

**MEDICAL ASSOCIATES HEALTH PLANS  
HEALTH CARE SERVICES POLICY AND PROCEDURE MANUAL  
POLICY NUMBER: PP 17A**

**POLICY TITLE:** Post Admission Outcome Surveys

**POLICY STATEMENT:** To ensure quality care is delivered to members in referring facilities and within departments at MAHP.

**PROCEDURE:**

1. The Quality Improvement Staff/Patient Services Staff will send bimonthly or more often as indicated the Post Admission Outcome Surveys to a random selection of recently discharged Health Plan enrollees.
2. The types of patients that will be surveyed are as follows: Orthopedic, Medical, Surgical, Obstetrics, Pediatrics, Skilled, and Mental Health Inpatient admissions.
3. Our goal is to maintain a 40% response rate.
4. Enrollees have the option of adding their phone number if they wish to be called. QI staff will make that return call and document any information obtained on the original survey form.
5. Upon completion and return of the Post Admission Outcome surveys the results are documented in the information system database by PTS staff and will include the member's responses, comments and any follow-up done by the QI staff.
6. These results will be tabulated by the QI Staff monthly and reviewed quarterly by the Quality Improvement Committee.
7. On a quarterly basis (or more often as needed for timely follow-up), comments will be sent to the Risk Management Safety Officer's at the involved facility/facilities for review.
8. See attachments
  - A. Post Admission Outcome Survey

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Judy Riniker, R.N.  
Manager of Health Care Services/Quality Improvement

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Date

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Mary Leary, R.N.  
Director of Health Care Services/Quality Improvement

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Date

Original:	05/96	Revised:	05/00	Revised:	03/05	Revised:	02/10
Revised:	05/97	Reviewed:	05/01	Revised:	03/06	Revised:	01/11
Revised:	03/98	Revised:	03/02	Revised:	03/07	Revised:	01/12
Revised:	02/99	Revised:	03/03	Revised:	03/08		
Revised:	02/00	Revised:	03/04	Revised:	03/09		