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DQA Memo 08-009

To: Hospitals

HOSP 06

From: Crenear Mims, Director  
Bureau of Health Services

Via: Otis Woods, Administrator  
Division of Quality Assurance

### Post-Construction Inspection Questionnaire for Hospitals

The Bureau of Health Services (BHS) is implementing a satisfaction survey for **hospitals** receiving **construction inspections** by our engineering staff. These inspections result from a hospital's new construction or remodeling plan reviews, which are submitted to BHS for approval in accordance with hospital requirements at HFS 124.29. BHS piloted this satisfaction survey over the past several months and found it valuable. For this reason, we will implement this survey questionnaire as part of the Division's ongoing quality assurance initiatives.

This survey tool provides hospital representatives, or their contractors, an opportunity to provide feedback to management staff of the Bureau of Health Services about the **inspection** process. We will use the information submitted to us through this questionnaire to review, revise, and improve our inspection systems and practices.

This inspection questionnaire should not be confused with the existing post-**survey** questionnaire already in use.

Due to the nature of ongoing and often simultaneous construction projects in a hospital, BHS staff may do multiple project inspections on one visit. Therefore, it is necessary for the respondent to provide the specific project number on the questionnaire. Our engineering staff will leave a copy of our webpage address with information on where to access the questionnaire with the person who is escorting them during the inspection.

Respondents may remain anonymous, and reports resulting from this questionnaire will not include the identity of the individual or the hospital. If you would like to discuss your inspection with a member of the Bureau's management team, that option is available.

The post-construction questionnaire can be located on the DQA Hospital webpage at:

<https://doa.wi.gov/dhfssurveys/TakeSurvey.aspx?PageNumber=1&SurveyID=m6KL7760>

If you have any questions, feel free to contact Mark Andrews, Section Chief at (608) 264-9894 or Jan Heimbruch, Section Chief at (608) 266-0371.

[Attachment:](#)