

JOHNS HOPKINS UNIVERSITY STUDENT HEALTH & WELLNESS CENTER POLICY & GUIDELINES MANUAL	<i>Document Number</i>	
<i>Subject:</i> EXPRESSING SUGGESTIONS TO THE ORGANIZATION POLICY	<i>Created</i>	8/19/04
	<i>Page(s)</i>	2
<i>Director Approval:</i> Alain Joffe, MD, MPH		<i>Date:</i> 9/30/04
<i>Reviewed:</i> Alain Joffe, MD, MPH, 3/13/07		
<i>Revised:</i> Alain Joffe, MD, MPH, 6/3/08		

POLICY

The Student Health and Wellness Center (SHWC) will systematically collect feedback from students, parents, and appropriate University officials on a regular basis.

PURPOSE

Organizations operate most efficiently and are most likely to meet customer needs when routine feedback from customers is incorporated into daily operations.

PROCEDURE

1. The SHWC will administer on a yearly basis anonymous patient satisfaction surveys to a 5-10% sample of students using the SHWC. The survey will include space for students to make comments or suggestions about the SHWC's operations.
2. The SHWC will maintain a "Wish box" and comment sheets (see attached example) in the waiting room. Signs posted in the waiting room will direct students with suggestions, compliments, or concerns about the SHWC to complete a "Wish box" comment sheet and place it in the "Wish box." These comments can be anonymous; however, the sheet will indicate that those students wishing to be contacted should provide contact information.
3. The SHWC will maintain a "comment box" on its web site. This form can be completed anonymously and forwarded to the Director of the Health Center. The web site also provides the email address of the Director should individuals wish to contact him/her.
4. The Director of the SHWC (or his/her designee) will meet at least twice per year with the Graduate Representative Organization (GRO) to solicit feedback about the SHWC.

EXPRESSING SUGGESTIONS TO THE ORGANIZATION POLICY CONTINUED:

5. The co-director of the Student Health Advisory Committee (SHAC) meets with SHAC members at least twice per semester to elicit feedback from them.
6. The Director of the SHWC meets twice per month with the Dean of Student Life to review any comments/concerns expressed by parents/students/university officials.
7. All comments received by the SHWC are reviewed by the Executive Committee (i.e. Director, Nurse Manager, ~~Administrative~~Clinical Services Manager) at their weekly meetings. When appropriate, comments are also reviewed at staff meetings or directly with appropriate SHWC staff members.