

# Patient Experience Survey's Information



## The Midwest Clinicians' Network (MWCN) is now offering Patient Experience Survey's

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.

The image shows two overlapping copies of the Patient Experience Survey form. The forms are titled "Please tell us how we are doing" and include sections for "About Patient", "Ease of Getting Care", and "Facility". The "About Patient" section includes questions about age, gender, race, and general health. The "Ease of Getting Care" section includes questions about appointment scheduling, wait times, and ease of access. The "Facility" section includes questions about lobby and waiting room cleanliness, exam room comfort, and handicap accessibility. The forms also include a "Front Desk" section and a "Please see questions on other side" note.

To view a copy of the survey and get more information about MWCN go to  
[www.midwestclinicians.org](http://www.midwestclinicians.org)

Order  
Your  
Survey's  
Today!



# Patient Experience Survey's Order Form



Name/title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
City/State/Zip: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_

## Total Number of Surveys Requested:

Patient Experience Survey: Medical                      English \_\_\_\_\_                      Spanish \_\_\_\_\_

Patient Experience Survey: Dental                      English \_\_\_\_\_                      Spanish \_\_\_\_\_

Patient Experience Survey: Behavioral Health                      English \_\_\_\_\_                      Spanish \_\_\_\_\_

## Site/Provider Information (attach additional pages if needed):

### Names of Sites:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

### Names of Providers:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

## Payment

Email Order To: [acampbell@midwestclinicians.org](mailto:acampbell@midwestclinicians.org)

### MWCN Members:

- \_\_\_\_\_ \$1.00 per survey
- \_\_\_\_\_ \$15.00 shipping/handling
- \_\_\_\_\_ \$100.00 processing fee
- \_\_\_\_\_ \$25 per 200 for comments\* (*optional see below*)

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

### Non-Members:

- \_\_\_\_\_ \$1.50 per survey
- \_\_\_\_\_ \$15.00 shipping/handling
- \_\_\_\_\_ \$100.00 processing fee
- \_\_\_\_\_ \$25 per 200 for comments\* (*optional see below*)

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

*\*Optional Processing of Comments: MWCN will type comments and return with reports in an Excel file. This includes translation of Spanish to English comments. The charge is \$25.00 per 200 ordered. Example, if you ordered 400, the cost for comments would be \$50.*

### Payment Options:

- Email: send me an invoice to pay by check.
- Email: send me a link to pay by credit card on PayPal.
- By Mail: check and order form included.

### Make checks payable to:

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