



Name: \_\_\_\_\_

Date of Surgery: \_\_\_\_\_

**CENTER FOR SPINE SURGERY  
Patient Satisfaction Survey**

Please answer the following questions to help us evaluate our services. The Center for Spine Surgery values your opinion.

<b>Patient Satisfaction Survey</b>	<b>Excellent 5</b>	<b>Very Good 4</b>	<b>Good 3</b>	<b>Fair 2</b>	<b>Poor 1</b>	<b>Not Applicable (N/A)</b>
1. Was your pre-op call from the Surgery Center staff thorough, timely and courteous?						
2. Were you greeted in a courteous, respectful, and professional manner by the check in person at the Surgery Center?						
3. Was the Surgery Center pre-operative/admitting nursing staff helpful, courteous, and addressed any questions you had?						
4. Were the instructions from your surgeon's office explained clearly prior to your surgery?						
5. Did our Surgery Center Anesthesia Personnel explain the anesthesia to you and address any questions you had?						
6. Did the Operating Room nurses and staff greet you in a caring and courteous manner?						
7. Was the Surgery Center environment clean and comfortable?						
8. Did your surgeon/staff explain your surgery and post-operative course of recovery to you/your caregiver?						
9. Were the Surgery Center recovery room nurses courteous and professional?						
10. Did you and/or your caregiver understand your discharge instructions from the Surgery Center and where to find them?						
11. Did you understand how to manage your pain and nausea at home? Were you instructed on the signs of surgical site infection? And when to call your surgeon if necessary.						
12. Did you receive a post-op call from the Surgery Center the <b>business</b> day following your surgery?						
13. Would you recommend our Center for Spine Surgery to a friend or relative?						

**Additional Patient Comments or Suggestions for Improvement:**

We appreciate you taking the time to complete this survey. If you would like to speak with someone, please contact:  
 Judith Townsley MSN, RN, CPAN, NEA-BC, FACHE  
 Administrator  
 (302) 984-7178