

BEST PRACTICES FOR PATIENT SATISFACTION SURVEY



HOW TO IMPROVE IN-OFFICE SURVEY RESULTS

- **Explain things:** Express information in a way that is easy to understand. Keep it simple and avoid using medical terminology
- **Follow up:** Send reminders to patients who haven't completed the survey to improve response rates
- **Incentives:** Consider offering small incentives, like a chance to win a prize, to encourage participation.
- **Communication:** Consider using the Teach-Back or Show-Me method at close of visit by checking the patient's understanding of what was discussed at the end of visits.
- **Ensure anonymity:** Assure patients that their responses will remain confidential, which can encourage honest feedback.
- **Timely distribution:** Send the survey shortly after the patient's visit while their experience is fresh in their minds.