



# Fort Carson-MEDDAC News

## Help us grow APLSS

By: Stacy Neumann, Medical Department Activity Public Affairs

Evans Army Community Hospital wants beneficiaries to send more APLSS its way. Within 48 hours of a visit, the Army Provider Level Satisfaction Survey is sent to a sample of random beneficiaries to ask about the quality of their care. It's a 27 question survey that packs a lot of punch at the military treatment facility.

Adalia Solero, EACH Patient Advocate, said, "We're very interested in improving overall satisfaction. We scrutinize the APLSS results monthly. We check the verbatim comments and make improvements."

The hospital can earn up to \$800 for each returned survey. On average, between 600 and 1,300 surveys are returned each month. It represents only a small fraction of the surveys that are sent out, particularly when it comes to active duty service members and their Families.

Last year, only 9.9 percent of surveyed active duty members completed their APLSS surveys while Family members had a completion rate of 29.4 percent. Overall, retirees averaged a return rate of more than 50 percent.

"We'd really like to hear more from our active duty military. We can't improve without your feedback. Not only does APLSS provide money for our facilities, but the results help us determine where to spend money to improve your experience," explained Col. John M. McGrath, hospital commander.

Evans Army Community Hospital's overall APLSS satisfaction rate regularly exceeds 90 percent but the facility's goal is to top 95 percent.

"We want to create a small clinic atmosphere for you," explained Solero. "It should be a place where we know you and greet you. We want to know how our patients are feeling. You are a part of our Family."

The survey is administered by the Office of the U.S. Army Surgeon General and all results are confidential. Once a beneficiary receives a questionnaire, he or she can fill it out and mail it back, answer via Internet or use an automated toll-free number.

If you have questions about APLSS or would like more information, call the EACH Patient Advocate's office at (719) 526-7256.