

# Stamps Health Services 2020 Patient Satisfaction Report



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Report to Governing Board  
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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 2020, 1,934 surveys were completed for a response rate of 6.4 percent. This is a decrease from prior survey periods and is a direct result of clinic scheduling changes due to COVID-19.

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 1,934 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 term we added questions 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. However, this year enrollment was lower due to COVID-19. Overall, the results are lower than expected for respondents being very satisfied with the plan. The number of respondents indicating they are only somewhat satisfied is trending up and needs further evaluation. Future surveys will ask additional questions to better understand what is driving this result. The survey results were shared with the SHIP provider.

For 2021, we will continue to assess our tool, evaluate the effectiveness of our services, ensure we are providing service excellence, and provide a mechanism for real-time feedback between patients and Stamps.

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 through the use of 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 are 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?*

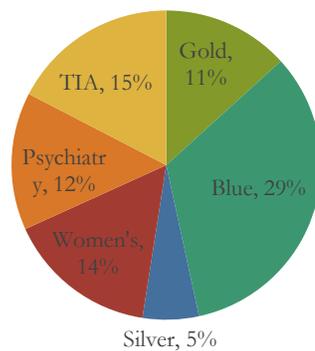
## E. SURVERY RESULTS

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### Closed Ended Responses

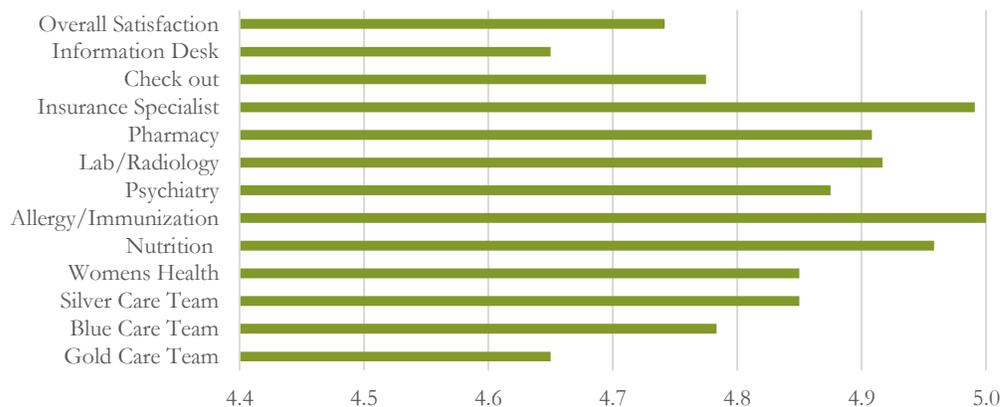
1. For 2020, the survey response rate was 6.4 percent. The response rate tends to be low since many satisfied or mildly dissatisfied patients are less likely to complete surveys. In addition, we reduced appointment availability in support of our COVID 19 strategy resulting in fewer surveys being sent out.
2. For 2020, there were 1,934 responses to the patient satisfaction survey. Responses by care team are shown below with no meaningful variation from previous year.

Which care team did you visit?



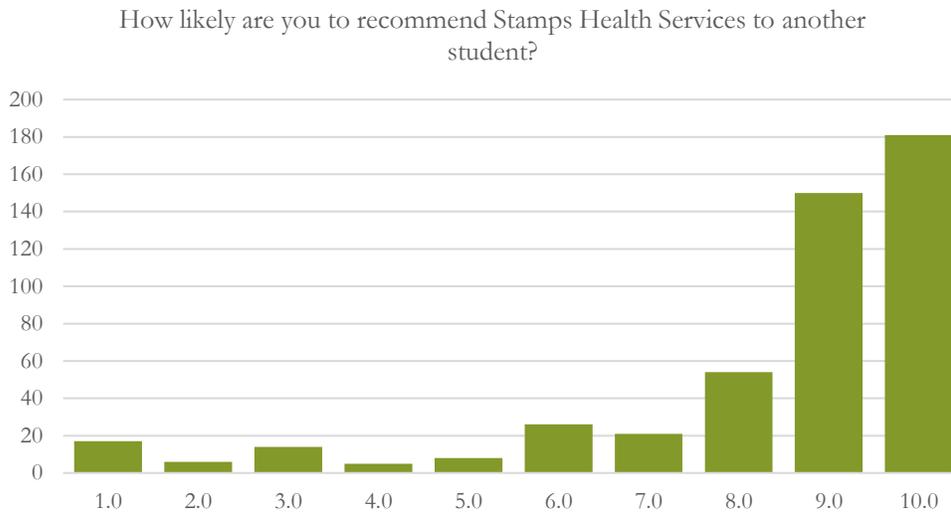
3. The average satisfaction scores below represent responses to survey questions that focus on different dimensions of care/service such as courtesy, dignity and respect, listening, addressing concerns, education provided, and timeliness. There was no significant variance when compared to last year.

Patient Satisfaction-Stamps Health Services

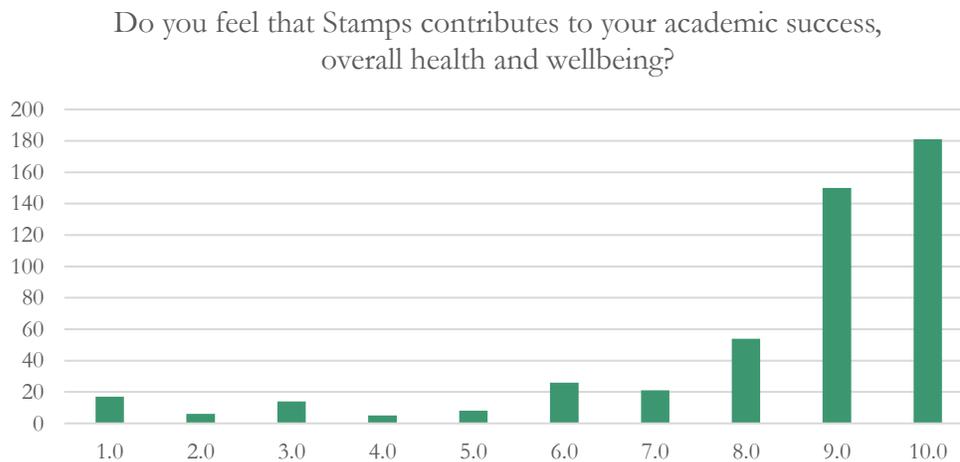


## Open-ended Responses

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. For 2020, the average number of responses are shown below.
2. The first question, *“Would you recommend Stamps to another student?”* is a strong measure of customer loyalty and trust. Responses indicates a high correlation to loyalty and trust. Overwhelmingly, most respondents are highly likely to recommend Stamps Health Service to another student.

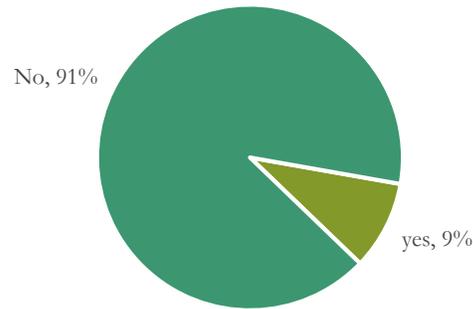


3. The second question, *“Do you feel that Stamps Health Services contributes to your academic success and overall health and well-being?”* speaks to Stamps mission to promote the health and well-being of the Georgia Tech community in pursuit of academic success. This question evaluates a patient’s visceral response to whether or not Stamps is fulfilling its mission. Responses indicate a high perceived correlation to students’ success. Overwhelmingly, most respondents highly agree that Stamps Health Services contributes to their academic success and overall health and well-being.



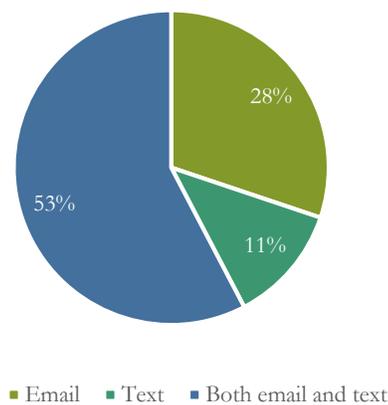
4. The third question, *“Was there anything else we could have done to make your visit better?”* provides an opportunity to correlate the responses in Questions 1 and 2. Only 9 percent of the respondents indicated something could have been to make their visit better. This was a decrease over prior year. This question also provides the respondent with an option to leave an open ended comment.

Was there anything else we could have done to make your visit better?



5. Stamps asks respondents about patient communication preferences *“What is your preferred method of receiving these reminders from Stamps Health Services?”* Surprisingly the results show patients prefer both email and text (53%) versus text alone (11%). Note: Stamps does not use text messaging. Secure messaging through Mediat only.

What is your preferred method of receiving these reminders from Stamps Health Services?



## F. Patient Survey Comments

1. 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 749 open ended comments. Of these, 626 (83%) were positive in nature but 118 (16%) suggested an opportunity for improvement.
2. 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 118 comments in this section across five categories shown below. Not surprising, customer service and quality of care continue to generated the most comments.

	Comments	% Total
Financial	4	3%
Operational	7	6%
Customer Service	62	54%
Information Technology	8	6%
Quality of Care	37	31%
<b>Total</b>	<b>118</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
Financial	<ul style="list-style-type: none"> <li>➤ Please start accepting cash for payments- it makes it easier to pay for things for financially challenged students.</li> <li>➤ I would've liked confirmation that if I had provided my own insurance, whether or not I could file those itemized claims through STAMPS.</li> </ul>
Operational	<ul style="list-style-type: none"> <li>➤ I am working this semester, so it would be a lot easier for me if hours were extended at least one day per week.</li> <li>➤ All staff were excellent. Improvement could be made to procedures/forms prior to the appointment. The appointment was for TB screening/testing. It would have been nice if I could go straight to the lab knowing that I need to be tested instead of filling out the form, as my responses do not change when I answer them myself vs if I fill the form in front of the nurse -- she agreed when I told her about this.</li> <li>➤ The online sign in and filling of forms is annoying and redundant.</li> </ul>
Customer Service	<ul style="list-style-type: none"> <li>➤ Women's Center was AMAZING but the general check in person was pretty unfriendly.</li> <li>➤ Better customer service and listening.</li> <li>➤ Perhaps have more product options or brands in pharmacy- especially to match prescription brands</li> </ul>

<b>Information Technology</b>	<ul style="list-style-type: none"> <li>➤ Have an easier/more direct access to available appointment slots (especially for same day appointment). Setting up a 'waitlist' (one could specify his or her availabilities and would be notified of a slot that would be freed) could help.</li> <li>➤ The website is a bit confusing, I tried to get thee flu shot while the website says that I have to make an appointment even though there is walk in provided today, turned out that I could just do walk in.</li> </ul>
<b>Quality of Care</b>	<ul style="list-style-type: none"> <li>➤ Give me a diagnosis.</li> <li>➤ 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".</li> <li>➤ 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.</li> <li>➤ I felt like my healthcare provider didn't give me constructive help or even the proper medication.</li> </ul>

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 919 positive comments and a random sample of the comments is shown below.

Comment
<ul style="list-style-type: none"> <li>➤ My doctor was super nice ! I can't remember his name though.</li> </ul>
<ul style="list-style-type: none"> <li>➤ I don't remember the exact names. But the women in the Immunization/Allergy department were very kind :)</li> </ul>
<ul style="list-style-type: none"> <li>➤ Dr. Heath was accommodating and receptive - she really made me feel like my health and concerns were important to her as she was able to recall details of my previous visits and test results. Also, the nurse who took my vitals (Angela I think) was friendly and warm and very professional. I don't recall the name of the woman who took my blood but she did a great job making it as quick and painless as possible. The whole team was excellent!</li> </ul>
<ul style="list-style-type: none"> <li>➤ The women's health team! I am so impressed!</li> </ul>
<ul style="list-style-type: none"> <li>➤ Tracy was a phenomenal nurse. Her smile and cheery attitude brightened my day and made my experience at Stamps fantastic. I hope to see her again in the future!</li> </ul>
<ul style="list-style-type: none"> <li>➤ Mark in the lab was very accommodating of my issue of almost passing out after getting blood drawn, gold standard.</li> </ul>
<ul style="list-style-type: none"> <li>➤ Would like to recognize Steven Terry - had a very positive experience with him. I felt that he listened, cared, and was thorough with testing/diagnosis. He also gave me a follow-up call before the weekend to make sure I was good. Extremely friendly and likable as well!</li> </ul>
<ul style="list-style-type: none"> <li>➤ The pharmacy staff are always fantastic! They know me by name now which is impressive and always fill my prescriptions quickly and painlessly. Always very pleasant and personable.</li> </ul>

- Tabarrion Stoves in Radiology made me feel very comfortable, was extremely friendly, and did an excellent job.
- Dr. Croft brilliantly identified my issues in a respectful and understanding manner. He helped me develop a clear action plan to improve my wellbeing and I have already recommended his services to another GT student.
- I was in urgent need of refill of my medicines and this being my first health care service requirement in US, I was really apprehensive. But my experience was really smooth and everyone (the person I spoke on phone, doctor, the lady at lab) was so helpful. Everyone was so helpful, patient and listened carefully to my questions and background. I just wanted to let you know that I very much appreciate it.
- Kristen Turner- She was great. Very responsive and listened to my story. We laughed, we got deep, she asked the tough questions and it was a great experience.
- I really liked my NP Ashton B. I'm glad she started working at Stamp's Women's Health!

## G. RISK ASSESSMENT

1. A risk assessment score (RAS), as defined below, is assigned to each of the comments previously discussed in section 5.3. We do this to assess the significance and risk to Stamps and prioritize any required actions. The higher the RAS, the less significant the comment is from a risk perspective.

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

2. A RAS was applied to the 118 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 or not evidence exists to support the comment. A RAS of 5 requires no action initially but may depending on whether or not 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.

Risk Assessment Score (RAS)	Instances	% Total
1-Critical	0	0%
2 Significant	0	0%
3-Moderate	0	0%
4-Minor	38	32%
5-None	80	68%
<b>Total</b>	<b>118</b>	<b>100%</b>

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 controls are defined as follows:

<b>Elimination</b>	Eliminate the concern.
<b>Substitution</b>	Provide an alternative that is capable of reducing or eliminated the concern.
<b>Engineering</b>	Provide or construct a process to reduce or eliminate the concern.
<b>Administrative</b>	Develop policies and procedures; provide training; staff meetings to mitigate the concerns.
<b>None</b>	No action needed

4. 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.
5. All controls except those identified as “none” are assigned to the manager or director for follow up. The manager or director provides follow information to the governing board as appropriate.

	Instances	% Total
Elimination	0	0%
Substitution	0	0%
Engineering	1	1%
Administrative	37	31%
None	80	68%
	<b>118</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. For 2020, there were a total of 13 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 is an example from the survey.

“Was there anything else we could have done to make your visit better?” Please describe what we could have done better.

*“I purchased a prescription through the drive through and came back immediately after noticing that it was the incorrect refill, but I was denied a refund for the prescription. I understand safety protocol, but also it was unopened and just purchased and it's not my fault that there are restrictions in place for Covid where I didn't notice it was the wrong prescription in the building because I was outside for pickup. I asked the clerk before going if it was proper and I was assured it was, but it wasn't, and I had to pay and keep the prescription that I cannot use.*”

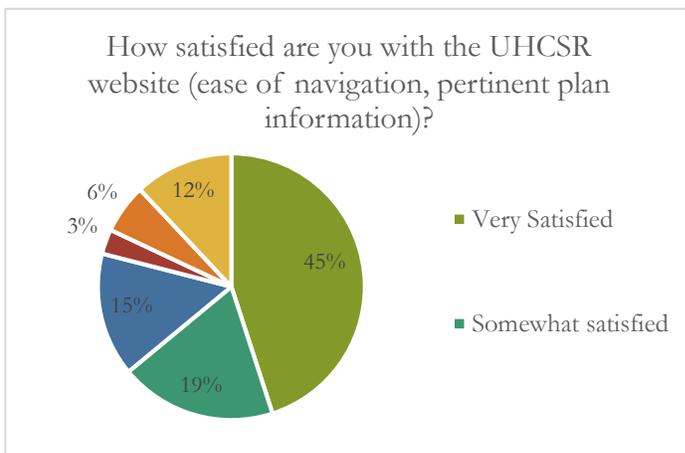
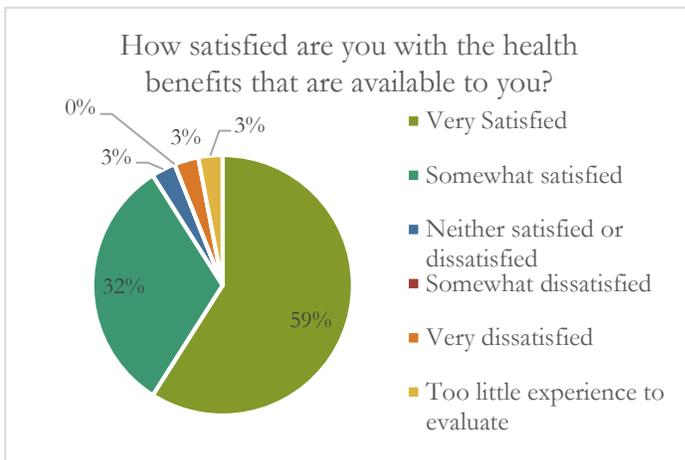
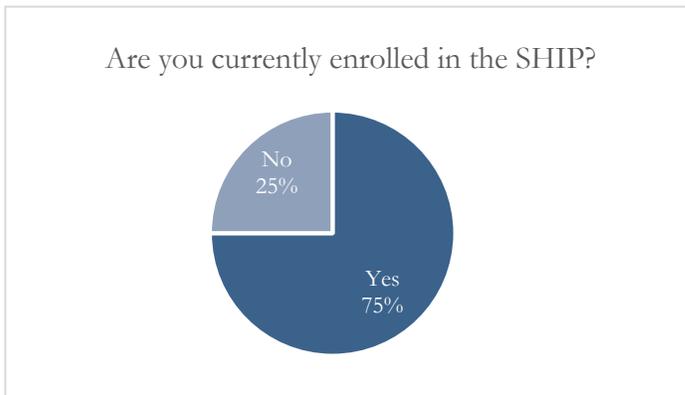
Would you like to be contacted about this issue? Yes

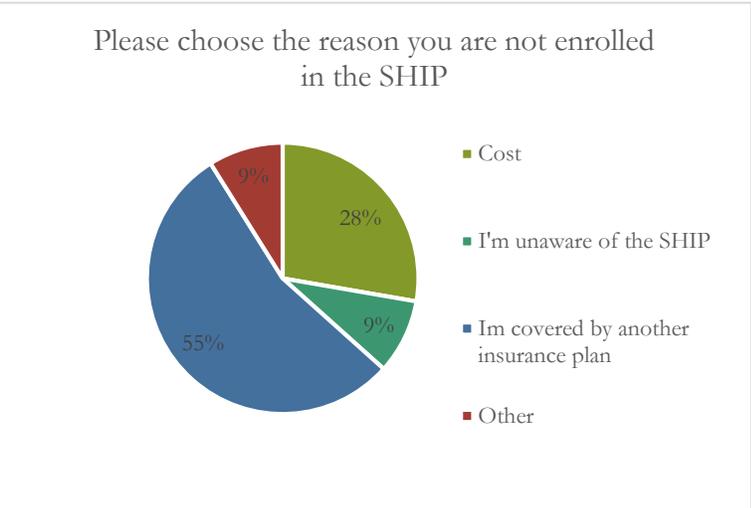
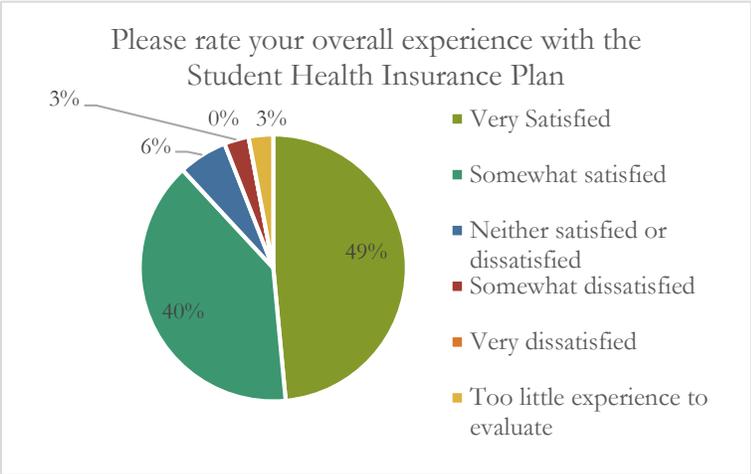
The Director, Health Operations reviewed this comment with the pharmacy staff and reached back out to the patient.

## I. STUDENT HEALTH INSURANCE PLAN (SHIP)

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1. During the Spring term, we asked students 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. Overall, the results are lower than expected. Only 49 percent of respondents indicated they were very satisfied with the plan and 40 percent indicated they were only somewhat satisfied. This downward trend needs further evaluation to better understand what is driving these results.





## **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. Add additional questions related to the student health insurance plan.