

El Paso - Ambulatory Clinic Policy and Procedure

Title: OBTAINING PATIENT FEEDBACK	Policy Number: EP 6.7
Regulation: Joint Commission Reference:	Effective Date: 6/2014

Policy Statement:

Patient feedback in Texas Tech University Health Sciences Center at El Paso (TTUHSC at El Paso) Ambulatory Clinics may be obtained using a variety of methods.

Scope and Distribution:

This policy applies to all TTUHSC at El Paso ambulatory clinic operations.

Procedure:

1. Procurement of patient feedback may include, but is not limited to the following methods:
 - a. Written surveys
 - b. Face-to-face interviews
 - c. Telephone surveys
 - d. Focus groups
 - e. Mystery patients
 - f. Patient letters
 - g. Patient concerns

2. Results of patient feedback programs should be made available to all clinic departments and applicable Professional Staff Committees.

Policy Number: EP 6.7	Original Approval Date: 6/2014
Version Number: 1	Revision Date:
Signatory approval on file by: Michael J. Romano, M.D. Associate Dean of Clinical Affairs Clinic Operations Committee Chair Texas Tech University Health Sciences at El Paso	