

Patients play an important role

By Terali Stonehocker, Quality Improvement Director

Starting July 1, 2016, Republic Medical Clinic and Curlew Medical Clinic will begin surveying clinic patients for their perception of the care they received during their clinic visits. The District has contracted with a third party vendor, Healthstream, to conduct Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys. The purpose of the surveys is to help identify opportunities to improve the care provided in our clinics through patient feedback.

A randomly selected number of patients will receive telephone calls from the vendor, Healthstream. The questions the interviewer asks will provide an opportunity for patients to rate their clinic experience on communication with their healthcare professional, access to care and information, customer service and coordination of care. If selected, patients will receive the call within a set time frame following their visit.

All patients will be asked the same set of questions. The information received during the surveys is reported back to the District as aggregate information and will be used to identify improvement opportunities. No patient specific responses will be seen by the caregivers.

All calls made by Healthstream are made from their interviewing centers in the United States (Maryland and Tennessee). If you see “Healthstream” appear on your caller ID, please take the call. The area code for the call will be (615).

The District’s goal is to provide quality care in all areas. Please help us reach this goal by answering the survey questions.

If you have any questions, please contact Cindy Braley, Clinic Manager, at 509-775-3153.

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

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