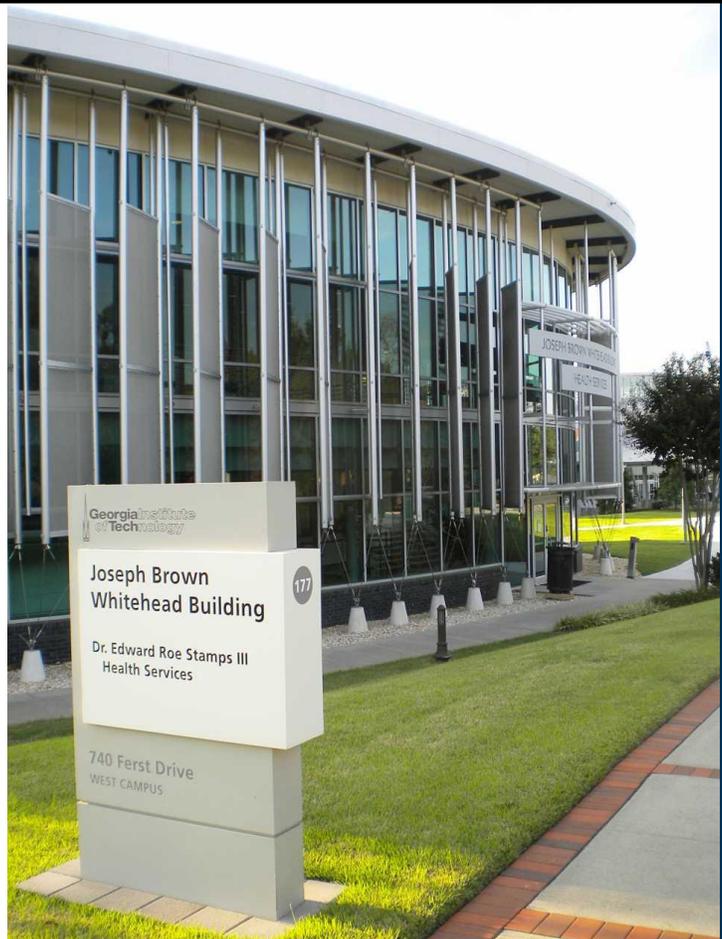


# Stamps Health Services 2021 Patient Satisfaction Report



Completed by: John Scuderi  
Report to Governing Board  
3/24/2022

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## EXECUTIVE SUMMARY

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Stamps Health Services (Stamps) concluded the reporting period with outstanding results that indicate that our service excellence program is continuing to yield positive results both in quantitative scores but also qualitative comments.

For 2021, 2,508 surveys were completed for a response rate of 7.8 percent. Overall, the data demonstrated positive scores in all areas of service with an average score of 4.7 on a scale of 1-5. Our results continue to show that students value the services provided and that Stamps contributes to their overall health and well-being in pursuit of academic success.

Each month the survey is rich with positive comments about individual staff members, specific services and how SHS provides service excellence. Of the 2,508 surveys completed, there were 744 open ended comments. Of these, 626 (84%) were positive in nature but 118 (16%) suggested an opportunity for improvement. The Governing Board carefully monitors unfavorable comments to address issues and identify trends.

During the fall and Spring term questions are added to the survey to assess the overall satisfaction with the student health insurance plan (SHIP). This plan typically serves over 6,000 undergraduate and graduate students and is very important to the overall financial health of Stamps. This year over 700 respondents provided insight into their satisfaction with the SHIP. The results are consistent with previous surveys but continue to show a trend away from respondents being very satisfied. Although multifactorial, this needs further evaluation. Future surveys may ask additional questions to better understand what is driving this result. The survey results will be shared with the SHIP provider.

For 2022, we will continue to assess our tool, evaluate the effectiveness of our services to ensure we are providing service excellence.

Respectfully Submitted,

John Scuderi  
Director, Health Operations

## A. SERVICE EXCELLENCE

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1. Stamps Health Services is committed to providing outstanding service to our customers on a consistent basis. Provision of exceptional customer service requires that staff exhibit positive behavior and attitude. Collectively the staff of Stamps strives to be knowledgeable, courteous, welcoming, friendly, and accommodating to assist the GT community in accessing and obtaining the materials, information, and services they are seeking.
2. Our Service Excellence Standards are. **S**ervice Driven, **T**eam Players, **A**ccountable, **M**otivated, **P**ositive, & **S**uccessful
  - **Service Driven-** *We exist to serve our customers*
  - **Team Players** -*We will trust, respect, and support each other as a team as we work together to meet our customers' needs*
  - **Accountable-** *We will be responsible for accepting ownership for meeting internal and external customer needs*
  - **Motivated-** *We take initiative to empower ourselves to create unique memorable and personal experiences for our customers*
  - **Positive-** *We present a positive and respectful attitude with all that we do*
  - **Successful-** *By exceeding customer expectations, we will become a nationally recognized model for college health care centers*

## B. PATIENT SATISFACTION

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1. Stamps Health Services measures patient evaluation of care using a patient satisfaction survey. Satisfaction data is collected for multiple purposes such as identifying unmet care needs, patient expectations and perceptions of health care services and care, benchmarking, strategic decision making, and performance improvement.
2. Data analysis of closed-ended response scales provides for quantitative results. Open-ended questions are designed to elicit patient comments, which, upon analysis, result in qualitative data.
3. Patient satisfaction data is reviewed monthly by the Governing Board. All managers are expected to review survey results with staff on an ongoing basis in support of service excellence, annual performance review and in managing individual and/or unit performance.

## C. SURVEY PROCESS

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1. The survey is sent out at 5:15PM every day (M – F). The link to the survey is sent to every patient who had an appointment that day in every clinic. They receive an email with a link to the survey.
2. The survey tool is reviewed at least annually to ensure the survey is yielding the desired results.

## D. SURVEY QUESTIONS

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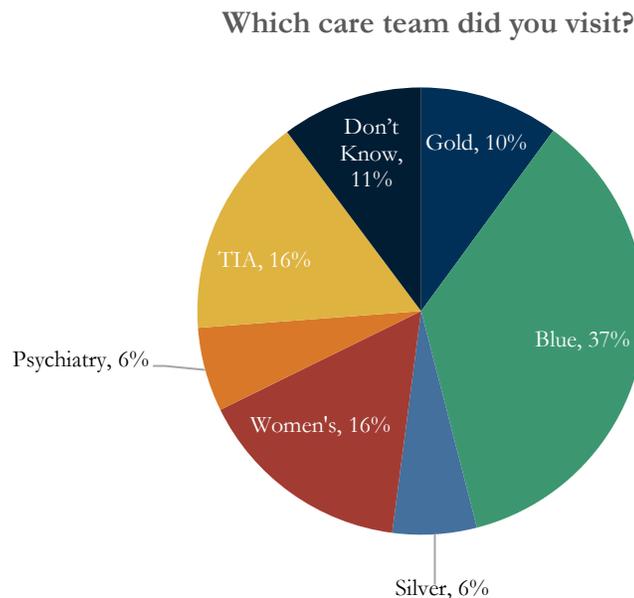
1. The survey instrument (Qualtrix) consists of items grouped into closed-end response scales and items of an open-ended nature requesting respondent comments.
2. Patients rate all functional areas of Stamps using a Likert scale (1-5.)
3. The survey questions focus on different dimensions of care/service such as courtesy, dignity and respect, listening, addressing concerns, education provided, and timeliness. An example of the questions is shown below.
  - *How satisfied were you with the courtesy of the staff that treated you?*
  - *How satisfied were you that you were treated with dignity and respect?*
  - *How satisfied were you that your provider listened to and addressed your concern?*
  - *How satisfied were you with the clarity of your instructions for home care and follow -up after your visit?*
  - *What is your overall satisfaction with the care you received?*

## E. SURVEY RESULTS

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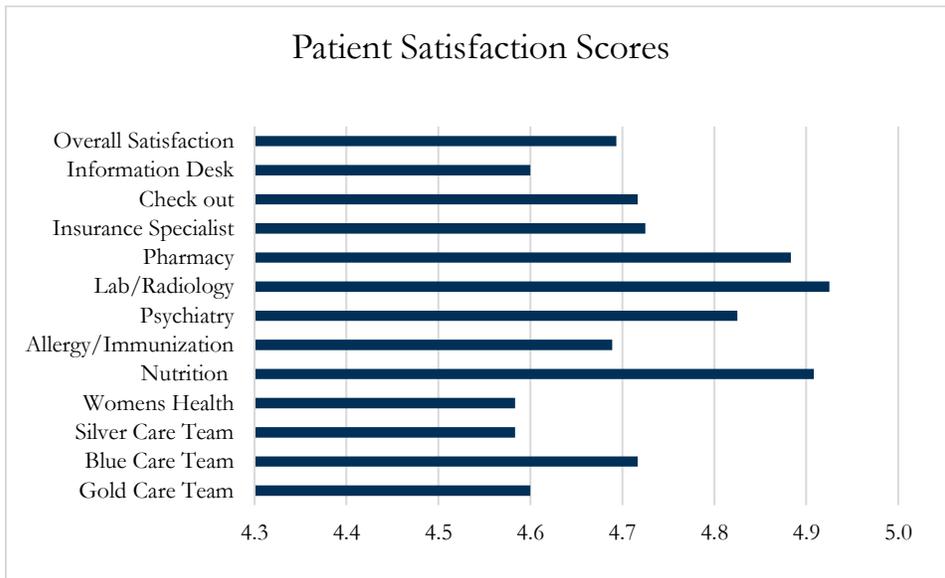
### Closed Ended Responses

1. For 2021, 2,508 surveys were completed for a response rate of 7.8 percent. The response rate tends to be low since many satisfied or mildly dissatisfied patients are less likely to complete surveys. In addition, Stamps COVID 19 strategies have resulted in fewer appointments.
2. Responses by care team are shown below. COVID 19 significantly reduced responses from the GOLD care team since they only saw patients with a respiratory complaint.



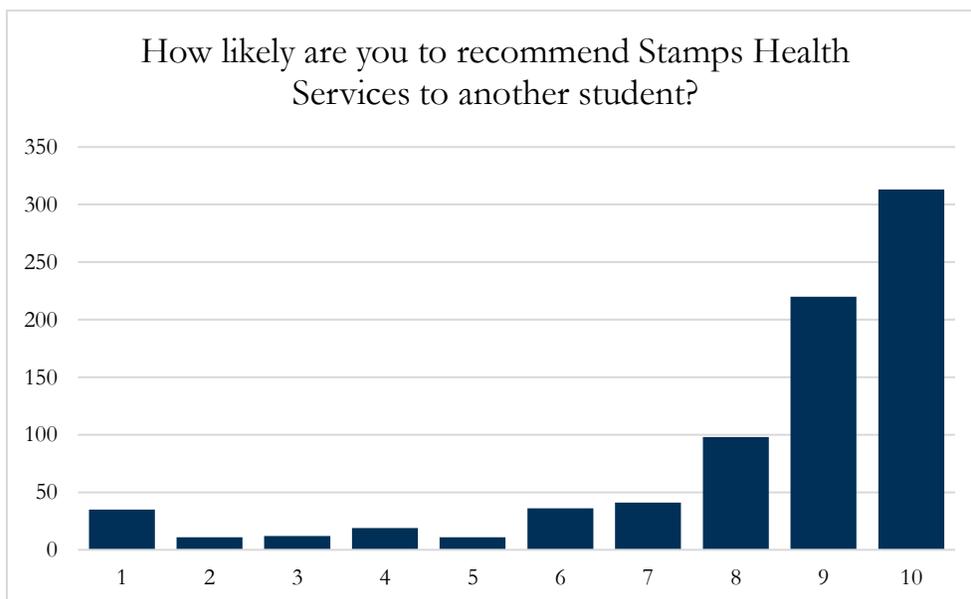
3. The average satisfaction scores below represent responses to survey questions that focus on different dimensions of care/service such as courtesy, dignity and respect, listening, addressing

concerns, education provided, and timeliness. The lab/radiology area received the highest overall satisfaction rating.

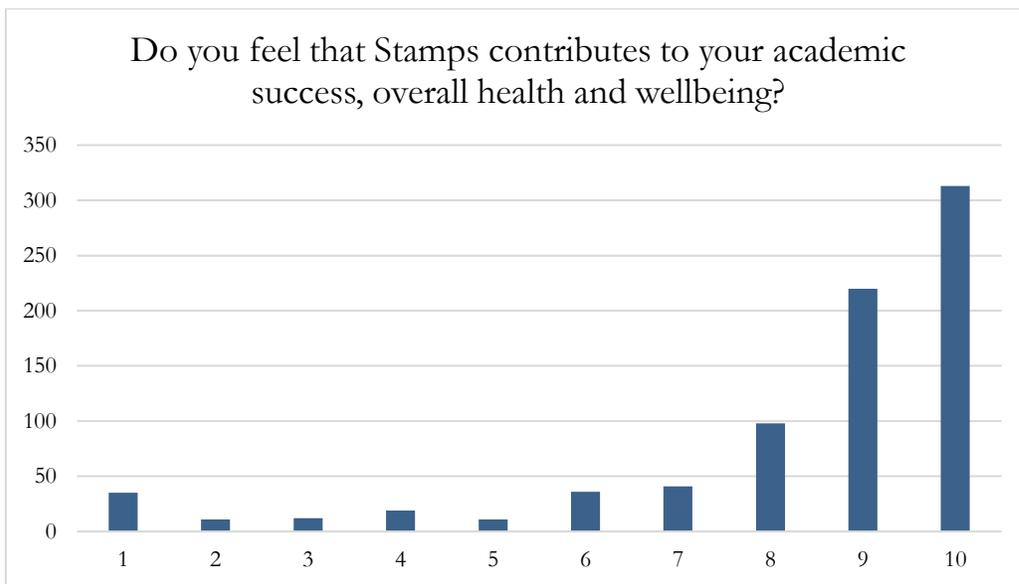


### Open-ended Responses

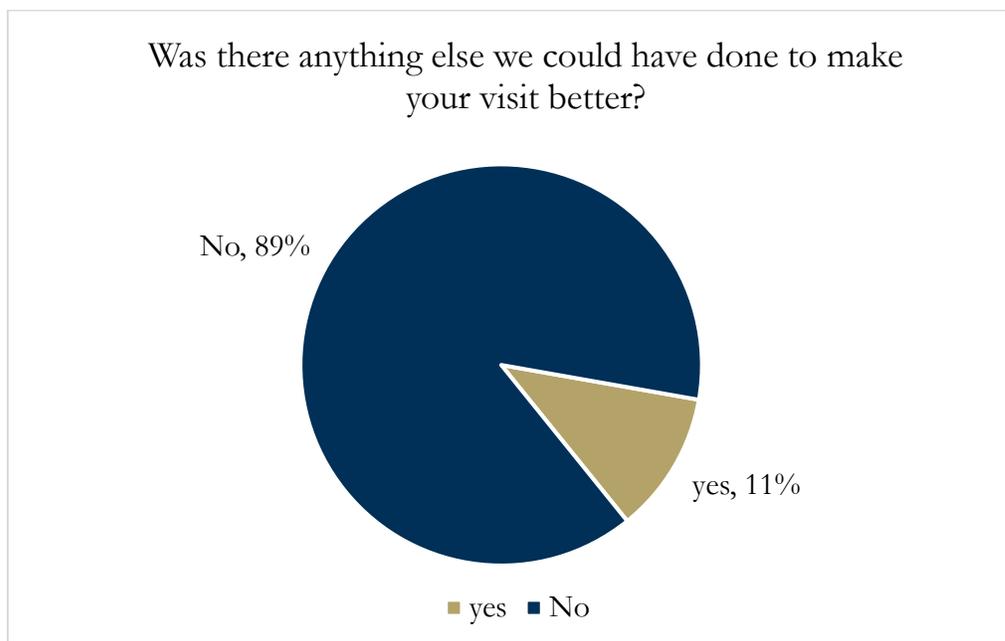
1. The survey also asks three questions specifically intended to assess the value of care received. Achieving high value for patients is an overarching goal of Stamps with value being defined as the health outcomes achieved compared to the benefits and costs.
2. The first question, *"Would you recommend Stamps to another student?"* is a strong measure of patient loyalty and trust. A net promoter scale is used. Responses indicate a high correlation to loyalty and trust and overwhelmingly suggests most patients are likely to recommend Stamps Health Services to another student.



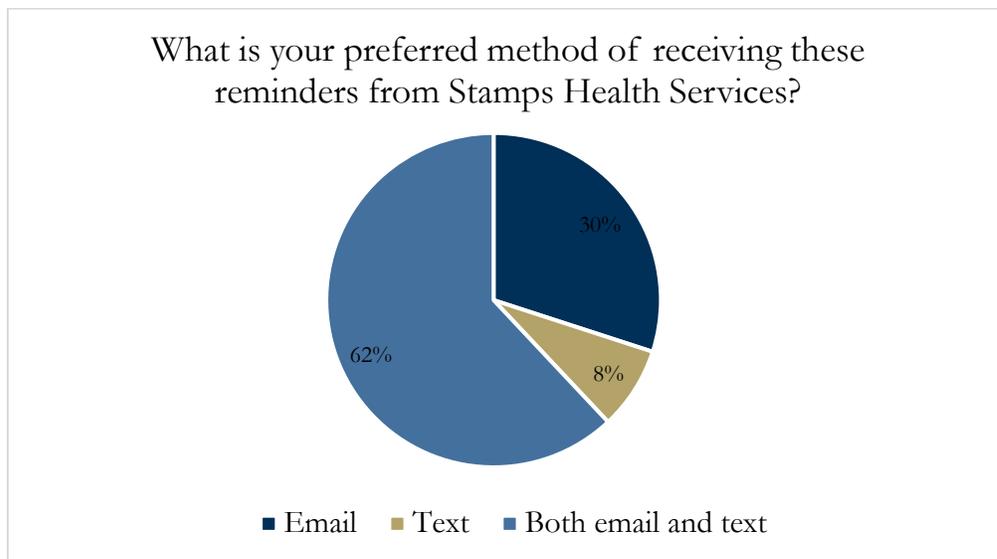
3. The second question, *“Do you feel that Stamps Health Services contributes to your academic success and overall health and well-being?”* speaks to Stamps mission to promote the health and well-being of the Georgia Tech community in pursuit of academic success. A net promoter scale is used which evaluates a patient’s response to whether Stamps is fulfilling its mission. Responses indicate a high perceived correlation suggesting most patients agree that Stamps Health Services contributes to their academic success and overall health and well-being.



4. The third question, *“Was there anything else we could have done to make your visit better?”* provides an opportunity to correlate the responses in Questions 1 and 2. Only 11 percent of the respondents indicated something could have been to make their visit better. This was a decrease over prior year. This question also provides the patient with an option to leave an open-ended comment.



- Stamps asks respondents about patient communication preferences *“What is your preferred method of receiving these reminders from Stamps Health Services?”* Results show patients prefer both email and text versus text alone. Note: Stamps does not use text messaging and only uses secure messaging through Medicat patient portal. However, this is currently under review for the future.



## F. Patient Survey Comments

- The survey provides patients’ the opportunity to comment on Stamps ability to provide service excellence. These comments provide valuable insight into the patient’s experience and Stamps leadership reviews these comments monthly, gathers data and/or acts accordingly. There were 1000 open ended comments. Of these, 816 (81%) were positive in nature but 184 (19%) suggested an opportunity for improvement. Percentage wise, this is up from last year.
- The first open ended comment section relates to *“Was there anything else we could have done to make your visit better?”*. Respondents were asked to describe what Stamps could have done better during their visit. There were 184 comments in this section across five categories shown below. Not surprising, customer service and quality of care continue to generate the most comments. IT comments increased related to the online registration system and COVID 19 appointment changes.

	Comments	% Total
Financial	7	4%
Operational	22	12%
Customer Service	82	44%
Information Technology	28	15%
Quality of Care	45	25%
<b>Total</b>	<b>184</b>	<b>100%</b>

3. Below contains a random sample of comments from each category when asked, “Please describe what we could have done better.”

Category	Comment
<b>Financial</b>	<ul style="list-style-type: none"> <li>• I was told that the lab work for a mono test would be free by the doctor and was also assured by the person on the phone that any charges would be clearly noted before I got them done. However, upon leaving the office, I was randomly billed \$14. This is a hidden fee in my mind, as the doctor said the lab work would be free. Although \$14 was not much, I am extremely disappointed with the checkout process and the lack of care that they gave me when I told them about this issue.</li> <li>• Check for insurance upfront and clearly state what costs to expect.</li> <li>• There was an issue with billing, and I was overcharged, but luckily, I caught it during checkout and asked for it to get adjusted.</li> </ul>
<b>Operational</b>	<ul style="list-style-type: none"> <li>• Better more clearly written instructions upon entering the building and getting to the location needing to get to.</li> <li>• The doctors are not available. Only 1-2 slots are there per day. We are not able to book appointments well in advance. It was changed for covid protocol. But now everyone is vaccinated. But these appointments and availability of doctors is not back to normal.</li> <li>• Make it clear when I check in which care team I'm visiting.</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• Eliminate the 5-minute late policy and replace it for a 15-minute policy. Replace all unfriendly front desk staff.</li> <li>• I just feel like the check in people and staff (not the doctor) were rude. When you aren't feeling good and had to go wait to even be able to get an appt, it is not very welcoming to be treated that way. The only reason I use stamps instead of another place is because the visits are free since I pay the fee.</li> <li>• The staff at the check-in desks could have been more courteous. They seemed harsh when talking.</li> </ul>
<b>Information Technology</b>	<ul style="list-style-type: none"> <li>• Please reset up reservation system in online.</li> <li>• Having a way to book an appointment. I had to email an email address to schedule rather than use an online portal to book. Through email communication, we had to go back and forth to find a date/time to book. This step in the process could have been avoided with an online booking tool.</li> <li>• The COVID screening forms did not show up anywhere on the Patient Portal. Hold lines were way too long. I waited an hour to make an appointment in 2 minutes and waited 45 minutes to get a question answered (which wasn't helped).</li> </ul>
<b>Quality of Care</b>	<ul style="list-style-type: none"> <li>• Give me a diagnosis.</li> </ul>

- Provider could have recognized that sending someone to a specialist would require x-rays ahead of time, instead of making them do x-rays for 'out-of-pocket' at the specialist. Then understanding that being seen for pain and being sent to a specialist who can't see you for another month, the provider should be willing to address pain management immediately instead of just saying "wait until you see the specialist".
- Attend telecom calls when you say you will. Give results back for COVID when you say you will. Don't make people wait overnight anxiously awaiting respiratory results during a pandemic.
- I felt like my healthcare provider didn't give me constructive help or even the proper medication.

4. The second open ended comment section asks, *"Would you like to recognize any staff member at Stamps Health Services that provided you with excellent service during your visit?"* There were 816 positive comments, and a random sample of the comments is shown below.

- Being an international student, I was slightly hesitant and nervous before the physical exam. The manager in the blue care team (I'm unable to recall her name) provided an extremely relaxed environment and Dr. Stephen Holbrook made me extremely comfortable and I had an excellent visit. Really would like to thank both.
- Andrea! She accommodated me between her appointments after I missed mine!
- Christen Altermatt was very helpful and informative. I appreciated her help and how she explained everything she knew to the best of her knowledge.
- Dr. Angelo Galante checked me very thoroughly for my problems.
- Ashton - took the time to listen and answer all my questions
- Dr Emily Richardson is incredibly empathetic and professional. She addressed all my concerns and explained what was going on as she was examining me which I really appreciated.
- Kristen Donaldson was very helpful and friendly over the phone when giving my COVID-19 diagnosis. The information she provided was helpful and gave me reassurance.
- Marjan Kirkland, Nurse Ina, and Nurse Paula were all extremely helpful and sweet!
- Melania Thomas(immunization). She was very helpful and gave me a lot of information about Pfizer booster dose, covid testing on campus
- He also informed me that since the X-rays were digital, that the doctor would receive them immediately and I wouldn't have to wait for the results.
- The lab technician (Mark Turner?) who served as an army medic. He made me feel so comfortable and can draw blood with almost no pain!
- Dr Holton answered all my questions about international travel, he was very knowledgeable.
- Dr. Dao was incredibly patient and took plenty of time to go through my symptoms and history. I had met with a physician through telehealth a few days earlier and the appointment felt rushed and impersonal. This felt completely different, and I really appreciated her encouragement in my future career in medicine as well.

- Dr. Kanakadurga Meyyazhagan always provides excellent services. She takes the time to listen to the answers to her questions and provides a space to talk about my mental health. Thank you!
- I think her name was Jennifer. She's a pharmacist who waited outside the building with my prescription because I was stuck in traffic and wasn't going to make it on time! So above and beyond!!!!
- Rachel Brown made my initial appointment very comfortable. She was sweet and compassionate, which made me feel at ease when she asked questions about my mental health history.
- Tabarrion, the X-ray giver, was the kindest and most courteous person I interacted with during my visit. He welcomed me into the lab and told me what to do for each X-ray I got.

## G. RISK ASSESSMENT

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1. A risk assessment score (RAS), as defined below, is assigned to each of the comments. The RAS is a subjective assignment based on the comment content, organizational impact, and risk to Stamps to prioritize any required actions. The higher the RAS, the less significant the comment is from a risk perspective.

<b>Critical -(1)</b>	Impact can be experienced all or most of the time and will occur if not corrected; not willing to assume exposure.
<b>Moderate-(2)</b>	Impact may be experienced some of the time, and probably will occur if not corrected, or probably will occur one or more times, less willing to assume exposure.
<b>Minor-(3)</b>	Impact not likely to be experienced by others, and possible to occur if not corrected; may assume exposure; may have reason and/or the ability to change or improve.
<b>Negligible- (4)</b>	Unlikely to occur; may assume exposure; no reason and/or ability to change or improve.
<b>None-(5)</b>	Little to no risk assumed

2. RAS were applied to the 184 comments as shown below. Most comments have a RAS of 4-5. A RAS of 4 may require little to no intervention based on the comment and whether evidence exists to support the comment. A RAS of 5 requires no action initially but may depending on whether a trend develops. All RAS of 1-4 will receive follow up by the manager or director. However, we watch how comments are trending no matter the RAS to determine if other action needs to be taken. There was no significant variation from previous year.

<b>Risk Assessment Score (RAS)</b>	<b>Instances</b>	<b>% Total</b>
<b>1-Critical</b>	0	0%
<b>2 Significant</b>	0	0%
<b>3-Moderate</b>	6	3%
<b>4-Minor</b>	57	30%
<b>5-None</b>	121	65%
<b>Total</b>	<b>184</b>	<b>100%</b>

There were 6 comments rated a RAS of 3. These comments reflected care in the following areas: Pharmacy, Psychiatry, Front Desk, and Primary Care.

3. After a RAS is assigned, a control is assigned to determine the intervention needed to reduce or eliminate the problem or take no action. The control section shows that most of the comments did not require any action. Typically, this occurs if the comment is without reasonable context or justification, not supported after additional review or references a policy or position the governing board supports.
4. All controls except those identified as “none” may be assigned to the manager or director for follow up. The manager or director reports on findings to the governing board as appropriate.

	<b>Instances</b>	<b>% Total</b>
<b>Elimination</b>	0	0%
<b>Substitution</b>	0	0%
<b>Engineering</b>	0	0%
<b>Administrative</b>	59	32%
<b>None</b>	125	68%
	<b>184</b>	<b>100%</b>

## **H. DIRECT PATIENT CONTACT**

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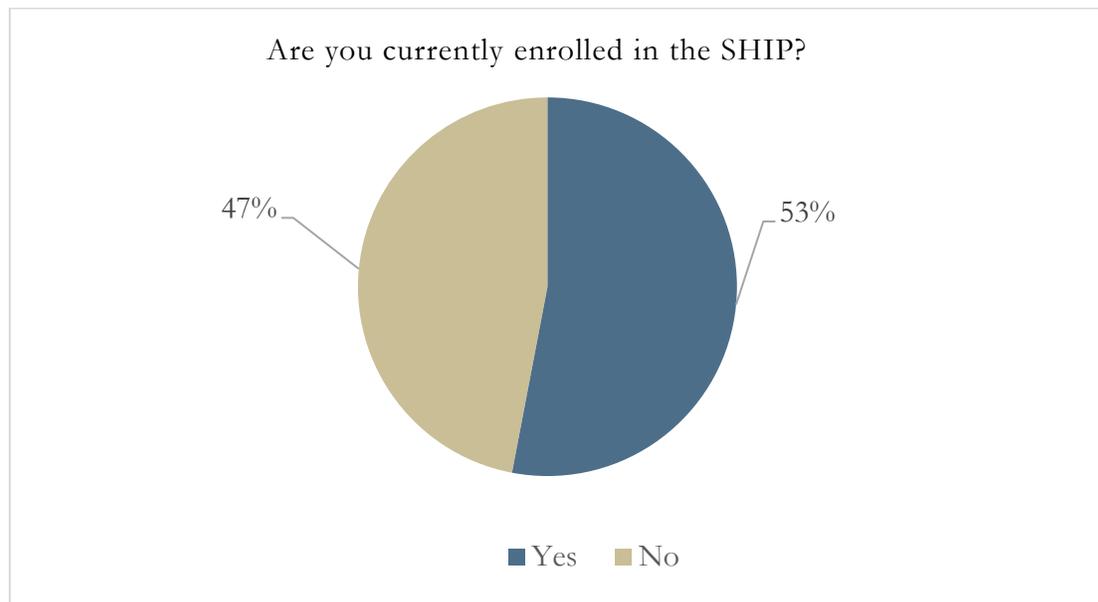
1. Another administrative control we use is direct patient contact based on a request made to be contacted in the Patient Satisfaction Survey. There was a total of 39 requests to be contacted via the survey.
2. On the survey a patient can add a comment on what we could have done better and request to be contacted about this issue. An automatic email is then sent to the Director, Health Operations. Depending upon the comment, the appropriate manager/director will review and contact the patient. Below are random selections from the survey question: “Was there anything else we could have done to make your visit better?” Please describe what we could have done better.

- We are not getting appointments whenever we need. The doctors are good, but they are not available. We cannot book a week in advance to see the doctor.
- The check in staff yesterday was really rude. She kept sighing at my questions and not attentive at all.
- If a student is sick and the COVID-19 test comes negative they should be seen in person not a telemedicine call.
- I came to visit the office about not receiving the invitation for the sexual assault training, and the subsequent hold on my account. If this issue wasn't there to start with, that would have been nice.
- The front desk was aware that I was coming in with an injured and very swollen ankle and was having extreme difficulty walking, yet they did not allow me to sit in the furnished waiting area (I was instructed to sit on a hard window ledge), they did not offer me any sort of assistance or equipment to help with walking and did not help me get an ice pack while I waited. I had to walk on my fractured ankle to and from the front desk and to the pharmacy to get an ice pack myself.

## **I. STUDENT HEALTH INSURANCE PLAN (SHIP)**

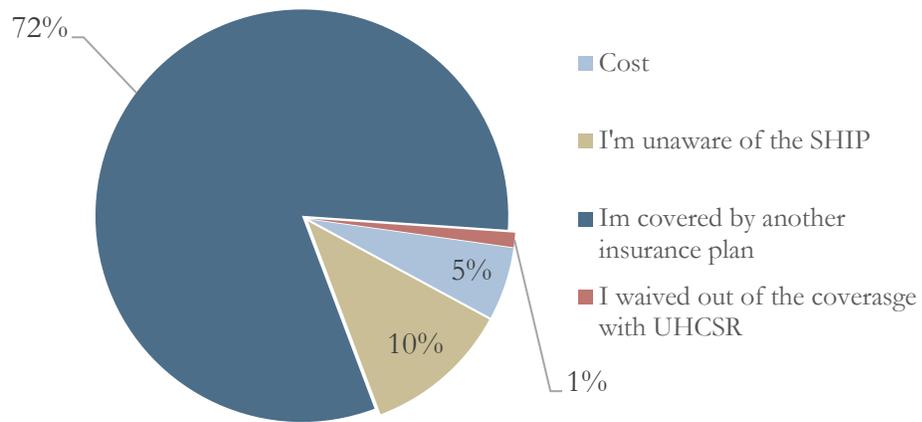
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1. Each year, typically in the fall and spring, we ask patients if they were enrolled in the student health insurance plan (SHIP) provided by United HealthCare Student Resources to determine their overall satisfaction with the plan. There was a total of 750 responses.



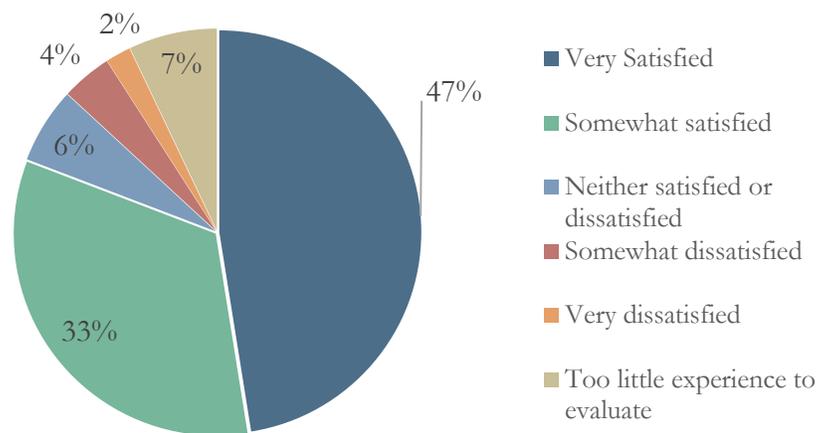
2. When asked, "Please choose the reason you are not enrolled in the SHIP?", 72% of respondents indicated they are covered by another insurance plan. Cost is not a significant factor, and most respondents are aware of the SHIP.

Please choose the reason you are not enrolled in the SHIP?



3. When asked, “How satisfied are you with the health benefits that are available to you”, 80% of respondents indicated they were either very satisfied or somewhat satisfied. Open ended comments shown below provide further insight into this question.

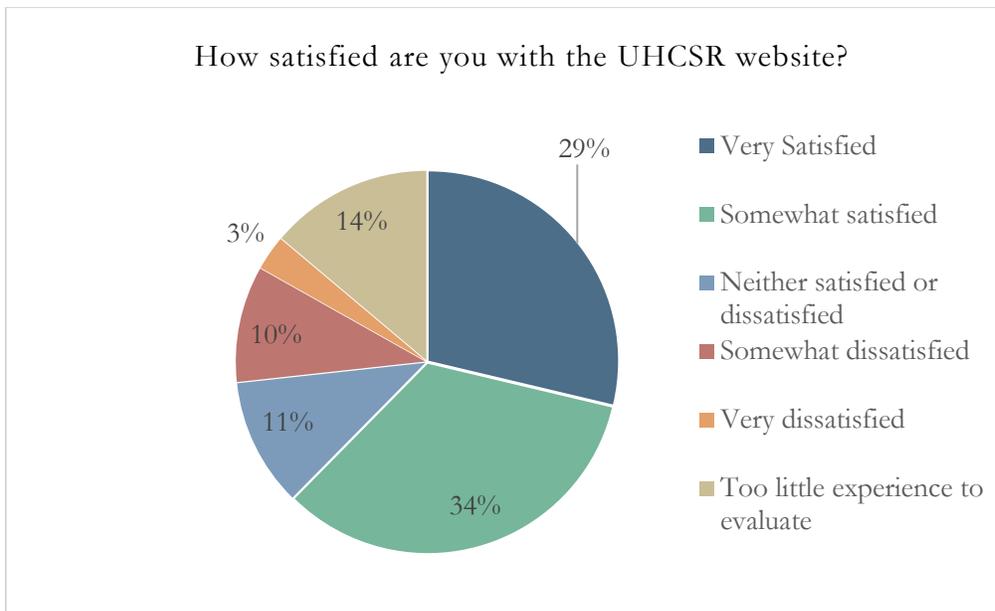
How satisfied are you with the health benefits that are available to you?



### Open ended comments

- I liked the blue shield better. Some provider doesn't cover with UHCSR
- I was not able to visit an urgent care center over the weekend because they said UHCSR insurances can't be verified over the weekend.

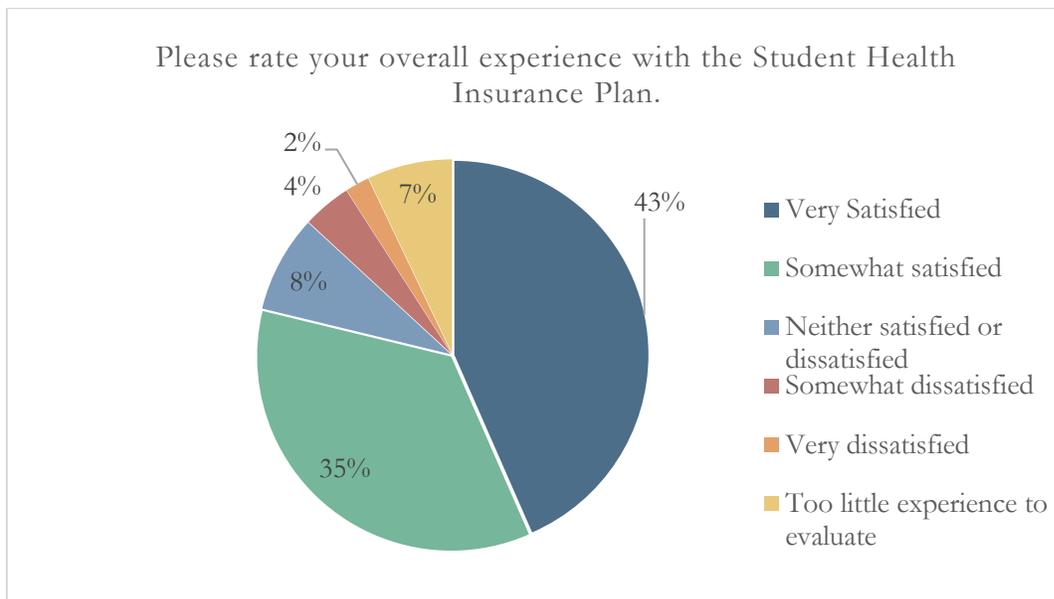
- I went to Emory Ob-gyn, and I got a huge bill, apparently most of these services are not cover by UHCSR.
  - My insurance number didn't work at Piedmont.
  - The women's health clinic wants to refer me to specialists, but I don't see how I can afford any care outside of STAMPs on the student health insurance.
  - Not enough mental health coverage: I see an out-of-network provider and get reimbursed for less than 60% of 1/2 of what I pay (They claim the services aren't worth what I pay)
  - Plan is/was great, but this unified UGA one kind of sucks
  - I wish the dental part could be fully covered.
  - The dental plan is bad.
  - It could be cheaper for graduate students
  - The plan is good but, it is costly.
  - Not so great coverage for the cost compared to other student health insurance plans.
  - I wasn't charged anything at Stamps however when I go to orthopedics (in Emory) referred by Stamps, I am being charged co-pay amount. I understand paying co-pay amount for dependents but not for self.
4. When asked, “*How satisfied are you with the UHCSR website?*”, 61% of respondents indicated they were either very satisfied or somewhat satisfied. Open ended comments shown below provide further insight into this question.



**Open ended comments**

- Hard to initially find website, but I have it bookmarked now. I do not appreciate that the dental/vision are separate websites though.
- Unclear benefits information

- It's hard to navigate and find out what you need. Also, the eye and dental pages are completely different websites.
  - Very hard to submit claims and dispute claims decisions.
  - Too much information to digest and lots of unfamiliar terminologies.
  - Very hard to find in-network providers.
  - It's hard to narrow down my provider search, search terms are difficult to navigate.
  - I find the website hard to navigate and re-enrollment for myself and my daughter is always a confusing process.
5. When asked, “Please rate your overall experience with the SHIP?”, 77% of respondents indicated they were either very satisfied or somewhat satisfied. Open ended comments shown below provide further insight into this question.



### Open ended comments

- The new plan is not favorable at all.
- Expensive, under-covered for dental.
- I am very happy that in the event of an emergency like the one I had where I opened my head I did not have to worry about a single penny and just had to look out for my wellbeing.
- Plan covers fair amount of medical services but if we can somehow drag down the cost keeping the plan intact, that would be awesome!
- It's fine
- It should have broader coverage. Students don't have the choice of providers and services or going "out of network". With limited funds, not working, and being at the mercy of our

program we should be supported more thoroughly in our health and not just the basics. Students are also at different stages in life and that means different needs in care.

- please don't take away our vision and dental coverage
- A million times better than my last plan.
- It is super expensive, and I end up still paying a lot in deductible and co-pay fees.

## **J. Next steps**

1. Continue to assess the effectiveness of the survey tool.
2. Ensure staff are providing service excellence as measured by the survey responses.
3. Continue to provide a mechanism for real-time feedback between the patient and Stamps.
4. Share SHIP survey results with UCHSR.
5. Review the information contained in the Stamps website.