

Hospital to seek patient input on healthcare system experience

Written by Wauneta Breeze
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In the coming weeks, residents who have been patients at Chase County Community Hospital (CCCH) will be contacted to gain information about their experience with the local healthcare system.

CCCH is partnering with a national research corporation, NRC Picker, to better understand the patient experience and quality of care issues as seen through the eyes of CCCH's patients.

NRC Picker is the only global research firm providing integrated delivery of patient experience research and evidence-based best practices designed to improve the patient-centered care.

The survey instruments and improvement tools are built on the foundation of more than 7,000 interviews and focus groups conducted by the Picker Institute and Harvard University. This ground-breaking research identified what matters most to patients and was the first to define patient-centered care.

"We are committed to creating an environment focused on the needs of the patient and their family and plan to thoroughly study the feedback about the patient experience so we can change and improve where needed," stated Lola Jones CEO of CCCH.

For more information about this initiative, contact Angella Herbert, CCCH Patient Safety Coordinator, at 308-882-7216 or email aherbert@chasecountyhospital.com.