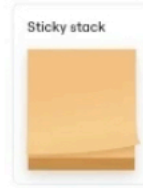
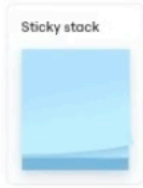
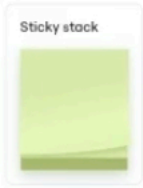


Building Your 360-Degree Feedback

Grab a sticky note, post the feedback questions you would like to ask for continuous improvement.

Are patients comfortable if they have to wait



Patients

How easy was it to access care on the unit today (likert scale)

If you hadn't gotten an STI test with us today, what would you have done?

Do you feel comfortable with our services like a general clinic?

do you prefer walk-in availability or making an appointment

when was the last time you received [clinical service] (i.e., BP check, dental varnish/exam, etc.)?

where would you go to get health screenings or vaccines if we were not available?

How do the services you received today compare to your typical care?

did you feel you left the appointment with enough information/clarity regarding next steps?

what other services do you feel you need and you were not able to receive recently?

Partners

What has partnering with us done for you? What do you want to see us do to help you in the future?

What barriers did you face in referring patients to our clinic?

Was the number of patients/community members who attended the clinic in alignment with your expectations?

How do you determine the right visit goal?

What questions do your patients/community members ask you about us/our program?

Feedback from patients

Staff

Did you feel adequately prepared for the rollout of changes to clinical workflows?

Did the amount of downtime/time between encounters feel appropriate?

Did we have the necessary information on the patients' referrals for the visit?

How does the long drive time and set up impact you/your weekly schedule?

What gap(s) currently exist in our service offerings that patients are asking for?

MOUs are important to validate your partnership agreement

Importance of MOU covering the scope of services and terms of agreement

I love the idea of gathering feedback in a variety of ways, not just from different groups - especially the clicker for pediatric patients!

Formal agreements (MOU's) are critical.

Staff participation in improvements to workflows and services

WHAT IS THE 1 KEY TAKEAWAY ABOUT SCALING THAT YOU'VE LEARNED TODAY?

MOUs, feedback from patients, partners and staff and connectivity

Clear communication and intentional check ins with team and partners

All stakeholders (patients/clients, partners, and frontline staff) must be consulted during the scaling period

Do your work early! if you fail to prepare, you prepare to fail.

really appreciated the questions in the first breakout!!

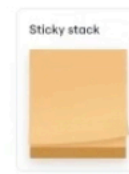
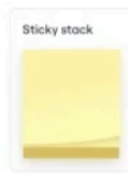
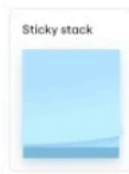
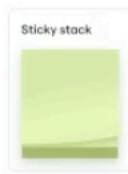
MOU's precise and to the point

I appreciated having data points to look at before, during, and after expansion

Building Your 360-Degree Feedback

Grab a sticky note, post the feedback questions you would like to ask for continuous improvement.

volume of patients



Patients

Partners

Staff

What other services would you like to see?

Are there any challenges that are preventing you from seeing a provider?

Are there times that do not work for you?

What specific barriers are preventing your patients from accessing care or services right now?

How can we improve errors?

What data do you need from us?

What process would you like to change?

Do you feel heard? Are we satisfying your needs of resting, training and career development?

How welcoming did your experience on our mobile unit feel?

Did you feel like your visit was worthwhile?

Did we help you with what you needed?

How easy is the process for you to help patients connect to our mobile team care?

specific site needs

Have you received feedback from your staff about our unit?

Do you have time at the end of day for admin tasks?

What obstacles are you encountering throughout a session?

what was the last experience you had with a healthcare provider?

Where would you go or what would you do if you did not come today to The Sun Bus?

Are we blocking any access path?

Are your needs being met in this partnership?

Did we satisfy your needs? If not, what we can do to improve?

Do you have enough time to do everything you need to with our current patient load?

Are there any system level processes that could be improved?

What other services are you looking for?