

Patient Satisfaction Survey



Each year at IHCRC, we ask our patients “how are we doing?” To find the answers, we ask our patients to complete a patient satisfaction survey. This year 362 patients completed the survey from November 1 – 30, 2021. We are happy to report that all items were improved from the 2020 survey. Here’s some highlights from the survey:

- Overall, 68% of patients rated our services as excellent, compared to just 60% last year.
- This year 85% of patients knew their provider’s name, compared to 68% in last year’s survey.
- This year, 68% of patients strongly agreed that they feel empowered to help make their health care decisions, compared to just 50% last year.
- When asked if their provider spends enough time with them, this year 90% of the patients agreed or strongly agreed, compared to 85% last year.

There were good improvements in all areas of the survey. We are proud to serve our patients as well as we possibly can. We encourage everyone to participate in the annual survey, so your voices can be heard!