

May 2003 – Wellbeing Fair Survey Results

General Health Services Questionnaire (N=181)

(This survey does **NOT** include the Office of Behavior Health)

How often do you use the health center? (circle one)

NEVER = 7.5%

RARELY (1 or fewer visits/year) = 29.5%

SOMETIMES (≈2-3 visits/year) = 47%

OFTEN (4+ visits/year) = 16%

If you never or rarely use the health center may we ask why and where else you go for health care?

Home MD = 84%

Self-Care = 11%

Pharmacist = 2.5%

Middlesex Hosp. = 2.5%

Which services have you used at Davison Health Center? (circle as many as apply)

Top services =

1. Illness treatment
2. Birth control
3. Travel Appointment
Emergency Care
STD/HIV Screening
4. Routine GYN care
5. Management of ongoing condition
Emergency Contraception
6. Other = Allergy/Vaccine, injury, blood work, medical form, nutritionist, suture removal, flu shot

Off campus referrals = Oral surgery, volunteering, dentist, cardiology, vaccine, ortho, rheumatologist

Which aspects of your visit(s) were you pleased with? (i.e. staff treated you respectfully, your wait time was minimal, you felt confident that you received the appropriate care, etc)

Top ten:

1. Minimal wait x 38
2. Staff nice x 35
3. Respectful x 27
4. Friendly x 26
5. Effective treatment x 23
6. Helpful x 22
7. Easy to get appointment x 8
8. Confidentiality x 7
9. Efficiency x 5
10. Pleasant x 5

Which aspects of your visit were you displeased with? How could your experience have been improved?

Top five:

1. Long wait x 20
2. Hours inconvenient x 10
3. Appointment wait time x 7
4. Misdiagnosed x 7
5. Left in exam room too long x 2

Do you feel you normally wait a reasonable amount of time to get an appointment?

YES = 79% NO = 21%

Which of the following have you picked up at the Health Center?

Safer Sex Supplies	Cold Care Pack	Health Information Pamphlets
Ranked # 2	Ranked # 1	Ranked #3

Have you ever needed the health center after hours? (nights and weekends)

YES = 42% NO = 58%

Are you aware that a doctor is on call ANYTIME by calling the health center at extension 2470?

YES = 50% NO = 50%

Do you have any confusion about the health center? (i.e. which services are offered, how payment or insurance works, please specify)

Top five:

1. Payment = 20
2. Insurance = 19
3. Services offered = 5
4. Are services free? = 2
5. Psychiatric care = 1

Do you have questions or concerns about confidentiality?

How is information shared with University/Deans/Parents = 2

Everyone knows everyone in waiting room = 2

HIV testing = 2

Do you have needs that the health center has not met? Are there other services that we should offer?

Top five:

Open longer hours = 6

Optical and dental services = 4

More dermatology = 3

Transgender services = 2

Stat blood = 1

If we offered acupuncture at a reduced fee would you use the service?

YES = 41% NO = 47% MAYBE = 11%

You overall experience with the health center has been....

Positive	Some Positive	Neutral	Some Negative	Negative
33%	40%	22%	4%	0

Sexual Health Questionnaire (N=115)

What is your gender?

F = 79%, M = 21%

Which sexual health services have you used at Davison Health Center?

STD screening = 26

Routine GYN care (Pap smear) = 29

Birth Control Prescriptions = 31

Emergency Contraception = 10

HIV screening = 16

Pregnancy Testing = 9

Men's Health Appt. = 5

Do you feel you normally wait a reasonable amount of time to get an appointment?

YES = 87% NO = 13%

Please comment on your satisfaction with the following services (as applicable). Do you have any suggestions for how to improve the following services?

STD screening?

- ▶ Great or good services = 10
- ▶ Fine = 2
- ▶ Positive = 1
- ▶ Dr. Smith excellent men's health = 1
- ▶ Easy and quick = 1
- ▶ Poor counseling/advised not to waste time = 1
- ▶ Should be more strongly advocated = 1

HIV screening?

- ▶ Great = 7
- ▶ Free = 1
- ▶ More appointments = 1
- ▶ Nerve wracking = 1

Pap smears?

- ▶ Good = 5
- ▶ Great GYN staff = 4
- ▶ Fine = 3
- ▶ Satisfied = 2
- ▶ Need to be trans friendly = 1

Birth control appointments/prescriptions?

- ▶ Good = 8
- ▶ Less expensive than co-pay = 3
- ▶ Quick appointment = 1
- ▶ Offer different BC options = 1

- ▶ More info on non-estrogen BC = 1
- ▶ Heavily influence pill use = 1

Emergency Contraception?

- ▶ Great = 3
- ▶ Fine = 2
- ▶ Make more people aware = 2
- ▶ Explain how it works = 1
- ▶ Saw provider immediately = 1
- ▶ Very supportive = 1

Pregnancy Testing?

- ▶ Very satisfied = 1
- ▶ More information about services needed = 1

Do you feel the health center respected your gender, sexuality and sexual practices? Were you treated respectfully? How could your experience have been improved?

Yes = 100%

- ▶ Respectful = 6
- ▶ Great = 3
- ▶ Wonderful = 1
- ▶ Great staff = 1
- ▶ Satisfied = 1
- ▶ Questions on survey after visit had a box for Male and Female only = 1

Are you aware that you can get a prescription of emergency contraception called into a local pharmacy ANYTIME by calling the health center at x2470?

YES = 31% NO = 69%

Do you get safer sex products at the Health Center?

YES = 52% NO = 48%

Which safer sex products would you like to see more of? (brands or types)

- ▶ Trojans = 9
- ▶ Lube options = 7
- ▶ Lubricated condoms = 4
- ▶ Kimono = 2
- ▶ Durex = 2
- ▶ Better condoms = 2
- ▶ Dental Dams = 2
- ▶ Non-glycerin lube = 2
- ▶ No lifestyle or Trojans = 1
- ▶ Female bi/lesbian = 1

Would you use vending machines of safer sex products placed in the Campus Center or Science Center?

YES = 43%

NO = 54%

MAYBE = 3%

What type of sexual health information should we distribute more of?

STDs = 42

HIV = 23

Abortion Options = 25

Continuing Pregnancy Options (Prenatal Care/Adoption) = 13

Birth Control Options = 43

Relationship Issues = 21

Safer Sex = 20

Sexual Assault = 1

Transhealth = 1

Emergency Contraception = 1

Any other comments?

Sexual health pamphlet should go in everyone's mailbox