

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.

- In December 2017, **97%** of the Adults preferred Parkside inpatient to other facilities where they had been and in February 2018 the total was **90%**
- In December 2017, **78%** of the Adolescent Acute treatment patient preferred Parkside to other facilities and in February 2018 the total was **89%**
- In December 2017, **88%** of the Adolescent Residential patients preferred Parkside to other facilities and in February 2018 the total was **83%**
- In December 2017, **96%** of the Children's Treatment unit patients preferred Parkside to other facilities and in February 2018 the total was **100%**

We also surveyed our outpatient customers. In Dec 2017, we had 207 clients complete the outpatient survey. Overall, 99% of our outpatients say they would recommend Parkside to others and 99% also say they are pleased overall with their experience. Both scores represent an increase since the last survey.

The lowest score was 89.6% regarding the experience in dealing with business office employees regarding their bill for services. This was a 3% increase. 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:

"I was very nervous about getting assessed and treatment. Everyone here has always treated me kindly & with respect. I have only good things to say. My treatment is going well & they really listen & care."

"The staff is wonderful."

"Parkside offers the best psychiatric available in Tulsa."

"I've been seeing my therapist for a couple years now and she's amazing."

“Pediatric inpatient were wonderful.”

“My care @ Parkside is great- friendly staff.”

“Staff very knowledgeable – wants to help whole family. Very supportive when having rough time. Comfortable.”

“My family has benefitted greatly from Parkside helping us with treatment & assistance.”

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:

“Showed up 15 min Late once they wouldn’t see me. really upsetting as I was going through heart failure.”

“In-patient provide higher quality food”

“Nothing for diabetics” (Food Pantry)

“Have more staff people available to do the assessments (A&R)”

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
December, 2017**

Month/Year Administered/Number Completed	December 2017	June 2017	Dec 2016	June 2016	Dec 2015
204 surveys for June, 2017	SA/A	SA/A	SA/A	SA/A	
206 surveys for Dec, 2016	Percentage	Percentage	Percentage	Percentage	
200 surveys for June 2016					
96 surveys for Dec 2015					
The facility is pleasant, clean and comfortable	98.8%	98%	98%	97%	97%
Parkside employees who work in the lobby are friendly and helpful to me	100%	99%	100%	99%	98%
Business Office employees are courteous when helping me understand my bill	89.6%	83%	88%	91.2%	95%
Business Office employees help me to understand my co-pays	92.9%	84%	83%	89.7%	91%
Parkside Pharmacy employees answer any questions I have about my medication or health concerns	97.4%	90%	83%	80%	94%
Parkside Pharmacy employees are friendly and helpful in applying for medication assistance	92%	88%	88%	85.7%	78%
Medical records employees respond courteously to requests for my records	97.1%	91%	88%	97.6%	91%
Outpatient Medical Records politely assists me with my pharmacy refills	95.6%	87%	82%	91%	91%
The food & other items I receive through the Food Pantry are helpful to me	94.5%	96%	94.5%	93.3%	96%
I receive a reminder phone call regarding my appointments	96.1%	94%	98%	93.3%	100%
My appointments begin on time or within fifteen minutes of the scheduled time	94.5%	91%	94%	92.9%	99%
My therapist is caring and compassionate	98.7%	96%	97.4%	97.8%	100%
My doctor or Janet Trogdon, is caring and compassionate	96%	97%	97.2%	94%	98%
My Case Manager is caring and compassionate	95.5%	92.6%	N/A	N/A	N/A
During my initial assessment by A&R Intake Staff , I was seen within 15 minutes of my scheduled appointment time, or arrival time	96.6	94%	95.5%	95.0%	99%
During my initial assessment by Intake Staff, I was treated with courtesy and respect	100%	97%	97%	99.3%	97%
During my initial assessment, I was treated with courtesy and respect by the Business Office staff	99%	95%	95%	98.4%	99%
I would recommend treatment at Parkside to others	99%	96%	97.1%	99%	100%
Overall, I am pleased with my services at Parkside	99%	97%	99%	99%	100%

207 completed for 12/17; 204 completed for 6/2017; 206 completed for 12/2016; 200 completed for 6/2016

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December, 2017 Survey

<i>Month/Year</i>	December, 2017	June, 2017	December, 2016	June, 2016	December, 2015
<i>Age</i>					
6-10	5.4%	3.4%	2.4%	3%	1%
11-17	16.26%	20.1%	14%	14%	7%
18-29	6.02%	7.4%	14.5%	13%	14%
30-39	16.26%	13.2%	13.1%	12%	14%
40-49	13.2%	13.7%	14%	15.5%	9%
50-59	18.06%	23.0%	25%	22.5%	23%
>60	24.8%	19.2%	17%	20%	33%
<i>Gender</i>					
Male	29.9%	33.82%	34%	33%	33%
Female	70.1%	63.73%	66%	67%	67%
<i>Income Level</i>					
<10K	39.1%	33.3%	43.5%	45%	55%
10K-19,999	18.6%	16.2%	13.5%	18%	11%
20K-29,999	11.6%	7.4%	10.5%	9.5%	6%
30K-39,999	8.3%	8.3%	9%	5.5%	9%
40K-49,999	8.3%	11.3%	5.5%	4.5%	4%
50K-Higher	14.1%	18.6%	18%	17.5%	15%
<i>Ethnic Background</i>					
Caucasian	64.7%	71.0%	72.3%	68%	64%
African America	12.7%	11.2%	18.4%	21%	15%
Native American	13.8%	11.7%	6.8%	7%	15%
Hispanic or Spanish speaking	5.5%	4.3%	2%	3%	2%
Asian	1.1%	1.0%	.5%	.5%	0%
Other	2.2%	1.0%	0%	.5%	5%
<i>Parkside Patient</i>					
1 month or less	4.3%	3.0%	8.7%	5%	6%
1 to 3 months	9.3%	12.9%	7.3%	6.5%	11%
3 to 6 months	13.6%	12.3%	11.2%	10.5%	8%
6 months to 1 year	12.3%	12.9%	17%	17.5%	14%
More than 1 year	60.5%	58.9%	55.8%	60.5%	60%

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Who was most recently your primary therapist?

Melissa Vanderhoof	43	26.9%
Verletta Russell	23	14.4%
Leanne Moore	28	17.5%
Bill Cleary	23	14.4%
Mary Kilpatrick	15	9.3%
Fred Welch	16	10.0%
Don't have one (meds only)	12	7.5%
Didn't respond to question	47	
Total responses on question	207	

**What Type of Treatment do you receive at Parkside?
(Check all that apply).**

	12/17	6/17	12/16	6/16
Aftercare (Kilpatrick)	0	4	0	3
Chemical Dependency CDIOP (Kilpatrick)	2	11	3	15
Group Therapy (all Therapists)	13	20	22	22
Individual Therapy	130	158	139	144
Injection Clinic (Janet Trogdon)	7	16	14	7
Medication Management (Janet Trogdon)	123	123	115	123
Case Management	14	15	N/A	N/A

96 questionnaires completed for 12/2015 and 200 completed for 6/2016;
206 for 12/2016 204 for 6/2017 and 207 for 2017
There were questions left blank so all categories do not add up to 100%.