

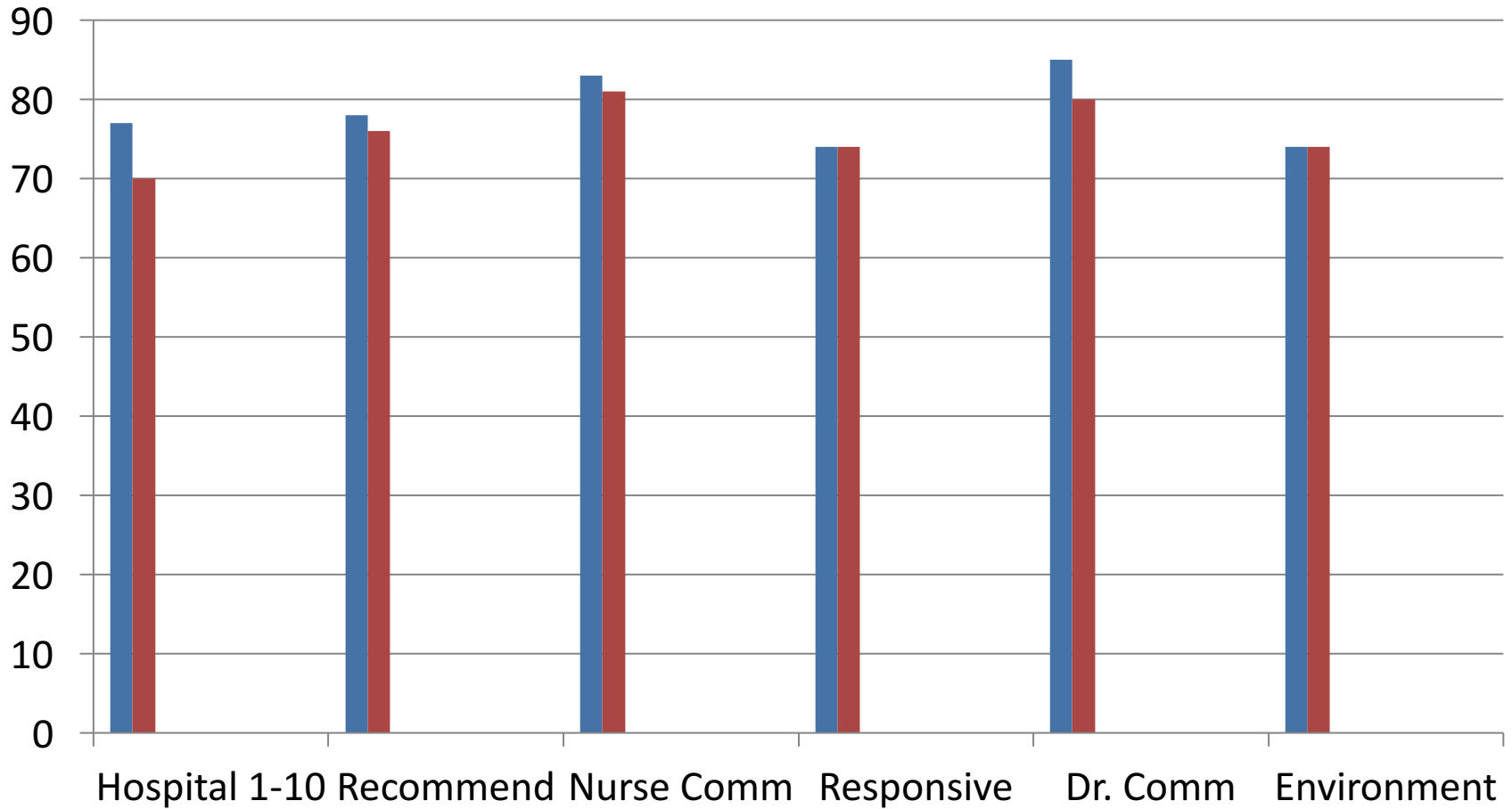
Charles A. Cannon, Jr. Memorial Hospital

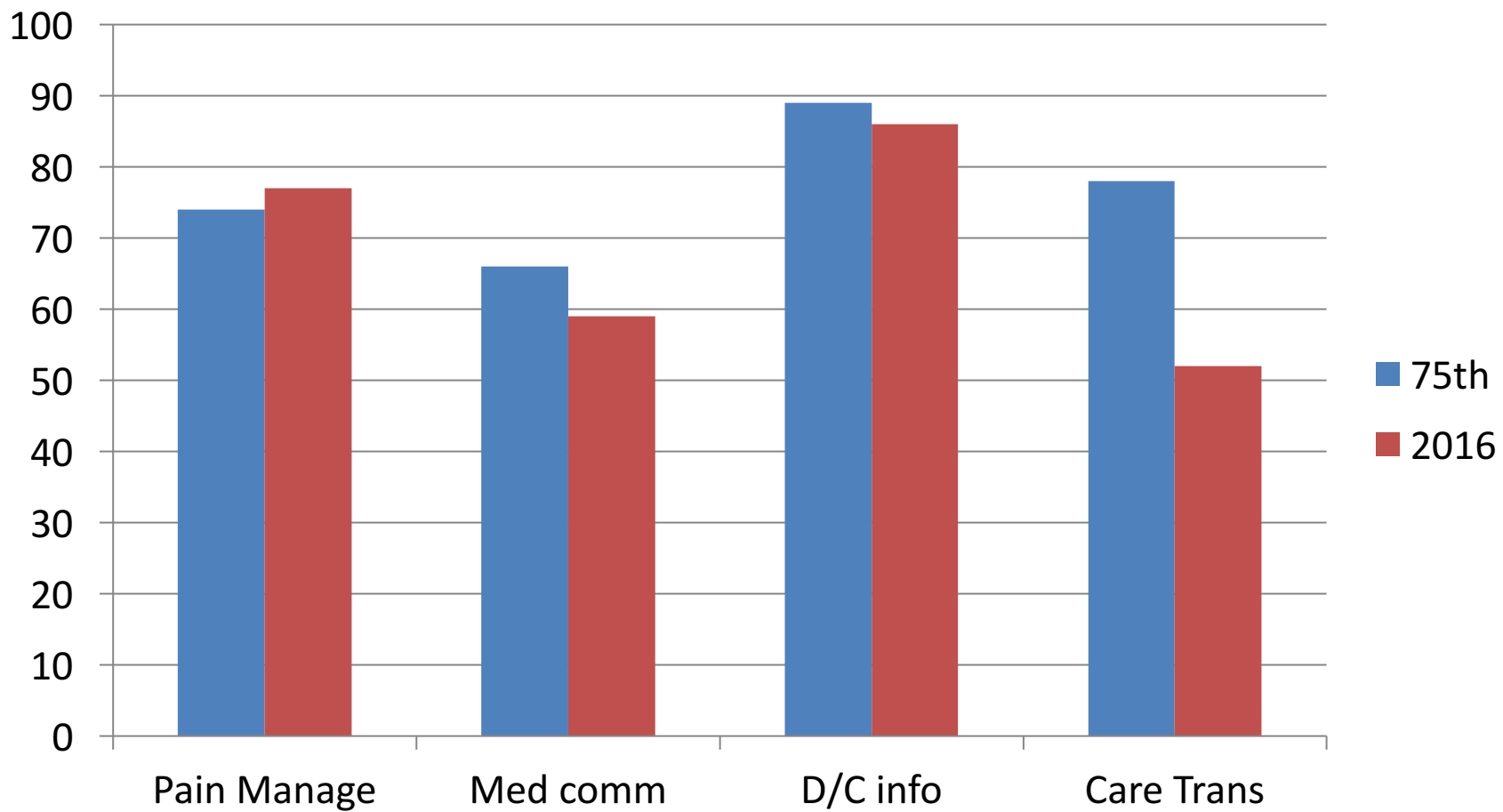


HCAHPS

- Vendor: Press Ganey (since 2015)
- Telephone interview
- Our Goal for 2017 is to reach 75th percentile in all domains
- Goal for 2018 is to reach 80th percentile in 8/10 domains

Where we started





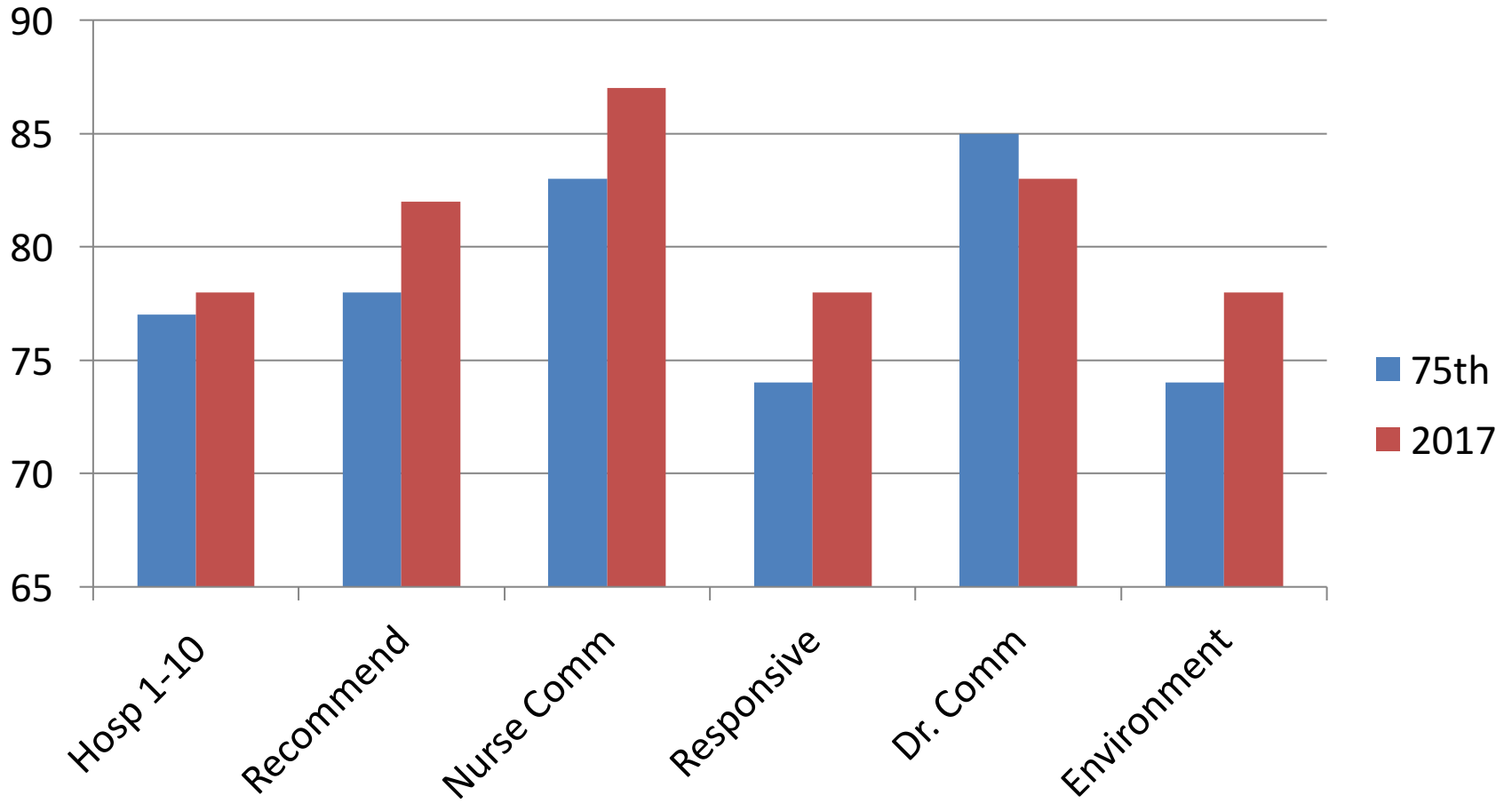
Studer engagement

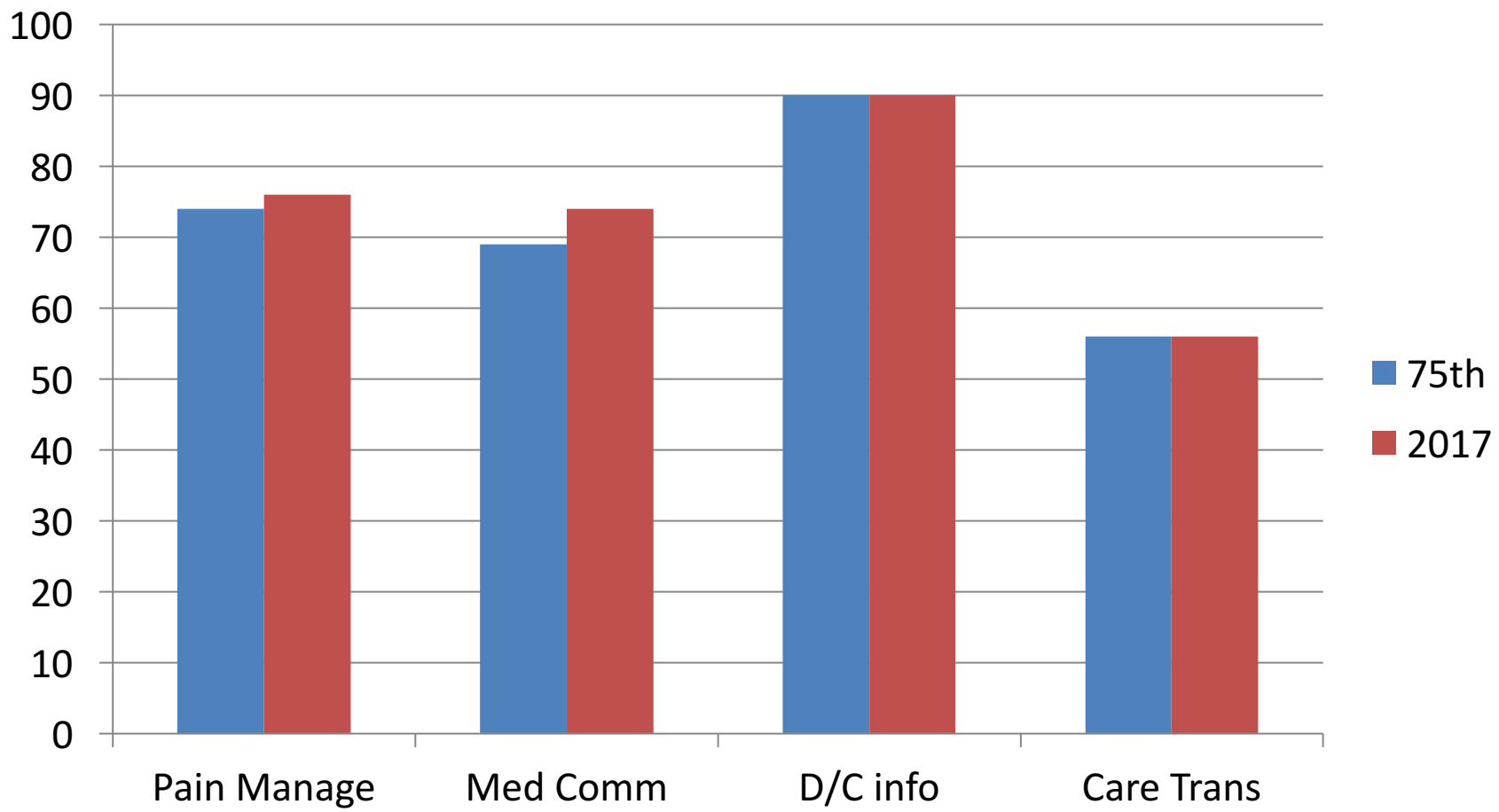
- Began implementing tactics geared toward impacting HCAHPS in Fall 2016 and into 2017
- Primary tactics:
 - Patient rounding by leader
 - Bedside shift report
 - Hourly rounding

Staff Education

- Patient rounding – Summer 2016
- Bedside Shift report – Fall 2016
- Hourly Rounding - Jan 2017
- Managers must validate skills for each nurse.
- Slippage does occur when staff are not held accountable – tend to go back to what has always been done

2017 YTD scores





Switching gears: Telemedicine!!!

- Implemented hospitalist 7am-7pm 3 years ago
- Primary care call at night
- Pull from med exec to provide 24/7 hospitalist coverage

- Three ARHS hospitalist began to venture into the telemedicine market by starting a new company - Telehealth Solution
- Provide telehospitalist coverage 7pm-7am
- Telemedicine robot has capability for physician to do a complete physical exam, with the exception of palpation
- 3 month trial started in October
- Nothing but positive feedback from patients and staff

Next phase

- Will be initiating a 3 month trial with NP/PA coverage 7am-7pm with telemedicine oversight
- Telemedicine only coverage will continue at night.

