

**PATIENT SATISFACTION SURVEY REPORT
UNIVERSITY OF MICHIGAN NURSE MANAGED CENTERS
SPRING 2006**

Methods

This patient satisfaction survey was conducted at the University of Michigan Nurse Managed Centers including North Campus Family Housing Health Service (NCFHS), Community Family Health Clinic (CFHC), Maple Meadows, and Ozone House.

The survey ran at CFHC from March 7th to 24th, 2006. Data collection at NCFHS was extended to eleven weeks through May 15th due to the small number of data collected. Data from two outreach sites (Maple Meadows and Ozone House) were delivered to CFHC by staff. There was an attempt to survey every patient who visited the clinics during the aforementioned duration.

The patient satisfaction survey includes 21 items with an open-ended item for comments. There are four parts in the questionnaire: (1) 15 items of a four point Likert type scale (strongly agree, agree, disagree, and strongly disagree) regarding service; (2) two items of a five point Likert type scale (definitely yes, probably yes, not sure, probably not, and definitely not) for referral and future use of the clinic, (3) clinic utilization including reason to visit and provider seen, and (4) demographic information such as year of birth and gender. The survey questionnaire is available in several languages including English, Spanish, Traditional Chinese, Korean, and Japanese.

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UNIVERSITY OF MICHIGAN NURSE MANAGED CENTERS
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AGGREGATE DATA

Respondents (Total = 173)

	Percentage	n
Center		
North Campus Family Health Service (NCFHS)	46.2	80
Community Family Health Center (CFHC)	42.8	74
Maple Meadows	9.8	17
Ozone House	1.2	2
Gender		
Male	21.4	37
Female	74.0	128
Missing	4.6	8
Age Group (year)		
0-5	1.7	3
6-10	.6	1
11-21	8.7	15
22-60	75.7	131
61-78	4.6	8
79<	1.2	2
Missing	7.5	13
Provider seen		
Nurse Practitioner or Midwife	73.4	127
Physician	8.7	15
Student Nurse Practitioner	2.9	5
Social Worker	1.7	3
Dentist or Dental Hygienist	0.0	0
Multiple providers	5.2	9
Missing	8.1	14
Reasons for Visit		
Routine Checkup	22.5	39
Illness or Injury	38.2	66
Follow-up Visit	20.2	35
Prenatal Care	9.8	17
Multiple reasons	2.3	4
Missing	6.9	12

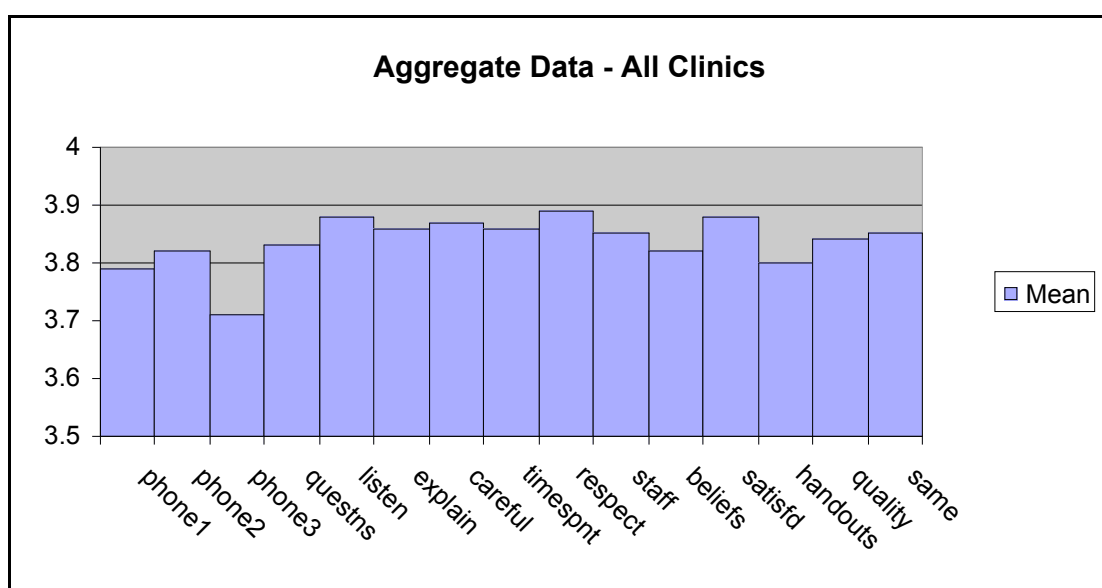
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AGGREGATE DATA

PATIENT SATISFACTION QUESTIONS

Item	Named variable	n	Mean	Range
It was easy to make contact with the clinic by phone.	phone1	166	3.79	3-4
The person on the clinic phone was very helpful.	phone2	168	3.82	2-4
The clinic staff returned phone calls as soon as possible.	phone3	141	3.71	2-4
The clinician answered my questions in a way I could understand.	questns	171	3.83	3-4
The clinician listened carefully to what I had to say.	listen	171	3.88	3-4
The clinician explained problems and treatments clearly.	explain	169	3.86	3-4
The clinician was careful and thorough.	careful	172	3.87	3-4
I am satisfied with amount of time the clinician spent with me during my visit.	timespnt	170	3.86	2-4
The clinician showed me respect and courtesy.	respect	172	3.89	3-4
The office staff showed me respect and courtesy.	staff	172	3.85	3-4
The clinician considered my beliefs about health and healing.	beliefs	163	3.82	3-4
I was satisfied with care I received at the clinic.	staisfd	169	3.88	3-4
The handouts that I received were easy to read and follow.	handouts	142	3.80	2-4
The overall quality of care I received at clinic was good.	quality	169	3.84	3-4
I am treated the same as other people who get care here.	same	162	3.85	2-4

Note: 4 = Strongly Agree, 3 = Agree, 2 = Disagree, 1 = Strongly Disagree

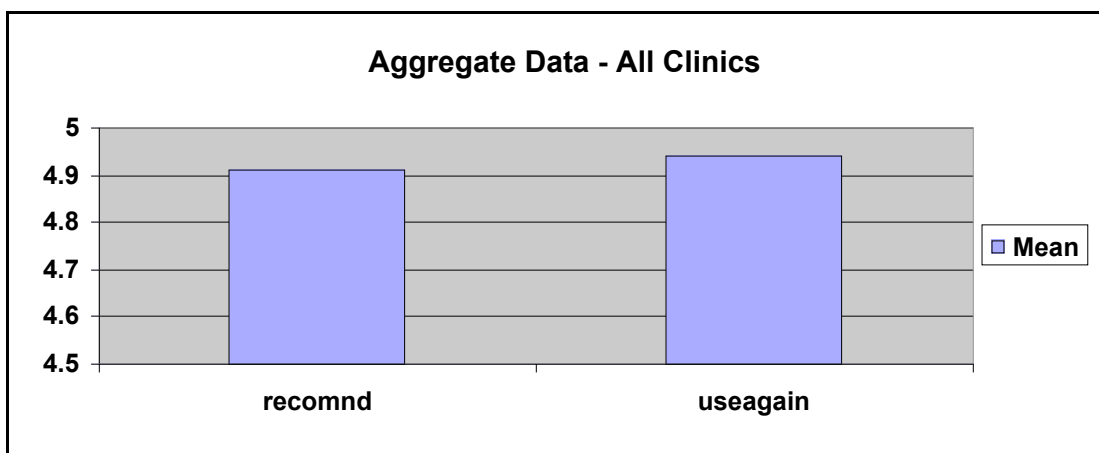


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AGGREGATE DATA

Future Use of Clinic	Named variable	n	Mean	Range
I would tell a relative or friend to use this clinic.	recomnd	164	4.91	4-5
I will probably use this clinic again.	useagain	161	4.94	4-5

Note: 5 = Definitely Yes, 4 = Probably Yes, 3 = Not Sure, 2 = Probably Not, 1 = Definitely Not



**PATIENT SATISFACTION SURVEY REPORT
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NORTH CAMPUS FAMILY HEALTH SERVICE

Respondents (Total = 80)

	Percentage	n
Gender		
Male	18.8	15
Female	75.0	60
Missing	6.3	5
Age Group (year)		
0-5	1.3	1
6-10	1.3	1
11-21	8.8	7
22-60	71.3	57
61-78	7.5	6
79<	1.3	1
Missing	8.8	7
Provider seen		
Nurse Practitioner or Midwife	67.5	54
Physician	8.8	7
Student Nurse Practitioner	2.5	2
Social Worker	1.3	1
Dentist or Dental Hygienist	0.0	0
Multiple providers	6.3	5
Missing	13.8	11
Reasons for Visit		
Routine Checkup	18.8	15
Illness or Injury	46.3	37
Follow-up Visit	16.3	13
Prenatal Care	8.8	7
Multiple reasons	1.3	1
Missing	8.8	7

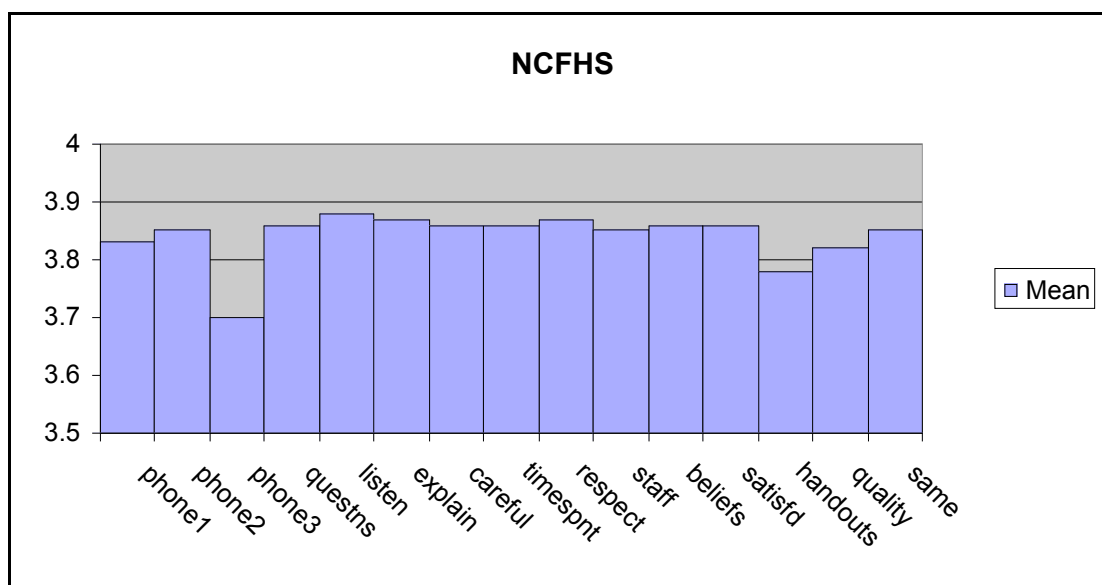
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NORTH CAMPUS FAMILY HEALTH SERVICE

PATIENT SATISFACTION QUESTIONS

Item	Named variable	n	Mean	Range
It was easy to make contact with the clinic by phone.	phone1	78	3.83	3-4
The person on the clinic phone was very helpful.	phone2	78	3.85	3-4
The clinic staff returned phone calls as soon as possible.	phone3	63	3.70	2-4
The clinician answered my questions in a way I could understand.	questns	78	3.86	3-4
The clinician listened carefully to what I had to say.	listen	78	3.88	3-4
The clinician explained problems and treatments clearly.	explain	77	3.87	3-4
The clinician was careful and thorough.	careful	79	3.86	3-4
I am satisfied with amount of time the clinician spent with me during my visit.	timespnt	77	3.86	2-4
The clinician showed me respect and courtesy.	respect	79	3.87	3-4
The office staff showed me respect and courtesy.	staff	79	3.85	3-4
The clinician considered my beliefs about health and healing.	beliefs	74	3.86	3-4
I was satisfied with care I received at the clinic.	staisfd	77	3.86	3-4
The handouts that I received were easy to read and follow.	handouts	65	3.78	2-4
The overall quality of care I received at clinic was good.	quality	77	3.82	3-4
I am treated the same as other people who get care here.	same	73	3.85	2-4

Note: 4 = Strongly Agree, 3 = Agree, 2 = Disagree, 1 = Strongly Disagree

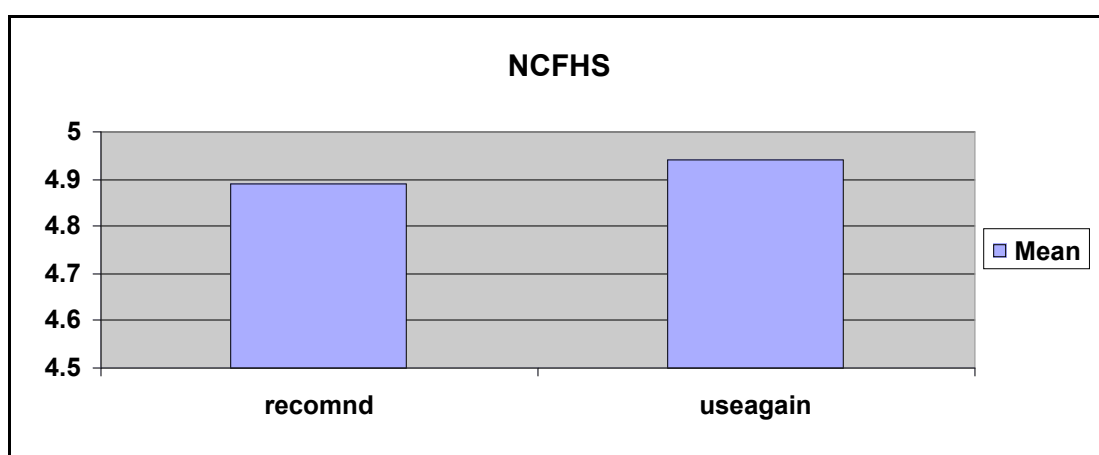


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NORTH CAMPUS FAMILY HEALTH SERVICE

Future Use of Clinic	Named variable	n	Mean	Range
I would tell a relative or friend to use this clinic.	recomnd	74	4.89	4-5
I will probably use this clinic again.	useagain	71	4.94	4-5

Note: 5 = Definitely Yes, 4 = Probably Yes, 3 = Not Sure, 2 = Probably Not, 1 = Definitely Not



Additional Comments:

1. None.
2. I am very satisfied with the care we receive here. Thank you very much.
3. This clinic is always a very welcoming place. I commend both the NP and the staff for their openness and their ability to listen and communicate at the same time. Congratulations for the high quality service.
4. I love this place.
5. Very helpful clinic, has helped us through every health issue in our daughter's 3 year life.
6. Elaine McIntosh has been wonderful. The time and care given is exceptional!
7. Always so helpful! I really appreciate the staff here - always warm and friendly. Thank you!
8. I really like this clinic and find the staff to be very helpful and supportive.
9. I am very happy as a patient at this clinic. The care is outstanding.
10. wonderful staff, very kind and friendly
11. good
12. concept and this example should be proliferated within the Health Care System
13. I always prefer NPs or PAs for my primary care. Sherry is great.

14. Will you please put small pan(s) in the bathroom to ease on obtaining urine samples? It pours well in the small bottle and avoids messing up the toilet seat or floor. Thank you for your service.
15. Everything was great! Thank you!
16. I love it here
17. wonderful care
18. I would recommend a larger budget for staffing more people to handle the large level of traffic.
19. I already recommended you to everyone I know.
20. I love this place.
21. I love this clinic. Nice.
22. This is wonderful clinic. It is very holistic and patient-centered. They are always kind and helpful as well as knowledgeable and thorough.
23. I like Taco Bell
24. No
25. No
26. Solo quiero agradecer la atencion que me han dado gracias porque son muy eficientes.
I just want to say thank you for the attention they have given me thank you because they are very efficient.
27. Que son muy amables y tratan muy bien a los pacientes.
That you are very friendly and treat the patients very well.

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COMMUNITY FAMILY HEALTH CENTER

Respondents (Total = 74)

	Percentage	n
Gender		
Male	24.3	18
Female	73.0	54
Missing	2.7	2
Age Group (year)		
0-5	2.7	2
6-10	0.0	0
11-21	6.8	5
22-60	81.1	60
61-78	2.7	2
79<	1.4	1
Missing	5.4	4
Provider seen		
Nurse Practitioner or Midwife	82.4	61
Physician	6.8	5
Student Nurse Practitioner	2.7	2
Social Worker	2.7	2
Dentist or Dental Hygienist	0.0	0
Multiple providers	2.7	2
Missing	2.7	2
Reasons for Visit		
Routine Checkup	24.3	18
Illness or Injury	33.8	25
Follow-up Visit	27.0	20
Prenatal Care	9.5	7
Multiple reasons	1.4	1
Missing	4.1	3

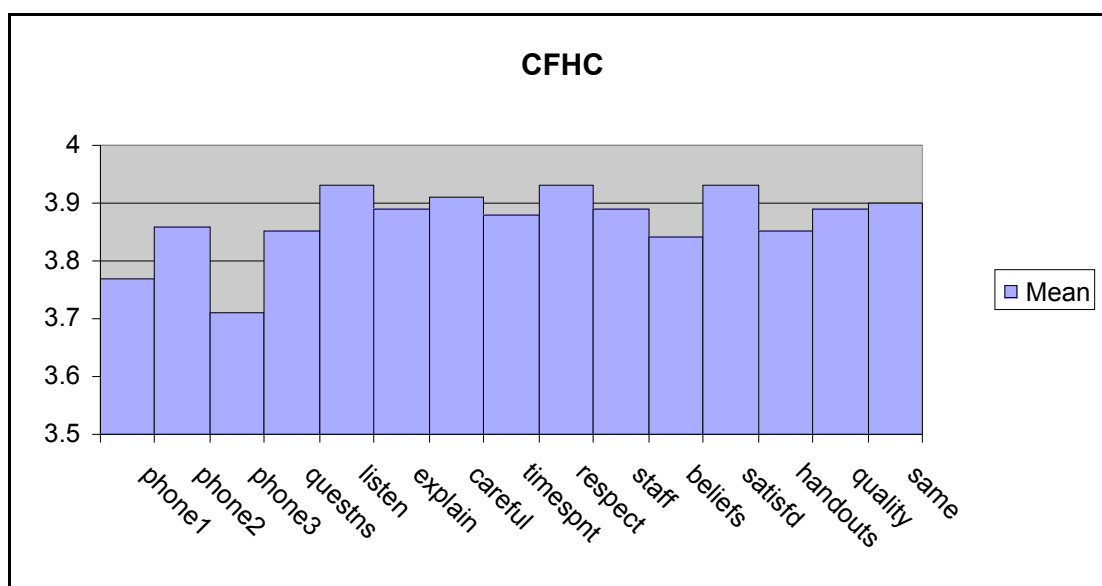
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COMMUNITY FAMILY HEALTH CENTER

PATIENT SATISFACTION QUESTIONS

Item	Named variable	n	Mean	Range
It was easy to make contact with the clinic by phone.	phone1	71	3.77	3-4
The person on the clinic phone was very helpful.	phone2	72	3.86	2-4
The clinic staff returned phone calls as soon as possible.	phone3	62	3.71	2-4
The clinician answered my questions in a way I could understand.	questns	74	3.85	3-4
The clinician listened carefully to what I had to say.	listen	74	3.93	3-4
The clinician explained problems and treatments clearly.	explain	73	3.89	3-4
The clinician was careful and thorough.	careful	74	3.91	3-4
I am satisfied with amount of time the clinician spent with me during my visit.	timespnt	74	3.88	3-4
The clinician showed me respect and courtesy.	respect	74	3.93	3-4
The office staff showed me respect and courtesy.	staff	74	3.89	3-4
The clinician considered my beliefs about health and healing.	beliefs	70	3.84	3-4
I was satisfied with care I received at the clinic.	staisfd	73	3.93	3-4
The handouts that I received were easy to read and follow.	handouts	59	3.85	3-4
The overall quality of care I received at clinic was good.	quality	73	3.89	3-4
I am treated the same as other people who get care here.	same	70	3.90	3-4

Note: 4 = Strongly Agree, 3 = Agree, 2 = Disagree, 1 = Strongly Disagree

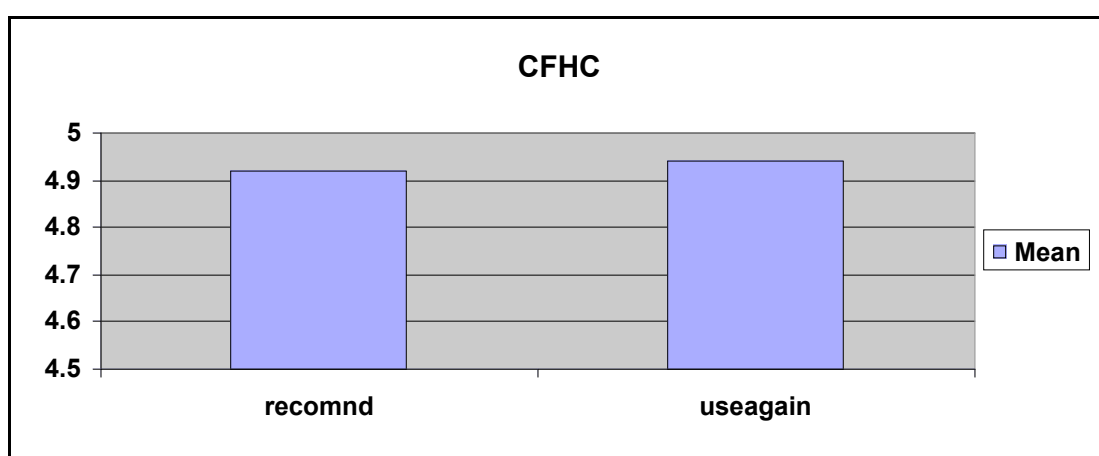


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COMMUNITY FAMILY HEALTH CENTER

Future Use of Clinic	Named variable	n	Mean	Range
I would tell a relative or friend to use this clinic.	recomnd	72	4.92	4-5
I will probably use this clinic again.	useagain	72	4.94	4-5

Note: 5 = Definitely Yes, 4 = Probably Yes, 3 = Not Sure, 2 = Probably Not, 1 = Definitely Not



Additional Comments:

1. The people here are always very nice to me and my family. They go out of their way to help every time something comes up (and thanks a lot).
2. The staff here has been wonderful to me. They have helped me through some very difficult times and I truly feel I couldn't have made it without them. Wonderful people work here.
3. Keep doing what you're doing. Thank you!
4. They are very helpful and understand when I have problems and need to talk to someone. I can get an appointment night away when I need to, and I really like the staff they treat me like a friend not just a patient. I really like Megan has my doctor.
5. No.
6. I am always pleased with the quality of care, with courtesy and respect that I consistently when I come to this clinic. I feel that the staff sincerely cares about me. Also they have the expertise to care for my health needs. I feel fortunate that found them.
7. I am happier with the care I receive here than I have ever been in my life. I have moved frequently and can be critical of the time other clinics have allotted to me. The staff here always treats my concerns with professionalism and expertise. The office staff is exceptionally helpful. I am very satisfied and have recommended the clinic to many others.

8. I love this clinic, if not for this clinic I would not be willing to participate anywhere near as much in Allopathic medicine.
9. Megan and Ginger are cool.
10. Megan is awesome. She really listens to you. She always takes me (as a person / not just a body) into consideration when recommending solutions.
11. At this clinic, I receive the highest quality medical care and health education information I've ever experienced. The care here should serve as a model for health care nation wide. It's phenomenal.
12. Thank you for everything!
13. Really enjoy the calm friendly atmosphere!
14. Awesome! I love Ginger and JoAnn.
15. very professional and good people
16. CFHC is exceptional. Megan and all other staff are caring and compassionate and helpful!
17. No.
18. I'm very happy with the clinic! My family goes here and everyone is very helpful and nice. I have received friends here and will continue to do so! Thank you!
19. By for the best doctor I've had in my life. Very caring and friendly
20. I love coming here, of course I have my practitioners that I will try to wait to come when they are there but they all are nice. I have had problems with the person behind the desk. So I will call back or ask for Ginger if possible. I feel more comfortable with her. Megan I consider my or my family many nurses. But it hard to see her because she is so busy.
21. I don't like doctors but they made me feel welcome. Thank you.
22. Staff is very friendly.
23. The clinic is very good for the community. Everyone is very very great with me and my family.
24. I have never been as pleased with my health care as I am now and that takes into account a time when I had health coverage through as HMO and Blue Cross. The staff is consistently helpful, considerate, courteous, knowledgeable, and kind. I never felt any other way when coming here,
25. My whole family sees this clinic and enjoys coming here.
26. The NPs and staff really care about the person you are. (Your thoughts and feelings about yourself)
27. big help good people could recommend
28. Ninguna porque en todas las citas he sido bien atendida.
None, because in all of the visits I have been well attended.
29. Estoy muy contenta de traer mi hijo aqui muchas gracias.
I am very content to bring my son here, thank you very much.
30. Llo (yo) pienso que esta todo bien.
I think that everything is fine.
31. Siempre me han atendido muy bien realmente no tengo queja alguna. Megan y todos son muy Buenos muchisimas gracias por todo.
They have always taken good care of me, really I have no complaint. Megan and everyone else are all very good. Thank you very much for everything.
32. Estoy muy feliz que existe esta clinica y siempre recomiendo a las personas que conosco. Gracias por que me han mi familia y yo estamos contentos con los servicios de las clinica.
I am very happy that this clinic exists and I always recommend it to the people I know.

Thank you because you have my family and I are content with the services of the clinic.

33. Es muy buena para toda la familia.

It is very good for the whole family.

34. Satisfaccion garantizada!

Satisfaction guaranteed!

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MAPLE MEADOWS

Respondents (Total = 17)

	Percentage	n
Gender		
Male	23.5	4
Female	70.6	12
Missing	5.9	1
Age Group (year)		
0-5	0.0	0
6-10	0.0	0
11-21	5.9	1
22-60	82.4	14
61-78	0.0	0
79<	0.0	0
Missing	11.8	2
Provider seen		
Nurse Practitioner or Midwife	64.7	11
Physician	11.8	2
Student Nurse Practitioner	5.9	1
Social Worker	0.0	0
Dentist or Dental Hygienist	0.0	0
Multiple providers	11.8	2
Missing	5.9	1
Reasons for Visit		
Routine Checkup	29.4	5
Illness or Injury	17.6	3
Follow-up Visit	11.8	2
Prenatal Care	17.6	3
Multiple reasons	11.8	2

Missing	11.8	2
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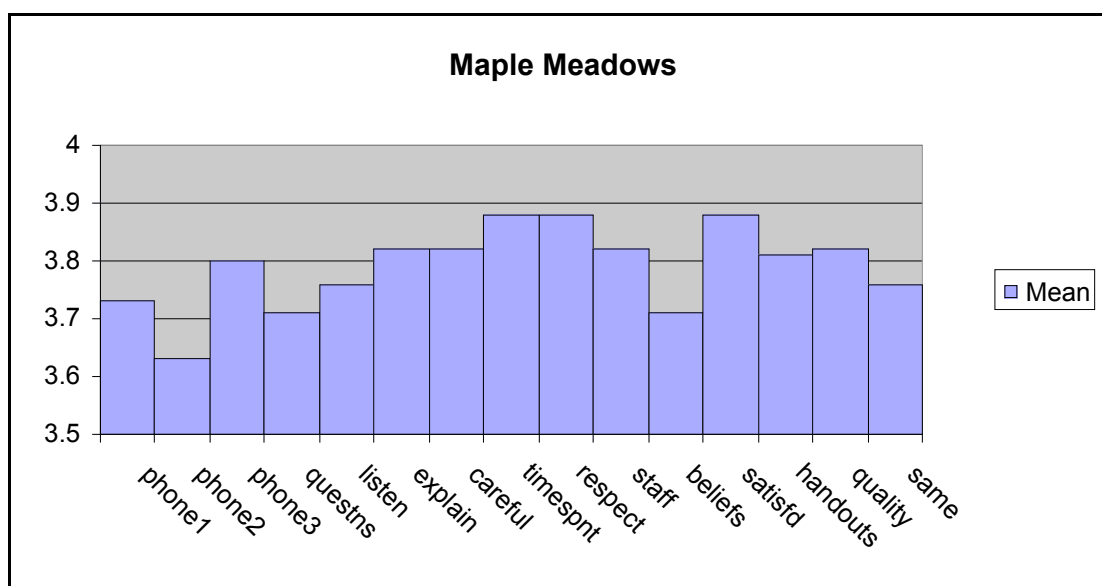
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MAPLE MEADOWS

PATIENT SATISFACTION QUESTIONS

Item	Named variable	n	Mean	Range
It was easy to make contact with the clinic by phone.	phone1	15	3.73	3-4
The person on the clinic phone was very helpful.	phone2	16	3.63	3-4
The clinic staff returned phone calls as soon as possible.	phone3	15	3.80	2-4
The clinician answered my questions in a way I could understand.	questns	17	3.71	3-4
The clinician listened carefully to what I had to say.	listen	17	3.76	3-4
The clinician explained problems and treatments clearly.	explain	17	3.82	3-4
The clinician was careful and thorough.	careful	17	3.82	3-4
I am satisfied with amount of time the clinician spent with me during my visit.	timespnt	17	3.88	3-4
The clinician showed me respect and courtesy.	respect	17	3.88	3-4
The office staff showed me respect and courtesy.	staff	17	3.82	3-4
The clinician considered my beliefs about health and healing.	beliefs	17	3.71	3-4
I was satisfied with care I received at the clinic.	staisfd	17	3.88	3-4
The handouts that I received were easy to read and follow.	handouts	16	3.81	3-4
The overall quality of care I received at clinic was good.	quality	17	3.82	3-4
I am treated the same as other people who get care here.	same	17	3.76	3-4

Note: 4 = Strongly Agree, 3 = Agree, 2 = Disagree, 1 = Strongly Disagree

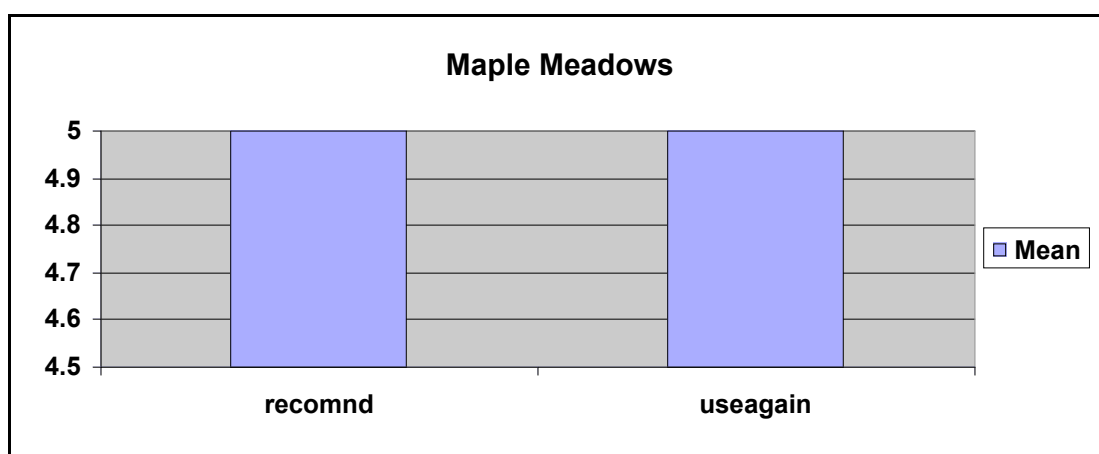


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MAPLE MEADOWS

Future Use of Clinic	Named variable	n	Mean	Range
I would tell a relative or friend to use this clinic.	recomnd	16	5	5
I will probably use this clinic again.	useagain	16	5	5

Note: 5 = Definitely Yes, 4 = Probably Yes, 3 = Not Sure, 2 = Probably Not, 1 = Definitely Not



Additional Comments:

1. I have none.
2. No
3. No
4. The quality of service I receive here is excellent. The staff knew me and I felt very comfortable relating my most personal health details with them.
5. En realidad estoy contenta con el trato que se me ha dado durante este periodo el personal es muy amable y servicial y la doctora Meagan me ha apoyado en to lo neceserario, siendo una persona muy especial y amable, y todo queremos a la doctora y a su equipo de trabajo.
In reality I am content with the treatment that I have received during this period the staff is very friendly and gives good service, and doctor Megan has helped me with everything neccessary, being a very special and likable person, we all love her and her team.
6. Todo muy bien.
Everything is very good.
7. No ninguno.
No, none.
8. Solo que tengan un poco mas de personal que hable espanol de lo demas no tengo ningun comentario.

Only that they would have a little more staff that spoke Spanish, other than that I don't have a comment.

9. Solo quiero decir gracias son un excelente personas.
I only want to say thank you, you are excellent people.

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SPRING 2006**

OZONE HOUSE

Respondents (Total = 2)

	Percentage	n
Gender		
Male	0.0	0
Female	100.0	2
Age Group (year)		
0-5	0.0	0
6-10	0.0	0
11-21	100.0	2
22-60	0.0	0
61-78	0.0	0
79<	0.0	0
Provider seen		
Nurse Practitioner or Midwife	50.0	1
Physician	50.0	1
Student Nurse Practitioner	0.0	0
Social Worker	0.0	0
Dentist or Dental Hygienist	0.0	0
Multiple providers	0.0	0
Reasons for Visit		
Routine Checkup	50.0	1
Illness or Injury	50.0	1
Follow-up Visit	0.0	0
Prenatal Care	0.0	0
Multiple reasons	0.0	0

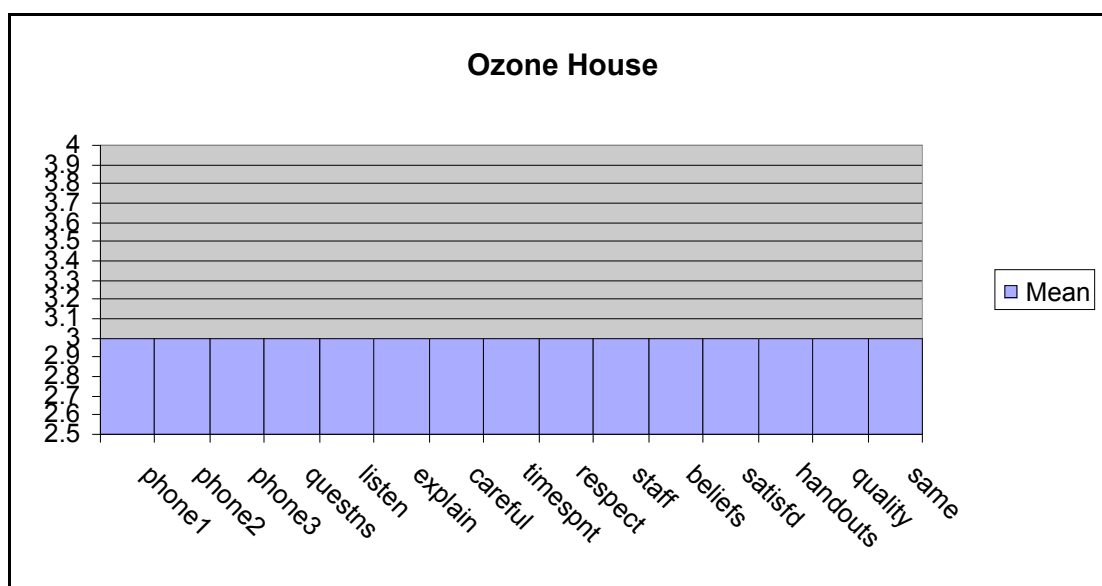
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OZONE HOUSE

PATIENT SATISFACTION QUESTIONS

Item	Named variable	n	Mean	Range
It was easy to make contact with the clinic by phone.	phone1	2	3.00	3
The person on the clinic phone was very helpful.	phone2	2	3.00	3
The clinic staff returned phone calls as soon as possible.	phone3	1	3.00	3
The clinician answered my questions in a way I could understand.	questns	2	3.00	3
The clinician listened carefully to what I had to say.	listen	2	3.00	3
The clinician explained problems and treatments clearly.	explain	2	3.00	3
The clinician was careful and thorough.	careful	2	3.00	3
I am satisfied with amount of time the clinician spent with me during my visit.	timespnt	2	3.00	3
The clinician showed me respect and courtesy.	respect	2	3.00	3
The office staff showed me respect and courtesy.	staff	2	3.00	3
The clinician considered my beliefs about health and healing.	beliefs	2	3.00	3
I was satisfied with care I received at the clinic.	staisfd	2	3.00	3
The handouts that I received were easy to read and follow.	handouts	2	3.00	3
The overall quality of care I received at clinic was good.	quality	2	3.00	3
I am treated the same as other people who get care here.	same	2	3.00	3

Note: 4 = Strongly Agree, 3 = Agree, 2 = Disagree, 1 = Strongly Disagree

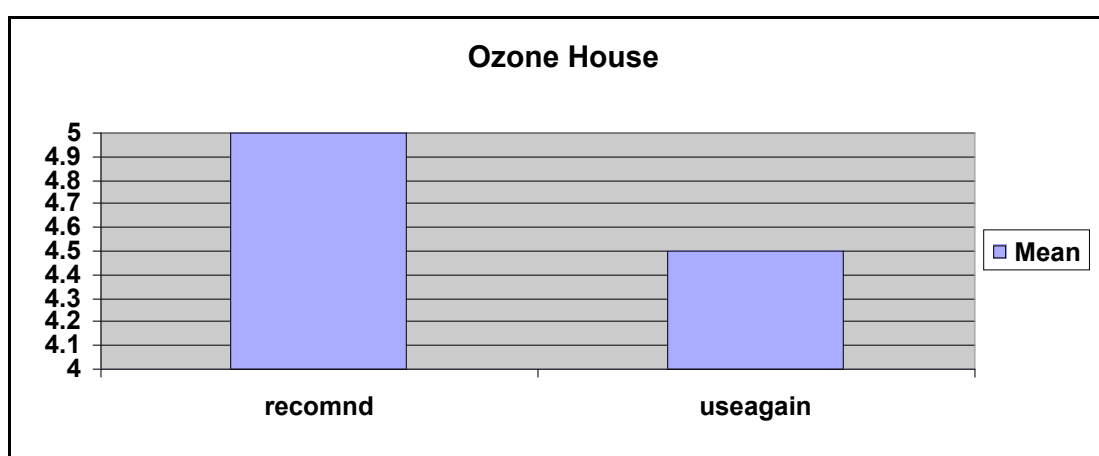


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OZONE HOUSE

Future Use of Clinic	Named variable	n	Mean	Range
I would tell a relative or friend to use this clinic.	recomnd	2	5	5
I will probably use this clinic again.	useagain	2	4.5	4-5

Note: 5 = Definitely Yes, 4 = Probably Yes, 3 = Not Sure, 2 = Probably Not, 1 = Definitely Not



Additional Comments:

1. N/A