

Health West Pocatello Clinic



Health West, Inc. is a Community Health Center in southeast Idaho, with locations in Pocatello, Lava Hot Springs, McCammon, Downey, Aberdeen, and American Falls.

SNMHI Team:

EVERYONE

(Receptionists, nursing staff, primary care providers, health educators, pharmacists, mental health providers, care coordinator, administrators, volunteers, etc.)

Our Patient Population:

We serve everyone from newborns to the elderly. We have both Spanish and English speaking patients. The majority of our patients live below 200% of the federal poverty level.

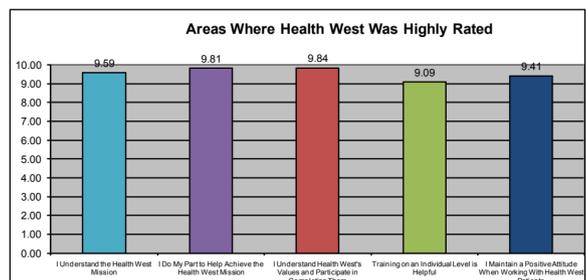
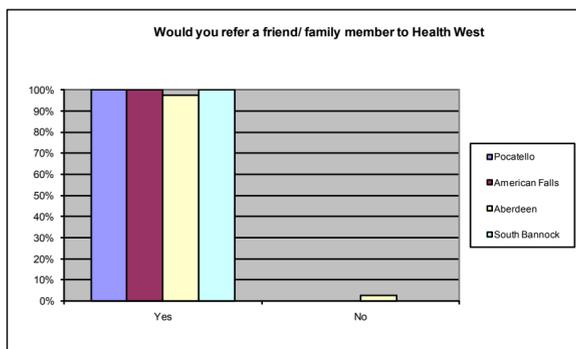
MEASURING PATIENT EXPERIENCE

Measuring patient experience is a valuable part of becoming a Patient Centered Medical Home:

- Creates a baseline for improving quality of care.
- Supplies a metric for evaluating our improvement efforts and outcomes.
- Provides an opportunity for our patients to communicate with us.
- Encourages our patients to participate in treatment decision-making, health-related behavior change, and self-management.

Patient satisfaction surveys define areas for improvement and help assure patients are getting optimal care. Our goal: 100% of patients surveyed would refer a friend or family member to Health West.

Quarterly surveys are too frequent; it doesn't allow team members the time to input data and implement changes before the next survey period. Instead, we recommend conducting surveys on a semi-annual basis and designing them according to PCMH change concepts.



PATIENT SELF-MANAGEMENT GOALS

Another form of patient/care team communication is the documentation of self-management goals. Documenting the goals provides a structure for communication, involves the patient in their treatment, and allows us to verify a patient's comprehension.

Our goal: To provide support at every patient visit for patient self-management goals and planning

We are working to fully utilize our EMR to input the self-management goals. We have increased the number of health education and care coordination referrals. Having qualified Health Educators and Care Coordinators is a key requirement for success.

“The patient is now a permanent part of the healthcare team, empowered to act and interact with the rest of us. By improving communication between ourselves, we have also improved communication with the patient. The change? Now we're working with an informed patient, ready to participate in a meaningful way in their own care.” —Medical Director

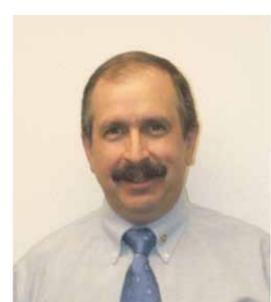
STAFF SATISFACTION SURVEYS

Staff satisfaction surveys are also done semi-annually and are designed according to PCMH change concepts. Confidentiality is key. The results define areas for improvement and also become a mode of communication for our team members.

Our goal: 100% staff willing to refer a friend to work at Health West.

PATIENT IMPACT

“Measuring patient experience objectively and confidentially is absolutely critical for us. It has shown us trends and trouble spots and also where we excel. It also helps to keep us focused on excellence in customer service” —Executive Director



Safety Net Medical Home Initiative



MacColl Institute at
Group Health Cooperative