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|  وزارة الصحة Ministry of Health | المملكة العربية السعودية وزارة الصحة الادارة العامة للطب المنزلي |  الطب المنزلي Home Medical Care |
| | Policy NO.: HMC-PRR-PPG-04 (3) | |
| Title: Patient Satisfaction Survey | Replaces Number: Two | Issue Date: 11/05/2016 |
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1. Purpose:

- 1.1 To measure the patient satisfaction level regarding the HMC services.
- 1.2 To utilize the patient satisfaction result to improve the HMC services.

2. Definition:

2.1 Patient Satisfaction Surveys:

Identified questions answered by patients in unique format in purpose of measure the satisfaction level of center patients and identify the areas for improvements.

3. Policy:

- 3.1 The HMC conduct the Patient Satisfaction Surveys to monitor the performance level of different services provided by the HMC and to identify the areas for improvement and the impact of different limitations on the healthcare services with recommended improvement actions.
- 3.2 Patient relation department should conduct the patient satisfaction survey quarterly.
- 3.3 Patient relation should send Patient satisfaction surveys reports to the HMC Director and concerned committees.

4. Procedures:

- 4.1 Patient relation officer call the patient (randomly selected from each team) to conduct the patient satisfaction survey annually and consider covering all the HMC services.
- 4.2 During the conduction of patient satisfaction survey the patient relation officer

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should explain the survey questions to the patients and the extent to which such survey is important to improve HMC services. The survey is derived from a validated questionnaire called (Home Care Client Satisfaction Instrument-Revised -HCCSI-R)

- 4.3 The patient relation officer collects the patient surveys and sends them to secretary to process the aggregated data through statistical methodologies and identifies the areas for Improvement.
- 4.4 The final analysis report and send it to the different concerned committee /department and HMC Director.
- 4.5 In case of repeated complaints for the same units the patient relation should send report to the HMC Director for appropriate actions.
- 4.6 Secretary should prepare quarterly report regarding the patient satisfaction level for different departments / services.
- 4.7 Secretary should prepare patient satisfaction survey report and send it to the HMC director for appropriate actions.
- 4.8 The reports should be stored in patient relation unit.

5. Responsibilities:

- 5.1 Patient Relation Officer.
- 5.2 Secretary
- 5.3 Leaders

6. Forms:

Patient satisfaction survey forms (Home Care Client Satisfaction Instrument-Revised -HCCSI-R)/HMC-PRR-Form-04.1

7. References:

1. Policies and procedures guidelines of Home Medical Care Center, Home Medical Care Administration, Medina Munwara Region, 2016
2. Joint Commission International Accreditation Standards for Home Care, 2012
3. MOH Home Medical Care Standard, 2015

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4. Nurse's Legal Handbook, 2006, Fifth Edition, Lippincot Williams and Wilkins, Chapter 3 Patient Rights
5. NJRAN HMC department Policy and Procedures, 2016

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