

## CONSULTATION SATISFACTION SURVEY

Dear \_\_\_\_\_,

In the spirit of continuous quality improvement, the hospital Ethics Committee is distributing a satisfaction survey to physicians and/or team members who initiate a formal consult for an ethics referral. We are interested in studying how we have met your needs, as our customer, as well as what improvements we can continue to work on in the future.

You recently referred an ethics case to us on patient: \_\_\_\_\_  
The Facilitator for this case was: \_\_\_\_\_

Please take a moment or two and answer the following questions as honestly as possible. We appreciate your feedback and value your opinions in order to improve our processes. You may RETURN THIS COMPLETED FORM via interoffice mail to:

1. Was this the first time that you took the initiative to contact the Ethics Committee?  
Yes \_\_\_\_\_ No \_\_\_\_\_
2. Our goal is to respond to all cases within 24 hours of the receipt of the initial referral for assistance. Did the Committee provide what you considered a timely response to your request?  
Yes \_\_\_\_\_ No \_\_\_\_\_  
If not, please explain \_\_\_\_\_  
Was the response time within our goal of 24 hours of the receipt of the initial referral?  
Yes \_\_\_\_\_ No \_\_\_\_\_
3. Did the Ethics Committee members exhibit our Core values (Reverence for each person, Community, Justice, Commitment to those who are poor, Stewardship, Courage, Integrity) throughout the consult process?  
Yes \_\_\_\_\_ No \_\_\_\_\_  
If not, please explain \_\_\_\_\_
4. Regarding the recommendations made from the Ethics Committee, was the outcome  
What you expected? \_\_\_\_\_  
Totally unexpected? \_\_\_\_\_  
I didn't know what to expect \_\_\_\_\_
5. Would you consider this particular patient scenario a "success", meaning that, given all the facts, the outcome was the best thing for this particular patient at this time?  
Yes \_\_\_\_\_ No \_\_\_\_\_  
If not, please explain \_\_\_\_\_
6. Based on this experience, would you be comfortable contacting the Ethics Committee again with another referral?  
Yes \_\_\_\_\_ No \_\_\_\_\_  
If not, please explain \_\_\_\_\_
7. Please feel free to offer any additional comments or suggestions for the Ethics Committee:  
\_\_\_\_\_  
\_\_\_\_\_

**THANK YOU FOR YOUR TIME AND FEEDBACK!**  
**Questions? Call:**