



Specialty Clinic for Veterans with Parkinson's Disease Achieves High Satisfaction



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Objectives

For veterans with Parkinson's disease (PD) and other movement disorders seen in a specialty clinic, we established a demographic profile, analyzed their satisfaction, and identified future areas for improvement in providing care.

Methods

We selected 210 patients from a randomized sample size of 599 patients seen from 7/01-12/04 in the Houston PADRECC Clinic. The return rate for the mailed survey was 50% (n=104). We analyzed responses from the 30-item Patient Satisfaction Survey that was adapted from the Office of Management and Budget (OMB No. 2900-0579). A consensus determined the meaning of open-ended responses.

Patient Demographics and Characteristics

Mean age	73 yrs. (range: 47-87)
Number of Men	100
Number of Women	4
Some college or college graduate	66%
Live >50 miles from hospital	32%

Examples of Survey Questions

- Did the provider explain what to do if problems or symptoms continued?
- Did you get as much information about your condition or treatment as wanted?
- Did someone tell you about side effects of your medications that you understood?
- When you asked questions, did you get answers that you could understand?
- If you could change one thing about the Parkinson's Clinic, what would it be?
- Were you able to get this clinic appointment as soon as you wanted?
- Was the provider willing to talk to your family or friends about your situation?
- How well organized was the clinic you visited?

Results

Self-reported diagnosis of Parkinson's disease	76
Self-rating of health as fair or poor	53
Waiting time (<20 minutes)	73
Reason for visit was addressed	90
Knew whom to call for questions/help	78

Patient Satisfaction with Staff Courteousness



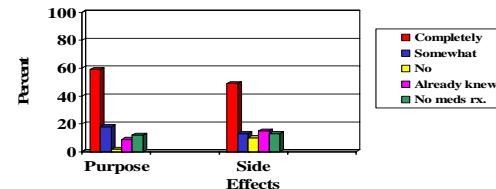
Patient Satisfaction with VA Care



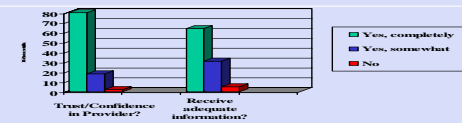
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Patient Satisfaction with Education & Instruction of Medications' Purpose and Side Effects



Patient Satisfaction with Provider



Conclusions

- 95% of veterans seen at the Houston PADRECC are satisfied with their health care in the VA. Since patients with PD and other movement disorders benefit from a specialty clinic, patients with other chronic illnesses may also benefit from illness-specific clinics.
- Veterans desire less change in health care providers. Newly diagnosed patients want more frequent follow-up visits with their providers and many would like greater accessibility to the clinic.
- Veterans benefit from ongoing information and education about their illness, disease symptoms, treatments, community resources, and the impact on the patient and family members.