

Patient Satisfaction Survey – Fall 2012 & Spring 2013

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.

Respondents: 71 (Fall) and 72 (Spring)

Administration Type: paper administration with Excel upload into Campus Labs

Summary of Key Findings:

Patient satisfaction has remained the basically unchanged over the past year with the majority of patients satisfied with their care

Actions Taken:

Summary of findings were discussed with clinic managers. We will continue with twice yearly surveys as required by our accrediting body. Discussion that pending EMR may effect these scores, but also will facilitate survey as in the future we can include a StudentVoice link in follow up emails to their visit.

Which department and/or program goals does this project 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