

University of Texas Health Science Center at Houston

School of Nursing

U.T. Health Services Annual Survey Report

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Quantitative Research

*Topline Report*

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TABLE OF CONTENTS



RESEARCH OVERVIEW.....	3
Background.....	4
Objectives & Methodology.....	5
DETAILED FINDINGS.....	6
Demographics.....	7
Addressing Customer Needs Ratings.....	13
Importance of Nurse Practitioner Attributes.....	18
Overall Value of the UTHS Experience.....	23
SUMMARY.....	27

## RESEARCH OVERVIEW



## Background

University of Texas Health Services' (UTHS) mission is to provide educational and research opportunities for faculty and students while providing high quality, cost-effective ambulatory health care services. UTHS outreach activities in the community include services at work sites, universities, and other settings. Services provided include comprehensive primary care across the life span, occupational medicine, travel medicine, student health, and radiological and laboratory services.

University of Texas Health Service is the provider for employee health care for UTHSC-H and for numerous other employers throughout and beyond the Houston area. UTHS also provides student health services for Texas Woman's University and the University of St. Thomas students. Graduate students from the School of Nursing and Public Health use the clinic as a clinical practice site.

UTHS maintains contractual agreements with several PPO and managed care plans. UTHS maintained its Class D Pharmacy license with the State of Texas. The pharmacy provides patients with immediate access to medications, lower costs, and improved patient education at the time of dispensing. It is managed by a consulting pharmacist on a monthly basis.

UTHS wished to gain an external perspective on its performance by generating customer feedback. Dr. Kathleen Pace Murphy conducted a quantitative survey of UTHS customers and managed the survey response evaluation process. The customer survey was distributed and collected during 10 clinic days in June 2009. The second phase of this evaluation is a time management study which will be discussed in a separate report.

## Objective

The overall objective of this research was to evaluate UTHS performance from a client perspective. To achieve this objective, the research process focused on:

- Addressing Customer Needs Ratings
- Importance of Nurse Practitioner Attributes
- Overall Value of the UTHS Experience

## Methodology

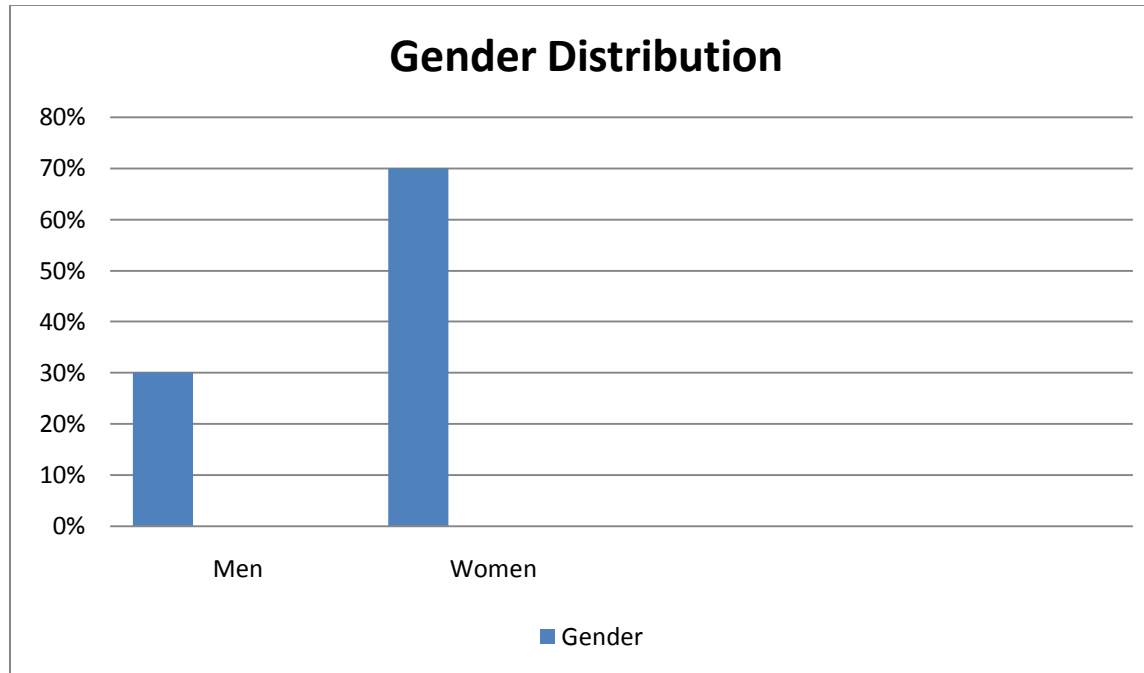
A survey methodology was utilized for data collection. To recruit survey participants, all customers who came to the clinic for the 10 designated June days were asked to complete the survey. Data collection took place from June 1 through June 12, 2009. One hundred and forty one customers were seen at the UTHS during these 10 days. A response rate of ninety (90%) percent was established with surveys received from 127 customers.

## DETAILED FINDINGS



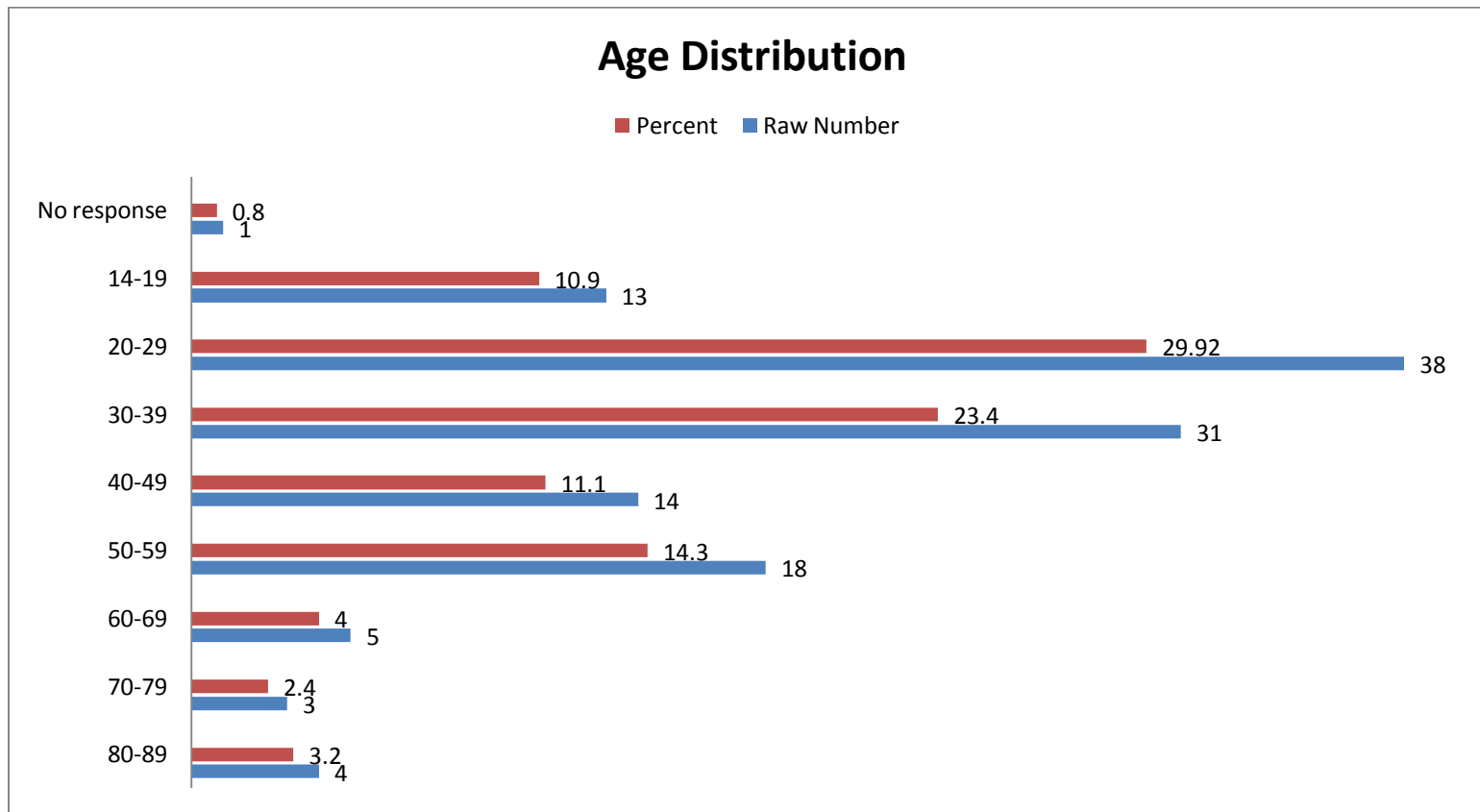
## DETAILED FINDINGS—DEMOGRAPHICS

**Gender:** Eighty five women and forty two men completed UTHS surveys.



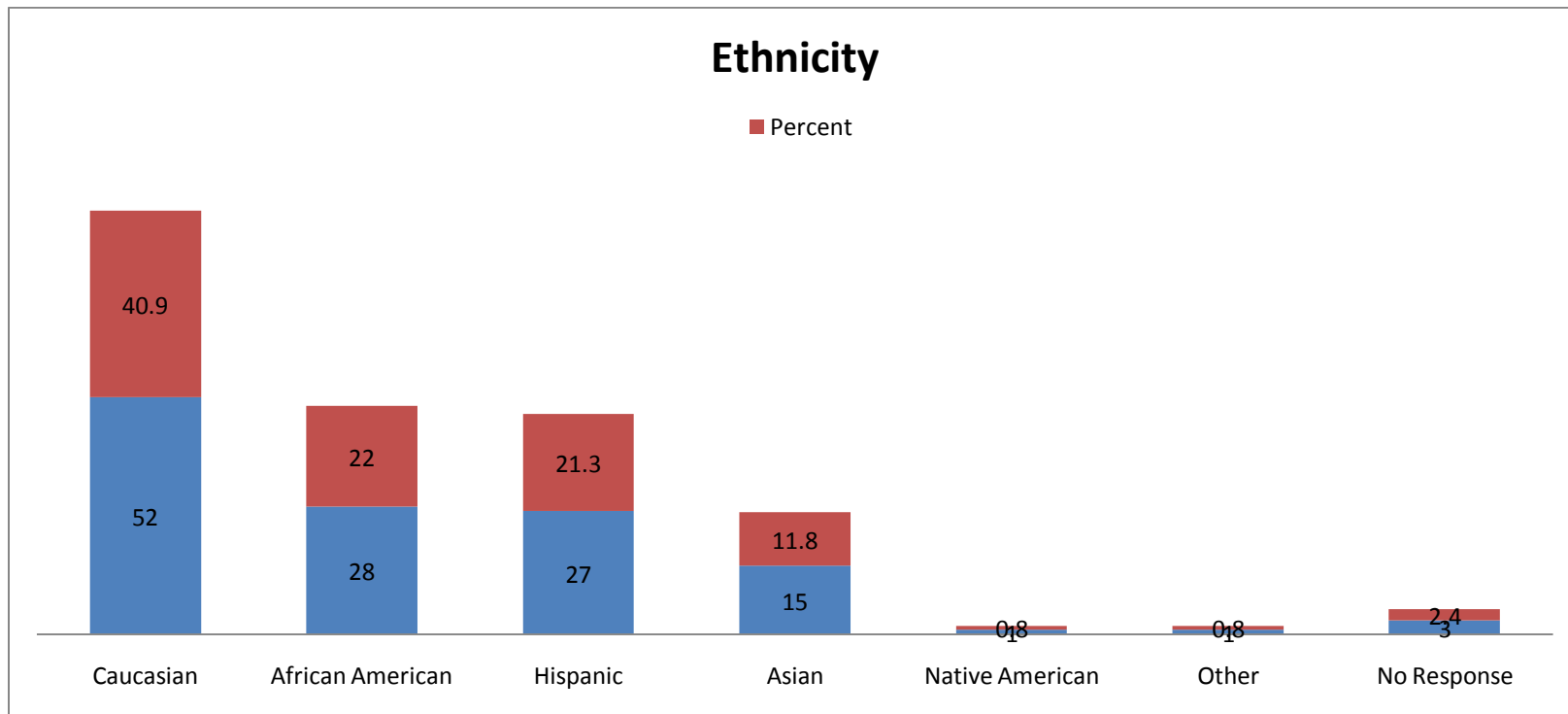
## DETAILED FINDINGS—DEMOGRAPHICS

**AGE:** Participant's age ranged from 14- 84 years with a mean of 36 years. Age ranking distribution was as follows: 20- 29 (29.9%); 30-39 (23.4%); 50-59 (14.3%); 40-49 (11.1%); 14-19 (10.9%); with persons age 60 an older comprising (9.6%).



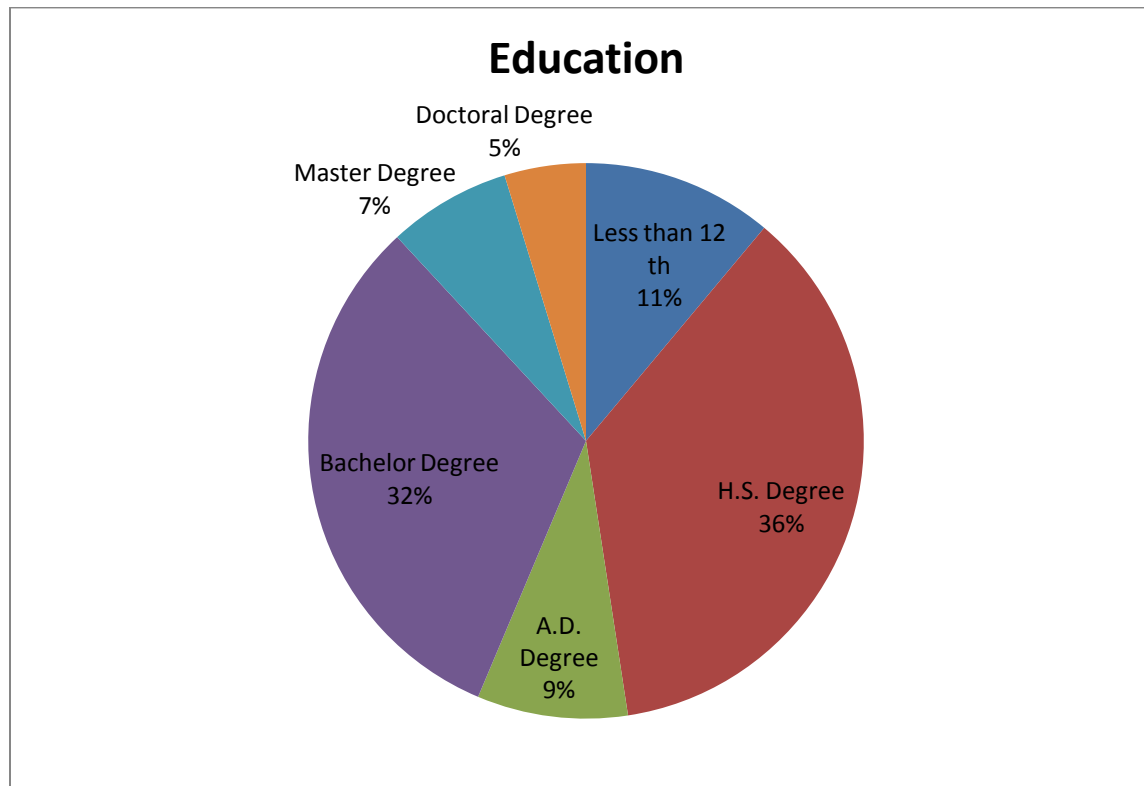
## DETAILED FINDINGS—DEMOGRAPHICS

**ETHNICITY:** The sample was ethnically diverse with representation as follows - Caucasians (41%); African- Americans (22%); Hispanics (21%); Asians (12%); Native Americans, Others and No response (4%).



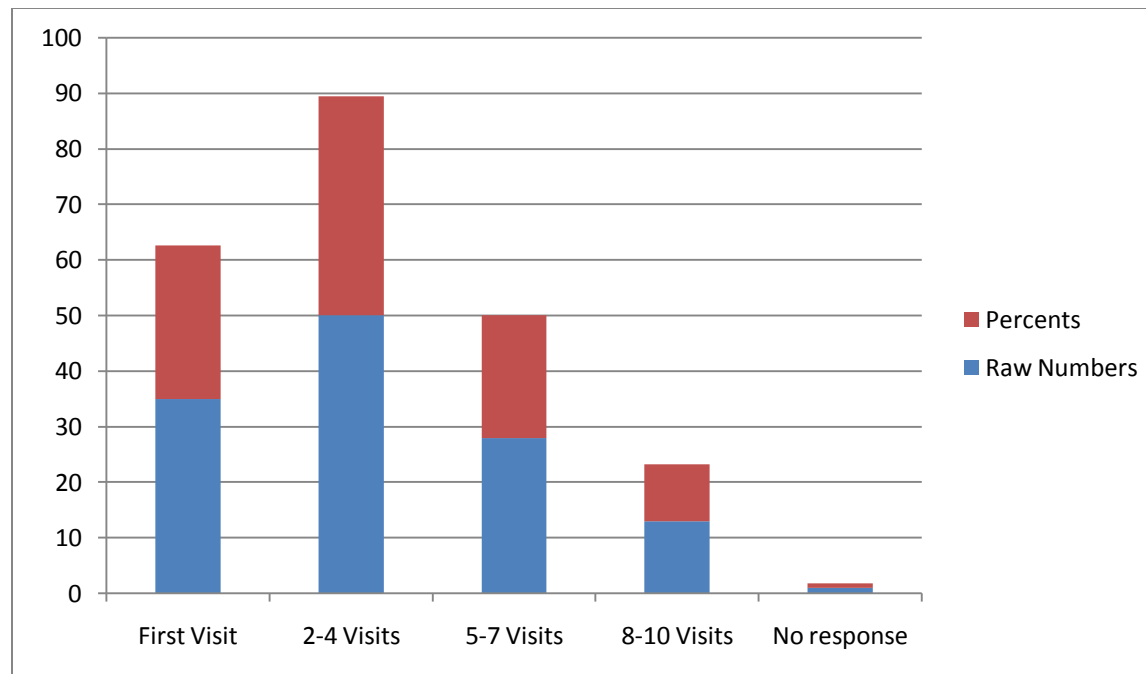
## DETAILED FINDINGS—DEMOGRAPHICS

**EDUCATION:** Forty-seven percent of participants were either in high school or possessed a high school education. Nine percent had an Associate Degree, 36% had a Bachelor's Degree; 10% had graduate degrees, and 1 percent did not respond.



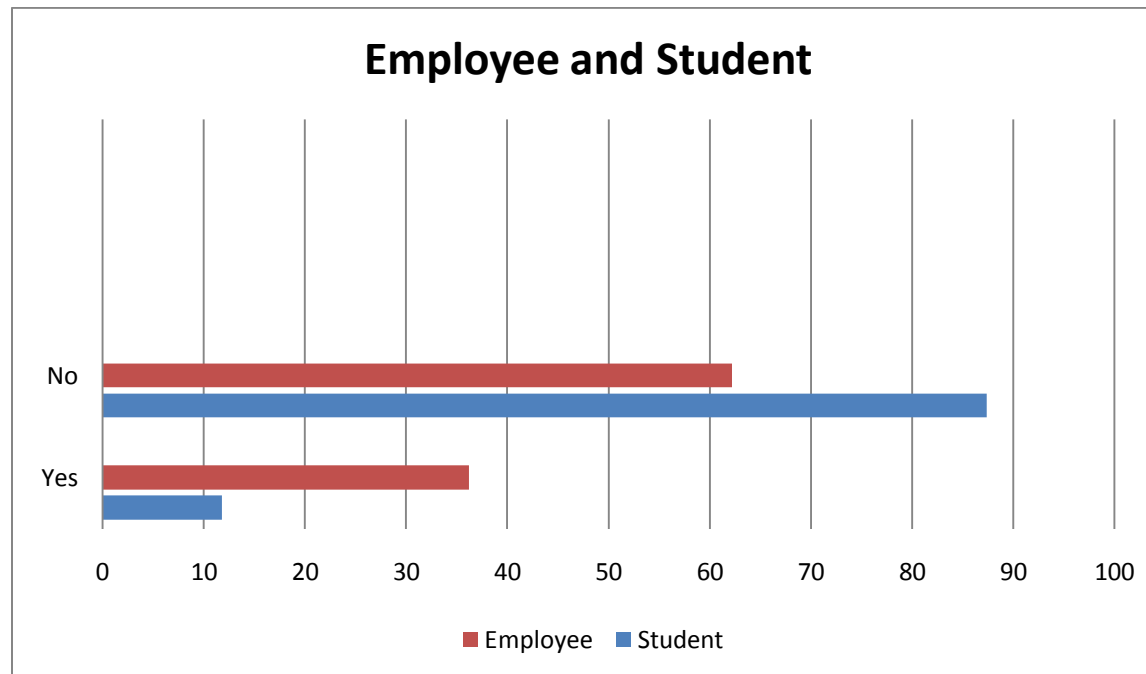
## DETAILED FINDINGS—DEMOGRAPHICS

**TOTAL TIMES SEEN AT CLINIC:** Sixty-seven percent (N=91) customers had been seen in the clinic before. Thirty-five participants were having their first experience with UTHS care.



## DETAILED FINDINGS—DEMOGRAPHICS

**EMPLOYEE AND STUDENT:** The majority of participants were NOT students (87.4%) or employees (62.2%) of the University of Texas Health Science Center.



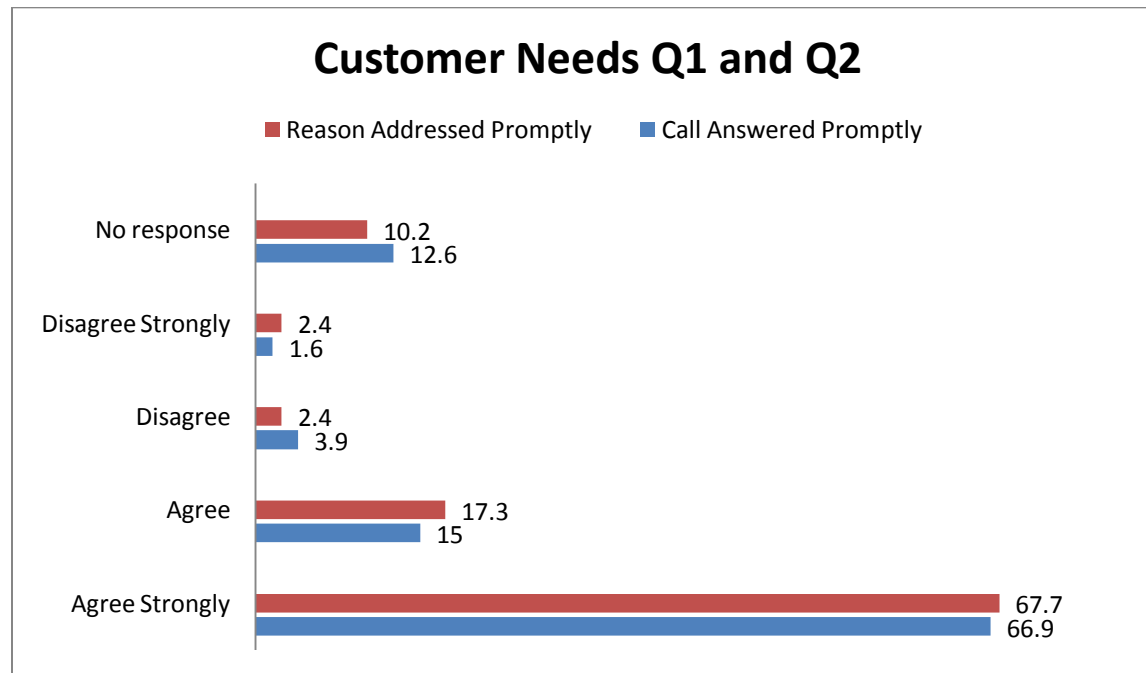
ADDRESSING CUSTOMER NEEDS RATINGS



## ADDRESSING CUSTOMER NEEDS RATINGS

**Most customers agree that when they call UTHS, the phone is answered promptly and the reason for their call is responded to in a prompt, appropriate and helpful manner.**

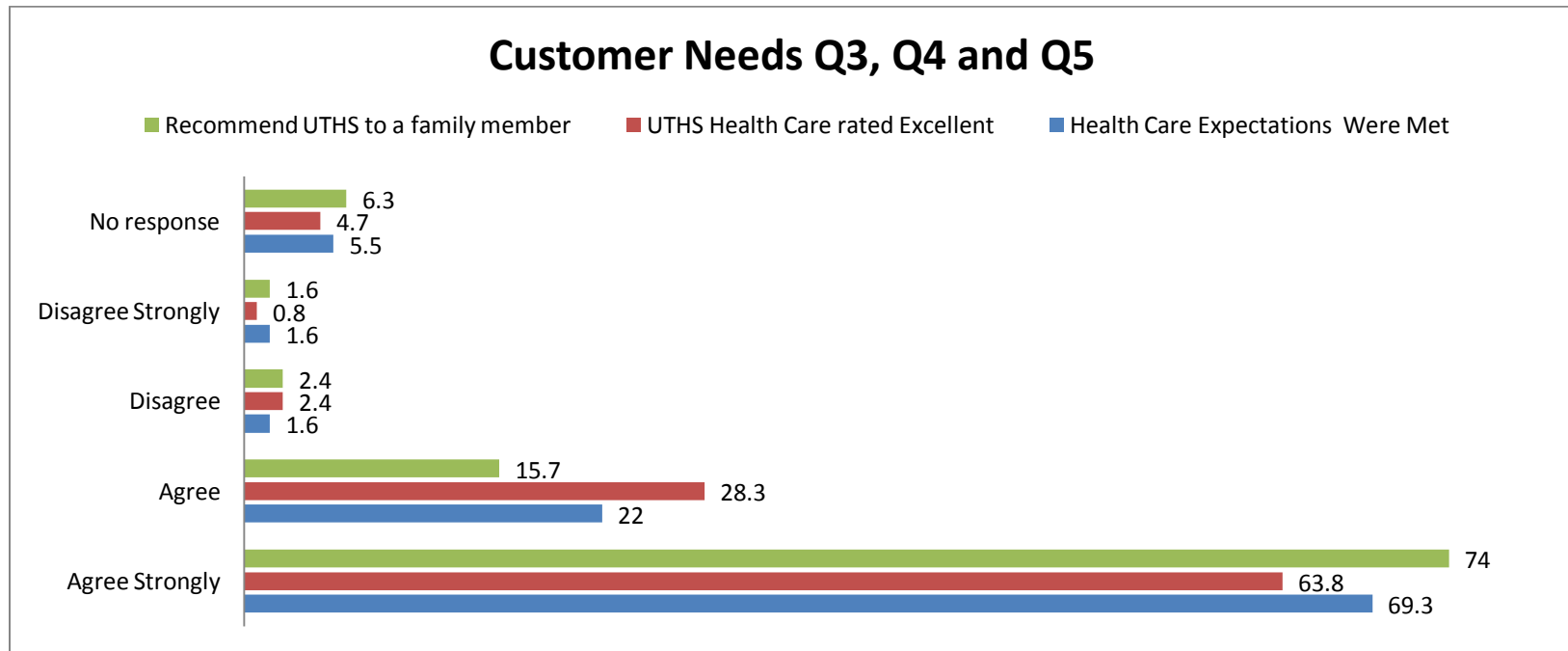
*Overall ability to address customers' specific needs rating on prompt answering of the phone on a four point scale where 1 means "Agree strongly" and 4 means "Disagree Strongly"*



## ADDRESSING CUSTOMER NEEDS RATINGS

**Most respondents agree that their UTHS health care expectations were met, rated their health care received as excellent and would recommend UTHS to a family member.**

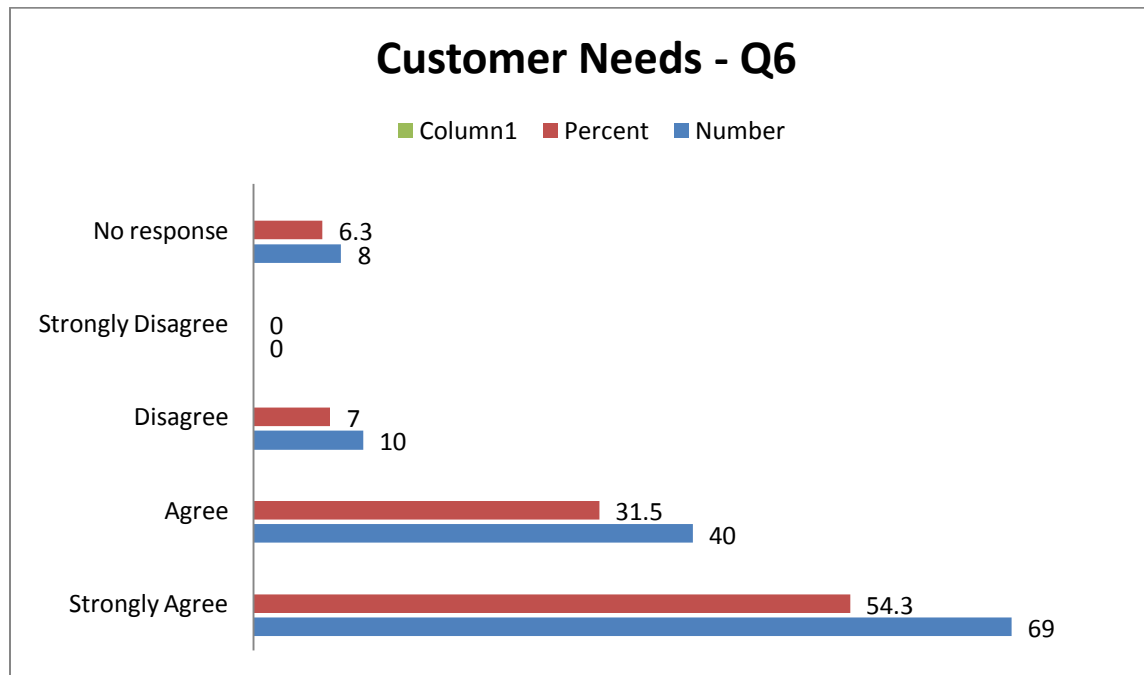
*Overall ability to address customers' specific needs rating on meeting health care expectations, rating health care received as excellent, and recommending UTHS to family members on a four point scale where 1 means "Agree Strongly" and 4 means "Disagree Strongly"*



## ADDRESSING CUSTOMER NEEDS RATINGS

**Most respondents agree that compared to their previous clinical experiences outside of UTHS, UTHS is superior.**

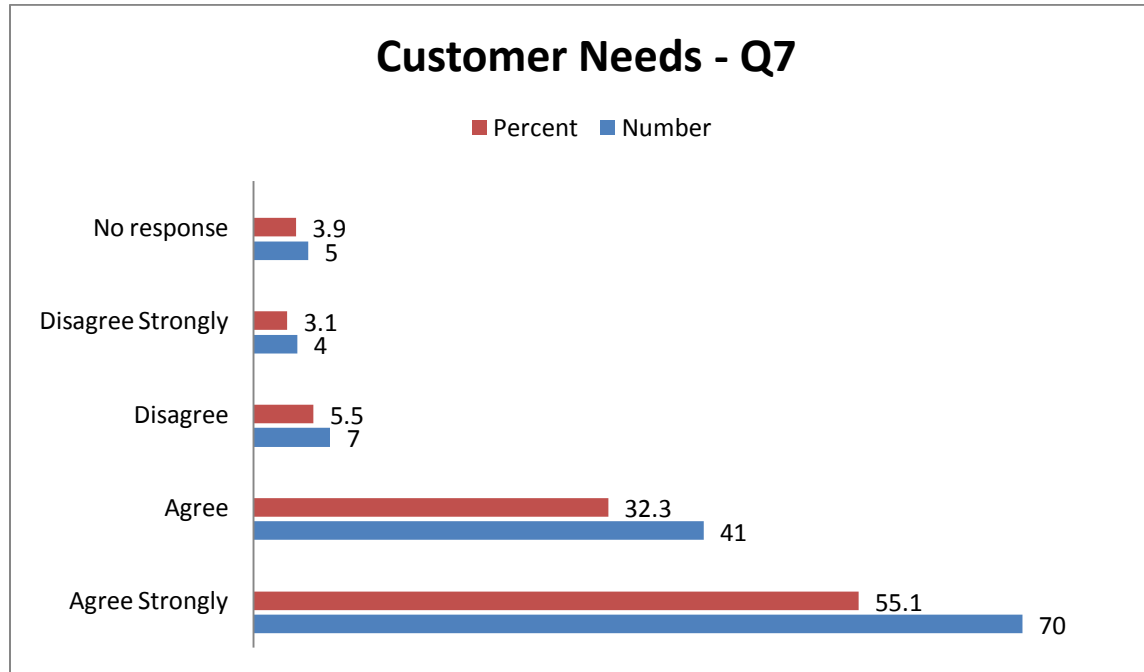
*Overall ability to address customers' specific needs rating on meeting health care expectations, rating health care received as excellent, and recommending UTHS to family members on a four point scale where 1 means "Agree Strongly" and 4 means "Disagree Strongly"*



## ADDRESSING CUSTOMER NEEDS RATINGS

### Most respondents agree that the amount of time spent at their UTHS appointment was reasonable.

*Overall ability to address customers' specific needs rating on meeting health care expectations, rating health care received as excellent, and recommending UTHS to family members on a four point scale where 1 means "Agree Strongly" and 4 means "Disagree Strongly"*



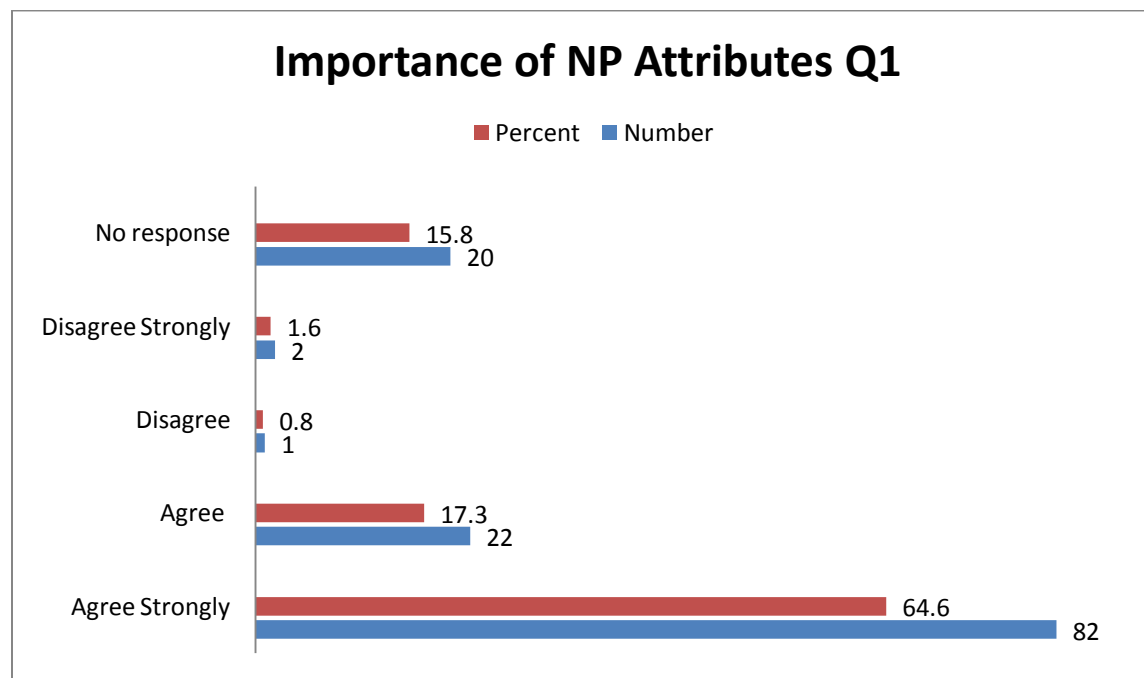
## IMPORTANCE OF NURSE PRACTITIONER ATTRIBUTES



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**Most respondents agree that they were able to arrange an appointment with the NP at a convenient time for them.**

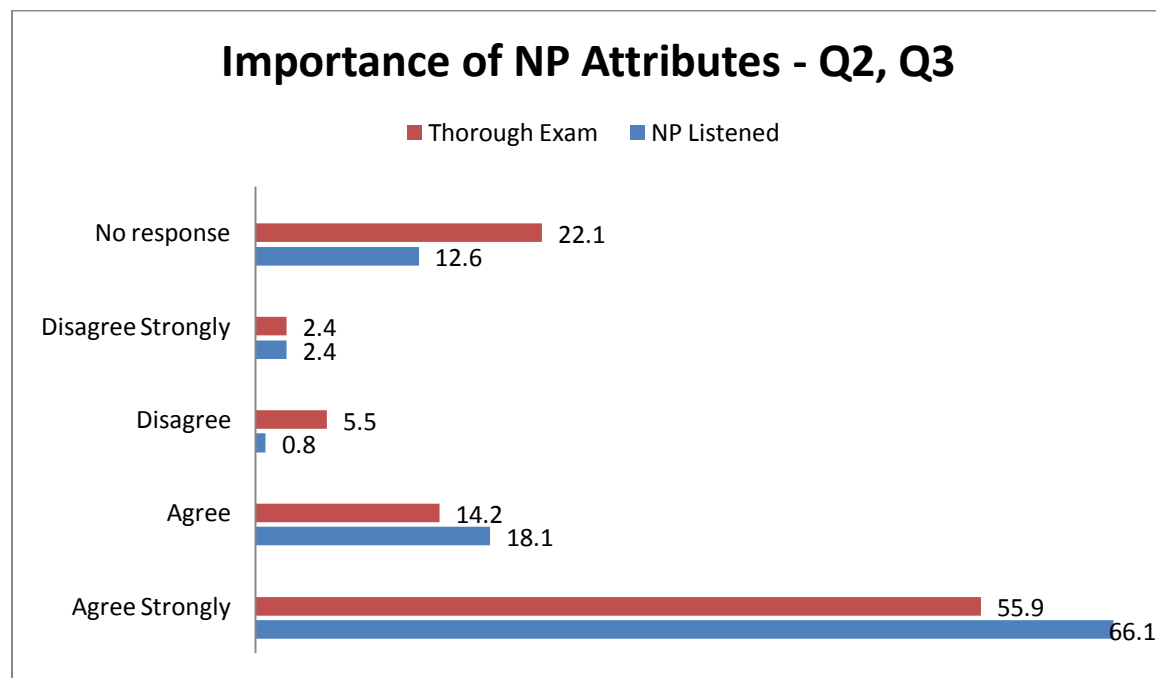
*Nurse Practitioner's ability to interact with customers from the customers perspective are addressed utilizing a four point scale where 1 means "Agree Strongly" and 4 means "Disagree Strongly"*



## IMPORTANCE OF NURSE PRACTITIONER ATTRIBUTES

**Most respondents agree that the NP listened and understood their health concerns and conducted a thorough physical examination.**

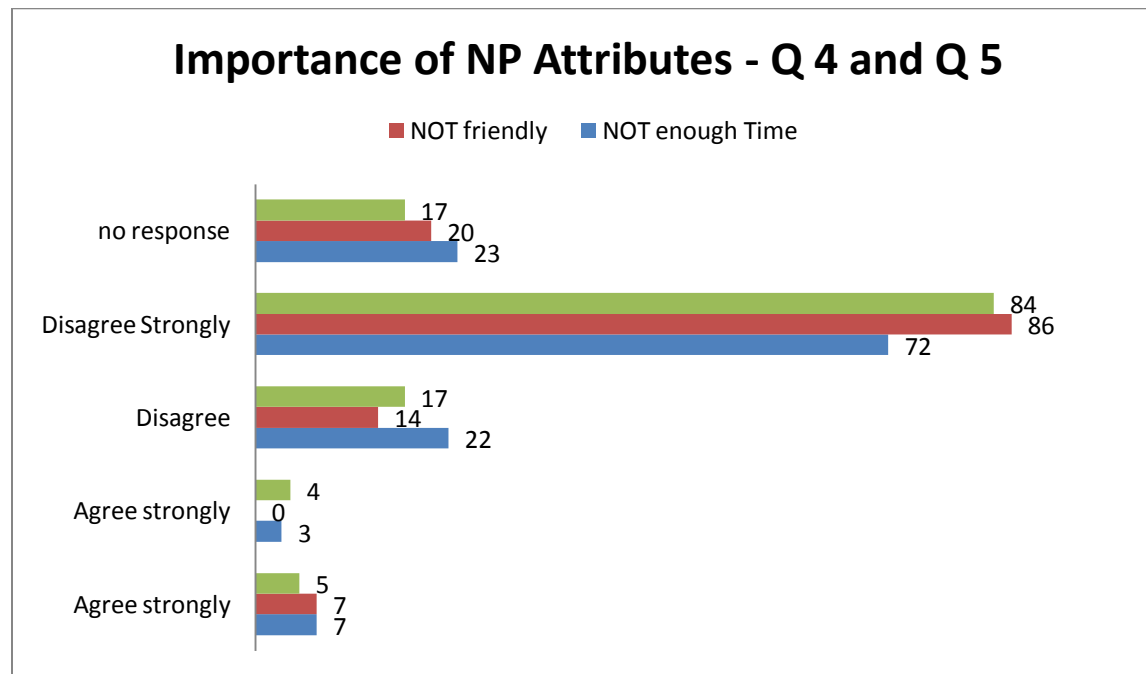
*Nurse Practitioner's ability to interact with customers from the customers perspective are addressed utilizing a four point scale where 1 means "Agree Strongly" and 4 means "Disagree Strongly"*



## IMPORTANCE OF NURSE PRACTITIONER ATTRIBUTES

**Most respondents disagreed that the NP did NOT spend enough time with them, rushed them, and that the NP was NOT friendly.**

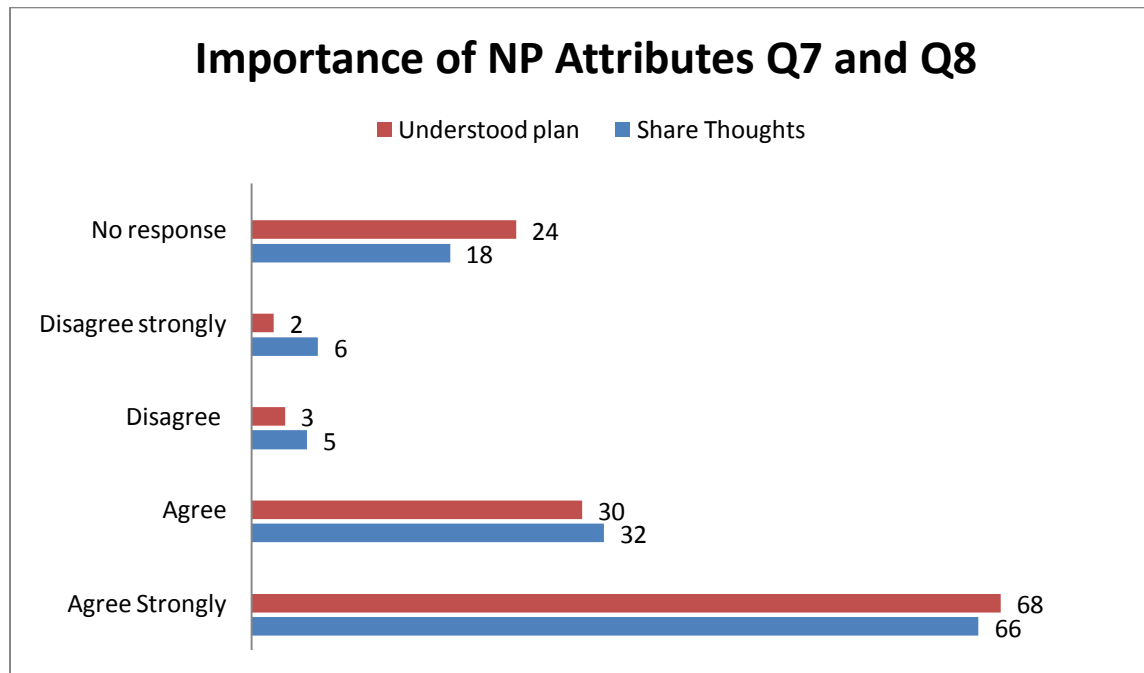
*Nurse Practitioner's ability to interact with customers from the customers perspective are addressed utilizing a four point scale where 1 means "Agree Strongly" and 4 means "Disagree Strongly"*



## IMPORTANCE OF NURSE PRACTITIONER ATTRIBUTES

**Most respondents agreed that they felt free to talk with the NP about their private thoughts and understood their health care plan developed by their NP.**

*Nurse Practitioner's ability to interact with customers from the customers perspective are addressed utilizing a four point scale where 1 means "Agree Strongly" and 4 means "Disagree Strongly"*



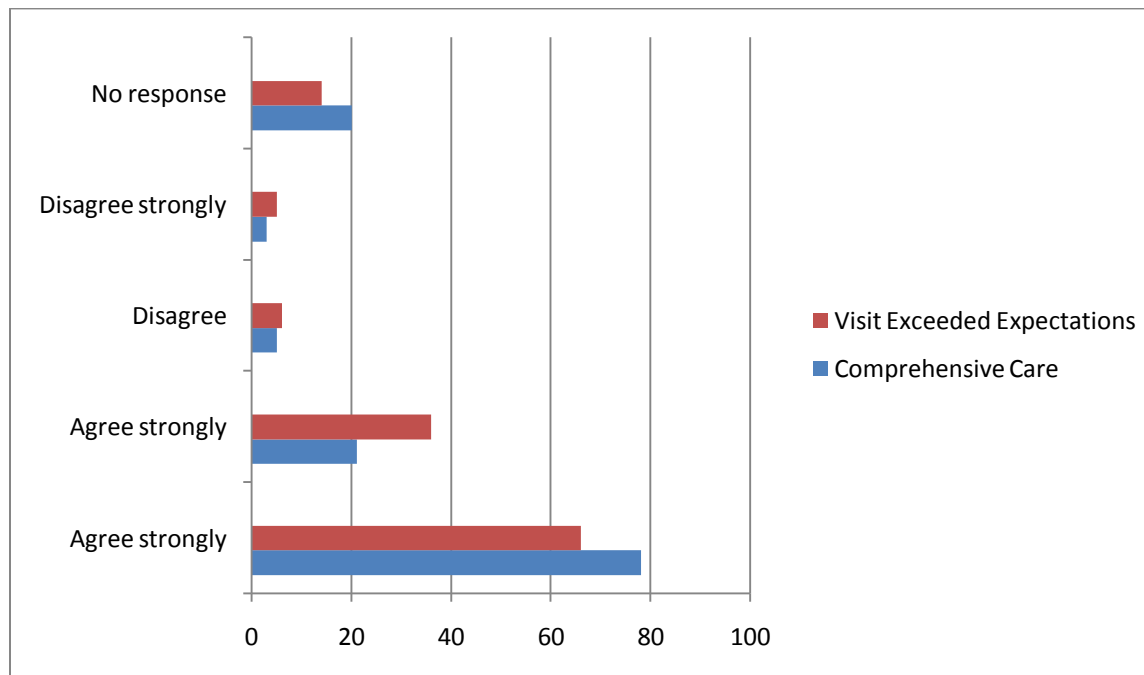
## OVERALL VALUE OF THE UTHS EXPERIENCE



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**Most respondents agreed that their care was comprehensive and the UTHS clinic visit exceeded their expectations.**

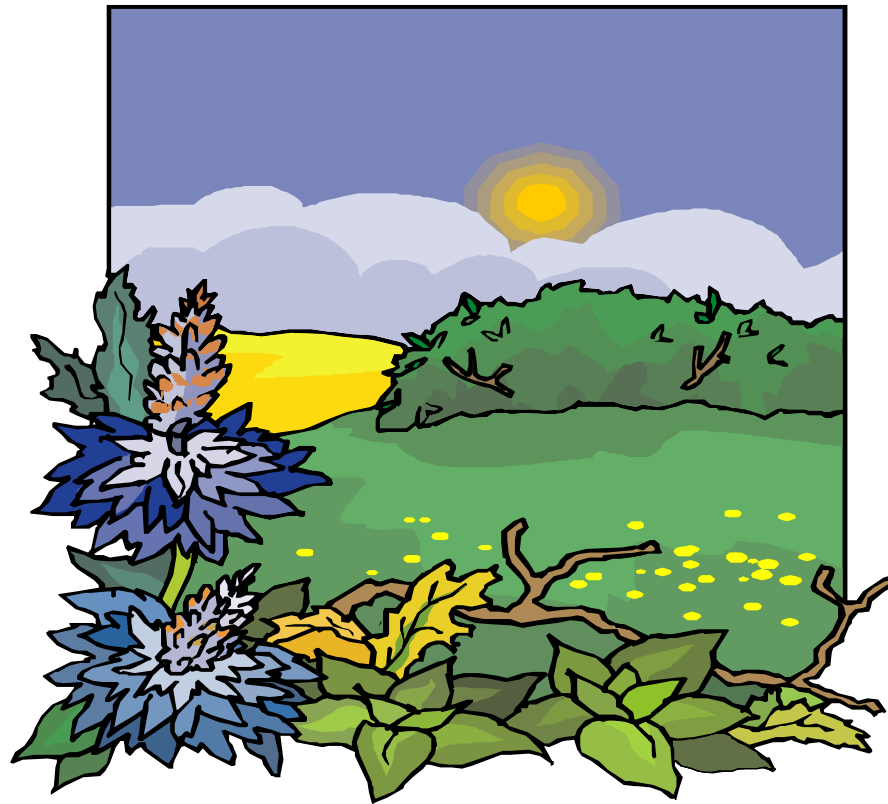
*Evaluated the customer's overall experience measured by their perception of comprehensive care received and exceeding their expectations as measured on a four point scale where 1 means "Agree Strongly" and 4 means "Disagree Strongly"*



## Unsolicited Written Comments

- ☐ “Stephanie – fantastic and thorough”
- ☐ “Julie is excellent!”
- ☐ “I had to call a few times before anyone answered”
- ☐ “I waited in waiting room for 45 minutes”
- ☐ “Dr. and injecting nurse were pleasant and fast!”

## SUMMARY



The University of Texas Health Science Center at Houston UT Health Service continues with its excellent customer service as evidenced by this recent survey. The following information is of note for future strategic planning:

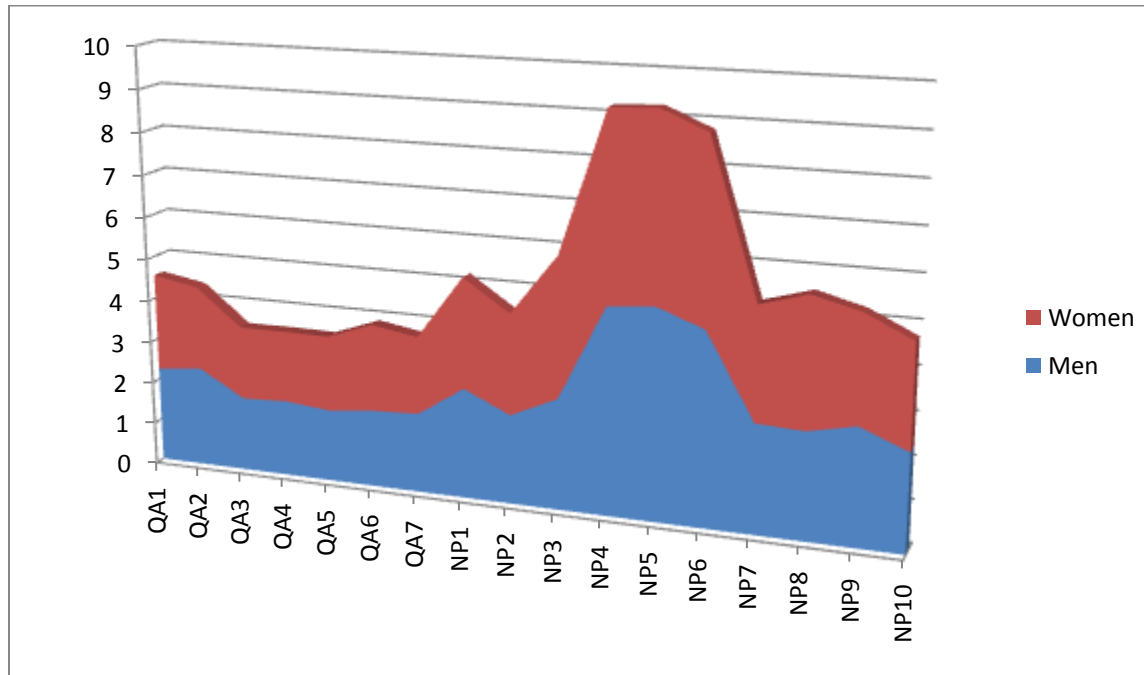
## Demographics

There has been a fundamental distribution shift in customers' served as related to their gender, age, and ethnicity. There is an increasing percentage of women being seen. There is a bimodal increase in teens and those over the age of 60 coming into the clinic. There is an increase in minority customer load with ~ 60 percent of clients falling into this category.

Gender	2008	2009	Age	2008	2009	Ethnicity	2008	2009
Male	36.8	30	Teens	0	10.9	White	63.2	40.9
Female	57.9	70	20s	26.4	29.9	Black	10.5	22
			30s	5.3	23.4	Hispanic	15.8	21.3
			40s	31.6	11.1	Asian	0	11.8
			50s	21.2	14.3	Other	0	4
			60s	0	4			
			>70	0	5.6			

## SUMMARY

This table represents the gender summation means (Please refer to the survey document for question specifics). No significant difference in responses.



## S U M M A R Y

The survey tool was revised this year to reflect customer expectations and nurse practitioner performance. Future data will now be able to be compared from year to year. It is suggested that the same survey format be utilized with the following revisions:

- Add master's degree to educational category
- Utilize ratio level data for the how many times the customer has visited rather than ordinal data
- Eliminate the questions regarding UT student vs. UT employee
- Continue with a 10 day business survey striving for a 130 participation goal
- Continue to provide staff incentives for excellent response rates.