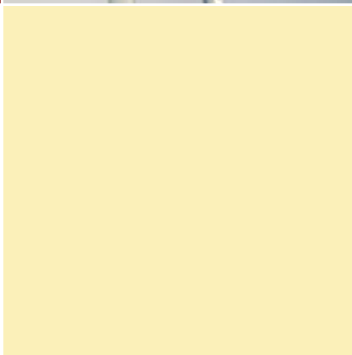


Comprehensive Hospital CAHPS® (HCAHPS®) Services
Patient Satisfaction Research for Hospitals →



Patient Satisfaction Research for Hospitals

Improvement Starts Now

You measure patient satisfaction to find out where you need to go, not just where you've been. DSS Research helps hospitals identify opportunities and improve their business with market intelligence that moves people.

With HCAHPS®, as with any survey, our focus is on delivering actionable insights that drive better decisions for your hospital. We offer a comprehensive program – powered by a complete in-house research team, proprietary software tools, analytics and reporting methods, and backed by our unmatched experience in the business of health care satisfaction research. As a result, you're able to more easily focus on the results, knowing that you've got a research partner who will deliver your HCAHPS® work on time, on budget and on target. We let you focus on improving quality – setting the stage for your own proactive programs.

“We will be able to use the results to develop some quality improvement activities and it will also be very helpful for us to understand better how we ‘measure up’. The results are even more compelling than we had imagined.”

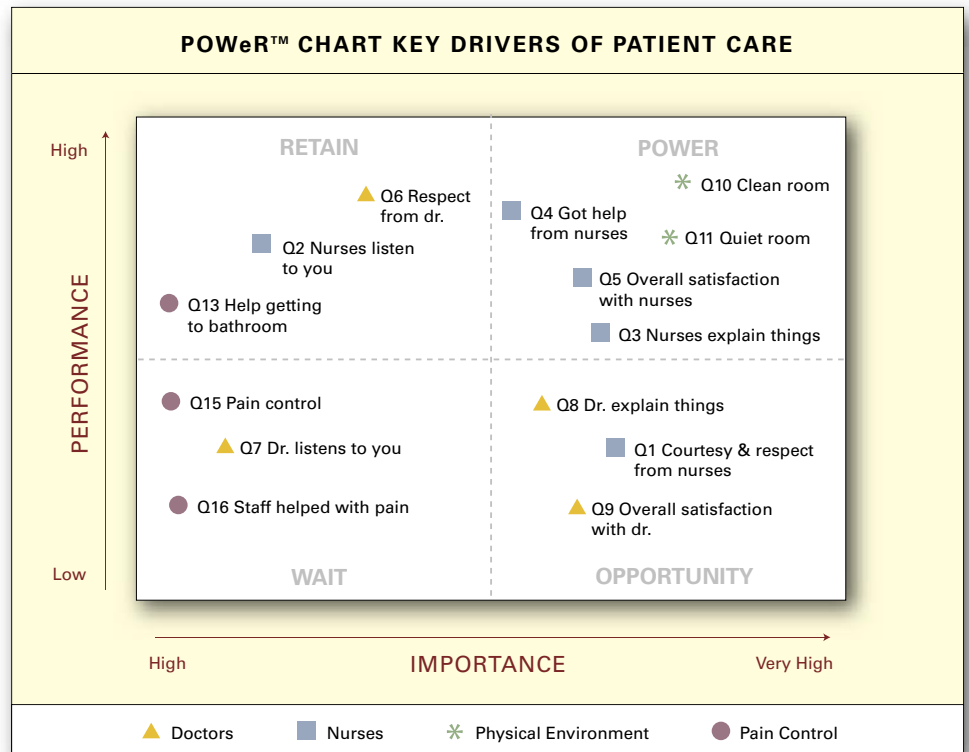
Quality Manager
Community Hospital

Complete HCAHPS® Services From the Industry Leader

DSS Research has led the industry as one of the nation's strongest health care marketing research organizations for over 20 years. As one of the original research partners in the HEDIS® CAHPS® survey program, we have conducted over half a million surveys using the CAHPS® family of survey instruments. We know satisfaction research, and we have all the resources to move ahead immediately on your HCAHPS® patient satisfaction survey project.

Whether you're looking to administer the HCAHPS® survey tool on a stand-alone basis, or to integrate it with your current patient satisfaction research program, our focus is on delivering actionable insights that drive quality improvement and higher levels of patient satisfaction for your hospital.

We provide national, regional, and where available market-level norms on all key satisfaction measures.



Our POWeR chart modeling system quantifies the relative importance of the various satisfaction items. It tells you which items are most important in determining overall satisfaction and how you are doing on those items. It also highlights where to focus quality improvement efforts to generate the biggest improvement in satisfaction.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA)

DSS Delivers

Access to an experienced team of research analysts.

Through DSS, you have access to an incredible wealth of health care marketing research experience. Our team is made up of health care industry veterans, many of whom have spent their entire careers improving marketing research techniques for these particular markets.

Unmatched analytics and reporting.

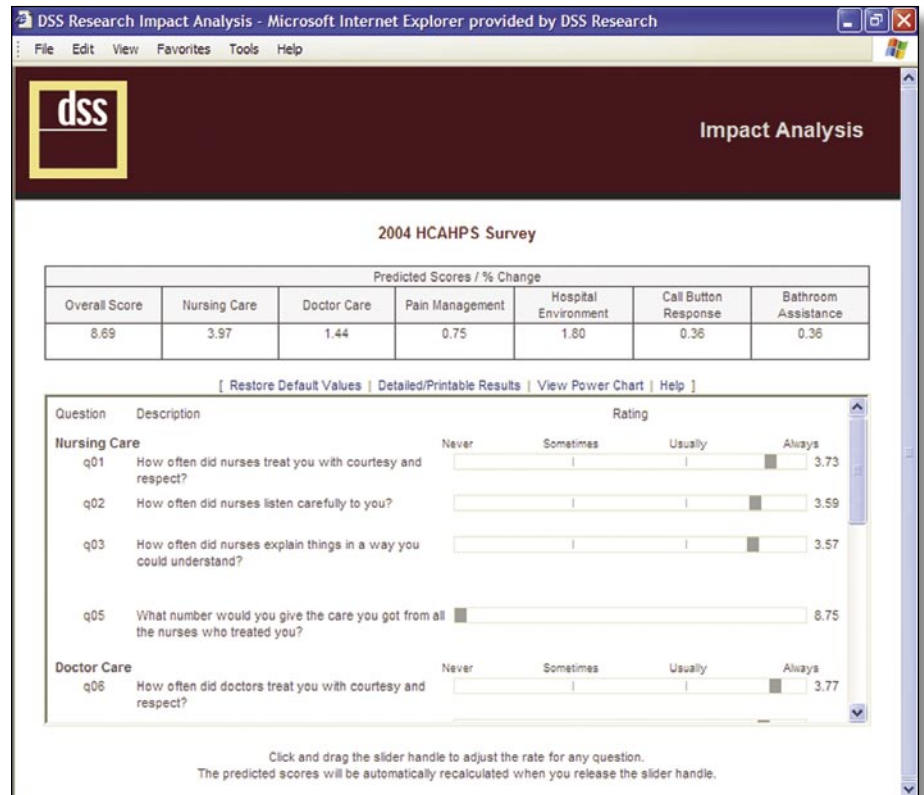
We know what clients need and what they find truly useful. Over the years, we have developed and refined our own analytics and reporting formats that efficiently convey the findings that are most important – highlighting the action that needs to be taken. Ask for some examples.

Comparisons to competitive norms.

We don't measure your progress in a vacuum. We provide national, regional and, where available, market-level norms on all key satisfaction measures, helping you gauge progress relative to the competition.

Timely results.

Things change fast. Research results can be short-lived and are certainly best when used immediately. Your managers want to be able to consider patient satisfaction results in the immediate context of what's happening at your hospital. That's why we turn our results around quickly – within just a few days after the close of the



This web-based tool uses a powerful analytical engine that enables you to see the impact of improvements in ratings on specific satisfaction elements (satisfaction with physical environment, satisfaction with pain control, etc.) on overall satisfaction.

measurement period – because some insights simply won't keep.

Internet reporting tools.

Our online tools make your results available in an instant to anyone you want, wherever you want. Our system delivers secure, real-time information and helps you keep the entire team up to speed on your project.

Custom consulting help.

Customized focused research services probes specific areas for improvement and measures the impact of changes. Our custom consulting services include:

- *Providing additional data analysis*
- *Developing focused "mini-studies" for specific areas such as admissions, discharge, responsiveness.*
- *Developing additional HCAHPS® questions for special information needs, including patient loyalty and patient expectations.*
- *Conducting focus groups of patients and employees.*

The best possible value.

Our performance + an aggressive pricing plan = a huge return on your research budget dollars.



Five Reasons DSS Should Be Your HCAHPS® Survey Partner

1 We're focused on health care, just like you.

We have been delivering actionable insights to our health care and hospital clients for decades. Our extensive experience and singular focus makes us a powerful research partner. We know what we're talking about, and we give our clients real leverage to make high-impact decisions.

2 We've managed thousands of satisfaction surveys.

DSS has designed and managed many satisfaction programs over the years. We've worked to help large multi-hospital systems, large regional hospitals, and community hospitals improve their performance.

3 We're certified for CAHPS results.

As one of only five firms in the country certified by NCQA for both the HEDIS and Medicare Health Outcomes Survey (HOS), DSS has survey methods that you can count on.

4 We make confidentiality a priority.

We are among the first research firms in the country to receive the Privacy Certification for Business Associates program, a voluntarily certification program sponsored by JCAHO and NCQA. We assure the privacy and confidentiality of your patient information, adhering to the industry's most rigorous standards.

5 In-house resources.

DSS offers proprietary software technologies, on-site mailing facility, 80 **iCATI** stations, and more. We don't farm out your work, but instead handle it all internally to better oversee the process and deliver what we promise.

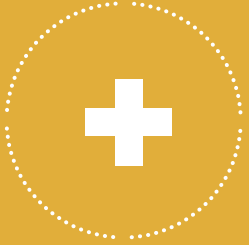
Contact Us

Call us today to get started or to learn more about us. You can reach our HCAHPS lead, Tammy Austin, at [800.989.5150](tel:800.989.5150). Or feel free to email us at hcahps05@dssresearch.com. You can read more about our HCAHPS and other services at www.dssresearch.com.

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