



Ultimate Scores for the Ultimate Experience:

How Improving the Patient Experience Will Improve Your HCAHPS

Continuing Professional Education Credits (CPE): **6 Hours**

Course Duration: **5 Weeks**

Materials and access requirements:

- Reading materials are included electronically as part of the course
- Computer with Internet access
- Basic computer skills
- Most recent version of Java
- Most recent web browser (Chrome & Firefox preferred)
- Flash player

Who should participate?

The experienced environmental services professional and other related healthcare professionals such as infection preventionists who share a vested interest in enhancing the quality of care for patients and their families and want to positively influence the organization's HCAHPS scores.

Course Description:

Demystify the steps needed to improve the patient experience and ultimately, improve your HCAHPS scores. Through typical patient scenarios, learn how patients' perception of quality healthcare differs from healthcare professionals and how this should influence patient care. Discuss best practices and current trends regarding cleanliness and a quiet healthcare environment. Learn the importance of HCAHPS data, value versus volume-based reimbursement and what changes your organization may need to implement to improve the patient experience, HCAHPS scores, and reimbursement.

Course Objectives:

This course will provide the information and tools needed to guide your department, staff, and clinical teams to increase the quality of patient care and ways to increase patient satisfaction scores. The course provides the insight necessary to help you determine whether your organization is one that embraces and practices patient-centered care. Environmental services professionals, infection preventionists, and clinical staff should use the information obtained in this course to:

- Discuss the significance of the patient experience.

- Examine the HCAHPS process and how improving the quality of patient care links to improve patient satisfaction scores.
- Evaluate and implement strategies to improve the patient experience and patient satisfaction.
- Analyze and interpret HCAHPS survey data
- Examine proven strategies to improve the Clean and Quiet HCAHPS domain.

Course Requirements:

- Each week's assignments must be completed in order for learners to pass the course. Learners who do not complete the minimum required assignments by their due dates will not receive continued professional education (CPE) credits.
- The readings must be completed on time in order to prepare learners to participate fully and contribute to online discussions.
- All assigned coursework must be submitted within the designated timeframe. By reading and reviewing all the required materials, the coursework can be successfully completed and the course learning objectives can be met.

Lesson 1 – The Patient Experience

To begin our journey to the ultimate scores for the ultimate experience, lesson one will examine meaning of the term patient-centered care. The patient experience significance and the impact it has to your organization. Start the discussion of how patient satisfaction is measured.

Lesson Objectives:

- Discuss the meaning of the term patient-centered care.
- Determine the significance of the patient experience and the impact for both patients and organizations.
- Evaluate how patient satisfaction is measured.

Requirements: (Listed as “Activities”)

- Navigate and become familiar with the AHE Learner Community site.
- **Review** Interactive Presentation - “The Patient Experience” presentation
 - **Complete Quiz** Lesson 1 Essay (This is step four within this presentation). **Please be sure to copy, paste and then SAVE your response to the short essay question in the presentation to a Word document for your reference.**(You will have to ‘compare & contrast’ this essay response later in this lesson.
- **Review** Interactive Presentation – “Patient-Centered Care Models”
- **Review** Interactive Presentation – “Example & Non-Example of Patient-Centered Care” Please click the green arrow to advance to the next screen when viewing the interaction.
- **Read** the following articles
 - “The Myths of Patient-Centered Care”
 - “Measuring Patient Experience As A Strategy For Improving Primary Care”

- Post an introduction to the Discussion Area. Introduce yourself and share your background – name, title, facility, years of experience, and personal goals for enrolling in this course.
- Post: Answer two discussion questions. These questions must be completed in a thorough and well-prepared manner. Each requires at least a couple of paragraphs to formulate a proper response. Submit your answers in the Discussion Area.

By the Due Date: Read a selection of your peer’s Discussion Forum responses to this question or any of the other questions. As you read their responses, note those to which you would like to respond with advice, questions, comments, and/or encouragement. **Addressing your peers by name, respond** to one or more postings in any of the following ways:

- Provide feedback
- Propose an alternative viewpoint
- Ask a question
- Share an insight
- Offer an opinion
- Make a suggestion
- Note a similarity or difference to your posting

Return to this Discussion in a few days to read the responses to your initial posting. **Reflect** on what you learned in this activity and/or any insights you gained this week.

Group Project -

- Read
 - "3 Tips for Surviving Group Projects in an Online Class"
 - "How to Survive Virtual Group Work"
- Complete Survey To gain a better understanding of the HCAHPS survey, this week you will complete the HCAHPS survey based on your own experience as a patient or your experience as a family member of a patient. You will not turn in the survey, but share your experience with your assigned group.
- Discuss Based on your group discussion select an area/domain of the survey (for example pain management) which did not receive rating of Always, Strongly Agree, or a score of 10 or 9. As a group, discuss steps/strategies to improve the selected domain.

The group will submit a PowerPoint presentation, (3-5 slides) which will discuss:

- Who would be part of the facility team to implement the new strategy.
- Discuss why the strategy is to be implemented, what is the strategy and sample of the strategy. For example if your strategy is scripting, please provide a sample script.

To receive full credit for the course, all members of the group must actively participate.

****Please note groups will be assigned Friday of Week 1****

DUE DATES:

- **Lesson 1 Assignments: Due End of Week 1 (Sunday)**
- **Group Project: Week 5 (Sunday)**

Lesson 2 – HCAHPS has Arrived

Lesson two will briefly discuss the history of HCAHPS, the main objectives of HCAHPS, HCAHPS timeline, and discuss the core measures of the HCAHPS tool.

Lesson Objectives:

- Review the history of HCAHPS and the significance of why HCAHPS.
- Review of the legislation and laws surrounding HCAHPS.
- Analyze the HCAHPS survey and the core measures.

Requirements:

- Review Interactive Presentation – “Lesson 2- HCAHPS has Arrived”
- Read: the following articles
 - Chapter One – “HCAHPS Counts: Why it’s Your Key to Pay-for-Performance Success”
 - “Health Care Leader Action Guide to Effectively Using HCAHPS” (pages 2 - top of page 8)
 - “HCAHPS Fact Sheet” - May 2012
- Post Answer two discussion questions. These questions must be completed in a thorough and well-prepared manner. Each requires at least a couple of paragraphs to formulate a proper response.

By the Due Date: Read a selection of your peer’s Discussion Forum responses to this question or any of the other questions. As you read their responses, note those to which you would like to respond with advice, questions, comments, and/or encouragement. **Addressing your peers by name, respond** to one or more postings in any of the following ways:

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- Offer an opinion
- Make a suggestion
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Return to this Discussion in a few days to read the responses to your initial posting. Reflect on what you learned in this activity and/or any insights you gained this week.

Due Date: End of Week 2 (Sunday)

Lesson 3 – Value-Based Purchasing

Lesson three will explore the strategies and rationale developed by CMS to purchase healthcare for Medicare patients based on **value** rather than volume.

Lesson Objectives:

- Review and differentiate between the following concepts: value-based care versus traditional care; fee-for-service versus pay for performance.
- Define value in healthcare; relate value-based healthcare to patient-centered care.

- Summarize the reasons and rationale for implementing value-based payment reductions and incentives.
- Assess how value based payments are calculated and evaluate their potential impact on acute care hospitals.

Requirements:

- Read "Value-Based Purchasing: A Strategic Overview for Healthcare Industry Stakeholders"
- Read "Ready, Set, Go: Performance-Based Reimbursement"
- Read "Lead, or Get Out of the Way"
- Review interactive presentation: "Value-Based Purchasing - An Overview"
- Watch Video "Value-Based Purchasing Part 1" by Jordan Van Lare
- Watch Video "Using VBP Methodology to Prioritize Improvement Opportunities" by Nell Wood Buhlman
- Post Answer two discussion questions. These questions must be completed in a thorough and well-prepared manner. Each requires at least a couple of paragraphs to formulate a proper response.
 - **By the Due Date:** Read a selection of your peer's Discussion Forum responses to this question or any of the other questions. As you read their responses, note those to which you would like to respond with advice, questions, comments, and/or encouragement. **Addressing your peers by name, respond** to one or more postings in any of the following ways:
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 - Share an insight
 - Offer an opinion
 - Make a suggestion
 - Note a similarity or difference to your posting
- Take Quiz "Value-Based Purchasing Quiz"

Supplemental Resource (Optional)

- Review Interactive Presentation – "Frequently-Asked Questions"

Due Date - End of Week 3: (Sunday)

Lesson 4 – The Toolbox

The HCAHPS survey provides powerful information for identifying opportunities for improvement in quality of care and the staff experience. This lesson will explore the various ways HCAHPS data can be used to improve the patient experience.

Lesson Objective:

- Explore and evaluate recommended strategies for improving the patient's experience of care

Requirements:

- Read the following articles
 - Chapter Two – “The Fundamentals: What You Must Know to Improve Your HCAHPS Scores”
 - “Health Care Leader Action Guide to Effectively Using HCAHPS” (pages 8 - 16)
- Watch Video “Putting Patients at the Center of Care: Start by Shadowing”
- Review Interactive Presentation: “The Toolbox”
- Post Answer two discussion questions. These questions must be completed in a thorough and well-prepared manner. Each requires at least a couple of paragraphs to formulate a proper response.

By the Due Date: Read a selection of your peer’s Discussion Forum responses to this question or any of the other questions. As you read their responses, note those to which you would like to respond with advice, questions, comments, and/or encouragement. **Addressing your peers by name, respond** to one or more postings in any of the following ways:

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- Offer an opinion
- Make a suggestion
- Note a similarity or difference to your posting

Return to this Discussion in a few days to read the responses to your initial posting. Reflect on what you learned in this activity and/or any insights you gained this week.

****Reminder ** Group Project - (Due date for group project is End of Week 5 (Sunday))**

To receive full credit for the course, all members of the group must actively participate.

Due Date - End of Week 4: (Sunday)

Lesson 5 – Clean and Quiet

Lesson five will discuss proven strategies for improving the cleanliness and quietness domain through a series of webinars, articles, and peer discussion.

Lesson Objective:

- Evaluate specific strategies for improving the clean and quiet domain.

Complete the Course Evaluation Survey

Requirements:

- Read the following articles
 - Chapter Fifteen – “Nighttime Quietness”
 - Chapter Sixteen – “Room and Bathroom Cleanliness”
 - “HCAHPS Strategies Listing”
- Watch Webinar “Clean & Quiet: Realistically Influencing HCAHPS Scores and Outcomes”
- Watch Webinar “A Healing Hospital Environment” – Elizabeth Knudsen

- Watch Webinar “The Ultimate Patient Experience” – Raven C. Carter
- Listen Podcast – “Quiet” – Bob Kehoe
- Post **Answer two discussion questions.** These questions must be completed in a thorough and well-prepared manner. Each requires at least a couple of paragraphs to formulate a proper response.
 - **By the Due Date:** Read a selection of your peer’s Discussion Forum responses to this question or any of the other questions. As you read their responses, note those to which you would like to respond with advice, questions, comments, and/or encouragement. **Addressing your peers by name, respond** to one or more postings in any of the following ways:
 - Provide feedback
 - Propose an alternative viewpoint
 - Ask a question
 - Share an insight
 - Offer an opinion
 - Make a suggestion
 - Note a similarity or difference to your posting

Return to this Discussion in a few days to read the responses to your initial posting. Reflect on what you learned in this activity and/or any insights you gained this week.

- Submit the course evaluation. (Complete an online survey)

Due Date - End of Week 5: (Sunday)

***** Group Project DUE: End of Week 5: (Sunday)**