Background
• UCC is a federally qualified health center (FQHC) located on ZSFH 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

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: 64 surveys collected in 4th quarter and used in DNP project
• 2015: Project expanded using standardized survey administration training video
• 2015: Survey sample size highest at 831
• 2016-2017: Received highest survey ratings
• 2014-2017: Project sustained with 1,487 total English & Spanish surveys collected
• 2018: Project selected for DNP National Conference digital poster

Survey Data

Standardized Survey Tool

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