

# DO YOU HAVE THE RIGHT PERSPECTIVE?

## Patient vs Caregiver Satisfaction

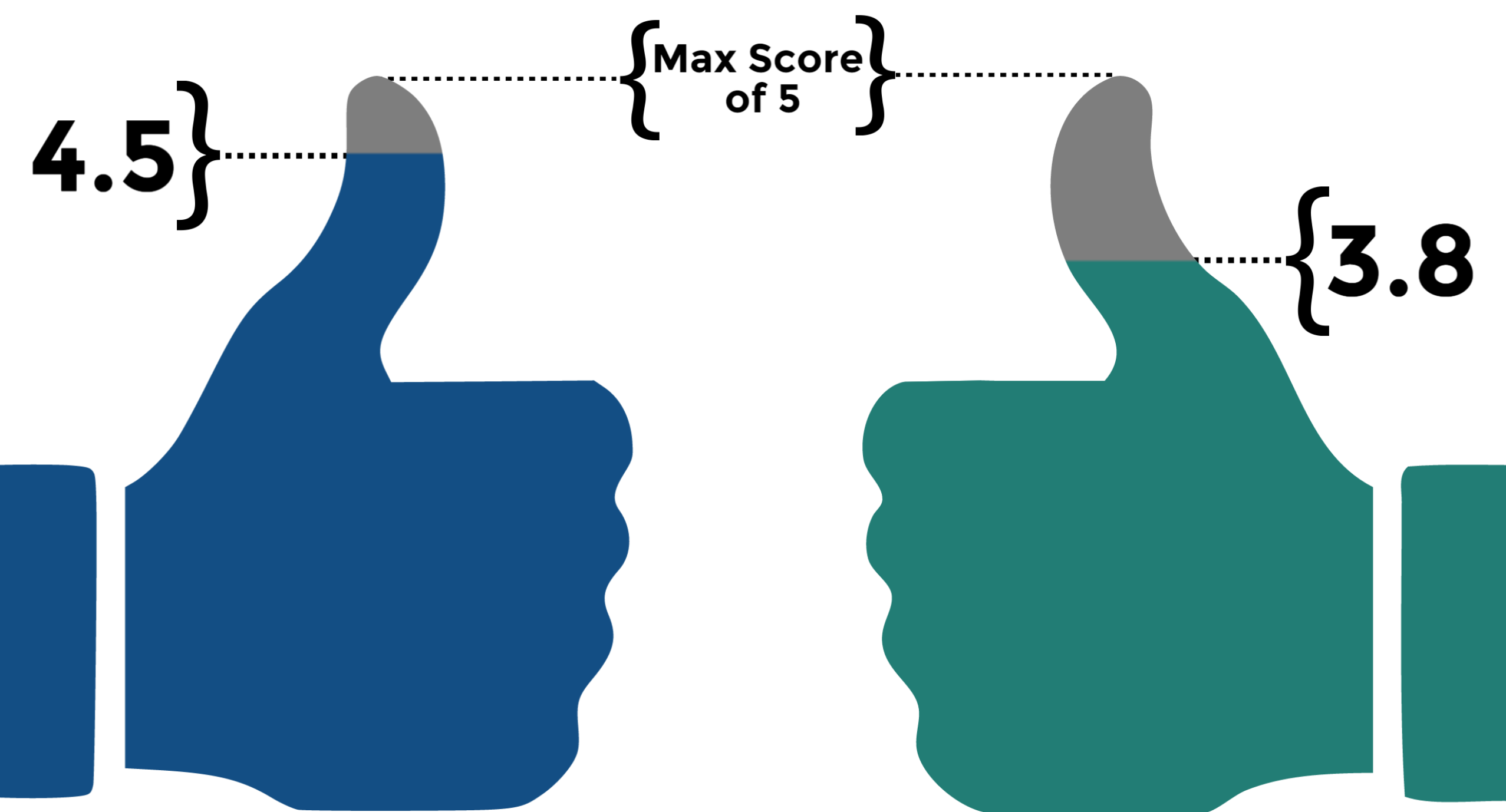
A Satisfaction Survey captures the level of satisfaction with the treatment experience. Patients are not always capable of completing the survey on their own due to: cognitive impairment, eyesight problems, literacy difficulties, or language barriers.

In these cases, there are 2 options:

Family Member  
Rated Patient  
Satisfaction

vs

Caregiver  
Satisfaction



Patients and caregivers can provide valuable feedback to the program. It is important to keep the distinction clear by providing accurate instructions and clarifying any confusion on the respondent's part.

## Different Perspectives

### Family

Responds as they believe the patient would - from the patient's perspective.

### Caregiver

Responds from their (the caregiver's) perspective of how they think the patient was cared for.

Analysis by Rebecca Sartorelli

Have a question for CQI+?   
For an opportunity to see your topic discussed here,  
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