

Patient Satisfaction Survey Fall 2010

Who was asked to complete survey:

Patients that visited the Student Health Center

Respondents: 40

Administration Type: Paper, with data entry into StudentVoice

Summary of Key Findings:

- 42.5% male; 57.5% female
- 76.3% white; 10.5% Asian American/Asian
- 42.5% Undergrad; 50% graduate
- 19.6% coming in for wellness care/regular check up; 50% one time injury/illness
- 100% agreed or strongly agreed that length of time between requesting appointment and visit was reasonable
- 100% agreed or strongly agreed that when making an appointment staff was professional, courteous, and attentive.
- 97.5% agreed or strongly agreed that the front desk process was efficient
- 82.5% agreed or strongly agreed that adequate explanations were given to me about insurance and billing policies when checking in
- 100% agreed or strongly agreed they felt that their privacy and confidentiality were respected and protected during check-in
- 100% agreed or strongly agreed that the Nursing staff was professional, courteous, and attentive
- 82.5% said the Nursing Staff washed/sanitized their hands prior to any interactions with the respondent (i.e., taking blood pressure, drawing blood, giving a shot).
- 97.5% agreed or strongly agreed that the Provider listened carefully to their concerns and were satisfied with the advice and explanations that were given
- 97.5% agreed or strongly agreed that overall, they had a positive experience at the Student Health Center
- 95% agreed or strongly agreed that they would recommend the Student Health Center to their peers
- 20 respondents said that they have not ever used the Student Health Center website as a resource for frequently asked questions or information about services. The other 20 respondents did not answer this question.
- 84.6% said if given the opportunity for free counseling, they would be interested in meeting with a Health Educator to further discuss health concerns such as smoking, diet and nutrition, birth control, sexual health, or image.

Actions Taken:

- Continue to work on quality improvement
- Hand washing assessments

- Health Coaching

Which department and/or program goals does this survey align with?

Mission of Student Health: Our mission is to provide quality evidence based healthcare and wellness services, to advocate for students and to empower them in their health care decisions, and to be an integral part of the larger University of Utah community.

Which Student Affairs goals does this survey align with?

1. Develop students as a whole through the cultivation and enrichment of the body, mind and spirit.
2. Provide education that ensures all staff is properly trained to provide professional and competent service.