

QUICKmed Primary Care Voice of the Customer Survey Summary 2024

RESPONSE OUTCOME:

Sent: 2574 unique patients from 12/23/24-12/31/2024

- Email: 1523
- Text 1522
- Undeliverable: 125
- Responses: 117
- Response Rate: 4.5%

SURVEY FINDINGS:

Demographics:

- Age
 - 18-24- 2.6%
 - 25-34- 3.4%
 - 35-44- 8.6%
 - 45-54- 13.9%
 - 55-64- 31.3%
 - 65-74- 30.4%
 - 75 and older- 9.5%
- Gender
 - Female: 68%
 - Male: 31%
 - Non-binary: 1%

QUICKmed Strengths:

- Care Coordination
 - 64% of respondents reported their provider was always informed and up-to-date about care received from specialists.
- Communication
 - 75% of respondents reported always receiving an answer to their medical question as soon as it was needed.
- Provider Ratings
 - 9-10: 87%
 - 6-8: 8%
 - 3-5: 2%
 - 1-2: 3%
- Subjective Responses:

Austintown:

“They listen to their patients needs. Being heard is vital.”

“Ashley Miller and team does an outstanding job taking care of my health and providing outside service providers when needed.”

“Everything so far. Everyone is at the top of their game! I trust my PCP.”

Columbiana:

“Deb is amazing, she really listens to my concerns and thoroughly presents all options for treatment.”

“Debra Weese is very caring. If she isn’t able to help, which is rarely, she finds someone who can.”

“Deb Weese is phenomenal! She gives good care, answers questions and is overall very competent. The practice as a whole has pleased both myself and my husband in many ways. Appointments are timely, refills are called in and everyone in the office is friendly.”

Cortland:

“Everything, for what I have needed them for. They are caring, understanding, and patient. They don’t treat me like a leper because I don’t have insurance..they have taken care of me, when others have just pushed me through, and missed diagnosed me.”

Liberty:

“Listened to my issues and promptly began to find solutions.”

Lorain:

“Very kind, quick and informative appointments.”

“Kate is amazing. We work on a health plan for me together. She is up to date on current information. She is the only doctor I want to go to.”

“Katie is always available to see me. She is very knowledgeable and takes my care seriously.”

Warren:

They tend to your needs very quickly and efficiently.

Opportunities for improvement:

- **Survey Responses**
 - Low response rate at 4.5%
 - Target response rate of at least 20%.
- **Access to care: expanded evening/weekend hours and telehealth options.**
 - 32% of respondents reported they (never, sometimes, usually) received care as soon as it was needed.
 - 21% of respondents reported they (never, sometimes, usually) received care during evenings, weekends, holidays.
 - >10 respondents reported subjectively that they were unaware telehealth is an option
- **Communication: Health literacy education opportunity**
 - 22% of respondents reported they (never, sometimes, usually) received easily understandable information about their health from their healthcare provider.
- **Behavioral Health Integration: Mental health screening and service education opportunity**
 - 87% of respondents reported they (never, sometimes, usually) were asked by the provider or staff about personal problems, family problems, alcohol use, drug use, or mental or emotional illnesses.