



Patient Satisfaction Survey Report

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SUMMARY

Patients were asked why they choose the Health Center. Patients were allowed to make multiple choices. The majority of patient responding (50% or 182 out of 361) chose "Quality of Care". Prayer followed with 41% of all responders selecting this choice.

Questions asked respondents to rate their satisfaction on a scale from 1 to 5 with 1 representing "Not satisfied" and 5 representing "Extremely satisfied."

- The overall composite score (average of all scores) was 4.52 out of a possible 5.
- The score for the "Overall I thought my visit today was" was 4.69 out of a possible 5.
- The chart on the following page shows the patient satisfaction scores by question, arranged in descending order.

Survey response by question – sorted highest to lowest by average score

Rest of questions: Keeping my personal information private.....	4.75
Nurses and Medical Assistants: Friendly and helpful	4.74
Composite (Nurses and Medical Assistants).....	4.73
Nurses and Medical Assistants: Answers your questions	4.71
Composite (Rest of questions)	4.69
Rest of questions: Overall, I felt my visit today was	4.69
Rest of questions: The likelihood of referring your friends and relatives to us	4.68
Providers: Listens to you	4.68
Providers: Takes enough time with you.....	4.67
Providers: Gives you good medical advice and treatment.....	4.67
Providers: Explains what you want to know	4.67
Composite (Providers).....	4.67
Ease of finding where to go.....	4.64
Staff: All Others - Friendly and helpful.....	4.64
Privacy	4.63
Composite (Staff: All Others).....	4.63
Staff: All Others - Answers your questions	4.63
Comfort and Safety while waiting	4.62
Composite (Facility).....	4.62

Neat and clean building.....	4.59
Collection of payment/ money	4.55
Explanation of charges.....	4.54
Composite (All Scores).....	4.52
Composite (Payment).....	4.52
Ability to get in to be seen	4.52
What you pay	4.51
Convenience of Centers location	4.44
Composite (Ease of getting care).....	4.44
Hours Center is open	4.43
Prompt return on calls	4.36
Waiting for tests to be performed	4.19
Waiting for test results.....	4.17
Composite (Waiting).....	4.06
Time in exam room.....	4.02
Time in waiting room	3.87

269 respondents answered the question, “Would you use walk-in hours if offered? 85% Of respondents said “Yes”, 0.5% said “Maybe” and only 9% said “No.” **We listened!** Walk-in hours are now offered at East Liberty Monday afternoons and Friday mornings. Walk-in hours will begin in October at Lincoln-Lemington.

Of the 242 responses to the question, “What do you like best about our center?”, 64 % included staff in what they like best, 30% included prayer, 26% included quality care, 17% included location.

Of the 179 responses to the question, “What do you like least about our center?, 49% said they had no issues or were complimentary, 16% of comments were related to wait times, 5% were related to facilities, 4% to location, and 4% to parking.

Of the 122 responses to the question, “Suggestions for improvement?”, 64% were compliments or said there was no improvement needed, 10% were related to improving wait time, 4% would like extended hours, 4% were related to improved facilities or facility cleanliness, and 2% were related to the late policy.

Discussion on Conclusion

The overall patient satisfaction scores remain excellent and the year over year comparison shows stability in patient satisfaction. It is of note that open ended questions when categorized show that the majority of respondents are positive even when asked to identify problems. The majority of respondents in an open ended question also identified staff as what they liked most about the center.

Lower scores are related to waiting, phones, and facilities. All of these issues are currently in the process of being addressed. A new phone system has been ordered and a process to assure timely responses to all calls is being refined. The Joint New Space Committee of the Board of Eastminster Church and East Liberty Family Health

Care Center is working to renovate and incorporate the new space available to the Health Care Center. The additional space and renovations will address both wait times and facilities comments.

Summary of results:

- It is also of note that in spite of any opportunities for improvement identified the health Care Center has only one item below 4. At 3.87 “time in waiting room” is the lowest score on a scale of 1-5.
- All section composite scores are over 4 with nurse and medical assistant staff being the highest at 4.73.
- The question “Overall I felt my visit today was” is 4.69
- The overall composite is 4.52.
- Open ended responses suggest a majority of patients favor walk-in hours

Average composite scores – sorted highest to lowest by average score

Composite (Nurses and Medical Assistants).....	4.73
Composite (Rest of questions)	4.69
Composite (Providers).....	4.67
Composite (Staff: All Others).....	4.63
Composite (Facility).....	4.62
Composite (All Scores).....	4.52
Composite (Payment).....	4.52
Composite (Ease of getting care)	4.44
Composite (Waiting).....	4.06

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