

STATE WIDE

New York StateWide Senior Action Council, Inc.
275 State Street, Albany, NY 12210 • (518) 436-1006 • Fax (518) 436-7642
www.nysenior.org

NY StateWide Senior Action Council is running a special project funded through the Atlantic Philanthropies Foundation to educate consumers about Medicare hospital admission, discharge and readmission policies. As part of this project, the local Chapters of StateWide are surveying selected local hospitals to determine how they inform Medicare patients about admission status and how they work to avoid unnecessary readmissions. The survey will be the topic of our September monthly teach-in call. (You all receive monthly reminder notices for those meetings.)

To assist you in implementing the survey, I have provided a survey protocol for you to follow:

Steps for Implementing the Patient Advocates Hospital Survey

1. Contact hospitals that see a lot of Medicare patients or hospitals that already have a good relationship with your Chapter. If you do not have a hospital contact, you should ask to speak to the discharge planner or Patient Advocate at the hospital. NOTE: You may have to talk to one person about admissions procedures and another about discharge procedures.
2. Introduce yourself and explain our survey. Use one of the introductory letters or script (on back).
3. Let the hospital know that StateWide is conducting forums across the state on these Medicare issues and conducting monthly toll free teach-ins on related topics.
4. Some hospital officials may not wish to respond. If so, ask if you can speak to their Chief Executive Officer to discuss the requested information. If they still do not wish to participate, thank them for their assistance and note that we will indicate that their facility would not provide information when we distribute the results to the seniors in the area.
5. Collect the results. Double check them for completeness. If a section is left blank then indicate why. Forward a legible copy of the results to Marcus Harazin at our Albany Office.
6. Thank the hospitals for responding and make sure you have the name, phone number and email of a person at that hospital that you can call if you need any additional information.

Finally, let them know that your Chapter will also be asking the hospital to take a special StateWide Patient Advocates Pledge and work with you to keep Medicare Beneficiaries informed of their admission and discharge status.

Please let me know how you make out and thank you for your efforts!!!

Marcus Harazin
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(518) 928-7525

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SCRIPT TO INTRODUCE YOURSELF:

"Hello, I am working with New York StateWide Senior Action Council's (*Western NY*)* *Chapter* to help educate seniors about Medicare Hospital admission, discharge, and readmission procedures.

As part of StateWide's Patient Advocate Program, our regional chapters are reaching out to hospitals in their area to obtain information regarding how they handle Medicare admissions and discharges.

Hospitals are being penalized by Medicare for inappropriate admissions and avoidable readmissions. Having consumers informed can benefit the hospitals in terms of their reimbursement. And by working together consumers and hospitals can achieve many mutual benefits.

StateWide Chapters are asking local hospitals to complete a brief survey (it takes about 15 to 30 minutes to complete).

The survey will be used to inform consumers and help StateWide Chapters work with local hospitals to improve systems so that seniors do not run into problems with their Medicare coverage and can avoid preventable readmissions.

May I review the questions with you over the phone or in person? I can also email you a questionnaire if you'd like.

If you have any questions, you can contact Marcus Harazin, Patients Rights Advocates Program Project Coordinator at (518) 928-7525."

*Put in your Chapter name