Ambulatory Surgery Patient Satisfaction Survey
FY 14 Goal Questions in BOLD

Survey questions use the following rating scale: Excellent, Very Good, Good, Fair, or Poor

1. How would you rate the information given by the staff to prepare for this surgery or procedures, such as when to refrain from eating or taking medication?
2. How would you rate the registration process?
3. Would you please tell me why you did not rate it Excellent or Very Good?
4. How would you rate the nurses’ caring and understanding?
5. Overall, would you rate the quality of nursing care as:
6. How would you rate the doctors on explaining things in a way (you/your family member) could understand?
7. How would you rate the doctors’ caring and understanding to (you/your family member)?
8. Overall, would you rate the quality of doctor care as:
9. How would you rate the staff’s respect for (your/your family member's) privacy?
10. How would you rate the staffs' promptness in responding to (you/your family member's) needs or requests?
11. Would you rate the overall teamwork between doctors, nurses, and staff as:
12. Would you rate the management of (your/your family member's) pain by the staff as:
13. How would you rate the explanations provided about (your/your family member's) medications and their side effects? (ask a qualifying question)
14. How would you rate the explanations provided about how to care for (yourself/your family member) at home?
15. How would you rate the staff on informing (you/your family member) about any waiting or delays that (you/he or she) may have experienced during this outpatient surgery or procedure visit?
16. How would you rate the cleanliness of the facility, including the waiting and surgical areas?
17. Would you rate the level (you/your family member) felt prepared to leave the facility after (your/your family member’s) procedure as:
18. Would you please tell me why you did not rate it Excellent or Very Good?
19. Would you say the likelihood of your recommending Vanderbilt University Medical Center to friends and relatives for outpatient surgery or procedures is:
20. Overall, would you rate the quality of care provided as:
21. What could have been done to improve (your/your family member’s) outpatient surgery or procedure experience?

Patient Satisfaction results can be accessed through: https://www.prceasyview.com/vanderbilt.com.
For questions, contact Service Measurement and Improvement at: SMI@vanderbilt.edu.