



*Student*  
**Health Service**  
 at Columbia University Medical Center

**Columbia University Medical Center Student Health Service (CUMC SHS)  
 Patient Satisfaction Survey, Results Spring 2006**

**Student Health Service: Administrative Services**

		2005 Online Survey Results	2006 Online Survey Results	Change Score
		(n~644)	(n~342)	
<b>Administrative Staff:</b>				$\mu \Delta$
	Friendly and helpful	3.5	3.6	0.1
	Answer your questions	3.5	3.5	0.0
<b>Payment:</b>				$\mu \Delta$
	What you pay	3.2	3.3	0.1
	Explanation of charges	3.1	3.2	0.1
	Collection of payment	3.3	3.5	0.2
<b>Facility:</b>				$\mu \Delta$
	Comfort & safety while waiting	4.0	3.8	-0.2
	Neat and clean building	3.7	3.7	0.0
	Ease of finding where to go	3.8	3.6	-0.2
	Privacy	3.5	3.8	0.3
<b>Overall quality of SHS Administrative Services</b>		n/a	3.6	n/a

Scale: 1=Poor, 2=Fair, 3=Okay, 4=Good, 5=Great



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**Insurance Plan**

		2005 Online Survey Results	2006 Online Survey Results	Change Score
<b>Are you enrolled in Chickering?</b>		(n~644)	(n~399)	% Δ
	Y	81%	81%	0%
	N	19%	19%	0%
<b>Thinking about your health insurance plan, how do you rate the following:</b>				μ Δ
The range of different services your plan covers		3.2	3.4	0.2
How well you plan informs you about the costs of care		2.7	2.9	0.2
The total cost to you for the care that you receive		2.9	3.1	0.2
Ease of completing claim forms or other paperwork		3.1	3.2	0.1
Extent to which illness visits, treatments and hospitalizations are covered		3.0	3.2	0.2
Coverage for supplementary services		2.7	2.9	0.2
Coverage for prescriptions		2.8	3.1	0.3
Coverage for mental health services		3.1	3.3	0.2
Overall quality of service provided by your health insurance plan		3.0	3.3	0.3

Scale: 1= Poor, 2=Fair, 3=Okay, 4=Good, 5=Great

		2005 Online Survey Results	2006 Online Survey Results	Change Score
<b>Have any of the following been a problem for you when getting services covered by your health insurance plan? If so, how much of a problem?</b>		(n~644)	(n~399)	μ Δ
Confusion about what services are covered by your health insurance plan		1.9	2.1	0.2
Treatment or services recommended by your doctor are not approved by your health insurance plan		2.3	2.4	0.1
Confusion about necessary paperwork to get treatment		2.2	2.2	0.0
Having to pay for services that have not been approved by your health insurance plan		2.1	2.2	0.1

Scale: 1=Yes, a big problem; 2=Yes, a small problem; 3=No, not a problem