

COMMUNITY PHYSICIAN NETWORK

PROCESS AND POLICY OF PATIENT SATISFACTION SURVEY

WE WILL EXPECT 50 SURVEYS PER PHYSICIAN PER PRACTICE

WE WILL SURVEY EVERY MEMBER OF CPN

WE WILL PLACE SURVEYS IN OFFICE CONVENIENT TO STAFF AND PATIENT

WE WILL REQUEST OFFICE STAFF TO ENCOURAGE ALL PATIENTS TO COMPLETE

WE WILL EXCLUDE FIRST TIME VISITS

WE WILL ONLY USE ONE COMPLETED SURVEY PER YEAR, PER PATIENT

WE WILL RETRIEVE COMPLETED FORMS BI-MONTHLY AND DELIVER MORE

WE WILL CONDUCT THE SURVEY FROM 12/1/05 TO 6/30/06

WE WILL ENTER INFORMATION INTO A DATABASE, PER PHYSICIAN PRACTICE

WE WILL ASSIGN EACH QUESTION A SCORE, PER SCALE DETERMINANT

WE WILL ASSIGN RESPONSIBILITY TO EACH QUESTION IN 3 SPECIFIC AREAS:

RESPONSIBILITIES OF MD BEING MET
RESPONSIBILITIES OF SUPPORT SERVICES BEING MET
RESPONSIBILITIES OF PATIENT BEING MET

WE WILL HAVE AN AGGREGATE SCORE OF 87% AS A TARGET/GOAL

WE WILL CALCULATE THE RESULTS BASED ON TOTAL OF RETURNED SURVEYS

WE WILL PROTECT PRIVACY AND ENSURE ACCURACY WITH PERSONAL CONTACT