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Striving to ALWAYS Exceed the Patients Care Experience

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Striving to ALWAYS Exceed the Patients Care Experience

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Background/Significance

The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey is comprised of 10 care delivery domains that patients evaluate after they are discharged as an inpatient from the hospital. The HCAHPS survey results are publicly reported and nationally compared hence, why we wanted to improve the patient's perception of care. The survey results help the organization identify areas of improvement in patient care.

Methods

- Brought an interdisciplinary team together to show the data trend
- 4 Performance Improvement (PI) Teams were created by executive sponsors
- Team leaders & members were assigned to each of the 4 PI Teams
- Identified root causes (Pareto Charts) and solutions (Solutions matrix) for each domain not meeting goal
- Implemented solutions and hard-wired changes

Implications/Discussion

In today's world we must exceed customer expectations to ensure patients' perception of clinical care is very good. HCAHPS results are important and provide valuable information about the patient's perception of care in aspects such as communication, cleanliness, and responsiveness of hospital staff.

Improving patient experience requires exceptional interdisciplinary communication and collaboration.

Project Goal/Objectives

The goal was to improve the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey results for our organization to be at the top quartile of the country. As an organization, we reviewed inpatient surveys returned by discharge date, identified trends and root causes, developed data-driven solutions, and analyzed data results to assess if the solutions improved the patients' care perception.

Results/Outcomes



Conclusion

Consumer feedback is fundamental to healthcare & nursing practice. Change only occurs when you analyze data, identify root causes, and implement data-driven solutions. We were able to increase patient satisfaction for each of the 10 domains from CY22 to CY23.

References

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