

J.L. MORGAN & Associates, Inc.

Information Packet

Summation

J.L. Morgan & Associates, Inc. provides healthcare facilities across the nation with cutting edge technology, offering real time data specific to...

CAHPS® - Consumer Assessment of Hospital Providers and Services

- CG CAHPS (Clinical Group)
- ED PEC (Emergency Department Patient Experience Care)
- HCAHPS (Hospital)
- HHCAHPS (Home Health)
- OAS CAHPS (Outpatient and Ambulatory Surgery)

Additional Services and Programs

- Discharge Outcome (Post Discharge Follow Up Call)
- ED Discharge Outcome (Post ED Discharge Follow Up Call)
- Patient Satisfaction
- Culture of Safety
- Employee Morale
- Physician Satisfaction
- Facility Specific Surveys

Conducting telephone administered surveys; J.L. Morgan & Associates, Inc. provides real time data for our contracted facilities. J.L. Morgan & Associates, Inc. unique and proprietary software was written and created exclusively to provide each facility, regardless of size, with a statistically sound, cost-effective method of determining, tracking and bench marking all necessary data.

Currently contracting our services to facilities across the nation; J.L. Morgan & Associates, Inc. benchmarks data by bed size, state, or entire database. Surveys and methodology are JCAHO and HIPAA Compliant. We are a CMS approved vendor and have a rapidly growing database.

We are efficient, providing immediate return on investment.

Our company is well seasoned in conducting HCAHPS, HHCAHPS, OAS CAHPS, Patient Satisfaction, Employee Morale, Discharge Outcome, ED Discharge Outcome, and Culture of Safety surveys. JL Morgan & Associates, Inc. operates with multiple surveyors and managers specializing in each area, while maintaining an audit and data department to ensure quality of care for our client hospitals. We are experiencing rapid growth, and intend to be the leader in our industry.

Services / Products

HCAHPS –Vendors must be certified by CMS to conduct these surveys on the hospital’s behalf. J. L. Morgan & Associates, Inc. is a CMS approved survey vendor. Our database HCAHPS average is almost 10% higher than the national average.

HHCAHPS – Beginning in October 2010, Home Health agencies were required by CMS to participate in HHCAHPS surveys. Vendors must be certified by CMS to conduct these surveys on the Home Health agencies behalf. J. L. Morgan & Associates, Inc. is a CMS approved survey vendor. Survey vendors are very important for home health agencies, because per CMS, Home Health agencies are not permitted to conduct their own HHCAHPS surveys.

CGCAHPS – This survey evaluates the patient’s experience with physicians and their office staff in a clinic setting, and is known as the Clinician & Group Survey. This survey is designed to capture a number of patient’s responses involving communication and care provided by health care providers and office staff, preparation for the surgery or procedure and post-surgical care coordination and patient-reported outcomes.

OAS CAHPS – This survey began with January 2016 discharges evaluating patient care for Outpatient (HOPD’s) and Ambulatory Services (ACS’s), as well as Critical Access Hospitals. The survey will cover topics such as professionalism of the staff, communication with the patient before and after the procedure, and preparations during the discharge process. As will all CAHPS® surveys, CMS will also evaluate overall satisfaction and the likelihood the patient would recommend the facility to friends and family.

Discharge Outcome (Discharge Call Follow Up) – J. L. Morgan & Associates, Inc. will attempt to make contact of 100% of the hospital’s “Inpatient” discharged patients within 48 – 72 hours of discharge. Surveyor will assess the patient’s compliance with discharge orders, medication regimen, physician office follow up, along with accessing the patient’s satisfaction with the quality of care provided while under inpatient care. Should a patient be deemed “non-compliant” in any Preventative Care area, the hospital will be immediately contacted via an “alert email”.

ED Discharge Outcome (Discharge Call Follow Up) – J. L. Morgan & Associates, Inc. will attempt to make contact of 100% of the hospital’s “ED” discharged patients within 48 – 72 hours of discharge. Surveyor will assess the patient’s compliance with discharge orders, medication regimen, physician office follow up, along with accessing the patient’s satisfaction with the quality of care provided while under inpatient care. Should a patient be deemed “non-compliant” in any Preventative Care area, the hospital will be immediately contacted via an “alert email”.

Patient Satisfaction –J. L. Morgan & Associates, Inc. produces real time data pertaining to patient satisfaction for our client facilities. Patient Satisfaction surveys at J. L. Morgan & Associates, Inc. are strategically associated with HCAHPS surveys. Patient Satisfaction survey scores can be benchmarked in our database by bed size, facility location, or entire database.

Behavioral Health – The importance of gauging a patient’s satisfaction in the Psychiatric arena for both Geriatric and Adults is vital to determining how an organization is performing. J. L. Morgan & Associates, Inc. produces real time data pertaining to behavioral health patient satisfaction for our client facilities.

Specialized Employee Surveys - J. L. Morgan & Associates, Inc.’s software enables the employee to complete a number of specialized employee surveys such as; Employee separation, morale and satisfaction. Immediately upon completing the secured internet survey, the employee's responses are automatically entered into the client's database, whereby providing the client with immediate and unlimited database access to all data collected.

Culture of Safety – During late 2004, the Agency for Healthcare Research and Quality (AHRQ) released a survey tool that would specifically assess the safety culture of a hospital. The Culture of Safety survey provided by J. L. Morgan & Associates, Inc. is designed to assist the hospital client with creating a culture in which patient safety is an innate behavior.

Market Share Analysis / Community Assessment – J. L. Morgan & Associates, Inc. conducts these assessments on behalf of hospitals across the nation. Data collection is evaluated based upon the communities the facility primarily serves.

Customized Surveys – Along with the vast array of products mentioned, J. L. Morgan can also develop customized surveys to meet our client’s needs. These can be developed in-house with assistance from your leadership team focusing on their goals and objectives.

J. L. Morgan Database (eMedsurvey)

J. L. Morgan's proprietary database, EMed survey, allows our clients access to their data in real-time. Information can be accessed daily, weekly or monthly depending on the hospital's need. Users are able to break down the data a number of ways including; Overall summary (with benchmark comparison), Stratified by department or location, trended data (monthly, quarterly, or annually), and individual measure analysis.

Report Examples:

Report Examples

Data Summary with Trending (cont'd)

- Displays each measure individually
- Identifies Trends

Data Summary With Trending				
CMS HCAHPS Inpatient 01/01/15 thru 03/31/15 Trending Monthly Hospital Sample Size: 113				
	Jan	Feb	Mar	Overall Score
I Nursing Communication	80.00%	71.43%	71.67%	74.37%
K During the hospital stay, how often did nurses treat you with courtesy and respect? Would you say...	71.50%	78.79%	82.50%	77.93%
L During the hospital stay, how often did nurses listen carefully to you? Would you say...	85.00%	68.75%	70.00%	74.50%
M During the hospital stay, how often did nurses explain things in a way you could understand? Would you say...	82.50%	66.67%	62.50%	70.56%
II Doctor Communication	86.67%	72.92%	81.66%	73.82%
O During the hospital stay, how often did doctors treat you with courtesy and respect? Would you say...	90.00%	81.25%	58.07%	76.74%
P During the hospital stay, how often did doctors listen carefully to you? Would you say...	90.00%	68.75%	57.50%	72.08%
Q During the hospital stay, how often did doctors explain things in a way you could understand? Would you say...	90.00%	68.75%	69.23%	72.66%
III Responsiveness of Staff	68.75%	70.73%	61.23%	66.80%
N During the hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it? Would you say...	67.74%	76.31%	60.61%	68.22%
U How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted? Would you say...	75.38%	50.00%	62.50%	61.09%
IV Pain Management	75.00%	67.35%	66.15%	69.50%
W During the hospital stay, how often was your pain well controlled? Would you say...	75.00%	62.50%	60.61%	66.59%
X During the hospital stay, how often did the hospital staff do everything they could to help you with your pain? Would you say...	73.33%	72.60%	71.88%	72.40%
V Communication Medications	72.22%	59.30%	51.28%	60.96%
Z Before giving you any new medicine, how often did hospital staff tell you what the medicine was for? Would you say...	83.33%	75.00%	60.00%	72.78%
AA Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand? Would you say...	61.11%	45.75%	42.11%	48.90%
VI Cleanliness	87.50%	84.85%	82.05%	84.80%
R During the hospital stay, how often were your room and bathroom kept clean? Would you say...	87.50%	84.85%	82.05%	84.80%
VII Quietness	62.50%	57.50%	55.00%	58.36%
S During the hospital stay, how often was the area around your room quiet at night? Would you say...	62.50%	57.50%	55.00%	58.36%
VIII Discharge Instructions	83.78%	76.79%	84.06%	81.54%
AC During the hospital stay, did doctors, nurses, or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?	83.88%	64.29%	79.61%	74.90%
AD During the hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?	85.49%	65.29%	65.57%	66.12%
IX Overall Rating	76.32%	57.50%	55.26%	63.05%
AE Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what would you rate this hospital?	76.32%	57.50%	55.26%	63.05%

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Report Examples

Top Box HCAHPS Areas

- Breaks down HCAHPS scores by unit or location
- Identify largest areas for improvement
- Top Box scoring

Top Box HCAHPS Areas						
CMS HCAHPS Inpatient 01/01/15 thru 03/31/15 Hospital Sample Size: 112						
	2 FL	3 W	4 EAST	CCU	ICU	Overall Score
I Nursing Communication	79.12%	73.50%	0.00%	100.00%	100.00%	69.72%
K During the hospital stay, how often did nurses treat you with courtesy and respect? Would you say...	77.14%	79.69%	0.00%	100.00%	100.00%	71.33%
L During the hospital stay, how often did nurses listen carefully to you? Would you say...	75.36%	74.30%	0.00%	100.00%	100.00%	69.94%
M During the hospital stay, how often did nurses explain things in a way you could understand? Would you say...	72.86%	66.67%	0.00%	100.00%	100.00%	67.91%
II Doctor Communication	74.00%	71.30%	66.67%	100.00%	100.00%	62.47%
O During the hospital stay, how often did doctors treat you with courtesy and respect? Would you say...	76.81%	73.68%	100.00%	100.00%	100.00%	96.10%
P During the hospital stay, how often did doctors listen carefully to you? Would you say...	72.46%	69.23%	100.00%	100.00%	100.00%	88.34%
Q During the hospital stay, how often did doctors explain things in a way you could understand? Would you say...	72.91%	71.05%	0.00%	100.00%	100.00%	66.92%
III Responsiveness of Staff	86.20%	83.04%	100.00%	100.00%	100.00%	85.86%
N During the hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it? Would you say...	87.27%	87.63%	100.00%	100.00%	100.00%	99.98%
U How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted? Would you say...	84.32%	50.00%	100.00%	100.00%	100.00%	76.63%
IV Pain Management	88.27%	72.58%	0.00%	50.00%	100.00%	58.17%
W During the hospital stay, how often was your pain well controlled? Would you say...	93.48%	74.19%	0.00%	0.00%	100.00%	47.32%
X During the hospital stay, how often did the hospital staff do everything they could to help you with your pain? Would you say...	73.04%	70.67%	0.00%	100.00%	100.00%	68.41%
V Communication Medications	58.93%	65.31%	0.00%			41.41%
Z Before giving you any new medicine, how often did hospital staff tell you what the medicine was for? Would you say...	87.86%	80.00%	0.00%			49.25%
AA Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand? Would you say...	30.00%	30.00%	0.00%			33.33%
VI Cleanliness	81.16%	89.74%	100.00%	100.00%	100.00%	94.16%
R During the hospital stay, how often were your room and bathroom kept clean? Would you say...	81.16%	89.74%	100.00%	100.00%	100.00%	94.18%
VII Quietness	62.06%	51.28%	0.00%	0.00%	100.00%	42.03%
S During the hospital stay, how often was the area around your room quiet at night? Would you say...	62.06%	51.28%	0.00%	0.00%	100.00%	42.83%
VIII Discharge Instructions	81.45%	82.09%	50.00%	100.00%	100.00%	82.71%
AC During the hospital stay, did doctors, nurses, or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?	75.81%	72.73%	100.00%	100.00%	100.00%	89.72%
AD During the hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?	87.50%	91.18%	0.00%	100.00%	100.00%	75.66%
IX Overall Rating	66.67%	52.78%	100.00%	100.00%	100.00%	63.89%

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Why Choose J. L. Morgan?

Trusted Leader in Healthcare Research

J. L. Morgan has been a trusted and established patient satisfaction and CAHPS® vendor for over 15 years. We have been a certified CMS vendor for CAHPS® surveys since their inception in 2008. We have recently expanded our services to OAS CAHPS, and will offer EDPEC when it is made available.

Cost Efficient

J. L. Morgan was founded on the belief that all organizations, regardless of their size or economic stature, deserve access to sound and secure quality data resulting in one of the leaders for providing patient satisfaction surveys at a reasonable cost for any organization.

Improved Response Rates

J. L. Morgan utilizes a live phone mode for conducting surveys for the majority of their services. We feel this method expands on the 'personal touch' to patients, versus a paper or automated service when collecting information for hospitals and organizations. This personal touch also results in higher response rates than the national average.

No "1-800" Helpline

From our beginnings in 2000, when we only had a handful of clients, to now serving over 200 clients nationwide from Florida to Hawaii, J. L. Morgan takes great pride in their customer service. Our clients have the confidence that their concerns will not be met with a "1-800 "help line", but direct phone numbers and contact information to department managers for any of our services.

"Compared to our previous vendor, J. L. Morgan always goes above and beyond our needs in delivering fast and helpful customer service to their clients"

-J. L. Morgan Client

In our short time with your company, we have really enjoyed not only the great product you produce but also the exceptional customer service and care you provide. We are looking forward to a very long relationship with J.L. Morgan and Associates!

Rodney Clark, COO, North Sunflower Medical Center

We are experienced and dedicated to helping you achieve your goals. Let us know how we can help you in your journey for improved patient satisfaction.

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