Charles A. Cannon, Jr. Memorial Hospital
HCAHPS

• Vendor: Press Ganey (since 2015)
• Telephone interview
• Our Goal for 2017 is to reach 75\textsuperscript{th} percentile in all domains
• Goal for 2018 is to reach 80\textsuperscript{th} percentile in 8/10 domains
Where we started

- Hospital 1-10 Recommend
- Nurse Communication
- Responsive
- Dr. Communication
- Environment
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
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.