

HCP Pro



HCAHPS Success

Ten Strategies to Improve Performance

HCAHPS Success

Ten Strategies to Improve Performance



+CPro

HCAHPS Success: Ten Strategies to Improve Performance is published by HCPro, Inc.

Copyright © 2008 HCPro, Inc.

All rights reserved. Printed in the United States of America. 5 4 3 2 1

ISBN: 978-1-60146-298-5

ISBN: 978-1-60146-314-2 (Pack of 25)

No part of this publication may be reproduced, in any form or by any means, without prior written consent of HCPro, Inc., or the Copyright Clearance Center (978/750-8400). Please notify us immediately if you have received an unauthorized copy.

HCPro, Inc., provides information resources for the healthcare industry.

HCPro, Inc., is not affiliated in any way with The Joint Commission, which owns the JCAHO and Joint Commission trademarks.

Lisa Buckley, Author
Brian Driscoll, Executive Editor
John Novack, Group Publisher
Doug Ponte, Cover Designer
Janell Lukac, Graphic Artist

Adam Carroll, Proofreader
Darren Kelly, Books Production Supervisor
Susan Darbyshire, Art Director
Jean St. Pierre, Director of Operations

Advice given is general. Readers should consult professional counsel for specific legal, ethical, or clinical questions.

Arrangements can be made for quantity discounts. For more information, contact:

HCPro, Inc.
P.O. Box 1168
Marblehead, MA 01945
Telephone: 800/650-6787 or 781/639-1872
Fax: 781/639-2982
E-mail: customerservice@hcpro.com

**Visit HCPro at its World Wide Web sites:
www.hcpro.com and www.hcmarketplace.com**

Table of Contents

About the Author	iv
HCAHPS Success: Ten Strategies to Improve Performance	1
The public spotlight shines on your hospital	1
Questions correlated with high scores	2
Strategy 1: Give patients clear explanations.....	5
Strategy 2: Ask patients for the things they want.....	6
Strategy 3: Spend time with patients at start of every shift	8
Strategy 4: Institute hourly nurse rounding.....	9
Strategy 5: Have housekeeping leave a tent card.....	12
Strategy 6: Instruct staff to ask patients questions.....	14
Strategy 7: Use patient comments to educate staff.....	15
Strategy 8: Ease the anxiety of family members	16
Strategy 9: Empower staff to use service recovery	17
Strategy 10: Make follow-up calls	18
Sample Survey: HCAHPS® Hospital Survey	19

About the Author

Lisa Buckley is a senior managing editor at HCPro and writes about HCAHPS extensively for the newsletter *Quality Improvement Report*.

HCAHPS Success

Ten Strategies to Improve Performance



The public spotlight shines on your hospital

How satisfied are your patients with the way they are treated in the hospital? Do you respond in a timely manner to their concerns and complaints? Pay attention to their personal needs and concerns? Work as a team to deliver the best possible care?

The spotlight has never shone brighter on how well you treat, or mistreat, your patients. The public, potential patients, and payers can now look online to see how well you fared on the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS). Your reputation, as well as your bottom line, could be in jeopardy if your patients give you low ratings.

HCAHPS RELEASE DRIVES CONSUMERS TO CMS WEB SITE

The release of the patient satisfaction data drove nearly 1 million more consumers to CMS' Hospital Compare Web site (www.hospitalcompare.hhs.gov) in just over one day. The results were released March 28. For the week ending March 29, the site had 1,144,868 page views compared to the previous week of 161,104, says CMS spokesperson Don McLeod.

Questions correlated with high scores

A survey released by Press Ganey in March found that the following five aspects of care (all proprietary Press Ganey questions) had the greatest effect on overall HCAHPS scores.

- Response to concerns and complaints
- Degree to which staff members addressed patients' emotional needs
- Staff members efforts to include patients in decisions about their treatment
- How well the nurses kept patients informed
- Promptness in responding to the call light

The study, *Hospital Pulse Report: Patient Perspectives on American Health Care*, also found five areas from the Press Ganey survey items that were most closely correlated with high overall scores on the HCAHPS measures. They include:

- Collaboration among staff members to work as a team in caring for patients
- A timely response to concerns and complaints
- Up-to-date information provided to patients from nurses
- A concerted effort by staff members to include patients in treatment decisions
- Careful attention by staff members to patients' special/ personal needs

Copyright 2008: PressGaney

Now let's look at ten strategies your staff can use with patients to keep them satisfied – and prevent your HCAHPS performance from plummeting.

1. Give your patients clear explanations of what will happen during their stay.
2. Ask patients for the top two or three things they want during their hospital stay and write it down on the whiteboard.

3. Spend three to five minutes with patients at the beginning of every shift
4. Practice hourly nurse rounding
5. Make sure your patients know their rooms have been cleaned by leaving tent cards
6. Instruct all staff members to ask patients whether they have any questions at the end of every encounter
7. Use patient comments—good and bad—to educate staff members
8. Empower staff members to use service recovery
9. Ease the anxiety of family members
10. Make follow-up calls to all patients after discharge



STRATEGY 1

Give patients clear explanations of what will happen during their stay—and when they leave

Remember, your patient is most likely suffering from anxiety and perhaps even fear. As a clinician who comes to work every day in the hospital, you know all about routine tests, medication side effects, and postoperative pain.

Your patients don't.

For example, if someone has to undergo an MRI, staff members should explain in precise detail how long the test will last, how noisy it will be, and how claustrophobic it will feel.

It's also critical to educate patients about any new medications they will be taking in the hospital and their side effects. That education drives the scores of the medication communication domain, which often gets low ratings.

Also important? Telling patients what to do and what they can expect when they are discharged. The excellent care you provided in the hospital may not be remembered by your patients if they're confused, anxious, and unprepared when they arrive home.

HCPro

Order your copy today!

Please fill in the title, price, order code and quantity, and add applicable shipping and tax. For price and order code, please visit www.hcmarketplace.com. If you received a special offer or discount source code, please enter it below.

Title	Price	Order Code	Quantity	Total
				\$
Your order is fully covered by a 30-day, money-back guarantee.			Shipping* (see information below)	\$
			Sales Tax** (see information below)	\$
			Grand Total	\$

Enter your special Source Code here:

Name

Title

Organization

Street Address

City

State

ZIP

Telephone

Fax

E-mail Address

***Shipping Information**

Please include applicable shipping. For books under \$100, add \$10. For books over \$100, add \$18. For shipping to AK, HI, or PR, add \$21.95.

****Tax Information**

Please include applicable sales tax. States that tax products and shipping and handling: CA, CO, CT, FL, GA, IL, IN, KY, LA, MA, MD, ME, MI, MN, MO, NC, NJ, NM, NY, OH, OK, PA, RI, SC, TN, TX, VA, VT, WA, WI, WV.

State that taxes products only: AZ.

BILLING OPTIONS:

Bill me Check enclosed (payable to HCPro, Inc.) Bill my facility with PO # _____

Bill my (✓ one): VISA MasterCard AmEx Discover

Signature

Account No.

Exp. Date

(Required for authorization)

(Your credit card bill will reflect a charge from HCPro, Inc.)

Order online at www.hcmarketplace.com

Or if you prefer:

MAIL THE COMPLETED ORDER FORM TO: HCPro, Inc. P.O. Box 1168, Marblehead, MA 01945

CALL OUR CUSTOMER SERVICE DEPARTMENT AT: 800/650-6787

FAX THE COMPLETED ORDER FORM TO: 800/639-8511

E-MAIL: customerservice@hcpro.com

© 2008 HCPro, Inc. HCPro, Inc. is not affiliated in any way with The Joint Commission, which owns the JCAHO and Joint Commission trademarks. Code: EBKPDF

P.O. Box 1168 | Marblehead, MA 01945 | 800/650-6787 | www.hcmarketplace.com