

APPENDIX C

CAHPS[®] Hospital Survey

Sample Follow-Up Cover Letter

Sample Follow-Up Cover Letter for HCAHPS Survey
[HOSPITAL LETTERHEAD]

Name
Address
City, State, Zip

Our records show that you were recently a patient at *{name of hospital}* and discharged on *{date of discharge}*. Approximately three weeks ago we sent you a survey regarding your hospitalization. If you have already returned the survey to us, please accept our thanks and disregard this letter. However, if you have not yet completed the survey, please take a few minutes and complete it now.

Because you had a recent hospital stay, we are asking for your help. This survey is part of an ongoing national effort to understand how patients view their hospital experience. Hospital results will be publicly reported and made available on the Internet at www.hospitalcompare.hhs.gov. These results will help consumers make important choices about their hospital care, and will help hospitals improve the care they provide.

Questions 1-22 in the enclosed survey are part of a national initiative sponsored by the United States Department of Health and Human Services to measure the quality of care in hospitals. Your participation is voluntary and will not affect your health benefits. Please take a few minutes and complete the enclosed survey. After you have completed the survey, please return it in the pre-paid envelope. Your answers may be shared with the hospital for purposes of quality improvement.

If you have any questions, please call the toll-free number 1-800-xxx-xxxx. Thank you again for helping to improve health care for all consumers.

Sincerely,

HOSPITAL ADMINISTRATOR
HOSPITAL NAME

Note: The OMB Paperwork Reduction Act language must be included in the mailing. This language can be either in the cover letter or on the front or back of the questionnaire. Refer to Appendix R for the exact OMB Paperwork Reduction Act language and Section VII—Mail Only, and Section IX—Mixed Mode, for specific letter guidelines.

