Overview of AMGA’s Patient Satisfaction Survey

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Patient Satisfaction Survey Origins

Three AMGA surveys

1. Patient Satisfaction Survey
2. Provider Satisfaction Survey
3. Employee Satisfaction and Engagement Survey
Intended Survey Uses

- Assess satisfaction with care and services provided
- Identify system problems that may adversely affect delivery of high quality patient care
- Evaluate effectiveness of clinical improvement processes within medical practices
- Provide benchmarks against which medical groups can compare their results