

Patient Satisfaction Survey Spring 2008

Description: PDA List: UT # 17, 18, 20, 21, 50, 51, 52 Email Distribution: Additional Notes:

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Q1 Your sex:

Female [Code = 1]

Male [Code = 2]

Other [Code = 3]

Required answers: 1 Allowed answers: 1

Q2 Your age:

Under 18 [Code = 1]

19-22 [Code = 2]

23-26 [Code = 3]

27-30 [Code = 4]

31-35 [Code = 5]

36-40 [Code = 6]

41 or older [Code = 7]

Required answers: 1 Allowed answers: 1

Q3 Your race/ethnicity: (Check all that apply)

Asian/Asian American [Code = 1]

Black/African American [Code = 2]

Caucasian/White [Code = 3]

Hispanic/Latino [Code = 4]

Native American/Native Alaskan [Code = 5]

Pacific Islander [Code = 6]

Other [Code = 7]

Required answers: 1 Allowed answers: 7

Q4 Please indicate your primary affiliation with the University of Utah: (Check all that apply)

Freshman [Code = 1]

Sophomore [Code = 2]

Junior [Code = 3]

Senior [Code = 4]

Graduate or Professional student [Code = 5]

Spouse of student [Code = 6]

Partner of student [Code = 7]

Child of student [Code = 8]

Faculty [Code = 9]

Staff [Code = 10]

Other [Code = 11]

Required answers: 1 Allowed answers: 11

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Q5 Including your most recent visit, how many times have you been seen at the Student Health Center?

1-3 [Code = 1]

4-6 [Code = 2]

7-10 [Code = 3]

11+ [Code = 4]

Required answers: 1 Allowed answers: 1

Q6 What was the purpose for your most recent visit? (Check all that apply)

Regular check-up/wellness care [Code = 1]

One time injury/illness or follow up for that problem [Code = 2]

Lab work [Code = 3]

X-rays [Code = 4]

Vaccinations [Code = 5]

Travel clinic [Code = 6]

Other [Code = 7]

Required answers: 1 Allowed answers: 7

Q7 Which provider(s) did you see? (Check all that apply)

Aymi Bennhoff [Code = 1]

Amy Cutting [Code = 2]

Vicki Judd [Code = 3]

Tek Kilgore [Code = 4]

Sue Kirby [Code = 5]

Amy LaDue NP [Code = 6]

Suzanne Martin [Code = 7]

Ted Paisley [Code = 8]

Barry Stults [Code = 9]

Nurse Practitioner Student [Code = 10]

Nursing Only [Code = 11]

Required answers: 1 Allowed answers: 11

Q8 How long did you wait between requesting your appointment and your visit?

Less than a day [Code = 1]

1 day [Code = 2]

2 days [Code = 3]

3 days [Code = 4]

4 days [Code = 5]

5+ days [Code = 6]

Walk-in/No wait [Code = 7]

N/A [Code = 8]

Required answers: 1 Allowed answers: 1

Q9 How long did you wait in the reception/waiting room?

Less than 5 minutes [Code = 1]

5-10 minutes [Code = 2]

11-15 minutes [Code = 3]

16-20 minutes [Code = 4]

More than 20 minutes [Code = 5]

Required answers: 1 Allowed answers: 1

Q10 How long did you wait in the exam/treatment room before being seen by a provider?

Less than 5 minutes [Code = 1]

5-10 minutes [Code = 2]

11-15 minutes [Code = 3]

16-20 minutes [Code = 4]

More than 20 minutes [Code = 5]

Required answers: 1 Allowed answers: 1

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Q11 Please indicate your level of agreement with the following statement - The appointment process was easy and efficient.

Strongly Agree [Code = 5]

Agree [Code = 4]

Neutral [Code = 3]

Disagree [Code = 2]

Strongly Disagree [Code = 1]

N/A [Code = 0]

Required answers: 1 Allowed answers: 1

Q12 When making my appointment, the staff was professional, courteous and attentive.

Strongly Agree [Code = 5]

Agree [Code = 4]

Neutral [Code = 3]

Disagree [Code = 2]

Strongly Disagree [Code = 1]

N/A [Code = 0]

Required answers: 1 Allowed answers: 1

Q13 The length of time between requesting my appointment and my visit was reasonable.

Strongly Agree [Code = 5]

Agree [Code = 4]

Neutral [Code = 3]

Disagree [Code = 2]

Strongly Disagree [Code = 1]

N/A [Code = 0]

Required answers: 1 Allowed answers: 1

Q14 The check-in process was efficient.

Strongly Agree [Code = 5]

Agree [Code = 4]

Neutral [Code = 3]

Disagree [Code = 2]

Strongly Disagree [Code = 1]

N/A [Code = 0]

Required answers: 1 Allowed answers: 1

Q15 I felt that my personal privacy and confidentiality were respected and protected during check-in.

Strongly Agree [Code = 5]

Agree [Code = 4]

Neutral [Code = 3]

Disagree [Code = 2]

Strongly Disagree [Code = 1]

N/A [Code = 0]

Required answers: 1 Allowed answers: 1

Q16 The nursing staff was professional, courteous and attentive.

Strongly Agree [Code = 5]

Agree [Code = 4]

Neutral [Code = 3]

Disagree [Code = 2]

Strongly Disagree [Code = 1]

N/A [Code = 0]

Required answers: 1 Allowed answers: 1

Q17 The provider was professional, courteous and attentive.

Strongly Agree [Code = 5]

Agree [Code = 4]

Neutral [Code = 3]

Disagree [Code = 2]

Strongly Disagree [Code = 1]

N/A [Code = 0]

Required answers: 1 Allowed answers: 1

Q18 Overall, I had a positive experience at the Student Health Center.

Strongly Agree [Code = 5]

Agree [Code = 4]

Neutral [Code = 3]

Disagree [Code = 2]

Strongly Disagree [Code = 1]

N/A [Code = 0]

Required answers: 1 Allowed answers: 1

Q19 I will recommend the Student Health Center to others.

Strongly Agree [Code = 5]

Agree [Code = 4]

Neutral [Code = 3]

Disagree [Code = 2]

Strongly Disagree [Code = 1]

N/A [Code = 0]

Required answers: 1 Allowed answers: 1

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