High-Performing Overall Hospital

Overall Rating

HCAHPS Breakthrough Series

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High- Performing Overall Hospital™

Overall Rating

Question:
Have you ever calculated how much time you spend on rides at the amusement park?

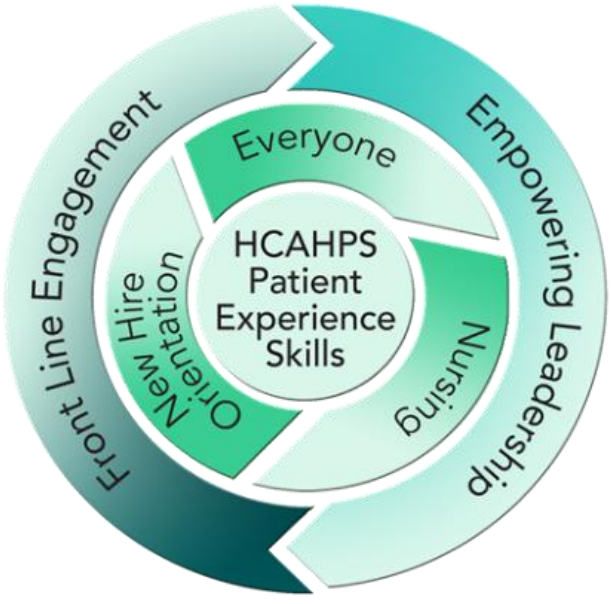
The point is:
Patients are *more likely* to judge you by what happened *in that 20% then the remaining 80%* of their time with you. That's their *Overall* impression of their stay.

*A Big Reason why…*The HCAHPS Survey **doesn't even ask about** such inpatient services as:

- Admitting
- Housekeeping Courtesy
- Critical Care Unit
- Room Environment
- Meals
- Pharmacy
- Surgery
- Therapies (PT/OT)
- Visitor's Experience
- Tests and Treatments
- Facility & Waiting Areas
- Lab
- Engineering/Maintenance
- Security
- Front Desk/Volunteers
- OR their ED experience, prior to being admitted

"Act as if" Ancillary & support department **questions are being asked!**

The Custom Learning Systems HCAHPS Transformation Model



Overall Rating Survey Questions and Why They Matter

Question:
Any idea what goes on in patients' minds when they rate their overall experience with your hospital?

Let's Define "Overall":

- It's a **summary judgment** from patients of the care they received
- It's their **perception** of the **sum total of the coordination of services** *and* **close attention** afforded them during their stay, **compared to what they expected**, based upon **your promises,** and those of your **competitors**
- It's the **patient's opinion** of the hospital they are most **likely to share** with friends and family

HCAHPS Domain – Overall Rating
Survey Question:
"Using any number from Zero to 10, where zero is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital's performance during your stay?"

Domain Leadership Owners:
Executive Team and Ultimately Everyone!

Current National Threshold is:

(Rated a 4 – "Always"/50th Percentile)

73%

What's Yours? _____%

Putting Hospital "Overall" in Perspective:
"Every patient's interaction with healthcare is judged by ***expectations set by the best players in the hospitality industry*** *(hotels, restaurants, Disneyworld) and by the financial services industry (****American Express,*** *for example) and other areas where major players have made a* ***science of customer service****…"* – Micah Solomon, "College of the Customer" Author

Putting Costs into Perspective:

- Average cost of a one day stay at an American **hotel**: 110^{00} plus tax
- Average cost of a one day stay at an American **hospital**: **$1,625^{00}$**

Question:

- If your bill at checkout for a one day stay at a hotel was $1,625^{00}$
  What kind of an experience would ***you have expected****?*

-Statistics from Kaiser State Health Facts, April 2012

What Top Hospital Leaders Thought Were Necessary to Improve the Patient Experience

1. New facilities
2. Private rooms
3. Food on demand
4. Bedside interactive computers,
5. Unrestricted visiting hours
6. More time so patients could rest

– Understanding the Drivers of the Patient Experience by James I Merlino and Ananth Raman, Sept 17, 2013

What HCAHPS Domain Driver-Based Research Tells Us:

Real Drivers of Patient Satisfaction:

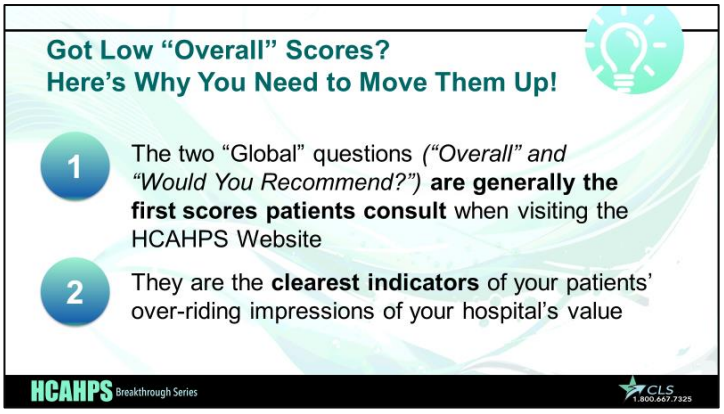
- Pain Care (and meds well-explained)
- Responsiveness of Staff (to my fears, emotional needs)
- Communication with Physicians (shared decisions)
- Communications with Nurses (keep me informed)

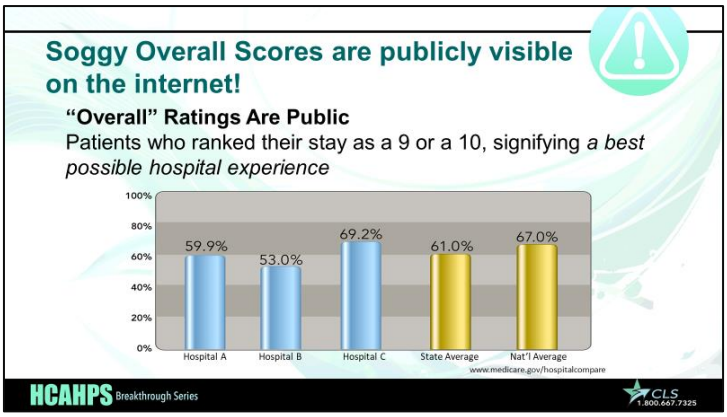
Research tells us the Overall Experience is based upon:

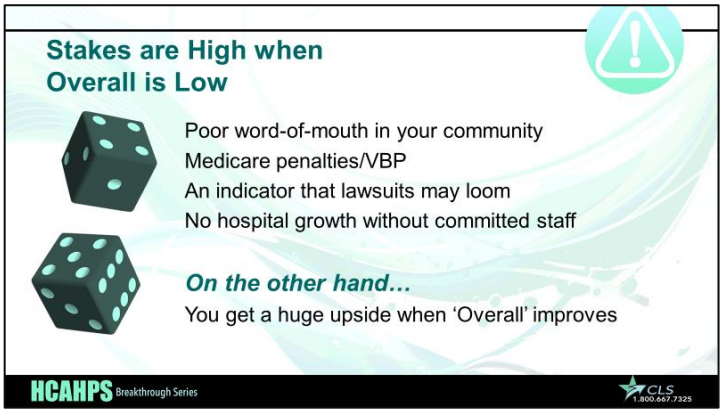
1. Culture
    - A solid culture based on Patient- Centered Care
    - Owned by a staff engaged at all levels
2. Leadership Engagement
    - Knowledgeable, committed, actively engaged leadership. Visible!
3. Frontline Engagement
    - A workforce totally "bought in" to delivering patient-centered care
4. Patient Engagement
    - Patients and families are in effective partnerships with MD's & clinicians
5. Total High-Performing Hospital Experience
    - Maintained by diligent performance measurement, reporting, & improvement

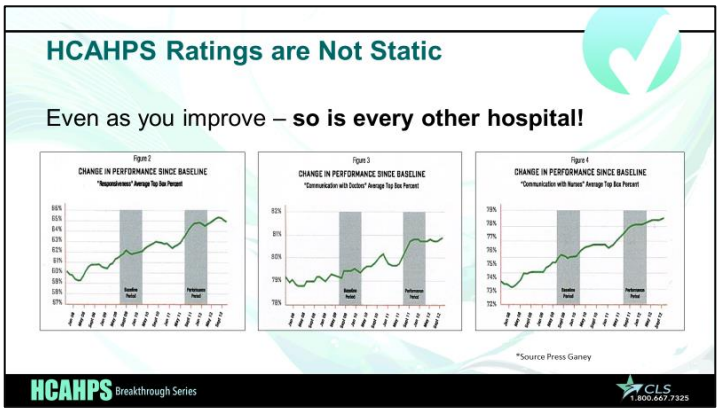
Recommendation:

*Think of the HCAHPS "Overall" Question as a **great reason** to become a truly **High-Performing Hospital***









30% May Go Elsewhere:
Even as you score at the national average (70%) there are **30% of your patients who are critical** of their overall care and **likely to go elsewhere** for medical services.
(but not before telling 500 of their closest friends on Facebook.)

Question:
Why is the Overall domain important to **you and your team**?

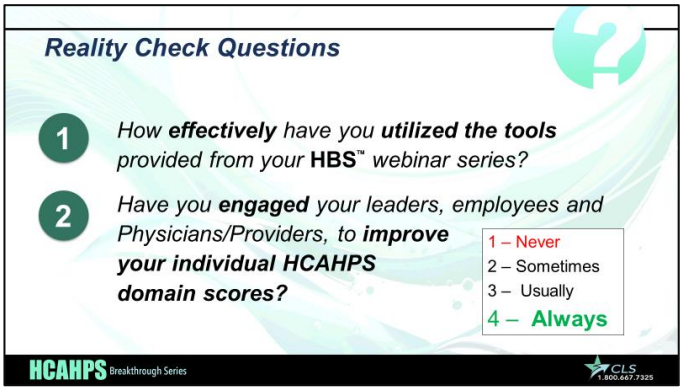
To Summarize:
To succeed at the "Overall" question, you and your hospital must be great at:

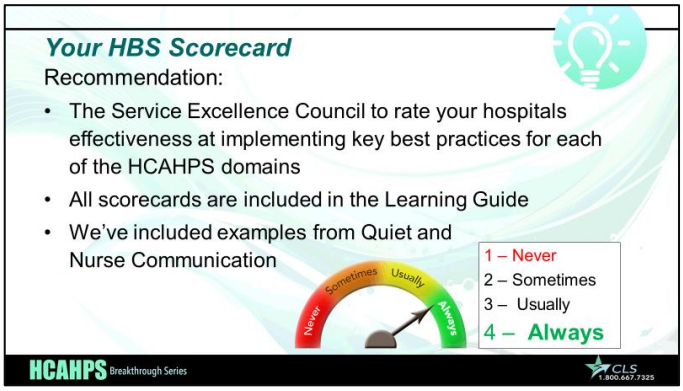
- Meaningful Communication
- Care-giving Skills / Best Practices
- Personal Commitment to healing

The HBS HCAHPS Overall Self-Scorecard

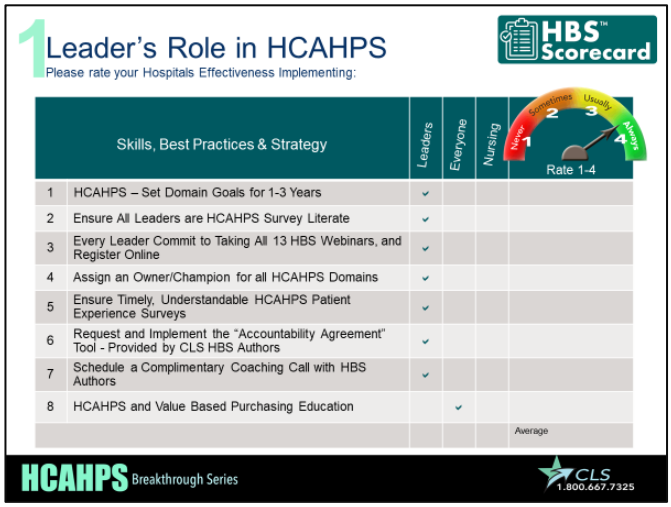
Question:
Do you **under-promise** & **over-deliver**? Or… Over-promise & under-deliver?

> *"It's easy to **say** what you do. It's harder to **do** what you say you do"*
> –Ron Webb





HBS Scorecards*



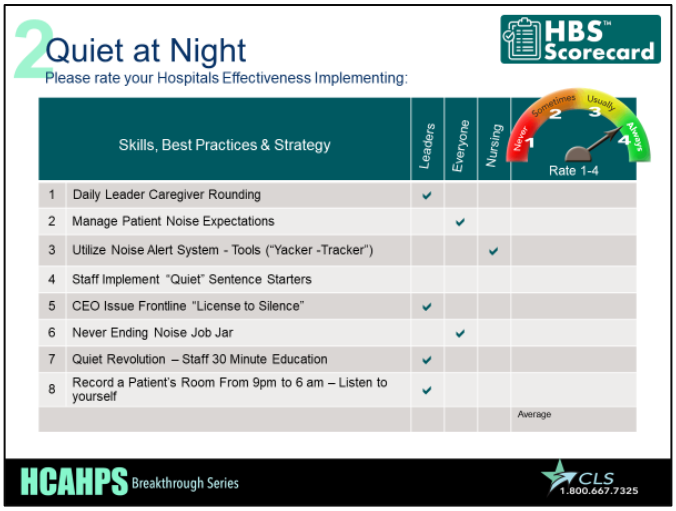
1 Leader's Role in HCAHPS

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

HCAHPS Breakthrough Series — CLS 1.800.667.7325



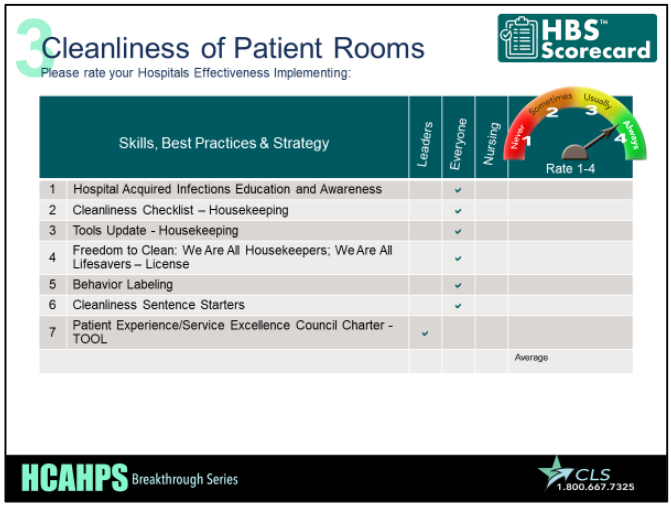
2 Quiet at Night

Please rate your Hospitals Effectiveness Implementing:

HBS Scorecard

	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

HCAHPS Breakthrough Series — CLS 1.800.667.7325



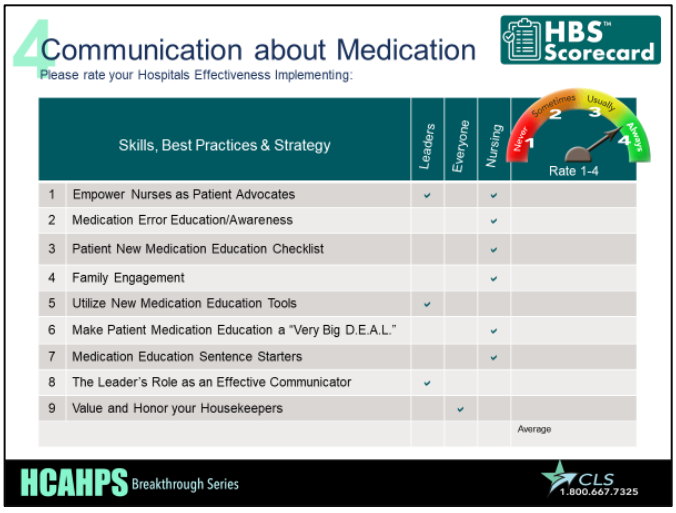
3 Cleanliness of Patient Rooms

Please rate your Hospitals Effectiveness Implementing:

HBS Scorecard

	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

HCAHPS Breakthrough Series — CLS 1.800.667.7325



4 Communication about Medication

Please rate your Hospitals Effectiveness Implementing:

HBS Scorecard

	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

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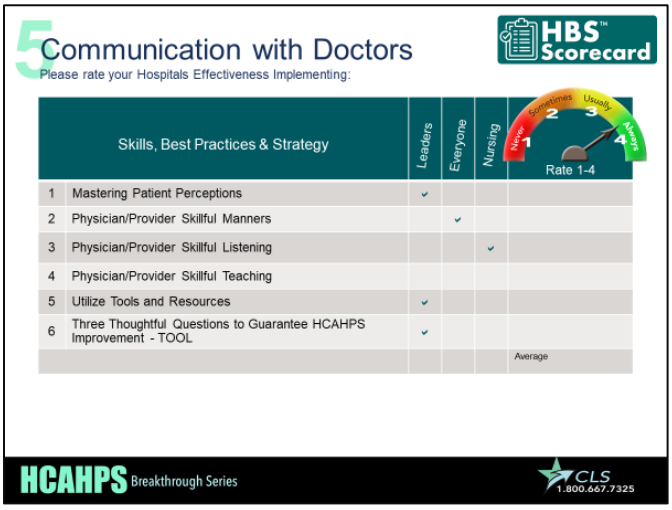


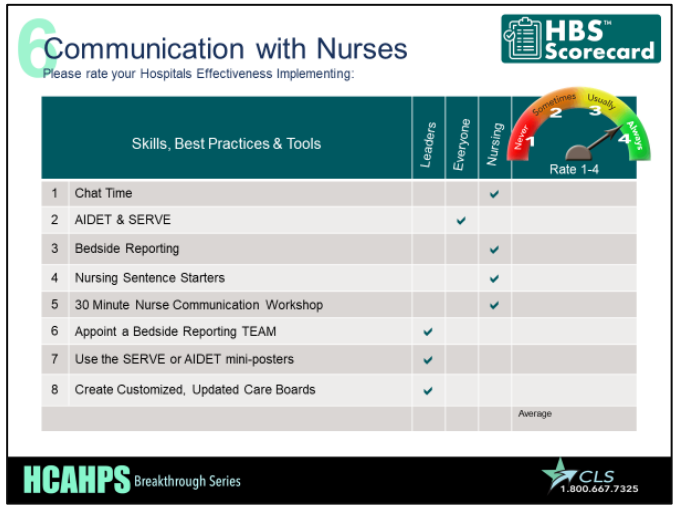
5 Communication with Doctors

Please rate your Hospitals Effectiveness Implementing:

HBS Scorecard

	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

HCAHPS Breakthrough Series — CLS 1.800.667.7325



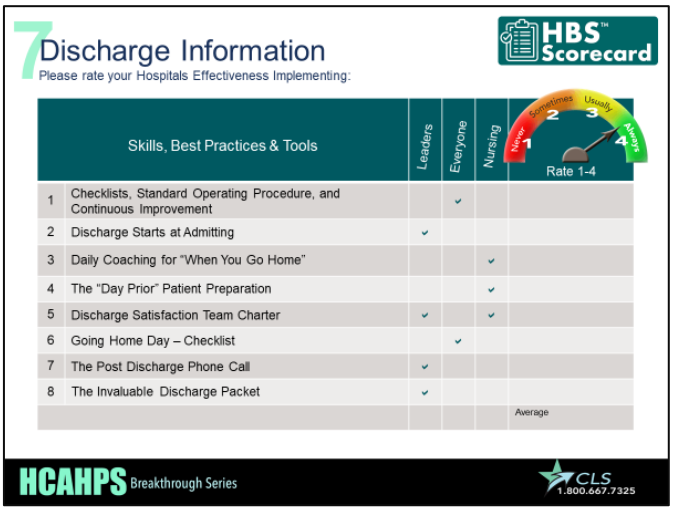
6 Communication with Nurses

Please rate your Hospitals Effectiveness Implementing:

HBS Scorecard

	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

HCAHPS Breakthrough Series — CLS 1.800.667.7325



7 Discharge Information

Please rate your Hospitals Effectiveness Implementing:

HBS™ Scorecard

	Skills, Best Practices & Tools	Leaders	Everyone	Nursing	Rate 1-4 (Never 1 · Sometimes 2 · Usually 3 · Always 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

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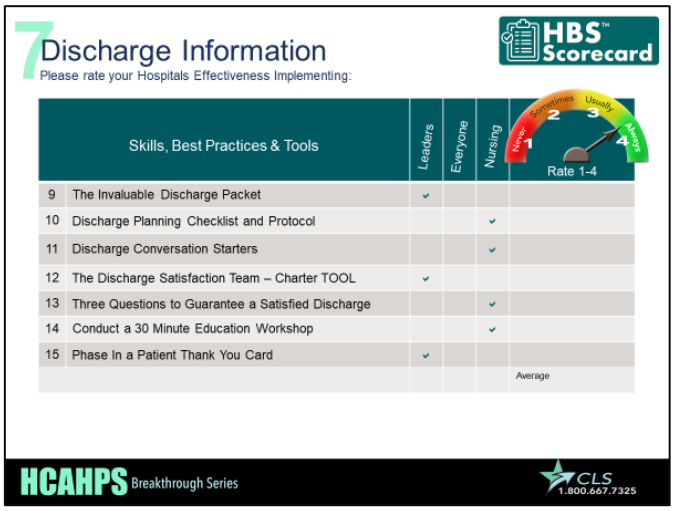


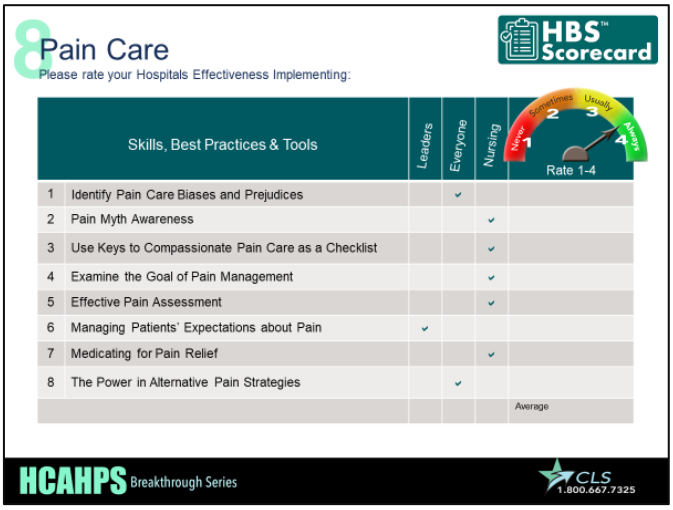
7 Discharge Information

Please rate your Hospitals Effectiveness Implementing:

HBS™ Scorecard

	Skills, Best Practices & Tools	Leaders	Everyone	Nursing	Rate 1-4 (Never 1 · Sometimes 2 · Usually 3 · Always 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

HCAHPS Breakthrough Series — CLS 1.800.667.7325



8 Pain Care

Please rate your Hospitals Effectiveness Implementing:

HBS™ Scorecard

	Skills, Best Practices & Tools	Leaders	Everyone	Nursing	Rate 1-4 (Never 1 · Sometimes 2 · Usually 3 · Always 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

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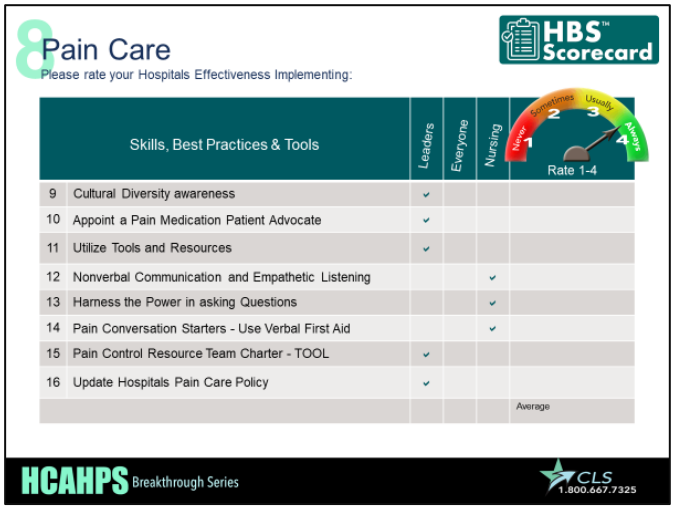

8 Pain Care

Please rate your Hospitals Effectiveness Implementing:

HBS™ Scorecard

	Skills, Best Practices & Tools	Leaders	Everyone	Nursing	Rate 1-4 (Never 1 · Sometimes 2 · Usually 3 · Always 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

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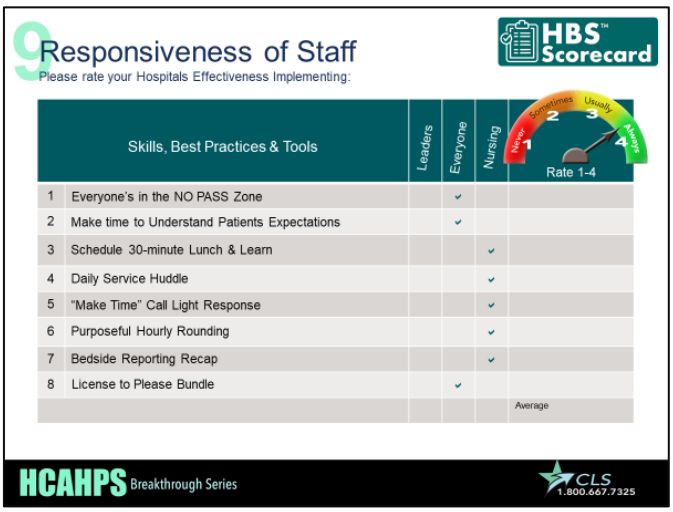


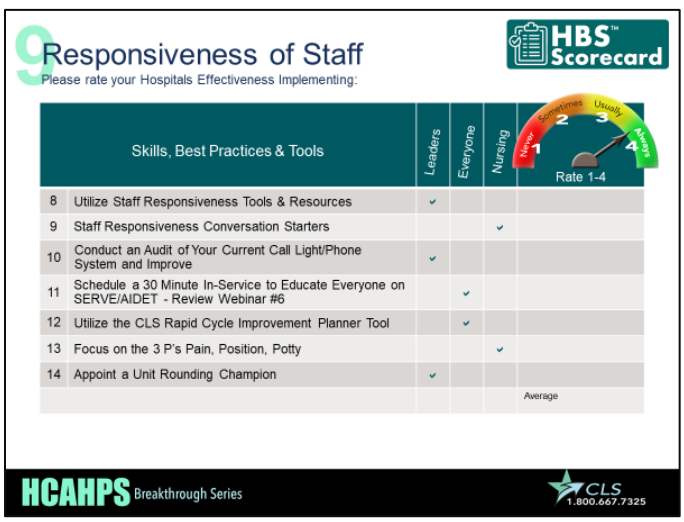
9 Responsiveness of Staff

Please rate your Hospitals Effectiveness Implementing:

HBS™ Scorecard

	Skills, Best Practices & Tools	Leaders	Everyone	Nursing	Rate 1-4 (Never 1 · Sometimes 2 · Usually 3 · Always 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

HCAHPS Breakthrough Series — CLS 1.800.667.7325



9 Responsiveness of Staff

Please rate your Hospitals Effectiveness Implementing:

HBS™ Scorecard

	Skills, Best Practices & Tools	Leaders	Everyone	Nursing	Rate 1-4 (Never 1 · Sometimes 2 · Usually 3 · Always 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

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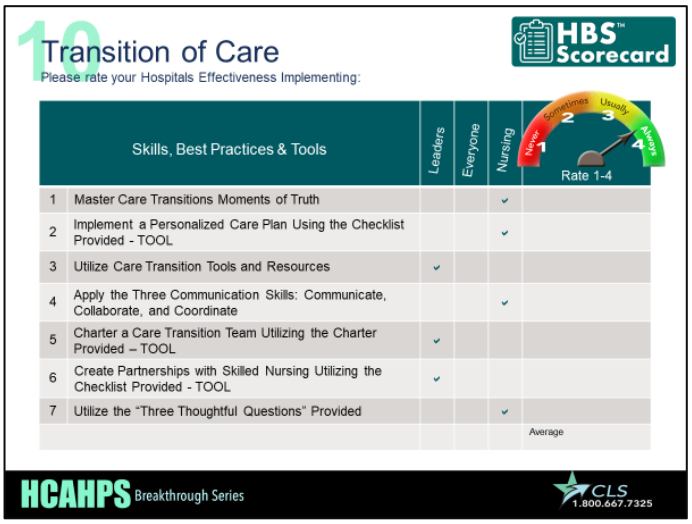
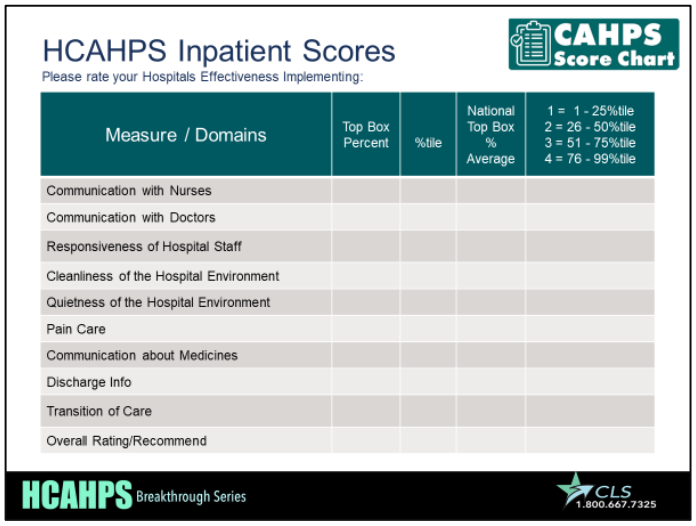


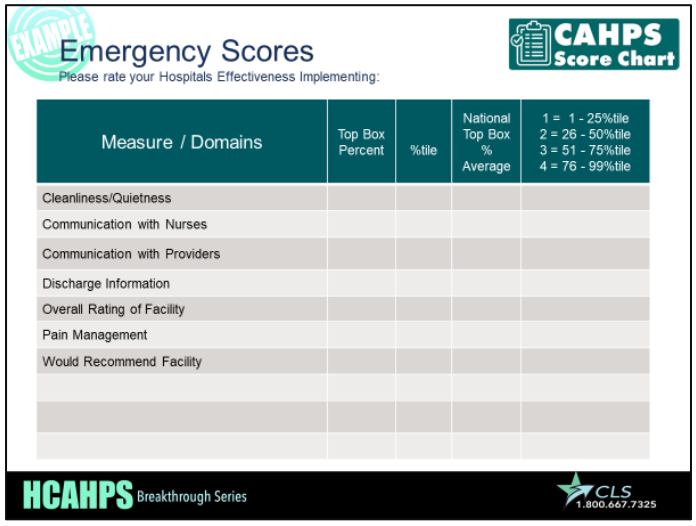
Your Reality Check Must Include Your Actual Scores

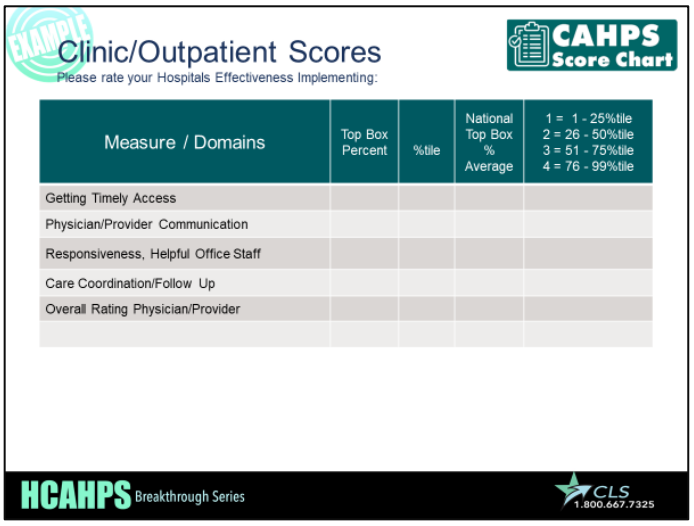
How are your current HCAHPS Scores in terms of:

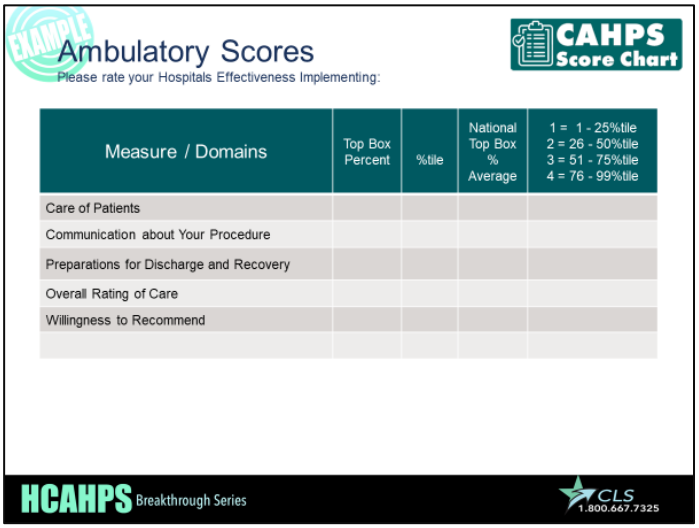
- **Top Box %**
- **National %tile** – *you can get this from your vendor*
- And what is your achievable, individually - negotiated goal?
  (See CLS accountability agreements)

CAHPS Score Charts*

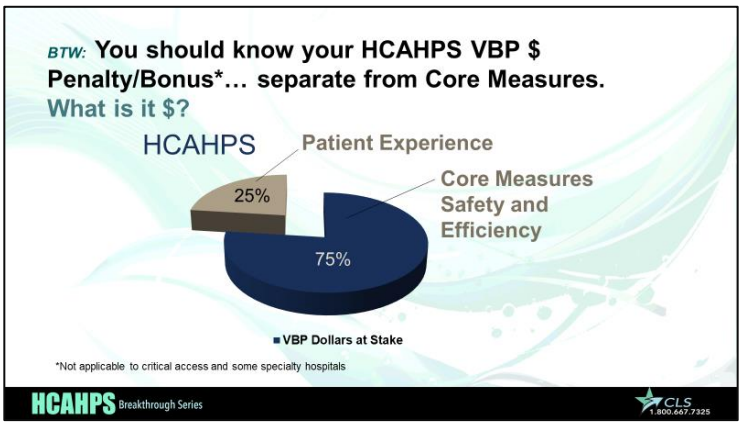


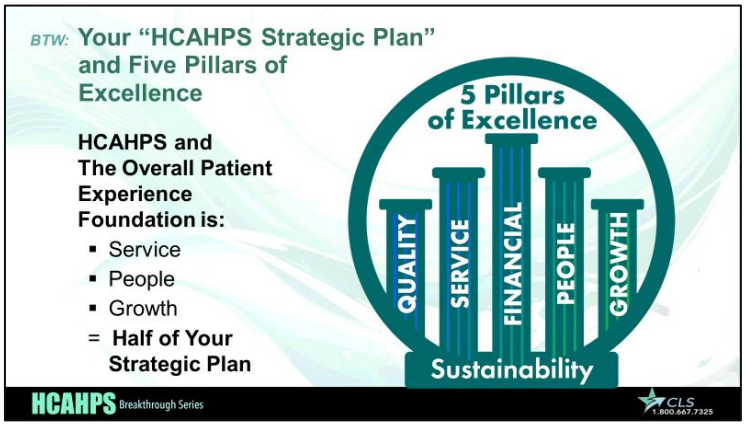






Reference: CMS-HCAHPS Percentiles: *https://hcahpsonline.org/globalassets/hcahps/summary-analyses/percentiles/2022-01-percentiles-public-report.pdf*





When and how will you do what's required to get on top of your HCAHPS scores?

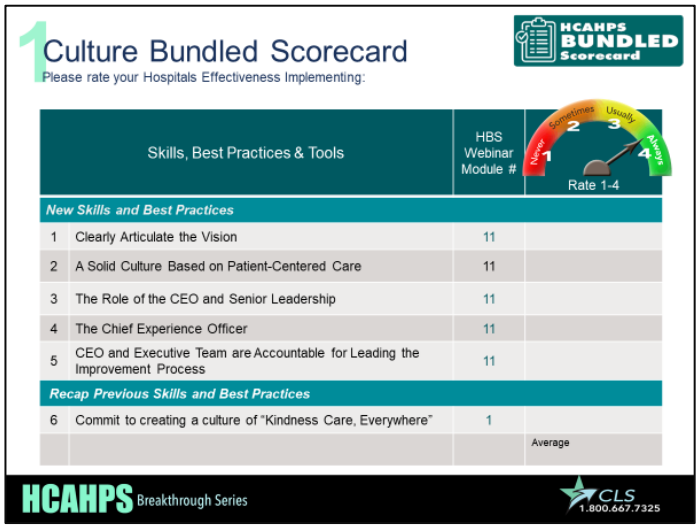
Introducing the Custom Learning System HCAHPS Bundled Scorecard™

- Research on 'Overall' confirms the need to **focus on five Best Practices**: culture, leadership, front- line, patient, and total hospital engagement
- Therefore, here's our **Strategic HCAHPS Bundled Scorecard,** to enable you to identify obvious service **gaps** and focus on them
- Be sure **to include** ER, Ambulatory, Outpatient Clinics and other Ancillary & Support Units
- Since there's little point in doing the work if it isn't **sustainable.**

Total Hospital Survey Scores

- Inpatient
- Emergency
- Clinics/Outpatient
- Ambulatory Surgery
- Ancillary & Support

HCAHPS Bundled Scorecards*



1 Culture Bundled Scorecard

HCAHPS BUNDLED Scorecard

Please rate your Hospitals Effectiveness Implementing:

	Skills, Best Practices & Tools	HBS Webinar Module #	Rate 1-4 (Never 1, Sometimes 2, Usually 3, Always 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

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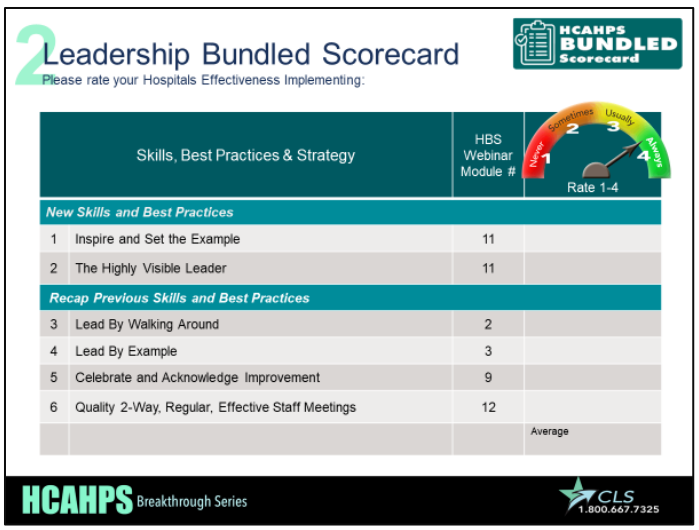

2 Leadership Bundled Scorecard

HCAHPS BUNDLED Scorecard

Please rate your Hospitals Effectiveness Implementing:

	Skills, Best Practices & Strategy	HBS Webinar Module #	Rate 1-4 (Never 1, Sometimes 2, Usually 3, Always 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

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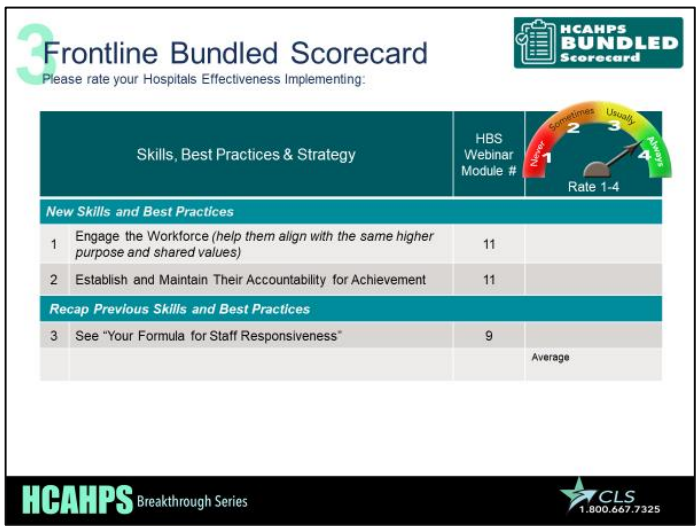

3 Frontline Bundled Scorecard

HCAHPS BUNDLED Scorecard

Please rate your Hospitals Effectiveness Implementing:

	Skills, Best Practices & Strategy	HBS Webinar Module #	Rate 1-4 (Never 1, Sometimes 2, Usually 3, Always 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

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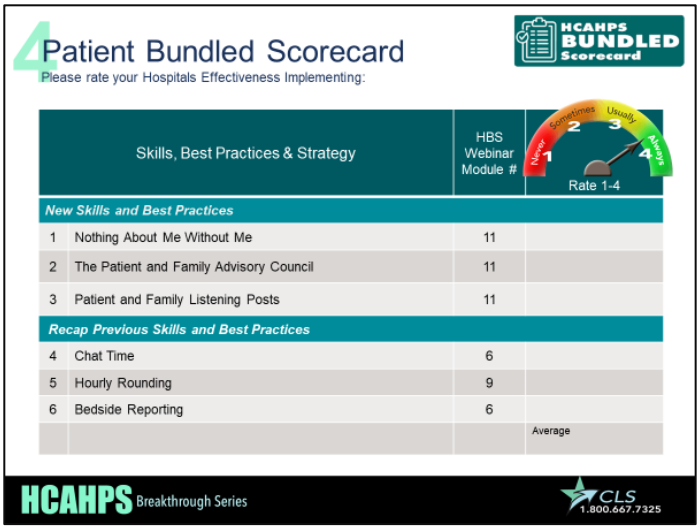

4 Patient Bundled Scorecard

HCAHPS BUNDLED Scorecard

Please rate your Hospitals Effectiveness Implementing:

	Skills, Best Practices & Strategy	HBS Webinar Module #	Rate 1-4 (Never 1, Sometimes 2, Usually 3, Always 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

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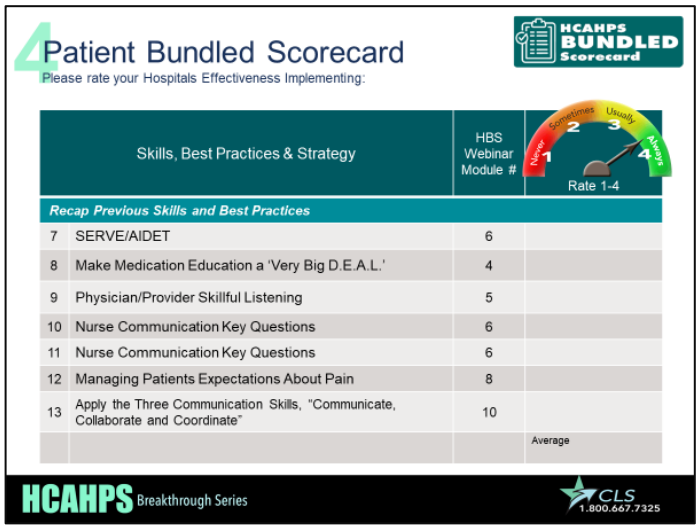

4 Patient Bundled Scorecard

HCAHPS BUNDLED Scorecard

Please rate your Hospitals Effectiveness Implementing:

	Skills, Best Practices & Strategy	HBS Webinar Module #	Rate 1-4 (Never 1, Sometimes 2, Usually 3, Always 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

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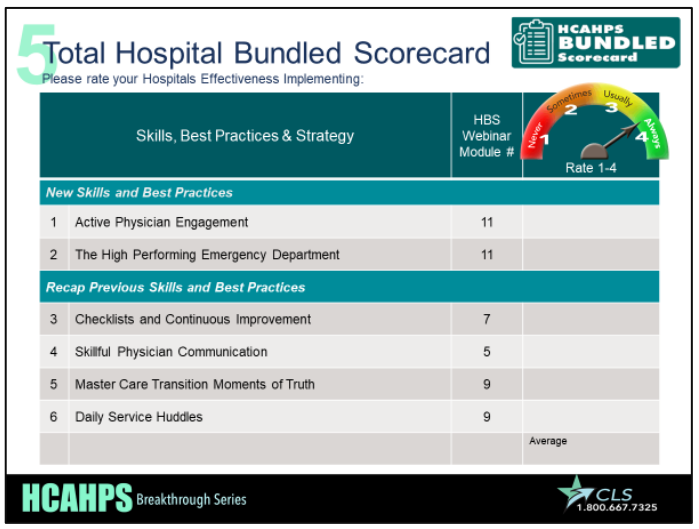

5 Total Hospital Bundled Scorecard

HCAHPS BUNDLED Scorecard

Please rate your Hospitals Effectiveness Implementing:

	Skills, Best Practices & Strategy	HBS Webinar Module #	Rate 1-4 (Never 1, Sometimes 2, Usually 3, Always 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

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***All charts can be found on tools page for this webinar. Please complete evaluation for this link.**

Role of the CEO and Senior Leadership

The CEO as "Overall" Domain Owner
In a high-performing hospital, the job of engaging everyone in the patient experience is the responsibility of the CEO and the Executive Team.

If you want to win at "Overall" a CEO needs to:

1. Clearly articulate **the vision** *(tell what you value and your resolve to stay committed to those values).*
2. **Engage** the workforce *(help them align with the same higher purpose and shared values).*
3. Assure they have all necessary **tools/processes.**
4. Establish and maintain their **accountability** for achievement.
5. Enlist them in sharing your **resolve to sustain** this effort over time.
6. Inspire and set the example: **maintain vigilant watch/accountability** – over all service behaviors.

Ways to Articulate the Vision:

"Here's what I believe in…"
"Here's where we're going…"
"Here's how we're going to get there…"
"Here's what I'll hold you responsible for…"
"Here's how what we're doing will set us apart from our competition…"
"Here's why I want you to join me…"

The CLS High Performing Hospital - HCAHPS Hospital Dashboard
***See page X for full chart**

If You Want to Win at "Overall," a CEO Needs to:

1. Clearly articulate **the vision** (tell what you value and your resolve to stay committed to those values).
2. With your CNO, **Appoint/Empower 9 HCAHPS Domain Owners/Champions** *(see Planner Checklist).*
3. **Personally participate** in the HBS™ Series.

Recommendation:

- Appoint a Chief Experience Officer or an Implementation Coordinator who's role it is to facilitate and support individuals and teams responsible for HCAHPS improvement
- This does not need to be a new position, but should be assigned:
- To a member of the Executive Team/Senior Leadership
- Or a Patient Experience/Service Excellence Implementation Coordinator

The Frontline Engagement Bundle

Revisit "Your Formula for Staff Responsiveness" in Webinar #9. The **answers** are all there!

The Engaged Patient Motto:

> *"Nothing about me without me."*
> -Diane Pampling, UK Healthcare Sociologist

"The needs of the patient come first."
-The Mayo Clinic

How well do you engage patients in assisting their own healing process?

- Bedside report at shift-change?
- MD makes patient an active participant?
- MD and RN involve family in plan of care?
- How well are patient/family trained and prepared for life post-hospital?

Listening Posts are Most Important

- Be **"elephant-eared" for complaints** from your patients and families.
- You need **faster feedback** than surveys!
- One **unhappy post** on social media can spread a bad report of your hospital with the speed of summer lightning.

How many of these "Listening Posts" are at work in your hospital?

- ❑ Patient comments during Administrator visits (verbal or written)
- ❑ Patient and Family Focus Groups
- ❑ In-hospital suggestion boxes
- ❑ Hospital web-portal and/or your own smart phone app
- ❑ 24-hour complaint hotline
- ❑ A staff attuned to patients' well-being
- ❑ Bedside reporting

Which patient listening post do you need to shape up, make more effective?

- ❑ Patient verbatim comments
- ❑ Administrator Welcome Visits
- ❑ Patient & Family Advisory Council
- ❑ Patient & Family focus groups
- ❑ 24 hour hotline
- ❑ Formal complaint process
- ❑ In-hospital Suggestion Boxes
- ❑ Purposeful Hourly rounding
- ❑ Nurse Leader Patient Rounding
- ❑ Bedside reporting
- ❑ Digital visitor Kiosk
- ❑ Hospital Portal
- ❑ Hospital app
- ❑ Social Media, ie Facebook, Twitter. Youtube

How soon will you make it happen?

Active Physician Engagement

*"The good physician treats the **disease**; the great physician **treats the patient** who has the disease."*
-William Osler, MD, 1849 – 1919

Develop a Physician Engagement Plan

1. CMO Champion
2. Physician Satisfaction Survey
3. Service Excellence/Patient Experience Council – Physician Advisor
4. Physician HCAHPS Patient Experience Goal Setting
5. Comparative Ranking of Physician/Patient Satisfaction Scores

1. Physician HCAHPS Education
2. Hospitalist HCAHPS Certification Course
3. Physician Office Staff Training
4. Physician Citizenship Policy
5. Pay for Performance (Option)
6. Skillful Physician Communication Webinar DO IT Plan (HBS #5)

The High-Performing Emergency Department

Question:
If 50% of hospital admissions come through the ED:

a. Isn't that your other **front door**?
b. How **important is the patient's ED experience** when they assess **overall satisfaction with their stay?**

"In an emergency, what treatment is given by ear? Words of comfort."
-Abraham Verghese, MD

The Accountability First Step:

Who **W**ill do **W**hat by **W**hen & **H**ow?

What's the BEST idea you've heard on this webinar?

- _____
- _____
- _____

How **soon** will you put it/them to use?

_____

_____

HCAHPS Hospital Dashboard

Patient Experience & Implementation Effectiveness Scorecards		Average Rating
I	**HBS Scores** (HCAHPS Domains)	
Scoring: 1 = Never, 2 = Usually, 3 = Usually, 4 = Always (Average only)		
1	The Leadership Role in HCAHPS Transformation	
2	Quiet at Night	
3	Cleanliness of Patient Rooms	
4	Communication About Medications	
5	Communication with Doctors	
6	Communication with Nurses	
7	Discharge Information	
8	Pain Care	
9	Responsiveness of Staff	
10	Transition of Care	

Patient Experience & Implementation Effectiveness Scorecards		Average Rating
II	**Patient Experience Scores**	
Scoring: 1 = 1-25%tile, 2 = 26-50%tile, 3 = 51-75%tile, 4 = 76-99%tile		
1	Inpatient/HCAHPS	
2	Emergency	
3	Clinics/Outpatient	
4	Ambulatory	

III	**HCAHPS Bundled Scorecards**	
Scoring: 1 = 1-25%tile, 2 = 26-50%tile, 3 = 51-75%tile, 4 = 76-99%tile		
1	Culture Bundle	
2	Leadership Bundle	
3	Frontline Bundle	
4	Patient Bundle Scorecard	
5	Total Hospital Bundle	

Total Average	

Team DO IT Plan

- ☐ 1. Cultivate a vital **culture of awareness** around hospital cleanliness.
- ☐ 2. Lead your staff through the **'cleanliness checklist'.**
- ☐ 3. Encourage the understanding that **"We are all housekeepers,"** all **"Life-savers,"** with the **"Freedom to clean."**
- ☐ 4. Establish **hand-washing as Job #1** (Remember to sing "Happy Birthday").
- ☐ 5. Schedule a **30-minute role-play workshop** to get comfortable with sentence starters.
- ☐ 6. Maximize your disinfection regimen. Attention to **high-risk, multi-use surfaces!**
- ☐ 7. Coach Environmental Services/Housekeepers staff to be **great listeners to patient concerns.** Empower them to share that information with RN's.
- ☐ 8. Use **"Behavior Labeling."** Tell patients what your clean effort is accomplishing!
- ☐ 9. Deputize **all hospital staffers as detectives** in search of anything that impedes a maximally sanitized environment. Reward "finder-outters."
- ☐ 10. **Dispel any attitudes** that see EVS/ Housekeepers as **"invisible."**
- ☐ 11. **Recognize staff members** who take the initiative to clean when necessary.
- ☐ 12. Constantly affirm, model, empower and champion a **"Freedom to Clean"** culture.

"To have a firm persuasion in our work – to feel that what we do is right for ourselves and good for the world at exactly the same time – is one of the great triumphs of human existence."

– David Whyte, Crossing the Unknown Sea:
Work as a Pilgrimage of Identity

Tools & Resources

Tools

To support your team to achieve its HCAHPS performance improvement goals, we are pleased to offer these value added Educational Resources and Implementation Tools. For more information give us a call at 800-667-7325 x2202, or email webinars@customlearning.com.

☐ **Thirty Minute Coaching Call** *(Complimentary)*
Problem solve & overcome barriers with this powerful value added Webinar Series benefit.

☐ **Brian Lee**, CSP, HoF, **Live Stream Keynote Presentation**

- Magic of Engagement™ (90 minutes)
- How to Win Back Every Single Patient™ (60 minutes)
- How to Inspire Caregiver Heroes Everyday™ (60 minutes)
- Reignite Your Community Reputation™ (60 minutes)

☐ **Ignite the Patient Experience™** (Administrative fees only)
A comprehensive 2 day Service Engagement and dynamic 4 hour HCAHPS Leadership Seminar

☐ **The Everyone's a Caregiver® App**
A time-sensitive web-based learning tool to educate and empower everyone in your hospital, and improve patient satisfaction scores.

- HCAHPS based Patient Experience Skills for Everyone™
- Relationship based HCAHPS Skills for Nurses™
- The Patient Centered Clinic™
- Transform the Resident Experience™

☐ **HealthCare Service Excellence Conference** - HealthCareServiceExcellenceConference.com

- HealthCare Service Excellence Live Stream Summit
- HealthCare Service Excellence Full 3 day Destination Conference
  - Includes the Annual CAHPS Symposium

Participant Satisfaction Report **PLEASE PRINT**

HCAHPS Breakthrough Leadership Series

This Evaluation Page can be accessed online: Click Here to complete online.
Or, Email/Fax this form: webinars@customlearning.com / 403-228-6776

You've just heard from me, now I'd like to hear from you. Evaluation is the "genius" of growth and we sincerely value your contribution to this learning experience. Thank you.

We **totally employ** about #_____ full and part time staff, at _____ facilities.

1. **For me, the most valuable idea I learned and intend to use is**:_____

   _____

2. **What I would tell others about the quality of the speakers and value of the content**: _____

   _____

   _____ O.K. to quote me: YES NO

3. **Presentation improvements I would suggest**: _____

   _____

   _____

4. **On a scale of 1 - 5, this presentation:** (Met My Expectations) 5 4 3 2 1 (Did Not)

5. ***Featured Implementation Tool:***

   Yes A. The CEO's Engagement Checklist
   Yes B. CLS Leadership Empowerment Survey
   Yes C. The Patient and Family Advisory Council Charter
   Yes D. Active Physician Engagement Checklist
   Yes E. Must Haves for your Emergency Department
   Yes F. ED Best Practice Gap Analysis
   Yes G. Interested in Scheduling Our **Team Coaching Call**

6. **P.S. – My Best Tip**: _____

   _____ ❑ More on Reverse

PLEASE PRINT

First/Last Name:_____
Organization: _____ Position:_____
Address:_____ Zip: _____
Bus. Phone:(_____) _____ Extension:_____ Cell: (_____)_____
*Email:_____