

## Patient Satisfaction Accelerator & Patient Satisfaction Action Tool (PSAT)

The right data in the right hands is critical to becoming a high performing healthcare organization. Most allocate significant budget resources for third party HCAHPS and patient satisfaction surveys to garner assessment and understanding how patients and families are rating their experiences with us.

Analyzing, interpreting, sharing and acting on survey results -- from leader to front line staff -- improves HCAHPS performance, service and care delivery, and the overall patient experience.

Unfortunately, all too often it is difficult to get our arms around the volume of data, much less share it at the unit level where it can have the greatest impact in driving performance. Additionally, quarterly reporting cycles are not timely enough for leaders to monitor progress and course correct to achieve HCAHPS and service goals. As a result, most hospitals struggle to turn survey data into actionable information that leads to sustainable improvements.

Our approach and model to creating a culture of patient focus is grounded in measurement. We know that it is critical to use key reporting tools like our Patient Satisfaction Accelerator process, which takes patient satisfaction data, and streamlines and summarizes it into focused actionable information that can be translated into behaviors that drive performance. When coached through a focused Measurement Team, our model creates alignment and action for results.

The process is comprised of:

1. Creating a Measurement Team
2. Deploying our Patient Satisfaction Action Tool (PSAT)

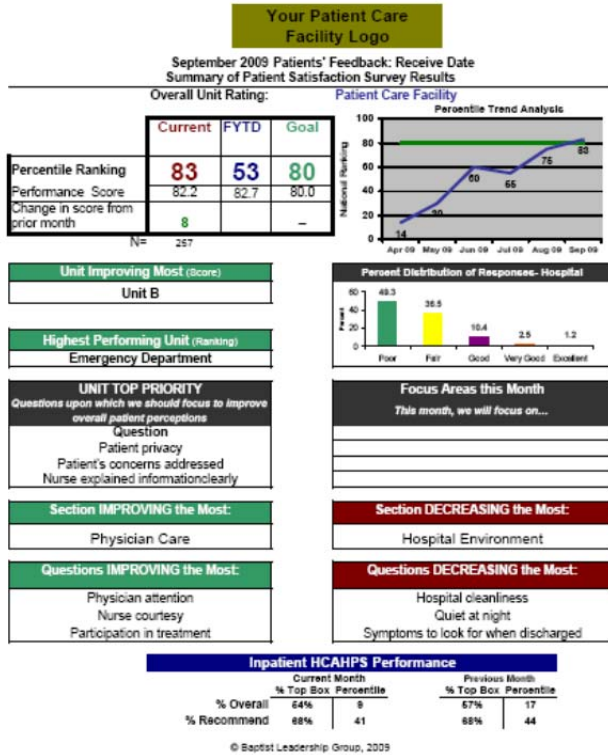
### Our Accelerator Process

The Patient Satisfaction Accelerator equips every level of leadership with the ability to easily communicate and act on survey results in collaboration with staff and physicians. Our tool translates vendor survey data into a snapshot of current performance -- what is working, what is not, and key, prioritized touch points that will drive improved scores. It takes data points that summarize patient survey results, and spotlights them in a monthly, unit-level report -- providing every leader an aligned, consistent game plan to improve the patient experience.



## Creating a Measurement Team

We work with you to select employees from throughout the organization to form a multi-disciplinary Measurement Team. We coach this team to assess survey data and communicate the results -- translating it into information that breaks down silos and promotes inter-departmental collaboration, leader development, and improved patient experience.



**Patient Satisfaction Accelerator Deliverables:**

Develop your Measurement Team as internal experts at monitoring and reporting survey results to drive leader performance.

Measurement Team coaching through a three month engagement that includes train-the-trainer, and deployment PSAT.

Launch and integration of PSAT across your organization including monthly, unit-level dashboard reporting that engages all leaders in patient experience performance.

Matrix reporting provides a snapshot of organization-wide performance across HCAHPS survey dimensions, and establishes internal benchmarking and prioritization.

Enables front-line leaders to quickly understand and share with staff the action items for driving improvements at the patient bedside

Builds commitment among all disciplines in the patient experience

Your Patient Care Facility Logo		September 2009 Discharges Monthly Inpatient Survey Scores by Section Patient Care Facility						
September 2009	PCF IP	Units	ED	Unit A	Unit B	Unit C	Unit D	Unit E
	257	Responses	85	50	70	14	33	5
Overall Rating	82.2	Score	79.4	82.6	82.7	81.2	89.3	80.4
	83	Ranking	99	75	60	99	88	30
Admission	82.6	Score	71.6	80.6	85.1	84.2	95.8	78.6
	75	Percentile Ranking	75	80	62	99	45	28
Hospital Environment	77.0	Score		81.2	77.3	75.9	86.7	75.0
	80	Ranking		80	73	99	30	39
Meals	79.5	Score		80.5	79.5	74.7	86.1	78.0
	38	Ranking		48	38	4	97	23
Nurse Care	84.2	Score	81.5	82.5	84.3	84.4	88.9	87.1
	55	Ranking	83	77	90	10	66	36
Tests & Procedures	84.3	Score	84.5	85.0	84.6	83.9	87.5	79.5
	23	Ranking	90	36	28	69	80	1
Family Centered	81.9	Score	84.2	85.6	82.5	76.7	83.3	83.5
	30	Ranking	29	46	70	80	18	20
Physician Care	87.2	Score	86.7	93.9	86.2	84.6	91.7	84.2
	91	Ranking	74	99	89	26	99	22
Discharge	81.5	Score	86.2	82.1	81.5	81.7	94.4	82.8
	53	Ranking	37	25	46	20	99	32
Personal Care	81.2	Score	71.0	81.4	82.0	80.0	90.0	76.6
	80	Ranking	6	88	58	74	99	1
Patient Loyalty	83.6	Score	73.5	78.6	84.0	85.8	88.9	79.2
	88	Ranking	99	48	85	90	56	1

**For more information, contact Kim Bixler at [kimb@bhclg.com](mailto:kimb@bhclg.com) or 850.469.2394.**