Patient Satisfaction Assessment Results
First and Second Half Combined
Academic Year 2017

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Please click on one of the thumbnails to view a dashboard below.

To view Response Rate and Response Distribution by site, click on the pie chart to the left.

To view Gap Analysis Values (GAVs) across all Combest sites, click on the green and yellow highlight chart to the left.

To view Gap Analysis Values (GAVs) by each individual site, click on the horizontal bar graph to the left.

To view the most commonly used words taken from submitted Patient Satisfaction comments, click on the word cloud to the left.

Confused about Gap Analysis Values (GAVs) and how they are calculated? Click the red question mark for additional information on Agreement, Importance, and GAVs.
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Response Rates and Distributions by Wellness Center Site

Response Rates Across all Sites

Response Distribution by Site

Please click on any of the sites in the color legend above to view the response rates for each site. To view response distribution by site, simply hover over pieces of the pie chart.
### Patient Satisfaction Assessment Results

**First and Second Half Combined**

**Academic Year 2017**

#### Gap Analysis Values (GAVs) Across all Combest Sites

<table>
<thead>
<tr>
<th></th>
<th>Timely Appointment Gap</th>
<th>Treated with Respect Gap</th>
<th>Seen in Realistic Time Gap</th>
<th>Enough Time with Provider Gap</th>
<th>Provider Explained Care Gap</th>
<th>Able to Care for Self Gap</th>
<th>Overall Satisfaction Gap</th>
</tr>
</thead>
<tbody>
<tr>
<td>Combest Wellness Center</td>
<td>0.2665</td>
<td>0.0782</td>
<td>0.3911</td>
<td>0.1412</td>
<td>0.1517</td>
<td>0.1053</td>
<td>0.1660</td>
</tr>
<tr>
<td>Combest Senior House Calls</td>
<td>0.6735</td>
<td>0.1538</td>
<td>0.3800</td>
<td>0.3077</td>
<td>0.2885</td>
<td>0.2500</td>
<td>0.3359</td>
</tr>
<tr>
<td>Combest Sunrise Canyon</td>
<td>0.1351</td>
<td>-0.0946</td>
<td>0.0000</td>
<td>0.0000</td>
<td>0.0685</td>
<td>0.1081</td>
<td>0.0242</td>
</tr>
<tr>
<td>Combest Abilene</td>
<td>-0.0500</td>
<td>-0.0875</td>
<td>-0.0750</td>
<td>-0.1250</td>
<td>-0.1250</td>
<td>-0.0127</td>
<td>-0.0500</td>
</tr>
<tr>
<td>Combined Patient</td>
<td>0.2362</td>
<td>-0.0156</td>
<td>0.2167</td>
<td>0.0809</td>
<td>0.0966</td>
<td>0.0665</td>
<td>0.1096</td>
</tr>
</tbody>
</table>

#### Clinic Items Gap Analysis Values (GAVs)

- **Combest Wellness Center**
  - Van Arrived on Time: 0.4167
  - Van Explained When Take Home: 0.1739
  - Van Service Helpful: 0.2609

- **Combest Sunrise Canyon**
  - Van Arrived on Time: 0.0221
  - Van Explained When Take Home: 0.0846
  - Van Service Helpful: 0.0184

#### RxPAP Items Gap Analysis Values (GAVs)

- **Combest Wellness Center**
  - RxPAP Answered Questions: 0.1857
  - RxPAP Taught How to Take Meds: 0.1212
  - RxPAP is Helpful: 0.1231

- **Combest Sunrise Canyon**
  - RxPAP Answered Questions: 0.1154
  - RxPAP Taught How to Take Meds: 0.1154
  - RxPAP is Helpful: 0.0417

#### Diabetes Education Gap Analysis Values (GAVs)

- **Combest Wellness Center**
  - Time for Diabetes Questions Answered: 0.0404
  - Learned to Control Diabetes: 0.0000
  - Diabetes Information: 0.04167

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**First and Second Half Combined**

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## Gap Analysis Values (GAVs) from Academic Year 2016 Across all Combest Sites

<table>
<thead>
<tr>
<th>Gap Analysis Value (GAV) Color Legend</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>GREEN:</strong> High Satisfaction; <strong>YELLOW:</strong> Low Satisfaction/Low Dissatisfaction; <strong>RED:</strong> High Dissatisfaction</td>
</tr>
</tbody>
</table>

### Clinic Items Gap Analysis Values (GAVs)

**Academic Year 2016 Comparison Data**

<table>
<thead>
<tr>
<th>Site</th>
<th>Timely Appointment Gap (Comparison Data)</th>
<th>Treated with Respect Gap (Comparison Data)</th>
<th>Seen in Realistic Time Gap (Comparison Data)</th>
<th>Enough Time w/ Provider Gap (Comparison Data)</th>
<th>Provider Explained Care Gap (Comparison Data)</th>
<th>Able to Care for Self Gap (Comparison Data)</th>
<th>Overall Satisfaction Gap (Comparison Data)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Combest Wellness Center</td>
<td>0.3778</td>
<td>0.000</td>
<td>0.000</td>
<td>0.0444</td>
<td>0.0222</td>
<td>0.000</td>
<td>-0.1255</td>
</tr>
<tr>
<td>Combest Senior House Calls</td>
<td>-0.0109</td>
<td>-0.1676</td>
<td>-0.0435</td>
<td>-0.2240</td>
<td>-0.2717</td>
<td>-0.1685</td>
<td>0.0741</td>
</tr>
<tr>
<td>Combest Sunrise Canyon</td>
<td>-0.0492</td>
<td>-0.1613</td>
<td>-0.0645</td>
<td>-0.0645</td>
<td>0.0323</td>
<td>0.1129</td>
<td>0.0175</td>
</tr>
<tr>
<td>Combest Abilene</td>
<td>0.0000</td>
<td>-0.0263</td>
<td>-0.3947</td>
<td>-0.0811</td>
<td>-0.0526</td>
<td>-0.0263</td>
<td>-0.0808</td>
</tr>
<tr>
<td>All Sites Combined</td>
<td>0.0488</td>
<td>-0.0331</td>
<td>-0.0821</td>
<td>-0.1407</td>
<td>-0.1499</td>
<td>-0.0760</td>
<td>-0.0659</td>
</tr>
</tbody>
</table>

### Van Items Gap Analysis Values (GAVs)

**Academic Year 2016 Comparison Data**

<table>
<thead>
<tr>
<th>Van Explained</th>
<th>Van Arrived on Time Gap (Comparison Data)</th>
<th>Van Service Helpful (Comparison Data)</th>
<th>Van Home Gap (Comparison Data)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Combest Wellness Center</td>
<td>-0.3529</td>
<td>-0.4375</td>
<td>-0.7500</td>
</tr>
<tr>
<td>Combest Sunrise Canyon</td>
<td>-0.1667</td>
<td>0.0000</td>
<td>-0.2000</td>
</tr>
</tbody>
</table>

### RxPAP Items Gap Analysis Values (GAVs)

**Academic Year 2016 Comparison Data**

<table>
<thead>
<tr>
<th>RxPAP Answered Questions Gap (Comparison Data)</th>
<th>RxPAP Taught How to Take Meds Gap (Comparison Data)</th>
<th>RxPAP is Helpful Gap (Comparison Data)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Combest Wellness Ce..</td>
<td>-0.0833</td>
<td>-0.0345</td>
</tr>
<tr>
<td>Combest Sunrise Canyon</td>
<td>0.2727</td>
<td>0.1818</td>
</tr>
<tr>
<td>Combest Abilene</td>
<td>-0.0513</td>
<td>-0.0256</td>
</tr>
</tbody>
</table>

### Diabetes Items Gap Analysis Values (GAVs)

**Academic Year 2016 Comparison Data**

<table>
<thead>
<tr>
<th>Enough Time for Diabetes Questions Answered Gap (Comparison Data)</th>
<th>Learned to Control Diabetes Gap (Comparison Data)</th>
<th>Diabetes Information was Helpful Gap (Comparison Data)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Combest Wellness Center</td>
<td>0.1905</td>
<td>-0.0500</td>
</tr>
</tbody>
</table>
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Please select a **Combest Site** from the drop-down menu to view the results below.

**Gap Analysis Values (GAVs) by Combest Site**

- **Combest Wellness Center**

  - Timely Appointment Gap: 0.0782
  - Treated with Respect Gap: 0.2865
  - Seen in Realistic Time Gap: 0.3911
  - Provider Explained Care Gap: 0.1517
  - Enough Time with Provider Gap: 0.1412
  - Able to Care for Self Gap: 0.1053
  - Van Arrived on Time Gap: 0.4167
  - Van Explained When Take H. Gap: 0.1739
  - Van Service Helpful Gap: 0.2609
  - RxPAP Answered Questions Gap: 0.1857
  - RxPAP Taught How to Take Gap: 0.1212
  - RxPAP is Helpful Gap: 0.1231
  - Time for Diabetes Questions Gap: 0.0400
  - Learned to Control Diabetes Gap: 0.0000
  - Diabetes Information was Helpful Gap: 0.0417
  - Overall Satisfaction Gap: 0.1660

**Gap Analysis Value (GAV) Color Legend**

- **GREEN**: High Satisfaction
- **YELLOW**: Low Satisfaction/Low Dissatisfaction
- **RED**: High Dissatisfaction

**Special Note**: Because not every Combest Wellness Site offers the same additional services, some of the services (Van, RxPAP, Diabetes Education) may not display a value.

Click the Home Button to return to the Table of Contents.

Click the Green Arrow to view the next dashboard.

Click the Red Arrow to return to the previous dashboard.

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Please select a **Combest Site** from the drop-down menu to view results from the previous Academic Year below.

**Gap Analysis Values (GAVs) by Combest Site**
**Academic Year 2016 Comparison Data**

- Timely Appointment Gap (Comparison Data)
- Treated with Respect Gap (Comparison Data)
- Seen in Realistic Time Gap (Comparison Data)
- Enough Time w/ Provider Gap (Comparison Data)
- Provider Explained Care Gap (Comparison Data)
- Able to Care for Self Gap (Comparison Data)
- Van Arrived on Time Gap (Comparison Data)
- Van Explained When Take Home Gap (Comparison Data)
- Van Service Helpful Gap (Comparison Data)
- RxPAP Answered Questions Gap (Comparison Data)
- RxPAP Taught How to Take Meds Gap (Comparison Data)
- RxPAP is Helpful Gap (Comparison Data)
- Enough Time for Diabetes Questions A.
- Learned to Control Diabetes Gap (Comparison Data)
- Diabetes Information was Helpful Gap (Comparison Data)
- Overall Satisfaction Gap (Comparison Data)

**Gap Analysis Value (GAV) Color Legend**
- **GREEN**: High Satisfaction
- **YELLOW**: Low Satisfaction/Low Dissatisfaction
- **RED**: High Dissatisfaction

**Special Note:**
Because not every Combest Wellness Site offers the same additional services, some of the services (Van, RxPAP, Diabetes Education) may not display a value.
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Patient Comment Word Cloud
Frequently Used Words Taken from Patient Comments

This word cloud was generated from Patient Satisfaction comments based on the frequency of each word used. Less useful auxiliary words (e.g., and, any, there, to, etc.) have been left out of the word cloud analysis.

Hovering over each individual word allows you to view how often the word was found within submitted patient comments.

Words with different tenses (e.g., explain, explains, explained, explaining) are considered multiple instances of one word. Therefore, if the word “explained” was used three times, and the word “explains” was used two times, then it is considered that some form of the word “explain” was used five times.
In the Texas Tech University Health Sciences Center School of Nursing (TTUHSC SON), Gap Analysis Values (GAVs) greater than 0.75 (or values farthest from the ideal Target Value of zero when no Gap Analysis Values exceed the 0.75 level) are used to clearly identify areas for improvement.

When conducting Gap Analysis, patients are asked to assess both degree of agreement and degree of importance for each tool item. The degree of agreement rating provides information about current SON performance, i.e., “where we are” for each tool item. The degree of importance rating provides information about how the SON should be striving to perform on each tool item, i.e., “where we need/want to be.” The Agreement Mean is then subtracted from the Importance Mean for each tool item. Then, the “difference” between agreement values and importance values is the “GAP” we need to fill to get to “where we want to be.”

<table>
<thead>
<tr>
<th>Gap Analysis Value (GAV)</th>
<th>Interpretation</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;0.0000</td>
<td>Exceeded Expectations</td>
</tr>
<tr>
<td>0.0000</td>
<td>Complete Satisfaction</td>
</tr>
<tr>
<td>0.0001-0.1500</td>
<td>High Satisfaction</td>
</tr>
<tr>
<td>0.1501-0.3000</td>
<td>Moderately High Satisfaction</td>
</tr>
<tr>
<td>0.3001-0.4500</td>
<td>Moderate Satisfaction</td>
</tr>
<tr>
<td>0.4501-0.6000</td>
<td>Moderately Low Satisfaction</td>
</tr>
<tr>
<td>0.6001-0.7500</td>
<td>Low Satisfaction</td>
</tr>
<tr>
<td>0.7501-0.9000</td>
<td>Low Dissatisfaction</td>
</tr>
<tr>
<td>0.9001-1.0500</td>
<td>Moderately Low Dissatisfaction</td>
</tr>
<tr>
<td>1.0501-1.2000</td>
<td>Moderate Dissatisfaction</td>
</tr>
<tr>
<td>1.2001-1.3500</td>
<td>Moderately High Dissatisfaction</td>
</tr>
<tr>
<td>1.3501-1.5000</td>
<td>High Dissatisfaction</td>
</tr>
<tr>
<td>&gt;1.5000</td>
<td>Exceeds 1.50 Gap Limit for High Dissatisfaction</td>
</tr>
</tbody>
</table>