

# Flagler County Free Clinic

## Patient Satisfaction Survey Policy

### Statement:

In order to gain an accurate understanding of the patient experience, a Patient Satisfaction Survey will be given to each patient at the **Flagler County Free Clinic** at “check-in” before each clinic visit. A patient satisfaction survey is an important part of determining quality of care and will:

- Promote informed decision-making by gaining statistically reliable data
- Provide valuable data about how to improve patient experience and ensure better outcomes
- Ensure better communication with patients

### Distribution process:

1. The staff at the reception desk are responsible for giving the patient a Patient Satisfaction Survey at “check-in” for each clinic visit and will encourage the patient to drop their *anonymous* completed survey in the **locked box** provided in the reception area.
2. For patients that have difficulty reading the survey, someone who is not a health care provider at the clinic can assist them in survey completion.

### Evaluation of responses:

1. The box will be emptied daily and completed surveys will be kept in the office of the Executive Director. Any specific concerns that have been documented and include contact information (name and phone number), will be followed up by the Executive Director as soon as possible with a call to the patient.
2. The results of submitted completed surveys will be documented on a spreadsheet monthly. A separate list of the narrative responses to the 3 questions will be documented and attached to the spreadsheet for review by the **Standards and Utilization Review Committee**.
3. The results of the Patient Satisfaction Survey will be shared routinely at Provider and Volunteer Meetings.