



Section: Clinical
No. 4.24
Board Approval: 00/00/0000

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Patient Satisfaction Survey Policy

Purpose: To ensure The Cincinnati Health Network, Inc. (CHN) has a Patient Satisfaction Survey System that provides feedback about whether patient needs are being met and helps to identify areas for quality improvement activities.

Policy: Patient Satisfaction Surveys will be completed on an ongoing basis for all medical sites.

Procedure:

1. Each medical site will work with patients to complete a specified number of patient satisfaction surveys on a monthly basis. Whenever possible patients will complete the survey with assistance of an outside representative (i.e., Americorps staff member or volunteer) Completed surveys will be placed in a survey box located in a convenient area of the site.
2. Survey questionnaires will be written in English. 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 Compliance Officer for tabulation and he/she will prepare a report of survey findings.
5. On a quarterly basis Patient Satisfaction Survey results will be presented to the Board Quality Council for review. Reports will also be sent to Management staff for discussion with all staff and identification of improvement activities.
6. Survey results will be reviewed on a regular basis to evaluate progress made toward meeting quality objectives.