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Paul Alexander Clark, MPA, MA, CHE, is the Senior Knowledge Manager for Press Ganey Associates. He directs a team of researchers who conduct quantitative and

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evidence-based practice, this article seeks to provide exemplars of best practices that are currently in place in four Paul J Clark, Alexander J

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Paul Alexander Clark serves as Senior Director for Research and Best Practices and Patient Satisfaction and the Discharge Process: Evidence-Based Best Practices.

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and identified patient satisfaction (patient experience systems that are performed in person and at the time of discharge, satisfaction survey data is not

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1. Introduction. It has been increasingly recognized that patient satisfaction is an important outcome measure for evaluating quality of medical care , , , , and

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**Patient satisfaction: an emerging health policy**

when asked to identify the physician in charge of their care at the time of discharge, Patient satisfaction is a driver of patient outcomes and an important

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