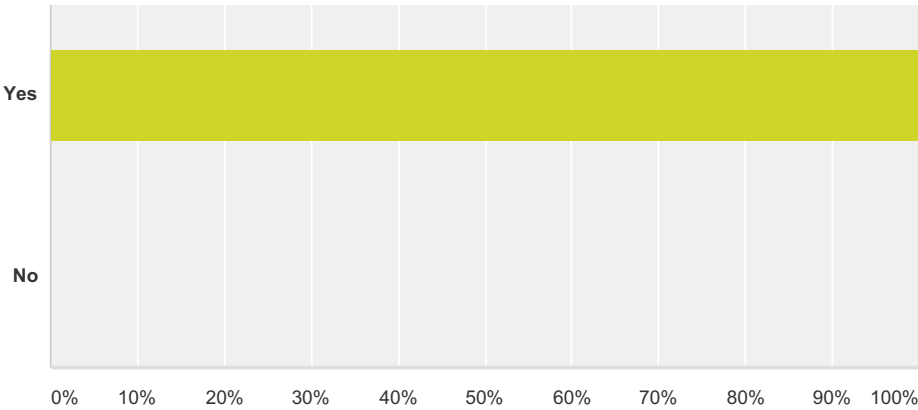
Answered: 13 Skipped: 0



Answer Choices	Responses	
Yes	100.00%	13
No	0.00%	0
Total		13

Q8 Would you recommend the Health Center to family and friends?

Answered: 13 Skipped: 0



Answer Choices	Responses	
Yes	100.00%	13
No	0.00%	0
Total		13

Q9 Is there anything else you'd like to share with us?

Answered: 3 Skipped: 10

#	Responses	Date
1	It took a long time to get an appointment and I understand there's a demand and limited practitioners	6/15/2017 8:19 AM
2	Mental health providers are in short supply so getting an appointment quickly can be very difficult.	6/15/2017 8:15 AM
3	I have been receiving care here for 13+ years and enjoy my good experiences with staff and Drs. Highly recommend.	6/15/2017 8:14 AM

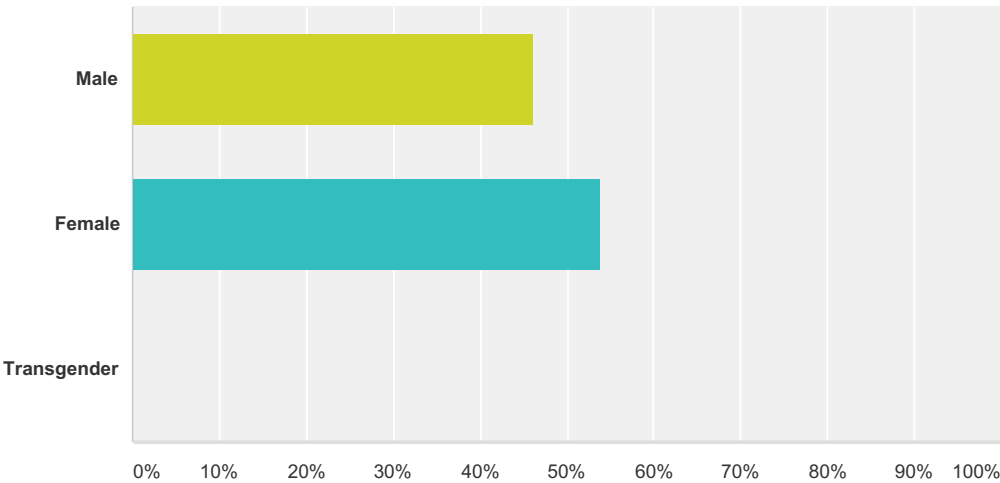
Q10 About You: Age

Answered: 12 Skipped: 1

#	Responses	Date
1	62	6/15/2017 8:21 AM
2	52	6/15/2017 8:20 AM
3	33	6/15/2017 8:19 AM
4	63	6/15/2017 8:18 AM
5	34	6/15/2017 8:16 AM
6	41	6/15/2017 8:15 AM
7	39	6/15/2017 8:15 AM
8	54	6/15/2017 8:14 AM
9	48	6/15/2017 8:13 AM
10	58	6/15/2017 8:12 AM
11	56	6/15/2017 8:11 AM
12	41	6/15/2017 8:10 AM

Q11 About You: Gender

Answered: 13 Skipped: 0

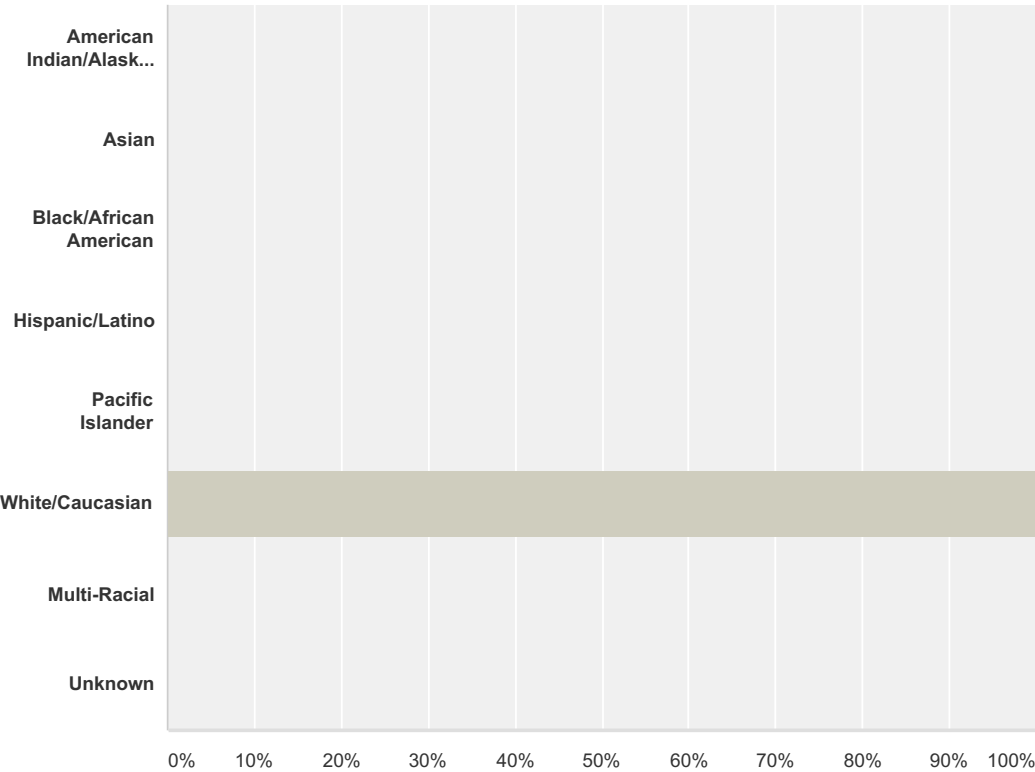


Answer Choices	Responses
Male	46.15%6
Female	53.85%7
Transgender	0.00%0
Total Respondents: 13	

#	Other (please specify)	Date
	There are no responses.	

Q12 About You: Race/Ethnicity

Answered: 13 Skipped: 0

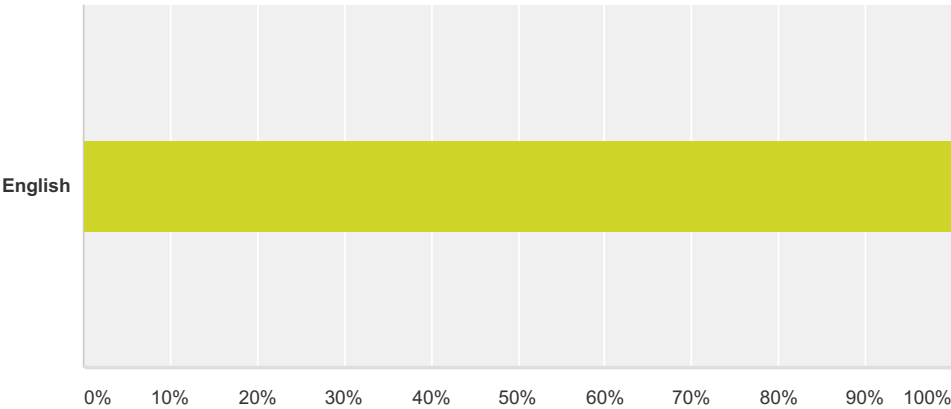


Answer Choices	Responses
American Indian/Alaska Native	0.00%0
Asian	0.00%0
Black/African American	0.00%0
Hispanic/Latino	0.00%0
Pacific Islander	0.00%0
White/Caucasian	100.00%13
Multi-Racial	0.00%0
Unknown	0.00%0
Total Respondents: 13	

#	Other (please specify)	Date
	There are no responses.	

Q13 About You: Primary Language

Answered: 11 Skipped: 2

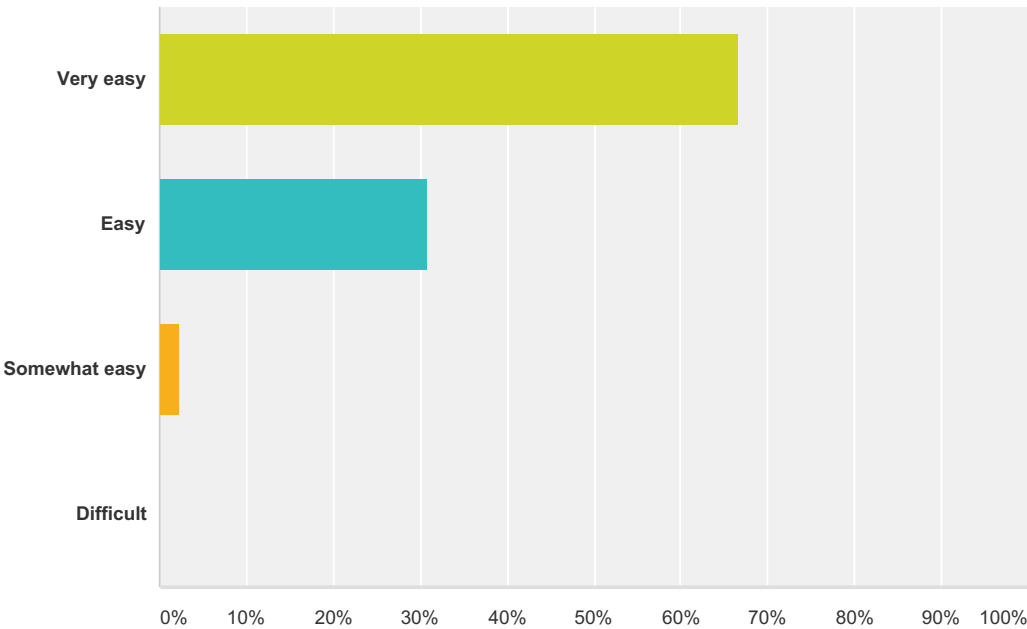


Answer Choices	Responses
English	100.00% 11
Total Respondents: 11	

#	Other (please specify)	Date
	There are no responses.	

Q1 How easy was it to get your most recent appointment?

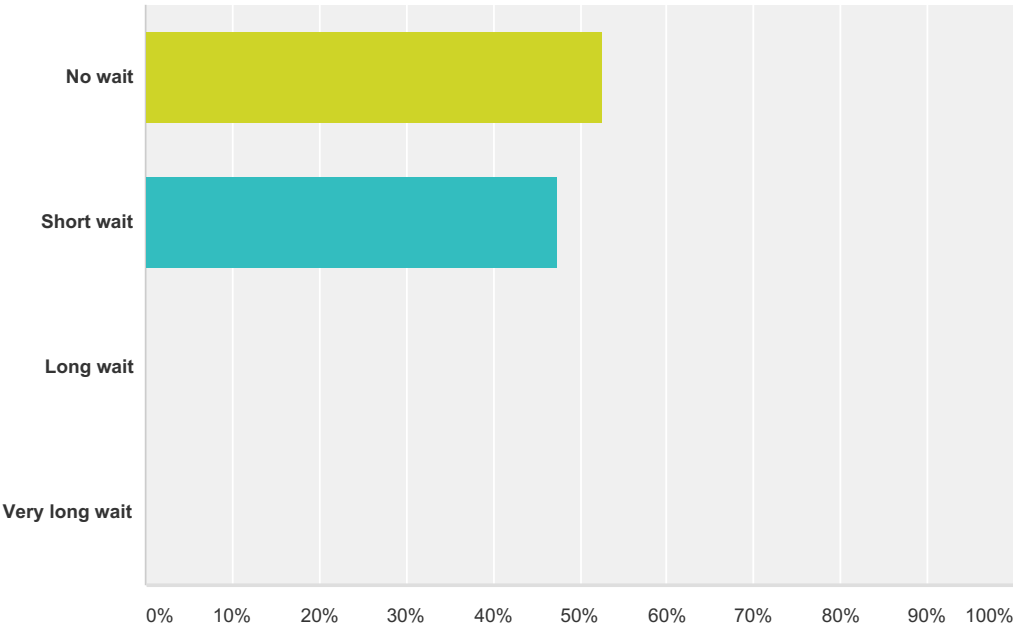
Answered: 42 Skipped: 0



Answer Choices	Responses	
Very easy	66.67%	28
Easy	30.95%	13
Somewhat easy	2.38%	1
Difficult	0.00%	0
Total		42

Q2 How long was your wait in the waiting room?

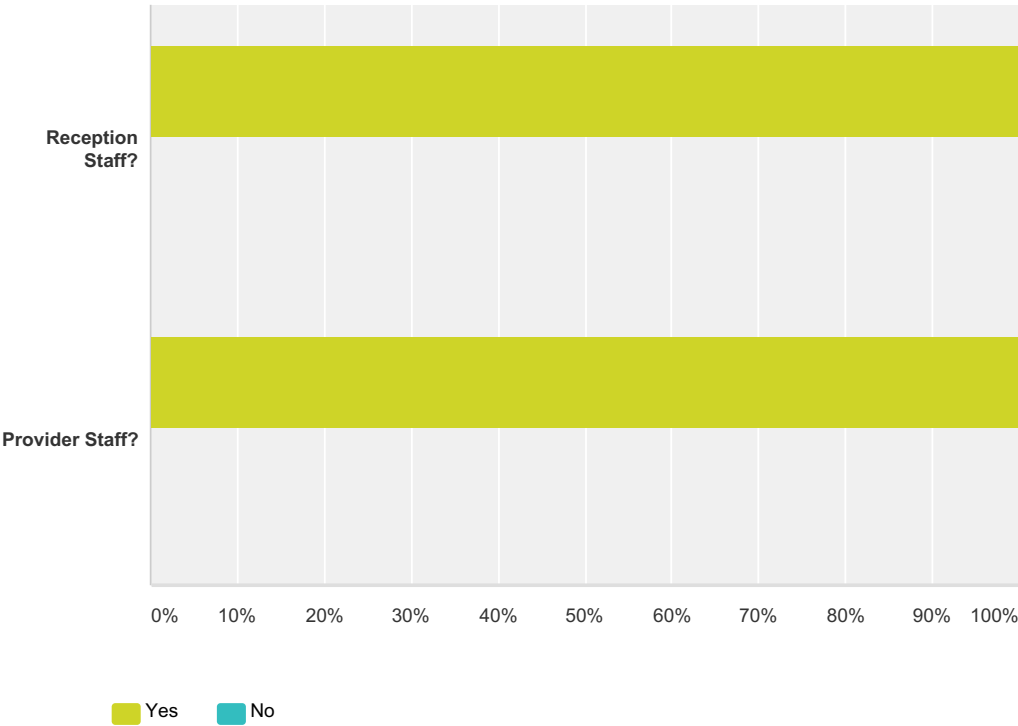
Answered: 38 Skipped: 4



Answer Choices	Responses	
No wait	52.63%	20
Short wait	47.37%	18
Long wait	0.00%	0
Very long wait	0.00%	0
Total		38

Q3 Do you feel you were treated politely and with respect by the:

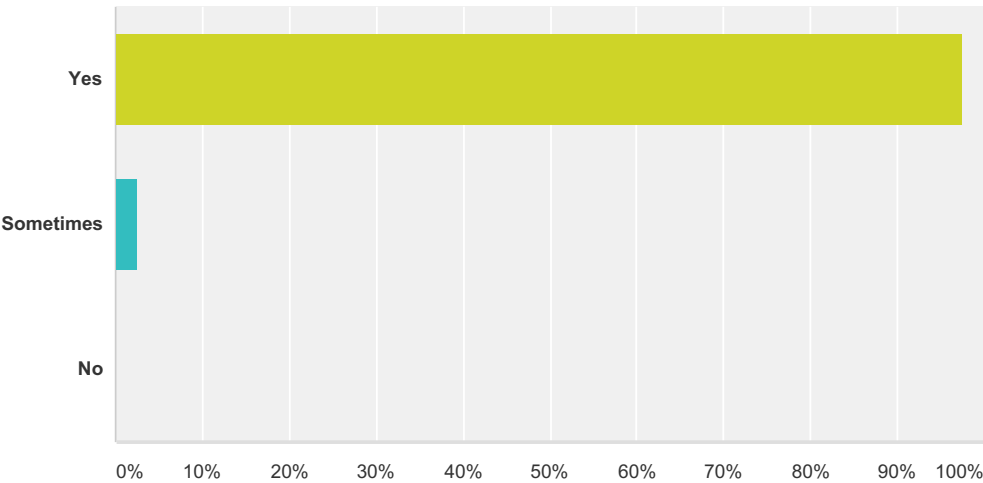
Answered: 42 Skipped: 0



	Yes	No	Total
Reception Staff?	100.00% 42	0.00% 0	42
Provider Staff?	100.00% 33	0.00% 0	33

Q4 Do you feel understood and listened to by staff?

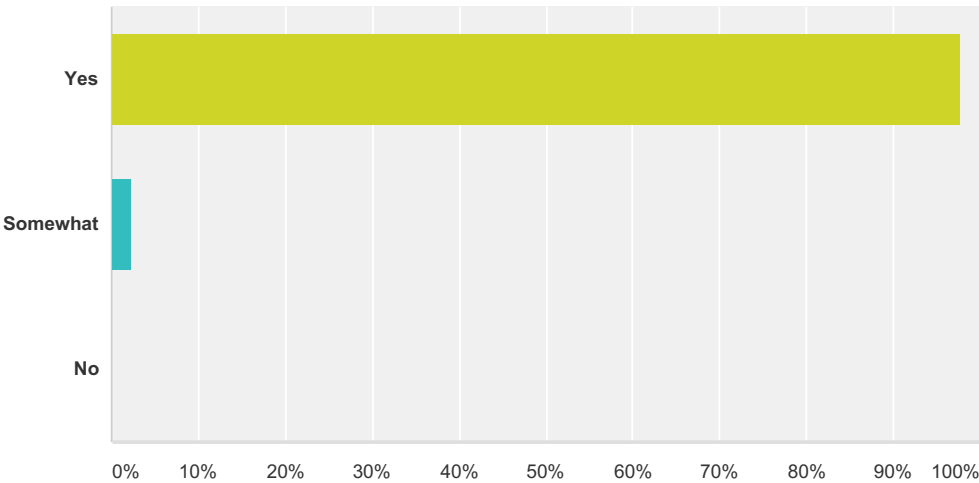
Answered: 41 Skipped: 1



Answer Choices	Responses	
Yes	97.56%	40
Sometimes	2.44%	1
No	0.00%	0
Total		41

Q5 Do you feel your personal health information is kept confidential?

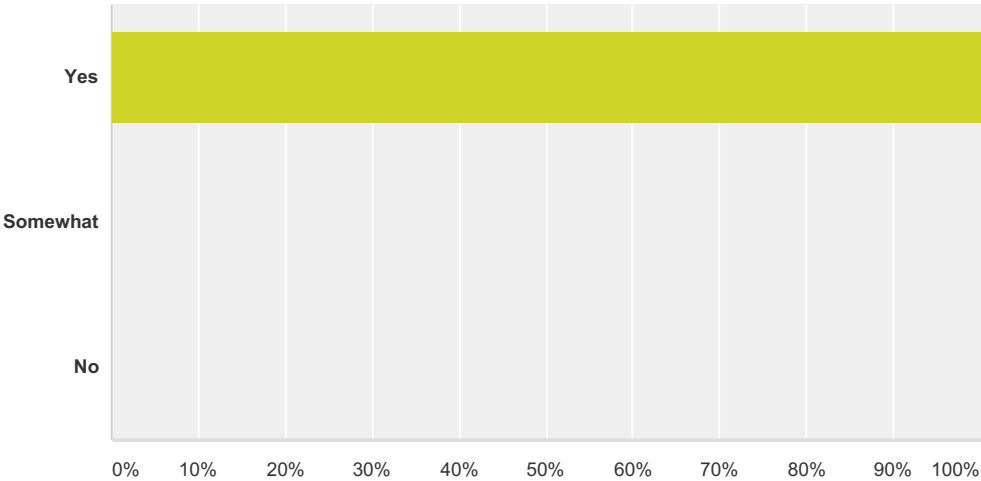
Answered: 42 Skipped: 0



Answer Choices	Responses	
Yes	97.62%	41
Somewhat	2.38%	1
No	0.00%	0
Total		42

Q6 Are your language and cultural needs being met?

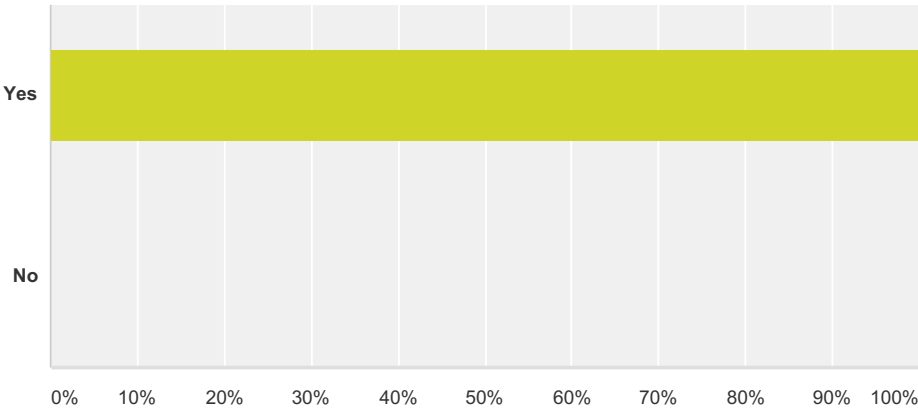
Answered: 42 Skipped: 0



Answer Choices	Responses	
Yes	100.00%	42
Somewhat	0.00%	0
No	0.00%	0
Total		42

Q7 Are you satisfied with your overall experience at the Health Center?

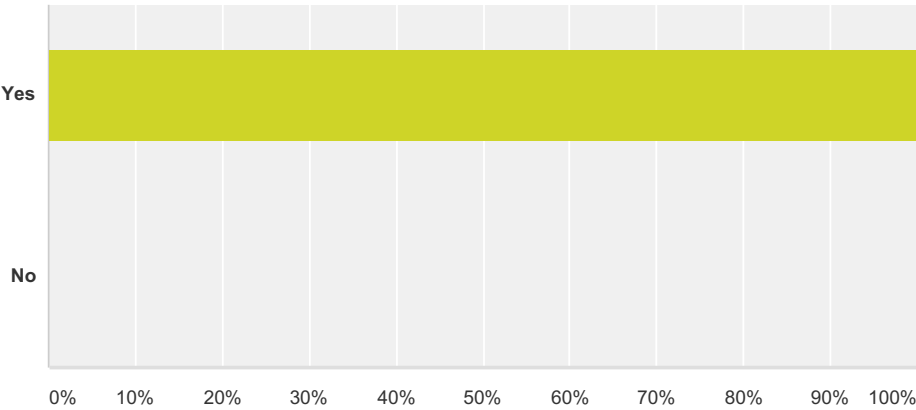
Answered: 42 Skipped: 0



Answer Choices	Responses	
Yes	100.00%	42
No	0.00%	0
Total		42

Q8 Would you recommend the Health Center to family and friends?

Answered: 41 Skipped: 1



Answer Choices	Responses	
Yes	100.00%	41
No	0.00%	0
Total		41

Q9 Is there anything else you'd like to share with us?

Answered: 6 Skipped: 36

#	Responses	Date
1	Great staff	6/15/2017 2:40 PM
2	You are all the Best!!! The staffs just awesome! Professional, friendly and caring. They are top notch. Nice to know I'm in good hands!	6/15/2017 2:32 PM
3	very nice hygienists and dentists	6/15/2017 2:18 PM
4	Dr. Gearin in great!	6/15/2017 8:48 AM
5	Everyone is so kind. I love the ride up from Easthampton.	6/15/2017 8:46 AM
6	You guys do great work. Please keep it up!	6/15/2017 8:45 AM

Q10 About You: Age

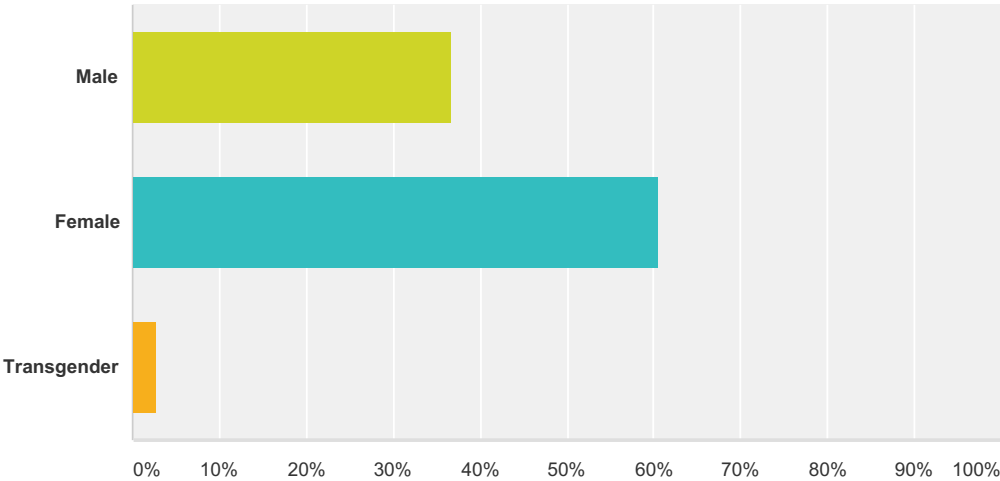
Answered: 36 Skipped: 6

#	Responses	Date
1	56	6/15/2017 2:45 PM
2	46	6/15/2017 2:43 PM
3	71	6/15/2017 2:42 PM
4	31	6/15/2017 2:41 PM
5	32	6/15/2017 2:41 PM
6	65	6/15/2017 2:40 PM
7	91	6/15/2017 2:39 PM
8	37	6/15/2017 2:39 PM
9	28	6/15/2017 2:38 PM
10	55	6/15/2017 2:37 PM
11	39	6/15/2017 2:36 PM
12	51	6/15/2017 2:34 PM
13	36	6/15/2017 2:33 PM
14	54	6/15/2017 2:33 PM
15	71	6/15/2017 2:32 PM
16	33	6/15/2017 2:30 PM
17	53	6/15/2017 2:28 PM
18	72	6/15/2017 2:27 PM
19	52	6/15/2017 2:27 PM
20	38	6/15/2017 2:26 PM
21	59	6/15/2017 2:25 PM
22	48	6/15/2017 2:25 PM
23	54	6/15/2017 2:24 PM
24	27	6/15/2017 2:24 PM
25	23	6/15/2017 2:23 PM
26	37	6/15/2017 2:21 PM
27	61	6/15/2017 2:21 PM
28	27	6/15/2017 2:19 PM
29	61	6/15/2017 2:18 PM
30	58	6/15/2017 2:17 PM
31	52	6/15/2017 2:16 PM
32	79	6/15/2017 2:16 PM
33	61	6/15/2017 2:15 PM
34	74	6/15/2017 8:48 AM
35	78	6/15/2017 8:46 AM

36	63	6/15/2017 8:45 AM
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Q11 About You: Gender

Answered: 38 Skipped: 4

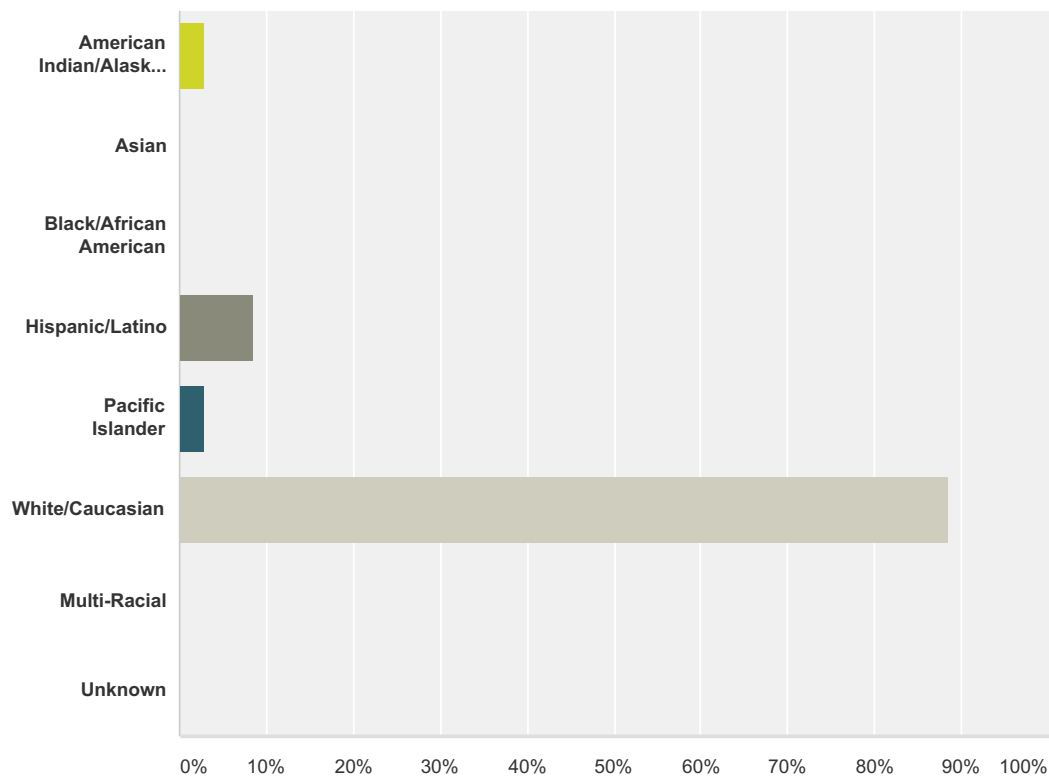


Answer Choices		Responses	
Male		36.84%	14
Female		60.53%	23
Transgender		2.63%	1
Total Respondents: 38			

#	Other (please specify)	Date
	There are no responses.	

Q12 About You: Race/Ethnicity

Answered: 35 Skipped: 7

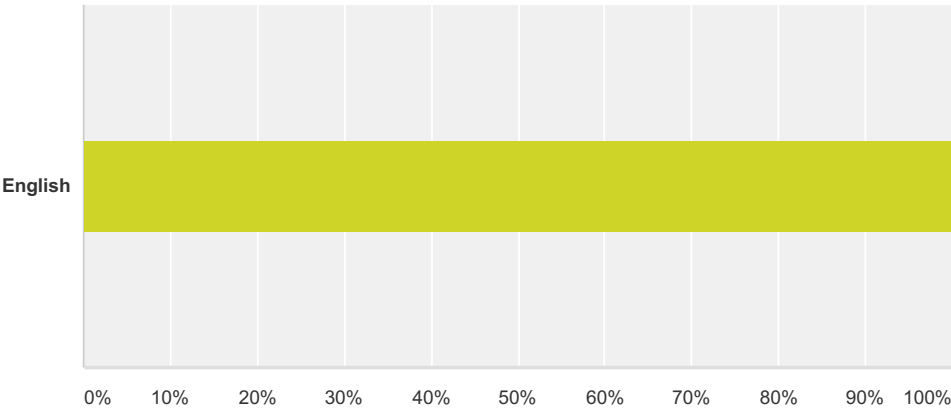


Answer Choices	Responses
American Indian/Alaska Native	2.86% 1
Asian	0.00% 0
Black/African American	0.00% 0
Hispanic/Latino	8.57% 3
Pacific Islander	2.86% 1
White/Caucasian	88.57% 31
Multi-Racial	0.00% 0
Unknown	0.00% 0
Total Respondents: 35	

#	Other (please specify)	Date
	There are no responses.	

Q13 About You: Primary Language

Answered: 29 Skipped: 13



Answer Choices	Responses
English	100.00%29
Total Respondents: 29	

#	Other (please specify)	Date
1	Spanish	6/15/2017 2:21 PM

QI COMMITTEE

Location: Huntington Health Center

Date/Time: 06/127/2017 8:15am

TEAM MEMBERS Cheryl Hopson (chair); Eliza Lake, CEO; Janet Laroche, Admin & Lean Team Leader; Michael Purdy, CCCSO; Kim Savery, Community Programs Representative; MaryLou Stuart, Dental Representative; Kathryn Jensen, Board Representative; Marie Burkart, Development Director

ABSENT: Jon Liebman, ANP; Sheri Cheung, Medicine Representative; Serena Torrey, Behavioral Health Representative; Cynthia Magrath, Practice Manager

Agenda Item	Summary of Discussion	Decision/Next Steps	Person Responsible/ Due Date
Review of Minutes	<p>The meeting was called to order by Cheryl Hopson, Chair, at 8:20 am.</p> <p>The minutes from the May 16, 2017 meeting were reviewed. With no discussion needed, Eliza Lake made a motion to approve the minutes as written. Kathryn Jensen seconded the motion. The May 16, 2017 minutes were approved unanimously.</p>	The May 16, 2017 minutes were approved.	
Peer Review / Department Reports	The Community Programs report was handed out along with 1422 reports.		
New Business			
Risk Management	<p>The health center applies each year to renew our FTCA malpractice insurance. This year's application has changed in regards to requirements. They've added risk management requirements, all due by July 24. The application says we need in place: staff training plan, quarterly assessments, annual report to the Board of Directors, tracking risk management goals, infection control policies, and having a risk manager.</p> <p>We currently don't have a complete staff training package in place. An example is handwashing training; and then monitoring handwashing by staff.</p>		

	<p>We'll need to decide who the risk manager will be. We don't have any claims to report. The ECRI toolkit was downloaded and reviewed. The group reviewed a diagram showing how risk management and QI overlap in many areas. It was asked if this group will serve as the risk management committee? We'll need to identify areas of risk, set goals and monitor quarterly. ECRI has a dashboard we could use and follow. It was asked what is reported to whom? We need to be clearer on this. Corporate compliance, emergency operations, QI are all related to risk management.</p> <p>Eliza has started the risk management plan using a template from ECRI. The Board will not be meeting prior to this application being due. Eliza may need to communicate through email with the Board.</p> <p>The emergency preparedness champion has given notice to retire in December. She was a choice for the risk manager position. This person needs to be a clinical person. It was asked if a team can act as a risk manager? Or can the QI committee become the team? Should we add risk management to the agenda each month?</p> <p>The Dental dept. is already doing many of these items. Medical may need to speak with the dental dept.</p> <p>Eliza asked permission of this committee to complete this application and include the QI committee as the risk management committee. Items will be reported to this group and will then task someone to work on and report back for future.</p> <p>It was decided to name Michael Purdy as Risk Manager. Michael will follow up</p>		
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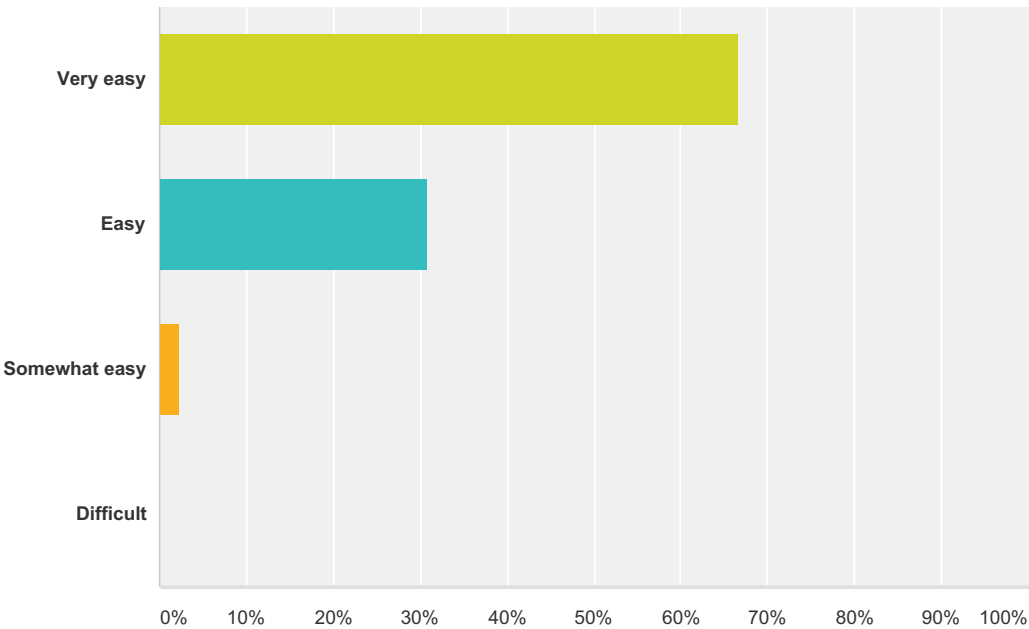
	<p>on the ERCI risk manager training course offered.</p> <p>Infection control training for non-clinical staff is scheduled for July 25. If dept. heads have additional staff they would like to attend, please let Janet know and another training date can be scheduled.</p> <p>Dental and medical will share information with Eliza to review for possible inclusion in the application. Eliza will share the draft of the plan once it's completed.</p>		
Old Business			
1422 Grant	<p>Kim reported on the 1st quarter from this year. Elevated blood pressure and recall – meeting recently held to be sure all are on the same page regarding the PDSAs. It has been spread to HHC, but the practice manager is not on board with it. Providers are on board, but more discussions are needed.</p> <p>Pre-diabetes - both classes are going well and data has been received from people in the first class. A1cs down collectively approx. 20%. Another CHW is being trained in the pre-diabetes program. The Holyoke YMCA model is expensive. When the grant ends eventually, patients would then need to pay \$429 ea. Discussions needed around this for future classes.</p> <p>The relationship with the Hampshire Y is not as successful, but there is still a program there.</p>		Kim will continue to report on this
ACO Membership	No report this meeting		
Patient Satisfaction Survey	<p>Postponed discussion until next meeting.</p> <p>Need to discuss what should become an improvement project.</p>		

NCQA-PCMH	<p>Marie Burkart attended this meeting to inform the group that she's assisting in gathering all the documentation for this application process.</p> <p>QI is being informed of the things they need to be involved with in this process. For PCMH 1, monitoring and assessment needs to be reviewed and reported on. Design an improvement for an item and show evaluation of data, and has taken an action to improve. No show rates were discussed as an option for evaluation and data. Marie to speak with Briana. This group can then monitor.</p> <p>Hypertensive patients project beginning and this process can be related to this.</p> <p>C3 staff here soon, but we will not have a lot of control of what they're working on. They'll be focused on Masshealth patients only. This is not completely worked out yet, but more information will be shared soon.</p>		
Adjourn	<p>There being no other business, Kathryn Jensen moved that the meeting be adjourned. After a second by Eliza Lake, the meeting was adjourned at 9:15am. The next meeting is scheduled for Tuesday, July 18, 2017 at 8:15am at the Huntington Health Center.</p>		

Respectfully submitted,
Janet Laroche

Q1 How easy was it to get your most recent appointment?

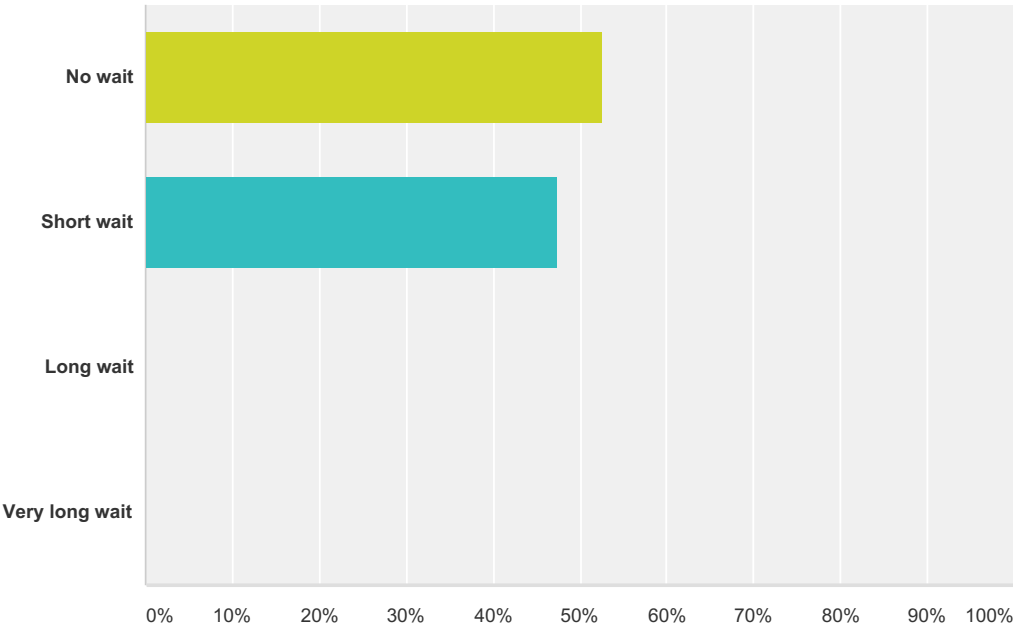
Answered: 42 Skipped: 0



Answer Choices	Responses	
Very easy	66.67%	28
Easy	30.95%	13
Somewhat easy	2.38%	1
Difficult	0.00%	0
Total		42

Q2 How long was your wait in the waiting room?

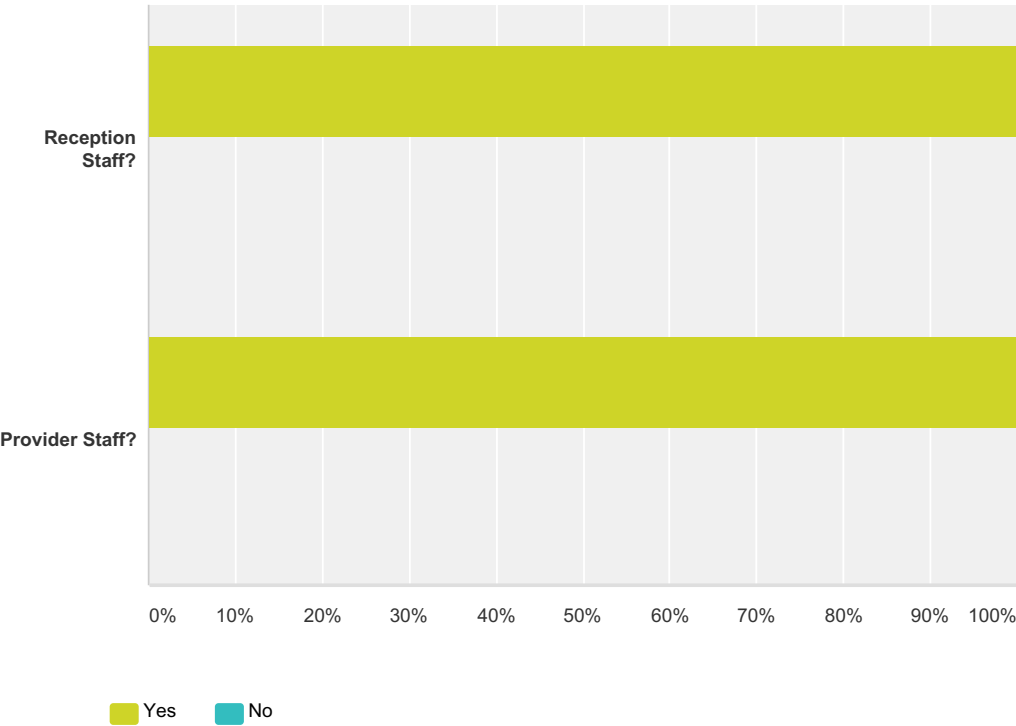
Answered: 38 Skipped: 4



Answer Choices	Responses	
No wait	52.63%	20
Short wait	47.37%	18
Long wait	0.00%	0
Very long wait	0.00%	0
Total		38

Q3 Do you feel you were treated politely and with respect by the:

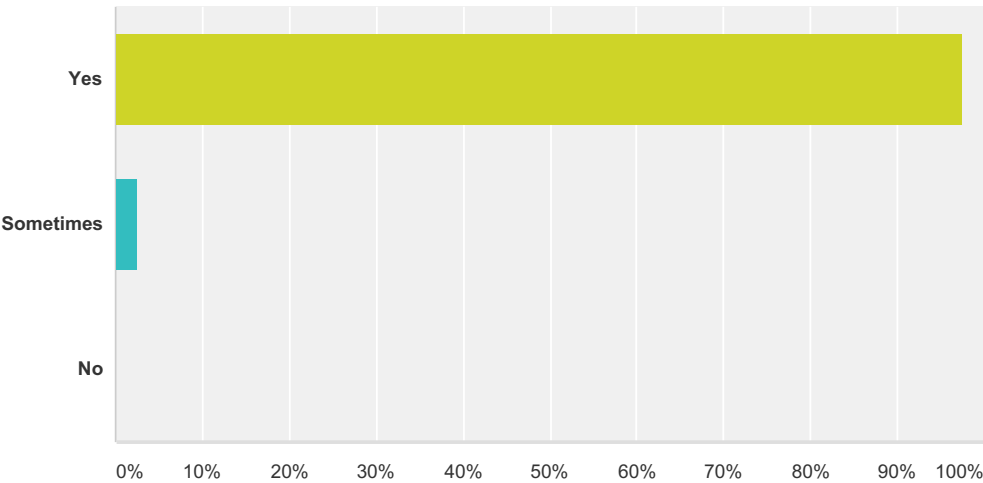
Answered: 42 Skipped: 0



	Yes	No	Total
Reception Staff?	100.00% 42	0.00% 0	42
Provider Staff?	100.00% 33	0.00% 0	33

Q4 Do you feel understood and listened to by staff?

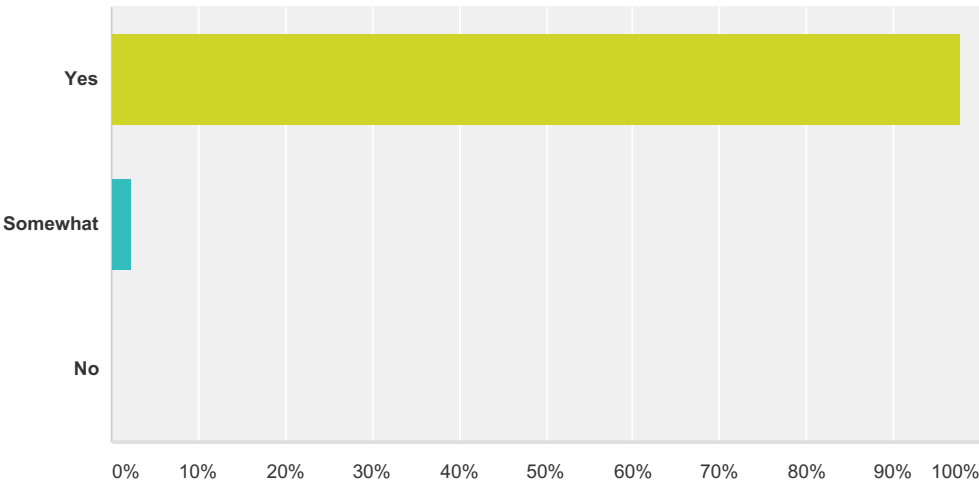
Answered: 41 Skipped: 1



Answer Choices	Responses	
Yes	97.56%	40
Sometimes	2.44%	1
No	0.00%	0
Total		41

Q5 Do you feel your personal health information is kept confidential?

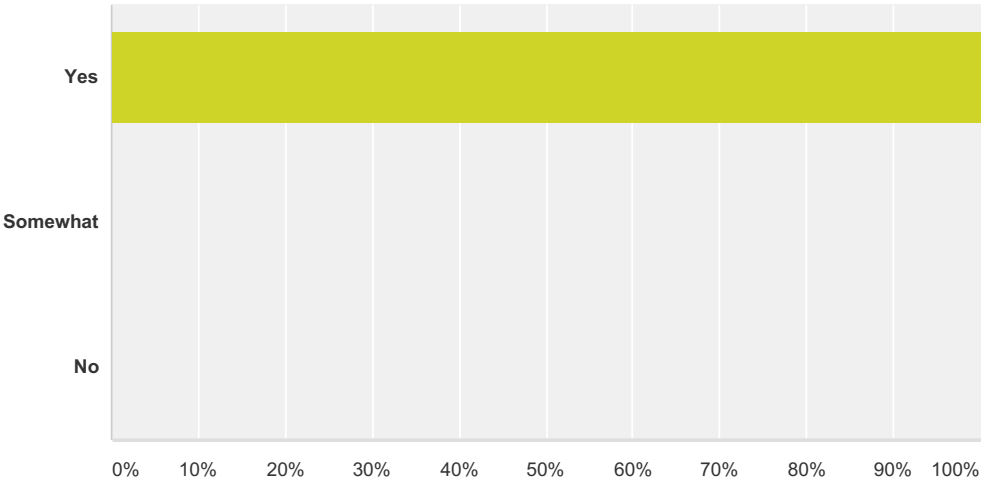
Answered: 42 Skipped: 0



Answer Choices	Responses	
Yes	97.62%	41
Somewhat	2.38%	1
No	0.00%	0
Total		42

Q6 Are your language and cultural needs being met?

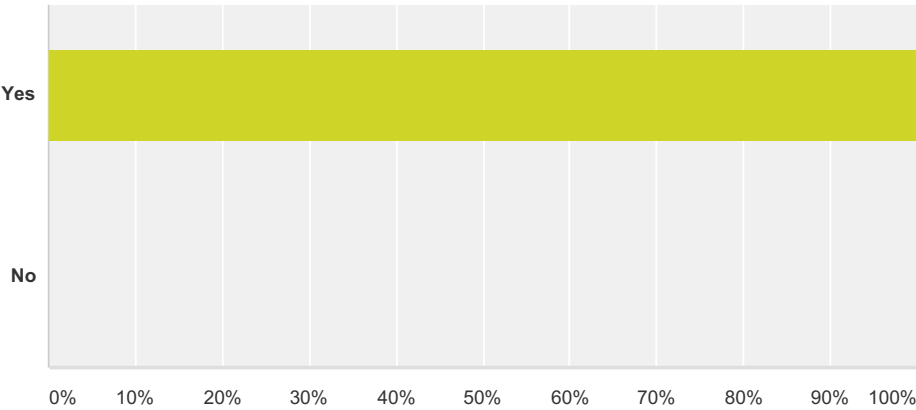
Answered: 42 Skipped: 0



Answer Choices	Responses	
Yes	100.00%	42
Somewhat	0.00%	0
No	0.00%	0
Total		42

Q7 Are you satisfied with your overall experience at the Health Center?

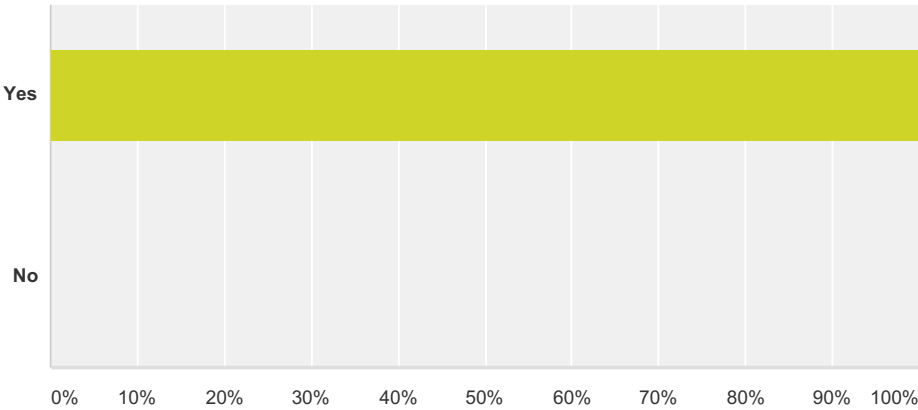
Answered: 42 Skipped: 0



Answer Choices	Responses	
Yes	100.00%	42
No	0.00%	0
Total		42

Q8 Would you recommend the Health Center to family and friends?

Answered: 41 Skipped: 1



Answer Choices	Responses	
Yes	100.00%	41
No	0.00%	0
Total		41

Q9 Is there anything else you'd like to share with us?

Answered: 6 Skipped: 36

#	Responses	Date
1	Great staff	6/15/2017 2:40 PM
2	You are all the Best!!! The staffs just awesome! Professional, friendly and caring. They are top notch. Nice to know I'm in good hands!	6/15/2017 2:32 PM
3	very nice hygienists and dentists	6/15/2017 2:18 PM
4	Dr. Gearin in great!	6/15/2017 8:48 AM
5	Everyone is so kind. I love the ride up from Easthampton.	6/15/2017 8:46 AM
6	You guys do great work. Please keep it up!	6/15/2017 8:45 AM

Q10 About You: Age

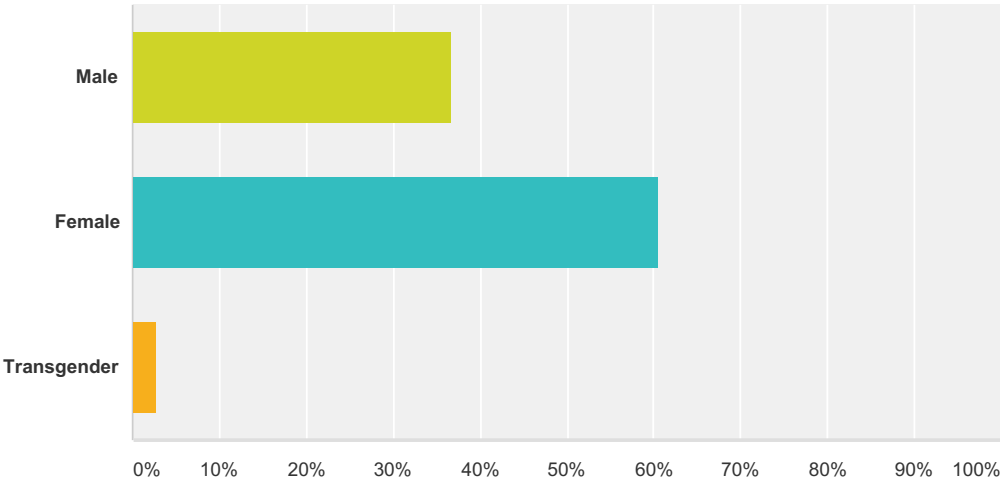
Answered: 36 Skipped: 6

#	Responses	Date
1	56	6/15/2017 2:45 PM
2	46	6/15/2017 2:43 PM
3	71	6/15/2017 2:42 PM
4	31	6/15/2017 2:41 PM
5	32	6/15/2017 2:41 PM
6	65	6/15/2017 2:40 PM
7	91	6/15/2017 2:39 PM
8	37	6/15/2017 2:39 PM
9	28	6/15/2017 2:38 PM
10	55	6/15/2017 2:37 PM
11	39	6/15/2017 2:36 PM
12	51	6/15/2017 2:34 PM
13	36	6/15/2017 2:33 PM
14	54	6/15/2017 2:33 PM
15	71	6/15/2017 2:32 PM
16	33	6/15/2017 2:30 PM
17	53	6/15/2017 2:28 PM
18	72	6/15/2017 2:27 PM
19	52	6/15/2017 2:27 PM
20	38	6/15/2017 2:26 PM
21	59	6/15/2017 2:25 PM
22	48	6/15/2017 2:25 PM
23	54	6/15/2017 2:24 PM
24	27	6/15/2017 2:24 PM
25	23	6/15/2017 2:23 PM
26	37	6/15/2017 2:21 PM
27	61	6/15/2017 2:21 PM
28	27	6/15/2017 2:19 PM
29	61	6/15/2017 2:18 PM
30	58	6/15/2017 2:17 PM
31	52	6/15/2017 2:16 PM
32	79	6/15/2017 2:16 PM
33	61	6/15/2017 2:15 PM
34	74	6/15/2017 8:48 AM
35	78	6/15/2017 8:46 AM

36	63	6/15/2017 8:45 AM
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Q11 About You: Gender

Answered: 38 Skipped: 4

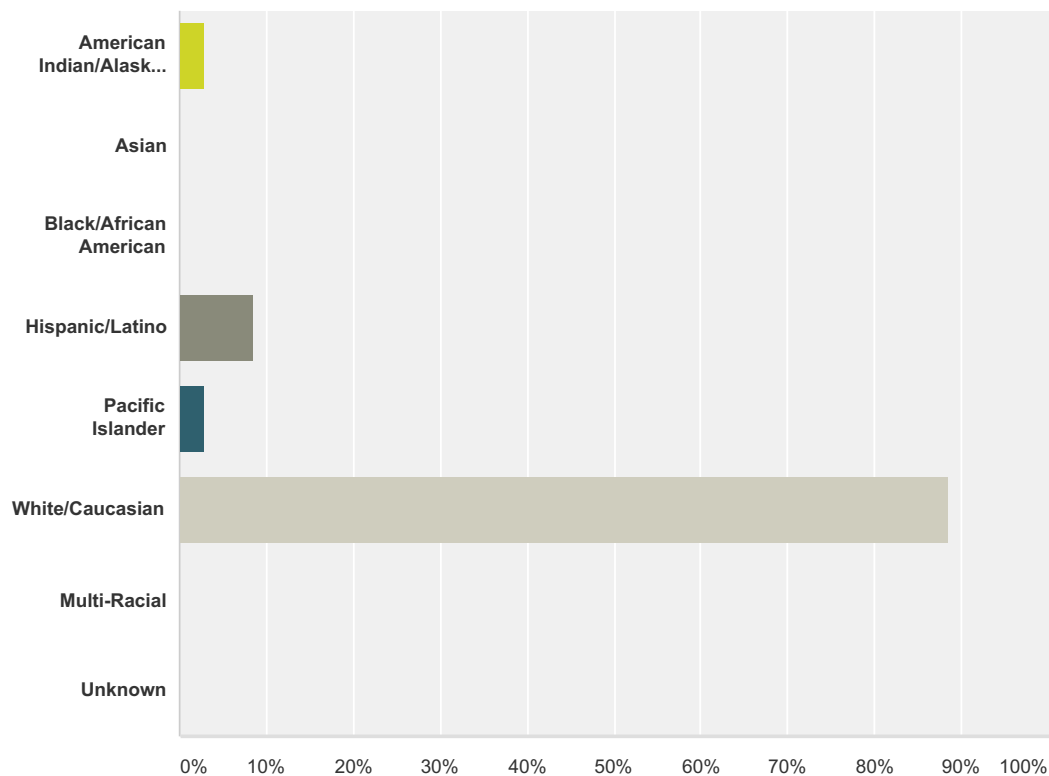


Answer Choices		Responses	
Male		36.84%	14
Female		60.53%	23
Transgender		2.63%	1
Total Respondents: 38			

#	Other (please specify)	Date
	There are no responses.	

Q12 About You: Race/Ethnicity

Answered: 35 Skipped: 7

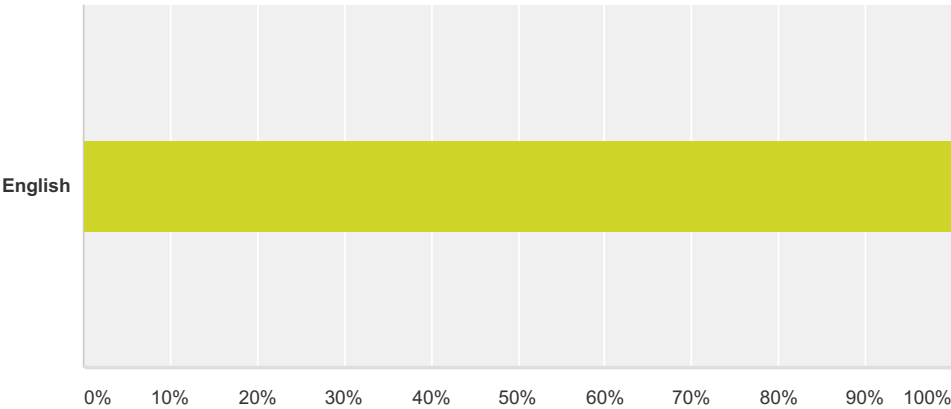


Answer Choices	Responses
American Indian/Alaska Native	2.86% 1
Asian	0.00% 0
Black/African American	0.00% 0
Hispanic/Latino	8.57% 3
Pacific Islander	2.86% 1
White/Caucasian	88.57% 31
Multi-Racial	0.00% 0
Unknown	0.00% 0
Total Respondents: 35	

#	Other (please specify)	Date
	There are no responses.	

Q13 About You: Primary Language

Answered: 29 Skipped: 13

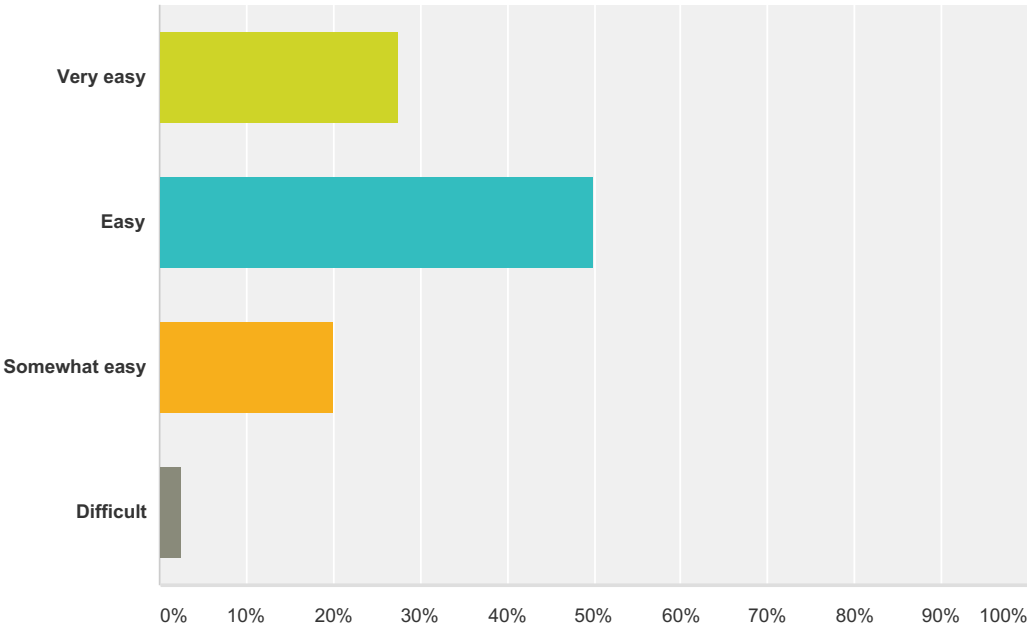


Answer Choices	Responses
English	100.00%29
Total Respondents: 29	

#	Other (please specify)	Date
1	Spanish	6/15/2017 2:21 PM

Q1 How easy was it to get your most recent appointment?

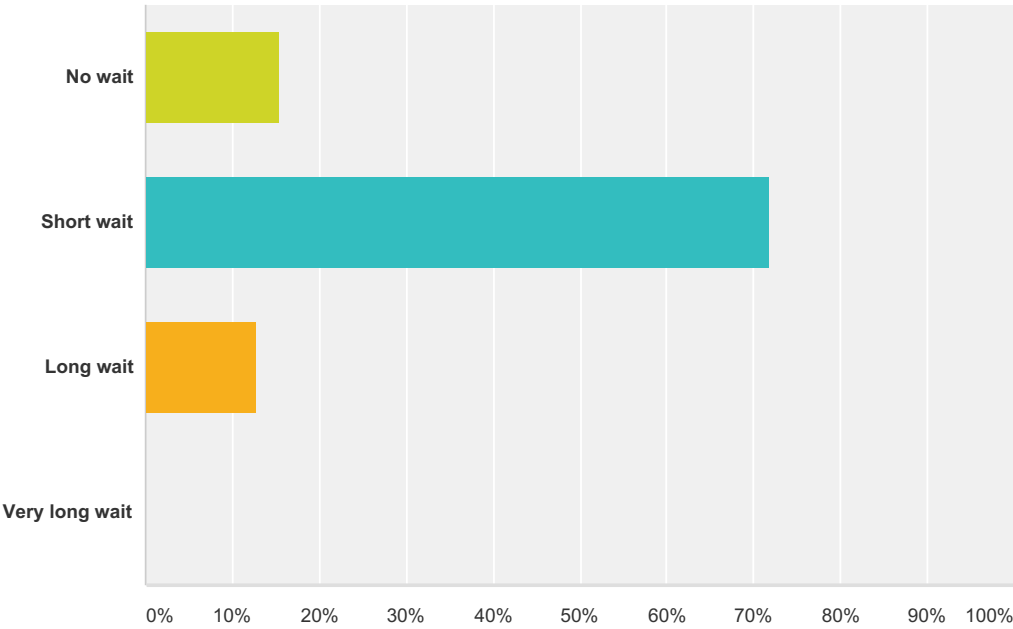
Answered: 40 Skipped: 0



Answer Choices	Responses	
Very easy	27.50%	11
Easy	50.00%	20
Somewhat easy	20.00%	8
Difficult	2.50%	1
Total		40

Q2 How long was your wait in the waiting room?

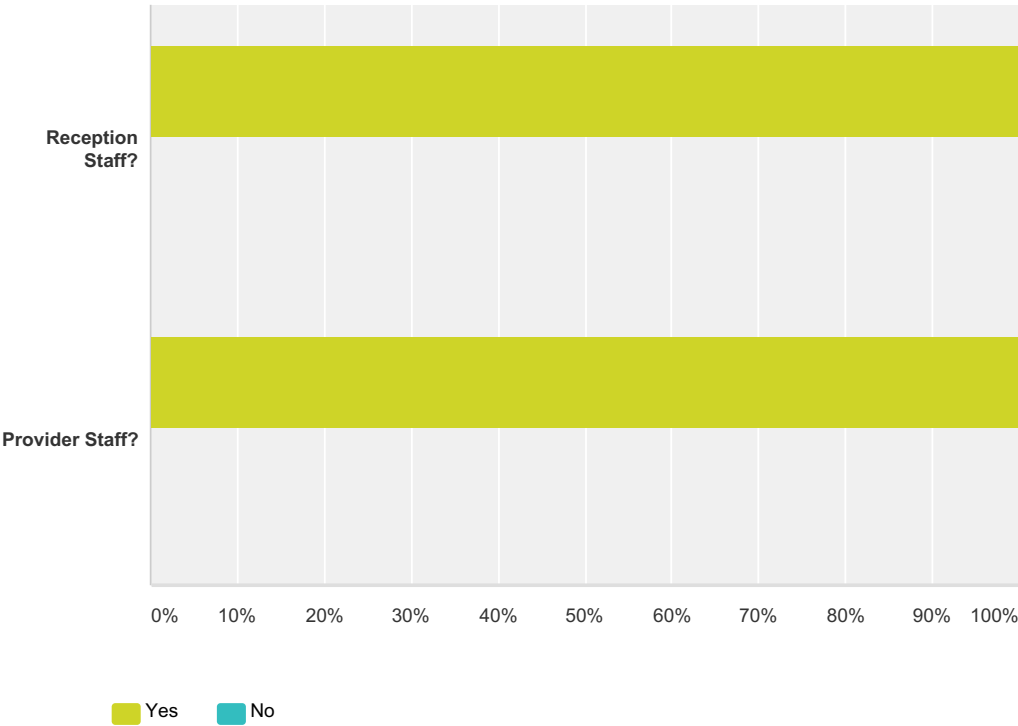
Answered: 39 Skipped: 1



Answer Choices	Responses	
No wait	15.38%	6
Short wait	71.79%	28
Long wait	12.82%	5
Very long wait	0.00%	0
Total		39

Q3 Do you feel you were treated politely and with respect by the:

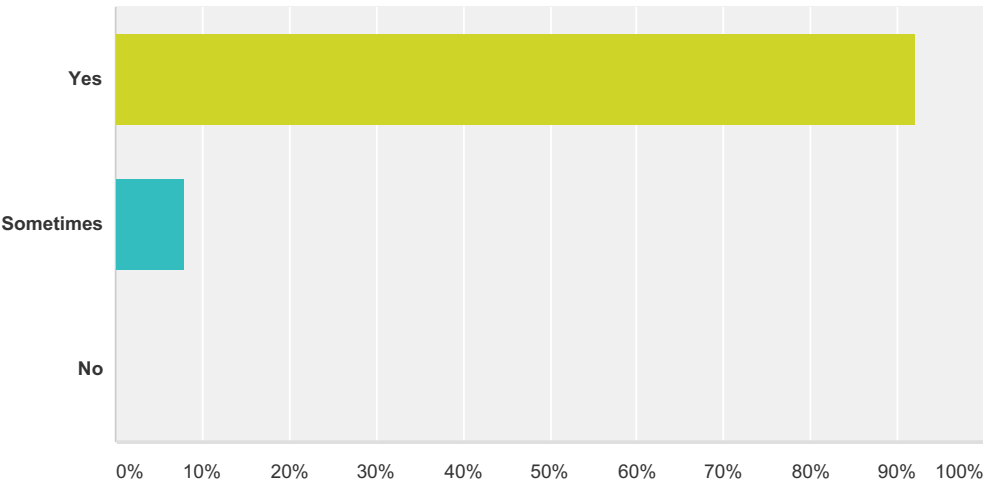
Answered: 40 Skipped: 0



	Yes	No	Total
Reception Staff?	100.00% 40	0.00% 0	40
Provider Staff?	100.00% 37	0.00% 0	37

Q4 Do you feel understood and listened to by staff?

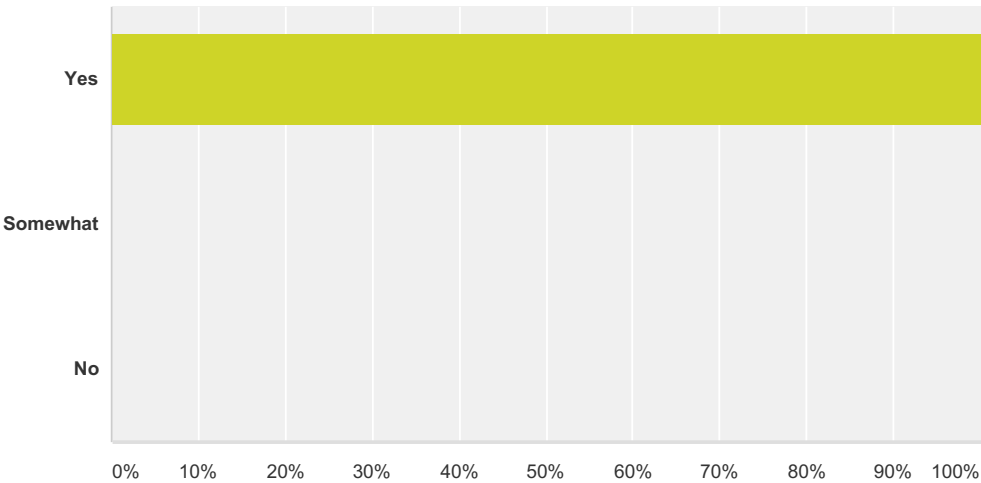
Answered: 38 Skipped: 2



Answer Choices	Responses	
Yes	92.11%	35
Sometimes	7.89%	3
No	0.00%	0
Total		38

Q5 Do you feel your personal health information is kept confidential?

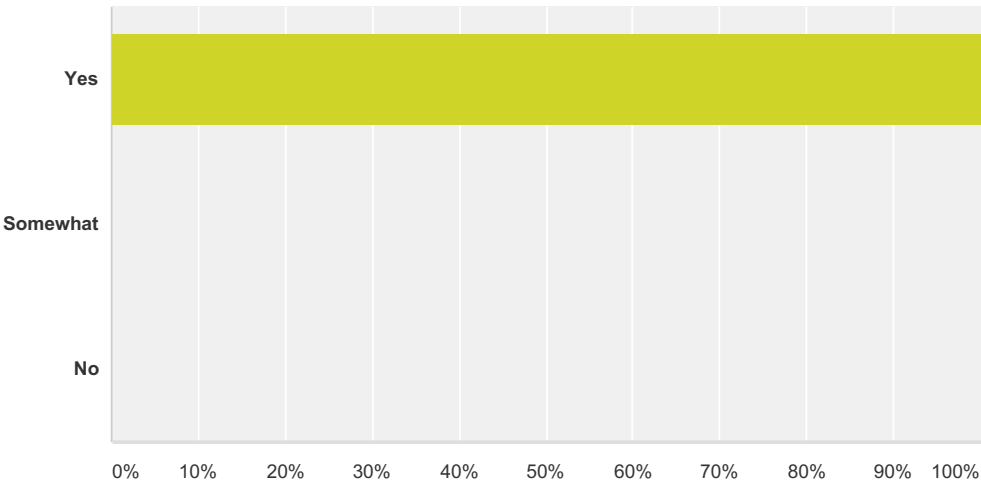
Answered: 39 Skipped: 1



Answer Choices	Responses	
Yes	100.00%	39
Somewhat	0.00%	0
No	0.00%	0
Total		39

Q6 Are your language and cultural needs being met?

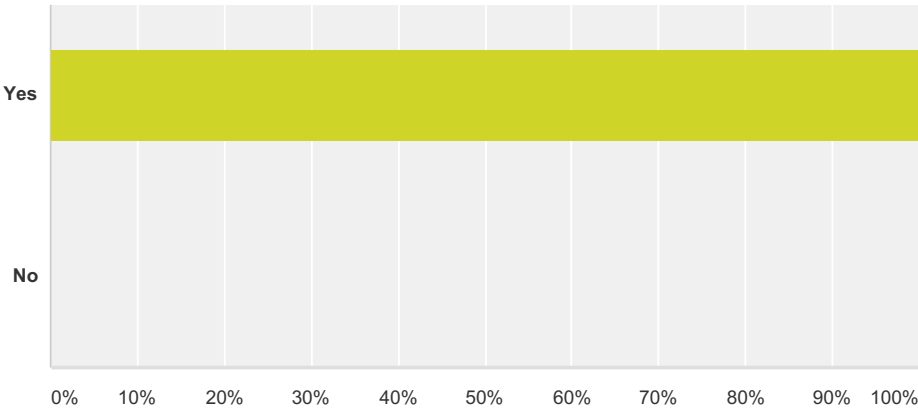
Answered: 39 Skipped: 1



Answer Choices	Responses	
Yes	100.00%	39
Somewhat	0.00%	0
No	0.00%	0
Total		39

Q7 Are you satisfied with your overall experience at the Health Center?

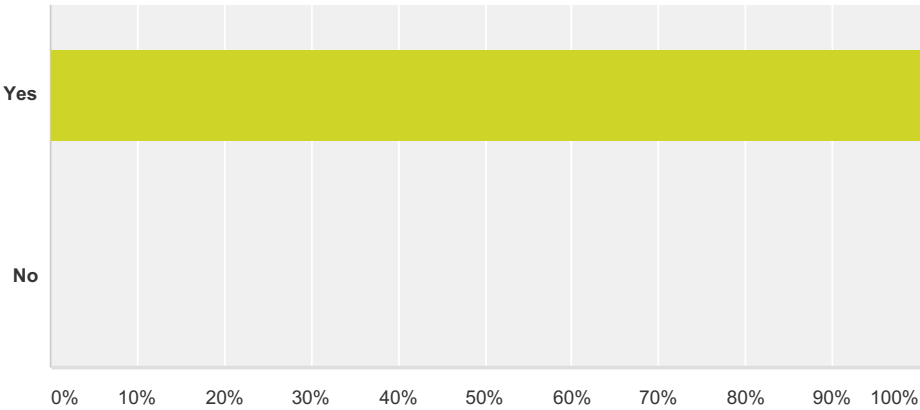
Answered: 40 Skipped: 0



Answer Choices	Responses	
Yes	100.00%	40
No	0.00%	0
Total		40

Q8 Would you recommend the Health Center to family and friends?

Answered: 39 Skipped: 1



Answer Choices	Responses	
Yes	100.00%	39
No	0.00%	0
Total		39

Q9 Is there anything else you'd like to share with us?

Answered: 5 Skipped: 35

#	Responses	Date
1	I have recommended and still do! Super grateful to everyone. Love this place. Liz is awesome.	6/21/2017 12:36 PM
2	Friendly staff	6/15/2017 9:03 AM
3	I hate surveys and find them misleading and a waste of everyone's time and resources.	6/15/2017 8:59 AM
4	Wonderful staff! Always a pleasure!	6/15/2017 8:56 AM
5	great staff	6/15/2017 8:55 AM

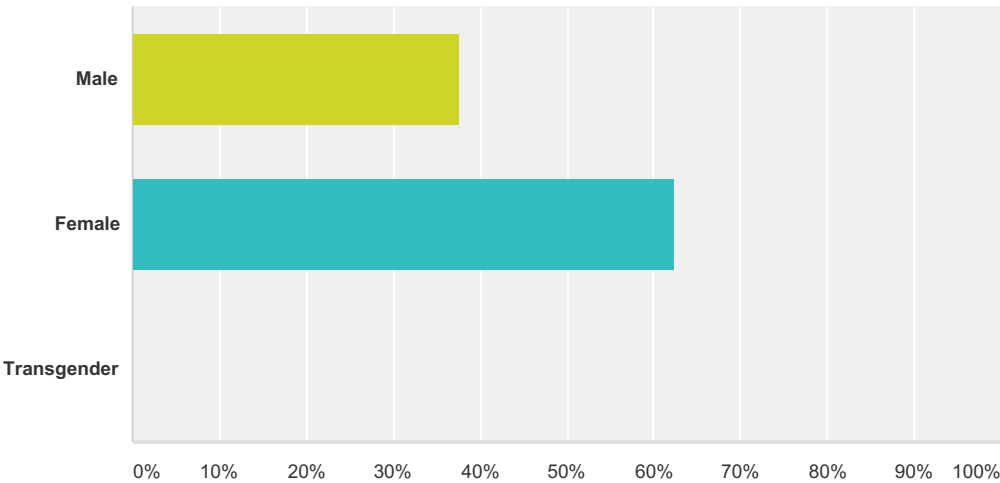
Q10 About You: Age

Answered: 23 Skipped: 17

#	Responses	Date
1	72	6/21/2017 12:38 PM
2	68	6/21/2017 12:37 PM
3	69	6/21/2017 12:35 PM
4	58	6/21/2017 12:34 PM
5	50	6/21/2017 12:32 PM
6	50	6/21/2017 12:31 PM
7	17	6/21/2017 12:30 PM
8	53	6/21/2017 12:30 PM
9	24	6/15/2017 9:06 AM
10	57	6/15/2017 9:04 AM
11	27	6/15/2017 9:03 AM
12	52	6/15/2017 9:01 AM
13	41	6/15/2017 9:01 AM
14	28	6/15/2017 8:57 AM
15	43	6/15/2017 8:57 AM
16	71	6/15/2017 8:56 AM
17	57	6/15/2017 8:55 AM
18	43	6/15/2017 8:55 AM
19	60	6/15/2017 8:54 AM
20	33	6/15/2017 8:53 AM
21	28	6/15/2017 8:53 AM
22	46	6/15/2017 8:53 AM
23	40	6/15/2017 8:49 AM

Q11 About You: Gender

Answered: 32 Skipped: 8

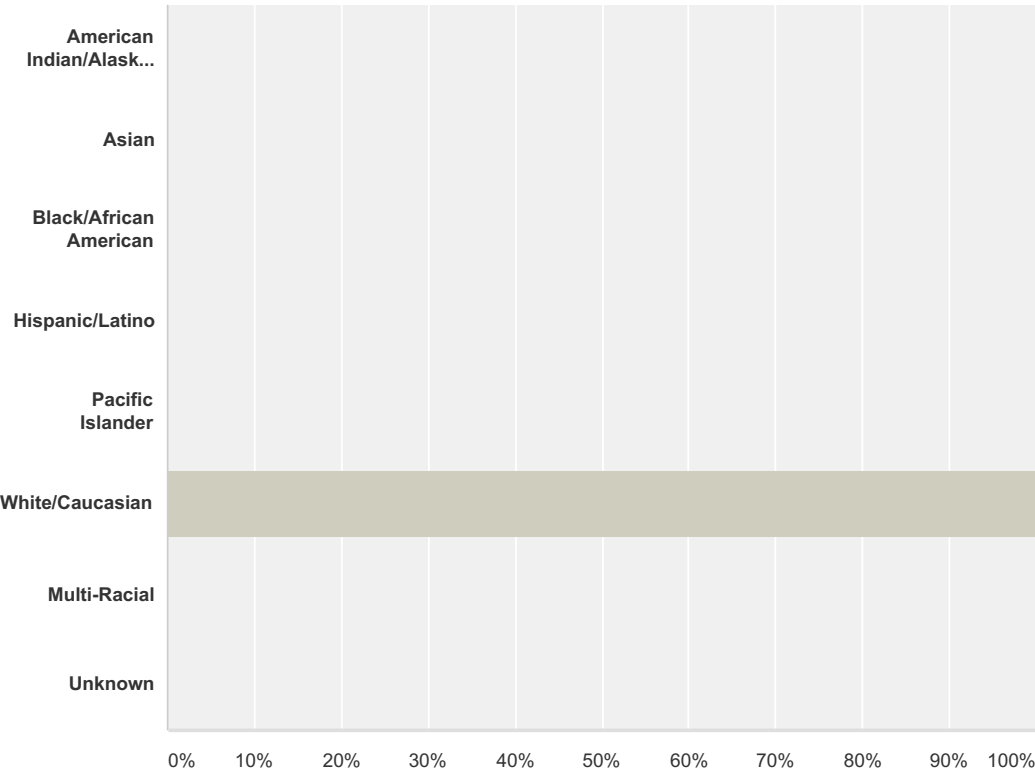


Answer Choices	Responses
Male	37.50%12
Female	62.50%20
Transgender	0.00%0
Total Respondents: 32	

#	Other (please specify)	Date
	There are no responses.	

Q12 About You: Race/Ethnicity

Answered: 28 Skipped: 12

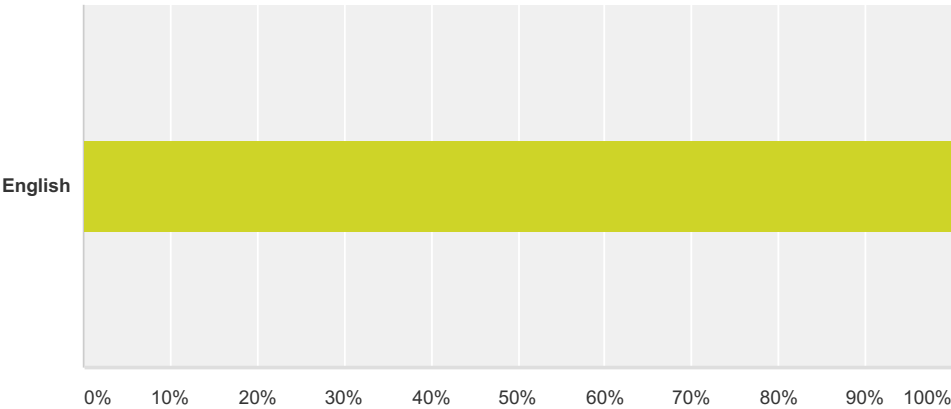


Answer Choices	Responses
American Indian/Alaska Native	0.00%0
Asian	0.00%0
Black/African American	0.00%0
Hispanic/Latino	0.00%0
Pacific Islander	0.00%0
White/Caucasian	100.00%28
Multi-Racial	0.00%0
Unknown	0.00%0
Total Respondents: 28	

#	Other (please specify)	Date
	There are no responses.	

Q13 About You: Primary Language

Answered: 28 Skipped: 12

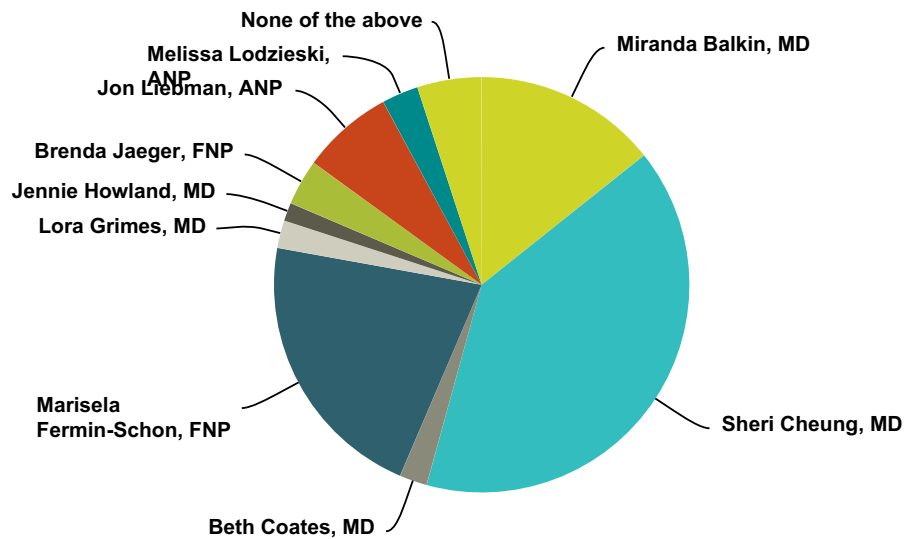


Answer Choices	Responses
English	100.00%28
Total Respondents: 28	

#	Other (please specify)	Date
1	Other	6/15/2017 9:06 AM

Q1 Which provider have you received care from in the last 12 months?

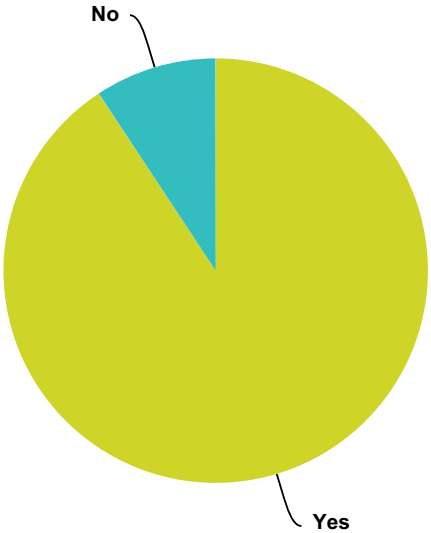
Answered: 140 Skipped: 0



Answer Choices	Responses	
Miranda Balkin, MD	14.29%	20
Sheri Cheung, MD	40.00%	56
Mary Chmura, MD	0.00%	0
Beth Coates, MD	2.14%	3
Marisela Fermin-Schon, FNP	21.43%	30
Lora Grimes, MD	2.14%	3
Jennie Howland, MD	1.43%	2
Brenda Jaeger, FNP	3.57%	5
Jon Liebman, ANP	7.14%	10
Melissa Lodzieski, ANP	2.86%	4
None of the above	5.00%	7
Total		140

Q2 Is this the provider you usually see if you need a check-up, want advice about a health problem, or get sick or hurt?

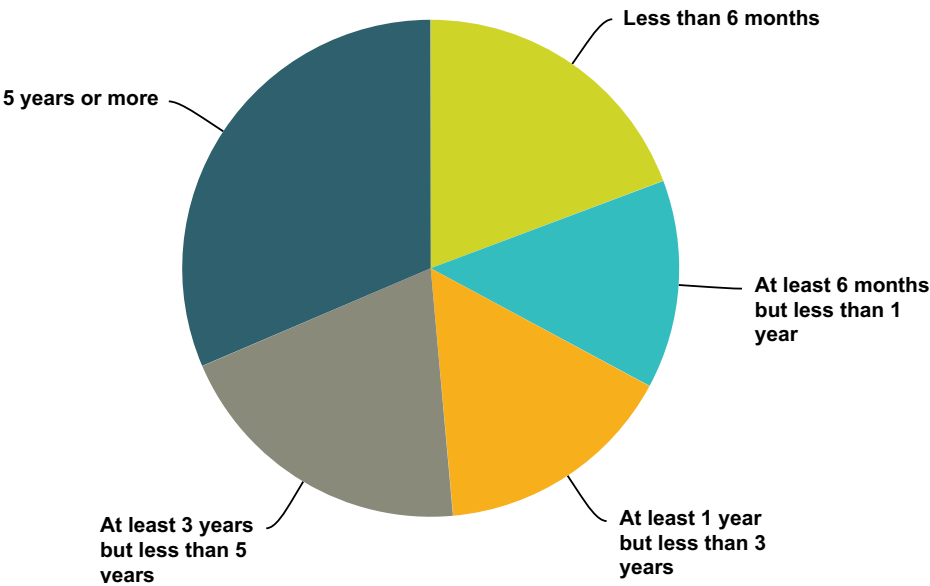
Answered: 140 Skipped: 0



Answer Choices	Responses	
Yes	90.71%	127
No	9.29%	13
Total		140

Q3 How long have you been going to this provider?

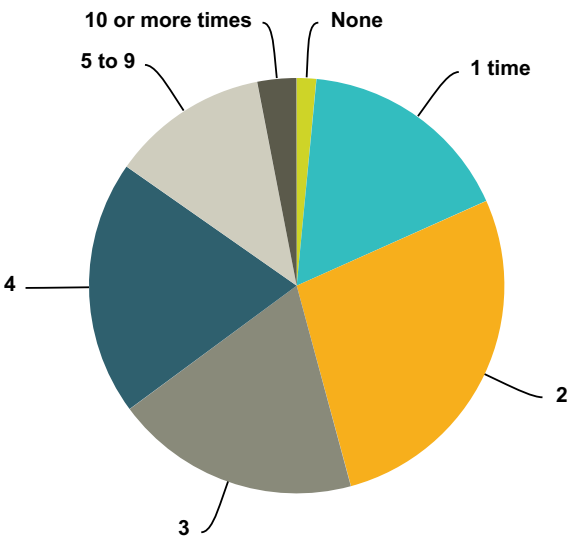
Answered: 140 Skipped: 0



Answer Choices	Responses	
Less than 6 months	19.29%	27
At least 6 months but less than 1 year	13.57%	19
At least 1 year but less than 3 years	15.71%	22
At least 3 years but less than 5 years	20.00%	28
5 years or more	31.43%	44
Total		140

Q4 In the last 12 months, how many times did you visit this provider to get care for yourself?

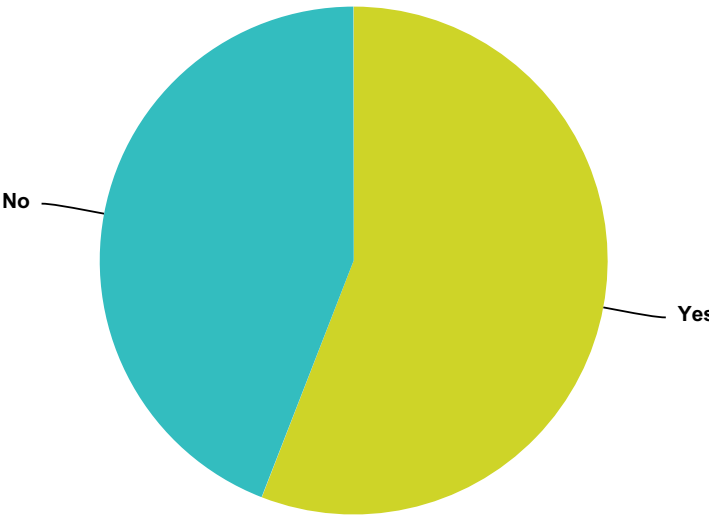
Answered: 131 Skipped: 9



Answer Choices	Responses	
None	1.53%	2
1 time	16.79%	22
2	27.48%	36
3	19.08%	25
4	19.85%	26
5 to 9	12.21%	16
10 or more times	3.05%	4
Total		131

Q5 In the last 12 months, did you phone this provider's office to get an appointment for an illness, injury, or condition that needed care right away?

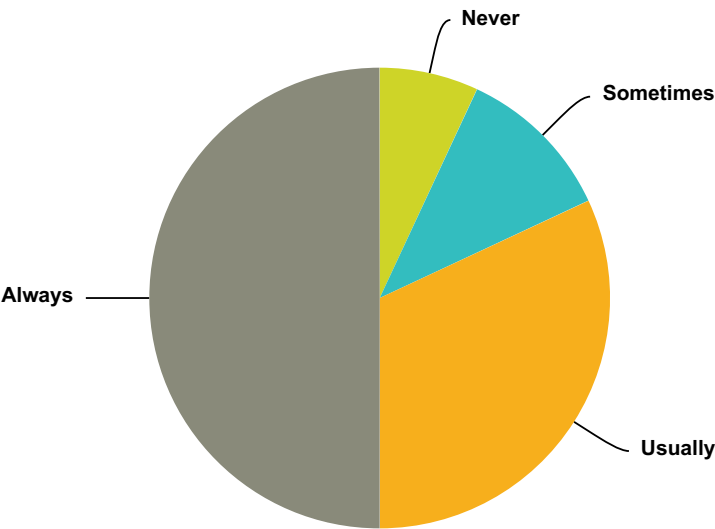
Answered: 127 Skipped: 13



Answer Choices	Responses	
Yes	55.91%	71
No	44.09%	56
Total		127

Q6 In the last 12 months, when you phoned this provider's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?

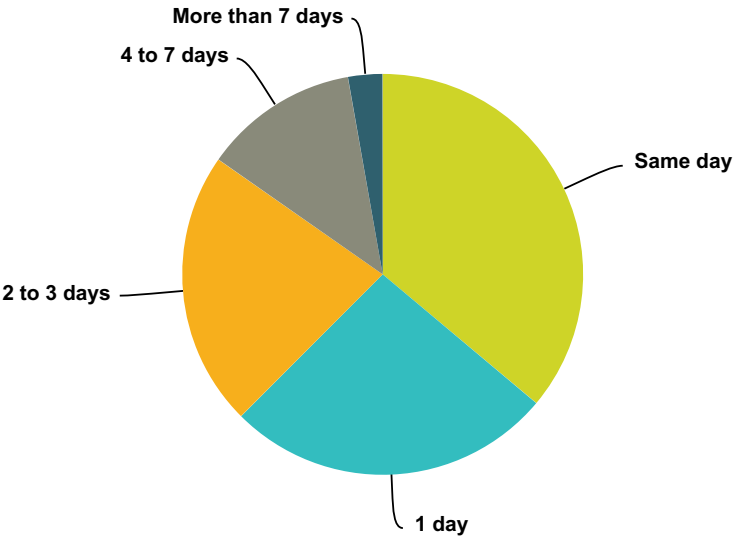
Answered: 72 Skipped: 68



Answer Choices	Responses	
Never	6.94%	5
Sometimes	11.11%	8
Usually	31.94%	23
Always	50.00%	36
Total		72

Q7 In the last 12 months, how many days did you usually have to wait for an appointment when you needed care right away?

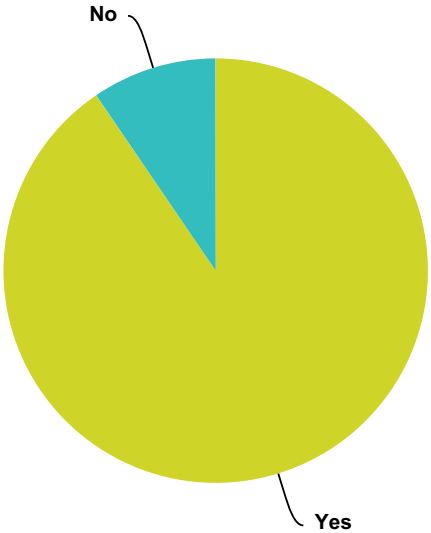
Answered: 72 Skipped: 68



Answer Choices	Responses	
Same day	36.11%	26
1 day	26.39%	19
2 to 3 days	22.22%	16
4 to 7 days	12.50%	9
More than 7 days	2.78%	2
Total		72

Q8 In the last 12 months, did you make any appointments for a check-up or routine care with this provider?

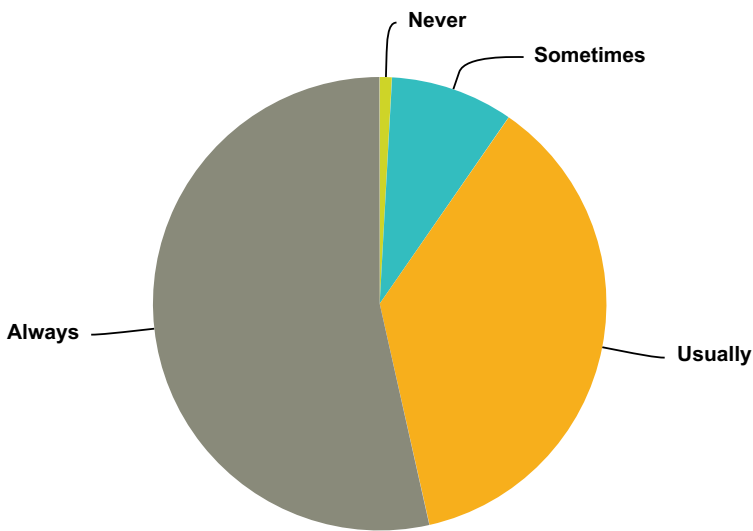
Answered: 126 Skipped: 14



Answer Choices	Responses	
Yes	90.48%	114
No	9.52%	12
Total		126

Q9 In the last 12 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed?

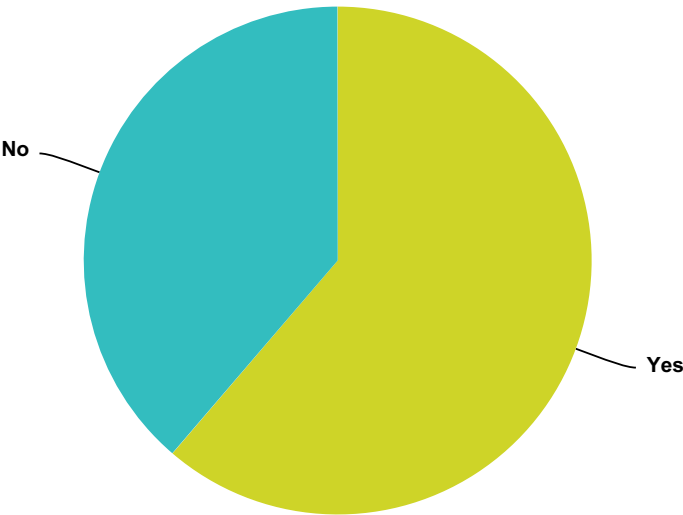
Answered: 114 Skipped: 26



Answer Choices	Responses
Never	0.88%1
Sometimes	8.77%10
Usually	36.84%42
Always	53.51%61
Total	114

Q10 Did this provider's office give you information about what to do if you needed care during evenings, weekends, or holidays?

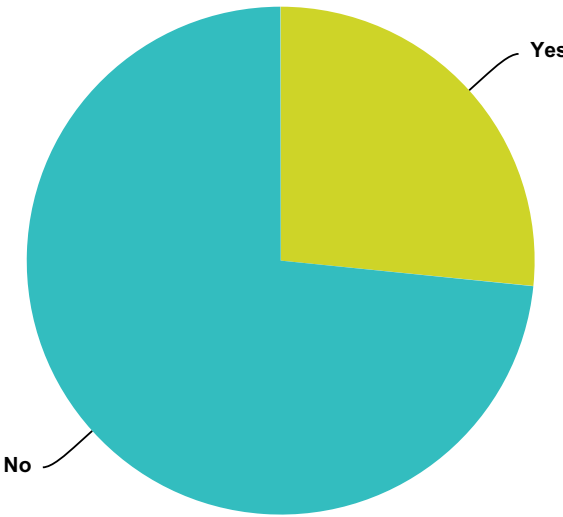
Answered: 124 Skipped: 16



Answer Choices	Responses	
Yes	61.29%	76
No	38.71%	48
Total		124

Q11 In the last 12 months, did you need care for yourself during evenings, weekends, or holidays?

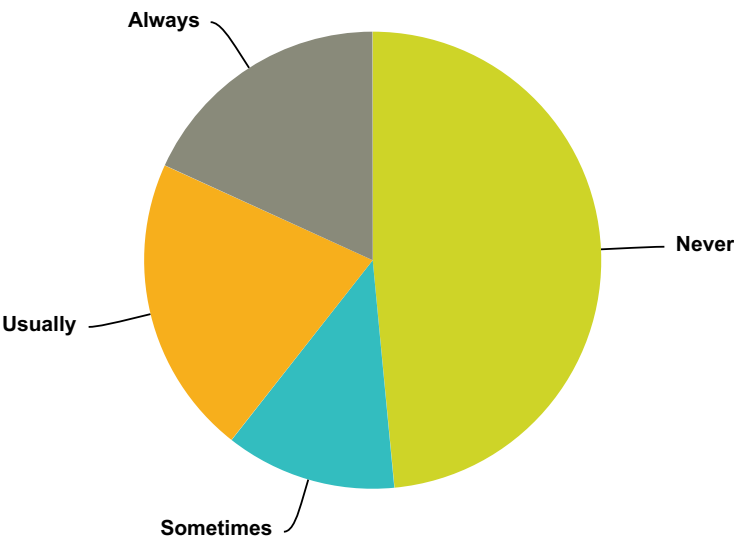
Answered: 124 Skipped: 16



Answer Choices	Responses	
Yes	26.61%	33
No	73.39%	91
Total		124

Q12 In the last 12 months, how often were you able to get the care you needed from this provider's office during evenings, weekends, or holidays?

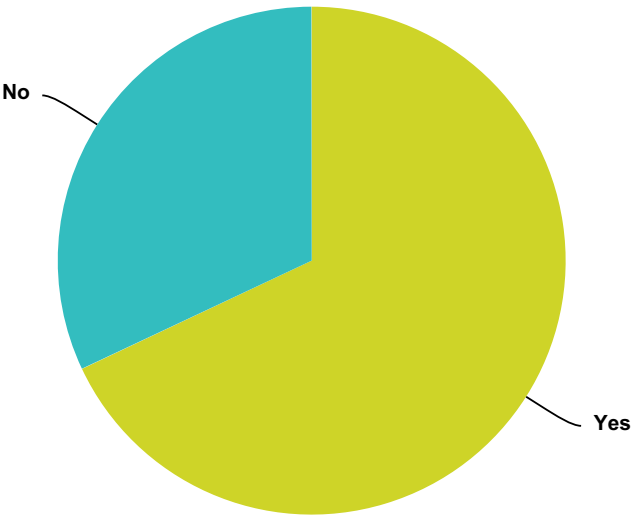
Answered: 33 Skipped: 107



Answer Choices	Responses	
Never	48.48%	16
Sometimes	12.12%	4
Usually	21.21%	7
Always	18.18%	6
Total		33

Q13 In the last 12 months, did you contact this provider's office with a medical question during regular office hours?

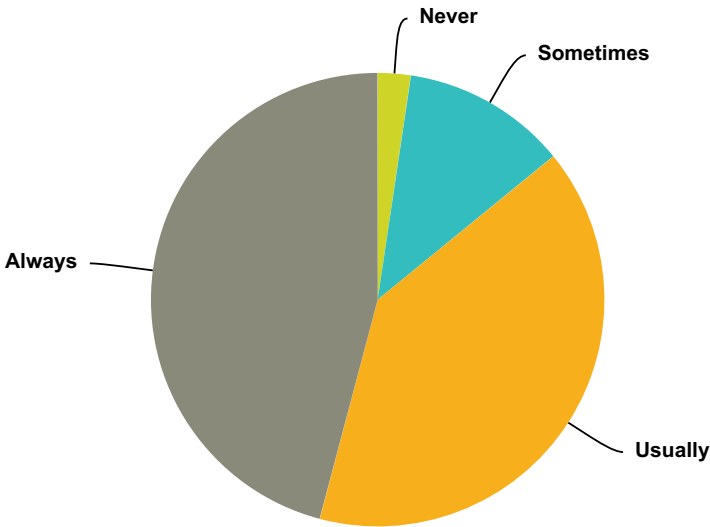
Answered: 125 Skipped: 15



Answer Choices	Responses	
Yes	68.00%	85
No	32.00%	40
Total		125

Q14 In the last 12 months, when you phoned this provider's office during regular office hours, how often did you get an answer to your medical question that same day?

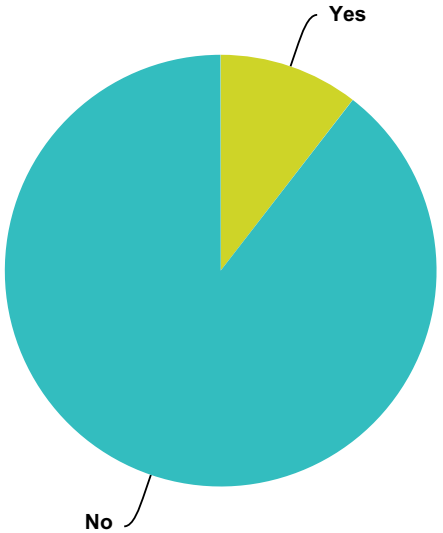
Answered: 85 Skipped: 55



Answer Choices	Responses	
Never	2.35%	2
Sometimes	11.76%	10
Usually	40.00%	34
Always	45.88%	39
Total		85

Q15 In the last 12 months, did you phone this provider's office with a medical question after regular office hours?

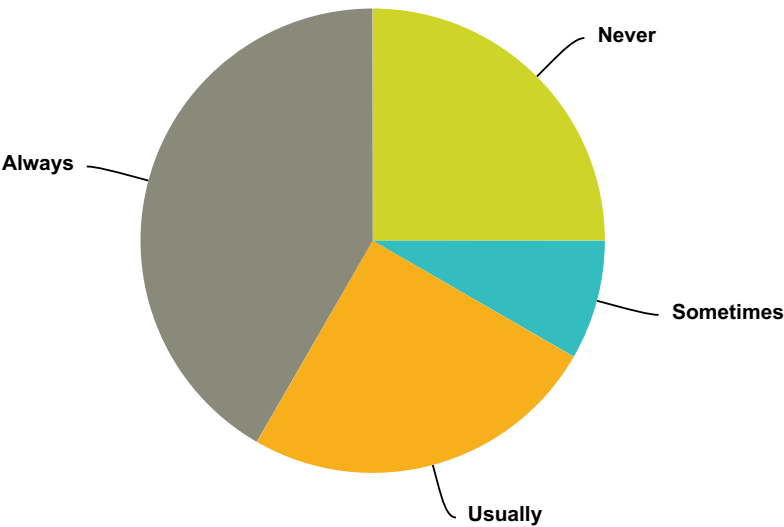
Answered: 124 Skipped: 16



Answer Choices	Responses	
Yes	10.48%	13
No	89.52%	111
Total		124

Q16 In the last 12 months, when you phoned this provider's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?

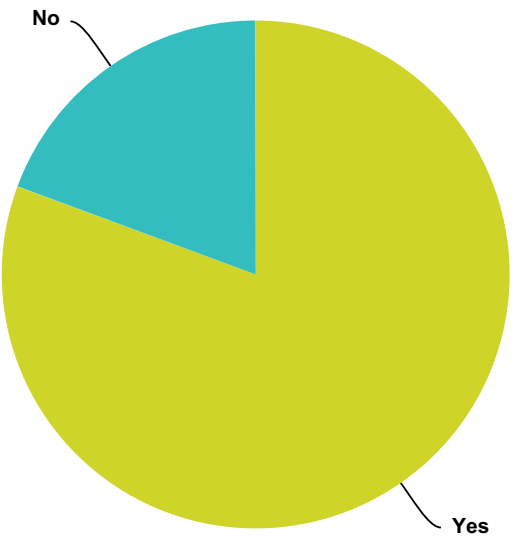
Answered: 12 Skipped: 128



Answer Choices	Responses	
Never	25.00%	3
Sometimes	8.33%	1
Usually	25.00%	3
Always	41.67%	5
Total		12

Q17 Some offices remind patients between visits about tests, treatment or appointments. In the last 12 months, did you get any reminders from this provider's office between visits?

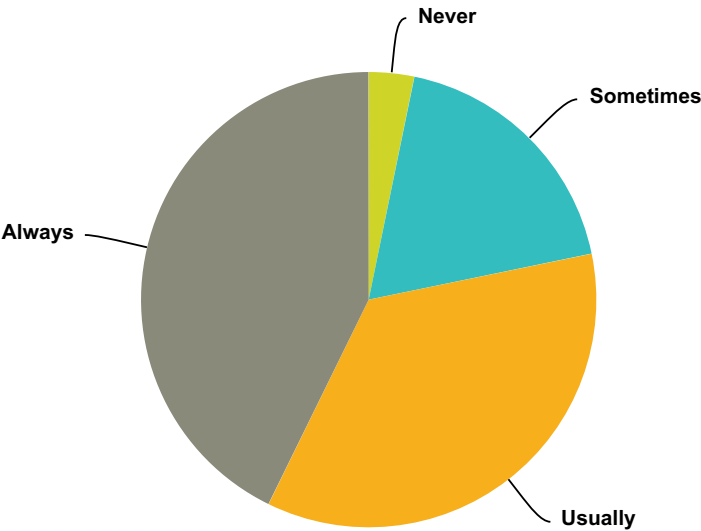
Answered: 124 Skipped: 16



Answer Choices	Responses	
Yes	80.65%	100
No	19.35%	24
Total		124

Q18 Wait time includes time spent in the waiting room and exam room. in the last 12 months, how often did you see this provider within 15 minutes of your appointment time?

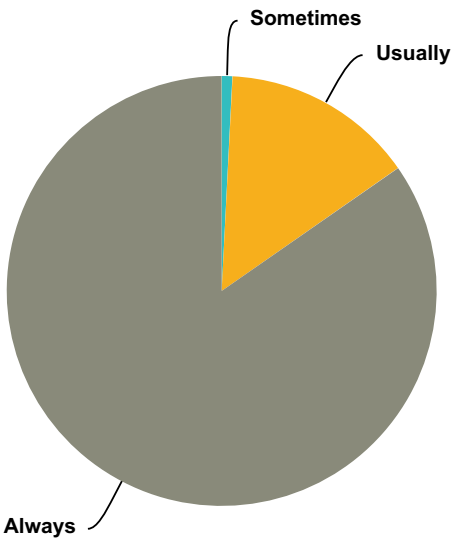
Answered: 124 Skipped: 16



Answer Choices	Responses	
Never	3.23%	4
Sometimes	18.55%	23
Usually	35.48%	44
Always	42.74%	53
Total		124

Q19 In the last 12 months, how often did this provider explain things in a way that was easy to understand?

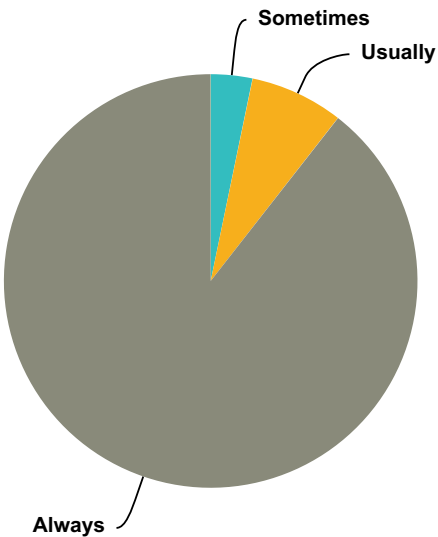
Answered: 124 Skipped: 16



Answer Choices	Responses	
Never	0.00%	0
Sometimes	0.81%	1
Usually	14.52%	18
Always	84.68%	105
Total		124

Q20 In the last 12 months, how often did this provider listen carefully to you?

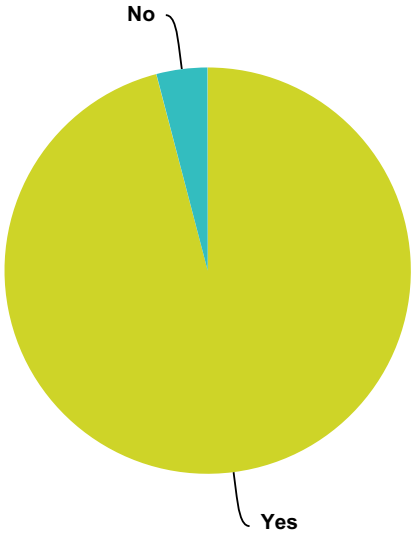
Answered: 123 Skipped: 17



Answer Choices	Responses	
Never	0.00%	0
Sometimes	3.25%	4
Usually	7.32%	9
Always	89.43%	110
Total		123

Q21 In the last 12 months, did you talk with this provider about any health questions or concerns?

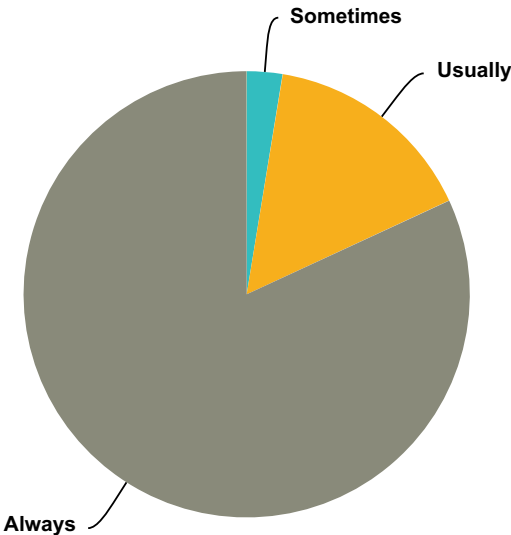
Answered: 123 Skipped: 17



Answer Choices	Responses	
Yes	95.93%	118
No	4.07%	5
Total		123

Q22 In the last 12 months, how often did this provider give you easy to understand information about these health questions or concerns?

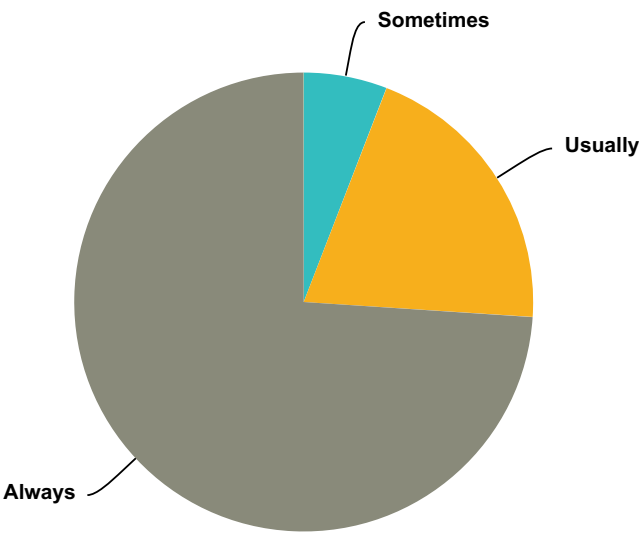
Answered: 116 Skipped: 24



Answer Choices	Responses	
Never	0.00%	0
Sometimes	2.59%	3
Usually	15.52%	18
Always	81.90%	95
Total		116

Q23 In the last 12 months, how often did this provider seem to know the important information about your medical history?

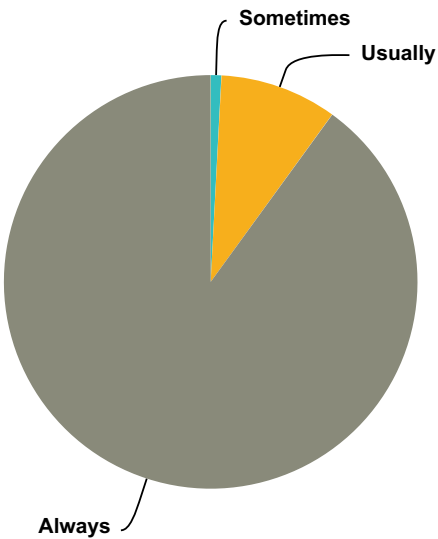
Answered: 119 Skipped: 21



Answer Choices	Responses	
Never	0.00%	0
Sometimes	5.88%	7
Usually	20.17%	24
Always	73.95%	88
Total		119

Q24 In the last 12 months, how often did this provider show respect for what you had to say?

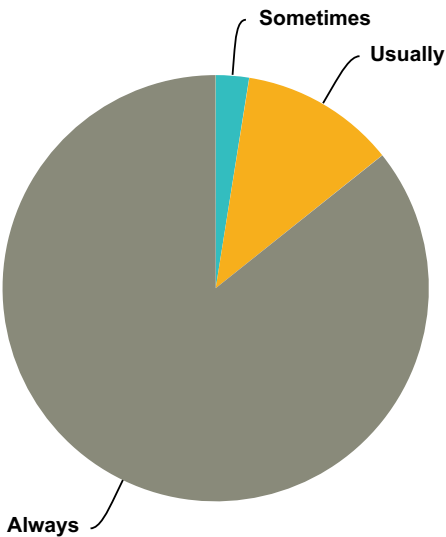
Answered: 120 Skipped: 20



Answer Choices	Responses	
Never	0.00%	0
Sometimes	0.83%	1
Usually	9.17%	11
Always	90.00%	108
Total		120

Q25 In the last 12 months, how often did this provider spend enough time with you?

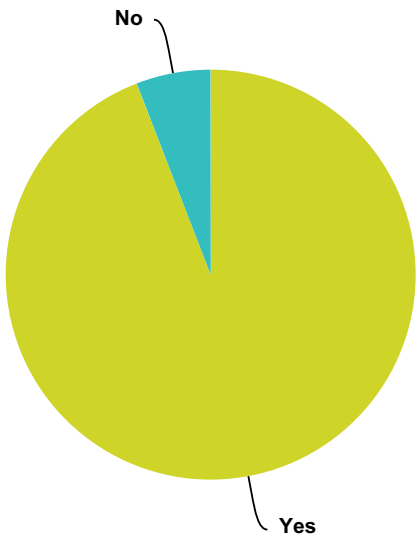
Answered: 119 Skipped: 21



Answer Choices	Responses	
Never	0.00%	0
Sometimes	2.52%	3
Usually	11.76%	14
Always	85.71%	102
Total		119

Q26 In the last 12 months, did this provider order a blood test, x-ray, or other test for you?

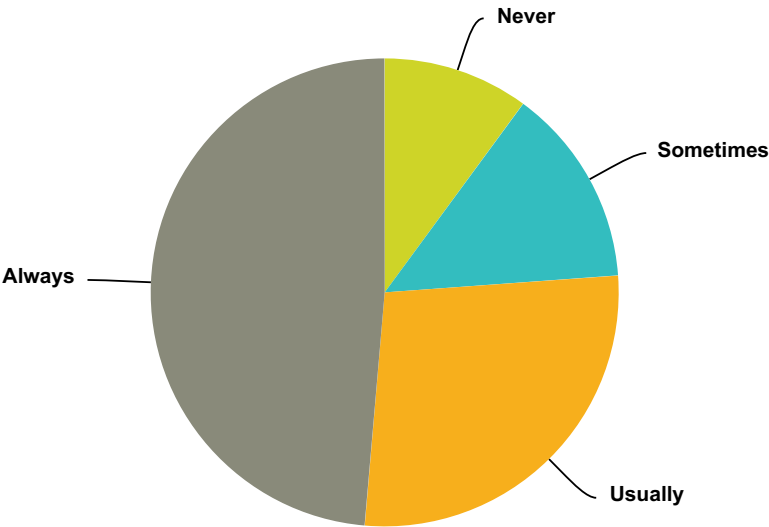
Answered: 119 Skipped: 21



Answer Choices	Responses	
Yes	94.12%	112
No	5.88%	7
Total	119	

Q27 In the last 12 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from this provider's office follow up to give you those results?

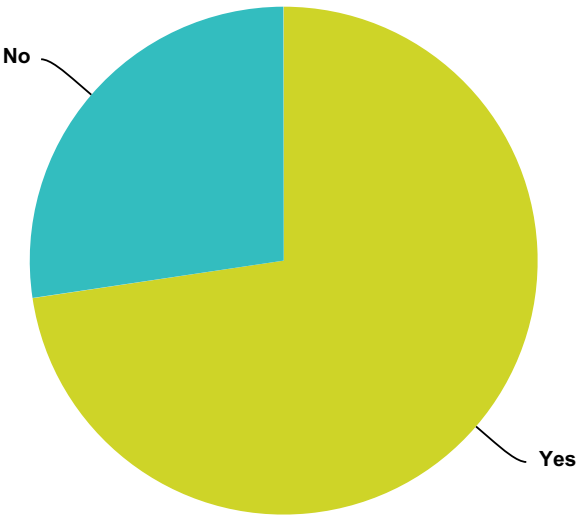
Answered: 109 Skipped: 31



Answer Choices	Responses	
Never	10.09%	11
Sometimes	13.76%	15
Usually	27.52%	30
Always	48.62%	53
Total		109

Q28 In the last 12 months, did you and this provider talk about starting or stopping a prescription medicine?

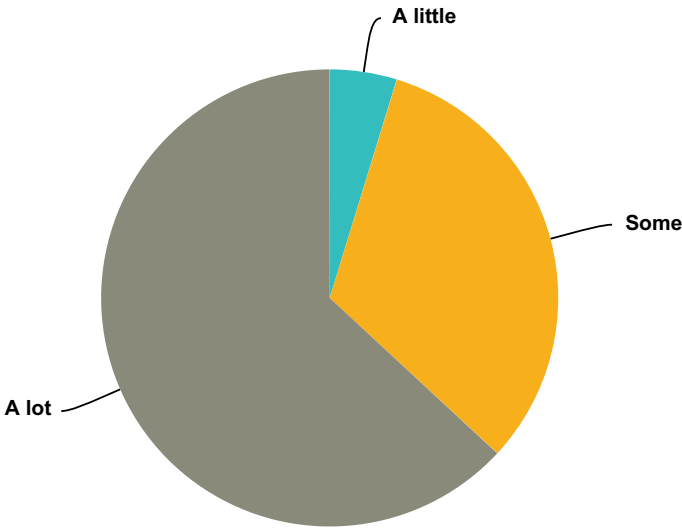
Answered: 117 Skipped: 23



Answer Choices	Responses	
Yes	72.65%	85
No	27.35%	32
Total		117

Q29 When you talked about starting or stopping a prescription medicine, how much did this provider talk about the reasons you might want to take a medicine?

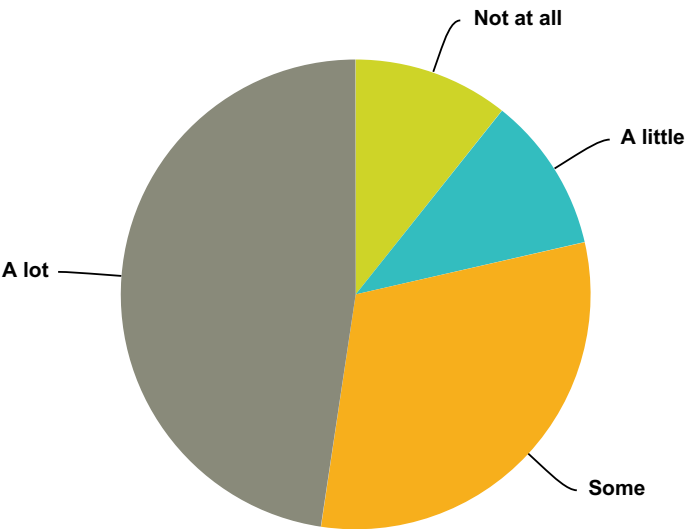
Answered: 84 Skipped: 56



Answer Choices	Responses
Not at all	0.00%0
A little	4.76%4
Some	32.14%27
A lot	63.10%53
Total	84

Q30 When you talked about starting or stopping a prescription medicine, how much did this provider talk about the reasons you might not want to take a medicine?

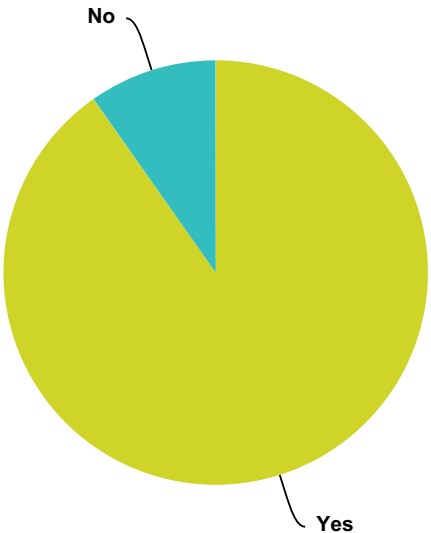
Answered: 84 Skipped: 56



Answer Choices	Responses	
Not at all	10.71%	9
A little	10.71%	9
Some	30.95%	26
A lot	47.62%	40
Total		84

Q31 When you talked about starting or stopping a prescription medicine, did this provider ask you what you thought was best for you?

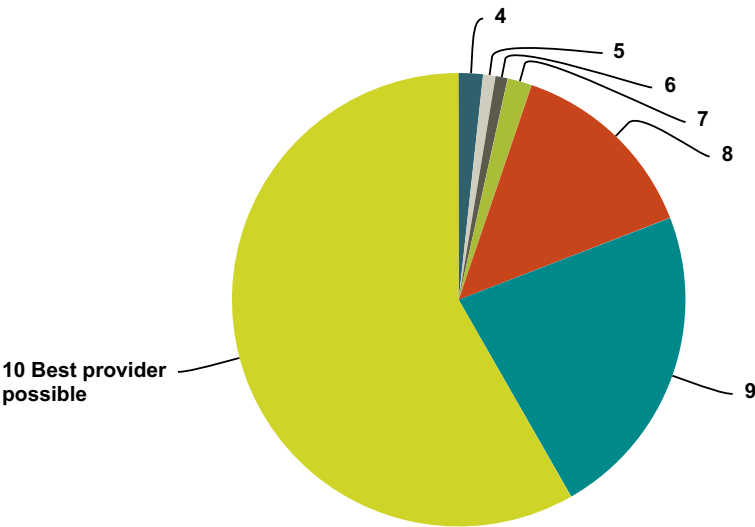
Answered: 82 Skipped: 58



Answer Choices	Responses	
Yes	90.24%	74
No	9.76%	8
Total		82

Q32 Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?

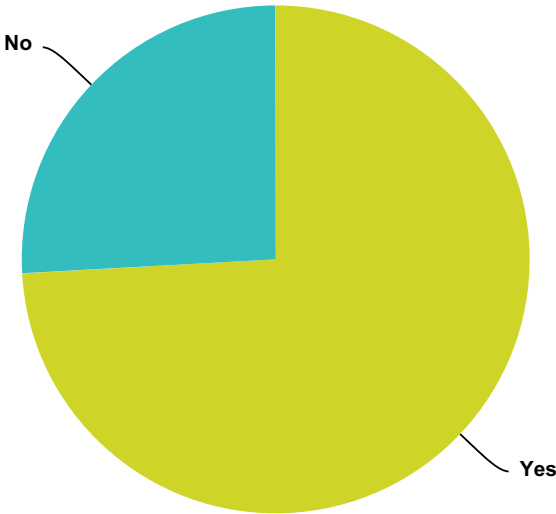
Answered: 115 Skipped: 25



Answer Choices	Responses	
0 Worst provider possible	0.00%	0
1	0.00%	0
2	0.00%	0
3	0.00%	0
4	1.74%	2
5	0.87%	1
6	0.87%	1
7	1.74%	2
8	13.91%	16
9	22.61%	26
10 Best provider possible	58.26%	67
Total		115

Q33 Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 12 months, did you see a specialist for a particular health problem?

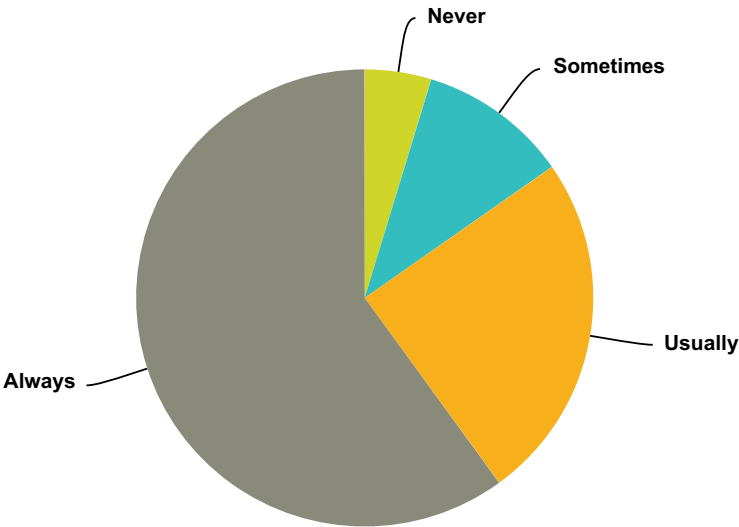
Answered: 116 Skipped: 24



Answer Choices	Responses	
Yes	74.14%	86
No	25.86%	30
Total		116

Q34 In the last 12 months, how often did the provider named in Question 1 seem informed and up-to-date about the care you got from specialists?

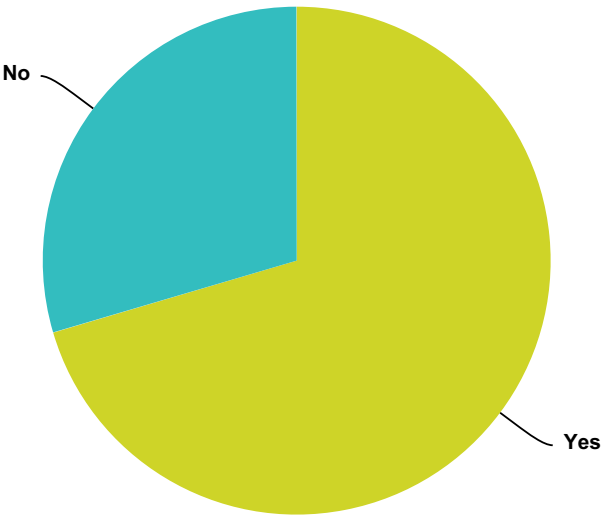
Answered: 85 Skipped: 55



Answer Choices	Responses	
Never	4.71%	4
Sometimes	10.59%	9
Usually	24.71%	21
Always	60.00%	51
Total		85

Q35 In the last 12 months, did anyone in this provider's office talk with you about specific goal for your health?

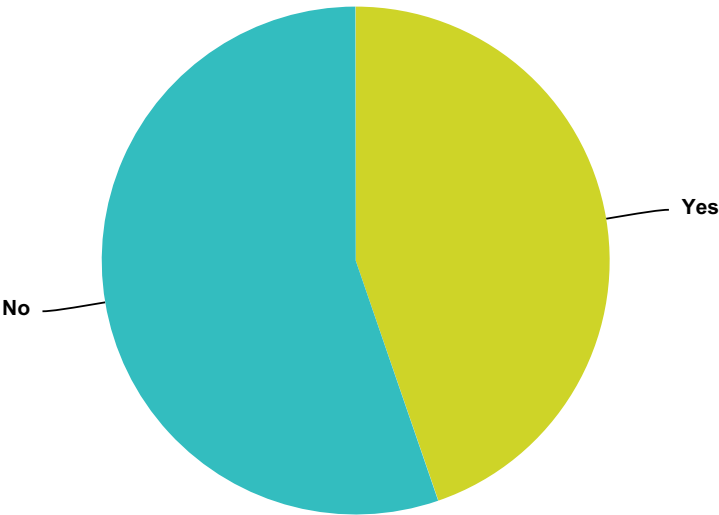
Answered: 115 Skipped: 25



Answer Choices	Responses	
Yes	70.43%	81
No	29.57%	34
Total		115

Q36 In the last 12 months, did anyone in this provider's office ask you if there are things that make it hard for you to take care of your health?

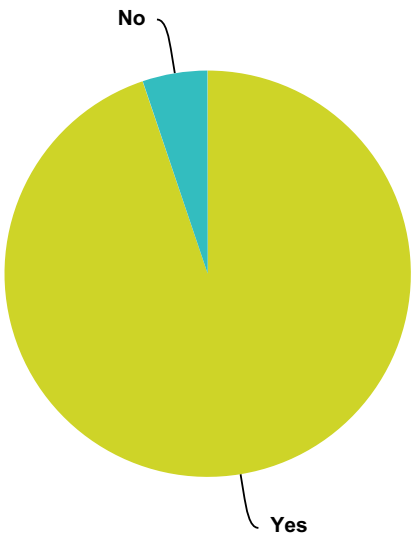
Answered: 114 Skipped: 26



Answer Choices	Responses
Yes	44.74%51
No	55.26%63
Total	114

Q37 In the last 12 months, did you take any prescription medicine?

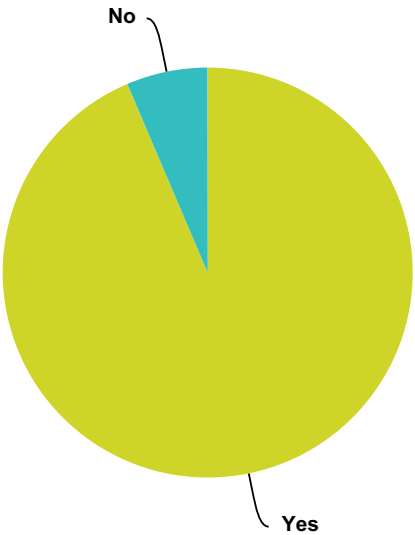
Answered: 116 Skipped: 24



Answer Choices	Responses	
Yes	94.83%	110
No	5.17%	6
Total		116

Q38 In the last 12 months, did you and anyone in this provider's office talk at each visit about all the prescription medicines you were taking?

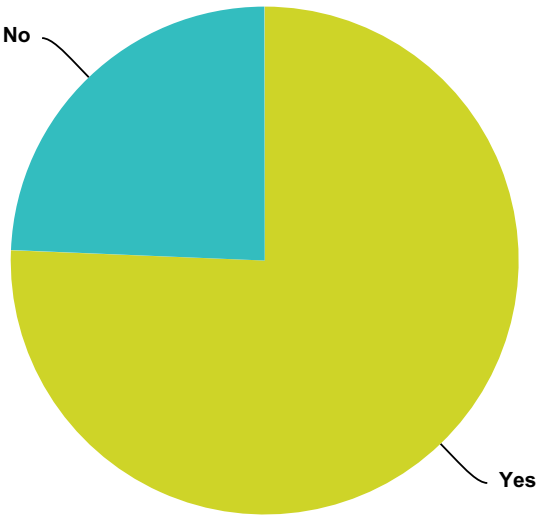
Answered: 109 Skipped: 31



Answer Choices	Responses	
Yes	93.58%	102
No	6.42%	7
Total		109

Q39 In the last 12 months, did anyone in this provider's office ask you if there was a period of time when you felt sad, empty, or depressed?

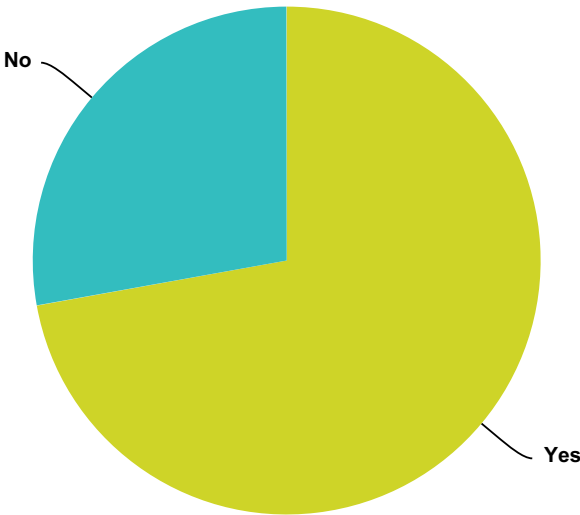
Answered: 115 Skipped: 25



Answer Choices	Responses	
Yes	75.65%	87
No	24.35%	28
Total		115

Q40 In the last 12 months, did you and anyone in this provider's office talk about things in your life that worry you or cause you stress?

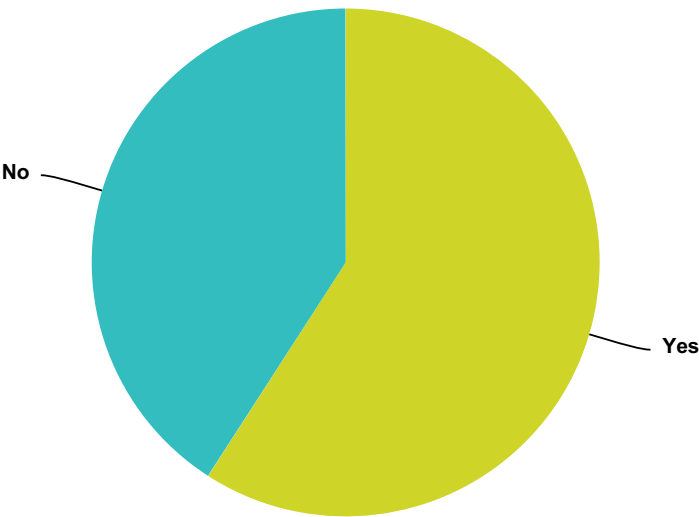
Answered: 115 Skipped: 25



Answer Choices	Responses	
Yes	72.17%	83
No	27.83%	32
Total		115

**Q41 In the last 12 months, did you any
anyone in this provider's office talk about a
personal problem, family problem, alcohol
use, drug use, or a mental or emotional
illness?**

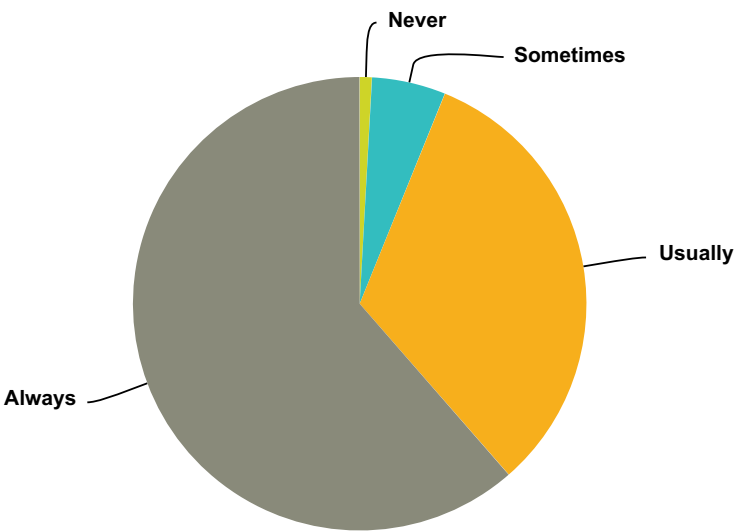
Answered: 115 Skipped: 25



Answer Choices	Responses	
Yes	59.13%	68
No	40.87%	47
Total		115

Q42 In the last 12 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?

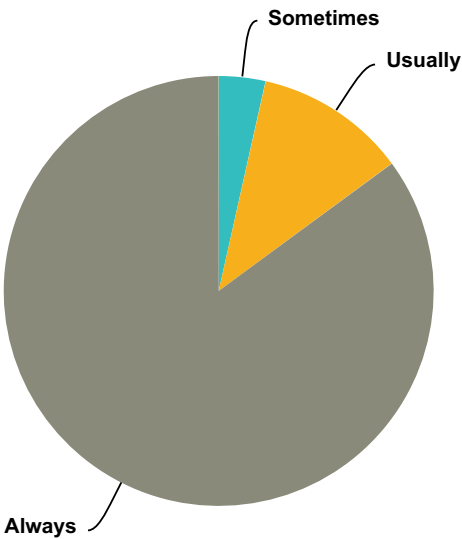
Answered: 114 Skipped: 26



Answer Choices	Responses	
Never	0.88%	1
Sometimes	5.26%	6
Usually	32.46%	37
Always	61.40%	70
Total		114

Q43 In the last 12 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?

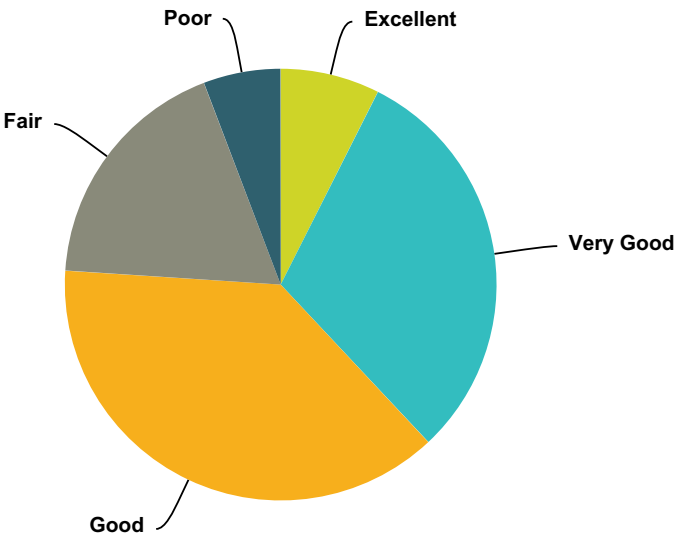
Answered: 114 Skipped: 26



Answer Choices	Responses	
Never	0.00%	0
Sometimes	3.51%	4
Usually	11.40%	13
Always	85.09%	97
Total		114

Q44 In general, how would you rate your overall health?

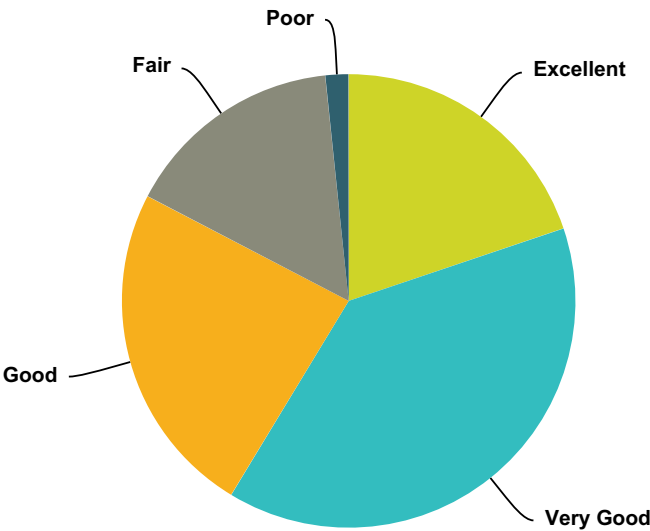
Answered: 121 Skipped: 19



Answer Choices	Responses	
Excellent	7.44%	9
Very Good	30.58%	37
Good	38.02%	46
Fair	18.18%	22
Poor	5.79%	7
Total		121

Q45 In general, how would you rate your overall mental or emotional health?

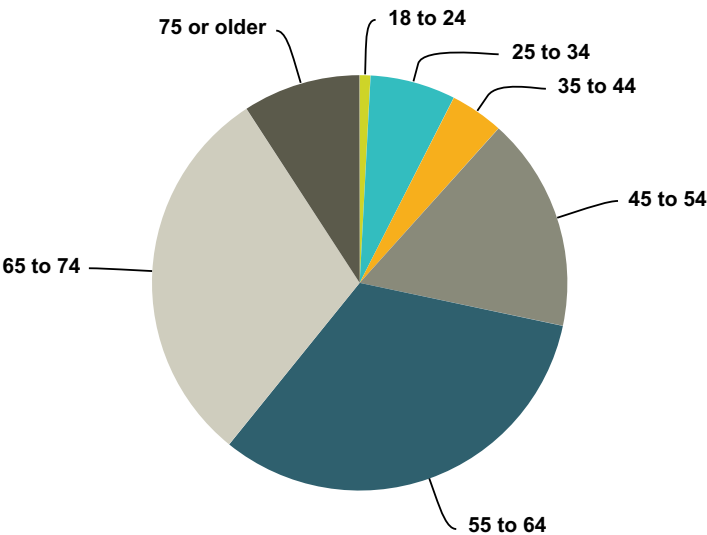
Answered: 121 Skipped: 19



Answer Choices	Responses	
Excellent	19.83%	24
Very Good	38.84%	47
Good	23.97%	29
Fair	15.70%	19
Poor	1.65%	2
Total		121

Q46 What is your age?

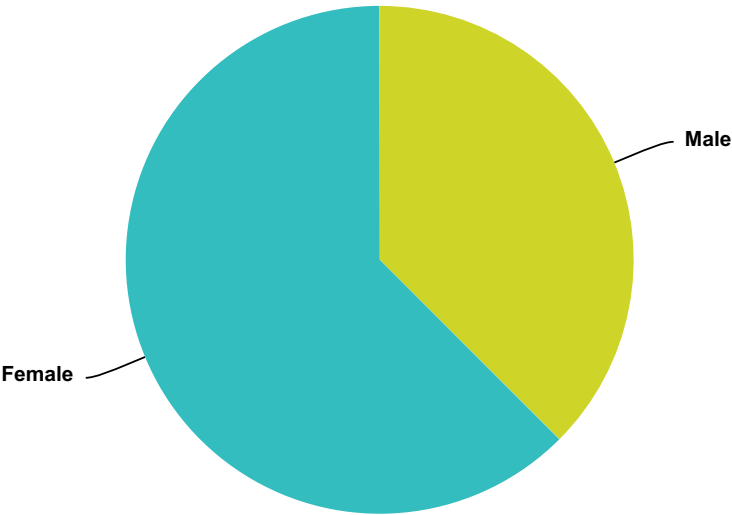
Answered: 120 Skipped: 20



Answer Choices	Responses	
18 to 24	0.83%	1
25 to 34	6.67%	8
35 to 44	4.17%	5
45 to 54	16.67%	20
55 to 64	32.50%	39
65 to 74	30.00%	36
75 or older	9.17%	11
Total		120

Q47 Are you male or female?

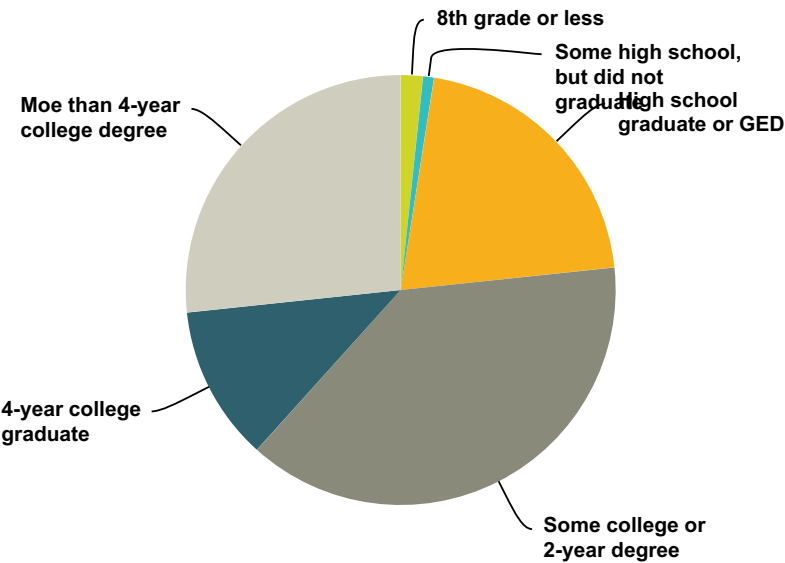
Answered: 120 Skipped: 20



Answer Choices	Responses	
Male	37.50%	45
Female	62.50%	75
Total		120

Q48 What is the highest grade or level of school that you have completed?

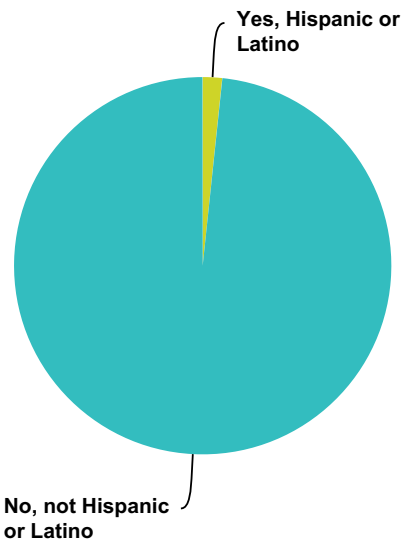
Answered: 120 Skipped: 20



Answer Choices	Responses	
8th grade or less	1.67%	2
Some high school, but did not graduate	0.83%	1
High school graduate or GED	20.83%	25
Some college or 2-year degree	38.33%	46
4-year college graduate	11.67%	14
More than 4-year college degree	26.67%	32
Total		120

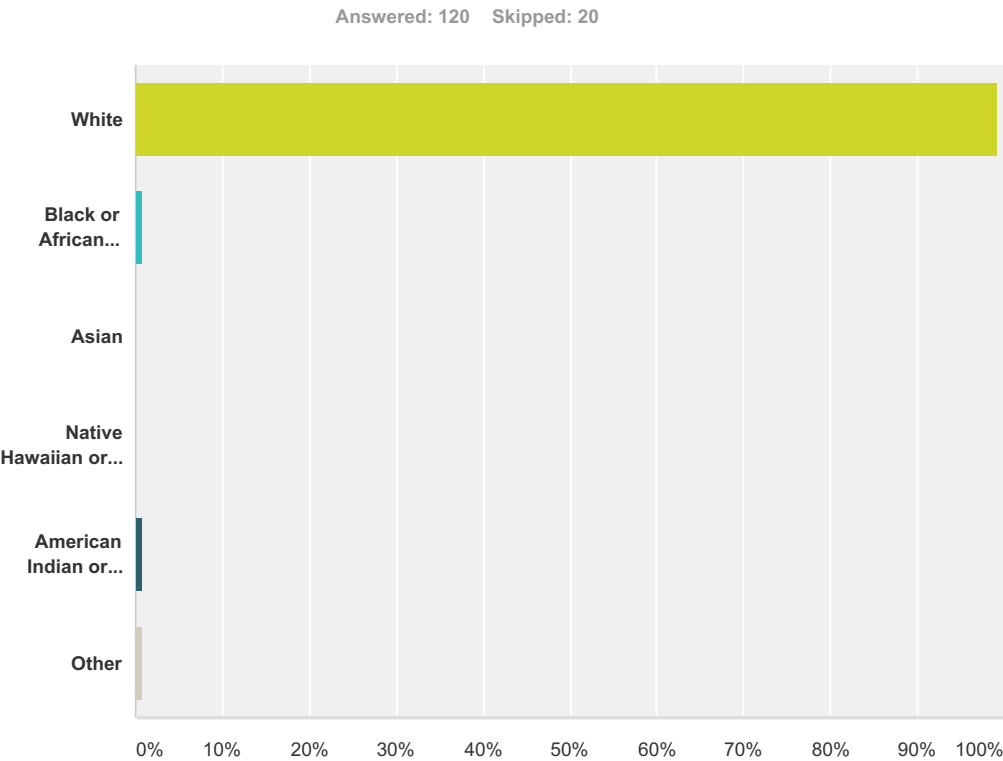
Q49 Are you of Hispanic or Latino origin or descent?

Answered: 120 Skipped: 20



Answer Choices	Responses	
Yes, Hispanic or Latino	1.67%	2
No, not Hispanic or Latino	98.33%	118
Total		120

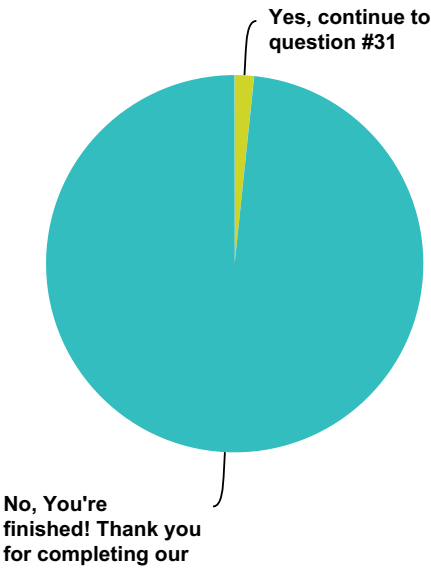
Q50 What is your race? Mark one or more.



Answer Choices	Responses	
White	99.17%	119
Black or African American	0.83%	1
Asian	0.00%	0
Native Hawaiian or other Pacific Islander	0.00%	0
American Indian or Alaska Native	0.83%	1
Other	0.83%	1
Total Respondents: 120		

Q51 Did someone help you complete this survey?

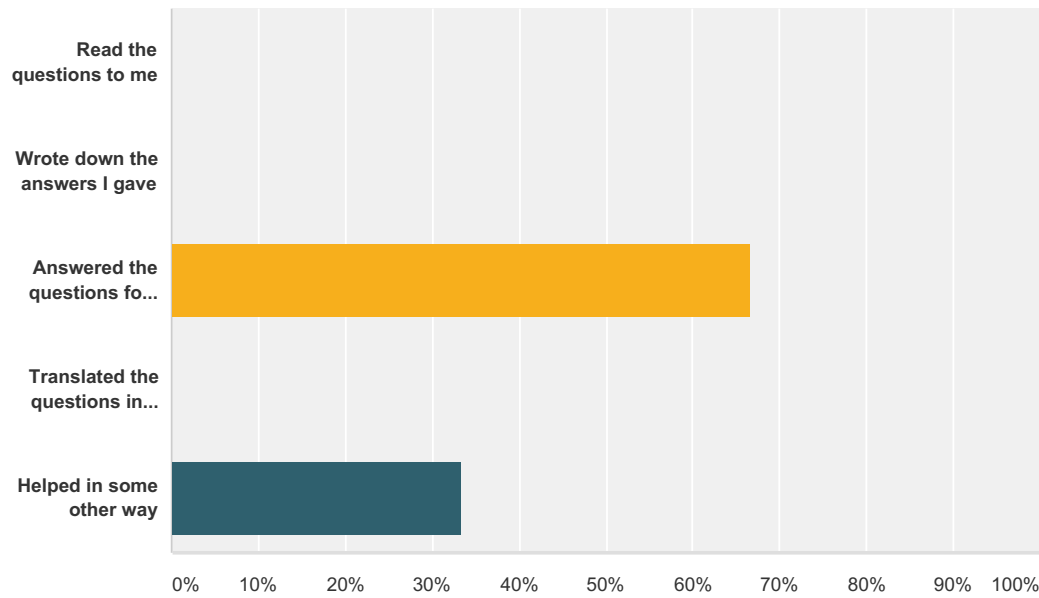
Answered: 121 Skipped: 19



Answer Choices	Responses	
Yes, continue to question #31	1.65%	2
No, You're finished! Thank you for completing our survey.	98.35%	119
Total		121

Q52 How did that person help you? Mark one or more.

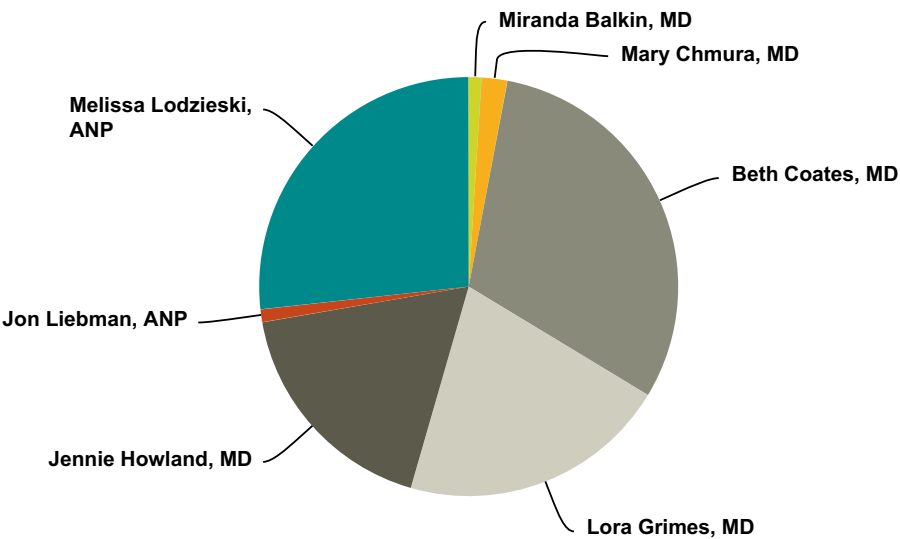
Answered: 3 Skipped: 137



Answer Choices	Responses	
Read the questions to me	0.00%	0
Wrote down the answers I gave	0.00%	0
Answered the questions for me	66.67%	2
Translated the questions into my language	0.00%	0
Helped in some other way	33.33%	1
Total Respondents: 3		

Q1 Which provider have you received care from in the last 12 months?

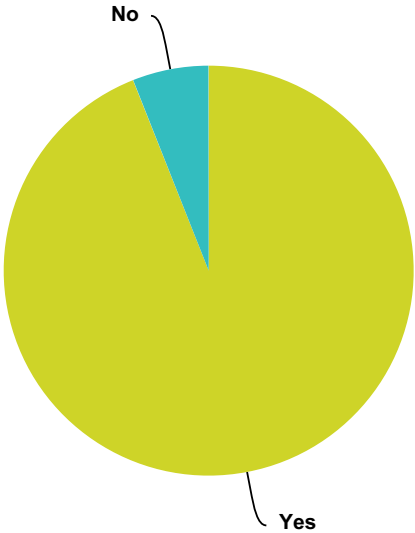
Answered: 101 Skipped: 0



Answer Choices	Responses	
Miranda Balkin, MD	0.99%	1
Sheri Cheung, MD	0.00%	0
Mary Chmura, MD	1.98%	2
Beth Coates, MD	30.69%	31
Marisela Fermin-Schon, FNP	0.00%	0
Lora Grimes, MD	20.79%	21
Jennie Howland, MD	17.82%	18
Brenda Jaeger, FNP	0.00%	0
Jon Liebman, ANP	0.99%	1
Melissa Lodzieski, ANP	26.73%	27
None of the above	0.00%	0
Total		101

Q2 Is this the provider you usually see if you need a check-up, want advice about a health problem, or get sick or hurt?

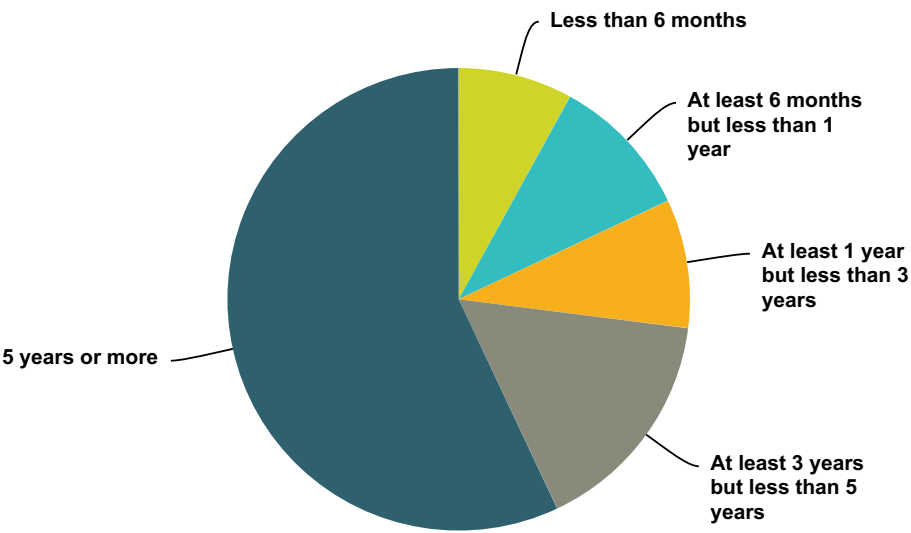
Answered: 100 Skipped: 1



Answer Choices	Responses	
Yes	94.00%	94
No	6.00%	6
Total		100

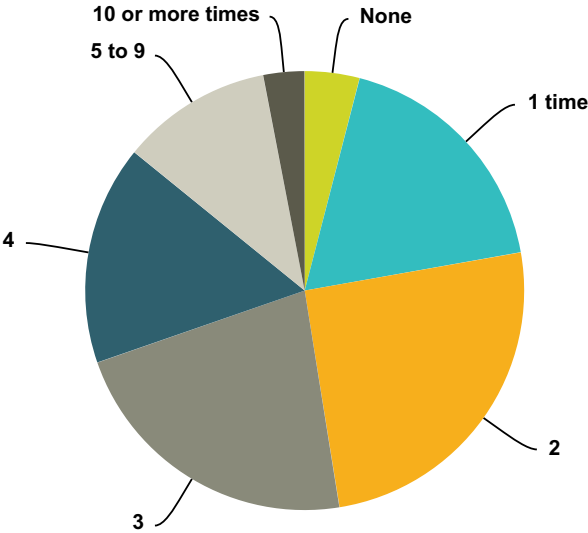
Q3 How long have you been going to this provider?

Answered: 100 Skipped: 1



Q4 In the last 12 months, how many times did you visit this provider to get care for yourself?

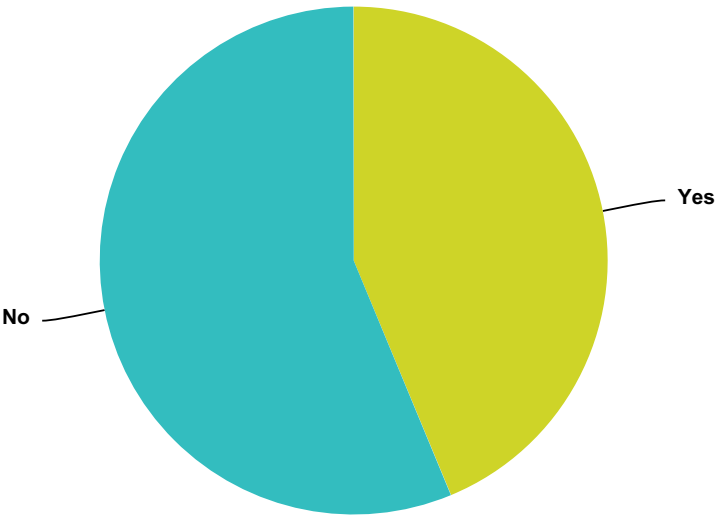
Answered: 99 Skipped: 2



Answer Choices	Responses	
None	4.04%	4
1 time	18.18%	18
2	25.25%	25
3	22.22%	22
4	16.16%	16
5 to 9	11.11%	11
10 or more times	3.03%	3
Total		99

Q5 In the last 12 months, did you phone this provider's office to get an appointment for an illness, injury, or condition that needed care right away?

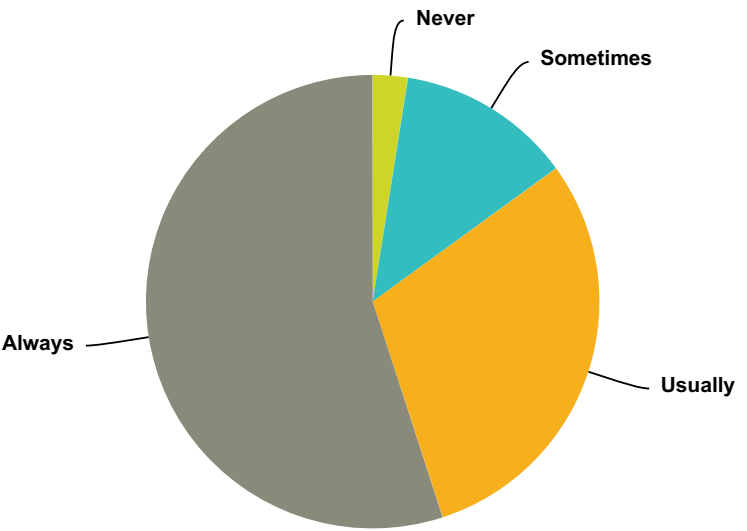
Answered: 96 Skipped: 5



Answer Choices	Responses
Yes	43.75%42
No	56.25%54
Total	96

Q6 In the last 12 months, when you phoned this provider's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?

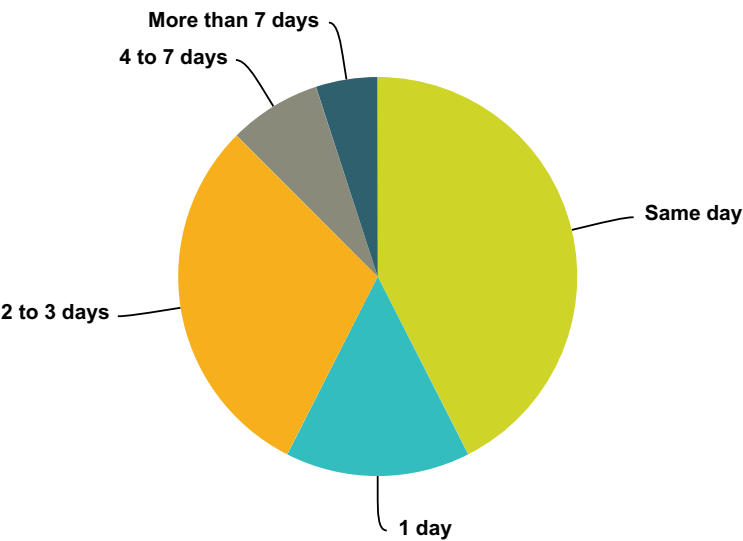
Answered: 40 Skipped: 61



Answer Choices	Responses	
Never	2.50%	1
Sometimes	12.50%	5
Usually	30.00%	12
Always	55.00%	22
Total		40

Q7 In the last 12 months, how many days did you usually have to wait for an appointment when you needed care right away?

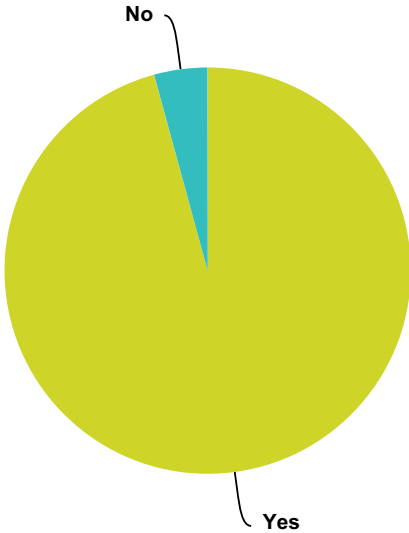
Answered: 40 Skipped: 61



Answer Choices	Responses	
Same day	42.50%	17
1 day	15.00%	6
2 to 3 days	30.00%	12
4 to 7 days	7.50%	3
More than 7 days	5.00%	2
Total		40

Q8 In the last 12 months, did you make any appointments for a check-up or routine care with this provider?

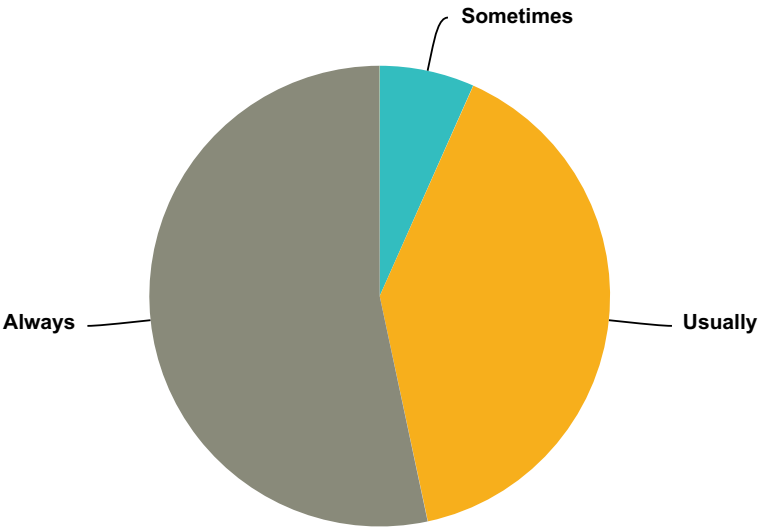
Answered: 94 Skipped: 7



Answer Choices	Responses	
Yes	95.74%	90
No	4.26%	4
Total		94

Q9 In the last 12 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed?

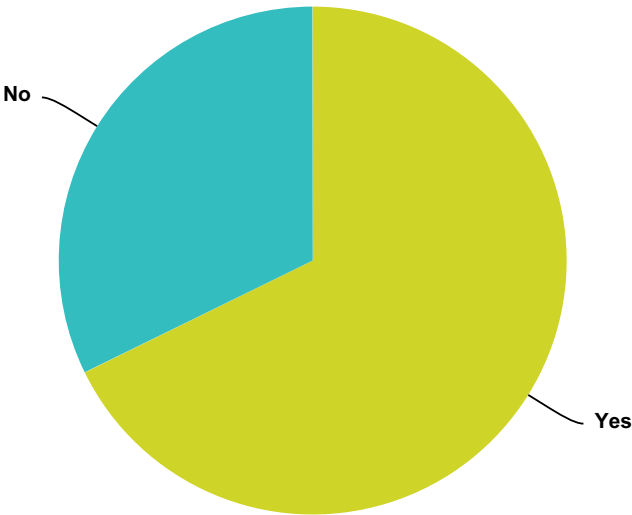
Answered: 90 Skipped: 11



Answer Choices	Responses
Never	0.00%0
Sometimes	6.67%6
Usually	40.00%36
Always	53.33%48
Total	90

Q10 Did this provider's office give you information about what to do if you needed care during evenings, weekends, or holidays?

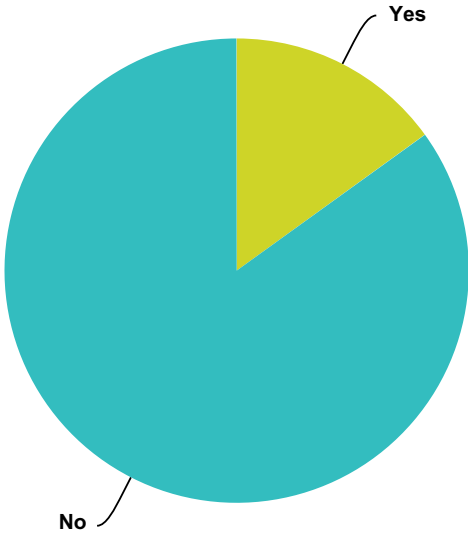
Answered: 93 Skipped: 8



Answer Choices	Responses	
Yes	67.74%	63
No	32.26%	30
Total		93

Q11 In the last 12 months, did you need care for yourself during evenings, weekends, or holidays?

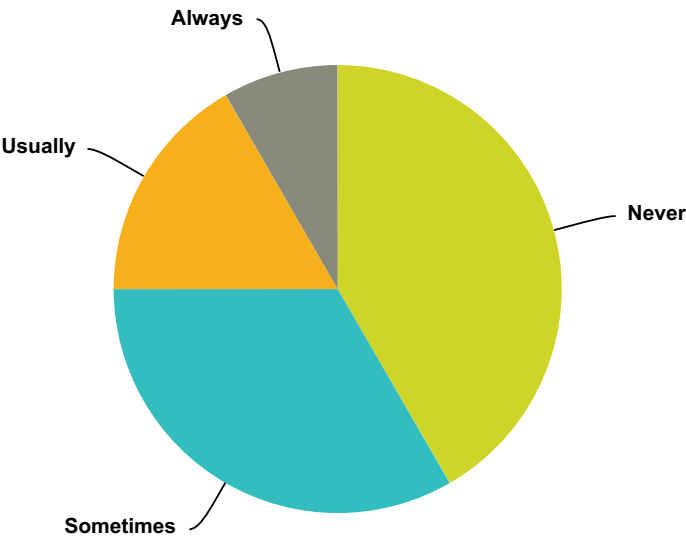
Answered: 93 Skipped: 8



Answer Choices	Responses	
Yes	15.05%	14
No	84.95%	79
Total		93

Q12 In the last 12 months, how often were you able to get the care you needed from this provider's office during evenings, weekends, or holidays?

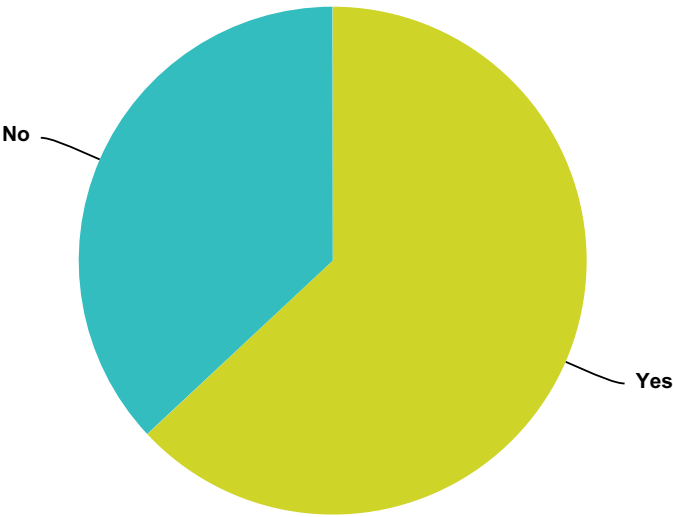
Answered: 12 Skipped: 89



Answer Choices	Responses	
Never	41.67%	5
Sometimes	33.33%	4
Usually	16.67%	2
Always	8.33%	1
Total		12

Q13 In the last 12 months, did you contact this provider's office with a medical question during regular office hours?

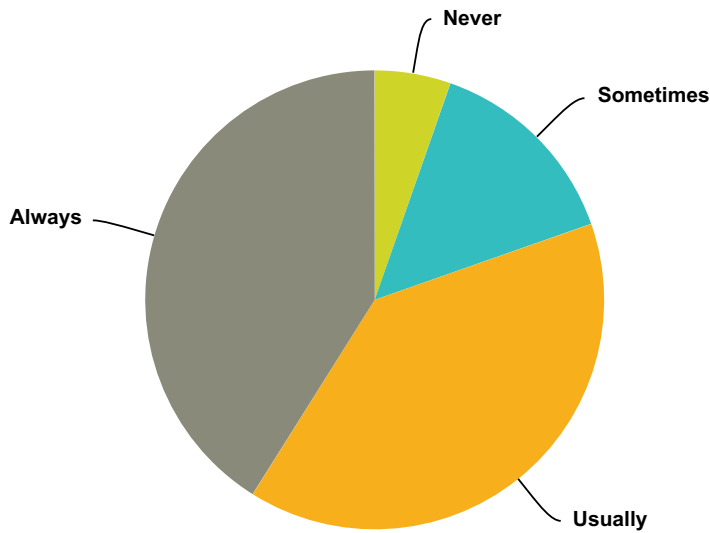
Answered: 92 Skipped: 9



Answer Choices	Responses	
Yes	63.04%	58
No	36.96%	34
Total		92

Q14 In the last 12 months, when you phoned this provider's office during regular office hours, how often did you get an answer to your medical question that same day?

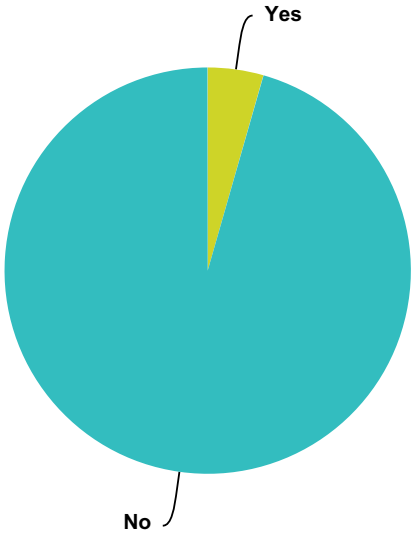
Answered: 56 Skipped: 45



Answer Choices	Responses	
Never	5.36%	3
Sometimes	14.29%	8
Usually	39.29%	22
Always	41.07%	23
Total		56

Q15 In the last 12 months, did you phone this provider's office with a medical question after regular office hours?

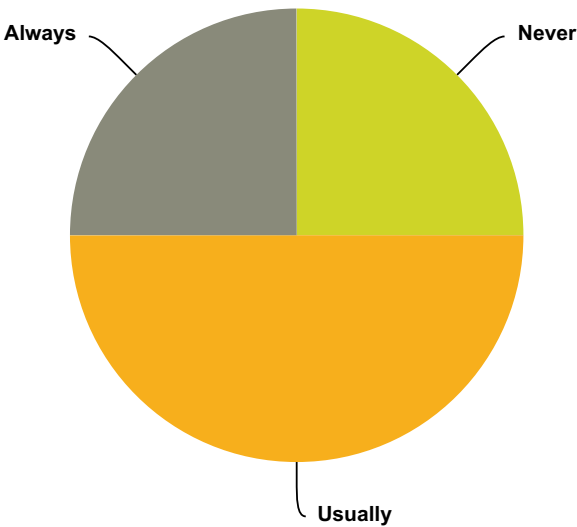
Answered: 90 Skipped: 11



Answer Choices	Responses	
Yes	4.44%	4
No	95.56%	86
Total		90

Q16 In the last 12 months, when you phoned this provider's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?

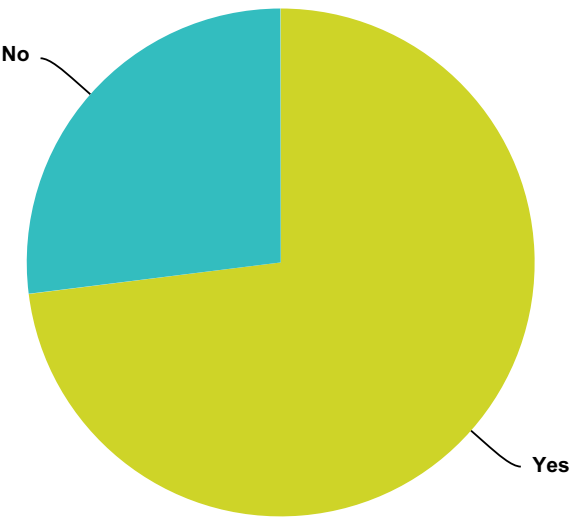
Answered: 4 Skipped: 97



Answer Choices	Responses	
Never	25.00%	1
Sometimes	0.00%	0
Usually	50.00%	2
Always	25.00%	1
Total		4

Q17 Some offices remind patients between visits about tests, treatment or appointments. In the last 12 months, did you get any reminders from this provider's office between visits?

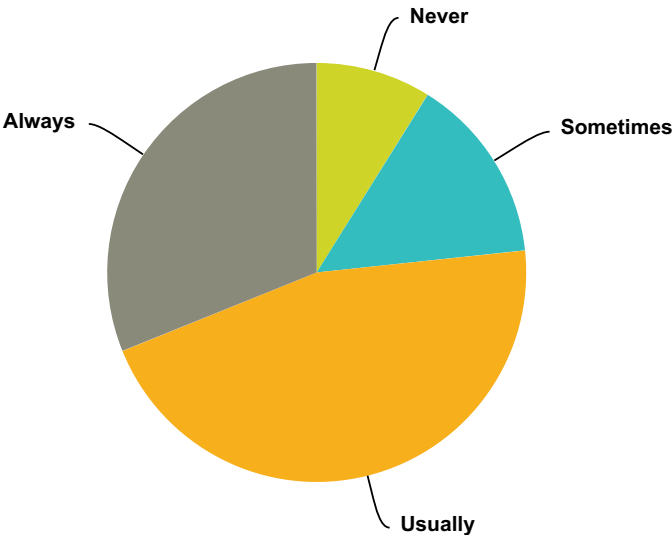
Answered: 89 Skipped: 12



Answer Choices	Responses	
Yes	73.03%	65
No	26.97%	24
Total		89

Q18 Wait time includes time spent in the waiting room and exam room. in the last 12 months, how often did you see this provider within 15 minutes of your appointment time?

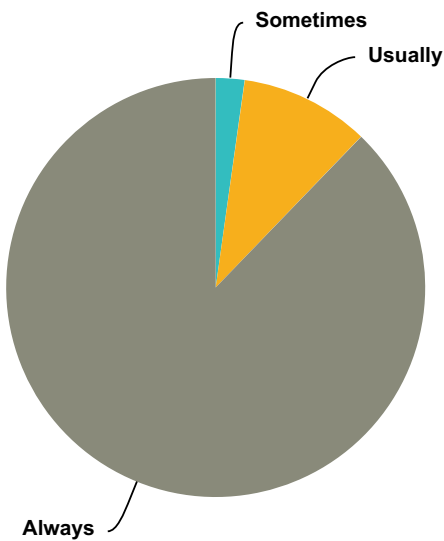
Answered: 90 Skipped: 11



Answer Choices	Responses	
Never	8.89%	8
Sometimes	14.44%	13
Usually	45.56%	41
Always	31.11%	28
Total		90

Q19 In the last 12 months, how often did this provider explain things in a way that was easy to understand?

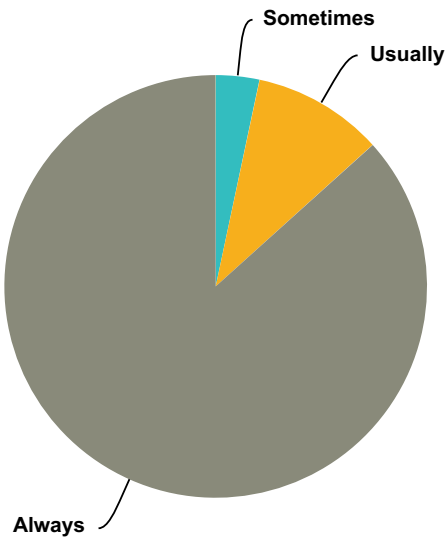
Answered: 90 Skipped: 11



Answer Choices	Responses	
Never	0.00%	0
Sometimes	2.22%	2
Usually	10.00%	9
Always	87.78%	79
Total		90

Q20 In the last 12 months, how often did this provider listen carefully to you?

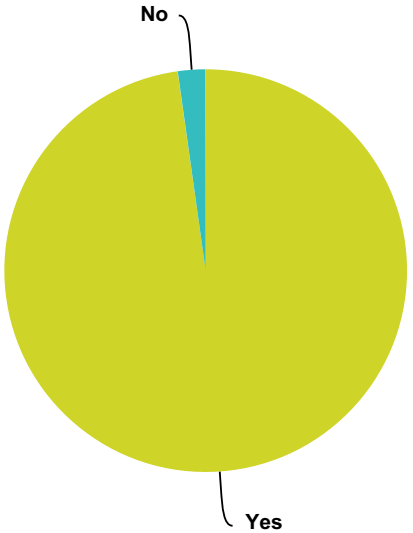
Answered: 90 Skipped: 11



Answer Choices	Responses	
Never	0.00%	0
Sometimes	3.33%	3
Usually	10.00%	9
Always	86.67%	78
Total		90

Q21 In the last 12 months, did you talk with this provider about any health questions or concerns?

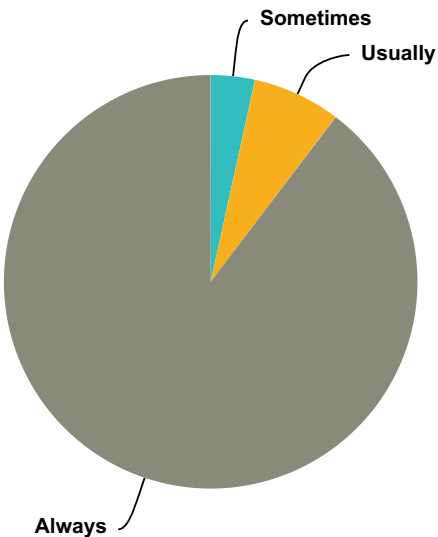
Answered: 90 Skipped: 11



Answer Choices	Responses	
Yes	97.78%	88
No	2.22%	2
Total	90	

Q22 In the last 12 months, how often did this provider give you easy to understand information about these health questions or concerns?

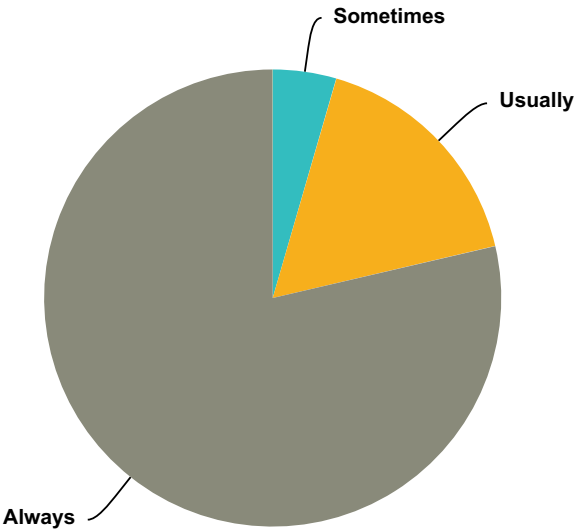
Answered: 87 Skipped: 14



Answer Choices	Responses	
Never	0.00%	0
Sometimes	3.45%	3
Usually	6.90%	6
Always	89.66%	78
Total		87

Q23 In the last 12 months, how often did this provider seem to know the important information about your medical history?

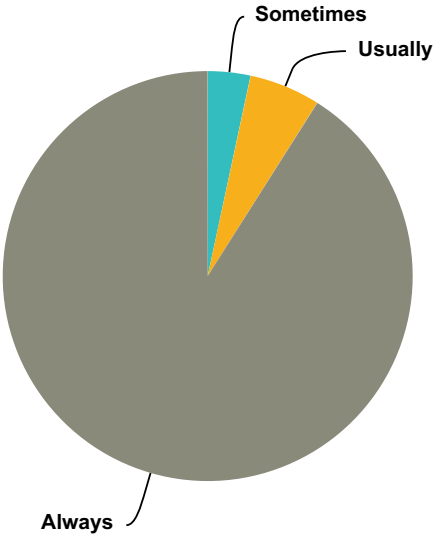
Answered: 89 Skipped: 12



Answer Choices	Responses	
Never	0.00%	0
Sometimes	4.49%	4
Usually	16.85%	15
Always	78.65%	70
Total		89

Q24 In the last 12 months, how often did this provider show respect for what you had to say?

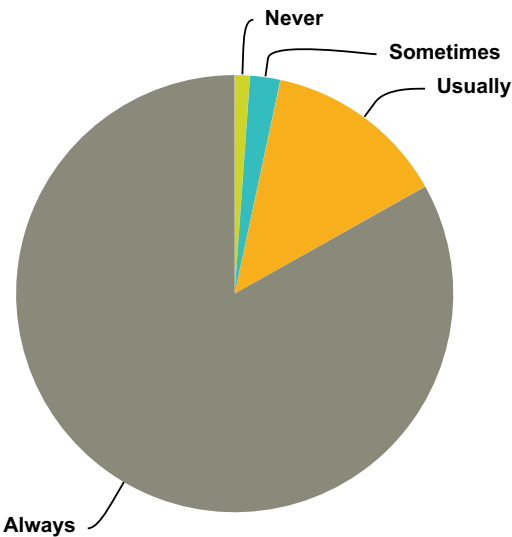
Answered: 89 Skipped: 12



Answer Choices	Responses	
Never	0.00%	0
Sometimes	3.37%	3
Usually	5.62%	5
Always	91.01%	81
Total		89

Q25 In the last 12 months, how often did this provider spend enough time with you?

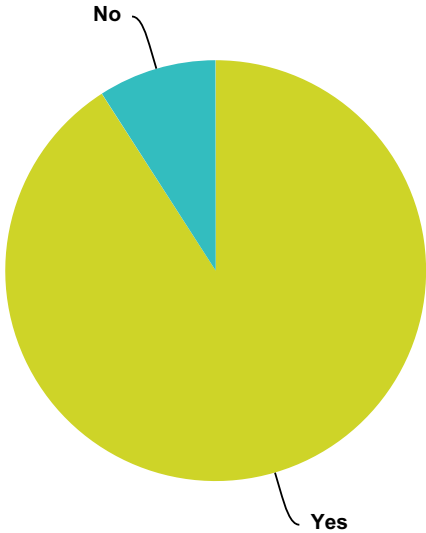
Answered: 89 Skipped: 12



Answer Choices	Responses	
Never	1.12%	1
Sometimes	2.25%	2
Usually	13.48%	12
Always	83.15%	74
Total		89

Q26 In the last 12 months, did this provider order a blood test, x-ray, or other test for you?

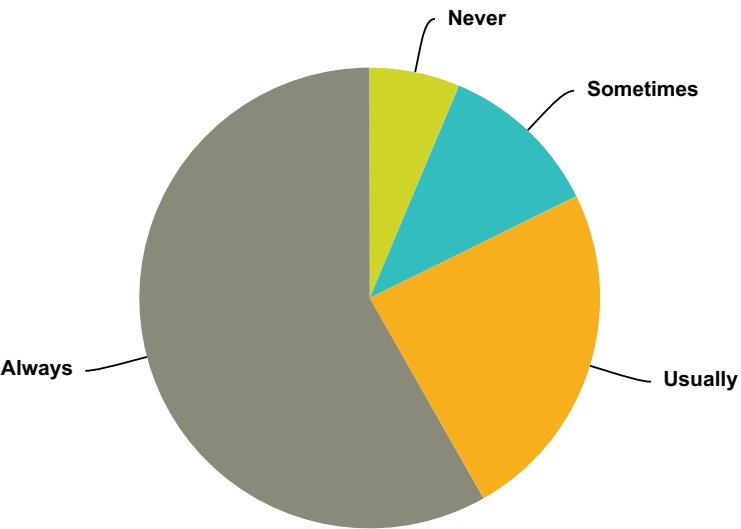
Answered: 88 Skipped: 13



Answer Choices	Responses	
Yes	90.91%	80
No	9.09%	8
Total	88	

Q27 In the last 12 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from this provider's office follow up to give you those results?

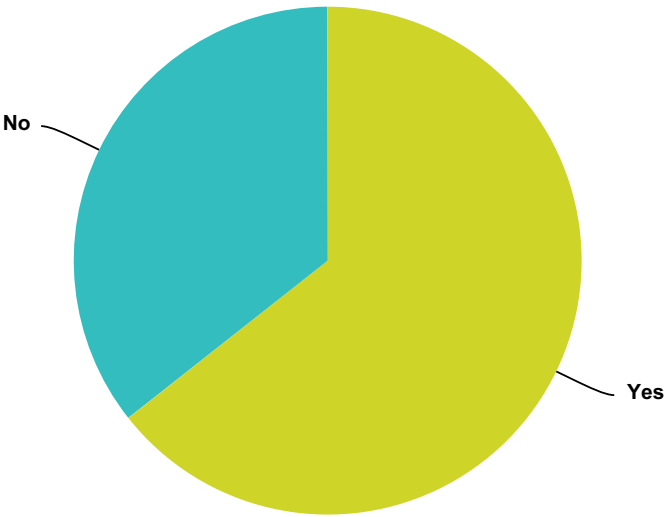
Answered: 79 Skipped: 22



Answer Choices	Responses	
Never	6.33%	5
Sometimes	11.39%	9
Usually	24.05%	19
Always	58.23%	46
Total		79

Q28 In the last 12 months, did you and this provider talk about starting or stopping a prescription medicine?

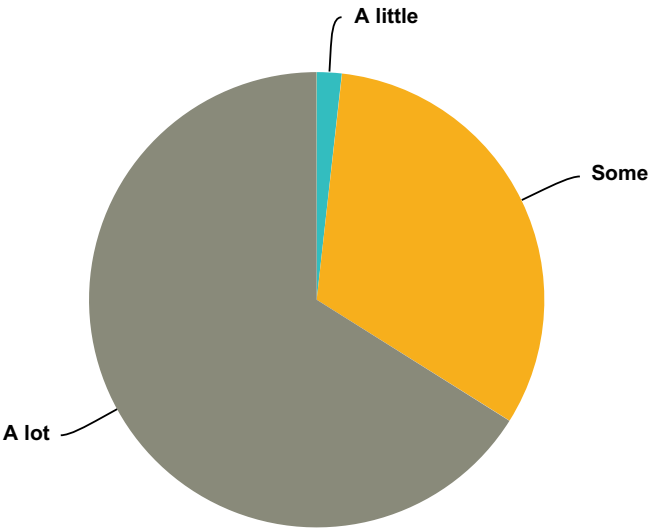
Answered: 87 Skipped: 14



Answer Choices	Responses	
Yes	64.37%	56
No	35.63%	31
Total		87

Q29 When you talked about starting or stopping a prescription medicine, how much did this provider talk about the reasons you might want to take a medicine?

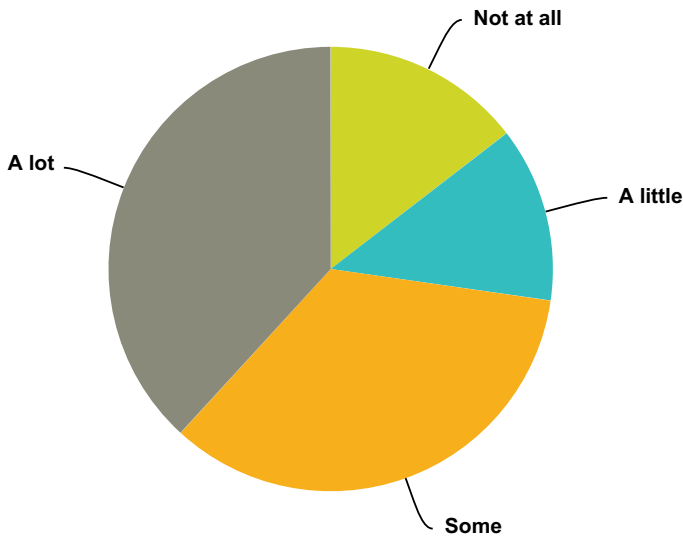
Answered: 56 Skipped: 45



Answer Choices	Responses	
Not at all	0.00%	0
A little	1.79%	1
Some	32.14%	18
A lot	66.07%	37
Total		56

Q30 When you talked about starting or stopping a prescription medicine, how much did this provider talk about the reasons you might not want to take a medicine?

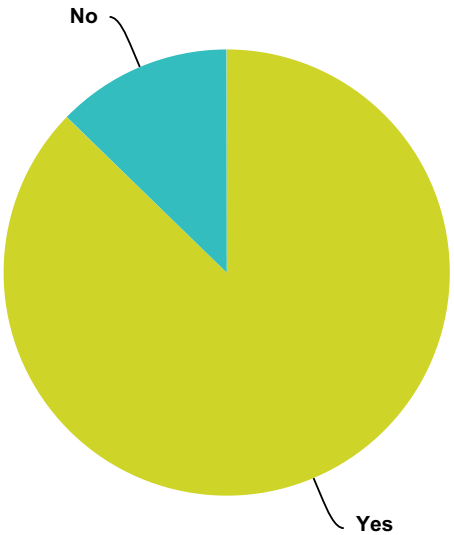
Answered: 55 Skipped: 46



Answer Choices	Responses	
Not at all	14.55%	8
A little	12.73%	7
Some	34.55%	19
A lot	38.18%	21
Total		55

Q31 When you talked about starting or stopping a prescription medicine, did this provider ask you what you thought was best for you?

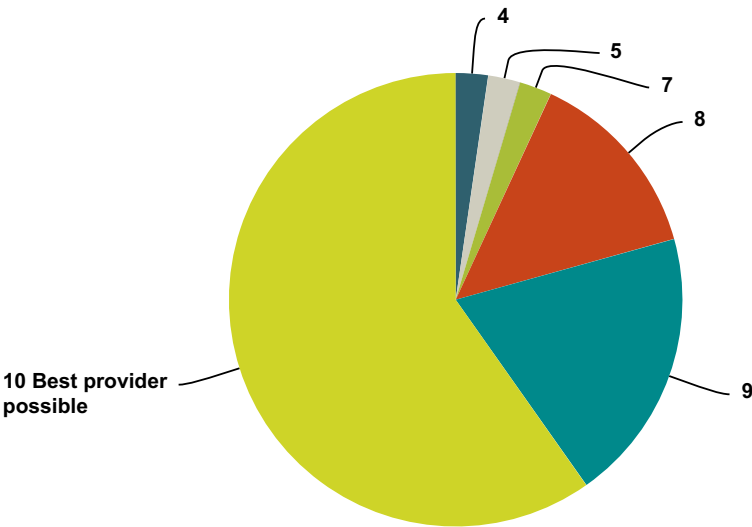
Answered: 55 Skipped: 46



Answer Choices	Responses	
Yes	87.27%	48
No	12.73%	7
Total		55

Q32 Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?

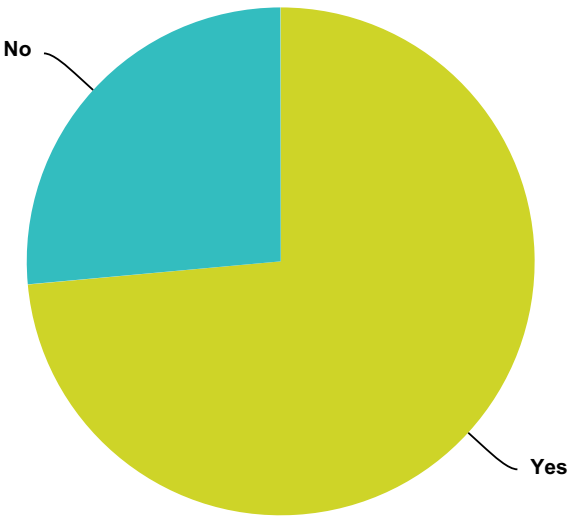
Answered: 87 Skipped: 14



Answer Choices	Responses	
0 Worst provider possible	0.00%	0
1	0.00%	0
2	0.00%	0
3	0.00%	0
4	2.30%	2
5	2.30%	2
6	0.00%	0
7	2.30%	2
8	13.79%	12
9	19.54%	17
10 Best provider possible	59.77%	52
Total		87

Q33 Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 12 months, did you see a specialist for a particular health problem?

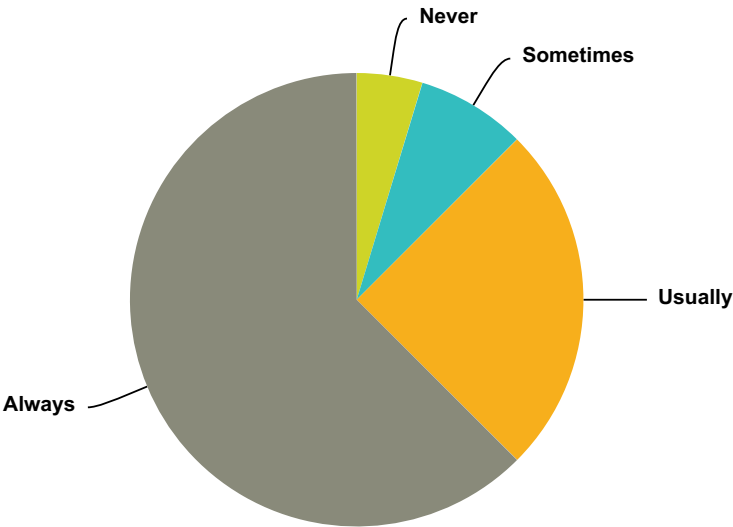
Answered: 87 Skipped: 14



Answer Choices	Responses	
Yes	73.56%	64
No	26.44%	23
Total		87

Q34 In the last 12 months, how often did the provider named in Question 1 seem informed and up-to-date about the care you got from specialists?

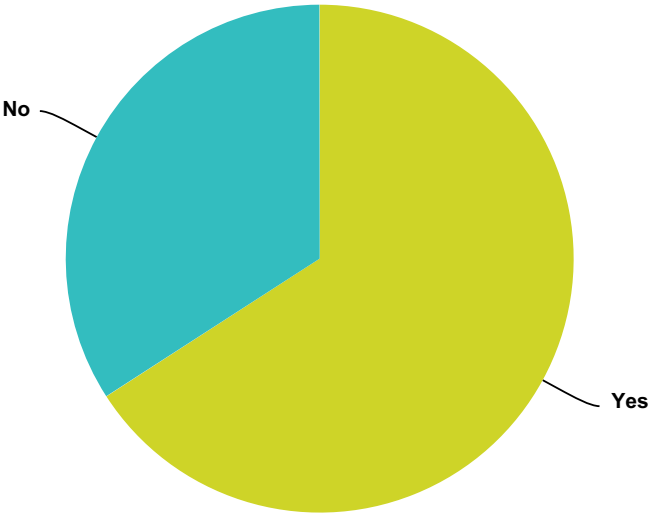
Answered: 64 Skipped: 37



Answer Choices	Responses
Never	4.69% 3
Sometimes	7.81% 5
Usually	25.00% 16
Always	62.50% 40
Total	64

Q35 In the last 12 months, did anyone in this provider's office talk with you about specific goal for your health?

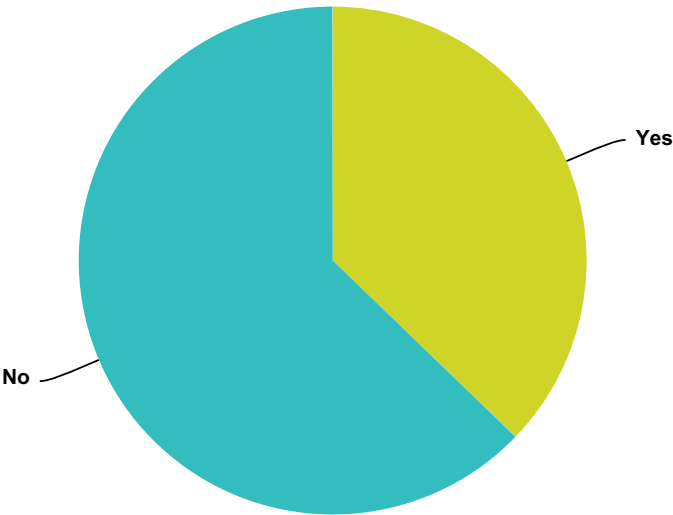
Answered: 85 Skipped: 16



Answer Choices	Responses	
Yes	65.88%	56
No	34.12%	29
Total		85

Q36 In the last 12 months, did anyone in this provider's office ask you if there are things that make it hard for you to take care of your health?

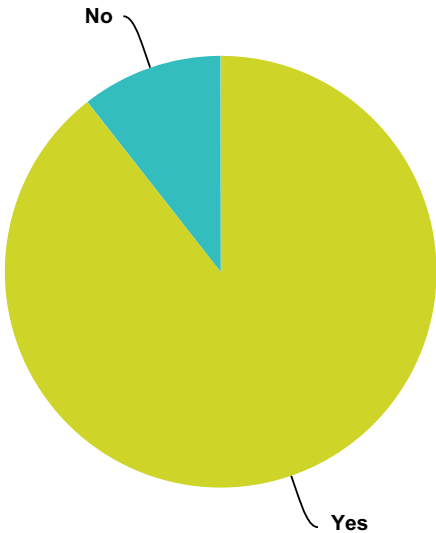
Answered: 86 Skipped: 15



Answer Choices	Responses	
Yes	37.21%	32
No	62.79%	54
Total		86

Q37 In the last 12 months, did you take any prescription medicine?

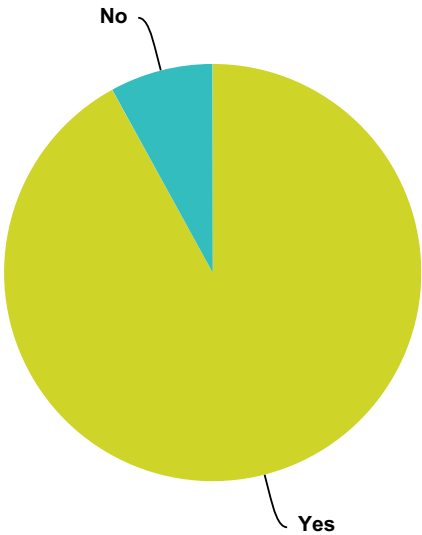
Answered: 85 Skipped: 16



Answer Choices	Responses	
Yes	89.41%	76
No	10.59%	9
Total		85

Q38 In the last 12 months, did you and anyone in this provider's office talk at each visit about all the prescription medicines you were taking?

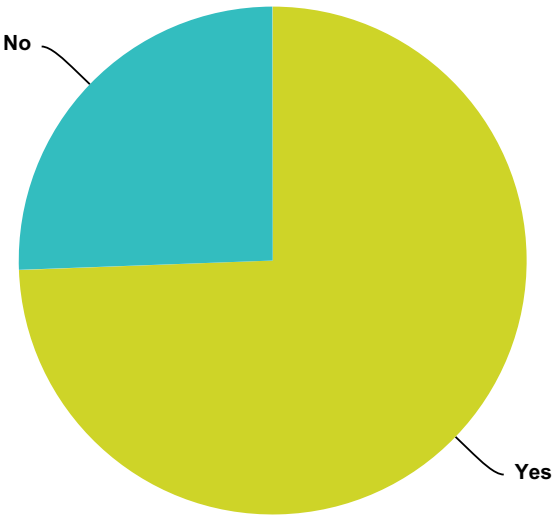
Answered: 75 Skipped: 26



Answer Choices	Responses	
Yes	92.00%	69
No	8.00%	6
Total		75

Q39 In the last 12 months, did anyone in this provider's office ask you if there was a period of time when you felt sad, empty, or depressed?

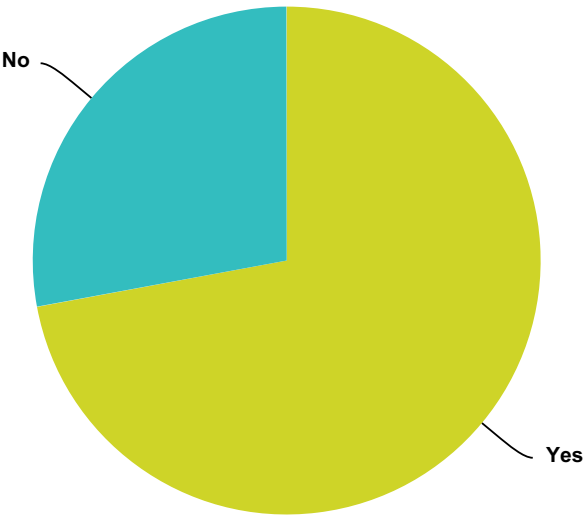
Answered: 86 Skipped: 15



Answer Choices	Responses	
Yes	74.42%	64
No	25.58%	22
Total		86

Q40 In the last 12 months, did you and anyone in this provider's office talk about things in your life that worry you or cause you stress?

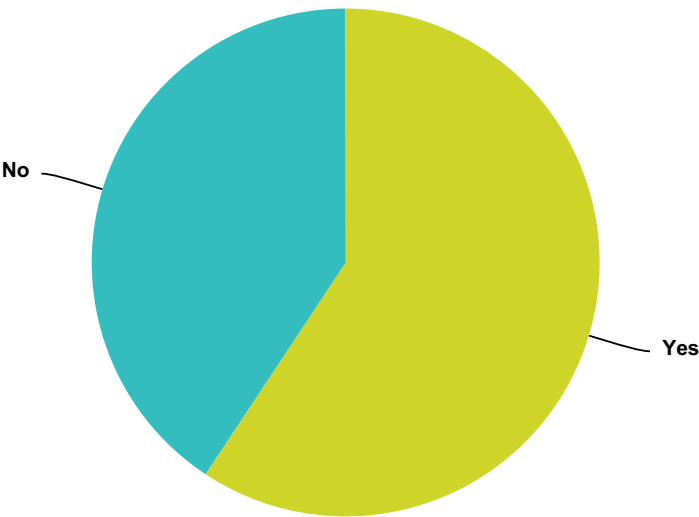
Answered: 86 Skipped: 15



Answer Choices	Responses	
Yes	72.09%	62
No	27.91%	24
Total		86

**Q41 In the last 12 months, did you any
anyone in this provider's office talk about a
personal problem, family problem, alcohol
use, drug use, or a mental or emotional
illness?**

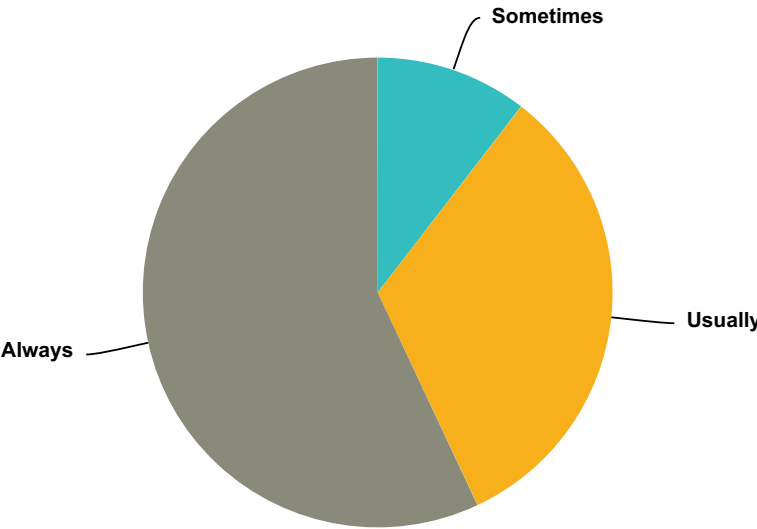
Answered: 86 Skipped: 15



Answer Choices	Responses	
Yes	59.30%	51
No	40.70%	35
Total		86

Q42 In the last 12 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?

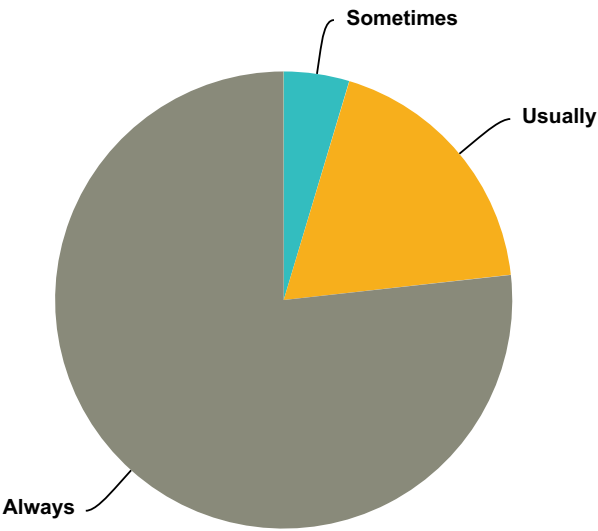
Answered: 86 Skipped: 15



Answer Choices	Responses	
Never	0.00%	0
Sometimes	10.47%	9
Usually	32.56%	28
Always	56.98%	49
Total		86

Q43 In the last 12 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?

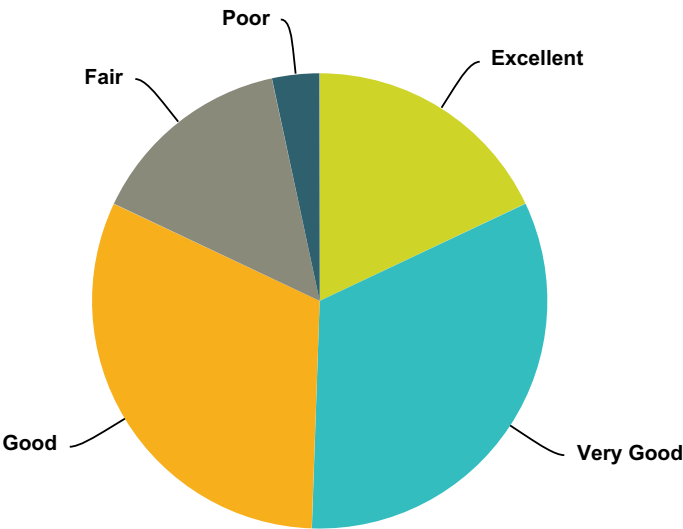
Answered: 86 Skipped: 15



Answer Choices	Responses	
Never	0.00%	0
Sometimes	4.65%	4
Usually	18.60%	16
Always	76.74%	66
Total		86

Q44 In general, how would your rate your overall health?

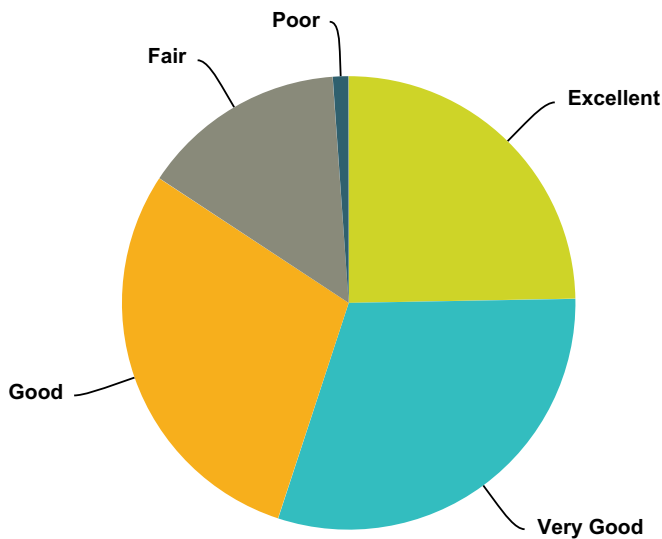
Answered: 89 Skipped: 12



Answer Choices	Responses	
Excellent	17.98%	16
Very Good	32.58%	29
Good	31.46%	28
Fair	14.61%	13
Poor	3.37%	3
Total		89

Q45 In general, how would you rate your overall mental or emotional health?

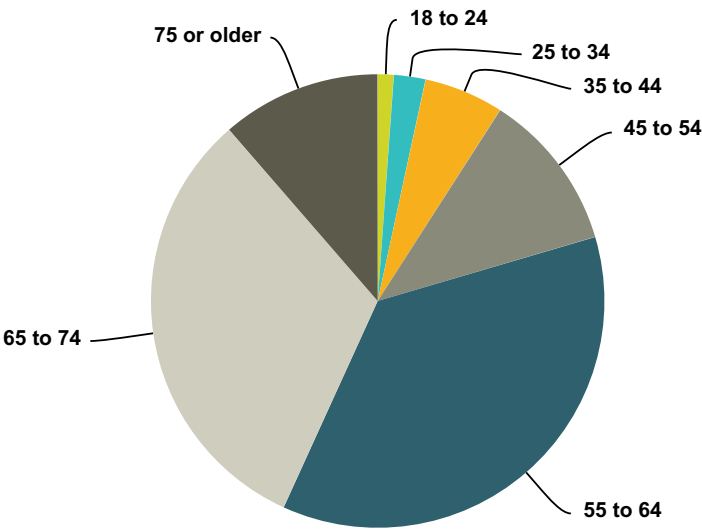
Answered: 89 Skipped: 12



Answer Choices	Responses	
Excellent	24.72%	22
Very Good	30.34%	27
Good	29.21%	26
Fair	14.61%	13
Poor	1.12%	1
Total		89

Q46 What is your age?

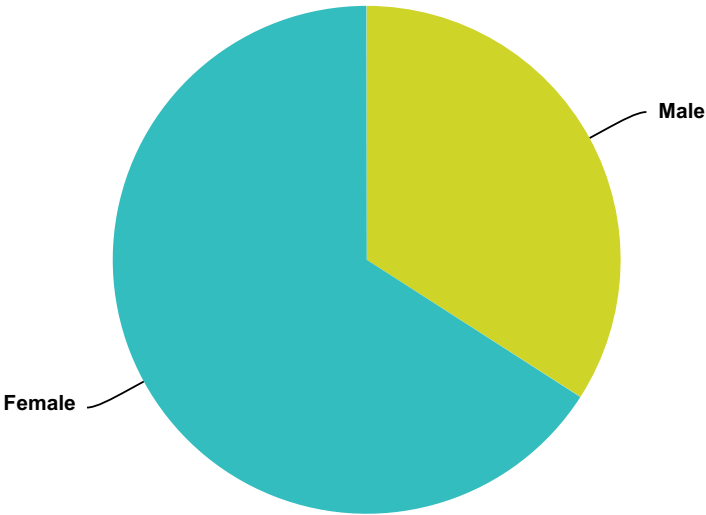
Answered: 88 Skipped: 13



Answer Choices	Responses	
18 to 24	1.14%	1
25 to 34	2.27%	2
35 to 44	5.68%	5
45 to 54	11.36%	10
55 to 64	36.36%	32
65 to 74	31.82%	28
75 or older	11.36%	10
Total		88

Q47 Are you male or female?

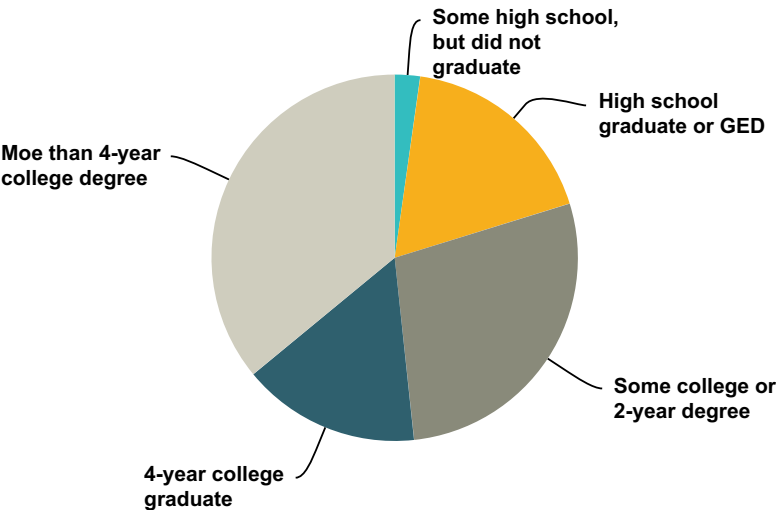
Answered: 88 Skipped: 13



Answer Choices	Responses	
Male	34.09%	30
Female	65.91%	58
Total		88

Q48 What is the highest grade or level of school that you have completed?

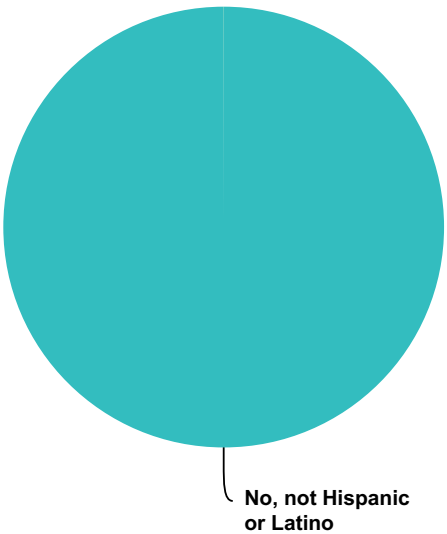
Answered: 89 Skipped: 12



Answer Choices	Responses	
8th grade or less	0.00%	0
Some high school, but did not graduate	2.25%	2
High school graduate or GED	17.98%	16
Some college or 2-year degree	28.09%	25
4-year college graduate	15.73%	14
Moe than 4-year college degree	35.96%	32
Total		89

Q49 Are you of Hispanic or Latino origin or descent?

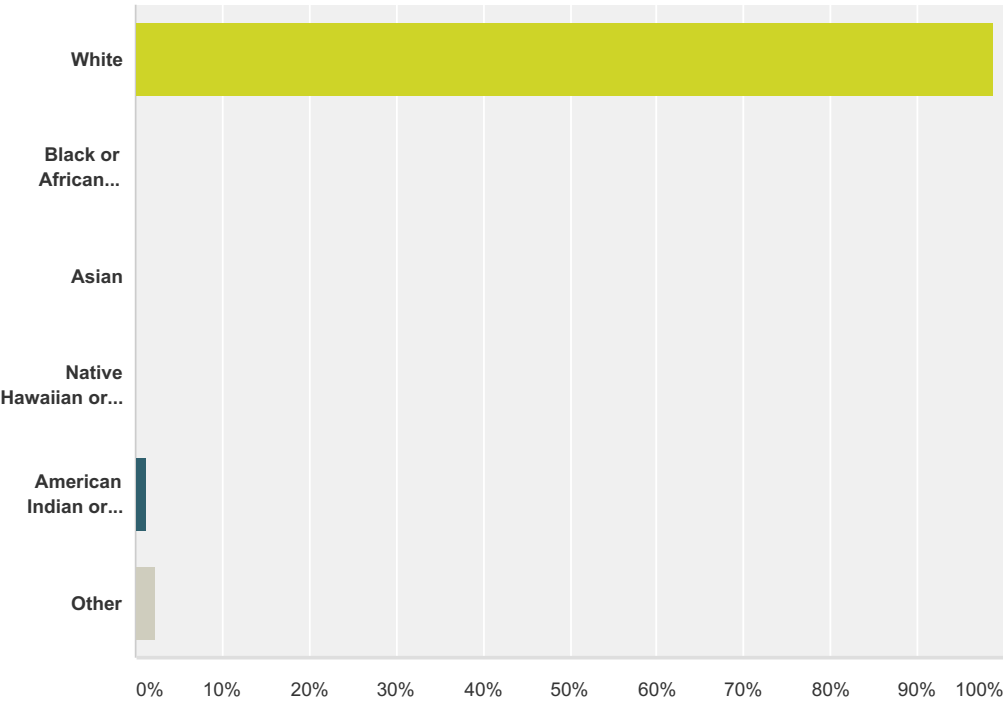
Answered: 88 Skipped: 13



Answer Choices	Responses	
Yes, Hispanic or Latino	0.00%	0
No, not Hispanic or Latino	100.00%	88
Total		88

Q50 What is your race? Mark one or more.

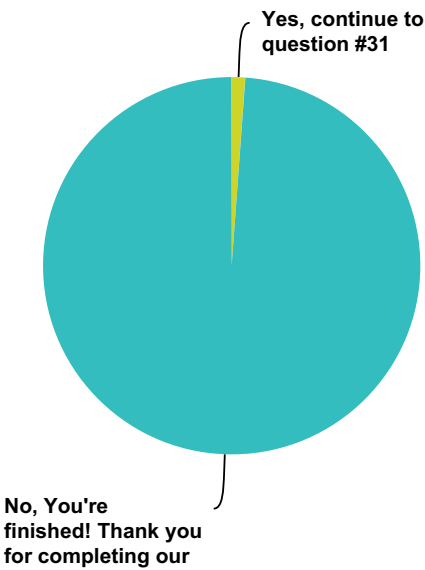
Answered: 86 Skipped: 15



Answer Choices	Responses	
White	98.84%	85
Black or African American	0.00%	0
Asian	0.00%	0
Native Hawaiian or other Pacific Islander	0.00%	0
American Indian or Alaska Native	1.16%	1
Other	2.33%	2
Total Respondents: 86		

Q51 Did someone help you complete this survey?

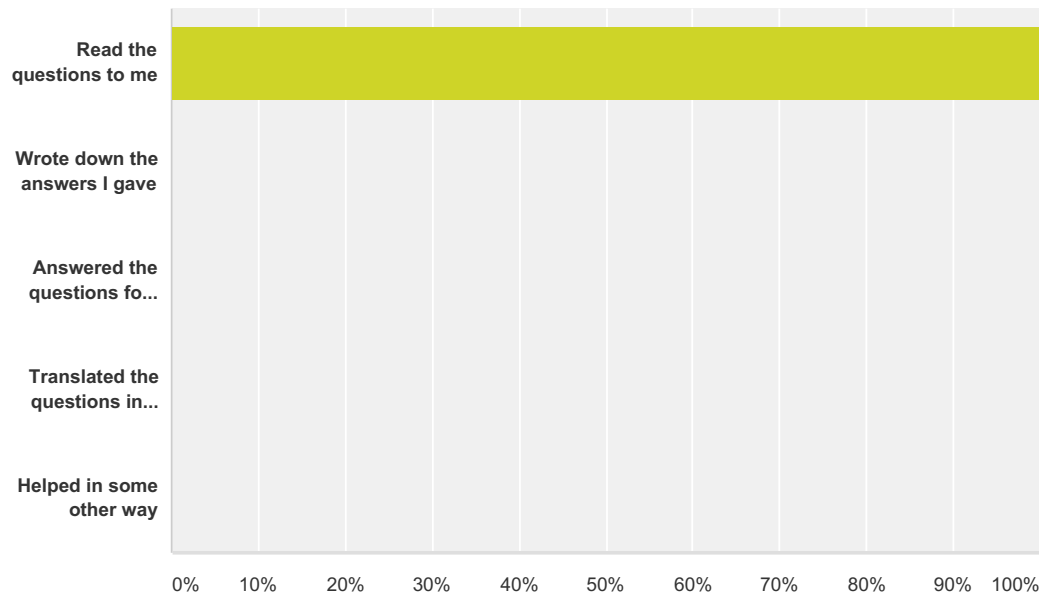
Answered: 86 Skipped: 15



Answer Choices	Responses	
Yes, continue to question #31	1.16%	1
No, You're finished! Thank you for completing our survey.	98.84%	85
Total		86

Q52 How did that person help you? Mark one or more.

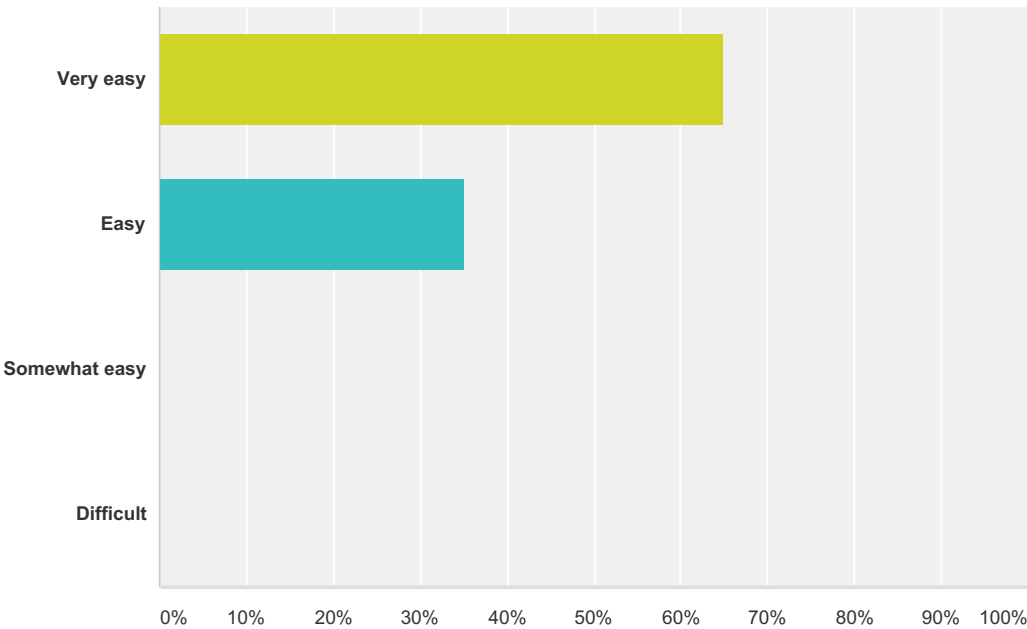
Answered: 1 Skipped: 100



Answer Choices	Responses	
Read the questions to me	100.00%	1
Wrote down the answers I gave	0.00%	0
Answered the questions for me	0.00%	0
Translated the questions into my language	0.00%	0
Helped in some other way	0.00%	0
Total Respondents: 1		

Q1 How easy was it to get your most recent appointment?

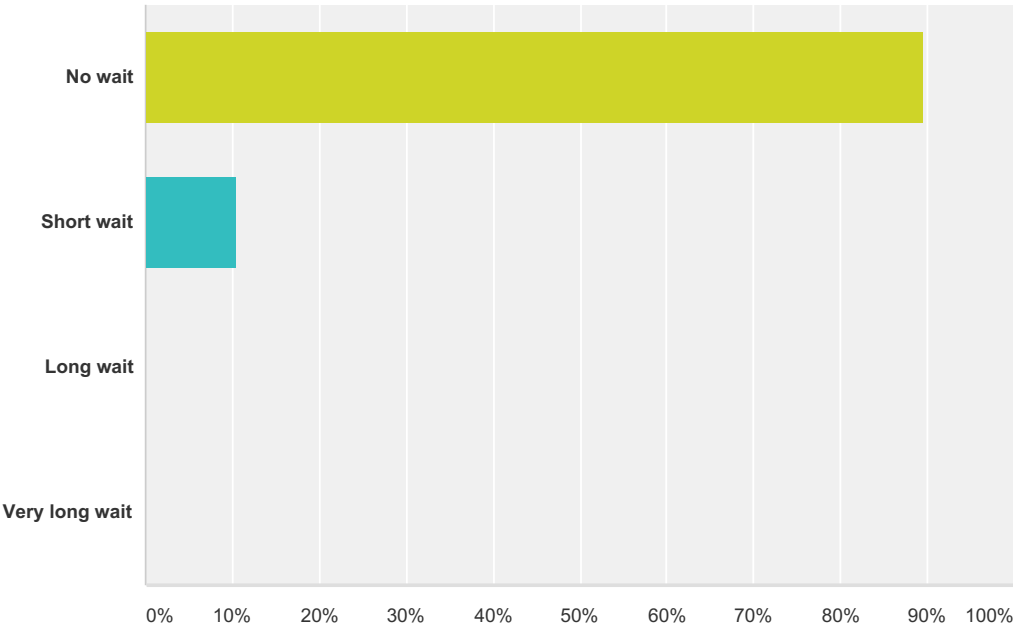
Answered: 20 Skipped: 0



Answer Choices	Responses	
Very easy	65.00%	13
Easy	35.00%	7
Somewhat easy	0.00%	0
Difficult	0.00%	0
Total		20

Q2 How long was your wait in the waiting room?

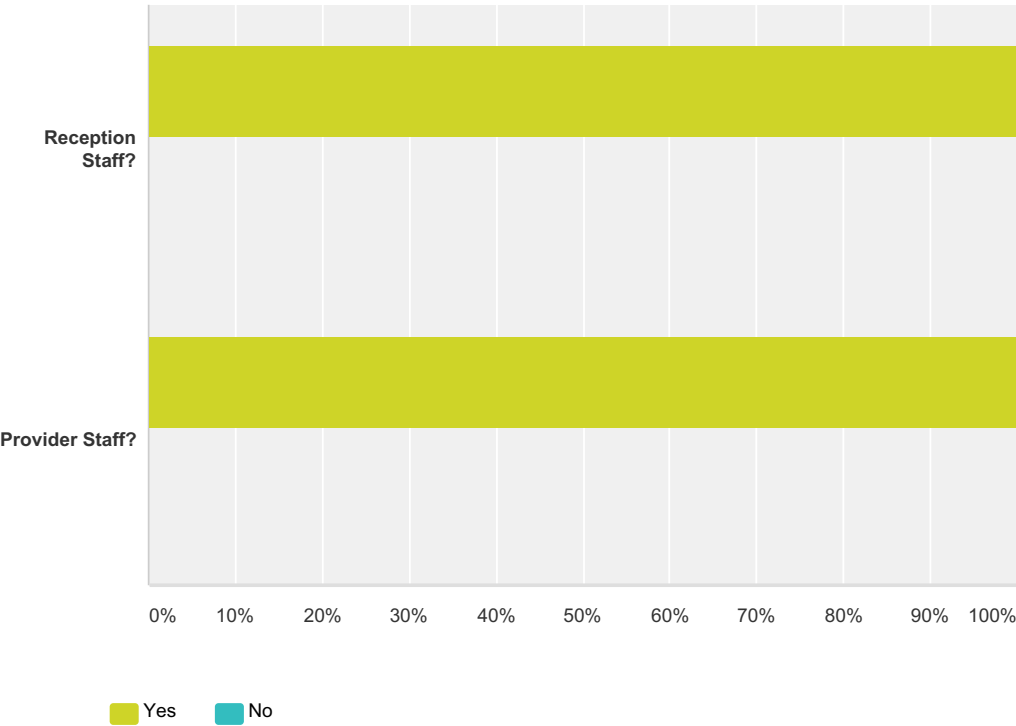
Answered: 19 Skipped: 1



Answer Choices	Responses	
No wait	89.47%	17
Short wait	10.53%	2
Long wait	0.00%	0
Very long wait	0.00%	0
Total		19

Q3 Do you feel you were treated politely and with respect by the:

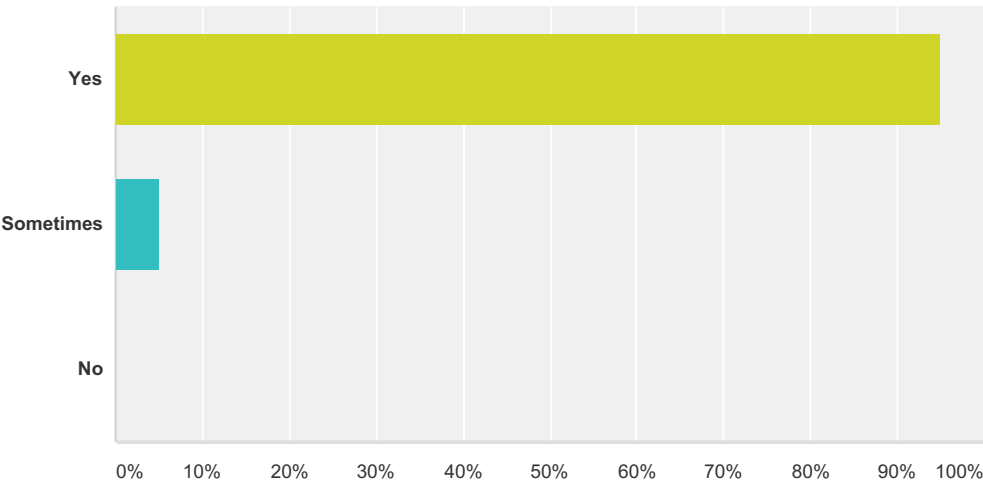
Answered: 20 Skipped: 0



	Yes	No	Total
Reception Staff?	100.00% <div>20</div>	0.00% <div>0</div>	20
Provider Staff?	100.00% <div>20</div>	0.00% <div>0</div>	20

Q4 Do you feel understood and listened to by staff?

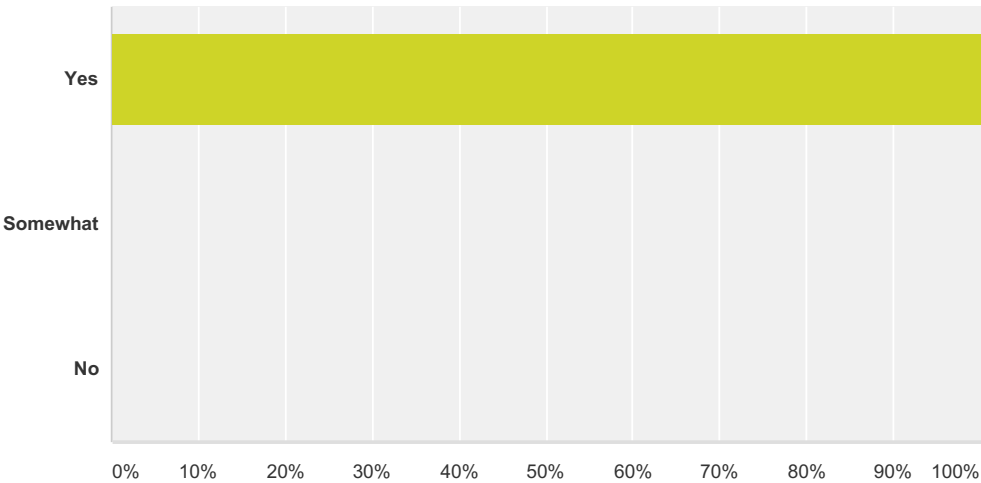
Answered: 20 Skipped: 0



Answer Choices	Responses	
Yes	95.00%	19
Sometimes	5.00%	1
No	0.00%	0
Total		20

Q5 Do you feel your personal health information is kept confidential?

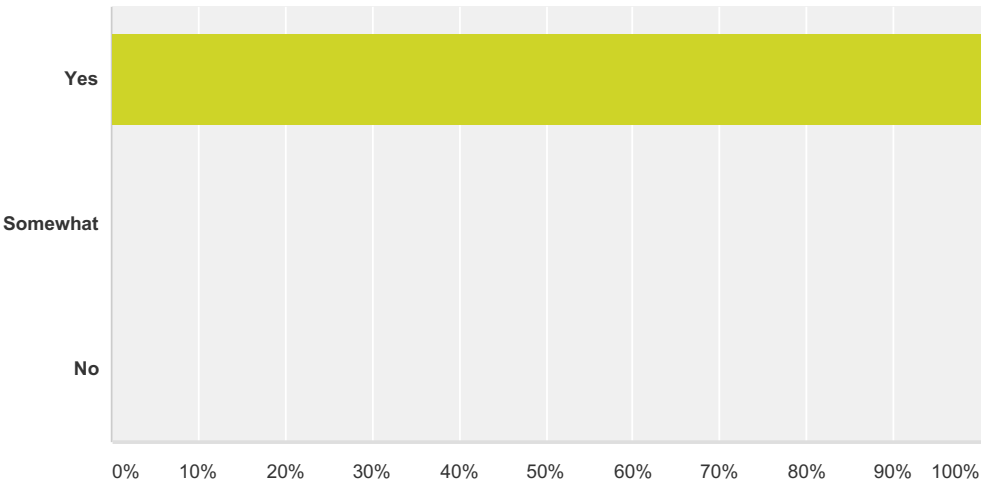
Answered: 20 Skipped: 0



Answer Choices	Responses	
Yes	100.00%	20
Somewhat	0.00%	0
No	0.00%	0
Total		20

Q6 Are your language and cultural needs being met?

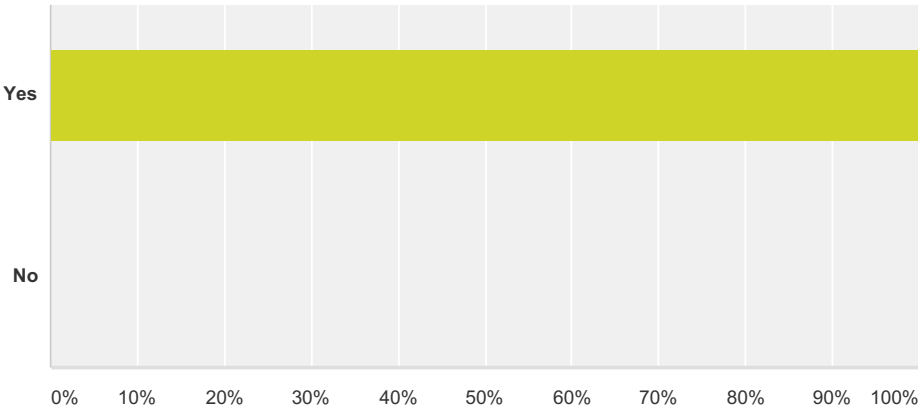
Answered: 20 Skipped: 0



Answer Choices	Responses	
Yes	100.00%	20
Somewhat	0.00%	0
No	0.00%	0
Total		20

Q7 Are you satisfied with your overall experience at the Health Center?

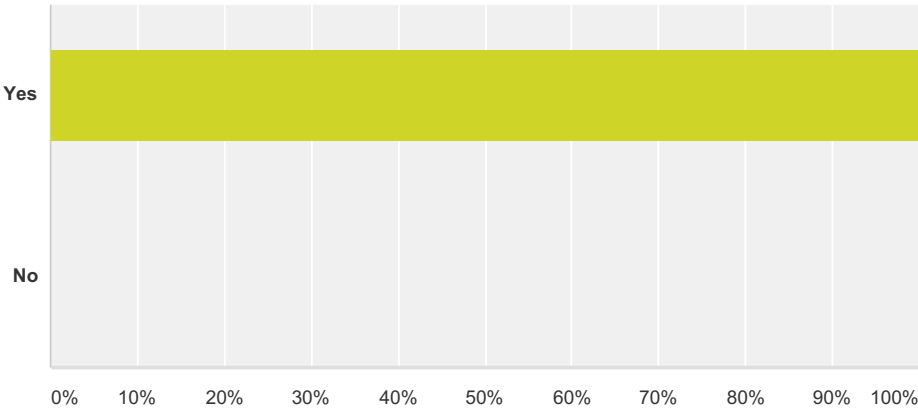
Answered: 20 Skipped: 0



Answer Choices	Responses	
Yes	100.00%	20
No	0.00%	0
Total		20

Q8 Would you recommend the Health Center to family and friends?

Answered: 20 Skipped: 0



Answer Choices	Responses	
Yes	100.00%	20
No	0.00%	0
Total		20

Q9 Is there anything else you'd like to share with us?

Answered: 1 Skipped: 19

#	Responses	Date
1	It was a pleasant experience	6/15/2017 8:34 AM

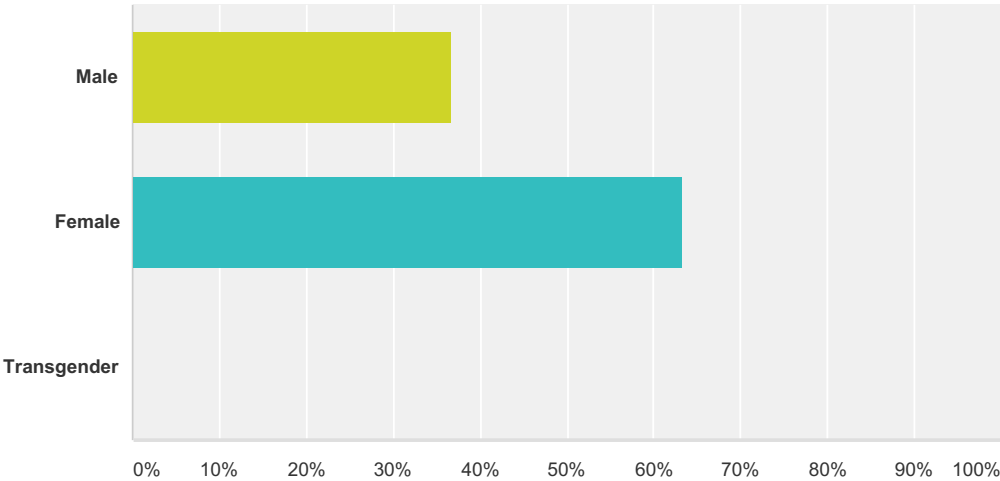
Q10 About You: Age

Answered: 19 Skipped: 1

#	Responses	Date
1	67	6/15/2017 8:43 AM
2	38	6/15/2017 8:42 AM
3	50	6/15/2017 8:42 AM
4	62	6/15/2017 8:41 AM
5	4	6/15/2017 8:41 AM
6	62	6/15/2017 8:40 AM
7	46	6/15/2017 8:40 AM
8	7	6/15/2017 8:39 AM
9	59	6/15/2017 8:39 AM
10	70	6/15/2017 8:38 AM
11	31	6/15/2017 8:38 AM
12	60	6/15/2017 8:37 AM
13	15	6/15/2017 8:36 AM
14	70	6/15/2017 8:36 AM
15	56	6/15/2017 8:35 AM
16	9	6/15/2017 8:35 AM
17	59	6/15/2017 8:34 AM
18	65	6/15/2017 8:34 AM
19	49	6/15/2017 8:33 AM

Q11 About You: Gender

Answered: 19 Skipped: 1

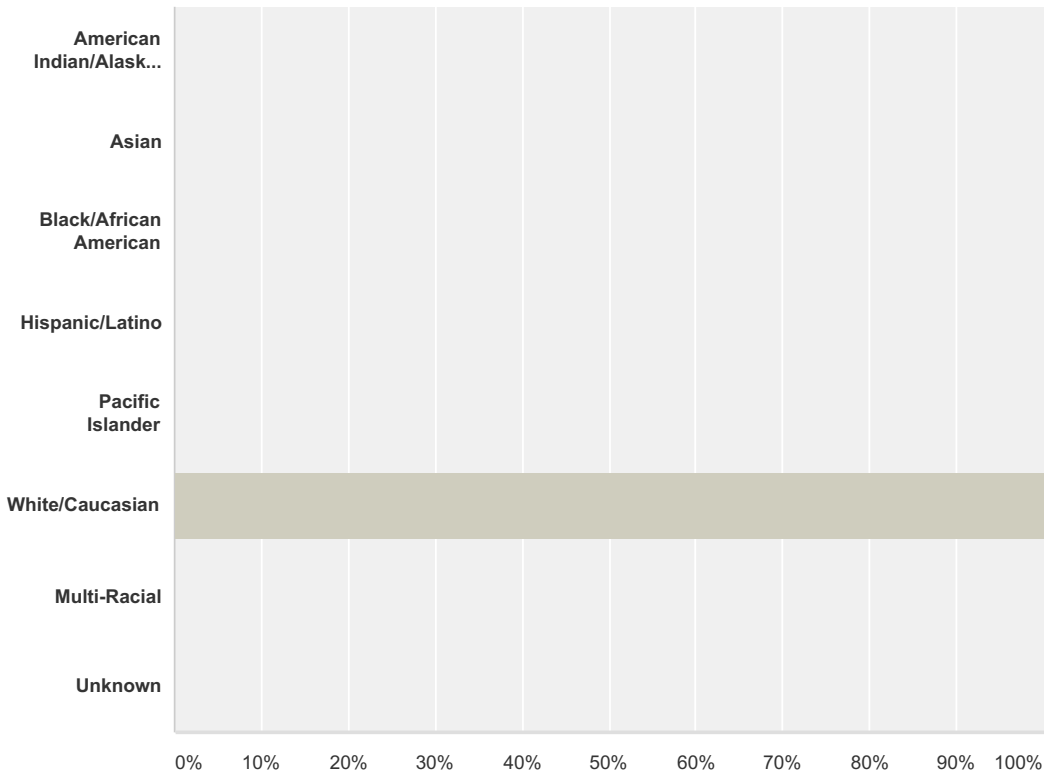


Answer Choices	Responses
Male	36.84%7
Female	63.16%12
Transgender	0.00%0
Total Respondents: 19	

#	Other (please specify)	Date
	There are no responses.	

Q12 About You: Race/Ethnicity

Answered: 19 Skipped: 1

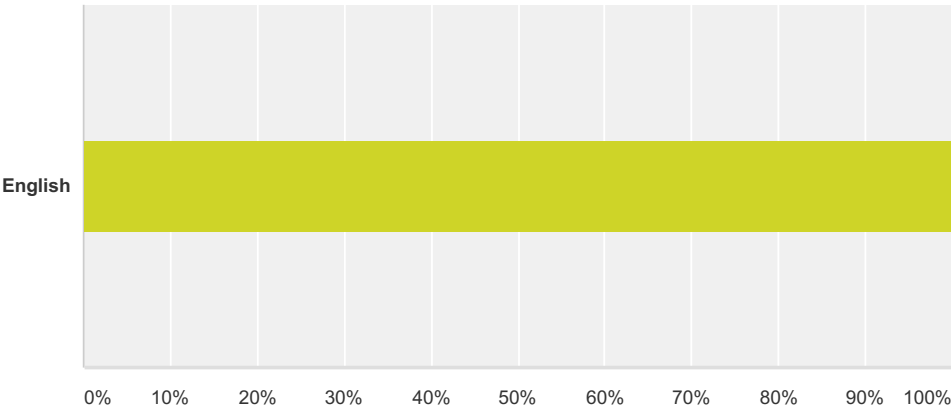


Answer Choices	Responses
American Indian/Alaska Native	0.00%0
Asian	0.00%0
Black/African American	0.00%0
Hispanic/Latino	0.00%0
Pacific Islander	0.00%0
White/Caucasian	100.00%19
Multi-Racial	0.00%0
Unknown	0.00%0
Total Respondents: 19	

#	Other (please specify)	Date
	There are no responses.	

Q13 About You: Primary Language

Answered: 19 Skipped: 1

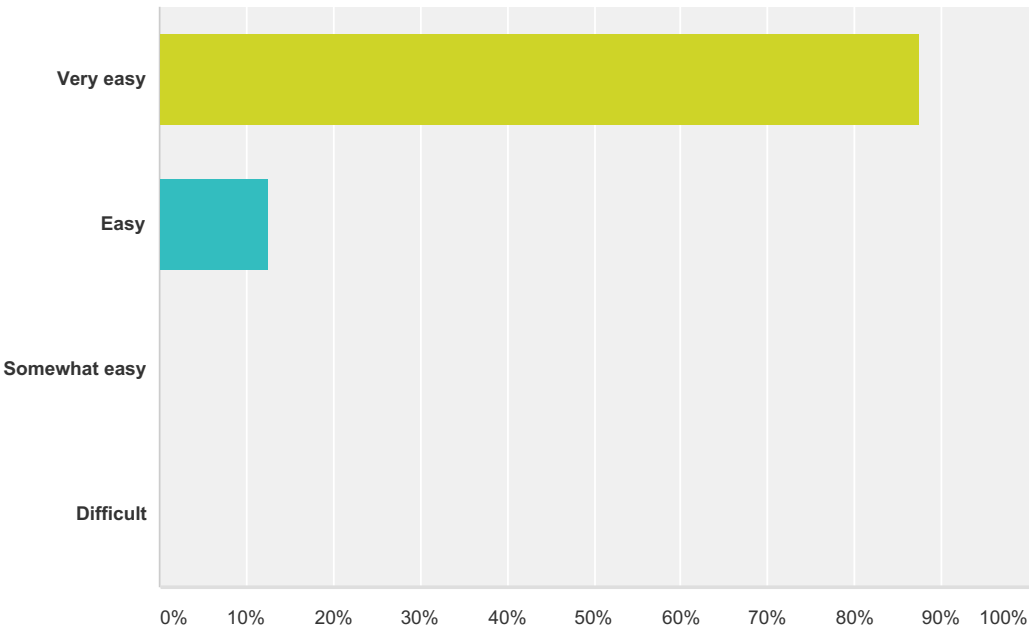


Answer Choices	Responses
English	100.00%19
Total Respondents: 19	

#	Other (please specify)	Date
	There are no responses.	

Q1 How easy was it to get your most recent appointment?

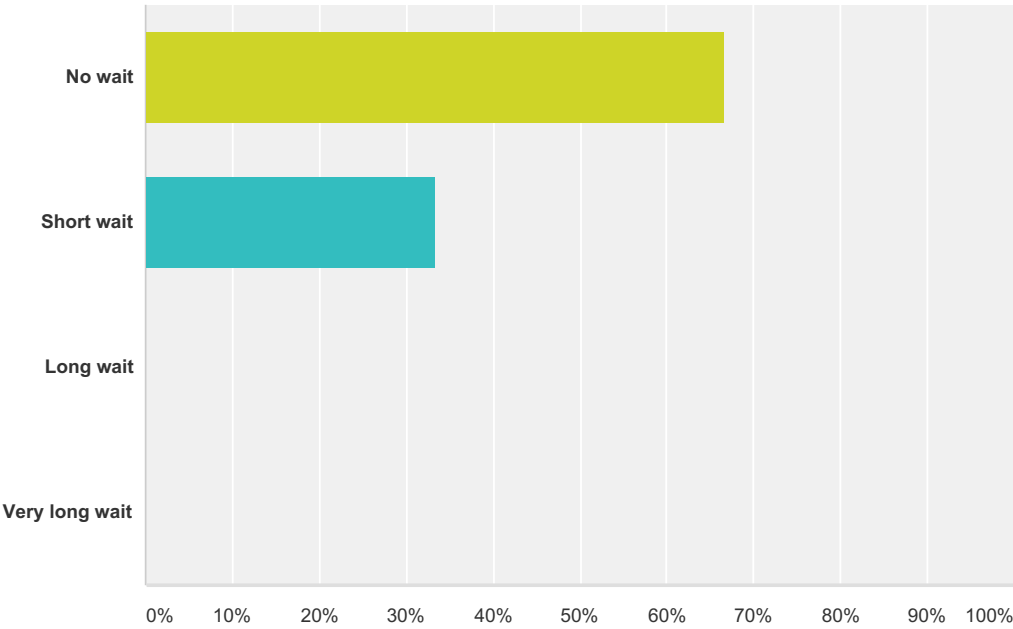
Answered: 8 Skipped: 2



Answer Choices	Responses	
Very easy	87.50%	7
Easy	12.50%	1
Somewhat easy	0.00%	0
Difficult	0.00%	0
Total		8

Q2 How long was your wait in the waiting room?

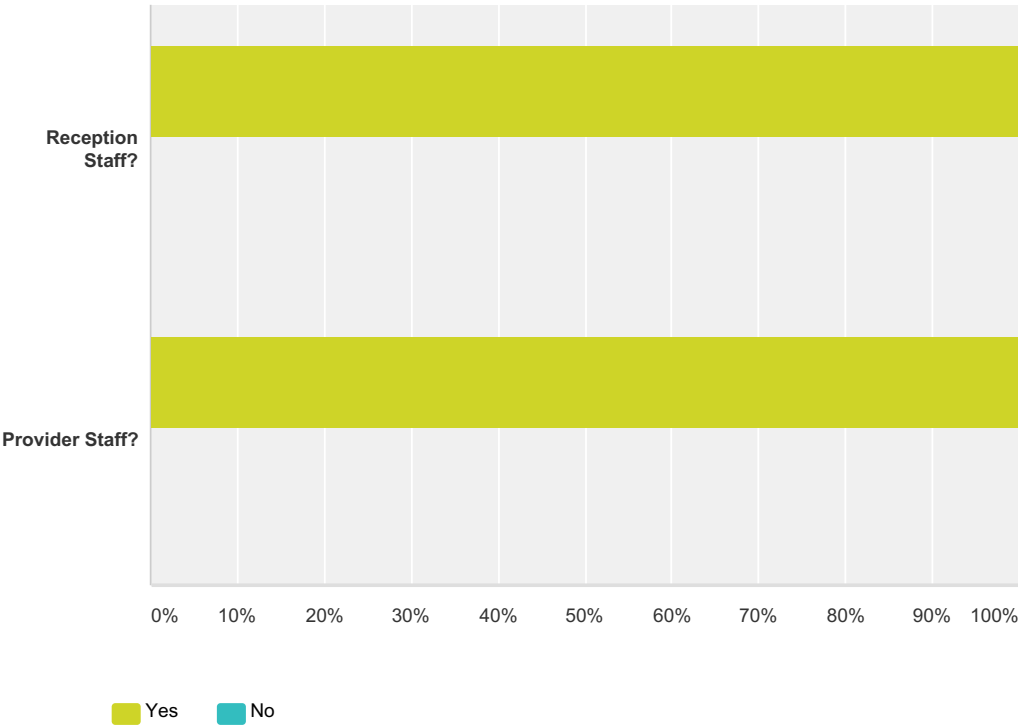
Answered: 6 Skipped: 4



Answer Choices	Responses	
No wait	66.67%	4
Short wait	33.33%	2
Long wait	0.00%	0
Very long wait	0.00%	0
Total		6

Q3 Do you feel you were treated politely and with respect by the:

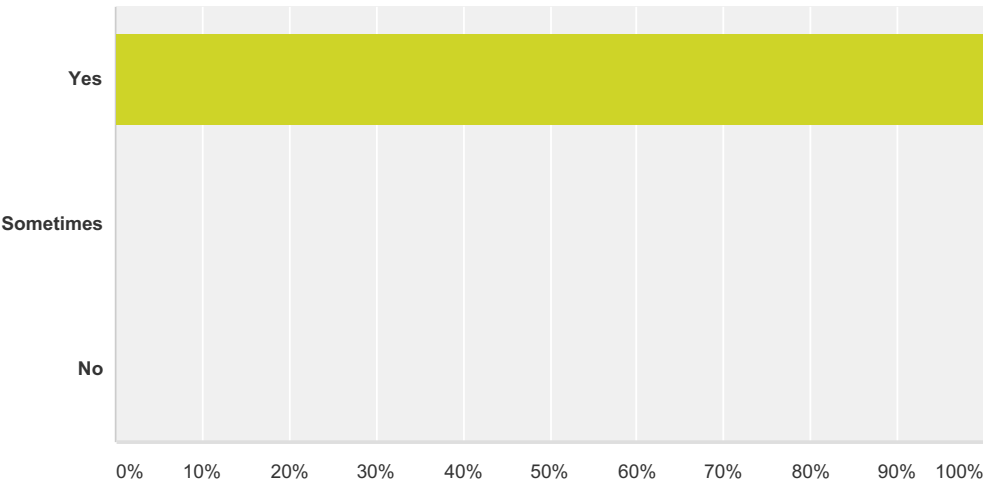
Answered: 7 Skipped: 3



	Yes	No	Total
Reception Staff?	100.00% 7	0.00% 0	7
Provider Staff?	100.00% 7	0.00% 0	7

Q4 Do you feel understood and listened to by staff?

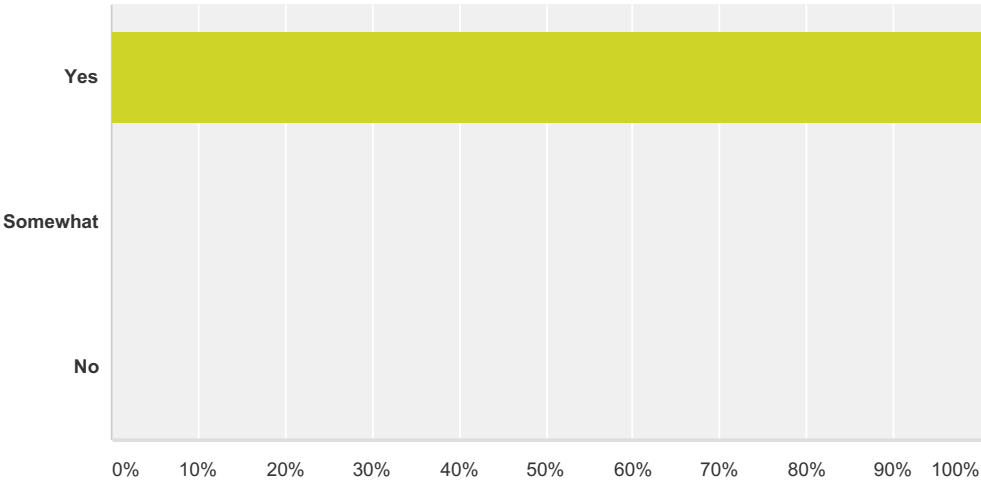
Answered: 10 Skipped: 0



Answer Choices	Responses	
Yes	100.00%	10
Sometimes	0.00%	0
No	0.00%	0
Total		10

Q5 Do you feel your personal health information is kept confidential?

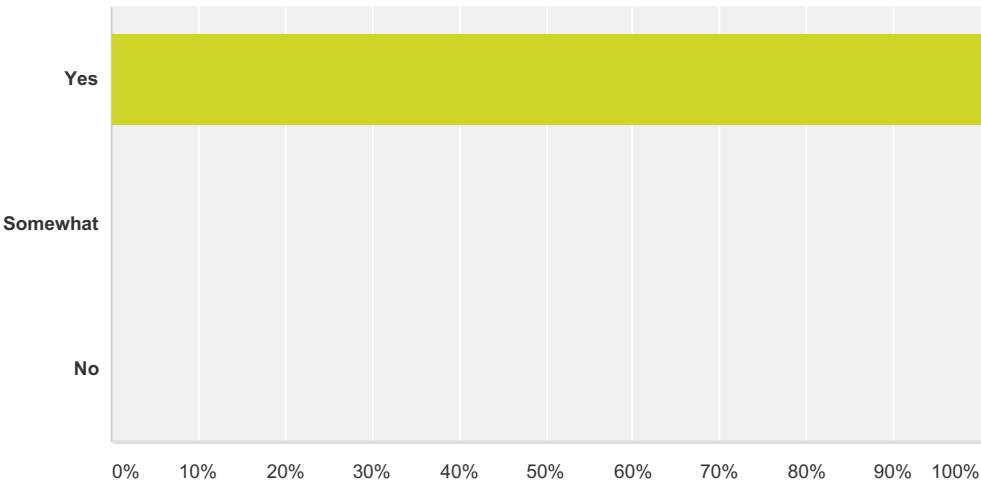
Answered: 10 Skipped: 0



Answer Choices	Responses	
Yes	100.00%	10
Somewhat	0.00%	0
No	0.00%	0
Total		10

Q6 Are your language and cultural needs being met?

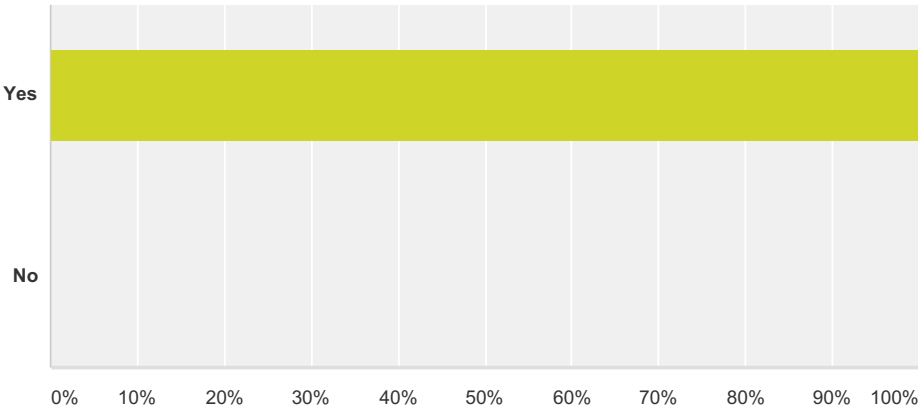
Answered: 10 Skipped: 0



Answer Choices	Responses	
Yes	100.00%	10
Somewhat	0.00%	0
No	0.00%	0
Total		10

Q7 Are you satisfied with your overall experience at the Health Center?

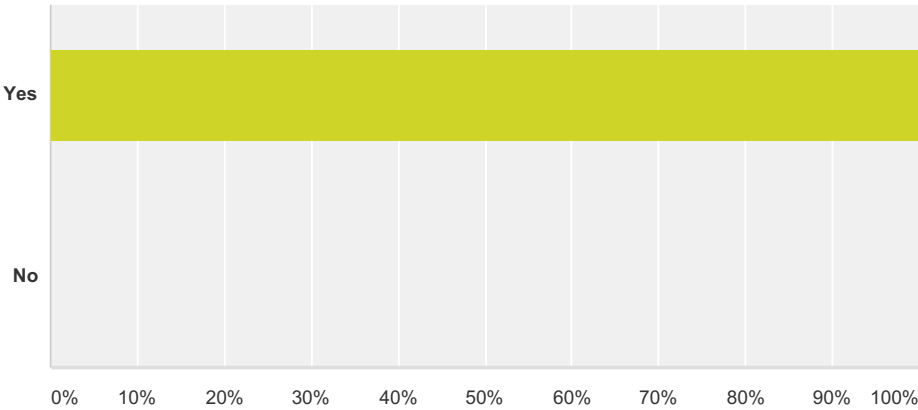
Answered: 10 Skipped: 0



Answer Choices	Responses	
Yes	100.00%	10
No	0.00%	0
Total		10

Q8 Would you recommend the Health Center to family and friends?

Answered: 10 Skipped: 0



Answer Choices	Responses	
Yes	100.00%	10
No	0.00%	0
Total		10

Q9 Is there anything else you'd like to share with us?

Answered: 3 Skipped: 7

#	Responses	Date
1	I feel indebted to Phil. he has been very helpful. He is the best.	6/28/2017 1:49 PM
2	Phil is a good guy.	6/28/2017 1:48 PM
3	He is great	6/28/2017 1:47 PM

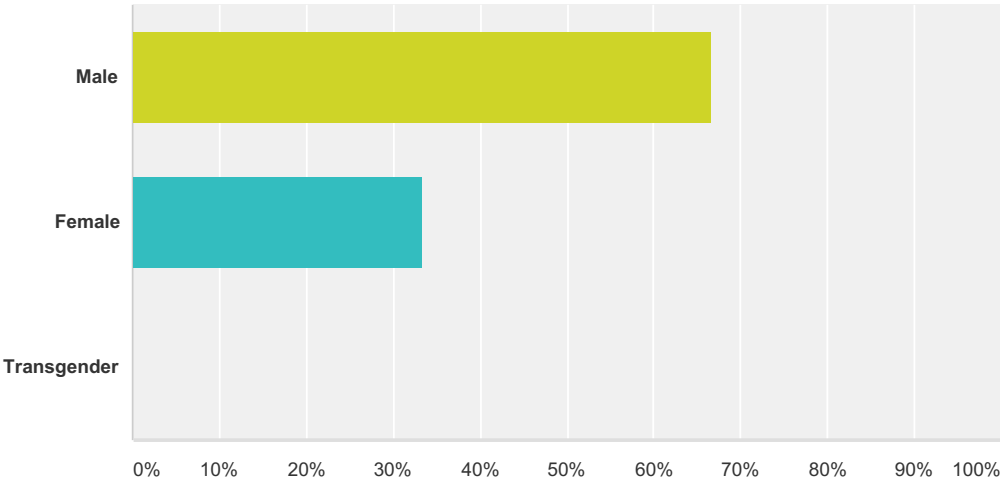
Q10 About You: Age

Answered: 6 Skipped: 4

#	Responses	Date
1	53	6/28/2017 1:50 PM
2	77	6/28/2017 1:49 PM
3	54	6/28/2017 1:48 PM
4	45	6/28/2017 1:48 PM
5	75	6/28/2017 1:47 PM
6	32	6/28/2017 1:46 PM

Q11 About You: Gender

Answered: 6 Skipped: 4

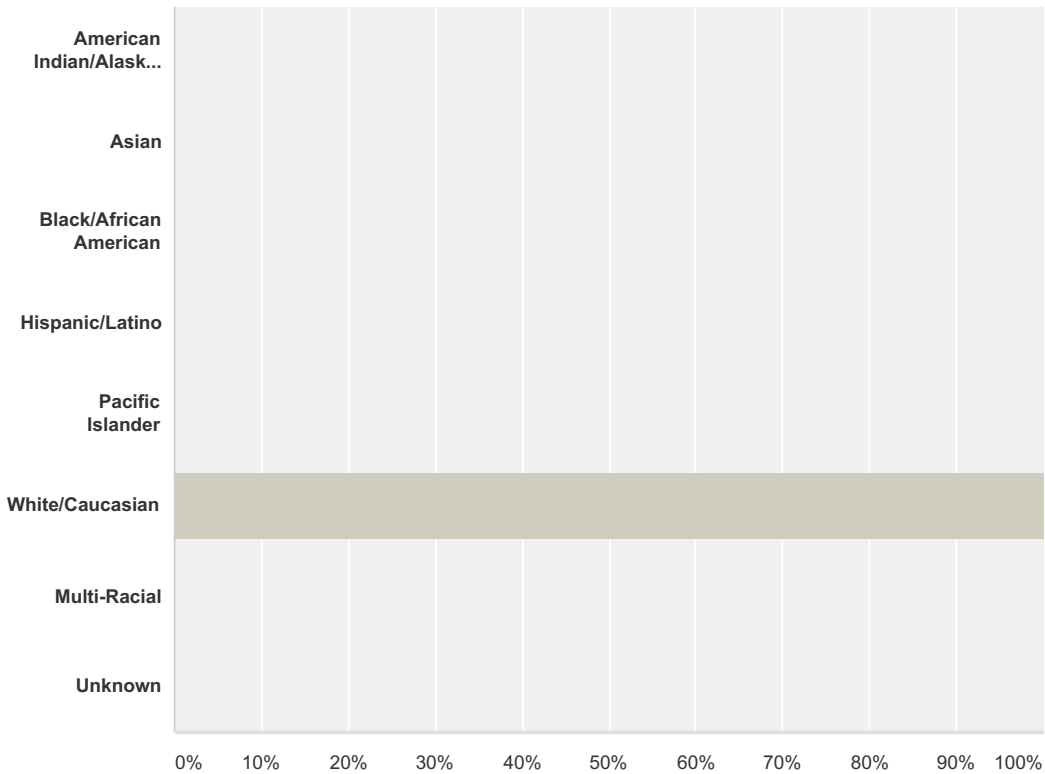


Answer Choices	Responses
Male	66.67% 4
Female	33.33% 2
Transgender	0.00% 0
Total Respondents: 6	

#	Other (please specify)	Date
	There are no responses.	

Q12 About You: Race/Ethnicity

Answered: 3 Skipped: 7

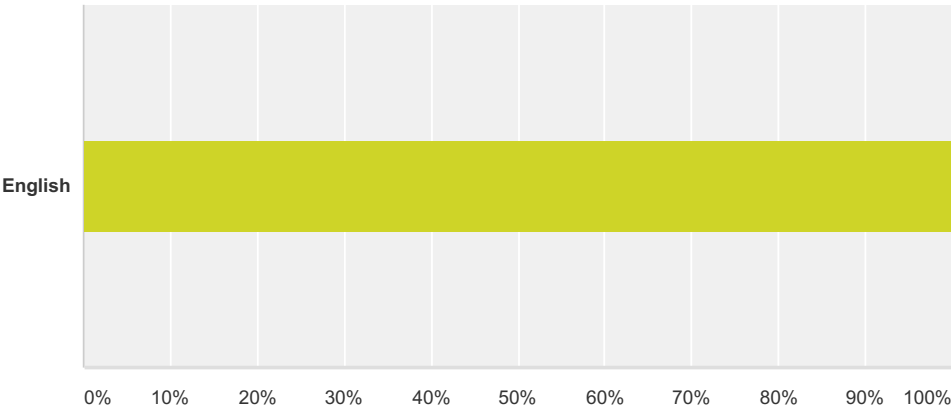


Answer Choices	Responses
American Indian/Alaska Native	0.00%0
Asian	0.00%0
Black/African American	0.00%0
Hispanic/Latino	0.00%0
Pacific Islander	0.00%0
White/Caucasian	100.00%3
Multi-Racial	0.00%0
Unknown	0.00%0
Total Respondents: 3	

#	Other (please specify)	Date
	There are no responses.	

Q13 About You: Primary Language

Answered: 3 Skipped: 7



Answer Choices	Responses
English	100.00% 3
Total Respondents: 3	

#	Other (please specify)	Date
	There are no responses.	



Hilltown Community Health Centers, Inc.

Clinical Policy
Medical Department

SUBJECT: CARE AND MANAGEMENT OF HIGH RISK PATIENTS
REGULATORY REFERENCE: None

Purpose:

Hilltown Community Health Centers, Inc. (HCHC) management has adopted this policy to have a formal documented process for identifying high risk patients and to ensure that patients at risk receive appropriate care management.

Policy:

1. High Risk denotes a patient population that is characterized by, but not limited to, risk due to:
 - a. Chronic disease
 - b. Infectious disease
 - c. Behavioral Health condition(s)
 - d. High cost/high utilization
 - e. ETOH or drug addiction/deprivation
 - f. Lacking the necessities of life/food/shelter
 - g. Elderly living alone
 - h. Patients referred by outside organizations or by family/caregiver
2. High Risk patients will be identified by Providers, Nursing and Insurance Companies.
3. Care for high risk patients will be managed by ensuring pre-visit planning is conducted and by involving the patient and/or family in every aspect of the patient's care.

Questions regarding this policy or any related procedure should be directed to the Practice Manager at 413-238-4126.

Originally Drafted: NOV 2012

Reviewed or Revised: JUL 2017

Approved by Board of Directors, Date: _____

Approved by:

Date: _____

Eliza B. Lake
Chief Executive Officer, HCHC

John Follet, MD
Chair, HCHC Board of Directors

Procedure:

High Risk patients will be identified by Providers, Nursing and Insurance Companies.

1. In-house identification will be done via email to the RN (care manager).
2. In the absence of the RN, identification will be forwarded to nursing supervisors for triage and delegation.
3. High Risk patients will be identified in the EMR by Registry enabling the patient. Providers and Nursing will be responsible for this action.
4. Percentage of high risk patients will be determined through the EMR registry system.

Care for high risk patients will be managed by ensuring pre-visit planning is conducted and by involving the patient and/or family in every aspect of the patient's care.

1. Pre-visit preparation of High Risk Patients will be completed by RN (care manager), nursing staff and medical assistance.
2. RN (care manager) will collaborate with the patient or the patient's family to develop individual plan of care. This may be done during:
 - a. home visit
 - b. phone conversation
 - c. office visit
3. Treatment goals will be determined by RN (care manager), nursing, and the patient.
4. Medical Assistants will provide up-date information relevant to the plan of care at every office visit, to include:
 - a. names of specialists
 - b. medication reconciliation
 - c. updating of demographics
5. Individual care plan development will solely be the responsibility of nurses.
6. Nurses and or Medical Assistants will provide the patients with a hard copy of the care plan after every office visit.

7. Providers/RN/nurses/medical assistants will address barriers when the patient has not met treatment goals.
8. A Discharge summary will be given to the patient after each office visit by the provider or medical assistant.
9. The RN (care manager) will identify all additional care management support that may be imperative for the patient to meet treatment goals.
10. All care team staff will be involved in delivering optimum patient care while protecting patient privacy.
11. The RN (care manager) and nursing will follow-up with patients who have not kept important provider appointments.
12. Nursing will request help from reception staff in contacting patients for appointment dates.



Hilltown Community Health Centers, Inc.

Administrative Policy
Board of Directors

SUBJECT: GRANT AND CONTRACT APPROVAL

REGULATORY REFERENCE: None

Purpose:

Hilltown Community Health Centers, Inc. (HCHC) Board of Directors has adopted this policy to have a formal documented process for the Board of Directors to review/approve any grants or contracts that may be applied for which meet the criteria set forth by the Board of Directors.

Policy:

The Executive Director or his/her designee may apply for grants or contracts which meet the following criteria:

1. Appropriate grants/contracts must be related to the organization's mission.
2. The grant/contract must have funds which are sufficient to cover the costs of the grant/contract operations.
3. The authority and duties of the Executive Director must not be dissipated by the addition of the grant/contract.

It is expected that the Executive Director will inform the Board of Directors and provide detailed information regarding all grants/contracts for which (s)he or the designee applies.

Questions regarding this policy or any related procedure should be directed to the Chief Executive Officer at 413-238-4128.

Originally Drafted: OCT 1998

Reviewed or Revised: JUL 2017

Approved by Board of Directors, Date: _____

Approved by:

Eliza B. Lake
Chief Executive Officer, HCHC

Date: _____

John Follet, MD
Chair, HCHC Board of Directors



Hilltown Community Health Centers, Inc.

Administrative Policy

SUBJECT: BOARD ORIENTATION POLICY

REGULATORY REFERENCE:

Purpose:

Hilltown Community Health Centers, Inc. (HCHC) management has adopted this policy to have a formal documented process to orient every new Board member of Hilltown Community Health Center with materials to review in order gain a complete understanding of Hilltown Community Health Center and his/her role as a member of the Board of Directors.

Policy:

The Executive Director or Board President or designee shall meet with the new Board member to provide:

HARD COPY or EMAIL:

1. Welcome letter from Board President and Executive Director, including link to Board member web page with log-in instructions
2. Acronym List
3. Annual Disclosure Statement
4. Attorney General's Guide to Board Members of Charitable Organizations
5. Confidentiality Agreement
6. Health Center Services Sheet
7. Member Listing
8. Mission Statement
9. Monthly Meeting Schedule
10. New Member Required Information Form
11. Organizational Chart
12. Committee Descriptions
13. Ten Responsibilities of Non-Profit Boards

BOARD OF DIRECTORS SECURE WEB PAGE:

<https://www.hchcweb.org/board-of-directors/>

1. #'s 2-13 (above) plus:
2. Articles of Incorporation
3. Board Governance Guidelines (from National Association of Community Health Centers)

4. Bureau of Primary Health Program Requirements
5. By-Laws
6. Corporate Compliance Documents
7. Directors & Officers Insurance Policy (current and past)
8. Finance Committee Minutes (current and past)
9. Governance Requirements List
10. History of HCHC
11. HRSA Program Requirements
12. Meeting Minutes (current and past)
13. Policies
 - a. Conflict of Interest
 - b. Confidentiality
 - c. Grant and Contract Approval
 - d. New Member Orientation

OTHER ORIENTATION ACTIVITIES:

1. Tour of the Huntington Health Center and Worthington Health Center preceding first two meetings
2. Schedule tours of School-Based Programs and Hilltown Community Center

Questions regarding this policy or any related procedure should be directed to the Chief Executive Officer at 413-238-4128.

Originally Drafted: OCT 1998

Reviewed or Revised: JUL 2017

Approved by Board of Directors, Date: _____

Approved by:

Eliza B. Lake
Chief Executive Officer, HCHC

Date: _____

John Follet, MD
Chair, HCHC Board of Directors



Hilltown Community Health Centers, Inc.

Administrative Policy

SUBJECT: BOARD MEMBER RECRUITMENT, RETENTION AND DEVELOPMENT PLAN

REGULATORY REFERENCE:

Purpose:

Hilltown Community Health Centers, Inc. (HCHC) management has adopted this policy to have a formal documented process for the recruitment, retention and development of Board members.

Plan:

New Board members are recruited in a variety of ways. The process begins with understanding the current Board profile of members which identifies the skills, background, consumer/non-consumer status and demographics currently represented on the Board and what is needed. The Recruitment, Orientation and Nominating (RON) Committee members identify the people and organizations to contact as part of the recruiting process. This includes:

- Working with health center staff to identify patients who may be interested in serving as consumer members.
- Identifying the strongest candidates and prioritizing the applicants based on the skills, geographic representation and diversity needs of the Board.
- Members of the RON Committee are assigned one or more individuals to contact and disseminate recruiting materials.
- Board member candidates are subsequently interviewed by one or more Board members, preferably including the President and the Executive Director and, if the candidates are interested in membership, may be invited to a Board meeting to get an idea of how the organization makes decisions and shares responsibilities. This is also an opportunity for the Board to assess the skills and fit of the candidate with the organization and its leadership.
- Based on these meetings, the RON Committee may nominate the candidate to the Board. The Board votes to accept or decline the nomination of the candidate.
- Once an individual commits to serving on the Board, she or he is given a Board Member Manual along with password information to the Board's secure web page, which includes additional resources.
- The term of a member shall be three years, and members are eligible for re-election.
- The Board will retain its members and develop their governance competency through continuing education and support, including:

- Opportunities for training at various conferences and seminars run by the State of Massachusetts, the Massachusetts League of Community Health Centers, the National Association of Community Health Centers and other organizations.
- Presentations by HCHC staff or partners on issues of importance to the governance, strategic planning, and on-going operational support of the health center.
- Monthly reports from the Executive Director and Senior Management on HCHC and its activities, with opportunities for discussion and questions at every Board meeting.

Questions regarding this plan should be directed to Chief Executive Officer at 413-238-4128.

Originally Drafted: MAY 2016

Reviewed or Revised: JUL 2017

Approved by Board of Directors, Date: _____

Approved by:

Eliza B. Lake
Chief Executive Officer, HCHC

Date: _____

John Follet, MD
Chair, HCHC Board of Directors