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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.

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|---|--|-----|----|
| 1 | Other than the doctor or primary provider, did you feel the staff treated you with courtesy and respect? | Yes | No |
| . | Explanation: Yes, The staff was very welcoming and caring when I arrived. They got me and my family checked in and got us to a room that was comfortable very quickly. | | |
| 2 | Did you feel treated with courtesy and respect by the doctor or provider? | Yes | No |
| . | Explanation: Yes, the doctor was very sweet and genuine. She validated my feelings and listened to my concerns. She was also very patient with my 3year old as she was trying to explain her symptoms. | | |
| 3 | Did the staff make you feel as comfortable as possible? | Yes | No |
| . | Explanation: Yes, they went above and beyond. I told them it was a little cold in the room, so they adjusted the thermostat and got us a blanket. | | |
| 4 | Did the caregivers explain things in a way you could understand? | Yes | No |
| . | Explanation: Yes, the Doctor said since she could visualize my symptoms as well as my two kids having the same symptoms, she would not need to do any labs, which I was grateful for. | | |
| 5 | Were post visit directives clearly stated and addressed by the physician or any other caregiver? | Yes | No |
| . | Explanation: Yes, the doctor prescribed some antibiotics and gave instructions for them. They also gave some discharge paperwork of what to expect in the next couple days and what to look out for. | | |
| 6 | Did you feel all your concerns were properly addressed? | Yes | No |
| . | Explanation: Yes, everyone was very kind and respectful. The doctor answered all of my questions and I left feeling confident in the treatment plan. | | |
| 7 | Was the facility clean? | Yes | No |
| . | Explanation: yes, the room and the bathroom both were visibly clean. They also smelled like cleaner. | | |

8 . Would you recommend this treatment, physician, and/or facility to your friends and family? Yes No

Explanation: Yes, this facility is my go to when me or one of my kids is sick. The staff is always amazing and very helpful. They have also always been quick about getting us in and out, which I am very grateful for since it is hard enough to bring a sick kid out of the house.

When I asked my friend about how all the staff, except the doctor, treated her, she said that everyone in the facility was very welcoming. The front desk greeted their family with a smile and made the check-in process quick and easy. The Nurse that brought them back to the room was very attentive to their concerns and patient with their two young kids. When she asked for the restroom, they showed her where it was located and made sure it was clean.

I asked if she felt treated with respect by the doctor, she said that the Doctor was very professional. The visit was for my friend and her two kids, so the doctor was looking at all three at one time. The doctor showed patience with the three-year-old as she was trying to explain her symptoms. The doctor also showed compassion by wanting to get them feeling better as quickly as possible.

I asked her if the staff made her feel comfortable, she said that the staff as a whole made them feel welcome. The staff made sure that they were given a big enough room for their family of three, she said, "the room had a good temperature, the lights were a good shade, and the room was very clean." My friend also said that when she asked about it being cold, they offered a blanket and adjusted the thermostat.

When asked if the caregivers explained things in a way she could understand, she said that the Doctor on staff was very knowledgeable and caring. The doctor stated that since she could visualize the symptoms, they were concerned with that she would not need to order labs. This made my friend very happy since her two kids do not do well for labs, and she would save money for the visit because there was no necessity for the order. When I asked her about any directions given by the physician or caregiver, she mentioned that the aftercare that was given was a prescription for all three of them and discharge paperwork. The prescription was explained, and she clarified with the pharmacist as well. The discharge paperwork consisted of what to expect in the next couple of days as far as feeling better, and things to look out for, such as if things get worse and they need to go back in.

I asked her if she felt like all of her questions and concerns were answered. She stated that she went in feeling nervous, but she left feeling confident in the treatment plan, she said that the doctor prescribed a new medication, and it seemed to help better than the previous one she had.

I asked her if the facility was clean, how it looked or smelled. She said that the site was very clean. The bathroom and room were both neat and smelled like they had just been wiped down. She said there was no visible trash on the floor besides some leaves that

blew in from outside since it was a windy day.

I asked her if she would recommend this facility to any family or friends and she said that she recommends them to everyone because they make her visit quick and easy, even with two kids. She stated that this is her favorite place to go to when her family or herself is feeling sick.

The patient's experience at the healthcare facility was overwhelmingly positive. From the moment of arrival, she and her children were treated with kindness and professionalism. The staff's attentiveness and the doctor's compassionate care exceeded her expectations. The facility's cleanliness, comfort, and efficient service contributed to a stress-free visit. The patient left feeling reassured and confident in the care provided, and she expressed strong loyalty to the facility. The facility did a good job of customer satisfaction. The only thing that could be improved is although the facility was clean, attention to entryways could prevent debris, such as leaves, from entering the building.

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	
The patient's experience was summarized in a way to convey their outlook and expectations of the visit.	25	
An analysis of the situation was presented clearly addressing items that require change or maintain to deliver high quality patient care.	20	
A well-organized submission was presented including grammar, organization, content, and formatting.	20	
The question template with answers was included along with the submission.	10	
	Total	100

Comments: