Visible Name Badge Evaluation

Summary of Results

Appendix 1: Staff comments
Appendix 2: Patient comments
Appendix 3: Relative/ Friend comments
Appendix 4: Patient Audit Tool
Appendix 5: Staff Audit Tool

Audited November – December 2014
Reported February 2015
**Audit Objective**

To assess and evaluate staff satisfaction with various name badges and to inform potential service improvement through increased visibility of staff names.

**Standard Considered**

NSQHS Standards: Standard 2: Partnering with Consumers

**Auditing Unit**

DOM Consumer Service Group (data collection)
Clinical Services Evaluation Team (analysis and report writing)

**Methodology**

Chosen population: Nursing staff and patients from pilot units – DOM Executive, Heart Recovery Service, Cassia Ward, In-centre Haemodialysis, Department of Diagnostic Radiology

Exclusions: Nil

Sample selection: All staff and patients

Sample size:
- 98 Staff Responses
- 131 patient Responses

Data collection method: Opportunistic survey

Data collected by: Designated staff within the trail units

Audit tool: Standardised survey tool

Audit commenced: November 2014

Audit completed: December 2014

**Governance**

Results reported to:
- Cheryl Prescott, Nurse Educator MAPU
- DOM Customer Service Group
- DOM Nursing Executive

**Recommendations**

To be determined by DOM Nursing Executive

**Re-Audit date**

TBA if required

*Caveat: Comments and free text responses have been included as they were written by respondents. Editing was of spelling mistakes only.*
Staff preference for badge format styling:

65% (64/98) of staff indicated a preference for Format 1.

12% (12/98) of staff indicated a preference for Format 2.

0% (0/98) of staff indicated a preference for Format 3.

22% (22/98) of staff indicated a preference for Format 4.
Results: Staff Satisfaction

Staff satisfaction & utilisation of badges
N=98

- **Badge was worn consistently throughout trail period:**
  87% (85/98) of staff wore their name badge consistently during the trail period.

- **Badge was felt to be helpful:**
  92% (88/96) of staff felt that wearing the name badge was helpful.

- **Staff felt proud to wear badge:**
  86% (82/95) of staff felt proud to wear their name badge.

- **Would continue to wear badge:**
  99% (91/92) of staff would continue to wear their name badge.
Results: Patient Perception

Staff introduced themselves:
97% (127/131) of patients reported that staff introduced themselves.

Patient noticed name badge:
67% (88/131) of patients reported they noticed nursing staff wearing a name badge.

Name was readable:
86% (102/119) of patients reported that they could read the name on the first line of the badge.

Role was readable:
70% (83/118) of patients reported that they could read the role on the second line of the badge.
Results: Patient Perception

Patient perception on name badge use
N=130

<table>
<thead>
<tr>
<th></th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Helpful for staff to have badge with name visible</td>
<td>98%</td>
</tr>
<tr>
<td>Helpful for staff to have badge with role visible</td>
<td>92%</td>
</tr>
<tr>
<td>Patient agreement that all staff should wear a readable name badge</td>
<td>96%</td>
</tr>
</tbody>
</table>

Helpful for staff to have badge with name visible:
98% (127/130) of patients stated it would be helpful for staff to wear a name badge that is clearly readable.

Helpful for staff to have badge with role visible:
92% (119/130) of patients stated it would be helpful for staff to wear a name badge with their role clearly readable.

Patient agreement that all staff should wear a readable name badge:
96% (125/130) of patients agreed that all staff at PAH should be wearing a name badge that was clearly readable.
Results: Overview of Comments Received

Comments from staff:
52% (44/84) of staff stated they received comments from other staff regarding their name badge.

Of the 44 responses, 28 contained details about the comments with:
- 25 being positive in nature
- 3 being indifferent in nature

(Comments tabled in Appendix 1)

Comments from patients:
41% (36/87) of staff stated they received comments from patients regarding their name badge.

Of the 36 responses, 24 contained details about the comments with:
- 24 being positive in nature

(Comments tabled in Appendix 2)

Comments from relatives / friends:
24% (20/82) of staff stated they received comments from patients’ relatives or friends regarding their name badge.

Of the 20 responses, 13 contained details about the comments with:
- 13 being positive in nature

(Comments tabled in Appendix 3)
### Results: Staff Feelings

Staff were asked about their feelings when wearing the name badge (N=81)

* 17 staff skipped this question

<table>
<thead>
<tr>
<th>Category</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Pride (n=23)</strong></td>
<td></td>
</tr>
<tr>
<td>Proud</td>
<td></td>
</tr>
<tr>
<td>Feel proud that my identity is visible to others and nobody need to look for my ID badge to ask my name</td>
<td></td>
</tr>
<tr>
<td>I feel like I belong somewhere and proud to wear it</td>
<td></td>
</tr>
<tr>
<td>Proud - felt more friendly</td>
<td></td>
</tr>
<tr>
<td>Proud</td>
<td></td>
</tr>
<tr>
<td>PROUD</td>
<td></td>
</tr>
<tr>
<td>VERY PROUD</td>
<td></td>
</tr>
<tr>
<td>Proud</td>
<td></td>
</tr>
<tr>
<td>Proud</td>
<td></td>
</tr>
<tr>
<td>Proud</td>
<td></td>
</tr>
<tr>
<td>Fabulous! Very proud. Love the PPM on there</td>
<td></td>
</tr>
<tr>
<td>Proud</td>
<td></td>
</tr>
<tr>
<td>Felt proud to wear the badge</td>
<td></td>
</tr>
<tr>
<td>Very proud</td>
<td></td>
</tr>
<tr>
<td>Proud and important</td>
<td></td>
</tr>
<tr>
<td>Feel proud</td>
<td></td>
</tr>
<tr>
<td>Felt good, proud to be part of team / organisation and my name is representing the team as well</td>
<td></td>
</tr>
<tr>
<td>Proud</td>
<td></td>
</tr>
<tr>
<td>I am proud to wear my name badge</td>
<td></td>
</tr>
<tr>
<td>Important, proud, better communicator</td>
<td></td>
</tr>
<tr>
<td>All tingly</td>
<td></td>
</tr>
<tr>
<td>C-O-N-F-I-D-E-N-T ♥♥♥</td>
<td></td>
</tr>
<tr>
<td>Confident</td>
<td></td>
</tr>
<tr>
<td>Empowered</td>
<td></td>
</tr>
</tbody>
</table>

| **Professionalism (n=6)** |           |
| Professional            |           |
| Part of the professional team |
| Professional. Responsible |
| Professional            |           |
| I feel professional. It feels like an important part of my uniform |
| Very professional        |           |

| **Belonging (n=5)** |           |
| Like I belonged to something. Willing to be approached |
| Part of a team. So glad surname not on it! |
| Like one of the team |
| Part of a team |
| Happy (Smiley face drawing) |

| **Communication (n=3)** |           |
| Assists with communication |
| I feel I am more approachable when wearing a name badge from the patients perspective |
| Improved communication / rapport i/c patients/ families / staff from other areas |
| Communication (n=3) |           |
### Results: Staff Feelings cont.

#### Identifiable (n=29)
- Pts can identify us easily
- That people can identify my name to face. Patients and relatives have given positive feedback about the name tags
- Makes it easier to identify ourselves
- No problems. They give confidence as we are easily identified
- I feel that I am identified properly and patients doesn’t forget my name, so very happy with that
- Identified
- Known
- That everyone can read my name and use my name in conversations
- Confident that the pt and staff clearly know who I am
- I like it because the pt can clearly see who I am
- People know who you are, patients call you by name and remember it
- Good, simple way to confirm with others who you are
- If I were a pt I would forget everyone’s name and who they are. It would be nice for a pt to see the badge. I think its friendly
- I feel this is very beneficial to patients and that anything that is helpful to patients is important to do
- Visible and accountable to patients/staff
- I feel that it is beneficial for our patients to know what our name is and beneficial for other staff to know who we are
- It’s helpful with patients introductions
- It is good for patients to remember nurse’s name. Definitely no second name for staff privacy
- Easily identifiable
- Easily identifiable to patients - clear of my role to patients
- I felt easy when introducing to patients
- I like it as it identifies me easily
- It was/is a helpful prompt for patients and new staff
- New staff would look for name easy visual aid
- Good, I feel it is easier for staff and patients to see
- Recognised
- As a new staff member, wearing a name badge helps patients talk with me easily as it’s a prompt to remind them who I am
- Pts state it is easy to read and remember

#### Indifferent (n=7)
- No different
- OK
- The same
- Do not notice I have got it on now
- I forget I’m wearing one
- Not really any different to when I wear my corporate badge
- I forget I am wearing it - so nothing really

#### Negative (n=4)
- I had a name badge already, my ID. I now wear two, a bit silly. Perhaps it is easier for the visually impaired
- I feel like it is the 2nd ID ?to wear hospital ID badge
- Wearing 2 badges. One is the above mentioned and other is from hospital
- I have to wear the hospital ID badge so did not feel as if I had to wear 2 badges
## Results: Staff Changes or Dislikes

Staff were asked what they did not like or would like to change  
(N=81)  
* 18 staff skipped this question

<table>
<thead>
<tr>
<th>Pin (n=13)</th>
<th></th>
</tr>
</thead>
</table>
| A few times the badge has fallen off  
The badge keeps coming undone and falling off  
I find the pin is quite loose. Have nearly lost it a few times  
The sharp point hurts  
Yes. Magnets not pins. I don’t like to damage my uniform  
Very easy to become undone hence (upwards arrow) risk of losing it  
Pin keeps coming undone  
I haven’t worn it yet - it’s one more thing to remember to pack, and pin on and off uniform. I’ve also seen it leave holes in other staff’s uniform  
Yes - risk of safety pin stick injury  
No - may secure the pin better  
Pin came out sometimes  
A deeper clasp would be helpful  
The catch is not secure and some staff have lost their badges |

<table>
<thead>
<tr>
<th>Letter Sizing (n=6)</th>
<th></th>
</tr>
</thead>
</table>
| Lettering not visible enough for some patient  
I think that the names would be better in bold print.  
Make it a little bigger please  
The name is a bit too small  
Name - maybe letters one size up  
I would like the names to be in a larger font for easier reading |

<table>
<thead>
<tr>
<th>Name &amp; Role (n=5)</th>
<th></th>
</tr>
</thead>
</table>
| I would remove my last name  
My unit on the badge so pts can differentiate between our service and ward nursing staff  
I would like my name, position and department next time  
Should have area working in  
Yes I would like to have my role on my name badge |

<table>
<thead>
<tr>
<th>PPM (n=4)</th>
<th></th>
</tr>
</thead>
</table>
| Not sure how helpful it was to have the PPM as too small to read  
Don’t think the "Person Centred Care" emblem is necessary as you can’t see it to read what it says  
The patient centred care emblem cannot be seen, probably doesn’t mean anything when pt see it. Perhaps a design of a PAH emblem on it would be more better or the Q-health emblem  
Better picture |
### Results: Staff Comments

Staff were asked for any other comments *(N=42)*  
* 56 staff skipped this question

#### Should be for all staff *(n=7)*
- Love to see it rolled out hospital-wide  
- I love them. Excellent, thanks!! I think this could be a hospital wide initiative. Happy for the PPM group to assist if you need  
- Everyone (the whole PA staff) should have the visible name badge  
- I think the whole hospital should have them too! (It would be helpful...!)  
- It would be beneficial for all staffs (Doctors, Radiographers, Administration Staff and Operational Officers) to wear visible name badges  
- It would be great if all staff wore them, not just the nurses  
- Nice to have a uniformed badge throughout the hospital, if it goes hospital-wide. But too many accessories to carry on their job

#### Quality Initiative *(n=8)*
- Good initiative  
- Excellent project. Our patients have been suggesting this for the last 2 years  
- Great quality improvement for the hospital  
- A new idea but it is good to see most nurses wearing them with pride  
- I think it is a great idea - it makes it quick and easy to see someone's name - names are often not visible on the ID badges  
- Great idea  
- Its good  
- It is a good idea 😊

#### Negative *(n=2)*
- Why do we need it as we have the hospital ID badge? Hospital ID needs to wear all the time for different reasons  
- I wore my badge until it sprung the clasp and fell off? Do we really need two badges which proclaim (sic) the same information? / (ILLEGIBLE WORD)

#### Improvements *(n=7)*
- Hard to see the name for some patients  
- The name could be written in larger letters  
- It may be helpful to have the name larger to make it easier to read for elderly patients  
- Need a more secure and stronger clip  
- Use magnetic instead of pin  
- Happy to see a name badge without any safety pin. An upgraded version with magnet buttons to hold it  
- The other nurses should have RN or maybe Name RN/CN, Haemodialysis Unit
## Results: Staff Comments cont.

### Patient Related Outcomes (n=10)

- I think it provides reassurance and a commitment to being available to help
- I think it is important for pts, staff, and visitors to be able to identify who we are. It works well with our nurse allocation photo board
- The capital letters stand out which is a good idea for visually impaired people
- It's important to have your name visible to all. Transparency, accountability etc.
- Positive feedback from patients, family, friends and significant others. Well done!
- Easier for patients and relatives to read our names
- Good to have a badge. Patients, staff, relatives can read my name clearly
- The name badges are great. People are not trying to read/catch a glimpse of your name on your ID badge as they have forgotten your name or where you're from
- Good for patients to ask me appropriate questions i.e. nursing questions
- Noticed patients don’t need to ask for my name during shift if they are not familiar with me. Still introduce myself to patients and point out name badge

### Pride (n=3)

- I like how it just has first name and your designation
- I like that the name badge only displays first names, this helps maintain identity modesty, perhaps prevents patients or relatives searching social media. I'm also happy not to wear a name badge as if a person is curious of your name, they will ask and prompt further communication. Also we should be introducing ourselves to patients and families regardless. Great idea for new staff or casual staff entering the unit to get to know other staff and visual aids for casual staff
- My name is now correctly spelt when I order coffee!!
# Results: Patient Comments

Patients were asked for any other comments

* 79 patients skipped this question
* 3 patients gave verbal compliments – not recorded

## Badge Content (n=10)

I often have difficulty differentiating between nurses, admin and specialist staff. The suggestion of a NAME and ROLE badge is excellent

Better if just first name. Good to know who and what the person does. Place that you work important

Badges indicating names and roles help patients to refer to appropriate people for help and make the process more humanising

It is very important that hospital staff wear a badge that indicates their role. This particularly applies in cases where patients are looking for (medical) help

As long as name/role is visible on ID perhaps an extra badge is not needed

name only

Depends on role. Yes if looking after me

Units and titles don’t matter

Need to know nurses role. Don’t always know people’s names/roles and would be helpful. Don’t need staffs last name

Unit doesn’t really matter. It’s nice to know if people have titles. Essential part of role, makes it easy for patients to remember name

## Approval (n=12)

They are coming and going. It help to know names

It’s nice. All staff wearing a name badge would be good

All good

Like to know name, helpful if needing clarification

It would be nice. Like the design and colour; makes it more friendly

Depends on distance away. It’s a good idea. I think it’s a good idea, especially if you don’t know staff

I usually just refer to them as nurse/doctor/sir/miss. Like badges for people I know long term

It is a good idea

Such a badge identifies staff - as distinct from general public - and thus offers assurance to patients

The badges would be helpful if you are seeing lots of staff

Names are SO important in establishing contact between patient and staff so I applaud the initiative

Occasionally (useful)

## Indifferent (n=6)

Not concerned if not though - friendly, caring staff are lovely regardless of name badges and more important

I do not agree with name badges. They are not necessary in my opinion. They are old hat

We know each other. Because I will know who is looking after me

Known each other too long

Depends on distance, I don’t want to stare. Helps identify them. I can call them by their 1st name. Either way, I’m impartial

Not bothered
### Results: Patients Comments cont.

<table>
<thead>
<tr>
<th>Badge Placement (n=2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please wear badge high chest to facilitate seeing and reading it</td>
</tr>
<tr>
<td>Badges are best worn on shirt not on lanyard</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Badge Format (n=15)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pin type can be a risk issue. Other types e.g. magnetic type could be considered</td>
</tr>
<tr>
<td>Blocked letters for older pt and bolder font</td>
</tr>
<tr>
<td>The font of the name could be bigger</td>
</tr>
<tr>
<td>Due to eyesight problems a badge the size of this space would be required</td>
</tr>
<tr>
<td>We know each other. Workplace, role not necessary. Could be bigger - need my glasses</td>
</tr>
<tr>
<td>It wouldn’t hurt. Thicker print style might be easier to read. Nice to know who you are talking to. Can’t always see hospital ID</td>
</tr>
<tr>
<td>Good idea. Need to be bigger, does help to know where they work and what they do. Would be good for doctors and other staff to wear</td>
</tr>
<tr>
<td>Bigger please. In other areas I don’t know people so would like a badge</td>
</tr>
<tr>
<td>Need bigger please (I wear my glasses). I like to know title and location. Damn good idea. Doesn’t worry me (Re: all PA staff wear a badge)</td>
</tr>
<tr>
<td>Bigger please, clear letters, clear font. Like to know title and where they work. No doubt (Re: all PA staff wear a badge). I look for the name badge all the time</td>
</tr>
<tr>
<td>Different colour to uniform so it would stand out</td>
</tr>
<tr>
<td>must be distinct and noticeable</td>
</tr>
<tr>
<td>Could stand out a little bit more</td>
</tr>
<tr>
<td>Like the colours</td>
</tr>
<tr>
<td>Neat</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Eyesight Issues (n=4)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bad eyesight</td>
</tr>
<tr>
<td>Makes a difference if you are wearing your glasses</td>
</tr>
<tr>
<td>Needed glasses</td>
</tr>
<tr>
<td>If it’s close</td>
</tr>
</tbody>
</table>
Appendix
Appendix 1 – Comments received from Staff

Positive Comments (n=25)
Yes, "that’s nice to have
Yes, "They're nice"
Yes, 4BR staff did comment "nice"
Yes just people noticing it. Also have noticed more people using my name
Staff from other units have said they are good and much easier to read than other ID
Yes - people want one
They think it looked nice
Yes - other wards like and want it also
Yes - staff from other areas found it useful
Easy to read
Yes - all the time - very positive
From radiographers. With such a big department i/c lots of workers having name tags is helpful
Staff are very positive and refer to you by your name. Everywhere in the hospital people comment on it
Positive feedback from staff. Radiographers and admin staff asking how to purchase them
One of the doctors said he thought it was a good idea
Yes, they thought it was a great idea. Some were funny about my surname being present
Several comments - all positive - mostly around the customer service initiatives and the PPM schematic on the badge
Yes - positive comments
Yes - "I like that"
Yes - staff definitely noticed. All feedback was positive
Yes - mostly positive. A lot of staff who have them too who were liking them. One negative comment from someone who didn’t want (Security Unit) patients to know her name in case they shared it out
Yes -some comments regards the role and many said that liked the fact you could easily identify individuals
Yes -positive feedback
positive comments from staff
All the staff state it is nice

Indifferent Comments (n=3)
Why are you wearing it as well as your name badge
Yes when I went to a different unit they asked where I got it, why I was wearing it and what wrong with photo
ID we wore and where was mine
Yes - don’t prick yourself!
## Positive Comments (n=24)

- They like to be able to see our names
  - yes all positive
- Some patients said they can look at the name badge if they forget nurse's name
  - Yes - the patients say they can read our names easier
- They said easy to read
  - All positive
- Yes - pt thought it is a good idea as it is very difficult to remember every staff's name
  - Yes - patient liked the new badge and now easy for them to remember nurse's name
- They like it, but can't see it unless I'm closer
  - Yes, they can read easily and identify the nurses
- Easy to read
  - Yes, they find it easier to use my name
  - Yes - easy to approach and remember name of staff
- Easy to read. Everyone should wear a name badge
  - Yes - positive
- Good, easy to read
  - Patients like knowing your name
- Several patients have commented that they like the idea
  - Pt refers to me by name. Pt can see who we are
- Yes- clearly identified and looks professional
  - Yes. They could see name clearly
- Yes, they could read my name, remembered it and used it
  - Yes - now they can see my name properly
- Yes, they can now easily remember my name
## Appendix 3 – Comments received from Relatives / Friends

<table>
<thead>
<tr>
<th>Positive Comments (n=13)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes - told me the care in 5B was excellent</td>
</tr>
<tr>
<td>Yes - &quot;that's a helpful thing to have&quot;</td>
</tr>
<tr>
<td>Yes - they talk to you more</td>
</tr>
<tr>
<td>Yes - they like to look for your name</td>
</tr>
<tr>
<td>Very nice</td>
</tr>
<tr>
<td>Relatives have noticed and used/ appreciate the fact that the names are easily read</td>
</tr>
<tr>
<td>Yes, they are happy that the name of the nurse is easily identified by the badge</td>
</tr>
<tr>
<td>They address me by name</td>
</tr>
<tr>
<td>That's nice</td>
</tr>
<tr>
<td>Yes - great idea</td>
</tr>
<tr>
<td>Makes life easier for them</td>
</tr>
<tr>
<td>Yes - all positive</td>
</tr>
<tr>
<td>Yes, they said it looks good and smart</td>
</tr>
</tbody>
</table>
Appendix 4 – Patient Audit Tool

Visible Name Badge Project: Satisfaction Survey

Did the nursing staff in this area introduce themselves to you? ........................................................................................................YES □ NO □

Did you notice nursing staff wearing a name badge similar to the one below? ..................................................................................YES □ NO □

If so, we would be very grateful if you would take a moment to fill out a quick survey

1. Could you read the NAME on the first line of the badge..............YES □ NO □

2. Could you read the ROLE on the second line of the badge? ..........YES □ NO □

3. Do you think it is HELPFUL for staff to wear a name badge that you can clearly read? .................................................................YES □ NO □

4. Do you think it is HELPFUL for staff to wear a name badge with their ROLE on it that you can clearly read? .......................................YES □ NO □

5. Would you like to see ALL the staff at the Princess Alexandra Hospital wearing a name badge that you can clearly read? ..................YES □ NO □

Please use the space to write any other comments you have about the name badges.

Thank you for your help with our project!

DOM Customer Service Group
Cheryl.Prescott@health.qld.gov.au

Customer_Service_Group_2014/Cheryl_Prescott/ANE/November_2014/v2.0
Appendix 5 – Staff Audit Tool

Division of Medicine Customer Service Group

Visible Name Badge Project: Staff Satisfaction Survey

Please complete the following quick questionnaire.

Please select the badge which best represents the FORMAT of the one you have been wearing:

<table>
<thead>
<tr>
<th>Format 1:</th>
<th>![Image]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Line 1:</td>
<td>First name only IN CAPITALS</td>
</tr>
<tr>
<td>Line 2:</td>
<td>Individual Role</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Format 2:</th>
<th>![Image]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Line 1:</td>
<td>Full Name</td>
</tr>
<tr>
<td>Line 2:</td>
<td>Individual Role</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Format 3:</th>
<th>![Image]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Line 1:</td>
<td>First name only (Lower Case)</td>
</tr>
<tr>
<td>Line 2:</td>
<td>Individual Role</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Format 4:</th>
<th>![Image]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Line 1:</td>
<td>First name only (Lower Case)</td>
</tr>
<tr>
<td>Line 2:</td>
<td>“Registered Nurse”</td>
</tr>
</tbody>
</table>

Other | ![Image] | (Please state): Line 1, Line 2

1. Did you wear your name badge CONSISTENTLY? .................................................. YES □ NO □ NA □

2. Did you feel that it was HELPFUL to wear your name badge? .......................... YES □ NO □ NA □

3. Did you feel PROUD to wear your name badge? .................................................. YES □ NO □ NA □

4. How did you FEEL when wearing your name badge?

Customer_Service_Group_2014/Cheryl_Prescott/ANE/November_2014/v2.0
### Appendix 5 – Staff Audit Tool cont.

#### Division of Medicine Customer Service Group

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| 5. | Will you continue to wear your name badge?  
   | YES □ NO □ NA □ |
| 6. | Did you receive any comment or feedback from **STAFF** regarding your name badge? |
| 7. | Did you receive any comment or feedback from **PATIENTS** regarding your name badge? |
| 8. | Did you receive any comment or feedback from **PATIENTS’ RELATIVES** or **FRIENDS** regarding your name badge? |
| 9. | Was there anything about the name badge that you **DID NOT** like or would like to change? |
| 10. | Please use this space for any other comments you wish to make regarding the Visible Name Badge Project. |

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Thank you for your valuable contribution to this project!

*DOM Customer Service Group*

*Cheryl.Prescott@health.qld.gov.au*