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Patient Satisfaction in Hospital - Most Important Client Service by [Julia Roger](#)

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Hospital Patient satisfaction or the patient experience is a very difficult thing to rate. There are seemingly endless variables that must be considered while rating the service. Once that is done, no one can compare the hospitals to any other hospitals who measure the patient experience in their own way. Achieving hospital patient satisfaction is not an easy task. This quest leads not only to satisfied and cared-for patients and families, but also to positive outcomes for your staff, your community and your organization's health.

No doubt about it, patient satisfaction is important. Greater patient satisfaction drives a stronger doctor and patient relationship. In good environment, patient adherence to treatment plans is high and there is a sense that both the doctor and patient are on the same team. To satisfy the patients the doctors and nurses should establish a sense of trust with their patients. They should also avoid forceful directives and engage the patient to see how they feel about the proposed treatment approach. These factors create patient satisfaction in hospital and increase the goodwill of the doctors and hospitals.

Either doctors should also follow-up with their patient personally or through their staff, the doctor should check on progress being made with treatment goals that were set. This process helps in gaining the trust of the patients. Patient satisfaction in hospital data is receiving increasing attention from managed-care organizations, consumers, employers and accrediting organizations. The measurement of patient satisfaction through surveys has helped organizational leaders incorporate patient perspectives as a way to create a culture where service is deemed an important strategic goal for healthcare facilities. One of the primary challenges has been in sustaining patient satisfaction initiatives in the face of competing priorities and diminishing resources.

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