

## UHS Patient Satisfaction Survey Spring 2006

### Students Give UHS Positive Evaluation

Every year UHS asks patients to rate their satisfaction with the care they received. We use the results to identify UHS strengths and weaknesses in order to improve services. The Spring Semester 2006 survey was conducted over the course of five days and once again, the overall results were very positive. Patients surveyed had received general medical services and urgent care, as well as women's health services; participation was completely voluntary and anonymous.

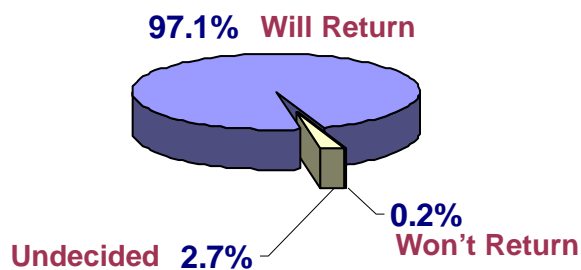
- ◆ 425 patients completed the survey
- ◆ 47% response rate

We are pleased with these evaluations because we constantly strive to improve the quality of care and delivery of health services to Penn State students.

Margaret E. Spear, M.D.  
Director, University Health Services

### 97.1% of Students Surveyed Say They Will Return to UHS for Care

An overwhelming majority - 97.1% - said they would return to UHS for their health care needs.



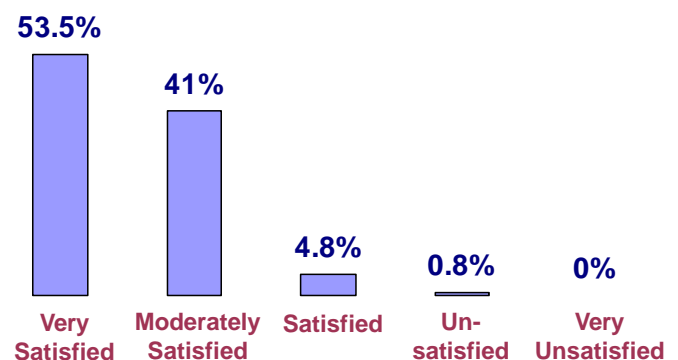
*"All your staff were wonderful and very caring and understanding. Thank you!"*

*"Your very friendly staff and clinicians make my UHS experience a bright one every time. All visits have been positive experiences."*

Satisfied Penn State Students

### UHS Quality of Services Gets Very Good Marks from Students

When asked if they were satisfied with the quality of UHS services, 94.5% responded that they were satisfied, which is a high percentage of customer satisfaction. Of those satisfied students, more than half (53.5%) said they were *very satisfied*. Only 0.8% said they were *unsatisfied* and there were no students who reported that they were *very unsatisfied*.

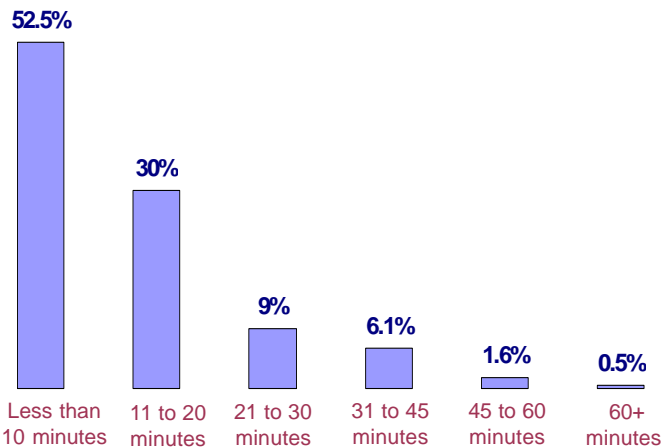


## Wait Time Continues to Improve

“Wait time” is how long it takes from the time a student arrives at University Health Services until the student is seen by a clinician. UHS has reduced wait times significantly in the last three years.

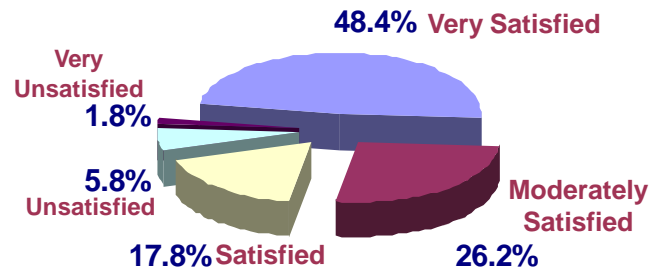
### 82.5% of Students Say They Waited 20 Minutes or Less

Patients were asked how long they had waited to see a clinician. 82.5% said they waited 20 minutes or less. 52.5% reported waiting *less than 10 minutes*, and 30% reported waiting *11 to 20 minutes*.



### 92.4% of Students Say They Are Satisfied with Wait Time

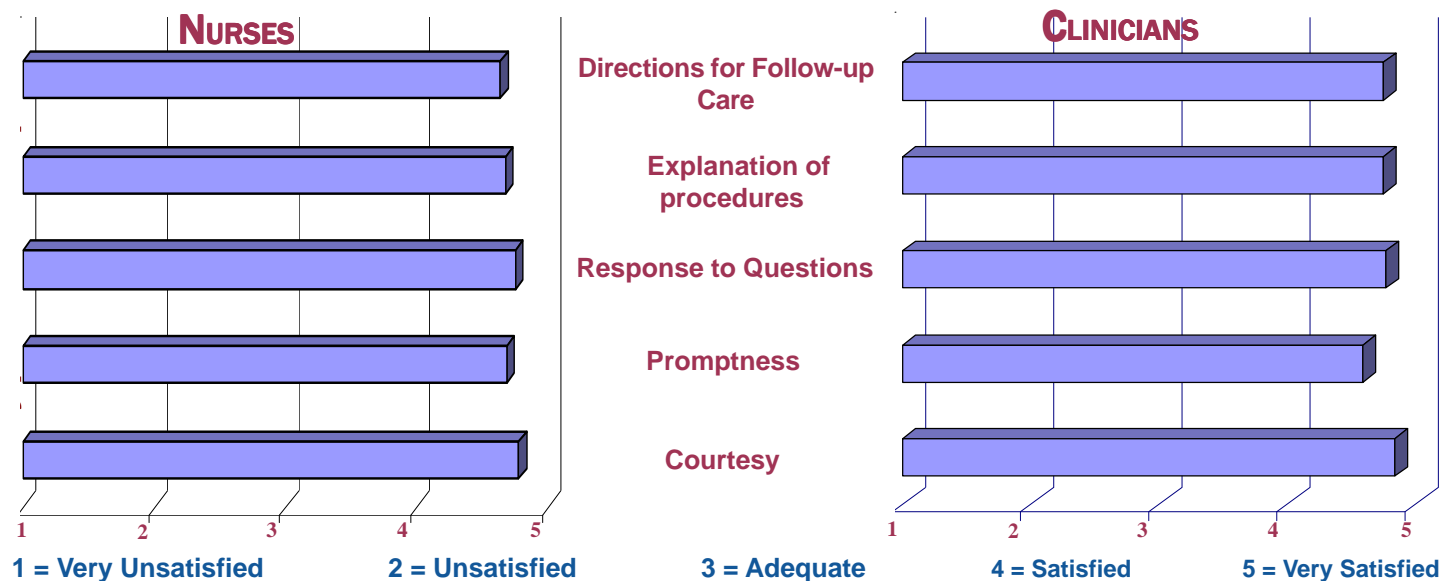
92.4% of patients stated that they were *satisfied* with the length of time they had to wait to see a clinician. Of those satisfied patients, 48.4% stated that they were *very satisfied*.



*“Everybody was very nice and helpful and service was as fast as they possibly could.”*  
A Satisfied Penn State Student

## Students Satisfied with Important Aspects of Quality of Care

Patients were asked to rate their satisfaction with five major measures of quality of care provided by nurses and clinicians. Using a five-point scale with 5 being *very satisfied* and 1 *very unsatisfied*, the students ranked the nurses and clinicians at an impressive average rating of 4.73. These positive evaluations demonstrate our success in fulfilling the mission of providing “high quality, student-centered” health services.



*“Very friendly personnel. Explain what is going on and make you feel comfortable . . . good job!”*

A Satisfied Penn State Student