

Dear Patient:

Our mission at Good Samaritan Hospital is to provide our patients with the highest quality health care that we can. To accomplish this we need to know what we are doing right and what needs improvement. We depend on our patients and their families to keep us informed.

By sharing your thoughts and feelings about your health care experience, you can help us make our care better for future patients and their families. Please take a few minutes to complete the enclosed patient satisfaction survey and return it to us in the postage paid envelope. Feel free to express your opinions. Your response is confidential.

Thank you, and please accept our best wishes for your good health.

Sincerely,

Andrew B. Leeka

President/Chief Executive Officer

L. B. Luke

Enclosure

465-ltr



1. Pleasantness of room decor	В.	F-2 (3 () \/)	very	poor	fair	good	very good
2. Room cleanliness							
3. Courtesy of the person who cleaned your room	, ,					•	
4. Room temperature	3.					4	_
5. Noise level in and around room. 1 2 3 4 5 6. How well things worked (TV, call button, lights, bed, etc.) 1 2 3 4 5 Comments (describe good or bad experience): Very poor poor fair wery good good 1. If you were placed on a special/restricted diet, how well it was explained 1 2 3 4 5 2. Temperature of the food (cold foods cold, hot foods hot) 1 2 3 4 5 3. Quality of the food 1 2 3 4 5 Comments (describe good or bad experience): 5 Comments (describe good or bad experience): 1 2 3 4 5 D. NURSES very poor poor fair good good yeary year yeary good good	4.			2	3	4	5
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C. MEALS		·			3	4	5
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2. Temperature of the food (cold foods cold, hot foods hot) 1 2 3 4 5 3 Quality of the food 1 1 2 3 4 5 4 Courtesy of the person who served your food 1 2 3 4 5 5 4 Courtesy of the person who served your food 1 2 3 4 5 5 5 5 5 5 Comments (describe good or bad experience): D. NURSES			<u> </u>	poor.	lan	goou	good
3. Quality of the food							
4. Courtesy of the person who served your food							
D. NURSES very poor fair good good							
D. NURSES				2	3	4	. 5
1. Friendliness/courtesy of the nurses		interits (describe good of bad experience).					
1. Friendliness/courtesy of the nurses			verv				Verv
2. Promptness in responding to the call button 1 2 3 4 5 3. Nurses' attitude toward your requests 1 2 3 4 5 4. Amount of attention paid to your special or personal needs 1 2 3 4 5 5. How well the nurses kept you informed 1 2 3 4 5 6. Skill of the nurses (describe good or bad experience): TESTS AND TREATMENTS very poor poor fair good good	D.	INDRSES	•	poor	fair	good	-
2. Promptness in responding to the call button 1 2 3 4 5 3. Nurses' attitude toward your requests 1 2 3 4 5 4. Amount of attention paid to your special or personal needs 1 2 3 4 5 5. How well the nurses kept you informed 1 2 3 4 5 6. Skill of the nurses (describe good or bad experience): TESTS AND TREATMENTS very poor poor fair good good	1.	Friendliness/courtesy of the nurses	. 1	2	3	4	5
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5. How well the nurses kept you informed 1 2 3 4 5 6. Skill of the nurses 2 3 4 5 Comments (describe good or bad experience): TESTS AND TREATMENTS very poor poor fair good good	4.			2	3	4	5
Comments (describe good or bad experience): F. TESTS AND TREATMENTS very poor poor fair good good	5.	How well the nurses kept you informed	. 1	2	3	4	5
E. TESTS AND TREATMENTS very poor poor fair good good 1. Waiting time for tests or treatments	_			2	3	4	5
E. TESTS AND TREATMENTS very poor poor fair good good	Com	nments (describe good or bad experience):					
E. TESTS AND TREATMENTS very poor poor fair good good 1. Waiting time for tests or treatments		,					
 Concern shown for your comfort during tests or treatments	E.	TECTS AND TREATMENTS	-	poor	fair	good	•
 Concern shown for your comfort during tests or treatments	1.	Waiting time for tests or treatments	1	2	3	4	5
3. Explanations about what would happen during tests or treatments	2.					4	
4. Skill of the person who took your blood (e.g., did it quickly, with minimal pain) 1 2 3 4 5 5. Courtesy of the person who took your blood 1 2 3 4 5 6. Skill of the person who started the IV (e.g., did it quickly, with minimal pain) 1 2 3 4 5 7. Courtesy of the person who started the IV 1 2 3 4 5	3.				. 3	4 .	5
5. Courtesy of the person who took your blood	4.	Skill of the person who took your blood (e.g., did it quickly, with minimal pain)	1	2	3	4	5
6. Skill of the person who started the IV (e.g., did it quickly, with minimal pain) 1 2 3 4 5 7. Courtesy of the person who started the IV	5.			2	3	4	5
7. Courtesy of the person who started the IV	6.	Skill of the person who started the IV (e.g., did it quickly, with minimal pain)	1	2	3	4	5
Comments (describe good or bad experience):	7.	Courtesy of the person who started the IV	1	2	3	4	5
	Com	ments (describe good or bad experience):					.
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