



HCAHPS Education Post-Test May 2011 - May 2012

1. What patient response on the HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) survey is the only answer that will maximize reimbursement and patient loyalty?
 - Always
 - Usually
 - Sometimes
 - Never

2. The specific physician HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) questions include:
 - Treating the patient with courtesy and respect
 - Listening carefully to the patient
 - Explaining things to the patient in a way he/she can understand
 - All the above

3. Physicians can improve patient satisfaction scores by focusing on the quality of patient interactions; not the quantity of time.
 - True
 - False

4. The percentage of "Always" HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) scores is publicly reported.
 - True
 - False

5. CMS Value Based Purchasing begins federal fiscal year 2013 and includes the following:
 - 1% cut in CMS reimbursement
 - Clinical measures performance - weight 70%
 - Patient experience measures performance - weight 30%
 - All the above

Printed name

Signature

RETURN WITH YOUR EVALUATION FORM TO THE CME OFFICE

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