



# FAMILY HEALTH TEAM

## PATIENT SATISFACTION SURVEY REPORT

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### **Introduction**

- Patient experience measurement is an important component to understanding the overall success of a clinical practice
- As a commitment to quality improvement for our patients, our Family Health Team requires their feedback on an ongoing basis
- The annual survey was conducted from the time period of July 3rd to July 27th 2018
- In this report, we have outlined how the surveys were randomly conducted and the results which we obtained from a total of 413 surveys (The number of surveys taken was based on clinic flow)

### **Methodology**

- Summer students in the FHT conducted all survey collection in the waiting rooms of both Scarborough and Richmond Hill locations
  - To attain data more efficiently and at the same time, be environmentally friendly, surveys were conducted with the aid of the Ocean Tablet
  - To accommodate patients, surveys were available in both English and Chinese. Summer students will also provide additional aid (reading the survey out) for those who have difficulties in filling out the survey
  - The participant could at any time stop the survey and were also able to decline to answer if they so desired
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## The Survey

The survey consists of 9 questions. The questions address:

- Demographic information:
  - Which family doctor/healthcare provider the respondent is seeing
  - Patient age
- Service quality:
  - Waiting/Booking appointment times
  - Patient involvement in their own care
  - Medical and educational program quality
  - Staff professionalism and ability to assist
  - Sanitation standards of the staff
- Clinic quality:
  - Comfort and cleanliness levels
  - Health information privacy standards

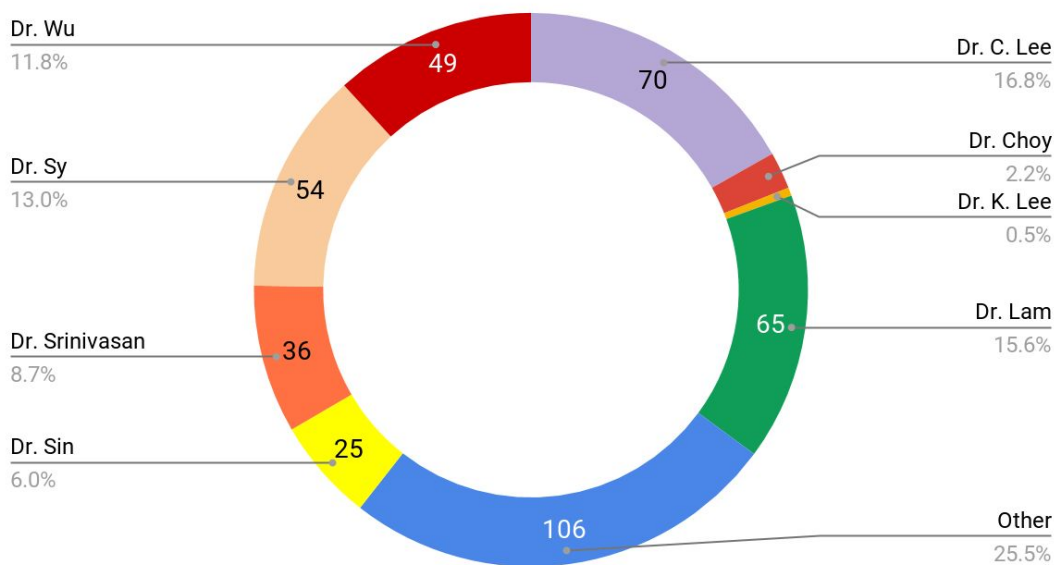
The very last question was a comment section for participants to provide suggestions where our survey did not directly address.

## Results



## Demographics

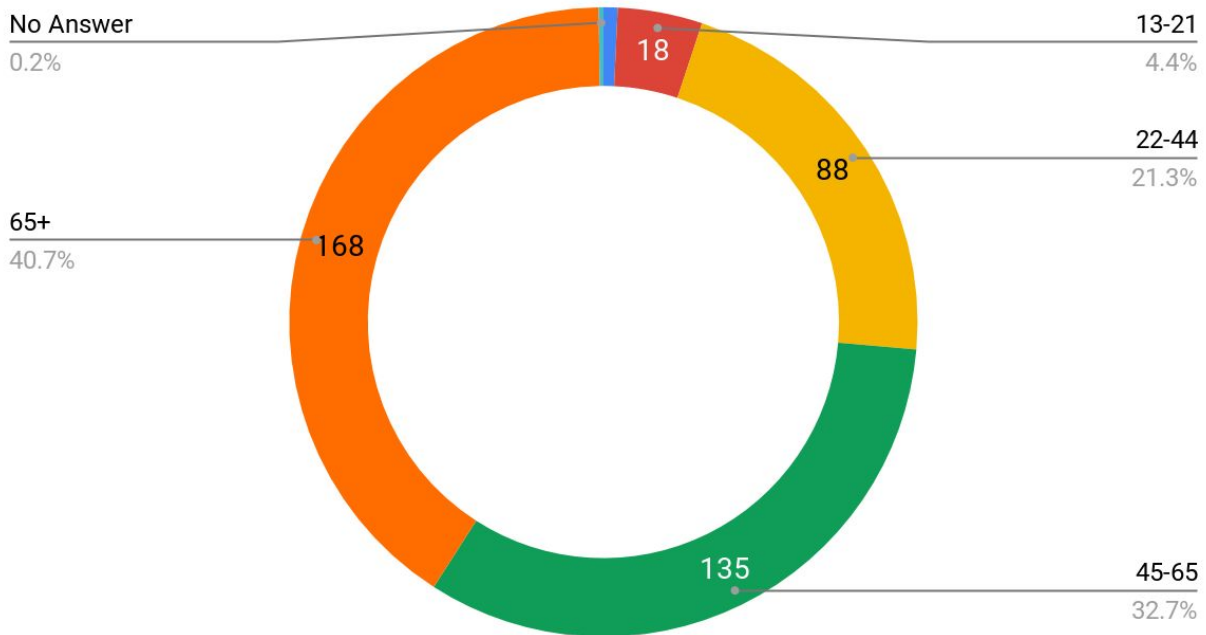
### Healthcare Providers



Patients with the most response are seeing:

- Dr. C. Lee (16.8%)
- Dr. Lam (15.6%)
- Dr. Sy (13.0%)
- Dr. Wu (11.8%),
  - Totalling 57.2%
- The rest: 8.2%, 6.0%, 2.2%, 0.5%, and 25.5% were done by Dr. Srinivasan, Dr. Sin, Dr. Choy, Dr. K. Lee and other doctors/specialists (nutritionist, social worker, nephrology, podiatrist)

## Age Range of Clients

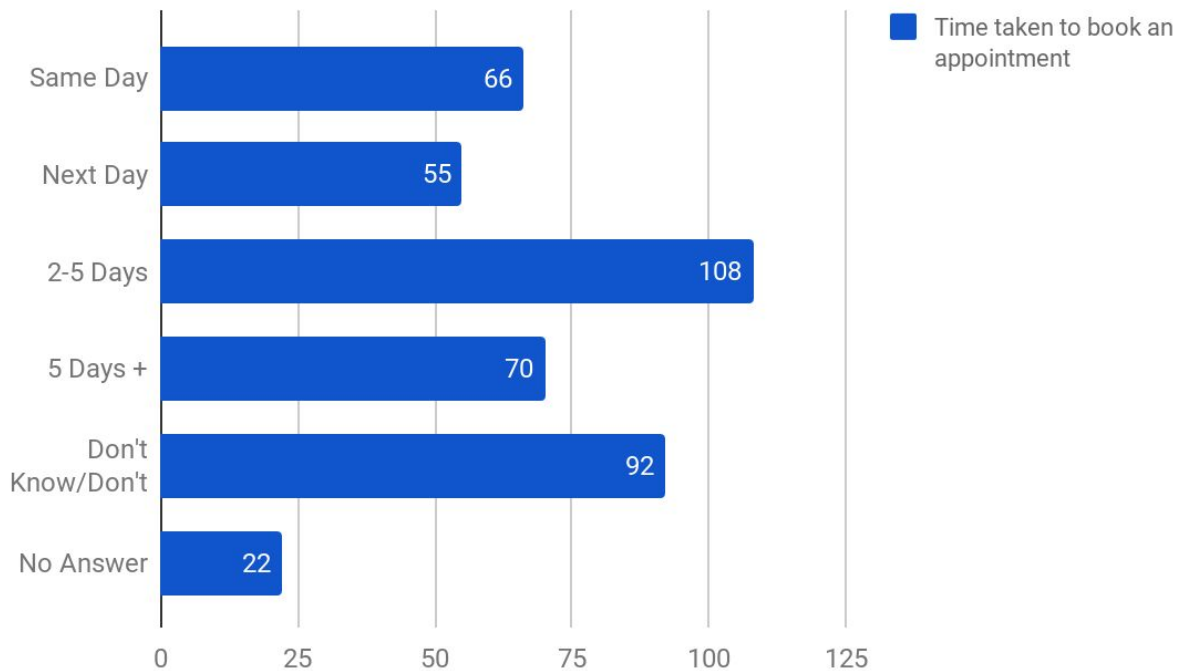


- Clients over the age of 45 accounted for 3/4 of the demographics:
  - 65+: 40.7%
  - 45-65: 32.7%
- Less involvement is recorded by adults aged between 22 and 44 who accounted for 21.3%, and under 21, who accounted for only 4.4%
- This distribution tells that our services provided are largely used by patients over 45 years old

## Waiting Times

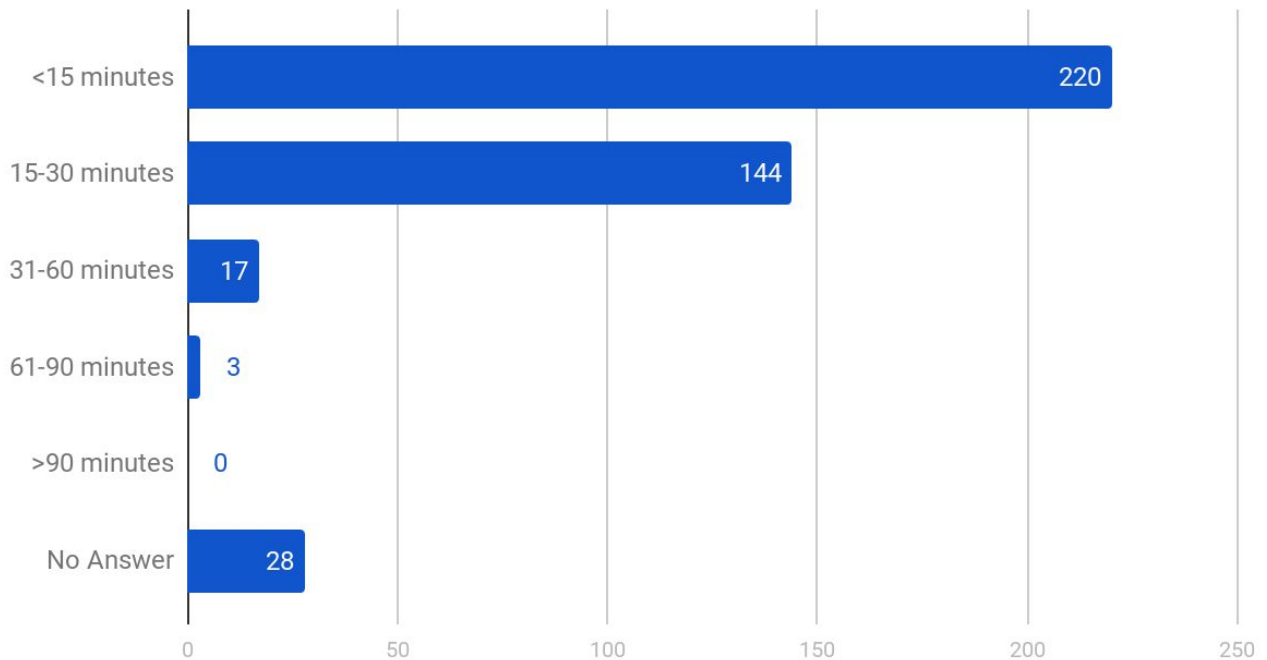


### Time Required to Book Appointment



- A majority of the patients had it booked on the same day or the next day when they were scheduling
- However, there were still 70 cases (one sixth of the candidates) that were booked more than five days after scheduling

## Wait Times In Clinic

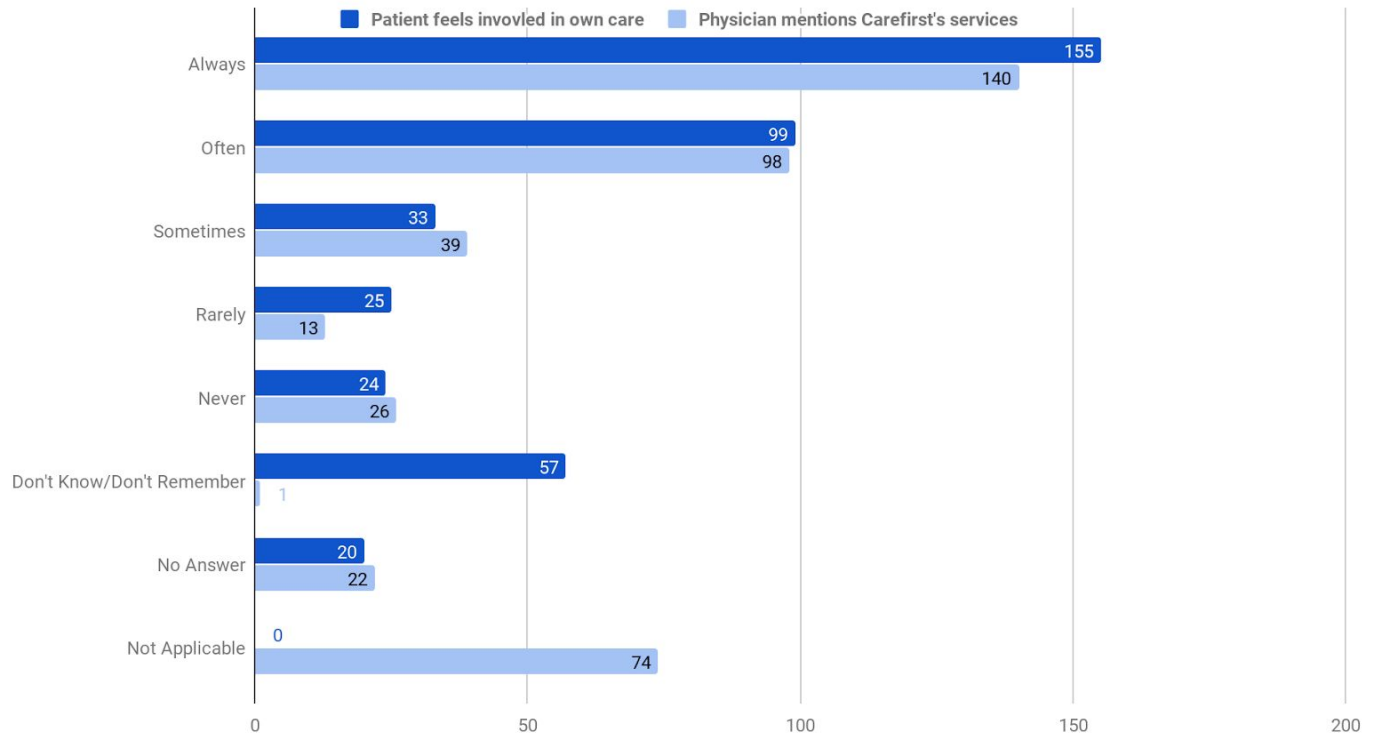


- Waiting time in the clinic is mostly under half an hour,
  - 53.2% and 35.0% being under 15 minutes or between 15 and 30 minutes, respectively
- Only 5% of them waited longer than half an hour, among them most being between 30 minutes to an hour
- Overall waiting time in our clinics are good, it would be reasonable to find out why some individuals waited for over 30 minutes



## Physician Involvement

### Physician Involvement With Patient



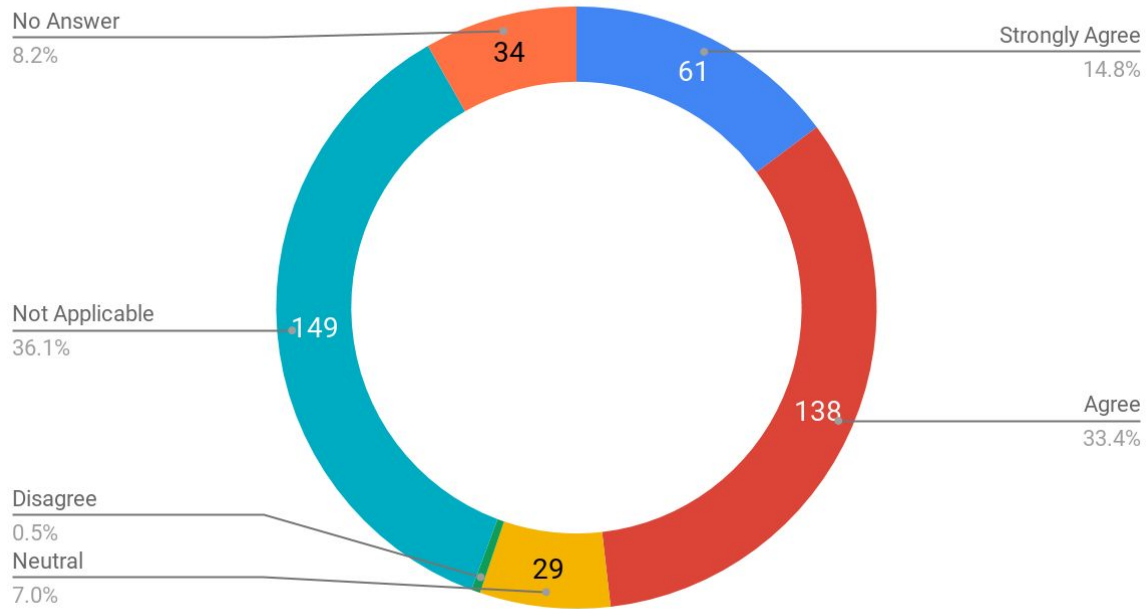
- With respect to physician involvement with patients, a majority of them cited the first two category “Always” (around 33%) or “Often” (24%)
- There were only six percent of patients who selected “Never”, on both feelings and their respect to the physician’s suggestions
- This trend indicates good patient-doctor relationships





## FHT Program Effectiveness

### Carefirst Programs Effectiveness in Improving Health

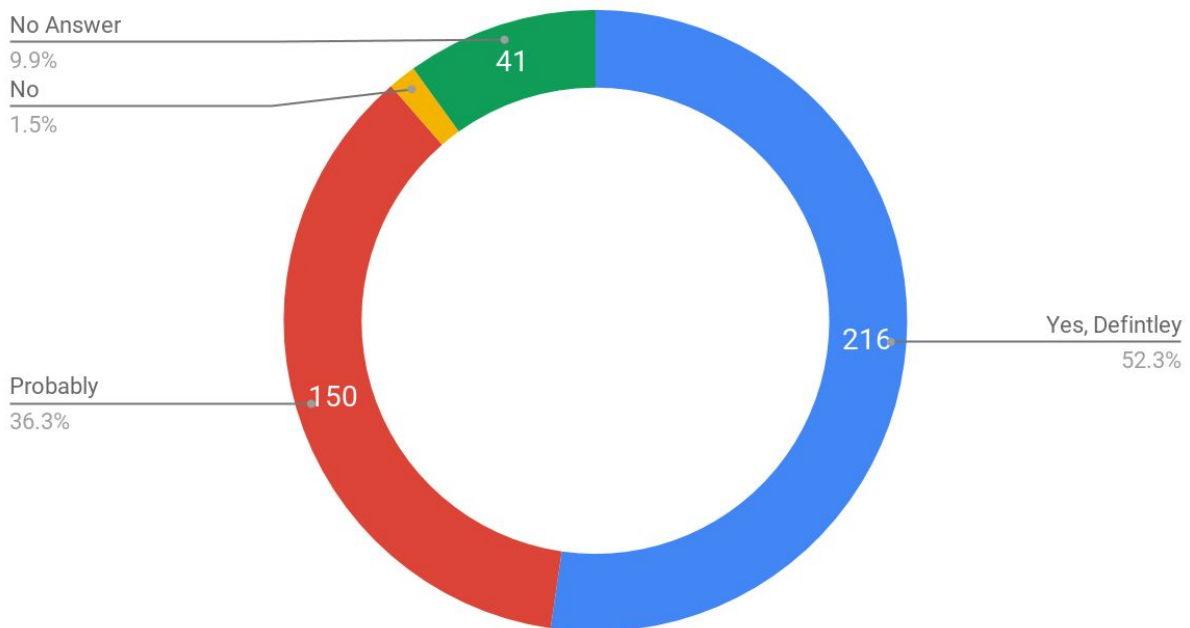


- We found that nearly half (48.1%) of those applicable found that Carefirst’s programs had a positive effect on their health
  - Most respondents who answered “Not Applicable” usually felt that it had no benefit to them, had not signed up yet, or could not make a judgement
- Only two individuals responded poor, which makes up 0.5% of the survey group
- Trend is a good indication that our programs are effective at improving health

## Recommendation



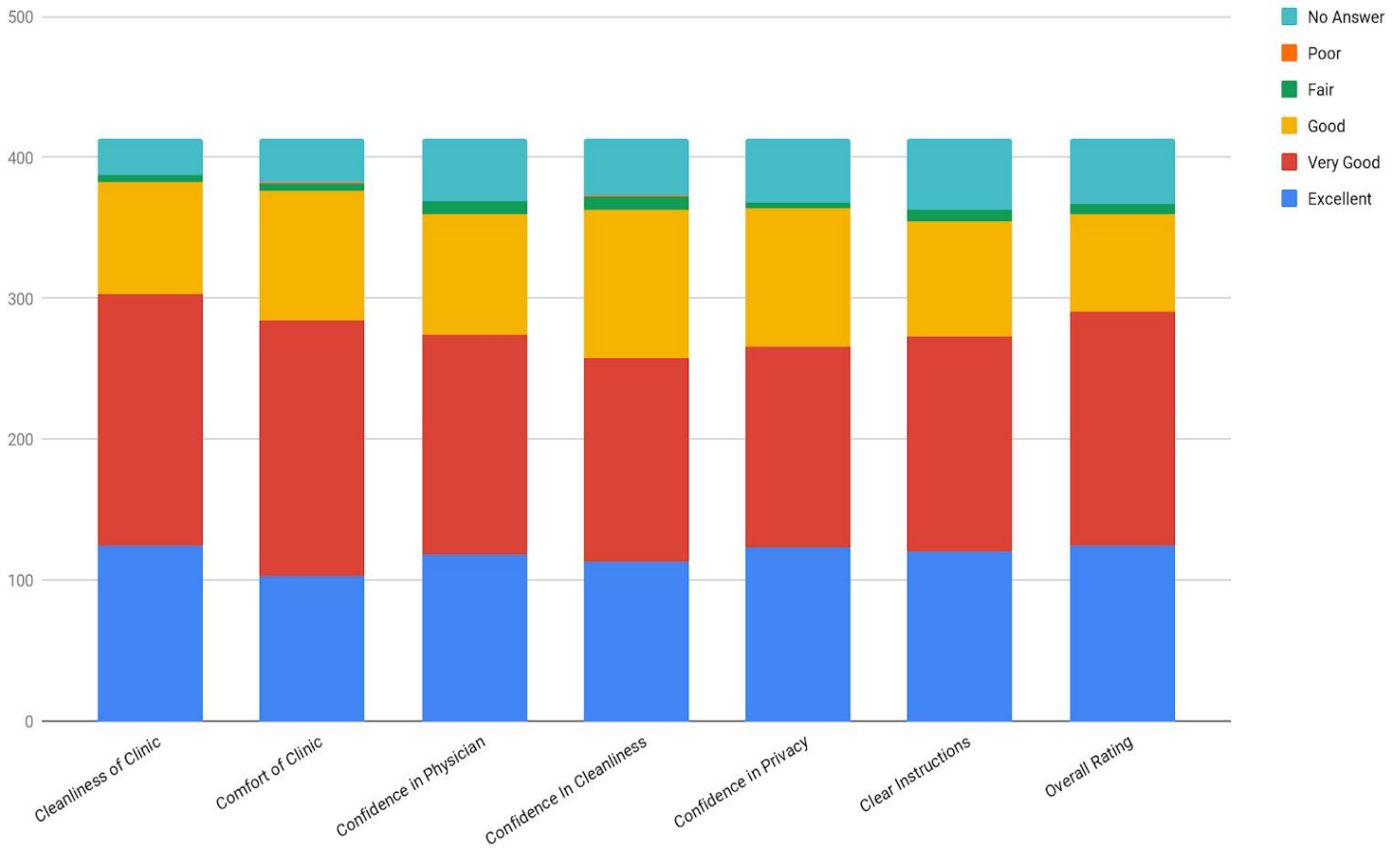
### Would They Recommend the FHT



- 52.3% of the survey candidates would recommend the FHT with 36.3% saying they would probably recommend our clinic
- 1.5% would not recommend it
- 10% had no answer
- The distribution indicates that a majority of patients are satisfied with the FHT and are willing to recommend our clinic and services

## Scaled Questions

### Scaled Questions



- With respect to the overall rating, slightly more than two thirds of the cases rated the clinic high in “Excellent” (30%) or “Very Good” (38%) category, respectively indicating that they are content with the FHT
- Slight variation between ‘the confidence in cleanliness’ (62%) and on ‘the cleanliness of clinic’ (72%)



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- Regarding more on the overall rating, about one quarter of them cited it “Good” (20%), indicating that they are quite satisfied with the FHT
  - Very few responses rated it low in the “Poor” category
  - 10% of participants did not answer the question on the overall rating
  - Breaking it down:
    - No Answers on the first two questions (<5%)
    - No Answers on the following questions (8 to 12%)



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## Key Survey Findings

### Patients' Feedback

- Majority of Carefirst FHT clientele were generally satisfied with our clinic and our services
- However, several patients did express their dissatisfaction about time taken to book their first appointment with physicians here
  - Patients also strongly emphasized the importance of having more available physicians
  - Thinks that it is especially critical since a large portion of the patients here are seniors, who tend to be more prone to health issues

### Key Findings by Category

#### Demographics

- Highest participation came from patients seeing Dr. Christina Lee and Dr. Kinsey Lam.
- Patients at the clinic are mainly over 45 years of age.
  - 45-65: 32.7%
  - 65+: 40.7%



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## Waiting Times

- Waiting time in the clinic is mostly under an hour
  - <15 minutes: 53.2%
  - 15-30 minutes: 35%
  - 30+ minutes: 5% , should find out why service took longer than 30 minutes
- Large majority of the respondents get their appointments scheduled within a 5 day period
  - However, 16% of participants had their appointments scheduled in a time period over 5 days
  - Should explore why appointments can sometimes take a long time to book

## Physician Involvement

- A large majority of patients believed that they always have a say when it comes to medical decisions
  - Agreed that physicians have always suggested health care programs for them

## Carefirst's Contribution to Health

- Of those applicable, 48% of patients find that the programs their physicians suggested positively impacted their health



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## **FHT Recommendation**

Vast majority of the candidates would recommend our clinic.

- Definitely recommend: 52.3%
- Probably recommend: 36.3%


## **Scaled Questions**

- On a scale of poor to excellent, majority of patients picked “excellent” and “very good” in terms of rating the clinic, the staff, and our services



## Appendix A

### Sample Survey



### Carefirst Family Health Team

Satisfaction Survey 2018

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*Carefirst Family Health Team is an accredited organization, which is committed to safe quality care. Please complete this survey so we may evaluate our services, programs and practices. With your input we can improve our care so we may be better able to meet your ongoing needs now and in the future. All responses are anonymous. Thank you for participation in this quality improvement process.*

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1. Who is your family physician/ Health Care Provider:  Dr. Christina Lee  Dr. Kyle Lee  Dr. Sin  
 Dr. Srinivasan  Dr. Wu  Dr. Choy  Dr. Lam  
 Other(s)(e.g. Nurse, Social Worker, Dietitian, Physiotherapist): \_\_\_\_\_
2. What is your age:  <13  13 –21  22 - 44  45 - 65  65+
3. The last time you were sick how many days did it take from when you first tried to see your family physician to when you actually saw him/her or someone else in the office?  
 Same Day  Next Day  2-5 days  More than 5 days  Don't know/remember
4. When you see your family physician, how often do they or someone else in the office involve you in decisions about your care and/or treatment?  
 Always  Often  Sometimes  Rarely  Never  Don't know /remember
5. Compared to your scheduled appointment time, how long, on average, did you wait in the clinic before you saw your family physician or Health Care Provider?  
 <15 minutes  15-30 minutes  31-60 minutes  61-90 minutes  > 90minutes
6. Do the family physicians/Health Care Providers communicate well with you about the services you need e.g. Active Healthy lifestyle, Diabetes Education Program, Weight Management, Pain Management, Smoking Cessation Program, Individual and Group Counseling and support, etc.  
 Always  Often  Sometimes  Rarely  Never  Not Applicable
7. If you have participated in any Carefirst Family Health Team program/workshop as mentioned above, would you agree it improved how you manage your health/quality of life?  
 Strongly Agree  Agree  Neutral  Disagree  Strongly Disagree  Not Applicable

Please turn over page to complete survey →

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Carefirst Family Health Team





**Carefirst Family Health Team**  
**Satisfaction Survey 2018**

8. Would you recommend our services to your family and friends?

Yes, definitely  Probably  No, why? \_\_\_\_\_

9. During your most recent visit, on a scale of Excellent to Poor, how would you rate the following ...?

	<i>Excellent</i>	<i>Very Good</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>
a) The overall cleanliness of the clinic					
b) The overall physical comfort of the clinic (e.g. hot, cold, seating, washrooms etc.)					
c) Your confidence in the physicians/ Health Care Provider(s) you saw during the visit (e.g. knowledge, skills, communication etc.)					
d) Your confidence in the physicians/ Health Care Provider(s) practicing safe infection prevention and control (e.g. washes hands before and after treatment)					
e) Your confidence that your health information was treated with the level of privacy you expect					
f) The clear instructions given to you about what you need to do after your visit					
g) Overall, how would you rate the Carefirst Family Health Care Team					

10. Other Comments:

***Thank you for completing the survey. Your feedback is appreciated. Please leave the survey in the designated box located in the waiting/reception area.***