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Press Release

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PATIENT SATISFACTION SCORES ON THE RISE; HEALTH CENTER EXTENDS COMMITMENT AS SCORES, POSITIVE FEEDBACK INCREASE

New Haven, CT — The Cornell Scott-Hill Health Center, a leading provider of community healthcare for over forty years, is pleased to announce the continuation and expansion of its patient satisfaction survey program.

Since 2010, the health center has contracted with Professional Research Consultants, Inc. (PRC), a leading healthcare research firm based in Omaha, Nebraska, to conduct patient satisfaction surveys. The data collected allows the health center to have a better understanding of its patients' experiences and helps to inform decisions related to healthcare practices.

The results have been encouraging. Over 97% of respondents report being likely to recommend the health center to friends or family members. There have also been significant gains from fiscal year 2011 to fiscal year 2013 in questions related to accessibility (+10%), courtesy (+7.2%) and quality (+6.1%), all leading indicators of overall patient satisfaction.

Rob Rioux, the health center's Chief of Strategic Development reports, though, that's what's most encouraging is the comments they are receiving from patients:

"As part of the survey, patients have the opportunity to make verbal comments on their experience at the health center. We have been moved by the positive comments we have received. It is heartening to know that we are delivering the type of care that we strive to deliver."

Here is a sample of recent comments:

“I didn’t feel like they were rushing me; they took the time to hear about my problem and help me with a solution.”

“They are very open to listening and are willing to work with you through any circumstances.”

“The care of the doctor I saw was excellent. She is very caring, up-to-date, and tries to resolve a problem as soon as it is spotted.”

However, Rioux says there is still more work to do:

“Each week we see over 5,000 patients across our 19 care sites. And while we try to provide each patient with an outstanding experience we recognize that doesn’t always happen. So while we continue to work toward our goal of 100% satisfaction, there are avenues in place for those who are not satisfied with the care they receive including a Patient Advocate who will work with patients to resolve any issue.”

The Cornell Scott – Hill Health Center is the oldest and among the largest community health centers in Connecticut. The center provides integrated medical, dental and behavioral health solutions throughout the greater New Haven area and the Naugatuck Valley with the goal of improving the health status of patients and the community at large. The Cornell Scott – Hill Health Center has been a leader in community healthcare innovation for over 40 years. Learn more at www.cornellscott.org.

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