



**Dear Patients and Friends,**

**Summer 2003**

We want to share with you the results of some recent research. In late February 2003 we began a project to survey our patients. A five-member research team from a statistics class in the College of Business Administration at the University of Wisconsin-La Crosse worked with us to develop a 2-page, 25 question, Patient Survey. By mid March, 750 randomly selected patients received the survey. Approximately 300 replies were received by the team, a 40% response rate. For the final analysis a total sample of 250 were completed appropriately to be used. The research team used a variety of analysis tools creating a 55-page report of their findings we review below.

Questions were asked in five sections. 1) Patient Demographics, 2) General Health Status, 3) Quality of Care, 4) Patient Clinic Communications and 5) Comments and Concerns.

**Patient Demographics:**

- Average age of the respondents was 46 years, with a range of 2-90.
- 47% of patients visit the clinic 1x/year, 36% 2x/year; 14% more than 2x and 3% < 1x/year.
- 202 miles is the average distance traveled (one-way) to the clinic.
- 55% of patients were in treatment for less than four years, the rest longer.
- 38% of patients had prior allergy treatment via injection
- Over 50% of patients indicated previous chronic conditions (sinusitis, asthma, hives...)

**General Health Status:**

- Patients rated their health prior to and after treatment at AAOL. (Scale: 1 very poor, 2 poor, 3 fair, 4 good, 5 very good)  
The average ratings rose over one full point, from between poor/fair to between good/very good.
- Patients reported significant reductions in healthcare utilization; 48% fewer doctor office visits, 80% fewer ER visits, 46% fewer hospitalization, 15%-50% less prescription medication use.
- Patients reported a significant improvement in their Quality of Life (QOL) since treatment. Rating this measure between "quite positively" and "extremely positively". Nearly 100% of our patients reported that treatment has improved their QOL.
- Patients reported days away from school or work dropping over 60%, down 4.5 days/month.
- We asked two additional questions of our pediatric patients (under 18 years of age), of which there were 47 respondents. First, if they had family history of Asthma (47% said they did). 40% of those patients reported that they were diagnosed with Asthma before beginning treatment at AAOL, and 0% reported being diagnosed with Asthma subsequent to being treated at AAOL.

**Quality of Care (rating AAOL staff and facilities on a scale of 1 very poor to 5 very good):**

- Patients rate the staff of AAOL an "A". The physicians, clinical staff, front office and business office all scored above 4.5 on a rating scale of 1-5. Facilities were rated slightly lower than the staff.
- Patient compliance with treatment. The number of patients intending to complete their treatment was over just 95%. A second measure is the patients ability to comply with taking their daily drops, the average came out between "All of the time" and "Most of the time"
- Patients (and their family members) are the clinics' most active source of new patients. The majority of our patients (65%) have personally referred other patients to us.

**Patient Communications/Comments and Concerns**

Even though the majority of respondents had access to the Internet, the desire to communicate via this option was not significant. We received over 70 comments, they were overwhelmingly positive.

This information is very helpful to us as we continue to refine our treatment and business processes to deliver the best care possible. We intend to continue our research efforts in additional areas and may be contacting some of you again to see if you would like to be involved.

We thank you for your continued trust in working with us.

***The Physicians and Staff at Allergy Associates of La Crosse***