



# CITY OF MANITOWOC

WISCONSIN, USA  
[www.manitowoc.org](http://www.manitowoc.org)



TO: Personnel Committee  
FROM: Jessie Lillibridge, Human Resources Director  
RE: Human Resources Office Update  
DATE: February 4, 2019

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The Human Resources Office has worked on the following projects and initiatives since our last meeting:

### **Recruiting**

- Hired: DPI Laborer (4)
- Hired/Promoted: Operations Park Planner
- Promoted: Several PD employees due to retirement
- Advertising: Police Officer (continuous)
- Advertising: Firefighter/Paramedic (continuous)
- Advertising: Seasonals
- Advertising: Transit Driver (continuous)
- Advertising: Associate Planner – Business & Housing Development
- Advertising: DPI Laborer
- Advertising: Transit Division Manager
- Advertising: CSW Intern
- Interviewing: Admin Support Specialist (Eng-part-time)
- Interviewing: Associate Planner – Business & Housing Development
- Interviewing: DPI Laborer

### **Employee Relations**

- Continuing to respond to employee concerns/questions.
- Investigation and discipline for employees continues as requested by Department Heads and Supervisors.
- The firefighter collective bargaining agreement will expire at the end of 2018. Negotiations are going well. We have retained Attorney Mark Olson to assist with our legal counsel during the process. We are trying to mediate an agreement but it appears that we will file a declaratory ruling on the permissive subjects that we believe the contract contains.
- Performance evaluations for 2018 and goal setting for 2019 has begun. Still waiting for evals to be returned from several supervisors.

### **Organizational Development & Training**

- Working with departments on succession planning with employees as necessary. Several employees in key positions have announced plans for retirement in the upcoming year. Working on plans for each of these with Department Heads and Supervisors.

- The Tuition Reimbursement program continues to be used by employees. Supervisors have been encouraging employees interested in furthering their education to consider the program.
- Spot Award and STAR Award programs continue to be successful.
- The years of service and retiree recognition program has received positive feedback. We plan to continue this program in 2019.
- Meeting quarterly with each department head to identify training needs, performance issues, succession planning, and feedback for HR.
- Working on an employee satisfaction survey after receiving feedback that employees are unhappy with their work/life balance. The hope is that we can use the survey results to focus on improving the workplace culture and the relationship between employees and supervisors.
- Working on performance evaluation training for supervisors in 2019.

#### **Compensation, Benefits & Wellness**

- Manty Health & Wellness Center operations continue to go well. Positive feedback from employees. Attached is the monthly report.
- Continuing to work through issues with Anthem. We have scheduled a monthly call with Anthem and ABRC (Associated Benefits & Risk Consulting) to discuss issues.
- Onsite nurse visits occur twice a month.
- Wellness Committee – monthly health topics and lunch and learn programs. Our 2019 events are under way, including Lunchtime Yoga, step challenges, incentives for using the City Hall fitness facility, and incorporating Go365 into the initiatives.
- Our broker will reevaluate our dental plan and may recommend switching plans this year due to the costs and some restrictions of the current plan.
- Our broker will also vet some potential short-term disability providers.
- Implementation of the new benefits plan year continues. We are working with vendors to resolve some implementation issues.
- ACA Reporting is once again required for 2018. Working with Finance to complete necessary reports.

#### **Safety & Risk Management**

- Safety committee meeting and discussion, continuing monthly topics.
- Continuing the lost time injury program, employees continue to report safety concerns.
- Emergency response plans for all City buildings in progress. The plans are being updated with each specific building's information and will be distributed when completed.
- Developed a city-wide Drug & Alcohol Policy for all employees, along with a separate policy for DOT-regulated employees.
- City Hall and the WWTF have scheduled Active Shooter Drills. Drills have been done at Maritime Metro, Rahr-West, and the Library so far.
- Working with Building & Grounds to develop a key/access control policy and procedure.
- Working on the required WC self-insurer report for the state of Wisconsin.
- Working to develop a City vehicle usage policy.
- Reasonable Suspicion Training for supervisors is scheduled for March 19.
- Our annual work plan meeting with CVMIC was held on Jan 31.

### Administration

- Working with departments on job description updates. This is an ongoing project. Supervisors and Managers will be reviewing all job descriptions with employees as a part of the annual evaluation process.
- Working with Kronos on the HRIS implementation. A decision was made not to move forward with the timekeeping and accruals portion of Kronos due to some Springbrook limitations. During this process, it was discovered that Springbrook was capable of doing a lot more as a payroll system (automatically calculate overtime rules, holidays, etc.) so we plan to look into this with Finance in 2019. The Kronos HR module is built. We are spot-checking and in training.
- Working with IT to streamline the process of onboarding new employees and ensuring they have access to all appropriate technology. This item has been placed on hold as the MPU employee involved is on extended leave.
- Working on budget carryover requests from 2018.
- Working on finding a Performance Management software system.

### Separations

- Assistant Police Chief (retired)
- Completed exit interviews with voluntary separations/retirements

*Attachment*

# Aurora BayCare Manty Health and Wellness Clinic Summary

City of Manitowoc  
YTD December, 2018



*Aurora BayCare Medical Center*



Aurora Health Care®



BAYCARE CLINIC

# City of Manitowoc - Overall Summary

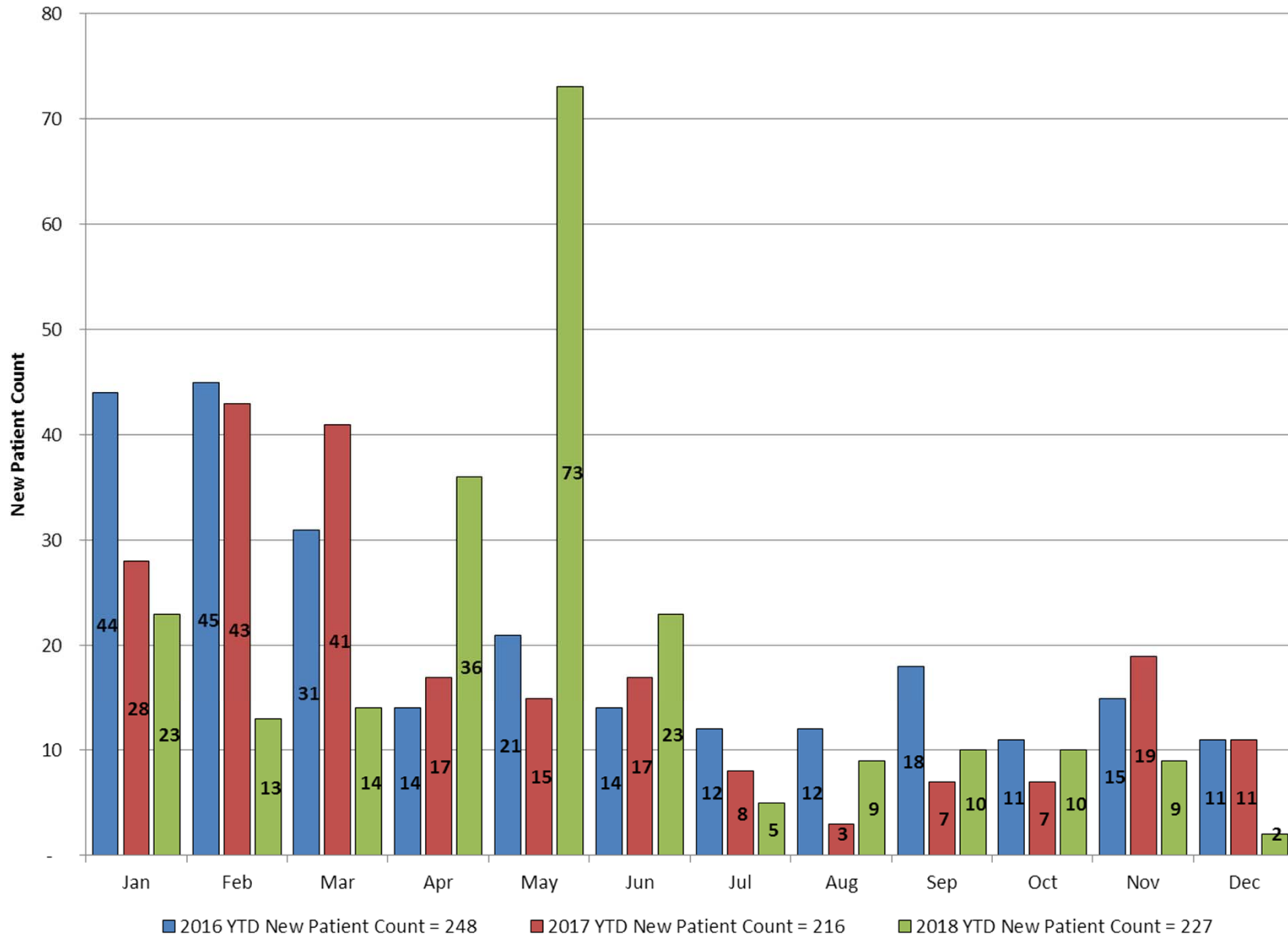
<i>City of Manitowoc Services</i>	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>December YTD 2018</i>
Clinic Nurse Practitioner Services (Hour)	\$ 5,183.20	\$ 4,712.00	\$ 5,183.20	\$ 4,947.60	\$ 5,418.80	\$ 4,947.60	\$ 5,183.20	\$ 5,183.20	\$ 4,712.00	\$ 5,418.80	\$ 3,955.00	\$ 3,899.00	\$ 58,743.60
Facility Rent	\$ 172.05	\$ 172.05	\$ 172.05	\$ 172.05	\$ 172.05	\$ 172.05	\$ 172.05	\$ 172.05	\$ 172.05	\$ 172.05	\$ -	\$ -	\$ 1,720.50
Pharmacy	\$ 650.61	\$ 438.71	\$ 576.30	\$ 369.16	\$ 567.77	\$ 440.92	\$ 490.11	\$ 456.17	\$ 457.34	\$ 527.22	\$ 449.21	\$ 420.09	\$ 5,843.61
Clinic Vaccine	\$ 79.00	\$ 57.00	\$ 221.00	\$ 60.00	\$ 142.00	\$ 78.00	\$ -	\$ -	\$ 25.00	\$ 131.00	\$ 397.00	\$ 141.00	\$ 1,331.00
Labs	\$ 80.63	\$ 102.19	\$ 114.88	\$ 149.70	\$ 199.09	\$ 96.64	\$ 177.25	\$ 59.48	\$ 137.22	\$ 214.22	\$ 417.15	\$ 279.15	\$ 2,027.60
Health Coaching Deposit	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,000.00	\$ (17.50)	\$ 982.50
Health Coaching	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 17.50	\$ 17.50
<b>Aurora Employer Clinic Charges Invoiced</b>	<b>\$ 6,165.49</b>	<b>\$ 5,481.95</b>	<b>\$ 6,267.43</b>	<b>\$ 5,698.51</b>	<b>\$ 6,499.71</b>	<b>\$ 5,735.21</b>	<b>\$ 6,022.61</b>	<b>\$ 5,870.90</b>	<b>\$ 5,503.61</b>	<b>\$ 6,463.29</b>	<b>\$ 6,218.36</b>	<b>\$ 4,739.24</b>	<b>\$ 70,666.31</b>
<i>Charges Avoided</i>	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>December YTD 2018</i>
Customary Charges	\$ 9,477.88	\$ 6,540.66	\$ 10,864.36	\$ 5,239.27	\$ 10,733.55	\$ 7,598.51	\$ 3,455.39	\$ 6,068.31	\$ 5,701.85	\$ 6,634.28	\$ 7,419.52	\$ 7,354.12	\$ 87,087.70
Additional Charges	\$ 111.59	\$ 42.32	\$ 229.40	\$ 274.01	\$ 159.70	\$ -	\$ 23.92	\$ 12.36	\$ 18.54	\$ 238.86	\$ 484.55	\$ 28.71	\$ 1,623.96
<b>Total Charges Avoided</b>	<b>\$ 9,589.47</b>	<b>\$ 6,582.98</b>	<b>\$ 11,093.76</b>	<b>\$ 5,513.28</b>	<b>\$ 10,893.25</b>	<b>\$ 7,598.51</b>	<b>\$ 3,479.31</b>	<b>\$ 6,080.67</b>	<b>\$ 5,720.39</b>	<b>\$ 6,873.14</b>	<b>\$ 7,904.07</b>	<b>\$ 7,382.83</b>	<b>\$ 88,711.66</b>
<b>Total Savings</b>	<b>\$ 3,423.98</b>	<b>\$ 1,101.03</b>	<b>\$ 4,826.33</b>	<b>\$ (185.23)</b>	<b>\$ 4,393.54</b>	<b>\$ 1,863.30</b>	<b>\$ (2,543.30)</b>	<b>\$ 209.77</b>	<b>\$ 216.78</b>	<b>\$ 409.85</b>	<b>\$ 1,685.71</b>	<b>\$ 2,643.59</b>	<b>\$ 18,045.35</b>
<i>City of Manitowoc Visits</i>	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>December YTD 2018</i>
Provider Visit	51	36	55	21	43	36	19	27	31	31	31	37	418
Nurse Visit	5	7	8	35	75	16	6	13	7	21	12	7	212
Lab Visit	20	15	19	42	85	23	4	15	15	23	63	34	358
Vaccine	2	3	6	1	4	2	-	2	1	7	13	5	46
<b>Total Patient Visits</b>	<b>78</b>	<b>61</b>	<b>88</b>	<b>99</b>	<b>207</b>	<b>77</b>	<b>29</b>	<b>57</b>	<b>54</b>	<b>82</b>	<b>119</b>	<b>83</b>	<b>1,034</b>
<i>Total Provider Visit Types</i>	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>December YTD 2018</i>
OFFICE/OUTPT VISIT,NEW,LEVL II	1	1	4	1	-	-	-	-	-	-	-	-	7
OFFICE/OUTPT VISIT,NEW,LEVL III	9	5	6	6	5	5	1	8	4	6	4	3	62
OFFICE/OUTPT VISIT EST LEVEL II	1	2	1	2	2	1	3	-	2	1	-	-	15
OFFICE/OUTPT VISIT EST LEVEL III	34	24	25	11	31	19	10	13	22	19	19	25	252
OFFICE/OUTPT VISIT EST LEVEL IV	3	2	18	-	3	6	4	2	2	5	4	7	56
OFFICE/OUTPT VISIT EST LEVEL V	-	-	-	-	-	-	-	-	-	-	1	-	1
PREV NEW AGE 12-17	-	-	-	-	-	2	-	-	-	-	-	-	2
PREV NEW AGE 18-39	1	-	-	-	1	-	-	-	-	-	1	1	4
PREV EST AGE 05-11	-	-	1	-	-	-	-	-	-	-	-	-	1
PREV EST AGE 12-17	-	1	-	1	1	3	-	3	-	-	-	1	10
PREV EST AGE 18-39	1	1	-	-	-	-	-	-	-	-	-	-	2
PREV EST AGE 40-64	-	-	-	-	-	-	1	-	-	-	1	-	2
<b>Grand Total</b>	<b>51</b>	<b>36</b>	<b>55</b>	<b>21</b>	<b>43</b>	<b>36</b>	<b>19</b>	<b>27</b>	<b>31</b>	<b>31</b>	<b>31</b>	<b>37</b>	<b>418</b>
<i>Total Nurse Visit Types</i>	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>December YTD 2018</i>
OFFICE/OUTPT VISIT EST LEVEL I	5	7	8	35	75	16	6	13	7	21	12	7	212
<b>Grand Total</b>	<b>5</b>	<b>7</b>	<b>8</b>	<b>35</b>	<b>75</b>	<b>16</b>	<b>6</b>	<b>13</b>	<b>7</b>	<b>21</b>	<b>12</b>	<b>7</b>	<b>212</b>

**City of Manitowoc - Invoice Summary**  
**Patient Services/Vaccine/Clinic Labs**  
**Service Month: December 2018**

Patient Services						
Company			Description	Monthly Rate	Quantity/Participants	Total Monthly Fee
CITY			Monthly eligible me	\$ 7.00	557	\$ 3,899.00
CITY			Pharmacy Decembe	\$ 420.09	1	\$ 420.09
CITY			Health Coaching De	\$ 35.00	0.5	\$ 17.50
CITY			Health Coaching De	\$ 35.00	-0.5	\$ (17.50)
Vaccine						
Company	CPT code		Description	Contract Rate	Total Quantity	Total Cost
CITY	90471		IMMUNIZATION AD	No Charge	5	\$ -
CITY	90686		INFLUENZA QUADR	\$ 19.00	2	\$ 38.00
CITY	90714.02		TD PRES FREE VACC	\$ 25.00	1	\$ 25.00
CITY	90715		TETANUS/DIPHTHER	\$ 39.00	2	\$ 78.00
CITY						\$ -
CITY						\$ -
<b>Total Clinic Vaccine</b>						<b>\$ 141.00</b>

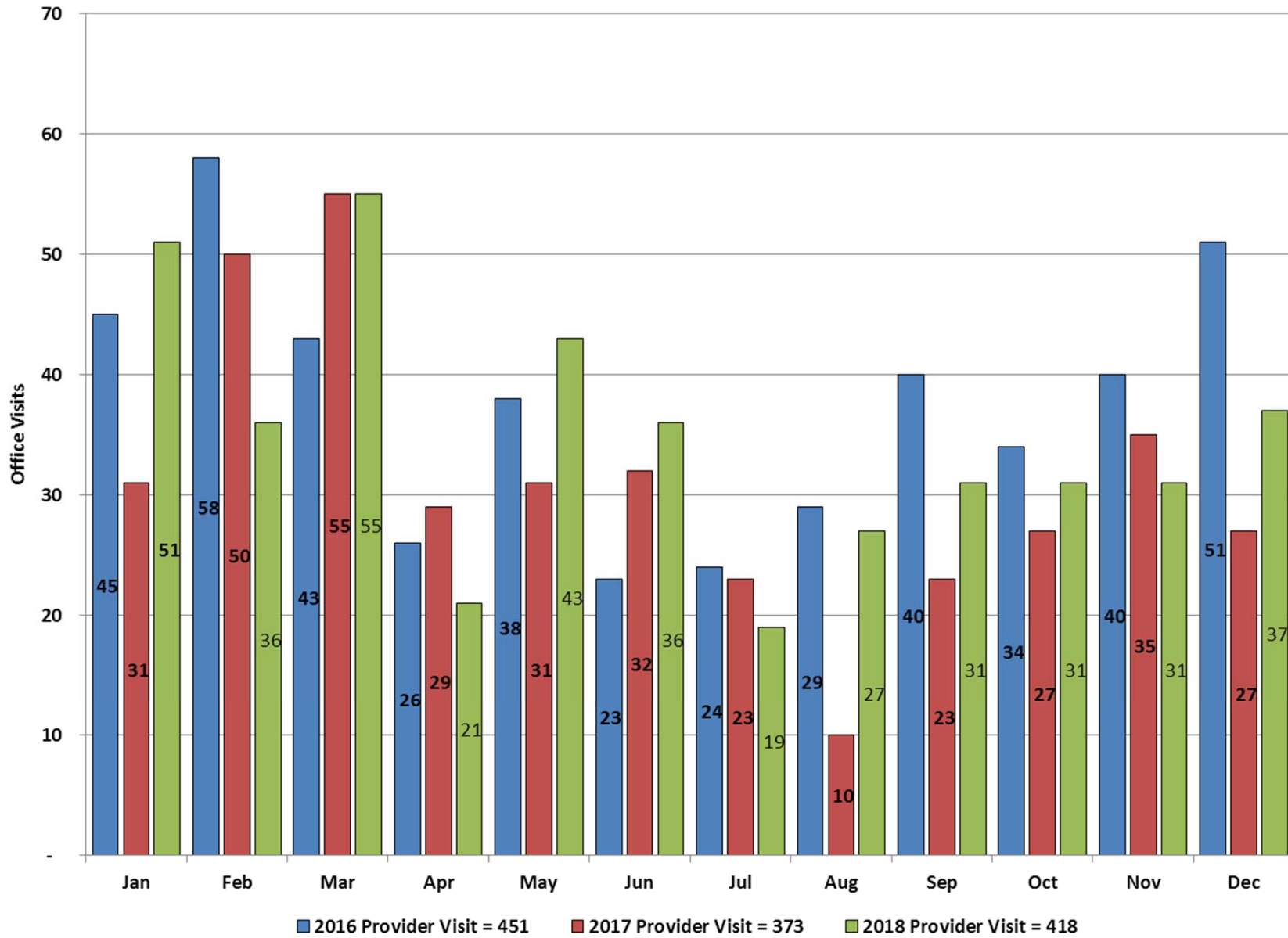
Clinic Labs						
Company	CPT Code		Test Name	Contract Rate	Sum of Quantity	Total Lab Fee
CITY	80048	BPNL	BASIC METABOLIC P	\$ 3.62	3	\$ 10.86
CITY	80053	CPNL	COMP METABOLIC	\$ 4.50	2	\$ 9.00
CITY	80061	LIPDPL	LIPID PNL W/O REF	\$ 4.01	1	\$ 4.01
CITY	80061	LIPPNL	LIPID PANEL W/REF	\$ 5.58	2	\$ 11.16
CITY	81001	UCOMCS	COMP.UA, C/S IF IN	\$ 4.84	1	\$ 4.84
CITY	81003	UACS	UA,C/S IF IND.	\$ 3.81	1	\$ 3.81
CITY	82043	MAR	MICROALBUMIN,RA	\$ 4.59	1	\$ 4.59
CITY	83036	GLYH	HEMOGLOBIN A1C	\$ 4.95	1	\$ 4.95
CITY	84144	PROGS	PROGESTERONE	\$ 7.14	1	\$ 7.14
CITY	84153	PSA	PROSTATE SPECIFIC	\$ 11.95	1	\$ 11.95
CITY	84439	FT4	FREE T4	\$ 4.83	1	\$ 4.83
CITY	84443	TSH	TSH	\$ 4.83	1	\$ 4.83
CITY	84481	FT3	FREE T3	\$ 11.31	1	\$ 11.31
CITY	84550	URIC	URIC ACID	\$ 2.58	1	\$ 2.58
CITY	84702	HCGQT	HCG QUANTITATIVE	\$ 4.05	1	\$ 4.05
CITY	85004	DIFA	DIFFERENTIAL	Not on Contract	3	\$ -
CITY	85027	CBCNO	HEME PROFILE	\$ 4.92	3	\$ 14.76
CITY	87077	AI1	AEROBIC IDENTIFIC	\$ 21.16	1	\$ 21.16
CITY	87081	STTH	CULTURE STREP GR	\$ 16.33	7	\$ 114.31
CITY	87086	URC	URINE CULTURE	\$ 15.24	1	\$ 15.24
CITY	87088	UPI	URINE PRESUMPTIV	\$ 13.77	1	\$ 13.77
CITY	87186	ZZ00	SUSCEPTIBILITY	Not on Contract	1	\$ -
						\$ -
<b>Total Lab</b>						<b>\$ 279.15</b>
					<b>TOTAL INVOICED</b>	<b>\$ 4,739.24</b>
Health Coaching Credit						
Company	CPT code		Description	Contract Rate	Total Quantity	Total Cost
CITY			Health Coaching Cre	\$ 1,000.00	1	\$ 1,000.00
CITY			Health Coaching Del	\$ 35.00	-0.5	\$ (17.50)
CITY						\$ -
CITY						\$ -
CITY						\$ -
CITY						\$ -
<b>Total Clinic Vaccine</b>						<b>\$ 982.50</b>

## City of Manitowoc - New Patient Summary

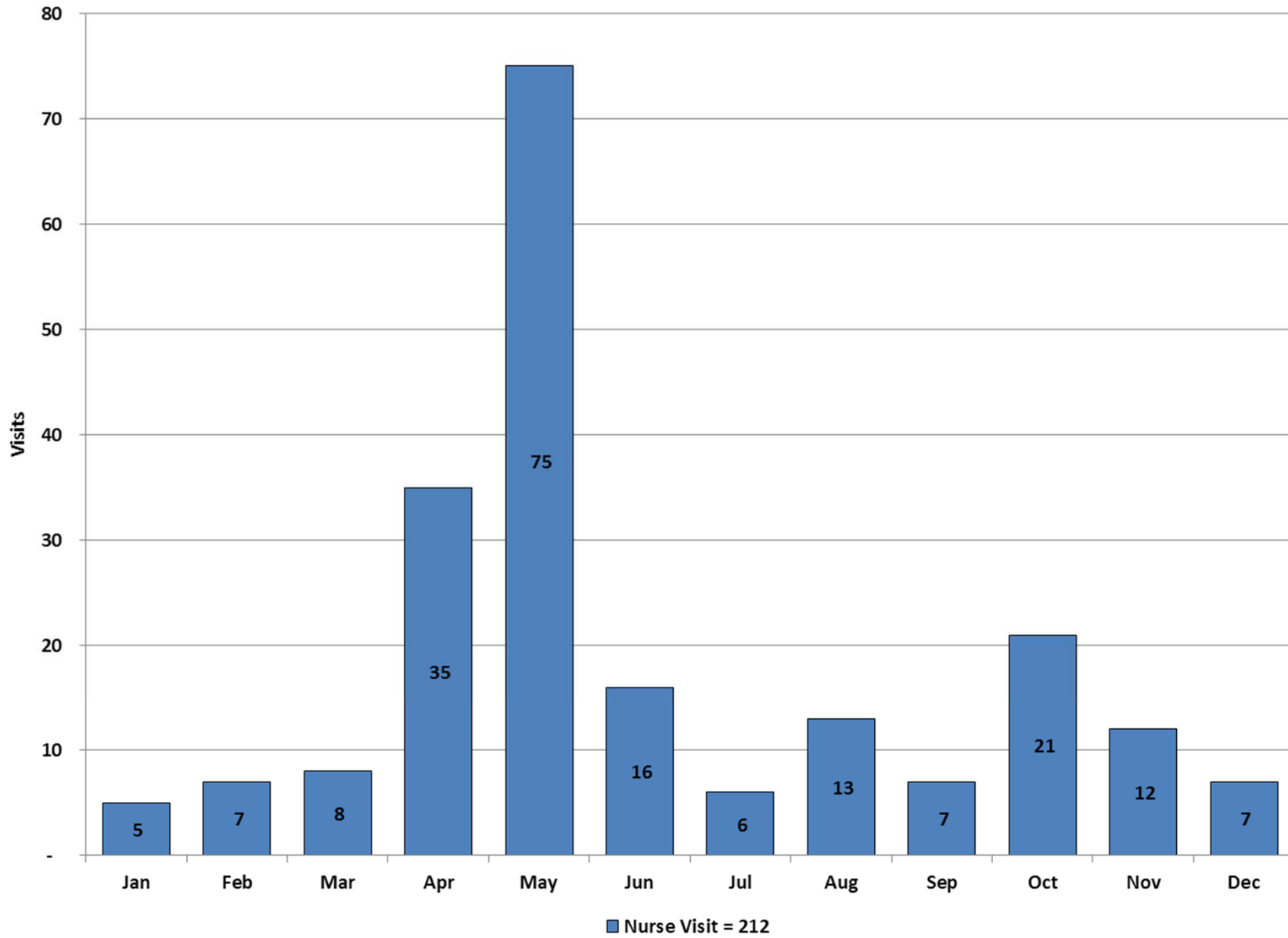




## City of Manitowoc - Provider Visits YTD Summary



## City of Manitowoc - Nurse Visits YTD Summary



# City of Manitowoc - Visits By Day Summary Pg 1

## Provider Visits - December 2018

<i>Visit Type</i>	<i>Appointment Time</i>	<i>Appointment Date</i>	<i>Appointment Length (Minutes)</i>	<i>Monday</i>	<i>Tuesday</i>	<i>Wednesday</i>	<i>Thursday</i>	<i>Friday</i>	<i>Total</i>
Provider Visit	8:00:00 AM	12/17/2018	30	1					1
Provider Visit	8:00:00 AM	12/21/2018	30					1	1
Provider Visit	8:00:00 AM	12/27/2018	30				1		1
Provider Visit	8:30:00 AM	12/12/2018	30			1			1
Provider Visit	9:30:00 AM	12/18/2018	30		1				1
Provider Visit	9:30:00 AM	12/21/2018	30					1	1
Provider Visit	10:00:00 AM	12/4/2018	30		1				1
Provider Visit	10:00:00 AM	12/7/2018	30					1	1
Provider Visit	10:00:00 AM	12/13/2018	30				1		1
Provider Visit	10:00:00 AM	12/21/2018	30					1	1
Provider Visit	1:00:00 PM	12/10/2018	30	1					1
Provider Visit	4:00:00 PM	12/3/2018	30	1					1
Provider Visit	4:00:00 PM	12/10/2018	15	1					1
Provider Visit	4:00:00 PM	12/17/2018	30	1					1
Provider Visit	4:00:00 PM	12/20/2018	30				1		1
Provider Visit	8:45:00 AM	12/27/2018	30				1		1
Provider Visit	9:00:00 AM	12/28/2018	30					1	1
Provider Visit	11:30:00 AM	12/7/2018	30					1	1
Provider Visit	11:30:00 AM	12/21/2018	30					1	1
Provider Visit	10:30:00 AM	12/6/2018	30				1		1
Provider Visit	10:30:00 AM	12/10/2018	30	1					1
Provider Visit	10:30:00 AM	12/12/2018	30			1			1

# City of Manitowoc - Visits By Day Summary Pg 2

Provider Visits - December 2018									
Visit Type	Time	Date	Length (Minutes)	Monday	Tuesday	Wednesday	Thursday	Friday	Total
Provider Visit	10:30:00 AM	12/18/2018	30		1				1
Provider Visit	10:30:00 AM	12/19/2018	30			1			1
Provider Visit	10:30:00 AM	12/21/2018	30					1	1
Provider Visit	3:30:00 PM	12/3/2018	30	1					1
Provider Visit	1:30:00 PM	12/3/2018	30	1					1
Provider Visit	1:30:00 PM	12/27/2018	30				1		1
Provider Visit	2:00:00 PM	12/17/2018	30	1					1
Provider Visit	2:30:00 PM	12/12/2018	30			1			1
Provider Visit	2:30:00 PM	12/17/2018	30	1					1
Provider Visit	3:00:00 PM	12/6/2018	30				1		1
Provider Visit	3:00:00 PM	12/7/2018	30					1	1
Provider Visit	3:00:00 PM	12/21/2018	30					1	1
Provider Visit	4:15:00 PM	12/12/2018	15			1			1
Provider Visit	1:45:00 PM	12/11/2018	30		2				2
<b>Grand Total</b>				<b>10</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>10</b>	<b>37</b>

Number of Cancelled/No Show Visits - December 2018			
Date	Cancellation	No Show	Total
12/11/2018	1		1
12/21/2018		1	1
12/24/2018	1		1
12/28/2018		1	1
12/10/2018		1	1
12/26/2018		1	1
			-
<b>Grand Total</b>	<b>2</b>	<b>4</b>	<b>6</b>

Nurse Visits - December 2018	
Visit Type	Total
Nurse Visit	7
<b>Grand Total</b>	<b>7</b>

# City of Manitowoc - Vaccine Summary

## YTD Quantity

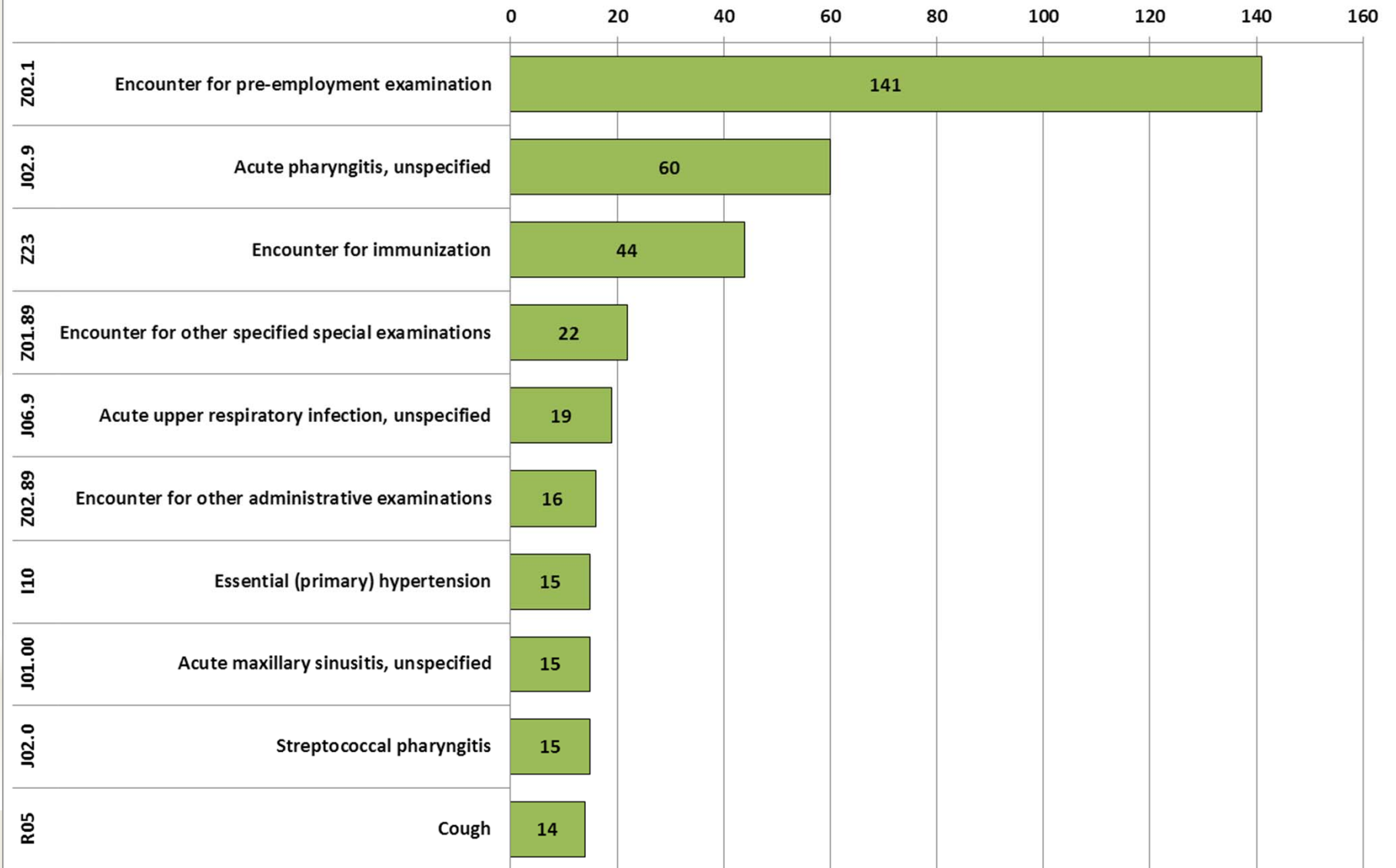
CPT Code	Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Qty
90471	IMMUNIZATION ADMIN SINGLE OR FIRST	2	3	3	1	4	2		2	1	7	13	5	43
90472	IMMUNIZATION ADMIN 2+			1									-	1
90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACC, IM	1	3	1							2	9	2	18
90688	INFLUENZA QUADRIVALENT SPLIT 0.5 ML VACC, IM										4	1	-	5
90714.02	TD PRES FREE VACC, 7+ YRS			1		1			1	1	1	1	1	7
90715	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS			3		3	2					1	2	11
90746	HEP B VACC ADULT 3 DOSE, IM	1		1	1				1			1		5
<b>Total</b>		<b>4</b>	<b>6</b>	<b>10</b>	<b>2</b>	<b>8</b>	<b>4</b>	<b>-</b>	<b>4</b>	<b>2</b>	<b>14</b>	<b>26</b>	<b>10</b>	<b>90</b>

## YTD Cost

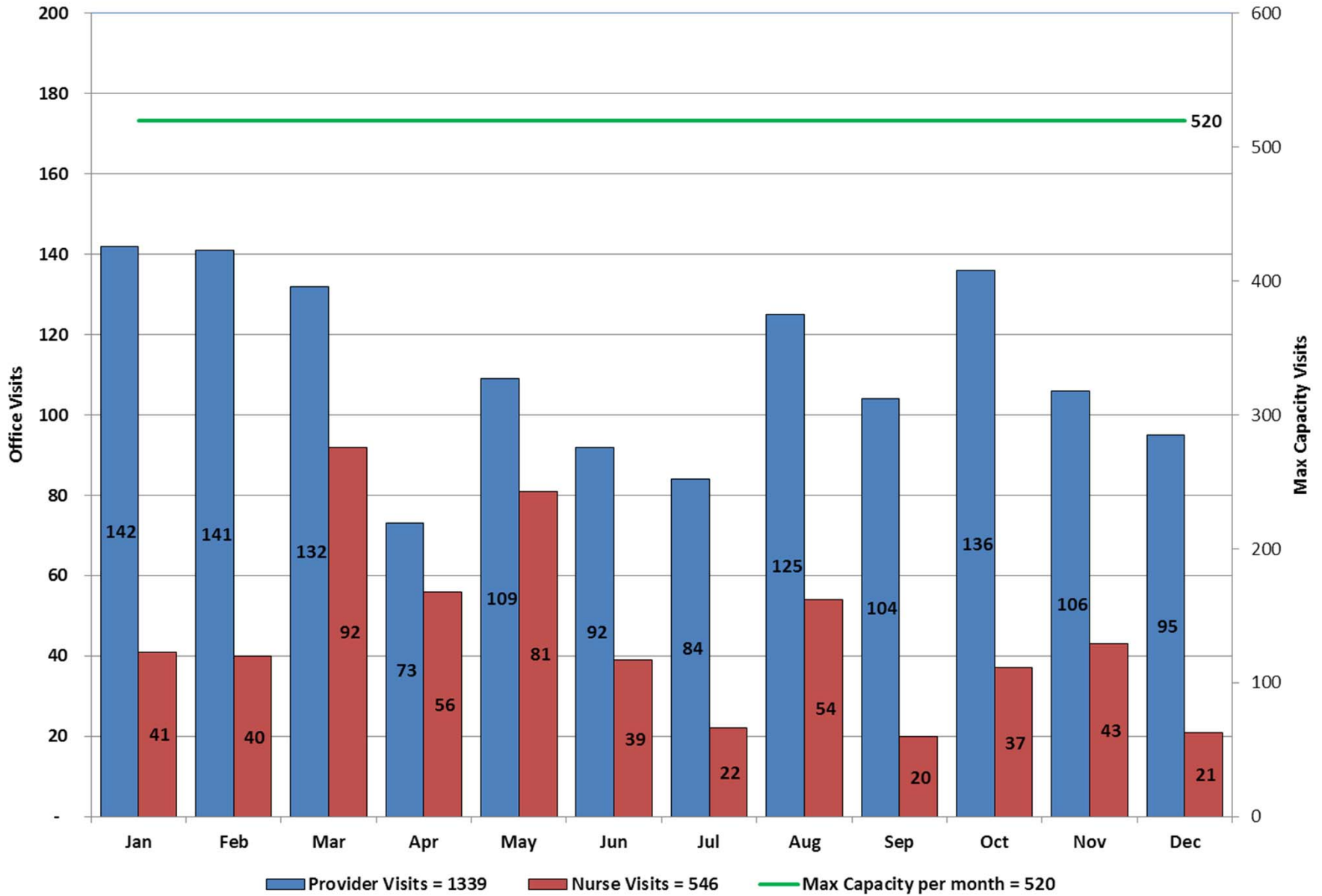
CPT Code	Description	Cost	YTD Qty	Total YTD Cost
90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACCINE	\$ 19.00	18	\$ 342.00
90688	INFLUENZA QUADRIVALENT SPLIT 0.5 ML VACC, IM	\$ 17.00	5	\$ 85.00
90714.02	TD 7 YRS+ PRESERVATIVE FREE	\$ 25.00	7	\$ 175.00
90715	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS	\$ 39.00	11	\$ 429.00
90736	Shingles (Zostavax) Vaccine	\$ -	-	\$ -
90746	HEPATITIS B VACCINE ADULT IM 3 DOSE SCHEDULE	\$ 60.00	5	\$ 300.00
<b>Total</b>			<b>46</b>	<b>\$ 1,331.00</b>

## City of Manitowoc - Top Ten Diagnosis

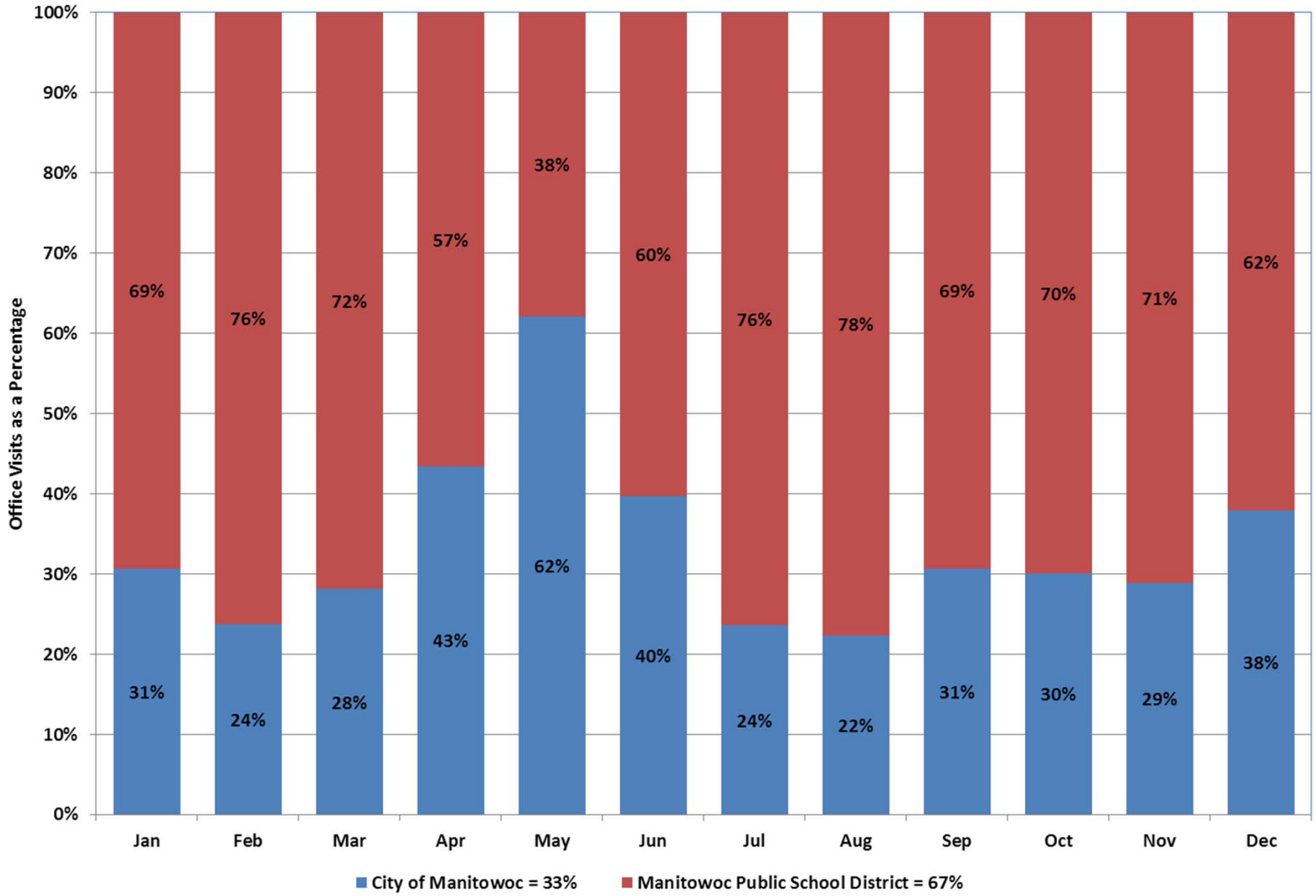
■ YTD Diagnosis



# Total Manty Health & Wellness Clinic Visits YTD



## Total Manty Health & Wellness Clinic Visits YTD Comparison



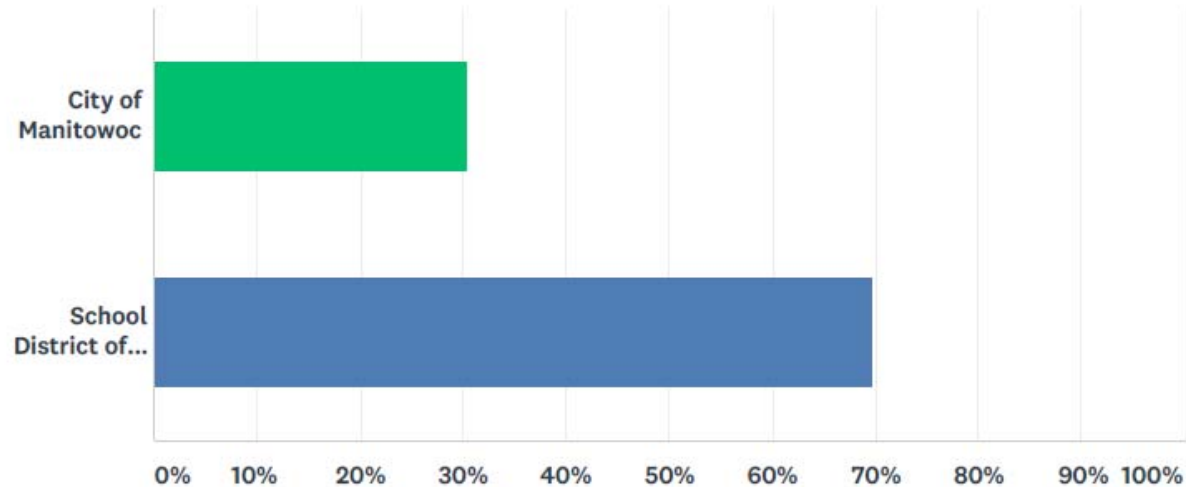


# Manty Clinic Patient Survey YTD

## Manty Health and Wellness Center Experience Survey

Q1 Please select the employer who provides you/your family with access to the Manty Health and Wellness Center.

Answered: 43 Skipped: 1



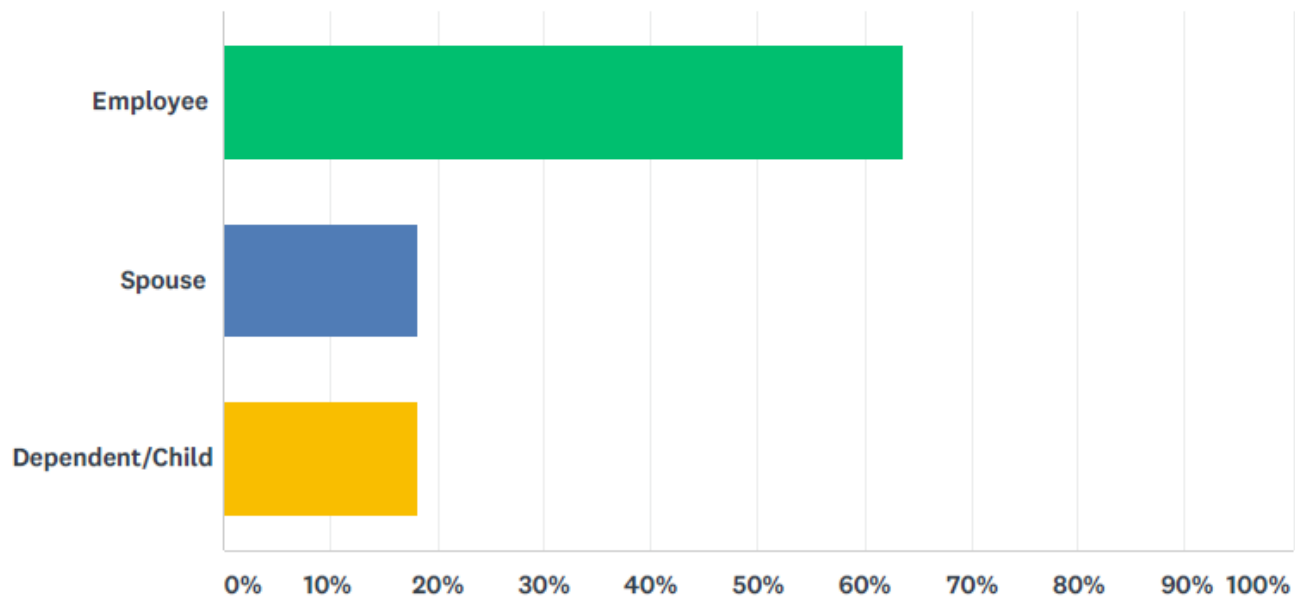
ANSWER CHOICES	RESPONSES
City of Manitowoc	30.23% 13
School District of Manitowoc	69.77% 30
TOTAL	43

# Manty Clinic Patient Survey YTD

## Manty Health and Wellness Center Experience Survey

Q2 Please select the option that best describes the patient.

Answered: 44 Skipped: 0



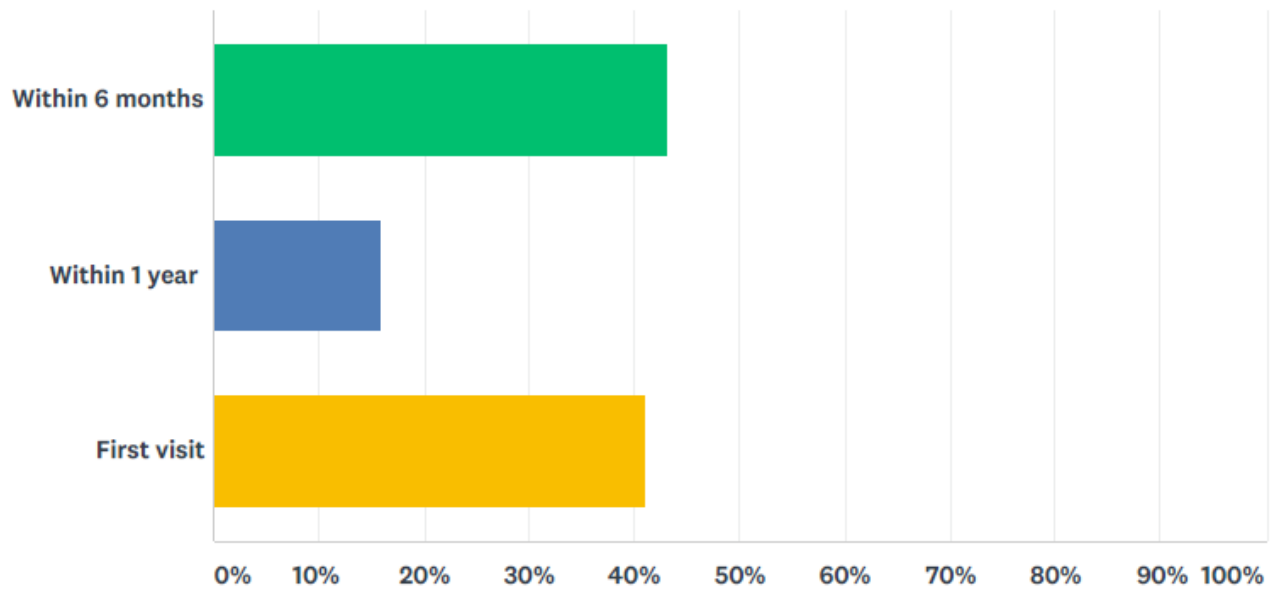
ANSWER CHOICES	RESPONSES	
Employee	63.64%	28
Spouse	18.18%	8
Dependent/Child	18.18%	8
TOTAL		44

# Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

## Q3 When was your last visit to this clinic?

Answered: 44 Skipped: 0



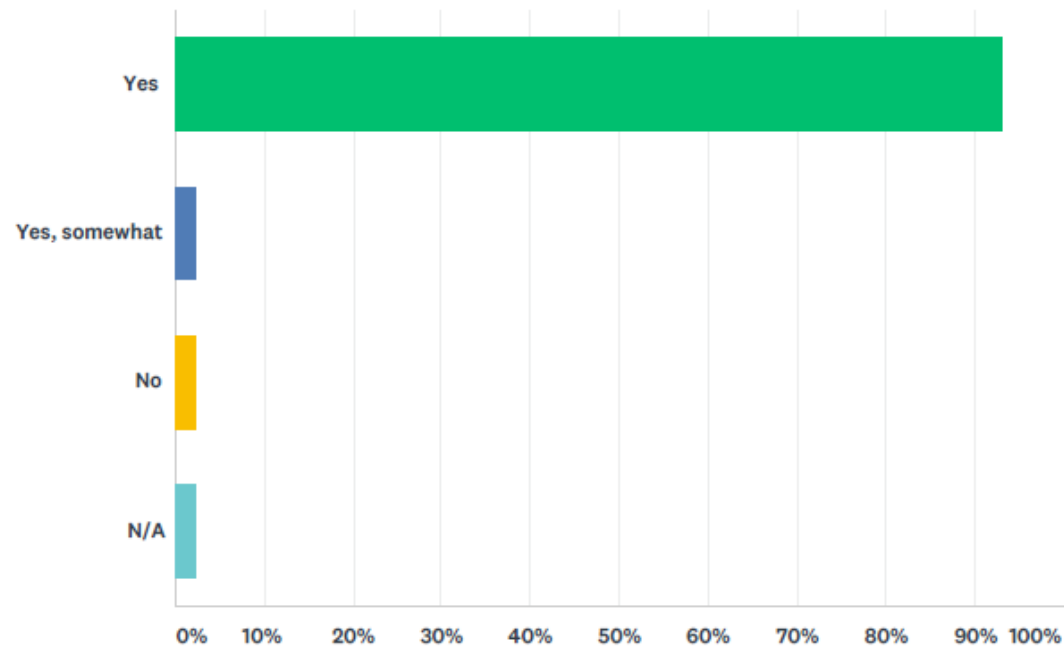
ANSWER CHOICES	RESPONSES	
Within 6 months	43.18%	19
Within 1 year	15.91%	7
First visit	40.91%	18
TOTAL		44

# Manty Clinic Patient Survey YTD

## Manty Health and Wellness Center Experience Survey

Q4 Were you able to schedule an appointment as soon as you needed it?

Answered: 44 Skipped: 0



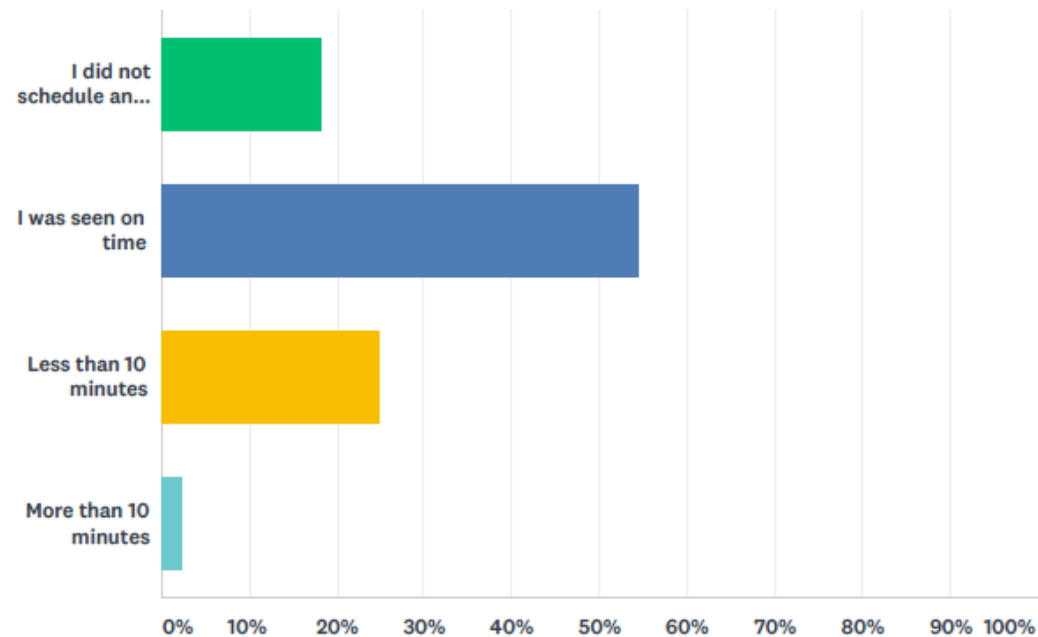
ANSWER CHOICES	RESPONSES	
Yes	93.18%	41
Yes, somewhat	2.27%	1
No	2.27%	1
N/A	2.27%	1
TOTAL		44

# Manty Clinic Patient Survey YTD

## Manty Health and Wellness Center Experience Survey

Q5 If you scheduled an appointment in advance, how long did you have to wait past your scheduled appointment time to be seen?

Answered: 44 Skipped: 0



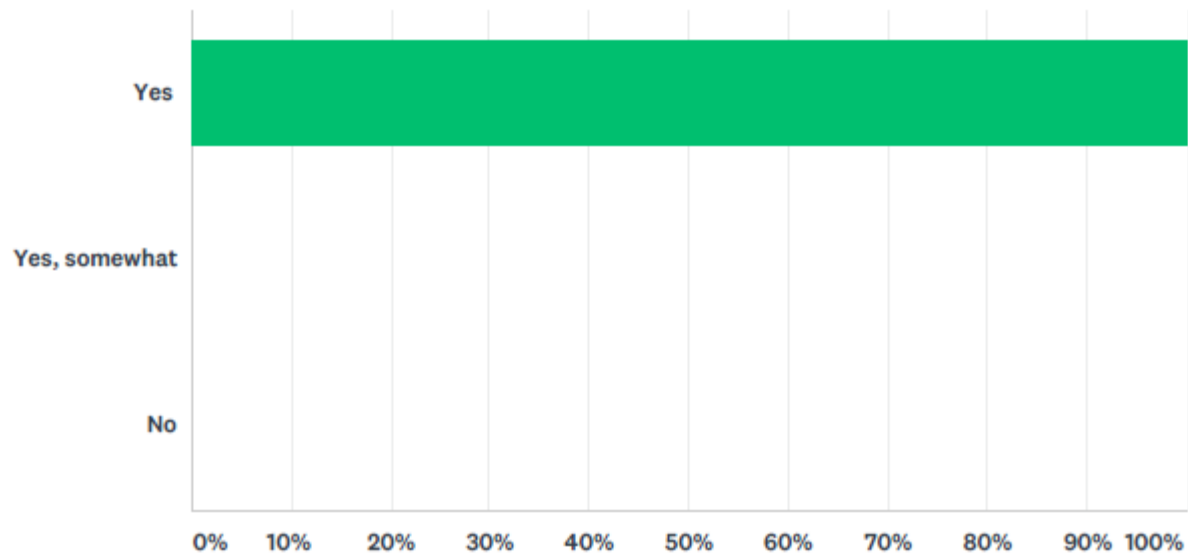
ANSWER CHOICES	RESPONSES	
I did not schedule an appointment in advance	18.18%	8
I was seen on time	54.55%	24
Less than 10 minutes	25.00%	11
More than 10 minutes	2.27%	1
<b>TOTAL</b>		<b>44</b>

# Manty Clinic Patient Survey YTD

## Manty Health and Wellness Center Experience Survey

### Q6 Was your provider friendly and courteous?

Answered: 44 Skipped: 0



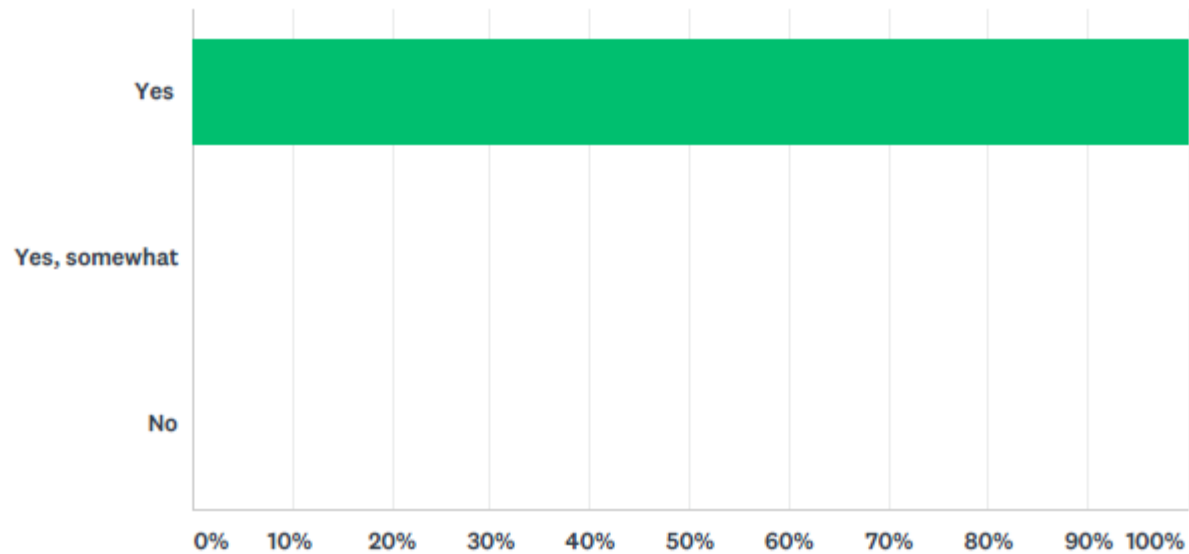
ANSWER CHOICES	RESPONSES	
Yes	100.00%	44
Yes, somewhat	0.00%	0
No	0.00%	0
<b>TOTAL</b>		<b>44</b>

# Manty Clinic Patient Survey YTD

## Manty Health and Wellness Center Experience Survey

Q7 Did your provider explain information in an easy to understand way?

Answered: 44 Skipped: 0



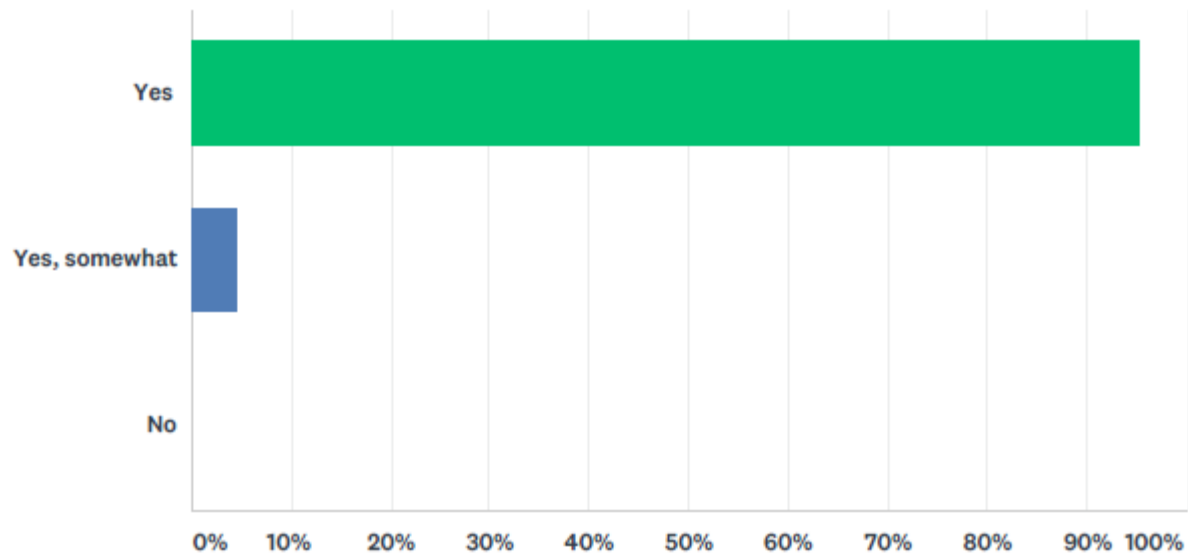
ANSWER CHOICES	RESPONSES	
Yes	100.00%	44
Yes, somewhat	0.00%	0
No	0.00%	0
TOTAL		44

# Manty Clinic Patient Survey YTD

## Manty Health and Wellness Center Experience Survey

Q8 Did your care team spend enough time with you to meet your needs?

Answered: 44 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	95.45%	42
Yes, somewhat	4.55%	2
No	0.00%	0
TOTAL		44

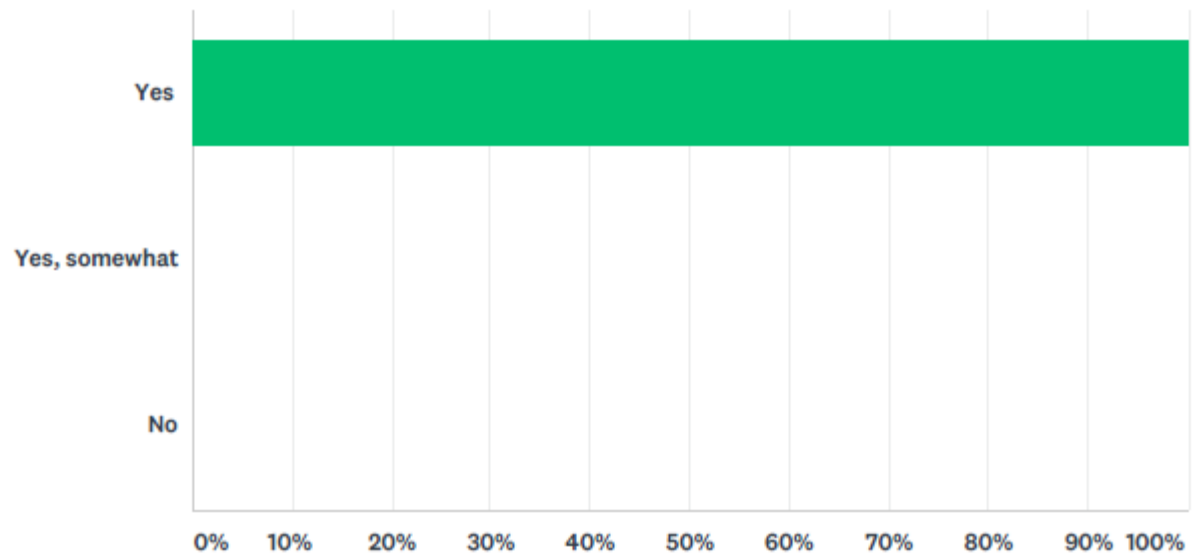


# Manty Clinic Patient Survey YTD

## Manty Health and Wellness Center Experience Survey

### Q9 Was your care team friendly and courteous?

Answered: 44 Skipped: 0



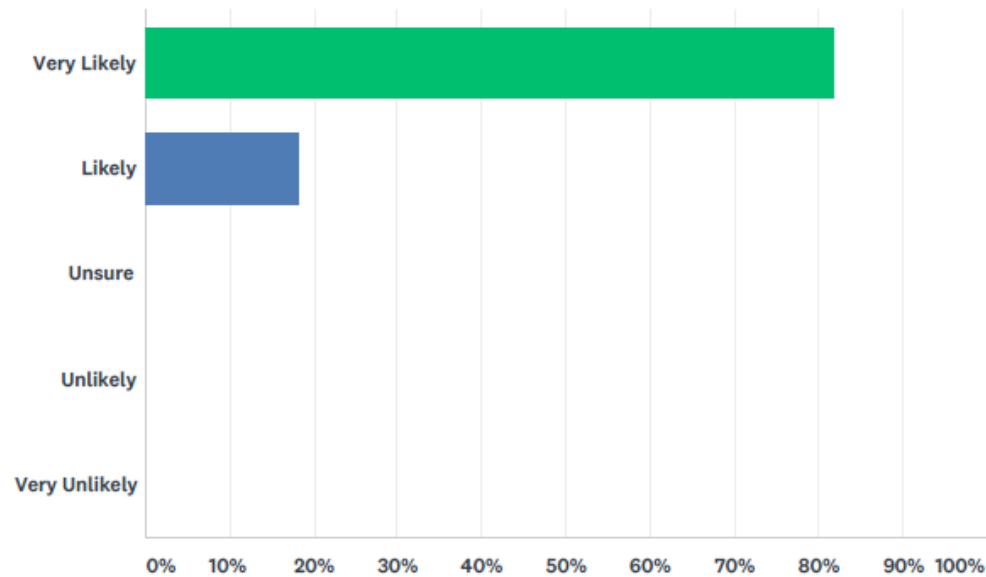
ANSWER CHOICES	RESPONSES	
Yes	100.00%	44
Yes, somewhat	0.00%	0
No	0.00%	0
<b>TOTAL</b>		<b>44</b>

# Manty Clinic Patient Survey YTD

## Manty Health and Wellness Center Experience Survey

Q10 What is the likelihood that you will recommend the Manty Health and Wellness Center to other employees?

Answered: 44 Skipped: 0



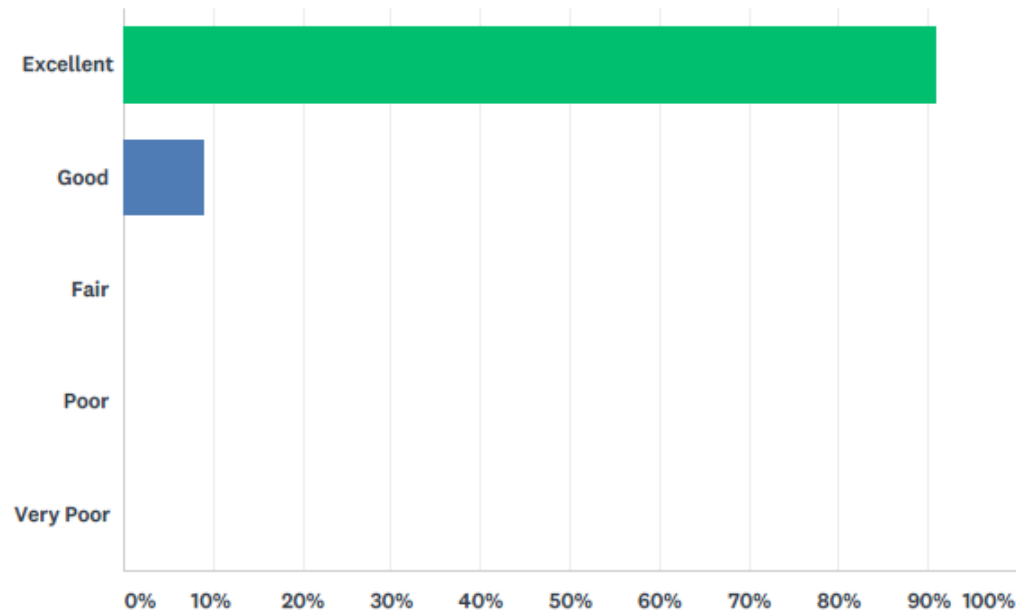
ANSWER CHOICES	RESPONSES	
Very Likely	81.82%	36
Likely	18.18%	8
Unsure	0.00%	0
Unlikely	0.00%	0
Very Unlikely	0.00%	0
<b>TOTAL</b>		<b>44</b>

# Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

## Q11 How would you rate the care that you received?

Answered: 44 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent	90.91%	40
Good	9.09%	4
Fair	0.00%	0
Poor	0.00%	0
Very Poor	0.00%	0
<b>TOTAL</b>		<b>44</b>

# Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q12 Please share any other comments you have below:

Answered: 0 Skipped: 44