

# Improving patient experience scores

Learn how Vizient members worked together to achieve increased patient satisfaction.

Continually improving the patient experience is a guiding principle in health care. Patient- and family-centered care contributes to improved health outcomes, satisfaction and Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) scores. Health systems are also held accountable for patient-centered care: The Centers for Medicare & Medicaid Services weighs patient satisfaction scores at 25 percent for fiscal years 2016-2018, with low performance negatively influencing payments.

## Opportunity

Thirty-one Vizient™ members joined the Improving Patient Experience (HCAHPS) Improvement Collaborative to improve their patient experience scores using new or revised strategies. Participants were given a choice between a nurse and patient communications cohort (17 members) or a physician and patient communications cohort (13 members). Three organizations chose to participate in both cohorts. Metrics used to define progress for the overall collaborative included:

- Hospital rating (score of 9 or 10)
- The likelihood of patients recommending the hospital

## Key intervention strategies and takeaways from the collaborative

Each of the cohorts identified three main strategies with accompanying action steps. (Additional details are included in the project's final report, which is available on [www.vizientinc.com](http://www.vizientinc.com) for current Performance Improvement Collaboratives program members.)

Nurse and patient communications cohort strategies include:

- Implement hourly nurse rounding.
- Streamline bedside change of shift process.
- Share patient experience scores and stories.

Physician and patient communications cohort strategies include:

- Conduct interdisciplinary rounding.
- Streamline the patient discharge process.
- Provide ongoing provider team education.

Key recommendations from the collaborative:

- Make the patient experience a strategic organizational goal by aligning quality, efficiency, safety and patient centeredness.
- Gain board support and dedicate resources for staff education and empowerment.
- Involve key stakeholders and identify change champions.
- Communicate patient experience scores at all levels.
- Use ideas from patient and family advisors and listen to their stories to improve care and services.

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# 56%

Fifty-six percent of participants showed improvement in the likelihood of their patients recommending the hospital.

## Overall collaborative results

- HCAHPS scores indicated that more than half (56%) of participating organizations showed improvement in the likelihood of their patients recommending the hospital.
- One-quarter (25%) of the teams reported an improvement of 2+ points.
- The median change increased by 0.77 percentage points.

Fifty-eight percent of organizations showed improvement in their nurse and patient communications cohort scores, with 33 percent reporting an improvement of 2+ points. For the physician and patient communications cohort, 45 percent of organizations showed improvement in physician communication scores, with 23 percent reporting an improvement of 2+ points.

As the nation's largest member-driven health care performance improvement company, Vizient provides network-powered insights in the critical areas of clinical, operational, and supply chain performance and empowers members to deliver exceptional, cost-effective care.



For more information about the Performance Improvement Collaboratives program, contact your network director or [picollaboratives@vizientinc.com](mailto:picollaboratives@vizientinc.com).

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Members of the Vizient Performance Improvement Collaboratives program have access to the [project resource page](#).