

## Team DO IT Plan

- ☐ 1. Make being knowledgeable about patient experience scores (top box and percentile rank) an ongoing priority
- ☐ 2. Contact CLS about the CareSay Reviews tool that automates patients giving you a 5 Star 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