

Know Your Provider



The IHCRC medical providers try to establish a positive relationship with their patients. In November 2020, a patient satisfaction survey showed that only 64% of surveyed patients knew the name of their medical provider. We set a goal to increase that number to at least 75%. To achieve this goal, several providers placed colorful biosketch cards for them and their team members on their exam room bulletin boards. We hoped this information would remind patients of their team's names and other information. On the November 2021 patient satisfaction survey, 85% of patients knew their provider's/nurse's names, which surpassed our goal of 75%. We encourage our patients to know their provider and become comfortable with discussing their health care.