

2018-2019 Assessment Final Report

Department: Watkins Health Services

Watkins Health Services Student Health Advisory Board (SHAB) Survey

Introduction

Assessment Project Description

The Watkins Health Services Student Health Advisory Board Survey is distributed across campus with the intent to assess the experience and learning outcomes of those using WHS, along with ascertaining why students choose not to utilize WHS for their health care needs.

Service/Program Student Learning Outcome(s)

Students participating in [Insert Service/Program Name] will be able to...

- Recognize how maintaining good health and wellness positively impacts personal and academic goals (1)
- Use prevention health information to mitigate health issues/injury in the future (2)
- Acquire and use health information to manage aspects of personal healthcare (3)

Population/Sample:

The population surveyed were patients seen in WHS General Medicine Clinic (GMC) and Gynecology Clinic (GYN) during the entire month of April, 2019.

Assessment Method(s):

This Assessment Project took on a big change mid-year. After reviewing responses of the 2018 SHAB results and reviewing trends in data over time, it became clear that the data wasn't as useful as it used to be. The data was becoming stagnant and not informing WHS. Concurrently, WHS providers were asking for a way to gauge service user satisfaction. Heidi Garcia, Assistant Director of WHS found the Patient Satisfaction Assessment Service or PSAS through the American College Health Association, or ACHA as a tool that would both gauge service user satisfaction along with gaining insight into the quality and performance of WHS.

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During the assessment period (April 2019), all students seen in GMC and GYN were sent emails with links to the PSAS. There were 3,291 emails sent and 274 responses which yields an 8% response rate.

Summary of Key Findings/Results

- 88% of respondents were satisfied or very satisfied with the ease of scheduling an appointment
- 85% of respondents were satisfied or very satisfied with the amount of time needed to complete their appointment
- 90% of respondents were satisfied or very satisfied with the efficiency of the check-in and check-out processes
- 88% of respondents were satisfied or very satisfied by the friendliness, courtesy, and helpfulness of Registration Staff.
- 94% of respondents were satisfied or very satisfied by the friendliness, courtesy, and helpfulness of Staff Assisting Provider
- 93% of respondents were satisfied or very satisfied with how their provider listened carefully to their concerns
- 80% were satisfied or very satisfied with the amount of time they spent with the provider
- 81% of respondents agreed they had received information to improve their health
- 96% of respondents were satisfied or very satisfied with the confidentiality and privacy being carefully protected
- 90% of respondents were likely or very likely to recommend WHS to another student

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Conclusions

Impact of Assessment

WHS Administration and Management teams plan to review this data first followed by the rest of the WHS Staff, Student Affairs Leadership and members of the Student Health Advisory Board (SHAB). Based on these results, further training on issues related to our customer service plan, C.I.Care will be revisited as well as how WHS staff continues to communicate about the Health Fee and using the Patient Portal.

Lessons Learned

This is the first time WHS has implemented the PSAS as well as the first time WHS IT staff has utilized specific functionality of our electronic medical record, Point and Click to send emails to service users. In those respects, this assessment project was largely successful. As we continue to go through the data points including the open answer portion of the results usefulness of the data can more readily be assessed. Additionally, having data to trend may make this a more impactful assessment tool.