

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 post-op nurse helped me a lot after the surgery. I felt like I pressed the call button a lot to go to the bathroom, and I was afraid I was annoying her and the other nurses, but they never made me feel bad about that. She was so quick after I'd call too.

- 2 Did you feel treated with courtesy and respect by the doctor or provider? Yes No
Explanation: Yes, the doctor was so helpful. I only really saw her before and after the surgery, but not much otherwise. She was great at explaining everything about the surgery and she was really sweet the whole time.

- 3 Did the staff make you feel as comfortable as possible? Yes No
Explanation: The only ones that made the experience uncomfortable was the people at the front desks that figure out insurance. They said they didn't take my insurance, but I called everywhere I could to find out that they actually did. I felt like it was me having to jump through every hoop possible and do their job for them. No one seemed to know the right person to talk to, so my surgery kept getting delayed all because they didn't seem to know what they were talking about. All the medical caregivers were so nice though and made the experience better.

- 4 Did the caregivers explain things in a way you could understand? Yes No
Explanation: Yes, the nurses and doctor were really easy to understand. They didn't say any crazy medical terms that I don't know, and I didn't have any trouble trying to figure out more about the surgery.

- 5 Were post visit directives clearly stated and addressed by the physician or any other caregiver? Yes No
Explanation: They wanted me to go to a two week follow up appointment to make sure I was healing okay. The doctor told me about it after my surgery, the nurse gave me papers with all of that information, and then she explained what was on the paper just to be clear.

- 6 Did you feel all your concerns were properly addressed? Yes No
Explanation: I didn't have concerns or questions before the surgery, but then I did during the recovery phase. That week after, I was worried about some pressure I was

having, so I called my doctor and talked to her on the phone. She told me everything sounded normal, and I shouldn't worry over that, so I felt better then.

7 Was the facility clean? Yes No

Explanation: Yes, everything seemed clean and nothing dirty stood out to me.

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

Explanation: My doctor is so good, and I want to use her again in the future. She obviously knew what she was doing and made the recovery process easy. If it's necessary to get that surgery, then I'd say it's an easy one to heal from and does not take long to bounce back from. Plus, I was not in pain afterwards either. But my biggest issue with the experience was having to deal with the insurance and the people at the front desk. They made it so complicated when it didn't need to be that way in the first place. Everyone else was great, but the problems I had with them in the beginning might keep me from going back to that same hospital.

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: