

**INSTRUCTIONS FOR COMPLETING
DIHS Patient Satisfaction Survey Worksheet
and
Reporting Form**

The data for this worksheet/form is obtained from the (50) fifty patient satisfaction surveys given to the randomly selected detainees. Underneath each question are the “Yes” and “No” responses. Each response has two blanks next to it. The first blank is for the total number and the second blank is for the percentage that number represents. For example, if for question number one, 48 out the 50 responded “Yes”, then 48 would go into the first blank and 96% ($48/50 = 0.96$) would go in the second blank. Repeat this procedure for the first four questions.

If there are areas for improvement, please use the DIHS Performance Improvement Discussion and Corrective Action Form to outline the actions, which would be needed to correct any identified areas of concern.