



Research Question

How does patient satisfaction of Student Health Services (SHS) correlate with physical health among UCSD undergraduates?

Background

Exposure: UCSD undergraduate students' access to Student Health Services (SHS) appointments

Outcome: Quality of student physical health as reported by the student before and after receiving care

- Physical health is defined as the absence of illness

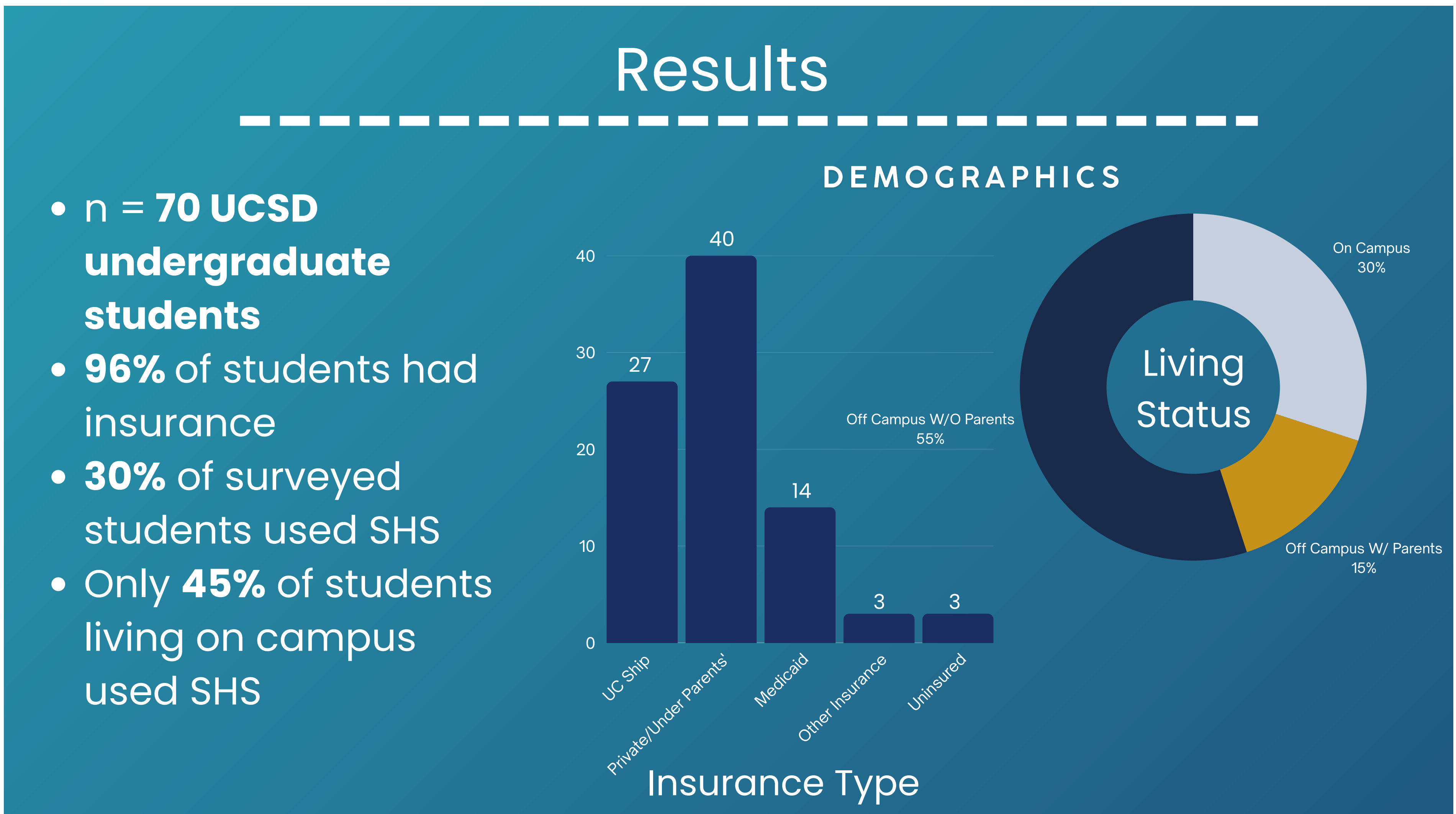
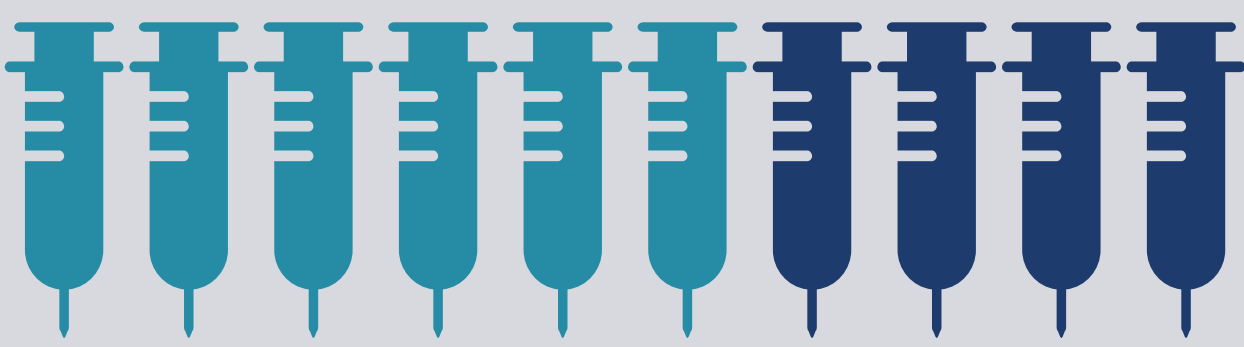
Gaps in Research: Most literature is focused on how mental health is impacted by the availability resources, but doesn't explore the physical health challenges students could face.

Objectives

- To identify whether patient satisfaction amongst students is associated with utilization of Student Health Services
- To measure the correlation between patient satisfaction amongst those who use SHS and students' physical health
- To compare physical healthiness of students who do and do not use SHS

Methods

- Investigate the barriers (e.g., time, awareness, referral process) that discourage students from using SHS.
- Research ways to improve services at SHS and reduce restrictions such as wait times, website errors, and lack of appointment availability



64% of surveyed students expressed difficulties in scheduling appointments

FIGURE 1: SATISFACTION WITH SHS VS SELF-REPORTED HEALTH SCORE



$R^2 = 0.115$
No correlation between patient satisfaction and self-reported health

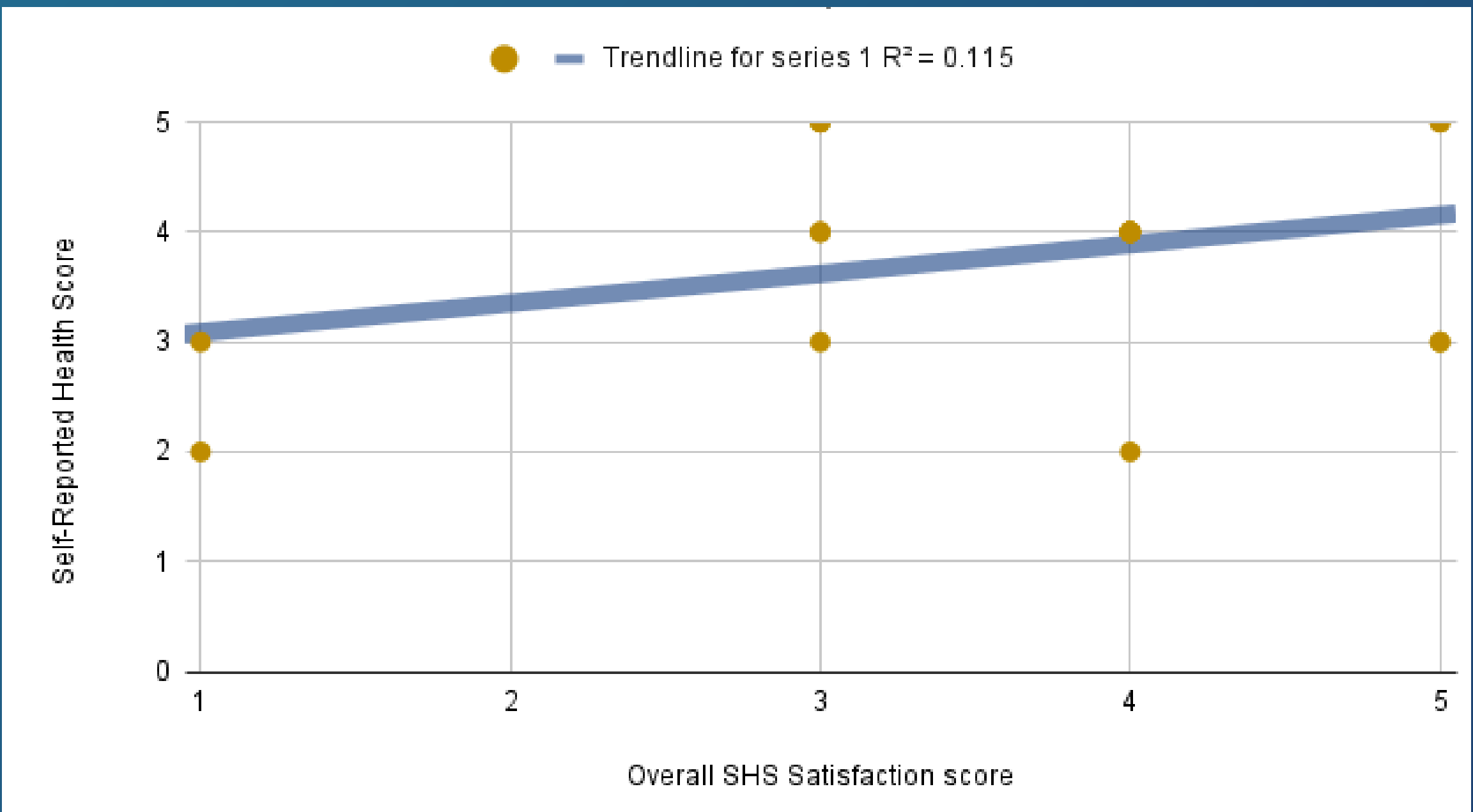
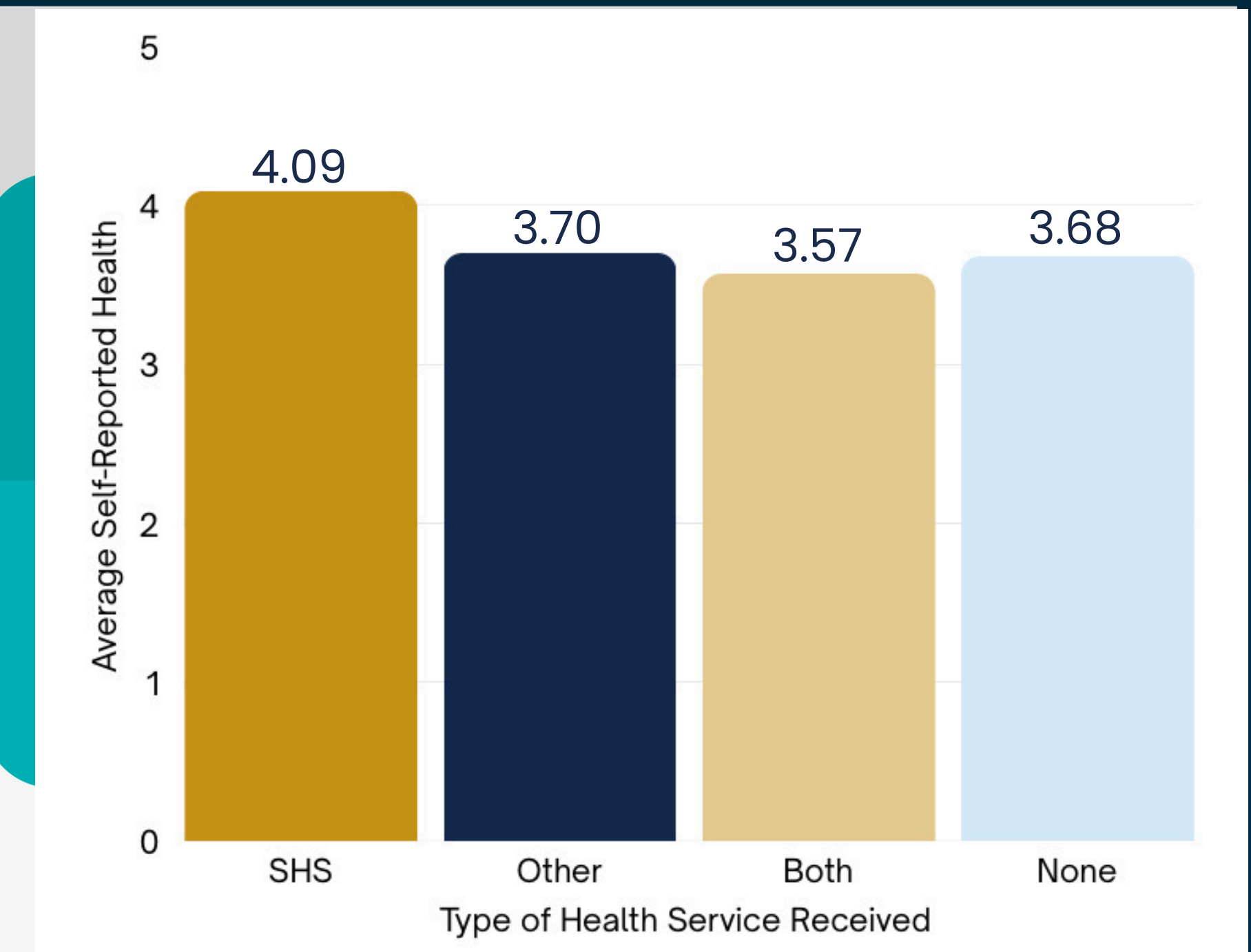


FIGURE 2: STUDENT HEALTH OUTCOMES BY SOURCE OF HEALTHCARE



Standard deviation = 0.70, 0.75, 0.98, 1.06, respectively.

No significant difference in self-reported health between students that utilize different health services

Conclusion

- We found no statistical correlation between the patient satisfaction of SHS and the self-reported health of students.
- Only 30% of respondents utilized SHS, despite 96% of respondents having access to it through insurance.
- There was no significant difference in self-reported health between students that utilize SHS, visit providers other than SHS, visit both SHS and other providers, and students that do not visit healthcare providers.



Future Research

- Investigate the barriers (e.g., time, awareness, referral process) that discourage students from using SHS.
- Research ways to improve services at SHS and reduce restrictions such as wait times, website errors, and lack of appointment availability



References

