

Automating Internal and HCAHPS Patient Surveys

MOVEit® allows healthcare IT teams to automate their patient survey process, accelerate the development of new workflows and gain total visibility into file transfer activities.

PATIENT SATISFACTION SURVEYS

Share Protected Health Information (PHI) and sensitive patient data with third party services to distribute customized patient satisfaction surveys.

Patient Satisfaction is Top of Mind

Patient satisfaction is top of mind for hospitals. Collecting and processing information about a patient's experience can help to improve the overall quality of care received by patients and streamline operational procedures within the hospital.

As a way of collecting data, hospitals often send out surveys to inpatients after they have been discharged using third-party agencies. These agencies use a patient's medical record to customize each survey to focus on the individual experience based on the procedures that were performed on the patient.

MOVEit Automation can help automate the transfer of patient medical records to the third party agencies that administer and compile the results of the surveys. By automating the process, hospitals can be sure all patient discharge information is securely delivered to the third-party agency for appropriate processing and patient survey dissemination on a regular basis.

HCAHPS Surveys for CMS

The HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) survey is a standardized national survey designed to measure a patient's perception of inpatient care during their hospital stay. It was developed by the Centers for Medicare and Medicaid Services (CMS) and the Agency for Healthcare Research and Quality (AHRQ). The results of this survey are publicly reported and drive incentives for hospitals to improve the quality of care for patients.

The survey is sent to a random sample set of adult patients 48 hours to 6 weeks after they have been discharged. The sampling is chosen from a pool of all eligible patient discharges on file on a monthly basis. The target pool of patients should have stayed overnight in a general acute-care, non-specialty hospital.

Patient discharge records are transferred to survey agencies which determine the pool of eligible patients and administer the surveys accordingly. The hospitals need to ensure the records, which contain PHI, are transmitted in a secure manner that is in compliance with HIPAA regulations.

MOVEit Automation can help automate the transfer of patient discharge records to the third party agencies that administer and compile the results of the surveys. By automating the process, hospitals can be sure all patient discharge information is securely delivered to the third-party agency for appropriate processing and patient survey dissemination on a regular basis.