

**Mark Murray & Associates**  
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## **PROVIDER AND STAFF SATISFACTION SURVEY**

***Please respond to the following questions using a scale of 1 to 10 with 1 being the lowest rating and 10 the highest rating.***

1. How would you rate your team as a place to work?

1 2 3 4 5 6 7 8 9 10

2. How would you rate the level of courtesy and respect with which you are treated by people at all levels, including medical and non-medical staff?

1 2 3 4 5 6 7 8 9 10

3. How would you rate how well people you work with cooperate, communicate and help each other out?

1 2 3 4 5 6 7 8 9 10

4. How would you rate other people's attitudes about working here, in other words, their morale?

1 2 3 4 5 6 7 8 9 10

5. How would you rate your own attitude about working here, in other words, your morale?

1 2 3 4 5 6 7 8 9 10

6. Would you recommend your team as a place for your loved ones to come for care?

1 2 3 4 5 6 7 8 9 10

**Comments:**

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## **PATIENT ACCESS SATISFACTION SURVEY**

1. How satisfied were you with the length of time between making this appointment and the actual visit?
  - Extremely satisfied
  - Very Satisfied
  - Somewhat satisfied
  - Somewhat dissatisfied
  - Very dissatisfied
2. How many days out did you have to wait for this appointment?
  - Same day
  - 1 day
  - 2 day
  - 3-7 days
  - 8-14 days
  - 15-28 days
  - 28+ days
3. How many calls did it take to schedule this appointment?
  - One
  - Two
  - Three
  - Four
  - 0- made appointment in person
  - Don't know
4. Was your appointment scheduled with the person you wanted to see?
  - Yes
  - No
  - No preference
5. Rate the overall ease and convenience of getting this appointment?
  - Excellent
  - Very good
  - Good
  - Fair
  - Poor

**Comments:**