

## ***Your Opinion Does Count!***

People form opinions about hospitals based on many factors, including their own experiences or those of friends and relatives. At Kadlec Medical Center our goal is to constantly improve what our patients are saying about the care we provide.

### **Patient Satisfaction Survey**

In order to evaluate ourselves and improve patient satisfaction, Kadlec Medical Center has developed an ongoing Patient Satisfaction Survey. The survey measures the satisfaction of our patients utilizing Professional Research Consultants, Inc. (PRC), an independent research firm from Omaha, Nebraska.

### **Survey Approach**

A percentage of our patients are contacted by telephone, by a representative from PRC, after they leave the hospital to determine current levels of overall satisfaction with the services provided by the Medical Center. The representative will have no knowledge of your specific medical condition. They will only know your name, birth date, gender, account number, discharge date, service, and phone number. This information is needed for the representative to initiate the call.

### **Survey Questions**

Patients are asked questions about a variety of service issues such as waiting times, bedside manners, staff courtesy, pain control, etc. The call takes about 10 minutes and gives us valuable feedback and insight into how we are perceived by our customers.

If you receive a phone call from the Professional Research Consultant firm, please take the time to participate in the survey. Your honest responses will be of enormous help to us and to future patients. We want to celebrate our accomplishments and work on solutions toward improved patient satisfaction.



## About PRC

Professional Research Consultants, Inc. (PRC) was incorporated in the State of Nebraska in 1980. They are a nationally recognized research-consulting firm dedicated exclusively to working with hospitals and health systems. More than 1,000 hospitals throughout the United States have utilized PRC's research services.

PRC does not sell any patient information to any other individuals or companies. All information that is collected by PRC is the property of Kadlec Medical Center. All PRC interviewers attend extensive training upon hire, with emphasis on the importance of confidentiality. Every interviewer signs a document in which they agree that "employees of PRC are not to in any manner at any time, during or after employment, either directly or indirectly, divulge, disclose, or communicate any confidential information of any kind, relating to the business of PRC. Confidential information is any information of, about, or concerning the business or operations, or any other confidential data of any kind, nature or description concerning PRC, its clients, and any information received from respondents during our research."

**If you DO NOT want to be called or have any questions,**  
**call 942-2666.**

*All Our Best!*  
**KADLEC**  
*Medical Center*

