

## 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 recently surveyed our outpatient customers. In the Dec 2019 survey, 100% of our outpatients say they would recommend Parkside to others. This score represents an increase of 3.5%. When asked if they are pleased overall with services at Parkside 100% also say they are. This too was an increased score and we appreciate the positive survey!

The lowest score was 79% regarding the experience in dealing with Business Office staff and questions about their co-pays. Certainly, this is a difficult part of healthcare and we understand the costs and the effect on our customers, friends and family. 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 these ratings.

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:

*"Parkside is very helpful"*

*"I have always been treated great. I love all the people here. I am doing so much better because of these people"*

*"I have experienced excellent all-round treatment"*

*"Parkside has helped my son a lot."*

*"We have nothing but good to say about the staff. Everyone is professional, competent and kind."*

*"The front desk people are do nice and helpful and knowledgeable."*

*"My therapist is very nice to me."*

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:

*“Lobby looks dated”*

*“Would like after hours scheduling available. Would also like if you took Community Care for patients in the Saint Francis network.”*

*“More inpatient availability is needed. We tried 2x and it was not available during crisis”*

There were several negative comments related to poor parking situation. This is construction related and entirely true. The parking has been diminished for several months now. A new and improved parking lot was recently completed and opened and another is under construction at this time. Parkside’s new hospital will also increase inpatient capacity and greatly reduce occurrences of no available beds.

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, 2019 Survey**

| <i>Month/Year</i>                           | <b>December<br/>2019</b> | <b>June<br/>2019</b> | <b>December<br/>2018</b> | <b>December,<br/>2017</b> | <b>June,<br/>2017</b> | <b>December,<br/>2016</b> | <b>June,<br/>2016</b> |
|---|--------------------------|----------------------|--------------------------|---------------------------|-----------------------|---------------------------|-----------------------|
| <i>Age</i>                                  |                          |                      |                          |                           |                       |                           |                       |
| <b>6-10</b>                                 | <b>3.9%</b>              | <b>3.4%</b>          | <b>4.6%</b>              | <b>5.4%</b>               | <b>3.4%</b>           | <b>2.4%</b>               | <b>3%</b>             |
| <b>11-17</b>                                | <b>24.6%</b>             | <b>11.5%</b>         | <b>21.9%</b>             | <b>16.26%</b>             | <b>20.1%</b>          | <b>14%</b>                | <b>14%</b>            |
| <b>18-29</b>                                | <b>14.7%</b>             | <b>11.5%</b>         | <b>7.8%</b>              | <b>6.02%</b>              | <b>7.4%</b>           | <b>14.5%</b>              | <b>13%</b>            |
| <b>30-39</b>                                | <b>7.8%</b>              | <b>9.2%</b>          | <b>4.7%</b>              | <b>16.26%</b>             | <b>13.2%</b>          | <b>13.1%</b>              | <b>12%</b>            |
| <b>40-49</b>                                | <b>9.8%</b>              | <b>15.0%</b>         | <b>9.4%</b>              | <b>13.2%</b>              | <b>13.7%</b>          | <b>14%</b>                | <b>15.5%</b>          |
| <b>50-59</b>                                | <b>18.6%</b>             | <b>25.3%</b>         | <b>18.8%</b>             | <b>18.06%</b>             | <b>23.0%</b>          | <b>25%</b>                | <b>22.5%</b>          |
| <b>&gt;60</b>                               | <b>20.6%</b>             | <b>24.1%</b>         | <b>32.8%</b>             | <b>24.8%</b>              | <b>19.2%</b>          | <b>17%</b>                | <b>20%</b>            |
| <i>Gender</i>                               |                          |                      |                          |                           |                       |                           |                       |
| <b>Male</b>                                 | <b>39.0%</b>             | <b>35.0%</b>         | <b>34.4%</b>             | <b>29.9%</b>              | <b>33.82%</b>         | <b>34%</b>                | <b>33%</b>            |
| <b>Female</b>                               | <b>61.0%</b>             | <b>65.0%</b>         | <b>65.6%</b>             | <b>70.1%</b>              | <b>63.73%</b>         | <b>66%</b>                | <b>67%</b>            |
| <i>Income Level</i>                         |                          |                      |                          |                           |                       |                           |                       |
| <b>&lt;10K</b>                              | <b>23.0%</b>             | <b>32.9%</b>         | <b>54.9%</b>             | <b>39.1%</b>              | <b>33.3%</b>          | <b>43.5%</b>              | <b>45%</b>            |
| <b>10K-19,999</b>                           | <b>14.6%</b>             | <b>21.2%</b>         | <b>11.3%</b>             | <b>18.6%</b>              | <b>16.2%</b>          | <b>13.5%</b>              | <b>18%</b>            |
| <b>20K-29,999</b>                           | <b>11.5%</b>             | <b>8.2%</b>          | <b>6.5%</b>              | <b>11.6%</b>              | <b>7.4%</b>           | <b>10.5%</b>              | <b>9.5%</b>           |
| <b>30K-39,999</b>                           | <b>14.6%</b>             | <b>3.5%</b>          | <b>4.8%</b>              | <b>8.3%</b>               | <b>8.3%</b>           | <b>9%</b>                 | <b>5.5%</b>           |
| <b>40K-49,999</b>                           | <b>6.3%</b>              | <b>7.1%</b>          | <b>4.8%</b>              | <b>8.3%</b>               | <b>11.3%</b>          | <b>5.5%</b>               | <b>4.5%</b>           |
| <b>50K-Higher</b>                           | <b>30.0%</b>             | <b>27.1%</b>         | <b>17.7%</b>             | <b>14.1%</b>              | <b>18.6%</b>          | <b>18%</b>                | <b>17.5%</b>          |
| <i>Ethnic<br/>Background</i>                |                          |                      |                          |                           |                       |                           |                       |
| <b>Caucasian</b>                            | <b>72.8%</b>             | <b>72.1%</b>         | <b>54.5%</b>             | <b>64.7%</b>              | <b>71.0%</b>          | <b>72.3%</b>              | <b>68%</b>            |
| <b>African<br/>America</b>                  | <b>13.2%</b>             | <b>15.1%</b>         | <b>22.7%</b>             | <b>12.7%</b>              | <b>11.2%</b>          | <b>18.4%</b>              | <b>21%</b>            |
| <b>Native<br/>American</b>                  | <b>6.5%</b>              | <b>5.8%</b>          | <b>15.2%</b>             | <b>13.8%</b>              | <b>11.7%</b>          | <b>6.8%</b>               | <b>7%</b>             |
| <b>Hispanic or<br/>Spanish<br/>speaking</b> | <b>3.7%</b>              | <b>7.0%</b>          | <b>7.6%</b>              | <b>5.5%</b>               | <b>4.3%</b>           | <b>2%</b>                 | <b>3%</b>             |
| <b>Asian</b>                                | <b>1.0%</b>              | <b>0%</b>            | <b>0%</b>                | <b>1.1%</b>               | <b>1.0%</b>           | <b>.5%</b>                | <b>.5%</b>            |
| <b>Other</b>                                | <b>2.8%</b>              | <b>0%</b>            | <b>0%</b>                | <b>2.2%</b>               | <b>1.0%</b>           | <b>0%</b>                 | <b>.5%</b>            |
| <i>Parkside<br/>Patient</i>                 |                          |                      |                          |                           |                       |                           |                       |
| <b>1 month or<br/>less</b>                  | <b>7.8%</b>              | <b>4.6%</b>          | <b>4.9%</b>              | <b>4.3%</b>               | <b>3.0%</b>           | <b>8.7%</b>               | <b>5%</b>             |
| <b>1 to 3<br/>months</b>                    | <b>15.6%</b>             | <b>10.3%</b>         | <b>8.1%</b>              | <b>9.3%</b>               | <b>12.9%</b>          | <b>7.3%</b>               | <b>6.5%</b>           |
| <b>3 to 6<br/>months</b>                    | <b>13.7%</b>             | <b>9.2%</b>          | <b>11.5%</b>             | <b>13.6%</b>              | <b>12.3%</b>          | <b>11.2%</b>              | <b>10.5%</b>          |
| <b>6 months to<br/>1 year</b>               | <b>21.6%</b>             | <b>17.2</b>          | <b>6.6%</b>              | <b>12.3%</b>              | <b>12.9%</b>          | <b>17%</b>                | <b>17.5%</b>          |
| <b>More than 1<br/>year</b>                 | <b>41.3%</b>             | <b>58.7%</b>         | <b>68.9%</b>             | <b>60.5%</b>              | <b>58.9%</b>          | <b>55.8%</b>              | <b>60.5%</b>          |

## OUTPATIENT SATISFACTION SURVEY RESULTS

### December, 2019

| Month/Year Administered/Number Completed  | December 2019<br>SA/A Percentage | June 2019<br>SA/A Percentage | December 2018<br>SA/A Percentage | December 2017<br>SA/A Percentage | June 2017<br>SA/A Percentage | Dec 2016<br>SA/A Percentage | June 2016<br>SA/A Percentage |
|---|----------------------------------|------------------------------|----------------------------------|----------------------------------|------------------------------|-----------------------------|------------------------------|
| The facility is pleasant, clean and comfortable   | 93.1%                            | 94.1%                        | 98.4%                            | 98.8%                            | 98%                          | 98%                         | 97%                          |
| Parkside employees who work in the lobby are friendly and helpful to me   | 97.1%                            | 98.9                         | 100%                             | 100%                             | 99%                          | 100%                        | 99%                          |
| Business Office employees are courteous when helping me understand my bill  | 83.1%                            | 91.0                         | 95%                              | 89.6%                            | 83%                          | 88%                         | 91.2%                        |
| Business Office employees help me to understand my co-pays  | 79.0%                            | 88.9%                        | 97.6%                            | 92.9%                            | 84%                          | 83%                         | 89.7%                        |
| Parkside Pharmacy employees answer any questions I have about my medication or health concerns                                    | N/A                              | 93.8%                        | 89%                              | 97.4%                            | 90%                          | 83%                         | 80%                          |
| Parkside Pharmacy employees are friendly and helpful in applying for medication assistance  | N/A                              | 100%                         | 95.2%                            | 92%                              | 88%                          | 88%                         | 85.7%                        |
| Medical records employees respond courteously to requests for my records  | 90%                              | 100.0%                       | 100%                             | 97.1%                            | 91%                          | 88%                         | 97.6%                        |
| Outpatient Medical Records politely assists me with my pharmacy refills   | 96.0%                            | 100.0%                       | 93.8%                            | 95.6%                            | 87%                          | 82%                         | 91%                          |
| The food & other items I receive through the Food Pantry are helpful to me  | 100%                             | 100.0%                       | 100.0%                           | 94.5%                            | 96%                          | 94.5%                       | 93.3%                        |
| I receive a reminder phone call regarding my appointments   | 93.0%                            | 96.4%                        | 96.6%                            | 96.1%                            | 94%                          | 98%                         | 93.3%                        |
| My appointments begin on time or within fifteen minutes of the scheduled time   | 89.0%                            | 89.8%                        | 98.4%                            | 94.5%                            | 91%                          | 94%                         | 92.9%                        |
| My therapist is caring and compassionate  | 99.0%                            | 98.8%                        | 100%                             | 98.7%                            | 96%                          | 97.4%                       | 97.8%                        |
| My doctor or Janet Trogdon, is caring and compassionate   | 100.0%                           | 96.1%                        | 98.2%                            | 96%                              | 97%                          | 97.2%                       | 94%                          |
| My Case Manager is caring and compassionate   | N/A                              | N/A                          | 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 | 88.0%                            | 96.4%                        | 97.1%                            | 96.6                             | 94%                          | 95.5%                       | 95.0%                        |
| During my initial assessment by Intake Staff, I was treated with courtesy and respect   | 95.0%                            | 98.2%                        | 100%                             | 100%                             | 97%                          | 97%                         | 99.3%                        |
| During my initial assessment, I was treated with courtesy and respect by the Business Office staff                                | 97.0%                            | 100.0%                       | 97.6%                            | 99%                              | 95%                          | 95%                         | 98.4%                        |
| I would recommend treatment at Parkside to others   | 100.0%                           | 96.5%                        | 98.4%                            | 99%                              | 96%                          | 97.1%                       | 99%                          |
| Overall, I am pleased with my services at Parkside  | 100.0%                           | 97.6%                        | 98.4%                            | 99%                              | 97%                          | 99%                         | 99%                          |