

James L. Holly, M.D.

Response to SETMA's HCAHPS Program from SETMA's Director of Operations

From: Margaret Ross

Sent: Thursday, July 18, 2013 9:57 AM

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 just reading this because I had to go to HR this morning and get things ready for Orange office orientation I will be doing tomorrow afternoon with the staff. But I wanted you to know I am very impressed and proud of you for doing this. I know it is different and probably awkward. Mrs. Holly's statement is so correct **from the patient's perspective**. We do have good doctors but to me this is the heart and soul of it.

Really "being there" for the patient is the medical home part that in my opinion will solidify us as what I envision as a medical home, doing some of the things we hate to do or don't feel we have time to do but it's so in the best interest of those we serve. I love being a nurse and often miss the patient interaction, but that interaction over the years has been turned into hurry up and rush because there are so many tasks that have to be done.

When I worked 3-11 in my early nursing career, there was time to spend with each patient - sitting with them for even a few minutes - I valued that time and miss that.

I am very glad to be part of a forward and progressive organization. Thanks for taking Rick for his word when you didn't know who I was or what I could offer to SETMA.

Margaret