

PATIENT SATISFACTION SURVEY TOOL

THANK YOU FOR YOUR COOPERATION!

Date in Ethiopian calendar: date.....month.....year.....

Service area

Characteristics	Outpatient department			Emergency department			Inpatient department			Maternity service			Total
	1	2	3	1	2	3	1	2	3	1	2	3	
	1=Disagree 2=Neutral 3=Agree												
Had positive experience or felt respected during the first encounter with the hospital staffs (guards, receptionists, medical record room, triage)													
Hospital compound was clean, attractive and safe to patients, patient assistants, visitors and the hospital workers													
Easily identified the service areas where you want to get a service (reception service, runner, signage)													
Patient registration facilitated in a reasonable time													
Acceptable waiting time to get evaluated (seen by a doctor at OPD/1 st evaluation by a HCW if admitted either in the IPD or labor ward)													
Knows who provided their care, and what the role is of each provider on the care team (introduced during the encounter, ID badge)													
Able to identify who are doctors, nurses, and students													
Client called by name during encounters													
Privacy maintained at all times of care													
Expressed ideas during provider client interaction, actively listened without interruption													
HCP showed respect and tolerance at all encounters													
There was no incidence of physical or psychological abuse													

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including insulting, shouting, withholding services																				
Obtained consent before examination and procedures																				
Provided with adequate time for counselling and informing about client's clinical condition (type and severity) and his/her treatment and care plan																				
Information was clear and explained to their level of understanding																				
Involved in treatment options and decision was made taking their say in to consideration																				
Their wishes and decisions were respected even if the HCP disagrees																				
Get excused for shortcomings																				
All requested laboratory items were availed in the facility																				
Get respected by laboratory workers																				
Adequate information was provided regarding the process of test including sample collection methods and precautions, TAT, when, where and how to collect results etc																				
Laboratory result was ready in a reasonable time (as per the counselling in the TAT)																				
All prescribed drugs are availed in the facility																				
Get respected by pharmacy workers																				
Adequate time and information was given regarding the drug usage including frequency, dose, possible adverse events, storage, duration, what to do in case of doubts or adverse events like using DIS in the hospital																				
Toilets and bathrooms were not closed at any time of his/her experience																				
Toilets and bathrooms were clean during all times of his/her encounter																				
Toilets and bathrooms were not shared between male and female																				
Discharge planning was addressed during admission which at least includes possible days of hospital stay and																				

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the cost it may incur														
Pain management was adequate														
Linen was being changed regularly and during times of gross contamination with body fluids														
Adequate supply of hospital gowns and pajamas														
Did not felt abandoned for long time without care (failure of provide to monitor and intervene when needed)														
The food service was satisfactory														
Adequate water supply during the stay														
Adequate information provided regarding waste segregation, norms of the ward, infection prevention														
Auditory privacy was maintained during times of hospital stay														
All oral medications were kept in cabinet and supported to take in the presence of assigned the nurse/midwife														
Not felt incidents of breaks in confidentiality (no information provided to the client him/herself while other family member/visitor was there and whom he/she did not want to be shared with the information)														
Felt good communication and collaboration with in the health care team														
Providers responded promptly and professionally when he/she asks for help														
Perceived that providers are skillful and displayed confidence while providing care or treatment														
Felt served equally irrespective his/her status including gender, age, economic status, social status, place of living, presence of a relative/provider he/she knows working in the hospital														
No incidence of detainment in the facility for administrative reasons including unable to pay for services														
Allowed to labor in preferred position														
Allowed to deliver in preferred position when applicable														

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Trust developed on the overall hospital and recommend it to others to be served														
Total														

Black shaded – not applicable to the departments at all times