

Q: Why is UC Davis Health redesigning our patient feedback environment?

A: After a thorough and careful review of previous patient surveys, by a committee of key stakeholders, the new environment will give us quick feedback from more patients. This will allow us to know in a timely fashion if we are meeting their expectations or if we need to change the way we are delivering services.

We have streamlined questions asked of eligible patients, meaning it takes less time for them to complete the survey.

Q: I heard that we were moving to location-based surveying in our ambulatory clinics. What is location-based surveying, and do I still need to submit a physician request to initiate surveying for providers?

A: There is no longer a requirement to submit physician requests to initiate surveying. Location-based surveying will survey all eligible patient encounters seen in our ambulatory clinics (regardless of who saw the patient). The physician on record will automatically get captured in the file transfer and will receive data based on patient feedback.

Q: Who will receive a survey and how? Are there any exclusions?

A: All eligible patients who provide a valid email address or mobile phone number will receive a survey either by text or email. Exceptions are patients selected for CAHPS surveys, deceased patients, no-publicity patients, court/law enforcement patients, patients discharged to hospice care, and patients who are excluded due to state regulations.

Q: May patients opt out of the survey?

A: Yes, patients may opt out from receiving the survey using either the “Text STOP” or “Unsubscribe” feature provided in the survey invite. If they reply back “STOP,” their mobile phone number will go on a *do not contact list*; however, it won’t affect them from receiving a paper or email survey.

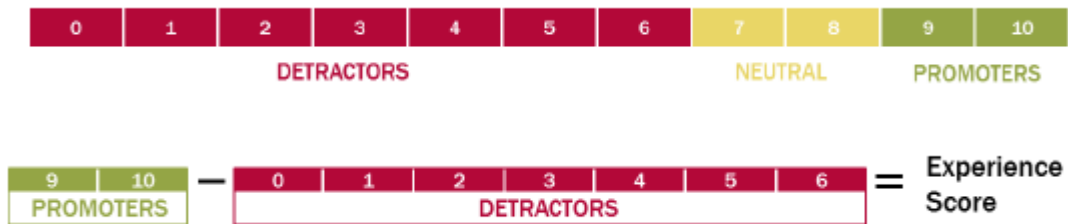
Q: How many questions are on our surveys?

A: Surveys range in length between 20 and 53 questions. Due to government regulations and some of the quality programs we participate in, questions on some surveys cannot be removed.

Q: I heard we are adding new questions to our survey. Is that true?

A: Yes, we are adding two new questions to our surveys. The first question shifts our mindset from thinking about satisfaction around individual transactions to thinking about developing relationships that drive patient loyalty. Loyal patients help us grow by recommending UC Davis Health to their friends and family. They are also more likely to continue to choose UC Davis Health as their health care partner whenever health care services are needed.

1. *How likely is it that you would recommend UC Davis Health to a friend or family member?*



a. *Please comment on the reasons for your rating about.*

The second question will allow us to strengthen our partnerships with patients and families by engaging them to co-design with us in areas that impact them.

2. *Before you go, would you be willing to join UC Davis Health’s Engagement Community, offering you a way to provide ongoing ideas and feedback to help us make decisions that impact the care we deliver?*

Q: How does the new real-time survey impact publicly reported data?

A: The new survey meets Magnet requirements. An optimal number of HCAHPS/CAHPS surveys will continue to be mailed to randomly selected patients, per CMS guidelines. Vizient and Leapfrog will continue to be measured using CAHPS surveys. Physician star ratings pulled from the medical practice survey remain unchanged.

Q: How will the new survey impact current patient experience work?

A: By receiving more timely feedback, leaders will be able to take immediate action to reward and recognize team members, mitigate concerns, address service failures, and provide feedback and training to team members. The impact of improvements can be evaluated in a very short period of time.

Q: Who should I contact with additional questions?

A: All questions can be directed to hs-patientexperience@ucdavis.edu. Experience Design team members will review questions and follow up as soon as possible.

Q: When will I begin to see new data?

A: Once the 20/21 Fiscal Year closes, there will be a black-out period for some surveys so that we can link the new survey data to the existing dashboards. If you need access to data during this period, you are encouraged to reach out to hs-patientexperience@ucdavis.edu and a member of the Experience Design team will assist you in getting you the data you need.