



Best Community Health Center

## BCHC Employee Perception Report 2009

### Verbatim Comment Table

Note: Comments in each row represent one individual's response to three comment questions. Comments are sorted in order of Overall Satisfaction by-location.

Form Number	Survey Completion Date:	OVERALL SATISFACTION	What aspects do you like the most about working at BCHC?	What aspects do you like the least about working at BCHC?	Is there anything that can be improved which would make BCHC, Inc. a better place for you to work or improve your effectiveness as an employee?	Location
88	09/10/09	Strongly Agree				Metro Medical
89	09/07/09	Strongly Agree	I love the variety of tasks in my day to day assignments.		Employee morale and a sense of mission seem very low. We focus on marketing to our communities, but could also focus on marketing BCHC internally.	Metro Medical
106	09/14/09	Strongly Agree	The delivery and application of the mission, knowing that everyday you can make a difference. The opportunity for professional growth and advancement. The everyday challenges force you to challenge yourself, often giving more of oneself.		The implementation and revision of systematic processes and approaches to address quality of care and service excellence. Organizational realignment is necessary in order to achieve goals and objectives.	Metro Medical

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101	09/09/09	Agree	Supporting the mission of Best Community by helping those in the community. Watching the corporation grow and expand.	Reward employees for overtime worked.	Has improved with hiring of Ste Managers and full-time providers. Keep employees motivated by rewarding them and keep the focus on the growth of BCHC.	Metro Medical

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102	09/10/09	Agree	Helping people. My manager gets input from us on how to make our area flow smoothly and after she studies the pros and cons she makes the appropriate decisions	Permanent Front Desk staff at BCHC.	Billing Dept. to take more responsibility in "investigating" slide applications. Front Desk staff should verify the basic "backup info" but to be expected to "investigate" slows checking in of patient, getting patient in to see the doctor, to say the least about insulting the patient. Front Desk staff is first pt. of face to face contact. The patient is sick and needs to see the doctor, not have to be interrogated by the Front Desk staff. That should be Billing Dept's responsibility. Also, providers take too much time pointing fingers at themselves and Front Desk staff, on simple issues that could be solved and patients could be assisted more adequately. Also, one nurse does not explain adequately to the patients instructions left for the patient. i.e. referral locations, and phone numbers. Lo[more]...	Metro Medical
85	09/10/09					Metro Medical
94	09/08/09	Strongly Agree	Helping the community.	Make 1 Friday in the month 1/2 day.	Open more offices in Harriett County.	Maple Drive Medical

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95	09/08/09	Strongly Agree	Serving the community; Hours of operation; Benefits; Close to home; Seeing the growth over the years. I think Ms. Jenkins is doing a great job as CEO. She puts forth the best she has. She is tough and stern, because she wants the employees @ BCHC to grow. She wants BCHC to serve the community and let the community to know we are here for them. She is dedicated.	Wish we could work 10 hours daily, off early on Fridays or Thursday from 8:30 to 5:00; For birthdays, have that day off with pay, an incentive/employee appreciation; Have family and friend's day at work; Family member to visit for lunch.	Make sure ALL employees, new and old, know policies and procedures and abide by them. Employees should read their handbooks and know what is expected of them as an employee. In the hiring process inform interviewee that changes may take place to help improve service to patients.	Maple Drive Medical
92	09/08/09	Agree	My co-workers and meeting new people everyday. I love the patients most.	I cannot think of anything.		Maple Drive Medical
93	09/08/09	Agree	Convenience, providing customer/patient services to all. Benefits.	Offering end of year bonuses if at all possible.		Maple Drive Medical
96	09/08/09	Agree	Benefits- the patients.	Better communication, organization, and salary increases.	Keep moving forward in a positive way.	Maple Drive Medical

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107	09/08/09	Disagree	No weekends, no holidays. 8:30-5:00. M,T,W,F.	Improvements need to be made by having adequate staffing to be able to perform all duties-answer phones, referrals, follow up on referrals. The mass of scanning to be put into charts, salary improvements, and reduce the late hours on Thursdays. It takes away from my family/kids. Not happy about rotating times when hired for 8:30-5:00. Do not continue to require coverage to other sites by a few staff-have adequate staff trained and in reserve ahead of time-do not wait until after they quit to hire. Also, I feel as if personal conversations/opinions are invaded, not understood. I need feel I can contact nursing coordinator and discuss items and improvements without penalty or scrutiny by site manager.	Instill better appointment processes, realistic patient load/quota, quality time for lunches-30 min and 15min breaks are not enough; not always able to go at set 30min time due to emergencies in office. Do not discourage overtime when those are willing to help complete tasks. More rewards for employees, not competitions between sites. New equipment to improve re/triage/procedures. Nursing/clinical staff needs to be supervised/managed by nursing coordinator, not Site Managers. Too confusing of who/what needs to be reported to whom and who knows nursing procedures (not Site Managers).	Maple Drive Medical
87	09/08/09	N/A				Maple Drive Medical

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75	09/08/09	Strongly Agree	Being a part of something that is bigger than me.	Give bonuses to the employee that goes the extra mile. Also, share some of the knowledge that affects each specific site.	Increase in pay for talented employees so the turnover would be less and recognize the employees by having an Employee Recognition day. Give out rewards, bonuses or extra benefits for the over and beyond employees.	Main Street Dental
81	09/10/09	Agree	The patients are wonderful and they make you have a reason to want to serve this community with dignity and respect.	Rewarding employees with incentives for jobs being well done. To make positive goals employees must have positive attitudes and employers that care.	Marketing.	Main Street Dental
104	09/10/09	Agree	My team and my supervisor and that we provide for the underprivileged.	To listen to the employees on advice for the clinics and to help them further their education related to their jobs.	To provide classes and seminars for growth on our job duties, better wages, listen to ideas on decisions.	Main Street Dental
105	09/10/09	Agree	The mission, convenience.	Fix the clinics before high standards are set. Pay employees what they are worth.	Let a doctor run this clinic instead of Administration because half of them do not know the in's and out's. Involve every clinic and treat them all the same. Lower standards!!!	Main Street Dental
79	09/08/09	Strongly Agree	I have compassion for the people and staff.	Communication. Thank you goes a long way.	Pay better. Communication, training.	Lakeview Medical

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82	09/15/09	Strongly Agree	Ms. LaTonya. I enjoy working for her and the building. She is extremely nice to me, and always gives me a copy of my paperwork back. Pleasure to work for her.			Lakeview Medical
84	09/08/09	Strongly Agree	Enjoy patient contact, and feel I help others.	In house classes. Ex: Teaching nurses on Thursdays and lab procedures for fill-in when needed.		Lakeview Medical
78	09/08/09	Agree	Teamwork.	Communication.	Communication to all employees working in every clinic.	Lakeview Medical
80	09/15/09	Agree	The mission that Best Community stands for, the people we serve.	Allow other management persons to tackle assignments.		Lakeview Medical
86	09/07/09	Agree	I get to fulfill my passion doing what I like best - helping others.	More opportunity for education, time allotted for self-improvement. Statspin down 4/09 understaffed.	Efficiency - patient satisfaction - decrease patient wait time. Schedule consistency. All clinical staff on same page. Every doctor follow same procedure for ordering to clinical staff, everyone should do always the same way.	Lakeview Medical
98	09/09/09	Agree	Helping people that otherwise would not have the means to.			Lakeview Medical

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103	09/08/09	Agree			Consistency throughout all clinics.	Lakeview Medical
100	09/09/09	Disagree	Ms. Rodriguez does tell everyone 'Thank you'. Helping people. I appreciate my Site Manager. She is very compassionate towards our patients and helps me see why I wanted to work here in the first place. She keeps me focused when I get irritated. Some days we are booked through lunchtime. Our Site Manager goes around filling in for those that need to take lunch. This daily routine pulls her away from her job. Some days it is hard to get away to go to the rest room. Sometimes patients take advantage of the guidelines established, which can cause unfounded complaints to administration.	Administration needs to support my Site Manager and not make her work in fear of losing her job over any little complaint that if it was not biased it could be used as teaching and not belittling. Most patient complaints are differences of opinion. If the patient understood that our center was always overbooked and sometimes the wait time is long but it is not our site manager's fault. We turn no one away. A couple of employees that worked at MSD will not give the site manager a chance to improve conditions because they do not want a site manager at all. They were hired before site managers. They do not like accountability. This causes division within our clinic. It would not matter who the site manager is. Result would be the same. Some employees at MSD [more]...	Micromanaging MSD should be done by the Site Manager and not Administration on these issues. Let her resolve complaints. There is an air of being fired throughout the clinic if one patient complains. This is not right. Too many Thursday morning meetings. My salary needs to be at least \$2.00 higher per hour. Some patients need to understand we are there to help them and we want to help them receive health care, but we do need them to complete paperwork and as a walk in will require a wait. Not all of the time, but sometimes. They get angry if they have to fill out paperwork. Some have been trained to complain to administration to get us in trouble which is unfounded. MSD always strives to take very good care of our patients. Some patients just like to make trouble,[more]...	Lakeview Medical
76	09/10/09	Agree				Forrest Hill Medical

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83	09/10/09	Agree				Forrest Hill Medical
90	09/08/09	Agree				Forrest Hill Medical
91	09/15/09	Agree				Forrest Hill Medical
97	09/09/09	Agree	Working with the patients and most of my coworkers, my supervisor and providers. Dr. Hernandez and Ms. Laura Jenkins are awesome.	Better pay and benefits. Give opportunity to increase job knowledge to include outside classes. Pay employees for their experience, which is invaluable.	Out of the blue do things to boost employee morale, not only when it is special occasions, Health Fair, Anniversary.	Forrest Hill Medical
99	09/09/09	Agree	The fact that everyone seems to get along with each other. They also try to help each other.	No. Everything is fine with me.	None whatsoever.	Forrest Hill Medical
77	09/08/09		I work with a great crew and an excellent manager.	I could use a printer for requisitions in the lab.		Forrest Hill Medical