

PATIENT SATISFACTION MEASUREMENT



measure



analyze



implement

Patient Satisfaction Surveys Provide a Snapshot of Your Practice

Despite their pivotal role, physicians and other healthcare providers are infrequently evaluated through the eyes of their patients. **MDMANAGEMENT** provides tested, statistically valid patient satisfaction research that identifies the routine interactions in your practice that have the potential to impact your entire organization.

Measure Key Performance Areas

The survey measures these *specific performance* areas:

- **Access to services** (appointment scheduling, availability, check-in, waiting times, referrals)
- **Staff performance** (courtesy, telephone manner, caring concern, professional services)
- **Communication** (telephone, explanation of procedures and test results, after-hours contact)
- **Physician performance** (time spent listening, answering questions and giving instructions, outcomes)
- **Environment** (hours, comfort, parking, signage, access)

The survey also asks for "*overall*" *satisfaction ratings* for:

- Your practice
- The quality of medical care received

Two open-ended questions for *verbatim comments* about:

- Willingness to refer family and friends
- Suggestions for improving service

Converting Survey Results into Action Plans

With the right data, presented in a persuasive manner, you can make decisions about improving the policies, work processes, and physician / staff performance that affect patient loyalty and referrals.

MDManagement can help!

MDMANAGEMENT
PHYSICIAN PRACTICE MANAGEMENT

117 Tomlin Circle | Burr Ridge, IL 60527 | Tel: (630) 789-3636 | Fax: (630) 522-2400

www.MD-MGMT.com