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, physicians, and facilities. 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 encounters. 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 affects 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 second 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: "Yes, the receptionist at the front desk was super nice and welcoming. They made sure all my insurance documents and information was correct before I got called back."

2.

Did you feel treated with courtesy and respect by the doctor or provider? Explanation: "No, I felt like I was rushed during my appointment and the doctor was in a hurry. I got to ask some questions about my symptoms but felt too rushed to ask for further explanations and questions about my care I was receiving."

3.

Did the staff make you feel as comfortable as possible? Explanation: "Yes, the nurses were polite and personable while also being professional. They asked if I needed a drink while I waited for the doctor. I ended up getting a shot and they sat with me for a few minutes to make sure I was okay and able to drive on my own without any reactions to the medication, which to me made it seem like they really cared."

4. Did the caregivers explain things in a way you could understand? Explanation: "Yes, I think they did a good job of explaining things in simpler terms for me to understand better. When I had bloodwork done at this clinic, they showed me a chart of where each number should be and let me compare it to my own numbers to get a better

understanding. They use simple words and phrases rather than medical terms that I don't follow."

5. Were post visit directives clearly stated and addressed by the physician or any other caregiver? Explanation: No, not entirely. The doctor told me to schedule a follow up but didn't tell me when or how to schedule that follow up. I just ended up having to call the next day which was fine but inconvenient because they had to take a message and I had wait for the doctor to call me back with information."

6.

Did you feel all your concerns were properly addressed? Explanation: "No, because like I said previously, I felt like he was in a rush and so only one of my concerns was really talked about. I went in with two primary concerns of pain in my lower back and fatigue. We talked about the fatigue, but he kind of just brushed off the back pain and rushed through it."

7.

Was the facility clean? Explanation: "Yes, the facility was pretty much spotless. The waiting area smelt clean and looked like it had been freshly mopped. As people left their seats, the secretary wiped the chairs down with a wipe. In the back everything looked sanitized, they changed out the pillowcase and the sanitation paper on the table."

8. Would you recommend this treatment, physician, and/or facility to your friends and family? Explanation: "Overall, yes. Though there were some things that could've been

improved, the staff was kind, the facility was clean, and it felt like a safe, comfortable environment. I would recommend it to a friend or family member."

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

Criteria Points Points Possible 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:

Summary:

For this assignment, I decided to interview my grandmother. She visits the clinic several times a month, so she has a good understanding of the staff and facility. Overall, I would say her experience at the clinic has been mostly positive. The staff created a kind and comfortable environment for her. They were friendly, understanding, and had patience. They explained things in a clear and easy to understand way. They also made her feel welcome by offering her a drink to make sure she was at ease during her visit. One thing that really stood out to me was how the nurses closely monitored her for a few minutes after giving her medication to make sure she felt alright before driving home. I think that level of attention shows that the staff genuinely care for her safety. Another thing to note was how clean the facility was. Everything was well maintained, and she felt confident that proper hygiene protocols and standards were followed. However, there were still areas that could be improved. My grandmother mentioned that while most of the staff were great, her physician sometimes seemed rushed. I think he could improve patient care by slowing down and taking more time to listen to the patients' concerns. It is important for doctors to make sure that every concern is addressed, no matter how small it seems. I think his patients would feel more respected and seen when they know that their doctor is truly listening and not just rushing to get to his next appointment. Skipping or rushing over an appointment can lead to important details getting missed. Taking a little extra time to fully listen can make a big difference on how patients feel about their overall care and quality of this facility and staff. With all being said, I do think this is a good place to recommend to others; they just need to make a few changes.