

# Hospital seeks patient feedback

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The Quincy Valley Medical Center is exploring methods of generating more patient and customer feedback about its services.

During Monday's Grant County Public Hospital District No. 2 board of commissioners meeting, quality control director Cyril Kincaid said that no customer surveys were returned in the month of August, forcing an incomplete grade for customer service performance on the month's performance scorecard.

Kincaid, nursing director Sarina Fahrner and chief medical officer Mehdi Merred discussed possible ways of generating more feedback.

"We're working on a discharge packet," Fahrner said. "The surveys will be in the packet so everyone will get one. We're currently handing them out. Before we had to ask for the surveys to be returned, so maybe this will work better in the long run. Maybe we should also shorten the survey."

Kincaid agreed with Fahrner's suggestion.

"If I was a patient here, I probably wouldn't fill it out," he said. "Personally, I'd get bored. I'd go, 'Ohno, not another page.' Maybe we could give the patients a call later on if they haven't returned their survey. A lot of times, a patient gets home from the hospital and doesn't really even look at that stuff. It's out of sight, out of mind."

Merred said he'd prefer to keep the survey the length that it is, but suggested the center could institute some sort of an incentive program.

"Maybe we could start a drawing, give out a T-shirt, cap, something like that to give people a reason to turn in the surveys," he said.

• The hospital had another financially productive month in September, turning a profit of \$13,351. For the year, the medical center has made \$112,214 and is on track to have its second consecutive profitable year.

"We're at a little less (profit) than we had budgeted, but nonetheless we're pleased with the number," said financial officer Ken Kiehn.

Board member Anthony Gonzales expressed his pleasure with the numbers.

"I'm going on six years on the board, and I just got used to dealing in negative numbers," he said. "I don't see the (positive) numbers slowing down. It's a credit to the employees for working hard and understanding the bottom line."

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