

Patient Satisfaction Survey – Fall 2011

Brief description of project:

Assessment of patient satisfaction with the student health service

Who was asked to complete survey:

Students who came for a provider visit at the student health center. Typically done the week after Fall Break, but due to difficulties with iTouches and the transition to paper, this survey was over an almost 3 month period.

Respondents: 76

Administration Type: StudentVoice app on iPod Touches, paper with Excel upload to StudentVoice

Summary of Key Findings:

All markers for quality either stayed the same or improved; hand-washing data showed more “unsure” responses. *Note this is typically done the week after Fall Break, but due to difficulties with iTouches and the transition to paper, this survey was over an almost 3 month period; unsure how a longer sampling window may have affected the responses, thus making it difficult to compare to prior year’s survey.

Actions Taken:

Survey shared with staff; encourage providers/nursing staff to be more demonstrative in their handwashing.

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

Aligns with our value of quality. Also is required by our accredited body for maintenance of accreditation in the area of patient satisfaction assessment and hand washing assessment.

Which Student Affairs goals does this project align with?

#2 & #4