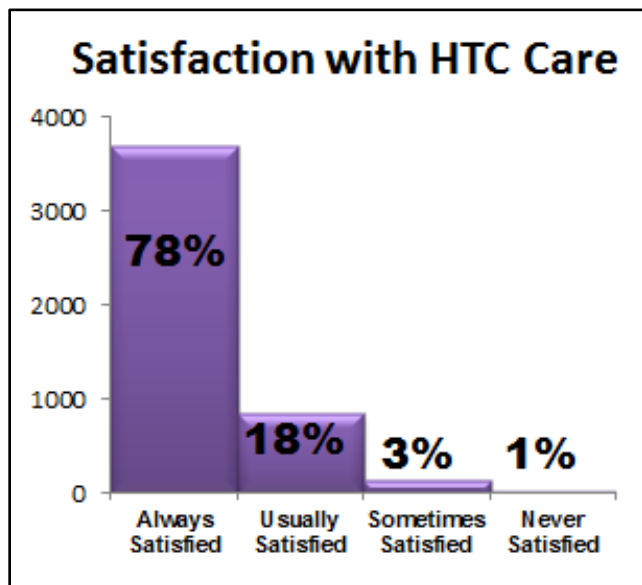


Patient Satisfaction with U.S. Hemophilia Treatment Centers: What Did We Learn?



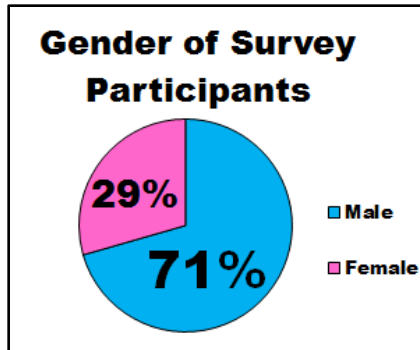
Patient satisfaction with Hemophilia Treatment Centers (HTCs) is important. Input from patients tells us what HTCs across the country are doing well and where HTCs can improve services. Direct input from patients helps HTCs improve practices to provide the best care.

In early 2015, over 130 HTCs around the country sent out a survey to patients asking about their levels of satisfaction with their care during 2014. Over 5000 patients filled out this first-ever national Patient Satisfaction Survey (PSS). The answers are helping HTCs better understand patient views about HTC strengths and weaknesses.



What did we find out? We learned that more than nine out of ten patients were “always” or “usually” satisfied with their HTC care. But we learned much more. We found differences in patient satisfaction around the country. We learned about ways our HTCs could improve.

While surveys identified the HTC the patient used, every response was anonymous. This allowed patients to give direct and honest feedback, including highlighting problems that may not have been specifically addressed in a question. Nearly a third of the surveys were from female patients, reflecting the general HTC population.



While overall the results were positive, there were issues commonly reported across the country that deserve attention. Each center received their own feedback allowing them to learn more about challenges

patients face in order to find ways to improve care.

We have created a series of articles that address various trends in the responses we received. We will share these articles in the coming months with both patients and our centers. We hope these will provide valuable information and support patient care improvements around the country.

The data from our first survey provided interesting insights into how HTCs are working for different segments of the bleeding disorders community. Bookmark our site, www.htcsurvey.com and check back often as we will be adding articles in the coming months. Articles to be shared via the web and other publications will focus on

- **Voices of Females with von Willebrand Disease**
- **Where is Insurance a Barrier to HTC care?**
- **How Do HTCs Help Adolescents?**
- **Voices of Males with von Willebrand Disease**
- **Voices of Adult Men**
- **Women with Bleeding Disorders**
- **Does Location Matter in Satisfaction with HTC care?**
- **Does Diagnosis Play a role in HTC satisfaction?**
- **Where is Language a Barrier to HTC care?**

You can read these articles once posted, and find more information about the survey at htcsurvey.com.

Information about the upcoming 2018 Patient Satisfaction Survey will be made available toward the end of 2017.

For any questions regarding the 2015 survey or the 2018 survey, please contact us at HTCSurvey@ucdenver.edu.