

HCAHPS

The Hospital Consumer Assessment of Healthcare Providers and Services

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



Share Your HCAHPS Journey
on Twitter: #HCAHPS

"The hospital has 5,000 beds.
The patients aren't even leaving.
And you can't shut it down."
- Ted Levitt, a pioneer in service innovation
(Harvard Business Review)

What is HCAHPS?

HCAHPS is a national survey of patients and family members that measures 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 that are accredited by the Joint Commission.

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A 5-Star Hospital

1. **Communication with nurses**
Patients and family members rate their communication with nurses on a scale of 1 to 5.

2. **Communication with doctors**
Patients and family members rate their communication with doctors on a scale of 1 to 5.

3. **Communication with hospital staff**
Patients and family members rate their communication with hospital staff on a scale of 1 to 5.

4. **Communication with hospital staff**
Patients and family members rate their communication with hospital staff on a scale of 1 to 5.

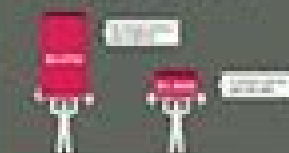
5. **Communication with hospital staff**
Patients and family members rate their communication with hospital staff on a scale of 1 to 5.

The Financial Impact of HCAHPS

For each 1-point increase in the HCAHPS score, the hospital's net revenue increases by \$1.5 million.

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25%



Get and Apply Key Tools for HCAHPS

Introduce HR a Long Game

Clear Your HCAHPS Mindset

- 1. **Get and Apply Key Tools for HCAHPS**
- 2. **Introduce HR a Long Game**
- 3. **Clear Your HCAHPS Mindset**

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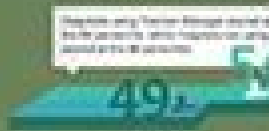
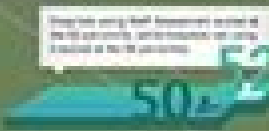
HCAHPS Technology Initiatives Study

A study looking at hospitals that have implemented technology initiatives to improve their HCAHPS scores. The study found that hospitals that have implemented technology initiatives have higher HCAHPS scores than those that have not.

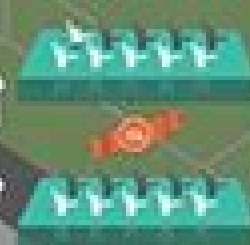
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Overall rating of hospital
from patients and family members



Recommended hospital
from patients and family members



The Winning Performance Equation

Ability + Motivation + Experience = Winning Performance

Ability + Motivation + Experience = Winning Performance

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Is Your Team Prepared for HCAHPS?

How do you ensure your team is ready to succeed in HCAHPS?



- **Ability** - Do you have a good team, ready to succeed?

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Hcahps Bulletin Board Ideas

Mary Currier



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