

Quality through patient satisfaction

By Terali Stonehocker, Interim CEO

Ferry County Public Hospital District (FCPHD) recognizes the importance of providing quality care to our patients in all our departments. One way of gauging our quality is through feedback from our patients. The District has solicited feedback in several ways since 2012.

In October 2012, FCPHD, started “self-administering” patient satisfaction surveys for hospital patients and outpatient departments. The information gathered from these surveys identified quality improvement opportunities but did not allow us to compare our care with other hospitals. In July 2014 the District contracted with an outside vendor to do our surveys. The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAPHS) survey is conducted by Healthstream by telephone calls using standard questions. The results of these completed surveys allow FCPHD to

compare our results with other “like” hospitals. This comparison helps identify additional improvement opportunities.

Starting July 1, 2016, the District is incorporating standardizing assessment of quality care by adding Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys for the Republic and Curlew Medical Clinics. A random selection of clinic patients will receive telephone calls from Healthstream asking for their perception of their clinic visits.

Information received from these calls are important to the District; please take time to answer the questions. Ferry County Public Hospital District’s goal is to provide quality care to all our patients and your input is needed to accomplish that goal.

Prior Hospital Happenings available at <http://www.fcphd.org/news.html>

Ferry County Public Hospital District
Improving Health – Saving Lives

