## 2022 Patient Satisfaction Survey - Bushwick

The intent of this data is to provide an understanding of our patient experience and satisfaction surveys. Providing insight into our patients' perceptions helps us make efforts to build meaningful patient/provider relationships, establish effective and constructive communication, and develop care journeys that are grounded in empathy and compassion.

### Summary of Survey Responses by Domains of Satisfaction

<table>
<thead>
<tr>
<th>Domain</th>
<th>1ST QUARTER</th>
<th>2ND QUARTER</th>
<th>3RD QUARTER</th>
<th>4TH QUARTER</th>
<th>YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>DISAGREABLE</td>
<td>NO OPINION</td>
<td>AGREEABLE</td>
<td>TOTAL**</td>
<td></td>
</tr>
<tr>
<td>Overall Satisfaction</td>
<td>1</td>
<td>0</td>
<td>90 91</td>
<td>1 93 93</td>
<td>5 9 94 98</td>
</tr>
<tr>
<td>Communication</td>
<td>1</td>
<td>1</td>
<td>91 92</td>
<td>2 98 103</td>
<td>5 2 91 96</td>
</tr>
<tr>
<td>Patient Access</td>
<td>3</td>
<td>5</td>
<td>85 88</td>
<td>4 6 93 98</td>
<td>13 9 83 96</td>
</tr>
<tr>
<td>Whole Person/Self Management Support</td>
<td>0</td>
<td>4</td>
<td>87 87</td>
<td>4 5 92 97</td>
<td>2 5 90 92</td>
</tr>
</tbody>
</table>

**Note:** "Fair or No Opinion" responses are not included in the aggregation of domains. Only "Excellent," "Good," and "Poor" responses are included.

### Survey Questions

1. How would you rate the ability to get a same day appointment when you request it?
2. How would you rate the ability to get an appointment when you need one?
3. How would you rate the provider's office with sending you reminders between visits?
4. How would you rate calling the office, how helpful and courteous was the person who assisted you on the phone?
5. How would you rate the amount of time your provider spent with you?
6. How would you rate how well did the clinical team explain your care to you?
7. How would you rate the ability to understand and follow your provider's instruction regarding self-care, taking medications as prescribed, treatment plans, and follow-up care you received from specialists?
8. How would you rate our wait time? Wait time includes time spent in the waiting room and exam room. How often did you see this provider within 20 minutes of your appointment time?
9. How would you rate how often anyone on the clinical team spoke with you about specific goals for your health?
10. How would you rate how often anyone on the clinical team asked you if there are things that make it hard for you to take care of your health?
11. How would you rate the hours of operation of the clinic?
12. Overall, how would you rate your experience with us?
13. How would you rate how likely are you to recommend our practice to a friend or loved one?