

Spanish Version
Planned Parenthood of Greater Ohio

Encuesta De Satisfacción Para el Paciente

Quisiéramos saber que piensa usted de los servicios de salud que ofrecemos para asegurarnos que estamos satisfaciendo sus necesidades. Sus respuestas se tomarán en cuenta para mejorar nuestros servicios. Sus respuestas serán tomadas confidencialmente y anónimamente. ¡Gracias por su tiempo!

Por favor califique los servicios en las siguientes áreas y circule el número de acuerdo con la calidad de cada servicio:	Muy Bueno 5	Bueno 4	Regular 3	Pobre 2	Muy Pobre 1
Facilidad de recibir cuidado:					
Habilidad para obtener una cita	5	4	3	2	1
Horas de servicio del Centro	5	4	3	2	1
Lugar donde se encuentra el Centro	5	4	3	2	1
Rapidez en contestarle por teléfono	5	4	3	2	1
El Consultorio:					
Tiempo en la sala del Centro	5	4	3	2	1
Tiempo en el cuarto de examen	5	4	3	2	1
Empleados:					
<i>Proveedor:</i> (Enfermera Practicante)					
Le escuchan	5	4	3	2	1
Le explican lo que usted quiere saber	5	4	3	2	1
Enfermeras:					
Son amistosos y amables cuando le ayudan	5	4	3	2	1
Le contestan sus preguntas	5	4	3	2	1
Todos Los Demás:					
Amables y dispuestos en ayudarle	5	4	3	2	1
Le contestan sus preguntas	5	4	3	2	1
Pago:					
Lo que usted paga	5	4	3	2	1
Explicación de cargos	5	4	3	2	1
Colección de pago / dinero	5	4	3	2	1
Lugar:					
El consultorio está en orden y limpio	5	4	3	2	1
Es fácil de encontrar el lugar donde debe ir	5	4	3	2	1
Se siente cómodo y seguro cuando está esperando	5	4	3	2	1

Por favor califique los servicios en las siguientes áreas y circule el número de acuerdo con la calidad de cada servicio:	Muy Bueno 5	Bueno 4	Regular 3	Pobre 2	Muy Pobre 1
Confidencialidad:					
Mi información personal se mantiene en privado	5	4	3	2	1
La probabilidad de recomendar a parientes y amistades:	5	4	3	2	1
¿Considera esta clínica su Centro de cuidado principal?	Sí	No			

¿Qué es lo que más le gusta de nuestro Centro? _____

¿Qué es lo que menos le gusta de nuestro Centro? _____

¿Tiene sugerencias para mejoramiento? _____

¡Gracias por su tiempo en llenar esta encuesta!

Translation by Central Florida Health Care, Incorporated. Edited by Imelda Dávalos and Barbara Braden

SECTION 2

GUIDELINES For Administering the Patient Satisfaction Survey

How to Give the Survey to Patients

To ensure consistency in the administration of the *Patient Satisfaction Survey*, it is suggested that the *Survey* be given to patients in one of three ways listed below.

1. A stack of the *Survey's* is made readily available to patients at the time they check out from the health center. If the *Survey's* are administered this way, have an envelope or box, marked "Completed Patient Satisfaction Survey's," right next to the stack of *Survey's* for patients to put their completed *Survey* into.
2. Someone on staff hands the *Survey* to a patient at the end of their visit, and asks them to complete it prior to leaving the health center. After the patient has completed the *Survey*, immediately place the *Survey* in an envelope and do not read any of the patient's responses to the *Survey*, or show the patient where there is a centrally located envelope or box, marked "Completed Patient Satisfaction Survey's," to place the *Survey* in.
3. For patients that may have difficulty reading, someone who is not a health care provider at your health center, should assist them. If appropriate, health center staff should ask the patient if they need help to complete the *Survey*. Individuals that can assist patients in reading the *Survey* can include outreach workers, non-health care provider staff, family members, patient's friends, and volunteers. After the patient has completed the *Survey*, immediately place the *Survey* in an envelope and do not read any of the patient's responses to the *Survey*, or show the patient where there is a centrally located envelope or box, marked "Completed Patient Satisfaction Survey's," to place the *Survey* in.

When the *Survey* is given to patients, be sure to tell them that they are helping you improve the quality of your services and that all of their responses to the *Survey* will be kept confidential/anonymous.

Cost Estimate of Administering the Patient Satisfaction Survey

To help better understand the costs associated with administering the *Patient Satisfaction Survey*, you can estimate your total costs as well as those costs associated with preparing to administer the *Survey*. This cost estimate should include both direct costs, such as cost for duplicating the *Survey* itself, and administrative costs, specifically the costs associated with staff time.

FTE Types Involved	# of FTE's	# of Hours (Estimated)	Total Cost (# hours x Salary)
• Administration			
• Physician			
• Nurse Practitioner, Physician Assistant, Certified Nurse Midwives			
• Nurses and Medical Assistants			
• Outreach Workers			
• Volunteers			
• Other:			
• Other:			

SECTION 3

SAMPLE SIZE CALCULATION

I. Definitions and Terms

A. Population

The entire group of objects or people about which information is wanted is called the population.

B. Sample

A sample is a part of the population that is actually examined in order to gather information.

C. Representative Sample

A sample is representative of the population from which it is taken if the characteristics of the sample mimic those of the population.

D. Confidence Interval

A range of values of a sample statistic that is likely (at a given level of probability, called a confidence level) to contain a population parameter. The interval that will include the population parameter a certain percentage (confidence level) of the time. The wider the confidence interval, the higher the confidence level.

E. Confidence Level

A desired percentage of the scores (usually 95% or 99%) that would fall within a certain range of confidence limits.

F. Confidence Limits

The upper and lower values of a confidence interval, that is, the values defining the range of a confidence interval.

EXAMPLE: From the general population 1,000 people covering the voting age range were polled on the senatorial race. The poll predicted that, if the election were held today, the Republican candidate for Senator would win 60% of the vote. This prediction could be qualified by saying that the pollster was 95% certain (confidence level) that the prediction was accurate plus or minus 3% (confidence interval). This means the Republican candidate has a 95% chance of winning between 57% and 63% (confidence limits) of the vote.

II. Types of Samples

- A. Subjective or Convenience Sample
 - Has some possibility of bias
 - Cannot usually say it is representative
 - Selection made by ease of collection

II. Types of Samples - continued

- B. Simple Random Sample
 - No subjective bias
 - Equal chance of selection; e.g., select the fifth chart seen on every third day
 - Can usually be backed to say it is representative
- C. Systematic Sample
 - Is a random sample
 - Equal chance of selection due to methodology; e.g., computer-generated list of random numbers, or every fifth name on a generated list
 - Can usually be backed to say it is representative
- D. Stratified Sample
 - Breakdown the population into subgroups, then take a random sample from each subset
 - Can usually be backed to say it is representative

III. Sample Size Calculation

- A. **Automated method** - Follow this link to an electronic calculator to automatically calculate sample size. You need to know your population size and desired confidence level: http://www.macorr.com/ss_calculator.htm.

B. Manual Calculation:

1. You must have:

Population Value: Size of the population from which the sample will be selected.
(Number of users or number of encounters)

Expected Frequency of the Factor under Study always err toward 50%

Worst Acceptable Frequency If 50% is the true rate in the population, what is the result farthest from the rate that you would accept in your sample? If your confidence interval were 4%, then your worst acceptable frequency would be 54% or 46%.

2. Formula: **Sample Size = $n / [1 + (n/\text{population})]$**
In which $n = Z * Z [P (1-P)/(D*D)]$

P = True proportion of factor in the population, or the expected frequency value
D = Maximum difference between the sample mean and the population mean,
Or Expected Frequency Value minus (-) Worst Acceptable Value

Z = Area under normal curve corresponding to the desired confidence level

III. Sample Size Calculation - continued

<u>Confidence Level</u>	<u>Value for Z</u>
90%	1.645
95%	1.960
99%	2.575
99.9%	3.29

3. Population Survey Characteristics

- The sample to be taken must be a simple random or otherwise representative sample. A systematic sample, such as every fifth person on a list, is acceptable if the sample is representative. Choosing every other person from a list of couples would not give a representative sample, since it might select only males or only females.
- The question being asked must have a "yes/no" or other two-choice answer, leading to a proportion of the population (the "yes's") as the final result.

4. Examples

a. Trait or Factor Prevalence

Suppose that you wish to investigate whether or not the true prevalence of HIV antibody in a population is 10%. You plan to take a random or systematic sample of the population to estimate the prevalence. You would like 95% confidence that the true proportion in the entire population will fall within the confidence interval calculated from your sample.

Let's say that the population size is 5000, the estimate of the prevalence of 10%, and either 6% or 14% as the "worst acceptable" value, which is the end point of your confidence interval. ***(Please note: the high and low values are calculated by adding and subtracting your confidence interval, in this case "4", to your estimate of the prevalence.)***

Population Value = 5000

Expected Frequency of the Factor under Study = 10%

Worst Acceptable Frequency = 14% or 6%

P = Expected Frequency Value = 10%

D = (Expected Frequency - Worst Acceptable) = 14%-10%=4%, **OR** 10%-6%=4%

Z = 1.960 with Confidence Level of 95% (See Confidence Level values, page 3-2)

III. Sample Size Calculation – continued

- b. Formula: **Sample Size = n / [1 + (n/population)]**
In which n = Z * Z [P (1-P)/(D*D)]

First, calculate the value for “n”.

$$\begin{aligned}N &= Z * Z [P (1-P)/(D*D)] \\N &= 1.960 * 1.960 [0.10(1 - 0.10) / (0.04 * 0.04)] \\N &= 1.960 * 1.960 [0.10(0.90) / (0.0016)] \\N &= 1.960 * 1.960 [.09 / .0016] \\N &= 1.960 * 1.960 [56.25] \\N &= 1.960 * 110.25 \\N &= 216.09\end{aligned}$$

Next, Calculate the Sample Size. (S = Sample Size)

$$\begin{aligned}S &= n / [1 + (n / population)] \\S &= 216.09 / [1 + (216.09 / 5000)] \\S &= 216.09 / [1 + .043218] \\S &= 216.09 / 1.043218 \\S &= 207\end{aligned}$$

- c. Clinical Performance Rates

Suppose you want to evaluate the compliance of your center with standard Quality Assurance procedures or with the Clinical Measures. You plan a random or systematic sample of the center's charts, and seek a 95% confidence level that the sample is representative of all the center's charts and that the compliance rate will fall within the confidence interval you desire. As this is a measure of how personnel perform a task, you would expect a high rate of compliance in completing a required task. **Thus, it is strongly suggested that you use 95%** (no lower than 90%) **as your Expected Frequency**, as 99.9% perfection is not a reasonable expectation. Performance is expected of all trained personnel and should not fall below a reasonable level. **This level is suggested as 85%** (no lower than 80%) **for the “Worst Acceptable” value.** The **population size** will equal the **population of the life cycle or subset**: in this example we will use 800. It is strongly suggested that you use the 95% Confidence Level for the Z Value.

Population Value = 800
Expected Frequency of the Factor under Study =95%
Worst Acceptable Frequency = 85%

III. Sample Size Calculation - continued

P = Expected Frequency Value = 95%

D = (Expected Frequency - Worst Acceptable) = 95% - 85% = 10%

Z = 1.960 with a Confidence Level of 95% (See Confidence Level Values, page 3-2)

Formula: **Sample Size = n / [1 + (n/population)]**

In which n = Z * Z [P (1-P)/(D*D)]

First, calculate the value for "n".

$$N = Z * Z [P (1-P)/(D*D)]$$

$$N = 1.960 * 1.960 [0.95(1 - 0.95) / (0.10 * 0.10)]$$

$$N = 1.960 * 1.960 [0.95(0.05) / (0.01)]$$

$$N = 1.960 * 1.960 [.0475 / .01]$$

$$N = 1.960 * 1.960 [4.75]$$

$$N = 1.960 * 9.31$$

$$N = 18.24$$

d. Next, Calculate the Sample Size. (S = Sample Size)

$$S = n / [1 + (n / population)]$$

$$S = 18.24 / [1 + (18.24 / 800)]$$

$$S = 18.24 / [1 + 0.0228]$$

$$S = 18.24 / 1.0228$$

$$S = 17.8, \text{ or } 18$$

NOTE: *If the calculated sample size is lower than 25 at a 95% confidence level, the Clinical Measures require you to use a minimum of 25 surveys annually.*

The requirement of 25 minimum can be explained by the concept of **Margin of Error**. This is calculated by taking the square root of the sample size and dividing it into 1, then multiplying by 100%. A graph would show that a sample size of 25 gives a Margin of Error at 20%. Actually, by this method the most practical sample size is 40, giving a Margin of Error at 15%. Over 40, the improvement in the error is very small.

SECTION 4

DATA COLLECTION, ANALYSIS AND REPORTING

I. DATA COLLECTION AND ANALYSIS

A. COLLECTING DATA:

To put your data into a useable format simply use a matrix built in a spreadsheet format (Excel or Lotus 1-2-3 will work fine) such as the sample below, and put the total number of answers for the time period you are using to measure the sample (e.g. 1 month, 3 months, 6 months, etc.) in each cell.

Patient Satisfaction Survey Sample Data Collection Sheet

Question	Great	Good	OK	Fair	Poor	No Response
EASE OF GETTING CARE						
Ability to Get in to be seen	40	44	16	0	0	0
Hours Center is Open	56	36	4	4	0	0
Convenience of Center's location	48	44	4	0	4	0
Prompt return on calls	60	36	4	0	0	0
WAITING						
Time in Waiting Room	56	36	8	0	0	0
Time in Exam Room	56	44	0	0	0	0
Waiting for tests to be performed	40	56	4	0	0	0
Waiting for test results	40	56	4	0	0	0
STAFF - PROVIDER						
Listens to you	84	16	0	0	0	0
Takes enough time with you	80	20	0	0	0	0
Explains what you want to know	76	24	0	0	0	0
Gives you good advice and treatment	80	20	0	0	0	0

STAFF - NURSES AND MEDICAL ASSISTANTS						
Friendly and helpful to you	84	16	0	0	0	0
Answers your questions	84	16	0	0	0	0
STAFF - ALL OTHERS						
Friendly and helpful to you	72	28	0	0	0	0
Answers your questions	72	28	0	0	0	0
PAYMENT						
What you pay is reasonable	48	44	8	0	0	0
Explanation of charges	48	44	8	0	0	0
Collection of payment / money	48	44	4	0	0	4
FACILITY						
Neat and clean building	64	28	4	0	4	0
Ease of finding where to go	72	28	0	0	0	0
Comfort and safety while waiting	72	28	0	0	0	0
Privacy	60	36	0	0	0	4
CONFIDENTIALITY						
Keeping my personal information private	72	28	0	0	0	0
THE LIKELIHOOD OF REFERRING YOUR FRIENDS AND RELATIVES TO US.	72	20	0	0	0	8
DO YOU CONSIDER THIS CENTER YOUR REGULAR SOURCE OF CARE?	Yes - 91		No - 2		No Response - 7	

B. ANALYSING DATA

Data analysis is in a simple descriptive format. Divide the number in each cell in the spreadsheet by the total number of patients doing the survey. In the example above, the sample size was 100 patients. Each number was divided by 100 to get the percent (%) of patients in each category. See the Patient Satisfaction Survey Sample Report that follows, to develop your final report.

II. DATA REPORTING

Patient Satisfaction Survey Sample Report

Question	Great	Good	OK	Fair	Poor	No Response
EASE OF GETTING CARE						
Ability to Get in to be seen	40%	44%	16%	0%	0%	0%
Hours Center is Open	56%	36%	4%	4%	0%	0%
Convenience of Center's location	48%	44%	4%	0%	4%	0%
Prompt return on calls	60%	36%	4%	0%	0%	0%
WAITING						
Time in Waiting Room	56%	36%	8%	0%	0%	0%
Time in Exam Room	56%	44%	0%	0%	0%	0%
Waiting for tests to be performed	40%	56%	4%	0%	0%	0%
Waiting for test results	40%	56%	4%	0%	0%	0%
STAFF - PROVIDER						
Listens to you	84%	16%	0%	0%	0%	0%
Takes enough time with you	80%	20%	0%	0%	0%	0%
Explains what you want to know	76%	24%	0%	0%	0%	0%
Gives you good advice and treatment	80%	20%	0%	0%	0%	0%
STAFF - NURSES AND MEDICAL ASSISTANTS						
Friendly and helpful to you	84%	16%	0%	0%	0%	0%
Answers your questions	84%	16%	0%	0%	0%	0%
STAFF - ALL OTHERS						
Friendly and helpful to you	72%	28%	0%	0%	0%	0%
Answers your questions	72%	28%	0%	0%	0%	0%
PAYMENT						
What you pay is reasonable	48%	44%	8%	0%	0%	0%
Explanation of charges	48%	44%	8%	0%	0%	0%
Collection of payment / money	48%	44%	4%	0%	0%	4%

FACILITY						
Neat and clean building	64%	28%	4%	0%	4%	0%
Ease of finding where to go	72%	28%	0%	0%	0%	0%
Comfort and safety while waiting	72%	28%	0%	0%	0%	0%
Privacy	60%	36%	0%	0%	0%	4%
CONFIDENTIALITY						
Keeping my personal information private	72%	28%	0%	0%	0%	0%
THE LIKELIHOOD OF REFERRING YOUR FRIENDS AND RELATIVES TO US.	72%	20%	0%	0%	0%	8%
DO YOU CONSIDER THIS CENTER YOUR REGULAR SOURCE OF CARE?	Yes – 91%		No - 2%		No Response – 7%	

Age - Ranged from 5 - 61

Sex - 76% Female
 24% Male

Race - 92% White
 4% Unknown
 4% No Response

What Do You Like Best About Our Center

- Friendliness of everyone. (2)
- Everyone is very, very nice and pleasant. Everyone seems to like their job and it reflects in their mood, which seems happy.
- The personal interest shown.
- Great with children and in what they do.
- The staff and the concern they show for everyone.
- How nice everyone is here. (2)
- The people and the location.
- Staff is great. (6)
- All around great.
- Great people with wonderful personalities.
- Friendly staff - great with kids.
- Prices
- Treatment I have received has been done in a professional and very pleasant way.
- Atmosphere is good.
- Doctor and receptionist.
- TV
- Everything (2)

What Do You Like Least About Our Center

Hate going to the dentist but everyone made it easy.

Wish they could do all dental procedures.

Location. (3)

Not too clean.

Hours could be longer (after 4:30)

Bathroom not handicap accessible.

Takes a long time for appointments.

Suggestions for Improvement

In the Medical area (it sometimes is like a circus; the nurse and sometimes doctors are laughing and joking) that is not professional. Also the secretaries are the same way. I also think when you have tests done, they should let you know promptly instead of letting a week or so go by and then you have to call them.

Call to remind me of appointment. I forget them easy.

We love you just the way you are.

It is great - leave as is now.

Single nurses.