

BFCC-SC Welcome Video Transcript

Beneficiary and Family Centered Care - Survey Center Project



[Music]

[Adrienne D. Mims, MD MPH FAAFP AGSF:]
Hello and thank you for visiting CMS' Beneficiary and Family Centered Care Survey Center website. I am Dr. Adrienne Mims. I am the Chief Medical Officer at Rainmakers Strategic Solutions.

As you navigate this site, you will learn about the Survey Center and resources for both Medicare beneficiaries and providers. In particular, you will gain an appreciation of the important role the Survey Center has within the Beneficiary and Family Centered Care Quality Improvement Organization Program.

The Quality Improvement Organization Program is one of the largest federal programs dedicated to improving the health of Medicare beneficiaries and its mission is to improve the:

- efficiency,
- effectiveness,
- economy, and
- the quality of services delivered to Medicare beneficiaries.

Information collected through the BFCC Experience Survey provides us with an opportunity to hear directly from the Medicare beneficiary. CMS uses this information to shape the direction of the BFCC Quality Improvement Organization work, to:

- guide national health policy,
- foster continuous quality improvement within the BFCC Quality Improvement Organization Program, and

- to ensure that Medicare beneficiaries are getting the best possible care.

Medicare beneficiaries who reach out to a Quality Improvement Organization, either Kepro or Livanta, and have filed a complaint about the services received from a healthcare provider or an appeal of termination of skilled services, may have received some phone calls asking to participate in a short, 15-minute survey. This survey is asking about their experiences with the Quality Improvement Organization during the complaint or appeal process. It covers topics such as communication when opening a complaint or appeal, the explanation of the complaint or appeal process, and communication when the complaint or appeal is closed. Beneficiaries who choose not to complete the phone survey will receive a survey in the mail. While your completion of the survey is entirely voluntary, we are hoping that you do, because your input is very important to make sure that people like you get the best care possible from the Medicare program. Please visit the About Us section of this website to see some of the data we have collected from Medicare beneficiaries who have taken the survey and how CMS and the BFCC Quality Improvement Organizations use this data. Thank you again for visiting our website and if you wish to contact us with any questions, please send us an email at BFCC-SC_SurveyHelp@RainmakersSolutions.com and a representative from the Survey Center will gladly assist you.

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