

Date: 2026-03-31 | Author: Dr. Alice Smith

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\*CONFIDENTIAL - Patient Relations Department\*

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## QUARTERLY PATIENT SATISFACTION SURVEY ? Q1 2026

### Executive Summary:

Patient satisfaction has improved by 20% compared to Q4 2025 across all major departments. This improvement is attributed to the comprehensive hospitality training program that was rolled out in January 2026, which 95% of patient-facing staff completed.

### Detailed Findings:

#### 1. DISCHARGE SURVEY RESULTS

A total of 3,247 discharge surveys were collected during Q1 2026, representing a 78% response rate (up from 61% in Q4 2025). The overall satisfaction score rose to 4.3 out of 5.0, compared to 3.6 in the previous quarter. The most significant improvements were observed in the categories of "Staff Friendliness" (up 28%), "Communication Clarity" (up 22%), and "Wait Time Perception" (up 15%).

#### 2. DEPARTMENT-SPECIFIC HIGHLIGHTS

The Pediatric Ward received the highest satisfaction scores at 4.7/5.0, with patients and families consistently praising the new play therapy program introduced in February. The Surgical Wing scored 4.4/5.0, with patients noting the excellent pre-operative counseling services. The General Medicine floor improved to 4.1/5.0, up from 3.3 in the prior quarter.

#### 3. COMPLAINT VOLUME ANALYSIS

Total formal complaints decreased from 142 in Q4 2025 to 89 in Q1 2026, a 37% reduction. The most common complaint categories were parking availability (24 complaints), food quality (18 complaints), and billing clarity (15 complaints). Notably, complaints related to staff rudeness dropped by 62%, from 34 to 13 instances.

#### 4. NET PROMOTER SCORE

The hospital's Net Promoter Score (NPS) improved from +12 to +34, placing us in the "Good" category for the first time in three years. 67% of patients rated their experience as 9 or 10 out of 10 on the likelihood-to-recommend scale.

#### 5. RECOMMENDATIONS

Continue the hospitality training program with quarterly refresher sessions. Expand the patient feedback kiosk system to the Radiology and Endoscopy units. Consider implementing real-time satisfaction tracking via mobile app for immediate service recovery opportunities.

Prepared by: Dr. Alice Smith, Director of Patient Experience

Distribution: Hospital Board, Department Heads, Quality Committee