East Liberty Family Health Care Center Patient Satisfaction Survey 2018 Summary Results and Identified Opportunities

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Methods:

During 2018 a convenience sample of patient satisfaction surveys was collected over two collection periods. The first collection period of July and August 2018 focused on patients receiving services at the Hill District site. The second collection period of October, November and December 2018 focused on collection from patients receiving services from the East Liberty, Lincoln Lemington and the Wilkinsburg sites. This report combines both collection periods to give an organizational wide view of results.

There was a total of 381 surveys collected supporting a 5% margin of error and a 95% confidence level. This meets the most commonly used survey standards.

Paper surveys were handed to patients by front desk staff as they signed in and were collected by front desk staff when they left.

Survey questions were for the most part identical to questions asked in the prior year to facilitate year to year comparison. Satisfaction questions were rated on a scale from 1-5 where 5= Excellent and 1 = Poor. Satisfaction categories were related to:

- Ease of getting care
- Waiting
- Staff responsiveness
- Facilities
- Payment

Year over Year Survey Response Comparison (2018 vs. 2017):

In 2018 the number of responses decreased 58% (528 responses) over the 2017 survey.
Location:

A total of 381 surveys were collected at the four locations. Of the 381 responding to the site question patients chose East Liberty 45% (172), Lincoln Lemington 15% (56), Hosanna House 9% (36), and the Hill District 31% (117).

Patient Responses by Location 2018:

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Demographics:

Age

Patient Responses to “What is your Age?” 2018:

Of the 331 respondents to this question 77.64% were in the 19-64 age group, 8.46% were in the 18 and under age group and 13.9% were in the 65 and older group.

Gender

Patient Responses to “What is your Sex?” 2018:

Of 372 respondents, 62.37% identified as female and 37.63% as male.
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Race

Of 347 respondents 59% identified as Black/African American, 24% identified as White/Non-Hispanic and 6% Hispanic/ Latino.

General Information:

Appointment Type

The most frequent reason for a visit was a scheduled follow-up and the second most frequent reason was an annual check-up. These two categories represent 60.22% of those answering the question, in contrast to 12.32% of patients surveyed reporting an urgent problem. Seven percent (7%) reported they had received a same day appointment. 14% reported they were there for a dental visit.

Doctor Seen on Day of Visit
Of the 330 respondents answering the question “Who is your provider today” 24.24% answered Dr. Weaver, 8.48% Dr. Cooke, 7.89% Dr. Hall, 7.27% Dr. Anderson and 6.36% Dr. Belsches.

The large percentage seen by Dr. Weaver may be influenced by the concentration of surveys (117) collected at the Hill District site where Dr. Weaver was a main provider.

Responses to “Who is your provider today?” 2017:
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Of 301 respondents selecting a “main provider”, 15.61% choose Dr. Weaver, 14.62% choose Dr. Hall, 9.97% choose Dr. Cooke, 9.63% choose Dr Belsches and 9.63% choose Dr. Anderson totaling 59.63%.

Responses to “Who do you consider your main provider?” 2018:

- Dr. Joe Weaver: 47
- Dr. Hall: 44
- Dr. Cooke: 30
- Dr. Belsches: 29
- Dr. Anderson: 29
- Dr. Sima Weaver: 24
- Laura Styles, PA: 16
- Dr. Zimmerman: 15
- Dr. Williams: 13
- Dr. Tran: 11
- Betty Mae Tatman, CRNP: 9
- Megan Crissman, PA: 8
- Dr. Cuccaro: 8
- Anita Hussey, CRNP: 6
- Joell Pavlik Hygienist: 3
- Dr. Diggs: 2
- Dr. Blandino: 2
- Dr. Bemm: 2
- April Scassera, LCSW: 2
- Dr. Balestrino: 1

Why East Liberty Family Health Center? Responses to “Reasons you choose our health center?” 2018:
Quality of care was the most frequent choice of the 348 respondents to “reason you choose our Health Center” with 52.01%. This was followed by no insurance 14.94%, Location 9.77%, Whole person care 8.62% and prayer at 7.18%

Other reasons were listed by 7.47% of respondents to this question.

Transportation

The most frequent form of transportation to the Center by the 371 respondents was Car at 72%. This was followed by Bus at 17%, Walk at 7%, and Access at 3%.
Of the 289 Respondents answering this question, 281 answered Medical.

A comparison with the answers to other questions would indicate that those receiving pediatric care, dental services as well as others did not answer this question.

Satisfaction Questions:

There are thirty-two questions asking patients to rate their service on a scale of 1-5 with 1 representing Poor and 5 representing excellent. Ratings ranged from a high of 4.87 for “Staff-Nurses, Medical Assistants, and Dental Assistants-Friendly and helpful” and “to 4.10 for “Waiting time in the Waiting room.” The average score overall was 4.65.

There were no scores below 4.

When comparing scores from 2017 to 2018 the change ranged from a positive 0.13 to a negative 0.06. An average positive change of 0.06 was achieved overall based on all satisfaction scores combined. Of the scores only 5 changed in a negative manner ranging from less than 0.00 to 0.06

The remainder of the scores changed in a positive direction with a positive 0.13 for “Facility neat and clean” being the highest improvement. Charts depicting the overall score and the change in score year over year can be found on the following two pages.

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2018 Patient Satisfaction Survey Results by Question:
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- Staff: Nurses and Assisting: Friendly and helpful: 4.87
- Staff: All Others: Friendly and helpful: 4.85
- Rest of questions: Keeping my personal information private: 4.85
- Staff: All Others: Answers your questions: 4.83
- Staff: Providers: Questions answered in a way I understand: 4.81
- Staff: Providers: I have a say in decisions about my care: 4.81
- Rest of questions: Overall, I felt my visit today was: 4.81
- Staff: Nurses and Assisting: Answers your questions about how to...: 4.81
- Rest of questions: The likelihood of referring your friends and relatives...: 4.78
- Staff: Providers: How well did provider explain to you how to manage...: 4.77
- Facility: Comfort and Safety while waiting: 4.76
- Facility: Neat and clean building: 4.75
- Staff: Providers: Takes enough time with you: 4.74
- Rest of questions: I understand how to monitor my health at home: 4.72
- Staff: Providers: How well did provider explain changes you will need to...: 4.71
- Staff: Nurses and Assisting: This practice informs me about results of...: 4.71
- Facility: Privacy: 4.69
- Payment: Collection of payment/ money: 4.68
- Ease of getting care: Convenience of Centers location: 4.68
- Payment: Explanation of charges: 4.68
- Ease of getting care: Hours Center is open: 4.67
- Staff: Nurses and Assisting: The practice helps me make appointments...: 4.65
- Average: 4.65
- Ease of getting care: Reminds me of followup appt and tests: 4.61
- Ease of getting care: Ability to get in to be seen: 4.58
- Rest of questions: I know how to get care during evenings or weekends: 4.53
- Ease of getting care: Prompt return on calls: 4.47
- Staff: Nurses and Assisting: If I leave a message during office hours I get...: 4.43
- Waiting: Waiting for tests to be performed: 4.37
- Waiting: Waiting for test results: 4.37
- Ease of getting care: If I am sick same day appt: 4.29
- Waiting: Time in exam room: 4.25
- Waiting: Time in waiting room: 4.10

- Average: 4.65
### 2018 Patient Satisfaction Survey Results Compared to 2017:
(Positive results show year over year improvement)

<table>
<thead>
<tr>
<th>Category</th>
<th>2018 Percentage</th>
<th>2017 Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facility: Neat and clean building</td>
<td>0.13</td>
<td></td>
</tr>
<tr>
<td>Ease of getting care: Ability to get in to be seen</td>
<td>0.12</td>
<td></td>
</tr>
<tr>
<td>Ease of getting care: Prompt return on calls</td>
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</tr>
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<td></td>
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<td>Payment: Collection of payment/ money</td>
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Staff: Providers: How well did provider explain changes you will need to make...
Staff: Providers: Takes enough time with you

(Positive results show year over year improvement)
Word Cloud Analysis of Open-Ended Questions:

Four open ended questions were analyzed via a word cloud.

1. 149 patients answered the question regarding reasons you missed an appointment. Scheduling and transportation (especially not having a ride or being too sick to drive) were the leading reasons mentioned.

Analysis of “If you have had to cancel or miss an appointment in the past year, could you describe the circumstances”
2. 105 patients answered the question ‘What do you like least about our Center?’ The words most frequently used in their answers were Waiting and Scheduling Appointments.

Analysis of “What do you like least about our Center?”
3. Two hundred and seventy-two patients made suggestions for improvement. Words most frequently mentioned included Phone, Care, and Waiting.

Analysis of “Suggestions for improvement?”
4. Four hundred and seventy-seven patients answered the question “What do you like best about our Center?”. Prayer, Care, Staff, Friendly, Doctors, Kind, Service, Convenient, and Location were some of the most frequent words used.

Analysis of “What do you like best about our Center?”
Discussion:

Year over year the East Liberty Family Health Care Center Patient Satisfaction scores continue to be positive and continue to improve. The team continues to maintain the goal of no scores under 4 and has made headway in many categories including waiting, perception of staff friendliness, and several categories in ease of getting care which are a continued focus of improvements.

Satisfaction scores by site are all over 4.5 showing a consistency of quality from the patients point of view across the organization with only 0.09 separating the highest to the lowest average overall score.

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Opportunities for Improvement:

Of the seven questions with an average score below 4.5 four were related to waiting including: waiting or tests to be performed, waiting for test results, waiting time in exam room, and waiting time in the exam room.

Two of the seven questions scoring under 4.5 were related to ease of care including prompt rerun of calls and getting a same day appointment when sick.

The remaining question scoring under 4.5 is related to receiving a call back in a timely manner when leaving message during office hours.

The Center is currently engaged in improvement projects that touch all of these areas. A continued focus on the improvement of the patient care process with these issues in mind will continue to improve these scores. It is important to remember that these scores however are all above 4.
Average scores below 4.5

Five questions have lower average scores when compared to last year. These areas all continue to score above 4.5 but staff should be aware of the small changes. The Five areas are on the chart below, ranging from a decrease that is so small it registers as 0.00 for staff being friendly and helpful to a 0.06 decrease in providers take enough time with you. The actual score for this question however remains very high at 4.76. This question has an average score of 4.76.

Average Scores that decreased compared to 2017

Overall scores are very good to excellent and should be a source of pride for the organization as the continued work for improvement proceeds.