Texas State Student Health Center  
FY 2008 Patient Satisfaction Survey  
Executive Summary

Method
The patient satisfaction survey is conducted in the fall and spring semester each year. A sample of patients is drawn for a time period (week or two) and each patient receives a short e-mail survey with comments. This year the survey was sent to 2,869 patients with 753 patients responding for an overall response rate of 26%. The results are presented to each medical provider and included as one of the performance measures for their annual appraisals.

Changes for Fiscal Year 2008
There were several changes to the survey for fiscal year 2008. First, the sample size for the survey was greatly expanded. Previously, the survey sample for each semester was one week of patients. This year, the survey period was expanded to two–three weeks of patients each semester. As a result, both the sample size and the number of respondents more than doubled. The response rate decreased slightly, but is still within the normal range for campus surveys.

Another change was the reporting method. Previously the scores for each individual question were reported by averages only on a scale of 1 to 5, with 1 being poor and 5 being excellent. This year, frequencies for each item were reported, with special attention on the amount of excellent and poor scores. In addition, the scores were compiled for the group as a whole and not just for individual providers. The group scores were presented to the entire SHC staff at the January staff retreat.

The last change was to add more qualitative questions and analysis as part of this survey. Each patient was asked two additional open-ended questions: “what did you like best about your visit” and “is there anything you would like to see changed or improved.” Actual comments for each question were given to the medical providers. The comments were classified into topic areas for frequency analysis. In the spring semester survey, two additional questions were added as an assessment tool for the Student Learning Outcome related to the MAPS program. Patients were asked if they received information about the MAPS program and were also asked to identify one thing that they learned from the MAPS program.

Results
Results from this year’s survey show that patient satisfaction remains very high with most providers scoring 4+ on most survey items. In the spring only two providers had an item at less than 4.0, both were for waiting time and they were 3.94 and 3.97. Patients report being seen within 15 minutes of their appointment time. Overall satisfaction with the Health Center increased to an average of 4.32 for the spring semester with 56% of patients scoring it “excellent.” The percentage of excellent scores for most providers are above 50% for most items. Some providers score at high as 80 – 98% for certain items such as “courtesy and respect of medical provider.” The scores increased significantly from the fall semester to the spring semester.

For the summary of the comments, the most frequent reply for “what did you like best about your visit” was the caring staff (47%) and then good service (20%). For the question about items to change or improve, the most frequent response was nothing (46%). The only item with a significant amount of
negative comments was the online appointment system, which consistently scores lower than the phone appointment system.

For the new questions related to the MAPS program, 29% of student indicated that they received information about MAPS. The responses varied by provider and ranged from a low of 17% to a high of 40%. For the question about what did they learn from MAPS, the most frequent reply after “nothing did, not hear about it” was the importance of asking questions during the medical visit. For the patients who did receive the information and remember an item, their answer indicated a very accurate understanding of the information.

Future Changes as a Result of Assessment:

As mentioned before, this year the survey results were summarized and presented to the entire clinic. In addition, the scores were broken out to show the % excellent and poor for each question. At the January staff retreat, in addition to reviewing the results, the entire staff was trained on customer loyalty principles and methods to improve customer satisfaction. Scores in the spring semester showed a noticeable improvement after the training. At the end of the spring semester, a staff appreciation luncheon was planned to reward staff for the significant improvements. Full results from the spring survey will be presented at the Aug staff retreat. Frequent feedback and rewards will be used to motivate staff members.

The one area with lower satisfaction scores remains the online appointment system. It is working well for many people, but due to the limitations of system is not able to offer the full range of options available by calling and speaking with a nurse. Future improvements planned include: changing the times of day that the online appointments are offered, making Monday appointments 100% same day in order to offer maximum flexibility for future appointments later in the week, and to work with academic departments on alternative deadlines for preventive health visits that can affect the availability of appointments.