

the Leadership Factor in **HCAHPS Value- Based Purchasing**



MISSION:

Moving HCAHPS Scores quickly through commitment and example.

YOU WILL LEARN HOW TO:

- ▶ Create a Vision of Excellence that everyone buys into and owns.
- ▶ Maximize Reimbursement by Mastering HCAHPS Value Based Purchasing
- ▶ Gain a working knowledge of the proposed CMS Value Based Purchasing policy and how to avoid costly reimbursement penalties.
- ▶ Create a Culture of Engagement with management and the frontline.
- ▶ Apply the skills of Rapid Cycle Improvement, to continuously improve HCAHPS scores quickly.
- ▶ Overcome employee distrust and gain commitment through “Daily Leader Rounding”.

EMPOWERED LEADERS SAY IT BEST:

“It takes team work and problem solving to make this program work. We will implement everything we talked about as soon as we get back!”

– *Dorothy Cantrell, Manager/Buyer*

“Great, focus on what you can input and constantly strive to improve it!”

– *John Stull, Manager/Central Services*

“Very motivating and interesting, was easy to stay engaged!”

– *Casey Dugan, Pharmacy Manager*

“Great, I was so frustrated and I now see a light at the end of the tunnel!”

– *Deborah Fromm, SDS Supervisor*

“Brian is the most interesting speaker I have ever heard. Great job. This is the most exciting seminar I’ve been to this year.”

– *Patty Misker, Patient Care Manager*