The CEO's Engagement Checklist

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CEO's Strategic Engagement Checklist

Based upon our research and experience we recommend your CEO/Administrator utilize the following checklist as his/her guide to leading your HCAHPS Breakthrough initiative:

- ❑ 1. **Set and articulate a vision** for a world-class patient and family experience and consistently model your commitment
- ❑ 2. Create a rolling three year **Employer and Provider of Choice Plan**, as a vital part of your Strategic Plan.
- ❑ 3. Negotiate an **Accountability Agreement** to achieve annual goals with leaders, linked to their performance appraisal
- ❑ 4. Appoint & Charter an **effective Patient Experience/Service Excellence Council/Team**
- ❑ 5. With your CNO, **Appoint/Empower 9 HCAHPS Domain Owners/Champions** *(see Planner Checklist)*
- ❑ 6. Take **personal ownership** of "Overall" & "Recommend"
- ❑ 7. Appoint leaders to implement & hardwire priority **HCAHPS-based Best Practices** for performance improvement across all service lines *(See LEAN/OASIS Project Checklist)*
- ❑ 8. Ensure there is systematic HCAHPS, **competency-based education** for Leaders and the Front Line
- ❑ 9. Launch a sustainable initiative to **engage the front line in a meaningful way**, to own the relationship with their patients, i.e. Empowered, Front Line, Peer-Based Train-the-Trainer
- ❑ 10. Collaborate with your CMO/Chief of Staff, on a process to **engage physicians/providers**
- ❑ 11. **Continuously communicate** your vision and commitment through regular patient and staff rounding, mandatory Town Hall meetings, and through all appropriate channels
- ❑ 12. **Personally participate** in the HBS™ Series

CEO's Accountability Checklist

- ❑ A. Signed Accountability Agreements (for negotiated goals, assures all managers know what's expected of them)
- ❑ B. Quarterly CEO Roundtables (review progress toward service goals, check accountability, offer help in stuck-places)
- ❑ C. Internal Support Services Scorecards (allow kudo's or improvement feedback to non-clinical units from their 'clients')
- ❑ D. Regular oversight of Service Excellence Council (monthly reports from SEC Chair, re: service improvement projects)