

**Patient Satisfaction Survey Survey**

Spring 2008

PDA Survey

52 Respondents

52 Completed (100%)

46.15%	Female
53.85%	Male
0.00%	Other

0.00%	Under 18*
21.15%	19-22
40.38%	23-26
17.31%	27-30
13.46%	31-35
3.85%	36-40
3.85%	41 or older

\* No category for 18 years old listed

**Race/Ethnicity**

17.31%	Asian/Asian American
0.00%	Black/African American
76.92%	Caucasian/White
7.69%	Hispanic/Latino
0.00%	Native American/Native Alaskan
0.00%	Pacific Islander
1.92%	Other

**University of Utah Affiliation**

5.77%	Freshman
5.77%	Sophomore
11.54%	Junior
19.23%	Senior
55.77%	Graduate or Professional student
1.92%	Spouse of student
1.92%	Partner of student
0.00%	Child of student
0.00%	Faculty
0.00%	Staff
0.00%	Other

Including this visit, respondents reported the number of times they have been seen at the Student Health Center as:

1-3	55.77%
4-6	23.08%

7-10 13.46%  
11+ 7.69%

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

11.54%	Regular check-up/wellness care
59.62%	One time injury/illness or follow up for that problem
11.54%	Lab work
3.85%	X-rays
3.85%	Vaccinations
5.77%	Travel clinic
23.08%	Other

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

Aymi Bennhoff	5.77%
Amy Cutting	23.08%
Vicki Judd	9.62%
Tek Kilgore	19.23%
Sue Kirby	26.92%
Amy LaDue NP	0.00%
Suzanne Martin	25.00%
Ted Paisley	5.77%
Barry Stults	0.00%
Nurse Prac. Student	3.85%
Nursing Only	3.85%

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

<1 day	53.85%
1 day	26.92%
2 days	5.77%
3 days	1.92%
4 days	3.85%
5+ days	7.69%
Walk-in/No wait	0.00%
N/A	0.00%

Patients reported the length of time spent in the reception/waiting room as:

Less than 5 min	11.54%
5-10 min	51.92%
11-15 min	17.31%
16-20 min	9.62%
More than 20 min	9.62%

Patients reported the length of time spent in the exam/treatment room before being seen by a provider as:

Less than 5 min	34.62%
-----------------	--------

5-10 min	51.92%
11-15 min	9.62%
16-20 min	3.85%
More than 20 min	0.00%

92.31% of respondents reported the appointment process was easy and efficient.

96.15% of respondents reported that when making their appointment the staff was professional, courteous and attentive.

90.38% of respondents reported the length of time between requesting their appointment and their visit was reasonable.

92.31% of respondents reported the check-in process was efficient.

90.38% of respondents reported feeling their personal privacy & confidentiality were respected and protected during check-in.

94.21% of respondents reported the nursing staff was professional, courteous and attentive.

94.23% of respondents reported their provider was professional, courteous and attentive.

92.30% of respondents reported that overall, they had a positive experience at the Student Health Center.

88.46% of respondents reported they will recommend the Student Health Center to others.