

Patient Experience Advisor Satisfaction Survey

Patient Experience Advisor Satisfaction Survey

This voluntary survey will measure your satisfaction and experience with being a patient experience advisor at KGH. We would like to know how satisfied you are with your advisory experience. We also want to know what we can do that would better support you. Your responses to this questionnaire are confidential.

Directions: Using a scale from Strongly Agree to Strongly Disagree, please indicate your level of satisfaction in the appropriate box. If the question does not apply to you, please use the Not Applicable box. At the end of the questionnaire you will also find open ended questions. Your answers will assist us in developing better processes to support Patient Experience Advisors.

1. My involvement as a Patient Experience Advisor has been meaningful.

- Strongly Agree
- Mostly Agree
- Neither Agree nor Disagree
- Mostly Disagree
- Strongly Disagree
- Not Applicable

Comments

2. I have the support and guidance I need.

- Strongly Agree
- Mostly Agree
- Neither Agree nor Disagree
- Mostly Disagree
- Strongly Disagree
- Not Applicable

Comments

Patient Experience Advisor Satisfaction Survey

3. Generally the meeting times and locations are convenient.

- Strongly Agree
- Mostly Agree
- Neither Agree nor Disagree
- Mostly Disagree
- Strongly Disagree
- Not Applicable

Comments

4. I feel able to freely express my views, opinions and advice.

- Strongly Agree
- Mostly Agree
- Neither Agree nor Disagree
- Mostly Disagree
- Strongly Disagree
- Not Applicable

Comments

5. Staff make an effort to make me feel that I am a valuable member of the organization/committee/team.

- Strongly Agree
- Mostly Agree
- Neither Agree nor Disagree
- Mostly Disagree
- Strongly Disagree
- Not Applicable

Comments

Patient Experience Advisor Satisfaction Survey

6. I participate as an equal with all committee members.

- Strongly Agree
- Mostly Agree
- Neither Agree nor Disagree
- Mostly Disagree
- Strongly Disagree
- Not Applicable

Comments

7. In my opinion the involvement of Patient Experience Advisors has been meaningful for the hospital and staff.

- Strongly Agree
- Mostly Agree
- Neither Agree nor Disagree
- Mostly Disagree
- Strongly Disagree
- Not Applicable

Comments

8. Being a Patient Experience Advisor gives me a sense of accomplishment.

- Strongly Agree
- Mostly Agree
- Neither Agree nor Disagree
- Mostly Disagree
- Strongly Disagree
- Not Applicable

Comment

Patient Experience Advisor Satisfaction Survey

9. Overall, I am satisfied in my role as a Patient Experience Advisor.

- Strongly Agree
- Mostly Agree
- Neither Agree nor Disagree
- Mostly Disagree
- Strongly Disagree
- Not Applicable

Comments

10. I feel my voice as a Patient Experience Advisor is heard and respected.

- Strongly Agree
- Mostly Agree
- Neither Agree nor Disagree
- Mostly Disagree
- Strongly Disagree
- Not Applicable

Comments

11. There is a positive climate of teamwork among hospital employees and a Patient Experience Advisor.

- Strongly Agree
- Mostly Agree
- Neither Agree nor Disagree
- Mostly Disagree
- Strongly Disagree
- Not Applicable

Comments

Patient Experience Advisor Satisfaction Survey

12. Having a Patient Experience Advisor is an effective way to engage patients and their families.

- Strongly Agree
- Mostly Agree
- Neither Agree nor Disagree
- Mostly Disagree
- Strongly Disagree
- Not Applicable

Comments

13. The hospital actively listens to and applies lessons learned from the patient and family experiences and suggestions.

- Strongly Agree
- Mostly Agree
- Neither Agree nor Disagree
- Mostly Disagree
- Strongly Disagree
- Not Applicable

Comments

Patient Experience Advisor Satisfaction Survey

14. I would recommend becoming a Patient Experience Advisor to a friend.

- Strongly Agree
- Mostly Agree
- Neither Agree nor Disagree
- Mostly Disagree
- Strongly Disagree
- Not Applicable

Comments

15. I feel my advisory efforts are appropriately recognized by KGH.

- Strongly Agree
- Mostly Agree
- Neither Agree nor Disagree
- Mostly Disagree
- Strongly Disagree
- Not Applicable

Comments

16. The work of a Patient Experience Advisor improves patient and family care.

- Strongly Agree
- Mostly Agree
- Neither Agree nor Disagree
- Mostly Disagree
- Strongly Disagree
- Not Applicable

Comments

Patient Experience Advisor Satisfaction Survey

17. Overall the work of a Patient Experience Advisor helps make KGH a better hospital.

- Strongly Agree
- Mostly Agree
- Neither Agree nor Disagree
- Mostly Disagree
- Strongly Disagree
- Not Applicable

Comments

18. I would be interested in an online communication group for advisors.

- Strongly Agree
- Mostly Agree
- Neither Agree nor Disagree
- Mostly Disagree
- Strongly Disagree
- Not Applicable

Comments

19. I would appreciate the opportunity of meeting with other advisors to better understand how they are involved at KGH.

- Strongly Agree
- Mostly Agree
- Neither Agree nor Disagree
- Mostly Disagree
- Strongly Disagree
- Not Applicable

Comments

Patient Experience Advisor Satisfaction Survey

20. I would be more satisfied with my advisory experience if...

21. Is there a need or gap in service you have noticed that Patient Experience Advisors could support? If so, please describe.

22. What additional training or support would be useful to you as a Patient Experience Advisor?

23. The greatest challenges are...

24. Recommendations for improvement.

Patient Experience Advisor Satisfaction Survey

25. How long have you been a Patient Experience Advisor?

- 6 months or less
- 7 to 11 months
- 1 to 2 years
- 3 to 5 years

26. Is there anything else you would like to tell us?

Thank you very much for completing this survey.