



HCAHPS Healthcare Hospitality Certification: Hospital Staff Version

HCAHPS is an acronym for Hospital Consumer Assessment of Healthcare Providers and Systems. It is the first national, standardized, publically reported survey of patients perspectives of hospital care. As hospital reimbursements move from a pay-for-reporting to pay-for-performance and the amount of reimbursements are tied to the results from the surveys administered through the HCAHPS initiative, it is important to address the various composites of HCAHPS to ensure the best scores for our hospitals.

This certification addresses the 7 composite areas:

1. What is HCAHPS?
2. Nurse Communication
3. Discharge Information
4. Responsiveness of Staff
5. Hospital Environment
6. Pain Management
7. Medication Communication

The goal of each of these courses is to address each composite area in an effort to educate hospital staff on the patients perception of the care they receive. This goes hand in hand with the goals of HCAHPS which are to improve the quality of healthcare delivered, provide incentive for healthcare providers to deliver quality healthcare and give the consumer the opportunity to make objective and meaningful comparisons between hospitals on domains that are important to consumers.

LEARNING OUTCOMES: Upon completion of this course, students will be able to:

- Define HCAHPS.
- Explain the goals of HCAHPS, composite questions, how scores are obtained, and the effects HCAHPS has on a facility's quality metrics.
- Discuss the concept of Individualized Patient Care.
- Recognize the utilization of Key Words At Key Times and how it can impact scoring.
- Identify tactics such as Individualized Patient Care, Bedside Shift Reporting, Leader Rounding, and Hourly Rounding to impact the patients perception of the healthcare they receive.
- List the three questions addressed by the HCAHPS survey with regards to the composite of Nurse Communication.
- Identify ways to effectively impact the patients perception of courtesy and respect provided by the staff.
- Describe ways to effectively impact the patients perception of how carefully the nurse listens.
- Explain how to effectively impact the patients perception of clearly understanding things explained by the nursing staff.

- Give examples of ways to strengthen physician-nurse relationships and how they might impact a patients perception of courtesy and respect.
- Recognize the importance of discharge instructions.
- Describe tactics to impact the patients experience in reference to discharge instructions as well as the transition home.
- Restate similar key words or phrases for effective communication with the patient regarding their discharge needs and subsequent instructions.
- Recognize the value of post-visit phone calls.
- Recognize the importance of being responsive to patient needs.
- Identify tactics such as Individualized Patient Care, Bedside Shift Reporting, Leader Rounding, and Hourly Rounding to impact the patients perception of the responsiveness of staff.
- Identify ways to minimize call button utilization by patients and change the patients perception of wait times.
- Describe the responsibilities of staff when entering a No Pass Zone.
- Recognize the impact of the hospital environment on the patient experience.
- Identify aspects of the hospital environment that can disturb and affect the patients experience.
- Discuss tips that can impact the patients perception of the cleanliness of the hospital environment.
- Discuss tips can improve quietness at night.
- Recognize the importance of compassion and empathy in managing the patients pain level.
- Describe the impact of Individualized Patient Care, Hourly Rounding and Bedside Shift Reporting on the patients perception of pain.
- Recognize the importance of communication with patients in addressing their pain.
- Describe additional ways to impact the patients pain level management.
- State the importance of accurately communicating patient medications and their respective side effects.
- Explain how using Bedside Shift Reporting can aid in communication about medications.
- Identify key words or phrases to effectively communicate information about the patients medication to include the name, dosage, duration, effects and side effects.
- Describe the importance of involving the patient in medication communications to gain compliance.



HCAHPS Healthcare Hospitality Certification: Physician Office Staff Version

HCAHPS is an acronym for Hospital Consumer Assessment of Healthcare Providers and Systems. It is the first national, standardized, publically reported survey of patients perspectives of hospital care. As hospital reimbursements move from a pay-for-reporting to pay-for-performance and the amount of reimbursements are tied to the results from the surveys administered through the HCAHPS initiative, it is important to address the various composites of HCAHPS to ensure the best scores for our hospitals. Some HCAHPS survey questions are aimed at interactions physicians have with their patients. These interactions can have a major impact on the scores received from the surveys.

This certification addresses 8 composite areas, three of which specifically address physicians:

1. What is HCAHPS?
2. Physician Listening
3. Physician Explanation
4. Physician Courtesy and Respect
5. Discharge Information
6. Responsiveness of Staff
7. Pain Management
8. Medication Communication

The goal of each of these courses is to address each composite area in an effort to educate all hospital physicians to include Hospitalists, ED Physicians and Primary Care Physicians, on the patients perception of the care they receive. This goes hand in hand with the goals of HCAHPS which are to improve the quality of healthcare delivered, provide incentive for healthcare providers to deliver quality healthcare and give the consumer the opportunity to make objective and meaningful comparisons between hospitals on domains that are important to consumers.

LEARNING OUTCOMES: Upon completion of this course, students will be able to:

- Define HCAHPS.
- Explain the goals of HCAHPS, composite questions, how scores are obtained, and the effects HCAHPS has on a facility's quality metrics.
- Discuss the concept of Individualized Patient Care.
- Recognize the utilization of Key Words At Key Times and how it can impact scoring.
- Identify tactics such as Individualized Patient Care, Bedside Shift Reporting, Leader Rounding, and Hourly Rounding to impact the patients perception of the healthcare they receive."
- Identify the HCAHPS survey questions related to the patients perception of whether or not their physician listens to their concerns.
- Summarize tips for Reflective Listening.
- Summarize tips for Demonstrating Empathy.
- Describe how minimal effort in relationship to listening and empathy can impact the patients perception of the care provided by the physician.

- Identify the HCAHPS survey questions related to the patient's perception of a thorough understanding of the plan of care.
- Define goals to achieve effective explanations to patients.
- Summarize tips for explaining diagnoses to patients.
- Summarize tips for explaining medications to patients.
- Identify the HCAHPS survey questions related courtesy and respect demonstrated by the physician.
- Describe tips for demonstrating courtesy and respect to the patient.
- Recognize the importance of discharge instructions.
- Describe tactics to impact the patients experience in reference to discharge instructions as well as the transition home.
- Restate similar key words or phrases for effective communication with the patient regarding their discharge needs and subsequent instructions.
- Recognize the value of post-visit phone calls.
- Recognize the importance of being responsive to patient needs.
- Identify tactics such as Individualized Patient Care, Bedside Shift Reporting, Leader Rounding, and Hourly Rounding to impact the patients perception of the responsiveness of staff.
- Identify ways to minimize call button utilization by patients and change the patients perception of wait times.
- Describe the responsibilities of staff when entering a No Pass Zone.
- Recognize the importance of compassion and empathy in managing the patients pain level.
- Describe the impact of Individualized Patient Care, Hourly Rounding and Bedside Shift Reporting on the patients perception of pain.
- Recognize the importance of communication with patients in addressing their pain.
- Describe additional ways to impact the patients pain level management.
- State the importance of accurately communicating patient medications and their respective side effects.
- Explain how using Bedside Shift Reporting can aid in communication about medications.
- Identify key words or phrases to effectively communicate information about the patients medication to include the name, dosage, duration, effects and side effects.
- Describe the importance of involving the patient in medication communications to gain compliance.