



# Patient Exit Survey

Surveys are quick and easy to administer and in most cases can be completed immediately after a patient finishes his or her visit. Three sample exit surveys are provided that may be completed by patients to aid in the evaluation of your toolkit implementation.

You may choose to administer surveys:

- In paper format.
- On a tablet computer.
- In the patient portal.
- Via email link to an electronic survey.
- Via text message link.

We recommend keeping surveys short to reduce the burden on your patients and their family members.

You may want to consider administering the survey:

- One-week before you start the toolkit implementation.
- 2-4 weeks after implementation to identify improvements.
- Every 3-months after implementation.

You will have plenty of feedback to work with after a week of surveys.

Feedback from exit surveys should be shared with the care team and used to help celebrate successes and to identify opportunities for improvement.

Be sure to thank your patients for taking the time to complete your survey.

## Patient Assessment of Communication Effectiveness

The validated, short version of the Doctor-Patient Communication Questionnaire<sup>1</sup> is ideal to help practices measure changes in communication effectiveness before and after toolkit implementation. The questions are scored on a scale of 1 (No) to 4 (Yes) and summed across the four questions for a score ranging from 4 to 16. A higher score represents better communication.

The results from the Doctor-Patient Communication Questionnaire<sup>1</sup> can be compared with the results from the provider self-assessment of communication effectiveness to give your practice a complete picture of the changes in communication after toolkit implementation.

## Patient Assessment of Toolkit Effectiveness

Your practice may also want to evaluate the impact of the toolkit processes from the patient perspective. The survey below includes three questions and takes most patients less than one minute to complete. The survey will give valuable insights on the patient-perceived impact of the 60 Seconds To Improve Diagnostic Safety and Be The Expert On You note sheet strategies.

## Communication Observation Form

Your practice may also want to have patients, staff, or providers evaluate communication effectiveness using the Communication Observation Form. The Communication Observation Form was adapted from the AHRQ Health Literacy Precautions Toolkit<sup>2</sup> and helps identify opportunities for improvement when communicating with patients during a clinic visit. The observation form can be completed by patients after the visit, by staff observing the encounter, or by providers during training. The observer form takes only minutes to complete.

### References

1. Sustersic M, Gauchet A, Kernou A, Gibert C, Foote A, Vermorel C, Bosson JL.. A scale assessing doctor-patient communication in a context of acute conditions based on a systematic review. PLoS One. 2018;13(2):e0192306. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5821327/>. Accessed July 19, 2021.
2. Agency for Healthcare Research and Quality. Communication Observation Form. Content last reviewed September 2020. <https://www.ahrq.gov/health-literacy/improve/precautions/tool4c.html>.





# Patient Exit Survey

## Patient Assessment of Communication Effectiveness

Please take a minute to take the following survey. It will help us improve your care.

	No	Possibly No	Possibly Yes	Yes
	1	2	3	4
Did the provider listen to you carefully during the visit?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the provider allow you to talk without interrupting you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the provider encourage you to express yourself/talk?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the provider examine you thoroughly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Thank you for completing this survey.**



# Patient Exit Survey

## Patient Assessment of Toolkit Effectiveness

Please take a minute to take the following survey. It will help us improve your care.

I feel like the provider listened to me attentively.	<input type="checkbox"/> Yes <input type="checkbox"/> No
I feel like the provider addressed my main concerns.	<input type="checkbox"/> Yes <input type="checkbox"/> No
I feel like the Be The Expert On You note sheet helped my communication with my provider.	<input type="checkbox"/> Yes <input type="checkbox"/> No

Thank you for completing this survey.

