

## Background and Business Need

Medicare and Medicaid reimbursements are tied to Hospitals' patient satisfaction surveys. As part of the Reporting Hospital Quality Data Annual Payment Update (RHQDAPU) program, Hospitals that are subject to Inpatient Prospective Payment System (IPPS) payment provisions must collect and submit HCAHPS data in order to receive their full IPPS annual payment update (APU) for fiscal year 2008, and forward. IPPS Hospitals that fail to report the required quality measures, which include the HCAHPS survey, may receive an APU that is reduced by 2.0 percentage points (CMS, 2008).

## The Solution

Digital Documents' Survey Management Application (SMA) System is a turnkey, cost effective solution to administer HCAHPS Surveys. SMA performs all of the required tasks listed below and more:

- Imports your Hospitals' Patient Master File
- Removes Exclusions based on MS-DRG's
- Creates Random Sampling File
- Merges Patient Demographics and a Bar Code Unique Identifier onto the cover letter and HCAHPS survey. SMA's forms are non-proprietary and can be printed on any Network Laser Printer.
- Scans and performs advanced automated data collection of the returned survey responses using Optical Mark Recognition. SMA can also interpret Handprint, OCR, and Bar Codes. SMA uses TeleForm, the same advanced survey recognition software used by Press Ganey.
- Tracks surveys sent for 21 days and creates merge for follow-up cover letters and surveys
- Tracks and removes any captured survey records that exceed 42 days following the date the first survey is mailed
- Exports XML data to CMS QualityNet Exchange and can also simultaneously export all data for Internal Reporting
- Includes Comprehensive Management Reports for System Administration
- Also includes Digital Documents' Retriever Document Management System that automatically stores PDF's of all returned surveys. Surveys can be queried, viewed and printed by any Index Field or Date Range.

## The Benefits

Our automated SMA HCAHPS solution **saved a large Florida hospital 70%** of the costs they were incurring from Gallup, their legacy outsourced HCAHPS survey processing provider. We can offer your hospital similar savings! Call or email us for a comprehensive demonstration.

## System Workflow

