

Patient Guide to the Patient Satisfaction Survey, Ratings, and Comments

Geisinger Health System strives to help patients (and their families) make the most optimal health care decisions including the selection of care providers. That is why we are providing you with a new tool: access to patient-submitted satisfaction ratings and related comments for our healthcare providers. This guide is designed to help you understand how we capture the patient satisfaction ratings and comments, as well as use and share this information.

What is a provider?

A provider may be a physician or surgeon (M.D. or D.O.), nurse practitioner (CRNP) or physician assistant (PA-C).

What is the patient satisfaction survey?

The patient satisfaction survey is a tool developed for Geisinger to measure how you (our patients) feel about your experiences with us. We protect your confidentiality and ensure the survey is conducted with the utmost integrity by partnering with the health care industry's leading independent patient satisfaction survey vendor - Press Ganey Associates. Press Ganey works with more than 10,000 health care organizations nationwide, including more than half of all U.S. hospitals, to improve patient care and experience.

Who receives the survey?

Patients who are seen at Geisinger's outpatient clinics are randomly selected by Press Ganey to receive a patient satisfaction survey. These surveys are sent via postal or electronic mail within a few weeks of appointments. We currently receive more than 165,000 survey responses annually, with a response rate of approximately 18%.

What do we do with the survey responses?

We use patients' feedback to:

1. Share them on this website to help patients and their families make informed decisions when choosing their care providers.
2. Identify, prioritize and make continuous improvements in patient care and overall experiences.
3. Provide constructive feedback to care providers and staff.

What are the questions on the survey?

Many survey questions ask about key aspects of patients' visits to the clinic including scheduling, registration, wait time, nurse/assistant and an overall assessment. However, the patient ratings and comments on this website are from the Care Provider (physician, physician assistant, nurse practitioner, midwife) section of the survey:

CARE PROVIDER	very poor	poor	fair	good	very good
	1	2	3	4	5
DURING YOUR VISIT, YOUR CARE WAS PROVIDED PRIMARILY BY A DOCTOR, PHYSICIAN ASSISTANT (PA), NURSE PRACTITIONER (NP), OR MIDWIFE. PLEASE ANSWER THE FOLLOWING QUESTIONS WITH THAT HEALTH CARE PROVIDER IN MIND.					
1. Friendliness/courtesy of the care provider.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Explanations the care provider gave you about your problem or condition.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Concern the care provider showed for your questions or worries.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Care provider's efforts to include you in decisions about your treatment.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Information the care provider gave you about medications (if any).....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Instructions the care provider gave you about follow-up care (if any).....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Degree to which care provider talked with you using words you could understand.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Amount of time the care provider spent with you.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Your confidence in this care provider.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Likelihood of your recommending this care provider to others.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comments (describe good or bad experience): _____ _____					

Are all ratings and comments posted?

All ratings are updated monthly. Older comments do not display after a year online. Comments are posted weekly. We post all comments, both positive and negative, with the exception of those containing:

- Offensive, abusive, malicious language
- Names or detailed information that jeopardize patient confidentiality or privacy
- Comments exclusively about other providers

Only about 2% of all comments do not get displayed as a result of meeting the exclusion criteria. Geisinger earned Press Ganey's data *Seal of Integrity*, which validates the reliability of our data transparency program and assures providers, physicians and patients that our providers' patient satisfaction ratings are scientifically rigorous, reliable, and valid.

We do post the comments that may not be specifically about the provider, may not make sense or appear irrelevant, but they are included in interests of transparency. For example, we do include comments that may be related to front desk or nursing staff, scheduling, billing, etc.

While the comments are posted in an anonymous manner, we understand some patients may recognize their comments and wish to have them removed. Patients may request to remove a comment by emailing us at patientexperience@geisinger.org with the date and copy of the comment.

Why don't all providers have patient ratings or comments displayed?

We do not display ratings or comments for:

- Providers who have less than 30 survey responses, which means that limited response rate is not reliable data.
- Providers who work solely or primarily in inpatient, emergency department, urgent care, behavioral health and other select settings because provider transparency is currently only available for outpatient clinics.
- Non-employed Geisinger providers because they tend to see their patients in their own outpatient clinics, which we do not survey.
- Residents and fellows because patient satisfaction surveys are primarily tied to attending providers (who patients are scheduled to see).

Do other health systems or hospitals share provider ratings and comments?

Geisinger is proud to be among the first dozen health systems in the nation to offer provider transparency information.