

James L. Holly, M.D.

Hospital Consumer Assessment Of Healthcare Providers and Systems (HCAHPS)

1. [SETMA's approach to fulfilling the HCAHPS: Steps of action and SETMA's Video of our Care Transitions Process](#)
2. [July 17, 2013 First Day of the HCAHPS Plan by SETMA](#)
3. [The Relationship between convenience satisfaction and quality in HCAHPS](#)
4. [Improving HCAHPS Scores for SETMA - A Disgusting Event and SETMA's Plan](#)
 - a. [Improving HCAHPS Scores for SETMA - A Disgusting Event and SETMA's Plan - Rick Bryant's Response](#)
 - b. [Response to SETMA's HCAHPS Program from SETMA's Director of Operations](#)
 - c. [Response to 2nd Day of HCAHPS Project Joseph Bujak Trained in an Olserian Tradition](#)
 - d. [Improving HCAHPS Scores for SETMA - A Disgusting Event and SETMA's Plan - Carolyn Holly's Response](#)

5. [HCAHPS on weekend call July 20, 2013](#)
 - a. [HCAHPS on weekend call July 20, 2013 - Joseph Bujak's Response](#)
 - b. [July 23, 2013 Response to Joseph Bujak Shift Work, Shift Hospitalist, Team Hospitalist, Hospital Care Summary and Post Hospital Plan of Care and Treatment Plan](#)
6. [Hospital Consumer Assessment of Healthcare Providers and Systems \(HCAHPS\): Tutorial for SETMA's Internal HCAHPS Survey](#)
7. [July 30, 2013 First Iteration of the COGNOS HCAHPS Audit](#)
8. [SETMA's Internal HCAHPS Audit for the month of August](#)
9. [SETMA's Internal HCAHPS Audit for 2013](#)