

# Patient Satisfaction

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## Policy and Procedure Sample

Policy #: \_\_\_\_\_

Original Effective Date: \_\_\_\_\_

Revised Date: \_\_\_\_\_

### Patient Satisfaction Survey

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**POLICY:** **Insert Health Center Name** is committed to providing patient-oriented health care services. The Patient Satisfaction Survey System provides feedback on how we are meeting the needs of our patients and helps in identifying areas to be targeted for performance improvement activities.

**PURPOSE:** Through the patient satisfaction survey, data will be gathered to determine how the patient perceives the **Health Center's** operational status and procedures. From this information, the **Health Center** can adjust and/or improve its service or discover other opportunities in which to better serve our patient's needs.

**PROCEDURE:**

1. A patient satisfaction survey will be conducted on a quarterly basis at all sites, for a time frame of one week. After completing the survey, the patient will place it in a survey box located in convenient areas throughout the center.
2. Survey questionnaires will be written in English and Spanish. Patients who speak other languages should be offered the opportunity to complete the survey with the assistance of an interpreter / translator.
3. Surveys may be coded in order to obtain data about specific sites, departments, and / or providers.
4. Completed surveys will be returned to the Special Projects Department for tabulation and the Director of Special Projects will prepare a report of survey findings.
5. Patient Satisfaction Survey reports will be presented to the Quality Council for review. Reports will also be sent to Leadership and Supervisory staff for discussion with all staff and identification of improvement activities.
6. A repeat of the same survey will be conducted periodically to evaluate progress made towards meeting objectives.