

HCAHPS

The Hospital Consumer Assessment of Healthcare Providers and Systems

Make Sure Your HR Team Is in It for the Long Run



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"The hospital has 5,000 beds.
The patients aren't even leaving.
And you can't shut it down."
- Ted Koppel, anchor on *60 Minutes* (HCAHPS)
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What is HCAHPS?

HCAHPS is a national survey of patients and family members about their experience with the hospital. It is the most widely used and most influential of all patient experience surveys.

HCAHPS is a key part of the national accreditation process for hospitals. It is a required part of the accreditation process for all hospitals.

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A 5-Star Rating

5-Star Rating
4-Star Rating
3-Star Rating
2-Star Rating
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The Financial Impact of HCAHPS

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5-Star Rating
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25%

5-Star Rating
4-Star Rating
3-Star Rating
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Get and Affirm Key Goals for HCAHPS

- 1
- 2
- 3

1. Get and Affirm Key Goals for HCAHPS
2. Measure HCAHPS for a Long Time
3. Clear Your HCAHPS Mindset

Measure HCAHPS for a Long Time

As a healthcare HR professional, HCAHPS should routinely go to the top of your list. It is a key part of the accreditation process for all hospitals. It is a required part of the accreditation process for all hospitals.

Clear Your HCAHPS Mindset

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HCAHPS Technology Initiatives Study

A study study looking at how hospitals use technology to improve HCAHPS scores. The study found that hospitals that use technology to improve HCAHPS scores are more likely to have higher HCAHPS scores.

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The Winning Performance Equation

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Is Your Team Prepared for HCAHPS?

5-Star Rating
4-Star Rating
3-Star Rating
2-Star Rating
1-Star Rating



- When you take a good team, you'll have it covered

5-Star Rating
4-Star Rating
3-Star Rating
2-Star Rating
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5-Star Rating
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Hcahps Bulletin Board Ideas

Lingsheng Yao



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