

## Follow-Up Care FUH Addendum 2022-2023

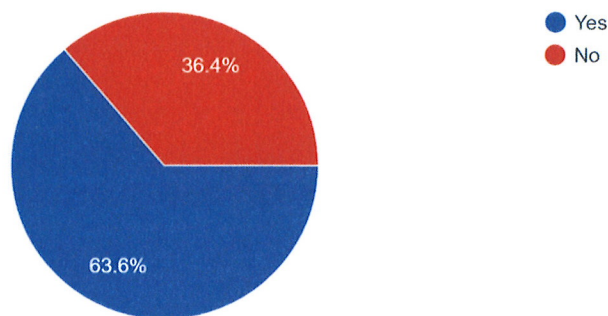
*In response to HEIDS measures, this survey was created for members who did not attend their 7 day and/or 30 day follow up appointment in 2021. This survey was conducted between July 1<sup>st</sup> ending October 31<sup>st</sup>. A list of these members and their contact information was provided by Magellan.*

*Of the 213 members, the team was able to obtain 11 members to participant. The team found that there was a huge barrier in collecting this information due to the members not having the same contact information that was given at the time of initial treatment.*

### **Figure 1**

When you left the hospital, did you have an appointment set up for follow-up treatment?

11 responses



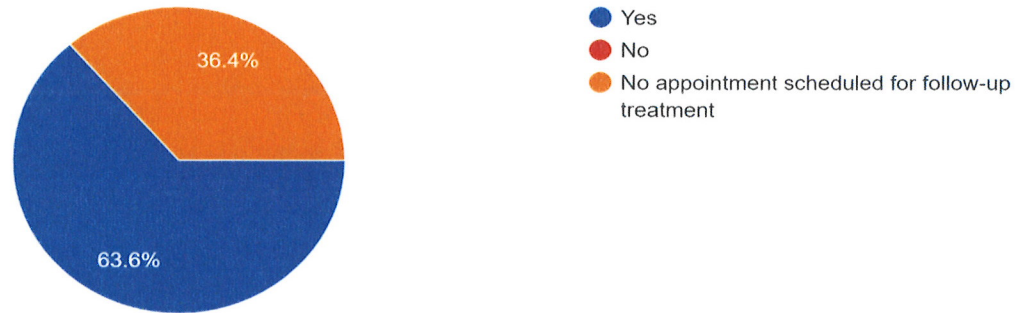
*7 answered YES, a follow up appointment was made, representing 63.6%*

*4 answered NO, did not have a follow up appointment, representing 36.4%*

Figure 2

Did you keep that appointment?

11 responses



**2a.** If your answer was "No, I did not keep that appointment" why not?

*4 answered NO, appointment scheduled representing 36.4%*

**2b.** If you DID keep your appointment, what kinds of factors helped you the most to keep it?

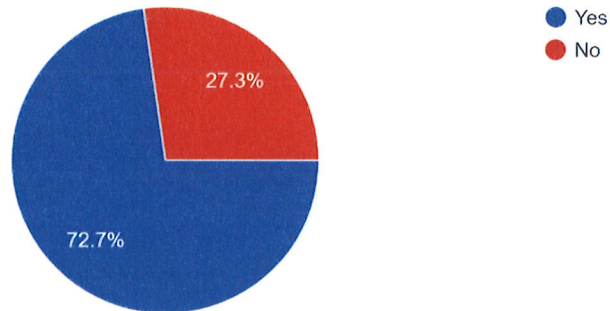
*7 answered YES, kept appointment representing 63.6%*

1. It was setup so I had to keep it that was the best solution for her
2. Currently in a facility, the LTSR so he has no choice but keep it which was a good thing
3. Reminder call
4. Reminded of the appointment
6. She needed treatment, had to keep it
7. she need treatment, mom makes sure appointments are kept

Figure 3

Do you think that the hospital set up a good plan for discharge?

11 responses



*8 answered YES, hospital set up a good discharge plan, representing 72.7%*

*4 answered NO, hospital did not set up a good discharge plan, representing 27.3%*

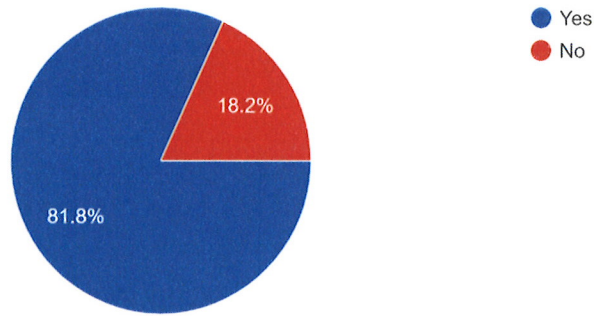
**3a. What was the most helpful of the hospital discharge process?**

1. I was able to talk to someone during the whole process. It was a scary experience.
2. He was to get out of there
3. Open communication
4. They were patient with me even though I had symptoms
5. Nothing really
6. It wasn't helpful
7. They were caring
8. Strong support
9. They support me
10. They were prepared, discharge was quick they had everything ready
11. They had everything ready- easy process

**Figure 4**

Did you have input into your discharge plan (did the hospital staff listen to your opinions)?

11 responses



2 answered NO, did not have input, representing 18.2%

9 answered YES, did have input, representing 81.8%

**4a.** Did you try to contact the follow-up provider before your appointment?

8 answered NO, representing 73%

**4b.** If so, how was that experience?

3 answered Yes, representing 27 %

1. Yes, it was good
2. Yes, good!
3. Yes - good



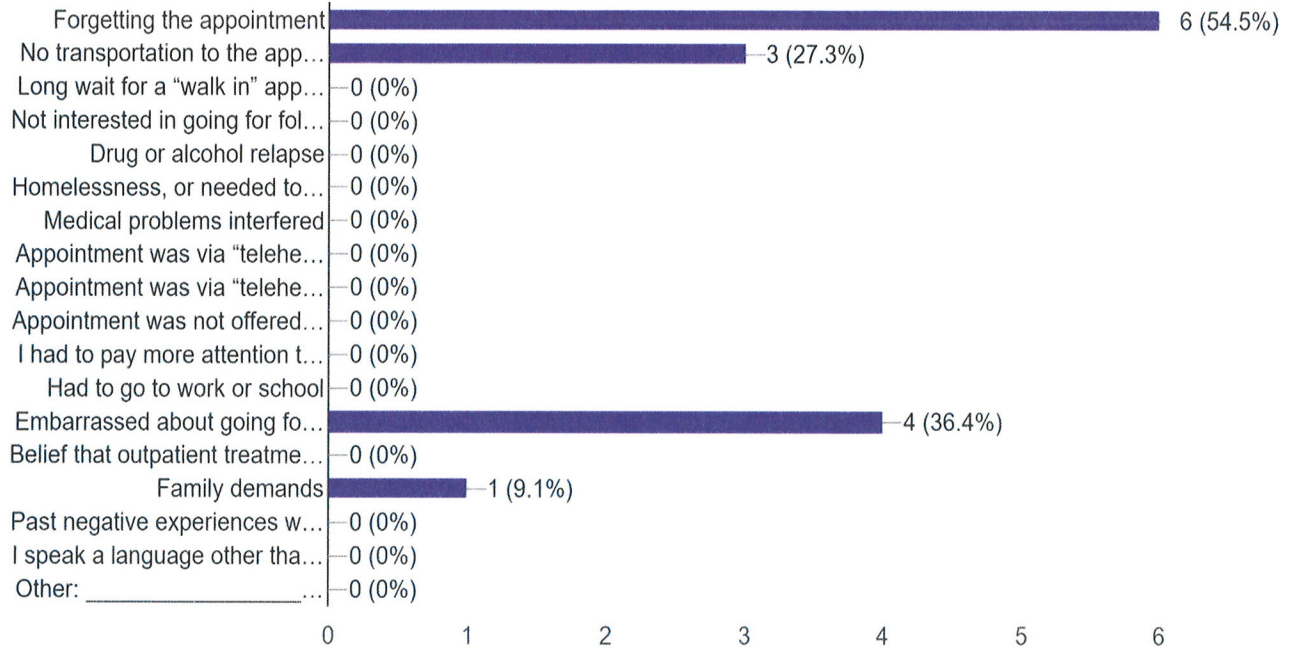
Cambria County

Consumer Family Satisfaction Team

Figure 5

Please mark any of the following examples that have prevented, you or people you know, from keeping follow-up appointments after a hospital stay:

11 responses



\*some had more than one answer

**6** answered *"forgetting the appointment"* representing **54.5%**

**4** answered *"embarrassed about going for treatment"* representing **36.4%**

**3** answered *"no transportation to appointment"* representing **27.3%**

**1** answered *"family demands"* representing **9.1%**



6. What do you think are some reasons why people don't or can't keep follow-up appointments after a hospital stay?

1. Sometimes they still aren't well, still going through self-harm and they aren't completely ready to talk.
2. They forgot
3. When they release a patient the care stops there, and it shouldn't
4. Transportation or they think they are better and don't need any more help
5. They aren't well
6. Still are not well and ready to talk about what's wrong
7. Home situation may not be that good.
8. They forget about them
9. Forgetting the appointment
10. They forget or have no transportation
11. They can't get there, they forget or don't have help or support keeping them on track