

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 nursing assistants did not take me to the bathroom quickly and implied that I was lazy because I needed assistance with getting up mostly."*

- 2 Did you feel treated with courtesy and respect by the doctor or provider? Yes No
Explanation: *"They had me on 2 pain meds so that my pain stayed minimal. And there were no complications with my surgery"*

- 3 Did the staff make you feel as comfortable as possible? Yes No
Explanation: *"They came in a lot to turn me and move me so that I didn't get stuck in one position to long"*

- 4 Did the caregivers explain things in a way you could understand? Yes No
Explanation: *"They said a lot of big words, it was intimidating and when I would ask questions the reasoning they gave was things I didn't understand"*

- 5 Were post visit directives clearly stated and addressed by the physician or any other caregiver? Yes No
Explanation: *"They went through all my medications and how PT and follow ups would go and where I need to go for those as well as set me up with a home health nurse to come see me a couple times a week until I am healed up"*

- 6 Did you feel all your concerns were properly addressed? Yes No
Explanation: *"The nurses wanted me to get up and walk the same day after surgery. I felt tired and I was in pain and was not ready for that and they made it out like I didn't have a choice."*

- 7 Was the facility clean? Yes No
Explanation: *"I think house keeping came daily and the nurses took my garbage often, the nurses also gave me new clean bedding every day."*

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

Explanation: *"It's painful" "Last resort, hospitals aren't a good place to be, but if you have to go then yeah I'd say go get it over with"*

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: