
Client Satisfaction Survey Results

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Reproductive Health Coordinators Meeting
October 28, 2015



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Overview

- 2015 marks the 8th client satisfaction survey conducted by RH Program
- Random sample of clinics that represent the state
 - Minimum 20 RH visits per week
- Clinics administered survey for three weeks in May 2015
- Questions include:
 - Client characteristics, demographics
 - Reasons for choice of clinic
 - Perceptions of clinic staff and communications
 - Need for confidential services
 - Access to care, health insurance coverage or reasons for no coverage

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Volunteer clinics could also participate if they were interested. This year we had 6 additional clinics participate on their own, their data is not included here but they will be receiving their own report soon.

For clinic staff use only:
 Unable to complete due to language (please specify language):



How was our service today?

Please take a few minutes to answer these questions.
Your help is voluntary and we appreciate your feedback!
Your name is not on the survey, so your answers are private. This survey is used by clinics throughout Oregon to help improve the services they offer.

Tokens of Appreciation



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These were cute and the younger clients really liked them. We also heard that these were not as well received by older clients and we are going to ask for suggestions on what types of items would be more appropriate.



SOU really got into the spirit of the survey!



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Agency	Clinic	Urban or Rural	Primary Care or Family Planning Clinic
Coos Health & Wellness	North Bend Clinic	Rural	Family Planning
Klamath County Health Department	Klamath Falls Clinic	Rural	Family Planning
Malheur County Health Department	Ontario Clinic	Rural	Family Planning
Umatilla County Health Department (UCoHealth)	Hermiston Clinic	Rural	Family Planning
Deschutes County Health Department	Bend Clinic	Urban	Family Planning
Jackson County Health Department	Medford Clinic	Urban	Family Planning
Marion County Health Department	Salem Clinic	Urban	Family Planning
	Woodburn Clinic	Rural	Family Planning
Planned Parenthood of the Columbia-Willamette	Beaverton Health Center	Urban	Family Planning
	Southeast Portland Health Center	Urban	Family Planning
Planned Parenthood of Southwestern Oregon	Medford Health Center	Urban	Family Planning

Agency	Clinic	Urban or Rural	Primary Care or Family Planning Clinic
Clackamas County Health Department	Beavercreek Health & Wellness Center	Rural	Primary Care
	Sunnyside Health & Wellness Center	Urban	Primary Care
Lincoln County Health Department	Lincoln Community Health Center	Rural	Primary Care
	Newport Clinic	Rural	Primary Care
Siskiyou Community Health Center	Cave Junction Clinic	Rural	Primary Care
Southern Oregon University	SOU Student Health Center	Rural	Primary Care
Benton County Health Department	Benton Health Center	Urban	Primary Care
Community Health Centers of Lane County	Riverstone Clinic	Urban	Primary Care
Multnomah County Health Department	La Clinica de Buena Salud	Urban	Primary Care
	North Portland Health Clinic	Urban	Primary Care
	Parkrose High School	Urban	Primary Care

Survey Participation

- Participation rate = number of completed surveys / number of eligible visits
 - Eligible visits = either CVRs or Survey Tracking Log
- Overall: 1,507 surveys among 2,172 eligible visits: **69%**
 - Among clinics, ranged from 36-98%
 - In 2013, participation rate was 58%
- Clinics receive an additional incentive for the highest participation rates
 - Every clinic receives gift cards for Powell's Books, the three clinics with highest participation rates get more gift cards
 - **Stay tuned for today's lunch time awards ceremony for the winners!**

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Eligible visits include only those exact days when clinics participated. If a clinic skipped Wednesday, Wednesday's visits were not included.

Survey Respondent Characteristics

	CSS Survey Sample % (n)	Statewide Client Population % (n)
Survey Language		
English	86.0% (1283)	N/A
Spanish	14.0% (209)	N/A
Age Categories		
17 and younger	6.5% (98)	13.5% (980)
18-19	10.7% (161)	11.3% (824)
20-24	25.5% (385)	27.6% (2004)
25-29	21.0% (316)	18.1% (1312)
30-34	13.9% (210)	13.1% (951)
35-39	8.2% (123)	7.8% (564)
40-44	5.8% (88)	5.1% (371)
45 and older	3.4% (51)	3.6% (262)
Mean Age	27.1 years	26.1 years



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Total client population includes all clients seen at all RH clinics statewide during the primary survey period (May 1 – May 30). Includes over 7200 clients.

Survey Respondent Characteristics

	CSS Survey Sample % (n)	Statewide Client Population % (n)
What is your sex or current gender?		
Female	96.1% (1366)	96.1% (6985)
Male	3.6% (54)	3.9% (283)
TransMale/Transman	0% (0)	--
TransFemale/Transwoman	0% (0)	--
Genderqueer	0.4% (6)	--
Additional category	0.06% (1)	--
Decline to answer	0.1% (2)	--
What was your sex at birth?		
Female	96.7% (1370)	--
Male	3.2% (49)	--
Decline to answer	0.1% (1)	--

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Race/Ethnicity

- House Bill 2134, passed in 2013, set new standards for Oregon Health Authority and Department of Human Services programs
 - Race, ethnicity, language and disability data
- Hispanic or Latino is now a category within broader “racial or ethnic identity”
 - Ethnicity and race are no longer separate questions
- Individuals who select more than one racial or ethnic identity are also asked to indicate a primary racial or ethnic identity

- Very different from race/ethnicity on the CVR!!!

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We are not collecting spoken language information on this survey because it was only available in English and Spanish. Instead, we asked surveys to keep track of the number of clients unable to complete a survey in those languages, and which language would be needed. This year, we had 15 clients who indicated they could not complete a survey due to language. Most of those were individuals who spoke Spanish but had limited ability to read or write. Just a few other languages – Vietnamese, Mandarin, Arabic, Hindi.

Racial and Ethnic Identity – Part 1

American Indian or Alaska Native	N	%
American Indian	112	7.4%
Alaska Native	5	0.3%
Canadian Inuit, Metis or First Nation	4	0.3%
Indigenous Mexican, Central American or South American	63	4.2%
Other American Indian	7	0.5%
Hispanic or Latino/a		
Hispanic or Latino Mexican	374	24.8%
Hispanic or Latino Central American	23	1.5%
Hispanic or Latino South American	12	0.8%
Other Hispanic or Latino	31	2.1%

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Asian	N	%
Chinese	13	0.9%
Vietnamese	9	0.6%
Korean	10	0.7%
Hmong	1	0.1%
Laotian	3	0.2%
Filipino/a	18	1.2%
Japanese	10	0.7%
South Asian	7	0.5%
Asian Indian	4	0.3%
Other Asian	5	0.3%
Native Hawaiian or Pacific Islander		
Native Hawaiian	9	0.6%
Guamanian or Chamorro	3	0.2%
Samoan	0	0.0%
Other Pacific Islander	13	0.9%

Black or African American	N	%
African American	58	3.8%
African	5	0.3%
Caribbean	2	0.1%
Other Black	6	0.3%
White		
Western European	401	26.6%
Eastern European	93	6.2%
Slavic	20	1.3%
Middle Eastern	18	1.2%
Northern African	2	0.1%
Other White	424	30.3%
Other Categories		
Other (please list):	57	3.8%
Unknown	25	1.7%
Decline to answer	27	1.8%

Racial and Ethnic Identity – Another Way

	CSS Survey Sample % (n)	Total Client Population
Racial or ethnic identity categories (overlapping, adds up to >100%)		
Hispanic or Latino	30.9% (431)	24.4% (1773)
White	61.7% (862)	78.2% (2683)
Black or African American	4.7% (65)	3.8% (274)
American Indian or Alaska Native	13.3% (186)	1.7% (119)
Asian	4.7% (65)	3.4% (247)
Native Hawaiian or Pacific Islander	1.6% (22)	0.8% (59)
Other	4.1% (57)	3.2% (235)
Unknown*	0.7% (10)	9.7% (708)
Decline to specify**	1.9% (27)	N/A
Number of racial or ethnic identity categories selected by clients		
1	74.2% (1037)	99.4% (7227)
2	20.1% (281)	0.5% (38)
3 or more	5.7% (79)	<0.1% (2)

*Unknown was a discrete category on the CSS. On the CVR, this includes unknown or not reported.

**Decline to specify was a discrete category on the CSS.

Racial and Ethnic Identity – Lessons Learned

- Clients who indicated “Other” racial or ethnic identity:
 - Caucasian, White, North American most common
 - In previous surveys, Hispanic, Latina, Mexican, multiracial, multicultural were most common
- New question structure is perhaps more challenging for clients who identify as White
- More clients indicate multiple racial or ethnic identities than on CVR data or in previous surveys

- We will continue to work with other OHA/DHS programs to talk about best ways to collect this information in a sensitive and culturally appropriate way.

Survey Respondent Characteristics

- Disability: one broad question
 - “Does a physical, mental, or emotional condition limit your activities in any way?”
 - 10.6% Yes
 - 79.9% No
 - 6.6% I don’t know
 - 2.9% Decline to answer
- New or Established patients: 80% were established patients
- Scheduled visit or walk-in: 90% scheduled
 - In 2013, was 78% scheduled

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Scheduled visits – Are you emphasizing scheduled visits more with clients? Are more clients calling to schedule clients? Do you all have fewer hours for walk-ins than you did in 2013?

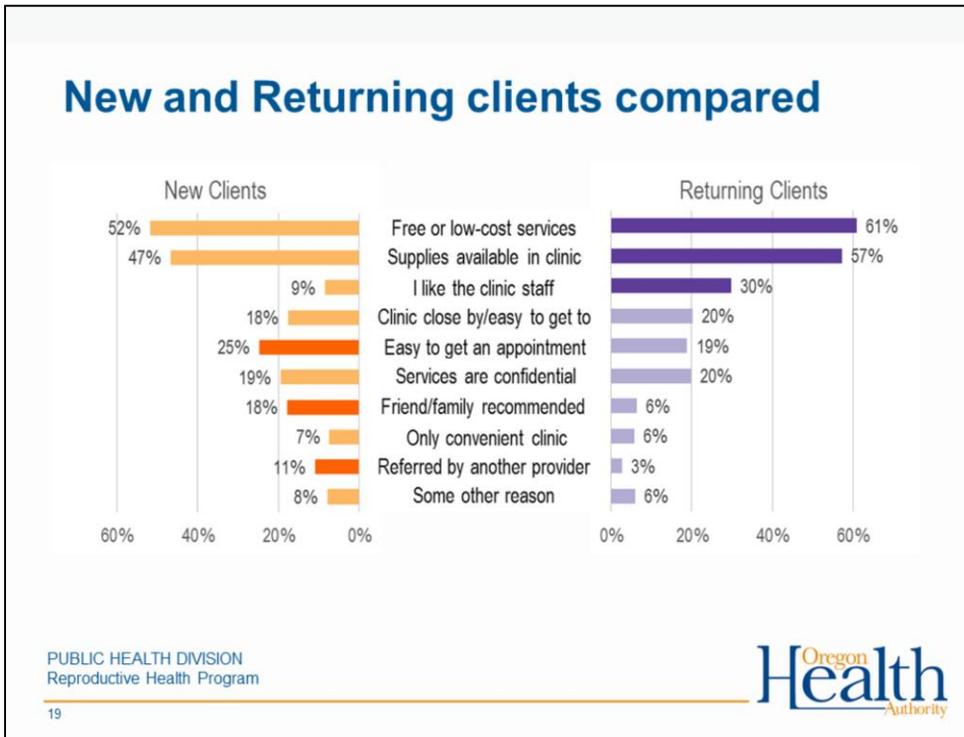
Reasons for choice of clinic

Clients were asked to select their top 2 reasons

Top reasons why you chose this particular clinic:	Total %
The clinic has free or low-cost services	58.9%
I can get my birth control supplies here in the clinic	54.9%
I like the clinic staff	25.4%
The services are confidential	20.0%
It was easy to get an appointment	19.9%
The clinic is close by or easy to get to	19.7%
A friend or family member recommended it	8.8%
This is the only convenient clinic	6.2%
I was referred here by another health care or service provider	4.5%
Other (please explain)	6.5%
Total respondents	1439

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Summary - referrals and ease of getting appointments appears to bring new clients into clinics, and the friendly staff, affordability and ease of accessing supplies keeps clients coming back.

Onsite supplies also more important for clients at rural clinics (61%) compared to urban clinics (53%). Onsite supplies most important for rural clients, more than affordability (55% of rural clients)

“Other” reasons

- *“I’m less anxious going here than anywhere else; it’s a more professional environment.”*
- *“Porque dan pronto las citas y dan muy bien servicio” (Because they had appointments available soon and give great service)*
- *“I have insurance but qualify for additional help here.”*
- *“I have been coming here for over 10 years.”*
- *“Personal amable” (Friendly staff)*
- *“I found you online, sounded good and worked out great. Good services.”*
- *“Every other clinic was 1 week wait for an appointment.”*
- *“No tengo azeguraza” (I have no insurance)*
- *“I just feel safe and comfortable here.”*
- *“It’s the one my mom brought me to when I was 17.”*

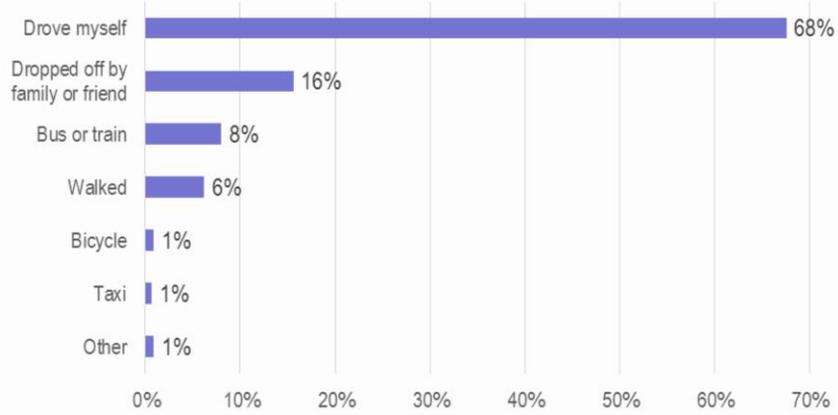
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Transportation to the Clinic:

1.7% "Very difficult," 7.8% "Somewhat", 90.5% "Not at all difficult"



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Wait Time

	Wait time in <u>waiting room</u>		Wait time in <u>exam room</u>	
	Overall %	% who said this was "too long to wait"	Overall %	% who said this was "too long to wait"
5 minutes or less	21.4%	0.7%	55.4%	0.1%
>5 up to 10 minutes	20.3%	0%	20.0%	1.6%
>10 up to 20 minutes	25.8%	5.6%	14.8%	16.5%
>20 up to 30 minutes	13.1%	22.8%	6.2%	35.3%
>30 up to 60 minutes	15.3%	63.6%	3.5%	73.9%
More than 60 minutes	4.2%	81.8%	0.1%	100%

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Health literacy and happiness with contraceptive methods

- Did the medical staff (doctors or nurses) use any words that you did not understand?
 - 2.9% said Yes
 - 5.7% among Spanish language surveys compared to 2.5% among English language surveys
- Are you happy with the birth control method you are leaving with today?
 - 80% Yes
 - 1% No
 - 19% “I’m not leaving with a birth control method today”

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Reasons for unhappiness with method: Plan to switch to IUD/implant (3-4 clients); “I wish I could’ve gotten an IUD today, but I was here for another concern,” “Bleeding too long,” “My method is no longer being stocked,” “Yes and no. Yes because it is effective. No because of my weight gain.”

In the last year, have you felt like you were treated differently than other clients at this clinic?

- 0.9% of clients (15 clients) said Yes
- If yes, please tell us why (check all that apply):
- 6 clients said why:
 - 2 Your racial or ethnic background
 - 2 Your income level
 - 1 Your accent or how you speak English
 - 0 Your disability
 - 0 Your appearance or dress
 - 1 Some other reason

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Other reason was person with a skin rash who wrote in comments that it was proven numerous times to not be contagious but who felt they were treated differently because of it.

Interpersonal Communication

	Strongly Agree	Agree	Dis-agree	Strongly Disagree	Total Agree/Strongly Agree
The front office staff (clerks and receptionists) treated me with dignity and respect	75.7%	23.3%	0.8%	0.3%	98.9%
The medical staff took my questions concerns seriously	81.1%	18.4%	0.3%	0.2%	99.5%
The medical staff at this clinic respect my values	81.5%	18.2%	0.1%	0.2%	99.7%
I trust the medical staff to help me make decisions	79.3%	20.2%	0.3%	0.3%	99.5%
I feel comfortable at this clinic	79.7%	19.7%	0.3%	0.4%	99.4%
I got what I needed at the clinic today	82.1%	17.1%	0.7%	0.2%	99.1%
I would recommend this clinic to friends or family	81.4%	17.5%	0.8%	0.4%	98.9%



Access to Care

Have you been to another clinic for birth control or family planning services in the last two years?	Overall %	Family Planning clinics %	Primary Care clinics %	Rural clinics %	Urban Clinics %
Yes	28.3%	29.3%	23.8%	24.4%	29.2%
No	71.8%	70.7%	76.2%	75.6%	70.8%
Where do you usually go for general health services?					
This clinic	31.6%	23.2%	60.7%	40.4%	27.6%
Emergency Room (ER) or urgent care	9.1%	9.1%	6.8%	7.4%	9.0%
Another clinic or doctor	45.8%	48.5%	20.6%	39.2%	44.3%
Nowhere	13.5%	14.2%	7.1%	9.4%	13.7%

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Preferences for birth control services

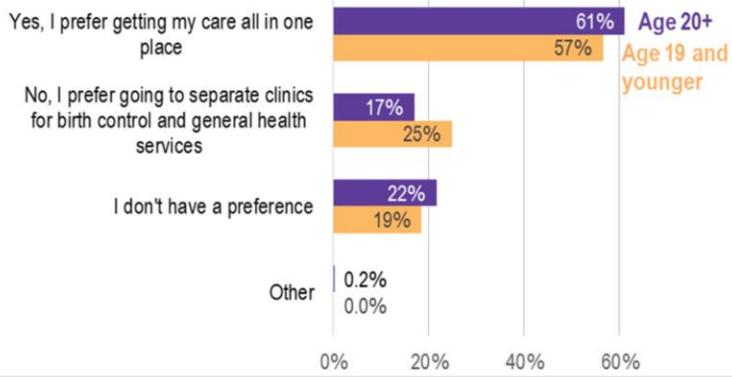
Do you prefer to go to the same clinic for birth control and general health services?	Overall %	Family Planning clinics %	Primary Care clinics %
Yes, I prefer getting my care all in one place	60.4%	56.7%	76.4%
No, I prefer going to separate clinics for birth control and general health services	18.4%	21.3%	5.6%
I don't have a preference	21.1%	21.8%	18.0%
Other (please describe)	1.5%	1.8%	0%

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Client preferences for accessing birth control services, 2015



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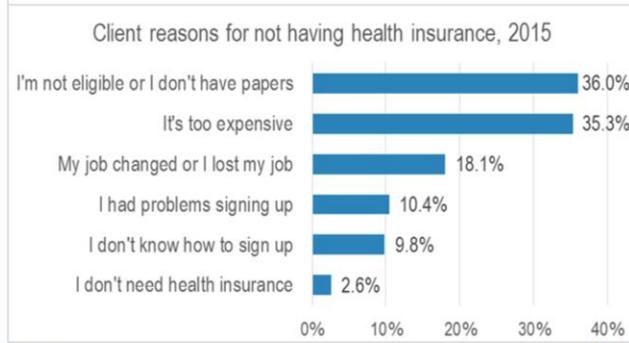
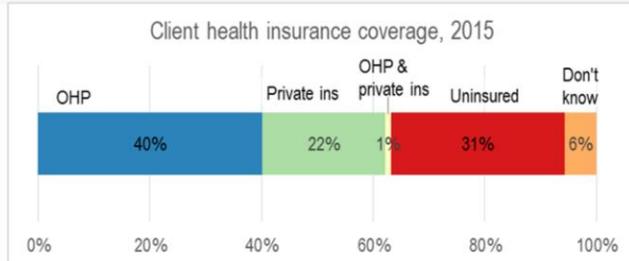


Need for Confidential Services

Have you ever gone to another doctor for care in order to avoid telling your regular doctor about a particular health condition or health need?	Overall %
Yes	11.0%
No, I have never done this	65.8%
No, I do not have a regular doctor	23.2%
Have you ever decided not to get health care because you were concerned that others might find out?	Proportion indicating 'Yes'
Overall, all ages	5.8%
17 and younger	9.0%
18-19	7.3%
20-24	7.6%
25-29	4.5%
30-34	3.4%
35-39	1.9%
40-44	6.1%
45 and older	1.7%

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Health Insurance coverage

Do you have health insurance that covers primary care (non-emergency, general health services)?	% (n)
Yes, OHP (Oregon Health Plan), Medicaid or Medicare	40.1% (574)
Yes, private health insurance	22.1% (321)
Yes, both OHP and private insurance	1.0% (15)
No	31.2% (461)
I don't know	5.7% (83)
If you DON'T have health insurance, why not? Check all that apply.	% (n)
I'm not eligible or I don't have papers	36.0% (165)
It's too expensive	35.3% (163)
My job changed or I lost my job	18.1% (83)
I had problems signing up	10.4% (49)
I don't know how to sign up	9.8% (47)
I don't need health insurance	2.6% (13)

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To encourage responses to such a sensitive question, we added a reminder for clients next to this question that their answers are private and individual answers will not be shared.

Best thing/One thing we can do better

- Best thing about today's visit: STAFF!!! Friendly, help, "got what I needed," questions answered, fast, easy, efficient.
- One thing we can do to make your next visit better:
 - Many clients (about 40%) said "nothing" or "keep doing what you're doing"
 - The only commonly mentioned thing clinics can do better is... wait time
 - Many clients acknowledged that you are busy
 - Some clients said wait times were well communicated, other clients said wait times could be better communicated
 - Other suggestions include: ceiling art in exam rooms, having the front office staff be better informed about ACA, scheduling annual exams and STI testing in the same visit, chocolate/donuts/martinis...

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Thank you to all of the participating clinics!



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Next steps: clinic reports

Ideas for 2017? Different tokens of appreciation? Include smaller clinics?