

Measuring What Matters to Patients: The Value of Surveys

The healthcare industry recognizes the value of patient satisfaction surveys. Efforts are being made to develop and evaluate surveys that are more interpretable and can be used for better quality improvements.¹ Here's how surveys measure what matters to patients:

The Importance of Surveys

Better methodology make patient surveys more valuable:



54%

of healthcare executives say patient satisfaction is one of their top three priorities.²

86%



of hospital officials surveyed said patient satisfaction is "very important" when considering design changes in health facilities and/or service.³

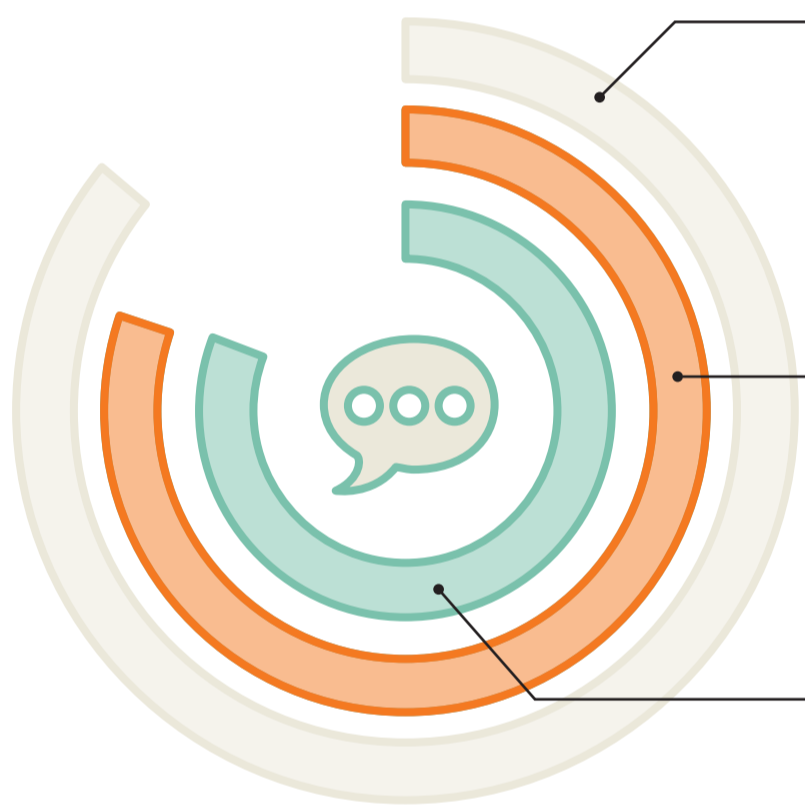
Patient Satisfaction Survey Results

A Medicare.gov survey found that:



71%

of people would recommend their hospital to family and friends.⁴



86% of patients said they received written information for their recovery,

80% said their nurses communicated well,

and **82%** say their doctors communicated well.⁴

How Hospitals Use Survey Results

A survey of healthcare companies found the top 3 uses of patient satisfaction surveys were:



To suggest improvements

80.4%



To share with staff

73.9%



To compare to national benchmarks

52.2%⁵

Patient satisfaction survey results are also part of the Medicare reimbursement program.

In 2012, the Department of Health and Human Services announced it would base Medicare reimbursement on patient satisfaction survey scores, withholding...

1.5%

for a low performance score,

increasing to

2%

in 2017.⁶

