**Patient Satisfaction Performance Indicator**

**Section:** Quality Management

**Compliance:** URAC Specialty Pharmacy 2.1

**URAC Standards:** PHARM Core 17, 20, 21, 39

**Policy ID:** 8.4

**Approved by:**

**[PHARM Core 17] [PHARM Core 20 (a)] [PHARM Core 21 (b-i, ii, iii)] [PHARM Core 39]**

**Indicator:**

Patients/caregivers respond favorably to <insert practice name> services 93[X]% of the time.

**Instructions:**

1. Review returned Patient Satisfaction Survey cards upon receipt
2. Assign given values to level of satisfaction for each survey question
3. At the end of each month, post appropriate values for each returned survey card/sheet on the data sheet in excel.
4. Tally results.
5. Calculate satisfaction rating

**Criteria for Evaluation:**

* Survey Questions
  + How would you rate time spent in waiting area?
  + How would you rate availability of your medication?
  + How would you rate instructions given by our pharmacy staff?
* Rating Scale (can alter to fit your business)
  + Poor (1 Point)
  + Less than Good (2 Point)
  + Good (3 Point)
  + Very Good (4 Point)
  + Excellent (5 Point)

**Sample Size:**

100% of Surveys returned

Summary analysis of all survey results is forwarded to Quality Improvement Committee for review and development of corrective action plans when indicated.

This performance Indicator is in reference to the URAC Mandatory Measure for Overall Consumer Satisfaction which is reported out to URAC on an annual basis which is outline below.

# URAC Measure Name: Overall Consumer Satisfaction

**URAC Measure Number:** SP-4

**Measure Descriptions:**

The percentage of program participants who completed >50% of a patient satisfaction survey and reported that they were “satisfied” overall with the pharmacy’s services.

**Numerator:** SP-4

**Denominator:** Overall Patient Satisfaction

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