YOUR  
LOGO

**COMPANY NAME**

PATIENT-SATISFACTION SURVEY PROPOSAL

Prepared by:

**[Client Name]**

**[Contact information]**

**[Date]**

# Introduction

Thank you for considering [Your Company Name] to develop and administer a Patient Satisfaction Survey. We specialize in gathering actionable feedback to help healthcare providers enhance patient experience and care quality.  
  
This proposal outlines our approach to conducting a comprehensive patient-satisfaction survey for [Client Name].

# Project Objectives

The primary goals are:  
  
- Measure patient satisfaction across key service areas  
- Identify areas for improvement in patient care and facility operations  
- Support quality improvement initiatives  
- Provide data-driven insights to enhance patient experience

# Proposed Services

Our patient-satisfaction survey services include:  
  
- Design and development of customized survey instruments  
- Multi-channel survey distribution (online, in-person, phone)  
- Data collection, analysis, and reporting  
- Benchmarking against industry standards  
- Presentation of findings and actionable recommendations

# Scope of Work

Scope includes:  
  
- Initial consultation to define survey objectives and key metrics  
- Development and testing of survey questions  
- Execution of survey distribution and data collection  
- Analysis of responses and preparation of comprehensive report  
- Final presentation of survey results and improvement strategies

# Timeline

Proposed project timeline:

|  |  |  |
| --- | --- | --- |
| Phase | Description | Estimated Date |
| Planning & Design | Define survey goals and develop questions | [Start Date] |
| Distribution & Data Collection | Deploy survey through selected channels | [Date] |
| Analysis & Reporting | Analyze responses and compile report | [Date] |
| Presentation & Recommendations | Present findings and suggest improvement strategies | [Completion Date] |

# Pricing

Estimated cost breakdown for patient-satisfaction survey services:

|  |  |  |
| --- | --- | --- |
| Service | Description | Cost |
| Survey Design & Development | Create customized survey instruments | [Amount] |
| Survey Distribution & Collection | Manage multi-channel survey deployment | [Amount] |
| Data Analysis & Reporting | Analyze results and prepare detailed report | [Amount] |
| Final Presentation & Recommendations | Deliver insights and actionable improvement plans | [Amount] |
| Total Estimated Fee |  | [Total] |

# About Us

[Your Company Name] is a leading provider of patient experience measurement and healthcare consulting services.  
  
- Experience: [X] years in patient satisfaction research and analytics  
- Expertise: Survey design, data analysis, healthcare quality improvement  
- Mission: To help healthcare providers enhance patient-centered care through meaningful feedback and insights

# Case Studies / Testimonials

Case Study: [Client Example]  
  
- Project: Patient satisfaction survey for a regional hospital  
- Outcome: Improved patient satisfaction scores and service quality through targeted improvements  
  
Testimonial:  
“[Your Company Name] delivered a thorough and insightful patient survey that guided our quality improvement efforts effectively.” — [Client Contact]

# Terms and Conditions

Payment Terms: [X]% deposit, milestone payments.  
Service Scope: Includes survey design, distribution, data analysis, and reporting.  
Client Responsibilities: Provide access to patient contact information and support survey administration.  
Adjustments: Scope changes require mutual agreement and may affect cost and timeline.

# Acceptance

To approve this patient-satisfaction survey proposal and initiate services, please sign below.  
  
Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Name: [Client Name]  
Title: [Title]  
Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_