

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 if they had received inpatient care at other facilities and how many preferred Parkside. The results are very complimentary.

- In December 2018, 67% of the Adults preferred Parkside inpatient to other facilities where they had been and in March 2019 the total was 75%
- In December 2018, 86% of the Adolescent Acute treatment patients preferred Parkside to other facilities and in March 2019 the total was 82%
- In December 2018, 100% of the Adolescent Residential patients preferred Parkside to other facilities and in March 2019 the total was 100%
- In December 2018, 90% of the Children's Treatment unit patients preferred Parkside to other facilities and in March 2019 the total was 79%

We also surveyed our outpatient customers. In Dec 2018, 98.4% of our outpatients say they would recommend Parkside to others and 98.4% also say they are pleased overall with their experience. Both scores represent a decrease of 0.6% since the last survey.

The lowest score was 89% regarding the experience in dealing with pharmacy staff and questions about their medications. This was a 8.4% decrease. 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 think things are going well. I want to thank everyone for all their help to me and my family."

"It get better every month don't see how you can get better"

"Parkside is very well run everyone is friendly and extremely nice."

"at first I wasn't sure about bringing my child, but now I am glad I did."

“I’m glad I can come her to talk about my problems and get help. I believe you saved my life.”

“In my opinion, Parkside is the very best in Tulsa for their services. Would recommend anyone check with them for assistance. I know of no place I might be giving such services and help.”

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:

“Everyone has been so helpful and easy to talk to. Missed one apt and was unable to get my meds I needed until able to get in, so was without for a couple weeks.”

“You could not have wished for a better front office staff. They are amazing! And Janet is brilliant. I am frankly surprised you have been able to keep her this long. Also, I have to say I hate the station the TV is set to in the waiting room.”

“Beef Lo-Mein is not the greatest.” (Food Pantry)

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**

December, 2018 Survey

<i>Month/Year</i>	December 2018	December, 2017	June, 2017	December, 2016	June, 2016
<i>Age</i>					
6-10	4.6%	5.4%	3.4%	2.4%	3%
11-17	21.9%	16.26%	20.1%	14%	14%
18-29	7.8%	6.02%	7.4%	14.5%	13%
30-39	4.7%	16.26%	13.2%	13.1%	12%
40-49	9.4%	13.2%	13.7%	14%	15.5%
50-59	18.8%	18.06%	23.0%	25%	22.5%
>60	32.8%	24.8%	19.2%	17%	20%
<i>Gender</i>					
Male	34.4%	29.9%	33.82%	34%	33%
Female	65.6%	70.1%	63.73%	66%	67%
<i>Income Level</i>					
<10K	54.9%	39.1%	33.3%	43.5%	45%
10K-19,999	11.3%	18.6%	16.2%	13.5%	18%
20K-29,999	6.5%	11.6%	7.4%	10.5%	9.5%
30K-39,999	4.8%	8.3%	8.3%	9%	5.5%
40K-49,999	4.8%	8.3%	11.3%	5.5%	4.5%
50K-Higher	17.7%	14.1%	18.6%	18%	17.5%
<i>Ethnic Background</i>					
Caucasian	54.5%	64.7%	71.0%	72.3%	68%
African America	22.7%	12.7%	11.2%	18.4%	21%
Native American	15.2%	13.8%	11.7%	6.8%	7%
Hispanic or Spanish speaking	7.6%	5.5%	4.3%	2%	3%
Asian	0%	1.1%	1.0%	.5%	.5%
Other	0%	2.2%	1.0%	0%	.5%
<i>Parkside Patient</i>					
1 month or less	4.9%	4.3%	3.0%	8.7%	5%
1 to 3 months	8.1%	9.3%	12.9%	7.3%	6.5%
3 to 6 months	11.5%	13.6%	12.3%	11.2%	10.5%
6 months to 1 year	6.6%	12.3%	12.9%	17%	17.5%
More than 1 year	68.9%	60.5%	58.9%	55.8%	60.5%

OUTPATIENT SATISFACTION SURVEY RESULTS December, 2018

Month/Year Administered/Number Completed	December 2018	December 2017 SA/A Percentage	June 2017 SA/A Percentage	Dec 2016 SA/A Percentage	June 2016 SA/A Percentage
The facility is pleasant, clean and comfortable	98.4%	98.8%	98%	98%	97%
Parkside employees who work in the lobby are friendly and helpful to me	100%	100%	99%	100%	99%
Business Office employees are courteous when helping me understand my bill	95%	89.6%	83%	88%	91.2%
Business Office employees help me to understand my co-pays	97.6%	92.9%	84%	83%	89.7%
Parkside Pharmacy employees answer any questions I have about my medication or health concerns	89%	97.4%	90%	83%	80%
Parkside Pharmacy employees are friendly and helpful in applying for medication assistance	95.2%	92%	88%	88%	85.7%
Medical records employees respond courteously to requests for my records	100%	97.1%	91%	88%	97.6%
Outpatient Medical Records politely assists me with my pharmacy refills	93.8%	95.6%	87%	82%	91%
The food & other items I receive through the Food Pantry are helpful to me	100%	94.5%	96%	94.5%	93.3%
I receive a reminder phone call regarding my appointments	96.6%	96.1%	94%	98%	93.3%
My appointments begin on time or within fifteen minutes of the scheduled time	98.4%	94.5%	91%	94%	92.9%
My therapist is caring and compassionate	100%	98.7%	96%	97.4%	97.8%
My doctor or Janet Trogdon, is caring and compassionate	98.2%	96%	97%	97.2%	94%
My Case Manager is caring and compassionate	N/A	95.5%	92.6%	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	97.1%	96.6	94%	95.5%	95.0%
During my initial assessment by Intake Staff, I was treated with courtesy and respect	100%	100%	97%	97%	99.3%
During my initial assessment, I was treated with courtesy and respect by the Business Office staff	97.6%	99%	95%	95%	98.4%
I would recommend treatment at Parkside to others	98.4%	99%	96%	97.1%	99%
Overall, I am pleased with my services at Parkside	98.4%	99%	97%	99%	99%

June, 2018 Survey—98% said they would recommend treatment at Parkside to others
---98% said “I am pleased with my services at Parkside