

Appendix 1: Survey Instrument

We are conducting a research study to measure residents' awareness of factors that can influence patient satisfaction. Residents, like you, are important providers of medical care in academic institutions, and as such have an impact on patient satisfaction. Given the important role you play in patient care, we want to learn what you believe affects the satisfaction of your patients with the care you provide. For pediatric patients, the survey refers to parent satisfaction only.

Part I: Tell us about you.

1. What year are you in residency?

- PGY-1
- PGY-2
- PGY-3
- PGY-4
- Other (specify) _____

2. Type of residency program

- Internal Medicine
- Pediatrics
- Internal Medicine-Pediatrics
- Preliminary Program
- Transitional Program
- Surgery
- Obstetrics and Gynecology
- Other (specify) _____

3. What is your age range?

- Under 25
- 25-29
- 30-34
- 35 and over

4. What gender are you?

- Male
- Female

5. Are you of Hispanic or Latino origin?

- Yes
- No

6. What is your race? (Mark all that apply)

- Black or African American
- White
- Asian
- Other (specify) _____

7. Do you have additional graduate degrees?

- No
- MPH
- MBA
- Other (specify) _____

Part II: Understanding Drivers of Patient Satisfaction

Think about the factors listed below that may influence the satisfaction of patients with the care you provide. How important or unimportant do you consider each of the following influences on the satisfaction of your patients with your care?

1. Ranking of medical school that physician attended	Not at all Important	Slightly Important	Important	Very Important	Extremely Important
2. Poor health status of patient	Not at all Important	Slightly Important	Important	Very Important	Extremely Important
3. Physician explaining tests, treatments, diagnosis	Not at all Important	Slightly Important	Important	Very Important	Extremely Important
4. Board certification status of physician	Not at all Important	Slightly Important	Important	Very Important	Extremely Important
5. Responsiveness of ancillary staff to patient's needs	Not at all Important	Slightly Important	Important	Very Important	Extremely Important
6. Level of education of patient	Not at all Important	Slightly Important	Important	Very Important	Extremely Important
7. Thoroughness and competence of physician	Not at all Important	Slightly Important	Important	Very Important	Extremely Important
8. Nurses willingness to listen to patient	Not at all Important	Slightly Important	Important	Very Important	Extremely Important
9. Physician rank in medical school	Not at all Important	Slightly Important	Important	Very Important	Extremely Important
10. Explanations provided by nurses	Not at all Important	Slightly Important	Important	Very Important	Extremely Important
11. Courtesy and respect from nurses	Not at all Important	Slightly Important	Important	Very Important	Extremely Important
12. USMLE score of physician	Not at all Important	Slightly Important	Important	Very Important	Extremely Important
13. Income level of patient	Not at all Important	Slightly Important	Important	Very Important	Extremely Important
14. Age of physician	Not at all Important	Slightly Important	Important	Very Important	Extremely Important
15. Courtesy and respect from physician	Not at all Important	Slightly Important	Important	Very Important	Extremely Important
16. Listening skills of physician	Not at all Important	Slightly Important	Important	Very Important	Extremely Important
17. Age of patient	Not at all Important	Slightly Important	Important	Very Important	Extremely Important
18. Gender of patient	Not at all Important	Slightly Important	Important	Very Important	Extremely Important
19. Gender of physician	Not at all Important	Slightly Important	Important	Very Important	Extremely Important
20. Discussions about treatment provided by nurse	Not at all Important	Slightly Important	Important	Very Important	Extremely Important

Part III: Personal Experiences

Which of the following experiences have added to your understanding of what affects patients' satisfaction with the care you provide? If you have not personally had any of the experiences below, please select N/A (not applicable).

21. Your own hospitalization

- N/A No impact Slight Impact Moderate Impact Large Impact

22. Hospitalization of a family member or friend

- N/A No impact Slight Impact Moderate Impact Large Impact

23. Observation of your peer's interaction with patients (i.e. other interns or residents)

- N/A No impact Slight Impact Moderate Impact Large Impact

24. Observation of supervisor's interactions with patients (i.e. attending)

- N/A No impact Slight Impact Moderate Impact Large Impact

25. Feedback from faculty evaluations

- N/A No impact Slight Impact Moderate Impact Large Impact

26. Feedback from nursing evaluations

- N/A No impact Slight Impact Moderate Impact Large Impact

27. Feedback from patient evaluations

- N/A No impact Slight Impact Moderate Impact Large Impact

Part IV: Education about Patient Satisfaction

28. How many times have you had an educational session that discussed patient satisfaction during medical school?

- 0 1 2 3 4 5 or more

29. How many times have you had an educational session that discussed patient satisfaction during residency?

- 0 1 2 3 4 5 or more

30. If you have attended an educational session on patient satisfaction, check all that apply.

- Resident lecture (i.e. noon conference, grand rounds, sub-specialty conference, etc.)
 Medical student lecture
 Workshop on patient safety at a local or national meeting
 Hospital orientation
 I have never attended a lecture on patient satisfaction

31. Please answer the following: I feel confident that my patients are satisfied with the care I provide.

- Strongly disagree Disagree Neutral Agree Strongly agree

Thank you for taking the time to complete this survey. Your opinion matters!!

