

Westat calling YOU to Evaluate US!



Dear Physician Champion,

Just as we encourage you to conduct satisfaction surveys with your patients, we too undergo the satisfaction process with our providers and stakeholders. Every scope of work, the Centers for Medicare & Medicaid Services (CMS) contracts with a survey organization to determine if providers and stakeholders are satisfied with the services and interactions that their Quality Improvement Organizations, like FMQAI, are providing.

CMS has requested me to submit a list of physician champions in our Cultural Competency Project so that Westat, their survey organization, may conduct a satisfaction survey with randomly selected individuals. I am writing to advise that *you may be contacted by Westat* to participate in the survey.

You may be asked if we have actively worked with you or if we have provided you with tools/resources. Of course they will want to know if the materials we have provided have been useful to you. They may want to know how we communicate with one another and how FMQAI keeps in contact with you (i.e. mail, e-mail, faxes, phone calls). You may even be asked to evaluate us on our responsiveness to your needs.

While these questions may be easy for you because of our collaboration on the Cultural Competency Project, what might be a challenge are those general questions about FMQAI, additional services it provides or other initiatives it directs on the state level. For this reason, I am sending you a copy of our brochure to refresh your memory. MANY months have passed since we first visited your office, introduced ourselves and described what FMQAI does throughout Florida and what we could do for you and your practice, this brochure is a quick read and an excellent refresher.

Feel free to call me if you need additional information. As we draw closer to the timeframe that Westat will be calling, I'll do my best to send you a 'heads up.' Please let your office manager know that when Westat calls, they're representing CMS and Medicare, that the call is truly for you and that it's okay for the manager to pass the call through. Thanks!

A handwritten signature in blue ink that reads "Laura Gamba".

Laura Gamba
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