

UNIVERSITY OF TEXAS
SOUTHWESTERN MEDICAL CENTER AT DALLAS
Compact With Texans
2006

The University of Texas Southwestern Medical Center at Dallas is committed to pursuing high standards of achievement in instruction, research, and clinical activities. Since its inception in 1943, UT Southwestern has evolved as one of the leading biomedical institutions in the country and its programs are designed and implemented with the intent to sustain this progress in the future.

Our goals and objectives are:

- Educate health professionals whose lifelong career objectives will be to provide the best possible care and to seek information fundamental to the treatment and prevention of disease. The commitment to new graduates is that they will be well prepared and very competitive for seeking licensure, residency appointments, practice opportunities, and employment.
- Deliver quality medical care, maintain the highest ethical standards, advance the scientific basis of medical practice, and demonstrate concern and compassion for all people.
- Conduct research that bridges the traditional lines between basic and clinical research, and narrows the gap between research discoveries and advances in providing patient care.
- Deliver community service primarily through patient care, yet play a wider role through sharing expertise with schools and civic groups, act as a major economic development and stable employment factor, and contribute to the community's cultural diversity and lifestyle.

Our core values that provide the fundamental foundation for our commitment to customer service principles are:

- Service: Provide the highest quality educational opportunities for students and to serve the communities' health care needs with quality services.
- Diversity: Educate and employ a health care work force whose diversity mirrors the population we serve.
- Innovation: Continue the growth in clinical applications research in order to bring research discoveries toward advancements in providing patient care.
- Community: Provide updated health care practitioner skills and knowledge to meet evolving needs and to maximize opportunities for historically underutilized businesses.
- Education: Provide life-long learning for students and the health care community.

Every action of The University of Texas Southwestern Medical Center at Dallas is designed, managed, and evaluated to move the University to becoming the premier public academic health university in the nation, and to providing customer service and assurance to the public for their investment and confidence. Additional information regarding UT Southwestern, our mission, services, policies and procedures can be located on our website at <http://www.utsouthwestern.edu>.

Contact us for your questions and concerns at: Questions and concerns regarding UT Southwestern's Compact With Texans may be addressed to UT Southwestern's Customer Relations Representative: James Drake, by telephone, by e-mail, or in writing. Phone: (214) 648-8749. Fax: (214) 648-4891. E-mail: james.drake@utsouthwestern.edu. All inquiries will be promptly acknowledged.

Address: The University of Texas Southwestern Medical Center 5323 Harry Hines Blvd., Dallas, Texas, 75390-9012

The University of Texas Southwestern Medical Center at Dallas
Customer Satisfaction Assessment
Inventory of Customers and Measures

GOAL A: Provide Instruction/Operations

STRATEGY	CUSTOMER	MEASURE	DESCRIPTION	CONTACT
Medical Education	Medical Students	Graduating Student Satisfaction	The Association of American Medical Colleges (AAMC) annual Medical School Graduation Questionnaire captures demographic information, match information, curriculum content, and faculty assessment. The AAMC provides a benchmark report to each institution.	J. Wesley Norred J. Wesley Norred

Goal B: Provide Research Support

Research Enhancement	Funding Agencies	Research Awards received from funding agencies	Total research award amounts by fiscal year from: <ul style="list-style-type: none"> • Government Agencies (federal & non-federal) • Corporate organizations • Non-profit organizations 	Dr. Perrie Adams
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Goal C: Provide Infrastructure Support

E & G Space Support	Patients	Patient Satisfaction with outpatient clinic amenities and hospitals	Amenity related items from Patient Satisfaction Survey such as: <ul style="list-style-type: none"> • Comfort & cleanliness of facility • Convenience of parking • Telephone system 	<i>Ambulatory</i> Stacey Rychtyk <i>Inpatient</i> Dr. Peggy Bailey
	Students	Student Satisfaction with campus amenities	Comparable items as above from the annual student survey	J. Wesley Norred
	Community Physicians	Physician satisfaction with Continuing Education Programs offered	Exit surveys for each program offered	Sterling Hunking

Goal D: Provide Special Item Support

Science Teacher Access to Resources (STARS)	High school and middle school teachers and students	Teacher satisfaction with programs offered	Exit surveys for each program offered	Dr. Joel Goodman
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LEVELS OF CUSTOMER-DETERMINED SERVICE QUALITY:

Patients:

*Ambulatory Care**

	Percentage Satisfied	Percentage Not-Satisfied
Overall Satisfaction	98.5%	1.5%
Ease of scheduling appointments	97.2%	2.8%
Courtesy of person scheduling appointment	99.1%	0.9%
Our helpfulness on the telephone	97.8%	2.2%
Speed of registration process	99.4%	0.6%
Courtesy of registration staff	99.3%	0.7%
Waiting area comfort/pleasantness	99.0%	1.0%
Friendliness/courtesy of nurse/asst.	99.1%	0.9%
Concern of nurse for problem	98.7%	1.3%
Friendliness of care provider	99.1%	0.9%
Care provider explanations of problem	98.5%	1.5%
Care provider concern for questions/worries	98.4%	1.6%
Care provider efforts to include in decisions	98.5%	1.5%
Care provider spoke using clear language	99.4%	0.6%
Patient's confidence in care provider	98.5%	1.5%
Likelihood of recommending care provider	97.7%	2.3%
Our concern for patient's privacy	99.4%	0.6%
Care received during visit	98.7%	1.3%
Likelihood of recommending practice	98.3%	1.7%
Total Number of Respondents	2,500	

Inpatient:

*University Hospitals – St. Paul**

	Percentage Satisfied	Percentage Not-Satisfied
Overall	95.0%	5.0%
Admissions	95.2%	4.8%
Room	94.8%	5.2%
Meals	91.8%	8.2%
Nurses	94.4%	5.6%
Tests & Treatments	95.4%	4.6%
Visitor & Family	96.9%	3.1%
Physician	98.0%	2.0%
Discharge	93.0%	7.0%
Personal Issues	94.6%	5.4%
Total Number of Respondents	356	

Inpatient:*University Hospitals – Zale Lipshy**

	Percentage Satisfied	Percentage Not-Satisfied
Overall	97.7%	2.3%
Admissions	98.3%	1.7%
Room	98.2%	1.8%
Meals	96.3%	3.7%
Nurses	97.7%	2.3%
Tests & Treatments	97.7%	2.3%
Visitor & Family	98.7%	1.3%
Physician	98.0%	2.0%
Discharge	96.3%	3.7%
Personal Issues	97.4%	2.6%

Total Number of Respondents 285

* Survey utilizes a five-point scale and for this report, and we have defined "very poor" and "poor" as "not satisfied" and the responses "fair" "good" and "very good" as "satisfied."

Medical Students:

From 2004 AAMC Survey of Graduating Students on the question of “Overall I am satisfied with the quality of my medical education.” **97.6%** either agreed or strongly agreed with the statement.

ANALYSIS OF FINDINGS FROM CUSTOMER SATISFACTION ASSESSMENT:

Patient Surveys:

Ambulatory

The tool for obtaining patient satisfaction was changed during 2005 which does not allow for comparisons to previous scores. Press Ganey is the new tool for Patient Satisfaction which allows the capacity to benchmark against other medical practices and academic institutions. Overall patient satisfaction is excellent with over 98% of all patients recommending the practice to others. Efforts have focused on the registration and telephone practices during 2005. We implemented a new registration and scheduling system that which impacted patient satisfaction during installation.

Inpatient

Patient satisfaction at the UT Southwestern University Hospitals is being measured for the first time by post- discharge surveys, through Press Ganey. Both hospitals show good overall patient satisfaction and the Zale Lipshy site ranks in the top 1% nationally. The Hospitals are particularly concerned about nursing responsiveness to patients and about managing patient discharge in an efficient, patient-centered way.

Medical Student Survey:

UT Southwestern did very well in 2004 AAMC Survey with only .06 disagreeing with the statement: "Overall I am satisfied with the quality of my medical education."

CUSTOMER-RELATED PERFORMANCE MEASURES:

Outcome Measures: *Ambulatory*

Percentage of Survey Customer Respondents Expressing Overall Satisfaction with Services Rendered	98.5%
Percentage of Surveyed Customer Respondents Expressing Dissatisfaction with services Rendered	1.5%

Inpatient :University Hospitals – St. Paul

Percentage of Survey Customer Respondents Expressing Satisfaction with Services Rendered	95%
Percentage of Surveyed Customer Respondents Expressing Dissatisfaction with services Rendered	5%

Inpatient :University Hospitals – Zale Lipshy

Percentage of Survey Customer Respondents Expressing Satisfaction with Services Rendered	97.7%
Percentage of Surveyed Customer Respondents Expressing Dissatisfaction with services Rendered	2.3%