

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

## **SETMA's Internal HCAHPS Audit for the month of August**

The attached is SETMA's Internal HCAHPS Audit for the month of August. This is the first full month that we have been focusing on HCAHPS. The following link is the Tutorial for our survey and below that is the screen shot of the questions which are part of the HCAHPS and what our Care Coordination Department uses to ask the HCAHPS questions the day after the patient leaves the hospital.

This is one of the most difficult things we do. It is particularly frustrating when you know for a fact that the issues have been addressed and yet there are those who either forget or don't understand what they are being asked. Nevertheless, we are continuing to work at this.

We also deploy an ambulatory, clinic-based CAHPS patient satisfaction by a professional vendor in October.

<http://www.jameslhollymd.com/epm-tools/SETMAAs-Internal-HCAHPS-Survey-Tutorial>

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