

PATIENT / FAMILY SATISFACTION RESULTS

Summer 2014



In partnership with residential care community staff, our patients, and their families, Bluestone delivers customized, high quality, on-site healthcare. 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.

97%

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

99%

Bluestone medical providers are courteous and respectful.*

99%

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

93%

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

71%

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

98%

I have access to my Bluestone Provider Team after hours.

93%

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

93%

I feel monthly visits are beneficial.

99%

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

95%

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

99%

I would recommend Bluestone Physician Services to others.

99%

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

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

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Over 550 family members of Bluestone patients participated in this survey.

BPS670 Rev. 2 07/14