

SCRIPTING to IMPROVE HCAHPS Ratings



Objectives:

- Gain an understanding of HCAHPS
- Understand the importance of the Patient Satisfaction Survey
- Use scripting to improve ratings
- Demonstrate how doctors, nurses, therapists, and staff can reinforce one another's scripts for better patient care and greater patient satisfaction ratings

What Does HCAHPS stand for?

***Hospital
Consumer
Assessment of
Healthcare
Providers &
Systems***

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CAHPS Family of Surveys

Consumer Assessment of Healthcare Providers & Systems:

1. -HCAHPS
2. -Home Health CAHPS
3. -Medicare Health Plan CAHPS
4. -Prescription Drug Plan CAHPS
5. -Clinician & Group CAHPS
6. -ESRD CAHPS
7. -Nursing Home CAHPS
8. -Dental CAHPS



4 Objectives of HCAHPS

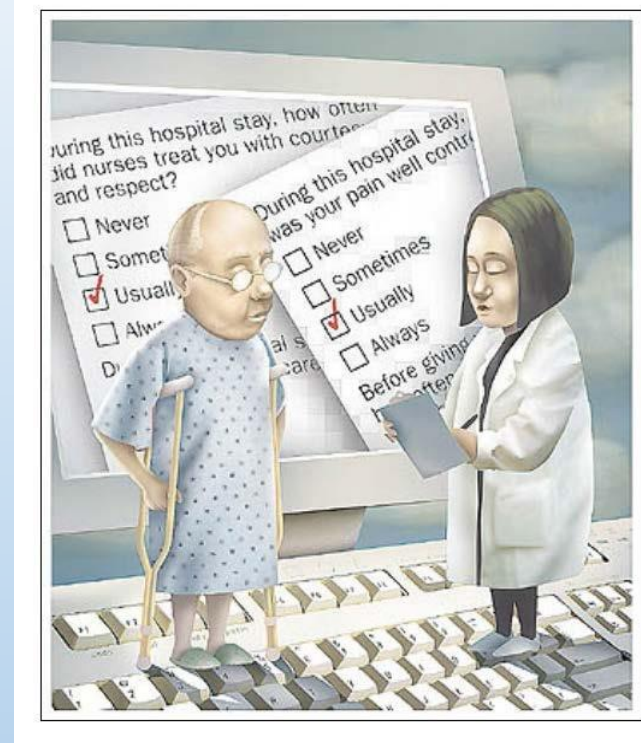
- Standardization permits meaningful comparisons across hospitals for public reporting
- Increased hospital accountability and incentives for quality improvement
- Pay-for-performance (Hospital VBP) for IPPS hospitals
- Enhanced public accountability

The Method of HCAHPS

- Ask patients (survey)
- Collect in standardized, consistent manner
- Analyze and adjust data
- Publicly report hospital results
- Use to improve hospital quality of care

Patient Satisfaction-HCAHPS Survey

1. Communication with **doctors**
2. Communication with **nurses**
3. Staff **responsiveness**
4. **Cleanliness**
5. **Quietness**
6. **Pain Management**
7. Communication about **medicine**
8. **Discharge** information
9. **Care Transition**
10. **Overall rating** of hospital (0-10 scale)
11. **Willingness to recommend hospital** (4-point scale)



Example of HCAHPS Survey Items: *“Your Care From Nurses”*

1. **During this hospital stay, how often did nurses treat you with courtesy and respect?**
 - 1 Never
 - 2 Sometimes
 - 3 Usually
 - 4 Always

2. **During this hospital stay, how often did nurses listen carefully to you?**
 - 1 Never
 - 2 Sometimes
 - 3 Usually
 - 4 Always

3. **During this hospital stay, how often did nurses explain things in a way you could understand?**
 - 1 Never
 - 2 Sometimes
 - 3 Usually
 - 4 Always

HCAHPS Public Reporting

- Only the 32 HCAHPS Survey items are submitted to CMS and publicly reported
- Currently ten hospital-level measures that summarize responses to HCAHPS items
 - All patient data are de-identified
 - *On Hospital Compare Web site, updated quarterly*

Advertising Guidelines

- The Hospital Compare Web site is the official source of HCAHPS results
- CMS does not endorse hospitals or survey vendors
- Hospital Compare is designed to provide objective information to help consumers make informed decisions about hospitals

UMC Initiatives

- Patient rounds by Nursing Unit Director
- Patient Liaisons round after transfer out of ICU
- Customer Service Scripting for all patient care areas
- Communication of our patient satisfaction survey results
- Monitoring and communicating patient complaints to all levels of staff
- All patient handbooks are being revised to focus on “Speak Up” and customer service



Comparing Hospitals:

<http://www.medicare.gov/hospitalcompare/search.html>

Medicare.gov | Hospital Compare

The Official U.S. Government Site for Medicare

[Hospital Compare Home](#) [About Hospital Compare](#) [About the data](#) [Resources](#) [Help](#)

Home Share

Find a hospital

A field with an asterisk (*) is required.

* **Location**
Example: 45802 or Lima, OH or Ohio

Hospital name (optional)

[Search](#)



**UNIVERSITY MEDICAL
CENTER NEW ORLEANS**

2000 CANAL STREET
NEW ORLEANS, LA 70112
(504) 903-3000



2.1 Miles

Yes

Acute Care Hospitals

Add to Compare

Add to My Favorites

**TULANE MEDICAL
CENTER**

1415 TULANE AVE
NEW ORLEANS, LA 70112
(504) 988-1900



2.1 Miles

Yes

Acute Care Hospitals

Add to Compare

Add to My Favorites

TOURO INFIRMARY

1401 FOUCHER STREET
NEW ORLEANS, LA 70115
(504) 897-8247






4.8 Miles

Yes







Acute Care Hospitals

Add to Compare

Add to My Favorites

	x	x	x	LOUISIANA AVERAGE	NATIONAL AVERAGE
	<p>TULANE MEDICAL CENTER 1415 TULANE AVE NEW ORLEANS, LA 70112 (504) 988-1900</p>  <p>Overall rating ⓘ: ☆☆●●● Learn more</p> <p>Distance ⓘ: 2.1 miles Add to My Favorites Map and directions</p>	<p>TOURO INFIRMARY 1401 FOUCHER STREET NEW ORLEANS, LA 70115 (504) 897-8247</p>  <p>Overall rating ⓘ: ☆☆☆☆● Learn more</p> <p>Distance ⓘ: 4.8 miles Add to My Favorites Map and directions</p>	<p>UNIVERSITY MEDICAL CENTER NEW ORLEANS 2000 CANAL STREET NEW ORLEANS, LA 70112 (504) 903-3000</p>  <p>Overall rating ⓘ: ☆☆●●● Learn more</p> <p>Distance ⓘ: 2.1 miles Add to My Favorites Map and directions</p>		
<p>Patient survey summary star rating. More stars are better. Learn more</p>	☆☆☆☆●	☆☆☆☆●	☆☆●●●		

Patient Survey

	 TULANE MEDICAL CENTER 1415 TULANE AVE NEW ORLEANS	 TOURO INFIRMARY 1401 FOUCHER STREET NEW ORLEANS, LA 70115	 UNIVERSITY MEDICAL CENTER NEW ORLEANS	LOUISIANA AVERAGE	NATIONAL AVERAGE
Patient survey summary star rating. More stars are better. Learn more					
Patients who reported that their nurses "Always" communicated well	80%	78%	70%	84%	80%
Patients who reported that their doctors "Always" communicated well	85%	85%	81%	88%	82%
Patients who reported that they "Always" received help as soon as they wanted	66%	62%	52%	73%	68%

	TULANE MEDICAL CENTER 1415 TULANE AVE NEW ORLEANS x	TOURO INFIRMARY 1401 FOUCHER STREET NEW ORLEANS, LA 70115 x	UNIVERSITY MEDICAL CENTER NEW ORLEANS x	LOUISIANA AVERAGE	NATIONAL AVERAGE
Patients who reported that their pain was "Always" well controlled †	71%	73%	64%	76%	71%
Patients who reported that staff "Always" explained about medicines before giving it to them	68%	65%	59%	69%	65%
Patients who reported that their room and bathroom were "Always" clean	67%	61%	62%	75%	74%

	TULANE MEDICAL CENTER 1415 TULANE AVE NEW ORLEANS x	TOURO INFIRMARY 1401 FOUCHER STREET NEW ORLEANS, LA 70115 x	UNIVERSITY MEDICAL CENTER NEW ORLEANS x	LOUISIANA AVERAGE	NATIONAL AVERAGE
Patients who reported that the area around their room was "Always" quiet at night	66%	68%	62%	74%	62%
Patients who reported that YES, they were given information about what to do during their recovery at home	87%	89%	80%	86%	87%
Patients who "Strongly Agree" they understood their care when they left the hospital	52%	54%	45%	58%	52%
Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	73%	73%	62%	76%	72%
Patients who reported YES, they would definitely recommend the hospital	74%	74%	65%	77%	71%

What's wrong with this cartoon?



How often did doctors

ALWAYS

communicate well?

Question:

How often did nurses

ALWAYS

communicate well?

How often was pain

ALWAYS

well controlled?

How often was help

ALWAYS

received as soon as wanted?

How often did staff

ALWAYS

explain about medicines before

administering them?

SCRIPTING TOOL TO IMPROVE HCAHPS RATINGS

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KNOW THE QUESTIONS

If you know the survey asks, “How often did the nurses treat you with courtesy and respect?” then you know you must use phrases such as “I respect your right to refuse this medication, but I want to be sure you understand how important it is for you.” Knowing the questions allows you, at discharge, to summarize them in a short paragraph and try to “remind” patients and/or their families of the “right” answers.

HCAHPS QUESTIONS & ANSWERS

HCAHPS Question

Suggested Script

How often did the nurse listen carefully to you?

"I hear what you are saying."

"If I heard you correctly, you want ..."

After you pressed the call button, how often did you get help as soon as you wanted it?

"Mr. Jones, please don't wait until your pain is severe. Call me as soon as it feels like it's reaching level so I can respond in time."

How often was the area around your room quiet at night?

"May I close your door so you will not be disturbed by any noise?"

Did the doctors or nurses talk with you about whether you had the help you needed when you left the hospital?

"I'm concerned about how you will manage at home. Who is available to help you?"

Did the doctors or nurses discuss your medications or Plan of Care with you?

"I can ask the case manager to come in and talk with you about arranging to have some help when you get home if that is okay with you."

OFFER TO HELP

Regardless of the reason you are in the patient's room (excluding emergency situations), one scripted phrase that will serve you well in most situations is simply asking the patient, "Is there anything else I can do for you?" Needless to say, when these words are spoken, they must be sincere and caring. All the scripting in the world cannot hide a poor attitude.

A Closer Look at the Survey Questions...

Survey topic	Survey question
1) How often did nurses communicate well with patients?	<p>During this hospital stay...</p> <ul style="list-style-type: none">◆ How often did nurses treat you with courtesy and respect?◆ How often did nurses listen carefully to you?◆ How often did nurses explain things in a way you could understand?

2) How often did doctors communicate well with patients?

During this hospital stay...

- ◆ How often did doctors treat you with courtesy and respect?
- ◆ How often did doctors listen carefully to you?
- ◆ How often did doctors explain things in a way you could understand?

3) How often did patients receive help quickly from hospital staff?

During this hospital stay...

- ◆ How often did you get help as soon as you wanted after you pressed the call button?
- ◆ How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?

4) How often was patients' pain well controlled? †

During this hospital stay...

- ◆ How often was your pain well controlled?
- ◆ How often did the hospital staff do everything they could to help you with your pain?

5) How often did staff explain about medicines before giving them to patients?

Before giving you any new medicine...

- ◆ How often did hospital staff tell you what the medicine was for?
- ◆ How often did hospital staff describe possible side effects in a way you could understand?

6) How often were the patients' rooms and bathrooms kept clean?

During this hospital stay...

- ◆ How often were your room and bathroom kept clean?

7) How often was the area around patients' rooms kept quiet at night?

During this hospital stay...

- ◆ How often was the area around your room quiet at night?

8) Were patients given information about what to do during their recovery at home?

During this hospital stay...

- ◆ Did hospital staff talk with you about whether you would have the help you needed when you left the hospital?
- ◆ Did you get information in writing about what symptoms or health problems to look out for after you left the hospital?

9) How well did patients understand the type of care they would need after leaving the hospital?

During this hospital stay...

- ◆ Did hospital staff consider your health care options and wishes when deciding what kind of care you would need after leaving the hospital?
- ◆ Did you and/or your caregivers understand what you would have to do to take care of yourself after leaving the hospital?
- ◆ Did you know what medications you would be taking and why you would be taking them after leaving the hospital?

10) How do patients rate the hospital?

What number would you use to rate this hospital during your stay?

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11) Would patients recommend the hospital to friends and family?

Would you recommend this hospital to your friends and family?

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Communicate a Patient Plan of Care

- How critical is it for **doctors** to discuss the Plan of Care with the patient?
- Providers should include their patient's perspective and personal input to yield desired results.
- Assessing a patient's understanding of their disease process and treatment plan will yield big dividends.
- Be sensitive to patient's cultural differences and how to assess their health literacy.
- Discussing and reviewing an understanding of a Plan of Care is essential.
- This is a key component of every Patient Satisfaction Survey.

Question for Nurses & Therapists:

- What is the role of the nurse and/or therapist in relationship to the patient's Plan of Care?

Some Questions that the Doctor Can Ask:

- *“Can we review your medication list so that you understand the best treatment options for you? This is our Plan of Care for your health.”*
- *“How well do you understand the treatment plan for your medical condition? Can you share these plans and goals with me?”*
- *“I would like to review your Plan of Care today. It includes your medications, diagnostic results and duration of your hospital stay.”*
- *“It is very important that you understand your disease and how it impacts your health. Can I review with you some information about your Plan of Care?”*

How Can Nurses & Therapists Reinforce the Message from the Doctors?

Document Patient Education --

Please document your patient education surrounding your Patient's Plan of Care. Your patient's understanding of their disease and the next steps in their care will be clearer. Their confidence in their providers will grow and the likelihood that they will comply with their Plan of Care will increase.

ASSESS HEALTH LITERACY

To answer your questions from an HCAPS- MD perspective; an emphasis on assessing health literacy regarding disease and medications should be a routine occurrence by nursing, all students, residents and faculty. It could also stress diet and lifestyle changes as part of the “Care Plan”. Our patients and most patients do not resonate with a “Plan of Care”. It is critical that we all speak the same language while meeting our patients where they are- in a culturally competent fashion.

Don't Assume – Listen...

- We cannot simply assume that all of our patients read and write or can afford their meds.
- Asking the question- *“What are the greatest obstacles/challenges/hurdles you face in following the plan we designed for your health?”*
-Really listening to their perspectives and their personal obstacles to following the plan of care we expect. That would be a sea change for our patients and Providers. This is culturally competent medicine.

Understand Barriers

- We should understand that there are barriers that may distance us from some of our patients.
- The questions above reduce that distance and creates an essential dialogue.

References

- *Introduction to HCAHPS Survey Training*. March 2013.
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- ILH Presentation: *ALWAYS Patient Satisfaction*, August 2015.