

PURPOSE:

The purpose of this policy is to ensure that ___ (Practice) obtains feedback from patients, families and caregivers regarding their experiences with the Practice and their care.

POLICY:

It is the policy of the Practice to gather quantitative and qualitative feedback from patients, families and caregivers regarding their experiences with the Practice and their care in order to identify opportunities for improvement. The Practice monitors patient feedback in order to identify and understand its strengths, weaknesses, opportunities and threats.

It is the policy of the Practice to use a standardized, validated patient experience survey tool with benchmarking data available.

PROCEDURES:

Surveys: The Practice conducts a patient satisfaction survey to evaluate patient experience. Elements to be measured include the following factors:

- Access to routine, urgent and after-hours care.
- Communication with the Practice, providers and employees, to include feeling respected, listened to and able to get answers to questions.
- Coordination, to include being informed and up-to-date on referrals to specialists, changes in medications and laboratory or imaging results.
- Whole-person care and self-management support, to include the provision of comprehensive care and self-management support and emphasizing the spectrum of care needs such as mental health, routine and urgent care, advice, assistance and support for making decisions regarding care and maintaining changes in lifestyle, nutrition, exercise and diet.

The Administrator distributes copies of all reports to staff. A corrective action report or commendation strategy for any efficiencies/positive results noted on the report within two weeks of receipt of the site report.

Online reviews: Comments can also be made by patients and members of the community by accessing the official ___ social media page. Patients can also review and rate ___ on Google Reviews which automatically pops up on the right-hand side of the page when ___ is googled. These reviews and ratings are monitored and taken into consideration for improvement opportunities. By having sources other than patient satisfaction surveys given in the clinic. People can comment on needs and preferences

who aren't able to come into the clinic.

Quality Control

The Practice monitors the policy and procedure in the following manner:

- Annual monitoring of the measurement of qualitative and quantitative patient feedback data, evaluating the breadth and depth of the Practice's efforts to assess such data.

DATE	ANNUAL REVIEW/ SUMMARY OF CHANGES	APPROVED BY