

## NEBA Patient Satisfaction Survey

NEBA Health regularly conducts patient satisfaction surveys. We use the surveys to improve NEBA's quality and to improve how we communicate about NEBA. We also use the survey forms to calculate an overall NEBA Quality Rating.

To conduct the surveys, after a NEBA evaluation, we send every eligible patient a 1 page survey form. Eligible patients are those for whom we have an address and who self-paid or who had a third party payer.<sup>1</sup> We include all surveys where the structured questions are completed (see below). We estimate that the survey takes about 25 minutes to complete and mail. In exchange for parents taking time to consider, complete, and return the form we provide a \$10 Amazon gift card. We mailed 535 patient surveys and received back 119 (22%) surveys. 114 (21%) surveys were completed and included. Our survey has two structured questions from which we derive our overall NEBA Quality Rating:

- Question 1: How helpful was the information in the NEBA Report?
- Question 2: Would you recommend the NEBA to other parents?

Overall parents stated that NEBA was more than 'helpful' (average question 1 response: 3.16). Figure 1. Also, overall parents would recommend NEBA. Figure 2.

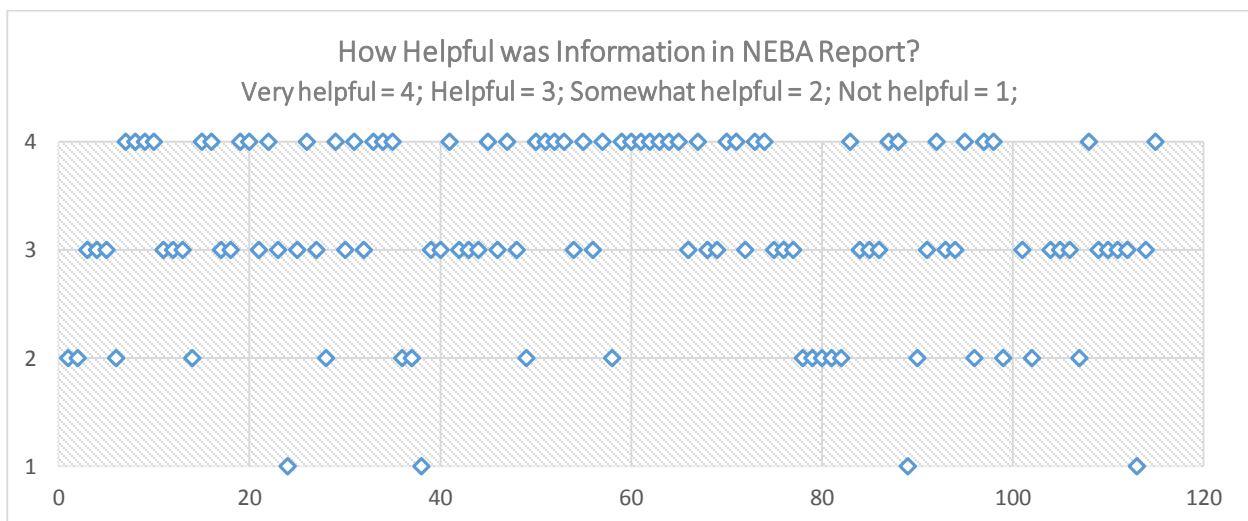


Figure 1 - How helpful was NEBA?

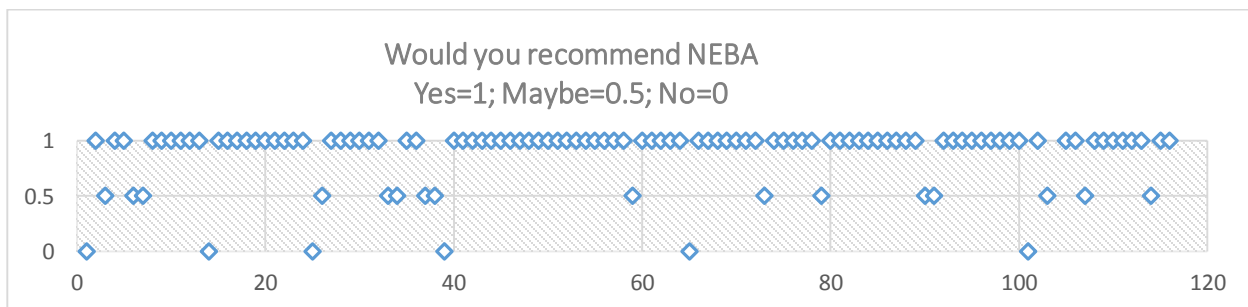


Figure 2 - Would you recommend NEBA?

<sup>1</sup> Beneficiaries of federal and state payers are legally excluded