${date\_issued}

**${manager}**

${position}

${hospital\_name}

Dear ${manager\_lastname}:

This is to inform you of the **${mm\_string}** Patient Satisfaction (PSA0T) result of ${hospital\_name}. The result revealed that your **${total\_respondents}**patient respondents were **${overall\_performance\_remarks}** with the kind of service they got from your personnel. Accordingly, ${hospital\_name} rating is **${overall\_performance\_remarks}** in its service performance during the said month.

The following were the detailed results culied from the retrieved responses:

${table}

|  |  |
| --- | --- |
| **${table\_residency}** | Based on the place of residency **${municipality}** of the respondents did not indicate their residence. |

|  |  |
| --- | --- |
| **Figure 1 – Waiting Time for Medical Intervention**  **${chart1}**  **Figure 1 – Waiting Time for Medical Intervention shows that ${chart\_text1} of the total population failed to indicated them.** | **Figure 2 – Waiting Time for Admission**  **${chart2}**  **Figure 2 – Waiting Time for Admission show that ${chart\_text2} of the total population failed indicated their waiting time.** |

It is recommended that the facility shall:

* Religiously conduct PSS in every service encounter and improve customer participation by increasing the number of respondents not just enough the pen-and-paper format but also with the online PSS;
* study and evaluate the comments and suggestions raised by the respondents in order to further improve the delivery of service such as:  
  -Reminding all hospitals personnel to interact with the patients and their relatives in courteous and respectful manners at all times, especially those in the areas mentioned by the respondents;  
  -Providing patients with clear and concise orientation of hospital rules and policies in order to properly set their expectations on hospital with clear and concise orientation of hospital rules and policies in order to properly set their expectations on hospitals house rules, like visiting hours, hospital services, services available, etc;  
  -Considering the possibility of increasing the hospital bed capacity of hospital, as well as the acquisition of necessary medical furniture and equipment in areas where they are lacking; and  
  -Making sure that repairs and maintenance checks are done regularly.
* ${degree\_satisfaction\_remarks1}
* ${degree\_satisfaction\_remarks2}
* always remind your respondent to approximately rate the service/s they availed from the hospital to avoid invalidation of responses

Thank you very much for your cooperation. Let us continue the *Serbisyong Tama*!

Respectfully, Noted by:

**MS. MARIA A. LIM** **ATTY. DULCE H. REBANAL**

Internal Auditor IV Provincial Administrator