

Patient Experience Survey Information



The Midwest Clinicians' Network (MWCN) offers Patient Experience Surveys

The Patient Experience survey is designed by Community Health Centers for Community Health Centers (CHCs). The survey gives health centers a cost-effective way to capture data that can be used for quality improvement efforts. The survey has been pilot tested and found to be a valid and reliable tool for the CHC patient population.

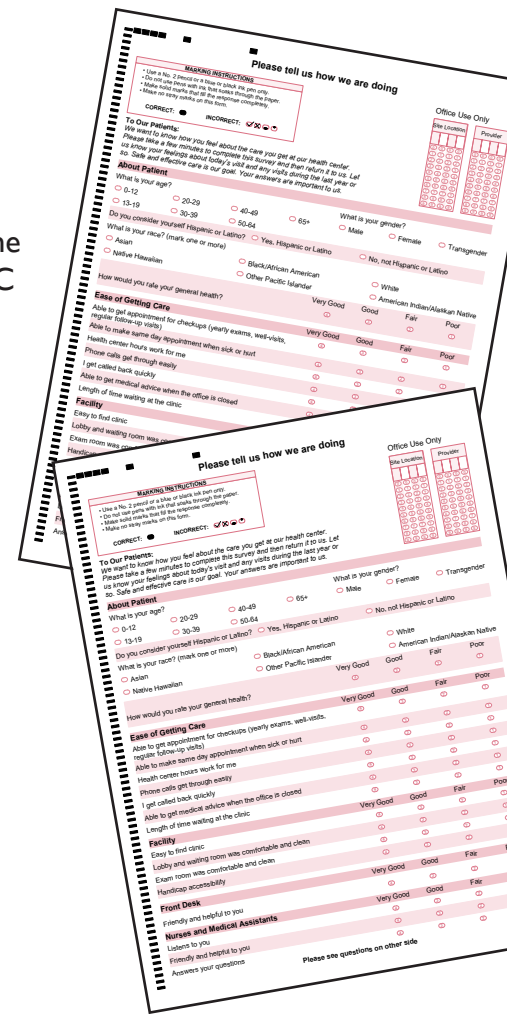
Benefits of the MWCN survey include:

- Actionable survey designed for process improvement efforts
- Can be used annually or multiple times per year
- Cost-effective tool that can save significant staff time
- Quality reports at the organization, site and provider levels
- Ability to compare your health center with aggregated data from other CHCs

Results can ultimately:

- Provide input from a patient's perspective
- Act as a benchmark for goal setting
- Improve patient loyalty
- Helps organizations attain certain recognitions/accreditations
- Gives organizations leverage for grants and other partners

MWCN is a nonprofit member association that has provided patient and employee satisfaction surveys to Community Health Centers for 10 years. MWCN strives to promote quality community-based health care and believes understanding the patients perspective of their care is key to process improvement in the healthcare setting.



To view a copy of the survey and get more information about MWCN go to
www.midwestclinicians.org

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