Project Summary: Student Health Center / Patient Satisfaction Survey

(August 16, 2014-December 31, 2014)

Project Details

Goal and desired outcomes of the program or service: To provide reasonably priced quality health care for our students, their spouses, and their children. This includes medical care that incorporates the social and cultural context in which students reside.

Goals of assessment:

- Goal #1: The survey serves as an objective measure of how well our department is meeting our service goal (see above).
- Goal #2: The survey supports continued clinical accreditation through the Accreditation Association for Ambulatory Health Care (AAAHC).
- Goal #3: The survey provides valuable feedback and guidance for quality improvement (QI).

Population sampled:
The survey is emailed to all students who are seen for nursing or provider visits.

How may were asked: unknown (Note: new tracking transaction code was created in December, 2014 and this will assist with future project summary reports.)

Respondents: 559
Administration Type:

- Email via generic link

Summary of Key Findings (Did your assessment accomplish your assessment goal? Was the desired outcome of the program or service achieved? Describe why/why not and what was learned. Include data to support your statements.)

The survey accomplished our assessment goals (see above).

Key findings:

1. Males and females were equally represented. The majority of respondents identified their ethnicity as either Caucasian/White or Asian American/Asian. Over half of respondents were graduate students, while the remainder identified as undergraduate and/or international students. Approximately 70%, 20% and 10% of respondents reported having student health insurance, other insurance, and no insurance respectively.

2. Ninety percent of respondents felt the time between requesting and receiving an appointment was reasonable.

3. Eighty-eight percent of respondents felt that the front desk check-in process was efficient.
4. Seventy-two percent of respondents felt that adequate explanations about insurance and billing policies were offered when checking in for their appointment.
5. Ninety-five percent of respondents felt that reception, nursing, and provider staff members were professional, courteous, and attentive.
6. Over 90% of respondents felt the provider listened carefully to their concerns and were satisfied with the advice and explanations they were given.
7. Ninety percent of students felt they had a positive experience at the Student Health Center and would recommend the Student Health Center to their peers respectively.
8. Written comments were largely positive, however, 3 themes for improvement emerged:
   a. Need for greater patient privacy at front desk.
   b. Wait times and crowded reception area during peak registration times.
   c. Personal conversations among staff in patient care areas.

**Actions Taken/Planned based on the findings from this assessment:**
Findings were reported to the Student Health Center staff and managers in early 2015. Discussion that followed touched on (a) strategies to further clarify and educate students on insurance and billing policies, i.e., integrating information into the electronic health record patient portal that is planned for late 2015, (b) professionalism, i.e., restricting personal conversations to scheduled breaks and in staff-only areas, (c) reconfiguring the front desk area to support greater patient privacy, and (d) detouring patients with more complex insurance or billing questions to an alternative staff member to reduce wait times at the front desk.

**Alignment**

**Departmental Key Activity:**
This survey aligns with our department’s #1 key activity, which to provide timely and professional healthcare to students, spouses, and dependents.

**Learning Domain Connection:**
Health and Wellness
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Project Details

Goal and desired outcomes of the program or service:
The goal of our services is to provide value-added primary care to student, spouses, and children. Another goal is to assist the University of Utah with their immunization and tuberculosis screening requirements.

Goal of assessment:
The goal of the ongoing patient satisfaction survey is to ensure that the Student Health Center is providing accessible value-added care. We also have the goal of steering our process improvement efforts based on the feedback we receive from the survey.

Population sampled:
Students

How may were asked (if known):
Respondents: 68
Administration Type:
  • paper

Summary of Key Findings (Did your assessment accomplish your assessment goal? Was the desired outcome of the program or service achieved? Describe why/why not and what was learned. Include data to support your statements.)
The Spring 2014 survey results were shared with managers and the general staff. Feedback was very consistent with previous paper-based surveys. Other than our ongoing student concern over billing and insurance students rated there experience at the SHC as positive.

Actions Taken/Planned based on the findings from this assessment:
Front office manager and director continue to work on addressing students' concerns regarding billing and insurance (educate, educate, educate)

Alignment
Student Affairs Key Activity: [still in process]

Departmental Key Activity: Healthcare provision to students, spouses, and dependents (Learning Domain: Health and Wellness)
Departmental goal this project addresses:
- Provide timely and professional high quality healthcare to eligible students and dependents
- Continued clinic accreditation through AAAHC

Departmental Key Activity: Immunization requirement(s) for University students (Learning Domain: Health and Wellness)

Departmental goal this project addresses:
- Promote campus and student health via mandatory vaccinations
- Improved customer service with vaccine compliance

Learning Domain Connection: Health and Wellness

Please explain how this project connects to this Learning Domain (more information on learning domains can be found here): provision of primary care supports the health and wellness of the students we serve

Learning Domain Connection: Health and Wellness

Please explain how this project connects to this Learning Domain (more information on learning domains can be found here): promoting required vaccinations supports the health and wellness of the students we serve, as well as the community at large