

Steps to an Effective Satisfaction Survey:

- The goal should be to create a survey that requires minimal effort on behalf of the patient while also maximizing the quality of the information received.
- Keep it short and sweet - ask less than 10 questions. No one wants to spend more than 2-3 minutes completing a survey. **The CAC's survey is 15 questions and takes 5+ minutes depending how in depth you answer.**
- Focus on key areas of interest:
 - Treatment
 - Staff – **Not many questions revolved around this.**
 - Facility
 - Communication – **Not many questions revolved around this.**
 - Etc.
- Order the survey questions in the same flow as the patient would experience their visit (ex. Start by asking how the patient found the clinic and end with if they will return). **There is no apparent order to the survey. It is split up into multiple choice, scaling questions, and write-in questions.**
- Scaling Questions are the way to go. Make sure the scale is consistent for each question. **Scaling is used appropriately. There is one scale that is not consistent with the rest, but it is clearly labeled and ordered.**
- Always include a write-in section for participants to provide further details. **Plenty of write-in questions.**
- Things to keep in mind when developing survey questions:
 - Ask the essential questions – **Is there any other crucial/important information that is needed?**
 - Work questions carefully – **Questions are worded appropriately.**
 - Use consistent scales as stated above - **There is one scale that is not consistent with the rest, but it is clearly labeled and ordered.**
 - Include at least one open-ended question – **Already has.**

- Strive for anonymity – I believe the results are anonymous.
- Administer survey after initial appointment (either after intake or follow up from ADOS) as well as at termination of services. – I think doing this at both times would be appropriate for us. I think a hard copy could be administered at the end of the ADOS follow up sessions and collected by reception. The results could be inputted by the CAC's current intern.

Resources:

<https://practicepromotions.net/practice-marketing/patient-satisfaction-survey-pt/>

<https://www.aafp.org/fpm/1999/0100/p40.html>