# Team DO IT Plan

- ☐ 1. Make a point of familiarizing yourself with your hospital and your own department's "Overall" score
- ☐ 2. The CEO and Executive Team are accountable for leading the improvement process for this domain
- ☐ 3. Keep top of mind, that a key success factor for "Overall" is caregiver responsiveness at every level (Everyone's a Caregiver)
- ☐ 4. Your Service Excellence Council jointly completes your HBS Scorecards
- ☐ 5. Your Service Excellence Council to complete this webinar's HCAHPS Bundled Scorecards and make recommendations to the Executive Team for an annual Strategic Plan
- ☐ 6. Your CEO and Executive Team adopt an annual HCAHPS Strategic Plan
- ☐ 7. Adopt a draft timetable for steps 4- 6
- ☐ 8. Please share The CEO's Engagement Checklist with your leader, if they are not present at this webinar (see Tool Kit)
- ☐ 9. At the request of your CEO/Administrator schedule a coaching call with HBS authors to clarify, answer questions, and expand upon recommendations
- ☐ 10. As needed, revisit the key patient engagement/communication competencies provided in previous webinars. (Especially Responsiveness)
- ☐ 11. Adopt a social media strategy, as a way of tuning in to timely patient and family feedback. Use the information to shape your HCAHPS Strategic Plan
- ☐ 12. Focus on improving patient experience listening posts
- ☐ 13. Assign owners to take action on patient, family, and marketplace feedback from the multiple listening posts identified in this section
- ☐ 14. Charter an ED Patient Experience Performance Team (if you don't already have one) to contribute to your HCAHPS Strategic Plan, and use the following tools:
  - 20 'Must Haves' for your ED
  - The ED Best Practice Gap Analysis
- ☐ 15. Please share The Active Physician Engagement Checklist with your CEO, CMO/Chief of Staff, and CNO
- ☐ 16. The CEO ensures the HCAHPS Hospital Dashboard be completed and use as a key goal setting tool for improving HCAHPS in every domain, especially Overall

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