## Patient Experience Advisor Satisfaction Survey

## **Patient Experience Advisor Satisfaction Survey**

This voluntary survey will measure your satisfaction and experience with being a patient experience advisor at KGH. We would like to know how satisfied you are with your advisory experience. We also want to know what we can do that would better support you. Your responses to this questionnaire are confidential.

Directions: Using a scale from Strongly Agree to Strongly Disagree, please indicate your level of satisfaction in the appropriate box. If the question does not apply to you, please use the Not Applicable box. At the end of the questionnaire you will also find open ended questions. Your answers will assist us in developing better processes to support Patient Experience Advisors.

	will also find open ended questions. Your answers will assist us in developing better processes to support Patient erience Advisors.
1. N	ly involvement as a Patient Experience Advisor has been meaningful.
0	Strongly Agree
0	Mostly Agree
0	Neither Agree nor Disagree
0	Mostly Disagree
0	Strongly Disagree
0	Not Applicable
Com	ments
2. I	have the support and guidance I need.
0	Strongly Agree
0	Mostly Agree
0	Neither Agree nor Disagree
0	Mostly Disagree
0	Strongly Disagree
0	Not Applicable
Com	iments

	Benerally the meeting times	s and locations	are convenie	ent.
	Strongly Agree			
	Mostly Agree			
	Neither Agree nor Disagree			
)	Mostly Disagree			
	Strongly Disagree			
0	Not Applicable			
on	ments			
	feel able to freely express	mv views, opi	nions and adv	ice.
0	Strongly Agree	,, ep.		<b></b>
0	Mostly Agree			
0	Neither Agree nor Disagree			
0	Mostly Disagree			
0	Strongly Disagree			
0	Not Applicable			
Con	ments			
		<b>y</b>		
	staff make an effort to make anization/committee/team.		am a valuable	e member of th
0	Strongly Agree			
	Mostly Agree			
0				
0	Neither Agree nor Disagree			
	Neither Agree nor Disagree  Mostly Disagree			
3				
)	Mostly Disagree			

6. I	participate as an equal with	all committee members.
0	Strongly Agree	
0	Mostly Agree	
0	Neither Agree nor Disagree	
0	Mostly Disagree	
0	Strongly Disagree	
0	Not Applicable	
Con	nments	
	n my opinion the involvemer hospital and staff.	nt of Patient Experience Advisors has been meaningful fo
0	Strongly Agree	
0	Mostly Agree	
0	Neither Agree nor Disagree	
0	Mostly Disagree	
0	Strongly Disagree	
0	Not Applicable	
Con	nments	
	_	Advisor gives me a sense of accomplishment.
0	Strongly Agree	
0	Mostly Agree	
0	Neither Agree nor Disagree	
0	Mostly Disagree	
0	Strongly Disagree	
	Not Applicable	
0		

9. (	Overall, I am satisfied in my ro	ole as a Patient Experience Advisor.
0	Strongly Agree	
0	Mostly Agree	
0	Neither Agree nor Disagree	
0	Mostly Disagree	
0	Strongly Disagree	
0	Not Applicable	
Con	nments	
	_	Experience Advisor is heard and respected.
0	Strongly Agree  Mostly Agree	
0	Neither Agree nor Disagree	
0	Mostly Disagree	
0	Strongly Disagree	
0	Not Applicable	
Con	nments	
	There is a modified alimenta of	
	perience Advisor.	of teamwork among hospital employees and a Patien
0	Strongly Agree	
0	Mostly Agree	
	Neither Agree nor Disagree	
0		
	Mostly Disagree	
0		
0	Mostly Disagree	

12	Having a Dationt Experience As	dvicar is an offactive way to angers nationts and their
	. Having a Patient Experience Ad milies.	dvisor is an effective way to engage patients and their
0	- 1. 5	
0		
0	3 44 4 43	
0	,	
0	Strongly Disagree	
0	Not Applicable	
Con	mments	
13	The hospital actively listens to	and applies lessons learned from the patient and family
	periences and suggestions.	and applies lessons learned from the patient and family
0		
0		
0		
0		
0		
0		
Con	mments	

ati	tient Experience Advisor Sat	disfaction Survey
14.	4. I would recommend becoming a F	Patient Experience Advisor to a friend.
0	Strongly Agree	
0	Mostly Agree	
0	Neither Agree nor Disagree	
0	Mostly Disagree	
0	Strongly Disagree	
0	Not Applicable	
Com	omments	
15.	5. I feel my advisory efforts are app	ropriately recognized by KGH.
0	Strongly Agree	
0	Mostly Agree	
0	Neither Agree nor Disagree	
0	Mostly Disagree	
0	Strongly Disagree	
0	Not Applicable	
Con	omments	
16.	6. The work of a Patient Experience	Advisor improves patient and family care.
0	Strongly Agree	
0	Mostly Agree	
0	Neither Agree nor Disagree	
0	Mostly Disagree	
0	Strongly Disagree	
0	Not Applicable	
Com	omments	

verall the work of			n Survey		
_	a Patient Ex	cperience Ad	lvisor helps	s make KGH a	better hospital.
trongly Agree					
lostly Agree					
leither Agree nor Disagree					
lostly Disagree					
trongly Disagree					
lot Applicable					
ents					
		¥			
would be interest	ed in an onli	ne communi	ication gro	up for advisoi	'S.
trongly Agree					
lostly Agree					
either Agree nor Disagree					
lostly Disagree					
trongly Disagree					
lot Applicable					
ents					
		<u>~</u>			
would appreciate they are involved		nity of meeti	ing with otl	her advisors t	o better understand
trongly Agree					
3 , 3·					
lostly Agree					
lostly Agree					
lostly Agree leither Agree nor Disagree					
lostly Agree leither Agree nor Disagree lostly Disagree					
lostly Ag					

O. I would be more satisfied with my advisor	y experience if
Δ.	
<b>v</b>	
21. Is there a need or gap in service you have	noticed that Patient Experience Advisors
ould support? If so, please describe.	noticed that Fatient Experience Advisors
ould support: If so, please describe.	
_	
<u>v</u>	
2. What additional training or support would	l be useful to you as a Patient Experience
Advisor?	-
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w	
<u> </u>	
3. The greatest challenges are	
A	
<b>y</b>	
4 D	
4. Recommendations for improvement.	
_	
Y	

Patient Experience Advisor Satisfaction Survey
25. How long have you been a Patient Experience Advisor?
C 6 months or less
C 7 to 11 months
C 1 to 2 years
C 3 to 5 years
26. Is there anything else you would like to tell us?
Thank you very much for completing this survey.