

# 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](http://www.midwestclinicians.org)



**Marking Instructions:**  
Use a black or blue or a red pen.  
Do not use a pencil.  
Mark only one choice per question.  
Mark all that apply.  
Correct:  Incorrect:

**About Patient:**  
What is your age?  
12-19 20-29 30-39 40-49 50-59 60-69 70-79 80+  
What is your race? (mark one or more)  
Asian Native Hawaiian Black/African American Other Pacific Islander White American Indian/Alaskan Native  
Hispanic or Latino No, not Hispanic or Latino  
Transgender

**How would you rate your general health?**

Very Good	Good	Fair	Poor
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**Ease of Getting Care**

Very Good	Good	Fair	Poor
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**Facility**

Very Good	Good	Fair	Poor
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**Front Desk**

Very Good	Good	Fair	Poor
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Please see questions on other side

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](mailto:acampbell@midwestclinicians.org)

### **MWCN Members:**

- \$1.00 per survey
- \$15.00 shipping/handling
- \$200.00 processing fee
- \$25 per 200 for comments\* (optional, see above)

Total cost: \_\_\_\_\_

### **Non-Members:**

- \$1.50 per survey
- \$15.00 shipping/handling
- \$200.00 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