

The Myers Group Develops Survey Tool In Response To New 2007 NCQA Standard

ATLANTA, GA – March 2007 -- The Myers Group has developed a new Case Management Member Satisfaction Survey tool in response to a new National Committee for Quality Assurance (NCQA) standard, QI 7: Complex Case Management. The Myers Group's Case Management Member Satisfaction Survey specifically addresses QI 7, Element G (Satisfaction with Case Management).

In addition to this new NCQA Quality Improvement standard, the growing need for case management satisfaction measures has been a driving factor in The Myers Group's development of this new survey tool. Healthcare organizations are placing increased focus on disease management and complex case management programs in order to provide effective care for patients with complex healthcare needs. According to a study led by a Carnegie Mellon University researcher and published in the February edition of *The American Journal of Managed Care*, a case management program for seriously ill patients resulted in high patient satisfaction scores while overall costs dropped and hospital admissions fell. Roseann Carothers, Director of Corporate Development for The Myers Group, states, "The development of the Case Management Member Satisfaction Survey is a logical progression in our continuing mission to serve the healthcare community and to provide valid and reliable tools to measure satisfaction and quality improvement."

The Myers Group has been a leader in healthcare market research and survey administration since 1993. As part of a comprehensive healthcare survey product line, The Myers Group has administered disease management survey studies for the past several years. The Myers Group provides in-depth analysis of the survey data collected to provide clients with reports containing useful information that is easy to understand and apply to quality/program improvement measures. The new survey tool, developed specifically for *complex case* disease management programs, targets complex case management issues and overall satisfaction and effectiveness of the program.

The Myers Group's focus on healthcare survey research has led to unparalleled experience and expertise in conducting research projects for all audiences, sectors, and populations. Experienced survey consultants work with each client to develop the research tools needed to implement quality improvement measures and increase member satisfaction. The Myers Group is pleased to announce the development of this new Case Management Member Satisfaction Survey.

For additional information contact:

Clarissa Payne
Account Executive
The Myers Group
770-978-3173 x360
cpayne@themyersgroup.net

Additional Information and Where to Find It

The Myers Group is a nationally recognized survey research firm located in Atlanta, Georgia offering a comprehensive package 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 typically conducts more than 500 survey projects annually for managed care organizations (MCOs), government agencies, hospitals, public agencies, and State QIOs. For additional information about The Myers Group, contact Barbara Myers at 770-978-3173 x 315.
www.themyersgroup.net