

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

		06-07 Online Survey Results	07-08 Online Survey Results	Fall 08 Online Survey Results	Spring 2010 Online Survey	Fall 2010 Online Survey	<i>Change Score from Previous Year's Survey</i>
		(n~406)	(n=558)	(n=757)	(n=793)	(n=1073)	
When was the most recent time used Primary Care							
	Within the week				14.1	15.2	
	More than one week, but within 09-10 academic yr				67.8	57.3	
	Prior to 09-10 academic year				7.5	9.3	
	Never used				10.5	18.2	
Ease of getting care:							
	Ease of getting an appointment	3.9	4.2	4.2	4.2	4.3	0.1
	Hours SHS is open (8-7 M-Th; F 8-4)	4.0	4.0	4.2	4.2	4.3	0.1
	Convenience of SHS location		4.5	4.5	4.5	4.6	0.1
	Ease of contacting the front desk/reception		4.1	4.3	4.2	4.3	0.1
	Prompt return on calls	2.3	3.7	3.7	3.9	3.9	0.0
Waiting:							$\mu \Delta$
	Wait time to speak with receptionist	3.9					
	Wait time to register to be seen	3.9	4.3	4.37	4.32	4.4	0.1
	Time in waiting room	3.7	4.1	4.3	4.2	4.2	0.0
	Time in exam room	4.1	4.3	4.4	4.3	4.4	0.1
	Waiting for tests to be performed	3.1	4.3	4.4	4.3	4.4	0.1
	Waiting for test results	2.9	4.1	4.2	4.2	4.2	0.0
	Wait time for paying for meds/labs	3.1	4.4	4.5	4.3	4.3	0.0
Provider (MD, NP, PA):							$\mu \Delta$
	Listens to you	4.1	4.2	4.4	4.4	4.3	-0.1
	Spends enough time with you	4.0	4.1	4.4	4.4	4.3	-0.1
	Addresses your concerns		4.1	4.4	4.3	4.3	0.0
	Explains what you want to know	4.5	4.1	4.3	4.3	4.2	-0.1
	Gives you good advice and treatment	4.1	4.1	4.3	4.3	4.3	0.0
Nurses and Medical Assistants:							$\mu \Delta$
	Friendly and helpful	4.2	4.4	4.4	4.3	4.4	0.1
	Answer your questions	4.6	4.4	4.4	4.3	4.4	0.1
Receptionists:							$\mu \Delta$
	Friendly and helpful	3.6	4.0	4.2	4.0	4.1	0.1
	Answer your questions	3.8	4.0	4.2	4.1	4.2	0.1
Overall Quality:							$\mu \Delta$
	Confidentiality (keeping personal info private)	4.9	4.3	4.4	4.5	4.5	0.0
	Overall neatness of SHS Primary Care Medical		4.2	4.4	4.4	4.4	0.0
	Overall quality of SHS Primary Care Medical	4.0	4.1	4.3	4.2	4.2	0.0
	Likelihood of referring friends/classmates to us	3.8	4.0	4.2	4.2	4.2	0.0
Do you consider us your regular source of care							
	Y	82%	82%	82%	80%	78%	
	N	18%	18%	18%	20%	22%	

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