# CHAM STUDY GUIDE Questions with Complete Solutions

HCAHPS CORRECT ANSWER: Hospital consumers assessment of healthcare provers and systems (established in 2002 to measure patient satisfaction levels of inpatient hospital stays)

Patient Rounding CORRECT ANSWER post discharge or post appt phone calls, to follow up real-time on patient satisfaction issues, and to give patients the opportunity to ask questions, resulting in reduction of readmission rates

Key Words at Key Times CORRECT ANSWER using words that explain why we do what we do in terms that demonstrate how it is important or beneficial for the patient

Lobby Management CORRECT ANSWER

AIDET CORRECT ANSWER acknowledge, introduce, duration, explanation, thank you

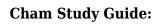
Consumerism and Satisfaction Surveys CORRECT ANSWER

Scripting CORRECT ANSWER

Patient engagement/Satisfaction CORRECT ANSWER

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**VM** Jensen



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