

The staff of the Central Texas Veterans Healthcare System Unit 4K want to thank you for giving us the opportunity to serve you and your family. We ask that you take a few moments to tell us about the service you received while a patient in our facility.

**Thank you for
letting us
serve you!**

Unit 4K Patient Satisfaction Survey



Central Texas Veterans Healthcare System
1901 South Veterans Memorial Drive
Temple, Texas 76504



Developed by: Cari Furst & Grace Boseman

Critical Care Council

Very
Poor Poor Fair Good Very
Good

Friendliness/Courtesy of the nurses
1 2 3 4 5

Promptness in responding to the call button
1 2 3 4 5

Nurses attitude toward your requests
1 2 3 4 5

Ability of nurses to answer your questions
1 2 3 4 5

Amount of attention paid to your special or
personal needs
1 2 3 4 5

How well the nurses kept you informed
1 2 3 4 5

Skill of the nurses
1 2 3 4 5

Overall opinion of the nursing care you received
1 2 3 4 5

Staff attitude toward your visitors
1 2 3 4 5

Very
Poor Poor Fair Good Very
Good

Staff concern for your privacy
1 2 3 4 5

How well your pain was controlled?
1 2 3 4 5

Response to concerns and/or complaints made
during your stay
1 2 3 4 5

Staff effort to include you in decisions about your
care and treatment
1 2 3 4 5

Your confidence that staff provided care in a safe
and secure manner
1 2 3 4 5

How well staff worked together to care for you
1 2 3 4 5

Overall rating of care received in the Intensive
Care Unit
1 2 3 4 5

What did you like best about your stay on unit
4K?

What did you like least about your stay on
unit 4K?

Please mention any people who were
particularly helpful during your stay.

**Thank you for your assistance in
helping us provide quality care to
our veterans.**