

Case Study:


Unit level HCAHPS Improvement

The situation:



- High volume Medsurg unit of a 148 bed hospital
 - Total Employees: 692
 - Total Discharges: 6,323
 - Total Patient Days: 25,881
 - Total Patient Revenue: \$185,556,299
 - Per AHD.com
- Good PG mean scores
 - The challenge:improve 'Communication re medication',
 - 24 months on PG Priority Index

The solution: what was selected

- Bellwether
 - Performance improvement service presented by [Custom Learning Systems Group](#)



Bellwether™
*The Early Warning
Performance Improvement Tool*



MISSION:
Turn real time patient feedback into fast and sustainable improvements to move HCAHPS scores

DELIVERABLES:


- ▶ Bellwether™ Patient Experience – Early Warning System web portal
 - a. Inpatient performance improvement question set
 - b. Run-chart functionality to determine problem frequency and resolution-nearness
 - c. English, Spanish capability
 - d. HIPPA and Joint Commission compliant
 - e. Question wizard to customize and enhance problem solving capability by unit
 - f. Integrates with hourly rounding
- ▶ Net Book, configured for your hospital
- ▶ PDA-enabled interface to facilitate leader and nurse rounding
- ▶ On-line training for users and system administrators
- ▶ On-going monthly coaching support
- ▶ Integration with GoalMaster™ Accountability Software

YOU WILL LEARN HOW TO:

- ▶ Focus nursing units on continual and daily HCAHPS improvements
- ▶ Proactively manage a unit's HCAHPS performance, providing significant opportunity to maximize Medicare reimbursements under CMS' soon-to-arrive Value-Based-Purchasing program
- ▶ Isolate high-target HCAHPS improvement items by unit, and measure daily changes
- ▶ Hardwire best practices and scripting to support an effective rounding process that includes senior administrators, nurses, and leaders
- ▶ Integrate an accountability process that has the proven ability to help move scores

EMPOWERED LEADERS SAY IT BEST:

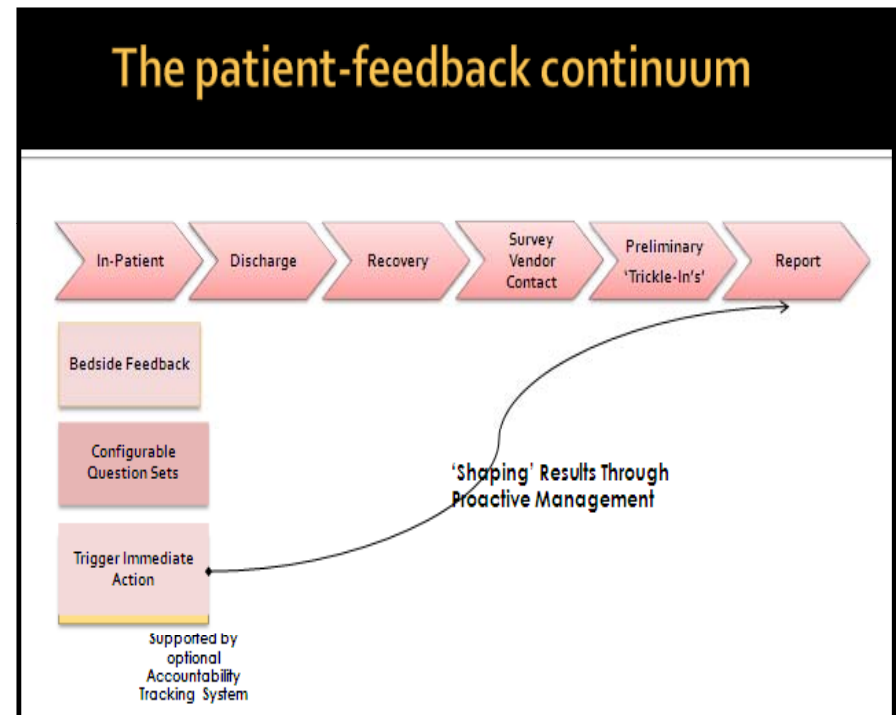
"We love this system! It's quick and easy to use. We get great feedback, and are able to identify trends as they develop, which allows us to take immediate corrective action. We've experienced significant improvement as a result."
—Emily Mosser, Vice President, Human Resources, McAllister Regional Health Center



1.800.467.7325 customlearning.com

The solution: why it was selected

- Ease and simplicity of use
- Integrates with, and enhances current performance improvement initiatives
 - Complements survey activity with focused sampling, daily PI reporting
- Deliverables include:
 - Customized access portal
 - Inpatient performance improvement question set
 - Run-chart functionality to determine problem frequency and resolution-nearness
 - English, Spanish capability
 - HIPPA and Joint Commission compliant
 - Question wizard to customize and enhance problem solving capability by unit
 - Integrated hourly rounding and ED module
 - PDA-enabled interface to facilitate leader and nurse rounding
 - On-line training for users and system administrators
 - On-going monthly coaching support
 - Integration with GoalMaster™ Accountability Software



The Solution: why it was selected (configurability)

- Configurable questions based on departmental performance improvement focus
 - HCAHPS/ Outpatient, PG, In-patient
 - Hourly Nurse Rounding
 - Employee Satisfaction
 - Outpatient
 - ED
 - Endoscopy
 - Process of Care Measures
 - Customizable sets to assure alignment with business objectives
- System-alerts include keywords, thresholds, corrective-action

Consumer Assessment of Healthcare Providers and Systems

Questions: 1 - 5 of 10 [Prev|Next]

YOUR CARE FROM NURSES

#1 During this hospital stay, how often did nurses treat you with courtesy and respect?

Never
 Sometimes
 Usually
 Always

#2 During this hospital stay, how often did nurses listen carefully to you?

Never
 Sometimes
 Usually
 Always

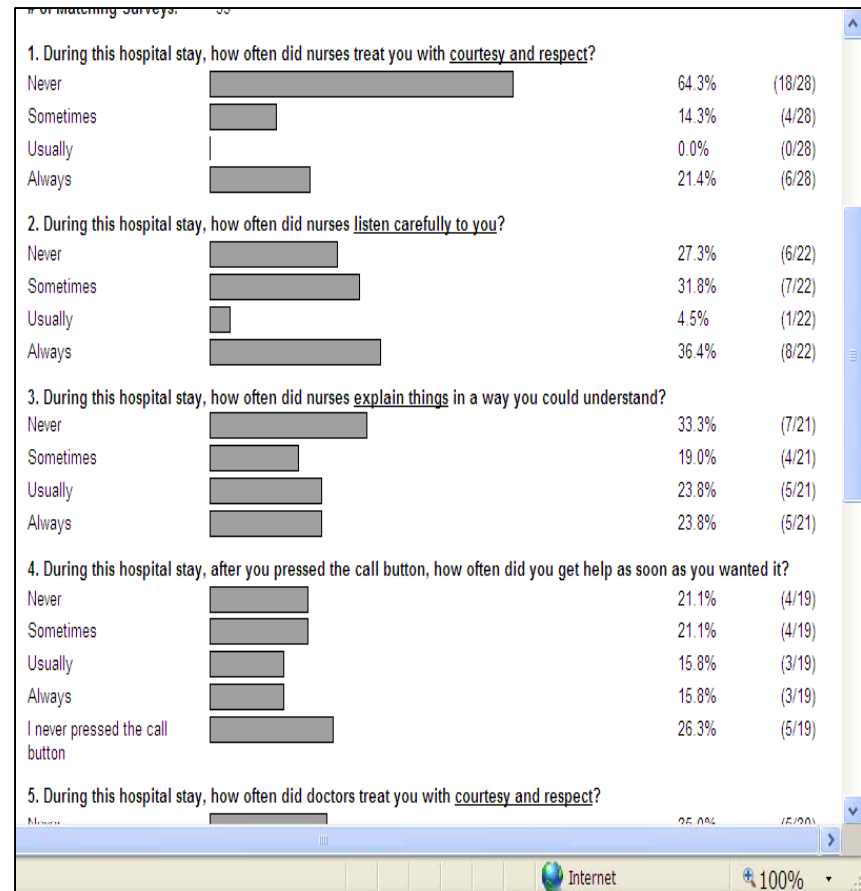
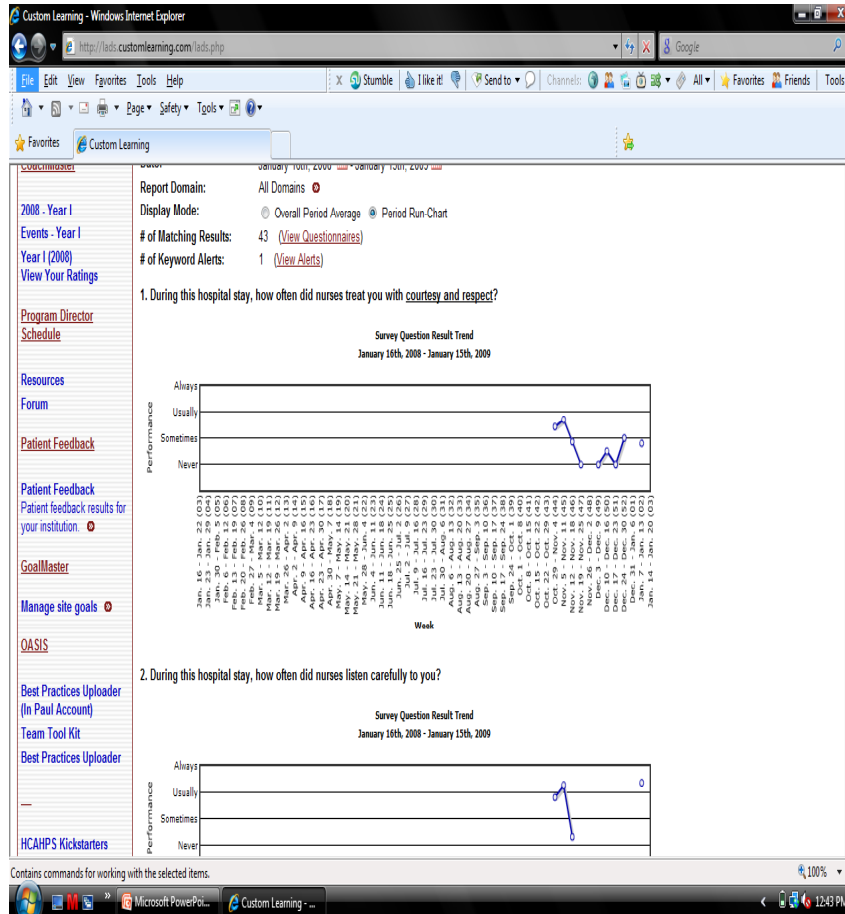
#3 During this hospital stay, how often did nurses explain things in a way you could understand?

Never
 Sometimes
 Usually
 Always

#4 During this hospital stay, after you pressed the call button, how often did you get

Int

The Solution: why it was selected (trend identification, early intervention)



The Solution: why it was selected (ease of implementation, use, speed to market)

USERS

- Webinar training
 - Why is real-time feedback important?
 - Why is immediate action important?
 - What is Bellwether?
 - How does it work?
 - What do I have to do? How often? Etc.
 - Is there support?

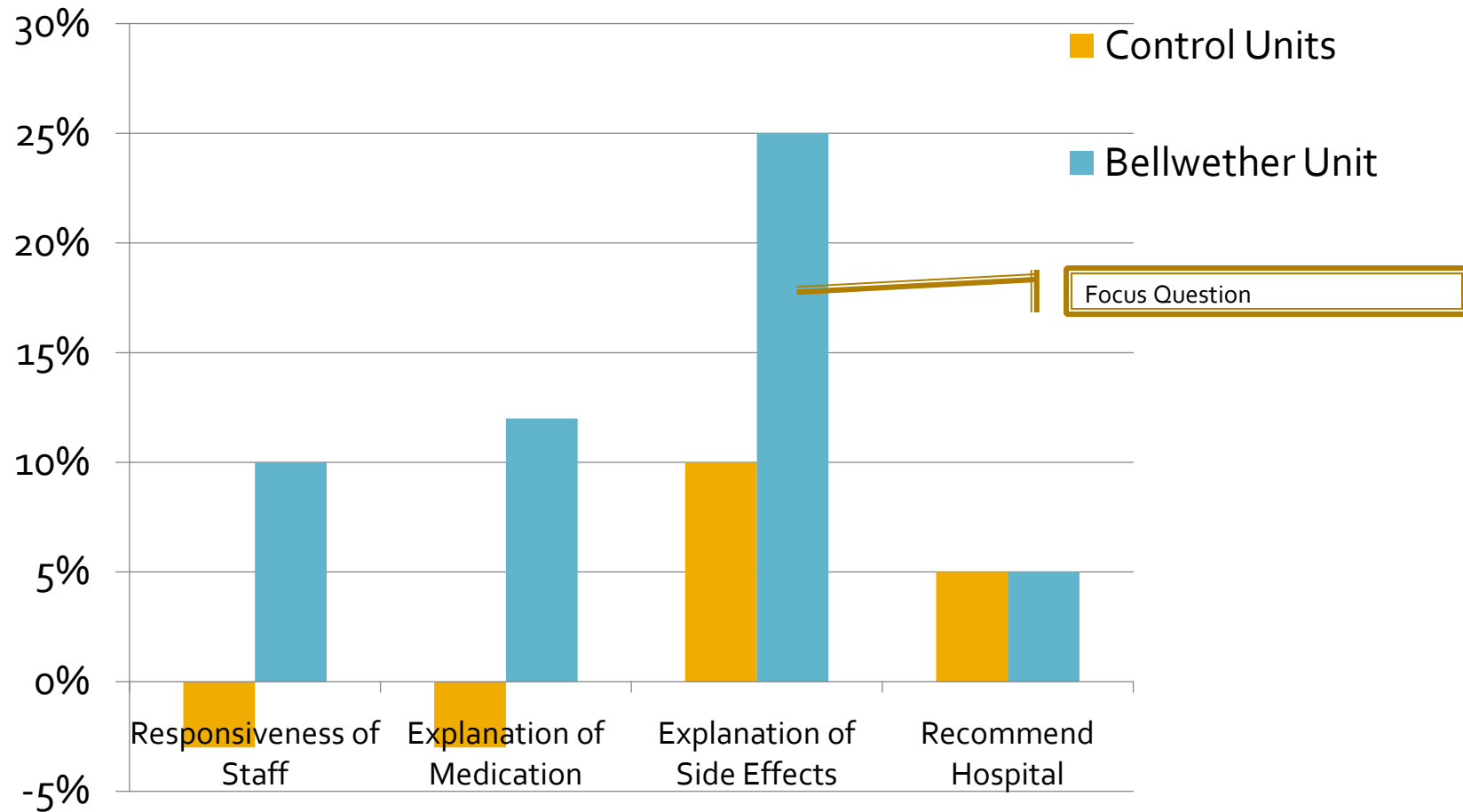
MANAGERS

- Webinar training
 - Question configuration and back-end use
 - Interpretation of data
 - Deciding when and how to sample
 - Integrating GoalMaster
 - Technical issues
 - Support

The results:

1. Unit growth in focus question
2. Overall growth (due to unit-contribution to total)
3. Spill-over to other unit priorities
4. Significant improvement in 'Responsiveness'
5. Shift in management focus from 'problem identification' to 'sustaining excellence'

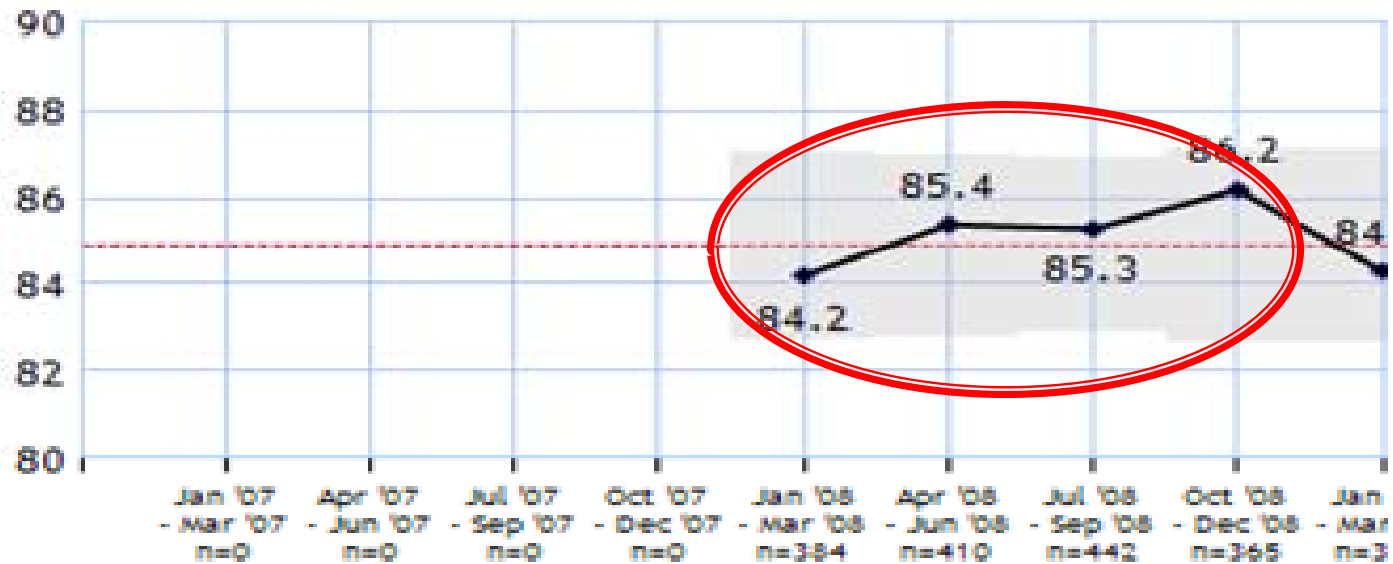
Results: Substantial Growth Unit's HCAHPS Scores



Results: unit performance impacted hospital performance

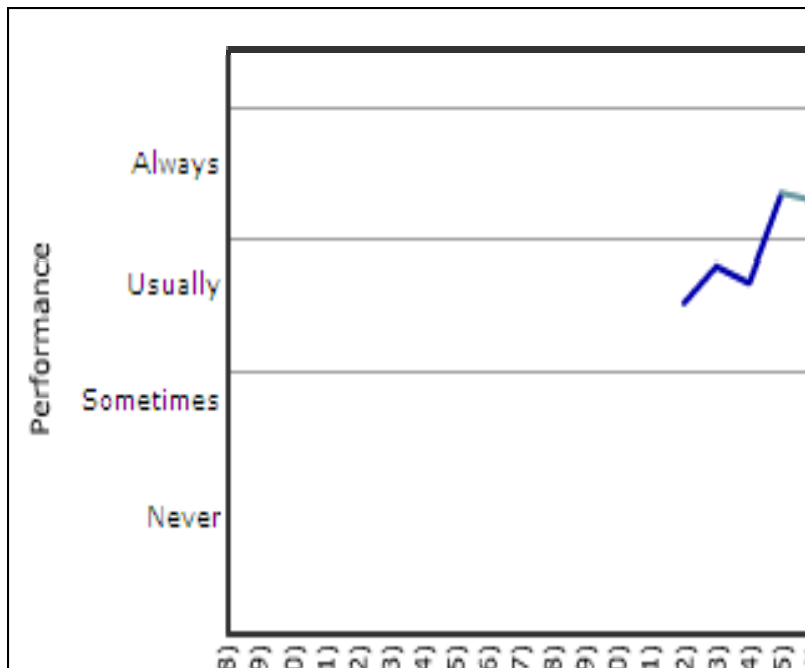
PRESS GANEY
PARTNERS IN IMPROVEMENT™

Mean Trends

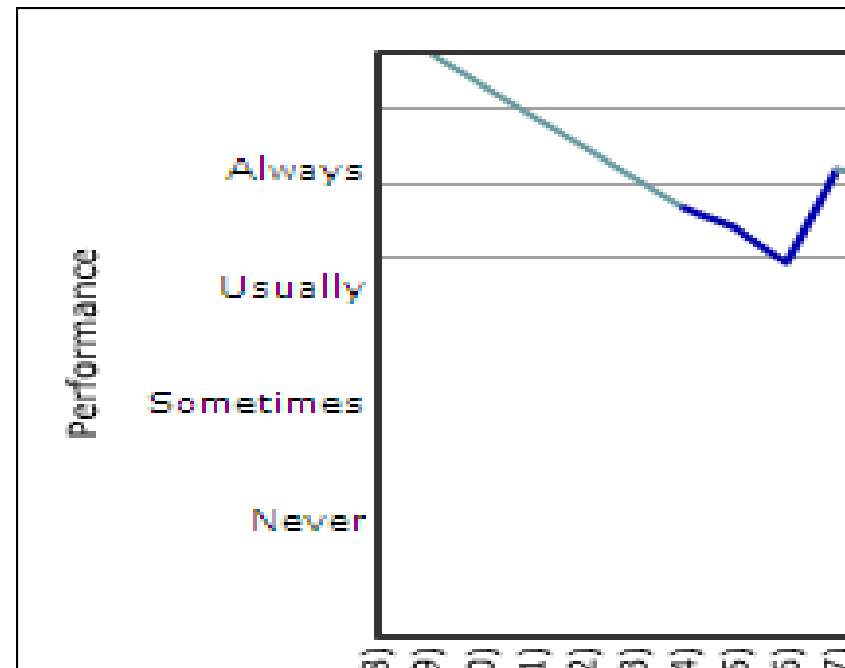


Results: Growth noted in other areas as well:

EXPLAIN MEDICATIONS

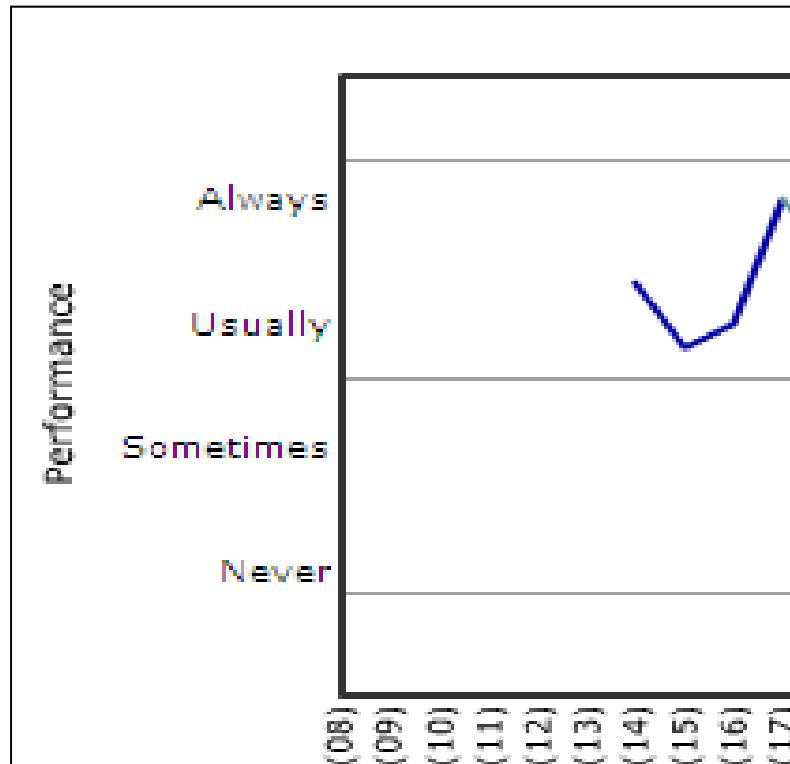


HELP WHEN NEEDED

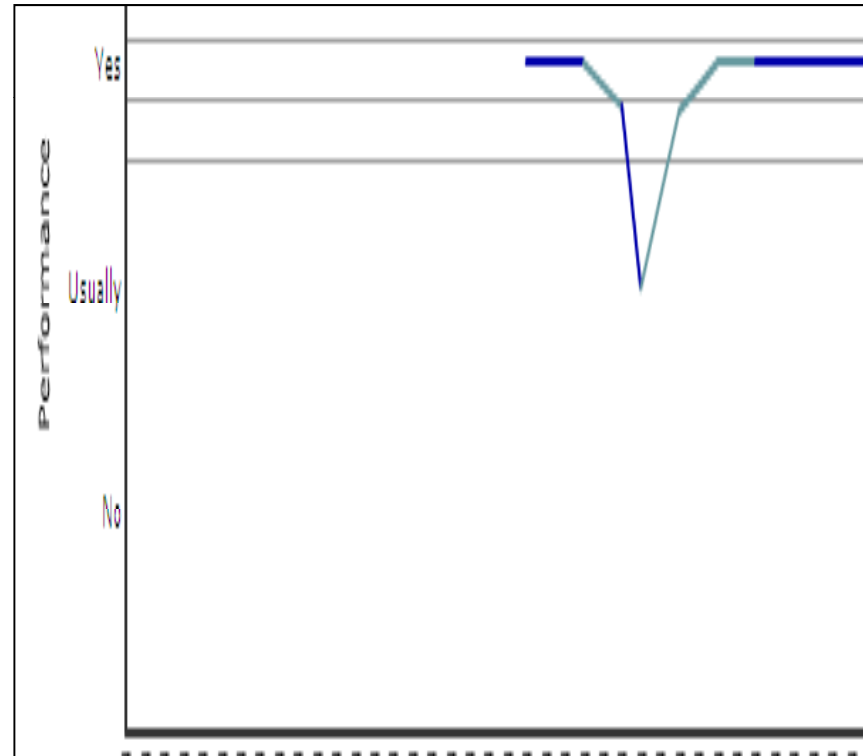


Results: Growth noted in other areas as well:

EXPLAIN SIDE EFFECTS



LISTENING



The mandate: improve 'Comm re Med' (24 mos on Priority Index)



HCAHPS

Inpatient

McAlester Regional Health Center

HCAHPS	Apr '09 - Jun '09	Jul '09 - Sep '09	Oct '09 - Dec '09	Jan '10 - Mar '10
	Top Box	Top Box	Top Box	Top Box
Rate hospital 0-10	56.4 ▼	60.9 ▲	58.6 ▼	53.6 ▼
Recommend this hospital	56.2 ▼	61.2 ▲	57.5 ▼	52.7 ▼
Comm w/ Nurses	75.3 ▼	79.0 ▲	75.3 ▼	72.6 ▼
Response of Hosp Staff	66.1 ▲	64.9 ▼	65.9 ▲	65.8 ▼
Comm w/ Doctors	79.5 ▼	81.8 ▲	81.6 ▼	84.8 ▲
Hospital Environment	61.8 ▼	66.8 ▲	63.4 ▼	66.5 ▲
Pain	72.9	74.2 ▲	67.8 ▼	75.6 ▲
Comm re Med	61.8 ▲	65.8 ▲	61.2 ▼	62.4 ▲
Discharge	82.2 ▲	77.4 ▼	82.1 ▲	76.4 ▼
Room and bathroom kept clean	71.4 ▼	75.6 ▲	76.9 ▲	74.3 ▼
Area around room quiet at night	52.2 ▼	58.0 ▲	49.8 ▼	58.6 ▲

Follow-up and Learnings

Key learnings

- Daily communication of results to staff is critical
- Integration of sampling into rounding process is very helpful
- Daily review/communication of anecdotal comments
- Immediate service recovery
- To assure sustained excellence, performance should be isolated to systems-analysis to remove systems breakdowns
- Audit successes after a period of time, to assure traction of results, stickiness of the solution, engagement of staff

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