

Pediatric Partners “We’re Listening” Patient Experience Initiative

Pediatric Partners members continuously strive for excellence in the quality of service and care.

In an effort to better understand the patient experience and obtain invaluable feedback, we have partnered with the National Research Corporation* (NRC) to implement a patient satisfaction survey tool

Why Participate?

- Sets us apart from other physicians, independent physician associations, integrated and physician networks
- Allows us to learn how to better serve patients
- Meets **CG-CAHPS survey requirements

What to Expect?

- Promotional materials containing your logo/brand are available
- Library of lessons learned from other national colleagues who use this survey tool
- Real time access to your reports

More Information

Interested in learning more? Please contact us at 844-456-HELP (4357) for further assistance.



*NRC surveys were designed by the Harvard Picker Institute. These surveys use a technique of asking patients and families to objectively report on eight central aspects of their care experiences, rather than merely asking for a subjective satisfaction rating. This allows healthcare professionals to see how well they are delivering care on aspects most important to patients. It is this philosophy that is the foundation for today's CAHPS® quality instrument.

**Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys are an integral part of CMS' planned efforts to improve healthcare in the U.S. Some CAHPS surveys are used in Value-Based Purchasing (Pay for Performance) initiatives. These initiatives represent a change in the way CMS pays for services. Instead of only paying for the number of services provided, CMS also pays for providing high quality services. The quality of services is measured clinically, administratively, and through the use of patient experience of care surveys.

LEARN MORE AT:

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