



Patient Satisfaction Survey Report

Prepared by **Mimi Falbo + Associates**

May 2016

SUMMARY

In May of 2016 a convenience survey of 531 patients at three locations was taken at the East Liberty Family Health Care Center. Location responses were:

- 307 or 57.82% were collected at the East Liberty site
- 201 or 37.85% were collected at the Lincoln-Lemington site
- 23 or 4.33% were taken at the Hosanna House site

Of the 519 that responded to “type of visit”:

- 234 or 45.09%, were there for a scheduled follow-up
- 133 or 25.63% were having an annual checkup
- 95 or 18.30% were attending to an urgent problem.
- 28 or 5.39% were at their first visit
- 24 or 4.62% were dental clients
- 21 or 4.05% were emergency patients-needing to be seen the same day

Of the 439 that responded to the “reasons you choose our Health Center” the most common answer was quality of care. Respondents could choose more than one choice for this question. The breakdown is as follows:

- 339 or 68.76% chose quality of care
- 244 or 49.49% choosing Prayer and
- 203 or 41.18% choosing whole person care
- 194 or 39.35% choose location
- 34 or 6.90% choose no insurance

Of the 498 responding to the transportation question 368 or 73.90% traveled by car, 91 or 18.27% travelled by bus, 45 or 9.04% walked and 7 or 1.41% arrived via Access.

Of the 498 patients responding to the type of visit question the majority were there for medical services. The complete breakdown is:

- 460 or 92.37% were there for medical services

- 35 or 7.03% using dental services
- 8 or 1.61% using counselling services
- 6 or 1.20% using social service or benefit counselling

The average age of the 440 respondents that answered this question was 44.04 years.

- 28 were in the “18 and under group” with an average age of 6.41 years.
- 363 respondents were in the “19 – 64” age group with an average age of 43.99 years
- 49 were 65 or older with an average age in this group of 70.41 years

Of the 495 respondents to the question “preferred office”:

- 302 or 61.01% preferred Easy Liberty
- 175 or 35.35 % preferred Lincoln-Lemington
- 18 or 3.64% preferred Hosanna House

The population of respondents was largely female with 359 or 72.38% of the 496 answering this question female and 137 or 27.62% Male.

Of the 519 responding to “your race/ethnicity”:

- 345 or 66.47% identified as Black/African American
- 138 or 26.59% identified as White (non-Hispanic or Latino)
- 13 or 2.5% identified as Hispanic or Latino (all Races)
- 8 or 1.54% identified as American Indian/Alaska Native
- 6 or 1.16% identified as Asian and 2 or 0.39% identified as Pacific Islander.

Of the 491 respondents to the question –“Do you consider this center your regular source of care?” 477 or 97.15% said yes and 14 or 2.85% said no.

There were 8 Question Sets related to various topics that allowed respondents to rate the Center’s performance on a scale from 1-5 where 5 = excellent and 1 = Poor. The question set topics were:

- “Ease of Getting Care” - 6 questions
- “Waiting” - 4 questions
- “Staff- Providers” - 5 questions
- “Staff –Nurses, Medical Assistants and Dental Assistants” - 5 questions
- “Staff –All Other” - 2 questions
- “Payment” - 3 questions
- “Facility” - 3 questions
- “Other” - 5 questions.

Score Summary

- The average response to these questions was an average score of 4.51.
- When compared to last year the average score improved by .07 points.

- On a question by question comparison only 4 questions of 33 had a lower score than last year, one remained the same and 28 improved. Details are shown in the graph titled “2016 vs. 2015 Patients Satisfaction Survey Questions (Where did we improve / fall back)”
- The responses ranged from a high of 4.79 for “Staff Nurses, medical and Dental Assistants are friendly and helpful” to a low of 3.84 for time in waiting room. Waiting time in the exam room was the only other score under 4 at 3.96. These scores are arranged in descending order in the graph titled Ranked 2016 Patients Satisfaction Survey Questions (Where are we at our best / worst).
- Provider scores were ranked by the overall average of the responses from patients they took care of that day and also by the overall average of responses from patients that consider them to be their regular provider. The lowest score was 4.18 in the category of regular provider and the lowest category for provider seen today was 4.44.

Discussion and Conclusions

Overall the patient satisfaction scores are excellent with only two scores below 4 and only 4 scores of 33 showing a small loss. The areas showing a small loss remain over 4. The two areas below 3 both are related to time spent waiting in the waiting room and in the exam room. Although both have improved over last year they remain below 4.

It is also notable that all Practitioners have very high scores both when taking care of patients that identify them as their regular provider and when seeing patients that have other regular providers. This would indicate that Practitioners as a whole have very good relational skills with all patients.

The most frequent reason cited for using the health center is again quality of care which also is an important indicator for the Center.

The Center continues to do an excellent job. It is recommended that the areas of improvement for the coming year focus on all processes and sub processes that are related to waiting in both the waiting room and the exam room.

Click [HERE](#) to read the entire report.