

“Preparing for the Westat Survey.”

Describe your process for identifying specific contacts to complete the Westat survey.

IPG: Our primary contact is almost always the office manager. In rare cases, with a very disengaged OM, we work directly with the physician. This primary contact person is the person who we will survey.
Statewide stakeholder: We decided not to submit any.

Describe the outreach activities and or strategies that you have put in place to assist with completion of the survey.

We are sending a letter this week (I don't have the final copy to attach) but it says:

We are so glad you are working with us on this important task.

A survey will be coming from Westat -please oh please complete it right away. It's an important way CMS measures our work and we can use it for improvement.

By the way, we are the QIO (they never remember that terminology) and we work across all these settings (listed) doing all sorts of stuff (listed) and hope you'll look to us as a resource in the future. (The true measure of our successful relationship)

Discuss any foreseeable barriers you anticipate and what you are plans you have put in place to overcome them.

No one likes to complete surveys and our OSS experience shows us that outpatient clinic staff are likely non-responders. If we get notice when the surveys are sent/or calls made, we can follow-up with calls or emails.

Please share any lessons learned from previous CMS satisfaction surveys

Only OSS, we pre-warned them in a letter, called/emailed at survey time and followed up (call/email/in person) to the point of becoming a nuisance. Obtained 148 of 150 in Utah and 29 of 31 in Nevada. OSS2

we plan to schedule onsite visits ahead of time in the weeks following the opening of the survey.

Discuss any resources either that you created or used from another QIO/Organization.

None other than the letter.

Anything else you would like to share?

People may like to be asked their opinion only if they think it will be used/considered. We do everything we can to frame the whole OHM training as an opportunity to learn from them about their experience with this training.