

## 2007-2008 CUMC SHS Patient Satisfaction Results

<b>Overall Response Rate:</b>	<b>2004-05</b>	<b>2005-06</b>	<b>2006-07</b>	<b>2007-08</b>
Number student sampled:	1605	1720	3343	3044
Number surveys completed:	644	484	528	831
<b>Response Rate:</b>	<b>40%</b>	<b>28%</b>	<b>16%</b>	<b>27%</b>

**Columbia University Medical Center Student Health Service (CUMC SHS) Patient Satisfaction Results: Demographics**

	04-05 Online Survey Results	05-06 Online Survey Results	06-07 Online Survey Results	07-08 Online Survey Results	Change Score
<b>What is your current age?</b>	(n=644)	(n=484)	(n=528)	(n=831)	$\mu \Delta$
Mean	26.7	27.0	26.9	27.3	0.4
Median	26.0	26.0	25.0	26.0	1.0
Mode	24.0	25.0	24.0	25.0	1.0
<b>How long have you been enrolled in the SHS?</b>	%	%	%	%	% $\Delta$
<1 year	43	51	51	49.7	-1.3
1-2 years	36	25	27	28	1.0
3-4 years	17	16	16	14.9	-1.1
>4 years	4	8	6	7.5	1.5
<b>Are you:</b>	%	%	%	%	% $\Delta$
Full-time	96	99	94	89.9	-4.1
Part-time	4	1	6	10.1	4.1
<b>Are you:</b>	%	%	%	%	% $\Delta$
Single	72	73	73	73.9	0.9
Living with partner/spouse	16	14	16	16.5	0.5
Married/partnered, living apart	7	7	6	2.9	-3.1
Living with partner/spouse & children	4	5	3	6.1	3.1
Living with children	1	1	1	0.5	-0.5
<b>Gender</b>	%	%	%	%	% $\Delta$
Male	28	31	26	23.7	-2.3
Female	72	69	74	76	2.0
	n/a	n/a	n/a	0.3	n/a
<b>Race/Ethnicity</b>	%	%	%	%	% $\Delta$
Asian	21	24	24	19.5	-4.5
Pacific Islander	1	1	1	0.7	-0.3
Black/African American	5	5	5	5.3	0.3
American Indian/Alaska Native	0	0	0	0	0.0
White	61	59	58	61.1	3.1
Hispanic/Latino/a	6	6	5	4.9	-0.1
Multiethnic	5	4	6	4	-2.0
Unknown	1	1	1	4.5	3.5
<b>School</b>	%	%	%	%	% $\Delta$
CDM	7	14	13.1	6.7	-6.4
GSAS	16	17	8.1	12.1	4.0
Nutrition	2	3	4.5	2.3	-2.2
MSPH	25	23	20.8	33.4	12.6
SON	14	14	22.2	15.1	-7.1
OT	4	4	4.4	2.9	-1.5
PT	4	4	3	3.3	0.3
P&S	28	21	23.9	24.1	0.2

**Columbia University Medical Center Student Health Service (CUMC SHS) Patient Satisfaction Results: Primary Care**

		<b>04-05 Online Survey Results</b>	<b>05-06 Online Survey Results</b>	<b>06-07 Online Survey Results</b>	<b>07-08 Online Survey Results</b>	<b>Change Score</b>
		(n~644)	(n~484)	(n~406)	(n=558)	
Have you visited the SHS since Aug 17 of this year?	<b>Y</b>	n/a	n/a	77%	71%	
	<b>N</b>	n/a	n/a	33%	29%	
<b>Ease of getting care:</b>						$\mu \Delta$
Ease of getting an appointment		3.8	3.9	3.9	4.2	0.3
Hours SHS is open (8-7 M-Th; F 8-4)		3.6	3.8	4.0	4.0	0.0
Convenience of SHS location		4.3	4.3		4.5	
Ease of contacting the front desk/reception					4.1	
Prompt return on calls		3.5	3.6	2.3	3.7	1.4
<b>Waiting:</b>						$\mu \Delta$
Wait time to speak with receptionist				3.9		
Wait time to register to be seen				3.9	4.3	0.4
Time in waiting room		3.6	3.6	3.7	4.1	0.4
Time in exam room		3.9	3.9	4.1	4.3	0.2
Waiting for tests to be performed		3.8	4.0	3.1	4.3	1.2
Waiting for test results		3.6	3.8	2.9	4.1	1.2
Wait time for paying for meds/labs				3.1	4.4	1.3
<b>Provider (MD, NP, PA):</b>						$\mu \Delta$
Listens to you		4.1	4.0	4.1	4.2	0.1
Spends enough time with you		3.9	3.9	4.0	4.1	0.1
Addresses your concerns					4.1	
Explains what you want to know		4.0	3.9	4.5	4.1	-0.4
Gives you good advice and treatment		3.9	3.8	4.1	4.1	0.0
<b>Nurses and Medical Assistants:</b>						$\mu \Delta$
Friendly and helpful		4.1	4.1	4.2	4.4	0.2
Answer your questions		4.0	4.1	4.6	4.4	-0.3
<b>Receptionists:</b>						$\mu \Delta$
Friendly and helpful		3.6	3.5	3.6	4.0	0.4
Answer your questions		3.6	3.6	3.8	4.0	0.2
<b>Overall Quality:</b>						$\mu \Delta$
Confidentiality (keeping personal info private)		3.9	4.1	4.9	4.3	-0.6
Overall neatness of SHS Primary Care Medical					4.2	
Overall quality of SHS Primary Care Medical		3.8	3.8	4.0	4.1	0.1
Likelihood of referring friends/classmates to us		3.5	3.7	3.8	4.0	0.2
<b>Do you consider us your regular source of care</b>						
<b>Y</b>		76%	77%	82%	82%	
<b>N</b>		24%	23%	23%	18%	

Scale: 1=Very Poor, 2=Poor, 3=Fair, 4=Good, 5=Very Good

**Columbia University Medical Center Student Health Service (CUMC SHS) Patient Satisfaction Results: Mental Health**

		04-05 Online Survey Results (n~644)	05-06 Online Survey Results (n~128)	06-07 Online Survey Results (n=106)	07-08 Online Survey Results (n=126)	<i>Change Score</i>
Have you visited the SHS since Aug 17 of this year?	<b>Y</b>			20%	17%	
	<b>N</b>			80%	83%	
<b>Ease of getting care:</b>						$\mu \Delta$
	Ease of making an appointment		3.6	3.6	3.8	0.2
	Convenience of location		3.9			
	Ability to get in to be seen		3.8			
<b>Waiting:</b>						$\mu \Delta$
	Time to first scheduled appointment		3.9	3.6	3.9	0.3
<b>Provider (Psychiatrist, Clinical Psychologist):</b>						$\mu \Delta$
	Understands your concerns		3.8	3.7	4.1	0.4
	Takes enough time with you		4.0	4.7	4.1	-0.6
	Knowlegable and capable clinician		4.0	3.8	4.2	0.4
	Helps you gain an understanding of your problem		3.7			
	Helps you deal with your problems		3.6			
<b>Overall Quality:</b>						$\mu \Delta$
	Keep my personal information private		4.3	3.9	4.4	0.5
	Overall quality of Mental Health Service	3.7	3.8	3.7	4.1	0.4
	Likelihood of referring friends/classmates to us		3.6	3.5	4.0	0.5
<b>Duration of treatment at MHS</b>						
	1-3 visits		33%			
	4-6 visits		26%			
	7-10 visits		41%			
<b>Did you continue treatment using insurance?</b>						
	<b>Y</b>		66%			
	<b>N</b>		34%			

*Scale: 1=Very Poor, 2=Poor, 3=Fair, 4=Good, 5=Very Good*

**Columbia University Medical Center Student Health Service (CUMC SHS) Patient Satisfaction Results: Administration**

	<b>04-05 Online Survey Results (n~644)</b>	<b>05-06 Online Survey Results (n~128)</b>	<b>06-07 Online Survey Results (n=528)</b>	<b>07-08 Online Survey Results (n=759)</b>	<b>Change Score</b>
<b>Administrative Staff:</b>					
Friendly and helpful	3.5	3.6		3.9	
Professionalism and courtesy of staff				4.0	
Emails/phone messages responded to in a timely fashion				3.8	
Emails/phone messages responded to clearly				3.8	
Walk-ins: Questions answer to your satisfaction				4.0	
Answer your questions	3.5	3.5			
<b>Payment:</b>					
What you pay	3.2	3.3			
Explanation of charges	3.1	3.2			
Collection of payment	3.3	3.5			
<b>Facility:</b>					
Comfort & safety while waiting	4.0	3.8	2.5		
Neat and clean building	3.7	3.7	2.6		
Ease of finding where to go	3.8	3.6	2.4		
Privacy	3.5	3.8	2.5		
<b>Enrollment Process:</b>					$\mu \Delta$
Friendly & helpful staff				3.9	
Applications/waivers processed in a timely fashion			2.7		
Emails/phone messages responded to in a timely fashion			2.5	3.6	1.1
Emails/phone messages responded to clearly				3.7	
Professionalism and courtesy of staff			3.5	4.0	0.5
Walk-ins: Questions answer to your satisfaction			2.1	4.0	1.9
Problems resolved in a timely fashion			1.8		
<b>Overall quality of SHS Administrative Services</b>					$\mu \Delta$
		3.6	3.8	3.9	0.1

*Scale: 1=Very Poor, 2=Poor, 3=Fair, 4=Good, 5=Very Good*

**Columbia University Medical Center Student Health Service (CUMC SHS) Patient Satisfaction Results: Insurance**

		04-05 Online	05-06 Online	06-07 Online	07-08 Online	<i>Change Score</i>
		Survey Results	Survey	Survey	Survey	
<b>Are you enrolled in Chickering?</b>	<b>Y</b>	(n~644)	(n~399)	(n=528)	(n=494)	
		81%	81%	74%	67%	
	<b>N</b>	19%	19%	26%	33%	
<b>Thinking about your health insurance plan, how do you rate the following:</b>						$\mu \Delta$
	The range of different services your plan covers	3.2	3.4	3.8	3.4	-0.4
	How well you plan informs you about the costs of care	2.7	2.9			
	The total cost to you for the care that you receive	2.9	3.1	3.5	3.2	-0.3
	Ease of completing claim forms or other paperwork	3.1	3.2			
	Extent to which illness visits, treatments and hospitalizations are covered	3.0	3.2	3.5	3.3	-0.2
	Coverage for supplementary services	2.7	2.9			
	Coverage for prescriptions	2.8	3.1	3.3	3.0	-0.3
	Coverage for mental health services	3.1	3.3	2.8	3.5	0.7
	Adequacy of Chickering customer service			2.6		
	Adequacy of referral network			3.3	3.3	0.0
	Overall quality of service provided by your health insurance plan	3.0	3.3	3.5	3.3	-0.2

*Scale: 1= Poor, 2=Fair, 3=Okay, 4=Good, 5=Great*

		04-05 Online	05-06 Online	06-07 Online	07-08 Online	<i>Change Score</i>
		Survey Results	Survey	Survey	Survey	
<b>Have any of the following been a problem for you when getting services covered by your health insurance plan? If so, how much of a problem?</b>		(n~644)	(n~399)	(n=528)	(n=494)	$\mu \Delta$
	Confusion about what services are covered by your health insurance plan	1.9	2.1	2.4	2.1	-0.3
	Treatment or services recommended by your doctor are not approved by your health insurance plan	2.3	2.4	2.0	2.5	0.5
	Confusion about necessary paperwork to get treatment	2.2	2.2	2.0	2.2	0.2
	Having to pay for services that have not been approved by your health insurance plan	2.1	2.2	2.0	2.2	0.2

*Scale: 1=Yes, a big problem; 2=Yes, a small problem; 3=No, not a problem*