Overall Rating Charts & Tables

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The HCAHPS Breakthrough Series™

HBS™ Scorecard

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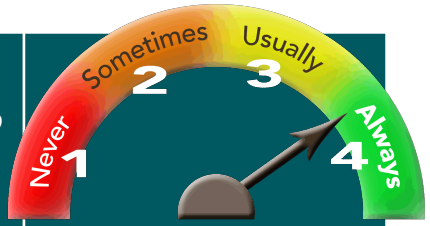
HCAHPS Hospital Dashboard

1 Leader's Role in HCAHPS

Please rate your Hospitals Effectiveness Implementing:

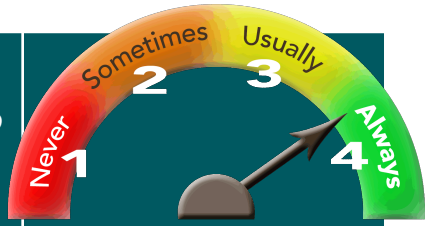
HBS™ Scorecard

	Skills, Best Practices & Strategy	Leaders	Everyone	Nursing	 Rate 1-4
1	HCAHPS – Set Domain Goals for 1-3 Years	✔			
2	Ensure All Leaders are HCAHPS Survey Literate	✔			
3	Every Leader Commit to Taking All 13 HBS Webinars, and Register Online	✔			
4	Assign an Owner/Champion for all HCAHPS Domains	✔			
5	Ensure Timely, Understandable HCAHPS Patient Experience Surveys	✔			
6	Request and Implement the "Accountability Agreement" Tool - Provided by CLS HBS Authors	✔			
7	Schedule a Complimentary Coaching Call with HBS Authors	✔			
8	HCAHPS and Value Based Purchasing Education		✔		
					Average

2 Quiet at Night

HBS™ Scorecard

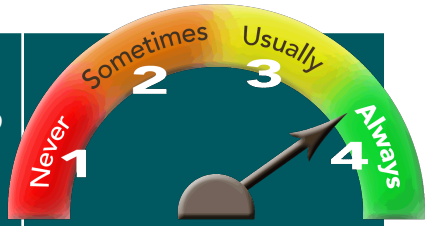
Please rate your Hospitals Effectiveness Implementing:

	Skills, Best Practices & Strategy	Leaders	Everyone	Nursing	 Rate 1-4
1	Daily Leader Caregiver Rounding	✔			
2	Manage Patient Noise Expectations		✔		
3	Utilize Noise Alert System - Tools (“Yacker -Tracker”)			✔	
4	Staff Implement “Quiet” Sentence Starters				
5	CEO Issue Frontline “License to Silence”	✔			
6	Never Ending Noise Job Jar		✔		
7	Quiet Revolution – Staff 30 Minute Education	✔			
8	Record a Patient’s Room From 9pm to 6 am – Listen to yourself	✔			
					Average

3 Cleanliness of Patient Rooms

HBS™ Scorecard

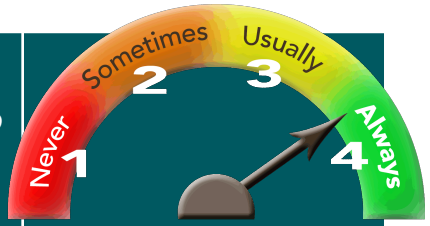
Please rate your Hospitals Effectiveness Implementing:

	Skills, Best Practices & Strategy	Leaders	Everyone	Nursing	 Rate 1-4
1	Hospital Acquired Infections Education and Awareness		✔		
2	Cleanliness Checklist – Housekeeping		✔		
3	Tools Update - Housekeeping		✔		
4	Freedom to Clean: We Are All Housekeepers; We Are All Lifesavers – License		✔		
5	Behavior Labeling		✔		
6	Cleanliness Sentence Starters		✔		
7	Patient Experience/Service Excellence Council Charter - TOOL	✔			
					Average

4 Communication about Medication

HBS™ Scorecard

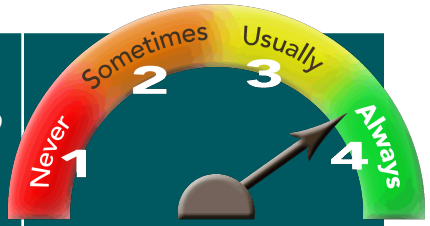
Please rate your Hospitals Effectiveness Implementing:

	Skills, Best Practices & Strategy	Leaders	Everyone	Nursing	 Rate 1-4
1	Empower Nurses as Patient Advocates	✔		✔	
2	Medication Error Education/Awareness			✔	
3	Patient New Medication Education Checklist			✔	
4	Family Engagement			✔	
5	Utilize New Medication Education Tools	✔			
6	Make Patient Medication Education a “Very Big D.E.A.L.”			✔	
7	Medication Education Sentence Starters			✔	
8	The Leader’s Role as an Effective Communicator	✔			
9	Value and Honor your Housekeepers		✔		
					Average

5 Communication with Doctors

HBS™ Scorecard

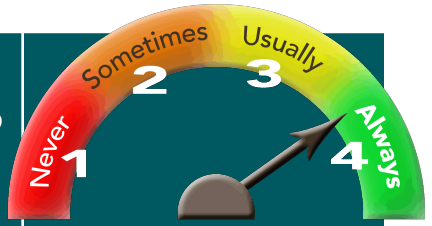
Please rate your Hospitals Effectiveness Implementing:

	Skills, Best Practices & Strategy	Leaders	Everyone	Nursing	 Rate 1-4
1	Mastering Patient Perceptions	✔			
2	Physician/Provider Skillful Manners		✔		
3	Physician/Provider Skillful Listening			✔	
4	Physician/Provider Skillful Teaching				
5	Utilize Tools and Resources	✔			
6	Three Thoughtful Questions to Guarantee HCAHPS Improvement - TOOL	✔			
					Average

6 Communication with Nurses

HBS™ Scorecard

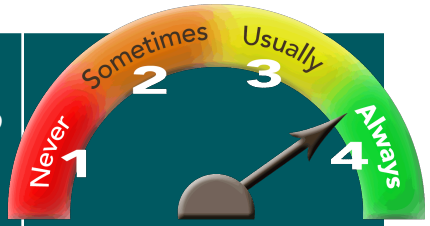
Please rate your Hospitals Effectiveness Implementing:

	Skills, Best Practices & Tools	Leaders	Everyone	Nursing	 Rate 1-4
1	Chat Time			✔	
2	AIDET & SERVE		✔		
3	Bedside Reporting			✔	
4	Nursing Sentence Starters			✔	
5	30 Minute Nurse Communication Workshop			✔	
6	Appoint a Bedside Reporting TEAM	✔			
7	Use the SERVE or AIDET mini-posters	✔			
8	Create Customized, Updated Care Boards	✔			
					Average

7 Discharge Information

Please rate your Hospitals Effectiveness Implementing:

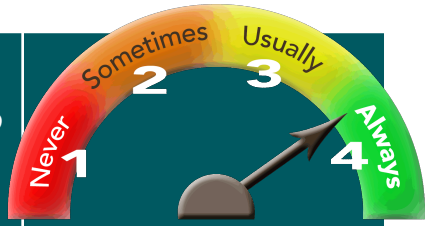
HBS™ Scorecard

	Skills, Best Practices & Tools	Leaders	Everyone	Nursing	 Rate 1-4
1	Checklists, Standard Operating Procedure, and Continuous Improvement		✔		
2	Discharge Starts at Admitting	✔			
3	Daily Coaching for “When You Go Home”			✔	
4	The “Day Prior” Patient Preparation			✔	
5	Discharge Satisfaction Team Charter	✔		✔	
6	Going Home Day – Checklist		✔		
7	The Post Discharge Phone Call	✔			
8	The Invaluable Discharge Packet	✔			
					Average

7 Discharge Information

Please rate your Hospitals Effectiveness Implementing:

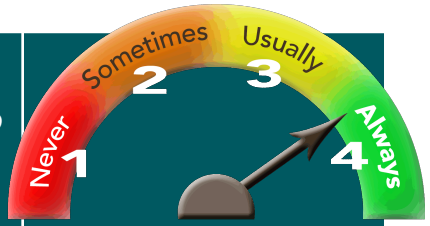
HBS™ Scorecard

	Skills, Best Practices & Tools	Leaders	Everyone	Nursing	 Rate 1-4
9	The Invaluable Discharge Packet	✔			
10	Discharge Planning Checklist and Protocol			✔	
11	Discharge Conversation Starters			✔	
12	The Discharge Satisfaction Team – Charter TOOL	✔			
13	Three Questions to Guarantee a Satisfied Discharge			✔	
14	Conduct a 30 Minute Education Workshop			✔	
15	Phase In a Patient Thank You Card	✔			
					Average

8 Pain Care

HBS™ Scorecard

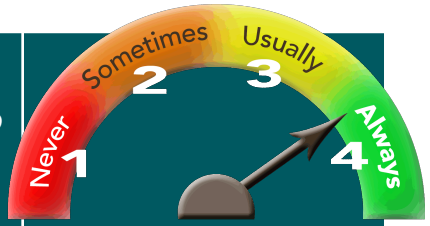
Please rate your Hospitals Effectiveness Implementing:

	Skills, Best Practices & Tools	Leaders	Everyone	Nursing	 Rate 1-4
1	Identify Pain Care Biases and Prejudices		✔		
2	Pain Myth Awareness			✔	
3	Use Keys to Compassionate Pain Care as a Checklist			✔	
4	Examine the Goal of Pain Management			✔	
5	Effective Pain Assessment			✔	
6	Managing Patients' Expectations about Pain	✔			
7	Medicating for Pain Relief			✔	
8	The Power in Alternative Pain Strategies		✔		
					Average

8 Pain Care

HBS™ Scorecard

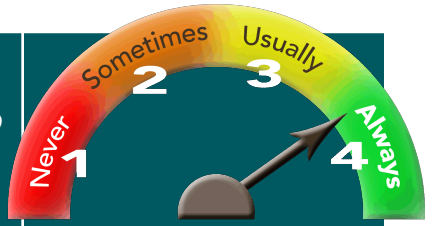
Please rate your Hospitals Effectiveness Implementing:

	Skills, Best Practices & Tools	Leaders	Everyone	Nursing	 Rate 1-4
9	Cultural Diversity awareness	✔			
10	Appoint a Pain Medication Patient Advocate	✔			
11	Utilize Tools and Resources	✔			
12	Nonverbal Communication and Empathetic Listening			✔	
13	Harness the Power in asking Questions			✔	
14	Pain Conversation Starters - Use Verbal First Aid			✔	
15	Pain Control Resource Team Charter - TOOL	✔			
16	Update Hospitals Pain Care Policy	✔			
					Average

9 Responsiveness of Staff

Please rate your Hospitals Effectiveness Implementing:

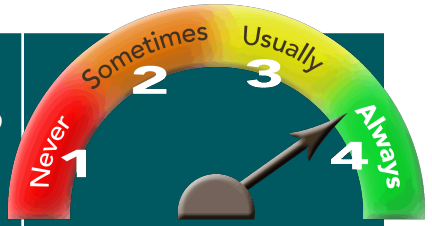
HBS™ Scorecard

	Skills, Best Practices & Tools	Leaders	Everyone	Nursing	 Rate 1-4
1	Everyone's in the NO PASS Zone		✔		
2	Make time to Understand Patients Expectations		✔		
3	Schedule 30-minute Lunch & Learn			✔	
4	Daily Service Huddle			✔	
5	"Make Time" Call Light Response			✔	
6	Purposeful Hourly Rounding			✔	
7	Bedside Reporting Recap			✔	
8	License to Please Bundle		✔		
					Average

9 Responsiveness of Staff

Please rate your Hospitals Effectiveness Implementing:

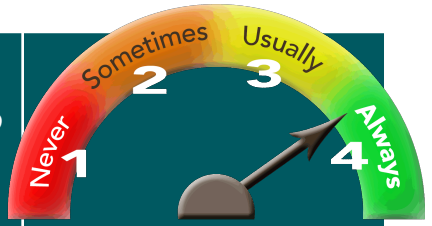
HBS™ Scorecard

	Skills, Best Practices & Tools	Leaders	Everyone	Nursing	 Rate 1-4
8	Utilize Staff Responsiveness Tools & Resources	✔			
9	Staff Responsiveness Conversation Starters			✔	
10	Conduct an Audit of Your Current Call Light/Phone System and Improve	✔			
11	Schedule a 30 Minute In-Service to Educate Everyone on SERVE/AIDET - Review Webinar #6		✔		
12	Utilize the CLS Rapid Cycle Improvement Planner Tool		✔		
13	Focus on the 3 P's Pain, Position, Potty			✔	
14	Appoint a Unit Rounding Champion	✔			
					Average

10 Transition of Care

Please rate your Hospitals Effectiveness Implementing:

HBS™ Scorecard

	Skills, Best Practices & Tools	Leaders	Everyone	Nursing	 Rate 1-4
1	Master Care Transitions Moments of Truth			✔	
2	Implement a Personalized Care Plan Using the Checklist Provided - TOOL			✔	
3	Utilize Care Transition Tools and Resources	✔			
4	Apply the Three Communication Skills: Communicate, Collaborate, and Coordinate			✔	
5	Charter a Care Transition Team Utilizing the Charter Provided – TOOL	✔			
6	Create Partnerships with Skilled Nursing Utilizing the Checklist Provided - TOOL	✔			
7	Utilize the “Three Thoughtful Questions” Provided			✔	
					Average

HCAHPS Inpatient Scores

CAHPS Score Chart

Please rate your Hospitals Effectiveness Implementing:

Measure / Domains	Top Box Percent	%tile	National Top Box % Average	1 = 1 - 25%tile 2 = 26 - 50%tile 3 = 51 - 75%tile 4 = 76 - 99%tile
Communication with Nurses				
Communication with Doctors				
Responsiveness of Hospital Staff				
Cleanliness of the Hospital Environment				
Quietness of the Hospital Environment				
Pain Care				
Communication about Medicines				
Discharge Info				
Transition of Care				
Overall Rating/Recommend				

Emergency Scores

Please rate your Hospitals Effectiveness Implementing:

CAHPS Score Chart

Measure / Domains	Top Box Percent	%tile	National Top Box % Average	1 = 1 - 25%tile 2 = 26 - 50%tile 3 = 51 - 75%tile 4 = 76 - 99%tile
Cleanliness/Quietness				
Communication with Nurses				
Communication with Providers				
Discharge Information				
Overall Rating of Facility				
Pain Management				
Would Recommend Facility				

Clinic/Outpatient Scores

Please rate your Hospitals Effectiveness Implementing:

CAHPS Score Chart

Measure / Domains	Top Box Percent	%tile	National Top Box % Average	1 = 1 - 25%tile 2 = 26 - 50%tile 3 = 51 - 75%tile 4 = 76 - 99%tile
Getting Timely Access				
Physician/Provider Communication				
Responsiveness, Helpful Office Staff				
Care Coordination/Follow Up				
Overall Rating Physician/Provider				

EXAMPLE

Ambulatory Scores

Please rate your Hospitals Effectiveness Implementing:

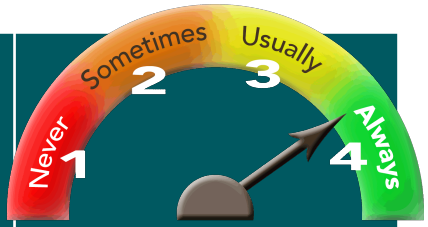
CAHPS Score Chart

Measure / Domains	Top Box Percent	%tile	National Top Box % Average	1 = 1 - 25%tile 2 = 26 - 50%tile 3 = 51 - 75%tile 4 = 76 - 99%tile
Care of Patients				
Communication about Your Procedure				
Preparations for Discharge and Recovery				
Overall Rating of Care				
Willingness to Recommend				

1 Culture Bundled Scorecard

Please rate your Hospitals Effectiveness Implementing:

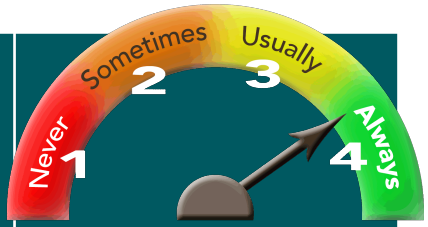
HCAHPS BUNDLED Scorecard

	Skills, Best Practices & Tools	HBS Webinar Module #	 Rate 1-4
New Skills and Best Practices			
1	Clearly Articulate the Vision	11	
2	A Solid Culture Based on Patient-Centered Care	11	
3	The Role of the CEO and Senior Leadership	11	
4	The Chief Experience Officer	11	
5	CEO and Executive Team are Accountable for Leading the Improvement Process	11	
Recap Previous Skills and Best Practices			
6	Commit to creating a culture of “Kindness Care, Everywhere”	1	
			Average

2 Leadership Bundled Scorecard

HCAHPS BUNDLED Scorecard

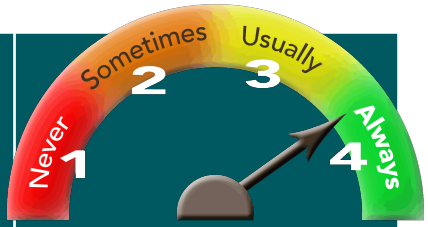
Please rate your Hospitals Effectiveness Implementing:

	Skills, Best Practices & Strategy	HBS Webinar Module #	 Rate 1-4
New Skills and Best Practices			
1	Inspire and Set the Example	11	
2	The Highly Visible Leader	11	
Recap Previous Skills and Best Practices			
3	Lead By Walking Around	2	
4	Lead By Example	3	
5	Celebrate and Acknowledge Improvement	9	
6	Quality 2-Way, Regular, Effective Staff Meetings	12	
			Average

3 Frontline Bundled Scorecard

HCAHPS BUNDLED Scorecard

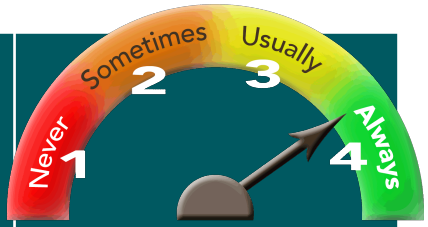
Please rate your Hospitals Effectiveness Implementing:

	Skills, Best Practices & Strategy	HBS Webinar Module #	 Rate 1-4
New Skills and Best Practices			
1	Engage the Workforce *(help them align with the same higher purpose and shared values)*	11	
2	Establish and Maintain Their Accountability for Achievement	11	
Recap Previous Skills and Best Practices			
3	See “Your Formula for Staff Responsiveness”	9	
			Average

4 Patient Bundled Scorecard

HCAHPS BUNDLED Scorecard

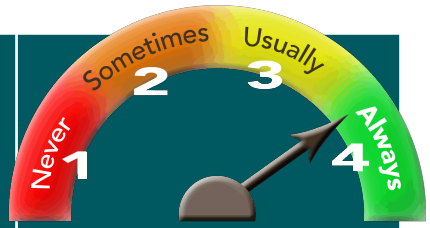
Please rate your Hospitals Effectiveness Implementing:

	Skills, Best Practices & Strategy	HBS Webinar Module #	 Rate 1-4
New Skills and Best Practices			
1	Nothing About Me Without Me	11	
2	The Patient and Family Advisory Council	11	
3	Patient and Family Listening Posts	11	
Recap Previous Skills and Best Practices			
4	Chat Time	6	
5	Hourly Rounding	9	
6	Bedside Reporting	6	
			Average

4 Patient Bundled Scorecard

Please rate your Hospitals Effectiveness Implementing:

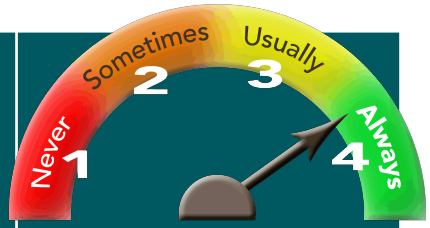
HCAHPS BUNDLED Scorecard

	Skills, Best Practices & Strategy	HBS Webinar Module #	 Rate 1-4
Recap Previous Skills and Best Practices			
7	SERVE/AIDET	6	
8	Make Medication Education a 'Very Big D.E.A.L.'	4	
9	Physician/Provider Skillful Listening	5	
10	Nurse Communication Key Questions	6	
11	Nurse Communication Key Questions	6	
12	Managing Patients Expectations About Pain	8	
13	Apply the Three Communication Skills, "Communicate, Collaborate and Coordinate"	10	
			Average

5 Total Hospital Bundled Scorecard

HCAHPS BUNDLED Scorecard

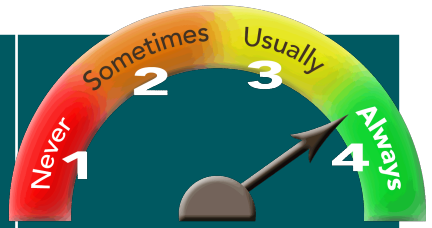
Please rate your Hospitals Effectiveness Implementing:

	Skills, Best Practices & Strategy	HBS Webinar Module #	 Rate 1-4
New Skills and Best Practices			
1	Active Physician Engagement	11	
2	The High Performing Emergency Department	11	
Recap Previous Skills and Best Practices			
3	Checklists and Continuous Improvement	7	
4	Skillful Physician Communication	5	
5	Master Care Transition Moments of Truth	9	
6	Daily Service Huddles	9	
			Average

6 Sustainability Bundled Scorecard

HCAHPS BUNDLED Scorecard

Please rate your Hospitals Effectiveness Implementing:

	Skills, Best Practices & Strategy	HBS Webinar Module#	 Rate 1-4
Previous Recap			
1			
2			
New in Overall			
3			
4			
5			
6			
			Average

HCAHPS Hospital Dashboard

Please Record your Hospitals Average Rating:

Patient Experience & Implementation Effectiveness Scorecards 1 = 1 – 25% 2 = 26 – 50% 3 = 51 – 75% 4 = 76 – 99%		Average Rating
I	**Patient Experience Scores**	
1	HCAHPS/Inpatient	
2	Emergency	
3	Clinics/Outpatient	
4	Ambulatory Surgery	

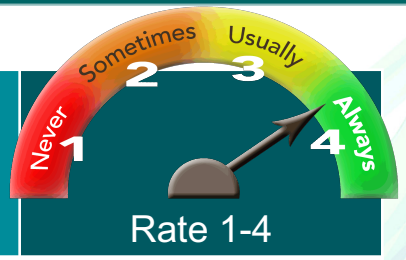
HCAHPS Hospital Dashboard

Please Record your Hospitals Average Rating:

Patient Experience & Implementation Effectiveness Scorecards		Average Rating
III	**HCAHPS Bundled Scorecards**	
1	High Performing Culture	
2	Leadership Engagement	
3	Frontline Engagement	
4	Patient Engagement	
5	Total Hospital Engagement	
6	Sustainability (optional)	

HCAHPS Hospital Dashboard

Please Record your Hospitals Average Rating:



Patient Experience & Implementation Effectiveness Scorecards	

IV	HBS™ HCAHPS Domain Scorecards	
1	The Leader's Role in HCAHPS Transformation	
2	Quiet at Night	
3	Cleanliness of Patient Rooms	
4	Communication about Medicines	
5	Communication with Doctors	
6	Communication with Nurses	
7	Discharge Information	
8	Pain Care	
9	Responsiveness of Staff	
10	Transition of Care	