

Measuring Patient Satisfaction in Psychiatry

The Problem

Patient satisfaction is an important aspect of measuring the effectiveness and efficiency of the psychiatry clinics at BIDMC.

Aims

- Select a survey instrument to assess patient satisfaction; and
- Develop an efficient process to survey respondents and conduct data analyses.

The Team

- Pam Peck, Clinical Director, Department of Psychiatry
- Gjergj Lazri, Ambulatory Care Practice Manager
- Stephenie Loux, Quality Improvement Analyst
- Lidia Graziano, Administrative Assistant II
- Front Desk Support staff

The Interventions

- Review companies offering health care patient satisfaction surveys;
- Decide on one of the above surveys or create our own;
- Work with Academic Computing to develop a scannable survey instrument;
- Determine a practical process to select a representative patient sample and collect data; and
- Develop a plan for data management and analysis.

Progress to Date

- Selected and modified a standardized Outpatient Satisfaction Survey;
- Created a scannable form through Academic Computing;
- Administered instrument to all ongoing patients seen in the psychiatry clinics during the week of December 8-12, 2008;
- Achieved a 61% response rate;
- Created a Microsoft Access database and analyzed the data by clinic and service types using SAS 9.1; and
- Plan to administer the patient satisfaction survey every four months.

Lessons Learned

- Instructions need to further emphasize the need for patients to keep their responses inside the boxes to improve how well the surveys are scanned; and
- Some questions need to be changed to improve their reliability and validity.

Next Steps

- Continue to conduct patient satisfaction surveys every 4 months;
- Identify opportunities for improvement; and
- Prioritize and develop action plans to take advantage of those opportunities.

