

# PATIENT SATISFACTION SURVEY

We would like to know how you feel about the services we provide so we can make sure we are meeting your needs. Your answers will help us improve our services. We will keep your answers confidential.

Thank you for helping us.

Please check how well you think we are doing in the following areas:	Great 5	Good 4	OK 3	Fair 2	Poor 1
<b>Ease of getting care:</b>					
How easy is it to get in to be seen?					
How convenient are the practice's hours?					
How convenient is the practice's location?					
How prompt does the practice return your phone calls?					
How easy is the practice's phone system to use?					
<b>Waiting:</b>					
The length of the wait in the waiting room is....					
The length of the wait in the exam room is....					
The length of the wait for tests to be done is....					
The length of the wait for test results is....					
<b>Staff: Doctor, nurse practitioner [NP], or physician assistant [PA]</b>					
How well does the Doctor/NP/PA listen to you?					
Does the Doctor/NP/PA takes enough time with you?					
How well does the Doctor/NP/PA explain what you want to know?					
Does the Doctor/NP/PA give you good advice and treatment?					
Overall, how satisfied are you with your Doctor?					
Is the nurse/medical assistant friendly and helpful?					
Does the nurse/medical assistant answer your questions?					
Are all other staff friendly and helpful?					
Do all other staff answer your questions?					
<b>Payment:</b>					
If you have to talk to someone about your bill, is there an area in the office where you can have privacy?					
If you have a question about your bill, do you receive a clear explanation?					
If you have questions about your healthcare coverage is there someone at the practice who can help you?					
<b>Facility:</b>					
Are the building and grounds neat and clean?					
Is it easy to figure out where to go to find the office?					
Do you feel comfortable and safe while you are waiting?					
Do you feel your privacy is maintained?					
Are you likely to refer friends and family to this practice?					
Do you consider this practice your regular source of care?	Yes _____		No _____		
What do you like least about our practice?					
What can we do to improve?					
Your age (circle one)	0-10	10-25	25-50	50-65	65+
Male _____ Female _____					
How long have you been a patient of this practice? _____					

*Thank you, again, for your help!*

# **GUIDELINES for Administering a Patient Satisfaction Survey**

Based on an example from the Bureau of Primary Health Care

## **Giving the survey to patients**

It is important that the survey be given to patients in a consistent manner so that survey results are as unbiased as possible. Below are three possible methods of distribution:

1. a stack of surveys can be prominently available at the office's check-out desk with envelopes for return mailing (with postage on them) or a box to drop completed surveys in
2. a staff member can hand the survey to each patient as they leave and ask them to complete the survey before they leave the office; patients who complete the survey hand it to the staff member, who immediately seals it in an envelope without looking at it
3. surveys can be mailed to all patients of the practice with self-addressed return envelopes; these envelopes should already have postage on them

No matter how your patients receive the survey, it is important to assure them that these surveys are being done to improve the quality of practice services, and that all replies are strictly confidential.

## **Estimating the cost of the survey**

Practices may be hesitant to do a survey because of its cost in time and money. Before you do a survey, consider both the cost and the potential rewards.

The potential benefits Patient Satisfaction Surveys [link] are discussed in this Office Practice Toolkit. Their costs can be roughly estimated by:

- deciding which approach your practice will take to the survey
- calculating approximately how much paper supplies you will use (this could involve regular paper stock, letterhead, and envelopes)
- postage (if the survey is mailed)
- copying costs
- staff time (calculating the type of staff involved in the project, how many of each type, the number of hours of each type, and the number of hours times the salary cost per type)

## **Calculating a Sample Size**

### ***Definitions***

#### Population

The population is the entire group of patients that you want to survey.

#### Sample

The sample is the part of your patient group that you actually survey.

#### Representative Sample

A representative sample is a portion of your patient population that has the same characteristics as the total patient population.

## **Types of samples**

### ***Subjective or Convenience Sample***

- is possibly biased
- usually is not representative
- selection is made by ease of collection

### **Systematic Sample**

- is random
- people selected have an equal chance of being selected because of the methodology (e.g., it could be a computer generated list, or it could be every fifth name on a list, etc.)
- can usually be supported if challenged that it is not random

### **Stratified Sample**

- population is broken down into subgroups, then a random sample is taken from each subset
- can usually be supported if challenged that it is not random

### **Sample Size**

It is important to get as large a sample of your patient population as possible to respond to your survey. If you have 800 patients and only 50 respond, their answers will not give you a clear picture of your patients' opinions about your office. This is why, whether mailing or handing out the survey, it is important to make the survey as easy for your patients as possible.

### **Data Collection and Analysis**

Although this may seem like the most formidable part of surveying your patients, it should be straightforward with the use of computer software like Lotus 123 or Excel. Simply create a spreadsheet which mirrors your survey tool. Add a column for 'No response' to the right of 'Poor'. Each response cell can be programmed to calculate a percent of the responses received divided by whatever sample size you mailed or handed out (e.g., if you handed out 300 surveys then the cell would be programmed  $x/300$ ).

When completed surveys come in, assign one or more clerical staff to enter the responses into the spreadsheet each day. As the responses build up, the percents in the cells will climb higher.

Those questions which are demographic in nature, or require patients to give their own response (such as "what do you like least about our practice"), can be tabulated separately.

When the majority of surveys are returned and entered into the program, the practice can print out a report which can be used for staff discussion and possible practice changes.