The Patient Satisfaction Survey is a short, easily administered questionnaire that provides health care agencies 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.

**Outcomes:**
Provides an assessment of patient perceptions and feedback on what your patients think the agency is doing well and areas to improve.

**Keys to Success:**
- Respect patient’s values and expressed needs.
- Provide opportunity for confidential feedback from those served.
- With periodic analysis, survey can provide information for continuous quality improvement.
- Value patient perceptions and feedback as key component of quality of care.

**Ingredients:**
- Clinic staff and leadership input
- System for patients to complete patient satisfaction surveys
- Method for patients to return survey, with responses kept confidential
- Decision on how often to administer survey
- Ability to analyze results to report to the agency and back to the community

**Preparation:**
To ensure consistency in the administration of a Patient Satisfaction Survey, it is suggested that the survey be given to patients in one of the ways listed below:

Step 1: A stack of the surveys is made readily available to patients at the time they check out from the health center. If the surveys are administered this way, have an envelope or box, marked “Completed Patient Satisfaction Surveys,” next to the stack of surveys for collection.

Step 2: Someone on staff hands the survey to a patient at the end of their visit, and asks them to complete it prior to leaving the health center. After the patient has completed the survey, immediately place the survey in an envelope and do not read any of the responses to the survey. Or, show the patient where there is a centrally located envelope or box, marked “Completed Patient Satisfaction Surveys,” for survey collection.

Step 3: If patients have difficulty reading, someone who is not a health care provider at your health center should assist them. Individuals that can assist patients in reading the survey include outreach workers, non-health care provider staff, family members, patient’s friends, and volunteers.

Sample Patient Satisfaction Survey from the Seattle Indian Health Board.
**Step 4: Survey instructions should state that all of the responses to the survey will be kept confidential and that the purpose of the survey is to help the agency improve the quality of services and program offerings. Staff members should also explain this when handing out surveys directly.**

**Tips:**
- Provide a confidential setting for reading and completing the survey.
- Keep the survey simple and easy to complete in a few minutes.
- Allow space on the survey for the patient to write additional comments if they wish.

**Sample Patient Satisfaction Survey templates available at HRSA website listed above.**

**Sharing the Results:**

Provide a summary report back to your stakeholders. This may include your Board of Directors, agency staff and members of the community you serve. Take opportunities, such as agency staff meetings, to go over the results, to celebrate and enhance what the clinic is doing well and to discuss potential solutions to address the areas where there are needs for improvement.

**Suggestion:**

Administer an ongoing patient satisfaction form and conduct periodic review (such as every six months or every year) to institutionalize this valuable tool for assessing patient needs and perceptions. This will let the community know they have a means to provide ongoing confidential input on clinic services and that their opinions are valued.