

## **James L. Holly, M.D.**

### **Improving HCAHPS Scores for SETMA - A Disgusting Event and SETMA's Plan - Carolyn Holly's Response**

From: Carolyn Holly

Date: July 18, 2013, 4:42:29 PM CDT

To: "James L. Holly"

Subject: Re: Second day of SETMA's HCAHPS Program July 18, 2013 Who is included in and who is excluded from HCAHPS -- Hospital Consumer Assessment of Healthcare Providers and Systems -- Baptist Healthcare Group

I am more hopeful of your on-going success after reading this. It is putting first things first, & that is that the patient feels their care is in the right hands & place. That's good medicine.