

SCRIPTING TOOL TO IMPROVE HCAHPS RATINGS

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BACKGROUND

The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) hospital survey was launched in 2006 by the Centers for Medicare & Medicaid Services and the Agency for Healthcare Research and Quality to standardize patient satisfaction surveys across the nation.

CMS WEBSITE

The questions asked by HCAHPS are available on the CMS Website. The private satisfaction survey should be available to you, but you may have to ask for it. If you are aware of the questions asked on the survey, you can speak to patients using language that they will be able to recognize when taking the survey. It's almost like an open-book test.

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

<i>HCAHPS Question</i>	<i>Suggested Script</i>
How often did the nurse listen carefully to you?	<p>"I hear what you are saying."</p> <p>"If I heard you correctly, you want ..."</p>
After you pressed the call button, how often did you get help as soon as you wanted it?	<p>"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."</p>
How often was the area around your room quiet at night?	<p>"May I close your door so you will not be disturbed by any noise?"</p>
Did the doctors or nurses talk with you about whether you had the help you needed when you left the hospital?	<p>"I'm concerned about how you will manage at home. Who is available to help you?"</p>
Did the doctors or nurses discuss your medications or Plan of Care with you?	<p>"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."</p>

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.

COMMUNICATE A PATIENT PLAN OF CARE

How critical is discussing your Plan of Care with your 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. Please be sensitive to your patient's cultural differences and how best to assess their health literacy. Discussing and reviewing an understanding of a Plan of Care is considered essential. This is a key component of every Patient Satisfaction Survey.



TRY SOME OF THESE QUESTIONS

- *“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?”*



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.