



Developing patient and family feedback surveys at an urban pediatric gender care center: A quality improvement project

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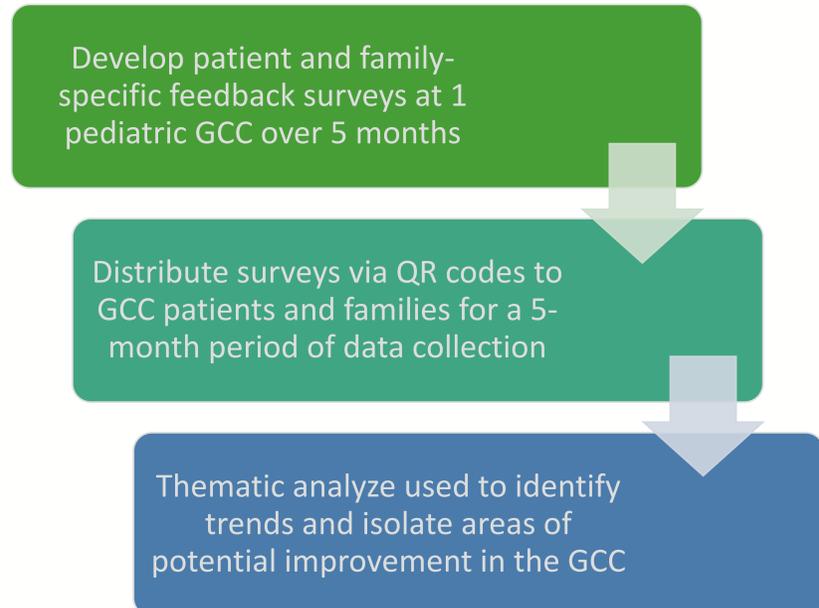
Introduction:

- An urban gender care center (GCC) in the Northwestern United States with rapid expansion since opening in 2014
- With their increasing volume of patients, little available time and provider capacity to elicit patient and family feedback
- The providers & staff expressed need for standardized surveys to be developed & distributed to their patient population and families to gather information about the clinic & identify areas of improvement.

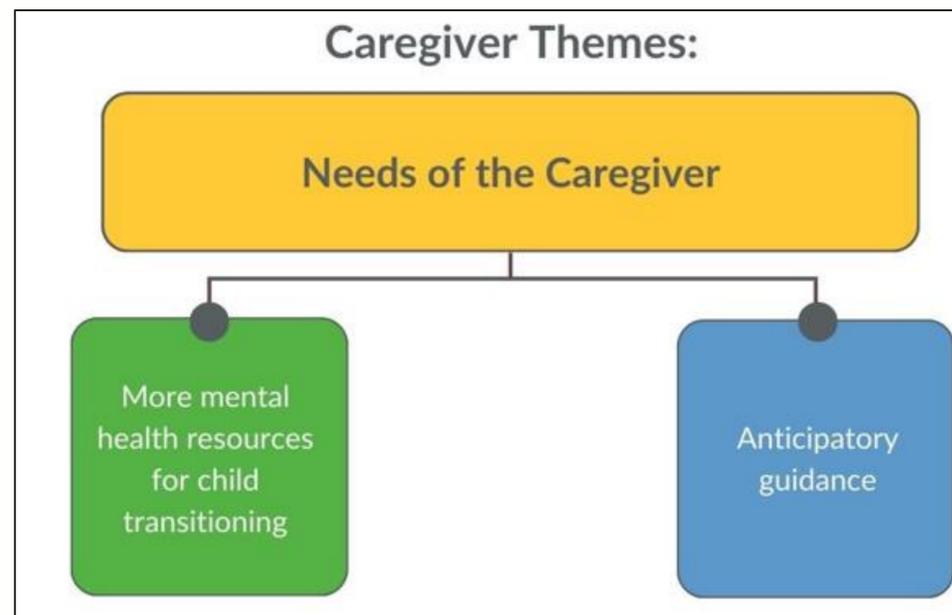
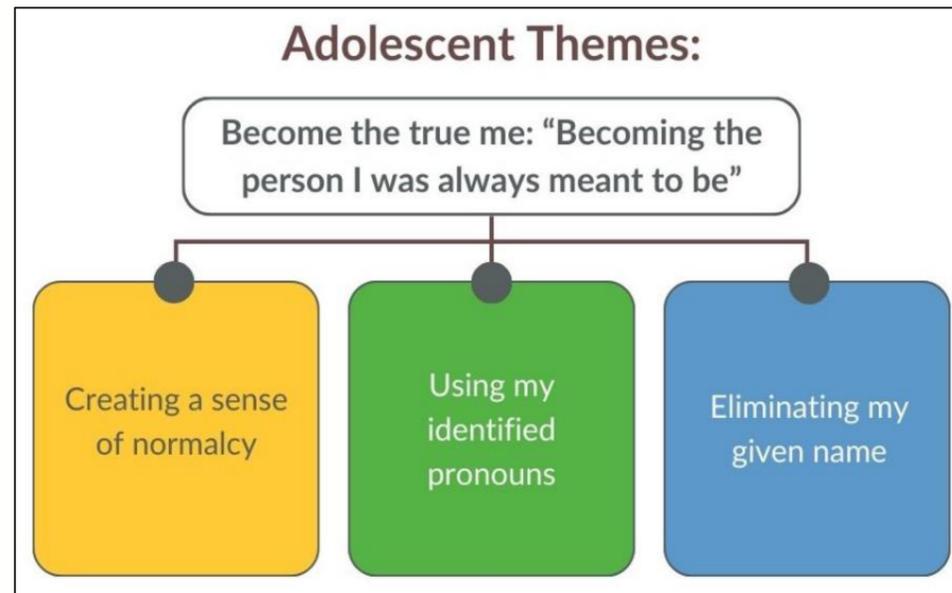
Purpose/Aims:

- Goal: Gather feedback on provider care and clinic processes from patients and caregivers via two respective surveys.
- Aim: Improve patient & family satisfaction by identifying areas necessitating change to improve patient and family care

Methods:



Results:



Questions?
Email me at danieche@ohsu.edu

Abstract, References, Surveys

Demographics of Patients & Caregiver at GCC:

Participants	Attendance (years)	Survey score
Patient		
Child (< 13 years)	1 (10%) (<13 yrs)	4
Adolescents (>13 years)	9 (90%) (range 15-19 yr.)	3.8 (1 to 5)
Caregiver		
Mothers	6 (75%)	4.6 (3-5)

Conclusions:

- Patients (regardless of age):
 - Positive about the care they received
- Caregivers:
 - Positive about anticipatory guidance
 - Desired more mental health resources for their child/adolescent
- Due to small sample size, saturation may not have been fully obtained
- Limited survey response made it difficult to identify consistent trends

Implications:

- Results reveal positive experiences for patients and caregivers with similar areas identified for continued improvement
- Future data will help clarify additional areas that may benefit from provider changes in practice when caring for transgender and gender diverse youth
- Goal: Continued usage of the survey in the clinic