

Week 6 Collaboration Café: Client Satisfaction

Follow these guidelines when completing each component of the discussion. Contact your course faculty if you have questions.

General Instructions

Consider the client satisfaction data currently analyzed at your workplace. If you do not have a current practice location, select a local healthcare facility or provider to answer the questions below.

Include the following sections:

Application of Course Knowledge: Answer all questions/criteria with explanations and detail.

- **Describe one tool used to measure client satisfaction.**
- **Discuss how accurately client satisfaction scores reflect quality in the organization.**
- **Analyze the strengths and limitations of using satisfaction measures for quality improvement.**
- **Analyze the strengths and limitations of using satisfaction measures for reimbursement.**
- **Describe the ethical considerations that should be considered when using client satisfaction measures to drive financial incentives in the healthcare industry.**

Answer:

Wanda is a 65-year-old female that presents to the Emergency Department with a lower GI Bleed. She is pale and diaphoretic. Vital signs are unstable with a blood pressure of 88/46 and a heart rate of 120. Current Hemoglobin is 6.8. IV access is established, and a fluid bolus is initiated. To complicate matters more, Wanda is on Coumadin. Vitamin K is given as well. Of note, Wanda is alert and oriented x 4 and able to competently make decision for herself. The physician discusses with Wanda and her family the need for an emergent blood transfusion. Due to religious beliefs, Wanda adamantly refuses the blood transfusion. The physician educates the family on the risks of declining the blood transfusion, including death, and the critical condition that Wanda is in right now, but they still refuse the transfusion. Two hours later, Wanda's