

Client News

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The Myers Group Implements Continued Improvements *Demonstrating The Value Of Client Feedback*

The Myers Group understands that our success depends on our ability to meet and exceed the needs of our clients. We place a high value on our clients' satisfaction and strive to exceed expectations. As part of our efforts to continually improve upon our products and services, The Myers Group conducts an annual *CAHPS Client Satisfaction Survey*. This survey asks clients to assess their satisfaction with The Myers Group in areas such as the proposal and contracting process, project management, and reporting and deliverables. The Myers Group uses this information to provide a higher level of service to our clients for CAHPS and non-CAHPS survey projects. We carefully reviewed our clients' accolades, suggestions, and concerns. Based on this valuable feedback, The Myers Group has implemented the following:

- We are revising the format of our final report to provide clients with clearly defined key findings in the beginning of the report. This will allow our clients to quickly obtain the most critical information while providing the same useful information as before throughout the remainder of our report.
- The Myers Group will offer an *Enhanced Final Report Review* which will provide additional insight, consultation, and recommendations for plans seeking a greater level of support in understanding their survey results.
- The Myers Group has developed a *QI Standards Committee* to continually review *NCOA Standards and Guidelines* and to develop our product lines to support our clients seeking to meet these requirements.
- Project Management enhancements were implemented to ensure our clients' ability to easily access their project's status at all times. These procedures include two (2) project management contact persons per project, automatic project updates, and an updated client portal which is easy for clients to access and obtain information.

The Myers Group would like to thank our clients who responded to the 2007 CAHPS Client Satisfaction Survey. We value your feedback and are committed to continually providing improved products and services to meet the growing and changing needs of our clients.

The Myers Group

The Myers Group is a nationally recognized survey research firm located near Atlanta, Georgia offering a comprehensive line of survey products and services. The Myers Group has been a leader in healthcare market research and survey design since 1993, employing traditional methodologies as well as innovative technologies in data collection, analysis, and reporting. With extensive experience in survey administration, survey methodologies, and comprehensive analysis of survey data, the company conducts hundreds of survey projects annually for health plans, government healthcare agencies, hospitals, public agencies, and State quality improvement organizations (QIOs).

For Additional Information Contact:

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