

UNIVERSITY OF TEXAS
SOUTHWESTERN MEDICAL CENTER
Compact With Texans
2014

The University of Texas Southwestern Medical Center 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.
- Continue to advance The University of Texas Southwestern Medical Center as a workplace destination.

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 designed, managed, and evaluated to continue advancing the University as a 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
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"> • Government Agencies (federal & non-federal) • Corporate organizations • Non-profit organizations 	Dr. David Russell
----------------------	------------------	--	--	-------------------

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 Clark <i>Inpatient</i> Vandana Pathak
	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	Anne Perch

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
---	---	--	---------------------------------------	------------------

LEVELS OF CUSTOMER-DETERMINED SERVICE QUALITY:

Patients:

*Ambulatory Care**

	Percentage Satisfied	Percentage Not-Satisfied
Overall Satisfaction	98.7	1.2
Ease of getting clinic on phone	98.4	1.6
Our promptness in returning calls	98.2	1.9
Convenience of our office hours	99.3	0.8
Ease of scheduling appointments	98.4	1.6
Courtesy of registration staff	99.3	0.7
Information about delays	95.8	4.2
Wait time at clinic	96.9	3.1
Friendliness/courtesy of nurse/asst	99.7	0.3
Concern of nurse/asst for problem	99.4	0.6
Friendliness/courtesy of care provider	99.4	0.6
Care provider explanations of prob/condition	98.9	1.1
Care provider concern for questions/worries	98.7	1.2
Care provider efforts to include in decisions	98.8	1.2
Care provider information about medications	98.9	1.1
Care provider instructions for follow-up Care	98.9	1.2
Care provider spoke using clear language	99.3	0.6
Time care provider spent with patient	98.9	1.0
Patients' confidence in care provider	98.7	1.3
Likelihood of recommending care provider	98.2	1.7
How well staff protect safety	99.5	0.5
Our sensitivity to patients' needs	99.1	1.0
Our concern for patients' privacy	99.6	0.4
Cleanliness of our practice	99.8	0.2
Staff worked together	99.3	0.7
Likelihood of recommending practice	98.9	1.2
Courtesy and efficiency valet staff	97.1	2.8

Total Number of Respondents 9631

Inpatient:*University Hospitals – St. Paul**

	Percentage Satisfied	Percentage Not-Satisfied
Overall	97.3	2.7
Admission	96.3	3.7
Room	95.6	4.4
Meals	97.3	2.7
Nurses	98.1	1.9
Tests & Treatments	97.9	2.1
Visitors & Family	97.6	2.3
Physician	98.1	1.9
Discharge	95.9	4.2
Personal Issues	97.3	2.7
Overall Assessment	97.2	2.8

Total Number of Respondents: 307

Inpatient:*University Hospitals – Zale Lipshy**

	Percentage Satisfied	Percentage Not-Satisfied
Overall	98.7	1.3
Admission	99.5	0.5
Room	98.4	1.6
Meals	98.7	1.3
Nurses	98.7	1.3
Tests & Treatments	98.9	1.1
Visitors & Family	99.0	1.0
Physician	99.4	0.6
Discharge	97.2	2.8
Personal Issues	98.5	1.5
Overall Assessment	99.1	0.9

Total Number of Respondents: 255

* 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 2013 AAMC Survey of Graduating Students on the question of “Overall I am satisfied with the quality of my medical education.” 90.5% either agreed or strongly agreed with the statement.

ANALYSIS OF FINDINGS FROM CUSTOMER SATISFACTION ASSESSMENT:

Patient Surveys:

Ambulatory

Patient satisfaction with UT Southwestern Ambulatory clinics remains high as evidenced by the data above. In the last quarter of 2013, our institution had a greater percentage of “Very Good” responses compared to our peer groups. As expected, wait times and delays represent our greatest areas for improvement and continue to be areas of focus.

Inpatient

Patient satisfaction at UT Southwestern University Hospital – St. Paul 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. Overall, both facilities continue to diligently work at maintaining and sustaining these rankings.

Medical Student Survey:

UT Southwestern overall did well in overall student satisfaction in the 2013 AAMC Survey as summarized with the statement: “Overall I am satisfied with the quality of my medical education.” Over 90% of UT Southwestern’s graduates answered either strongly agree or agree that they were satisfied overall with their educational experience. Over 56% of students from UT Southwestern strongly agreed with that statement as compared to 41.6% from all U.S. medical schools. Overall satisfaction with student support services was also high.

CUSTOMER-RELATED PERFORMANCE MEASURES:

Outcome Measures: *Ambulatory*

Percentage of Survey Customer Respondents Expressing Overall Satisfaction with Services Rendered	98.7%
Percentage of Surveyed Customer Respondents Expressing Dissatisfaction with services Rendered	1.2%

Inpatient: University Hospitals – St. Paul

Percentage of Survey Customer Respondents Expressing Satisfaction with Services Rendered	97.5%
Percentage of Surveyed Customer Respondents Expressing Dissatisfaction with services Rendered	2.5%

Inpatient: University Hospitals – Zale Lipshy

Percentage of Survey Customer Respondents Expressing Satisfaction with Services Rendered	98.3%
Percentage of Surveyed Customer Respondents Expressing Dissatisfaction with services Rendered	1.7%