

# PATIENT SATISFACTION

## INTRODUCTION

A Patient Satisfaction Survey is a short, easily administered questionnaire that provides health centers with information and insight on their patients' view of the services they provide. Health centers can use survey results to design and track quality improvement over time, as well as compare themselves to other health centers.

The health center program expectations outlined by the Bureau of Primary Health Care state that all health centers must have a quality improvement system that includes both clinical services and management. Performance measurement and quality improvement are critical elements for excellence in the health care industry. The current healthcare environment is driving the use of data to increase accountability, support quality improvement, facilitate and support clinical decisions, monitor the population's health status, empower patients and families to make informed healthcare decisions, and provide evidence to eliminate wasteful practices. One part of these performance measures include patient satisfaction surveys. These surveys should have the capacity to measure performance using standard performance measures and accepted scientific approaches. Migrant health centers are encouraged to establish performance standards in concert with other migrant health centers serving similar populations. In analyzing performance data, health centers should compare their results with other comparable providers at the state and national level, and set realistic goals for improvement.

The Human Resources and Services Administration (HRSA) provides sample surveys for health centers to use on their website. These can be found [here](#). Although a sample survey form is provided for download, HRSA states that the most efficient way to administer patient satisfaction surveys are by using scannable forms available through the Health Center Controlled Networks (HCCNs), which also will scan completed forms, compile and analyze results, and develop a complete report for the health center that includes a comparison with average health center benchmarks. For more information on the HCCN's go [here](#). A nominal fee may be charged for this service. You can contact HRSA at 301-594-0818 to learn more about Health Center Patient Satisfaction Surveys.

## POINTS TO REMEMBER

When establishing your patient satisfaction survey policy and procedure, please remember that:

- It can be challenging to determine a farmworkers' satisfaction with a particular health center while they are seeking and receiving care. When creating a patient satisfaction survey for farmworkers, it is important to remember that:
  - Farmworkers often face unique cultural and linguistic barriers.
  - More than three-fourths of all farmworkers have either limited English proficiency or are monolingual in Spanish. A small number speak Indigenous languages.
  - In addition, the average literacy level among the farmworker population is the 6th grade.
  - Farmworkers are also a mobile population which often migrate out of the area they received health services in at any time. Even when they remain in the area, they often live and work in areas that are not easily accessible to health centers and often have transportation issues.