

2003 Health Services User Survey Findings

Note: "Satisfaction" is defined as a response of "Excellent" or "Very Good".

- From the data, 74.6% of the respondents indicated that they usually go to UCF Student Health Services for medical care, an increase of 0.5% from the previous year. From this sample, we can generalize that between 70.3% and 79.3% of the UCF student population uses UCF Student Health Services as their primary source for medical care.
- 71.2% of respondents reported that the overall quality of care that they received from the Student Health Services was "Very Good" or "Excellent".
- The level of satisfaction was independent of the number of visits that the respondents had made to Student Health Services.
- There was a correlation between overall satisfaction (Question 4) and the amount of time it took to get medical attention for illnesses and injuries. Those that had to wait the longest reported the most dissatisfaction. The level of dissatisfaction caused by long wait times however decreased from the previous year. Those who had to wait a day or longer to receive medical attention had a satisfaction level of 65.5%, up from 54% in the previous year.
- The usual wait time to see a health provider (Question 11) was 30 minutes or less 80.5% of the time. This is an improvement from the previous year when 78.5% of respondents reported a wait of 30 minutes or less. From this sample, we can generalize that the wait time of a typical visit is less than 30 minutes at least 76.1% of the time for the UCF population as a whole.
- Patients who spent less time waiting for a health care provider were the most satisfied. Those who had to wait less than 30 minutes reported a satisfaction of 76.8%. Those who had to wait 30 minutes or longer reported a satisfaction of only 55.9%.
- When given the option of shorter waits for the next available health care provider or longer waits to see a preferred health care provider (question 13), 47.6% preferred shorter waits with the next available health care provider while 32.5% preferred longer waits to see a preferred health care provider. This is a change from last year when there was no significant difference in opinion with regard to this issue.
- From questions 14-21, overall patient satisfaction was more dependent on the interaction between themselves and their health care provider than with interactions between themselves and other Health Services employees (appointment rep, receptionist, cashier).
- Perception of the courtesy, respect, and attitude of the cashier (question 21) increased significantly from the previous year with 55.8% of respondents rating this area as "Very Good" (up from 50.3%). Overall opinions of other administrative staff did not change significantly from the previous year.
- There was no correlation between overall satisfaction and the confidence that patients had with the provider's, receptionist's, cashier's, or the medical records staff's ability to maintain strict confidentiality of medical care information (Questions 22-25).
- Those who are least satisfied with the quality of care that they have received from the Student Health Services typically desire weekend hours in the afternoon while those who are most satisfied typically desire weekend hours in the morning.
- Those who are least satisfied with the Student Health Services weekend hours typically desire weekend hours in the afternoon while those who are most satisfied with the current weekend hours prefer additional morning hours.

Significant Differences Among Groups

Analysis of the data with respect to student demographics (gender, race/ethnicity, classification, age, proximity of residence to campus) yielded several statistically significant differences. These differences are detailed below:

- **Gender Differences**
 - Questions 5&6: Females visited the Student Health Center more frequently than men since the beginning of the Fall 2002 semester for both medical and non-medical reasons.
 - Question 13: While both males and females prefer shorter waits and the next available health care provider as opposed to longer waits for a preferred health care provider, a significantly higher proportion of males prefer the shorter wait time option than do females.
 - Question 26: Females are significantly more satisfied than males with respect to Student Health Services weekday hours of operation.
- **Differences by Race/Ethnicity**
 - Question 8: Non-Caucasian (minority) students felt less satisfied with how soon an appointment was available than did Caucasian students. 84.1% of Caucasian students felt "Very Satisfied" or "Satisfied" while only 71.6% of minority students felt this way.
- **Differences by Student Classification:**
 - Question 3:
 - Most Freshman & Sophomores learn about Student Health Services primarily from the Student Orientation (74.2%) vs. 62.9% for Juniors & Seniors and 38.8% for Graduate & Post Bac.
 - Freshman & Sophomores are least likely to learn about Student Health Services by word of mouth (friends, faculty, staff, relative). Only 13.2% learned of Student Health Services this way vs. 23.3% for Juniors & Seniors and 28.4% for Graduate & Post Bac.
 - Graduate & Post Bac students learn about Student Health Services through University publications (including the web site) more frequently than other students (23.9%) vs. 5.0% for Freshman & Sophomores and 11.3% for Juniors & Seniors.
 - Question 27: Upperclassmen (Juniors & Seniors) are more satisfied with the Saturday hours of operation than are Underclassman (Freshman & Sophomores). 39.1% of upperclassman were "Very Satisfied" with the weekend hours of operation compared to 25.2% of underclassmen.
- **Differences by Age or Proximity to Campus**: No statistically significant differences were observed with respect to these demographics.

Recommendations

- Students reported less dissatisfaction with appointment time waits than in the previous year but had more dissatisfaction with longer waits in the waiting room. The average length of time that students spent in the waiting room, however, decreased from the previous year so the amount of waiting does not appear to cause this phenomenon. The dissatisfaction could arise from a change in the demographics of the student population (i.e., the average age of the student population may be decreasing which might result in a more impatient group of users) or because there are too few options in the waiting area to help pass the time. If not already present, the addition of a small television or periodicals to the waiting area could help alleviate this situation.