



## LOUISIANA HOSPITAL ASSOCIATION PATIENT SAFETY LEARNING NETWORK:



### HOSPITAL CONSUMER ASSESSMENT OF HEALTHCARE PROVIDERS & SYSTEMS (HCAHPS)

The Louisiana Hospital Association (LHA) is partnering with the Health Research & Educational Trust (HRET) and the Agency for Healthcare Research and Quality (AHRQ) to help hospitals in 17 States form learning networks to use HCAHPS results for improving quality, safety and the patient's experience of care.

**Why Should I Participate?** HCAHPS is becoming increasingly important to hospitals:

- For Medicare's core clinical areas (HF, PN), HCAHPS performance scores are more predictive of readmission rates than the clinical performance measures used to assess hospital care quality.
- Patient-reported experience of care is consistently correlated with hospital quality as measured by the HCA program and complication rates measured by AHRQ Patient Safety Indicators (PSIs).
- Higher hospital patient satisfaction scores are independently associated with lower hospital inpatient mortality rates.
- The patient's experience of care measured by HCAHPS accounts for 30% of each Medicare PPS hospital's Value Based Purchasing (VBP) score. Nine percent (9%) of a hospital's total VBP score is based on the hospital's lowest HCAHPS score.

This curriculum will provide a wealth of practical tools and resources to help organizations achieve new levels of performance on HCAHPS, while creating a better experience for patients, families, and staff. The five-month curriculum consists of three teleconferences, a full-day onsite workshop, a comparative HCAHPS assessment report, and ongoing dialogue and support.

#### **Teleconference: Setting the Stage for HCAHPS Success – February 29, 2012; 2:30PM-4:00PM**

On Feb. 29, the LHA will host a 90-minute conference call to introduce the curriculum and help interested organizations make the most of their participation. The call will include an overview of the curriculum; a brief presentation addressing why HCAHPS matters to hospitals and how to think differently about the survey; and guidance on how to prepare for the HCAHPS workshop. Each organization will be asked to select one or two HCAHPS areas as their highest priorities to focus on during the curriculum. Call participants will receive instructions and rationale for their HCAHPS self-assessment that involves compiling information about current HCAHPS goals and objectives, quality improvement activities, and reporting methods, for the one or two HCAHPS priority focus areas. All submitted assessments will be compiled into a report that participants can use to compare their HCAHPS activities with peer hospitals, and to identify areas in which they excel, as well as opportunities for improvement.

#### *Timeline at a Glance*

*Feb 29, 2012 – Teleconference 1*

*April 10, 2012 - Workshop*

*April 26, 2012 – Office Hours*

*May 8, 2012 – Teleconference 2*

*May 22, 2012 – Office Hours*

*June 12, 2012 – Teleconference 3*

*June 28, 2012 – Office Hrs/Wrap Up*

### **HCAHPS Workshop – April 10, 2012; 8:30AM - 3:30PM**

The LHA/HRET one-day HCAHPS workshop will provide hospital teams with the opportunity to delve deeply into understanding how HCAHPS can be used effectively to improve healthcare.

The workshop will consist of a combination of presentations and interactive exercises designed to help organizations define, refine, and implement new strategies to improve the patient experience as reflected in their HCAHPS performance. Topics to be addressed include: the relevance of HCAHPS to hospital management as an indicator not only of the patient experience, but also of quality, patient safety, and predictor of readmissions; the significant role of HCAHPS in value-based purchasing; methods for using HCAHPS data effectively; and the foundational and domain-specific strategies that can be used to improve the patient experience in each HCAHPS category. At the end of the day, participants should be reenergized and ready to immediately apply the knowledge they have gained.

### **Follow-up Teleconferences – May 8 & June 12; 2:30PM – 4:00PM**

Hospital teams will be reconvened for two webinars following the onsite workshop. The calls will provide an opportunity for participants to share information about their progress, obtain information about overcoming common barriers, receive updates on the latest research and innovation involving HCAHPS, and discuss how HCAHPS fits within the broader context of strategies to listen to and engage patients and families in improvement.

### **Available Office Hours – April 26, May 22 and June 28; 3:00PM-4:00PM**

Open time scheduled to provide hospital teams the opportunity to call in toll-free, ask questions, and speak with faculty and each other about their challenges and successes.

### **Responsibilities of Participating Hospital Teams:**

The Learning Network curriculum is designed to not only provides engaging educational opportunities, but also to foster rapid, concrete action. The success of the curriculum depends in part on the commitment and engagement of the hospitals to actively participate in a learning community. Consequently, hospitals that enroll in the curriculum agree to the following:

1. Participate in the February 29, 2012 teleconference;
2. Identify one or two priority HCAHPS domains;
3. Complete and submit the self-assessment by March 29, 2012;
4. Send a hospital team to the April 10, 2012 workshop (Hospital teams should optimally include an executive leader, person directly responsible for leading HCAHPS improvement efforts, quality improvement professional, and a nursing manager);
5. Select and implement one or more interventions following the workshop; and
6. Share successes and challenges during the teleconferences on May 8 and June 12, 2012.

### **Faculty:**

The faculty for the program will include peer experts with HCAHPS success stories and Carrie Brady, JD, MA. Carrie coordinated with CMS and AHRQ to develop one of the first statewide pilot tests of an early version of the HCAHPS survey. Carrie has served on many state and national committees related to HCAHPS, including the National Quality Forum (NQF) HCAHPS Review Committee and the National CAHPS Benchmarking Database Advisory Group.

### **Contact Information:**

Ken Alexander, LHA Vice President of Quality & Regulatory Activities, [kalexander@lhaonline.org](mailto:kalexander@lhaonline.org)  
Dawn Verrett, Policy & Quality Coordinator, [dverrett@lhaonline.org](mailto:dverrett@lhaonline.org) or (225) 928-0026

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Interest Form

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If your facility would like to join the free LHA/HRET HCAHPS Learning Network, please fill out the below information and email or fax this page to Dawn Verrett at dverrett@lhaonline.org or fax to 225-923-1004 by Friday, February 17, 2012.

Hospital Name: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Contact Person Title/Dept: \_\_\_\_\_

Contact Person’s Email : \_\_\_\_\_ Phone: \_\_\_\_\_

Additional Team members Email: \_\_\_\_\_ Phone: \_\_\_\_\_

Additional Team members Email: \_\_\_\_\_ Phone: \_\_\_\_\_

Additional Team members Email: \_\_\_\_\_ Phone: \_\_\_\_\_

