



Team DO IT Plan

1.	Make being knowledgeable about patient experience scores (top box and percentile rank) a ongoing priority
2.	Contact CLS about the CareSay Reviews tool that automates patients giving you a 5 St Google rating
3.	Commit to creating a culture of "Kindness Care, Everywhere"
4.	Invite everyone to complete an HCAHPS survey, as if there were a patient. Then share your employee results compared to patient results
5.	Repeat #4 with your ED CAHPS, OAS CAHPS, CC CAHPS and any other patient experience surveys you currently conduct
6.	Engage absolutely everyone NOW.
7.	Prioritize! Target your three: Lowest scores Or most important
8.	Set specific goals by domain, i.e. □ 65%tile in one year □ 4 star in one year
9.	Systematically implement the "7 Ways to Improve Your Response Rate" recommendations for the purpose of increasing your response rate ideally between 30-40%
10.	Assign an HBS coordinator and request they utilize the Webinar Master Planning Tool to maximize your return on time invested

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