

## FREE ASSESSMENTS

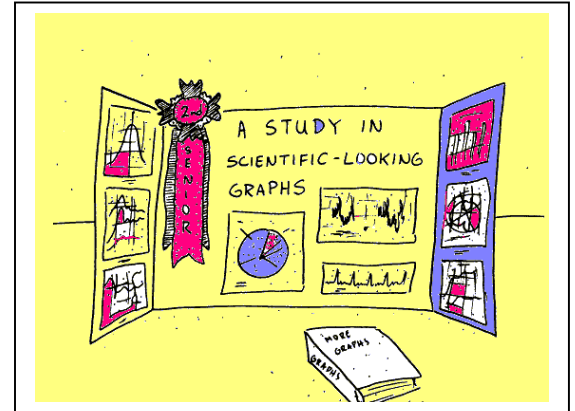
Delta Eligible & Waiver hospitals  
can request these services

### FEEDBACK ASSESSMENTS

Feedback assessments are available for free, at no cost, to Delta eligible and waiver hospitals. These assessments can be tailored to the hospital.

Feedback Assessments include:

- Physician Feedback Assessment
- Community Market Assessment
- Employee Feedback Assessment
- Hospital Board Self-Assessment



### General Feedback Assessment Process

- Contact Linda to specify which assessments you are interested in completing
- Linda will send you templates or examples of existing questionnaires
- Hospital will finalize or approve the questionnaire
- Distribution and collection methods will be agreed upon
- Questionnaires will be distributed and returned to Linda
- Data will be entered and analyzed
- Report will be emailed to CEO/Administrator
- For employee, physician, and governing board assessments, it typically takes 6 weeks to complete this process
- For a community assessment, it typically takes six months

### Community Market Assessment Process

- 1) Develop a list of questions that will answer your needs
- 2) Finalize questionnaire

## **Community Market Assessment Process (continued)**

- 3) Decide on a method of distribution/collection of the questionnaires
  - a) Random sample of 1000 mailed to residents in service area with postage paid reply envelopes (response rates have been low - 12-15% or 120 to 150 responses)
  - b) Have a local entity distribute and collect questionnaires and mail back to me for data entry and analysis (much better response rates - ~300) - have \$1500 to contract for this service
  - c) Distribute questionnaire with postage paid reply envelope via a hospital newsletter mailing list that first raises awareness this is coming and the importance of returning (not tested as yet but in process...not sure what response will be)
- 4) Pre distribution awareness building through local newspapers (press releases), radio, or other events to let folks know the questionnaire is coming and how important it is to complete and return
- 5) Actual distribution and collection (you'll decide how)
- 6) Data entry and analysis completed by Patty and myself at MSG (Idaho office)
- 7) Draft Powerpoint presentation of data shared with CEO
- 8) Negotiate further cross tabulations or analysis and finalize report
- 9) If needed, schedule conference call or web presentation to review findings. Depending on timing and budget, an onsite presentation of the data to hospital staff and board might be authorized

Information on Feedback assessments and sample templates can be found on the Mountain States Group website at:

<http://www.mtnstatesgroup.org/resources/rhpi/RuralHospitalResources.htm>

Contact Linda Powell for more information on feedback assessments and other hospital resources at (208) 336-5533 ext. 235 or email her [lindapowell@mtstatesgroup.org](mailto:lindapowell@mtstatesgroup.org)