Purposeful HAPPPPI-ness Improves Patient Experience

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Purposeful HAPPPPI-ness Improves Patient Experience

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Background / Significance

- Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey not only produces data about patients’ perspectives of care, but its public reporting creates incentives for hospitals to improve quality of care.
- Therefore, hospitals continually strive to improve and maintain high HCAHPS scores.
- In past three years, overall HCAHPS Staff Responsiveness score has been below benchmark in an acute care hospital.
- This low score can negatively impact hospital’s CMS Star Rating, Leapfrog Hospital safety grade, reimbursements, reputation, as well as patient’s overall perception of care.

Purpose / Goals / Objectives

- Goal of this leader-driven project was to improve the HCAHPS Staff Responsiveness patient experience score through implementation of purposeful rounding - an evidence-based practice initiative in a medical-surgical (MS) unit of an acute care hospital.

Results / Outcomes

- Pilot unit pre-intervention (Jul.-Sept. 2022) top box score was 55.3%; post-intervention (Dec. 2022-Feb. 2023) top box score was 81.5%.
- This represents a 47.4% increase.

Discussion

- Being proactive and addressing all potential needs by practicing an evidence-based initiative like purposeful rounding, can lead to significant improvement in the patient experience and HCAPHS Staff Responsiveness scores.

References