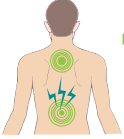


Improving Patient Satisfaction Scores

RN Communication Critical to HCAHPS Improvements

In its quest to continuously improve their patient's experience, a large academic health system implemented an organization-wide initiative that focused on nursing communication and bedside observations. To augment their efforts, the system deployed the *PatientSET™ Program*, an online education and observational assessment activity. After implementation, the organization enjoyed improvements in five key HCAHPS categories that are often impacted by communication with nurses, including: an increase in Discharge Communication by 86%, an increase in Medication Communication by 52%, and an increase in Communication with Nurses by 21%.



Increase in HCAHPS Scores			
	↑ 86% Discharge Information		↑ 29% Responsiveness of Hospital Staff
	↑ 52% Communication about Medications		↑ 9% Pain Management

“This course provided very effective adult learning via clear/understandable objectives, multiple choice exams and visual aides (outstanding/real clinical re-enactments)!”

Roland Francia, RN

Results are reported from 2013 (N = 3,037) to 2015 (N = 3,819).
Total of 6,856 HCAHPS surveys.

Committed to Quality Care

A large academic health system had worked for several years to increase patient satisfaction scores with marginal success. Engaging in various on-site educational seminars and management consulting sessions, scores improved but weren't sustainable.



According to an analysis by HCAHPSOnline.org, the category that has the strongest correlation to the Overall Hospital Rating is Nursing Communication - a topic not emphasized enough during clinical training. The organization also wanted a solution that their clinicians could easily relate to, that would successfully translate into positive practice changes, and that could be scaled to every front line clinician.

Peer-Developed Training

In a 2013 *PatientSET™ Program* pilot, the organization's emergency department physician communication scores improved by 62%. After this initial success, the program was deployed to 1,500+ nurses across the organization in January 2014.

The *PatientSET™ Program* was designed by practicing clinicians to:

- Educate their peers on key elements that contribute to an improvement on HCAHPS
- Provide a checklist of specific behaviors that patients want from their healthcare provider
- Provide an observational assessment tool that analyzes bedside manner of clinicians

In the first six weeks of implementation, nurses completed two online video CE courses that outlined the "right way" and "wrong way" to engage with their patients. The results of this online training initiative are summarized in Table 1.

Summary of PatientSET™ Courses	Results
Number of Courses Taken	3939
Overall Satisfaction with PatientSET™	98%
Would you recommend PatientSET™?	93%
Will you change your practice?	97%

Table 1

Subsequently, nurse managers across all units completed three observational assessments per nurse over a three-month period, monitoring a checklist of over 20 data points. Through these 2,300+ unique patient observations, managers assessed clinical behavior and encouraged compliance with the best practices upon which the nurses had been trained.

Sustained Success

The post-intervention scores demonstrated an improvement across five key HCAHPS categories targeted by the *PatientSET™ Program*. Recent observational data showed nurses complied with the recommended *PatientSET™ List* during 75% of the patient encounters. The online education intervention coupled with the observational assessments facilitated the organization to effectively change clinical behavior and sustain that change to achieve an improved patient experience.

Following deployment of this initiative, the system achieved and maintained an Overall Hospital Rating 11% higher than any other hospital in the state.

