

# Stamps Health Services 2022 Patient Satisfaction Report



Completed by: John Scuderi  
Report to Governing Board  
1/24/2023

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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 2022, 2,136 surveys were completed for a response rate of 6.4 percent. 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 2,136 surveys completed, there were 942 open ended comments. Of these, 768(82%) were positive in nature but 174(18%) suggested an opportunity for improvement. The Governing Board carefully monitors unfavorable comments to address issues and identify trends.

This year we added three new questions to the survey to assess overall health and mental wellbeing as well as a question specifically aimed at better understanding our appointment booking process.

For 2023, we will continue to assess our tool, evaluate the effectiveness of our services to ensure we are providing service excellence.

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 using 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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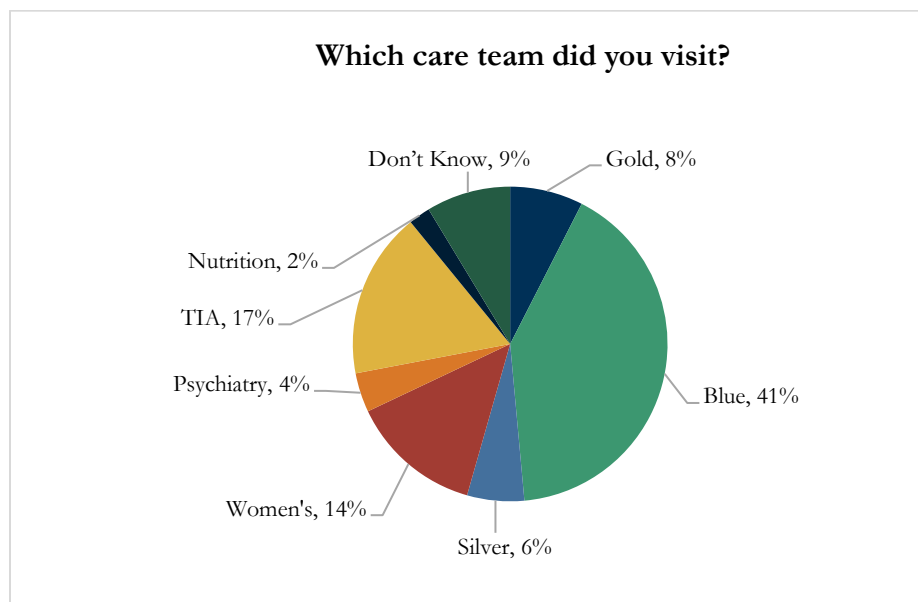
1. The survey instrument (Qualtrix) consists of items grouped into closed-end response scales and items of an open-ended nature requesting respondent comments.
2. Patients rate all functional areas of Stamps using a Likert scale (1-5.)
3. The survey questions focus on different dimensions of care/service such as courtesy, dignity and respect, listening, addressing concerns, education provided, and timeliness. An example of the questions is 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. SURVEY RESULTS

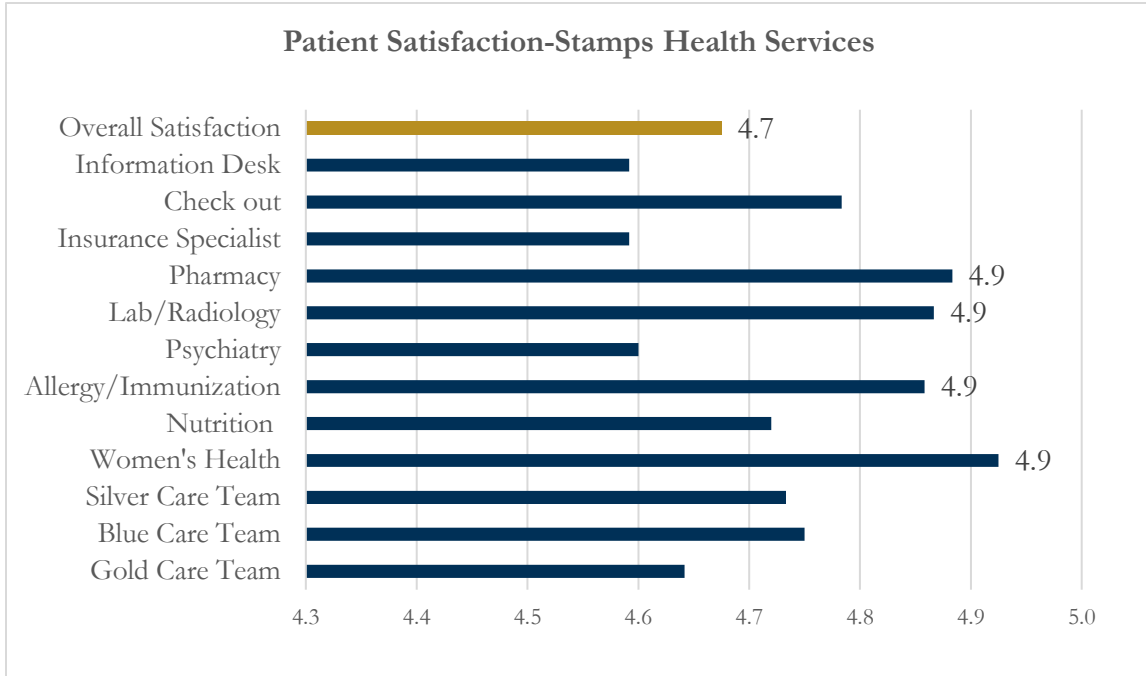
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### Closed Ended Responses

1. For 2022, 2,136 surveys were completed for a response rate of 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, Stamps continued COVID 19 strategies which results in fewer appointments.
2. Responses by care team are shown below. COVID 19 significantly reduced responses from the GOLD care team since they only saw patients with a respiratory complaint.

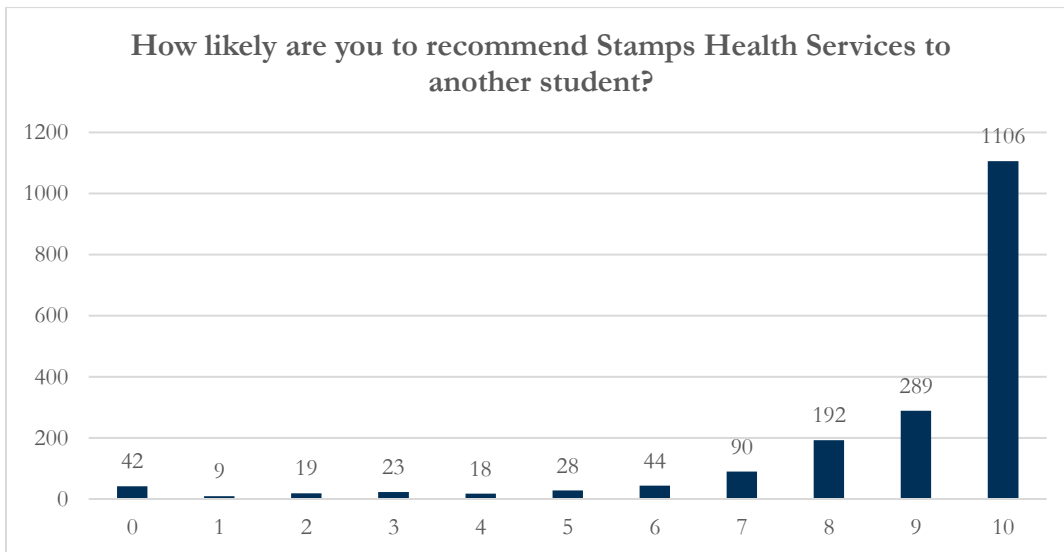


3. The average satisfaction scores below represent responses to survey questions that focus on different dimensions of care/service such as courtesy, dignity and respect, listening, addressing concerns, education provided, and timeliness. Top scores were seen in Women's Health, Pharmacy, Lab/Radiology, and Travel, Immunization and Allergy.

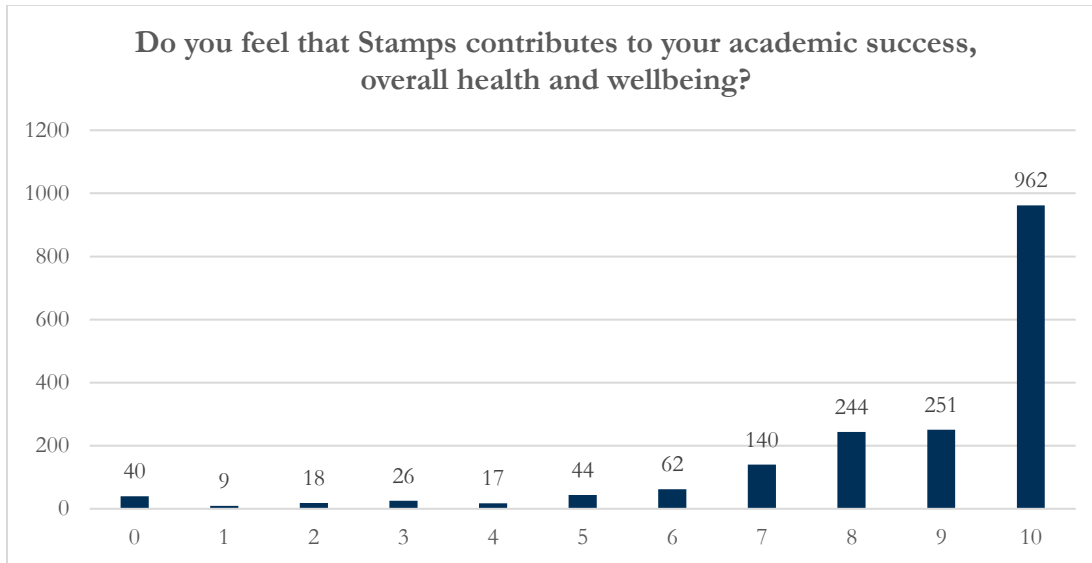


### Open-ended Responses

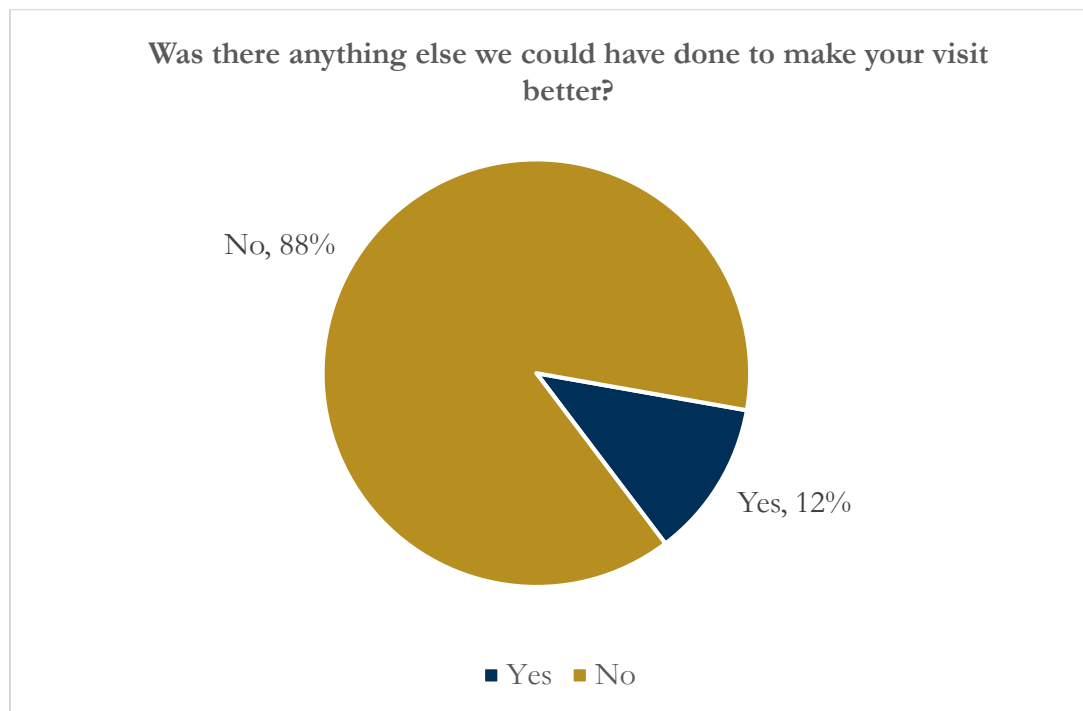
1. The survey also asks three questions specifically intended to assess the value of care received. Achieving high value for patients is an overarching goal of Stamps with value being defined as the health outcomes achieved compared to the benefits and costs. A net promoter scale is used which evaluates a patient's response.
2. The first question, *"Would you recommend Stamps to another student?"* is a strong measure of patient loyalty and trust. Responses indicate a high correlation to loyalty and trust and overwhelmingly suggests most patients are likely to recommend Stamps Health Services to another student.



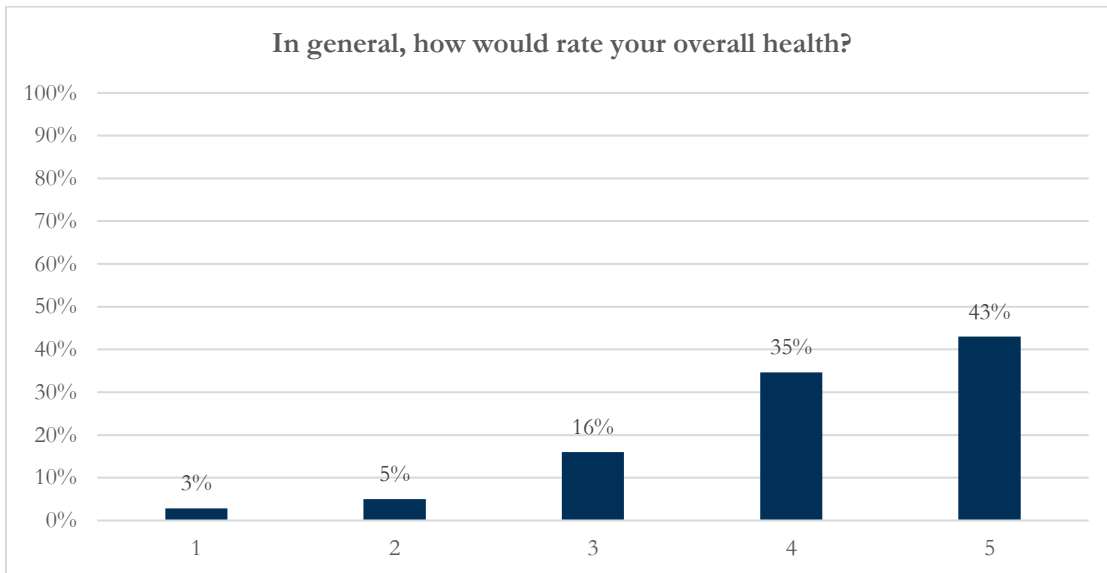
3. The second question, *“Do you feel that Stamps Health Services contributes to your academic success and overall health and well-being?”* speaks to Stamps mission to promote the health and well-being of the Georgia Tech community in pursuit of academic success. Responses indicate a high correlation to loyalty and trust and overwhelmingly suggests most patients feel Stamps contributes to academic success and overall well-being.



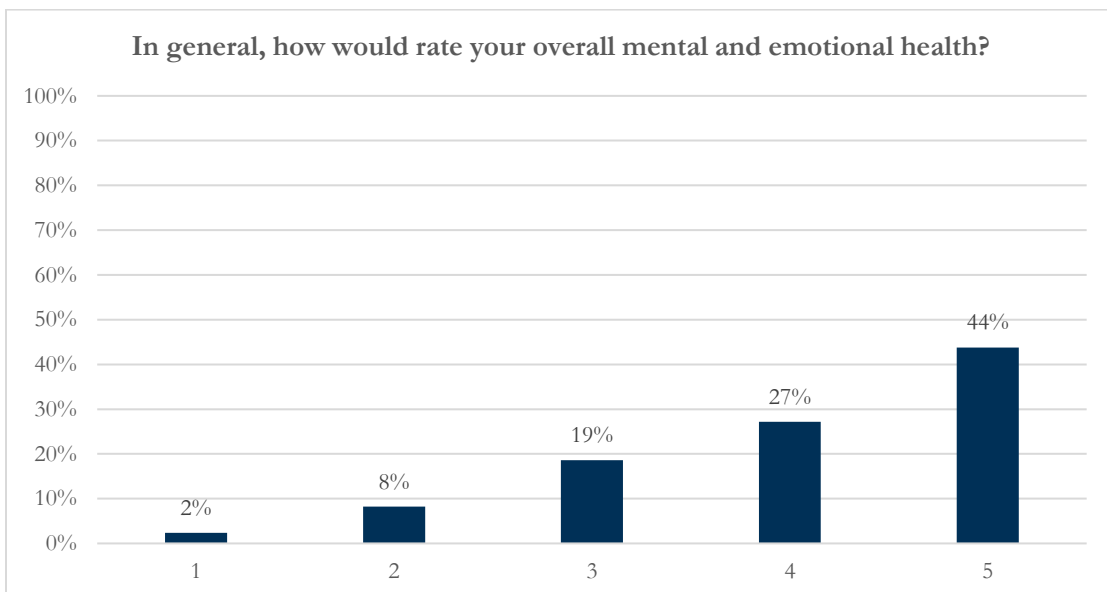
4. The third question, *“Was there anything else we could have done to make your visit better?”* provides an opportunity to correlate the responses in Questions 1 and 2. Only 12 percent of the respondents indicated something could have been to make their visit better. This was a slight increase over prior year. This question also provides the patient with an option to leave an open-ended comment.



5. For 2022, three questions were added to the survey. The first question, *“In general, how would you rate your overall health?”* is a subjective indicator of health status intended to include physical, mental, social wellbeing, and not merely the absence of disease. The majority of responses (78%) indicate a positive response to this question.

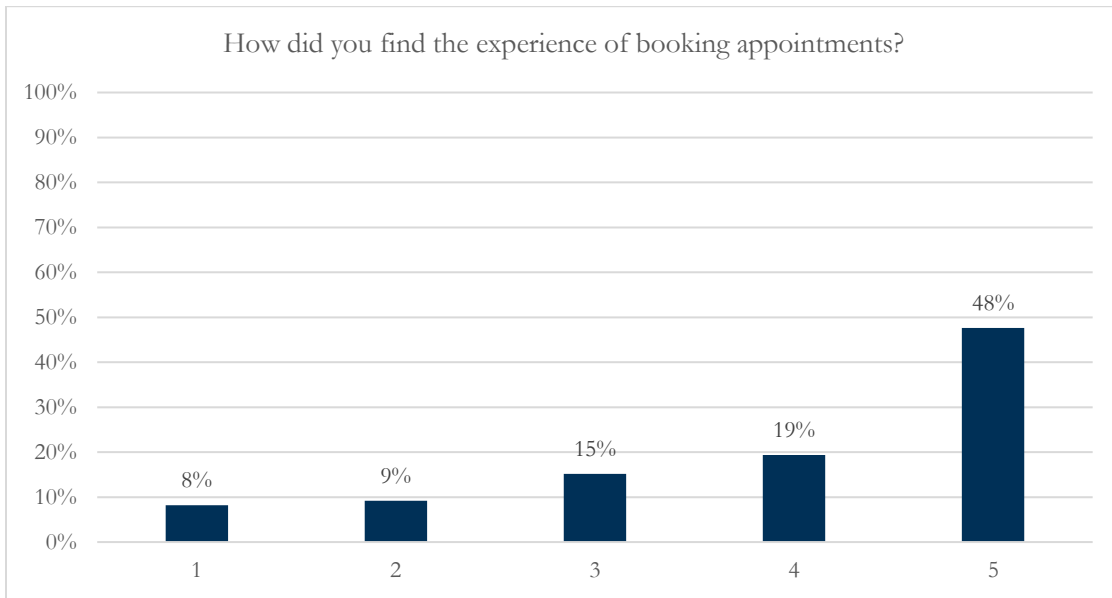


The second question, *“In general, how would you rate your overall mental and emotional health?”* is a subjective indicator of mental health status. The majority of responses (71%) indicate a positive response to this question.





The Third question, *“How did you find the experience of booking an appointment?”* was added due the number of comments we receive about booking appointments. The majority of responses (67%) indicate a favorable experience when booking an appointment.



## 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 942 open ended comments. Of these, 768(82%) were positive in nature and 174 (18%) 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 174 comments in this section across five categories shown below. Not surprising, customer service and quality of care continue to generate the most comments. IT comments increased related to the online registration system and COVID 19 appointment changes.

	Comments	% Total
<b>Financial</b>	8	5%
<b>Operational</b>	19	11%
<b>Customer Service</b>	70	40%
<b>Information Technology</b>	37	21%
<b>Quality of Care</b>	40	23%
<b>Total</b>	<b>174</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
<b>Financial</b>	<ul style="list-style-type: none"> <li>• I haven’t gotten a charge for my appointment to my account yet, and I don’t want to get some sort of withholding of my student account for some reason.</li> <li>• Describe what are the payment options. I know there is more than just pay at tech counter. We can upload to the bursar account, which was not made clear to me.</li> <li>• Eliminate the health fee</li> </ul>
<b>Operational</b>	<ul style="list-style-type: none"> <li>• Entry to build (for Pharmacy) was confusing as to what to do. Was not clear where to go for covid testing (I walked around the building the wrong way because I was told between CRC and Stamps). Checkout/paying process was confusing for swipe buzz card was not obviously placed.</li> <li>• Clearer explanation of visit process</li> <li>• There needs to be a better system for parking.</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• Staff was very rude to me and to others and spoke very disrespectfully to everyone.</li> <li>• Better customer service</li> <li>• The staffs should show trust and respect to patients.</li> <li>• Staff could be courteous, friendly, and welcoming. They are none of those things, and they couldn't be bothered to smile or say hello. When I had questions, or asked them to repeat something since I can't hear well, they acted like I was a nuisance for them at their job.</li> </ul>
<b>Information Technology</b>	<ul style="list-style-type: none"> <li>• I had to schedule 6 weeks out; forms required in advance were intrusive, confusing, and buggy.</li> <li>• Check-in without using phone (what if I don’t have a smart phone, the website acts up like it did with me, or if there’s internet/wifi issues).</li> <li>• Please remove location tracking from the online check in function. Despite Tech's protocols to protect privacy, I am still concerned about this tracking.</li> </ul>
<b>Quality of Care</b>	<ul style="list-style-type: none"> <li>• The doctor didn't try to solve my problem and didn't tell me to what specialist I need to visit.</li> <li>• I would like my concerns about my anxiety to be taken more seriously, and not be dismissed.</li> <li>• Wish my provider took more than 5 seconds to evaluate me and asked if I had further questions/concerns in the exam room.</li> <li>• Be clearer to the students on what is being done and why. I shouldn't be getting blood taken and not know why. I shouldn't have to ask about what is happening, I should be told.</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 768 positive comments, and a random sample of the comments is shown below.

- A nurse gave me an IV and nausea meds through it, she was very nice, made good conversation to take my mind off the situation, and made sure I was okay many times. Made the day a much better experience.
- Dr Emily Richardson was excellent and helpful as always.
- My interaction with Dr. Kraft was so positive. She made me feel comfortable and explained the cause of my symptoms very thoroughly.
- Rebecca Bourgeois has been extremely kind, and instrumental in getting me booked into therapy
- Dr. Christen Altermatt was very kind and patient in addressing my questions and concerns. She treated me with utmost care and I felt much better after meeting her that I am sure my health concerns would get resolved soon. Thank you Doctor and Stamps for your wonderful service!
- Hattie from immunization and mark from the lab were extremely friendly and warm. They made the visit enjoyable and a big thank u to them!
- Lisa - lab tech was wonderful!
- Nina from Pharmacy and the Marjan Kirkland
- Nurse Andrea and Dr. Lawson are super caring and supportive! Great people doing great work!! Keep it up
- The lady who administered my flu vaccine was named Wanda, and she was incredibly friendly and did an amazing job making me feel comfortable and welcome even as she did her work quickly and efficiently.
- Tracy and Steven Terry from the Silver Care Team are always so kind and make me feel like my wellness is a top priority for them.
- Danielle snider really listened to what i had to say and answered all my questions; i felt respected
- Dr. Dao is amazing!
- Tabarius is awesome in radiology.
- Nicole Mccreary was extremely helpful, she was able to set up a follow up appointment for me despite a tight schedule, and I really appreciate it. Shan Baker was the most informative and considerate health care providers I have worked with.
- Marjan Kirkland was very kind and listened to my concerns. She really did seem to care about my health and I felt comfortable being treated by her
- Dr. Stephen Holbrook treated me. He was funny and very personable but also seemed super competent. He showed me what was wrong on my x-ray and explained everything to me (treatment plan, follow up, etc.).
- I received excellent service by Dr. Benjamin Holton and the phlebotomist who was from the military.
- Shanelle stayed with me until I make all the calls to the therapists and make an appointment. Without her, I won't be motivated to even get started. Thank you for your patience and care.

## G. RISK ASSESSMENT

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1. A risk assessment score (RAS), as defined below, is assigned to each of the comments. The RAS is a subjective assignment based on the comment content, organizational impact, and risk to Stamps. The higher the RAS, the less significant the comment is from a risk perspective.

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

2. A RAS was applied to the 174 comments as shown below.

<b>Risk Assessment Score (RAS)</b>	<b>Instances</b>	<b>% Total</b>
<b>1-Critical</b>	0	0%
<b>2 Significant</b>	0	0%
<b>3-Moderate</b>	27	16%
<b>4-Minimal</b>	53	30%
<b>5-None</b>	94	54%
<b>Total</b>	<b>174</b>	<b>100%</b>

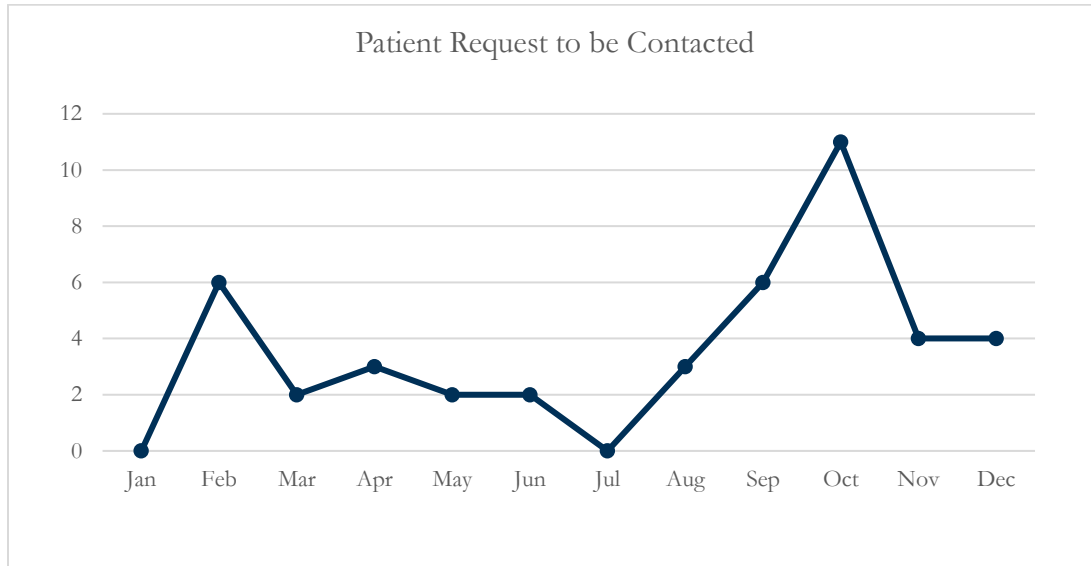
3. After a RAS is assigned, a control is assigned to determine the intervention needed to reduce or eliminate the problem or take no action. The control section shows that most of the comments did not require any action. Typically, this occurs if the comment is without reasonable context or justification, not supported after additional review or references a policy or position the governing board supports.

	<b>Instances</b>	<b>% Total</b>
<b>Elimination</b>	0	0%
<b>Substitution</b>	0	0%
<b>Engineering</b>	0	0%
<b>Administrative</b>	81	47%
<b>None</b>	93	53%
	<b>174</b>	<b>100%</b>

## H. DIRECT PATIENT CONTACT

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1. Another administrative control we use is direct patient contact based. 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. There was a total of 43 requests to be contacted.



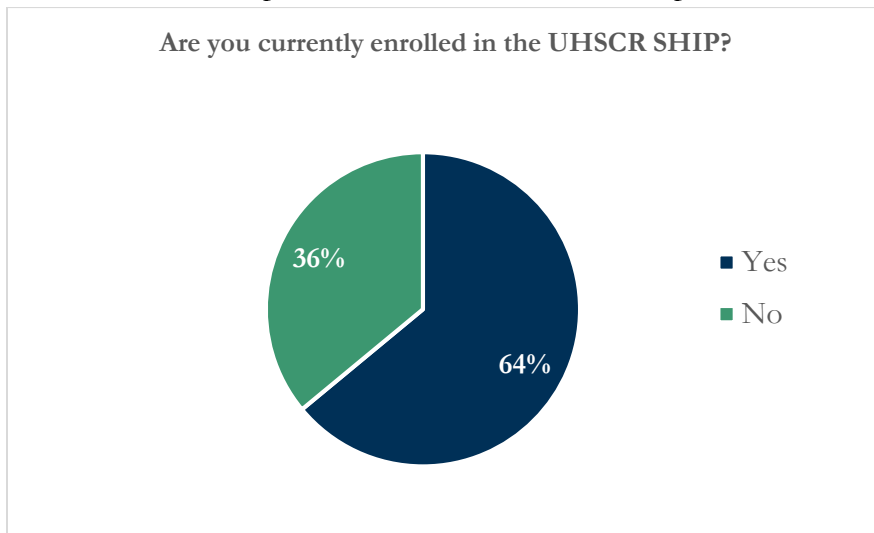
2. Below are random selections from requests made to be contacted in the Patient Satisfaction Survey.
  - At the check in the staff asked me why I was there and I had to explain my reason in front of all the other patients. That was unacceptable to me as I felt I had no privacy. There should be a way to explain the reason before the appointment or in private.
  - Just curious, why didn't the nurse ask me to take off my shoes when measuring my height and weight? Isn't it more accurate like that? Or is it because they just don't care?
  - Last time I was at stamps, while I was waiting for the doctor to visit me, I realized that the walls are extremely thin. I overheard an entire conversation between a doctor and a patient regarding an pretty personal injury. This was with both doors closed. The other patient was in the neighboring room. Ya'll need to soundproof better. This makes me concerned that other patients will be able to overhear my medical conversations.
  - The fact that, as a student financially struggling, I had to pay \$10 in order for them to spend 2 minutes with me to simply ask me if I ever traveled outside of the country (a question I answered on paper before being seen by care team) is ridiculous. That money is my next meal, and I got no benefits from paying for the TB assessment. I practically paid \$10 to STAMPS to have a hold lifted, that I was not notified about with prior notice to the upcoming registration

- Respiratory telemedicine support seriously needs to be improved. After the COVID test appointment, doctor's appointment also needs to have a fixed appointment time since students are also busy and can't take calls during classes. Repeatedly not providing the test results in time is also an issue. During my last appointment, my results weren't provided at all for 5+ hrs until I have to reach out to doctor directly since the STAMPS nurses were in complete denial that I must've received my results before.

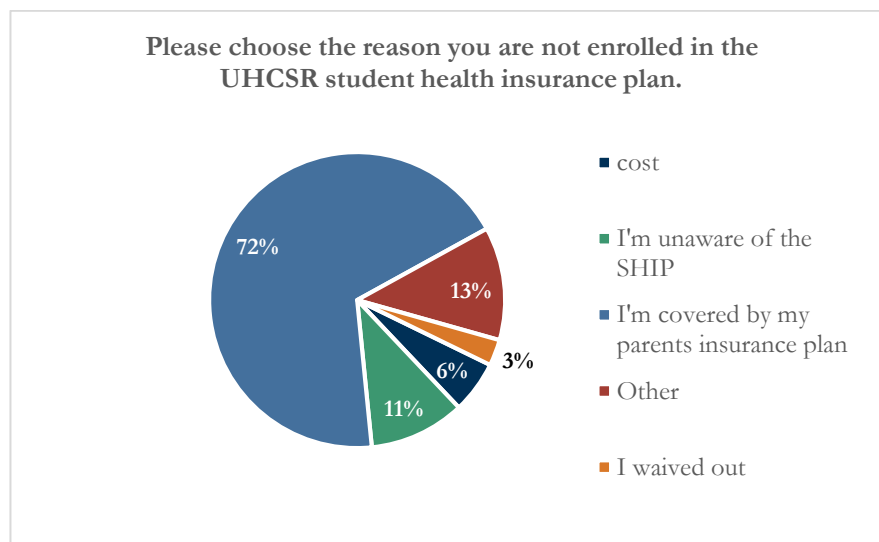
## I. STUDENT HEALTH INSURANCE PLAN (SHIP)

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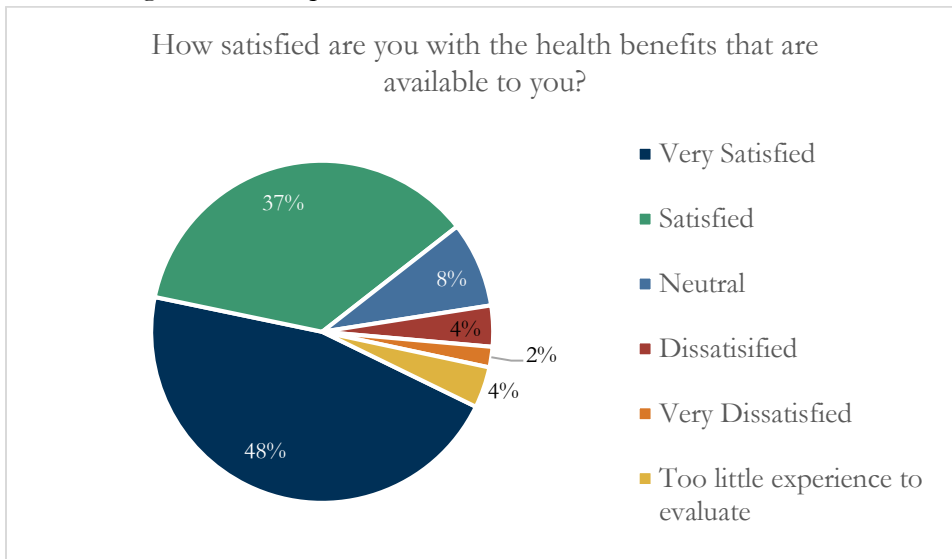
1. Each year, typically in the fall and spring, we ask patients if they were enrolled in the student health insurance plan (SHIP) provided by United HealthCare Student Resources to determine their overall satisfaction with the plan. There was a total of 750 responses.



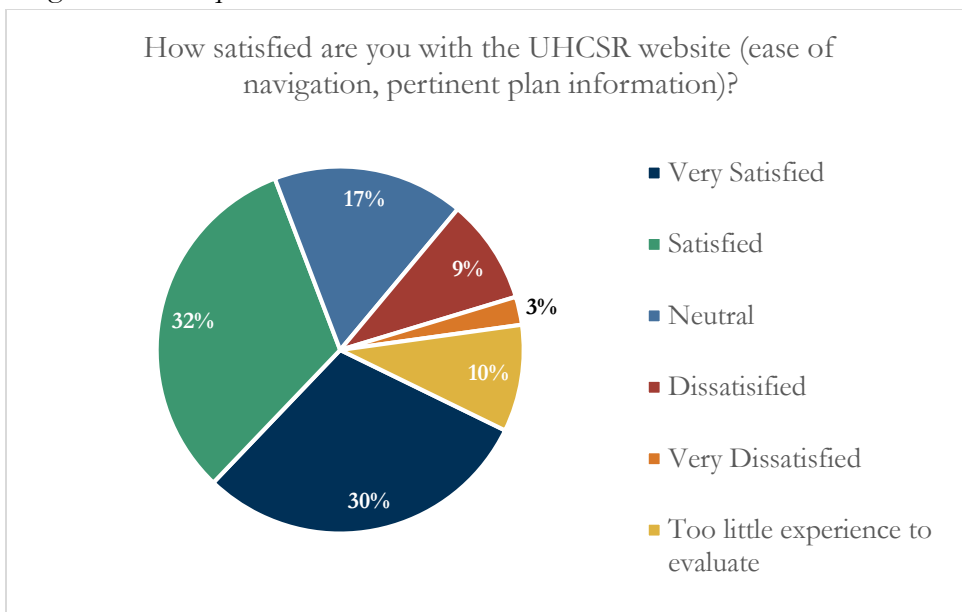
2. When asked, “Please choose the reason you are not enrolled in the SHIP?”, 72% of respondents indicated they are covered by another insurance plan. Cost is not a significant factor, and most respondents are aware of the SHIP.



3. When asked, “*How satisfied are you with the health benefits that are available to you?*”, 85% of respondents indicated they were either very satisfied or satisfied. Open ended comments shown below provide further insight into this question.

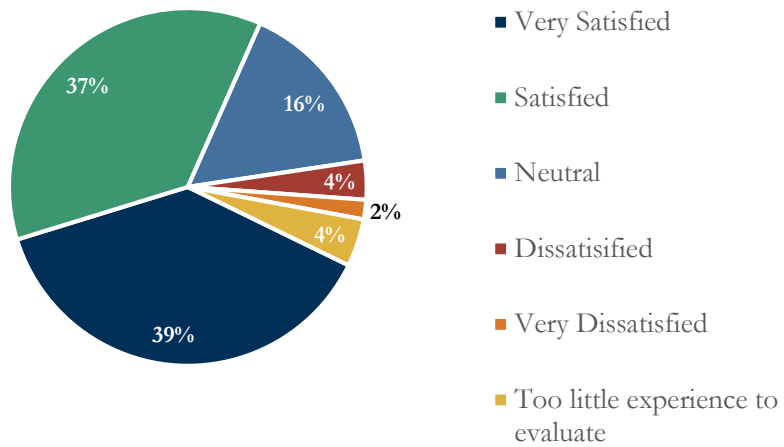


4. When asked, “*How satisfied are you with the UHCSR website?*”, 62% of respondents indicated they were either very satisfied or somewhat satisfied. Open ended comments shown below provide further insight into this question.



5. When asked, “*Please rate your overall experience with the SHIP?*”, 76% of respondents indicated they were either very satisfied or somewhat satisfied. Open ended comments shown below provide further insight into this question.

Please rate your overall experience with the Student Health Insurance Plan.



## 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. Continue to evaluate survey trends.
5. Share SHIP survey results with UCHSR.