

The East Hampton Healthcare Foundation

**East Hampton Healthcare Center
Patient Survey
Key Findings**

September 7, 2006



Goals and Objectives of Study

- To quantify the level of satisfaction of EHC's patients with:
 - Availability of services/care options
 - Quality of services
 - Timeliness of care
- To quantify perceptions and knowledge of respondents about EHF.
- To identify perceived healthcare service needs of EHC patients.

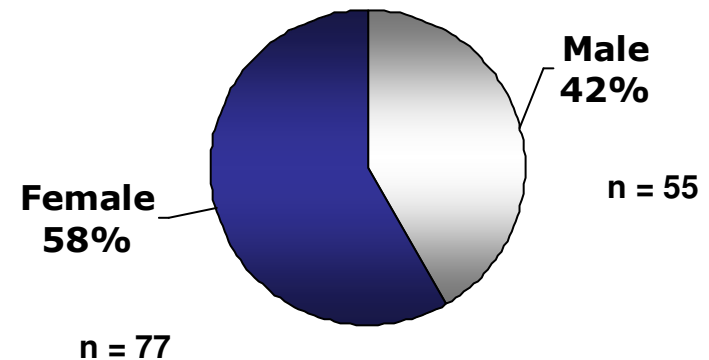
Methodology

- A survey instrument was developed by Arrow Consultants in partnership with leadership at East Hampton Healthcare Foundation.
- Surveys were hand-distributed by volunteers to users of the EHHC in July and August of 2006.
- A total of 135 surveys were collected, inputted and analyzed.

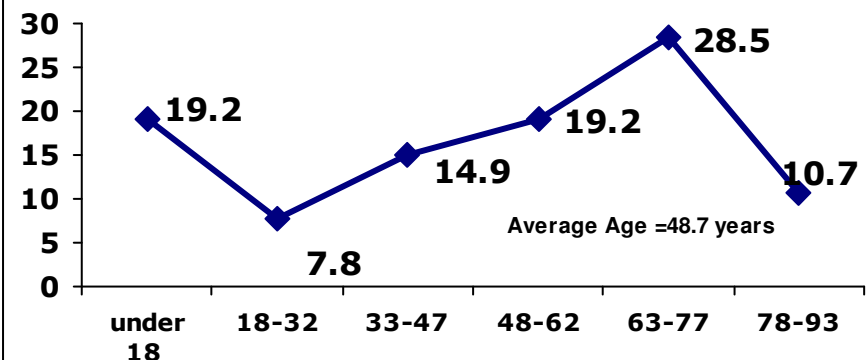
Demographic Profile

- 5.9% of survey respondents stated it was their first visit to EHC.
- The majority of respondents have been using EHC for more than one year (88.9%). 11.1% have been patients for less than one year.

Gender of Respondents

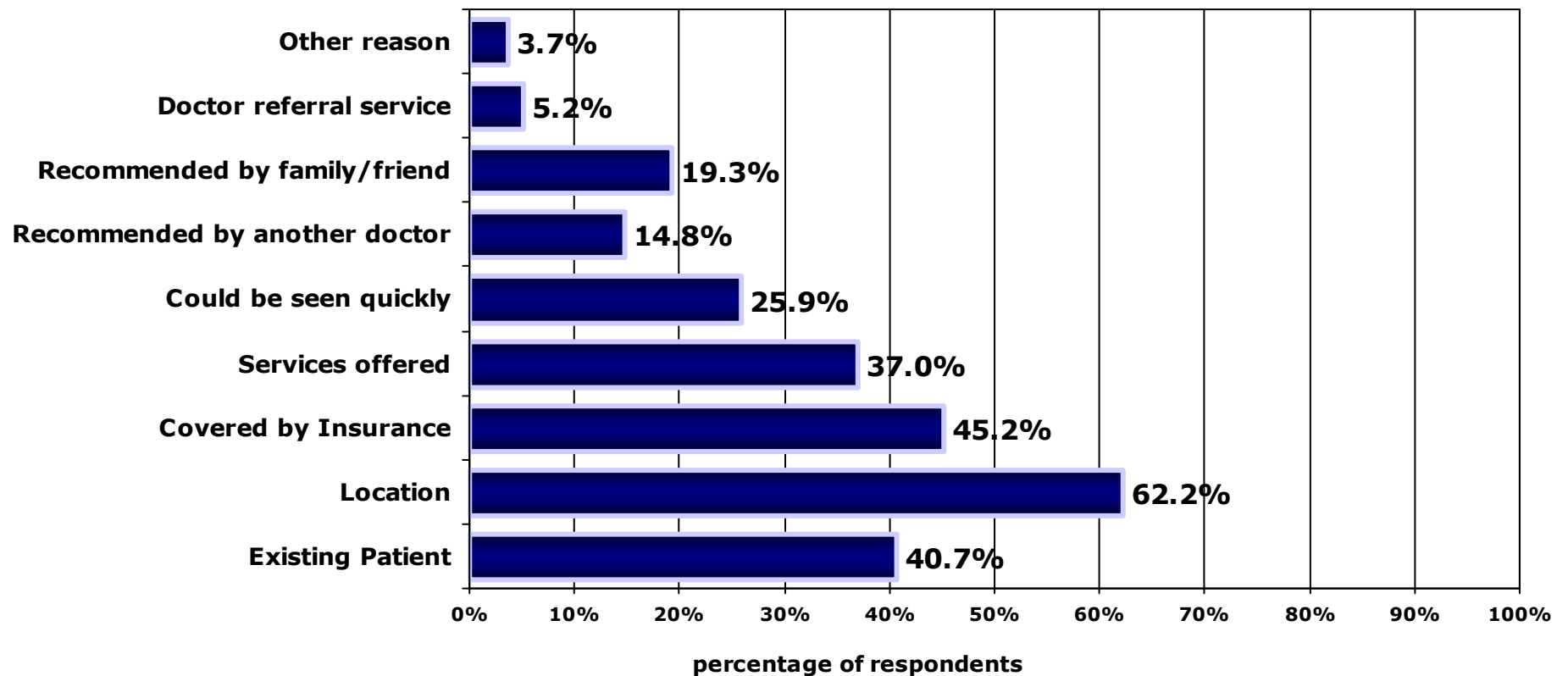


Age of Patients



Reasons for Selecting EHHC

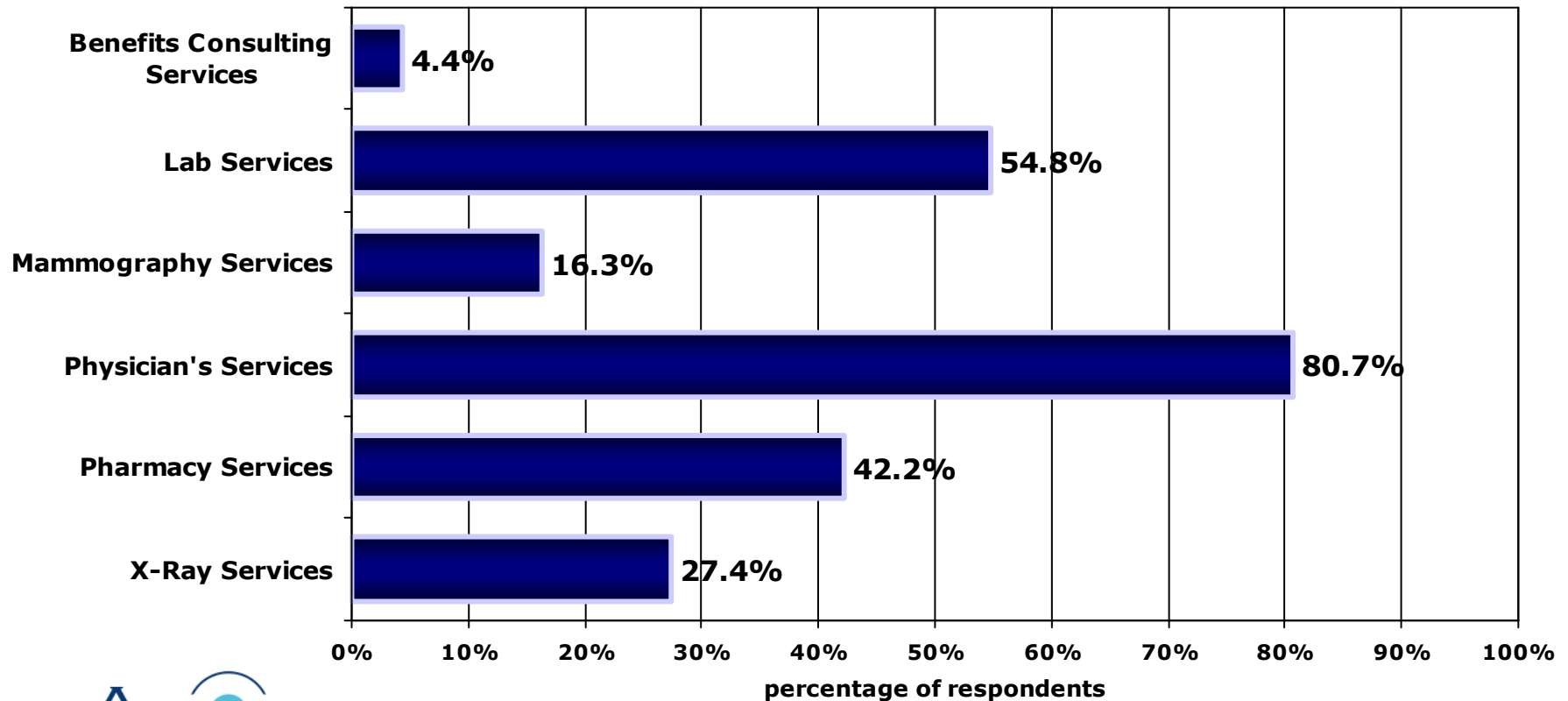
Nearly two-thirds of respondents stated that their reason for selecting EHHC for healthcare services was **Location** (62.2%).



Responses do not sum to 100% as multiple responses were allowed.

Service Usage Patterns

The majority of respondents stated that they use EHC for Physician Services (80.7%). Other top responses include: Laboratory Services (54.8%) and Pharmacy Services (42.2%)

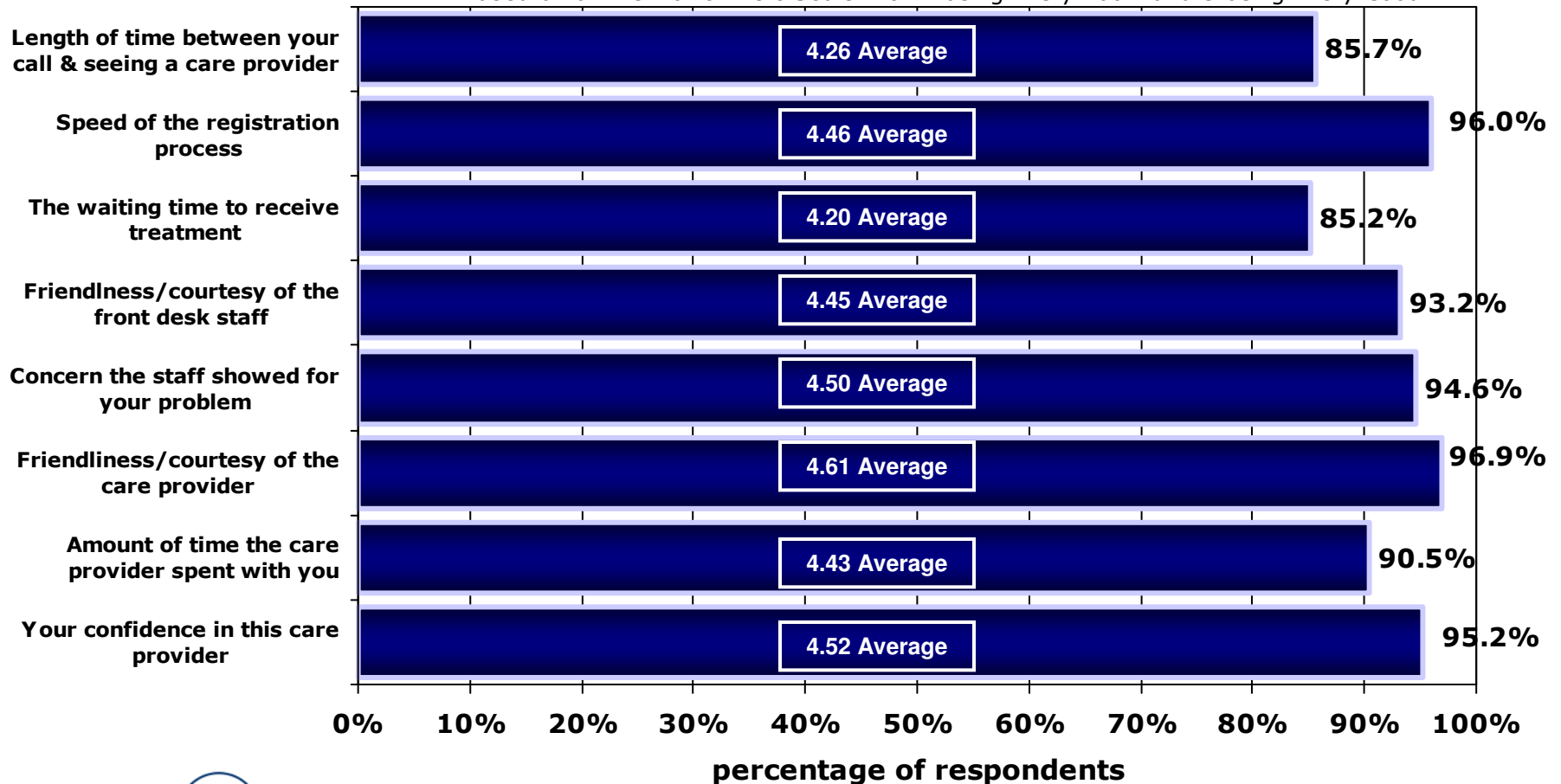


Responses do not sum to 100% as multiple responses were allowed.

Satisfaction with Services at EHHC

Top 2 Box Score "Good" and "Very Good"

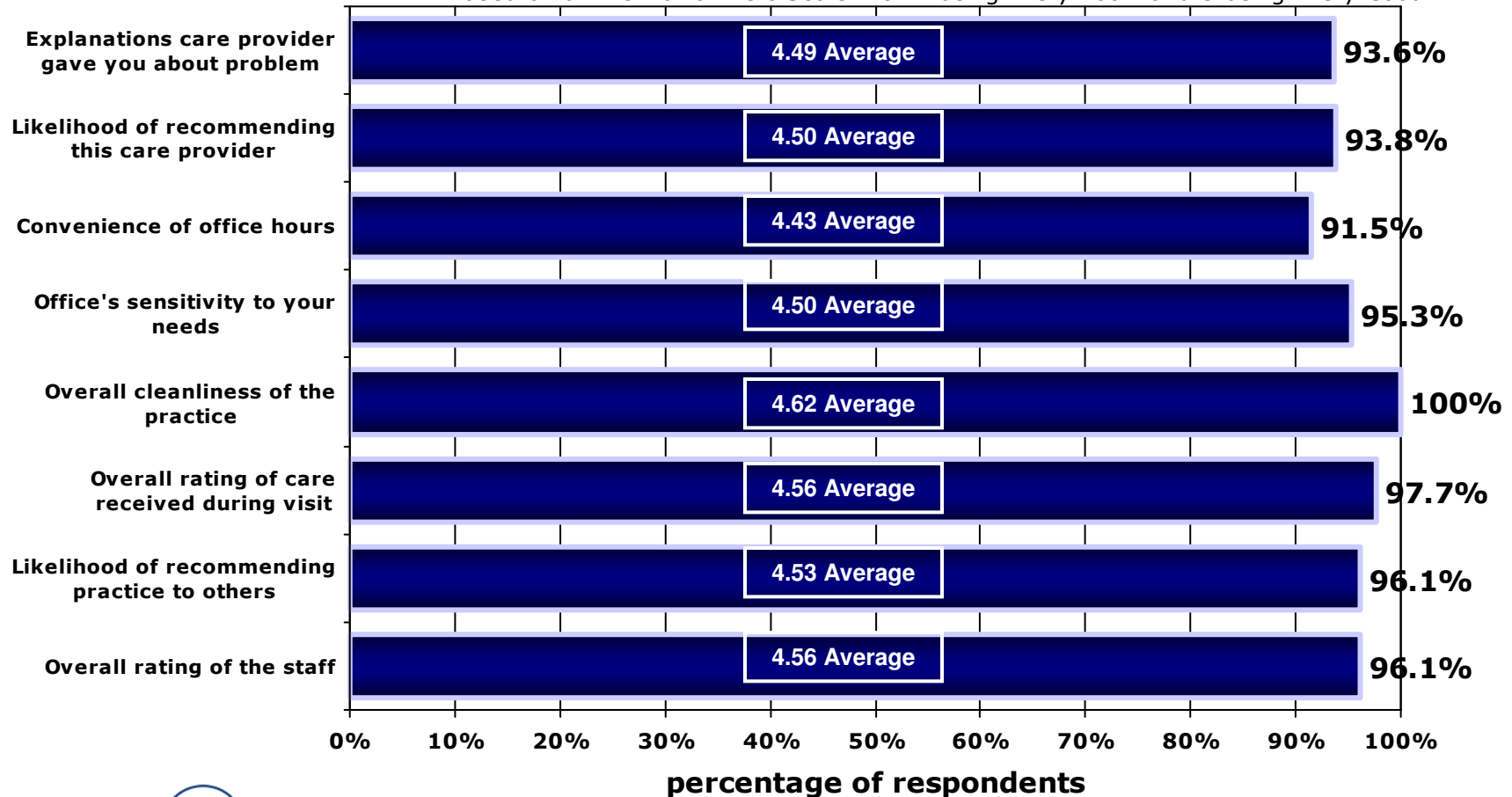
Based on a Five-Point Likert Scale with 1 being "Very Poor" and 5 being "Very Good"



Satisfaction with Services at EHHC

Top 2 Box Score "Good" and "Very Good"

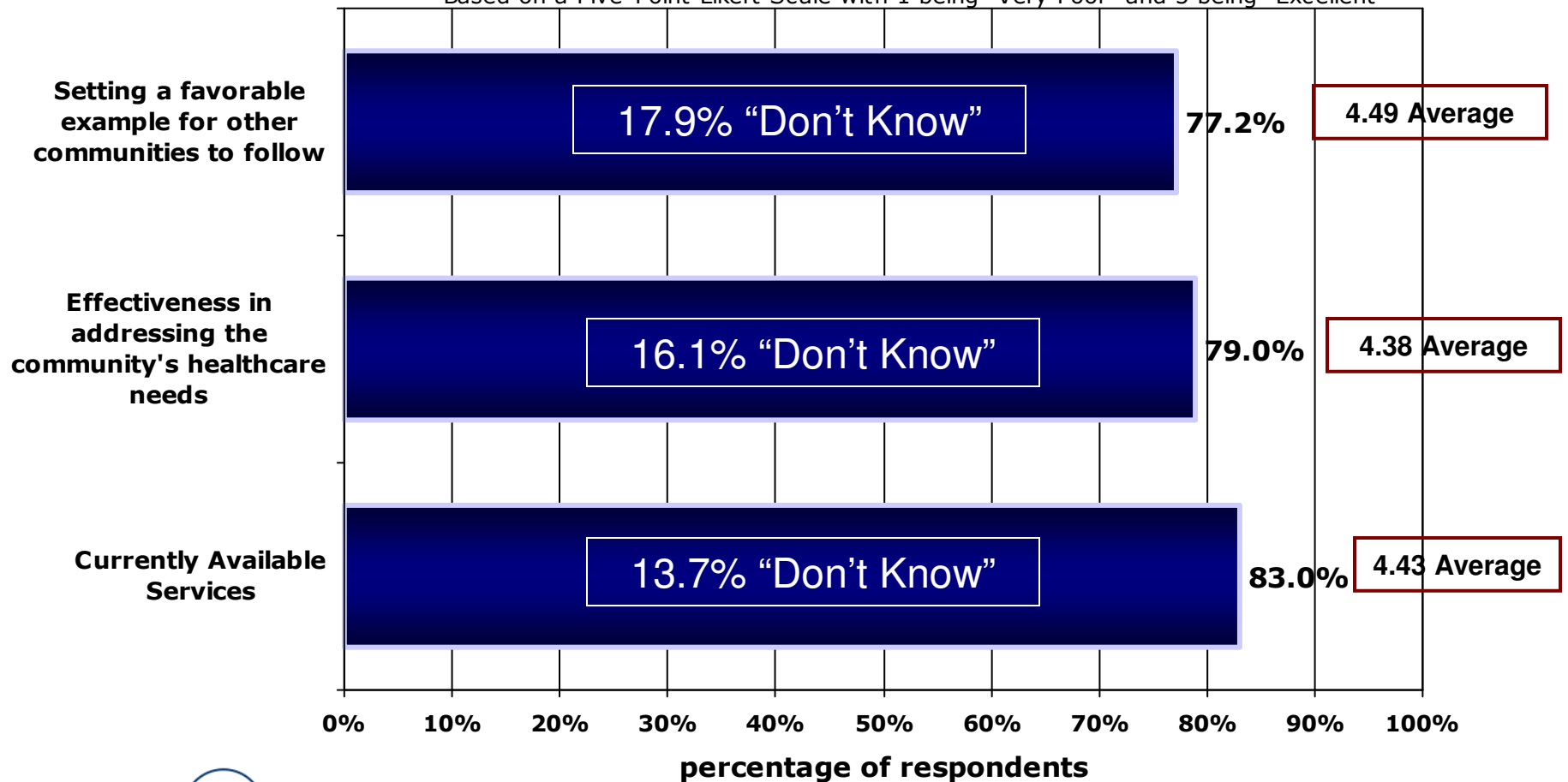
Based on a Five-Point Likert Scale with 1 being "Very Poor" and 5 being "Very Good"



EHHF's Community Contribution

Top 2 Box Score "Good" and "Excellent"

Based on a Five-Point Likert Scale with 1 being "Very Poor" and 5 being "Excellent"



Recommended EHHC Services

- Respondents were asked what types of services they would like the EHHC to offer. Key themes included the following:
 - Emergency Medical Care/Urgent Care
 - Extended Office Hours/Weekend Hours
 - More Doctors
 - More Specialists (such as Endocrinology, ENT, Pediatrics, Dermatology)
 - Accept more types of insurance



In Their Own Words

“Sunday office hours, wasn't that part of the mission?”

“Have doctors that are presently not available put on staff, so as to avoid having to go to Southampton.”

“Walk-in clinic on weekend that does not close at 1PM on Saturday and early Sunday. Impossible to get to Southampton Hospital on weekend with current traffic.”

“Weekend Lab & X-ray. Add ultrasound services. Extended (evening) hours for Lab & X-ray. Automatic door openers for wheelchair-bound people.”

Descriptions of EHHC

- Respondents were asked to describe EHHC in their own words. Key words mentioned frequently were:
 - Excellent/Amazing/Great (26 mentions)
 - Very Good (19 mentions)
 - Good (3 mentions)
 - Professional/Competent/Straight-forward (6 mentions)
 - Wonderful/Great Doctors (9 mentions)
 - X-Ray Wait too long (4 mentions)
 - Convenient (2 mentions)
 - Other (7 mentions)

In Their Own Words

“Doctors are wonderful. I enjoy not having to go to Southampton.”

“I have been to see Dr. Mark Creighton a few times, and his office is wonderful, but we always wait very long for X-Rays.”

“The doctor and staff are very nice people who care about people’s feelings and what they are going through”

“Excellent Care. Long, Long Wait”

Recommendations

- Extend Weekend and Evening Service Hours.
- Provide Urgent Care/Basic Emergency Care Services
- Decrease Wait Times for Radiology Services.
- Promote Availability of Mammogram Services to the Community.

Recommendations

- Continue to measure and monitor patient satisfaction with EHC utilizing a similar survey instrument and survey methodology.
- Survey patients at different times of the year to capture different patient demographics and populations.
- Report changes back to EHC patients that have resulted from their input and participation in the survey process.

Key Takeaways

- Overall, patients of EHHC are very satisfied with the care and services provided.
- Respondents are less aware of EHHF's overall goals and mission as an organization.
- Respondents would like more healthcare options to be available at EHHC. Including more specialty care, urgent care and extended hours.