



MICA
HEALTHCARE SOLUTIONS

Patient Satisfaction Survey Summary Report MICA Healthcare Solutions

Date: November 16, 2024

Report Source: MICA Healthcare Solutions – Patient Feedback Portal

Reporting Period: October 1, 2024 – October 31, 2024

Survey Overview

This report summarizes the patient feedback collected through satisfaction surveys completed after visits. It aims to assess the quality of services offered by MICA Healthcare Solutions and provide actionable insights to improve patient care.

Summary Metrics

Total Responses: 1,250

Average Satisfaction Score: 4.6/5

Survey Topics:

- Staff Friendliness: 4.8/5
- Wait Time: 4.2/5
- Facility Cleanliness: 4.7/5
- Overall Experience: 4.6/5

Top Strengths

1. Staff Friendliness: 90% of patients rated 5/5.
2. Facility Cleanliness: High positive reviews across all clinic locations.

Areas for Improvement

1. Wait Time: Average score of 4.2. 20% of patients reported delays exceeding 30 minutes.
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Survey Responses by Location

Location	Total responses	Average Satisfaction
Downtown Clinic	450	4.7/5.0
Uptown Clinic	300	4.5/5.0
Westside Clinic	200	4.3/5.0
Eastside Clinic	300	4.6/5.0

Actionable Insights

- Reduce Wait Times: Streamline patient scheduling and triage to minimize delays.
- Maintain Strengths: Continue training staff to ensure friendliness and professionalism.

Sample Visualizations

1. Bar Chart of Average Satisfaction by Survey Topic:

- Staff Friendliness: 4.8
- Wait Time: 4.2
- Facility Cleanliness: 4.7
- Overall Experience: 4.6

2. Pie Chart of Survey Responses by Location:

- Downtown Clinic: 36%
- Uptown Clinic: 24%
- Westside Clinic: 16%
- Eastside Clinic: 24%

Footnotes:

1. Data sourced from patient surveys conducted online and in-clinic kiosks.
 2. Satisfaction scores are rated on a scale of 1 (Very Dissatisfied) to 5 (Very Satisfied).
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