

HCAHPS LEAD™ Plan



LEAD: Leadership, Execution, Accountability, & Discipline

MISSION:

A step-by-step, achievable, time-sensitive plan to improve and sustain patient experience scores

DELIVERABLES:

- ▶ HCAHPS Breakthrough Webinar Series Library
 - 12, 1-2 hour webinars, each focused on a specific HCAHPS Domain
 - Presented as a library so it can be scheduled monthly at your convenience
- ▶ HCAHPS LEAD™ Plan Launch:
 - Program Coordinator & Domain Owners orientation of roles and expectations
 - Everyone's a Caregiver™ HCAHPS App review with the Program Coordinator
 - Provide ongoing coaching as required
- ▶ Everyone's a Caregiver™ HCAHPS App
 - This App is a series of 96 bite-sized, 3-12 minute webinar modules that can be accessed via a smart phone, tablet, or computer
- ▶ Customized web portal consisting of:
 - All tools needed for the HCAHPS LEAD™ Plan, including Micro-Gap Analysis, Close-the-Gap Coaching Tools, Advertising Posters, etc.
 - HOPE™ Plans consisting of HCAHPS Domains and Ancillary Departments
 - All resources needed to conduct the 12 HCAHPS Breakthrough Webinars

EMPOWERED LEADERS SAY IT BEST:

"The LEAD™ Process is really about culture change and focus. I'm happy we are doing this. It's making a difference!"

– Peter Karadjoff, FACHE, President, St. John Providence Health System



HCAHPS LEAD™ Plan

timetable

legend

- HSC – HCAHPS Super Coach,
- DC – Domain Champion
- HCAHPS Breakthrough Series™ Webinars – Dates

| # | Month/Year | Event |
|----|---------------------------|--|
| 1 | Specific Date Month 1 | HCAHPS Breakthrough LEAD™ System Launch, Orientation Domain Champion Orientation (HCAHPS & Non-HCAHPS) |
| 2 | Specific Date Month 2 | Webinar #1: The C-Suite Leader Role in HCAHPS Transformation™ (1 hr) (Leadership Engagement) |
| 3 | Specific Date Month 3 | Webinar #2: The Quiet Revolution™ (1 hr) (Quiet at Night) |
| 4 | Specific Date Month 4 | Webinar #3: Cleanliness Matters™ (1 hr) (Cleanliness of Patient Rooms) |
| 5 | Specific Date Month 5 | Webinar #4: Medication Education Imperative™ (1 hr) (Communication about Medicine) |
| 6 | February 6, 2017 | National Symposium on HCAHPS Sustainability Academies |
| 7 | Specific Date Month 6 | Webinar #5: Skillful Physician Communication™ (1 hr) (Communication with Doctors) |
| 8 | Specific Date Month 7 | Webinar #6: Relationship-Based Nurse Communication™ (1 hr) (Communication with Nurses) |
| 9 | Month 8 | Everyone's a Caregiver™ App (HCAHPS Frontline Webinar Series) Begins |
| 10 | Specific Date Month 8 | Webinar #7: Discharge Satisfaction Guaranteed™ (1 hr) (Discharge Information) |
| 11 | Specific Date Month 9 | Webinar #8: Compassionate Pain Care™ (1.25 hr) (Pain Control) |
| 12 | Specific Date Month 10 | Webinar #9: Revolutionize Staff Responsiveness (1.5 hr) (Responsiveness of Staff) |
| 13 | Specific Date Month 11 | Webinar #10: Care Transitions Done Right (1.25 hr) (Transition of Care) |
| 14 | Specific Date Month 12 | Webinar #11: High-Performing Overall Hospitals (2 hr) (Overall Rating) |
| 15 | Specific Date Month 13 | Webinar #12: The Power of Word-of-Mouth Marketing™ (1.5 hr) (Willingness to Recommend) |