FOCUS ON IMPROVEMENT: HCAHPS

QBR Redesign Subgroup

March 2021

Maryland
Hospital Association

HCAHPS IMPROVEMENT PROCESS

Peer-to-Peer Learning Program Toolkit

Staff Engagement Tools

Best Practices from High Performers

PEER-TO-PEER LEARNING PROGRAM TOOLKIT

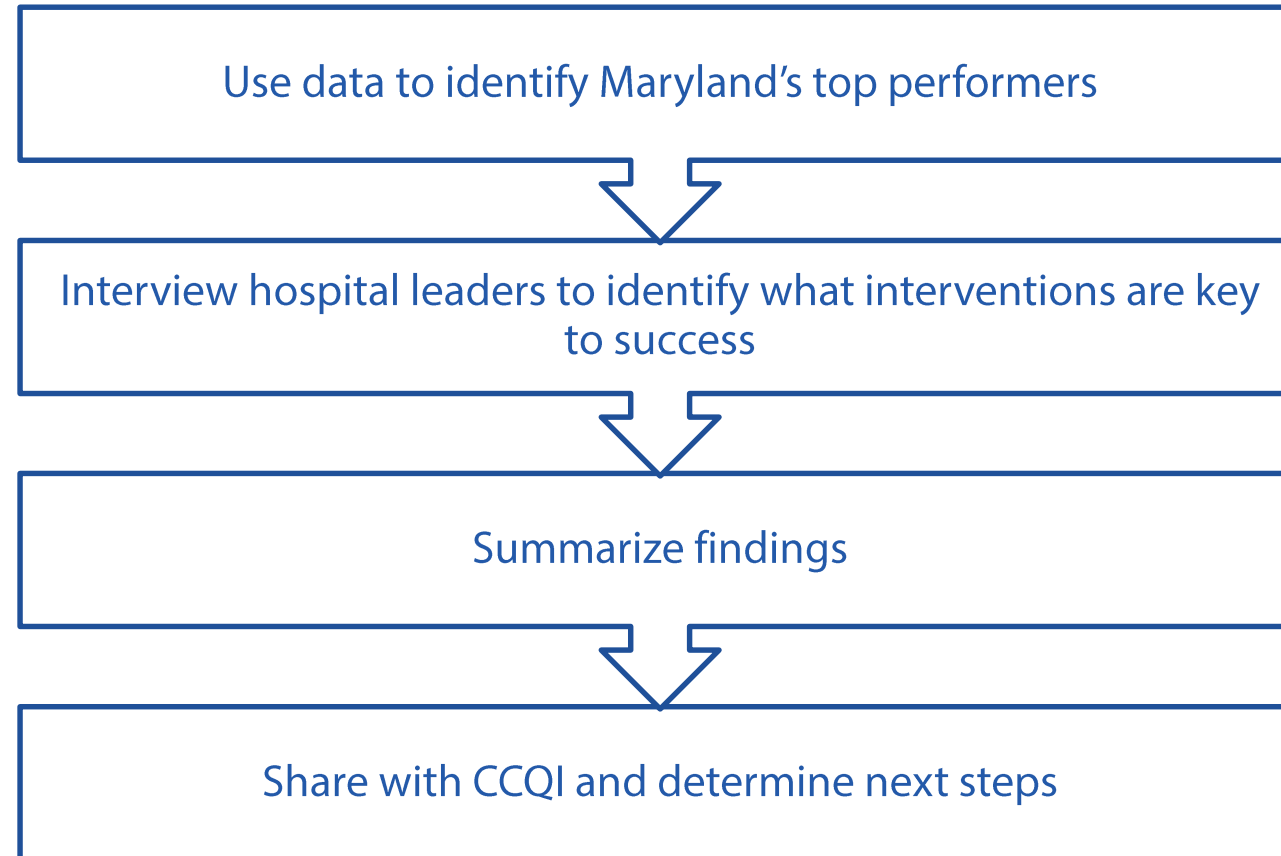MHA
Patient Experience
Peer-to-Peer
Program

- Peers conduct site visits to learn from each other and offer fresh perspectives

- Pilot participants shared learnings during panel presentation at MHA's May 2019 Patient Experience Conference

- Focus areas included:
  – Effective use of data to drive improvement
  – Patient rounding and use of supportive technology
  – Organizational alignment and goal setting

- Program can be replicated
  – within a hospital,
  – within a system, or
  – with colleagues from other organizations

STAFF ENGAGEMENT TOOLS

- Engaging Your Team in Experience Improvement
  - Interactive exercises your patient experience leads can replicate at your hospital

- Disseminated at May 2019 MHA patient experience conference
  - Led patient experience leads through sample exercises such as "Never and Always Events" and provided toolkit to attendees
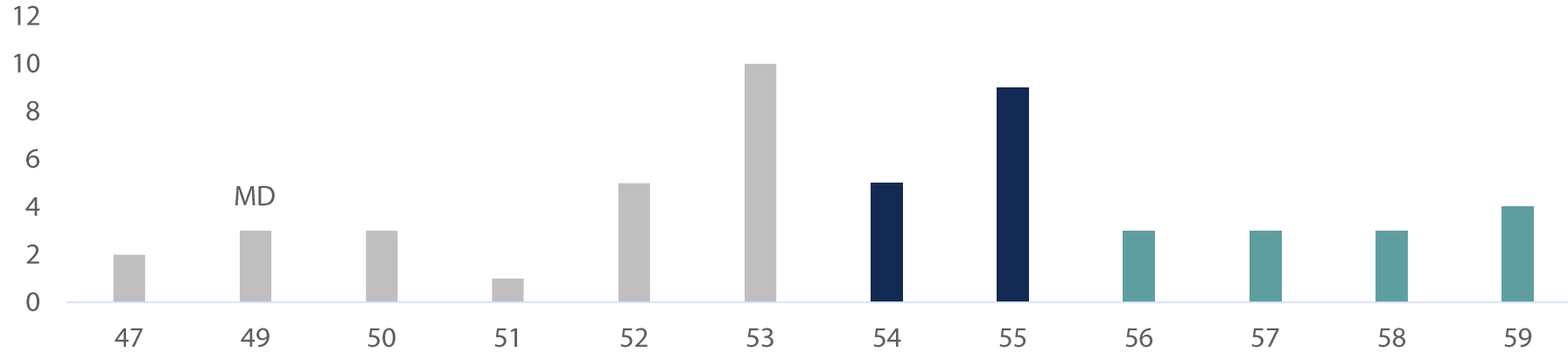
BEST PRACTICES FROM MARYLAND'S HIGH PERFORMERS

Use data to identify Maryland's top performers

Interview hospital leaders to identify what interventions are key to success

Summarize findings

Share with CCQI and determine next steps

USE DATA TO IDENTIFY MARYLAND TOP PERFORMERS (CARE TRANSITION)

Percent of Top Box Responses Across the Nation

Percent Top Box Responses Among Maryland's Hospitals
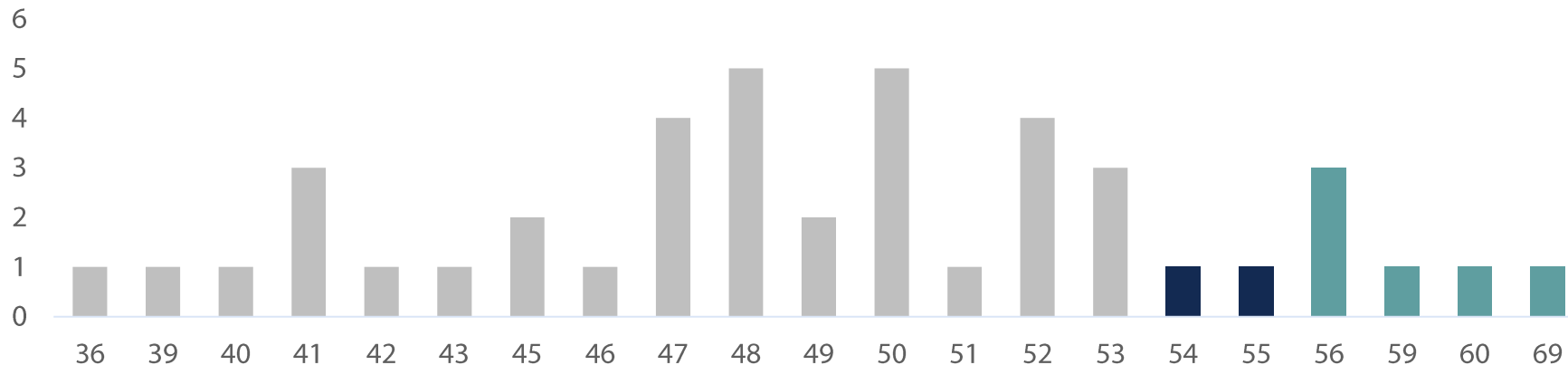
Source: Hospital Compare calendar year 2019. Top box for Care Transition represents percent of surveyed patients that responded "strongly agree". Dark blue represents at or above the national average and light blue represents at or above the top quartile nationally.

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KEY FINDINGS FROM HOSPITAL INTERVIEWS

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KEYS TO SUCCESS FOR MARYLAND'S HIGH PERFORMERS

1 **Patient-Centered** — Get to the why—quality & safety

2 **All Staff** — Not just responsibility of frontline care givers

3 **Focused Data Sharing** — Avoid sea of red and focus on improvement

4 **Prioritize Rounding** — Focus on areas with pay-off across domains

5 **Educate** — Use of videos, vignettes, auditing, & coaching