

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:

Yes, the patient reported that from the moment of arrival, the staff was welcoming and courteous. The front desk personnel greeted him warmly and efficiently handled the check-in process. When he mentioned a preference for a specific imaging facility, the staff went out of their way to schedule his MRI accordingly. This attention to detail and willingness to accommodate his preferences made the patient feel valued and respected.

- 2 Did you feel treated with courtesy and respect by the doctor or provider? Yes No

Explanation:

Yes, the nurse practitioner showed professionalism and genuine concern throughout the consultation. She allowed the patient to fully explain his symptoms and took time to ask follow-up questions about the duration and nature of the discomfort. The patient expressed appreciation for how attentively she listened, which helped build trust and made him feel that his concerns were taken seriously.

- 3 Did the staff make you feel as comfortable as possible? Yes No

Explanation:

Yes, the patient described a high level of attentiveness from the entire staff. From the waiting area to the examination room, he was treated with care and consideration. Staff members maintained a calm and friendly demeanor, ensured that he had privacy during his exam, and asked if he needed anything while waiting. These actions helped reduce anxiety and fostered a comfortable environment.

- 4 Did the caregivers explain things in a way you could understand? Yes No

Explanation:

Yes, the nurse practitioner carefully walked the patient through her diagnostic thought process. She used language that was easy to understand and avoided medical jargon, which helped the patient feel more confident about the diagnosis. Additionally, she explained how the treatment plan aligned with his symptoms, giving him a clearer understanding of the next steps and what to expect in terms of recovery.

Yes No

5 Were post visit directives clearly stated and addressed by the physician or any other caregiver?

Explanation:

Yes, the patient stated that the nurse practitioner explained the prescribed medications in detail, including their purpose, dosage, potential side effects, and when to seek follow-up care. Written instructions were also provided, which helped reinforce verbal guidance. The clarity of these instructions gave the patient reassurance about managing his condition at home.

6 Did you feel all your concerns were properly addressed? Yes No

Explanation:

Yes, the patient felt that every concern he brought up was acknowledged and explored. He mentioned that the provider didn't rush through the appointment and instead validated his symptoms and offered potential explanations. The collaborative approach reassured him that he was being heard and treated as an individual, not just a set of symptoms.

7 Was the facility clean? Yes No

Explanation:

Yes, the patient was impressed by the cleanliness of the facility. Fresh linen was placed on all examination beds, and he observed that medical equipment such as telemetry units were sanitized in front of him before use. This gave him confidence in the facility's commitment to hygiene and infection control.

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

Explanation:

Yes, the patient noted that several of his family members already receive care at this facility and they have consistently had positive experiences. He mentioned that he would confidently recommend this practice to others due to the high level of professionalism, personalized care, and consistent satisfaction over multiple visits.

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: