

Making Patients Smile: Assessing Patient Satisfaction and Improving Surveys at Watts Healthcare Corporation

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Introduction

- My experience with patient satisfaction
- Misinterpretation of patient satisfaction
- The importance of measuring patient satisfaction effectively



Background

- Patient satisfaction surveys help CHCs evaluate themselves
- Health Resources and Services Administration (HRSA) requires CHCs to annually report patient satisfaction
- The Patient Centered Medical Home (PCMH) uses Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey



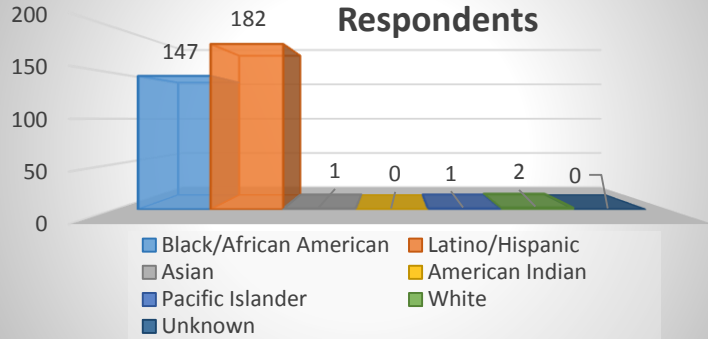
Methodology

- **Data was collected for five weeks using patient satisfaction surveys**
- **Researcher approached patients of all ages in waiting rooms at Watts Healthcare Corporation**
- **Researcher distributed surveys (both in English and Spanish) to any patients willing to participate. Patients were given incentives – a heart shaped stress ball – for participating.**
- **Researcher analyzed data by using excel**

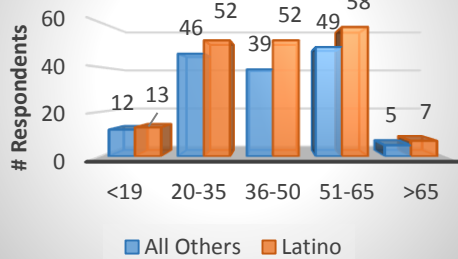


Results

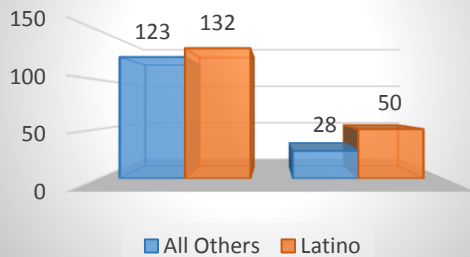
WHC - Ethnic Breakdown - All Respondents



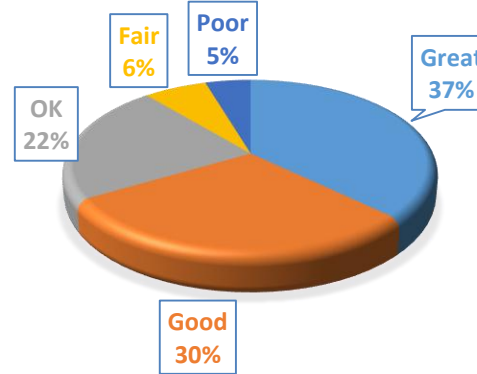
WHC - Age - Comparative Analysis



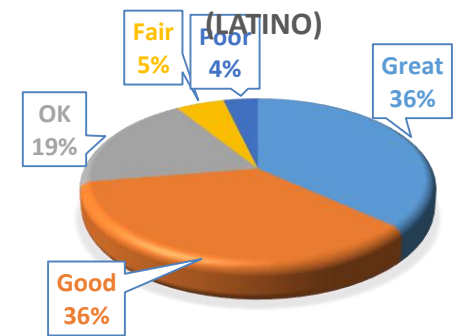
WHC - Gender - Comparative Analysis



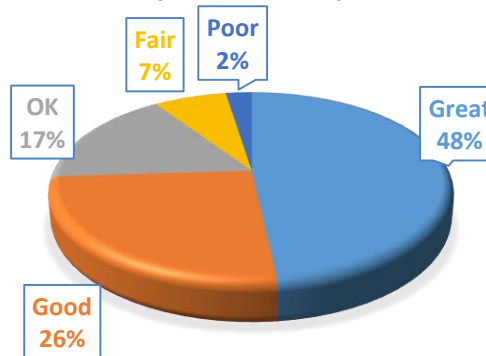
WHC - ACCESS/CONVENIENCE - (NON-LATINO)



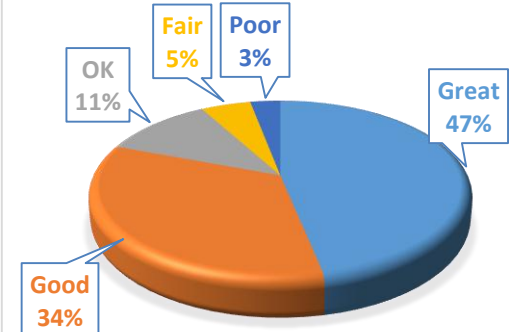
WHC - ACCESS/CONVENIENCE - (LATINO)



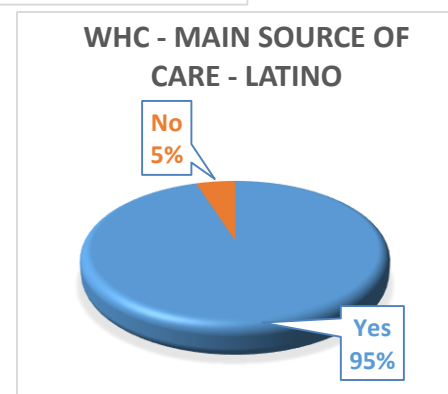
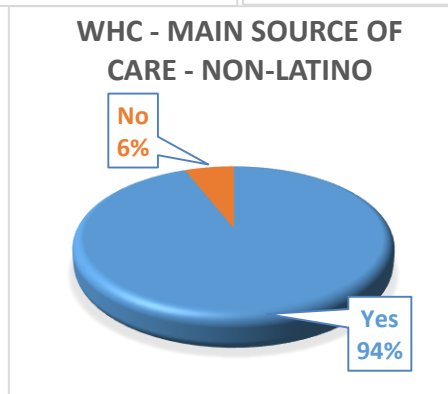
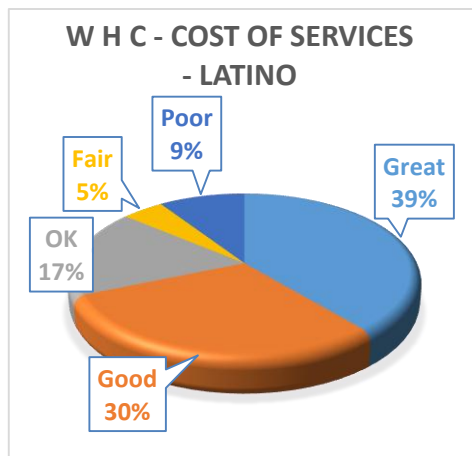
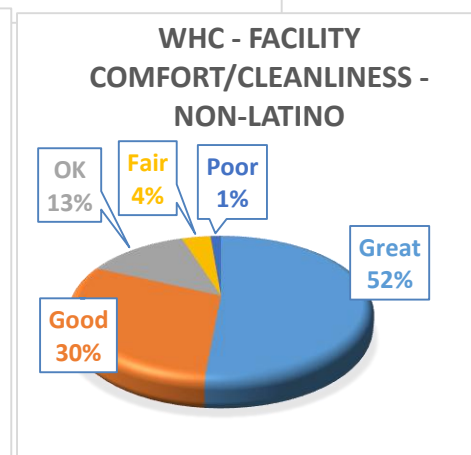
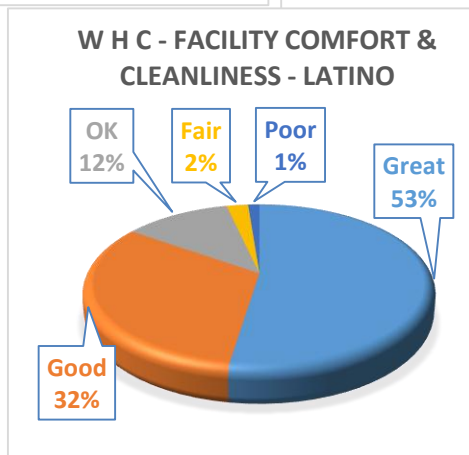
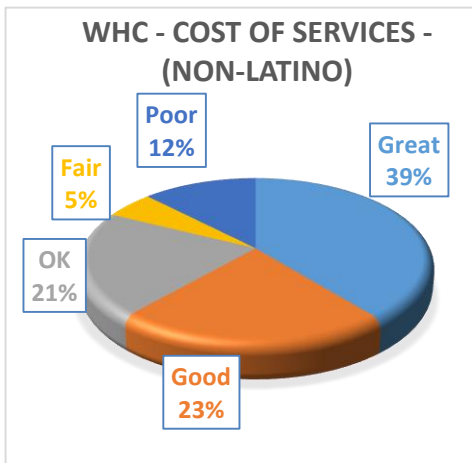
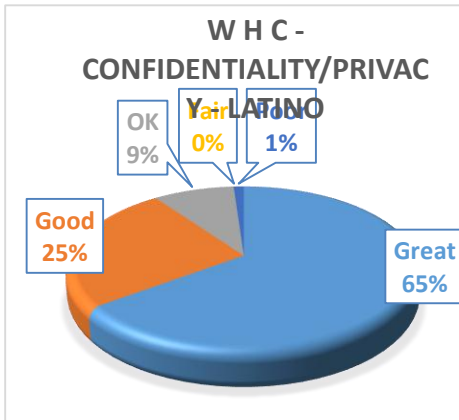
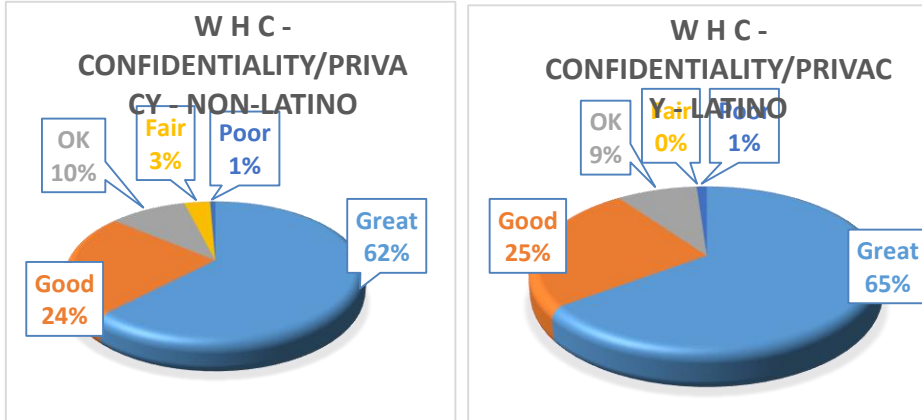
WHC - PROVIDER INTERACTION/SATISFACTION - (NON-LATINO)



WHC - PROVIDER INTERACTION/SATISFACTION - LATINO

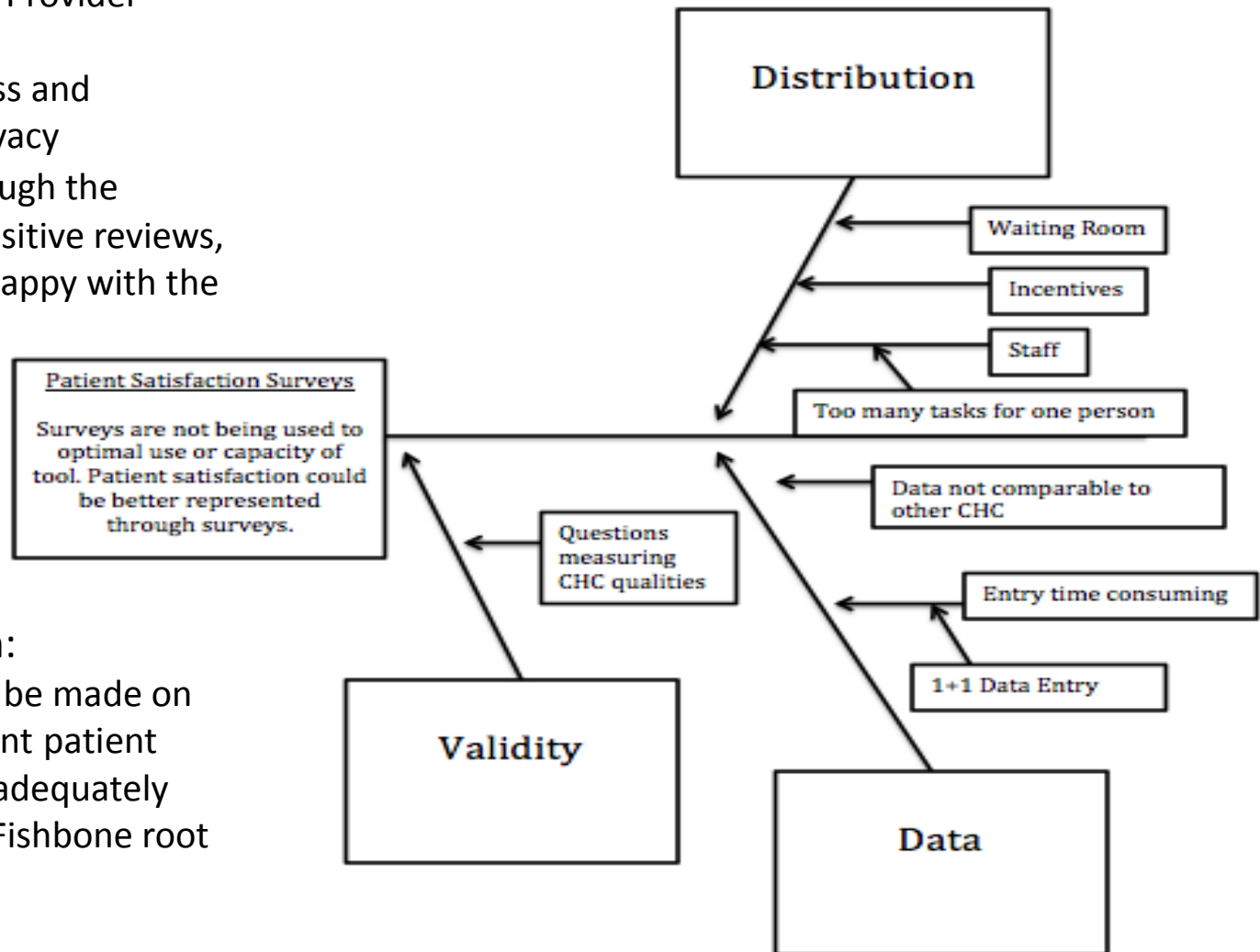


Results



Discussion

- Analysis of Findings: More than 60% of patients surveyed answered positively in all survey categories: Access, Provider Satisfaction, Cost, Comfort/Cleanliness and Confidentiality/Privacy
- Questions : Although the surveys showed positive reviews, are patients truly happy with the services at WHHC?



- Further Research: Improvements can be made on this tool to represent patient experiences more adequately
- Tangible Findings: Fishbone root cause analysis

Recommendations

- **Distribution** – To alleviate the issues presented with the distribution of patient satisfaction surveys, it is recommended **EHR/electronic versions of the survey be used to reduce the workload on staff and increase year long survey production.**
- **Validity** – To increase validity of the patient satisfaction surveys, it is recommended **a more concise format of questions from the HRSA and/or CAHPS be selected to reduce misunderstandings and increase applicability for patients.**
- **Data** – To reduce the burden of data entry and create comparable data, **the above recommendations would also be useful. Additionally, hiring third party members or more staff increase data entry productivity.**

Conclusion

- **WHHC can better gather patient experiences with minor modifications of its current system. Patient experiences are important for health care outcomes.**
- **Patient satisfaction surveys are great tools for gathering patient experiences but only when used properly.**
- **Due to funding limitations, these recommendations may be challenging for WHHC.**
- **However, it could be possible to implement one or a combination of these suggestions with the resources currently available at WHHC.**
- **Regardless of funding being an issue, it's still important for surveys to be utilized correctly in order to improve patient experiences/outcomes and reach funding requirements.**
- **Additionally, the use of patient satisfaction surveys is fairly recent in healthcare, creating a limitation of research available as standardizations and guidelines are being refined with time.**

Acknowledgements

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