



Patients can easily and quickly share feedback by completing a 20 second survey received via text.

Snoqualmie Valley Health Launches Improved Patient Satisfaction Surveys

SNOQUALMIE, WA - Snoqualmie Valley Health (SVH) is pleased to announce a significant update to its patient satisfaction survey process, effective April 2. While SVH has been actively gathering patient feedback through surveys, the Hospital District is now enhancing the way it offers these surveys to increase feedback and engagement.

Beginning on April 2, patients will receive a text message approximately 24 hours after their visit. The text will contain a link to allow patients to complete the survey. The surveys are designed to gather valuable feedback from patients and will take approximately 20 seconds to complete.

"We're dedicated to continuously improving our services and providing the best possible care for our patients," said Ron Bennett, RPh, Director of Ancillary Services at Snoqualmie Valley Health. "These new surveys will allow us to better understand the needs and preferences of our patients, helping us to make informed decisions and enhancements to our healthcare delivery."

Feedback from these surveys is crucial for SVH to continuously enhance its services and ensure patient satisfaction. The Hospital District values patient input and utilizes survey responses to identify areas for improvement and implement changes that benefit the community. Patients will also have the opportunity to recognize caregivers who went above and beyond during their visit.



FOR IMMEDIATE RELEASE: April 2, 2024
Media Contact: Nichole Pas, Dir. PR & Marketing
425-831-3070, nicholepas@snoqualmiehospital.org

"We deeply value the trust our patients place in us," added Nichole Pas, Director of PR & Marketing. "We're grateful for the opportunity to serve our community, and we look forward to using the insights gathered from these surveys to further elevate the quality of care we provide."

For more information about Snoqualmie Valley Health and its services, please visit snoqualmiehospital.org.

###

About Snoqualmie Valley Health

Snoqualmie Valley Health is the leading healthcare institution serving the Snoqualmie Valley community. Dedicated to quality and deeply connected to the community, Snoqualmie Valley Health stands as an independent public hospital district that has been unwavering in its commitment to delivering expert and compassionate care since its establishment. With a focus on patient-centered care, the hospital district provides a wide range of medical services and is dedicated to ensuring the health and well-being of the community it serves. Snoqualmie Valley Health provides comprehensive healthcare through its Critical Access Hospital, two primary care clinics, urgent care and also offers a diverse array of specialty and outpatient services including therapy and rehabilitation, pediatrics, gastroenterology, cardiology, medical aesthetics and behavioral health, among others.