

Measuring Patient Satisfaction and Experience at a Community Health Center

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Introduction

- Overview
 - Background, Methods, Results, Discussion, Recommendations
- Personal interest in primary care, women's health, and quality
- Assessment of patient satisfaction and patient experience information
- Implementation of the Consumer Assessment of Healthcare Providers and Systems (CAHPS) suite



Background


- Successful management of illnesses common to primary care require:
 - Effective provider communication and collaboration
 - Strong patient-provider relationship, leading to improved patient health outcomes
 - Shared decision making which gives the patient an opportunity to choose among the best treatment goals
 - Continuity of care

Methodology

- Pre- and post-visit patient surveys
 - The pre- and post-visit surveys were created specifically for the OB-GYN departments at the Avondale, Mesa, and Surprise, AZ locations
 - The patients completed the pre-visit surveys while waiting for the provider and the post-visit surveys were completed after the visit prior to leaving the office
- Wednesday, July 9 – Thursday, July 17

Methodology

Adelante Healthcare Pre-Visit Survey



1. Please circle one: Female or Male



2. What is your age? (Please check a box)
 - 12-17 years old
 - 18-24 years old
 - 25-34 years old
 - 35-44 years old
 - 45-54 years old
 - 55-64 years old
 - 65-74 years old
 - 75 years or older

3. Is this your first visit to this facility, or is it a follow-up visit? (Please check a box)

First Visit Follow-Up

4. How are you feeling today?

5. Do you have any questions for the provider during today's visit?

Adelante Healthcare Post-Visit Survey


1. Did you get the services you came for? Yes or No
 If no: Why not? What happened?

2. Were you given information today? Yes or No
 If yes: What type of information were you given? (Circle all that the provider mentioned)
 - a. Labor and delivery
 - b. Postpartum and newborn care
 - c. Family planning
 - d. Gynecological services
 - e. Infertility
 - f. Contraceptives (birth control pills, birth control shot – Depo-Provera, NuvaRing, etc.)
 - g. Other: _____

3. Were you able to spend enough time with the provider to discuss your needs?
 Yes No

4. Did the provider answer all the questions you had and did these questions help you remember what you wanted to discuss with the provider?

5. Did you feel like you were involved in the decisions affecting your care?

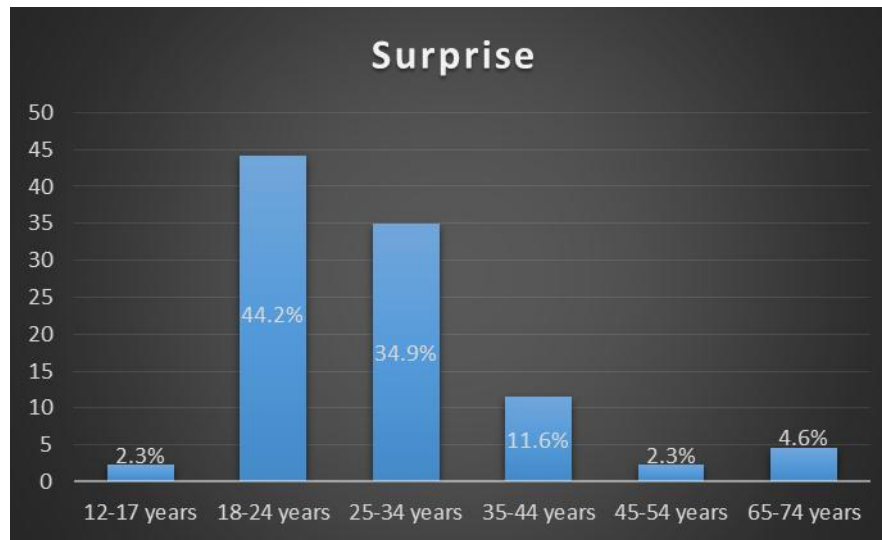
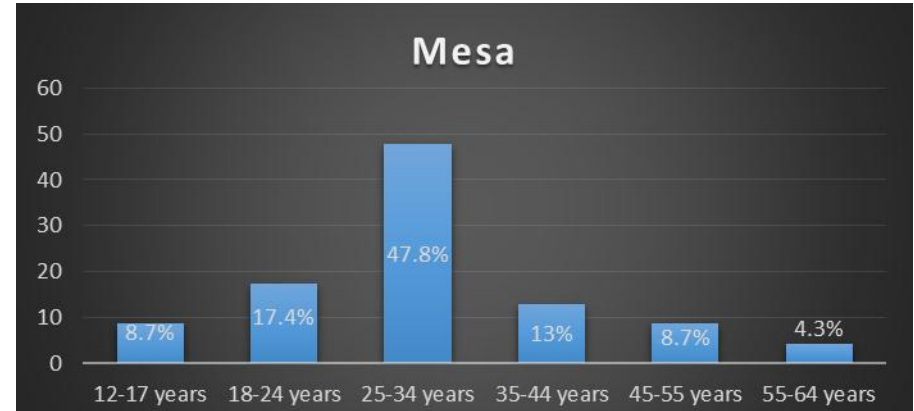
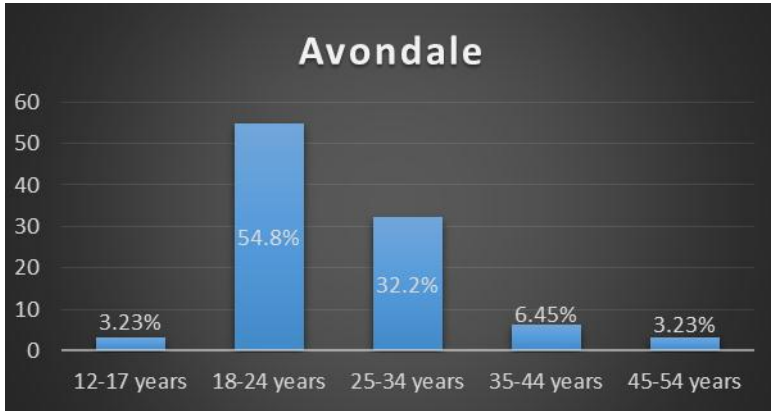


Results

- 97 total surveys were completed at all three clinic locations
 - 43 at Surprise, 31 at Avondale, and 23 at Mesa
- 94 of the 97 patients (96.6%) indicated increased patient satisfaction with their providers during their visit.
- 3 out of 97 patients (3%) answered no to the follow-up questions and left the question concerning whether they felt they were involved in the decisions affecting their care either blank or answered no.
- 8 patients were new patients with a rate of 8.25%, while 89 patients came for follow-up visits with a rate of 91.7%.

Results

Age demographics based on specific locations



Discussion

- Superb patient participation
- The use of the pre-visit survey in the waiting room allowed the patients to remember all the questions and concerns they had for their health care providers and it also decreased their wait time.
- The post-visit survey results had a rate of 96.9% increased satisfaction, indicating:
 - Patients were more engaged and involved in their clinical management because they remembered everything they wanted to ask.
 - Patients had greater satisfaction with their quality of care.
 - Patients stated their providers addressed all of their questions and needs.

Recommendations

- There should be a standardized survey created for each specialty for the patients to complete on the Patient Portal during their visit to each location.
- The health care providers should also collaborate with the Director of Clinical Programs to create survey questions based on the providers' communication, safety, efficiency, and effectiveness in order to assess which providers need more training.
- Each patient should be surveyed within each department in order for Adelante Healthcare to get a better understanding of which quality criteria's need improvement.
 - Providing patients with easy access to information empowers them to evaluate and communicate with providers in ways that matter to them.
- Patient experience should be reported based on race, ethnicity, education, health status, and other patient characteristics.
 - Better understand and treat specific populations, such as the chronically ill or disadvantaged.

Conclusion

- Both patients and providers should have training to fully understand how surveys and reports can suggest specific areas for quality improvement efforts.
- Barriers between patients and providers need to be broken in order for providers to be more responsive towards the patients' needs.
- Addressing patients' concerns and needs will:
 - Improve patient and provider satisfaction
 - Reduce turnover rates
 - Increase decisions consistent with patients' values
 - Increase productivity
 - Reduce treatment costs
 - Decrease patients' visits and wait times.

Acknowledgements

- Site Supervisor, Audrey Bohanan
- Faculty Advisor, Dr. Doug Campos-Outcalt
- Lisa Blue, Perry Horner, Liz Vazquez, Elaine Canez
- Avondale, Surprise, and Mesa Front Desk Staff Members
- GE-NMF PCLP Scholarship Administration and Faculty

