

# ACHA-PSAS

American College Health Association



**Patient Satisfaction Assessment Service**

## USER'S MANUAL

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## PRODUCTS

ACHA will produce a number of products for each institution of higher education (IHE) that will allow them to evaluate the results of the ACHA-PSAS for their respective campus. Each IHE will also receive a Reference Group Report that will allow them to compare results from their campus ACHA-PSAS with aggregate results from all participating schools (blinded participant identities) for benchmarking purposes. The following is a list of products that each IHE will receive:

1. Web access to results via charts and comments on a 24 hour basis as the survey is ongoing. Access is available only while the survey is active. During the open survey period, you will have password-protected access to view your survey results through an institutional URL via the Internet. The institutional URL to view your results will be sent to you after the survey process has begun. The institutional URL and password to view your results should not be shared with anyone. This process will be put in place to allow you to rectify any urgent concerns that are received.
2. Institutional Report at end of survey period within a four to six week period. The Institutional Report presents a frequency distribution of all survey questions for males, females, transgender, and sexes combined with a bar chart for the sexes combined. For each core question with a Likert scale of 0 (very dissatisfied) through 5 (very satisfied), the mean, median, standard deviation, minimum, and maximum are presented for males, females, and total.
3. PowerPoint presentation of survey question results in chart format.
4. Institutional data in an Excel file with separate codebook and SPSS (Statistical Package for the Social Sciences) with an embedded codebook.
5. Reference Group Report for benchmarking institutions of higher education (IHE) with a combined set of participating IHEs (blinded participant identities) at end of survey period. The final reports will be processed within a two-month period.

## **ACHA-PSAS IMPLEMENTATION STEPS AND OVERVIEW**

There are a number of steps involved to successfully implement the ACHA-PSAS on a campus. The ACHA-PSAS is a web-based tool where students are contacted via e-mail by the IHE. Typically the IHE will not require Institutional Review Board (IRB) approval as the ACHA-PSAS is not considered research, but each IHE is encouraged to check with its individual IRB to confirm that approval is not needed, as well as informing the administration department of plans to implement the ACHA-PSAS. IHEs that do not have an IRB are encouraged to check with the administration department for clearance to implement the ACHA-PSAS.

Each IHE must determine the number of patients to contact with the invitation to participate. Smaller student health services with lower numbers of patient visits may want to survey all patients while larger student health services with larger numbers of patient visits may want to select a random subset of patients

Students are asked to identify their provider. Provider names would not appear in any reports. Results of patient satisfaction are presented in aggregate form and are not tied to provider in the reports. Provider names are tied to student assessment responses in the Excel and/or SPSS files for provider-specific analysis by the IHE. Providers should be informed when the ACHA-PSAS is to be conducted at their health service and should be notified that students will be able to identify their provider via a drop down menu on the survey instrument.

IHE's should contact their respective information technology departments to make sure that the invitations will not get blocked by SPAM filters. The IT department can also assist in the process of contacting the students, if necessary. Those IHEs that wish to award incentive prizes to randomly selected participants of the ACHA-PSAS can arrange to have the students be re-directed to a IHE website to print a coupon or enter their email address into a system separate from the ACHA-PSAS. The IHE is responsible for this process.

## IMPLEMENTATION SUMMARY

### 1. General Assurances:

- a. The ACHA-PSAS is hosted by ACHA using password-protected servers housed at Vovici Corporation. The Vovici Corporation is a survey corporation with all safeguards in place to secure survey responses in a responsible and ethical manner.
- b. ACHA Director of Research E. Victor Leino, PhD, holds a National Institutes of Health certificate of confidentiality and a Collaborative Institutional Training Initiative (CITI) certificate for the Responsible Conduct of Research; copies are available upon request.

### 2. Implementation Steps:

- a. Contact the ACHA Director of Research, E. Victor Leino, PhD, at [vleino@acha.org](mailto:vleino@acha.org) to schedule assessment dates, receive order forms, IHE demographic survey, standard letter of invitation, and help with assessment implementation.
- b. The order form (required) is used to begin the survey implementation process. The IHE demographic survey (required) is used to describe the characteristics of each participating IHE that are summarized within the Reference Group Report. **Each IHE must keep an accurate count of the total number of students invited to take the survey and include this number in the demographic survey.** ACHA calculates the response rate for each IHE and for all the IHEs combined in the Reference Group Reports.
- c. The ACHA-PSAS is a confidential web based survey personalized to each IHE student health service. Each IHE should send the order form

with the name of their health service to [vleino@acha.org](mailto:vleino@acha.org) so that the survey can be personalized to the specific IHE.

- d. If the IHE wants provider names included in the ACHA-PSAS (via a drop down menu in the survey), it must send provider names to [vleino@acha.org](mailto:vleino@acha.org) via e-mail or in a Microsoft Word document with first name, last name, and degree (for example: Sandi Beach, NP).
- e. The IHE is responsible for the contact/invitation of students. The IHE may choose to randomly select patients or may send a survey invitation to all patients that have had a patient visit.
- f. If the IHE wants to award incentives, the patients can be re-directed to a website upon completion of the ACHA-PSAS hosted by the IHE to print a coupon for a random drawing or input their email address for a random selection of winners. The IHE/IT is responsible for the process of setting up a webpage on the IHE server as well as awarding the incentive prizes.
- g. Up to five custom (extra) questions may be added to the END of the survey for an additional charge. The extra questions must be single variables. In the case of “select all that apply” items, each response is considered a separate variable.

### 3. Institutional Review Board:

Typically patient satisfaction surveys are not considered research, but each IHE is encouraged to contact their Institutional Review Board (IRB) to determine if IRB approval is necessary.

If your IHE does not have an IRB each surveyor is encouraged to inform administration of its plan to conduct the ACHA-PSAS.

There is a generic letter of invitation that can be adapted or personalized to the IHE student health service. Each student health service is encouraged to use their health service name and “patient satisfaction assessment” in the subject line.

4. Survey Periods:

There are two survey periods, fall and spring. The fall survey period is August 15 through December 15. The spring survey period is January 15 through June 15. Two Reference Group Reports will be produced each year. It is possible for a school to survey the entire year but two reports are still generated.

5. Disclosure of Participating IHEs:

Participating IHE names are never disclosed by ACHA.

6. Please note that if the student selects 0-3 on the majority of Likert scaled questions they will be brought to a supplemental question exploring the reasons for the lower satisfaction ratings. If they select 4 or 5 they will automatically skip the supplemental question and be brought to the next satisfaction question.

## PRICING

<b>PRICING FOR PARTICIPATION</b>	<b>ACHA Institutional Members</b>	<b>ACHA Non-Institutional Members</b>
Participation Fee	\$50.00 <sup>1</sup>	\$75.00 <sup>1</sup>
Each Additional 15 Provider Names	\$25.00	\$45.00
Processing Fees	\$0.25 per submission	\$0.40 per submission
Report Package: 1) Link to survey results while in progress 2) Institutional Report 3) PowerPoint presentation in chart format 4) Institutional Data Set in Excel and SPSS 5) Reference Group Report	\$300.00	\$500.00
Users Manual	No charge	No charge
Reference Guide	No charge	No charge
5 Custom (extra) questions <sup>2</sup>	\$700.00	\$850.00
Special Report	\$150.00	\$250.00

<sup>1</sup> Includes customizing survey for each Student Health Service plus 15 provider names

<sup>2</sup> For surveys that include more than 5 custom (extra) questions, the pricing will be the same but the results of the custom questions will NOT be included in the institutional report. The custom questions will be included in the PowerPoint presentation and the Excel and SPSS data files.

## PRICING EXAMPLE

A: The cost is less for the survey if your school is an ACHA Institutional Member — see the pricing chart above. You are charged only for submitted surveys, the participation fee, reports, and custom questions if included.

### **ESTIMATED ACHA INSTITUTIONAL MEMBER PRICE BASED ON 3,000 CONTACTS**

			Total cost
Participation Fee			\$50.00
Additional Provider names (15)			\$25.00
Initial Contacts		3000	\$00.00
Submitted Surveys	\$0.25	600 (20% approximate)	\$150.00
Report Package		1	\$300.00
<b>TOTAL</b>			<b>\$525.00</b>

The participation fee consists of personalizing the survey with your health center name and programming up to 15 of your providers. Additional providers beyond 15 will be charged \$25.00. If your contact list is 3,000, you would not pay for initial contacts. Final submitted surveys would be about 20% of the original sample of 3,000, or 600 surveys at a cost of \$150.00. Report packages are \$300 each for ACHA Institutional Members. The estimated total for this example of 3,000 students would be \$525.00.

The above example applies to smaller and larger IHEs. Smaller schools would want to survey the entire group of patients seen so as to end with a reasonable sample size. Larger IHEs would want to survey a random sample of all patients. The above is simply an example and there will be IHEs that survey less patients and IHEs that survey more patients. For example, some of the Pilot IHEs have ended up with sample sizes over 1,000.

**ESTIMATED ACHA NON-INSTITUTIONAL MEMBER PRICE  
BASED ON 3,000 CONTACTS**

			Total cost
Participation Fee			\$75.00
Additional Provider names (15)			\$40.00
Initial Contacts		3000	\$00.00
Submitted Surveys	\$0.40	600 (20% approximate)	\$240.00
Report Package		1	\$500.00
<b>TOTAL</b>			<b>\$855.00</b>