

## What Our Clients Say About Parkside: Satisfaction Survey

Parkside's mission is to provide outstanding mental health and support services. In order to meet this mission, we survey our inpatient customers at the time of discharge and our outpatient customers twice a year and use those survey results to educate our staff and improve services. We ask clients to share their experiences with Parkside services, people and food pantry- both positive and negative.

We surveyed people who discharging inpatient care in June if they had received inpatient care at other facilities and how many preferred Parkside. The results are very complimentary.

- 96% of the Adults preferred Parkside inpatient to other facilities where they had been
- 82.6% of the Adolescent Acute treatment patient preferred Parkside to other facilities
- 100% of the Adolescent Residential patients preferred Parkside to other facilities
- 100% of the Children's Residential patients preferred Parkside to other facilities

We also surveyed our outpatient customers. In June 2017, we had 204 clients complete the outpatient survey. Overall, 96% of our outpatients say they would recommend Parkside to others and 97% also say they are pleased overall with their experience.

The lowest score was 83% regarding the experience in dealing with business office employees regarding their bill for services. We evaluate each score from the experience questions and formulate an action plan to improve the customer experience. Employee courtesy and customer service are top priorities. Parkside is committed to improving this rating.

We do not change or "sugar coat" the responses we receive. They are recorded word for word and the Parkside team uses them to improve services and reinforce positives. Many positive comments were received. Some of the many comments:

*"Was pleased with the service and knowledge from inpatient during emergency situation."*

*"Parkside helped my mother years ago when she tried committing suicide. They saved her Later, they helped me get stabilized on bipolar meds. I am beyond grateful for Parkside's excellent level of care Than all of you for all you do to help us stay on the sunny side."*

*"I will make this short. I'm still alive thanks to Parkside."*

*"My therapist is the best I ever had."*

*"Parkside is what has given strength for the progress I've made."*

*"I have received great care from everyone. I feel love, compassion, understanding of my special circumstances. Almost everyone meets me w/a smile that uplifts my heart! Great listeners and I feel a positive attitude which is very important to me!!"*

*"Food pantry is great."*

*"I am pleased with all things at Parkside."*

Of course, along with good comments, we also hear about areas we need to work on. Here are a couple of the comments which will help us improve your experience at Parkside:

*“No complaints. Very pleased with current assistance. I’m not happy about changing therapist because of Medicare”*

*“met with office and they could not explain the errors (co-pays) and never contacted us after that meeting.”*

*“I always have to wait around a long time for my refills to be approved.”*

*“it’s rather hard to get appointments quickly. More staff?”*

Thank you to all who filled out the survey. We will take your feedback, good and bad, and share it with our whole team. Each department is responsible for taking action to improve our services. Rest assured you are helping make Parkside a better clinic and hospital.

[More information on following pages](#)

**PARKSIDE, INC. OUTPATIENT DEPARTMENT  
SATISFACTION SURVEY TOTALS  
DEMOGRAPHIC COMPARISONS  
June, 2017**

<i>Month/Year</i>	<b>June, 2017</b>	<b>December, 2016</b>	<b>June, 2016</b>	<b>December, 2015</b>
<i>Age</i>				
<b>6-10</b>	<b>3.4%</b>	<b>2.4%</b>	<b>3%</b>	<b>1%</b>
<b>11-17</b>	<b>20.1%</b>	<b>14%</b>	<b>14%</b>	<b>7%</b>
<b>18-29</b>	<b>7.4%</b>	<b>14.5%</b>	<b>13%</b>	<b>14%</b>
<b>30-39</b>	<b>13.2%</b>	<b>13.1%</b>	<b>12%</b>	<b>14%</b>
<b>40-49</b>	<b>13.7%</b>	<b>14%</b>	<b>15.5%</b>	<b>9%</b>
<b>50-59</b>	<b>23.0%</b>	<b>25%</b>	<b>22.5%</b>	<b>23%</b>
<b>&gt;60</b>	<b>19.2%</b>	<b>17%</b>	<b>20%</b>	<b>33%</b>
<i>Gender</i>				
<b>Male</b>	<b>33.82%</b>	<b>34%</b>	<b>33%</b>	<b>33%</b>
<b>Female</b>	<b>63.73%</b>	<b>66%</b>	<b>67%</b>	<b>67%</b>
<i>Income Level</i>				
<b>&lt;10K</b>	<b>33.3%</b>	<b>43.5%</b>	<b>45%</b>	<b>55%</b>
<b>10K-19,999</b>	<b>16.2%</b>	<b>13.5%</b>	<b>18%</b>	<b>11%</b>
<b>20K-29,999</b>	<b>7.4%</b>	<b>10.5%</b>	<b>9.5%</b>	<b>6%</b>
<b>30K-39,999</b>	<b>8.3%</b>	<b>9%</b>	<b>5.5%</b>	<b>9%</b>
<b>40K-49,999</b>	<b>11.3%</b>	<b>5.5%</b>	<b>4.5%</b>	<b>4%</b>
<b>50K-Higher</b>	<b>18.6%</b>	<b>18%</b>	<b>17.5%</b>	<b>15%</b>
<i>Ethnic Background</i>				
<b>Caucasian</b>	<b>71.0%</b>	<b>72.3%</b>	<b>68%</b>	<b>64%</b>
<b>African America</b>	<b>11.2%</b>	<b>18.4%</b>	<b>21%</b>	<b>15%</b>
<b>Native American</b>	<b>11.7%</b>	<b>6.8%</b>	<b>7%</b>	<b>15%</b>
<b>Hispanic or Spanish speaking</b>	<b>4.3%</b>	<b>2%</b>	<b>3%</b>	<b>2%</b>
<b>Asian</b>	<b>1.0%</b>	<b>.5%</b>	<b>.5%</b>	<b>0%</b>
<b>Other</b>	<b>1.0%</b>	<b>0%</b>	<b>.5%</b>	<b>5%</b>
<i>Parkside Patient</i>	<b>2</b>			
<b>1 month or less</b>	<b>3.0%</b>	<b>8.7%</b>	<b>5%</b>	<b>6%</b>
<b>1 to 3 months</b>	<b>12.9%</b>	<b>7.3%</b>	<b>6.5%</b>	<b>11%</b>
<b>3 to 6 months</b>	<b>12.3%</b>	<b>11.2%</b>	<b>10.5%</b>	<b>8%</b>
<b>6 months to 1 year</b>	<b>12.9%</b>	<b>17%</b>	<b>17.5%</b>	<b>14%</b>
<b>More than 1 year</b>	<b>58.9%</b>	<b>55.8%</b>	<b>60.5%</b>	<b>60%</b>

## OUTPATIENT SATISFACTION SURVEY RESULTS

### June, 2017

Month/Year Administered/Number Completed	June 2017	Dec 2016	June 2016	Dec 2015
204 surveys for June, 2017				
206 surveys for Dec, 2016				
200 surveys for June 2016				
96 surveys for Dec 2015				
	SA/A Percentage	SA/A Percentage	SA/A Percentage	
The facility is pleasant, clean and comfortable	98%	98%	97%	97%
Parkside employees who work in the lobby are friendly and helpful to me	99%	100%	99%	98%
Business Office employees are courteous when helping me understand my bill	83%	88%	91.2%	95%
Business Office employees help me to understand my co-pays	84%	83%	89.7%	91%
Parkside Pharmacy employees answer any questions I have about my medication or health concerns	90%	83%	80%	94%
Parkside Pharmacy employees are friendly and helpful in applying for medication assistance	88%	88%	85.7%	78%
Medical records employees respond courteously to requests for my records	91%	88%	97.6%	91%
Outpatient Medical Records politely assists me with my pharmacy refills	87%	82%	91%	91%
The food & other items I receive through the Food Pantry are helpful to me	96%	94.5%	93.3%	96%
I receive a reminder phone call regarding my appointments	94%	98%	93.3%	100%
My appointments begin on time or within fifteen minutes of the scheduled time	91%	94%	92.9%	99%
My therapist is caring and compassionate	96%	97.4%	97.8%	100%
My doctor or Janet Trogdon, is caring and compassionate	97%	97.2%	94%	98%
During my initial assessment by A&R Intake Staff , I was seen within 15 minutes of my scheduled appointment time, or arrival time	94%	95.5%	95.0%	99%
During my initial assessment by Intake Staff, I was treated with courtesy and respect	97%	97%	99.3%	97%
During my initial assessment, I was treated with courtesy and respect by the Business Office staff	95%	95%	98.4%	99%
I would recommend treatment at Parkside to others	96%	97.1%	99%	100%
Overall, I am pleased with my services at Parkside	97%	99%	99%	100%

96 questionnaires completed for 12/2015; 200 completed for 6/2016; 206 completed for 12/2016; 204 completed for 6/2017