

Getting Started with Survey Monkey

Survey Monkey is an inexpensive, quick and easy way to create an online survey (and in multiple languages!). You can download a summary of your results and share them in various formats.

To create an account on Survey Monkey: sign up at www.surveymonkey.com

Pricing:

Basic Subscription - A basic subscription is **FREE** and includes all of the basic features of Survey Monkey. It's a great option for those who don't need the advanced features of Survey Monkey. In addition, all of your survey responses remain absolutely private. **Basic subscribers are limited to a total of 10 questions and 100 responses per survey.**

Professional Subscription - A professional subscription is only **\$19.95 USD/month** (or only \$200.00 USD/year), and includes up to **1000 responses per month**. If you exceed 1000 survey responses in any given month, there is an additional charge of \$0.05 USD per survey response. There are no long-term contracts, and you can cancel at any time. As a professional subscriber, you have access to all of the advanced features of Survey Monkey (add logo, require response, share results, download results, etc.). You can create an **unlimited** number of surveys, with an unlimited number of pages and questions. In addition, all of your surveys are **completely unbranded**.

Below is a table that outlines the pricing options and available features:

	Basic	Monthly Pro	Annual Pro
Recurring Cost	Free	\$19.95/month	\$200/year
Number of responses allowed	100 per survey	1000 per month	unlimited
Response overage charge	N/A	\$0.05 each	no charge
Number of questions per survey	10	unlimited	unlimited
Over 20 types of questions	✓	✓	✓
Collect responses via weblink	✓	✓	✓
Collect responses via email	✓	✓	✓
View live results as they are recorded	✓	✓	✓
Create your survey in any language, including Unicode	✓	✓	✓
Survey completion progress bar	✓	✓	✓
Number pages/questions automatically	✓	✓	✓
Survey themes (change the look of your survey)	16 pre-built	unlimited custom	unlimited custom
Create skip logic		✓	✓
Survey template library		✓	✓
Create a custom "thank-you" page		✓	✓
Validate/require survey responses		✓	✓
Randomize/sort answer choices		✓	✓
Add a custom logo to your survey		✓	✓
Generate website popup invitations		✓	✓
Create a custom redirect upon survey completion		✓	✓
Filter your responses by custom criteria		✓	✓

	Basic	Monthly Pro	Annual Pro
Create a link to share only your responses		✓	✓
Download your responses into a spreadsheet or database		✓	✓
Create a printable PDF version of your surveys		✓	✓
Email support response time	1 day or less	4 hours or less	4 hours or less

Create a new survey: Once you create an account and log in, click the “Create Survey” button on the top left corner of the page on the menu on top of the page. You can select from pre-existing templates, copy an existing survey or create a survey from scratch. All the tools, options, and descriptions provided are user-friendly and will allow you to quickly design a survey. Additional help and tutorials can be found here: <http://www.surveymonkey.com/HelpCenter/Answers.aspx> or by clicking the “Help Center” button on the top right corner of the home page.

Sample surveys:

See sample surveys in your folder that you can adapt and reproduce on Survey Monkey.

- John Muir Physician Network, Dermatology Office – Patient Satisfaction Survey
- CQC Patient Experience Collaborative – Practice Staff Satisfaction Survey

*2nd Election
11/28/08*



JOHN MUIR PHYSICIAN NETWORK

[Exit this survey >](#)

Patient Satisfaction Survey

1. Your Opinion Matters

1. Which provider did you see at your visit in our office?

- Ed Becker, MD
- Shanny Baughman, MD
- Melissa Pattee, MPAS, PA-C

2. Rate the ease of getting an appointment with our practice.

- Very difficult
- Difficult
- Fair
- Good
- Excellent

3. Rate the welcoming attitude of our practice's staff.

	Unacceptable	Poor	Fair	Very good	Excellent	N/A
Reception	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical Assistant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Billing staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical provider	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Please rate our staff on being responsive to your questions and concerns.

	Unacceptable	Poor	Fair	Good	Excellent	N/A
Reception staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical Assistant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Billing staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Please rate your medical provider on the following communication areas.

	Unacceptable	Poor	Good	Very Good	Excellent
Listens carefully	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spends enough time	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Explains in a way I understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Please rate your medical provider on the following characteristics.

	Unacceptable	Poor	Good	Very Good	Excellent
Friendly and caring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shows respect for what I say	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Knows my important medical history	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Did our provider have all the medical information needed from your other doctors?

- Yes
- No
- N/A

8. How well does our practice communicate to your primary care physician?

- Don't know
- Poor
- Fair
- Good
- Excellent

9. Overall, how do you rate the care you received at our dermatology practice?

- Unacceptable
- Poor
- Fair
- Good
- Excellent

10. Based on your experience, would you recommend our dermatology practice to your family or friends?

- Definitely no
- Unlikely
- Neutral
- Likely
- Definitely yes

11. Please tell us more about your care at Dr. Becker's practice. Your comments are extremely valuable to us.

- I liked
- I did not like
- I wish that

Done >>

Practice Site Satisfaction Survey (survey administered online, Survey Monkey - www.surveymonkey.com)

Demographics: Name (optional) Practice Name
Job title(optional)

1. Technology in this office smoothly links patient care with a rich information environment.
The information environment is designed to support the work of the clinical team.

Strongly Agree Agree Unsure Disagree Strongly Disagree Decline to answer
Comment:

2. Our office has full-staff meeting (doctors, nurses, clinical assistants, office staff) at least every six weeks
and these meetings focus on how we can best work together to better address our patients' needs.

Yes No Decline to answer Comment:

3. Our office keeps an up-to-date display of information about our performance.

Yes No Decline to answer Comment:

4. Our office knows how confident individual patients are in controlling and managing most of their problems or concerns.

Yes No Decline to answer Comment:

5. Our office has regular meetings with groups of patients (either in a patient advisory board or in scheduled patient group visits).

Yes No Decline to answer Comment:

6. Our office staff works like a team. We have high levels of trust and collaboration.
We appreciate complementary roles and recognize that all contribute to a shared purpose.

Strongly Agree Agree Unsure Disagree Strongly Disagree Decline to answer
Comment:

7. I am treated with respect every day by everyone that works in this practice.

Strongly Agree Agree Disagree Strongly Disagree Decline to answer
Comment:

8. I am given everything I need—tools, equipment, and encouragement—to make my work meaningful to my life.

Strongly Agree Agree Disagree Strongly Disagree Decline to answer
Comment:

9. When I do good work, someone in this practice notices that I did it.

Strongly Agree Agree Disagree Strongly Disagree Decline to answer
Comment:

10. How stressful would you say it is to work in this practice?

Very stressful Somewhat stressful A little stressful Not stressful Decline to answer
Comment:

11. How easy is it to ask anyone a question about the way we care for patients?

- Very easy Easy Difficult Very difficult Decline to answer

Comment:

12. How would you rate other people's morale about working here?

- Excellent Very Good Fair Poor Decline to answer

Comment:

13. How would you rate other people's attitudes about working here?

- Excellent Very Good Fair Poor Decline to answer

Comment:

14. This practice is a better place to work than it was 12 months ago.

- Strongly Agree Agree Disagree Strongly Disagree Decline to answer

Comment:

15. I would recommend this practice as a great place to work

- Strongly Agree Agree Disagree Strongly Disagree Decline to answer

Comment:

16. What would make this practice better for patients?

- Decline to answer Comment:

17. What would make this practice better for those who work here?

- Decline to answer Comment:

18. What do you think truly makes a place a Best Place to Work?

- Salary Coworkers Great benefits Great bosses Other Decline to answer

Comment:

19. Please list one way you would like to be rewarded for your work

- Decline to answer Comment:

20. Any other comments?

- Decline to answer Comment: