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Reviewing Patient Satisfaction of LifeCare Alliance Services Provided to the Columbus Community

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Reviewing Patient Satisfaction of LifeCare Alliance Services Provided to the Columbus Community

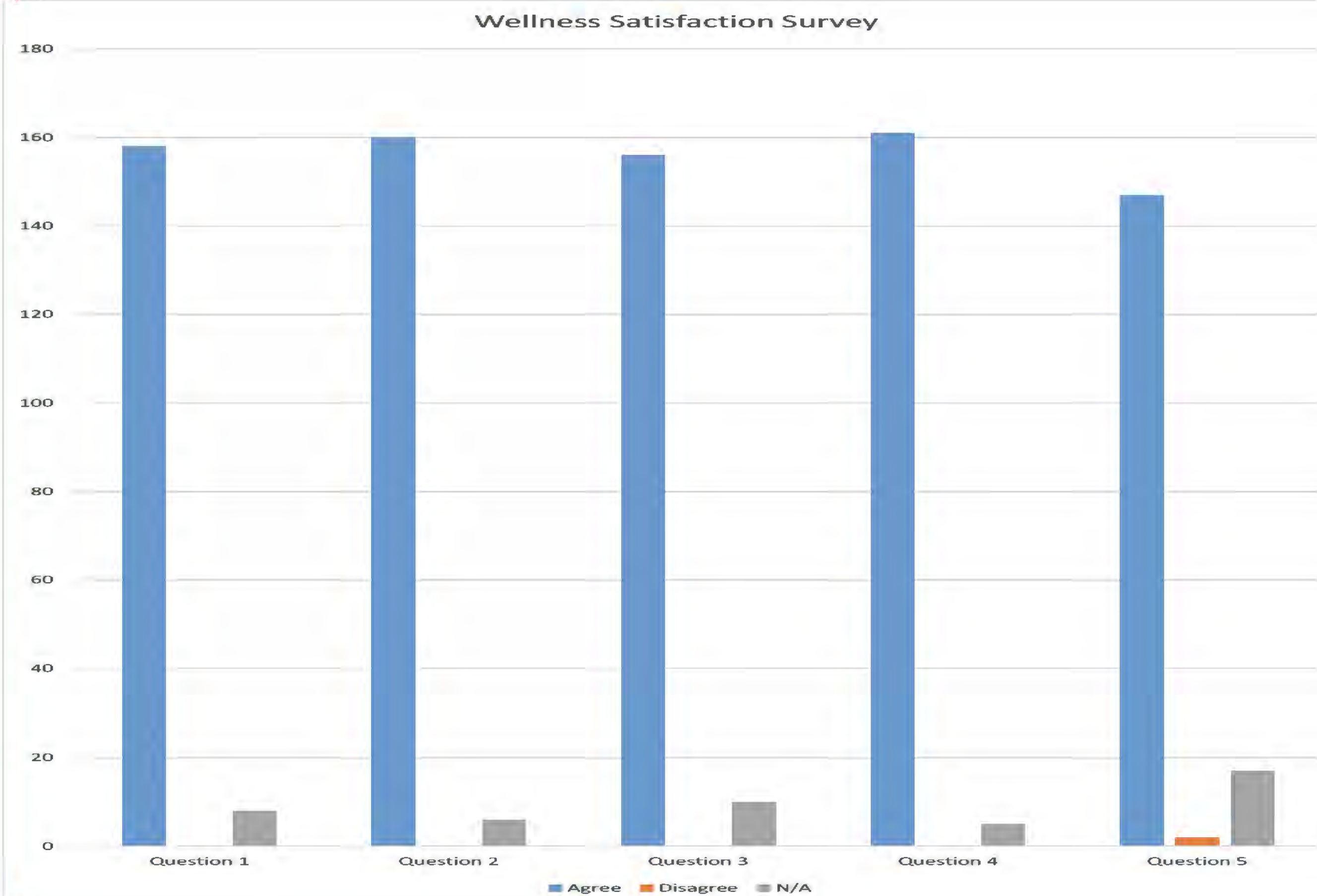
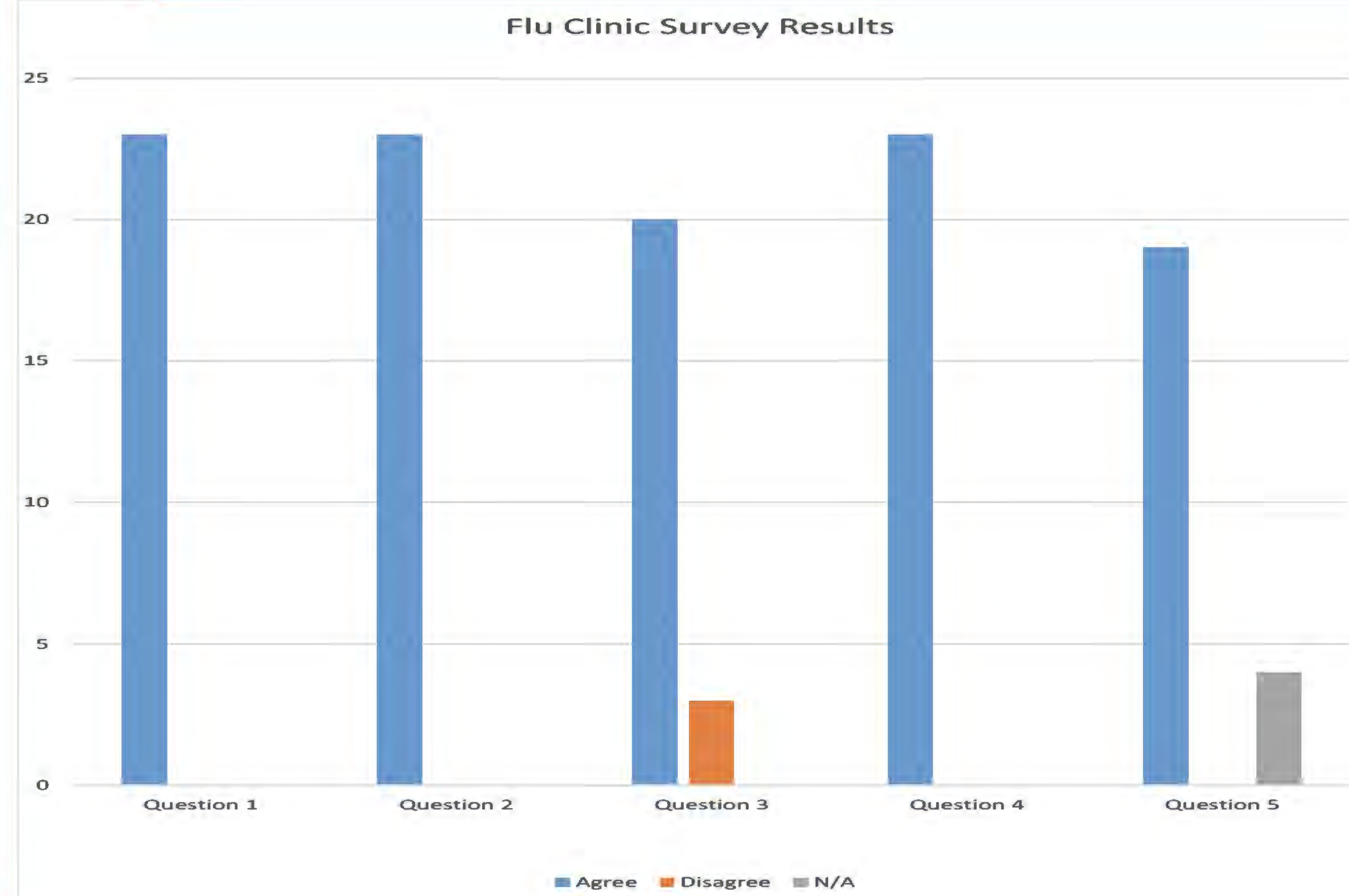
Introduction

- When providing healthcare services to a community, it is vital that feedback is received from patients to analyze strengths and weaknesses.
- Utilizing these analyzations, providers can manage their services in ways that improve patient satisfaction.
- For over 100 years, LifeCare alliance is an organization that has served the Columbus community and each year they send and receive patient satisfaction surveys. During this practicum, it is important to obtain real life knowledge on how this process develops.

Methods

- Two separate patient satisfaction surveys were sent out to LifeCare Alliance's customers.
- Each patient was asked a set of five questions that generalized the encounters as a whole experience.
- One survey is for patients that were seen by nurses for footcare, general wellness and more (1A - PowerPoint).
- One survey was sent to clients who received the flu vaccine (1B - PowerPoint).
- Data was then collected and analyzed using an excel spreadsheet (1C - PowerPoint).

Results



94%



Results

Flu Clinic Survey:

- Question #1: 23/23 Agreed
- Question #2: 23/23 Agreed
- Question #3: 20/23 Agreed
3/20 Disagreed
- Question #4: 23/23/ Agreed
- Question #5: 19/23 Agreed
4 N/A

Wellness Center Satisfaction Survey

- Question #1: 158/166 Agreed
8/166 N/A
- Question #2: 160/166 Agreed
6/166 N/A
- Question #3: 156/166 Agreed
10/166 N/A
- Question #4: 161/166 Agreed
5/166 N/A
- Question #5: 147/166 Agreed
2/166 Disagreed
17/166 N/A

Discussion

- Overall, LifeCare Alliance has a positive impact on the Columbus Community through their services.
- There is more data needed to support these findings.
- Flu clinic survey improvements.
- Outside of this project much more was learned:
 - Creativity
 - Budgeting
 - Conflict Resolution
- Positive experience working in the community and being on the front lines of healthcare.
- Recommended to future MSAH students for a complete healthcare experience.