

Department of Psychiatry Standard Operating Procedures

Procedure Title: Patient Satisfaction Survey	Effective Date: 1/1/06	Revised: 1/24/06
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PURPOSE

The goal of the Patient Satisfaction Survey is to assess and improve administrative and clinical interactions with patients. Monthly and yearly tracking of data by division and by provider will be done.

PROCEDURE

- 1 Distribute survey to new or “like new” patients ONLY on visits 1, 2, or 3.
- 2 When collecting surveys make sure DATE and CLINICIAN are filled in.
- 3 Forward surveys weekly to Lindsey Dozanti.
- 4 Surveys will be entered in to Excel Worksheet by division and by provider.
- 5 Surveys will be returned to division patient coordinators.
- 6 Distribute surveys to respective providers.
- 7 If a patient wishes to be contacted, Lindsey Dozanti will make a copy of the survey before it is returned to the division.
- 8 Lindsey will contact patient.
- 9 Lindsey will then contact Division Director who will speak with the provider in question.