

Commercial Part 1 DISCUSSION REPORT

TITLE: **Special 4*day Discussion: Patient Experience Surveys**

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Special 4*day Discussion: Patient Experience Surveys

by Kirstin L – 9:21 AM on 1/6/2025

This week we would like to talk about surveys you may receive from healthcare providers outside of this community.

You may have received a survey following a medical appointment that asks you about the quality of your experience as a patient. These “**patient experience surveys**” may come to you via email, mail, phone, or text.

For each of the questions below, we’d like you to recall to the best of your ability how you felt, thought, and acted when you received one of these surveys. *If you can't recall receiving one of these surveys, please try to imagine you have just had a medical appointment and you received this type of survey.*

1. When you get patient experience surveys, **do you tend to answer them?** Why or why not?

- What are some reasons or situations that you do take the time to respond?

- What are some reasons or situations that you do not take the time to respond?

2. Have you ever had a **hard time** answering the questions in a patient experience survey? If so, tell us about it.

- What, if anything, keeps you from answering the questions accurately or honestly with your true feelings?

3. If it were up to you to write the survey questions, **what would you ask about** to understand whether a medical appointment was a positive, negative, or neutral patient experience?

by Nash M – 10:09 AM on 1/6/2025

1 Like

No, sometimes the surveys are too long or they come in the mail and I don't have time or don't have a stamp. I attempted to do one once over thw phone answered three questions and then they wanted to keep going and i was unsure if they would record the first three answers if I hung up. I like esy surveys example, ratings.

by Natsumi H – 7:00 PM on 1/6/2025

Hi Nash, Thank you for sharing! What would be the ideal length of a survey, and what would motivate you to complete a survey?

by Nash M – 7:17 PM on 1/6/2025

1 Like

[Highlighted] I feel like 5 questions should be standard and 10 questions should be max. should take less than a minute or two to answer all and via text messaging. Motivation can be found in points, something for the consumer, app privileges, coupons,etc.

by Jill B – 10:09 AM on 1/6/2025

1. When you get patient experience surveys, do you tend to answer them? Why or why not? I normally do answer them, even if it's just to say everything was a normal experience. I think it's important to give information if I have it. 2. Have you ever had a hard time answering the questions in a patient experience survey? If

so, tell us about it. No, I answer as it occurred, good or bad. 3. If it were up to you to write the survey questions, what would you ask about to understand whether a medical appointment was a positive, negative, or neutral patient experience? I think the ones that Brigham sends are pretty self explanatory so I think using their method works. Just asking about the waiting area/staff and then your actual nurses and doctors, then there is usually a section for "anything else to add" so you can enter whatever you'd like there.

by Natsumi H – 7:02 PM on 1/6/2025

Hi Jill, Thank you for your response! Do you have any suggestions for improving the survey-taking experience?

by Jill B – 3:06 PM on 1/7/2025

I think to get more responses that incentives would benefit them, even if it's to raffle something quarterly. The surveys I have received have been pretty user friendly but I think some people just don't make time for it. where they would if there was an incentive for them.

by Michael C – 10:14 AM on 1/6/2025

1 Like

I tend to answer them because I think it is important to provide feedback and share about my experience. Even if I have nothing really distinct or unique to share, I think it is important to respond to boost the response rate. I only don't respond if I am busy or if I think the survey will take too long, like more than 10 minutes. If it takes more than 10 minutes, I want to be incentivized. The questions I find most hard to answer are when I need to explain why I am not 'highly satisfied' but not 'highly dissatisfied' // I am in the middle. I had a fine time and don't really have anything to share that was amazing or horrible. I am always honest and accurate. I'd ask something like 'Did you accomplish/discuss with your provider / receive the care you expected?' and 'What is important for your provider to know about your care for next time?'

by Natsumi H – 7:03 PM on 1/6/2025

Hi Michael, Thank you for sharing your thoughts! Normally, what type of incentives would you expect for surveys that may require 10+ minutes to complete?

by Gary E – 10:16 AM on 1/6/2025

I generally answer them if I have a good or bad experience to highlight. If my meeting was u remarkable I don't do the survey. If I have trouble answering the survey I don't fill it out / submit it. I would ask about the wait times, the attitude and manner in which the staff spoke to get a feel for the overall experience.

by Natsumi H – 7:05 PM on 1/6/2025

Hi Gary, Thank you for sharing! Could you share with us some examples of when you've had challenges or trouble completing the survey? What is an ideal length of a survey?

by Gary E – 7:42 PM on 1/6/2025

1 Like

I can't recall specifics but sometimes the link / platform is not user friendly or won't load and then i don't complete the survey. I'd say under 20 multiple choice or 5 essay style questions for a survey length. More than those I'd need financial compensation or the chance if it to be motivated to complete longer one's

by m a – 10:18 AM on 1/6/2025

1 Like

1. no because they aren't really nuanced enough to be fair to the provider being rated 2. no 3. would more open ended questions fewer multiple choice

by Kirstin L – 9:18 PM on 1/7/2025

Hello! Thank you for participating! I work with Natsumi and will be helping out with this research activity. I'd love to hear a little more from you about good survey questions. Can you offer some examples of nuanced questions that you would ask to be fair to the provider being rated?
Thanks for your time!

by m a – 11:30 PM on 1/7/2025

in what ways were you satisfied with your care? in what ways were you dissatisfied with your care? how could the provider done a better job? how long did you wait in the exam room before the provider arrived? how much time did the provider spend with you? what did the provider do that made you feel respected? did they do anything that made you feel disrespected?

by Tracy K – 10:19 AM on 1/6/2025

1 Like

1. I do t tend to answer any kind of surveys. There were a string of scam surveys going around and I am always cautious about surveys in general due to scam potential. 2. I would not have a hard time answering and questions honestly. 3. I would ask general questions regarding the experience with everyone involved with my care. Did the patient feel comfortable and able to be honest with their doctor, was the wait time reasonable, did the patient feel their privacy was being respected.

by Natsumi H – 7:17 PM on 1/6/2025

Hi Tracy, Thank you for sharing! What would motivate you to complete or take the survey? What would help you feel more comfortable that your feedback is being received and considered?

by Tracy K – 7:45 AM on 1/7/2025

1 Like

Hi Natasha, I think I would be more willing to complete the survey if I received some type of link in my chart. I know they do t send them this way because then the survey would not be anonymous but that would make me feel more comfortable. Even if they provided a link in the chart that then went to another website.

by Kate S – 10:22 AM on 1/6/2025

1 Like

1. I do not answer them because I have very little motivation or time to spend answering surveys. And I don't know if my responses will make a difference. 2. No, but with most surveys that involve rating my providers, I would rather be generous and give them the best rating. 3. I wonder what is the purpose of these surveys because I don't want to do anything to make my providers get a negative review based on my feelings or perceptions on how the appointment went. I would rather ask whether my needs were met and my questions answered-- something more objective than positive, negative, or neutral experience.

by Natsumi H – 7:18 PM on 1/6/2025

Hi Kate, Thank you for sharing! What would motivate you to complete the survey, and what would make you feel confident that your feedback is being received and considered?

by Kate S – 3:36 PM on 1/7/2025

1 Like

I think receiving a personalized response or some kind of bonus (whether monetary or other) would increase my motivation.

by Neville D – 10:26 AM on 1/6/2025

1 Like

1. I tend to complete the healthcare surveys that are on the shorter side. 10 questions or less. If I have to fill out longer surveys, my time is valuable and I would need a financial incentive. 2. If I have a bad experience and there is no place/questions that deal directly with the experience, I have a hard time. 3. I would ask this question in terms of comparisons.

by Kirstin L – 9:13 PM on 1/7/2025

Hello Neville, Thank you for participating! I work with Natsumi and will be helping out with this research activity. I'd love to hear a little more from you about good survey questions. Can you offer some examples of comparison questions that you would ask to understand whether a patient experience was positive, negative or neutral? Thanks for your time!

by Anonymous – 10:46 AM on 1/6/2025

1. When you get patient experience surveys, do you tend to answer them? Why or why not? It honestly depends on my time. I usually flag the surveys in my email with the intention of completing them but often do not have the time to. I would say I respond about 40% - 50% of the time. - What are some reasons or situations that you do take the time to respond? If I have an especially good or bad experiences, I will usually take the time to respond. - What are some reasons or situations that you do not take the time to respond? If there was nothing remarkable about my experience, I usually do not make an effort to respond to surveys. 2. Have you ever had a hard time answering the questions in a patient experience survey? If so, tell us about it. I have not had a hard time that I can remember. They are usually pretty easy to navigate and access. - What, if anything, keeps you from answering the questions accurately or honestly with your true feelings? I am not convinced the surveys are actually confidential/anonymous. 3. If it were up to you to write the survey questions,

what would you ask about to understand whether a medical appointment was a positive, negative, or neutral patient experience? Perhaps a more specific question like "what did today's provider do specifically that stood out, good or bad, compared to a previous provider you have seen?"

by Anonymous – 9:04 PM on 1/7/2025

Hello! Thank you for participating! I work with Natsumi and will be helping out with this research activity. Can you please tell me more about the reasons you tend to respond to surveys after a very good or very bad experience, but not an unremarkable experience? Additionally, what might help you feel more confident that surveys are confidential/anonymous? Thanks for your time!

by Anonymous – 3:24 AM on 1/8/2025

1 Like

Hi - Very good or very bad experiences leave an impression that I may want to point out to either other clients/customers and the practice. If an experience was unremarkable, there is nothing to make note of in a survey. My responses would be likely be neutral or neither agree or disagree. I'm not sure there is anything to be done in creating confidence in anonymous surveys. In my experience, surveys are rarely truly anonymous. With that said, I think I answer accurately and honestly most of the time.

by Michael Z – 10:51 AM on 1/6/2025

1 Like

1. I always take the time to fill out surveys, both from healthcare providers and from other locations as well. I think it's important to let companies know about customer experiences so they can fix an issue if something has gone wrong, and so they can know what was done well and should be continued and to recognize and reward great service if possible. 2. I sometimes have difficulty if questions are not thoughtfully constructed or worded well. It is difficult to answer questions that don't apply to my situation, and can be particularly difficult and frustrating if

a question does apply but there is no response that captures my opinion and no room for filling in additional details. 3. In addition to the questions, make sure to allow space for patients to write in details about their experience.

by Kirstin L – 9:01 PM on 1/7/2025

Michael, Thank you for participating! I work with Natsumi and will be helping out with this research activity. Can you recall any specific examples of a frustrating question without the right kind of answer option? If so, please include it here. Also, what kinds of details might you want to include in an open space for answering in your own words?
Thanks for your time!

by Michael Z – 10:47 PM on 1/7/2025

Hi Kirstin, It's been a while since I filled out a healthcare survey, so I can't recall the specific questions. But I can give you an example from a restaurant survey I recently filled out. One of the questions asked me to rate the restaurant's response to problems. I didn't have any problems, and "n/a" was not an answer choice. Since I couldn't submit the electronic survey without answering the question, my options were to quit out of the survey or pick a random answer. Open spaces for comments might be useful at the bottom of every page or at the end of every section of a survey. If patient satisfaction is important, then details matter. When someone gives a low satisfaction rating for a multiple choice question, they usually have reasons to back it up.

by Kirstin L – 10:23 PM on 1/8/2025

Michael, Thanks again! I have one more follow-up question. You mention feeling it's important to let companies know about customer experiences so they can fix an issue. How would you like to learn that your patient experience survey responses have been received and acted on?

by Michael Z – 12:14 AM on
1/9/2025

1 Like

The most satisfying experience I had with this was when I sent a very complimentary email in addition to the patient experience survey. Someone had really gone above and beyond for me, and I wanted to make it known. I got a thank you email back from the customer service rep and later that day I got an email directly from the person I complemented. It was clear to me that my message was passed on to the person involved. When my surveys are less than complementary, I usually get back a response from a customer service rep apologizing for the negative experience and promising to pass the comments on to management. Of course, there is no way for me to know if that will happen or if the person receiving the message will care enough to try and correct the issue. In that case, the only way for me to know is to not run into the same issue again.

by Anonymous – 10:52 AM on 1/6/2025

1) It truly depends on the service. If the service was amazing or terrible, I will fill out the survey. It also depends on how quick and easily accessible the survey is. If I have to click through multiple websites, I will probably exit out before even starting the survey. 2) I never have a hard time answering surveys because it's not hard for me to be honest. If I am so compelled to complete a survey, the least I can do is be honest. 3) What is something that stood out to you during your service (good or bad)?

by Anonymous – 8:58 PM on
1/7/2025

Hello! Thank you for participating! I work with Natsumi and will be helping out with this research activity. Can you please tell me more about the reasons you tend to respond to surveys after a very good or very bad experience, but not a middle-of-the-road experience? What format feels the easiest and most accessible to you? Thanks for your time!

by Anonymous – 9:51 PM on 1/7/2025

1 Like

I feel like it's much harder to write feedback for average service. When nothing stands out (good or bad) it's not super memorable, which makes it easier to skip over the survey. I prefer a survey that has all the questions on one page vs multiple pages that turn into a guessing game. Short, sweet, and to the point are surveys I enjoy.

by Tony V – 11:00 AM on 1/6/2025

1 Like

1. When you get patient experience surveys, do you tend to answer them? Why or why not? ONLY if the experience is extremely GOOD or Extremely BAD. - What are some reasons or situations that you do take the time to respond? Same as above. - What are some reasons or situations that you do not take the time to respond? If the experience was in line with my expectation, I don't find the need to respond.
2. Have you ever had a hard time answering the questions in a patient experience survey? If so, tell us about it. - What, if anything, keeps you from answering the questions accurately or honestly with your true feelings? Nothing.
3. If it were up to you to write the survey questions, what would you ask about to understand whether a medical appointment was a positive, negative, or neutral patient experience? As mentioned only extremely positive or negative experiences vary from the expected service. Too many places send surveys so I am only motivated to provide feedback in the end cases. When my expectations are met (neutral) - I don't find the need to respond.

by Kirstin L – 8:56 PM on 1/7/2025

Tony, Thank you for participating! I work with Natsumi and will be helping out with this research activity. Can you please tell me more about the reasons you tend to respond to surveys after a very good or very bad experience, but not a middle-of-the-road experience?

by Tony V – 10:53 AM on 1/8/2025

1 Like

If the level of service or my experience is on par with expectation, I don't feel it is necessary. Keep in mind virtually every action requests a survey. An online order, an online delivery, product usage post delivery, purchase of fast food, checkout at the grocery store etc etc. First I can't keep up with all of the survey requests, and again if my online order was delivered when specified - that met my expectation. If it was delivered a week early - that would exceed my expectation; if it was a week late that would be less than my expectation. I don't believe in stating the experience is excellent if it simply met the expectation. When surveys are used to provide metrics and compensation I understand the resource being evaluated wants to get the highest scores... but again when I check out at the grocery store and the cashier did their job and met my expectation, that was the middle of the road expectation. I hope this helps...

by Nicole P – 11:08 AM on 1/6/2025

1 Like

I tend to respond if I had a great experience or a really bad experience. I go based on this because the team should be able to address the issues and also recognize when a provider does their job well. I don't have a hard time answering questions or being honest because I think reviews and feedback are very important in a "customer service" setting. If I were writing a survey, I would ask the patient to write topics they'd want to discuss in the future and show those results to the provider if the patient isn't satisfied. I would also ask questions about the tone and character the provider has that could be addressed to make people feel more comfortable in the medical space.

by Natsumi H – 6:05 PM on 1/7/2025

Hi Nicole, Thank you for sharing! You mentioned that you typically share feedback after a great or really bad experience. Are there any instances when you would also provide feedback for a neutral experience? Additionally, how would you define a good, neutral, or bad experience, and what moments would you want to share in these surveys? Lastly, could you provide some examples of questions you'd like to be asked in the survey?

[Redacted]

by Nicole P – 6:16 PM on 1/7/2025

1 Like

I don't think I would provide feedback on a neutral experience because it didn't move me. A positive experience would be a time where I didn't have to wait for a long time, my provider was kind and they seem to have made an effort to research my concerns. A negative experience would be a rushed appointment, rude staff and a high bill after lab work for example.

[Redacted]

by Katharine Y – 11:09 AM on 1/6/2025

1 Like

Most times I will respond. I usually will respond if the service was very good or bad. I didn't respond if I forget honestly or if they constantly asking for a review on Google or Yelp. No. Nothing, I would rather be honest and have that help a provider. I would ask if they felt like the provider really listened to their concerns and made them feel comfortable.

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by Kirstin L – 8:52 PM on 1/7/2025

Katharine, Thank you for participating! I work with Natsumi and will be helping out with this research activity. I'm curious about your first point. How often is it acceptable or helpful to be asked for feedback? When does it become too often? When you think back to your own patient experiences, what are some aspects of the interaction that make you feel comfortable or not comfortable? Thanks for your time!

[Redacted]

by Katharine Y – 9:28 AM on 1/8/2025

1 Like

I feel as though it is ok to ask after each appointment. I know if a patient has too many appointments, it could get bothersome, but to me it is not. If a provider listens to me and is friendly, that would make me rate them

higher. I've found that I tend to like a doctor with a better 'bedside manner's.

by Jeffrey Z – 11:22 AM on 1/6/2025

1 Like

I do tend to answer patient experience surveys because I feel like feedback is necessary for the entire community - medical professionals and those seeking care. I usually respond after I've seen visited the practice in person for something more than just test results - annual physicals for example. Sometimes I won't respond if it's just a survey in response to a follow up phone call. I have not really had a hard time answering questions on a survey because they are usually pretty basic. I always answer truthfully since there isn't a reason not to. Some questions I might write are questions such as How promptly were you seen? Did you feel as though the medical professional spent enough time with you? Did you feel as though all your concerns were addressed? Things of that nature.

by Kirstin L – 8:45 PM on 1/7/2025

Jeffrey, Thank you for participating! I work with Natsumi and will be helping out with this research activity. Can you explain the reasons that you are more likely to complete a survey after an office visit than a phone call? We'd like to know more about that! Thanks for your time!

by Jeffrey Z – 9:24 PM on 1/7/2025

Kristin, An office visit is usually more involved and the survey is more pertinent. Usually a phone call is just a follow up with test results and after care advice and tends to be very brief. I feel as though anyone at the providers office could make that phone call where an in person visit is usually with the PCP.

by Joao F – 11:27 AM on 1/6/2025

1 Like

Typically I will not respond to those kind of surveys because I think that most of the times it goes nowhere. I believe that 90% of the times those surveys are being done only to "check the box" and not really to take feedback from their customers/patients. If I were to do those surveys, one of the most important things to me would be to ensure that if I spend my time responding to a survey, they also should spend the time responding to me and providing me some feedback.

by Natsumi H – 7:27 PM on 1/6/2025

Hi Joao, Thank you for sharing your thoughts! What would motivate you to complete a survey and what would you feel more comfortable that your feedback is being received and considered?

by Joao F – 8:15 PM on 1/6/2025

1 Like

Hello Natsumi. If the survey invite indicated that they would get back to me, it would certainly be a factor that would motivate me. Also, just a simple acknowledgement after the survey indicating that my answers were being looked at would make me feel good about responding to it. Just like you did right now!!!

by B.J. H – 11:37 AM on 1/6/2025

1 Like

1. I tend not to answer them. I often don't think I have anything significant to report. The questions are often vague. Often many questions are required. Sometimes I start on-line forms and stop because they drag on (especially if they lie about the time the form will take). Often the questions are well written -- four choices are given and no "none of the above" and my situation doesn't match any of the four. 2. Does a doctor rate a 6 or a 7 out of ten. I don't have the information to make that fine-grained determination. 3. Questions to ask: - Was the appointment useful or a waste of time. If waste, why? - After you left did you think up any questions you should have asked or things the provider should have explained? - Did you get a diagnosis? Was it positive or negative? If negative, are you happy with the proposed treatment plan? - Is your mental state better

because you had the appointment? - Have you seen this provider before? Was the provider prepared for the visit with an understanding of your history and condition?

by Natsumi H – 6:00 PM on 1/7/2025

Hi B.J., Thank you for sharing! Could you share more about why you feel you don't have anything significant to report? Thank you!

by B G – 11:45 AM on 1/6/2025

1 Like

Ive received patient surveys following most of my medical and hospital visits. I rarely if ever receive them for other providers, such as dentists. I fill out all the surveys I receive both in the mail and online. I believe completing the surveys will help improve the practice while also highlighting positive experiences. A lot of the surveys focus mostly on metrics (easy to schedule, wait times, time in waiting room, time with provider, etc). Only a minority of surveys ask more substantive questions like was the physician attentive, did they ask good questions, did they listen, etc. Often times there is a general comment field that allows further elaboration. Ive never had a hard time filling out the surveys, but I must admit that there is a favorability bias in my comments because I feel if I give too much negative (or "helpful" advice) it may impact the physician's view of me and my relationship with them. I am told the surveys are confidential, but I often wonder how true that is, particularly when some of the questions seem specific to my care and visit. Often missing from surveys are the harder questions: do you feel like you received value for the cost (of the visit). For instance in the last year I had a visit an ER, followup at a clinic, use a video doctor, etc. Upon receiving the bills I have been stunned by the type and amount of charges, particularly for visits or services that did improve my condition. No survey has asked me for my feedback on invoicing, accuracy and cost/benefit. In many of these instances, BCBSMA has paid their agreed upon amount and then sent me the balance due. I have had to then proactively contact the provider and the insurer to correct/fight issues-very time consuming. I think this is an area that could use significant improvement and it would start by asking in patient surveys "are you happy with the cost of the services you were provided?" While questions about wait times, privacy, friendliness, etc are helpful, cost/benefit issues are extremely relevant today and I think patient feedback would be beneficial to providers trying to best understand the patient experience.

by Natsumi H – 5:23 PM on 1/7/2025

Hi B! Thank you for sharing! Really interesting points! Could you tell us more about why you feel hesitant to provide 'negative' feedback? What would make you feel reassured that your responses are confidential and won't impact your relationship with the doctor?

by B G – 8:38 PM on 1/9/2025

Thank you for your feedback. I am hesitant to provide negative feedback because the physician/patient relationship is fragile to begin with, and I personally think providing negative feedback will hurt the relationship. If I wrote in a survey that I didn't feel like the physician spent sufficient time with me, would the physician be upset? If I got really technical and wrote in the survey that I felt I was overcharged and that the CPT4 the physician used for billing was not, in my opinion, the correct code, how would that go over? If I said that I had to seek a second opinion or even go to an ER after originally visiting my PCP, would anyone at the PCP take that as positive feedback? The health care system is overly complicated and bureaucratic, so while I do the surveys in the hope that I can "tweak" some of its shortcomings, I do feel that the system is weighted against me and protesting too much will only hurt the quality of my care. I feel like the physician holds all the cards; and if I am so unhappy I will simply vote with my feet (albeit finding a new PCP is very hard!). As for confidentiality, I notice that many surveys are imbedded with UPC codes so it seems that my identity is included in the code. Other surveys often ask me to fill in my name and email which could easily lead to being identified directly. I wish I knew which surveys were truly confidential because I would be more at ease. Finally, on the billing issues I raised earlier, I think all physician visits should end with an invoice being given to the patient. Instead, you are told no invoice today; that the physician will bill BCBSMA directly and if you owe anything you will get a bill. It's frustrating because once the invoice goes to the insurance company good luck making any changes to the charges. If I could see the invoice before the insurance company I could ask questions about the services being charged and if they are correct for the visit. Instead I wait for the insurance company to review the bill without them having any knowledge about what actually

took place. Recently an optometrist charged me \$600 for an annual exam. The inflated charge resulted from the fact that at the very end of the visit I briefly stated I had recurrent dry eyes. The visit was charged as an intermediate visit with complications! its outrageous that one question would double my bill. I worked with BCBSMA to correct the invoice and now I am voting with my feet and finding a new optometrist! BCBSMA recently informed me that I should be careful what I ask a caregiver because my questions can lead to more charges. I also read an article about a TikToker who did a now viral video on how she too asked her doctor a couple questions at the end of her visit and her office visit charge doubled. How do I find a caring, interested physician like those portrayed in Norman Rockwell paintings?

by Eric M – 11:49 AM on 1/6/2025

1 Like

1. Most of the time I do not respond as I don't feel they ever get acted on. I will sometimes respond if I have a really good (or really bad) experience with a provider. But if they are just doing normal routine things I tend not to bother. 2. Some of the questions can be invasive/intrusive and honestly I don't like giving health information out to 3rd parties to which they don't need or possibly understand my comments. 3. I would start with the question of was this positive/negative or typical visit and try to limit the questions to the vist/service provided. Don't ask a lot of fluffy non-factual questions and please stop using the "on a scale of 1 to 10" how would you rate your service. Make it simple, it was good, it was bad or it was normal.

by Natsumi H – 5:04 PM on 1/7/2025

Hi Eric, Thank you for sharing! Could you share more about why you feel the feedback is never really acted on, and what could be done to show you, as a survey taker, that your feedback is being received and considered? Additionally, could you share how the questions could be framed to allow you to express your honest opinion? You mentioned preferring not to use scale-based questions—do you have any alternative suggestions for framing these survey questions? Thank you so much!!

by Eric M – 11:32 AM on 1/8/2025

I think for many of the surveys provided, they are done simply to get metrics and not acted upon. In instances where I have been very critical of a service provided, I have never once had a call back or response to my messages asking for more details. To answer the how should the questions be framed, I'd need to know better how they are being used. If it is just to measure satisfaction, then you could word questions to be more like, "in comparison to past visits was your service better, worse or the same". I have always hated the 1-10 scale as it is subjective based on the nature of the scaler. I tend to scale hard where an "average" experience would get say a 5. Other people tend to rate service an 7-8 out of 10 as a baseline. So numbers are inherently skewed when the person doing the evaluation doesn't know what the baseline is. I liken it to car dealerships, where they tell you if you are going to rate them anything but a perfect score to contact them first. Very few transactions in my experience rate the top score possible. You really want to be doing the increments in as small a range as possible to force the numbers to be different. If you used a 3 choice or 5 choice option, you are pushing people towards a better result. If someone said was that a 7 or 8 out of 10 I'd be like either is fine, if they said it's good, neutral or bad then there is really only 1 answer for each option. If your goal is "did they do a good job" satisfaction, then ask questions that get to the impression of good service. If your goal is the customer experience, then ask questions that get to the speed and nature of care provided.

by Jennifer L – 11:49 AM on 1/6/2025

1 Like

1. If the service was exceptional or memorable, I will answer them but more often than not, I skip them because my life is too crazy right now balancing young children and work. The reason why we go to the doctors is because they are sick so I'm usually dealing with that in the moment . If a doctor has really helped to diagnose my child's sickness, that is when I will take the survey out of gratitude. If they just told me to keep her on Tylenol and I paid for a sick visit, I'm less inclined to do so. 2. The questions aren't hard but sometimes long and the length deters me as well from spending time on yet another thing 3. I would keep it short and perhaps wait a few days to send it when everything has been cleared. I would also try to do text surveys that have built-in polls so that it is easier to respond.

by Natsumi H – 7:28 PM on 1/6/2025

Hi Jennifer, Thank you for sharing! What is an ideal length of a survey and what type of survey format would you prefer?

by Jennifer L – 9:24 PM on 1/6/2025

1 Like

[Highlighted] Hi Natsumi- I would say 5 questions max with not too many answers. Instead of grading 1-10, maybe just do 5. Simple yes and no answers are nice as well. In apps, some polls are just “are you liking this app?” With two answers. I always take those because they are so easy.

by Alida H – 12:04 PM on 1/6/2025

1 Like

I do not tend to complete patient experience surveys due to lack of time - I work a full time job and have four young children and simply do not have time to get everything done in a day. If I were to answer a survey, it would only be due to a truly exceptional or a truly terrible experience that I want to make known. I have never had trouble answering questions associated with a patient experience survey. If I were writing the survey, I would want to know if the experience was positive or negative based on a number of metrics, but also leave space for an open ended response from the participant.

by Natsumi H – 7:28 PM on 1/6/2025

Hi Alida, Thank you for sharing! What would be the ideal length of a survey and what would motivate you to complete a survey? Additionally, you mentioned that you've only left feedback for exceptional or terrible experiences. Have you ever felt inclined to leave feedback even if the experience was neutral?

by Andrew B – 12:16 PM on 1/6/2025

1 Like

1.) I tend to take them if they are on the shorter end. 2.) Never have had a hard time. 3.) I think the questions need to center around the satisfaction I have coming out of the appointment about my overall health and if I got all my questions answered.

by Natsumi H – 12:01 PM on 1/7/2025

Hi Andrew, Thank you for sharing! Could you share with us what you would consider to be a shorter survey length?

by Andrew B – 1:27 PM on 1/7/2025

1 Like

I would 4 to 5 questions at the most. Not too many open ended questions.

by Natsumi H – 4:56 PM on 1/7/2025

Hi Andrew, Thank you so much for your responses! How would you prefer the questions to be phrased when taking these surveys, and why?

by Andrew B – 5:03 PM on 1/7/2025

1 Like

I think in a scale format of satisfied, somewhat satisfied, etc. or even a number scale. I want to be able provide scalable feedback.

by Natsumi H – 5:21 PM on 1/7/2025

Hi Andrew, Thank you for sharing! Could you provide some examples of questions you'd like to be asked? What information do you think would be helpful for the provider to gather from their patients?

by Andrew B – 8:16 AM on 1/8/2025

1 Like

Were all their questions answered during their visit? The overall customer service from the moment they walked into the office? If they felt they walked away with a clear understanding from their PCP what they need to do?

by Michael F – 12:20 PM on 1/6/2025

1 Like

1) I generally try to answer surveys. I like to give feedback especially good feedback when warranted. I really do try to answer surveys. 2) I can have hard time if surveys ask one question in an email but then bring you to a suite of questions on another webpage. I generally do not like to provide negative feedback unless it is something egregious. Everyone can have an off day.

by Kirstin L – 8:38 PM on 1/7/2025

Hi Michael, Thank you for participating! I work with Natsumi and will be helping out with this research activity. Can you tell us a little more about why you are more likely to complete a survey if you have good feedback to share? Then, can you think of a situation in which you might complete a survey following a negative or neutral patient experience? Thanks for your time!

by Michael F – 9:24 AM on 1/8/2025

1 Like

I have worked in hospitals in a professional capacity. While not in a patient-forward environment; I do tend to understand better about what is going on in a healthcare or a laboratory environment. I also work for the state public health laboratory and deal with the public. I tend to score on the positive side with feedback more generously due to this familiarity. Even a "neutral" patient experience would probably gather positive feedback if it aligns with my professional and personal experience. It takes a lot for me to score negatively; so in that regard the patient experience has to be truly awful. Recently, in the past two years I have had some truly awful patient experiences. Not so much with the care was given, but in the way this particular practice was run or the attitudes of the healthcare staff. Curiously enough, this particular healthcare site does not do feedback surveys.

by Randy H – 12:27 PM on 1/6/2025

1 Like

1. I do my best to answer them. As a behavioral health provider, I recognize these surveys are helpful in general. Typically when I have a great experience, I try my hardest to ensure they doctor gets the recognition they deserve. I support the same would go for the opposite. 2. No, I believe it is important to be honest, the results are anonymous when they get back to the provider (if they even do!) 3. Make sure the questions are applicable to the service you're surveying. Like if its a behavioral healthy therapy session - it doesn't have the same type of questions as a PCP appointment, etc.

by Natsumi H – 4:48 PM on 1/7/2025

Hi Randy, Thank you for sharing! Could you share a few examples of questions you'd like to be asked? What types of questions would improve your survey-taking experience?

by Randy H – 9:57 AM on 1/8/2025

1 Like

[Highlighted] I would love if surveys included 'was the provider [insert diversity type here] affirming if applicable?' As someone who works with the LGBTQIA community I frequently hear hard it is to have a knowledgeable or affirming doctor.

by Gisella S – 1:26 PM on 1/6/2025

1 Like

1. When you get patient experience surveys, do you tend to answer them? Why or why not? Yes but only if the survey is short. - What are some reasons or situations that you do take the time to respond? When the service is excellent or when the service is poor. - What are some reasons or situations that you do not take the time to respond? When I'm pressed for time and the service is average. 2. Have you ever had a hard time answering the questions in a patient experience survey? If so, tell us about it. No, I have not. - What, if anything, keeps you from answering the questions accurately or honestly with your true feelings? There's nothing that keeps me from answering accurately or honestly. I like to provide my feedback. 3. If it were up to you to write the survey questions, what would you ask about to understand whether a medical appointment was a positive, negative, or neutral patient experience? Keep it short and sweet and between to 2-3 questions. "On a scale of 1-10, how was your experience?" "If your experience was positive, please explain." "If your experience was negative, please explain."

by Natsumi H – 11:53 AM on 1/7/2025

Hi Gisella, Thank you for sharing! What would you consider as an ideal length for a survey?

by Gisella S – 8:44 AM on 1/8/2025

A survey that takes about 3-4 minutes.

by Kirstin L – 10:14 PM on 1/8/2025

Hello Gisella, Thank you for participating! I work with Natsumi and will be helping out with this research activity. You mention that you like to give feedback. Can you tell me more about that? What is it that you enjoy about offering feedback? Then, I wonder if you have any suggestions for best ways to let you know that your feedback has been received? Thanks for your time!



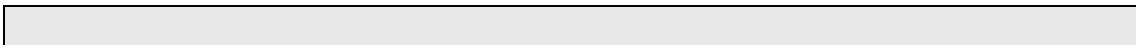
by Si Ping Y – 4:01 PM on 1/6/2025

2 Likes

1. I do tend to answer them especially if I have either a positive or negative experience and it's clear that it will take 5 minutes or less of my time. 2. The one thing I can think of is feeling that when will it end. If it takes too long and has too many open response questions, I might give up midway. 3. Ask it to give a rating and have one open response field.

by Natsumi H – 12:20 PM on 1/7/2025

Hi Si Ping, What would make you more likely to complete the survey, and what type of feedback would you like to provide to the organization?



by John D – 4:02 PM on 1/6/2025

1 Like

1- I tend to answer the patient surveys because I want to incentivize the behavior of asking the client if they have served the client -in the rare instances I don't answer its because I am super busy with other tasks 2-No I have not yet had a hard time answering 3- questions about was I able to obtain an appointment as quickly as wanted are useless . Using an actual example as a medicare patient I have been trying to get treatment for pain and appointments are 8-16 weeks out given specialized dr requireents like neurology, neurosurgery , MRI . I call every day to move appointments or related tests earlier. In this effort I am in conflict with authorization requirements that are overhead to my requirements . In summation the efforts are more complex than the survey question

by Natsumi H – 5:19 PM on 1/7/2025

Hi John, Thank you so much for your response! Would love to hear some examples of when you've completed a survey and provided feedback? What situations prompted you to do so? How would you like the provider to respond to this feedback and take action based on it?

by John D – 6:27 PM on 1/7/2025

1-Last survey received /answered was for an 12/24/24 appointment with a pain clinic associated with Brigham and Women's . I have severe spinal stenosis making standing , walking very painful. Appointment was really for client intake only. This is because the intake is needed to obtain authorization from Medicare for pain treatment elongating the time to actual treatment. The pain has been an ongoing issue and been treated by other modalities like physical therapy. Until I lose sufficient weight I can't have neurosurgery to address cause so pain reduction/mitigation is only intermediary step. I am medicare A and B with a medigap policy. It's pretty rare for me to not respond to a survey 2- Survey before was for an appointment with a neurosurgeon to address spinal issues and pain . I have a follow up appointment in February 2025. He also prescribed pain treatment described in 1. Survey was easy to answer because it had measurable outcome with pain referral and a follow up date . 3- Appointments with neurologist 2 times both with surveys . Last referral sent me to neurosurgeon in 2 . I really like the neurosurgeon and referral which resulted in MRI . Providers should focus on demonstrable next steps if possible

by Marguerite F – 5:24 PM on 1/6/2025

1 Like

1) I do answer them, because I feel that my voice matters, as do all patients. And that all feedback, good and bad, should be heard. 2) I had one experience where I had a bit of a negative situation, but I honestly felt it might have to do with the person not being trained. So, I made sure to craft my message in such a way that

it was "constructive criticism" that would be a learning moment for the person. 3)
If I were to write a question, I would try to put myself in the person's shoes who
are answering. Try to get their perspective.

by Natsumi H – 4:33 PM on
1/7/2025

Hi Marguerite, Thank you for sharing! Could you tell us more in detail of
what type of questions you'd like to be asked? Additionally, how would
you define a negative, neutral, or positive experience that would motivate
you to share your thoughts in the surveys you take?

by Marguerite F – 1:53 PM on
1/8/2025

1 Like

I would like to be asked questions that are specific to the type of visit that
I had. If a visit was geared towards testing (for example, labs), I would like
to be asked questions surrounding the wait time, the phlebotomist, etc.
However, if I had a visit to my PCP, I would like questions regarding the
check-in with the receptionist, the time it took for the doctor to see me,
the time that the doctor spent with me, were my concerns addressed by
the doctor. I would define a negative experience as being a visit where I
waited a long time for a doctor without being told the reasons why. I can
understand that delays happen, but when you sit and wait without any
sort of an acknowledgment, it can be irritating. Not sure how I would
share a "neutral" experience. For me, it is either a good or bad one. As to
a positive experience, I would define it as one where an employee (doctor,
secretary, assistant, etc.) was polite, empathetic and communicative.
And I would surely want that person's supervisor to know how well they
did their job. Hope that helps clarify things, but let me know if you need
more info. :-)

by Kirstin L – 10:11 PM on 1/8/2025

Marguerite, Thank you for participating! I work with Natsumi and will be
helping out with this research activity. Can you offer some suggestions of

ways to let you know that your voice matters, specifically that your patient experience survey responses are being put to good use? Thanks for your time!



by Marguerite F – 5:36 AM on 1/9/2025

1 Like

Hello, Kirstin - I would welcome a personalized letter, email or phone call from those in management. It would show me that they truly did take into account what I had to say. Furthermore, if I had a negative experience with delays as I stated above and as a result of that feedback they put a new process in place to mitigate those delays, I would love to hear about it. I feel that follow-up communication is key, and not just a generic email. These feedback surveys—good or bad—should be reviewed by the stakeholders who ask for them. And they should be followed up on whether it be acknowledging someone who went above and beyond or fixing a process that is broken. Doing all this takes time for sure, but if an organization is truly patient-centered, it is worth the time, effort and money.



by Latoya M – 6:00 PM on 1/6/2025

1 Like

I tend not to answer surveys, especially if I am busy during the day. Maybe if I have downtime during a commute or something I'll take the time to complete the survey. Sometimes I do have a hard time answering the surveys when I did not have an optimal experience. I figure surveys are anonymous but don't want to negatively impact the care I receive in the future. I would ask questions such as did you feel valued by your provider or do you feel your provider listened to your concerns.

by Natsumi H – 6:59 PM on 1/6/2025

Hi Latoya, Thank you for sharing! What would be an ideal length of a survey, given your limited time? What would motivate you to complete the survey?

[Redacted]

by Latoya M – 7:31 PM on 1/8/2025

1 Like

Hi Natsumi I'd want a survey to be 3-5 minutes. That length makes it doable as to complete in between other tasks on my schedule with little burden. I'd be motivated to complete the survey if there are no open ended questions looking for extended details unless you want to submit such information

[Redacted]

by Michael W – 9:04 PM on 1/6/2025

1 Like

I get these questionnaires when I see a specialist. I tend to not answer them because of my busy day however there were times I had enough of the reminders that i finally do answer them. I usually give an honest review : most of the time it's been positive. Questions asked aren't always mandatory so I may skip them. If I had to make up questions, I would simply ask them open ended question on what they want and how to improve

|

by Natsumi H – 4:17 PM on 1/7/2025

Hi Michael, Thank you for sharing! Could you share with us what type of questions you'd like to be asked? Additionally, what would make you more likely to complete the survey?

[Redacted]

by Michael W – 4:49 PM on 1/7/2025

1 Like

I would ask how was your experience? How long was your wait time? How was your experience with the nurse and staff?

[Redacted]

by Jesse B – 9:31 PM on 1/6/2025

3 Likes

I usually take the survey as long as the questions seem relevant to my experience, and the survey isn't too long. I will always click in and start taking it, but I might not finish if the questions start to feel high effort (requiring answers about experiences I didn't have, taking more than 5 minutes, having dozens of questions). I try to take them because it feels valuable to provide feedback to providers. I only have a hard time if the survey starts to become boring and I lose motivation to fill it out. I feel fine answering honestly. I generally have good experiences, though. It might be harder if I had critical feedback for a provider I plan to see again (like my PCP). I would ask: - Do you feel like the provider took the time to listen to you? - Based on this experience, would you return to this provider? - What were you hoping to get out of this visit? Did that happen?

by Natsumi H – 11:41 AM on 1/7/2025

Hi Jesse, Thank you for sharing! What would be an ideal length for a survey and what would motivate you to complete the survey? Additionally, you mentioned that it might be slightly difficult to provide feedback after a negative experience. Could you share what would help you give feedback more candidly, even in the case of a negative or neutral experience?

by Jesse B – 5:54 PM on 1/7/2025

1 Like

I think a survey should take under 5 minutes. 2 is probably ideal. I think an efficient survey could be done in 5 questions and any more than 10 is starting to push it. I'm intrinsically motivated to complete the survey, so it's all a matter of not making me feel like the generosity of me giving my time is being taken advantage of. Or, if the survey is more of a burden, I need to believe that my feedback matters and will be rewarded (i.e. I know that it will be used and I'll be able to see its impact or I'm getting paid). It would be easier to give feedback about a negative experience if I knew how it was being used. Knowing it was going to an admin, being anonymized, etc would make it easier to give critical feedback on a provider I planned to see again. For a provider I'm not planning on seeing

again, it's easier to be critical, but I might not be motivated to give feedback, since I'm not invested in the outcome.

by Kirstin L – 10:08 PM on 1/8/2025

Jesse, Thank you for participating! I work with Natsumi and will be helping out with this research activity. Can you offer some suggestions for ways to help you feel that your feedback is being used and having an impact?
Thanks for your time!

by Jesse B – 10:43 PM on 1/8/2025

That's a good question. I don't have a good answer. If I gave constructive feedback, and it was for a provider I'd ever go back to again, I'd look to see a difference in the area I offered feedback. It doesn't have to be the exact thing I might have suggested, but a change indicates that the practice is listening. I don't know if most of the surveys I get are structured in a way where I'd know if feedback was being used. They typically ask for each person you interacted with at the office whether they were basically helpful, informative, and friendly. Most of the time people are, and so they're fulfilling their job expectations and can just keep doing that.

by Nicole P – 3:00 PM on 1/7/2025

1 Like

[Highlighted] I didn't think about the length and interest factor, but I've definitely exited surveys in the past because they seem to never end. I think something that has kept me engaged in the past is the surveys that show a progress bar usually on the top area of the page. I also think that personalized questions keep me engaged because I can relate to what's being asked of me.

by Natsumi H – 4:07 PM on 1/7/2025

Hi Nicole, Thank you for sharing! Super interesting! How would you like the questions to be personalized? Thank you so much!

by Nicole P – 6:13 PM on 1/7/2025

2 Likes

I think the provider can take advantage of a negative experience and tailor the questions around the situation for example. This might make the patient heard and like the problem is being addressed. Let's say someone had their appointment rescheduled last minute or they had to wait 30+ minutes to see the provider or the provider rushed out of the visit, they can maybe apologize and focus on gathering feedback on how to make it better in the future.

by Michael Z – 5:30 PM on 1/9/2025

1 Like

I agree. I feel heard when it seems like providers are learning from the feedback I've given.

by Anonymous J – 8:27 AM on 1/7/2025

1 Like

1 I do not tend to answer patient experience surveys, except in very rare cases where the experience is extremely good or extremely bad. 2 Survey results are anonymous, I'm sure, but any specific feedback could tie a response to me. I don't want to damage my relationship with a provider. 3. Surveys should ask: did you know how much you would be expected to pay for the treatment you received? As insurance policies change, mostly to the detriment of patients, this has become crucial information that is only rarely addressed by the provider.

by Natsumi H – 12:13 PM on 1/7/2025

Hi! Thank you for sharing! What would motivate you to take the survey, and what would make you feel confident that your responses' privacy and anonymity will be respected?

by Anonymous J – 3:07 PM on 1/7/2025

1 Like

Thorough privacy would motivate me to take a survey. I'd feel confident in that if no details were recorded or transmitted regarding date of visit.

by Allison C – 10:14 AM on 1/7/2025

1 Like

I do usually answer surveys as I know they probably don't get a lot of responses. If I feel my answers don't matter, I won't respond. I might suggest that answers are kept confidential and keep the survey open ended so that people can be more explicit about positive or negative experiences.

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by Natsumi H – 11:38 AM on 1/7/2025

Hi Allison, Thank you for sharing! What would help you to feel as though your feedback were being received and considered?

by Allison C – 11:46 AM on 1/7/2025

1 Like

[Highlighted] I think a follow-up showing the survey results and how the team is going to address them moving forward would be valuable.

by Natsumi H – 12:04 PM on 1/7/2025

Hi Allison, Thank you for sharing! That's really interesting! How would you like to see these results shared, and how would you measure the changes?

by Allison C – 12:07 PM on 1/7/2025

2 Likes

I think if people email a response to the survey, there could be a feature where they accept a follow-up email with the results. Maybe a graph of some sort with the top 5 most similar/popular responses? I think people appreciate feeling heard and that their comments actually result in change.

by Michael Z – 3:02 PM on 1/7/2025

Great idea!

by sho s – 2:13 PM on 1/7/2025

1. I do answer them in the hopes that it's useful information for the ones providing the survey 2. I never had a hard time. Most are just multiple choice or check boxes 3. I would ask basic questions about timeliness, etiquette, convenience, and then a blank area to express more detailed thoughts.

by Kirstin L – 8:30 PM on 1/7/2025

Hello Sho, Thank you for participating! I work with Natsumi and will be helping out with this research activity. 1- Can you tell us what kinds of details you might like to include in a blank area for answering in your own words? (in reference to your third point) 2- Please say a little more about

etiquette and convenience, especially why these are important aspects of your patient experience. Thanks!

by shos – 1:30 AM on 1/8/2025

1 Like

1. I would include questions about how was the staff, how was your visit with the doctor, and any closing thoughts on the overall visit 2. Just making sure the staff were cordial and had good bedside manners

by Jennifer L – 6:57 PM on 1/9/2025

I agree with Sho and would also add wait time. I don't know about everyone else's experience but my appointments always run late especially pediatrics. If they tell me it will take 45 mins, I know I have to block off 4- 5 hours meaning I basically have to work a half day. That's time to get there, the wait time before , during and even after the visit (if you have to visit the lab or pharmacy) , and time to get back. And I only live 15 mins away from the doctors. It's a bit crazy how bad time management can become for these medical visits . But if you cancel or reschedule, you know you are looking out another 6-8 months .

by Tony V – 3:18 PM on 1/7/2025

1. No not unless the experience was very good or beyond my expectation OR very bad below my expectation. 2. No but often times questions are confusing - the surveys tend to mix sick visits from wellness visits. 3. Many times I feel surveys are designed to only want to obtain high ratings instead of what can be done better.

|

by Kirstin L – 5:03 PM on 1/7/2025

Hello Tony, Thank you for participating! I work with Natsumi and will be helping out with this research activity. Can you please tell me more about the reasons you tend to respond to surveys after a very good or very bad experience, but not a middle-of-the-road experience? Also, can you please tell us more about how surveys should be different for sick visits vs. well visits? Thanks!

by Matthew C – 3:23 PM on 1/7/2025

1. No. I don't believe that these surveys will do anything to help me so I don't answer them. If I felt that someone was exceptionally bad, I would fill it out. But by the time I receive it, my emotions have died down and I don't feel motivated to answer. 2. No, I've never tried answering these. 3. I would ask about the doctors demeanor, helpfulness. If all my questions were answered. If I feel better or my condition has improved.

by Kirstin L – 4:29 PM on 1/7/2025

Hello Matthew, Thank you for participating! I work with Natsumi and will be helping out with this research activity. What, if anything, would make you feel more confident that the survey will be helpful to you?

by Matthew C – 3:43 PM on 1/8/2025

If it was online, and also if it held weight, like I knew the doctors office would be affected by my survey, then I'd feel it was worth doing.

by Deb L – 4:02 PM on 1/7/2025

I tend not to answer patient surveys because there are too many questions and many don't apply to my visit.

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by Kirstin L – 4:21 PM on 1/7/2025

Hello Deb, Thank you for participating! I work with Natsumi and will be helping out with this research activity. Imagine it was your chance to write the best medical visit experience survey. 1 - what questions would you ask in a survey that would be applicable to your visits? 2 - what's the right number of questions to ask? Thanks!

by Deb L – 4:51 PM on 1/7/2025

1 Like

Experience scheduling the appointment and related tests to the appointment: Easy - Challenging - Very Frustrating Experience with supporting medical staff and administrative staff at the visit: Unsatisfactory - Satisfactory - Exceeded my expectations Experience with the clinician: Did not Meet My Needs - Met my Needs - Exceeded my expectations 3 questions that get to the heart of the metrics should be all you need.

by Felicia L – 6:19 PM on 1/7/2025

I do receive them but tend not to complete them. It mostly depends on time constraints. If I am able to do so I will, especially if I have feedback I think is important to share.

|

by Kirstin L – 8:18 PM on 1/7/2025

Hello Felicia, Thank you for participating! I work with Natsumi and will be helping out with this research activity. Imagine it was your chance to write the best medical visit experience survey. 1 - given your limited time, what are the most essential questions for understanding your experience as a patient? 2 - what's the right number of questions to ask? Thanks!

by Nilofer A – 8:44 AM on 1/8/2025

1 Like

1. No I don't - they're often on the phone which I simply don't have the time to do and feel annoyed by the robotic voice. If it were an online survey, I'd be more inclined to fill it out but I hate the phone surveys which feel cumbersome. I have had some really wonderful experiences though so now I feel bad that I haven't been able to applaud people for doing their jobs amazingly well .. 2. Yes, sometimes I simply can't remember - and some of the questions are kind of weird and complicated like asking about front desk vs triage vs actual patient experience and I can't recall all those touchpoints. So I feel like I'm not providing accurate feedback simply because I didn't notice all the things they were asking about 3. I think I would limit it to 3-5 questions - things like, 1) Overall was this positive 2) Did you feel respected and listened to 3) Did you understand the information the doctor provided you 4) Open-ended - give me 5 words to describe your experience

by Natsumi H – 9:30 AM on 1/8/2025

Hi Nilofer, Thank you for sharing! Interesting! Could you share with us why you selected these specific questions and how they will help you provide your feedback?

by Nilofer A – 9:35 AM on 1/8/2025

1 Like

I think they capture the core elements and the feeling you walk away with after a medical interaction - I don't necessarily remember specifics around wait times or if someone greeted me but I do remember how I felt - I think these clear questions give you the best read on whether the interaction was positive/negative/neutral vs several different specific questions trying to rank each part of the process that people don't really remember and might just provide random answers to

by Tabitha B – 10:26 AM on 1/8/2025

1 Like

1. I tend to answer them when something goes wrong or extremely right. Otherwise I ignored them. It have to be extremes. 2. I never had a hard time answering any questions. 3. If they doctor. treated you right was kind. If the receptionist was kind. If the medical assistant was kind and did their job. Sometimes doctors rush you and or ignore you.

by Natsumi H – 10:39 AM on 1/8/2025

Hi Tabitha, Thank you for sharing! Could you tell us more about why you feel comfortable completing surveys when your experience was either extremely good or bad? What would make you more likely to complete the survey if the experience was neutral? Also, could you provide a few examples of the types of questions you'd like to be asked and why?

by Tabitha B – 5:58 PM on 1/8/2025

1 Like

Getting a reward for using my time to take the survey if it was neutral. My obgyn would not write prescription to a local pharmacy but would send you to a pharmacy that was owned by her friend. Very far away out of reach. She did not seem like she cared about her patient more focused on making money. She did not listen to anything you have to say. Another doctor I had obgyn. She was the opposite. She like to write notes and discuss everything with the patients and write down you response and her response she really cared about people and had two kids of her own. If I got a survey about them. I would definitely do the survey for free. I also had a nurse that ignored me and another nurse that listened. They when I get doctors or nurse that is in-between forgettable I would like compensation to go out of my way to survey them.

by Tony V – 11:04 AM on 1/8/2025

1 Like

Surveys tend to be broad... If this was for a sick visit answer 20 questions - each would require an N/A response if it was a wellness visit - and vice versa. Surveys could be better structured than presenting and expecting a response to 40 questions when half would be N/A. If the survey responses show a lot of N/A

responses then every responder took extra time to address a question that was not relevant - and that wasted their time.

by Natsumi H – 12:42 PM on 1/8/2025

Hi Tony, Thank you for sharing! Could you elaborate on why you feel that some surveys are too broad? Additionally, are there specific questions you'd like to see included that would be more relevant to your experience and could help improve it?



by Allison C – 3:40 PM on 1/8/2025

2 Likes

I might ask, what did you experience that made you happy/satisfied/glad that you kept the appointment? What happened that might prevent you from returning or referring a friend to this same practice?

by Ken K – 4:26 PM on 1/8/2025

1. When I get patient experience surveys, I do tend to answer them. This provides feedback on how the experience can be improved, regardless of how good or bad it was. 2. Sometimes I have had a hard time answering the questions in a patient experience survey because the experience was so neutral that I couldn't think of anything. Other times, perhaps, I am afraid that if I complain, there will be retaliation or risk of being labeled as troublesome. 3. If it were up to me to write the survey questions, I would ask about wait times, quality of care, if all questions were answered to my satisfaction, if anything was confusing (especially around pricing!). If I felt safe and comfortable throughout the process.

by Kirstin L – 9:27 PM on 1/8/2025

Hello Ken, Thank you for participating! I work with Natsumi and will be helping out with this research activity. Can you offer any further explanation about your concerns around retaliation? Then, is there any information that the survey authors could give you to help you feel confident that the survey responses are anonymous? Thanks for your time!



by On T – 8:43 PM on 1/8/2025

1. When I receive these patient experience surveys, I typically do not answer them right away. This is because whatever I am doing at the moment is of higher priority. Later on when I receive a follow up email, I decide then and there if it is worth my time to respond. If the amount of time required to respond is <5 minutes, then I am likely to respond. I will also respond if the experience was something that was particularly good or particularly bad. 2. I don't typically have a difficult time answering the questions in a patient experience survey because the experience is generally fresh in my mind. If I am having trouble recalling the details, then that would make it more difficult for me to answer, and therefore less likely to respond. I don't think anything keeps me from answering the questions accurately and honestly. In fact, these surveys are the tiny little thing that we can do to provide feedback that may otherwise be ignored. 3. If I were in charge of writing the survey questions, I would ask them how the experience made the patient feel. If they felt valued or had any particular concerns about safety, cleanliness, responsiveness. Positive things should be rewarded, and negative things are an opportunity to improve the patient experience. Granted, there will likely always be those who like to complain!



by Kirstin L – 9:15 PM on 1/8/2025 1 Like

Hello! Thank you for participating! I work with Natsumi and will be helping out with this research activity. Can you think of anything that would make you more likely to answer a survey following an unremarkable experience (not particularly good or bad)? In general, what are you looking for to determine whether a patient experience survey is worth your time? What, if anything, can a survey author include to help you feel confident that the survey is worth completing? Thanks for your time!



by On T – 9:20 PM on 1/8/2025 1 Like

Hi Kirstin! Following an unremarkable experience, something that might make me more likely to respond to a survey may be incentivizing a review. It could be earning some sort of reward for participating in the survey, or

perhaps earning a reward for the provider. An unremarkable experience does not necessarily mean it was so-so. It could have met all of my expectations (which could be fairly high). Hope that helps!

by Jennifer L – 6:52 PM on 1/9/2025

2 Likes

I agree, an incentive would definitely get me to complete a survey. I guess the tough part would be finding an incentive that doesn't break the bank. One of the things that pediatrician offices can do is to give a children's book during a visit. I feel like a small item or toy can go a long way during those medical visits. Or perhaps something health related like a pocketbac or fun kid masks the next time you come in if you took the last survey. I would even be incentivized for at-home Covid kits because insurances don't give them out for free anymore.

by Latoya M – 8:35 PM on 1/10/2025

1 Like

Agree with the general idea of giving incentives for completing surveys. Like the idea of a Covid kit as an incentive!

by Nicole P – 5:58 PM on 1/9/2025

2 Likes

The email reminder sounds like a good strategy for providers to get people to respond. But balance is needed because some people might feel annoyed and even harassed due to how limited we are on time and relaxation these days. I also rely on reminders sometimes too, allows you to organize your time and plan for yourself.

by Natsumi H – 11:37 AM on 1/10/2025

Hi Nicole, Thank you so much for sharing! Could you share with us what would be the ideal way for you to be informed of these surveys and of results afterwards?

by Nicole P – 2:52 PM on 1/10/2025

I'm pretty attentive to my phone so email or text message link!

by Isabelle W – 2:54 PM on 1/9/2025

1 Like

1. I answer them if I have time and if I have something worth raising/praising. I'm in graduate school, so my time is precious and I have found myself waiting until a free moment and by this time, the survey has often expired. In summary, it depends on timing and how much I believe my thoughts will help the recipient. 2. I have found some questions to not be applicable to my experience, but no option to select N/A so I will typically give the highest possible rating, even if it may not be true. I would also appreciate if it were upfront presented as anonymous or not as anonymity may supporting me in being honest! 3. I would ask just a few questions with ratings - 5 options from negative to neutral to positive. I would also the question directly for each part of the appointment - focused on goals like time waiting and approachability/demeanor of staff.

by Natsumi H – 11:42 AM on 1/10/2025

1 Like

Hi Isabelle, Thank you for sharing! How do you typically determine whether your feedback will be helpful to the recipient, and how would you like to know that your feedback has been acknowledged and understood?

by Isabelle W – 3:33 PM on 1/10/2025

If I have feedback, that's the first indicator. And then, if it is actionable and specific enough to lead to a change - rather than an overarching/general comment which may be subjective. I would love to hear back about my feedback with a sentence or two of changes made, but I know this also takes time and resources!

by John D – 5:09 PM on 1/9/2025

1. When you get patient experience surveys, do you tend to answer them? Why or why not? I routinely answer most if not all surveys. They are attempts to serve and gauge service to customers which is to be applauded . - What are some reasons or situations that you do take the time to respond? They are attempts to serve and gauge service to customers which is to be applauded - What are some reasons or situations that you do not take the time to respond? Only if jammed with other obligations that's rare 2. Have you ever had a hard time answering the questions in a patient experience survey? If so, tell us about it. - What, if anything, keeps you from answering the questions accurately or honestly with your true feelings? Open e need questions while treatment is proceeding can be hard 3. If it were up to you to write the survey questions, what would you ask about to understand whether a medical appointment was a positive, negative, or neutral patient experience? An appointment is part of the experience so it's not as single threaded as question can apply

by Andrew R – 5:15 PM on 1/9/2025

1. I do not really generally answer surveys from my doctors unless I have a really bad experience with them. And even then I usually don't fill them out. I just don't think it's really worth the effort to do it. I also hate when they call my phone asking me to fill out a survey. That's especially annoying. 2. I can't remember when I filled out a survey last so I can't answer this. 3. I would ask more open-ended questions and let people fill in text rather than multiple choice. Questions like "what could be improved about the visit".

by Isabel B – 6:21 PM on 1/9/2025

I try to answer surveys when I receive them about my healthcare experiences. I think physicians and practices genuinely want to improve their services, and surveys are probably one of the best ways to glean information from patients. It's important to be honest and diplomatic when answering questions, since this format is being used for the purposes of learning and improving services. Even if one has a negative experience, a survey shouldn't be a gripe session as that obviously offers no suggestions or insight into how the physician or practice can improve. If I was writing a survey, I would ultimately want to know if the patient intends to return and if they would recommend friends and loved ones to my practice. I feel that intent to return and intent to recommend are probably the best key indicators of customer satisfaction.

by Tracy K – 7:48 AM on 1/10/2025

Hi - do you feel your comments are impactful? Currently I don't answer surveys but am reconsidering my stance. Thank you

by Nicholas P – 8:01 PM on 1/9/2025

1 Like

1 - I don't typically respond - I just don't have the time to and my experiences don't typically have noteworthy things to discuss. 2 - I often don't remember the details of my experiences so questions asking about my experience often draw a blank. 3 - I would ask about the person's feelings regarding the system, their providers, experiences, etc.

by Natsumi H – 11:43 AM on 1/10/2025

Hi Nicholas, Thank you for sharing! Really interesting, could you share with us a bit more on the type of question's you'd like to be asked? Additionally, could you provide us with some example questions as well? Thank you!

by Nicholas P – 11:48 AM on
1/10/2025

I think the type of question I would like to see asked is "Was all the work, trouble, and hassle you went through worth it for the level of care you received?" or even "Do you feel like you got your money's worth?" I think these questions get straight to the point of whether people think that their efforts at work are paying off for them in terms of healthcare.

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