

Your opinion counts

Victorian Patient Satisfaction Monitor survey

The **Victorian State Government** wants to hear from public hospital patients about their hospital experience.

The Victorian Patient Satisfaction Monitor (VPSM) survey:

Assists the State Government in understanding how satisfied patients are with the services provided

Informs hospital decisions

Results in services that more closely match what patients want.

The VPSM follows the patient through a hospital stay cycle. Questions target the following areas of patient experience:

- access and admission
- information
- treatment
- complaints management
- participation in decision-making
- physical environment
- discharge and follow-up.

Participation is voluntary and confidentiality is guaranteed.

Patients not wishing to participate, sign the *Patient Refusal to Participate* form. This form is available from hospital staff. Also, if you receive a survey you do not have to fill it in.

Eligible patients are randomly selected to receive a VPSM survey. If after you leave hospital you receive a survey in the mail, it would be appreciated if you answered the questions relevant to your hospital stay and return the survey as soon as possible.

For further information on the VPSM contact:

Department of Human Services

Toll free: 1800 356 601

Email: patsat@dhs.vic.gov.au

Web: www.health.vic.gov.au/patsat

UltraFeedback (Survey Managers)

Toll free: 1800 143 733

Email: vpsmhelp@ultrafeedback.com

Hospital

Contact the hospital's Quality Manager or Patient Advocate/Liaison Officer or Director of Nursing.

