Assessment Review/Executive Summary for Student Affairs
(Complete after assessment)

Department: Student Health Center
Assessment Title: Patient Satisfaction Survey
SAAT Liaison: Karen Gordon-Sosby

Overview & Response Rate: Provide the methods used to administer the assessment and the timeline. Identify demographics of respondents; include the number mailed or interviewed and the number completed.

Each fall and spring semester, a short e-mail survey is sent to patients who have been seen during a three week time period. The survey asks patients about the appointment process and their medical care (they rate the provider and nurse on wait time, courtesy, explanation of diagnosis, etc.). The survey also asks what the student liked best about their visit and what they think could be changed or improved. This year the survey was sent to a total of 3,067 students and 814 responded for a response rate of 27%.

Distribution: List groups that will receive reports (oral or written) from this assessment. Include timeline for when presented.

The results of this survey are used in the performance evaluations for the medical providers. Each provider receives their results and a comparison of their results and the average results of all the other providers.
The Student Health Center Director and Chief Medical Officer view the results.
The Vice President for Student Affairs receives a summary of the results in the Student Health Center Annual Report.
Sometimes summary results are presented to the entire Health Center staff at trainings or retreats.

Revised November 2008
Summary of Findings: Include narrative, table and figures, if applicable. What did you learn?

In general, the results are similar to previous years and show very high levels of satisfaction. Over half of the respondents rate the overall visit to the Health Center as "excellent." 85% of patients are seen within 15 minutes of their appointment time. Most providers score at 4.0 or higher (4 = very good and 5 = excellent) on all items. A couple providers were just under 4.0 for wait time. Many providers receive excellent ratings from 50 – 75% of their patients. Satisfaction with phone appointments is higher than with the online appointment system, which averages just under 4.0 for satisfaction.

For the question about "what did you like best about the visit," 47% said "staff" and another 26% said the service. For the question "what would you like to see changed," the most frequent reply at 44% was "nothing." The only significant area mentioned was the online appointment system, which does not offer a lot of flexibility and works well for some, but not all.

For the assessment of the MAPS educational program, 67% of students said that they received information about the program and 43% were able to correctly identify a component of the MAPS program.

Link to Strategic Plan: List the strategic plan objective supported by this assessment. Specifically identify the results which relate to strategic initiative(s).

This survey is used to measure progress on the objective, Improve the delivery of Student Health Center services. The goal is to have patients rate all satisfaction items at an average of 4 or higher (on a 5 point scale, 5 = excellent)

Link to Learning/Program Outcomes: List the learning/program outcome supported by this assessment. Specifically identify the results which provide evidence of learning.

This survey is used to measure two outcomes:

Outcome #1 – Students will learn how to prepare for their clinical visits. The MAPS educational program is assessed on the survey (asks if students were exposed to MAPS and if they can recall one concept from the program).

Outcome #2 – Students will be satisfied with the appointment system. The survey asks students to rate their satisfaction with the phone and online appointment process, as well as their wait time for visit.

Recommendations/Action Plan: Describe specific actions or programmatic changes you will make resulting from this assessment. Include semester(s) of implementation and proposed follow up assessment.

The high satisfaction ratings show that the SHC needs to continue its focus on customer satisfaction and efficient service delivery. Satisfaction with online appointments continues to be a challenge. Staffing shortages this year required the use of PRN providers, which decreased appointment access online. Next year, the SHC will implement an EHR system which will cause significant changes in patient flow. Satisfaction ratings will be compared with this year to see if the new system is causing problems in any areas.

Return completed form to VPSA Office, 980 J.C. Kellam, before the end of the semester in which the assessment was conducted.

Revised November 2008