



# Sample Hospital Inspection

Eval Ref Number

Department:

DSH Dept Reports:  Lobby  Valet  Cafe  XXXX Cafe  Gift  Human Resource

Actual Evaluation Date 1/6/200X

Arrival Time: (hh:mm: xm)

**XXXX Overall Score: Pts Earned: 87 Possible: 91 Percent: 96%**

## Hospital Arrival and Entry

Score the following areas as follows: (1 = yes, good or excellent; 0 = poor or mediocre; N/A if not applicable.)

Comments on all 0 scores below.

DXX: Which entrance did you use:  West Main Entrance  9th Ave Entrance

### 1. First Impressions; Upon arrival on hospital campus:

- A. Was the parking lot/structure clean?
- B. Were the campus grounds clean?
- C. Did the hospital entrance appear to be clean?
- D. Were valet services easily identified and located?

Comments: Please document all "0" scores below:

It was snowing when I arrived. An employee was out sprinkling salt on the sidewalk. I did hesitate on using valet parking, as I did not want someone unfamiliar with my vehicle to get it stuck. After a few minutes, I did drive up to the valet parking curb. There was no problem.

## Valet Parking - Part 1

Score the following areas as follows: (1 = yes, good or excellent; 0 = no, poor or mediocre; N/A if not applicable.) Comments on all 0 scores below.

### 1. Upon encountering the Parking Valet:

Name or Desc of Valet:

- A. Were the valets attentive and available?
- B. Were you greeted and offered assistance?
- C. Identify valet hours and give instructions for car pick up after hours?
- D. When asking for direction, did the valet refer you to a hospital volunteer?
- E. Did valet smile and thank you?

## Valet Parking - Part 2

### 2. Upon returning to the Parking Valet:

Name or Desc of Valet:

- 0 A. Did the Valet call you by name at least once during your visit?
- 1 B. Were you offered a place to sit while waiting for them to get your car?
- 1 C. Did you get the sense that the valet(s) were busy and efficient in their work?
- 1 D. Did they smile, thank you and give you a guest relations card?

Valet Parking Comments: Please document all "0" scores plus a summary of your experience below.

It was snowing and the attendant had his coat on and his ID card wasn't visible. He didn't ask my name. He just took my keys and gave me a claim ticket. He asked how long I would be. I told him I would be about an hour. I think this had something to do with where he would park it. I asked him for his name as it was not visible through his coat.

**Total Valet Average Score:      Pts Earned: 7   Possible: 8   Percent: 88%**

### Lobby Greeter/Information Desk

Score the following areas as follows: (1 = yes, good or excellent; 0 = no, poor or mediocre; N/A if not applicable.) Comments on all 0 scores below.

Upon entering the hospital lobby:

Name or desc of staff person:

- 1 A. Did the staff person have a clean and professional appearance?
- 1 B. Wear an identification card? (indicate name above)
- 0 C. Were you acknowledged within 5 feet of the desk?
- 1 D. Make eye contact and smile when greeting you?
- 1 E. Did they say, "Hello. How may I help you?"
- 1 F. Was the staff friendly and knowledgeable?
- 1 G. Offer you clear directions, and/or a map or escort you to your destination? (please document in the comment section below)
- 1 H. Before disengaging: Smile and thank you for coming?

Lobby Greeter/ Information Desk comments: Please document all "0" scores plus a summary of your experience below.

I walked up to the Information Desk and asked for directions to the Audiology department. Ellen knew exactly where it was and gave me instructions to the elevator and the forth floor. I was impressed.

**Lobby Average Score:      Pts Earned: 7   Possible: 8   Percent: 88%**

### Lost in the Hospital

Score the following areas as follows: (1 = yes, good or excellent; 0 = no, poor or mediocre; N/A if not applicable.) Comments on all 0 scores below.

Upon appearing lost in the hospital:

Name or desc of staff person:

- 1 A. Were you approached by an employee who offered to help you?
- 1 B. If yes, did they greet you and offer to help you? ( If yes, document in the comment box below how many minutes and seconds you waited to be approached.)
- 0 C. If you had to approach an employee for assistance, score "0".
- 1 D. Was the employee friendly and knowledgeable?
- 1 E. Did the employee have a clean and professional appearance?
- 1 F. Wear and identification card?

1 G. Make eye contact and smile when greeting you?

NA H. Escort you to your destination?

1 I. Before disengaging: did the employee smile and offer to help with anything else?

Lost in the hospital comments: Please document all "0" scores plus a summary of your experience below.

No one approached me, so I walked up to Tami, who was waiting for an elevator. I asked her if she could direct me to the audiology department. She told me which elevator to take and gave directions from there.

**Lost In Hospital Average Score: Pts Earned: 7 Possible: 8 Percent: 88%**

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### Hospital Cafe XXXX

Time and date of visit:

Approximate number of patrons during the visit:

Name or Desc of Staff Person:

**Score the following areas as follows: (1 = yes, good or excellent; 0 = poor or mediocre; N/A if not applicable.)  
Comments on all 0 scores below.**

#### 1. Service- Did the Server:

1 A. Have a clean and professional manner?

1 B. Wear and identification card? (Note name above)

1 C. Acknowledge you within 10 seconds of observing you in his/her work area?

1 D. Make eye contact and smile when greeting you?

1 E. Did they welcome you to the Hospital Café and offer to help you?

1 F. Handle any waiting time effectively i.e. explain why you were waiting or how long you would be waiting, etc.?

1 G. Offer suggestions to assist you with your selection?

1 H. Seek and answer your questions effectively and with courtesy?

1 I. If you did not request one, did the server ask you if you would like a drink?

1 J. Arrive with your food within 10 minutes of taking your order?

1 K. Did the server ask if you needed anything else?

1 L. Before disengaging: smile and thank you for coming?

1 M. Were tables and counters bussed as quickly as seemed reasonably possible? (within 2 minutes)

#### 2. Food - Hospital Café- Presentation and Quality:

1 A. Was your table clean and dry?

1 B. Was the food attractively presented?

1 C. Dishes prepared as described in menu or by server?

1 D. Was the hot food hot and the cold food cold?

1 E. Was the food flavorful, fresh tasting and properly cooked?

1 F. Were the portions appropriate/sufficient and a good value for the price?

1 G. Were the cups, plates and silverware dry, spot-free and free of cracks/chips?

1 H. Were your menu items correct, complete and properly prepared?

I. Did the area appear clean?

Hospital Café comments: Please document all "0" scores plus a summary of your experience below:

I entered and sat down. Place settings and a menu were on the table. Karen came right over to my table and asked for my order. She was very efficient and the food was served quickly.

Please List items purchased; Comment on any problems.

Item purchased: 1/2 Cold Turkey sandwich and a chocolate milk. A large size order of french fries also came with the sandwich. I had to ask for a receipt.

**Total Dept Average Score:    Pts Earned: 22    Possible: 22    Percent: 100%**

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### Hospital Cafeteria

Time and date of visit:

Approximate number of patrons during the visit:

Name or Desc of Staff Person:

**Score the following areas as follows: (1 = yes, good or excellent; 0 = poor or mediocre; N/A if not applicable.)  
Comments on all 0 scores below.**

#### 1. Service & Staff - Upon entering the cafeteria:

- A. Did the area appear clean to you?
- B. Did the staff have a clean and professional appearance?
- C. Did the staff wear their identification card visible on the upper trunk?
- D. Make eye contact and smile when greeting you?
- E. When disengaging, did staff (other than cashier) say something nice i.e. enjoy your lunch, have a nice day, etc.?
- F. Have a positive attitude and make you feel welcome in the cafeteria?
- G. Answer your questions effectively and with courtesy?
- H. Handle any waiting time effectively (explain why you were waiting or how long your wait would be, etc.)?
- I. Did the cashier make immediate eye contact and smile when greeting you?
- J. Did the cashier wear their identification card visible on the upper trunk?
- K. Did the cashier count back your change?
- L. Did the cashier, upon disengaging, smile and say something nice?

#### 2. Food - Cafeteria - Presentation and Quality:

- A. Was your tray clean and dry?
- B. Was the food attractively presented?
- C. Dishes prepared as described in menu or by server?
- D. Was the hot food hot and cold food cold?
- E. Was the food flavorful, fresh tasting and properly cooked?
- F. Were the portions appropriate/sufficient and a good value for the price?
- G. Did other guests appear happy with the food?

Cafeteria comments: Please document all "0" scores plus a summary of your experience below.

The cafeteria was quite busy when I entered. As I only wanted a salad, I didn't check the hot food available. I built my salad from the selection of items at the salad bar and got a cup of milk to drink.

Please List items purchased; Comment on any problems.

I purchased a green salad with Ranch Dressing and a cup of Milk.  
There were no problems.

**Total Dept Average Score:    Pts Earned: 19    Possible: 19    Percent: 100%**

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### The Gift Shop

Score the following areas as follows: (1 = yes, good or excellent; 0 = no, poor or mediocre; N/A if not applicable.) Comments on all 0 scores below.

Upon entering the Gift Shop:

Name or desc of staff person:

- 1 A. Were acknowledged by a clerk who offered to assist you?  
(If yes, document in the comment box below how many minutes and seconds you waited to be approached)
- 1 B. Did they acknowledge you and ask if you found everything okay?
- 1 C. Did the staff have a clean and professional appearance?
- 1 D. Wear an identification card?
- 1 E. Make eye contact and smile when greeting you?
- 1 F. If you were given help, was the clerk competent and knowledgeable?
- 1 G. If you purchased anything, was your transaction efficient and proper?
- 0 H. Did the clerk offer to give you a receipt for a purchase other than gum or candy?
- 1 I. When you were given your change, was it counted back to you properly?
- 1 J. Before closing the transaction, did the clerk ask if there was anything else they could do for you?
- 1 K. When you were leaving, did the Gift Shop clerk smile and thank you for coming?
- 1 L. Were you treated as a valued customer?

Gift Shop comments: Please document all "0" scores plus a summary of your experience below.

I purchased a magazine from the Gift Shop. There were several people ahead of me at the cash register. When my turn came up, Larry asked me if I found everything I needed. He rang up my purchase, and I paid for it. Again, I had to ask for a receipt.

**Gift Shop Average Score:    Pts Earned: 11    Possible: 12    Percent: 92%**

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### The Human Resource Office

Score the following areas as follows: (1 = yes, good or excellent; 0 = no, poor or mediocre; N/A if not applicable.) Comments on all 0 scores below.

Describing your dealings with the Human Resource Office:

Name or desc of staff person:

- 1 A. Were you greeted within 5 feet of the desk?
- 1 B. Did the staff smile and make eye contact when greeting you?
- 1 C. Did the staff say "Hi, good morning, good after noon" etc.?
- 1 D. Did the staff wear a name tag visible on the upper trunk?
- 1 E. Did staff ask "How may I help you?"

- F. Did staff put you at ease (as much as possible)?
- G. Answer your questions- communicate clearly?
- H. (If lost) Give precise direction to your location?
- I. (If really lost) Walk you to your location?
- J. Have a positive disengagement? (Have a nice day, thanks for coming in, anything else I can do for you?, etc.)

Human Resource Office comments: Please document all "0" scores plus a summary of your experience below.

I entered the HR Office and walked up to the desk. I said I was lost and could she direct me to the Geriatric Clinic. Pam didn't know where the clinic was, but did know where a Geriatric physician was located. She lead me down the hall to find out where the Clinic was located. Halfway there she asked me to wait there while she went on down to check so I wouldn't have to walk all that way and back. I sat down and waited a few minutes and she came back with directions to the clinic on the 4th floor. She really went out of her way to help.

**HR Dept Average Score:      Pts Earned: 10   Possible: 10   Percent: 100%**

**Other Items:**

Please document your overall impressions and any concerns etc. regarding your experience today. Please be specific.

This Hospital gives the impression of being very efficient and friendly. The people I came in contact with were all friendly an helpful. Everything was clean and neat. I enjoy looking at the pictures in the hallways. I had no concerns with my visit this day.

Rude/Offensive Employees: Document below any employees who were noticeably rude or offensive in any way. Note which department they worked in, or at least the area you came into contact with them. (Be specific.)

There were no one I came in contact with that I would consider rude of offensive.

Outstanding Employees: Document below any outstanding employees. Note which department they worked in, or at least the area you came into contact with them. (Be Specific)

The outstanding employee would be Pam from the Human Resourses Office. She really went out of her way to be helpful and was very friendly.

The client has requested the following information from the evaluator.

Evaluator Age:

Evaluator Gender:  Male  Female

**Replicated Receipt - Court Yard Cafe**

VOLUNTEER  
 SNAK BAR  
 SPL HOSPITAL  
 DATE 01/06/200X THU TIME 12:21  
  
 Small Milk T1 \$1.05  
 Half Sandwich T1 \$3.49  
 % 1 -10.000%  
 AMOUNT -0.45  
 SUBTOTAL \$4.09  
 TAX1 \$0.35  
 TOTAL \$4.44  
 CASH \$20.00  
 CHANGE \$15.56  
 CLERK 1 016897 00000

Hospital Cafe  
 Receipt