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Stephen Klein Wellness Center Patient Satisfaction Survey: Development and Preliminary Results

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Stephen Klein Wellness Center Patient Satisfaction Survey:

Development and Preliminary Results

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Background

- Philadelphia has one of the highest poverty rates in the U.S. at 26.3% (Annual Homeless Assessment Report to Congress, November 2015)
- Stephen Klein Wellness Center (SKWC), a Federally Qualified Health Center that is part of Project HOME, provides medical, mental health, dental and social services to patients who are uninsured and under-insured
- In June of 2016, the Center for Urban Health partnered with SKWC to design and administer a patient satisfaction survey to evaluate patients' experience with access, waiting for appointments, provider interactions and overall perceptions of quality



Goals of the project:

- To help SKWC develop and implement a useful measure for quality improvement
- To obtain two available points from the PCMH Recognition Standards and Guidelines in the application to gain status as a Patient-Centered Medical Home

Methods

Study design:

- Selected the CAHPS® with Patient Centered Medical Home question set to administer to patients receiving medical care at SKWC (52 questions)
- Included 2 supplemental questions to assess patients' likelihood to refer others to SKWC
- Developed an additional survey for patients receiving behavioral health services (16 questions)

Participant recruitment and data collection:

- Calculated a target number of 130 participants based on CAHPS® guidelines of 50 surveys per Full Time Employee
- Observed patient flow and developed recruitment strategy for a convenience sample
- Eligibility criteria: patient ≥18 y/o and had a medical appointment in the last 12 months
- Participants were invited to enter an optional raffle to win a \$25 gift card to the Fresh Grocer

Data analysis:

- Responses were coded and entered into Microsoft Excel Database
- Average scores and response frequencies for each survey question were calculated

Results

Sample Demographics

	Number	Percentage
Total survey participants	91	100%
Excluded surveys	9	10%
Valid surveys	82	90%
Men	34	41%
Women	45	55%
Declined to answer	3	4%
White	5	6%
Black or African American	71	87%
Asian	1	1%
Hawaiian / Pacific Islander	0	0%
American Indian / Alaskan	0	0%
Other	3	4%
Declined to answer	2	2%

Composite scores for 5 areas of patient experience were calculated according to the Patient Experience Measures from the CAHPS® Clinician & Group Survey guidelines

	C1: Getting timely appointments, care and information	C2: How well providers communicate with patients	C3: Providers' use of information to coordinate patient care
Never	5%	1%	3%
Sometimes	9%	3%	4%
Usually	15%	12%	16%
Always	72%	83%	78%

	C4: Helpful, courteous and respectful office staff
Never	1%
Sometimes	7%
Usually	20%
Always	72%

Composite scores were calculated by averaging the scores for selected measures. These scores reflect survey responses to areas of patient care that are grouped by topic. For each individual score component, n values ranged from 49 to 81 participants.

C5: Patient's Rating of Provider	Count	Percentage
≤7	7	8%
8	13	17%
9	12	15%
10	46	59%

Patients were asked to rate their provider on a scale of 0 to 10, with 0 representing the worst provider possible and 10 representing the best.

Qualitative Comments

97% of respondents (n=79) reported that they would send their friends and relatives to SKWC for medical care.

- **62%** reported that they had already referred others to SKWC

Examples of qualitative feedback:

- "Stephen Klein Wellness Center is the best health care in Philadelphia in my opinion. My hope is that the Wellness Center will take all medical insurance coverage. I wouldn't want to go anywhere else. This center is very special to this community. I really appreciate the effort and thoughtfulness of you all. Thank you so much."
- "I always recommend people here because they make you feel important, respected, encouraged like family and they show love and concern - the people here really have a caring heart."

Discussion and Recommendations

- Primary study limitation: potential response bias in presence of SKWC providers/staff
 - Consider eliminating the ability to stop/start the survey before/after an appointment
- Additional analyses may include comparisons of survey responses based on demographics (e.g., gender, age, race, education level, length of time as a patient at SKWC)
- Produce additional composite scores and benchmark against national averages available from the CG-CAHPS® Database
- Collect additional responses to a Behavioral Health Survey developed as a supplemental questionnaire during the summer 2016 research process
- Apply current research protocol to future surveys to explore performance on additional quality measures
 - Health Literacy
 - Cultural Competency

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