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consumer perspectives on the healthcare safety net

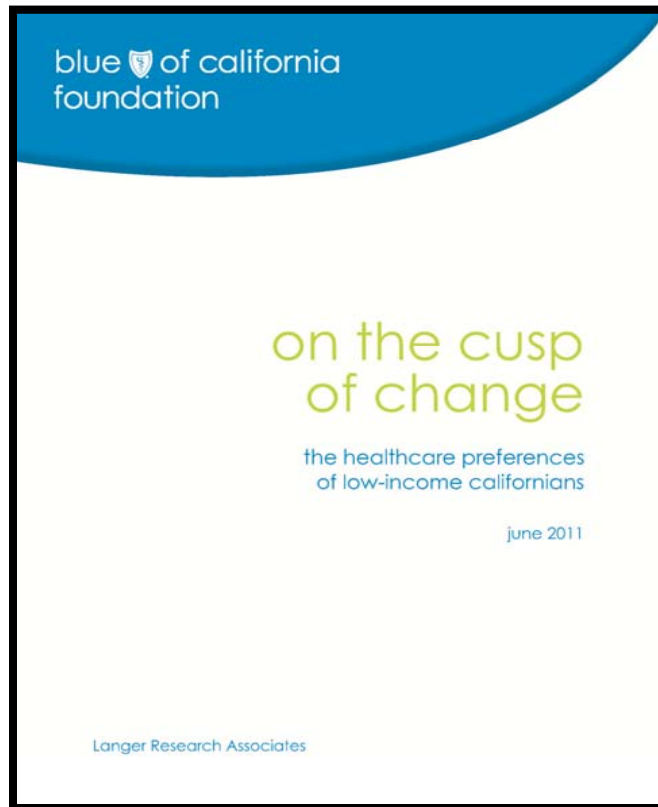
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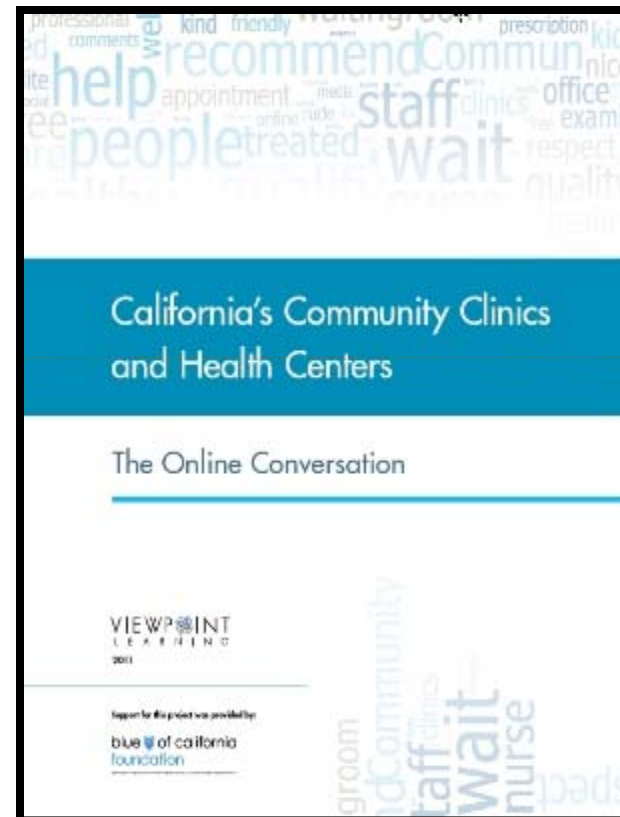
November 3, 2011

two efforts to monitoring and evaluation

On the Cusp of Change



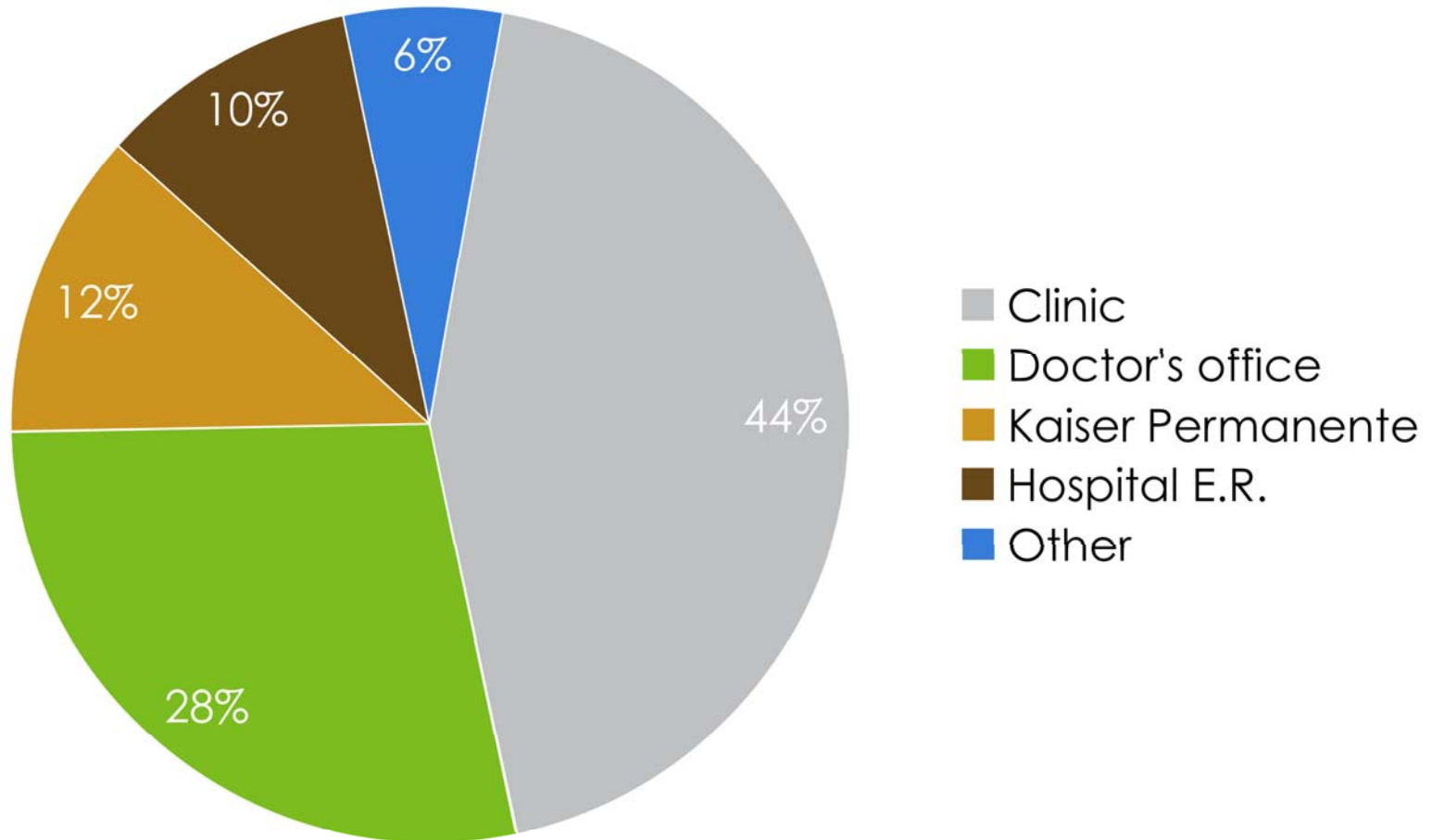
Online Conversation



on the cusp of change: the healthcare preferences of low- income californians

current use of facilities

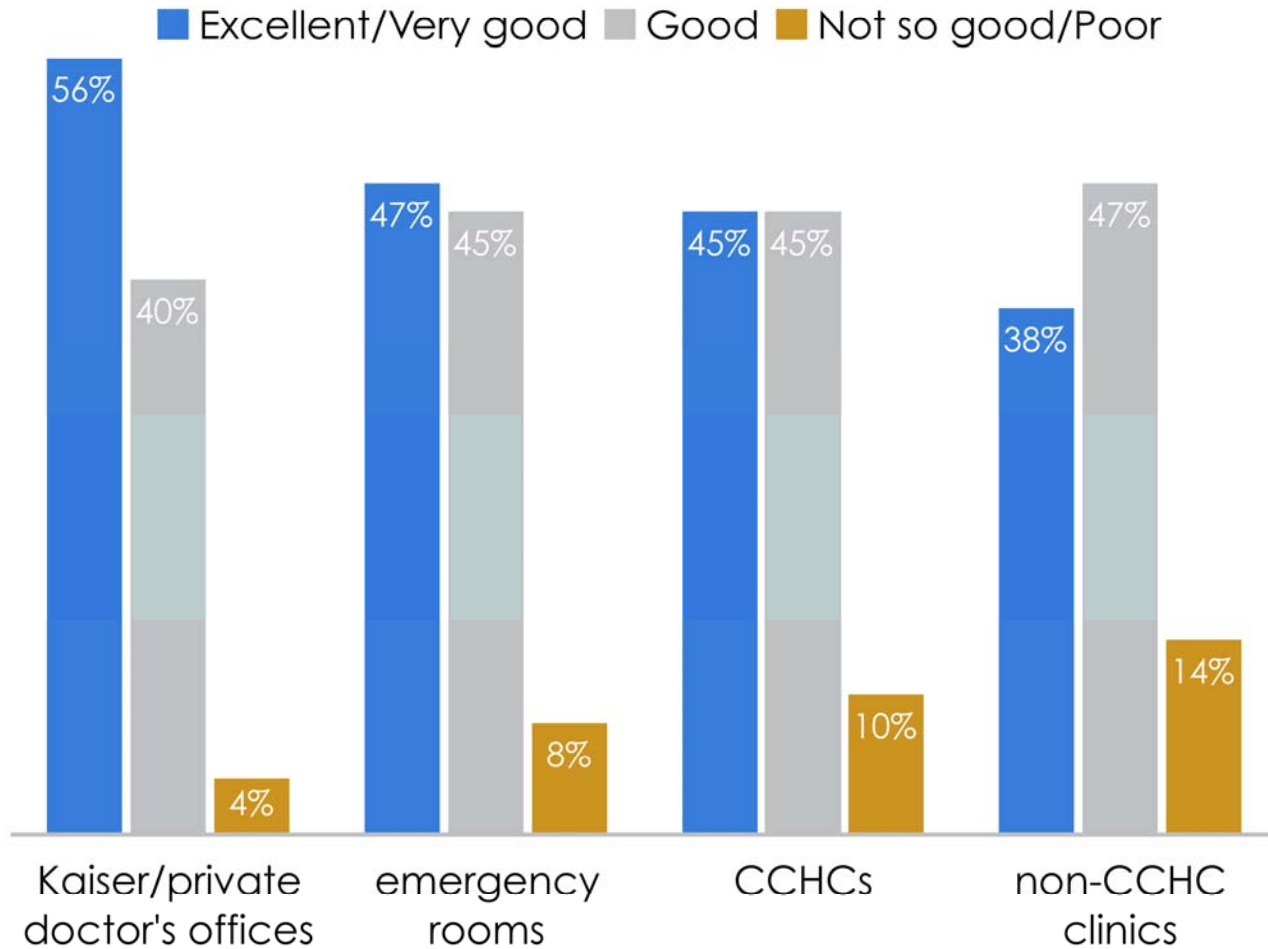
low-income Californians



“Clinic” includes community clinics and health centers, public hospital, county or city, private, other clinics

satisfaction with care

low-income Californians by facility type



top predictors of satisfaction

low-income Californians

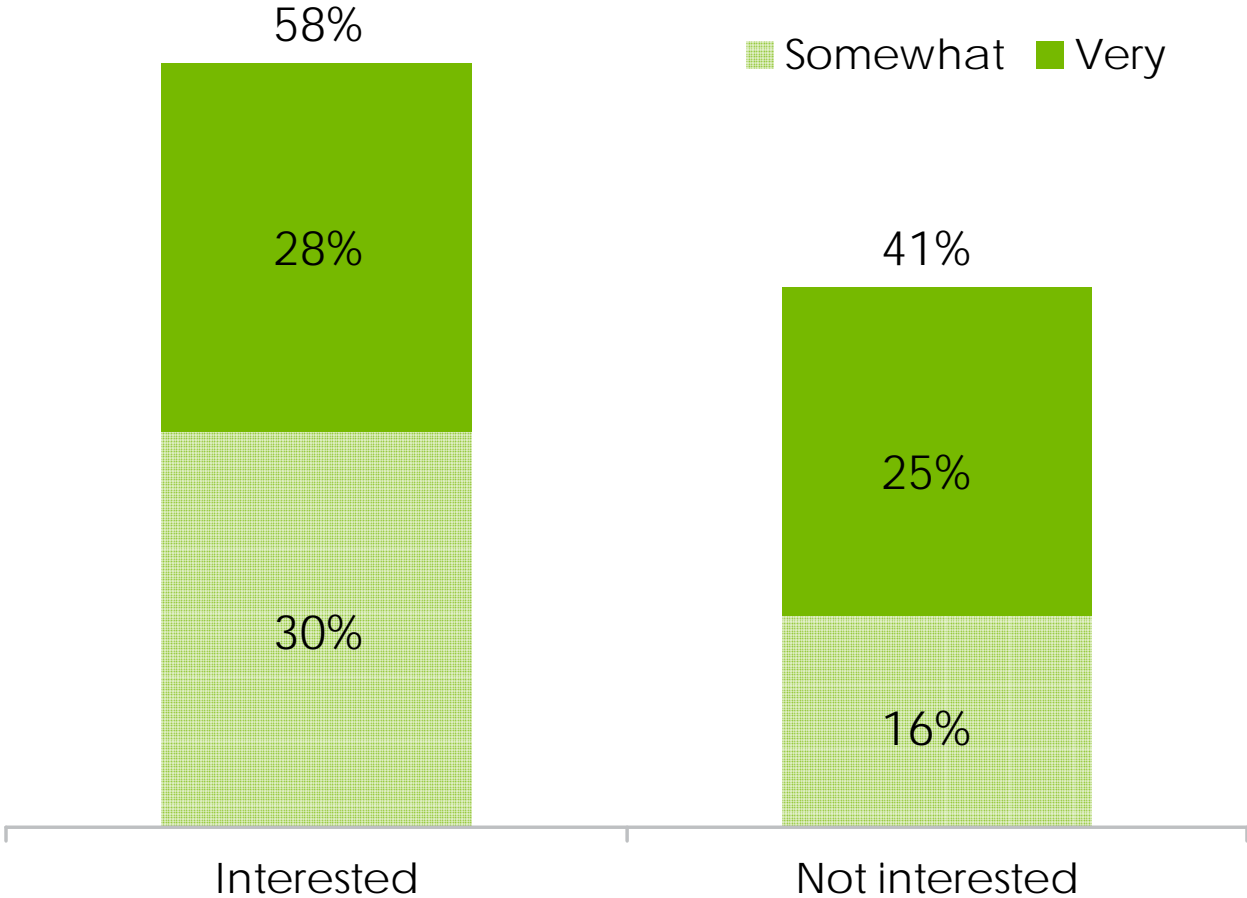
Statistical modeling reveals the prime determinants of overall satisfaction:

- Courtesy of staff
- Patient involvement in medical decisions
- Cleanliness and appearance of facility
- Amount of time the doctor spends with the patient
- Having a highly regarded personal doctor

Controlled for demographics, facility type and overall health status

broad interest in changing facility

low-income Californians



top predictors of interest in change

low-income residents of California

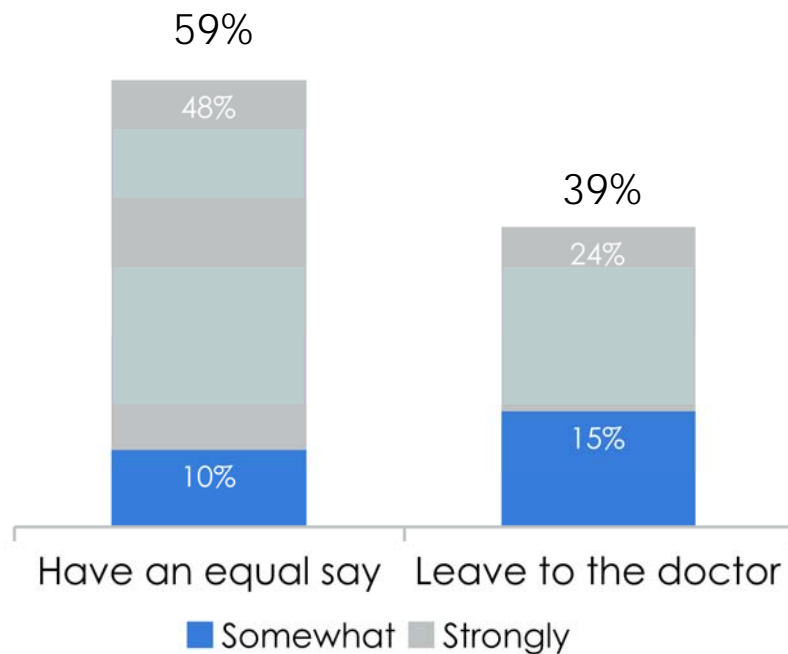
Statistical modeling reveals the prime determinants of interest in change:

- Lack a personal doctor and want one
- Lower ratings of current care
- No insurance or government-financed insurance
- Younger
- Employed
- No choice of facility
- Say care has worsened at current facility

Controlled for facility type and overall health status

patient-centered care: views on shared decision-making

low-income Californians



Prefer to have an equal say in health care decisions or leave decisions up to the doctor or nurse?

- Six in 10 say they want an equal say
- But still 39% prefer the more traditional model

california community clinics: the online conversation

Major themes in online comments

Positive comments outweighed negative 2:1

People approached clinics with very low expectations; many first-time patients were surprised to have a positive experience


Three themes to comments:

- Respect
- The clinic experience
- Helping the community

respect: good service




The future clinic



womens community clinic


THE CLINIC OUR SERVICES GET INVOLVED SUPPORT US

At the Women's Community Clinic, we are women taking care of women. Since 1999, we have provided a warm and welcoming environment where Bay Area women can access free health care and outreach services.




UCSF Young Women's Program at Women's Community Clinic

We are thrilled to collaborate with UCSF School of Nursing to provide prenatal care at the Women's Community Clinic.



Clinic Celebrates Grand Opening

More than 200 community members helped us celebrate the grand opening of our Fillmore St. location. Click [here](#) for photos.



Clinic Awarded \$1.5 million Grant

The Women's Community Clinic is recognized as a leading nurse managed health clinic by the US Dept. of Health and Human Services.

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SEARCH

"You give me the confidence and support I need to make decisions about my health."
—Maria, Client

DONATE ONLINE

SHOP EVENTS MEDIA

Sign up for our newsletter

WATCH OUR VIDEO

twitter FOLLOW ME and us on Facebook

We have 52 5 star reviews 

THE LOFT Community Profile
yoga & movement embodied
The Yoga Loft & Women's Community Clinic are pleased to offer a weekly donation-based Iyengar Yoga Class with Ana-Mari Hamada!

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Thank you

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