



HCAHPS and C.A.R.E.

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Who I Am

- Patient experience knowledge expert, thought leader
- Speaker, author, blogger
- Fellow, Institute for Social Innovation
- Co-founder of HHS
- Professional jazz harpist



3 Things You'll Learn Today

1. Why getting usable data from the HCAHPS format is difficult
2. What the HCAHPS answers reveal and hide
3. How The C.A.R.E. Channel supports better HCAHPS scores





Patient Satisfaction to HCAHPS

From: "How well are we doing?"
To: "What did we do"

From: "Good or Bad"
To: "What happened?"



HCAHPS: "It's about what I think happened!"









Questions 1-6: Communication

- ✓ How often did nurses/doctors treat you with courtesy and respect?
- ✓ How often did nurses/doctors listen carefully to you?
- ✓ How often did nurses explain things in a way you could understand?



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Question 7: Responsiveness

✓ After you pressed the call button, how often did you get help *as soon as you wanted it*?

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THE C.A.R.E. CHANNEL

Masks sounds and unwanted noises.
Provides soothing, consistent auditory and visual background.



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Questions 8 & 9: Environment of Care

- ✓ How often were your room and bathroom kept clean?
- ✓ How often was the area around your room quiet at night?

 HEALING HEALTHCARE SYSTEMS

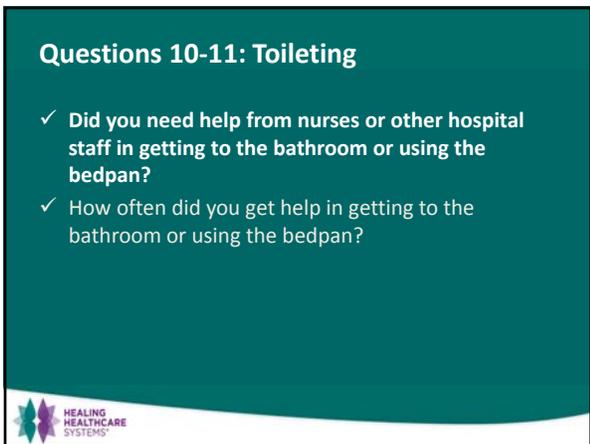
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 HEALING HEALTHCARE SYSTEMS







Questions 10-11: Toileting

- ✓ Did you need help from nurses or other hospital staff in getting to the bathroom or using the bedpan?
- ✓ How often did you get help in getting to the bathroom or using the bedpan?



THE C.A.R.E. CHANNEL

Holds the hand of the patient when the nurse is not in the room

Eases anxiety



Questions 12-14: Pain Management

- ✓ Did you need medicine for pain?
- ✓ How often was your pain well controlled?
- ✓ How often did the hospital staff do everything they could to help you with your pain?



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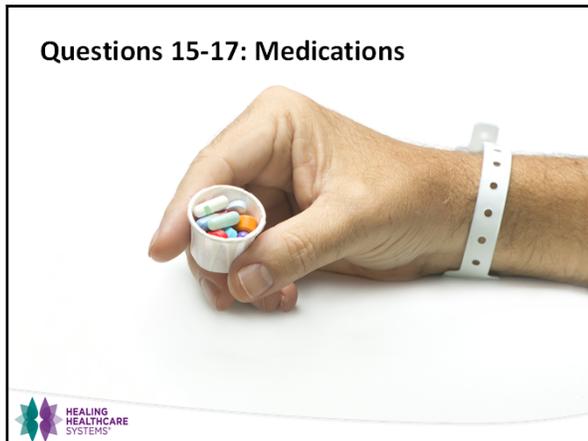


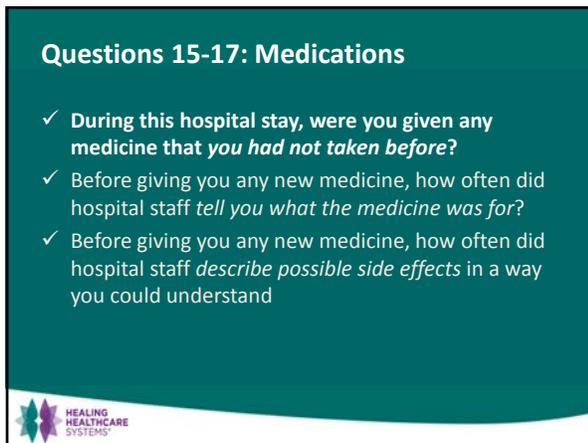
THE C.A.R.E. CHANNEL

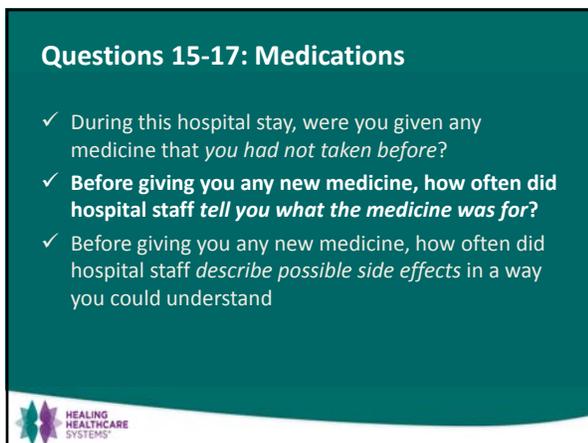
Non-pharmacological approach

Cost effective: Both Human and Economic









Questions 15-17: Medications

- ✓ During this hospital stay, were you given any medicine that *you had not taken before*?
- ✓ Before giving you any new medicine, how often did hospital staff *tell you what the medicine was for*?
- ✓ Before giving you any new medicine, how often did hospital staff *describe possible side effects in a way you could understand*?





Questions 18-20: When you left the hospital

- ✓ After you left the hospital, did you go directly to your own home, to someone else's home, or to another health facility?
- ✓ Did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?
- ✓ Did you get information in writing about what symptoms or health problems to look out for after you left the hospital?



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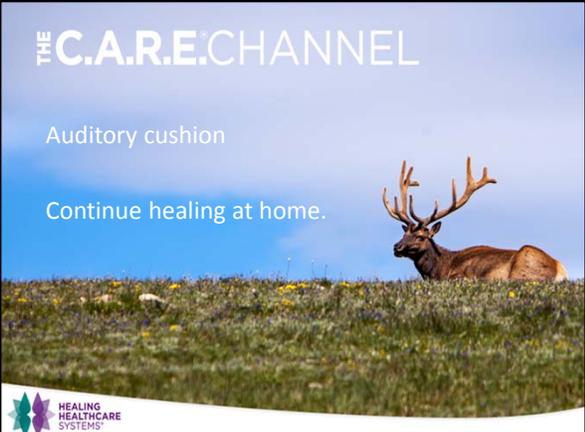
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Auditory cushion

Continue healing at home.



Questions 21-22: Overall Rating

- ✓ Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number (0-10) would you use to rate this hospital during your stay?
- ✓ Would you recommend this hospital to your friends and family?



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THE C.A.R.E. CHANNEL

Improves the overall experience



Questions 23-25: Discharge & Recovery

- ✓ Staff took my preferences and those of my family or caregiver into account in deciding what my healthcare needs would be when I left (agree/disagree)
- ✓ I had a good understanding of the things I was responsible for in managing my health (agree/disagree)
- ✓ I clearly understood the purpose for taking each of my medications (agree/disagree)



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THE C.A.R.E. CHANNEL

Universal appeal across acuity levels, generations, ethnicity, age, and socioeconomic boundaries.



Sales Team



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THE C.A.R.E. CHANNEL

- 84 hours of non-repetitive content
- Integrates with all TV systems
- CCTV, video broadcaster resides onsite.
- HD and SD formats



THE C.A.R.E. CHANNEL

- Evidence-informed content
- Ongoing education about research and practices
- Implementation support



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C.A.R.E. AT HOME
DVDs, CDs, mobile app

C.A.R.E. SELECT
Medical/dental offices, clinics

C.A.R.E. CONNECT
Live streaming for patient portals, mobile devices

HEALING HEALTHCARE SYSTEMS

THE C.A.R.E. CHANNEL
Creating Environments that Heal



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Thank You!

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