

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.

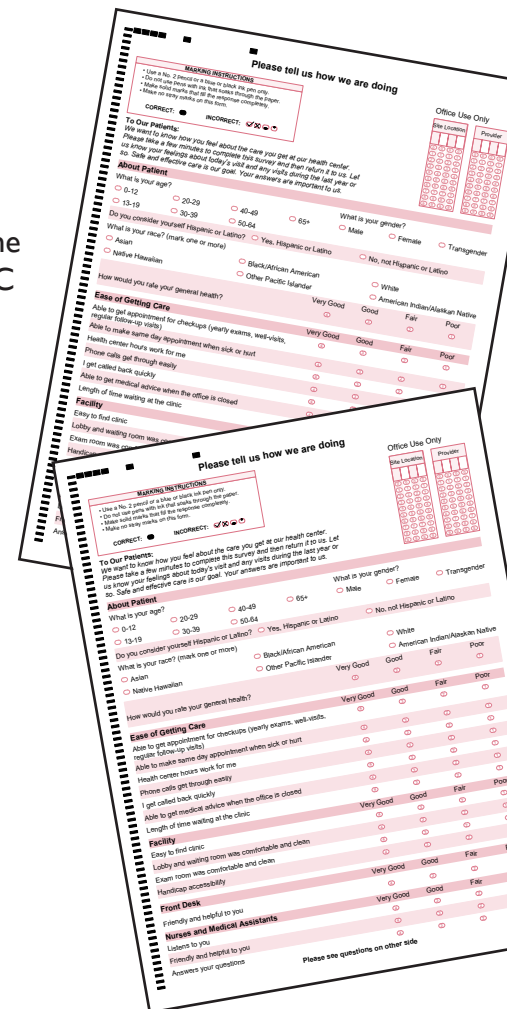
Benefits of the MWCN survey include:

- 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

Order
Your
Surveys
Today!



Patient Experience Survey Order Form



Date: _____
Name/title: _____
Organization: _____
Address: _____
City/State/Zip: _____
Phone: _____ Email: _____

Total Number of PAPER Surveys Requested:

Patient Experience Survey: Medical	English _____	Spanish _____
Patient Experience Survey: Dental	English _____	Spanish _____
Patient Experience Survey: Behavioral Health	English _____	Spanish _____

ELECTRONIC Surveys: Medical Dental Behavioral Health Pharmacy

Reports: Survey results include organizational, site, provider, age, race and gender comparisons, as well as aggregated data from other health centers for comparison

Add-on services that will include a quote for an additional cost at time of order:

- Pre-bubbled Site & PCP Codes (Provide 3-4 weeks notice for pre-bubbled order)
 Custom Surveys Trend Reports

Site/Provider Information: If you've purchased surveys from us in the past we will send your current list of sites and providers for any changes. If this is a first time purchase, please submit on a separate sheet of paper your sites and providers.

Payment

Email Order To: acampbell@midwestclinicians.org

MWCN Members:

_____ \$1.00 per survey
_____ \$15.00 shipping/handling
_____ \$125.00 processing fee
_____ \$25 per 200 for comments* (optional, see above)
Total cost: _____

Non-Members:

_____ \$1.50 per survey
_____ \$15.00 shipping/handling
_____ \$125.00 processing fee
_____ \$25 per 200 for comments* (optional, see above)
Total cost: _____

Payment Options:

- Send me an invoice to pay by check.
 Send me a link to pay by credit card on PayPal.

Make checks payable to:

Midwest Clinicians' Network
321 W. Lake Lansing Road
East Lansing, MI 48823