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? Explanation: Staff greeted with a smile. Staff was kind, courtesy, and were patient when listening to the patient and her reasoning for visiting the office that day. She was check in for her appointment in a timely manner as well.	Yes	No
2.	Did you feel treated with courtesy and respect by the doctor or provider? Explanation: Doctor was very kind, patient, spent time listening to her, and took the time to explain her symptoms to her to help her understand his decision making.	Yes	No
3.	Did the staff make you feel as comfortable as possible? Explanation: Yes, staff was attentive and kind when speaking and interacting. Made sure to double check if she needed anything while waiting in the room	Yes	No
4.	Did the caregivers explain things in a way you could understand? Explanation: Yes, doctor made sure to take his time in explaining the situation and treatment plan, by using. general knowledge vocabulary to her.	Yes	No
5.	Were post visit directives clearly stated and addressed by the physician or any other caregiver? Explanation: The post visit instructions were given verbally before leaving the visit along with sending patient a post visit text message with the instructors	Yes	No
6.	Did you feel all your concerns were properly addressed? Explanation: Yes, she said was able to address all her concerns, she didn't feel rushed and felt she was really be heard and listened to.	Yes	No
7.	Was the facility clean? Explanation: States office and room was clean, clean sheets, trash bins were empty, didn't look dirty or smell bad. Bathrooms were clean	Yes	No

and stocked along with there being hand sanitizer was available to patients in rooms and waiting room

8.	Would you recommend this treatment, physician, and/or facility to your friends and family? Explanation: yes, will continue to receive treatment at this facility along with her friends and family also have received treatment by this physician. Also made sure to explain the medication being prescribed and possible side effects that might arise.	Yes	No

Patient ‘s most recent office visit was with her primary care physician. Patient states having an overall pleasant experience. She states she was greeted with smiles and kindness from the front office staff, who were able to help her register and check in in a timely manner. The clinical staff was kind and respectful as they went over the reasons, she was seeing the physician that day. She states clinical staff was attentive, double checked they understood her current symptoms and reasons that brought her into the office. They also made sure to check on her and make sure she didn’t need anything while she was waiting in the room for the physician.

Patients also mentions that the office was very clean and smelled nice. All the trash bins were empty and didn’t see any trash laying around the waiting room or in the back office. Bathrooms were also well stocked and clean; there was also hand sanitizer accessible for the patients in the room and waiting room She noticed her room had recently been cleaned before she entered and that the table paper had recently been changed as well.

When the physician came in, he was very kind and patient while she explained her symptoms. He asked questions to ensure he was hearing and understanding how she was feeling and her symptoms. Once he made his clinical decision, he took his time to explain the diagnosis with her, not only verbally, but he brought out physical material to show and explain to her. She states he made sure to explain the diagnosis and information in general common knowledge to ensure she understood. The physician and clinical made the patient feel that her concerns were being heard, she didn’t feel rushed or that they didn’t want to see her.

Before leaving post office information as explained verbally to her. She also received a text message explaining those same instructions and information to her. The clinical staff also made sure to take the time to explain the treatment and medications that were being prescribed to her. They made sure she understood what was being prescribed and what side effects could arise from taking the medication as well. She states that she attends to continue to see that physician and make appointments at his clinic. She also mentions that not only does she choose this clinic for her care but also her children. She also recommended this office and clinic to other friends and family members in the area.

As long as there are appointments available, she makes a point for this clinic to be her first choice for care given that the staff is so warm and friendly. She doesn’t ever feel uncomfortable or disrespected at her appointment. She always feels her care, concerns and needs are high priority.

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: