



HEALTHCARE SECTOR

PATIENT SATISFACTION AND EXPERIENCE

Feel free to visit our website and request a demo
<https://www.surveyfiesta.com/contact-us/>



WHO WE ARE



We Inspire Growth Through Innovative Research Solutions.

With a team of specialists that are available to assist with client research needs, we pride ourselves in providing scalable research solutions, while breaking the boundaries of research with our innovative thinking.



Research Specialists

Our team consists of experts that are highly trained and experienced.



Fast Turnaround Times

Quick turnaround times compared to our traditional players.



Cost Effective

Offline links or QR codes are sent to respondents, that can respond in the comfort of their homes, speeding up the data collection process.

Surveyfiesta® is a **market research and surveying** company that simplifies the collection, analysis and reporting of market related data. We strive to take the pain away from conducting market research through our exceptional online survey platform. We offer an advanced online survey platform that looks to deliver all the essentials to our growing global clientele.

Our plans are designed to provide the necessary flexibility that **meets your specific budgetary and service needs**. Furthermore, provide the necessary surveying services to our clients to help them push forward, grow, observe, learn and assist businesses in making informed business decisions based on real actionable data.



MARKET RESEARCH APPROACHES

Surveyfiesta[®] prides itself on the ability to choose between **qualitative** / **quantitative** or integrated methodologies (mixed methods) based on what is best for the project and research.

We do our data collection on our platform

We continuously building a customized, closed, digital (online and mobile) collaboration platform with consumers that are interested in their voice being heard by brands.

As one of the leading global online surveying companies, we offer our customers subscription options which include a **free trial account**, **silver** and **gold plans**.



“ Truly affordable but high-quality healthcare tools and services are the only means by which quality healthcare can be provided to all. ”

— Muhammad Yunus



PATIENT SATISFACTION AND EXPERIENCE

- **Patient satisfaction** is an important and commonly used metric for determining whether or not patient needs are being met, and health-care quality is up to standard.
- Based on the SurveyFiesta platform, we have developed a **Patient Satisfaction and Experience** kit that helps healthcare facilities with effectively measuring patient satisfaction, perceptions and their healthcare experiences. SurveyFiesta understands that patient satisfaction is vital to both patients and the healthcare professionals, as such SurveyFiesta has designed a set of questions that seek to not only measure the degree of quality healthcare services, healthcare professionals, communication and consultation, but also measures whether patients feel catered to and cared for. In gathering the information from the patients, our consultants are able to assist with the reporting of patient feedback.



INSIGHTS FROM A LEADING MEDICAL JOURNAL

According to (Prakash, 2010), clinical outcomes, patient retention, and medical malpractice lawsuits are all influenced by patient satisfaction. It has an impact on the delivery of high-quality health care in a timely, efficient, and patient-centered manner. Their views may be further influenced by their family members who also have a say on their experiences and perceptions held about the hospital. Thus, the healthcare sector is no different, patients and their families view healthcare facilities from a clients perspective, as they make use of your services (e.g. the choice of hospital, doctor/ nurses reception, quality assurance, customers services, proposed menu, etc) every time they step into a hospital.

The below will measure the following themes:

Proposed themes to be covered:

PATIENTS POINT OF VIEW

- Service excellence – patient satisfaction
- Finance package
- Quality of healthcare
- Understanding the patients' needs
- Hospital appearance i.e. cleanliness
- Waiting time
- Doctor/ nurse/ patience interaction
- Menu (food) options

Proposed themes to be covered:

FAMILIES POINT OF VIEW

- Service excellence – customer satisfaction
- Finance package
- Choice of healthcare
- Hospital appearance i.e. cleanliness
- Waiting time
- Progress and transparency of patient/ family member (i.e. communication)

Prakash B. (2010). Patient satisfaction. *Journal of cutaneous and aesthetic surgery*, 3(3), 151–155. <https://doi.org/10.4103/0974-2077.74491>

CONTACT US

10 Bergzicht Office Park
5 Rooibok Street, Allens Nek, 1709
108 Aldrovande Pl, 6 Jubilee Grove
Umhlanga Ridge, KZN

T(KZN) : +27 31 813 5511
T (GP) : +27 (0) 10 141 3050
International: +1 (0) 415 800 4158
E: sales@surveyfiesta.com
W: www.surveyfiesta.com

