



Our Commitment to Better Patient Care

Statement of Research:

To help us better serve our patients, Electra Memorial Hospital has hired an independent research company, Press Ganey, to interview a random sample of patients treated at the hospital. You may be called to answer questions about your care experience.

- The feedback will be used by Electra Memorial Hospital to monitor the quality of service and to improve care for our patients.
- If you are asked to participate in the brief interview, please be assured that your responses will be kept completely confidential and will only be shared with the hospital for the purpose of improving the quality of patient care.
- You will not be revealed to the hospital as a participant, unless you request Press Ganey to do so.
- If you should have any questions about the hospital's patient satisfaction monitoring process, please contact Kim Gilbert, Chief Nursing Officer, at 940-495-3981.

HIPAA Compliance:

As Electra Memorial Hospital is committed to HIPAA compliance and patient privacy, please see the below CMS documentation:

- According to HIPAA regulation section § 164.506 (c)(1), "A covered entity may use or disclose protected health information for its own treatment, payment, or health care operations." As a "business associate" bound by written contract, Press Ganey's use of patient data for purposes of conducting quality-improvement research is considered "health care operations" as defined in HIPAA regulation section § 164.501 (1).
- As a covered entity under HIPAA, a health care organization's responsibility is to ensure that any business partner, to whom patient data are sent, implements appropriate safeguards to ensure that data remain secure.¹ We at Press Ganey have taken steps that go well above and beyond standard security practices, in order to provide our clients the highest degree of confidence that their data are being handled properly.

¹ HIPAA section § 164.502 (e)(1)(i): "A covered entity may disclose protected health information to a business associate and may allow a business associate to create or receive protected health information on its behalf, if the covered entity obtains satisfactory assurance that the business will appropriately safeguard the information."