December 2006

MEMORANDUM

TO: HMSA Participating Anesthesiologists

FROM: Richard S. Chung, MD
Senior Vice President

SUBJECT: Patient Satisfaction Survey results

Once again we are providing participating anesthesiologists with their results of the annual HMSA Anesthesiology Patient Satisfaction Survey, which assesses patients’ satisfaction with the anesthesiologist’s overall care explanation, personal attention and overall evaluation. The enclosed report shows your individual survey results for 2006.

While HMSA surveys its members to meet the requirements of state and private accrediting agencies, the results help guide HMSA’s quality improvement, disease and risk management, and educational activities. Health Benchmarks, Inc. of Woodland Hills, Calif. conducted the HMSA Anesthesiology Patient Satisfaction Survey for services received from April through December 2005. The survey forms were mailed to randomly selected members in HMSA’s fee-for-service plans, Preferred Provider Plans, Health Plan Hawaii and other HMSA HMO Plans, 65C Plus and point-of-service plans.

Members were asked to rate the quality of care and services they received from the anesthesiologist specifically named on the survey. Your name appeared on the survey form sent to your patients. If 15 or more of your patients responded, the enclosed report was generated to provide an analysis that can help you identify strategies for improvement in the specific areas that most affect patient satisfaction. We hope this feedback is useful to you.

HMSA is committed to protecting your confidentiality and is distributing a copy of this report only to you. We appreciate your continued participation with HMSA and for the high levels of member satisfaction you achieve. If you have questions, please contact your Field Representative or Coordinator directly. For assistance in identifying the Field staff, call 948-5190 on Oahu or 1 (800) 603-4672, ext. 5190, from the Neighbor Islands.

Enclosure

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