

XYZ HHA

PHYSICIAN SATISFACTION SURVEY

Your opinion is valued.

Our XYZ HHA staff is dedicated to providing excellent patient care. To accomplish this we need your help in identifying what we are doing right and what needs improvement. Please take a few minutes to fill out this survey and return it by **August 31, 2003** in the enclosed envelope. Thank you for taking the time to assist us.

Quality/appropriate patient care

	Agree	Disagree
My orders are carried out to my satisfaction	<input type="checkbox"/>	<input type="checkbox"/>
My patients are satisfied with XYZ HHA's services	<input type="checkbox"/>	<input type="checkbox"/>
I am satisfied with the quality of care provided to my patients	<input type="checkbox"/>	<input type="checkbox"/>
I would recommend XYZ HHA	<input type="checkbox"/>	<input type="checkbox"/>

Responsiveness

	Agree	Disagree
The XYZ HHA admitting nurse responds appropriately to the referral information in opening a case	<input type="checkbox"/>	<input type="checkbox"/>
The following areas meet my needs:		

	Agree	Disagree
Reception	<input type="checkbox"/>	<input type="checkbox"/>
Referral Intake	<input type="checkbox"/>	<input type="checkbox"/>
Order Processing	<input type="checkbox"/>	<input type="checkbox"/>
Clinical Staff	<input type="checkbox"/>	<input type="checkbox"/>
After hours/Weekends	<input type="checkbox"/>	<input type="checkbox"/>

Communication/feedback

	Agree	Disagree
I am satisfied with the communication I receive from the clinical staff about my patients.	<input type="checkbox"/>	<input type="checkbox"/>

I receive timely verbal or written summaries of my patient's condition.

How can we improve our service and/or communication? _____

Name: _____ Phone # _____

Our XYZ HHA staff encourages its referring physicians to voice concerns. Please contact us at any time.

Administrator: XXXXXXXXXX, RN Phone # 541-523-8103

Director Home Care Services: XXXXXXXXXX, RN Phone # 541-523-8816

PLEASE RETURN THIS SURVEY IN THE ENVELOPE PROVIDED BY XXXX, 2004. THANK YOU FOR YOUR PARTICIPATION IN THIS VERY IMPORTANT SURVEY.