

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, this patient is usually uncomfortable in hospital settings but found that the nursing staff made them feel "at home" and cared for.

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

Explanation: Yes, the patient stated that the doctor asked him how he was doing/feeling and was prompt on letting him know when test results, xray reports came back in a timely manner.

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

Explanation: Yes, the patient felt as though he was "the only person in that hospital" with the way the nursing staff and provider cared for him.

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

Explanation: Yes, the caregivers used laymans terms and not any "big medical" words.

5. Were post visit directives clearly stated and addressed by the physician or any other caregiver? Yes No

Explanation: yes, there was one direction and that was to follow up with his PCP if the pain continued.

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

Explanation: Yes, Patient went in thinking he had appendecites and after tests and xrays the doctor informed the patient though his symptoms were similar to appendicites it was a different diagnosis.

7. Was the facility clean? Yes No

Explanation: Yes, the room and linens were visually clean. He stated that he watched each staff member put on new gloves before interacting with him.

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

Explanation: Yes, the patient stated that the staff, though it was very early in the morning, addressed all of his concerns directly as well as provided him with information promptly as they recieved it.

Summary Analysis

The patient I selected for the interview portion of this survey was my partner, Jeremy. He was recently admitted to UMC's Emergency Department by ambulance, presenting with pain that raised suspicion of appendicitis. Below is a summary and analysis of his visit examining the facility's rapport, cleanliness, quality of care, comfort and the likelihood of referral.

Jeremy isn't a fan of hospitals or clinics. He usually only goes when there's no other choice. When he finally arrived at the emergency department, he said the nurses, the EMS crew and the radiography team all treated him with respect and courtesy. They actually made him feel important by asking what he thought was happening to his body and when his symptoms first began. He also noticed that they showed empathy, for his pain while staying efficient enough to pinpoint the cause of his condition. Jeremy notes that the provider was professional and approachable with a compassionate demeanor, which left him feeling comfortable and confident about the care he was receiving.

Jeremy also commented on the cleanliness of the facility. He stated that the Emergency Department was visibly clean, and both the linens and bed he was placed on appeared freshly made. He observed that all providers wore gloves and surgical masks, and he personally watched them put on new gloves before each interaction. This attention to hygiene further reassured him of the quality and safety of his care.

After the nurses collected his lab samples and started an IV, they handed him a pair of socks and a blanket because the department was cold, a gesture that helped him settle in comfortably. When the lab work was finished a radiographer entered to carry out an abdominal X-ray. The radiographer explained the exam in clear, easy-to-understand terms and described exactly what he would need to do. Jeremy stated that he understood everything the radiographer explained and appreciated the communication.

When the doctors finally ruled out appendicitis the provider told Jeremy that his symptoms were most likely due to a stomach virus that was making the rounds. By using language the provider made the explanation easy for Jeremy to grasp. He left feeling that his concerns had been fully addressed and that the staff actually listened without interrupting or jumping to conclusions, about what he would say. He was given one discharge instruction: if the pain didn't subside within a day, he should follow up with his primary-care provider.

Overall, Jeremy's experience in the Emergency Department was very positive. He felt heard, respected, and well cared for by both the staff and provider. He noted that even though his visit took place very early in the morning (around 3 a.m.), the staff remained prompt, professional, and attentive. Jeremy stated that he would highly recommend this facility to family and friends who might need emergency care in the future.

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: