

TIP OF THE WEEK # 54

Patient Satisfaction

Satisfaction of patients and families with the health services provided by the AUBMC is an important indicator of quality and acceptability of such services. For this purpose we monitor the level of satisfaction through various means:

- 1. Direct interview of patients before discharge to assess their level of satisfaction with the nursing services**
- 2. Telephone survey of patients after discharge to assess their level of satisfaction with the Medical Center services at large**
- 3. Reviewing patient complaints and compliments received through the Patients' Relations Office.**