



Learning Through the Health Service Experience

ASSESSMENT STRATEGY

In 2013 – 2014, the Health Service revised the quarterly satisfaction survey (i.e. now the Patient Satisfaction and Learning Inventory) sent to all students who received healthcare services for random patient visits at the Health Service, to include several questions about learning. These questions are linked to the Health Service department learning outcomes.

The data and particularly the comments of the student responses to the open ended questions about what was learned at their recent patient visit, provided substantive feedback useful to the staff of the Health Service to improve the quality of patient interactions, and the overall continuity and delivery of healthcare services provided to students. The Patient Satisfaction and Learning Inventory is a key component in the quality management plan of Health Service in meeting the accreditation standards for quality of care set by the Accreditation Association for Ambulatory Health Care.

Students who participated in the Patient Satisfaction and Learning Inventory were invited to complete a web-based survey that collected both quantitative and qualitative data sent within one business day after their patient visit at the Health Service.

TEACHING STRATEGY

There are a variety of learning opportunities related to health, wellness, and healthcare consumerism for a student in the different points on the timeline of a patient visit at the Health Service. The comments presented here represent a sampling of patient engagement interactions that represent learning opportunities for students.

Thinking broadly, what did you learn about yourself, your relationships with others, or your community that is directly related to your recent visit to the Health Service?

"I know when there's something wrong with me, and I should listen to others when they tell me to go to NUHS."

"I learned that going to the doctor on a regular basis will keep me healthier and I have a deeper knowledge of my body and what I should or shouldn't be doing as an athlete."

"The University offers cheap medication options and is very helpful to the student population."

"I learned to be able to share everything I need to with the health care professionals."

"I love the services at the University. I will miss this when I graduate. Doctor offices outside the University are not this efficient."

"The Health Service is a valuable resource that I, and others, should take advantage of."

At your most recent visit at the Health Service please comment on what you may have learned about managing and making informed decisions about your personal healthcare and wellness?

"Antibiotics aren't always the 'go to' treatment."

"I was able to go in with knowledge based on previous visits."

"I learned to take proper medication."

"I need to ask doctors questions because they will often not know to explain everything to me."

"I may have learned what to put in a home first aid site / medicine cabinet."

"It is important to consult a professional when making important decisions about treatment."

As you consider this patient visit and any past utilization of the Health Service, what life skills have you learned related to becoming a better educated and effective consumer of healthcare services (i.e. related to appointment scheduling, using health insurance, payment for services, or access to healthcare services)?

"Access to healthcare services is really convenient and useful."

"I have learned how to fulfill prescriptions and use health insurance."

"I spoke to the representative of my health insurance for the first time."

"I have learned that health insurance and prescription insurance are different things and on different cards for me."

"Oh, I will take FULL advantage of having health insurance and not go back to being the guy that ONLY goes to the hospital when it feels like I'm dying and remain the guy that goes just for check ups and to make sure preventive treatment is maintained. I will now be proactive instead of reactive."

"Take all my meds through the course of treatment."

"Persistence, advocating for myself, and becoming informed on medical issues I encounter (or may encounter)."