

# Patient Satisfaction Survey

Second Edition

Prepared by

Marie Ngetiko Fongwa, RN, MPH, Ph.D.  
University of California Los Angeles

Fongwa MN, Hays RD, Gutierrez PR, & Stewart AL. (2006). Psychometric characteristics of a patient satisfaction instrument tailored to the concerns of African Americans. *Ethnicity & Disease*, 16, 948-955.

For further details on the development and use of this patient satisfaction survey, please contact  
Marie N. Fongwa at the University of California Los Angeles, California 90095;  
Phone number: (310) 825-4583.  
Email: [mfongwa@sonnet.ucla.edu](mailto:mfongwa@sonnet.ucla.edu)

**THE HEALTH CARE YOU RECEIVE**

Thinking about the health care you receive, how would you rate the following?

(Circle one number on each line)

<b>GENERAL ACCESS TO CARE:</b>	<b>Very Poor</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
1. Ability to get hospital care if you need it	1	2	3	4	5	6
2. Ability to get medical care if you need it	1	2	3	4	5	6
3. Ability to get specialty care if you need it	1	2	3	4	5	6
4. How your need to see a specialist is handled	1	2	3	4	5	6
5. Ability to get medical care in an emergency	1	2	3	4	5	6

  

<b>GENERAL CONVENIENCE:</b>	<b>Very Poor</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
6. Hours when the care provider's office is open	1	2	3	4	5	6
7. Availability of medical information or advice by phone	1	2	3	4	5	6
8. Arrangements for making appointments for medical care by phone	1	2	3	4	5	6
9. How quickly your urgent health care needs are attended to	1	2	3	4	5	6
10. Length of time you wait between making an appointment for routine care and the day of your visit	1	2	3	4	5	6
11. Length of time spent waiting at the office to see the health care provider	1	2	3	4	5	6
12. The explanation you get for having to wait at the health care provider's office	1	2	3	4	5	6

<b>TECHNICAL QUALITY:</b>	<b>Very Poor</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
13. The knowledge that your care providers have	1	2	3	4	5	6
14. The completeness of examinations	1	2	3	4	5	6
15. The skill and experience of doctors in treating your health problems	1	2	3	4	5	6
16. How completely your care provider treats your health problems	1	2	3	4	5	6
<b>COMMUNICATION:</b>	<b>Very Poor</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
17. The extent to which you are informed about what is going on with your care	1	2	3	4	5	6
18. The completeness of responses to your questions	1	2	3	4	5	6
19. The extent to which your care providers answer your most important questions	1	2	3	4	5	6
20. How clear the explanations of medical procedures and tests are	1	2	3	4	5	6
21. The amount of time you have with your health care providers during a visit	1	2	3	4	5	6
<b>PAPER WORK:</b>	<b>Very Poor</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
22. The number of forms you must fill out	1	2	3	4	5	6
23. The ease of filling out the forms	1	2	3	4	5	6
24. Length of time you spend filling out claim forms or other paperwork	1	2	3	4	5	6

<b>CHOICE AND CONTINUITY:</b>	<b>Very Poor</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
25. Extent of real choice you have in choosing your primary care provider	1	2	3	4	5	6
26. Number of doctors you have to choose from	1	2	3	4	5	6
27. Arrangements for choosing a personal doctor	1	2	3	4	5	6
28. Ease of seeing the doctor of your choice	1	2	3	4	5	6
29. Extent to which you get to see the provider you expected to see	1	2	3	4	5	6
<b>INTERPERSONAL CARE:</b>	<b>Very Poor</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
30. Attention given to what you have to say	1	2	3	4	5	6
31. Attention shown to your privacy concerns	1	2	3	4	5	6
32. Amount of cooperation among care providers and staff	1	2	3	4	5	6
33. Friendliness and courteousness shown to you by care providers	1	2	3	4	5	6
34. Reassurance and support offered to you by care providers	1	2	3	4	5	6
<b>RESPECTFULNESS:</b>	<b>Very Poor</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
35. The extent to which your providers address you by the name you prefer	1	2	3	4	5	6
36. How much the provider cares about you as a person.	1	2	3	4	5	6
37. Respect shown to you.	1	2	3	4	5	6

<b>HEALTH EDUCATION:</b>	<b>Very Poor</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
38. Advice you get about ways to avoid illness and stay healthy	1	2	3	4	5	6
39. The extent to which your care provider talks to you about prevention during a medical visit	1	2	3	4	5	6
40. Availability of information about health	1	2	3	4	5	6
41. Adequacy of information about health	1	2	3	4	5	6
<b>SERVICES COVERED:</b>	<b>Very Poor</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
42. The extent to which your insurance benefits cover the services you need	1	2	3	4	5	6
43. Coverage for preventive care and routine office visits	1	2	3	4	5	6
44. Coverage for illness visits or treatments	1	2	3	4	5	6
45. Coverage for hospitalization	1	2	3	4	5	6
46. Ability to get the medical care you need without financial problems	1	2	3	4	5	6
47. The amount you pay out-of-pocket (for co-payments, deductibles, payments for services not covered by your plan)	1	2	3	4	5	6
<b>INFORMATION ABOUT PLAN:</b>	<b>Very Poor</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
48. Availability of information from your care provider or plan about costs of care	1	2	3	4	5	6
49. Availability of someone to answer questions about your insurance coverage	1	2	3	4	5	6

### **ABOUT OFFICE STAFF**

The following three questions are about the office staff (people at the front desk) where you receive health care. How would you rate the following?

<b>Office Staff:</b>	<b>Very Poor</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
50. Friendliness and courteousness shown to you by office staff	1	2	3	4	5	6
51. Extent to which the office staff address you by your name	1	2	3	4	5	6
52. Reassurance and support offered to you by office staff	1	2	3	4	5	6

Below are some things people say about their medical care. Please read each one carefully, keeping in mind your health care plan. Although the statements may look similar, please answer each one separately.

<b>DISCRIMINATION/ STEREOTYPING:</b>	<b>Strongly disagree</b>	<b>Moderately disagree</b>	<b>Slightly disagree</b>	<b>Slightly agree</b>	<b>Moderately agree</b>	<b>Strongly agree</b>
53. Health care providers have some beliefs about me that are not true	1	2	3	4	5	6
54. Health care providers have negative attitudes toward me	1	2	3	4	5	6
55. I feel discriminated against by my health care provider because of my race	1	2	3	4	5	6
56. Health care providers make me feel inferior	1	2	3	4	5	6

<b>PERCEIVED QUALITY OF CARE:</b>	<b>Very Poor</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
57. Quality of your relationship with your care provider	1	2	3	4	5	6
58. The health care providers' response to your health needs	1	2	3	4	5	6
59. Overall quality of care and services	1	2	3	4	5	6
60. Overall health care	1	2	3	4	5	6

<b>GENERAL SATISFACTION WITH CARE:</b>	<b>Strongly disagree</b>	<b>Moderately disagree</b>	<b>Slightly disagree</b>	<b>Slightly agree</b>	<b>Moderately agree</b>	<b>Strongly agree</b>
61. There are some things about the medical care I receive that could be better	1	2	3	4	5	6
62. The medical care I receive is just about perfect	1	2	3	4	5	6
63. I am not satisfied with some things about the medical care I receive	1	2	3	4	5	6