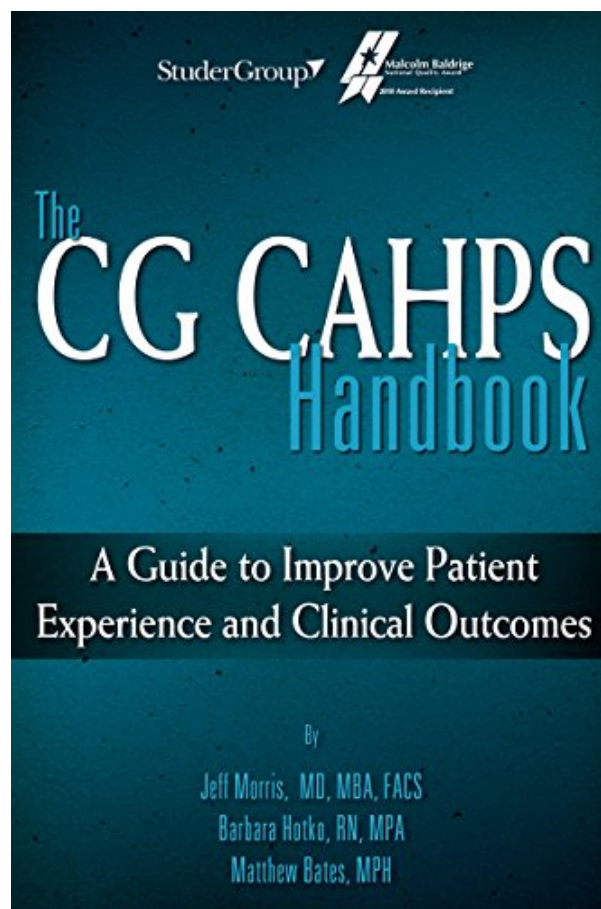


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# The CG CAHPS Handbook

A Guide to Improve Patient  
Experience and Clinical Outcomes

By

Jeff Morris, MD, MBA, FACS

Barbara Hotko, RN, MPA

Matthew Bates, MPH

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## About the Author

Jeff Morris, MD, MBA, FACS is a Board Certified Orthopaedic & Hand Surgeon (Canada). During more than 30 years of clinical practice and 12 years of physician executive leadership, Jeff appreciates very real connections between improved provider communication, a more positive patient experience and superior clinical outcomes, all which translate into a greater market share, reduced liability risk, and improved reimbursement. In his role as a Studer Group physician coach, he enjoys sharing his passion for servant leadership, service excellence and improving the patient experience and has worked with many physicians and medical staff leaders, both local and across the country, to connect these dots.

Barbara Hotko, RN, MPA has more than 30 years of experience in the healthcare industry. She has constantly and undeniably raised the bar for medical groups, hospitals, healthcare systems, and emergency departments nationally. Her nursing background combined with her experience in both hospital administrations and consulting provides the expertise necessary to help organizations favorably impact efficiency, profitability, and most importantly patient care, all of which pave the way to service excellence.

Matthew Bates, MPH is a member of the executive team at Studer Group where he leads innovation. Prior to joining Studer Group, Matthew was a Global Managing Director for Healthcare Accenture where he led strategic health initiatives with governments and global 1000 companies. Over his 25 years of experience in healthcare, he has held roles with healthcare providers, payers, and vendors.

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As CG CAHPS is rapidly emerging as the national standard for measuring patient experience in the ambulatory settings for both quality and business reasons The CG CAHPS Handbook is your guide to consistently deliver on what matters most - the patients and their families - in providing exceptional care and improved clinical outcomes. In this book you will read and learn about:

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