Quality Improvement through a Patient Satisfaction Survey Addressing Social Determinants of Health for a Clinic Located in an Academic Health Science Center

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OVERVIEW OF CAPSTONE SITE

EversCare Clinic is an outpatient clinic addressing patients' social needs. The clinic is part of the Myrlie Evers-Williams Institute for the Elimination of Health Disparities. EversCare receives referrals from any UMMC provider for patients with social needs, including food insecurity, housing, education, literacy, personal safety, and transportation.
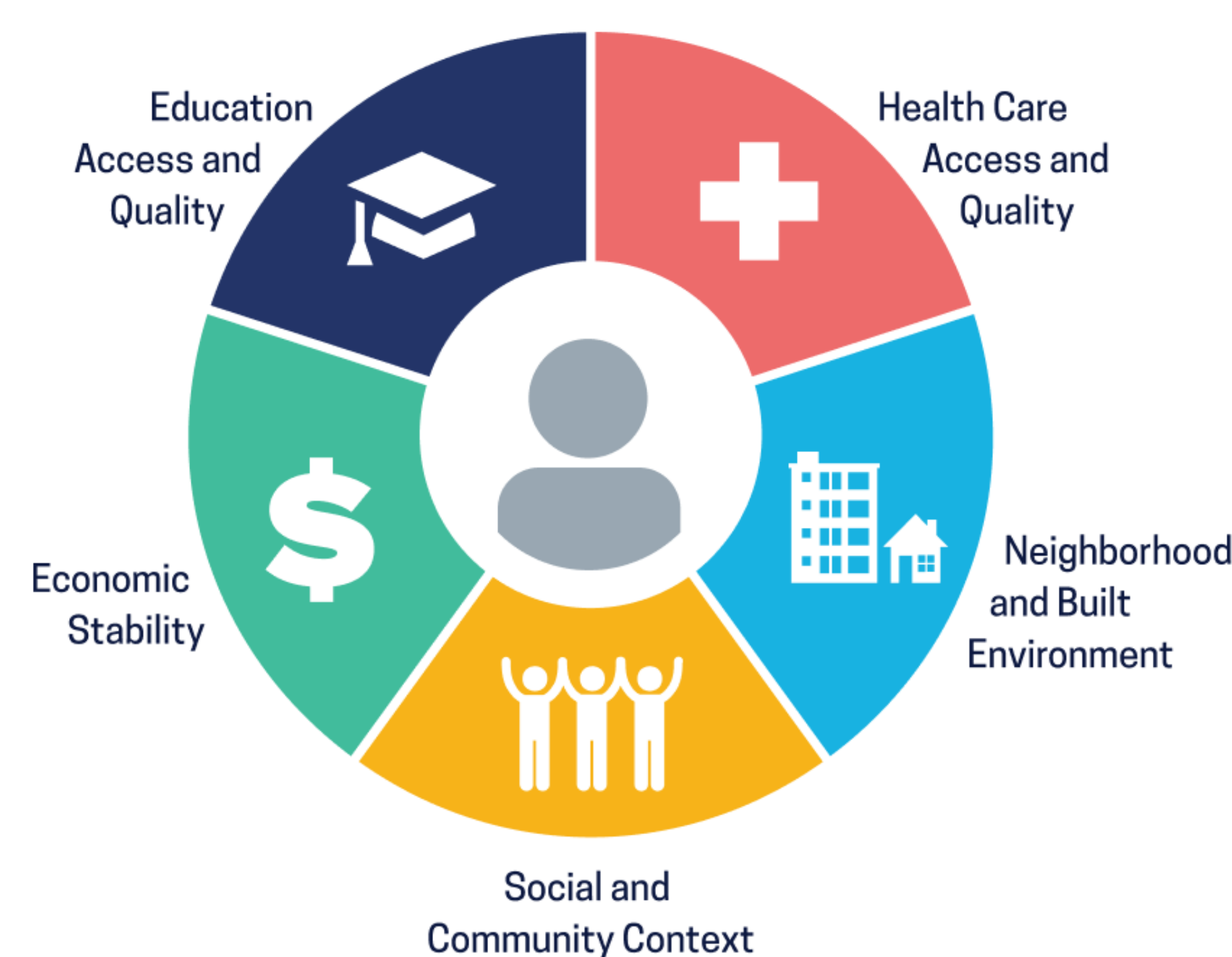
EversCare also maintains a food pantry to provide emergency food to patients experiencing food insecurity. Food is available to UMMC patients by appointment on a monthly basis. EversCare also does a community-wide food distribution on the third Wednesday of each month.

LITERATURE SUMMARY

- Social determinants of health are non-medical factors that influence health outcomes
- The influence of these factors can be positive or negative
- The burden of poor health outcomes is greater in minority communities and groups that have historically experienced systemic discrimination
- Social determinant of health can be responsible for as much as 30-55% of health outcomes
- As of 2018, Mississippi had 559,350 residents experiencing food insecurity
- Food deserts contribute to food insecurity as distance from healthy food and lack of transportation result in less access to food in these communities

The Person-Environment-Occupation (PEO) model used in occupational therapy can help identify how social needs influence a person's engagement in various occupations.

Social Determinants of Health

Education Access and Quality
Health Care Access and Quality
Economic Stability
Neighborhood and Built Environment
Social and Community Context

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References available upon request

NEEDS ASSESSMENT

A needs assessment questionnaire was developed based on the literature review and the capstone student's review of the EversCare website. The questionnaire was emailed to the EversCare staff and administration. Victoria Gholer, clinical director, answered the questions via phone interview.

Questionnaire results revealed that the most pressing need was for patient feedback on the services provided by EversCare. Because the clinic addresses social needs and not traditional outpatient medical needs, the Press Ganey survey used by UMMC ambulatory clinics did not fit the needs of EversCare. The staff wished to have patient satisfaction data specific to the services provided by EversCare and for the outside agencies to which they routinely refer patients.

PROJECT GOALS / OBJECTIVES

- Become familiar with the EversCare clinic screenings for social needs and the EversCare events.
- Obtain approval for and implement a patient satisfaction survey for EversCare clinic patients that directly addresses the patient's experience at both the clinic and the community resources to which they were referred.

PROJECT DEVELOPMENT

Based on the literature review and the input of the staff at EversCare through the needs assessment, the capstone student began the project of generating a site-specific patient satisfaction survey for the EversCare clinic. The capstone student gathered information from the clinical director, who had begun the process of creating a patient survey. The clinical director was also given permission to use the survey of another clinic (All-In at Circle) as a template.

The capstone student modified the survey questions to specifically address the concerns of the EversCare clinic. These questions were entered into the REDCap program used by EversCare to gather and analyze data.

The capstone student formatted the survey to streamline questions. For example, one question asks the patient to choose the outside agencies to which he or she was referred. Once an outside agency is clicked, an additional question pops up to ask about the patient's satisfaction with that particular agency. This branching will allow EversCare to collect satisfaction data on each outside agency to which they refer patients. This feedback will let EversCare know whether each agency is still viable referral option for patients in the future.

The implementation plan is for the staff to undergo training with the Office of Research and Sponsored Programs. Following training, the survey will be administered to patients after each visit. Patients will be asked how they wish to receive the survey – by mail, email, text, or phone call. Data from each of these methods will be entered in REDCap for later analysis.

Patient Satisfaction Survey Example Question

How much do you agree or disagree with the following statements?

EversCare Clinic provides services that help meet my needs.

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree

PLAN FOR PROJECT EVALUATION

The patient satisfaction survey developed as this capstone project was not implemented while the capstone student was onsite. There are no outcomes at this time, so a process evaluation method was used to determine the site stakeholders' satisfaction of the survey instrument created. A survey developed by the capstone student was provided to the EversCare staff and administration. This survey gauges satisfaction and perceived strengths and weaknesses related to the project. This evaluation will help determine whether the goal of creating a specific survey that meets the needs of the EversCare team has been met.

PROJECT SUMMARY AND FUTURE IMPLEMENTATION

EversCare had a clear need for feedback from its patients – not only on the patients' satisfaction with EversCare itself, but also on patients' satisfaction with the various outside agencies to which patients are referred. The patient satisfaction survey developed for this project is a starting point to gathering this needed data. Because EversCare is not yet a revenue producing clinic for the hospital, it is imperative for EversCare to have data to show its effectiveness. This data will help show the hospital that EversCare continues to be an effective use of resources to meet social determinants of health, thereby positively impacting the overall health of UMMC patients.

Future plans include training for the EversCare staff on how to administer the patient satisfaction survey. Volunteers will be recruited to assist with phone surveys. EversCare staff will also collect and review this data using REDCap for use in making decisions on how to best meet patient needs.

ACKNOWLEDGEMENTS