

The HCAHPS Hospital of Choice™

MISSION:

Leveraging the HCAHPS Survey to Become
the Employer and Provider of Choice

YOU WILL LEARN HOW TO:

- ▶ Send a wake-up call to leaders and staff about previously unknown patient dissatisfiers and how to eliminate them.
- ▶ Break down departmental silos and achieve organization-wide literacy about the HCAHPS Survey results.
- ▶ Gain active, enthusiastic frontline buy-in and ownership to improve the patient experience at the bedside and from support services.
- ▶ Build a patient-driven culture of compassion and love through the three cornerstones of culture change.
- ▶ Improve employee morale as a necessary first step to providing world-class customer satisfaction.
- ▶ Inspire and engage leaders at every level to implement 23 critical best practices through a 100 Day Rapid Action Program.
- ▶ Improve patient satisfaction to the 90th percentile and reduce controllable turnover by 50% in three years.
- ▶ Implement 10 breakthrough recommendations to become the employer and provider of choice.

SEMINAR ATTENDEES SAY IT BEST:

“This presentation was packed with useful information and actionable recommendations to build service excellence.”

– Carol Chandler, Shady Grove Adventist Hospital, Rockville, MD

“Thank you for helping to make our event a success and for supporting us in our journey towards achieving the 95th percentile in overall patient satisfaction.”

– J.P. Gallagher, Director, Surgical & Outpatient Services Advocate
Christ Hospital and Medical Center

