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:
   When he walked in, he in everyone knew his name and said hi. He felt very welcome.

2. Did you feel treated with courtesy and respect by the doctor or provider? Yes No
   Explanation:
   They treated him as though they've known him for years.

3. Did the staff make you feel as comfortable as possible? Yes No
   Explanation:
   All information was explained in a way to ease any nervousness. He was also given handouts about the procedures and everything it entailed.

4. Did the caregivers explain things in a way you could understand? Yes No
   Explanation:
   The caregivers explained everything that was going to be done. He stated that the nurses act like humans and not like robots

5. Were post visit directives clearly stated and addressed by the physician or any other caregiver? Yes No
   Explanation:
   They were very good at explaining and walking through the procedures that were going to be done before the next visit.

6. Did you feel all your concerns were properly addressed? Yes No
   Explanation:
   All his concerns were thoroughly discussed in words that he could explain

7. Was the facility clean? Yes No
   Explanation:
   The facility was very clean. The floors were shiny and the room was clean. There was no overflowing of trash.

8. Would you recommend this treatment, physician, and/or facility to your friends and family? Yes No
   Explanation: He was treated with courtesy and respect. Everything was done in a way that he could understand.

My interviewee was my dad. He has many health issues, so he is in and out of doctor's offices a few times a week. He is a very stubborn man and likes things to be done his way and has a hard time doing what the doctors tell him too. He hates going to the doctor. This doctor's office that he goes to about once a month, they always take really good care of him. The staff there knows him by name and gets greeted as soon as he walks in the door. They conversate like they have known each other for years. He is treated with respect from the doctor as well. They are on a first name basis and can talk about everything. The doctor that he sees includes him in all of his care. The doctor and him made all decisions together, nothing was done or scheduled until he understood what was going to happen. He appreciates them for talking to him like a person and not an object. They explain everything to him so that he understands what is going on. They take their time with him when he is being seen. He says that the caregivers act like humans and not robots. They are very caring, they seem to enjoy what they do. Any nervousness is put to ease when he gets all his questions asked. He would recommend everyone to come to this place. The respect that he gets, the easiness to talk to, and the explaining of everything that he gets is what everyone needs to have. He has had to see many doctors over the years, and this office here tops them all. My dad likes respect and being treated right. This doctor's office does just that.

This patient survey reflects greatly on the doctor's office. It shows that they know how to treat their patients and make them feel comfortable. I think that making a patient feel comfortable will always be at the top of the list when trying to find a provider. The cleanliness of the place also reflects on the clinic. Nobody wants to go a clinic that is dirty and not taken care of. Overall, this clinic seems to have everything put together with how they handle everything from the time the patient walks in until the time they walk out. I would also recommend this place to others. I have seen the way this office has treated my dad. It feels good to know that he was being treated very good. My dad is a hard man to please, so if they can make that happen then it's a good place to be.

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: