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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_