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2009 Patient Survey Results

Over a two week period in October and November, 199 patients completed surveys, representing 11% of the current patient population. All questions were not answered in all surveys. The following results reflect the percentage of patients who answered each specific question.

MY EXPERIENCE WITH THE CLINIC

- Most patients came to the VSFC to pick up medications (58%), to attend a walk-in clinic (25%), or for a scheduled appointment (22%).
- 42% of respondents have been coming to the VSFC for a year or less, 5% are first-time patients. 26% have been coming to the VSFC for one to three years, and 27% for more than three years.
- 39% are employed and the other 61% of respondents are unemployed.
 - Unemployment benefits are considered part of a patient's household income in determining eligibility for treatment.
 - Of those who are employed,
 - 16% report that their employer offers insurance but they are ineligible to receive it;
 - 14% report their employer doesn't offer health insurance; and
 - 9% don't have health insurance because they're unable to afford the plan offered by their employer.
- Word-of-mouth appears to be the most effective communication tool among the patient population: 61% reported learning of the VSFC through family or friends, 18% were referred by a local agency, followed by 17% through the weekly newspaper notice.
- If the VSFC were not here, 60% of respondents would not seek medical treatment, while 31% would go to a hospital emergency room to access health care.

MY DEMOGRAPHIC INFORMATION

- 58% of respondents are female and 42% are male.
- 63% of respondents are between the ages of 45 and 64, 10% are between the ages of 18 and 29, and 26% are between the ages of 30 and 44.
- 90% of respondents have lived in Wayne County for more than a year.

MY RATING OF THE FREE CLINIC

- 96% or more of respondents rated the clerical staff and clerical volunteers as *Great* or *Very Good* on a series of service-related questions.
- 97% or more of respondents rated the medical staff and medical volunteers as *Great* or *Very Good* on a series of service-related questions.
- 75% of respondents rated the clinic hours as *Great* or *Very Good*; 7% rated it *Fair* or *Poor*.
- 59% of respondents rated “wait time” as *Great* or *Very Good*; 8% rated it *Fair* or *Poor*.

MY HEALTH

- 46% of respondents have been diagnosed with hypertension, 35% with elevated cholesterol, and 39% with diabetes.
- 47% of respondents use tobacco.
 - 60% of the tobacco users reported being advised to quit smoking, and 15% reported being successful at doing so.
- 57% of respondents report an improvement in their overall health, and 51% report an improvement in their quality of life as a result of being treated at the VSFC.
- As a result of treatment at the VSFC:
 - 30% report going to the hospital emergency department less frequently;
 - 23% report that they were referred to additional community resources; and
 - 3% noted that they were able to return to work.

MY OVERALL OBSERVATIONS

- 98% *agree* or *strongly agree* that they’re SATISFIED WITH THE CARE THEY RECEIVE at the VSFC.
- 99% *agree* or *strongly agree* that they’re TREATED WITH DIGNITY AND RESPECT at the VSFC.
- 99% *agree* or *strongly agree* that they would RECOMMEND THE VSFC TO FRIENDS AND FAMILY.