

Satisfaction

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Patient Satisfaction Surveys The patient survey was conducted with the sole purpose of gathering feedback necessary for making critical adjustments necessary for improving the quality of healthcare. I conducted surveys of 12 patients located in the rehab unit. Most of the patients who participated in the survey did not have any inherent restrictions on their diet and it, therefore became easy to conduct the process. My wish was to expand the survey and involve many patients, but most of them were dementia patients who could not take part in the process due to their critical condition. The other patients had diets that could not satisfy the purpose of the research. To this extent I can authoritatively note that the results of the survey are valid and reliable to the extent that they are an accurate representation of the patient satisfaction. The survey questions were categorized on a scale of 1 to 5. The scale ratings connotations were as follows;

1= very poor

2= poor

3= fair

4= good

5= very good

The average satisfaction rate was 5/5 though there were disparities among the patients in terms of the level of fulfillment. The quality of food was rated, as the highest score with an average of 5 that was a 100% approval. Most of the patients noted that they had enjoyed the breakfast meal provided in the morning, but had certain reservations concerning the timing. Close to 80% of the patients noted that they liked the menu being served in the hospital. The workers, especially the tray passers received a 100% approval rating with most of the patients, noting that they were the best caregivers. I found out <https://assignbuster.com/satisfaction-essay-samples/>

that most patients with dementia, cancer or diabetic patients did not enjoy the meal as the regular patients. I asked the patients to give their opinion concerning the food that was being provided in the hospital and the feedback had interesting outcomes. Seven of the patients noted that the food in the hospital was better compared to the others. Four of the patients noted that the food in the hospital was worse compared to other healthcare facilities. The remaining one patient did not have an opinion and therefore could not make a comparison.

I believe taste and preference for food cannot be homogenous and therefore cooking for many people can only be standardized. The average stay for the patients in the hospital is not more than five days and to the extent the patients are only provided with a week's menu. Every patient is provided with a week's menu upon arrival. A number of patients complained of the soup not being hot, however, the time the soup is cooked and when it is served takes a little bit of time hence the less hotter soup. The tray passers were singled out as the most resourceful because they provide care at every instance. Most of the patients with chronic diseases provided a positive feedback for the patients.

I recommend that the hospital employ a supervisor who would liaise with the patients concerning the menu. This initiative can aid in coming up with a conclusive menu that meets the needs and expectations of the patients.

Patient Satisfaction surveys

Customer Satisfaction Surveys

The customer survey was conducted in the hospital's cafeteria to gather certain information. The cafeteria has a deficit in terms of human resource because three of the workers are on sick leave. The surveys were left on the <https://assignbuster.com/satisfaction-essay-samples/>

service bay with every material including the questionnaires, writing materials and a rubber. Just like the hospital survey, the questions were defined on a rating scale of 1 to 5 and had the following connotations;

1= very poor

2= poor

3= fair

4= good

5= very good

The feedback ranged from poor to good and no client intimated that service or the food was very poor or very good. Most of customers noted that Lebanese salad, which was an integration of stuffed pepper and fattoush was the best. Most of the customers liked the food provided. Ideally, the quality of the food received an approval rating of 100%. The temperature of the food was rated at 60% with some complaining that the food was not hot enough. The staff of the cafeteria though limited in number, had an approval rating of 80%. The cleanliness of the cafeteria was rated at 50% because there were certain areas of the premises did not meet the expectations of several clients. When asked if they would consider coming back to the cafeteria, 70% intimated that they would likely visit again.

The cafeteria faces a number of challenges, inadequate workers and limited space. The operations schedules are fundamentally flawed because the cafeteria only operates on certain hours that disenfranchise the customers. Meeting the needs and expectations of the customers is paramount and the management should consider initiating some changes.

I recommend that the cafeteria employ more workers to meet the needs of the many customers who visit the premises. Consequently, the cafeteria

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should come up with an expansion strategy so that there is more space to accommodate the many clients who visit the place. Additionally, the management should have an option where clients can request for hot or cold food depending on the situation.

Customer Satisfaction Chat