POLICY STATEMENT:

Patient feedback in Texas Tech University Health Sciences Center Ambulatory Clinics may be obtained using a variety of methods.

SCOPE:

This policy applies to all TTUHSC ambulatory clinic operations conducted through its Schools.

PURPOSE:

The intent of collecting patient feedback is primarily to obtain information regarding patient satisfaction and to explore ways to better meet patient needs and expectations during their interaction with clinics, ancillary departments, staff, and physicians. Patient input will be utilized for continuous performance improvement activities.

PROCEDURE:

1. Procurement of patient feedback may include, but is not limited to the following methods:
   a. Written surveys
   b. Face-to-face interviews
   c. Telephone surveys
   d. Focus groups
   e. Mystery patients
   f. Patient letters
   g. Patient concerns

2. Results of patient feedback programs should be made available to all clinic departments, applicable Professional Staff Committees, and SOM Administration (for the Schools of Medicine).

CERTIFICATION:

This policy was approved by the Council of Deans on May 5, 2011.