

# 2019-2020 Assessment Final Report

Department: Watkins Health Services

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## Watkins Health Services Patient Satisfaction Assessment Service

### Introduction

#### Assessment Project Description

The Patient Satisfaction Assessment Services is distributed to WHS users with the intent to assess the experience and learning outcomes of those using WHS, along with evaluating the students' customer experience. The purpose of this project is to assess students' satisfaction with services along with assessing students' ability to connect prevention and maintenance of personal healthcare with academic success.

#### 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:

Those students who use Watkins Health Services' patient care departments regardless of level in school during the entire month of November, 2019.

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### **Assessment Method(s):**

Each day services were provided during the month of November, 2019 a report of students who used services from WHS patient care departments was generated by WHS's own IT department. Those services users were sent an email which contained a link to the PSAS. Questions in the survey were comprised of qualitative and quantitative questions to further measure whether or not students are making the connections laid out in the outlined student learning outcomes as well as glean critical patient satisfaction information.

### **Summary of Key Findings/Results**

- **88%** of respondents were satisfied or very satisfied with the ease of scheduling an appointment
- **80%** of respondents were satisfied or very satisfied with the amount of time needed to complete their appointment
- **94%** of respondents were satisfied or very satisfied with the efficiency of the check-in and check-out processes
- **89%** of respondents were satisfied or very satisfied by the friendliness, courtesy, and helpfulness of Registration Staff.
- **93%** of respondents were satisfied or very satisfied by the friendliness, courtesy, and helpfulness of Staff Assisting Provider
- **92%** of respondents were satisfied or very satisfied with how their provider listened carefully to their concerns
- **90%** were satisfied or very satisfied with the amount of time they spent with the provider
- **76%** of respondents agreed they had received information to better manage aspects of their personal health
- **96%** of respondents were satisfied or very satisfied with the confidentiality and privacy being carefully protected
- **90%** of respondents were satisfied or very satisfied overall with their visit.
- **90%** of respondents agree or strongly agree that by maintaining good personal health and wellness they are more likely to achieve their academic goals.

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- **55%** of respondents agreed that the preventative health information they received from WHS helped them avoid additional health issues.
- **88%** of respondents were likely or very likely to recommend WHS to another student

### 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, using the Patient Portal, rights and responsibilities of the service user, and education on what it means to be a knowledgeable consumer of health care.

#### Lessons Learned

Utilizing the PSAS only increases the value of membership with the American College Health Association (ACHA) as that organization develops the survey as well as generating the reports for it. Because other college health centers also use the PSAS WHS is able to view national aggregate data regarding trends in patient satisfaction as well as trends in how health services are perceived by service users.

This year, Watkins Health Services planned to have two survey periods; one in November 2019 and an additional survey period in April 2020. Because of the impact of removing (most) students from campus plans to hold two survey periods were abandoned. Even though WHS was open throughout the COVID 19 pandemic, usage was lower in house and many appointments were done utilizing telemedicine. The PSAS is a useful, yet costly assessment tool and the decision was made ultimately to not