



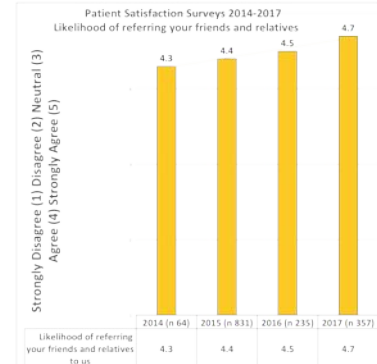
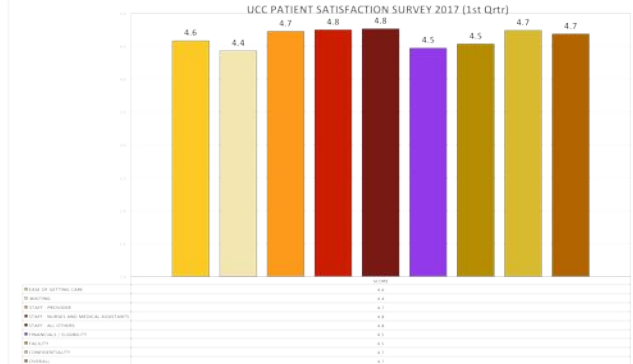
Patient Satisfaction Survey Implementation and Sustainment
 Zuckerberg San Francisco General Hospital
 Urgent Care Clinic (UCC)
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Background

- UCC is a federally qualified health center (FQHC) located on a ZSFGH campus.
- 20,000 annual adult patient visits
- Walk-ins are 80% of patient visits
- Safety net for underserved patients
- 2012 Lean Management System implemented
- 2013 No standardized way of measuring and reporting patient satisfaction metrics
- 2014 Implementation of standardized survey tool and utilize volunteer administrators
- 2014 3 of 25 questions scored 4.5 or above
- 2015 Waiting experience identified as greatest improvement opportunity
- 2015 Obtained largest sample size n = 831

Survey Data



Project Goal(s)

- Empower patients to provide survey feedback
- Develop a sustainable patient satisfaction survey with standardized methodology
- Establish baseline data to identify benchmarks and track trends
- Communicate and celebrate survey data to drive continuous improvements

Project Timeline

- 2014: DNP project was implementation of a standardized Patient Satisfaction survey collection and reporting method in UCC
- 2014-2017: Project sustained with 1,487 total English & Spanish surveys collected
- 2018: Project selected for DNP National Conference digital poster

Standardized Survey Tool

Urgent Care Center (UCC) Patient Satisfaction Survey

Please circle the number for how well you think we are doing in the following areas:

Area	5	4	3	2	1
Facility					
Neat and clean building	5	4	3	2	1
Ease of finding where to go	5	4	3	2	1
Comfort and safety while waiting	5	4	3	2	1
Staff					
Looks like you care	5	4	3	2	1
Keeps things simple with you	5	4	3	2	1
Explains what you need to know	5	4	3	2	1
Gives you good advice and treatment	5	4	3	2	1
Answers your questions	5	4	3	2	1
Confidentiality					
Facility Privacy	5	4	3	2	1
Keeping personal information private	5	4	3	2	1
Overall					
Likelihood of referring your friends and relatives to us	5	4	3	2	1
Likelihood of referring your friends and relatives	5	4	3	2	1

Data Analysis

2014 - 2017

- Access scores improved 4.0 - 4.6
- Waiting experience improved 3.8 - 4.4
- Overall experience between all staff & patient improved 4.4 - 4.8
- Likelihood of referring to UCC improved 4.3 - 4.7
- 2017 18 of 25 questions scored 4.5 or above

Lessons Learned

- Utilizing a standardized survey tool and survey administration process produces consistent sustainable metrics
- Patient feedback is a driver for continuous improvement
- Communicating survey results to stake holders and front-line staff is key to sustaining project value
- Volunteers are valuable partners with front-line data collection

Next Steps

- Survey translation in multiple languages
- Develop electronic automated version of survey
- Trial survey in other settings with similar populations
- Share journey from implementation to sustainment
- Apply DNP project framework to different healthcare problems

Zuckerberg San Francisco General Hospital Strategic Plan
Transforming Health Care by 2020

PEOPLE

- Service Excellence
- Clinical Quality
- Professional & Academic Excellence
- Safety & Accountability
- Enhancing Wellness

SYSTEMS

- Efficient Management
- Integration & Coordination

TECHNOLOGY

- Develop & Expand Information Technology
- Moving Beyond "Implementation" Towards Adoption of Epic