

# PATIENT / FAMILY SATISFACTION RESULTS



March 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 family satisfaction goals. See our most recent survey results below.

## SURVEY QUESTIONS

## SURVEY RESPONSES

I receive answers to medical questions in a timely manner when I contact my loved one's Bluestone Provider Team.

96%

My Bluestone Provider Team gives easy and understandable information about health questions or concerns.

96%

Bluestone medical providers are courteous and respectful.\*

98%

My Bluestone Provider Team communicates lab and diagnostic test results in a timely manner.

90%

We have discussed end of life wishes (i.e. Advanced Directive, POLST) with my Bluestone Provider Team.

78%

I am satisfied with the care that Bluestone Physician Services provides.

93%

I have access to my Bluestone Provider Team after hours.

94%

I know who the M.D. (Medical Doctor) is on my Bluestone Provider Team.

92%

I feel monthly visits are beneficial.

96%

The Bluestone Bridge (communication portal) is my primary form of communication with my Bluestone Provider Team.

92%

I would recommend Bluestone Physician Services to others.

94%

I feel the Bluestone Provider Team works well with the staff at my loved one's assisted living community/facility.

97%

\* Percentage of people who answered "Always" or "Usually".

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