

## Frequently Asked Questions for Patient Voices Project

*The following information is intended to give you information about a Quality Improvement Program that your hospital is participating in. It will give you information about how you can help this program and its impact in the quality of health care that is given across Washington State.*

### What is SCOAP?

The Surgical Care and Outcomes Assessment Program (SCOAP) is a hospital quality improvement program. Hospitals participating in SCOAP collect information about treatment and outcomes for patients having surgery or invasive interventions. Hospitals use this information to evaluate the safety and effectiveness of surgery and invasive interventions. The overall purpose of SCOAP is to improve the quality of healthcare provided to patients across Washington State. Surgeons from across the state work together in order to build better care for their patients, that not only ensures more cost effective health care but ensures a quality of care for you and other patients across Washington State.

### What hospitals participate in SCOAP?

Fifty-five hospitals across Washington State participate in SCOAP.

### What types of data are in SCOAP?

Through SCOAP, hospitals collect information about patients at the time of treatment, information such as health status, what care was provided and what happens after the patient leaves the hospital. This information is collected from medical records by hospital staff and through surveys sent to the patient after they are discharged.

### What types of patients are in SCOAP?

Patients having one of the following procedures are included:

<ul style="list-style-type: none"> <li>• General Surgeries to include               <ul style="list-style-type: none"> <li>○ Appendectomies</li> <li>○ Bariatric Surgery</li> <li>○ Colorectal Surgery</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Vascular procedures to include               <ul style="list-style-type: none"> <li>○ Carotids</li> <li>○ Infrainguinal</li> <li>○ Abdominal Aorta Aneurisms</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• Cervical and Lumbar Spine Surgeries (exclusions: tumors, high velocity trauma or spine infection)</li> </ul>	<ul style="list-style-type: none"> <li>• Cancer Surgeries to include:               <ul style="list-style-type: none"> <li>○ Colorectal,</li> <li>○ Breast,</li> <li>○ Lung</li> <li>○ Prostate,</li> <li>○ Uterine,</li> <li>○ Esophagus,</li> <li>○ Liver,</li> <li>○ Kidney,</li> <li>○ and Pancreas</li> </ul> </li> </ul>

### When will you be contacting me?

Depending on the treatment you are having, you will be contacted 1 to 3 times over the course of 1 year. A survey will be sent out 30 days, 6 months and 12 months after your procedure. Spine Surgeries have additional follow up beyond a year with half yearly surveys for another 4 years.

### **What will you do with my survey responses?**

Your responses will be added to information from your hospital about your treatment and hospital stay. Any identifying information is removed and your survey will be included into a pool of thousands of other surveys. We have policies and procedures in place to protect the confidentiality of your personal information. SCOAP works with your hospital by analyzing the results from this large pool of data from surveys. The hospital uses the information to identify areas of improvement in surgical care. In addition, the results are shared with hospitals across Washington State and manufacturers of surgical supplies to improve surgical safety for all residents. SCOAP also provides data to the public through their website at [www.scoap.org](http://www.scoap.org). We do not publish any individual responses or personal information about you.

### **How does my survey response help improve healthcare quality?**

Your survey response gives important information about the safety and outcomes of your treatment. This information is used to create a report for your hospital. This report gives your hospitals information about treatment, quality of care and safety compared to other participating hospitals on a quarterly basis. This process identifies hospital strengths and opportunities for improving surgical quality and safety. SCOAP then helps hospitals improve surgical quality and safety by sharing best practices developed in the network.

### **Who runs SCOAP?**

SCOAP is administered by the non-profit Foundation for Health Care Quality.

### **What is the Foundation for Health Care Quality?**

The Foundation for Health Care Quality is a nonprofit, organization dedicated to providing a trusted, independent resource to all participants in the health care community. The Foundation supports several programs focused on patient safety, performance measurement, information technology and quality improvement. More information about the Foundation can be found at [www.qualityhealth.org](http://www.qualityhealth.org)

### **Where can I learn more about SCOAP or post-hospital discharge surveys?**

Please visit the program websites to learn more:

[scoap.org](http://scoap.org)

[becertain.org](http://becertain.org)