

Dear Hospitalists,

We appreciate all that you do to provide high quality patient care in our facilities. As you know, we're committed to investing in the development of your career.

We recently engaged with a patient safety and clinical improvement organization, The Sullivan Group. We are partnering with them to provide patient experience CME courses over the next three years. The program will be released in phases, starting with the hospitalist group, and then expanding to additional physicians and nurses.

Summary of RSQ® Solutions – PatientSET™ Program from The Sullivan Group

- Online video-based CME courses that focus on areas of HCAHPS with the strongest correlation to improving Overall Hospital Rating and written by a nationally recognized patient experience clinical champion
- Over 40,000 clinicians currently utilize the RSQ® Solutions, and over 1 million courses have been completed with a 98% user satisfaction rating.

Goals

- Achieve the highest patient experience score goal in the region within three years
- Improve HCAHPS by focusing on the following categories strongly related with improvements in Overall Hospital Rating:
 - Communication with nurses
 - Communications with doctors
 - Communication about medications
 - Responsiveness of Hospital Staff
- Reduce risk malpractice litigation

Time Commitment

- Complete two initial online modules:
 - PatientSET™ Program: Introduction for All Healthcare Providers
 - Estimated time of completion: 2 hours; 2 CME hours
 - PatientSET™ Program: Hospital Best Practice High-Risk Videos
 - Estimated time of completion: 2 hours; 2 CME hours
- Complete one additional online module annually:
 - PatientSET™ Program: Annual Review (1 hour, 1 CME)
 - Estimated time of completion: 1 hour; 1 CME hour

What to Expect Next

- 1) Emails from The Sullivan Group (registration@thesullivangroup.com). If you do not receive the email, please check your spam or junk email folder.
- 2) In the email, you will receive instructions to create a username and password to access the online modules.

We are very excited to offer this Program to you, and we look forward to making this a successful initiative.

Sincerely,

Your Hospital Patient Experience Team