

♥ LEAVING THE HOSPITAL

In preparation for discharge, a case manager/discharge planner/nurse will work with you in preparation for your return home or to an alternate setting for post hospital care. He or she will talk with you about follow-up care such as diet, exercise, medications and, if necessary, will refer you to any after care services.

♥ AFTER YOU LEAVE THE HOSPITAL

The case manager/discharge planner/nurse will inform you of any community resources that may be available to you during your recovery.

♥ SATISFACTION SURVEY

Shortly after discharge, you may receive by mail or by telephone, a patient satisfaction survey from a firm called NRC+ Picker (National Research Corporation + Picker). The survey tool referred to HCAHPS (**Hospital-Consumer Assessment of Healthcare Providers and Services**) is a national standard survey instrument that has been designed to uniformly measure patient perspectives of hospital care by the Centers for Medicare/Medicaid. The survey tool selects patients on a random basis. Survey results are publicly reported. Our hospital uses the information gleaned from the survey as well as the comparative data to state and national averages in order to focus on opportunities for improvement. The survey is fairly short and pertains to your experience at the Fresno Heart & Surgical Hospital. We encourage you to fill this out in a forthright and honest manner, so that we may evaluate how we are doing and where we might improve. Your feedback and suggestions are very important to us and we thank you in advance for taking the time to participate! (See additional information in the “About Us” section).

♥ COMMUNITY MEDICAL CENTERS FOUNDATION

Many patients are pleased with the care they receive and choose to “give back” by making a gift to the Community Medical Foundation. The Foundation raises funds and accepts gifts for Community Medical Centers, the largest non-profit healthcare provider in central California. Generous gifts from our donor-investors play a significant part in the mission of Community Medical Centers to deliver world-class healthcare to Valley residents. Every dollar you give to Community Medical Centers stays in the Central Valley, helping us make the future a healthier one for those who live in central California. If you so choose, you may restrict your donation to benefit the Fresno Heart & Surgical Hospital as the designee for your gift.

There are many ways to support Community Medical Centers from traditional cash gifts to estate and planned giving gifts. Community Medical Foundation values and appreciates any interest you might have in making a donation. If you have any questions or you are interested in learning about the Foundation and our programs, please contact:

Community Medical Foundation
126 N. Fresno St., Fresno, CA
(just north of Divisadero St. across from the UCSF building)
Phone: (559) 459-2670 Fax: (559) 459-3911