



## HCAHPS: Patient Experience College | *Transformation Center*

### Program Overview

As hospitals continue to improve the experience of care for patients and families, improving scores on the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey remains a challenge. With Value-Based Purchasing taking effect and the implementation of health reform, demonstrating progress on these scores and successfully engaging patients and families is more important than ever before.

After two successful HCAHPS Learning Networks, we are launching a 12-month, closed collaborative for 24 interested member organizations. As part of this initiative, hospitals will implement evidence-based strategies for improvement in an HCAHPS domain of their choosing. Members will work with Janiece Gray from DTA Associates, Ashley Ferguson, and partners from our membership to create a cooperative learning experience. Data will be collected at several points to measure change, and follow-up will be done in 2015 to work with the hospitals on sustainability of the successes achieved.

This closed learning collaborative includes a series of virtual learning opportunities and individualized facilitation to provide a value-added experience for members. All participants are expected to attend the six webinars and actively engage in all aspects of the program.

#### **HCAHPS: Patient Experience College Webinar Dates –**

*\*\*All webinars will be held on Wednesdays from 2:00 – 3:00 pm ET.*

- |            |   |  |
|------------|---|--|
| 1. Feb. 12 | 2. <del>March 26</del> (replaced by coaching calls) | 3. <del>April 9</del> (replaced by coaching calls) |
| 4. July 9  | 5. Sept. 24   | 6. Oct. 8  |
| 7. Nov. 12 | 8. Dec. 3   |  |

#### **Webinar Registration –**

You will not need to register in advance for each webinar. Instead, refer to the “online meeting room link” located beneath each session title and date. At 1:45 pm ET on the day of each webinar, click on that link and the online meeting room will open on your computer. The dial-in information for the phone portion will also appear. As a reminder, you will need both a computer with a viable internet connection and a phone line to access the audio and visual components of these webinars. For browsers, Internet Explorer is most preferred.

For webinar questions/concerns, please contact Alana Mallory, member services coordinator at [amallory@essentialhospitals.org](mailto:amallory@essentialhospitals.org).

## Virtual Session Overviews and Webinar Access Links

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### Session 1: Welcome/Introduction and Developing a Communication Strategy\_ [Feb. 12](#)

→ **Online Meeting Room Link:**

<https://essentialhospitals.webex.com/essentialhospitals/onstage/g.php?t=a&d=649583231>

Welcome to *Patient Experience College* hosted by America's Essential Hospitals. This webinar will outline goals and expectations for the year, as well as introduce the idea of communicating your work in patient experience at your organization. We will address communicating this work to those working in your unit, as well as your senior leadership and outside stakeholder (such as potential patient and family partners).

### COACHING CALL(S) \_ [May](#)

These coaching calls are going to be a helpful mechanism to continue discussion about specific questions or comments from the participants. Additionally the calls will be an active environment to receive more direct and informative coaching from Janiece. These calls are aimed at discussing projects, sharing with others, and continuing the success of improving patient experience. (As of April, we are in the process of scheduling these. Announcements via email and the website will solidify the times and descriptions.)

### Session 2: Building Your Team and Creating Culture Change\_ [July 9](#)

→ **Online Meeting Room Link:**

<https://essentialhospitals.webex.com/essentialhospitals/onstage/g.php?t=a&d=640199138>

This webinar will have a dual focus. The first is on the role of each team member and how similar teams can be formed in different units. It will incorporate the duties of the team lead, as well as identifying team participants, and working with your executive leader as a member of the team. The second topic will be on how the team you have built can successfully create culture change. Patient experience and improved outcomes are the ultimate goal of any project, it is also important to measure the impact of change within an organization. Change can be reflected through various means, including language change, automatic change of habit, and staff attitude. This webinar will address the various ways to create culture change, as well as help teams create meaningful ways of measuring their impact.

### COACHING CALL(S) \_ [August](#)

These coaching calls are going to be a helpful mechanism to continue discussion about specific questions or comments from the participants. Additionally the calls will be an active environment to receive more direct and informative coaching from Janiece. These calls are aimed at discussing projects, sharing with others, and continuing the success of improving patient experience. (As of April, we are in the process of scheduling these. Announcements via email and the website will solidify the times and descriptions.)

### Session 3: Evaluating and Working with Data\_ **Sept. 24**

→ **Online Meeting Room Link:**

<https://essentialhospitals.webex.com/essentialhospitals/onstage/g.php?t=a&d=644600969>

A large part of the planning phase will focus on evaluation. Teams will utilize various resources and stakeholders to work on developing a method of gathering feedback during the implementation phase to evaluate progress on the intervention. This webinar will focus on developing effective feedback methods, mode of delivery, and methods of evaluation. Topics will also include quantitative versus qualitative methods, and integration of feedback collection with data usage. Since data is only effective if used correctly, this webinar will also address the importance of data collection during the project, as well as identify the key data points required for this cohort and best practices for collecting them. Additionally, varying methods of collection, analysis and visual display for impact will be covered (including use of various software and packages).

### Session 4: Sustainability and Spread\_ **Oct. 8**

→ **Online Meeting Room Link:**

<https://essentialhospitals.webex.com/essentialhospitals/onstage/g.php?t=a&d=641502469>

Many programs fail because they are not sustainable outside the scope of the intervention period. However, a program that cannot exist on its own may be viewed as a waste of time and resources. As the learning network draws to a close, hospitals will address their future plans for sustainability, and the viability of this intervention in other hospitals units or floors within their system.

### Session 5: Promoting and Celebrating Innovation\_ **Nov. 12**

→ **Online Meeting Room Link:**

<https://essentialhospitals.webex.com/essentialhospitals/onstage/g.php?t=a&d=642720077>

As your year-long initiative wraps up, how do you continue the efforts after the collaborative has ended? This webinar will focus on celebrating how far your team has come, as well as learning from your obstacles, and where you can go from here in all innovations you initiate in the future.

### Session 6: Wrap up/Presenting Data\_ **Dec. 3**

→ **Online Meeting Room Link:**

<https://essentialhospitals.webex.com/essentialhospitals/onstage/g.php?t=a&d=644953451>

The final webinar in the series will wrap-up all work done from the previous year, and seek to answer any final questions. Additionally, it will clarify all exit report requirements, as well as identify other potential resources.

Suggestions, questions, or comments?

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Please contact:

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