

COMMUNITY ENGAGEMENT RESULTS

January 2016



In partnership with facility/community staff, our patients, and their families, Bluestone delivers customized, high quality, on-site healthcare management. We conduct surveys twice a year to see if we are meeting our facility satisfaction goals. See our most recent survey results below.

SURVEY QUESTIONS

SURVEY RESPONSES

I feel confident using the Bluestone Bridge (communication portal).

94%

I feel supported by my Bluestone team.

98%

Bluestone providers value my opinion.

90%

I am given sufficient notice as to when my Bluestone team will be at my facility/community.

99%

I know who my Bluestone Care Coordinator is.

85%

I understand the role of the Bluestone Care Coordinator working in my facility/community.

79%

I receive timely communication from Bluestone's office/administrative staff.

94%

I feel monthly visits are beneficial.

95%

I understand what my tasks and responsibilities are when working with my team.

95%

I know how to contact my Bluestone team including: Medical Doctor, Advanced Practice Provider, Team Coordinator, Care Coordinator and Community Liaison.

95%

Overall, I receive a response from my Bluestone team in a reasonable amount of time.*

95%

I would recommend Bluestone Physician Services to others.

91%

* Percentage of "Always" or "Usually" responses, as opposed to "Sometimes" or "Never".

0% 20% 40% 60% 80% 100%