

the HCAHPS 60-Day Quickstart



MISSION:

High-impact training, coaching and best practice systems that get HCAHPS scores moving

DELIVERABLES:

- ▶ 3 HCAHPS focused training days
- ▶ 8 high-priority strategic HCAHPS Best Practices
- ▶ 6 months of executive/leadership coaching
- ▶ Bellwether™ Inpatient/ED early warning reporting system
- ▶ GoalMaster™ Leadership Accountability software implementation tool
- ▶ An engagement model that gets leaders, staff and physicians participating within 6 weeks
- ▶ 2 HealthCare Service Excellence Conference Registrations

YOU WILL LEARN HOW TO:

- ▶ Engage leaders, staff and physicians into proactively improving the patient experience
- ▶ Implement prioritized, proven best practices that will move your HCAHPS scores
- ▶ Create a system of accountability that keeps everyone moving towards increased patient satisfaction
- ▶ Utilize the Bellwether™ Early Warning Reporting System to obtain immediate customer feedback to drive rapid-cycle improvement
- ▶ Gain a buy-in and enthusiastic support by nursing staff to anticipate and respond to patient complaints and concerns
- ▶ Unlock the mystery of physician engagement and support through comparative ranking of physicians' patient satisfaction scores
- ▶ Leverage unit-level performance improvement teamwork to affect change on a daily and weekly basis

EMPOWERED LEADERS SAY IT BEST:

“I have grown as a leader. I feel so much more passionate about this organization because I know how great we are and how great we can be.”

— Nikki Coleman, Cancer Center, Unity Health Center

“It has helped make each individual employee realize their importance in the role of patient satisfaction. It has improved our service and perception of the community.”

— Mary Kay Ross, Nursing, Hunt Regional Healthcare



HCAHPS 60-Day Quickstart™

Action Responsible Focus

Step	Week	Action	Responsible	Focus
Step 1	Week 1	60 Day Quickstart Retreat™	<ul style="list-style-type: none"> Executive Team Nurse Leadership 1 Day off-site 	<ul style="list-style-type: none"> Intensive planning and education retreat to systematically roll out the HCAHPS 60 Day Quickstart™
Step 2	Week 1	HCAHPS Bellwether Early Warning Reporting System™	<ul style="list-style-type: none"> Targeted Departments/Units 	<ul style="list-style-type: none"> Launch the HCAHPS Bellwether™ Early Warning Reporting system, utilizing daily/weekly data to achieve rapid-cycle improvement
Step 3	Week 2	Administrator Welcome Visits™ & Staff Rounding	<ul style="list-style-type: none"> Executive Team 	<ul style="list-style-type: none"> Institute daily patient welcome visits and staff rounding, utilizing HCAHPS scripting
Step 4	Week 3	Nursing Hourly Rounding using HCAHPS Key Words	<ul style="list-style-type: none"> Nursing 	<ul style="list-style-type: none"> Pilot an hourly Nurse rounding practice utilizing HCAHPS key words
Step 5	Week 4	Leadership Briefing™ & CEO Accountability Workshop™	<ul style="list-style-type: none"> Executive and Management Teams (Administrators, Directors, Managers, Supervisors) 4 hours 	Strategic Leadership Education on: <ul style="list-style-type: none"> Best Practices HCAHPS Literacy Leadership Accountability
Step 6	Week 4	Physician Leadership Briefing™	<ul style="list-style-type: none"> Physician Leadership 2 hours 	Strategic Physician Education on: <ul style="list-style-type: none"> HCAHPS Literacy Physician Engagement Comparative Ranking of Physician's patient satisfaction scores Annual patient satisfaction goals
Step 7	Week 5	CEO / Administrator Service Support Roundtables™	<ul style="list-style-type: none"> CEO/Administrator Selected VP's Selected Directors/Managers 	<ul style="list-style-type: none"> Initiate a monthly/quarterly CEO/Administrator accountability roundtable that holds leaders accountable for continuous HCAHPS improvement
Step 8	Week 5	Daily Leader Rounding™	<ul style="list-style-type: none"> Managers 	<ul style="list-style-type: none"> Start consistent, daily rounding with staff, patients and customers at the beginning of the shift. Managers will submit a weekly rounding report
Step 9	Week 5	Department/Unit Staff Engagement Kickoff™	<ul style="list-style-type: none"> Department/Unit Managers Department/Unit Staff 1 hour 	<ul style="list-style-type: none"> Facilitate a Departmental/Unit Staff Engagement Kickoff to gain buy-in and support for "Aim for Always" Huddles
Step 10	Week 6	Departmental/Unit Weekly "Aim for Always" Huddle™	<ul style="list-style-type: none"> Managers 	<ul style="list-style-type: none"> Implement a weekly 15 minute stand up huddle focused on HCAHPS, patient satisfaction and other listening posts for the purpose of continuously improving the patient experience
Step 11	Week 8	Service Empowerment Leadership Seminar™	<ul style="list-style-type: none"> Executive Team & Management Team 1 day 	<ul style="list-style-type: none"> Managers receive in-depth training on Service Leadership core competencies and best practices for improving HCAHPS scores
Step 12	Week 1 - 6	CoachMaster™	<ul style="list-style-type: none"> Executive Team Nurse Leadership 	<ul style="list-style-type: none"> Monthly coaching calls with Executive Team Bi-Weekly coaching calls with Nurse Leadership Individual Leadership Coaching Calls upon request
Bonus	October	HealthCare Service Excellence Conference™	<ul style="list-style-type: none"> Two Selected leaders 	<ul style="list-style-type: none"> Educational/Inspirational 3 day conference focused on sharing leading edge employee and patient satisfaction outcomes