

# Johns Hopkins Bayview Medical Center

CLINICAL RESEARCH UNIT

Policy# 120

## Satisfaction Surveys: Participant

Previous Date:09/97

Reviewed Date:4/2008

**Purpose:** To provide guidelines for monitoring participant/customer satisfaction. The CRU is committed to providing excellence in care and services to its research participants. Participant satisfaction is key to subject retention and future referrals.

**Policy:** Satisfaction Surveys: Participant

**Procedure:**

1. Survey forms are available at the CRU reception desk.
2. In- patients and out -patients are encouraged to complete the survey by any member of the CRU staff.
3. Subjects place completed surveys in a locked box near the desk.
4. Surveys are taken from the locked box by the Shared Decision Making Council chair or co-chair and tallied.
5. If a survey form is signed and a problem identified, The Nursing Unit Manager or designee will contact the participant for further discussion.
6. A summarized report of survey findings will be discussed at the Shared Decision Council Unit Meeting and a written copy of findings given to the Nursing unit Manager and shared in unit staff meetings. These findings may be shared at CRU Administrative meetings.

**Originated by:**

CRU Nurses

**Reviewed by**

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