**Survey Protocol Worksheet**

**Date:** Thursday, March 10th 2017 **Survey Name**: Nutrition Clinic Satisfaction Survey

**Survey Sponsoring Organization**: CSU **Survey Coordinator**: Jenna Carlson, MS, RDN, LD

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| **Purpose of Survey** | To measure and increase patient/customer satisfaction with the registered dietitian nutritionists (RDN) |
| **Survey Questionnaire** | P:\Division of Public Health\CCN\Customer Survey Data\Nutrition survey data |
| **How will you choose to whom you will offer the survey?** | All of the RDN’s patients will be selected for interview each day. All patients will receive a survey 1x/month. If the patient is seen more than 1x/month, they will only complete the survey one time. All patients are asked to complete the survey at the end of a RDN visit. If the patient is under 13 years old, the parent/caretaker will assist the patient or complete the survey for the patient. |
| **How often will the survey be done?** | Every day except the specific primary clinic survey day. |
| **How and by whom will the survey be administered?** | After the visit, the RDN will ask the patient if they would like to complete a survey, after explaining how they were chosen and what the survey is for. The RDN will then leave the room until the patient/customer has completed the survey. |
| **Data Flow from Start to Finish** | Respondent🡪 collection box in the IM or FP patient rooms 🡪 RDN, Jenna Carlson will picks up surveys weekly 🡪 and enter the data into 🡪 survey monkey paper surveys are kept in a filing folder in RDN Office desk 🡪 Monthly informatics report is sent to RDN Supervisor, Celena Robinson and saved in the CCN folder under Customer Survey Data  Nutrition survey data this report is included on the annual report and shared as needed 🡪 Jan of each new year all paper surveys will be shredded. |
| **How confidentiality will be assured?** | There are no patient names, medical record or DOB on the surveys. The patient is encouraged to put their survey in a collection folders. |
| **How will the number of people offered and responding to the survey be recorded?** | RDN’s will submit surveys that were filled out and declined by patients. The RDN’s will write decline on the back of the survey or the reason for not offering survey. |
| **What steps are taken to assure quality data?** | Survey coordinator, RDN, Jenna Carlson will monitor the contact and response rates. The scale on the survey will be explained to each customer/patient. |
| **Data Analysis** | Data analysis is completed through Survey Monkey. |
| **Who will receive the reports and how often?** | Monthly informatics report is sent to RDN Supervisor, Celena Robinson and the other RDN’s |

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