

# Let us know what you think!

We want to hear from our patients about the care we provide. The Massachusetts Health Quality Partners statewide annual patient experience survey is a great way for us to see how we are doing in general, where we are getting better based on results from earlier surveys, and where

we can improve the care we provide to our patients. We are encouraging everyone who gets a survey to complete it. Please support our patients to complete this survey and if you have any questions, please contact MHQP at 617.600.4621 or [info@mhqp.org](mailto:info@mhqp.org).

## What:

The Massachusetts Annual Patient Experience Survey is **an opportunity to provide feedback on patient care experiences.**

## Who:

Patients are randomly selected to complete a survey. The survey is confidential and is being conducted by Massachusetts Health Quality Partners. Results are reported in summary **form, making it impossible to identify individual respondents.**

## How:

Invitations go out in email and/or regular mail. The survey should take 15-20 minutes to complete.

## Why :

We care about patients opinions! Answers will help improve the quality of care we deliver to our patients!

## Where:

Patients can respond to the survey online or by mail. If taken online, the survey is offered in other languages with the option leave written comments.

## When:

April-July 2019



## Northeast

Physician Hospital Organization