

Patient Perception Survey SU2006

82 Respondents

69 Completed

72.22% Female

26.39% Male

1.39% Other

1.39% Under 18*

13.89% 19-22

22.22% 23-26

30.56% 27-30

5.56% 31-35

5.56% 36-40

20.83% 41+

* No category for 18 years old listed

84.72% Caucasian/Northern European

6.94% Hispanic/Latino(a)

6.94% Asian/Asian American

2.78% Black/African American

1.39% Native American/Native Alaskan

0.00% Pacific Islander

1.39% Other

University Affiliation

0.00% Freshman student

4.17% Sophomore students

8.33% Junior students

16.67% Senior students

55.56% Graduate or professional students

0.00% Faculty

6.94% Staff

5.56% Spouse of student

0.00% Partner of student

0.00% Child of student

2.78% Other

Relationship Status

47.22% Single

8.33% Domestic partnership

38.89% Married

0.00% Separated

5.56% Divorced

0.00% Widowed

Place of Permanent Residence

73.61% In-state

23.61% Out of state (inside US)

29.40% Northeast

11.76% Southeast

35.28% Midwest

17.64% Mountain West

5.88% Southwest

2.78% Out of state (outside US)

24.39% of respondents reported this was their first visit to the Student Health Center

When asked the purpose of their visit, respondents reported the following:

29.49% Regular check-up/wellness care

56.41% One time injury/illness or check-up of that problem

10.26% Lab work

2.56% X-rays

5.13% Vaccinations

1.28% Travel clinic

6.41% Other

83.10% of respondents reported they came to the Student Health Center by car.

8.45% reported by foot

2.82% reported by bicycle

2.82% reported by UTA bus

2.82% reported by campus shuttle

8.45% reported by TRAX

Respondents identified the provider(s) they saw during this visit as follows:

Aymi Bennhoff 2.63%

Amy Cutting 9.21%

Vicki Judd 9.21%

Tek Kilgore 18.42%

Sue Kirby 25.00%

Suzanne Martin 18.42%

Dave Petron 0.00%

Barry Stults 3.95%

Nursing services only 2.63%

I cannot remember 10.53%

7.89% (6) of respondents reported they had difficulties accessing the Student Health Center.

3 of these respondents reported difficulties with the location

2 of these respondents reported difficulty getting an appointment.

1 reported a long time for the “medical doctor revision”.

94.59% of respondents reported making an appointment was easy.

97.37% of respondents reported the receptionist was courteous, attentive, and professional.

90.54% reported the length of time between requesting their appointment and their visit was reasonable.

When asked to identify how long they waited between requesting an appointment and their visit, respondents reported:

- 5.26% No time – I was a walk-in patient
- 22.37% No time – I scheduled an appointment the same day
- 28.95% 1 day
- 17.11% 2 days
- 13.16% 3 days
- 3.95% 4 days
- 9.21% 5+ days

31.58% of respondents provided comments when asked for suggestions to improve the availability of, or the process of making an appointment. Those suggestions included:

- Increased hours/flexibility and availability of specialists
- Improved communication/information to patients regarding provider options
- Decreased waiting time in room for provider
- Better directions
- MD revision time should be quicker

86.49% of respondents reported the length of time spent waiting in the reception/waiting room was reasonable.

Patients reported the number of minutes spent in the reception/waiting room as:

- <5 min - 24.32%
- 5-9 min - 51.35%
- 10-14 min – 17.57%
- 15-19 min – 5.41%
- 20+ min – 1.35%

81.08% reported the length of time spent waiting in the exam/treatment room was reasonable.

Patients reported the number of minutes spent in the exam/treatment room as:

- <5 min – 35.14%
- 5-9 min – 39.19%
- 10-14 min – 13.51%
- 15-19 min – 5.41%
- 20+ min – 6.76%

Suggestions to improve wait time included:

- Inform patients of time necessary to fill out forms/have forms available online to complete prior to appointment.
- Cookies/soda in reception area
- Keep patients in reception area rather than exam room longer/only call back when provider is ready.

93.24% of respondents reported that the check-in process was efficient.

91.89% of respondents reported feeling their personal privacy & confidentiality were respected and protected during check-in.

93.24% reported the reception/waiting room was clean.

94.59% reported the exam/treatment room was clean.

91.11% reported the restroom was clean.

Suggestions to improve the check-in/physical facilities included:

Greater privacy/sensitivity to presence of others when asked about reason for visit.

Decrease amount of paperwork/Should not have to fill it out every visit.

Patients with a cough should wear masks in waiting area.

Hallway to facility is too dark/dingy.

Restroom could be cleaner.

91.78% of respondents reported the nursing staff was courteous, attentive, and professional.

94.44% reported the health care provider was courteous, attentive, and professional.

95.95% reported they were involved in decisions about their care.

91.55% reported their tests/treatments were explained adequately.

95.95% reported feeling enough time was spent with them.

Respondents reported the number of minutes spent with their health care provider as:

<5 min – 4.05%

5-9 min – 12.16%

10-14min – 32.43%

15-19 min – 29.73%

20+ min – 21.62%

Suggestions to improve health care provider practices included:

Provide better/more appropriate info regarding illness/procedure/purpose of visit.

Nurses' attitudes could be improved/friendlier.

93.06% of respondents reported that overall, they had a positive experience at the Student Health Center.

87.50% reported they would recommend the Student Health Center to others.

Lab Services

39.19% (29) of respondents reported using lab services

Of those, 91.30% reported the lab staff was courteous, attentive, and professional

84.62% reported the length of time spent waiting for lab services was reasonable.

76.00% reported that explanation of their tests was adequate.

72.00% reported that explanation of how to obtain test results was adequate.

Respondents reported the number of minutes they had to wait for lab services as:

<5 min – 40.74%

5-9 min – 22.22%

10-14 min – 22.22%

15-19 min – 3.70%

20+ min – 11.11%

Suggestion to improve lab services included:

More detailed explanation of lab results (purpose of test, normal range, etc.)
Friendlier reception

X-Ray Services

8.33% (6) of respondents reported using X-Ray services.

Of those, 100.00% reported finding the X-Ray Dept. was easy.

50.00% reported the X-Ray technician was courteous, attentive, and professional.

83.33% reported the length of time spent waiting for service was reasonable.

100.00% reported the purpose of their X-rays was explained adequately.

66.67% reported the way to obtain their X-ray results was explained adequately.

Respondents reported the number of minutes they had to wait for X-ray services as:

<5 min – 16.67%

5-9 min – 33.33%

10-14 min – 16.67%

15-19 min – 16.67%

20+ min – 16.67%

Suggestion to improve X-ray services included:

More/friendlier interaction with patients by the X-ray Tech.

Pharmacy Services

38.89% (28) of respondents reported using Pharmacy Services.

Of those, 92.86% reported the pharmacy was easy to find.

89.29% reported the pharmacist was courteous, attentive, and professional.

85.71% reported the length of time spent waiting for their prescription was reasonable.

Respondents reported the number of minutes they had to wait for their prescriptions as:

<5 min – 14.29%

5-9 min – 53.57%

10-14 min – 25.00%

15-19 min – 7.14%

20+ min – 0.00%

Suggestion to improve Pharmacy services included:

More staff members/larger facility

Better p/u & d/o instructions posted clearly