**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.

**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).

|  |
| --- |
|  |

MICA Healthcare Solutions

8000 York Rd, Towson, MD, 21252

(410)-704-XXXX

XXXXX@Healthcare.solutions