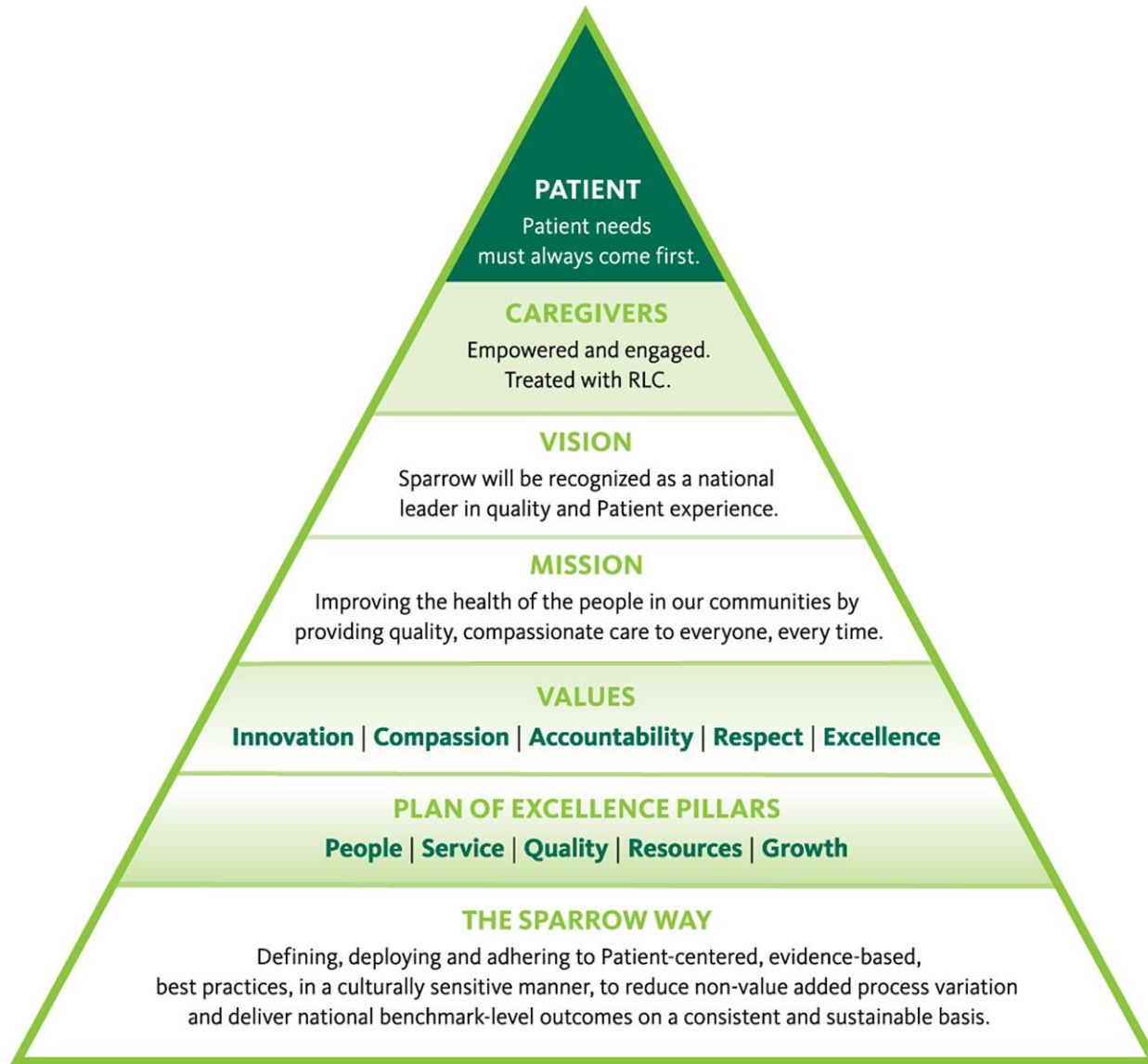




# Sparrow Community Hospitals Strategies to Enhance HCAHPS Response Rate

Michigan Center of Rural Health Open Office Hours

February 29, 2024





PATIENT  
CAREGIVER  
VISION  
MISSION  
VALUES  
PILLARS OF EXCELLENCE  
THE SPARROW WAY



# Eligible Patients

- » 18 years and older
- » At least one night stay as an inpatient
- » Non-psychiatric diagnosis
- » Discharged alive
- » Patients excluded: prisoners, discharged to hospice care, SNF's, Long term care, or has a foreign address

# Modes of Administration for the Survey

- » Mail
- » Telephone
- » Mixed: Mail with telephone follow up
- » Interactive Voice Response

\*Additional Modes to take effect with January 2025 discharges

Web-Mail

Web-Phone

Web-Mail-Phone

# CMS HCAHPS Response Rate percentiles

**HCAHPS Response Rate\* by Survey Mode**  
*(April 2023 Public Reporting: Patients discharged from July 2021 to June 2022)*

	Mail Only	Telephone Only	Mixed Mode
Average	21%	25%	33%
90 <sup>th</sup> percentile	31%	34%	40%
75 <sup>th</sup> percentile	25%	30%	38%
50 <sup>th</sup> percentile	20%	24%	31%
25 <sup>th</sup> percentile	16%	19%	29%

\*Hospital Response Rate = Completed Surveys / Eligible Sampled Patients

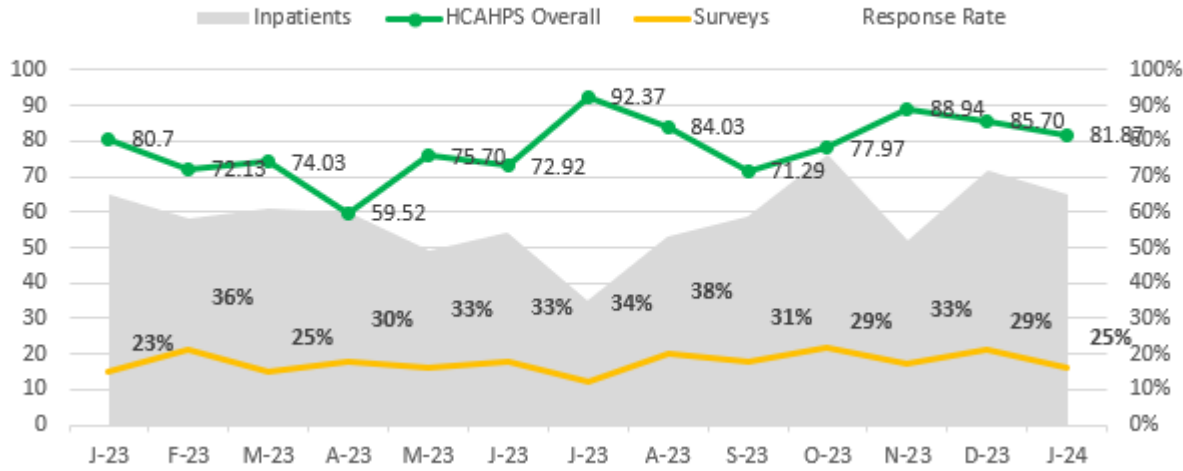
## NOTES

Response Rate by Survey Mode is based on hospitals with at least **50 sampled surveys** in each quarter and includes hospitals that employed the same mode across all four quarters.

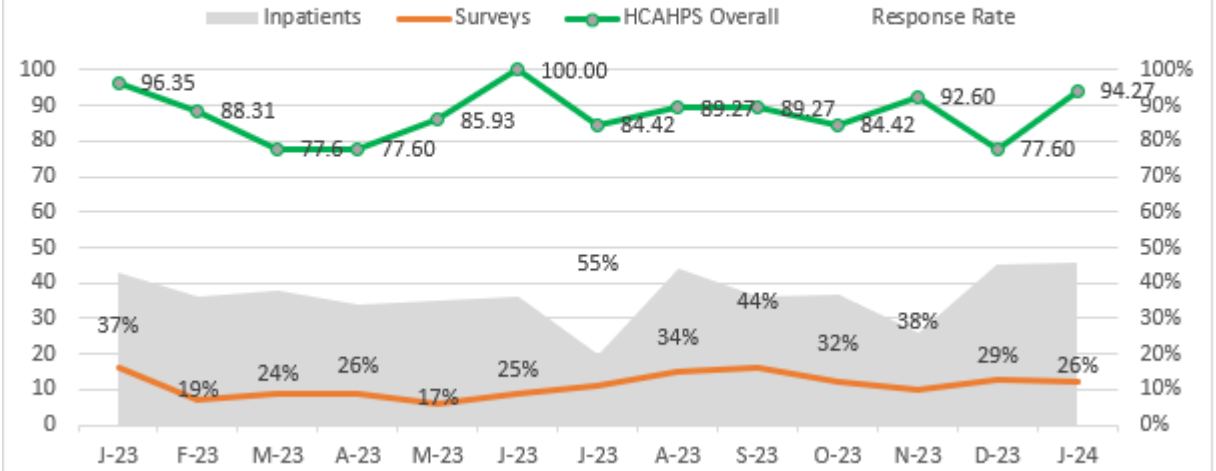
## **Internet Citation**

<https://www.hcahpsonline.org> Centers for Medicare & Medicaid Services, Baltimore, MD. Month, Date, Year the page was accessed.

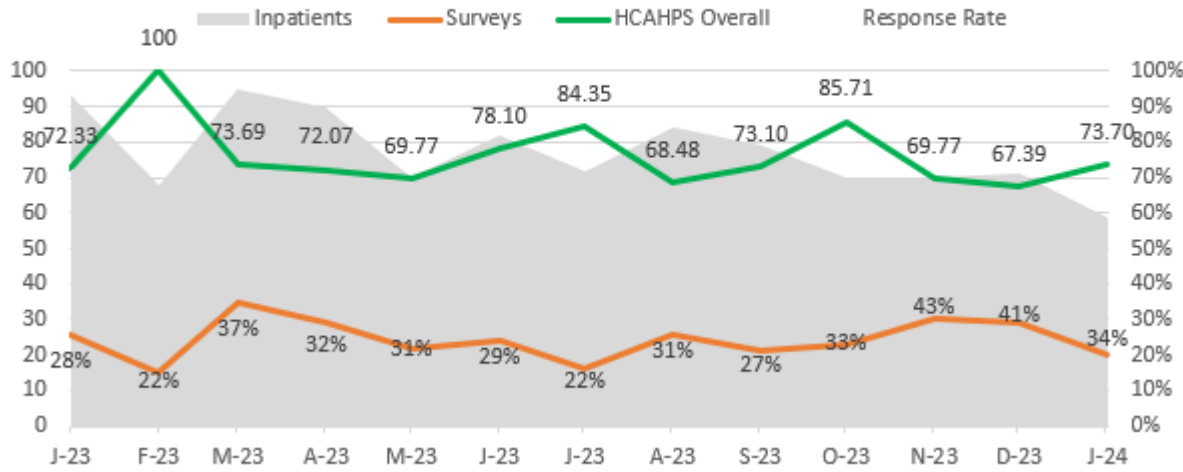
### IONIA



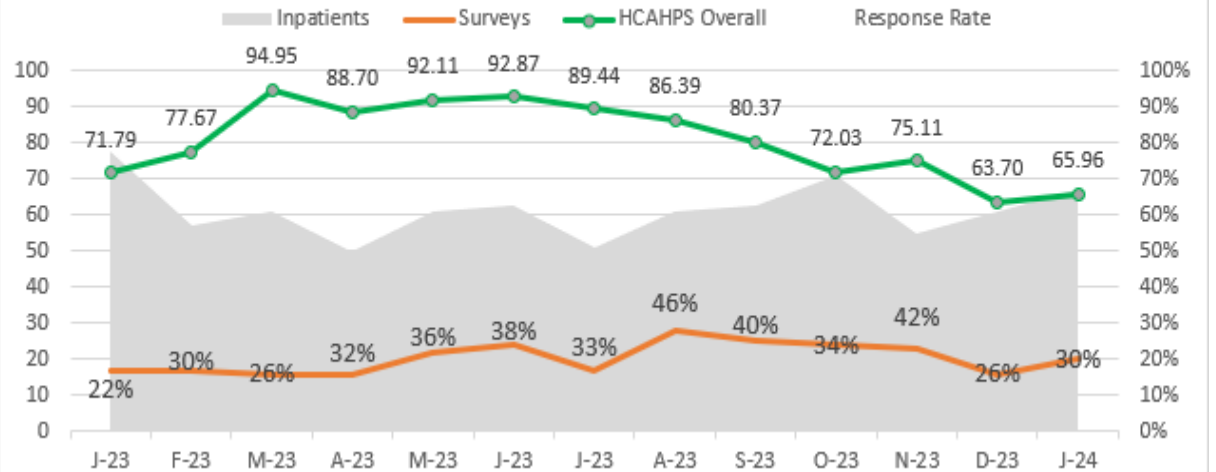
### CARSON



### EATON



### CLINTON



# Key to Increase Response Rates

- » Set Expectations
- » Collaboration
- » Provider Engagement
- » Leader Standard Daily Work



# Leader Standard Daily Work

- » Rounding
- » Scripting
- » Communication

# Nurse Leader Rounding Tool

- » Based on CMS rules, Nursing Leader-level expectations, and with consideration for the HCAHPS survey
- » Opportunity:
  - » Greater automation and accessibility of rounding tools
  - » Optimize rounding workflow
  - » Standardization of rounding
  - » Greater data capture and reporting
    - » Identifying trends
    - » Informing unit-level improvement initiatives
    - » Accountability
    - » Caregiver kudos and engaging bedside nurses

# TEAM-Approach

## 6 H Model

### Human Connection With Patients

Our Patient's Want	Helpful Phrases
HEAR my full story	<ul style="list-style-type: none"> <li>• "What have I missed?"</li> <li>• "Anything else? Tell me more."</li> <li>• "Is there anything weighing on your mind today?"</li> </ul>
HEED my worries	<ul style="list-style-type: none"> <li>• "What worries you the most today?"</li> <li>• "What matters most to you in your visit today?"</li> </ul>
HELP me navigate	<ul style="list-style-type: none"> <li>• "Here are the 3 things we will do today"</li> <li>• "Is it okay if I share your plan of care with your (caregiver)?"</li> <li>• "Here is the number to call for questions about medications/appointments"</li> </ul>
Be HONEST with me	<ul style="list-style-type: none"> <li>• "While I don't know the answer to your question, I will find the person who can best help you with that."</li> <li>• "I cannot promise the pain will go away completely. I do want you to be comfortable. Here is what we can do now"</li> </ul>
HEAL my misunderstanding	<ul style="list-style-type: none"> <li>• "I am truly sorry you had to wait so long. You have my undivided attention"</li> <li>• "I am sorry you had a poor experience. That was not our intention. Here is what I will do..."</li> </ul>
Leave me with HOPE	<ul style="list-style-type: none"> <li>• "Together we will get through this"</li> <li>• "You have one of our best (nurse/surgeon/doc) today; you are in great hands!"</li> <li>• "You are doing so much better! Soon you will be able to go home."</li> <li>• "We are going to take excellent care of you..."</li> </ul>

6H Model is created by Dr Swati Mehta, MD FACP



## Your Care Is Our Mission

As hospitalist providers, we will treat your illness in the hospital. It is our privilege to care for you compassionately and provide details of your care to you, your family, and your primary physician. We pledge to treat you with courtesy and respect, listen to your concerns, ensure your comfort, fully explain your diagnosis and treatment, and help you prepare for a safe discharge.

Your Doctor's Name \_\_\_\_\_

Please let us know if we did not exceed expectations. If you have any questions or comments after you leave, please contact our office at (517) 364-3380.

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# Tactics to Support the Survey

- » Train all staff to respond to call lights to the best of their ability
- » Hourly rounding
- » Key Words
- » Communication white boards
- » Train all staff to notice patient pain
- » Teach Back
- » Discharge phone calls
- » Involve families