

Patient Satisfaction Survey Results

December 2017

Survey

Axis Health System (AHS) implemented a twelve question Patient Satisfaction Survey in December 2015. In December 2017, questions were limited to a total of ten questions for the survey in accordance with the improvement plan identified in the May 2017 Survey results. The survey is modeled after the Consumer Assessments of Healthcare Providers and Systems (CAHPS) survey, which assesses quality of care from the patient's point of view. Survey data was captured electronically via the All-In-One exam room computers (used for the *Health Tracker*) at our Integrated Clinics and via tablets at the School Based Integrated Healthcare Centers (SBIHC), Behavioral Healthcare locations and Oral Health Clinic (OHC). December 2017 is the fifth administration of this survey.

Responses to survey questions were not in a standardized format, therefore, they were placed into three categories of positive, neutral and negative for analysis purposes. N/A responses were excluded from the data analysis for the four questions where N/A was an option and accounted for an average of 21% of the responses across these questions. Question 10 reflects overall patient satisfaction with their provider on a 10 point Likert scale, so these results are addressed in a separate graph. Comparison data is analyzed using the December 2015, May 2016, December 2016, May 2017, and December 2017 surveys. A total of 609 surveys were collected from all AHS locations in December 2017. This is an increase of 75 surveys compared to the 534 surveys completed in May 2017. However, this current total is an increase in Survey participation of 64% since the initial survey in December 2015.

Analysis

Aggregate responses were very positive for all questions with average positive response rates at 89% or above. Question 2, that focuses on being kept informed of wait times, had been a challenge to interpret and an outlier in terms of patient response since the revamp of the survey in 2015. Having made adjustments in the survey to give greater clarity for wait time, the outliers are no longer evident. The "Wait Time" question seems to be clearer and indicated a positive change in the survey with an overall positive rating of 97%. Question 1 for the OHC, related to getting an appointment as soon as needed, was lower than others at 77%. This can be attributed to the large community need for dental services and a lack of capacity currently available in the clinic. The SBIHC noted difficulty with survey dissemination for young patients that did not have parent/guardian representation, as not all questions were applicable and didn't always have the N/A response option available. Although our whole survey sample size is growing, the individual location sample and overall sample size is not large enough for reliable interpretation; therefore caution should be taken when interpreting the results, however, the overall trend does suggest positive satisfaction with services by our patients.

Trending results for all surveys since the original in December 2015 show similar trends. Overall patient satisfaction with their provider (Question 10) rated high...98% of responders gave providers a 7 or higher on a 10-point scale and 72% of responders gave a 10 rating. As shown by the trend since the December 2015 survey, the highest performance areas were questions that related to providers and receiving care and the lower performance areas are related to system processes and patient needs for information. Survey responses increased in this round in part due to the incentive to receive results if providers reached at least a 20% response rate of surveys to the number of face-to-face appointments they had with patients. This allowed for 33 of 56 (or 59%) providers to receive individual survey results.

Plan

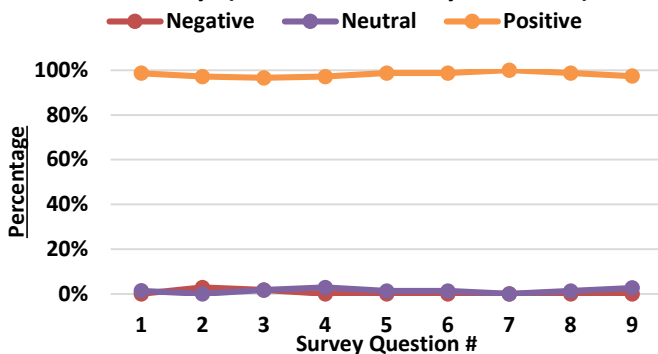
The maintenance of patient satisfaction continues to be high priority for AHS. Overall this survey has shown positive responses and satisfaction feedback from our patients. Question 1 for appointment needs at the OHC is being improved with the expansion of dental capacity through integration and the planned hire of a 2nd Dentist. For the entire survey, there is a generally positive response band which suggests that AHS put attention toward maintaining all areas identified in the survey. The Organizational Clinical Quality Committee will be incorporating December 2017 results and actions for improvement in the Quality Plan update for FY 2019.

Patient Satisfaction Survey Results by Location December 2017

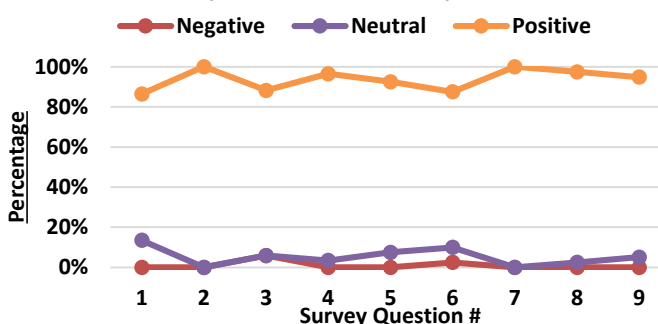
Questions from the Patient Satisfaction Survey:

1. Do you get an appointment as soon as needed for routine care or care needed right away?
2. Do you think your wait time was reasonable?
3. When calling after business hours, how often did you get an answer to your question the same day?
4. When calling during business hours, did you get an answer to your questions as soon as you needed?
5. Did your provider listen to your reasons for today's visit?
6. Were you encouraged to ask questions and to participate in the development of your care plan?
7. Did your provider explain things in a way that was easy to understand?
8. Were you treated with dignity and respect by staff?
9. Would you recommend an acquaintance, friend, or family member to your provider for healthcare?

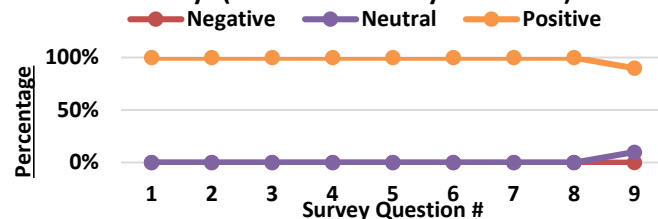
Archuleta Integrated Healthcare: 77 Surveys (13% of total surveys collected)



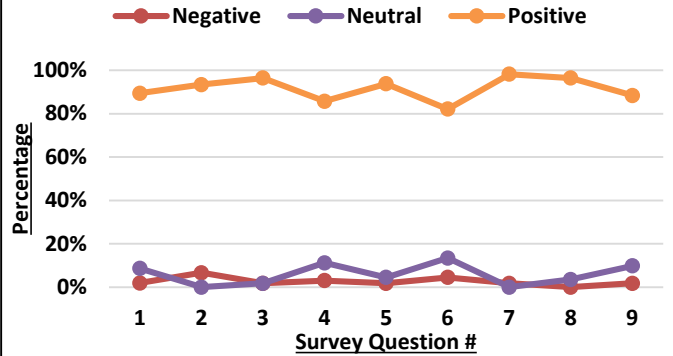
School Based Integrated Healthcare (DHS/FME): 40 Surveys (7% of total surveys collected)



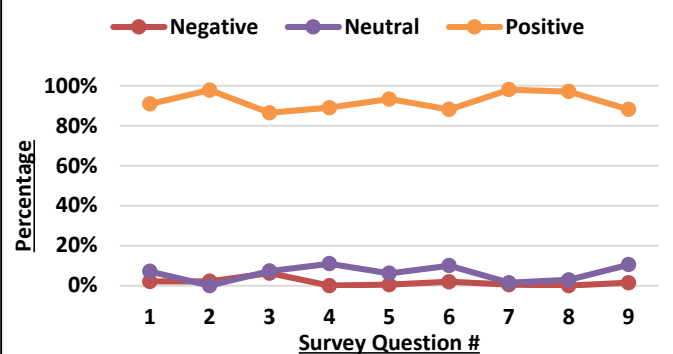
Crossroads at Grandview: 10 Surveys (2% of total surveys collected)



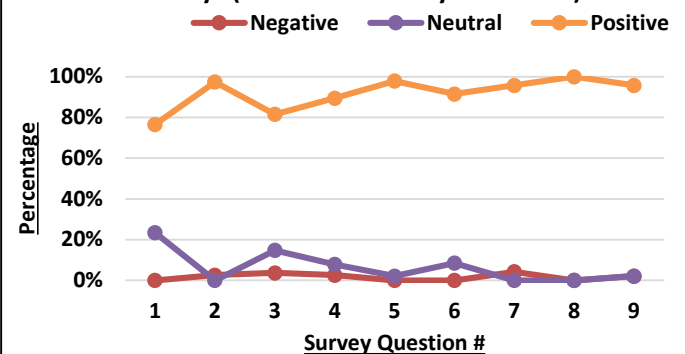
La Plata Integrated Healthcare: 113 Surveys (19% of total surveys collected)



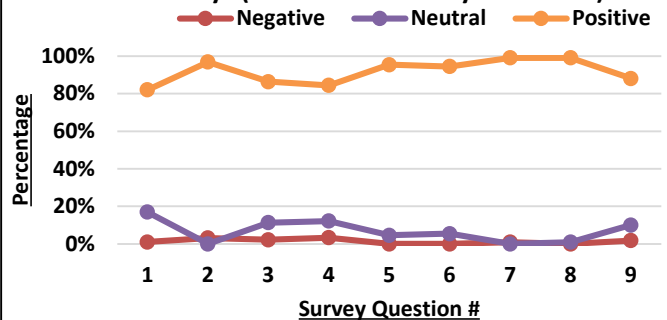
Cortez Integrated Healthcare: 212 Surveys (35% of total surveys collected)



Oral Health Clinic: 47 Surveys (8% of total surveys collected)



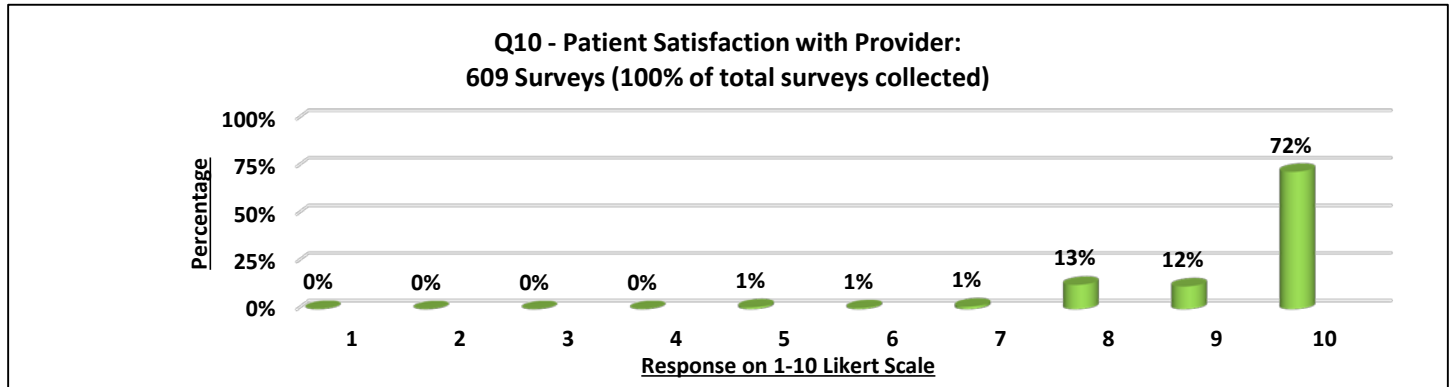
Columbine Center: 110 Surveys (18% of total surveys collected)



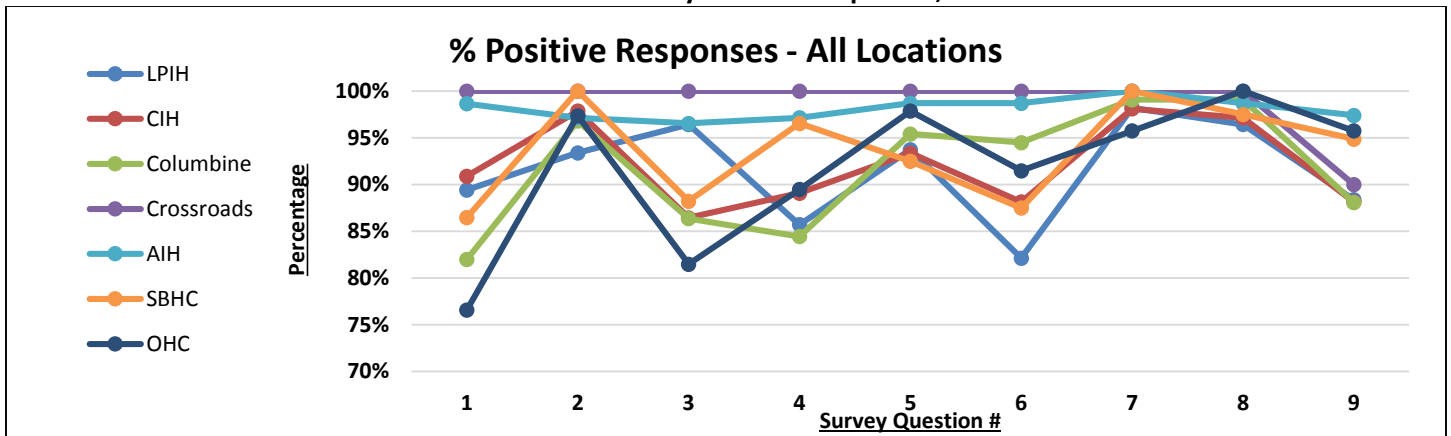
Patient Satisfaction with Provider Care for All Locations; December 2017

Question 10 asks: *How satisfied are you with the care you received from your provider today?*

This question is resulted differently than the rest of the survey, because patient responses are on a 1-10 rating scale, versus Positive, Neutral or Negative responses. Responses are displayed below for all surveys across all locations.



Patient Satisfaction Survey Positive Responses; December 2017



Patient Satisfaction Survey percentage of Positive Response by Question by Survey Date December 2015 – May 2016 – December 2016 – May 2017 – December 2017

