



Higher HCAHPS Scores Result in More Funds for Your Facility

THE HCAHPS PERFORMANCE IMPROVEMENT SERIES



Swank HealthCare
Tim Swank, Chairman

THE HCAHPS PERFORMANCE IMPROVEMENT SERIES

The HCAHPS Performance Improvement Series available exclusively from Swank HealthCare is an effective, easy-to-use training tool for building and sustaining a winning-patient experience and positive HCAHPS performance.

Following are Swank HealthCare's modules:

INTRODUCTION TO HCAHPS

Describe the history and fundamentals of HCAHPS. It is a perfect tool for establishing the foundation needed by all staff and physicians to connect HCAHPS with personal, patient and organizational expectations and objectives.

COMMUNICATION WITH NURSES

Identify factors that impact patient behavior, needs and perceptions related to communication with caregivers. Describe therapeutic communication. Apply best-practice actions and behaviors to provide communication perceived by patients as courteous and respectful.

COMMUNICATION WITH DOCTORS

Describe factors that impact patient behaviors, needs and perceptions related to *Communication with Doctors*. Identify patient thoughts, emotions and expectations that impact communication needs. Apply best-practice strategies to improve communication.

CLEAN & QUIET ENVIRONMENT

Identify and apply best-practice strategies known to positively influence patient ratings on the *Clean & Quiet* questions on the HCHAPS survey.

HCAHPS module list continues on far right panel

TAKE YOUR HCAHPS SCORES INTO YOUR OWN HANDS

THE HCAHPS PERFORMANCE IMPROVEMENT SERIES WAS DEVELOPED TO HELP HOSPITALS AROUND THE NATION IMPROVE THE PATIENT EXPERIENCE AND MAXIMIZE REIMBURSEMENT FROM THE CENTERS FOR MEDICARE AND MEDICAID SERVICES THROUGH HIGH HCAHPS PERFORMANCE.

Swank HealthCare's interactive HCAHPS Performance Improvement Series includes an Introduction to HCAHPS and individual modules that cover each of the HCAHPS domains of care.

The HCAHPS Performance Improvement Series is the perfect training solution for your facility:

- Train your entire staff
- Ideal for new employee orientation
- Courses are the perfect complement to on-site training
- Interactive courses keep participants engaged
- Online modules allow staff to train when it's convenient
- The Learning Management System (LMS) will automatically track completed courses

HCAHPS INTERACTIVE ONLINE COURSES INCLUDE:

Introduction to HCAHPS

Communication with Nurses

Communication with Doctors

Clean and Quiet Environment

Responsiveness to Staff

Pain Management

Communication about Medications

Discharge Information

Overall Rating and Willingness to Recommend



Call Swank HealthCare at **1-877-227-0325** to request a preview, or visit www.swankhealth.com to schedule a demonstration!



CONTINUED

RESPONSIVENESS OF STAFF

Describe communication factors that improve patients' perceptions of timeliness. Discuss hourly rounding and the positive impact it has on patient perceptions, clinical outcomes and staff satisfaction.

PAIN MANAGEMENT

Identify evidence-based practices known to improve patients' perceptions of pain and pain management. Resolve misconceptions about pain and pain therapy. Describe four critical steps to pain assessment and management.

COMMUNICATION ABOUT MEDICATIONS

Apply best-practice strategies to provide patient-centered communication about medications and identify the benefits of effective communication about medicines for both patients and caregivers. Describe techniques to make communication about medications a memorable experience for patients.

DISCHARGE INFORMATION

Describe techniques that make the discharge process easy on the patient. Discuss common patient interpretations of the discharge information questions on the HCHAPS survey. List the aspects of a winning take-home packet. Apply post-discharge phone call strategies and describe their benefits.

OVERALL RATING AND WILLINGNESS TO RECOMMEND

Identify and apply best-practice strategies known to positively influence patients' perceptions of the overall care experience and the willingness to recommend the hospital to family and friends.

MODULE	COURSE OUTLINE	COMPLETION TIME
HCAHPS Introduction	Describes the history of HCAHPS, domains of care, the survey instrument, rating scales, scoring and the Hospital Compare website; connects the patient experience to a healthcare workers' sense of career purpose.	15 minutes
Communication with Nurses	Explains therapeutic communication, overcoming barriers to communication, how to use interpreters, non-verbal communication and active listening, words and actions that influence patients' perceptions of courtesy and respect and how caregivers' thoughts and beliefs impact their words and behaviors.	25 minutes
Communication with Doctors	Communication techniques perceived as respectful and courteous, nonverbal communication and active listening skills known to result in positive patient perceptions and outlines the benefits of patient-centered communication for both physicians and patients.	15 minutes
Clean and Quiet Hospital Environment	Strategies to improve room cleanliness, patient perceptions of a clean environment, equipment and device disinfecting, identifying and cleaning high-risk surfaces and noise-reduction techniques.	25 Minutes
Responsiveness of Hospital Staff	Strategies to improve actual response times and patient perceptions of a timely response, standards for Call Light response, hourly rounding and its positive impact on the patient experience, clinical outcomes and staff satisfaction and an easy-to-use and remember technique for service recovery called "I-CARE."	35 minutes
Pain Management	Patient thoughts, emotions and expectations known to impact perceptions of pain and pain management. Teaches four critical steps to pain assessment and provides evidence-based strategies to improve pain management.	20 minutes
Communication about Medicines	The importance of <i>Communication about Medicines</i> to patient safety, what to include when communicating about medications, best-practice strategies known to improve patient-centered communication about medications and how to make <i>Communication about Medicines</i> a memorable experience for patients.	15 minutes
Discharge Information	Describes possible patient interpretations of the <i>Discharge Information</i> survey questions and how to improve perceptions related to them, secrets to a winning take-home packet, how to make the discharge process easy on the patient and how to conduct post-discharge phone calls and their benefits.	15 minutes
Overall Rating and Willingness to Recommend	Discusses factors that affect patient ratings on the HCAHPS survey, the HCAHPS Paradox, the need and benefits of recruiting clinical and non-clinical staff and physicians as hospital Ambassadors to support a positive patient perception of care.	10 minutes



Swank HealthCare, a leading provider of online courses and e-learning software for healthcare workers and hospital administrators, and Custom Learning Systems, a leader in on-site training, coaching and service education in the healthcare industry, developed this highly anticipated series to provide hospitals with an effective, easy-to-use online tool to help build and sustain a winning patient experience.