

Patient Satisfaction Survey

This assignment is to help draw a connection between patient satisfaction and the impact of their view on the organization. The organization's representation is through many facets including personnel, physician, and facility. As covered in class reimbursement can be impacted by patient satisfaction thus creating a trickle-down effect causing closures, reduction in hours, and even staff. Therefore, it is imperative to assure great quality patient care considering both ethical and fiscal responsibilities.

The following are eight questions modeled after commonly utilized measures in patient surveys. You will be responsible for finding someone to interview using the attached form. The interviewee can be anyone (relative, significant other...) but cannot have experience in the medical field.

Using the questionnaire you will cover their most recent medical encounter. After completing the interview, you will then create a written analysis summarizing their experience. Be sure to highlight pivotal points that altered their opinion of the situation and conclude with your thoughts on how this reflects on the facility.

Your summary analysis should be typed as a word document with your completed questionnaire and rubric. This document must be submitted by October 15, 2025, electronically to the designated Dropbox in the course page. This document must be one to two pages in length, see the attached rubric for further details.

Each question begins as a yes or no answer; use the section marked explanation to elaborate the interviewees' response. Provide enough detail to assist you in making a thorough analysis. These questions are common in all patient satisfaction surveys.

1. Other than the doctor or primary provider, did you feel the staff treated you with courtesy and respect? Yes No
Explanation: The front desk receptionist greeted Morgan with a smile, checked her in quickly, and verified her insurance without being rushed or dismissive. The nurse who took her back was polite, asked about her day, and seemed genuinely pleasant.
2. Did you feel treated with courtesy and respect by the doctor or provider? Yes No
Explanation: The physician greeted Morgan by name, shook her hand, and maintained good eye contact. She listened without interrupting and didn't seem rushed even though the office was busy.
3. Did the staff make you feel as comfortable as possible? Yes No
Explanation: The nurse explained each step while taking vitals and drawing labs. When it was time for the Pap smear, she made sure Morgan had privacy and explained what to expect. The exam room was warm and private, and Morgan was given a gown and enough time to change without feeling hurried.
4. Did the caregivers explain things in a way you could understand? Yes No
Explanation: The physician reviewed lab tests from the previous year, explained what each number meant in simple terms, and asked if Morgan had any questions. She also explained the purpose of the Pap smear and how results would be communicated. The nurse clarified where and when to get additional blood work done if needed.
5. Were post visit directives clearly stated and addressed by the physician or any other caregiver? Yes No
Explanation: The doctor gave a printed after-visit summary that included instructions for checking lab and Pap smear results on the patient portal, recommended follow-up intervals, and lifestyle tips. The nurse reviewed the summary and encouraged Morgan to use the portal if she needed clarification.
6. Did you feel all your concerns were properly addressed? Yes No
Explanation: Morgan asked about her occasional headaches and fatigue. The provider asked follow-up questions, recommended checking iron and vitamin D levels, and suggested hydration and sleep pattern adjustments. He also addressed her questions about Pap smear discomfort and follow-up timelines.
7. Was the facility clean? Yes No
Explanation: The waiting area was tidy, with no visible trash or clutter. The exam room was clean with fresh paper on the table and sanitized equipment, especially reassuring for a procedure like a Pap smear.
8. Would you recommend this treatment, physician, and/or facility to your friends and Yes No

family?

Explanation: Morgan felt respected and informed. The staff seemed caring, the provider was thorough and gentle during the Pap smear, and the facility was well maintained.

Morgan's recent annual physical exam and Pap smear at her primary care clinic was overall a very positive experience. From check-in to check-out, the visit demonstrated strong attention to courtesy, respect, and clear communication, which are essential elements of patient satisfaction.

Morgan noted that front desk staff were welcoming and efficient, creating a positive first impression. The nurse who took vitals and drew labs was kind and explained every step, which helped her anxiousness. When it was time for her Pap smear, the nurse maintained privacy and reassured her about what to expect. These thoughtful actions made an uncomfortable procedure feel less intimidating and built trust in her care team. Cleanliness was evident throughout the clinic — the waiting room was neat, and the exam room looked sanitized and well organized, which is especially important for intimate exams like a Pap smear.

The physician's bedside manner stood out. She greeted Morgan by name, maintained eye contact, and listened attentively to her concerns about headaches and fatigue. He provided clear explanations of lab work, the Pap smear procedure, and next steps for results and follow-up. Importantly, he gave her a printed after-visit summary and encouraged the use of the patient portal — both steps that help patients remember and follow through on care instructions.

From a patient satisfaction perspective, this visit met nearly every measure of quality service. Courtesy and respect were consistent across all staff. Communication was clear, and the environment was comfortable and clean. These factors strongly influence how patients view an organization and whether they return or recommend it to others.

One small area of improvement could be the wait time; although she didn't feel rushed during the visit, the wait to see the doctor after vitals and labs was about 20 minutes. Reducing this wait or providing updates would further improve the patient's experience. Still, overall, the clinic's performance in patient-centered care, professionalism, and cleanliness, especially during a sensitive procedure like a

Pap smear, likely contributes to positive word-of-mouth referrals and strong patient retention, which are vital for both ethical care and the organization's financial health.

Grading Rubric

The following rubric will be used to assess your analysis submission.

Criteria	Points Possible	Points Obtained
All questions were answered and elaborated in detail. For example, certain actions or words that made the patient feel respected.	25	

