



Resident Physician HCAHPS Initiative

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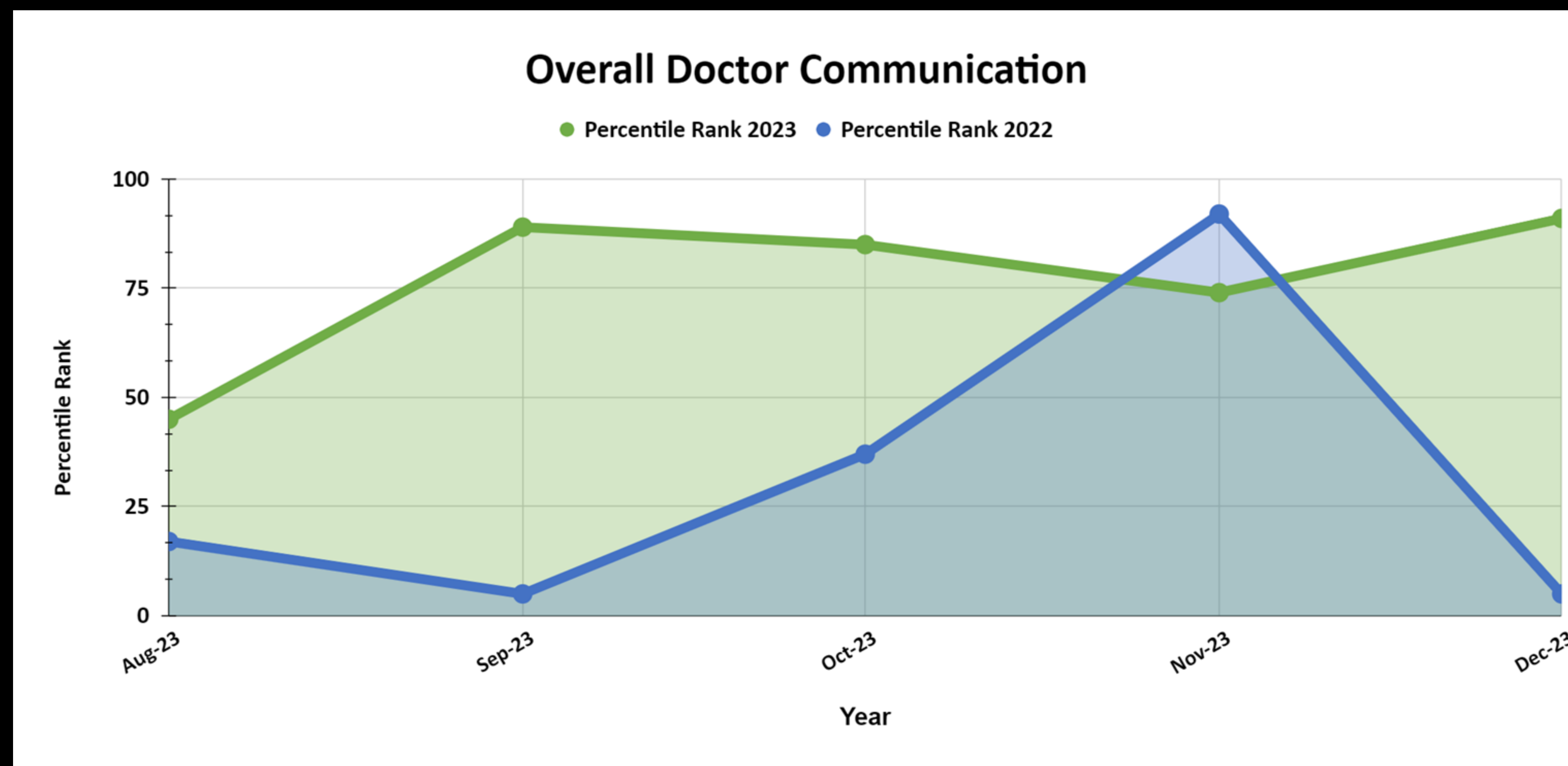
Background

The HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) survey is the first national, standardized, publicly reported survey of patients' perspectives of hospital care. HCAHPS is a survey and data collection instrument for measuring patients' perceptions of their hospital experience. While many hospitals collected information on patient satisfaction for their own use, until HCAHPS, there was no national standard for collecting and reporting information about patient experience that allowed valid comparisons to be made across hospitals. By finding better ways to communicate with our patients, not only can we improve our HCAHPS score, but ultimately improve care provided to our patients.

Aim Statement

Our overall aim is to implement various modalities to improve quality of patient care, patient understanding of their health, and overall patient experience, with a goal to increase NHS's HCAHPS scores to be at least in the 50th percentile.

Data



Methods

- Specific HCAHPS of focus will be areas in which physicians have influence: communication with doctors, which includes courtesy/respect, careful listening, and understandable explanations.
- Modalities that will be utilized will be attending and resident lectures during didactics (covering topics like patient communication, primarily focusing on ways to help patients understand their diagnosis and plan of treatment, as well as components of HCAHPS); monthly HCAHPS Tips displayed as posters in physician areas around the hospital.
- Incentive provided to encourage participation; if named personally in positive review, team will provide a free coffee/beverage

References

HCAHPS: Patients' Perspectives of Care Survey.
<https://www.cms.gov/medicare/quality/initiatives/hospital-quality-initiative/hcahps-patients-perspectives-care-survey>

Results/Discussion

- Since initiation of the project, we have had 4 consecutive months in which NHS HCAHPS score has been at or above our goal.
- During the baseline period, NHS averaged 31st percentile. After Initiation of the project, NHS averaged 77th percentile, representing a 246% improvement in communication with doctors on HCAHPS score.

Conclusion & Next Steps

- Ability to reach all physicians may not be feasible; adjusting expectation/goal accordingly with plan for primarily internal medicine resident involvement, initially, with plan to implement a more hospital-wide approach in the future.
- Lectures given by personnel from the surrounding area gave insight to better understand our patient population, and helped formulate more effective ways of communicating with our patients that represent the local population.
- After meeting our goal of 6 consecutive months of a score in the 50th percentile or better, we plan to re-evaluate and make further changes, as well as potentially include some of our lectures in resident training procedures.
- This is an ongoing protocol to improve patient care with plan to continue educating incoming residents and physicians



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