

# PATIENT EXPERIENCE ASSESSMENT

Drive strong patient loyalty and referrals by improving the patient experience. Go directly to the source by regularly surveying your patients and improving aspects of the experience. The tool below outlines how you can implement a simple yet powerful patient experience assessment in your practice. It uses statements (rather than questions) and asks for the patient's level of agreement plus an "open comment" question at the end.

## INSTRUCTIONS

- 1) Deploy this survey at the end of the patient's visit. This can be done a number of ways:
  - a. Kiosk at the checkout counter
  - b. Paper form and drop box
  - c. Email within 24 hours of the visit
- 2) Collect data for one week, or until you have ~20-50 responses.
- 3) Review responses and identify key themes.
- 4) Improve one or two areas of concern.
- 5) Run the survey for another week and review survey results to assess impact.

## SURVEY QUESTIONS

#	STATEMENT	RESPONSE				
1	Your name (Optional - if you would like to be contacted regarding your comments)					
2	What type of visit did you have at (YOUR PRACTICE) recently?					
		STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE
3	Setting an appointment was simple and there were options that fit my schedule	1	2	3	4	5
4	I received a warm and sincere greeting upon arrival.	1	2	3	4	5
5	I am satisfied with the amount of time I had to wait to see the doctor.	1	2	3	4	5
6	I was greeted by my name by counselors, technicians and doctors.	1	2	3	4	5
7	I found the office environment to be attractive, clean and modern.	1	2	3	4	5
8	I am satisfied with the medical care received during my visit.	1	2	3	4	5
9	I am satisfied with the overall time that my visit took.	1	2	3	4	5
10	I received a fond farewell at the end of my visit.	1	2	3	4	5
11	I would willingly recommend (NAME OF PRACTICE) to my friends and relatives.	1	2	3	4	5
12	If we could improve one or two things to make your visits better, what would you recommend?					

If you would like assistance developing a patient experience system and/or support identifying insights from the data, schedule a 30-minute consultation at **BeyondBedsideManner.com**.