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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.

**HAPPPPI Rounds =  
HAPPY Patients**

## Methods / Implementation Plan



**WINK** Purposeful Rounding: HAPPPPI October 2022

**What Do I Need to Know**

**H**ello  
**A**cknowledge  
**P**ain  
**P**otty  
**P**ositioning  
**P**ossessions  
**I**nitiate

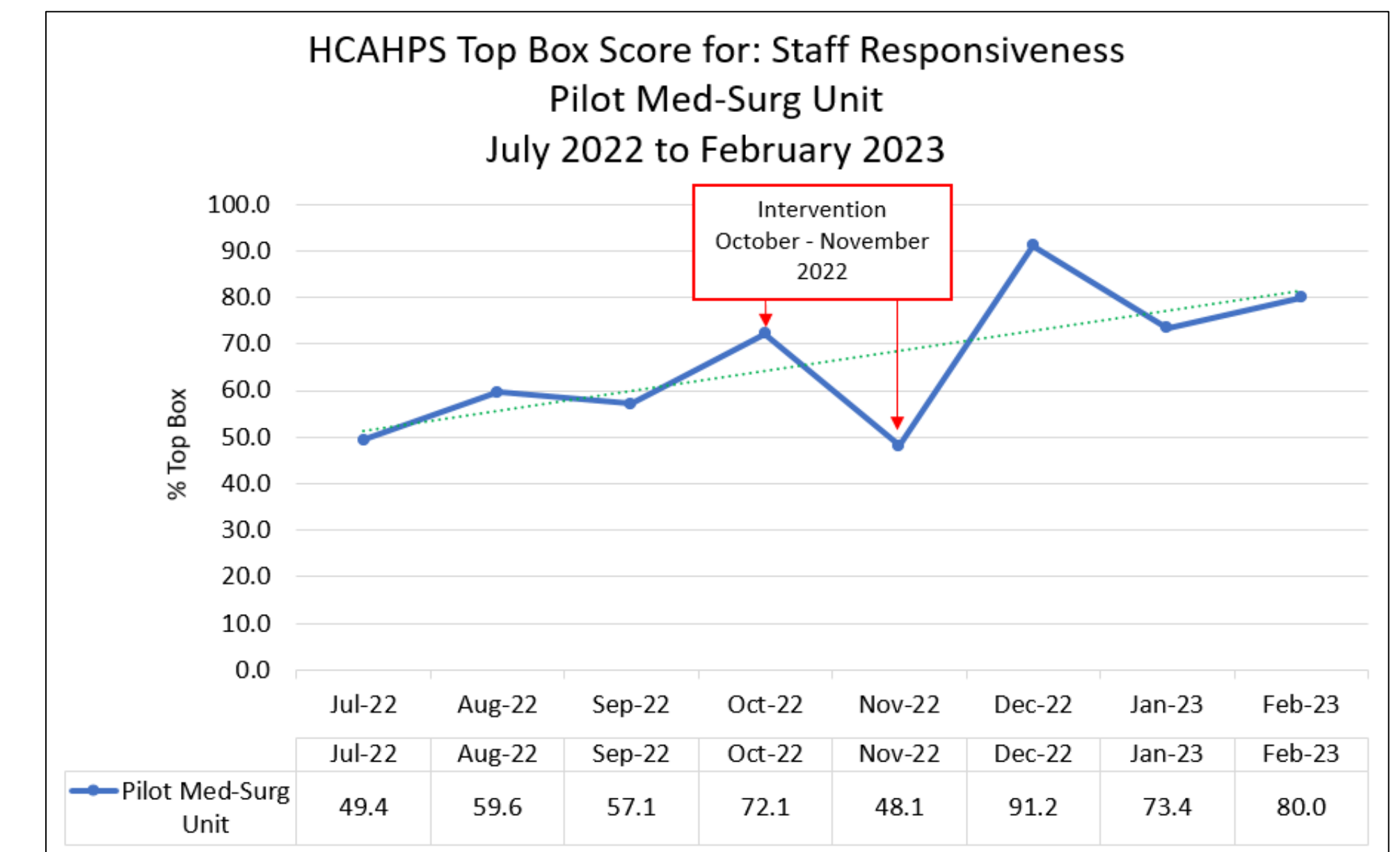
**Purposeful Rounding:** a proactive, nurse-driven, and evidence-based intervention that helps us anticipate and address patient needs thus reduce call volumes.

- Hello:** Introduce yourself to the patient.
- Acknowledge:** Let the patient know that you have the time to assist them with any needs. Educate the patient to use **ASCOM** to call the RN or CP for any assistance.
- Pain:** "How is your pain at this time?"
- Potty:** "Let me assist you to the restroom."
- Positioning:** "Are you comfortable?"
- Possessions:** "Do you have your call light and belongings within reach?"
- Initiate:** Initiate/activate the bed exit alarm if falls risk.

**BE THE DIFFERENCE.**  
YOU ARE THE KEY TO IMPROVING QUALITY AND THE PATIENT EXPERIENCE.

## 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 HCAHPS Staff Responsiveness scores.

## References

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