

Specialty Hospital Satisfaction Survey Tool

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Facts about the tool...

- ▶ Who is involved?
 - 6 specialty hospitals from 4 different states; all with a common focus on rehabilitation services
- ▶ What makes it different from other satisfaction tools?
 - Measures satisfaction in similar settings, so the questions are tailored to the rehab environment
 - Focus on what matters most to rehabilitation settings (patient/family education, integration into the community, functionality of equipment)
- ▶ When and how is the survey administered?
 - Families receive a survey or reminder 3 months following the month of discharge from the hospital.
 - On-line or on paper



So far ...

- ▶ Of the 6 facilities participating, 3 have verified that they have started collecting data
- ▶ We have collected almost a dozen responses in just a month (and one facility has collected responses, but just has not entered them into the database yet)
- ▶ The on-line survey links directly from the hospital's website so it is easy for families to access
- ▶ October will be the end of the trial. IPRC plans to present a more complete look at the data at that time, determine next steps and hopes to consider other participants.

