



# PARENTS - We Heard You!

Last Winter, we collected surveys to learn how we are doing with the care we provide. We want to say thank you! **We received 421 surveys!**

**Here is what we learned from our Hillsboro Pediatric Clinic families:**

## AREAS OF EXCELLENCE - What Is Going Well



### Providers at Hillsboro Pediatric Clinic Care.

**9 out of 10 Parents** said that providers always showed respect for what they had to say.



### Patients Get Care When They Need It.

**7 out of 10 Parents** said that they always obtained an appointment they needed right away.

## OPPORTUNITIES - What We Can Do Better



**Only 4 out of 10 Parents** said that someone always asked if there are *things that make it hard for you to take care of your child's health.*



**Only 5 out of 10 Parents** said that they were able *to get care on evenings, weekends, or holidays.*

## USING YOUR FEEDBACK TO IMPROVE

**We are working to improve our quality of care:**

- We are working to increase our focus in identifying ways we can help to make it easier for you to care for your child's health.
- We are working with our answering service to make it easier for you to get the care you need on evenings, weekends, or holidays.

## JOIN OUR IMPROVEMENT EFFORTS!

**Help us Improve - Your Opinion is Valuable:**

- Please fill out a comment card with your suggestions.
- Join our patient advisory board.
- Call Martha at 503-640-2757 ext. 3342, or speak with a front desk receptionist.

***Thank you for partnering with us to give the best care possible!***

