Patient Satisfaction Survey – **Micayla Henry**

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? Explanation: The interviewee stated that the other staff, receptionists and nurses, were all very polite and welcomed him with positive attitudes. Specifically, he was happy with the way they were professional while still being approachable and kind.	Yes	No
2.	Did you feel treated with courtesy and respect by the doctor or provider? Explanation: The interviewee said that he felt like the doctor really took time to listen to all of his concerns and fully answered all the questions he had. He did not feel like the doctor was in a rush and he felt like he was valued as a patient.	Yes	No
3.	Did the staff make you feel as comfortable as possible? Explanation: The interviewee said that the staff made him as comfortable as possible by offering him blankets and water while in the waiting room. He said that they also helped to lessen the discomfort during the actual procedure by checking on him regularly and constantly communicating with him.	Yes	No
4.	Did the caregivers explain things in a way you could understand? Explanation: The interviewee said that the caregiver took time to explain the procedure in a way that he understood by using simple words and by answering any clarity questions he had. After the caregiver explained and discussing the procedure with him, he said he understood everything and knew he could as follow-up questions in the future if needed.	Yes	No
5.	Were post visit directives clearly stated and addressed by the physician or any other caregiver? Explanation: The interviewee was given both verbal and written post visit instructions by the doctor that were very easy to understand. He also said that he received a phone call a couple days after the procedure to check on how the post visit instructions were going and to answer any questions he had.	Yes	No
6.	Did you feel all your concerns were properly addressed? Explanation: The interviewee said that all of his concerns were addressed properly at his appointments. The doctor took everything he said seriously, answered all of his questions, and clearly explained everything. He said that the doctor and staff also made it clear that they were available for any future concerns that may arise.	Yes	No

7.	Was the facility clean? Explanation: The interviewee described the facility as being clean and maintained, for he saw staff sanitizing surfaces multiple times. He specifically notes how clean the waiting room and the room he was in for the procedure were. He said the cleanliness made him feel more comfortable and safer.	Yes	No
8.	Would you recommend this treatment, physician, and/or facility to your friends and family? Explanation: The interviewee he would confidently recommend this facility/doctor to any family or friends needing any type of skin procedure done. He said not only were the staff and doctor kind, professional, and comforting, but the facility itself was very clean and well-maintained. Overall he had a positive experience and received a high quality of care, making it easy to recommend to others.	Yes	No

Summary Analysis:

Kevin, my interviewee, recently went to the dermatologist to have a standard excision procedure done to remove a precancerous spot on his back. He was nervous going into the appointment since he had never experienced this procedure before, however, his experience ended with patient satisfaction. One key takeaway from his experience is the positive interactions he had with each staff member. Receptionists got him checked in quickly and communicated waiting times well with him, while also keeping him comfortable in the waiting area by offering blankets, water, and comforting him with “small talk” to ease his nerves. Once he got called back to the procedure room, the nurses did an amazing job at explaining the procedure and communicating thoroughly through the entire procedure to keep him as comfortable as possible. The doctor also clearly explained the procedure and answered all questions he had before, during, and after the procedure. Each staff member did an amazing job with the clarity of post-visit instruction by giving him verbal instructions, written instructions, and following back up with him via phone call two days after the visit. The positive, communicative treatment from the healthcare staff and doctor created a very trusting and comforting environment, overall giving Kevin a positive perception of the facility as a whole. Additionally, the clean, well-maintained facility only added to the positivity of the experience and gave Kevin an even bigger feeling of

safety and comfort. All in all, his overall positive experience gives him confidence in recommending the facility to anyone in need to go.

In conclusion, this feedback highlights how facilities who prioritize respect clarity, and comfort have a direct positive impact on patient care and satisfaction. In turn, this will lead to a positive reputation, which can then lead to long term success. I believe they treated Kevin with good standards that ensured a high level of patient care and satisfaction that many healthcare facilities can look up to.

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: