Quality improvement through patient experience

By Terali Stonehocker, Quality Improvement Director

Ferry County Public Hospital District recognizes their role in providing quality services to patients and their family. We listen to our patients and their family for improvement opportunities.

There are several methods for gathering information from patients. Currently we utilize post care survey information for the hospital and clinics through the use of Centers of Medicare and Medicaid Services (CMS) standardized surveys. These surveys are 1) Hospital Consumer Assessment of Healthcare Providers and Services (HCAPHS) and 2) Consumer Assessment of Healthcare Providers and Systems (CAHPS). These surveys give us the patient's perception of their care and services. These surveys also let us compare our facilities to other "like" facilities. These two surveys are administered by a third party vendor, Healthstream. These surveys are administered by telephone. When you see "Healthstream" on your caller ID, please take the time to answer the questions.

The District also does follow up telephone calls to check on how the patient is doing, give the patient the opportunity to ask about medications, appointments, and discharge instructions. We want to be sure that everything was clear and understood.

During the patient's stay, we encourage immediate feedback if there are any concerns. "Administrative rounds" are done to give the patient or family the opportunity to let us know what they think during their stay.

The District has an established process for patients to voice their concerns and grievances. All concerns are taken seriously and investigated. We appreciate when patients let us know their concerns. Concerns are taken verbally, in person, by telephone, and in writing. We want to know your concerns, the sooner the better.

If you have any questions or concerns, please contact the District's Quality Improvement Director at 509-775-3333.

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

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