Interprofessional Education
Standardized Patient
Clinic Patient Satisfaction Survey

OVERALL SATISFACTION

1. "Based on my level of satisfaction with this encounter, I would return to this clinic."
   - Strongly Agree: the healthcare providers were so exceptional that you would recommend to a friend or relative.
   - Agree: your experience with the healthcare providers was overall a positive one.
   - Disagree: you were dissatisfied with the encounter and you would not come back to this clinic.
   - Red Flag: the experience was bad enough for you to want to report the team to a supervisor.

PATIENT/HEALTHCARE PROVIDERS INTERACTION
Modified SEGUE

The healthcare providers:

2. Made a personal connection during the visit.
   - Agree: The healthcare team was warm, went beyond medical issues at hand, conversed about personal background, interests, job etc. [acute cases]: Rapt attention to me.
   - Somewhat: The providers made a (attempt) minimal effort. Did not feel a personal connection was made.
   - Disagree: The providers gave me the impression they were only interested in me as a disease or a symptom.

3. Gave me an opportunity/time to talk.
   - Agree: The providers invited me to speak. Encouraged me to tell my story. Asked open-ended questions. Used silence appropriately.
   - Somewhat: The providers gave me an opportunity to speak without interruption.
   - Disagree: I just answered the questions asked; providers used closed-ended questions only.

4. Actively listened. Gave me undivided attention.
   - Agree: The providers used body language that was open and encouraging – appropriate eye contact, body position. Let me know I was the provider’s focus.
   - Somewhat: The providers made comfortable eye contact. Frequent use of notes, but still attentive.
   - Disagree: The providers asked the same question several times. Nervousness interfered with ability to focus on me. Long pauses made me feel uncomfortable. Used closed body language. Focused solely on clipboard or notes. Positioned too close or too far away.

5. Summarized and/or clarified information.
   - Agree: The providers followed up on my answers, summarized what I said and allowed me to clarify if needed.
   - Somewhat: The providers followed up or clarified some of my answers but may not have summarized (or vice versa). Mostly echoed my answers.
   - Disagree: The providers never summarized nor verified what I was saying.

6. Treated me with respect.
   - Agree: The healthcare providers showed courtesy and consideration at all times. Did not talk down to me. I felt my concerns were taken seriously.
   - Somewhat: The providers were mostly respectful. There wasn’t a pattern of disrespect.
   - Disagree: The providers’ agenda was more important than mine. My problems were not important. Used humor inappropriately, talked down to me, belittled me.
7. Adapted to my level of understanding, using appropriate language.
   - Agree: The healthcare providers spoke clearly in a way I could understand. All explanations and questions were clear.
   - Somewhat: The providers used a little jargon but explained with prompting.
   - Disagree: The providers used jargon without explaining or explanations were vague.

8. Verbally expressed empathy.
   - Agree: The healthcare providers demonstrated care and concern for me, offered comments to validate or acknowledge my feelings and concerns, respected my situation, had a willingness to support me emotionally.
   - Somewhat: The providers minimally expressed empathy. Said the ‘right words,’ but it was strictly rote. Heard my concerns, but didn’t validate them.
   - Disagree: The providers made no verbal expressions of empathy.

9. Encouraged me to ask questions. (This is about your understanding the providers of care.)
   - Agree: The healthcare providers asked if I had questions during the encounter.
   - Somewhat: The providers asked me if I had any questions only at the end of the encounter.
   - Disagree: The providers didn’t ask me if I had any questions.

10. Discussed assessment and involved me in deciding upon a plan.
    - Agree: I clearly understood the team’s assessment and I felt included in the decision regarding next steps. The plan includes the next diagnostic steps and rationale in a way that considers my beliefs and concerns – for example: pain control, emotional support, job commitment, speaking to my wife, etc.
    - Somewhat: I had a general understanding of the team’s thoughts regarding the assessment and plan, but would have appreciated more information/specifcics, and to be more included.
    - Disagree: The team failed to provide me with an assessment and/or any information about the plan. I was not involved in deciding upon a plan. I did not know what the team was thinking. I did not know what the next steps were. The team ran out of time.

11. Elicited my perspective and addressed any concerns I have about the plan.
    - Agree: One or another of the providers specifically asked how I felt about the plan and addressed any concerns. Sought my approval/permission/ability to move forward with the next steps.
    - Somewhat: I had a general understanding of the student doctor’s or nurse’s thoughts regarding the assessment and plan, but would have appreciated more information/specifcics, and to be more included.
    - Disagree: My opinion did not matter. Did not ask if I have any concerns about the plan. Did not ask if I approved of/could follow the plan. The team ran out of time.

COMMENTS

I felt...
Interprofessional Education
Standardized Patient: ED Patient Satisfaction Survey

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**COMMENTS (Describe both positive and negative experiences.)**

As Mike Gervais, I felt...