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 36-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.

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.

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