

UNIVERSITY OF TEXAS  
SOUTHWESTERN MEDICAL CENTER AT DALLAS  
**Compact With Texans**  
*2010*

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](mailto: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

**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"> <li>• Government Agencies (federal &amp; non-federal)</li> <li>• Corporate organizations</li> <li>• Non-profit organizations</li> </ul>	Dr. Suzanne Rivera
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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"> <li>• Comfort &amp; cleanliness of facility</li> <li>• Convenience of parking</li> <li>• Telephone system</li> </ul>	<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	99.0%	1.0%
Ease of scheduling appointments	97.6%	1.9%
Courtesy of person scheduling appointment	99.9%	0.1%
Our helpfulness on the telephone	99.0%	1.0%
Speed of registration process	99.3%	0.7%
Courtesy of registration staff	99.4%	0.6%
Waiting area comfort/pleasantness	99.2%	0.8%
Friendliness/courtesy of nurse/asst.	99.6%	0.4%
Concern of nurse for problem	99.4%	0.6%
Friendliness of care provider	99.3%	0.7%
Care provider explanations of problem	98.9%	1.1%
Care provider concern for questions/worries	98.2%	1.8%
Care provider efforts to include in decisions	98.6%	1.4%
Care provider spoke using clear language	99.4%	0.6%
Patient's confidence in care provider	99.0%	1.0%
Likelihood of recommending care provider	97.9%	2.1%
Our concern for patient's privacy	99.9%	0.1%
Care received during visit	98.9%	1.1%
Likelihood of recommending practice	98.3%	1.7%

Total Number of Respondents 807

**Inpatient:**

*University Hospitals – St. Paul\**

	Percentage Satisfied	Percentage Not-Satisfied
Overall	96.3%	3.6%
Admissions	97.1%	2.8%
Room	96.7%	3.4%
Meals	97.7%	2.3%
Nurses	95.6%	4.4%
Tests & Treatments	97.0%	3.1%
Visitors & Family	95.6%	4.4%
Physician	97.2%	2.8%
Discharge	94.3%	5.8%
Personal Issues	96.4%	3.6%
Overall Assessment	95.8%	4.2%

Total Number of Respondents 263

**Inpatient:**

*University Hospitals – Zale Lipshy\**

	Percentage Satisfied	Percentage Not-Satisfied
Overall	97.5%	2.5%
Admissions	98.2%	1.7%
Room	96.9%	3.1%
Meals	97.3%	2.7%
Nurses	98.0%	2.0%
Tests & Treatments	98.8%	1.2%
Visitors & Family	98.7%	1.3%
Physician	97.3%	2.8%
Discharge	96.9%	3.1%
Personal Issues	97.2%	2.9%
Overall Assessment	96.3%	3.7%
Total Number of Respondents	244	

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

**Medical Students:**

From the 2009 AAMC Survey of Graduating Students on the question of “Overall I am satisfied with the quality of my medical education.” 85.2% either agreed or strongly agreed with the statement.

## **ANALYSIS OF FINDINGS FROM CUSTOMER SATISFACTION ASSESSMENT:**

### **Patient Surveys:**

#### *Ambulatory*

Overall patient satisfaction has remained consistently high since the last report in 2008. Efforts have continued in employee customer service training.

#### *Inpatient*

Patient satisfaction at UT Southwestern University Hospital and UT Southwestern University Hospital - Zale Lipshy is measured by post-discharge surveys through Press Ganey. UT Southwestern Zale Lipshy continues to rank in the top 1% nationally. During 2009, the Hospitals implemented "room service" for meals, which has been a key improvement. The Hospitals are currently concerned with nursing responsiveness to patients and managing patient discharge in an efficient, patient-centered manner.

### **Medical Student Survey:**

UT Southwestern did well in the 2009 AAMC Survey with 0% strongly disagreeing with the statement: "Overall I am satisfied with the quality of my medical education." The All Schools average was 1.5%.

**CUSTOMER-RELATED PERFORMANCE MEASURES:**

**Outcome Measures: *Ambulatory***

Percentage of Survey Customer Respondents Expressing Overall Satisfaction with Services Rendered	99.0%
Percentage of Surveyed Customer Respondents Expressing Dissatisfaction with services Rendered	1.0%

***Inpatient: University Hospitals – St. Paul***

Percentage of Survey Customer Respondents Expressing Satisfaction with Services Rendered	96.0%
Percentage of Surveyed Customer Respondents Expressing Dissatisfaction with services Rendered	4.0%

***Inpatient: University Hospitals – Zale Lipshy***

Percentage of Survey Customer Respondents Expressing Satisfaction with Services Rendered	98.0%
Percentage of Surveyed Customer Respondents Expressing Dissatisfaction with services Rendered	2.0%