



Isfahan University of Medical Sciences, Health and Treatment Services
Emam Mosa Kazem Teaching Hospital
 Document Title: Checklist

Title: Patient Satisfaction Survey

Code: Sav-ChList-Satis-P

Revision No.: ۳

Page: ۱ of ۲

Latest Review Date: January ۹, ۲۰۱۹

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Dear Client

This questionnaire has been designed in order to assess your satisfaction with the hospital's services and facilities, and the identity of all respondents will be kept confidential. Therefore, we kindly ask that you help us in offering better and quality services by providing us with correct and precise responses.

Thank you

No. of visits: First Visit <input type="checkbox"/>		۲ nd to ۴ th visit <input type="checkbox"/>		more than ۵ visits <input type="checkbox"/>	
Age:	Gender: Male <input type="checkbox"/>	Female <input type="checkbox"/>		Marital Status: Single <input type="checkbox"/>	Married <input type="checkbox"/>
Education: Illiterate <input type="checkbox"/>		No High School Diploma <input type="checkbox"/>		Diploma & A.A. Degree <input type="checkbox"/>	
				Bachelor's Degree & Higher <input type="checkbox"/>	
Ward:	Date:	Completed by: Patient <input type="checkbox"/>		Patient's Company <input type="checkbox"/>	
				Interviewer <input type="checkbox"/>	
Type of Discharge: by Physician <input type="checkbox"/>			Personal Consent <input type="checkbox"/>		
Transfer to another Center <input type="checkbox"/>			Type of Visit: Emergency Room <input type="checkbox"/>		
			Clinic <input type="checkbox"/>		
Place of Residence: Local <input type="checkbox"/>		Non-local <input type="checkbox"/>			

Domain	Code	Assessment Items	Satisfaction Level					
			Very low	Low	Average	High	Very high	No comment
Security Staff	G ^۱	How much were you satisfied with the security personnel's encounter and behavior?	Very low	Low	Average	High	Very high	No comment
	G ^۲	How much were satisfied with the necessary guidance offered by the security personnel at the entrance?	Very low	Low	Average	High	Very high	No comment
	G ^۳	How satisfied were you with the hospital environment's order and discipline provided by security guards?	Very low	Low	Average	High	Very high	No comment
Admission and Discharge	A ^۱	How satisfied were you with the reception desk personnel's encounter and behavior?	Very low	Low	Average	High	Very high	No comment
	A ^۲	How satisfied were you with the time of admission at the hospital?	Very low	Low	Average	High	Very high	No comment
	A ^۳	How satisfied were you with the explanations provided regarding the type of rooms, costs and insurance by the reception staff?	Very low	Low	Average	High	Very high	No comment
	A ^۴	How satisfied were you with the encounter and behavior of the cashier's office personnel?	Very low	Low	Average	High	Very high	No comment
Medical Staff	A ^۵	How satisfied were you with how long the discharge process took?	Very low	Low	Average	High	Very high	No comment
	D ^۱	How satisfied were you with the physicians' encounter and behavior?	Very low	Low	Average	High	Very high	No comment
	D ^۲	How satisfied were you with the necessary trainings offered by the physician throughout the treatment and during discharge?	Very low	Low	Average	High	Very high	No comment
Nursing Staff	D ^۳	How satisfied were you with the physicians' responsiveness regarding your questions throughout your patient's hospitalization time and at the time of discharge?	Very low	Low	Average	High	Very high	No comment
	N ^۱	How satisfied were you with the nurses' manners and behavior?	Very low	Low	Average	High	Very high	No comment
	N ^۲	How satisfied were you with the responsiveness of the nurses towards your questions about your patient's treatment and their problems?	Very low	Low	Average	High	Very high	No comment
Social Work	N ^۳	How satisfied were you with the nurses' training and explanations regarding the manner of care for your patient after discharge?	Very low	Low	Average	High	Very high	No comment
	SW ^۱	How satisfied were you with the manners and behavior of the social workers unit?	Very low	Low	Average	High	Very high	No comment
Pharmacy	SW ^۲	How satisfied were you with the social work services offered by this unit's personnel?	Very low	Low	Average	High	Very high	No comment
	I ^۱	How satisfied were you with the encounter and responsiveness of the pharmacy staff?	Very low	Low	Average	High	Very high	No comment
	I ^۲	How satisfied were you with the pharmacy reception and waiting time?	Very low	Low	Average	High	Very high	No comment
	I ^۳	How satisfied were you with the necessary directions for prescription provided by the pharmacy staff?	Very low	Low	Average	High	Very high	No comment

Welfare Facilities	H ¹	How satisfied were you with the welfare status (calmness, lighting, cooling and heating systems)?	Very low	Low	Average	High	Very high	No comment
	H ²	How satisfied were you with the cleanliness of the ward, your patient room and restrooms?	Very low	Low	Average	High	Very high	No comment
	H ³	How satisfied were you with the welfare facilities and equipment (necessities for resting, religious customs)?	Very low	Low	Average	High	Very high	No comment
	H ⁴	How satisfied were you with the guide signs for referring to different units?	Very low	Low	Average	High	Very high	No comment
Food	F ¹	How satisfied were you with the quality, quantity and serving of the food?	Very low	Low	Average	High	Very high	No comment
	F ²	How satisfied were you with the encounter of the food distribution staff?	Very low	Low	Average	High	Very high	No comment
A. If it became necessary for your patient to be hospitalized again, would come back to this hospital? Yes <input type="checkbox"/> No <input type="checkbox"/>								
B. In the case of needing to be hospitalized, would you recommend this hospital to your friends and relatives? Yes <input type="checkbox"/> No <input type="checkbox"/>								
C. Please mention three of the most essential problems most to least problematic at this hospital that you have encountered during your stay and receiving treatment services:								