

Patient Experience Organizational Assessment



Clinic staff can complete this organizational assessment to share their observations about how patients experience care at their clinic. Your responses will be anonymous, so please provide your honest feedback. Jot down your ideas for what the clinic could do better in the right-hand column. The clinic administration will then aggregate all responses to identify themes and potential areas of improvement.

Domain	Element	Never	Rarely	Sometimes	Usually	Always	Not Sure	How could we improve?
Clinic Systems	Patients can be seen at a time that is convenient for them.							
	Patients wait in the waiting room more than 10 minutes past their appointment time before they are seen.							
	Patients experience confusion, frustration, or other negative experiences when moving through their visit.							
Patient Interactions	Staff welcome patients upon arrival.							
	Staff provide care that is culturally-appropriate.							
	Staff provide care that is trauma-informed.							
	Staff provide care that is youth-friendly.							
	Staff provide client-centered care that is welcoming to all clients.							
	Staff limit distractions, such as interruptions or personal cell phone use, when with and around patients.							
	Staff use friendly words and a friendly tone of voice when speaking with patients.							

Domain	Element	Never	Rarely	Sometimes	Usually	Always	Not Sure	How could we improve?
Patient Interactions	Staff demonstrate empathy when a patient expresses difficult emotions.							
	Staff phrase statements positively when communicating with patients (e.g., <i>we can</i> offer..., <i>we do</i> have availability...).							
	Staff use terms that patients understand when speaking with patients.							
	Staff offer patients options about their care (e.g., What time of day works best for you?)							
	Patients can receive services in their preferred language.							
	All educational materials are medically accurate.							
	All educational materials are culturally-appropriate for the intended recipients.							
Clinic Environment	Our clinic is clean and well-maintained.							
	Staff maintain patient privacy and confidentiality.							
	Staff use professional settings during virtual visits (including good lighting, appropriate backdrop, no background noise).							

Overall, how often do you think patients come to our clinic *because* we provide excellent care? ☐ Never ☐ Rarely ☐ Sometimes ☐ Usually ☐ Always ☐ Not sure

Do you have any other observations about how patients experience care at our clinic or suggestions for how we can improve the patient experience?